Exhibit

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BEFORE THE
PUBLIC UTILITIES COMMISSION
STATE OF SOUTH DAKOTA

IN THE MATTER OF THE INVESTIGATION	)	DOCKET TC 01-
INTO QWEST CORPORATION'S	)	
COMPLIANCE WITH SECTION 271 (C) OF THE	)	
TELECOMMUNICATIONS ACT OF 1996	)	

QWEST CORPORATION'S

AFFIDAVIT

OF

MICHAEL G. WILLIAMS

PERFORMANCE MEASURES

OCTOBER 24, 2001

EXHIBIT
Qwest

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AFFIDAVIT

OF

MICHAEL G. WILLIAMS

Performance Measures

Michael G. Williams states as follows:

My name is Michael G. Williams. My business address is 250 Bell Plaza, Room 1603-B, Salt Lake City, Utah. I am a Director in Wholesale Markets for Qwest Corporation ("Qwest").[1]

In this affidavit, I provide the South Dakota Public Utilities Commission with an overview of Qwest's wholesale performance, and focus on Qwest's success in meeting Performance Indicator Definitions (PIDs) adopted by the Regional Oversight Committee (ROC). I present performance results for each measured item in the "competitive checklist" to establish that Qwest is satisfying the requirements of 47 U.S.C. § 271(c)(2)(B). The results demonstrate that Qwest is providing interconnection, unbundled network elements (UNEs) and resale to CLECs on a nondiscriminatory basis throughout the state of South Dakota.

[1] Professional experience, education and other biographical information is set forth in Exhibit MGW-PERF-1.

1 I. EXECUTIVE SUMMARY

2 A. Overview

3 In prior 271 orders, the FCC has identified the standards Qwest must meet to
4 satisfy the competitive checklist. First, Qwest must establish that it has a "concrete legal
5 obligation" to provide each checklist item.[2] Qwest's Statement of Generally Available
6 Terms (SGAT), which is described by other witnesses, satisfies that requirement.
7 Second, Qwest must show that it is furnishing, or is able to furnish, each checklist item
8 "in quantities that competitors may reasonably demand and at an acceptable level of
9 quality."[3] To satisfy that requirement, Qwest tracks and reports its wholesale and retail
10 performance in accordance with the ROC PIDs.[4]

11 The ROC PIDs are the product of thousands of hours of meetings and
12 discussions among Qwest, competitors, and regulators, who have worked together over
13 two years to develop objective performance standards for measuring compliance with
14 the Section 271 competitive checklist. The PIDs establish two basic performance
15 standards: (1) where a retail analogue exists, wholesale performance must be at parity
16 with retail; and (2) when no retail analogue exists, wholesale performance must meet an

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2 Application of Verizon Pennsylvania Inc., Verizon Long Distance, Verizon Enterprise Solutions, Verizon Global Networks, Inc., and Verizon Select Services Inc. for Authorization To Provide In-Region, InterLATA Services in Pennsylvania, Memorandum Opinion and Order, CC Docket No. 01-138, FCC 01-269, 2001 FCC LEXIS 5009, App. C ¶ 5 (rel. Sept. 19, 2001) ("Verizon Pennsylvania Order").

3 *Id.*

4 *Id.* ¶ 7.

1 objective benchmark. This approach is consistent with prior FCC decisions on 271
2 applications.[5]

3 Qwest reports its performance results in a graphical form that allows the
4 Commission to identify easily whether the standard for a particular PID is retail parity or
5 benchmark. If the standard is parity with retail performance, the graph depicting the
6 data shows two lines, one for wholesale performance and one for comparable retail
7 performance. If the standard is a benchmark, it is depicted by a horizontal dotted line
8 across the graph. These graphs allow the Commission to glance at each measurement
9 and quickly determine whether wholesale performance meets or exceeds the
10 performance standard for a given measurement in a given month.

11 This "stare and compare" method works well with performance benchmarks, and
12 with parity comparisons when wholesale performance is better than retail. Under those
13 circumstances, the Commission need not look any further. But when retail performance
14 appears to be better than wholesale, the Commission must look further. When a retail
15 analogue exists, the FCC requires that Qwest provide wholesale and retail service in
16 "substantially the same time and manner."[6] In ROC workshops, the parties agreed on
17 statistical methods to determine if the performance is substantially similar. Thus, where
18 Qwest's retail performance appears to be better than wholesale performance, the
19 Commission must look at the statistical result to determine whether the disparity is

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5 *See, e.g.*, Verizon Pennsylvania Order, App. C ¶ 5.

6 *Id.*

1 statistically significant. If not, retail and wholesale performance are by definition at
2 parity.[7]

3 The ROC retained The Liberty Consulting Group (Liberty) to audit Qwest's
4 performance results. For each PID, Liberty: (1) examined Qwest's data collection
5 systems to ensure that Qwest was accurately capturing, calculating, and reporting
6 performance results; (2) conducted an end-to-end analysis of sample data sets to verify
7 that the data collection systems worked as designed; and (3) independently calculated
8 performance results to corroborate Qwest's results. In its final report, issued on
9 September 25, 2001, Liberty concluded that "the audited performance measures
10 accurately and reliably report actual Qwest performance."[8] This leaves only the final
11 question of whether Qwest's performance is adequate to satisfy each checklist item.

12 The attached performance results demonstrate that Qwest is providing every
13 element of the checklist at an acceptable level of quality. Performance results from
14 September 2000 through August 2001 in South Dakota are attached as Exhibit MGW-
15 PERF-3. For checklist items that have insignificant volume in South Dakota, Qwest's
16 regional performance results from September 2000 through August 2001 are provided

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7 Under the statistical standards the ROC adopted, if the Z score is higher than +1.645, retail performance is better than wholesale performance by a statistically significant margin. The same is true if the parity score is a positive number. The two statistical methods work together. When the Z score is higher than 1.645, the parity score will be a positive number, indicating that retail performance exceeds wholesale performance by a statistically significant margin.

8 *See* Exhibit MGW-PERF-2, Final Report on the Audit of Qwest's Performance Measures ("Liberty Report") at 2-3.

as Exhibit MGW-PERF-4.[9] Collectively, the results show that Qwest is satisfying the requirements of the competitive checklist in Section 271.

B. Volumes Are Increasing Dramatically

CLEC demand for wholesale services has increased dramatically over the past 12 months. In the period from August 31, 2000 through August 31, 2001, competition in Qwest's region has surged:

- The number of interconnection agreements with CLECs increased from 1,024 to 1,208.
- CLECs have more than 867,436 interconnection trunks in service today, up 43% from one year ago.
- The number of collocations grew from 2,631 to 3,318, a 28% increase.
- Unbundled loops in service more than doubled, from 121,954 to more than 264,802. A year ago, 45 CLECs had unbundled loops in service; as of August 31, 2001 there are 64 CLECs.
- The number of UNE-P facilities in service grew from 613 to 460,473 due to the introduction of UNE-P Star services.

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9 Qwest need not show that it "processes and provisions a substantial commercial volume of orders" for each checklist item in South Dakota. Verizon Pennsylvania Order, App. C ¶ 11 n.27. When commercial volumes are low in a state, however, the FCC places little weight on actual performance results. *Id.* ¶ 11. Under those circumstances, the FCC has relied on results from other states in the applicant's region. *Id.* ¶¶ 11-12. Qwest's audited regional performance results serve that purpose here. The FCC also has relied on independent third party tests to determine whether an applicant is capable of furnishing an item in significant commercial quantities and at an acceptable level of quality. *Id.* ¶ 31. Under the ROC's supervision, KPMG is currently testing Qwest's Operations Support Systems (OSS), with Hewlett-Packard acting as the pseudo-CLEC. Qwest will notify the Commission of the OSS test results as soon as the test is completed.

- Line sharing was virtually nonexistent a year ago. As of August 31, there are 858 collocation augments in place specifically designed to support line sharing, from which CLECs had placed 7,827 line shared loops in service.

- Directory assistance trunks in service grew from 225 to 549.

- White pages listings for CLEC customers nearly doubled, from 529,554 to 998,338.

- Cumulative numbers ported increased from 1,126,885 to 2,061,038, an 83% increase.

- The number of active resellers increased from 102 to 123.

- More than 7.29 billion minutes of calls were exchanged between Qwest and CLEC customers in June 2001, up from 5.49 billion minutes in June 2000.

Competition likewise has increased significantly in South Dakota in the past 12 months:

- Interconnection trunks increased 53% from 4,610 to 7,049.

- The number of CLECs with unbundled loops went from 1 to 6, and the number of unbundled loops in service more than doubled, from 585 loops in August 2000 to 1,392 in August 2001.

- White page listings for CLECs increased 67% from 27,540 to 46,209.

- The total of numbers ported increased from 6,328 to 22,578, an increase of over 300% in one year's time.

- Twice as many resellers provide service in South Dakota today.

- Lastly, minutes of calls exchanged increased 40% from 44.6 million minutes in August 2000 to 62.7 million minutes at the end of August 2001

C. **Qwest's Performance Meets 271 Objectives**

In addition to the sharp increases in raw numbers, Qwest's performance in provisioning and maintaining these products and services has been outstanding. Each month, Qwest records and reports tens of thousands of data points under the ROC PIDs for the prior 12-month period. The performance results show that Qwest provides interconnection, collocation, access to UNEs, emerging services, number portability, and resale in a manner that is either "substantially the same as" the level of service in Qwest's retail operations, or that provides "efficient CLECs with a meaningful opportunity to compete."[10] My discussion of South Dakota and Regional performance results will focus on the most recent four-month period, May-August 2001.[11] Since South Dakota has no Zone 1 locations, for products reported under the Zone disaggregation, I will focus on Zone 2 results. Where Zone 2 volumes are insignificant, I will also discuss regional Zone 1 results. In particular:

Interconnection: South Dakota volumes for LIS Trunks from May – August 2001 were too small to provide meaningful evidence of Qwest's performance. Regionally in May - August 2001, Zone 2, Qwest on average met 90% of its installation commitments to CLECs for interconnection trunks, compared with 91% for Feature

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10 *See* Verizon Pennsylvania Order, App. C ¶ 5.

11 The FCC has typically based its assessments of performance on data from the most recent four- or five-month period. *See id.*, App. B; Application of Verizon New York, Inc., Verizon Long Distance, Verizon Enterprise Solutions, Verizon Global Networks Inc., and Verizon Select Services Inc., for Authorization to Provide In-Region, InterLATA Services in Connecticut, Memorandum Opinion and Order, CC Docket No. 01-100, FCC 01-208, 16 FCC Rcd 14147, App. B-C (rel. July 20, 2001) ("Verizon Connecticut Order").

1 Group D, the retail comparative. On average, CLECs filed trouble reports within 30
2 days after Qwest completed trunk installations for only five out of 100 installations. The
3 overall trouble report rate was extremely small – 0.03% or less. Over the four month
4 period, Qwest showed steady improvement in clearing those trouble reports within four
5 hours, from 76% in May 2001 up to 88% in August, with a four month average of 81.5%,
6 and in parity with retail in each of the last three months.[12] Blockage on CLEC trunks
7 was consistently well below the benchmark of 1%.

8 **Collocation:** No collocation has occurred in South Dakota since Qwest began
9 reporting data under new collocation PIDs that adopted the FCC's provisioning
10 intervals. On a Regional level, Qwest met the 90, 120, and 150-day installation
11 benchmarks for each category of collocation. Qwest also achieved the 10-day
12 benchmark for feasibility studies in two of the last four months, with its best month yet in
13 August with 8.85 days, and averaged 10.24 days for the four month period. For
14 Collocations with intervals greater than 120 days, provisioning intervals were met 100%
15 of the time in every month except May.

16 **UNE-P:** Regionally, when Qwest provisioned UNE-P, or unbundled network
17 element platform, Qwest met 98.12% of its installation commitments to CLECs over the
18 last four months with an average installation interval of about two days, in parity with
19 Qwest's retail performance in every month but June 2001. Qwest completed 80-100%
20 of UNE-P installations without a CLEC issuing a trouble report within the first 30 days.

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12 Throughout this document, I computed four month averages by dividing the sum of the relevant numerators from May-August by the sum of the relevant denominators for the same period.

Over the past 4 months, when trouble occurred, Qwest resolved 94-95% of the few "out of service" reports for UNE-P within 24 hours, and the mean time for restoring service to CLECs faster than Qwest provided to equivalent retail customers.

Loops: In the past four months, Qwest effectively met the benchmark for the average installation intervals for both analog loops (voice loops) and 2-wire non-loaded loops (DSL loops), which account for more than 91% of all CLEC loops in the Qwest region. For analog loops regionally, in August Qwest provisioned 98% of its loops on time in Zone 1 and 97% in Zone 2, besting the ROC 90% benchmark, with average intervals of approximately 6.4 days in Zone 1 and 6.1 days in Zone 2, effectively at the ROC's six day benchmark. More than 95% of these loop installations in the past four months were trouble free. For 2-wire non-loaded loops, Qwest met 96.51% of all installation commitments to CLECs in Zone 1 and 95.67% in Zone 2 in August, with an average interval of approximately 5 days in both. Fully 98% of new installations were trouble free. Qwest completed more than 98% of analog loop coordinated cutovers on time in each of the last three months, exceeding the 95% benchmark. The performance since June is particularly significant because it reflects improvements due to Qwest's recent establishment of a center in Omaha to coordinate loop installations. The overall trouble rate for unbundled analog loops was extremely low, hovering at or below 1.6% for each of the last four months. In every month since June, Qwest cleared over 96% of CLEC "out of service" trouble reports within 24 hours in both Zone 1 and 2, exceeding the retail comparable.

1 **Resale:** An extremely high percentage of resale orders are provisioned without
2 a technician dispatch. For May-August, in South Dakota Qwest always met in excess of
3 99.14% of its CLEC installation commitments for residential customers, 98.13% or
4 higher for business customers, 94.95% or higher for Centrex customers, and 100% for
5 Centrex 21 customers. In the unlikely event that service was delayed, Qwest
6 established service for wholesale customers at parity with Qwest retail in virtually every
7 circumstance. With respect to maintenance and repair in South Dakota, for each class
8 of service discussed, Qwest cleared out of service troubles within 24 hours at least
9 74.07% of the time when a dispatch was required (within or outside MSAs, with a 4
10 month average of 87.62%), and 91.67% of the time or higher when no dispatch was
11 required. Moreover there was not a single statistically significant disparity between
12 retail and wholesale performance for repair appointments met.

13 The negotiated ROC PIDs quantify performance to permit an objective evaluation
14 of whether Qwest is meeting the requirements of Section 271. The PIDs address key
15 aspects of service, primarily the timeliness and accuracy of installations and repairs. All
16 of the PIDs, and Qwest's data collection and reporting systems, have been audited by
17 Liberty. Consequently, the Commission may confidently rely on the performance
18 results in assessing the quality of interconnection, resale and access to UNEs. The high
19 quality of Qwest's performance data, and the activity reported, show that competition is
20 robust in the local exchange market. CLECs not only have a meaningful opportunity to
21 compete where and when they choose, they are taking advantage of that opportunity.

1 Qwest's ongoing reporting of performance data will help ensure that the local exchange
2 market remains open to competition.

3 **II. A COLLABORATIVE, VERIFIABLE PROCESS IS IN PLACE TO EVALUATE**
4 **QWEST'S PERFORMANCE**

5 Over the past two years, Qwest has engaged in a number of processes to
6 comply with Section 271, including regional workshops to develop PIDs, checklist
7 workshops involving most of Qwest's fourteen states, an unprecedented regional OSS
8 Test, and regional development of Qwest's Performance Assurance Plan (QPAP). This
9 approach ensured that every aspect of Qwest's 271 application would be addressed in
10 at least one forum. Moreover, the redundant processes for evaluating Qwest's
11 performance provide objective proof that Qwest is satisfying, and will continue to satisfy,
12 Section 271 performance objectives.

13 . The parties first achieved significant progress toward development of PIDs in
14 Arizona 271 workshops. Beginning in 2000, the ROC 13-state collaborative revised the
15 Arizona PIDs and added additional PIDs, most of which were then adopted in Arizona,
16 so that the Arizona and ROC PIDs are now nearly identical. Thus, these PIDs have
17 been developed in parallel processes with wide CLEC participation. The performance
18 indicators are literally the result of thousands of hours of collaborative effort. With the
19 guidance and input of ROC members, the current PIDs represent the most
20 comprehensive body of measurements developed to date. Therefore, Qwest's
21 performance results under the PIDs are objective evidence of whether Qwest is

1 providing wholesale services in a nondiscriminatory manner or in a manner that permits
2 an efficient competitor a meaningful opportunity to compete.

3 The ROC adopted performance indicators for each checklist item that is
4 amenable to evaluation with quantified data. The PIDs address the following checklist
5 items:

6 - Item 1 — Interconnection (including collocation).
7 - Item 2 — Access to network elements (including OSS and UNE
8 Combinations).
9 - Item 4 — Unbundled local loop transmission including subloop
10 unbundling and line sharing.
11 - Item 5 — Unbundled local transport including dark fiber.
12 - Item 7 — 911/E911, directory assistance, and operator services.
13 - Item 8 — White pages directory listings.
14 - Item 9 — Number administration.
15 - Item 10 — Call related databases and associated signaling.
16 - Item 11 — Interim number portability.
17 - Item 13 — Reciprocal compensation.
18 - Item 14 — Resale services.

19 The ROC adopted 54 PIDs for these checklist items. The PIDs are grouped into
20 categories, such as Ordering and Provisioning (OP) and Maintenance and Repair (MR).
21 The PIDs disaggregate data to show performance in high density ("Zone 1" or "within
22 MSA") and low density ("Zone 2 or "outside MSA") areas. The PIDs also disaggregate

1 data with respect to installation and repair of different products, and differentiate
2 between services that require the dispatch of a technician and those that do not. As a
3 result, the 54 PIDs yield more than 800 different monthly measurements of performance
4 for different products in distinct service areas. When multiplied by the number of
5 occurrences reported, Qwest is recording millions of data points every month.

6 Each month, Qwest generates a report of performance results for each state in
7 its region, and for the entire 14-state region, each of which covers the prior 12 months
8 for all of the PIDs and their subcategories. The most recent report available covers the
9 period from September 2000 through August 2001.

10 Installation and repair are at the core of most service quality issues. As a result,
11 the PIDs for installation and repair account for the bulk of the disaggregated data
12 reported by Qwest. The monthly performance reports answer the following service-
13 related questions: How long did it take Qwest to install the product or service? Was it
14 installed on time? Was it installed correctly? Did CLECs issue any trouble reports? If
15 so, how long did it take Qwest to repair the product or service? Was it repaired on
16 time? Was it repaired correctly?

17 III. QWEST IS SATISFYING EACH OF THE SECTION 271 CHECKLIST 18 REQUIREMENTS

19 A. Evidentiary Standards

20 In its rulings on prior 271 applications, the FCC has provided substantial
21 guidance on the legal and evidentiary standards it utilizes to address performance
22 issues. First, the applicant must make a *prima facie* showing that it meets the
23 requirements of each checklist item. To satisfy that burden, Qwest

> must demonstrate that it has a concrete and specific legal obligation to furnish the item upon request pursuant to state-approved interconnection agreements that set forth prices and other terms and conditions for each checklist item, and that it is currently furnishing, or is ready to furnish, the checklist item in quantities that competitors may reasonably demand and at an acceptable level of quality. [13]

Opponents have the burden of rebutting a *prima facie* case with affirmative evidence showing that Qwest failed to provide the checklist items.[14] Isolated incidents of noncompliance do not suffice.[15] Moreover, the FCC has made clear that 271 dockets are not the place to resolve novel disputes about the precise scope of Qwest's obligations to its competitors.[16]

The FCC places tremendous emphasis on performance standards negotiated through an open process, as in this case. When parity and benchmark standards are developed through open proceedings with input from the incumbent and competing carriers, the standards "represent informed and reliable attempts to objectively

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13 Verizon Pennsylvania Order, App. C ¶ 5.

14 Application by Bell Atlantic New York for Authorization Under Section 271 of the Communications Act To Provide In-Region, InterLATA Service in the State of New York, CC Docket No. 99-295, FCC 99-404, 15 FCC Rcd 3953, ¶ 49 (rel. Dec. 22, 1999) ("Bell Atlantic New York Order").

15 *Id.* ¶ 50.

16 Joint Application by SBC Communications Inc., Southwestern Bell Telephone Company, and Southwestern Bell Communications Services, Inc. d/b/a/Southwestern Bell Long Distance for provision of In-Region, InterLATA Services in Kansas and Oklahoma, Memorandum Opinion and Order, CC Docket No. 00-217, FCC 01-29,16 FCC Rcd 6237, ¶ 10 (rel. Jan. 22, 2001) ("SBC Kansas Oklahoma Order").

1 approximate whether competing carriers are being served by the incumbent in
2 substantially the same time or manner, or in a way that provides them a meaningful
3 opportunity to compete."[17] When performance is measured against such standards,

> 4 to the extent there is no statistically significant difference
> 5 between a BOC's provision of service to competing carriers
> 6 and its own retail customers, the Commission generally need
> 7 not look any further. Likewise, if a BOC's provision of
> 8 service to competing carriers satisfies the performance
> 9 benchmark, the analysis is usually done.[18]

10 Even when statistically significant differences in performance exist, the
11 Commission may "conclude that such differences have little or no competitive
12 significance in the marketplace."[19] The differences may be "slight, or occur in isolated
13 months."[20] In such cases, "the Commission may conclude that the differences are not
14 meaningful in terms of statutory compliance."[21] A steady improvement in performance
15 over time indicates that problems are being resolved.[22] Moreover, when "there are
16 multiple performance measurements associated with a particular checklist item, the
17 Commission considers the performance demonstrated by all the measurements as a

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17 Verizon Pennsylvania Order, App. C ¶ 8.

18 *Id.*

19 *Id.*

20 SBC Kansas Oklahoma Order, ¶ 32.

21 Verizon Connecticut Order, App. D ¶ 8.

22 Bell Atlantic New York Order, ¶ 59.

1 whole. Accordingly, a disparity in performance for one measurement, by itself, may not
2 provide a basis for finding noncompliance with the checklist."[23]

3 Thus, the ultimate issue before this Commission is whether Qwest performs
4 adequately overall, on a checklist by checklist basis. The FCC has made clear that
5 when performance metrics are negotiated, ILECs such as Qwest need not meet the
6 negotiated standards 100% of the time to satisfy 271. This would be a virtual
7 impossibility. The Commission's role is to assess all of the PIDs for a checklist item in
8 totality and decide whether the performance is adequate. Thus, for example, resale has
9 scores of disaggregated performance measurements. If Qwest meets 90% of those
10 measurements, and misses 10%, the Commission could still find Qwest satisfies
11 checklist item 14 (resale). Qwest, therefore, presents this data to represent its overall
12 performance to the Commission.

13 Exhibit MGW-PERF-5[24] summarizes all of Qwest's results with meaningful
14 volumes in South Dakota, and provides a means of seeing Qwest's performance at-a-
15 glance. The summary charts show where Qwest meets the applicable parity or
16 benchmark standards and provide a way of focusing on the performance big picture.
17 The charts provide a summary checklist item by checklist item. For each checklist item

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23 Verizon Connecticut Order, App. D ¶ 9.

24 Exhibit MGW-PERF-5 is designed as a color exhibit. If you are viewing this exhibit in color either on paper or on your computer screen, the legend at the bottom of each slide and the application of that legend on the chart will appear in blue. If you are viewing the exhibit in black and white, you will see shades of gray corresponding to changes in the shades of blue, i.e. darkest blue will appear as the darkest gray, slightly lighter shade of blue as a slightly lighter shade of gray etc.

1 displayed on the charts, the products associated with that checklist are down the left
2 side. The top of the matrix identifies the specific measurements, focusing on the critical
3 dimensions of performance for provisioning and repair.

4 Further, each cell in each matrix represents a performance measurement
5 evaluated across the most recent four months utilizing the FCC's criteria for interpreting
6 data. The legend at the bottom describes the scoring for the measurements. The
7 darkest color blue shows that in the last four months there were no misses, or only one
8 miss not in the most recent month. In other words, if Qwest met the benchmark in that
9 measurement for that product or only missed once in the last four months not including
10 the most recent month, then Qwest is clearly satisfying the performance requirement for
11 that measurement. One miss in that context would be considered an isolated incident.

12 The second, slightly lighter shade of blue on the chart indicates that two misses
13 have occurred in the last four months, or a single miss in the most recent month. That
14 is not quite as conclusive as the first category, but when you look at the underlying data,
15 these results support checklist approval.

16 The third, lightest shade of blue depicts three or four misses. While on its face
17 this suggests that Qwest has not met the applicable standard, further analysis
18 demonstrates that Qwest has, in fact, satisfied the checklist, or at a minimum that there
19 is no pattern of discrimination that is meaningfully impeding competition.

20 Finally, the last box in the key illustrates a result that adds no support. No such
21 items can be found in this entire summary.

As the charts demonstrate Qwest contends that overall, its performance across the board is not only adequate, it is outstanding.

B. Checklist item Performance

1. Interconnection/Collocation

a. Interconnection

Interconnection trunks allow the mutual exchange of traffic between Qwest and CLECs. As of August 31, 2001, 105 CLECs had 867,436 interconnection trunks in service regionally, a 43% increase over one year earlier. Of those, 586,863 connect CLEC end offices with Qwest end offices, and 280,573 connect CLEC end offices with Qwest tandem offices. Ninety-four percent of all trunks (814,743) were two-way. In August 2001, Qwest exchanged more than 7.29 billion total minutes of calls with CLECs over interconnection trunks. Each month the volume of traffic exchanged with CLECs grows.

South Dakota's share of this growth in interconnection included a 53% increase in the number of interconnection trunks from 4,619 in August 2000 to 7.049 in August 2001 with a similar ratio of two-way trunks. These trunks exchanged over 62.7 million total minutes of calls.

The ROC adopted detailed standards to evaluate Qwest's success in achieving interconnection with competitors. Qwest's performance under those standards shows that it is installing, maintaining, and repairing interconnection trunks within the same time frames, in a manner such that trunk blockage is minimized, and with the same level of quality as Qwest installs, maintains, and repairs its retail trunks.

Trunk Blockage. The ROC concluded that trunk blockage less than or equal to 1% is always acceptable. The ROC also determined that, if blockage exceeds 1%, the blockage on CLEC trunks must be the same or less than on Qwest's own interoffice trunks. Some blockage is caused by CLECs failing to order sufficient trunks. Whenever a CLEC's trunks are insufficient to carry the current call volume within the 1% blockage standard, Qwest issues a Trunk Group Service Request ("TGSR") advising the CLEC of the need to augment their trunks. If the CLEC fails to respond to the TGSR within 20 days, blockage on those trunks is excluded from the total blockage figure.[25]

Blockage is measured and reported for (1) interconnection final trunk groups that connect CLEC end offices with Qwest tandems, and (2) interconnection final trunk groups that directly connect CLEC end offices with Qwest end offices. This corresponds to the fact that, for its retail customers, Qwest's end offices must connect to tandem offices, as well as directly to other Qwest end offices. The retail comparative for blocking levels on interconnection trunks is blocking levels on Qwest's retail interoffice trunks. Accordingly, to demonstrate that Qwest provides interconnection equal in quality to its own connections, Qwest also measures blocking on those local interoffice trunks.

Regionally, from May through August 2001, trunk blockage on CLEC interconnection to Qwest tandem offices was below the 1% benchmark in every month. In the last four months, blockage was 0.17% or less each month.[26] Trunk blockage on

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[25] *See* Exhibit MGW-PERF-6, PIDs NI-1A, NI-1B.

[26] *See* Exhibit MGW-PERF-4 at 9, NI-1A.

CLEC interconnection to Qwest end offices was equally insignificant. In each of the last four months blockage was 0.20% or less.[27]

South Dakota blockage rates were even lower for tandem offices, with no blockage occurring in the last four months. For end offices, the South Dakota results were comparable with no blocking above 0.26% in any of the four months.[28]

Trunk Installation Measurements. The ROC also requires Qwest to measure aspects of the trunk provisioning process. Among other things, Qwest tracks the percentage of time it installs a trunk on or before the due date ("commitments met"), the average installation interval, and, when a trunk is delayed, the average length of the delay. For these indicators, Qwest uses data from its Feature Group D trunks for a retail comparison.

As stated previously South Dakota activity levels are insufficient to provide conclusive analysis of Qwest's performance on LIS Trunk installations so Zone 2 Regional data will be referenced. In Zone 2, CLECs experienced only 1 delay for facility reasons in July. All other months during the May – August period had no delays for CLEC or Retail installations.[29]

Overall, Regional installation quality was excellent. In each month, for 93% or more of new trunks installed no CLEC filed a trouble report. Although retail performance was better in three of the four months, June, July and August, the difference was less

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[27] *Id.*, NI-1B.

[28] *See* Exhibit MGW-PERF-3 at 7, NI-1A, NI-1B.

[29] *See* Exhibit MGW-PERF-4 at 2, OP-6B.

1 than 4% and with such high performance, i.e. at 95% or above in all but one month, the
2 performance difference cannot be seen as contributing to a competitive disadvantage.[30]
3 Qwest's Regional wholesale results in Zone 2 are at parity with, or better than, its
4 retail results in three of the last four months, including the most recent month, August.
5 Overall, interconnection trunk installation for CLECs is virtually identical to, if not better
6 than, the identical installation of Feature Group D trunks in Zone 2.[31]
7 *Trunk Maintenance and Repair Measurements.* Regionally, Qwest has achieved
8 similar success in maintaining and repairing interconnection trunks. The rate of trouble
9 reports for interconnection trunks has been extremely small 0.03% or less for all
10 interconnection trunks in May-August.[32] In Zone 2, Qwest cleared 75.71% of CLEC
11 trouble reports within four hours in May, 81.58% in June, 83.08% in July and 88.37 % in
12 August showing a significant trend toward improvement. Those results compared
13 favorably with Qwest's retail performance, with an average over the last 4 months of
14 88.19%.[33] Qwest restored service on average at parity in three of the last four months
15 including August.[34] As the FCC has indicated, an isolated slip in performance does not
16 point to a performance defect. Therefore these data show that Qwest is providing
17 interconnection trunking to competitors on a nondiscriminatory basis.

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30 *See* Exhibit MGW-PERF-4 at 3, OP-5.

31 *Id.* at 2, OP-3, OP-4.

32 *Id.* at 6, MR-8.

33 *Id.* at 5, MR-5 (Zone 2).

34 *Id.* at 6, MR-6.

b. Collocation

Collocation allows CLECs to place equipment in Qwest central offices or other structures such as remote terminals. Qwest offers varieties of collocation including physical collocation, virtual collocation, shared collocation, remote collocation, adjacent collocation and line sharing collocation. As of August 31, 2001, regionally a total of 99 CLECs had completed 3,318 collocations in 506 Qwest central offices throughout Qwest's fourteen states. These include 3,147 physical collocations and 171 virtual collocations. In 320 of the central offices with collocation, there are three or more collocators. CLECs also had completed 2,859 augments, including 2,747 physical augments and 112 virtual augments. As a result, competitors have easy access to most of Qwest's customers; CLECs can access 86.4% of Qwest's access lines through the existing collocations. In South Dakota, 7 CLECs have completed 15 collocations giving them access to 50.8% of the Qwest's access lines in the state.

The ROC's collocation PIDs changed significantly in March 2001. This was the direct result of two collocation decisions from the FCC in the latter part of 2000, specifically concerning provisioning intervals. The new PIDs include the feasibility study interval and the installation interval measurements that subsume all three components of collocation provisioning (i.e., feasibility, quote, and installation) into one overall interval.

Thus, beginning in April 2001, Qwest measures its collocation performance under four PIDs having a total of eight sub-measures. Basically, CP-1 tracks the average collocation interval, and CP-2 measures collocation commitments met. More

1 specifically, the CP-1 PIDs measure the extent to which collocation installations are
2 provided within the intervals required by FCC's rules or applicable interconnection
3 agreements: CP-1A measures collocation installations for which the scheduled interval
4 is 90 calendar days or less, CP-1B measures installations for which the scheduled
5 interval is 91 to 120 days, and CP-1C measures installations with scheduled intervals
6 between 121 to 150 days. The CP-2 PIDs measure the percent of collocation
7 installations for which Qwest met the schedule intervals as described for CP-1. CP-2A
8 measures the percentage of installations met when the scheduled interval is 90
9 calendar days or less; CP-2B is for the 91-120 calendar day intervals; and CP-2C is for
10 the 121 to 150 calendar day intervals. Finally, CP-3 and CP-4 focus on whether Qwest
11 provides feasibility studies in a timely way. Specifically, CP-3 measures the average
12 interval to complete a feasibility study. For this measurement the ROC created a ten
13 calendar day benchmark pursuant to the FCC rules. CP-4 measures the percentage of
14 feasibility studies Qwest completes within the allotted ten calendar days. The ROC set
15 a 90% benchmark for this measurement.

16 Although Qwest has only been collecting data under these PIDs since April, its
17 performance thus far has been outstanding. Here again, lack of activity in South Dakota
18 requires a review of Regional results to assess Qwest's collocation performance. For
19 CP-1 and 2 Qwest far exceeded its performance target in every month from April to
20 August 2001. Qwest is well below the 90-, 120-, and 150-day benchmarks for the
21 respective collocation installation intervals.[35] Under the CP-2 PIDs Qwest also

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[35] See Exhibit MGW-PERF-4 at 7, CP-1A to 1C.

exceeded the performance benchmark in every month from April to August 2001. Qwest completed 100% of installations within the standard intervals for collocation applications received, except for one month. The exception occurred in May, when Qwest met 97.5% of its installation commitments for intervals longer than 120 days.[36]

Qwest also demonstrated improving performance for feasibility studies. In two of the past four months, Qwest's average interval for completing feasibility studies was below the ten-day benchmark.[37] Qwest also met 100% of its feasibility study commitments in August.[38] The two months that did not achieve the benchmark came close, with results of 11.68 days in May 2001 and 10.62 days in July. During the performance measurement audit process, it was found that Qwest was incorrectly counting the start of the feasibility interval. Qwest took action to put processes in place to correct the handling and reporting of the feasibility studies and the results were recalculated for each month back to April 2001. Qwest's new processes were put in place at the end of July 2001 and the August results demonstrate the new processes have improved the feasibility performance. In addition, as described above, the installation intervals for collocation include the feasibility interval and Qwest has met all of installation performance measures for each month since the new PIDs were implemented in April.

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[36] *Id.* at 7-8, CP-2B, CP-2C.

[37] *Id.* at 8, CP-3.

[38] *Id.* at 8, CP-4.

These results, though limited, unequivocally show that Qwest is providing collocation such that CLECs can meaningfully compete.

2. Access to Unbundled Network Elements

In its prior orders concerning section 271 applications, the FCC has discussed access to OSS and UNE combinations under checklist item 2. Hewlett-Packard, the pseudo CLEC, is currently testing access to OSS. Qwest will report the results of that test upon completion. In the meantime, Qwest's OSS performance under the ROC PIDs is discussed below.

a. OSS

The Act requires that Qwest provide CLECs with nondiscriminatory access to its OSS in order to satisfy section 271. Qwest's OSS is a combination of the systems, databases, and personnel that are integral to its provision of service to end user customers. It consists of five capabilities: (1) pre-ordering; (2) ordering; (3) provisioning; (4) maintenance and repair; and (5) billing. To provide these capabilities, Qwest offers a variety of system interfaces, including IMA-GUI (an Internet type portal), IMA-EDI (a computer to computer interface that allows Qwest's and CLECs' systems to interact), EXACT (Exchange Access, Control, & Tracking), EB-TA (a repair interface) and CEMR (another maintenance and repair interface). A description of each of the five primary components of OSS follows.

Pre-Ordering generally includes those activities that Qwest undertakes to gather and verify the information necessary to place an order. Providing CLECs with timely information on a pre-order basis, allows the CLEC representative to interact efficiently

with its potential customer. For instance, pre-ordering may involve appointment scheduling; determining service and facility availability; address validation activities; access to customer service records; and obtaining loop qualification information. Pre-ordering is accomplished through Qwest's computer systems. Electronic "gateways" to these systems have therefore been developed so that CLECs can access this information.

Ordering is the process by which a request is made for a particular service or capability (e.g., a loop or some other UNE). The OSS component of ordering is assessed by tracking how well a CLEC's local service request (LSR) "flows through" to the provisioning phase; whether a LSR is correctly translated into a Qwest order (or rejected); and whether a Firm Order Confirmation ("FOC") is returned by Qwest's system in a timely manner. Therefore, ordering allows CLECs to be apprised of the order and information about the order (i.e., due dates through issuance of an FOC). Like pre-ordering, CLECs place orders through Qwest's electronic gateways.

Provisioning is the process of following through on an order – i.e., making sure that it has been installed or "provisioned" as requested. Provisioning typically is assessed on the basis of timeliness and quality. For instance, when an order has been properly provisioned, a work completion notice will be generated. If an order cannot be provisioned in a timely manner, in cases where such can be known in advance, a "jeopardy notice" will be generated. Much of what Qwest is discussing in other portions of this document addresses Qwest's provisioning performance.

1 **Maintenance and Repair** is necessary so that any problem after a service is
2 established and working can be corrected. Maintenance and repair is a critical
3 component of OSS because a CLEC that depends on Qwest for resold service or
4 unbundled network elements must also depend on Qwest to repair those components
5 when they are not functioning. As with provisioning, Qwest's maintenance and repair
6 performance is discussed at length in other portions of this document.

7 **Billing** is the process by which all of the services provisioned to customers are
8 reconciled so that bills can be generated. Like maintenance and repair, billing is a
9 critical component of OSS because a CLEC that depends on Qwest for its provisioning
10 will depend on Qwest to track that information so it can in turn bill its customers.

11 Qwest's OSS is periodically updated and improved. This necessitates systems
12 changes. In order to effectively communicate these changes to CLECs, Qwest has
13 developed as part of its OSS a Change Management Plan, which identifies new
14 processes and assists CLECs in implementing them. Qwest also provides training and
15 assistance to CLECs to ensure that they are informed of all of the functionality and
16 features associated with Qwest's OSS. Qwest's Change Management and training and
17 assistance programs are being evaluated comprehensively as part of the third party
18 test. Recently Qwest and the CLECs agreed to add two performance indicators
19 addressing the change management functions at Qwest. PO-16 measures release
20 notifications for changes to specified OSS interfaces sent by Qwest to CLECs within the
21 intervals specified within the Change Management Process, (CMP) website, thereby
22 evaluating Qwest's change management performance before releases. GA-7 appraises

1 Qwest's post release performance by measuring the timeliness of resolution of gateway
2 or system outages attributable to software releases for specified OSS interfaces,
3 focusing on CLEC-affecting software releases involving the specified gateways or
4 systems.

5 *Gateway Availability.* The gateway availability ("GA") PIDs measure the
6 percentage of time the systems for interfacing with Qwest's computer network are
7 available to CLECs. The ROC benchmark for availability of all interfaces is 99.25% of
8 the time. On balance, most CLECs prefer to use a graphical user interface ("GUI") to
9 the computer-to-computer EDI interface. Because these are regional systems results
10 are reported on a regional basis. In May-August, Qwest met the 99.25% benchmark for
11 its IMA-GUI interface in all but one month. August availability for IMA-GUI (GA-1A)
12 came in at 97.38% due to an outage associated with the Code Red Worm virus. On
13 August 7, 2001 Qwest shut down access to CLEC systems for an 11 hour period
14 because of the virus. Had Qwest not been forced to take this step, results for August 01
15 for this measure would have been 100%.[39] Qwest also met the benchmark in every
16 month for its EDI interface and GUI-Repair.[40] For EXACT and EB-TA, Qwest provided
17 uninterrupted availability in all four months from May-August.[41] All of the interfaces,
18 except IMA-GUI measured in GA-1A, were available 100% of the time in August. As a

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[39] *Id.* at 11, GA-1A, 1B, 1C.

[40] *Id.* at 11-12, GA-2, GA-6.

[41] *Id.* at 12, GA-3, GA-4.

1 result, CLECs encountered no problems taking the first step in submitting requests such
2 as local service requests ("LSRs") to Qwest.

3 *Pre-Order Response Times.* The ROC PIDs require Qwest to transmit
4 statistically valid volumes of simulated transactions through the production systems to
5 represent the time it takes its computer network to respond to various CLEC requests
6 for information. For the IMA-GUI and EDI interfaces, the PIDs represent the time it
7 takes CLECs to schedule appointments, inquire about service availability times, conduct
8 facility checks, validate addresses, get CSRs, make TN reservations, and qualify loops.
9 The IMA-GUI PIDs separately measure the time it takes to submit requests, the time it
10 takes Qwest's systems to respond, and when applicable for the transaction, the time it
11 takes to process CLEC acceptance of a transaction. For IMA-EDI request/response
12 are reported as a combined number. Except for ADSL Loop Qualification and Resale of
13 Qwest DSL Qualification, which apply the benchmark against the response time only,
14 the PIDs then aggregate those times and apply benchmarks ranging from 10-25
15 seconds.

16 Qwest's pre-order response performance has been outstanding. In each of the
17 last three months for which data are available, Qwest met every aggregate benchmark
18 for IMA-GUI and EDI.[42]

19 *Electronic Flow Through.* Qwest's flow through processing of CLEC Local
20 Service Requests (LSRs) completely electronically continues to improve. The trend

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[42] *Id.* at 13-22, PO-1A-1, PO-1A-2, PO-1A-3, PO-1A-4, PO-1A-5, PO-1A-6, PO-1A-7, PO-1B-1, PO-1B-2, PO-1B-3, PO-1B-4, PO-1B-5, PO-1B-6, PO-1B-7.

1 toward improvement should continue as Qwest enhances flow-through capability over
2 the next several IMA releases.

3 *LSR Rejections*. For the IMA-GUI and EDI interfaces, the ROC PIDs require
4 Qwest to track the length of time it takes Qwest to submit LSR rejection notices to
5 CLECs. The PIDs set benchmarks in hours for manual rejections and benchmarks in
6 seconds for electronic rejections.

7 For IMA-GUI interface looking at South Dakota specific results, Qwest met the 12
8 hour (manual) and 18 second (electronic) benchmarks in every month from May-
9 August.[43] For EDI, Qwest met the 12-hour benchmark in May-August, and met the 18
10 second benchmark in every month.[44] Qwest also met the 24 hour LSR rejection
11 benchmark for manual and IIS in every month but July.[45] Results for July 2001 include
12 rejection notification intervals for 43 orders that should have been deleted rather than
13 given rejection notifications, because they were duplicates of orders already worked.
14 As these orders had already been completed and then were erroneously rejected in
15 July, their respective rejection notification intervals caused artificially high average
16 results for this measurement in July.

17 *Firm Order Confirmations*. The PIDs also measure the percentage of firm order
18 confirmations ("FOCs") Qwest sends to CLECs on time for various products and
19 services. Regionally for resale, Qwest submitted nearly 100% of FOCs on time for

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43 *See* Exhibit MGW-PERF-3 at 26, PO-3A-1, 3A-2.

44 *Id.* PO-3B-1, 3B-2.

45 *Id.* at 27, PO-3C.

1 LSRs processed electronically through IMA-GUI and EDI in May-August.[46] For IMA-GUI
2 LSRs processed in part manually, Qwest exceeded the 90% benchmark in each month.
3 For EDI LSRs processed in part manually, Qwest's performance has improved
4 markedly in recent months, achieving the 90% benchmark in July and August.[47] This
5 substantial improvement shows Qwest's commitment to continuous improvement in this
6 area. Qwest also exceeded the 90% benchmark for orders processed manually in both
7 July and August.[48]

8 Qwest's performance with respect to LSRs for unbundled loops was even better.
9 Qwest substantially exceeded the 95% on time FOC benchmark in each of the last four
10 months for LSRs processed electronically through IMA-GUI and EDI, achieving a 99%
11 on time performance in the majority of months.[49] For orders processed in part manually,
12 Qwest met the 90% benchmark for IMA-GUI LSRs in May-August, and met the
13 benchmark for EDI LSRs in those months where EDI was used.[50] For manually
14 processed LSRs, Qwest performed FOCs on time in 99% of its FOCs, exceeding the
15 90% benchmark in every month CLECs submitted LSRs manually.[51]

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46 *See* Exhibit MGW-PERF-4 at 31, PO-5A-1(a), 5A-2(a).

47 *Id.* PO-5B-1(a), 5B-2(a).

48 *Id.* at 32, PO-5C-(a).

49 *Id.* at 33 PO-5A-1(b), 5A-2(b).

50 *Id.* at 33, PO-5B-1(b), 5B-2(b).

51 *Id.* at 34, PO-5C-(b).

1 Qwest met the ROC benchmarks for FOCs on time for local number portability in
2 every month for LSRs processed electronically, and for LSRs processed in part
3 manually in all of the last four months. Qwest met the 90% benchmark for manually
4 processed LSRs as well in May, June, July and August.[52]

5 Last, but not least, Qwest met the 85% benchmark for LIS trunks in every month
6 from March through August, submitting 98% or more of FOCs on time in that period.[53]

7 South Dakota performance for PO-5 indicates equally impressive conformance to
8 the benchmarks in nearly all cases. Where volumes are small, some anomalies of
9 missed benchmarks appear, however they are not sufficient to warrant concern when
10 the overall performance for this measurement is so outstanding.[54]

11 *Jeopardy Notifications.* The ROC PIDs also compare Qwest's wholesale and
12 retail performance in submitting jeopardy notifications. The PIDs assess the average
13 interval and the percentage of timely jeopardy notices for four categories: non-designed
14 services, unbundled loops, LIS trunks, and UNE-P POTS.

15 In South Dakota for non-designed services, Qwest submitted jeopardy notices to
16 CLECs, on average, 2.12 to 4.33 days before the scheduled delivery date in May-
17 August.[55] These results were in parity with retail results. The percentage of timely

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52 *Id.* at 35-36, PO-5A-1(c), PO-5A-2(c), PO-5B-1(c), PO-5B-2(c), PO-5C-(c).

53 *Id.* at 37, PO-5D.

54 *See* Exhibit MGW-PERF-3 at 29-33, PO-5A, PO-5B, PO-5C, PO-5D

55 *See* Exhibit MGW-PERF-3 at 35, PO-8A.

1 notices to CLECs increased to 8.93% in July and 5.45% in August, in parity with retail
2 performance.[56]

3 Of the last three months (June – August with no activity in May), Qwest met
4 parity with Retail unbundled loops.[57]

5 Because of its excellent service record, with relatively few missed commitments,
6 on a regional basis and in South Dakota, Qwest submitted very few jeopardy
7 notifications to CLECs for LIS trunks in the last four months. Qwest's average jeopardy
8 notice interval to CLECs, and the percentage of on time jeopardy notices to CLECs,
9 were at parity with retail performance in May-August.[58]

10 CLEC jeopardy notices were also few and far between for UNE-P POTS in
11 South Dakota and on a regional basis. In South Dakota Qwest achieved parity.
12 Although Qwest did not achieve parity under either PID at the regional, the difference in
13 performance was not competitively significant because problems were so rare.[59]

14 *Access to Centers.* PID OP-2 measures the percentage of calls to Qwest's
15 interconnection provisioning center that were answered within 20 seconds at the
16 regional level. Qwest's wholesale performance was excellent, with 92-96% of all CLEC

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56 *Id.* at 35, PO-9A.

57 *Id.* at 36, PO-8B, PO-9B.

58 *Id.* at 37, Exhibit MGW-PERF-4 at 41, PO-8C, PO-9C.

59 *See* Exhibit MGW-PERF-3 at 35, Exhibit MGW-PERF-4 at 42, PO-8D, PO-9D.

1 calls answered within 20 seconds in May-August. That was far better than the retail
2 comparative, which averaged less than 46% in that period.[60]

3 PID MR-2 similarly measures the percentage of calls to Qwest's interconnection
4 repair center that were answered within 20 seconds. Qwest's regional wholesale
5 performance in this category exceeded retail in May-August, with roughly 93% of all
6 calls answered within 20 seconds.[61]

7 *Billing*. In May-August for South Dakota Qwest's billing performance was
8 exemplary. Qwest continued to provide CLECs with timely access to usage records.
9 Such records were provided to CLECs in an average of 1.56-1.65 days, less than half of
10 the retail average of nearly six days.[62] Qwest also provided switched access usage
11 records to CLECs in a timely manner almost 100% of the time, substantially above the
12 95% benchmark.[63] Qwest also delivered all bills to CLECs within the 10-day period
13 prescribed by PID BI-2.[64]

14 Qwest's bills to CLECs also continue to be accurate and complete. In
15 May-August, 96.84-97.92% of Qwest's bills to CLECs for resale and unbundled network

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60 *See* Exhibit MGW-PERF-4 at 45, OP-2.

61 *Id.* at 45, MR-2.

62 *See* Exhibit MGW-PERF-3 at 42, BI-1A.

63 *Id.* at 42, BI-1B.

64 *Id.* at 43, BI-2.

elements did not require an adjustment due to an error.[65] Qwest's bills to CLECs were also complete no less than 98.00% of the time, for the entire period.[66]

b. Unbundled Network Element Combinations

Checklist Item 2 also covers all forms of UNE Combinations. As a general rule, UNE Combinations are comprised of the UNE-Platform or UNE-P and Enhanced Extended loop or EEL. UNE-P allows CLECs to provide basic exchange service at UNE rates, and EEL (combinations of loop and dedicated transport) allows CLECs to extend their service territory without requiring an additional collocation. Qwest offers and tracks performance around both forms of UNE-Combination.

In the past year, Qwest has experienced astonishing growth in CLEC demand for UNE-P facilities. As of August 31, 2001, a total of 20 CLECs in Qwest's region had 460,473 UNE-P circuits: 29,946 traditional UNE-P circuits and 430,527 "UNE-Star" circuits, a hybrid service that is, effectively, nothing more than UNE-P. One year earlier, CLECs had only 613 UNE-P circuits in service.

In South Dakota five CLECs had 16,414 UNE-P circuits, 52 traditional and 16,389 UNE-Star circuits in service. Many of the UNE-P customers transitioned from resale; therefore, performance with respect to their service appears under checklist item 14, resale, not in the regional or South Dakota UNE-P results.

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65 *Id.* at 44, BI-3A.

66 *Id.* at 45, BI-4A.

Installation of UNE-P. For the few installations in South Dakota, Qwest met 100% of its commitments.[67] Qwest installs the vast majority of all UNE-P lines in its region without requiring a technician dispatch. The key, therefore, to whether Qwest is meeting its statutory obligations for UNE-Combinations is how it provisions and maintains UNE-P without a dispatch. Regionally For UNE-P orders in that category, Qwest met 98.97% of its installation commitments to CLECs in May, 99.16% in June, 99.66% in July, and 99.54% in August.[68] Over that period, the average installation interval was slightly more than two days.[69] The number of delayed days for facility and non-facility reasons for wholesale exceeded retail installations.[70] However due to the extremely high commitments met performance, the impact of this difference in delay days is not competitively significant. Installation quality was excellent – Qwest completed 94-97% of installations without a CLEC filing a trouble report, making it consistently better quality than retail.[71]

In the dispatch categories, which account for a small percentage of UNE-P installations, Qwest demonstrated improving performance. For dispatches within MSAs, Qwest met more than 85% of its CLEC installation commitments in three of the last four

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[67] *See* Exhibit MGW-PERF-3 at 46-48, OP-3

[68] *See* Exhibit MGW-PERF-4 at 52, OP-3.

[69] *Id.* at 52 ,OP-4.

[70] *Id.* at 52 OP-6A, 6B.

[71] *Id.* at 53, OP-5.

1 months.[72] For dispatches outside MSAs, Qwest met 90.48% of its installation
2 commitments to CLECs in May, 83.33% in June, 89.47% in July, and 98.72%% in
3 August. Qwest achieved parity with retail performance in all but the month of June.[73]
4 For both categories of dispatches, Qwest's wholesale and retail performance were at
5 parity in three of the last four months with respect to installation intervals and delayed
6 days for facility and non-facility reasons.[74]

7 *Repair of UNE-P* Regionally, In May-June, the overall trouble rate for CLEC
8 UNE-P has been consistently less than 1.3%, lower than the trouble rate for comparable
9 retail services.[75] When troubles occur, Qwest resolves them efficiently. For repairs that
10 did not require a technician dispatch outside of the central office, Qwest cleared 93-97%
11 of CLEC out of service reports within 24 hours in May-August and 96-98% of all CLEC
12 trouble reports within 48 hours.[76] Qwest met more than 96% of its CLEC repair
13 appointments in each month, and the mean time to restore service was consistently
14 lower for CLECs than for retail installations.[77] Qwest achieved parity under the "repair

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72 *Id.* at 50, OP-3.

73 *Id.* at 51, OP-3.

74 *Id.* at 50-51, OP-4, OP-6A, 6B.

75 *Id.* at 58, MR-8.

76 *Id.* at 57, MR-3, MR-4.

77 *Id.* at 58, MR-6, MR-9.

repeat report" PID in three of the past four months, and recorded an all time low CLEC repeat trouble of 11.33% in August.[78]

For dispatches within MSAs, Qwest cleared 81.08% of CLEC out of service reports within 24 hours in May, 88.71% in June, 90.77% in July, and 84.78% in August. Qwest's wholesale performance was at parity with retail in all but the month of May.[79] Qwest cleared 94-96% of all CLEC trouble reports within 48 hours in May-August, and achieved parity in all four months.[80] The mean time to restore service to CLECs ranged from 16 – 19 hours in May – August, at or near parity in three of the four months, which was lower than the retail interval.[81] The wholesale and retail repeat trouble rates were comparable in May-August.[82]

The results for dispatches outside MSAs were similar. In each of the last four months, Qwest cleared at least 81% of CLEC out of service reports within one day, and at least 94% of all CLEC trouble reports within two days.[83] Qwest achieved parity under all maintenance and repair PIDs in July and August except for MR-9. However when MR-9 results are viewed in aggregate, wholesale and retail are nearly equivalent at

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78 *Id.* at 58 MR-7.

79 *Id.* at 55, MR-3.

80 *Id.* at 55 MR-4.

81 *Id.* at 55, MR-6.

82 *Id.* at 55 MR-7.

83 *Id* at 56, MR-3, MR-4.

92.2% and 92.8% respectively.[84] These results show that Qwest is satisfying the statutory mandate to provision and repair unbundled network elements, specifically UNE-P, on a nondiscriminatory basis.

Enhanced Extended Loops (EELs). As stated above, EELs are a specific form of UNE combination specifically comprised of an unbundled loop and unbundled dedicated interoffice transport (UDIT). CLECs have only recently begun ordering enhanced extended loops ("EELs") from Qwest in the last few months within the region and have not ordered it at all yet in South Dakota. Given the relatively small volumes of orders, the ROC has not set performance objectives for the provision, or maintenance/repair of EELs. Although performance data is relatively scarce, the data that does exist shows that Qwest is providing EELs at an acceptable level of quality. In Zone 1 where the bulk of the activity occurred, Qwest met 88.24% of its installation commitments to CLECs in June (11 of 13), 75% in July (6 of 8) and 81.82% (54 of 67) in August.[85] The installation interval averaged 13.2 days ranging from 10-25 days.[86] Zone 2 quantities are insufficient to report.

3. Access to Poles, Ducts, Conduits, and Rights of Way

As of August 31, 2001, CLECs had attached to 1,756 poles and occupied 480,029 of duct space in Qwest's region. In South Dakota no CLECs had attached to Qwest poles however access was available upon request. Qwest offers competitors

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[84] *Id.* at 56-57, MR-3, MR-4, MR-6, MR-7, MR-9.

[85] *Id.* at 60, OP-3. In May, Qwest missed its only installation commitment by three days. Exhibit MGW-PERF-4 at 60-61, OP-3, OP-6A.

access to its poles, ducts, conduits, and rights-of-way under: (1) Section 10.8 of its SGAT; (2) negotiated interconnection agreements; and (3) stand-alone agreements, such as the "Qwest Pole Attachment and/or Innerduct Occupancy General Terms and Conditions," which Qwest has used since before 1996. Qwest denies access only when there is insufficient capacity or a bona fide safety, reliability, or generally applicable engineering constraint. The ROC has not adopted any performance measurements for this checklist item.

4. Unbundled Loops

In every 271 decision issued to date, the FCC has spent a substantial amount of time discussing unbundled loops and the performance data around unbundled loops. In the past, many thought of loops as analog voice grade loops. Over the past few years, 2-wire non-loaded loops – those loops used to support DSL service – have become more and more prevalent. The UNE Remand Order also required Qwest to make unbundled high capacity loops available. Thus, Qwest offers a variety of unbundled loops to CLECs including 2-wire analog loops, 2-wire non-loaded loops, 4-wire non-loaded loops, ISDN capable loops, ADSL compatible loops, DS-1 loops, DS-3 loops, dark fiber loops, and OC-n, lit fiber loops. Qwest also offers subloops, line sharing, line splitting, and loop splitting, some of the emerging services. Qwest tracks performance data on a disaggregated basis around almost every form of unbundled loop.

As of August 31, 2001, Qwest had supplied 64 CLECs in its region with 264,802 unbundled loops, including 206,639 two-wire analog loops, 16 four-wire analog loops,

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[58] *Id.* at 60, OP-4.

1 36,293 two-wire non-loaded loops, 10,541 ISDN BRI loops, 1,724 ADSL compatible
2 loops, 707 four-wire non-load loops, and 3,703 DS1 capable loops. CLECs have yet to
3 order DS-3 capable loops or OC-n capable loops. Regionally, the number of unbundled
4 loops in service increased by 117% in the preceding 12 months. In South Dakota,
5 unbundled loops increased 138% to 1,392, including 1,351 - two-wire analog loops.

6 Qwest's performance results demonstrate that it is provisioning unbundled loops
7 on a non-discriminatory basis for CLECs throughout the region. Qwest is fulfilling
8 orders promptly, with minimal service problems, and has a strong maintenance and
9 repair record. In South Dakota specifically Qwest was at parity for every installation and
10 repair measurement in every one of the last three months and all but two
11 measurements in the last four months.

12 **a. Analog Voice Loops**

13 *Installation of Unbundled Analog Loops.* Analog loops account for 78% of all
14 unbundled loops in service in Qwest's region and 97% in South Dakota. Qwest's
15 installation record for unbundled analog loops is excellent in South Dakota. Qwest met
16 94.74% of its installation commitments to CLECs in May, 89.61% in June, 96.51% in
17 July, and 100% in August, meeting or far exceeding the ROC's 90% benchmark.[87]
18 Regionally the results were equally impressive in Zone 2, where Qwest met more than
19 97% of its installation commitments in every month May-August.[88]

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87 *See* Exhibit MGW-PERF-3 at 57, OP-3.

88 *See* Exhibit MGW-PERF-4 at 66, OP-3.

1 Qwest nearly met the average installation intervals for CLEC loops in South
2 Dakota. In May - August, Qwest averaged 6.28 days to install CLEC loops in South
3 Dakota and 6.08 days in Zone 2 regionally, substantially meeting the six-day
4 benchmark. Taken in light of the high percentage of commitments met, the slight
5 variance from the six day benchmark is not significant.[89] Qwest is working to improve its
6 product offerings and reduce the delivery time to CLECs. Qwest recently rolled out a
7 new product called "Quick Loop" in its service region. Quick Loop provides a three-day
8 due date for conversions of 2/4 wire analog loops of 1-24 lines for CLECs submitting a
9 complete and accurate Local Service Request through IMA-GUI or IMA-EDI. Quick
10 Loop includes a lift and lay only and no other functions, such as loop testing or
11 coordinated installation, are available. For qualifying loop conversions, the introduction
12 of the Quick Loop product allows CLECs to choose from the short three-day due date or
13 the normal due date, depending on the nature of the service sought. Qwest anticipates

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89 *See* Exhibit MGW-PERF-3 at 57, Exhibit MGW-PERF-4, at 67 OP-4. On the rare occasions when Qwest is late in installing the loops, the length of the delays averaged only 4.83 days in South Dakota, with no Qwest delays for lack of facilities. Exhibit MGW-PERF-3 at 57, OP-6B. Regionally in Zone 2 the amount of delayed days for facility reasons is already better than parity with Qwest's retail performance. Between May and August, the average delay for facility reasons for CLECs was 10.02 days, compared to 22.63 days for the analogous retail product. Exhibit MGW-PERF-4 at 67, OP-6B. Over the last four months, the average number of delayed days for non-facility reasons is at parity with Qwest's retail analogue. *Id.* at 67, OP-6A. Similarly, over the last three months, the total interval for pending orders delayed past the due date has been in parity with the retail equivalent. *Id.* at 68, OP-15A. Notably there were no pending orders delayed past the due date in South Dakota. Exhibit MGW-PERF-3 at 58, OP-15A.

1 that the new product will shorten the average installation interval for analog loops even
2 further.

3 Qwest maintained consistently good installation quality. Qwest installed
4 more than 98% of new loops in South Dakota and 95% of new loops regionally from
5 May through August without a CLEC filing a trouble report. Those results exceeded
6 retail performance by a wide margin in each of the four months.[90]

7 *Repair of Unbundled Analog Loops*. Qwest is performing quick and reliable
8 repairs for CLECs. At the outset, it is important to note that repairs are rarely needed.
9 The trouble rate for analog loops provisioned to CLECs ranged from .30% to 1.56% in
10 May-August in South Dakota. In each month, the trouble rate was lower for CLEC loops
11 than retail loops.[91] Likewise regional trouble report rates for analog loops was below the
12 retail comparative.[92]

13 Moreover, when repairs are needed, they are performed quickly. In South
14 Dakota in the last three months, Qwest cleared 100% of all out of service reports for
15 CLECs within 24 hours and 100% of all trouble reports within 48 hours.[93] Regionally
16 Qwest performed repairs equally well clearing 95% or more out of service trouble
17 reports within 24 hours in Zone 2 for the same period.[94] Qwest cleared above 98% of

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90 *See* Exhibit MGW-PERF-3 at 58; Exhibit MGW-PERF-4 at 67, OP-5.

91 *See* Exhibit MGW-PERF-3 at 62, MR-8.

92 *See* Exhibit MGW-PERF-4 at 72, MR-8

93 *See* Exhibit MGW-PERF-3 at 61, MR-3, MR-4.

94 *See* Exhibit MGW-PERF-4 at 71, MR-3

1 all CLEC trouble reports within 48 hours in Zone 2.[95] This performance surpassed the
2 analogous retail service, as it has in all four months for which data are available.[96]
3 Similarly, Qwest restored service on average, more quickly for CLECs than for retail
4 service in each of these months both in South Dakota and regionally in Zone 2.[97]
5 Finally, Qwest's repairs for CLECs have been of consistently acceptable quality.
6 Between May and August, the repeat trouble rate for CLEC loops has been consistently
7 lower than for Qwest's retail service regionally and at parity in South Dakota.[98]

8 The FCC has given guidance on when analog loop performance is sufficient to
9 meet 271 standards. In its Bell Atlantic New York Order, the FCC concluded that a
10 BOC satisfies the requirements of checklist item 4 if it meets 90% of its installation
11 commitments, less than 5% of new loop installations result in a service outage, and less
12 than 2% of loops experience trouble.[99] Qwest is meeting that standard for analog loops.

13 **b. Coordinated cutovers**

14 Another key component of loop provisioning is how well Qwest performs
15 coordinated cuts, including what some in the industry call "hot cuts." Measurement OP-
16 13A assesses the percentage of coordinated cuts of unbundled loops completed on
17 time. To be counted as "on time," the CLEC must agree to the start time, and Qwest

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95 *Id.* at 71, MR-4.

96 *Id.*, MR-3, MR-4.

97 *See* Exhibit MGW-PERF-3 at 61, MR-6; Exhibit MGW-PERF-4 at 71.

98 *See* Exhibit MGW-PERF-4 at 71; Exhibit MGW-PERF-3 at 61, MR-7.

99 Bell Atlantic New York Order, ¶ 309.

1 must (1) receive verbal CLEC approval before starting the cut or lifting the loop, (2)
2 complete the physical work and appropriate tests, (3) complete the Qwest portion of any
3 associated LNP orders and (4) call the CLEC with completion information, all within one
4 hour of the "committed order due time." The "committed order due time" is calculated
5 by adding a specified interval to the scheduled start time. The specific interval depends
6 on the type and number of loops involved and ranges from one to two hours for analog
7 loops. The benchmark for this measurement is 95% completion on time.

8 Qwest opened a new center in Omaha in late March 2001 to manage all
9 coordinated cutovers (the largest percentage of loops ordered). The Omaha Center
10 also made a number of process improvements. Initial performance results are
11 outstanding. In South Dakota since the center opened in March Qwest failed only once
12 to complete the coordinated cutovers for all loop types on time.[100] Regionally, Qwest's
13 on time performance of hot cuts has steadily improved over the last four months.
14 Qwest's on time performance for analog loops improved from 93.59% in May to 96.04%
15 in August, better than the 95% ROC benchmark.[101] For all other loops, Qwest's on time
16 performance improved even more, from 85.52% in May to 97.15% in August, also
17 exceeding the benchmark. Qwest's current level of performance around such hot cuts
18 far exceeds that accepted by the FCC when approving the Bell Atlantic New York 271
19 application.

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100 *See* Exhibit MGW-PERF-3 at 96, OP-13A.

101 *See* Exhibit MGW-PERF-4 at 111, OP-13A.

1 The second coordinated cut performance metric measures the number of
2 minutes a CLEC customer is out of service during the requisite "lift and lay" procedure
3 that moves the customer over to the CLEC switch. PID OP-7, "coordinated hot cut
4 interval –unbundled loop," tracks the time necessary to complete coordinated cuts. This
5 measurement focuses on the time actually involved in disconnecting the loop from the
6 Qwest network and connecting/testing the loop.

7 Qwest's performance under this metric has steadily improved. For analog loops
8 regionally, the coordinated cut interval shrunk from eight minutes in March when the
9 center opened to four minutes in June, July and August.[102] For other loops, the interval
10 fell from eleven minutes in March to three minutes in August.[103] South Dakota results
11 were even better, with August results of 3 minutes for analog loops and 2 minutes for all
12 other loop types.[104] Qwest also has improved its coordination with CLECs. In August,
13 Qwest commenced less than 0.2% of coordinated cuts without CLEC approval in
14 regionally and none in South Dakota.[105]

15 **c. Non-Loaded (2-Wire) Loops**

16 *Installation of non-loaded (2-wire) loops.* In South Dakota non-loaded 2-wire
17 loops make up only 1% of the total unbundled loops. Because of this, order volumes for
18 this loop type are not adequate for performance analysis. Therefore I will review the

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102 *Id.* at 111, OP-7.

103 *Id.* at 111, OP-7.

104 *See* Exhibit MGW-PERF-3 at 96, OP-7.

105 *See* Exhibit MGW-PERF-4 at 112; Exhibit MGW-PERF-3 at 97, OP-13B.

1 regional results. These loops, which account for 13.7% of all unbundled loops in
2 service in Qwest's region, may support DSL service. These loops must not have load
3 coils on them and, thus, may need to be conditioned to meet the CLEC needs. Looking
4 at Zone 2 Qwest installed non-loaded (2-wire) loops in a timely manner. In May-August,
5 Qwest exceeded the 90% benchmark for CLEC installation commitments met in every
6 month except May, which was just under the benchmark at 89.43%. August
7 performance ended at 95.67%, substantially above the benchmark.[106] Qwest
8 provisioned these loops in short intervals. Qwest bettered the six day interval
9 benchmark each of the last four months in Zone 2. The intervals for CLEC installations
10 in August were especially impressive, averaging 5.32 days in Zone 2.[107]

11 On the rare occasions that Qwest is late with a CLEC installation, the delay is
12 kept to a minimum. Over the last four months, the average number of delayed days for
13 late installations has been far lower for CLEC customers than for Qwest's retail
14 customers. This was true regardless of whether the delays were caused by facility or
15 non-facility reasons.[108] Similarly, the interval for pending orders delayed past the due
16 date was lower for CLECs than for Qwest's retail consumers.[109]

17 Qwest installs loops that are of high quality. In August Qwest installed 97.99% of
18 CLEC loops without trouble reports within 30 days in Zone 2. The trouble-free rate for

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106 *See* Exhibit MGW-PERF-4 at 73, OP-3.

107 *Id.* at 74, OP-4.

108 *Id.*, at 74, OP-6A, OP-6B.

109 *Id.* at 75, OP-15A.

1 newly installed two-wire loops over the last four months averaged a strong 96.68%.[110]
2 This surpasses the trouble-free rate of the retail analogue, which averaged 91.88% over
3 the last four months.[111]

4 *Repair of non-loaded (2-wire) loops.* The need for *repairs* has been infrequent.
5 In two of the last four months, the Zone 2 trouble rate for CLEC loops was under 1%,
6 and in all four months CLECs experienced trouble rates in parity with Qwest's retail
7 customers.[112] When repairs are needed, however, Qwest performs prompt repairs for
8 CLECs. Regionally in Zone 2, Qwest cleared 98.67% of CLEC of out of service reports
9 within 24 hours in May, 98.55% in June, 98.52% in July and 98.18% in August.[113]
10 Similarly, Qwest has cleared 99 -100% of all trouble reports in each of the last four
11 months, with an average clearance rate of 99.62%.[114] These results were comparable
12 to Qwest's retail performance.[115]

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110 *Id.* at 75, OP-5.

111 *Id.* at 75, OP-5.

112 *Id.* at 79, MR-8.

113 *Id.* at 78, MR-3.

114 *Id.* at 78, MR-4.

115 *Id.* at 78, MR-7. The mean time needed to restore CLEC service in Zone 2 was in parity with Qwest's retail customers, averaging about 4.26 hours in May-August.

1 Qwest is also providing repairs at acceptable quality levels. Regionally in
2 May-August In Zone 2, the CLEC repeat trouble rate ranged from 7.46% to 18.84%,
3 lower than the retail rate in every month.[116]

4 **d. Non-Loaded (4-Wire) Loops**

5 *Installation of Non-Loaded (4-Wire) Unbundled Loops.* No CLECs ordered non-
6 loaded (4-wire) loops in South Dakota so we must look to regional results to assess
7 performance. Although CLECs have not requested a high number of 4-wire loops,
8 Qwest is provisioning those loops promptly. Between May – August regionally Qwest
9 had only two CLEC installations in Zone 2 and Qwest met the installation commitments
10 for both.[117] Since Zone 2 has limited volume we will also look at Zone 1 activity. In
11 Zone 1, Qwest achieved parity with retail results in three of the last four months,
12 averaging 84.91% commitments met, compared to an 81.63% average for retail.[118] The
13 installation interval for CLECs in Zone 1 for the 4 months averaged 8.73 days less than
14 half of the average interval for retail installations at 17.58 days.[119] Qwest had only three
15 CLEC delays for facility reasons in Zone 1 in May and August, and the average delays
16 were shorter in May and slightly out of parity in August.[120] From May – August Qwest
17 had fifteen delays for non-facility reasons averaging 4.4 delay days compared to a retail

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116 *Id.* at 78, MR-7.

117 *Id.* at 81, OP-3.

118 *Id.* at 80, OP-3.

119 *Id.*, OP-4.

120 *Id.*, OP-6B.

1 average of 14.36 days.[121] Qwest provided error free installation quality. CLECs did not
2 file a single trouble report for new installations in May, June or July and only one in
3 August.[122]

4 *Repair of Non-Loaded (4-Wire) Unbundled Loops.* Qwest is performing quick
5 and reliable repairs for CLECs regionally. At the outset, it is important to note that few
6 repairs are needed. Focusing on Zone 1 where the majority of 4-wire loops are in
7 service, CLECs experienced trouble rates of less than 1% in two of the last four months,
8 consistently below that experienced by retail customers.[123]

9 Moreover, when repairs are needed, they are performed quickly. In Zone
10 1, Qwest cleared 100% of all CLEC trouble reports within four hours in two of the last
11 four months, in parity with retail performance.[124] Additionally, the mean time to restore
12 CLEC service was two hours or less in each month, and was faster than the
13 comparable retail service.[125] Qwest's completes repairs for with consistently high
14 quality. Between May and August two of four months were free of repeat trouble

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121 Because Qwest is providing CLECs with loops promptly and effectively, there is little meaningful data on delay intervals for pending orders. Nonetheless, over the last two months, the interval for pending orders delayed past the due date was shorter for CLECs than for customers of the analogous retail product. *Id.* at 82, OP-15A.

122 *Id.* at 82, OP-5

123 *Id.* at 85, MR-8.

124 *Id.* at 84, MR-5.

125 *Id.*, MR-6.

1 reports for CLEC loops and in the two months when repeat reports occurred, the results
2 confirm parity with retail.[126]

3 **e. DS-1 Capable Loops**

4 *Installation of DS-1 Capable Loops.* South Dakota had only 15 DS1 capable
5 loops in service at the end of August. Therefore we will once again review regional
6 reports for performance trends for this product. CLECs order DS1 capable loops
7 primarily in Zone 1 areas. Qwest has shown some improvement in its performance in
8 meeting CLEC installation commitments over the last four months, reaching parity with
9 its retail product in June and slightly off parity in May and July.[127] In Zone 2, Qwest's
10 succeeded in meeting CLEC installation commitments equally or better than its retail
11 analogue in two months. In June, Qwest met 92.31% of its installation commitments to
12 CLECs, compared with 67.03% of retail installation commitments met. July
13 commitments met at 76.47% exceeded retail commitments met at 73.33%.[128] In both
14 Zones, in each of the last four months Qwest provisioned DS-1 capable loops for
15 CLECs in shorter intervals than for Qwest's retail customers.[129] Likewise CLECs
16 experienced fewer delayed days for facility and non-facility reasons alike.[130] Similarly,

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126 *Id.*, MR-7.

127 *Id.* at 86, OP-3.

128 *Id.* at 87, OP-3.

129 *Id.* at 86-87, OP-4.

130 *Id.*, OP-6A, OP-6B.

1 the CLEC interval for pending orders delayed past the due date averaged less than the
2 interval for retail customers in each of the last four months.[131]

3 In addition to providing prompt installation of unbundled loops, Qwest
4 installed DS1 capable loops for CLECs with consistently high quality in parity with the
5 retail results. In three of the last four months, Qwest installed more than 91% of new
6 loops without a CLEC filing a trouble report within 30 days; better service than for
7 Qwest's retail customers.[132]

8 *Repair of DS-1 Capable Loops.* Qwest is performing quick and reliable repairs
9 for CLECs. The CLEC *trouble* rate for DS-1 loops was only 3.59% in May, 4.41% in
10 June, 3.53% in July and 4.74% in August.[133] Though the trouble rate for CLECs
11 exceeded that for Qwest's retail customers, some of this is due to the inclusion of
12 reports coded to "Test OK," "Found OK," or "No Trouble Found," which each indicates
13 no actual CLEC trouble. Qwest has found that in some cases CLECs have an
14 extraordinarily high percentage of this type of report. This, paired with a low percentage
15 of these reports becoming repeat reports suggesting a trouble was actually found later,
16 could signify inadequate testing on the part of the CLEC prior to contacting Qwest. In
17 other words some CLECs allow Qwest to do their trouble isolation. In any case a
18 trouble rate that never exceeded 5.0% in the last four months, indicates that Qwest is

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131 *Id.* at 88, OP-15A.

132 *Id*, OP-5.

133 *Id.* at 91, MR-8.

1 providing service that allows an efficient competitor a meaningful opportunity to
2 compete.[134]

3 Qwest has steadily improved its success at restoring CLEC service within
4 four hours, reaching 81.82% in August in Zone 1, which is better than the restoral rate
5 for retail customers.[135] The results in Zone 2 were even better. Qwest cleared
6 93.75%% of CLEC trouble reports within four hours in August, and in each of the last
7 four months wholesale performance was equal to, or better than, retail results.[136]
8 Similarly, Qwest is working hard to bring the mean restoration time to retail levels. In
9 Zone 1, Qwest achieved parity in August and averaged about 4 1/2 hours per repair in
10 the last four months.[137]. In Zone 2, the mean time to restore service was lower for
11 CLECs than for retail customers in every month but July.[138]

12 **f. ISDN Capable Loops**

13 *Installation of ISDN Capable Loops.* Most CLECs use these loops, which
14 account for 1.9% of all unbundled loops in service in Qwest's region, primarily in Zone 1
15 areas, to provision IDSL to customers. There was no activity in South Dakota so we will
16 review regional results. Qwest compiled a strong record of prompt installation of ISDN
17 capable loops. Over the last four months, Qwest steadily improved its performance at

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[134] *Id.* at 91, MR-8.

[135] *Id.* at 90, MR-5.

[136] *Id.*, MR-5.

[137] *Id.*, MR-6

[138] *Id.* at 91, MR-6.

1 meeting CLEC installation commitments. In Zone 1, Qwest met 86.13% of its
2 commitments to CLECs in May, 90.94% in June, 92.55% in July and 93.87% in August.
3 Those results were slightly below retail performance in May - July and slightly higher
4 than retail performance in August.[139] In Zone 2, Qwest's wholesale results were equal
5 to or better than retail results in each month.[140] In both Zones, the average installation
6 interval for CLEC loops was significantly lower than for retail installations in each of the
7 last four months, averaging 5.8 days compared to 10.3 days for retail.[141]

8 When installation was delayed past the due date, CLEC customers experienced
9 much shorter waits for installation than retail customers, regardless of whether the delay
10 was due to facility or non-facility *reasons*.[142] Similarly, the interval for pending orders
11 delayed past the due date was significantly shorter for CLECs than for retail customers
12 in each of the last four months.[143]

13 Qwest's new service installation quality for CLEC ordered ISDN capable loops
14 improved to 95.51% in August. The cumulative rate over this period was 91.67% for
15 CLECs, compared to 93.28% for retail loops. However the trend in results for August
16 indicates improvement. [144]

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139 *Id.* at 92, OP-3.

140 *Id.* at 93, OP-3.

141 *Id.* at 92-93, OP-4.

142 *Id.*, OP-6A, OP-6B.

143 *Id.* at 94, OP-15A.

144 *Id.* at 94, OP-5.

1 *Repair of ISDN Capable Loops.* Qwest performed quick and reliable repairs in
2 the rare instances when CLECs needed repairs. Less than 2% of the ISDN loops in
3 service to CLECs reported trouble in the last three months. In May 2.29% of in service
4 ISDN capable loops reported trouble. [145]

5 Moreover, over the last four months, Qwest steadily improved its
6 performance in promptly repairing CLEC loops. In Zone 1, for four consecutive months
7 Qwest cleared more than 95% of CLEC out of service reports within 24 hours, reaching
8 a high of 98.86% in August. That result was at parity with the retail repair interval every
9 month but May.[146] However because May performance was above 95% for CLECS and
10 above 98% for retail, the difference did not meaningfully impact competition. Qwest
11 cleared 97-100% of all CLEC trouble reports within 48 hours in those months.[147] In
12 Zone 2, Qwest cleared 93-100% of CLEC out of service reports within one day in each
13 of the last four months, and achieved parity with retail performance in three of those
14 months.[148] Qwest cleared an even higher percentage of all CLEC trouble reports within
15 two days.[149] Those results were slightly below but comparable to Qwest's retail service.

16 In Zone 1, the mean time to restore CLEC service has steadily improved, falling
17 below four hours in June, July and August. Moreover, the difference between

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[145] *Id.* at 98, MR-8.

[146] *Id.* at 96, MR-3.

[147] *Id.*, MR-4.

[148] *Id.* at 97, MR-3.

[149] *Id.*, MR-4.

wholesale and retail repair intervals was not statistically significant in either of *the* last two months.[150] Qwest performed repairs in Zone 2 in intervals at parity with retail in all four of the last four months. [151] The CLEC repeat trouble rate also has improved, particularly in Zone 2, where Qwest achieved parity in all four months, May-August.[152]

g. ADSL Qualified Loops

Installation of Unbundled ADSL Qualified Loops. ADSL-Qualified Loops are a specific type of non-loaded loop that allows for the provision of ADSL. Once again due to lack of CLEC requests for this product in South Dakota we look to regional results to measure performance and include both Zone 1 and 2 results to provide the most complete picture. Qwest's overall installation record has been excellent. In Zone 1, Qwest met 91.75% of its CLEC installation commitments in May, 95.45% in June, 90.80% in July, and 86.36%% in August. Qwest bettered the 90% benchmark in three of the last four months. Qwest also surpassed the six day installation interval benchmark in June and came close in May (6.12 days), July (6.26) days and August (6.20 days). [153] In Zone 2, Qwest met 85.45% of CLEC installation commitments in May and 85% in June falling just short of the 90% benchmark. In July and August Qwest exceeded the benchmark with 93.94% in July and 91.23% in August.[154] Qwest

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[150] *Id.* at 96, MR-6.

[151] *Id.* at 97, MR-6.

[152] *Id.*, MR-7.

[153] *Id.* at 99, OP-3, OP-4.

[154] *Id.* at 100, OP-3.

achieved the six day installation interval benchmark the last two months, but fell short in May-June, averaging just under eight days per installation. Nonetheless, that result was significantly better than the four month average interval of over 11 days for retail installations.[155] Moreover, when delays occurred, Qwest cleared them in a non-discriminatory fashion. In Zone 1, the average number of delayed days for facility reasons was lower for CLECs than for retail installations in each of the last four months.[156] Similarly, Qwest achieved parity the last two months when the delays were caused by non-facility reasons.[157] With one minor exception, the results in Zone 2 were even better with shorter delays for wholesale than for retail in every month for both facility and non-facility reasons.[158]

Qwest installed ADSL qualified loops for CLECs with quality comparable to or slightly better than retail three of the last four months. On average 92% of all installations from May-August completed the first 30 days of service without trouble reports. In the entire four months, the *trouble*-free rate for CLECs was 92.43%, slightly below the 94.01% retail rate.[159]

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[155] *Id.*, OP-4.

[156] *Id.* at 99, OP-6B.

[157] *Id.*, OP-6A.

[158] *Id.* at 100, OP-6A, 6B.The exception occurred in May, when a facility problem delayed a single CLEC installation by 55 days. That result was anomalous; it was the first time in the last five months that a delay exceeded 10 days. Moreover, the small sample in May was too small to be meaningful.

[159] *Id.* at 101, OP-5.

Repair of Unbundled ADSL Qualified Loops. The trouble rate for CLEC loops averaged 2.21% over the last four months, which was comparable to the 1.97% rate for retail loops.[160]

Qwest cleared CLEC trouble reports expeditiously. In Zone 1, Qwest cleared 100% of CLEC out of service reports within 24 hours in every month but June, which was at 97.44%. In four consecutive months, Qwest's wholesale performance was better than retail.[161] Qwest also cleared 100% of all CLEC trouble reports within 48 hours in May-August.[162] The mean time to restore service was consistently lower for CLECs, and averaged just over two hours in May-August. Qwest also achieved parity for the repeat trouble rate in three of the past four months.[163]

In Zone 2, Qwest cleared 100% of CLEC out of service reports within one day in July and August, and cleared three out of four such reports in June. There were no CLEC out of service reports in May.[164]. Qwest had identical success in clearing all CLEC trouble reports within two days.[165] The mean time to restore service was lower for CLECs than for retail customers in July and August. June results were out of parity but due to the small sample size of only four reports the results are not substantive. The

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[160] *Id.* at 104, MR-8.

[161] *Id.* at 102, MR-3.

[162] *Id.*, MR-4.

[163] *Id.*, MR-6, MR-7.

[164] *Id.* at 103, MR-3

[165] *Id.*, MR-4.

CLEC repeat trouble rate was at parity or better in three of three months with trouble reports to measure. Qwest achieved a perfect score of 0.00% repeat reports in two months and had no troubles in May so no opportunity for repeat reports that month. August was high but again the small sample size yields inconclusive performance information.[166]

h. Line Sharing

Line sharing allows Qwest and a CLEC to share the same loop, with Qwest providing voice service and the CLEC providing DSL service. To date no CLEC has ordered line sharing in South Dakota, so to confirm Qwest's excellent performance I will review the regional data for the product.

No line-sharing installations for CLECs require the dispatch of a technician. Qwest's performance record for providing this service is outstanding. Regionally Qwest met over 90% of CLEC installation commitments in three of the last four months, 96.93% in May, 97.99% in June, and 99.26% in June.[167] August performance at 90.31% was satisfactory though slightly off the previous months' pace. Qwest averaged installation intervals of five or less days in each month, with a low of 1.76 days in July.[168] In comparison, the equivalent retail interval is in excess of 10 days.[169] When delays occur, they are short, ranging from four to seven days in the past three months,

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[166] Id., MR-6, MR-7.

[167] Id. at 114, OP-3.

[168] Id. at 115, OP-4.

[169] Id. at 321, Retail results for Qwest DSL reported as a comparison for resale DSL, OP-4

regardless of whether the delays were caused by facility or non-facility problems.[170] Qwest completed 94-98% of all new installations without a CLEC filing a trouble report within 30 days.[171]

Qwest's repair record is also impressive. CLECs did not report any trouble in May, and in June-August the overall trouble rate for line sharing was 3.09% or lower.[172] Qwest cleared 100% of CLEC out of service reports within 24 hours in May, 66.67% (4 of 6) in June, 91.43% in July, and 96.67% in August.[173] Qwest cleared 88.99% of all CLEC trouble reports within 48 hours in May, 97.26% in June, 95.73% in July, and 95.24% in August.[174] The mean time to restore service ranged from ten to eighteen hours well within expectations of 24 hours.[175] Qwest is clearly providing CLECs using line sharing the chance to compete.

In sum, the performance results demonstrate that Qwest is providing its competitors with consistently high quality service for those unbundled loop types ordered by CLECs in South Dakota. Additionally regional results attest to Qwest's ability to provide CLECs a meaningful opportunity to compete using other unbundled loop types, indicating Qwest can provide them in South Dakota when ordered.

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[170] Id. At 115, OP-6A, 6B.

[171] Id., OP-5.

[172] Id. at 120, MR-8.

[173] Id. at 119, MR-3.

[174] Id. at 120, MR-4.

[175] Id., MR-6.

5. Unbundled Transport

Unbundled dedicated interoffice transport or UDIT is a transmission path between two particular points; it could be between Qwest central offices, or it could be between Qwest and the CLEC. As of August 31, 2001 regionally, Qwest had provided 28 CLECs with local transport from the trunk side of the CLEC switch unbundled from local switching or other services. CLECs had 1,630 UDIT facilities in service, including 959 DS1s and 670 DS3s. The number of UDIT facilities in service increased by 119% in the past 12 months. In South Dakota Qwest had provided 2 CLECs with local transport from the trunk side of the CLEC switch unbundled from local switching or other services. All 3 of the UDIT facilities in service were DS1s. This limited UDIT activity in South Dakota requires a review of regional results to evaluate Qwest's performance. With relatively small volumes regionally this review will include both Zone 1 and Zone 2 data.

DS1 UDIT Installation. Qwest is providing unbundled transport to CLECs in a nondiscriminatory manner. Regionally in Zone 1, Qwest met 100% of its installation commitments for DS1 UDIT facilities in the last three months. Although Qwest's performance slipped to 54.55% in May this was the only month since January where results dipped below the retail comparative.[176] In all four months, the average CLEC installation interval was lower than, or near parity with the retail interval. For example, in June the wholesale interval was 4.68 days, while the resale interval was 15.33

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[176] Id. at 124, OP-3.

days.[177] Even in May when Qwest only met 54.55% of its commitments, the parity score for its average installation interval was 0.3 indicating nearly statistically equivalent performance for wholesale and retail. This establishes that Qwest does not discriminate in the provision of UDIT. The number of delayed days for facility and non-facility reasons was also at or near parity.[178]

The results in Zone 2 were even better. Qwest met 100% of its CLEC installation commitments in May, June, and August.[179] For these three months the average wholesale installation interval ranged from seven to nine days, far less than the retail interval of 22-23 days.[180] Qwest also achieved parity in the "delayed days" categories in July and August and no CLEC delays in May or June.[181] For both Zones, installation quality was outstanding. Qwest installed 95 -100% of all UDIT facilities without CLECs filing a trouble report within the first 30 days in every month from May-August.[182]

DS1 UDIT Repair. Regionally, the overall trouble rate for DS1 UDIT facilities was low, 1.22% in May, 1.35% in June, 1.31% in July and 2.72% in August.[183] Qwest repairs DS1 UDITs in parity with retail. In Zones 1 and 2, Qwest cleared CLEC troubles within

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[177] Id., OP-4

[178] Id., OP-6A, 6B.

[179] Id. at 125, OP-3.

[180] Id., OP-4.

[181] Id., OP-6A, 6B.

[182] Id. at 126, OP-5.

[183] Id. at 129, MR-8.

1 four hours in parity with the retail comparative in every month.[184] From May through
2 August, the mean time to restore service to CLECs was comparable to, or better than,
3 retail performance in both Zones with one minor exception. In July CLECs service was
4 restored in 3 hours 51 minutes compared to retail restoration rate of 3 hours 11 minutes.
5 Even though above retail slightly, the interval was below the 4 hour restoration
6 commitment.[185] CLEC repeat trouble reports were fewer than retail repeat trouble
7 reports in all four months in both Zones 1 and 2.[186]

8 *DS3 UDIT Installation.* Regionally, in Zone 1 Qwest achieved parity with retail
9 performance under the "commitments met" PID in three of the last four months.[187] The
10 average CLEC installation interval was lower than, or nearly comparable to, the average
11 retail interval in each of the last four months.[188] Qwest also achieved parity in the
12 "delayed days" categories.[189] In Zone 2, Qwest had only eight CLEC installations from
13 May-August. Nonetheless, Qwest achieved parity with retail performance under each of
14 the installation PIDs.[190] Low volumes hamper accurate comparisons of CLEC and
15 Qwest installation quality performance. Overall the installation quality was good.

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184 *Id.* at 128, MR-5.

185 *Id.* at 128-129, MR-6.

186 *Id.* at 128-129, MR-7.

187 *Id.* at 130, OP-3.

188 *Id.*, OP-4.

189 *Id.*, OP-6A, 6B.

190 *Id.* at 131, OP-3, OP-4, OP-6A, 6B.

averaging 92% in both Zones; however, due to retail results above 97% in every month, the parity score showed an out of parity result in all but one month from May-August. In May-August, Qwest installed 91-100% of new UDIT facilities without a CLEC filing a trouble report within the first 30 days.[191]

DS3 UDIT Repair. Regionally, the CLEC trouble rate for DS3 UDIT averaged slightly more than 2% over the past four months. Though higher than retail, this is a relatively low rate for a complex service.[192] During that time, Qwest has consistently improved its repair record from the previous period when CLECs report problems. In Zone 1, Qwest cleared 57.14% of CLEC trouble reports within four hours in April. This compared to 76.92% in May, 80% in June, 75.93% in July, and 84.52% in August. Qwest achieved parity with retail performance in both May, June and August.[193] The mean time to restore wholesale and retail service has been comparable for four consecutive months. In May-August, Qwest restored CLEC service, on average, in just over three hours, well below the four-hour commitment level.[194] The repeat trouble report rate was essentially equal in three of the last four months.[195]

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191 *Id.* at 132, OP-5.

192 *Id.* at 135, MR-8.

193 *Id.* at 134, MR-5.

194 *Id.*, MR-6.

195 *Id.*, MR-7.

1 In Zone 2, Qwest cleared 100% of the thirteen CLEC trouble reports in May
2 through August within four hours.[196] The mean time to restore service was substantially
3 lower for CLECs in those months, and the wholesale and retail repeat trouble rates
4 were at parity.[197]

5 *Dark Fiber.* So far, CLECs in Qwest's region have not sought access to dark
6 fiber in commercial quantities. None has been ordered in South Dakota. Regionally the
7 limited performance results, found almost exclusively in Zone 1, demonstrate that
8 Qwest improved its success in meeting CLEC installation commitments. Results
9 ranged from 50.00% (2 of 4) in August to 75% (6 of 8) in June.[198] The average
10 installation interval ranged from 14.67 days to 160 days in July. This wide range in
11 results can be attributed in part to the low volumes, which do not provide adequate
12 samples to account for random variance and calculate conclusive results.[199] The trouble
13 rate for dark fiber installations for CLECs was 0.00% in May - August.[200] Looking back
14 to April when CLECs reported two troubles, Qwest cleared them within about three and
15 one-half hours.[201] CLECs did not report any repeat problems.[202]

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196 *Id.*, MR-5.

197 *Id.* at 135, MR-6, MR-7.

198 *Id.* at 136, OP-3. Qwest also met its only installation commitment in Zone 2. *Id.* at 137, OP-3.

199 *Id.*, OP-4.

200 *Id.* at 138, MR-8.

201 *Id.*, MR-6.

202 *Id.*, MR-7.

1 Collectively, these data support a conclusion that Qwest is satisfying the
2 statutory requirements for unbundled transport.[203]

3 **6. Unbundled Switching**

4 To date, CLECs have not submitted any requests to Qwest for unbundled local
5 switching on a stand-alone basis in South Dakota. Regionally one CLEC ordered the
6 service. The ROC determined that no performance measurements for stand-alone
7 unbundled switching were needed because there is little demand for it at this time.
8 CLECs obtain access to unbundled switching as part of UNE-P facilities. Qwest's
9 outstanding UNE-P performance establishes that Qwest can provide unbundled
10 switching to CLECs upon request.

11 **7. 911/E911//Directory Assistance/Operator Services**

12 In the last 12 months, CLEC demand for 911, E911, directory assistance, and
13 operator services from Qwest in region has increased sharply. As of August 31, 2001,
14 the number of CLEC E911 trunks in service was 2,902, up almost 92% from one year
15 earlier. CLECs had 549 directory assistance trunks in service, up 144% since August
16 2000. CLECs also had 2,186 operator services trunks in service, up 35% in the last 12
17 months. The number of CLEC 911 records almost doubled in the region from 1,516,[illegible]
18 to 2,841,495.

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203 ILECs are required to provide unbundled shared transport only where they also provide unbundled switching. *See UNE Remand Order* ¶ 365. In compliance with this requirement, Qwest offers unbundled shared transport in conjunction with unbundled local switch ports and as part of its UNE-P offering. Shared transport is automatically provisioned when a CLEC orders switching unless the CLEC requests otherwise.

1 South Dakota also has shown impressive growth in the area of E911. E911
2 Trunks in service increased from 16 to 22, up 38%. The number of 911 records nearly
3 tripled from 8,775 to 24,992. Operator Service trunks remained constant at 67.
4 Even with the increased demand, Qwest is provisioning, operating, and repairing
5 these products for CLECs in a timely manner. Regional and South Dakota (where
6 available) results provide the evidence.

7 **a. 911/E911**

8 The ROC adopted several PIDs for 911/E911 services: (1) the time to update
9 the E911 database, (2) various aspects of 911/E911 trunk installation, and (3) various
10 aspects of 911/E911 trunk repair. Qwest's performance under most of these
11 measurements has been excellent.

12 *E911 Database Updates.* DB-1A, "Time to Update Databases," measures the
13 average time required to update the E911 database. DB-1A is a "parity by design" PID
14 because Qwest's E911 database does not distinguish between updates for Qwest or
15 CLECs. Intrado, Inc. ("Intrado") the third party entity that manages Qwest's E911
16 database, provides E911 database management services to all CLECs operating in the
17 Qwest region in a manner that is competitively neutral to, and at parity with, that
18 provided to Qwest. Facilities-based CLECs that use their own switching facilities send
19 updates directly to Intrado.

20 In May through August 2001 regionally, Qwest updated the E911 databases in
21 an average of 2.38 hours to 5.27 hours. In South Dakota for that same time period the

1 average ranged from 1.44 hours to 6.04 hours.[204] The CLEC and Qwest E911 database
2 updates (i.e., completed service orders) are commingled and sent together in a batch
3 data transmission at the end of each business day. Based on this the ROC has
4 determined that Qwest provides access that is considered "parity by design", thus OP-
5 1A does not have a benchmark objective.

6 *911/E911 Trunk Installation.* Qwest had little data to report for 911/E911
7 installations in May-August in South Dakota. Regionally in Zone 1, Qwest met its CLEC
8 installation commitments four out of 5 times in May, 0 of 9 times in June, and 0 of 2
9 times in August. There was no activity in July.[205] The average installation interval for
10 CLECs was equal to, or lower than, the retail average in May. In June and August, the
11 other two months with activity, the intervals were 129.62 days and 227.69 days
12 respectively.[206] As a result of internal analysis, Qwest found that invalid codes were
13 entered for the "missed function code" (i.e., reason for the delay) which then
14 automatically counted as a Qwest delay. However, the actual service order documents
15 indicated that the orders were delayed for non-Qwest reasons. Additionally, Qwest
16 determined that independent company caused misses are currently charged against
17 Qwest's performance. The combination of the invalid codes and inclusion of these non-
18 Qwest caused misses in OP-3 and OP-4 results during the period accounts for the
19 seemingly poor results. If these orders had been properly coded so they could be

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204 Exhibit MGW-PERF-4 at 139, & Exhibit MGW-PERF-3 at 109, OP-1A.

205 Exhibit MGW-PERF-4 at 140, OP-3.

206 *Id.*, OP-4.

1 appropriately excluded from results, and if the measurement business rules allowed
2 exclusion of independent company caused misses caused, Qwest's installation
3 commitment met performance would have been 100%.

4 In Zone 2 during that same period inclusion of independent company misses had
5 the same impact. Here official results show that Qwest met only 2 out of 33
6 commitments and had average installation intervals ranging from 25.5 days in July to
7 153.89 days in August.[207] If the independent company misses were excluded, Qwest
8 would have met 100% of its installation commitments.

9 Installation quality was excellent. In May-August, Qwest completed 100% of new
10 911/E911 trunk installations without a CLEC filing a trouble report the first 30 days in
11 three out of four months. In June two reports resulted in an acceptable 99.63%
12 accuracy rate.[208]

13 In South Dakota, though volume was limited, performance was perfect during the
14 last four months. Qwest had one installation during that period which was completed on
15 time in an interval of 9 days with no trouble reports within the first 30 days of service.[209]

16 *911/E911 Trunk Repair.* Qwest's maintenance and repair record for 911/E911
17 trunks is strong. Regionally in May through August 2000, the trouble rate on 911/E911
18 trunks was low, averaging 0.57% or less in each month.[210] Qwest cleared the few

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207 *Id.* at 140-41, OP-3, OP-4.

208 *Id.* at 141, OP-5.

209 Exhibit MGW-PERF-3 at 110, OP-3, OP-4, OP-5.

210 Exhibit MGW-PERF-4 at 145, MR-8.

1 trouble reports efficiently, particularly in the last three months. In both Zones 1 and 2,
2 Qwest cleared all but one CLEC trouble report within four hours in May-August.[211] The
3 mean time to restore service never exceeded one hour and 20 minutes.[212] The repeat
4 trouble report rate was in parity in each month.[213] South Dakota had no trouble reports
5 and thus no repair results to report.[214]

6 **b. Directory Assistance and Operator Services**

7 The "Speed of Answer" PIDs for directory assistance and operator services,
8 DA-1 and OS-1, measure the average time required for Qwest's operator and directory
9 assistance personnel to answer calls. These PIDs are "parity by design" because
10 Qwest's directory assistance and operator services systems handle all calls on a blind,
11 first come, first served basis, and because Qwest's operator and directory assistance
12 personnel answering calls do not know whether a caller or a called party is a Qwest or
13 CLEC customer. In May through August 2001, the speed of answer for directory
14 assistance and operator service calls was, on average, between seven and nine
15 seconds regionally and between eight and nine seconds in South Dakota.[215]

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211 *Id.* at 144, MR-5.

212 *Id.* at 144-45, MR-6.

213 *Id.*, MR-7.

214 Exhibit MGW-PERF-3 at 113-14, MR-5, 6, 7, 8 and 10.

215 Exhibit MGW-PERF-4 at 146, Exhibit MGW-PERF-3 at 115, DA-1, OS-1.

1 **8. White Pages Directory Listings**

2 In the last 12 months, the number of white pages listings for CLEC customers
3 nearly doubled, with the most recent total at 998,338 at the end of August 2001. The
4 volume in South Dakota increased to 46,299 white pages listings. The only PIDs for
5 white pages directory listings measure the time required to update the white pages
6 directory listings database and the accuracy with which Qwest completes those
7 updates. DB-1C-1 "Time to Update Databases," measures the average time required to
8 complete electronically and manually processed updates.[216] DB-2C-1 "Percentage of
9 Accurate Database Updates" measures the percentage of electronically and manually
10 processed updates completed without errors. These PIDs are "parity by design"
11 because Qwest processes CLEC and user listings using the same or similar systems,
12 databases, methods, procedures, and personnel used by Qwest for its own retail and
13 user listings.

14 In May through August, Qwest completed electronically processed updates to the
15 directory listings database in an average of 0.07 to 0.11 seconds both regionally and in
16 South Dakota. The accuracy rate ranged from of 93.65 to 94.75 percent regionally to
17 90.11% to 94.17% in South Dakota.[217] These times and accuracy rates applied equally
18 to Qwest and CLEC white pages listings.

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216 DB-1C-2 and DB-2C-2 previously reported manually processed updates for CLEC Aggregate for Reseller and Facilities-Based CLEC. Qwest implemented electronic (EDI) capability for this PID disaggregation and per the PID discontinued reporting this disaggregation beginning with May 01 results.

217 Exhibit MGW-PERF-4 at 147, Exhibit MGW-PERF-3 at 116 DB-1 & 2

1 **9. Number Administration**

2 Qwest provides nondiscriminatory access to telephone numbers for assignment
3 by CLECs to their telephone exchange customers. Qwest ceased performing North
4 American Numbering Plan ("NANP") numbering administration or assignment functions
5 on September 1, 1998, when the FCC transferred those functions to Lockheed Martin,
6 and subsequently to NeuStar, the current NANP Administrator. Before and after the
7 transfer of numbering administration functions to the NANP Administrator, Qwest has
8 complied with all industry guidelines and FCC rules applicable to carriers with respect to
9 numbering administration.

10 The ROC's numbering administration PIDs measure Qwest's performance in
11 activating NXX codes. PID NP-1A, "NXX Code Activation," measures the percentage of
12 NXX codes in the reporting period that are loaded and tested prior to the Local
13 Exchange Routing Guide ("LERG") effective date or the "revised" effective date. In May
14 through August, Qwest loaded and tested 100% of CLEC NXX codes prior to the LERG
15 effective date or the "revised" effective date both regionally and in South Dakota.[218]

16 PID NP-1B, "NXX Code Activation – Facility Delays," measures the percentage
17 of delays in activating NXX codes that are caused by Qwest interconnection facility
18 delays. In May through August region-wide, the percentages of NXX code activation
19 delays was 8.7% or less in each month, and was 0.00% in June and August. There

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218 *Id.* at 149 and 118, NP-1A.

1 were no delays caused by Qwest interconnection facility delays in South Dakota during
2 the same period.[219]

3 **10. Call-Related Databases and Associated Signaling**

4 Qwest offers all CLECs access to, and routing over, its call-related databases
5 and associated signaling in the same manner that Qwest accesses those services.
6 Qwest uses a queuing and routing system that treats all carriers alike. As of August 31,
7 2001, 15 facilities-based CLECs were purchasing access to CCSAC SS7 signaling from
8 Qwest within its region.

9 The sole performance measurement for this checklist item is DB-13, which
10 evaluates the time to update the line information database ("LIDB"). The ROC has
11 determined that this is a "parity by design" measurement reported on a regional basis.
12 Qwest's LIDB update process does not distinguish between updates for Qwest versus
13 updates for CLECs. The aggregate Qwest and CLEC result under this measure has
14 consistently been less than 3.55 seconds.[220]

15 **11. Number Portability**

16 Number portability allows customers to change carriers without changing
17 telephone numbers. As of August 31, 2001, Qwest had ported 2,061,034 numbers for
18 CLEC customers across the region. The total of numbers ported increased by 63%
19 over the last 12 months. This included tremendous growth in South Dakota from 6,129

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219 *Id.*, NP-1B.

220 *Id.* at 150 and 119, DB-1B.

1 numbers ported to 22,678, an increase of 258%. Local number portability ("LNP"), the
2 long term mechanized solution required by the Act, is available on 99.7% of all access
3 lines in Qwest's region and 100% in South Dakota. Number ports arise in one of two
4 ways: (1) on a stand-alone basis, and (2) when the CLEC orders an unbundled loop
5 from Qwest. The PIDs measure whether Qwest performs its required work activity
6 under both situations.

7 The PIDs for number portability, OP-8B, "LNP Timeliness with Loop
8 Coordination," and OP-8C, "LNP Timeliness Without Loop Coordination," measure the
9 percentage of Line Side Attribute ("LSA") triggers, also referred to as unconditional 10-
10 digit triggers, that Qwest translates ("sets") in the switch prior to the scheduled start time
11 for unbundled loop cutovers that require coordination and for LNP orders that do not
12 require loop coordination, respectively. When an LSA trigger is set prior to the start
13 time for a loop cutover, the CLEC controls the activation of number portability on that
14 loop without the need for any involvement by, or coordination with, Qwest.

15 In May through August, regionally Qwest set 95.54 to 96.66 percent of LNP
16 triggers prior to the scheduled start time for coordinated loop cutovers, exceeding the
17 ROC's 95% benchmark. During the same period, Qwest set 96.44 to 96.84 percent of
18 LSA triggers prior to the scheduled start time for LNP orders not requiring loop
19 coordination, again beating the 95% benchmark.[221] Qwest performance in South
20 Dakota also surpassed the benchmark, achieving 100 percent LNP triggers set prior to
21 the scheduled start time for coordinated loop cutovers and 99.4 to 100 percent of LSA

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221 Exhibit MGW-PERF-4 at 151, OP-8B, OP-8C.

1 triggers set prior to the scheduled start time for LNP orders not requiring loop
2 coordination.[222] These results show that Qwest is meeting its requirements for local
3 number portability.

4 **12. Local Dialing Parity**

5 Qwest provides dialing parity to competitors in its region. Calls to or from CLEC
6 customers are completed with the same number of digits as calls to or from Qwest
7 customers; no additional access codes are required. Customers of competing carriers
8 also dial the same number of digits in the same dialing patterns that Qwest's customers
9 use to access operator and directory assistance services. Specifically, both CLEC and
10 Qwest customers dial "411," "1 + 411," or "1 + (area code) + 555-1212" to access
11 directory assistance, and "0" or "0 plus" to access operator services. Similarly, both
12 CLEC and Qwest customers dial "00" to reach their pre-subscribed long distance
13 operator. The participants in the RCC determined that performance measures for this
14 Checklist item are not necessary. The FCC also determined that performance measures
15 are not necessary for this Checklist item.[223] Thus, all 12 commissions in Qwest's region
16 with active 271 dockets have already found that Qwest is in full compliance with this
17 checklist item.

18 **13. Reciprocal Compensation**

19 Reciprocal compensation refers to payments made between carriers for
20 terminating local calls on behalf of the other. In August 2001, Qwest exchanged

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222 Exhibit MGW-PERF-3 at 120, OP-6B, OP-4C

223 Local Competition/Area Code Relief Second Report and Order, ¶ 15.

1 approximately 6.7 billion minutes of local calls with CLECs throughout Qwest's 14-state
2 region, including over 53 million in South Dakota. From July 1, 2000 through August
3 31, 2001, Qwest paid CLECs well over $139 million for calls that originated on the
4 Qwest side. During the same period, CLECs paid Qwest over $17 million for calls the
5 CLECs originated.

6 The ROC adopted two performance measures, BI-3B and BI-4B, with respect to
7 reciprocal compensation. The "BI" designates a billing measurement. BI-3 evaluates
8 the accuracy with which Qwest bills CLECs. BI-3B focuses on reciprocal compensation
9 based on minutes of use exchanged between Qwest and the CLEC, while excluding
10 billing adjustments resulting from CLEC-caused errors. BI-4 measures the
11 completeness of Qwest's bills for both non-recurring and recurring charges; thus, BI-4B
12 measures the percentage of revenue associated with local minutes of use appearing on
13 the correct bill. No data are excluded from this performance measurement.

14 Region-wide, Qwest's bills ranged from 96.19% accurate in May 2001 to
15 100% accurate in August, well above the ROC's 95% accuracy benchmark.[224] Qwest's
16 bills have also been complete. The percentage of revenue associated with local
17 minutes of use appearing on the correct (current) bill equaled 98.17% for CLECs in
18 May, 96.17% in June 2001, 97.23% in July, and 95.07% in August, exceeding the
19 ROC's 95% benchmark in every month.[225] South Dakota successfully met the
20 benchmark for CLEC billing adjustments as well. The percentage of revenue

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224 *See* Exhibit MGW-PERF-4 at 152, BI-3B.

225 *Id.* BI-4B.

1 associated with local minutes of use appearing on the correct (current) bill in South
2 Dakota was affected by a CLEC customer routing traffic incorrectly to the wrong office,
3 which caused the usage to error. When Qwest attempted to bill the reciprocal comp
4 usage it erred in the processing and needed to be manually corrected thus causing
5 Qwest to miss billing the usage on the correct, i.e. next bill. The impact on the results
6 caused Qwest to miss the benchmark for BI-4B in South Dakota.[226] In light of this
7 CLEC problem causing the miss in South Dakota and based on Qwest's success
8 regionally, the results prove that Qwest is providing reciprocal compensation to CLECs
9 in accordance with the Act.

10 **14. Resale**

11 The resale provisions of the Act require Qwest to provide telecommunications
12 services to CLECs at wholesale rates. As of August 31, 2001 regionally, 121 CLECs
13 were reselling Qwest's telecommunications services. Qwest was providing a total of
14 276,524 resold access lines (97,658 business lines, 42, 430 Centrex, and 136,436
15 residential lines), compared to a total of 509,822 access lines resold as of August 31,
16 2000. This is because a large number of customers (400,000 plus) have transitioned to
17 UNE-P. As of August 31, 2001, Qwest also was providing 11,194 private lines (9,106
18 analog, 176 DS0, 1,907 DS1, and 3 DS3), compared to 9,112 as of last August. South
19 Dakota shared in this resale activity with a total of 13, 987 resold access lines, including
20 8,650 business, 55 Centrex, and 5,282 residential resold access lines.

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226 Exhibit MGW-PERF-3 at 121, BI-3B, BI-4B.

1 Qwest is providing services for resale in a nondiscriminatory manner both
2 regionally and in South Dakota. Because volumes are limited for some products in
3 South Dakota, we will examine both the regional and the state specific results
4 supporting this conclusion. The PIDs for resale disaggregate performance for twelve
5 products: residential lines, business lines, Centrex, Centrex 21, PBX, Basic ISDN,
6 Megabit, Primary ISDN, DS0, DS1, DS3 and higher, and Frame Relay. In addition,
7 products are disaggregated even further by no dispatch, dispatches within MSAs, and
8 dispatches outside MSAs. Altogether there are hundreds of measurements for resale
9 each month. The standard for resale PIDs is parity with retail service. Qwest is
10 achieving parity in the vast majority of resale performance measurements. Qwest will
11 discuss those four services that receive approximately 99% of the orders, residential
12 POTS, business POTS, Centrex, and Centrex 21.

13 *Installation.* Most resale orders are provisioned without a dispatch. Between May
14 and August, regionally Qwest met at least 99% of its commitments for residential POTS
15 and business POTS, 96.8% for Centrex and 98.3% for Centrex 21.[227] In South Dakota
16 for that same period Qwest met at least 99% of its commitments for residential POTS
17 and 98.13% for business POTS, 95.81% for Centrex and 100% for Centrex 21.[228]
18 Performance is equally impressive when a dispatch is required. For resale with a
19 dispatch within MSAs, regionally Qwest met at least 97.5% of its commitments for
20 residential POTS, 91% for business POTS, 89.8% for Centrex, and 93.9% for Centrex

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227 Exhibit MGW-PERF-4 at 155, 165, 175, and 185 OP-3C.

228 Exhibit MGW-PERF-3 at 124, 134,144, and 154 OP-3C.

1 21 in these months, achieving parity in all but one month for one service.[229] South
2 Dakota resellers received similar performance for commitments met achieving parity in
3 four out of four months for Residential, Centrex and Centrex 21, and three out of four for
4 Business.[230] For resale with a dispatch outside of MSAs regionally, Qwest met at least
5 90.9% of its commitments for residential POTS, 89.9% for business POTS, and 92.35%
6 for Centrex. For Centrex 21 in three of these months Qwest met 100% of its
7 installation commitments. In May Qwest completed five of seven or 71.43%
8 installations within the committed time. In light of three months at 100% and
9 considering the low volumes, this drop can be viewed as an anomaly.[231] Once again
10 South Dakota followed the successful pattern established in the region achieving 100%
11 commitments met for Residential and Business POTS two out of four months, 100%
12 every month for Centrex 21, and ranging from 91.7 to 100% for Centrex, at parity every
13 single month for all four services.[232]

14 Installation intervals for these services are equally impressive. Intervals for
15 POTS, whether residential or business service, are approximately 2-3 days when no
16 dispatch is required, and 4 - 7 days when a technician dispatch is required both

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229 Exhibit MGW-PERF-4 at 153, 163, 173, and 183 OP-3A.

230 Exhibit MGW-PERF-3 at 122, 132,142, and 152 OP-3A.

231 Exhibit MGW-PERF-4 at 153, 163, 173, and 183 OP-3B.

232 Exhibit MGW-PERF-3 at 123, 133, 143, and 153 OP-3C.

1 regionally and in South Dakota.[233] In all cases, these intervals are substantially the
2 same as what Qwest provides to its retail customers.

3 Regionally in May - August, on average 95.52% of residential POTS lines were
4 installed without a CLEC filing a trouble report within the first 30 days, the same is true
5 for 89.26% of business POTS installations, 91.69% of Centrex installations, and 95.67%
6 of Centrex 21 installations. This was better than the retail four month averages of
7 residential POTS at 93.7%, 90.75% for Centrex installations and 94.43% for Centrex 21
8 installations. The average for resale business POTS installations without a CLEC filing
9 a trouble report within the first 30 days was 89.26%, nearly the same as retail business
10 POTS with 90.34%. Except for business POTS, all of these measurements were at
11 parity all four months. Business POTS suggested no statistically significant disparity in
12 two of the last four months including the most recent.[234]

13 South Dakota performance paralleled the regional results. Qwest's performance
14 for Centrex and Centrex 21 resulted in installations without trouble reports in the first 30
15 days in parity with retail all four months. Residential and business POTS achieved parity
16 in three of the four months, including August.[235]

17 In May-August, across all four of these resale products in South Dakota, the
18 number of delayed days for facility and non facility reasons was better than or at parity

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233 Exhibit MGW-PERF-4 at 153-54, 163-64 and Exhibit MGW-PERF-3 at 130-31, 132-33 OP-4A, B &C.

234 Exhibit MGW-PERF-4 at 156, 166, 176, and 186, OP-5.

235 Exhibit MGW-PERF-3 at 135, 136, 145, 146 OP-5.

1 with the Qwest retail analogue.[236] Regionally with minor exception results were also in
2 parity in at least three of four months or all months with results reported. There were
3 two exceptions. Two of four months, May and June, for Residence POTS dispatch
4 outside MSA for non-facility reasons had small statistical differences between resale
5 and retail results. The second exception was for Business POTS no dispatch for facility
6 reasons where only two of three months were at parity or better. Again though not in
7 parity, the statistical difference was small.[237]

8 *Maintenance and Repair.* Once resold services are installed, they rarely need to
9 be repaired. The overall trouble rate regionally for CLECs in the most recent month was
10 2.19% for residential POTS, 1.34% for business POTS, 1.12% for Centrex and 1.05%
11 for Centrex 21. These trouble rates are relatively consistent from month to month.[238]
12 Comparable results are found in South Dakota. In August the results were 1.32% for
13 residential POTS, 0.67% for business POTS, 1.03% for Centrex and 0.68% for Centrex
14 21.[239]

15 All resold products are measured with either out of service cleared within 24
16 hours and all troubles cleared within 48 hours (MR-3 and MR-4) or the all troubles
17 cleared within 4 hours (MR-5). The latter category tends to be high capacity services
18 such as DS-3 or higher circuits. For resold residential POTS, business POTS, Centrex

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236 See Exhibit MGW-PERF-3 at 122-24, 133-34, 143-44, and Exhibit MGW-PERF-4
153-55, 163-65, 173-75, and 183-85, OP-6A, OP-6B.

237 Exhibit MGW-PERF-4 at 153-55, 163-65, 173-75, and 183-85, OP-6A, OP-6B.

238 *Id.* at 161, 171, 181, 191, MR-4.

1 and Centrex 21, the 24 and 48-hour intervals apply. For these service categories
2 regionally, Qwest routinely cleared out of trouble conditions 81% of the time or better for
3 residential POTS, 89.73% of the time or better for business POTS, 88.9% of the time or
4 better for Centrex and 81.82% of the time or better for Centrex 21. Even higher
5 success rates were evident in clearing all troubles within 48 hours for these same
6 categories or service. Results for MR-4 were 98.71% of the time or better for residential
7 POTS, 96.28% of the time or better for business POTS, 99.74% of the time or better for
8 Centrex and 95.00% of the time or better for Centrex 21. Moreover, for all of these
9 products this performance was substantially the same as, if not better than, equivalent
10 retail service both regionally and in South Dakota in three or more months.[39] This
11 leaves no doubt about the adequacy of Qwest's resale repair and maintenance
12 performance.

13 These results unquestionably demonstrate that Qwest is reselling services on a
14 nondiscriminatory basis. Accordingly, the Commission should find that Qwest is in
15 compliance with checklist item 14.

16 **IV. CONCLUSION**

17 A review of Qwest's actual commercial performance is extremely telling and
18 positive. The data shows that Qwest is making each checklist item available in either
19 substantially the same time and manner or such that an efficient CLEC has a

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[39] Exhibit MGW-PERF-3 at 108, 113, 118, 123, MR-3.

[40] Exhibit MGW-PERF-4 at 158-59, 168-70, 173-83, 188-90, Exhibit MGW-PERF-5 at 127-29, 137-38, 147-48, 157-59, MR-3 & 4.

1 meaningful opportunity to compete. This is true for installation, this is true for
2 maintenance and repair, this is true for traditional OSS functions. Thus, Qwest is
3 making each checklist item available at an acceptable level of quality. This data, along
4 with OSS testing data, should lead the Commission to conclude that Qwest meets its
5 Section 271 obligations.

Being first duly sworn upon oath, I declare under penalty of perjury under the laws of the United States of America that the foregoing is true and correct to the best of my knowledge, information, and belief.

Executed on this 15th day of October, 2013

Tyler Williams

STATE OF COLORADO

COUNTY OF DENVER

Subscribed and sworn to before me this 15th day of October, 2013

Notary Public

My Commission Expires 5-2-16

CONTINUATION

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BEFORE THE
PUBLIC UTILITIES COMMISSION
STATE OF SOUTH DAKOTA

IN THE MATTER OF THE INVESTIGATION INTO QWEST CORPORATION'S COMPLIANCE WITH SECTION 271 (C) OF THE TELECOMMUNICATIONS ACT OF 1996	DOCKET TC 01-

QWEST CORPORATION'S

EXHIBITS TO THE AFFIDAVIT

OF

MICHAEL G. WILLIAMS

PERFORMANCE MEASURES

OCTOBER 24, 2001

INDEX TO EXHIBITS

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ROC Liberty PMA Final Report	MGW-PERF-2
South Dakota Performance Results, September 2000 – August 2001	MGW-PERF-3
Regional Performance Results, September 2000 – August 2001	MGW-PERF-4
Performance Summary Charts	MGW-PERF-5
Performance Indicator Definitions, ROC Ver. 4.0	MGW-PERF-6

QUALIFICATIONS OF MICHAEL G. WILLIAMS

1. My name is Michael Williams. I am employed by Qwest Corporation, formerly known as U S WEST Communications, Inc. ("Qwest"), as Director, Wholesale Markets. My business address is 250 Bell Plaza, Room 1603-B, Salt Lake City, Utah.

2. I hold an MBA degree from the University of Utah, 1985, and a bachelors degree in electrical engineering from Brigham Young University, 1976. Since 1981, I have worked for Qwest or its predecessors in various management positions, including engineering, technical sales, regulatory, new technologies, international cellular joint venture leadership, and wholesale interconnection operations. I have held my current position as Director of Wholesale Service Performance since June 1997. I am responsible for negotiating wholesale performance measurements with competitive local exchange carriers ("CLECs") and others in the ongoing collaborative processes overseen by the Regional Oversight Committee ("ROC") and the Arizona Corporation Commission. My responsibilities also include recording and evaluating Qwest's performance results in light of the Telecommunications Act of 1996 (the "Act").

3. I have actively participated in the state proceedings in which Qwest is seeking approval to provide interLATA service within its 14 state region. I have submitted testimony and participated in workshops in every state with ongoing proceedings.

Docket No. 98-0__
Qwest Corporation
Exhibits to the Affidavit of Michael S. Wilson
Performance Measures
Exhibit MSW-REB-4
October 24, 2001

Final Report on the Audit of Qwest's Performance Measures

Presented to:

The Regional Oversight Committee

By:

65 Main Street, P.O. Box 237
Quentin, Pennsylvania 17083
(717) 270-4500 (voice)
(717) 270-0555 (facsimile)
Admin@LibertyConsultingGroup.com (e-mail)

September 25, 2001

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I. Introduction

A. Objectives of the Performance Measures Audit *(PMA)*

The Regional Oversight Committee *(ROC)*, which is composed of thirteen of the fourteen states served by Qwest, retained The Liberty Consulting Group *(Liberty)* to conduct an audit of the measures used to evaluate Qwest's wholesale performance. The objectives of the audit were to:

- validate that Qwest's measurement of performance is in the manner prescribed by the Performance Indicator Definition *(PID)* and is reliable,
- compare and assess retail and wholesale operations processes in areas material to serving CLECs, and
- verify that, where required, comparable wholesale and retail processes will by nature of their design and operation provide service at parity.

The main focus of the PMA was to determine whether there were reasonable assurances that the performance as measured and reported by Qwest was equivalent to the performance that Qwest actually delivered. To accomplish this, the audit work took three principal forms:

- Examining Qwest's processes for collecting and processing data, in order to determine whether Qwest can and does appropriately capture, process, and report performance information against the standards and measures that have been defined.
- Conducting an end-to-end analysis of sample data sets to verify the complete and accurate functioning of the data capture, security, processing, analysis, and reporting processes audited.
- Performing an independent calculation of performance measures to corroborate the adequacy of the processes that measure performance against explicit standards and measures.

This report summarizes the results of the PMA.

B. Conduct of the Audit

Prior to the start of the PMA, the stakeholders in the Qwest region generally reached a consensus about how to measure the adequacy of Qwest's service to CLECs, what role comparative and absolute measures should play in those measurements, and what detailed measures would be used to evaluate Qwest's fulfillment of its obligations to make its network available to CLECs. This consensus was documented in the Performance Indicator Definitions, or PID report. The PMA did not include an examination of the propriety of the measurements required by the PID. It took them as a given, recognizing that any process for changing them was a matter for the larger group that worked to develop them. However, the audit work did include an assessment of whether all requirements of the PID were objectively stated and not subject to multiple interpretations.

The PMA began one year ago. Early audit work included the establishment of audit protocols that provided for the efficient and timely flow of information from Qwest to Liberty, the identification of the owners and experts for systems material to performance measurement, and the gaining of an understanding of the architecture and operation of the legacy and special systems involved in performance measurement and reporting. Liberty then developed a detailed audit plan that was approved by the ROC, and available in summary form to Qwest and other stakeholders.

To conduct the three parts of the audit (*i.e.*, process, data tracking, and recalculation) of each performance measure, Liberty acquired information from and conducted work sessions with Qwest's personnel. In total there were about 600 requests for information and over 175 interviews and work sessions. Liberty also acquired information from CLECs and the staffs of ROC state commissions relative to areas they were particularly concerned with or that they thought required specific attention during the audit. As Liberty completed the audit of particular performance measures, it issued a "Release Report" that summarized the audit findings for that measure. The bulk of this report is a compilation of those individual release reports.

Liberty identified problems or concerns associated with performance measures in the form of Exception Reports and Observation Reports in accordance with procedures established for the entire OSS test. Liberty issued 25 observations and 44 exceptions during the course of the PMA. Liberty reported on the resolution of these issues in the release reports for the affected performance measures.

The Master Test Plan for OSS testing identified several of the performance measures as being required to validate test results. The ROC decided that the PMA should be complete for those measures before the beginning of the OSS test. Liberty issued its release report for the last of the testing-required measures on April 7, 2001. Since that date, Liberty continued the PMA for the remaining non-test-required performance measures and for some changes made to test-required measures.

In addition to the review of individual performance measures, an element of Liberty's work scope was to develop recommendations for an ongoing monitoring program, as it concerns the accuracy, reliability, and completeness of performance reporting by Qwest. Associated with the monitoring recommendations, Liberty's audit included an assessment of Qwest's change management process as it related to performance measuring and reporting.

C. Summary Conclusions and Recommendations

Despite the fact that the ROC and its Technical Advisory Group *(TAG)* had approved an extensive definition of the required performance measures prior to beginning the audit, the results of the PMA showed that in a significant number of cases, Qwest was not meeting or could not meet those definitions exactly, or that the PID language needed to be more precise. Thus, as a result of the PMA, a significant number of changes occurred to Qwest's measurement and reporting processes and to the PID itself. In addition, when the audit started there were several measures for which Qwest either did not have a method established for collecting and reporting performance, or for which Qwest used a relatively cumbersome and error-prone manual method. Liberty has now concluded that the audited performance measures accurately and reliably report

actual Qwest performance. Therefore, the PMA resulted in significant improvements to both the processes used by Qwest and the specificity and clarity of the PID.

There is a recognized need for an on-going program for monitoring the reliability and accuracy of Qwest's performance reporting. This need is heightened because the methods for reporting some measures have only recently been developed by Qwest and because of the number of changes that Qwest made during the PMA. Liberty also found that Qwest has a reasonable process in place to track and control changes in the processes used to report performance. However, that process needs to be more formally documented and visible to stakeholders of Qwest's wholesale performance.

The following sections of this report include recommendations associated with individual performance measures. These recommendations generally fall into the following categories:

- There were cases in which Liberty became aware that Qwest intended to make changes to the process (*e.g.*, automate a process that was being done manually) or systems used to collect and process the information required to report results. In those cases, Liberty recommended that future auditing or checking of modified processes be undertaken.
- There were cases in which Liberty found that Qwest was accurately reporting results, but that there was room for improvement in the internal documentation associated with certain performance measures. In those cases, Liberty recommended that the documentation be improved.
- Some of Qwest's processes were relatively new when Liberty issued the associated release report, and some of these processes had difficulties in the development stages. In these cases, Liberty recommended some checking of results such as independent recalculations.
- The accuracy of many of the performance measures rely on the accuracy of field-entered data. Related to several of the maintenance and repair performance measures, Liberty recommended that Qwest develop an audit process to ensure the accuracy of trouble reports.

D. Organization of This Report

The following sections of this report provide the results of Liberty's audit of the various performance measures. Those sections are organized in the same order as the PID, more specifically:

II. GA – Electronic Gateway Availability

III. PO – Pre-Order/Order

IV. OP – Ordering and Provisioning

V. MR – Maintenance and Repair

VI. BI – Billing

VII. DB – Database Updates

VIII. DA – Directory Assistance, and OS – Operator Services

IX. NI and NP – Network Performance

X. CP – Collocation.

Section XI. below provides the Liberty's recommendations for an on-going monitoring program and its assessment of Qwest's change management as it relates to the performance measures.

II. GA – Electronic Gateway Availability

A. GA-1 – Gateway Availability – IMA-GUI

1. Introduction and Background

GA-1 is designed to measure the availability of the IMA-GUI gateway and two associated systems. GA-1A measures the availability of IMA-GUI itself, GA-1B measures the availability of Fetch-N-Stuff, and GA-1C measures the availability of Data Arbiter.

There is no product reporting for this measure, and it has no exclusions. The standard for all of the sub-measures is 99.25 percent up-time. Each of the sub-measures has specific scheduled up times. The formula for this measure in the PID is:

> *([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*

The PID also defines several terms:

> *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.*
>
> *Time gateway is available to CLECs is equal to scheduled availability time minus outage time.*
>
> *An outage is a critical or serious loss of functionality attributable to the specified gateway or component affecting Qwest's ability to serve its customers.*

Problem Management Records *(PMRs)* are the source documents that record application outages. A potential outage can be identified in several different ways. A CLEC can call Qwest and report a problem with an application, in which case Qwest will open a trouble ticket and investigate the problem. Automatic system alerts can also indicate a problem. Finally, Qwest support personnel could notice that an application is down or running slowly. After Qwest investigates the incident, the PMR is filled out, noting whether the problem resulted in a customer-affecting outage, the application that experienced the outage, and the start and stop time of the outage.

A program called the Nightly Availability Rollup Calculation performs several functions on PMRs that are critical to performance measure reporting. It compares PMRs for the same application and ensures that there is no *double-counting* when they cover partially overlapping time periods. It is ensures that the outage interval used in performance reporting only includes the portion of the outage time that occurred during the scheduled up time of the application.

2. Overall Summary

There have been three observations and one exception issued regarding this measure. Qwest has satisfactorily responded to all of them and the performance measure is ready for release.

3. Analysis

Liberty conducted several interviews and issued numerous data requests to learn about the performance measure development process. That fact-finding resulted in the observations and exception discussed below. Additional interviews and data requests were issued to ensure that Qwest had resolved them properly.

Liberty also wanted a more precise definition of an outage, and several data requests addressed that issue. Liberty has arrived at several inferences regarding outages from the responses to those data requests. As stated in the PID, an outage is a critical or serious loss of functionality affecting Qwest's ability to serve its customers. Qwest does not use slow response times in determining if an outage has occurred, but it does use timeouts. If an application is inoperable or is incurring more than three timeouts per 5-minute period, then Qwest considers the application unavailable to the customer. Qwest only takes an outage if the problem is not a client problem.

During the PID workshop, reference was made to a gateway system "stoppage" in Arizona that was not considered an outage by Qwest, and Liberty investigated this issue. Qwest responded that the customer had encountered error messages because of an extremely brief backup in transaction processing. Qwest stated that the backup was so brief that the problem was repaired before it could have been identified, and thus no trouble ticket was even created.

Liberty's analysis revealed several problems with this measure (see the discussion of exceptions and observations below). After Qwest's initial process revisions to resolve those problems, Liberty requested all PMRs (regardless of whether they reported an outage) for this measure for the month of October 2000. After reviewing the PMRs, Liberty suspected that the calculated results for October (which used the new process for the first time) were incorrect, and submitted a data request asking Qwest to recheck its calculation. The response stated that Qwest had indeed calculated the October results improperly, that the results had been recalculated, and that the corrected results would appear in subsequent performance measure reports. Liberty reviewed the revised October results in the February 7, 2001, performance measure report and suspected that they were still incorrect. Liberty submitted another data request asking Qwest to recheck its reported results. That same data request also asked Qwest how it planned to ensure accurate results in the future. Qwest's response stated that they had indeed double-counted an outage and that it would be corrected. The response also provided a new reporting method. This method is more in line with the processes and systems Qwest uses for its own internal tracking, and Qwest believes it is therefore less likely to be performed incorrectly. Liberty reviewed the new method and concluded that, when implemented properly, it would provide the correct performance measure results. Liberty also concluded that Qwest's recalculation yielded correct results for October.

The application interdependencies problem described in Exception 1030 will only occur if there is an outage in the IMA database component or the IMA menuing component. There has not been an outage in either of those components since October, so October was the most recent month for which Liberty could test the correctness of Qwest's calculation process as it relates to

component interdependencies. Liberty obtained the relevant PMRs for January 2001. Liberty used those PMRs to recalculate the January 2001 results for this measure and concluded that they were correct.

4. Findings and Conclusions

a. Performance Measure Release Date

Liberty released measure GA-1 on March 16, 2001.

b. Exceptions

There was one exception regarding this performance measure. Exception 1030 found that, because of application interdependencies, Qwest was incorrectly reporting many of the gateway availability results. The main problem related to the fact that outages in the IMA menuing or IMA database components could create an outage in a gateway application just as an outage in the application itself could. Qwest responded with a proposal for a revised set of six gateway availability measures. Liberty met with Qwest to discuss the proposed measures and how results for them would be calculated. Liberty concluded that reporting them properly should resolve the problem. The ROC TAG decided that one of the measures, GA-5 - FOM, was unnecessary. The remaining five measures are the ones to be found in the latest PID. GA-1 now reports outages against the relevant components as shown in the following table:

Measure	Components
GA-1A	IMA-GUI + IMA database (po/o hrs.) + IMA Menuing (po/o hrs.)
GA-1B	Fetch-N-Stuff
GA-1C	Data Arbiter ADR + Data Arbiter CSR + Data Arbiter EQPFT + Data Arbiter PIC + Data Arbiter TNR

c. Observations

There have been three observations regarding this performance measure. Observation 1006 found that Qwest had been using incorrect scheduled up times for most of the gateway measures. Qwest responded that it had been using a 12-month average availability time and that it would begin using the actual scheduled availability time for each period. Liberty confirmed that Qwest is now using actual scheduled availability times.

Observation 1009 found that some of the gateway availability results in the regional report differed from those in the Colorado report for the same month, even though the results should be the same. During the period of the audit, Qwest has frequently been revising historical performance measure results as it corrects problems. Qwest responded that Liberty had compared a report with revised results with a report that did not have revised results, and Liberty found this answer to be correct.

Liberty's Observation 1015 found that the documentation of the entire gateway performance measure development and reporting process was inadequate. Qwest provided new documentation, which included descriptions of how to determine whether an outage had occurred (with illustrative examples), the steps required to properly code the ticket, and how to calculate the performance measurement results. Liberty reviewed the documents and concluded that they were adequate.

In addition to Observation 1015, a data request asked for all documentation of how Qwest identifies and handles scheduled down-time. In responding to that data request, Qwest discovered that its processes had not been handling scheduled down-time properly and that previous performance measure reports had not been including it. For example, there were actually 840 minutes of scheduled down-time that should have been reported against GA-2 in December, but the February 7, 2001 performance report did not include that scheduled down time. Qwest stated that they have fixed the problem. The performance report for January (dated March 5, 2001) properly includes down-time for all gateway availability measures except GA-4 (which is not the subject of this release).

d. Conclusions

This performance measure accurately reports percent availability for the relevant applications. Qwest has modified or augmented its procedures and documentation to address the problems discussed above.

5. Recommendations

The gateway availability performance measure reporting process is newly revised and Qwest has encountered problems in implementing it. Because of this, Liberty recommends that Qwest closely monitor every step in the process and independently recalculate the results obtained. Someone other than the people originally involved in producing the results should do this recalculation. It should include reviewing the source documents for outages and scheduled down-time, recalculating the scheduled up-time, and then independently calculating the numerators and denominators for the sub-measures. Liberty recommends that this recalculation be done for at least the next four to six months.

B. GA-2 – Gateway Availability – IMA-EDI

1. Introduction and Background

GA-2 is designed to measure the availability of the IMA-EDI gateway. The scheduled up-time for this measure is 6:00 a.m. to 10:00 p.m. Monday through Friday, and 6:00 a.m. to 8:00 p.m. on Saturday. There is no product reporting for this measure, and it has no exclusions. The standard for it is 99.25 percent up-time.

The formula for this measure in the PID is:

([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

The PID also defines several terms:

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.

Time gateway is available to CLECs is equal to scheduled availability time minus outage time.

An outage is a critical or serious loss of functionality attributable to the specified gateway or component affecting Qwest's ability to serve its customers.

Problem Management Records *(PMRs)* are the source documents that record application outages. A potential outage can be identified in several different ways. A CLEC can call Qwest and report a problem with an application, in which case Qwest will open a trouble ticket and investigate the problem. Automatic system alerts can also indicate a problem. Finally, Qwest support personnel could notice that an application is down or running slowly. After Qwest investigates the incident, the PMR is filled out, noting whether the problem resulted in a customer-affecting outage, the application that experienced the outage, and the start and stop time of the outage.

A program called the Nightly Availability Rollup Calculation performs several functions on PMRs that are critical to performance measure reporting. It compares PMRs for the same application and ensures that there is no *double-counting* when they cover partially overlapping time periods. It also ensures that the outage interval used in performance reporting only includes the portion of the outage time that occurred during the scheduled up time of the application.

2. Overall Summary

There have been three observations and one exception issued regarding this measure. Qwest has satisfactorily responded to all of them. The performance measure is ready for release.

3. Analysis

Liberty conducted several interviews and issued numerous data requests to learn about the performance measure development process. That fact-finding resulted in the observations and exception discussed below. Additional interviews and data requests were issued to ensure that Qwest had resolved them properly.

Liberty also wanted a more precise definition of an outage, and several data requests addressed that issue. Liberty has arrived at several inferences regarding outages from the responses to those data requests. As stated in the PID, an outage is a critical or serious loss of functionality affecting Qwest's ability to serve its customers. Qwest does not use slow response times in determining if an outage has occurred, but it does use timeouts. If an application is inoperable or is incurring

more than 3 timeouts per 5-minute period, then Qwest considers the application unavailable to the customer. Qwest only takes an outage if the problem is not a client problem.

During the PID workshop, reference was made to a gateway system "stoppage" in Arizona that was not considered an outage by Qwest, and Liberty investigated this issue. Qwest responded that the customer had encountered error messages because of an extremely brief backup in transaction processing. Qwest stated that the backup was so brief that the problem was repaired before it could have been identified, and thus no trouble ticket was even created.

Liberty's analysis revealed several problems with this measure (see the discussion of exceptions and observations below). After Qwest's initial process revisions to resolve those problems, Liberty requested all PMRs (whether or not they reported an outage) for this measure for the month of October 2000. After reviewing the PMRs, Liberty suspected that the calculated results for October (which used the new process for the first time) were incorrect, and submitted a data request asking Qwest to recheck its calculation. The response stated that Qwest had indeed calculated the October results improperly, that the results had been recalculated, and that the corrected results would appear in subsequent performance measure reports. Liberty reviewed the revised October results in the 2/7/01 performance measure report and suspected that they were still incorrect. Liberty submitted another data request asking Qwest to recheck its reported results. That same data request also asked Qwest how it planned to ensure accurate results in the future. Qwest's response stated that they had indeed double-counted an outage and that it would be corrected. The response also provided a new reporting method. This method is more in line with the processes and systems Qwest uses for its own internal tracking, and Qwest believes it is therefore less likely to be performed incorrectly. Liberty reviewed the new method and concluded that, when implemented properly, it would provide the correct performance measure results. Liberty also concluded that Qwest's recalculation yielded correct results for October.

The application interdependencies problem described in Exception 1039 will only occur if there is an outage in the IMA database component or the IMA menuing component. There has not been an outage in either of those components since October, so October is the most recent month for which Liberty could test the correctness of Qwest's calculation process as it relates to component interdependencies. Liberty did obtain the relevant PMRs for January 2001. Liberty used those PMRs to recalculate the January 2001 results for this measure and concluded that they were correct.

4. Findings and Conclusions

a. Performance Measure Release Date

Liberty considered measure GA-2 to meet the audit-release requirements as of March 16, 2001.

b. Exceptions

There was one exception regarding this performance measure. Exception 1039 found that, because of application interdependencies, Qwest was incorrectly reporting many of the gateway availability results. The main problem related to the fact that outages in the IMA menuing or IMA database components could create an outage in a gateway application just as an outage in the application itself could. Qwest responded with a proposal for a revised set of six gateway availability measures. Liberty met with Qwest to discuss the proposed measures and how results

for them would be calculated. Liberty concluded that reporting them properly should resolve the problem. The ROC TAG decided that one of the measures, GA-5 - FOM, was unnecessary. The remaining five measures are the ones to be found in the latest PID. GA-2 now reports outages against the IMA-EDI and IMA database (during preordering/ordering hours) components.

c. Observations

There have been three observations regarding this performance measure. Observation 1006 found that Qwest had been using incorrect scheduled up times for most of the gateway measures. Qwest responded that it had been using a 12-month average availability time and that it would begin using the actual scheduled availability time for each period. Liberty confirmed that Qwest is now using actual scheduled availability times.

Observation 1009 found that some of the gateway availability results in the regional report differed from those in the Colorado report for the same month, even though the results should be the same. During the period of the audit, Qwest has frequently been revising historical performance measure results as it corrects problems. Qwest responded that Liberty had compared a report with revised results with a report that did not have revised results, and Liberty found this answer to be correct.

Liberty's Observation 1015 found that the documentation of the entire gateway performance measure development and reporting process was inadequate. Qwest provided new documentation, which included descriptions of how to determine whether an outage has occurred (with illustrative examples), the steps required to properly code the ticket, and how to calculate the performance measurement results. Liberty reviewed the documents and concluded that they were adequate.

In addition to Observation 1015, a data request asked for all documentation of how Qwest identifies and handles scheduled down time. In responding to that data request, Qwest discovered that its processes had not been handling scheduled down time properly and that previous performance measure reports had not been including it. For example, there were actually 840 minutes of scheduled down time that should have been reported against GA-2 in December, but the February 7, 2001 performance report did not include that scheduled down time. Qwest stated that they have fixed the problem. The performance report for January (dated March 8, 2001) properly includes downtime for all gateway availability measures except GA-4 (which is not the subject of this PID release).

d. Conclusions

This performance measure accurately reports percent availability for the relevant applications. Qwest has modified or augmented its procedures and documentation to address the problems discussed above.

5. Recommendations

The gateway availability performance measure reporting process is newly revised and Qwest has encountered problems in implementing it. Because of this, Liberty recommends that Qwest closely monitor every step in the process and independently recalculate the results obtained. Someone other than the people originally involved in producing the results should do this

recalculation. It should include reviewing the source documents for outages and scheduled downtime, recalculating the scheduled up time, and then independently calculating the numerators and denominators for the sub-measures. Liberty recommends that this recalculation be done for at least the next four to six months.

C. GA-3 – Gateway Availability – EB-TA

1. Introduction and Background

GA-3 is designed to measure the availability of the EB-TA interface. The scheduled up times for the interface are 24 hours-a-day, Monday through Friday, midnight to 11:00 p.m. on Saturday, and 5:00 a.m. to midnight on Sunday.

There is no product reporting for this measure, and it has no exclusions. The standard for GA-3 is 99.25 percent up-time. The formula for this measure in the PID is:

> *([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*

The PID also defines several terms:

> *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.*
>
> *Time gateway is available to CLECs is equal to scheduled availability time minus outage time.*
>
> *An outage is a critical or serious loss of functionality attributable to the specified gateway or component affecting Qwest's ability to serve its customers.*

Problem Management Records *(PMRs)* are the source documents that record application outages. A potential outage can be identified in several different ways. A CLEC can call Qwest and report a problem with an application, in which case Qwest will open a trouble ticket and investigate the problem. Automatic system alerts can also indicate a problem. Finally, Qwest support personnel could notice that an application is down or running slowly. After Qwest investigates the incident, the PMR is filled out, noting whether the problem resulted in a customer-affecting outage, the application that experienced the outage, and the start and stop time of the outage.

A program called the Nightly Availability Rollup Calculation performs several functions on PMRs that are critical to performance measure reporting. It compares PMRs for the same application and ensures that there is no *double-counting* when they cover partially overlapping time periods. It also ensures that the outage interval used in performance reporting only includes the portion of the outage time that occurred during the scheduled up time of the application.

2. Overall Summary

There have been three observations and one exception issued regarding this measure. Qwest has satisfactorily responded to all of them. The performance measure is ready for release.

3. Analysis

Liberty conducted several interviews and issued numerous data requests to learn about the performance measure development process. That fact-finding resulted in the observations and exception discussed below. Additional interviews and data requests were issued to ensure that Qwest had resolved them properly.

Liberty also wanted a more precise definition of an outage, and several data requests addressed that issue. Liberty has arrived at several inferences regarding outages from the responses to those data requests. As stated in the PID, an outage is a critical or serious loss of functionality affecting Qwest's ability to serve its customers. Qwest does not use slow response times in determining if an outage has occurred, but it does use timeouts. If an application is inoperable or is incurring more than 3 timeouts per 5-minute period, then Qwest considers the application unavailable to the customer. Qwest only takes an outage if the problem is not a client problem.

During the PID workshop, reference was made to a gateway system "stoppage" in Arizona that was not considered an outage by Qwest, and Liberty investigated this issue. Qwest responded that the customer had encountered error messages because of an extremely brief backup in transaction processing. Qwest stated that the backup was so brief that the problem was repaired before it could have been identified, and thus no trouble ticket was even created.

Liberty's analysis revealed several problems with this measure (see the discussion of exceptions and observations below). After Qwest's initial process revisions to resolve those problems, Liberty requested all PMRs (whether or not they reported an outage) for this measure for the month of October 2000. After reviewing the PMRs, Liberty suspected that the calculated results for October (which used the new process for the first time) were incorrect, and submitted a data request asking Qwest to recheck its calculation. The response stated that Qwest had indeed calculated the October results improperly, that the results had been recalculated, and that the corrected results would appear in subsequent performance measure reports. Liberty reviewed the revised October results in the February 7, 2001, performance measure report and suspected that they were still incorrect. Liberty submitted another data request asking Qwest to recheck its reported results. That same data request also asked Qwest how it planned to ensure accurate results in the future. Qwest's response stated that they had indeed double-counted an outage and that it would be corrected. The response also provided a new reporting method. This method is more in line with the processes and systems Qwest uses for its own internal tracking, and Qwest believes it is therefore less likely to be performed incorrectly. Liberty reviewed the new method and concluded that, when implemented properly, it would provide the correct performance measure results. Liberty also concluded that Qwest's recalculation yielded correct results for October.

The application interdependencies problem described in Exception 1030 will only occur if there is an outage in the IMA database component or the IMA menuing component. These components are not relevant to the GA-3 measure. There has not been an outage in either of those components since October, so October is the most recent month for which Liberty could

test the correctness of Qwest's calculation process as it relates to component interdependencies. Liberty did obtain the relevant PMRs for January 2001. Liberty used those PMRs to recalculate the January 2001 results for this measure and concluded that they were correct.

4. Findings and Conclusions

a. Performance Measure Release Date

Liberty considered measure GA-3 to meet the audit-release requirements as of March 16, 2001.

b. Exceptions

There was one exception regarding this performance measure. Exception 1030 found that, because of application interdependencies, Qwest was incorrectly reporting many of the gateway availability results. The main problem related to the fact that outages in the IMA meeting or IMA database components could create an outage in a gateway application just as an outage in the application itself could. Qwest responded with a proposal for a revised set of six gateway availability measures. Liberty met with Qwest to discuss the proposed measures and how results for them would be calculated. Liberty concluded that reporting them properly should resolve the problem. The ROC TAG decided that one of the measures, GA-5 - FOM, was unnecessary. The remaining five measures are the ones to be found in the PID. GA-3 reports outages against the MEDIACC component.

c. Observations

There have been three observations regarding this performance measure. Observation 1016 found that Qwest had been using incorrect scheduled up times for most of the gateway measures. Qwest responded that it had been using a 12-month average availability time and that it would begin using the actual scheduled availability time for each period. Liberty confirmed that Qwest is now using actual scheduled availability times.

Observation 1009 found that some of the gateway availability results in the regional report differed from those in the Colorado report for the same month, even though the results should be the same. During the period of the audit, Qwest has frequently been revising historical performance measure results as it corrects problems. Qwest responded that Liberty had compared a report with revised results with a report that did not have revised results, and Liberty found this answer to be correct.

Liberty's Observation 1015 found that the documentation of the entire gateway performance measure development and reporting process was inadequate. Qwest provided new documentation, which included descriptions of how to determine whether an outage has occurred (with illustrative examples), the steps required to properly code the ticket, and how to calculate the performance measurement results. Liberty reviewed the documents and concluded that they were adequate.

In addition to Observation 1015, a data request asked for all documentation of how Qwest identifies and handles scheduled down time. In responding to that data request, Qwest discovered that its processes had not been handling scheduled down time properly and that previous performance measure reports had not been including it. For example, there were actually 840

minutes of scheduled down time that should have been reported against GA-2 in December, but the February 7, 2001 performance report did not include that scheduled down time. Qwest stated that they have fixed the problem. The performance report for January (dated March 5, 2001) properly includes downtime for all gateway availability measures except GA-4 (which is not the subject of this PID release).

d. Conclusions

This performance measure accurately reports percent availability for the relevant applications. Qwest has modified or augmented its procedures and documentation to address the problems discussed above.

5. Recommendations

The gateway availability performance measure reporting process is newly revised and Qwest has encountered problems in implementing it. Because of this, Liberty recommends that Qwest closely monitor every step in the process and independently recalculate the results obtained. Someone other than the people originally involved in producing the results should do this recalculation. It should include reviewing the source documents for outages and scheduled downtime, recalculating the scheduled up time, and then independently calculating the numerators and denominators for the sub-measures. Liberty recommends that this recalculation be done for at least the next four to six months.

D. GA-4– Gateway Availability – EXACT

1. Introduction and Background

GA-4 is designed to measure the availability of the EXACT electronic access service request system to CLECs. The scheduled up times are 6 a.m. to 9 p.m. Monday through Friday, and 7 a.m. to 5 p.m. on Saturday. There is no product reporting for this measure, and it has no exclusions. The standard for this measure is 99.25 percent up time. The formula for this measure in the PID is:

> *([Number of hours and minutes EXACT is available to CLECs during reporting period]/[Number of hours and minutes of scheduled availability time during reporting period]) x 100*

The PID also defines several terms:

> *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.*
>
> *Time gateway is available to CLECs is equal to scheduled availability time minus outage time.*

An outage is a critical or serious loss of functionality attributable to the specified gateway or component affecting Qwest's ability to serve its customers.

Problem Management Records *(PMRs)* are the source documents that record application outages. A potential outage can be identified in several different ways. A CLEC can call Qwest and report a problem with an application, in which case Qwest will open a trouble ticket and investigate the problem. Automatic system alerts can also indicate a problem. Finally, Qwest support personnel could notice that an application is down or running slowly. After Qwest investigates the incident, the PMR is filled out, noting whether the problem resulted in a customer-affecting outage, the application that experienced the outage, and the start and stop time of the outage.

A program called the Nightly Availability Rollup Calculation performs several functions on PMRs that are critical to performance measure reporting. It compares PMRs for the same application and ensures that there is no *double-counting* when they cover partially overlapping time periods. It also ensures that the outage interval used in performance reporting only includes the portion of the outage time that occurred during the scheduled up time of the application.

2. Overall Summary

There have been three observations and no exceptions issued regarding this measure. Qwest has satisfactorily responded to all of them. The performance measure is ready for release.

3. Analysis

Liberty conducted several interviews and issued numerous data requests to learn about the performance measure development process. That fact-finding resulted in the observations discussed below. Additional interviews and data requests were issued to ensure that Qwest had resolved them properly.

Liberty also wanted a more precise definition of an outage, and several data requests addressed that issue. Liberty has arrived at several inferences regarding outages from the responses to those data requests. As stated in the PID, an outage is a critical or serious loss of functionality affecting Qwest's ability to serve its customers. Qwest does not use slow response times *per se* in determining if an outage has occurred, but it does use timeouts. If an application is inoperable or is incurring more than 3 timeouts per 5-minute period, then Qwest considers the application unavailable to the customer. Qwest only takes an outage if the problem is not a client problem.

During a PID workshop, reference was made to a gateway system "stoppage" in Arizona that was not considered an outage by Qwest, and Liberty investigated this issue. Qwest responded that the customer had encountered error messages because of an extremely brief backup in transaction processing. Qwest stated that the backup was so brief that the problem was repaired before it could have been identified, and thus no trouble ticket was even created.

Liberty's analysis revealed several problems with this measure (see the discussion of observations below). After Qwest's initial process revisions to resolve those problems, Liberty requested all PMRs (regardless of whether they reported an outage) for all of the gateway measures for the month of October 2000. After reviewing the PMRs, Liberty suspected that the calculated results for October (which used the new process for the first time) were incorrect, and submitted a data request asking Qwest to recheck its calculation. The response stated that Qwest

had indeed calculated the October results improperly, that the results had been recalculated, and that the corrected results would appear in subsequent performance measure reports. Liberty reviewed the revised October results in the 2/7/01 performance measure report and suspected that they were still incorrect. Liberty submitted another data request asking Qwest to recheck its reported results. That same data request also asked Qwest how it planned to ensure accurate results in the future. Qwest's response stated that they had indeed double-counted an outage and that it would be corrected. The response also provided a new reporting method. This method is more in line with the processes and systems Qwest uses for its own internal tracking, and Qwest believes it is therefore less likely to be performed incorrectly. Liberty reviewed the new method and concluded that, when implemented properly, it would provide the correct performance measure results. Liberty also concluded that Qwest's recalculation yielded correct results for October.

Liberty obtained the relevant PMRs for the EXACT application for the month of February 2001. There were three PMRs, one of which had resulted in an outage of 8 minutes. Liberty used those PMRs to recalculate the reported February results for GA-4 and concluded that they were correct.

4. Findings and Conclusions

a. Performance Measure Release Date

Liberty considered measure GA-4 to meet the audit-release requirements as of May 1, 2001.

b. Exceptions

There were no exceptions regarding the GA-4 gateway availability performance measure.

c. Observations

There have been three observations regarding this performance measure. Observation 1006 found that Qwest had been using incorrect scheduled up times for most of the gateway measures, including GA-4. Qwest responded that it had been using a 12-month average availability time and that it would begin using the actual scheduled availability time for each period. Liberty confirmed that Qwest is now using actual scheduled availability times.

Observation 1009 found that some of the gateway availability results in the regional report differed from those in the Colorado report for the same month, even though the results should be the same. During the period of the audit, Qwest has frequently been revising historical performance measure results as it corrects problems. Qwest responded that Liberty had compared a report with revised results with a report that did not have revised results, and Liberty found this answer to be correct.

Liberty's Observation 1015 found that the documentation of the entire gateway performance measure development and reporting process was inadequate. Qwest provided new documentation, which included descriptions of how to determine whether an outage has occurred (with illustrative examples), the steps required to properly code the ticket, and how to calculate the performance measurement results. Liberty reviewed the documents and concluded that they were adequate.

In addition to Observation 1015, a data request asked for all documentation of how Qwest identifies and handles scheduled down time. In responding to that data request, Qwest discovered that its processes had not been handling scheduled down time properly and that previous performance measure reports had not been including it. For example, there were actually 840 minutes of scheduled down time that should have been reported against GA-2 in December, but the February 7, 2001 performance report did not include that scheduled down time. To address that problem, Qwest instituted revised procedures, including a monthly meeting to check the results being reported for the Gateway Availability measures. This meeting includes a review of the IRs used to track scheduled down time. Qwest reported no IRs against the EXACT application for the month of February 2001 and, accordingly, the April 6, 2001 performance report properly includes scheduled down time for GA-4 for that month.

d. Conclusions

This performance measure accurately reports percent availability for the EXACT system. Qwest has modified or augmented its procedures and documentation to address the problems discussed above.

5. Recommendations

The gateway availability performance measure reporting process is newly revised and Qwest has encountered problems in implementing it. Because of this, Liberty recommends that Qwest closely monitor every step in the process and independently recalculate the results obtained. Someone other than the people originally involved in producing the results should do this recalculation. It should include reviewing the source documents for outages and scheduled downtime, recalculating the scheduled up time, and then independently calculating the numerators and denominators for the sub-measures. Liberty recommends that this recalculation be done for at least the next four to six months.

E. GA-6 – Gateway Availability – GUI - Repair

1. Introduction and Background

GA-6 is designed to measure the availability of the GUI Repair gateway. The scheduled up-time for the gateway is 2:15 a.m. to 11:15 p.m. Monday through Friday, 2:15 a.m. to 10:00 p.m. on Saturday, and 7:00 a.m. to 11:15 p.m. on Sunday.

There is no product reporting for this measure, and it has no exclusions. The standard for this measure is 99.25 percent up-time. The formula for this measure in the PID is:

> *([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*

The PID also defines several terms:

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.

Time gateway is available to CLECs is equal to scheduled availability time minus outage time.

An outage is a critical or serious loss of functionality attributable to the specified gateway or component affecting Qwest's ability to serve its customers.

Problem Management Records *(PMRs)* are the source documents that record application outages. A potential outage can be identified in several different ways. A CLEC can call Qwest and report a problem with an application, in which case Qwest will open a trouble ticket and investigate the problem. Automatic system alerts can also indicate a problem. Finally, Qwest support personnel could notice that an application is down or running slowly. After Qwest investigates the incident, the PMR is filled out, noting whether the problem resulted in a customer-affecting outage, the application that experienced the outage, and the start and stop time of the outage.

A program called the Nightly Availability Rollup Calculation performs several functions on PMRs that are critical to performance measure reporting. It compares PMRs for the same application and ensures that there is no *double-counting* when they cover partially overlapping time periods. It also ensures that the outage interval used in performance reporting only includes the portion of the outage time that occurred during the scheduled up time of the application.

2. Overall Summary

There have been three observations and one exception issued regarding this measure. Qwest has satisfactorily responded to all of them. The performance measure is ready for release.

3. Analysis

Liberty conducted several interviews and issued numerous data requests to learn about the performance measure development process. That fact-finding resulted in the observations and exception discussed below. Additional interviews and data requests were issued to ensure that Qwest had resolved them properly.

Liberty also wanted a more precise definition of an outage, and several data requests addressed that issue. Liberty has arrived at several inferences regarding outages from the responses to those data requests. As stated in the PID, an outage is a critical or serious loss of functionality affecting Qwest's ability to serve its customers. Qwest does not use slow response times *per se* in determining if an outage has occurred, but it does use timeouts. If an application is inoperable or is incurring more than 3 timeouts per 5-minute period, then Qwest considers the application unavailable to the customer. Qwest only takes an outage if the problem is not a client problem.

During the PID workshop, reference was made to a gateway system "stoppage" in Arizona that was not considered an outage by Qwest, and Liberty investigated this issue. Qwest responded that the customer had encountered error messages because of an extremely brief backup in

transaction processing. Qwest stated that the backup was so brief that the problem was repaired before it could have been identified, and thus no trouble ticket was even created.

Liberty's analysis revealed several problems with this measure (see the discussion of exceptions and observations below). After Qwest's initial process revisions to resolve those problems, Liberty requested all PMRs (whether or not they reported an outage) for this measure for the month of October 2000. After reviewing the PMRs, Liberty suspected that the calculated results for October (which used the new process for the first time) were incorrect, and submitted a data request asking Qwest to recheck its calculation. The response stated that Qwest had indeed calculated the October results improperly, that the results had been recalculated, and that the corrected results would appear in subsequent performance measure reports. Liberty reviewed the revised October results in the February 7, 2001, performance measure report and suspected that they were still incorrect. Liberty submitted another data request asking Qwest to recheck its reported results. That same data request also asked Qwest how it planned to ensure accurate results in the future. Qwest's response stated that they had indeed double-counted an outage and that it would be corrected. The response also provided a new reporting method. This method is more in line with the processes and systems Qwest uses for its own internal tracking, and Qwest believes it is therefore less likely to be performed incorrectly. Liberty reviewed the new method and concluded that, when implemented properly, it would provide the correct performance measure results. Liberty also concluded that Qwest's recalculation yielded correct results for October.

The application interdependencies problem described in Exception 1030 will only occur if there is an outage in the IMA database component or the IMA menuing component. There has not been an outage in either of those components since October, so October is the most recent month for which Liberty could test the correctness of Qwest's calculation process as it relates to component interdependencies. Liberty did obtain the relevant PMRs for January 2001. Liberty used those PMRs to recalculate the January 2001 results for this measure and concluded that they were correct.

4. Findings and Conclusions

a. Performance Measure Release Date

Liberty considered measure GA-6 to meet the audit-release requirements as of March 16, 2001.

b. Exceptions

There was one exception regarding this performance measure. Exception 1030 found that, because of application interdependencies, Qwest was incorrectly reporting many of the gateway availability results. The main problem related to the fact that outages in the IMA menuing or IMA database components could create an outage in a gateway application just as an outage in the application itself could. Qwest responded with a proposal for a revised set of six gateway availability measures. Liberty met with Qwest to discuss the proposed measures and how results for them would be calculated. Liberty concluded that reporting them properly should resolve the problem. The ROC TAG decided that one of the measures, GA-5 - FOM, was unnecessary. The remaining five measures are the ones to be found in the PID starting with version 2.2. GA-6 now reports outages against the IMA Repair, IMA database (during repair hours) and IMA Menuing (during repair hours) components.

c. Observations

There have been three observations regarding this performance measure. Observation 1006 found that Qwest had been using incorrect scheduled up times for most of the gateway measures. Qwest responded that it had been using a 12-month average availability time and that it would begin using the actual scheduled availability time for each period. Liberty confirmed that Qwest is now using actual scheduled availability times.

Observation 1009 found that some of the gateway availability results in the regional report differed from those in the Colorado report for the same month, even though the results should be the same. During the period of the audit, Qwest has frequently been revising historical performance measure results as it corrects problems. Qwest responded that Liberty had compared a report with revised results with a report that did not have revised results, and Liberty found this answer to be correct.

Liberty's Observation 1015 found that the documentation of the entire gateway performance measure development and reporting process was inadequate. Qwest provided new documentation, which included descriptions of how to determine whether an outage has occurred (with illustrative examples), the steps required to properly code the ticket, and how to calculate the performance measurement results. Liberty reviewed the documents and concluded that they were adequate.

In addition to Observation 1015, a data request asked for all documentation of how Qwest identifies and handles scheduled down-time. In responding to that data request, Qwest discovered that its processes had not been handling scheduled down-time properly and that previous performance measure reports had not been including it. For example, there were actually 840 minutes of scheduled down-time that should have been reported against GA-2 in December, but the February 7, 2001 performance report did not include that scheduled down-time. Qwest stated that they have fixed the problem. The performance report for January (dated March 5, 2001) properly includes down-time for all gateway availability measures except GA-4 (which is not the subject of this PID release).

d. Conclusions

This performance measure accurately reports percent availability for the relevant applications. Qwest has modified or augmented its procedures and documentation to address the problems discussed above.

5. Recommendations

The gateway availability performance measure reporting process is newly revised and Qwest has encountered problems in implementing it. Because of this, Liberty recommends that Qwest closely monitor every step in the process and independently recalculate the results obtained. Someone other than the people originally involved in producing the results should do this recalculation. It should include reviewing the source documents for outages and scheduled down-time, recalculating the scheduled up time, and then independently calculating the numerators and denominators for the sub-measures. Liberty recommends that this recalculation be done for at least the next four to six months.

III. PO – Pre-Order / Order

A. PO-1A and B – Pre-Order/Order Response Times for GUI and EDI

1. Introduction and Background

PO-1 measures response time, *i.e.*, the interval between query and response, for seven different pre-order/order transaction types performed by the CLECs. PO-1A measures response time for transactions submitted via IMA-GUI; PO-1B measures response time for those transactions that are submitted via EDI.

The measure does not report actual CLEC results, but rather simulations. Qwest developed scripts for each type of transaction (*e.g.*, appointment scheduling) with steps (*e.g.*, select "next" from a screen, choose a screen) designed to reflect the activities performed by the CLECs. Then Qwest's IMA Response Time Measurement *(IRTM)* system performs simulations, and the performance results are calculated from the simulations. Qwest runs these simulations approximately every fifteen minutes throughout the day from about 6:00 a.m. to 10:00 p.m.

Qwest runs a certain number of observations each month, and each is associated with a specific product. Each product, in turn, involves some of the seven transactions, but not necessarily all of them. Thus, the total number of observations in a month will vary among the different types of transactions.

Each transaction involves one or more screens that the simulation goes through. For example, the TN Reservation (telephone number reservation) transaction reports results in three categories: request, response, and accept. The monthly performance report shows a result (in this case, an elapsed time) in each of these categories. The report then adds up the times in the three categories and reports a total time for the transaction, called "aggregate" in the report. Except for the Loop Qualification transaction type, only the aggregate time has a standard; its components do not.

There is no product reporting for this measure. The only exclusions for PO-1A and B are for rejected requests/errors and timed-out transactions. The standards for PO-1A and B depend on the transaction type and are measured in seconds.

The formula for PO-1A and B in the PID should be read as referring to the simulations run by Qwest. It is:

> *[(Query response date and time) – (Query submission date and time)]/(Number of queries submitted in the reporting period)*

2. Overall Summary

There have been two observations and two exceptions issued regarding this measure. Qwest has satisfactorily responded to all of them. The performance measure is ready for release.

3. Analysis

Liberty conducted several interviews and issued numerous data requests to learn about the performance measure development process. That fact-finding resulted in the two observations and two exceptions discussed below. Additional interviews and data requests were issued to ensure that Qwest had resolved them properly, as discussed in the following section.

Liberty also reviewed the PO-1A and -1B performance measurement results for several months, including the months of December 2000 and January 2001, to ensure that all the changes required by the exceptions and observations had been made, and that the results were consistent with the IRTM Pre-Order/Order Response Time report.

Because the performance measure results for PO-1 are obtained using simulations, Liberty investigated the extent to which Qwest mirrored actual CLEC circumstances. Each simulation involves one of the fourteen Qwest states, and Liberty requested information showing that the state was irrelevant to system response time. This is a potential issue because, depending on the state, different hosts are accessed during some transaction types. The results showed that state was not a factor.

Liberty also requested information showing that product type was irrelevant to system response time. In the case of each transaction type except Facility Check, there was minimal response time variation among the products. Liberty learned that the ROC TAG had agreed that only one product, POTS, would be used in determining Facility Check response time, so this is not an issue.

Because three transaction types (*e.g.*, Address Validation) allow the user an option as to how to proceed (*e.g.*, query by Telephone Number or by Street Address), Liberty requested information about which options were used in the simulations, and why. In each case, Qwest had reasonable explanations for the options it chose.

4. Findings and Conclusions

a. Performance Measure Release Date

Liberty considered measure PO-1A and B to meet the audit-release requirements as of March 28, 2001.

b. Exceptions

There were two exceptions regarding this performance measure. In Exception 1001 Liberty noted that, for a given transaction, it was possible that the number of observations reported in one category (*e.g.*, request) may be greater than those reported in a subsequent category (*e.g.*, response). The problem occurred when a transaction would begin before 10:00 p.m. but end after 10:00 p.m. In that case, the part of the transaction (*e.g.*, response) that occurred after 10:00 p.m. would not be included in the report. Qwest fixed the problem by modifying the IRTM business rules to expand the reporting period to 5:50AM through 10:10PM.

In Exception 1004, Liberty found that Qwest was reporting results for Facility Availability and Customer Service Records that included all products, not just non-complex services as required

by the PID. Qwest changed its procedures so that only non-complex product observations are included for these two transaction types. Qwest also increased the number of POTS accounts in the IRTM action files to ensure the reported results would continue to be statistically valid.

c. Observations

There have been two observations regarding this performance measure. Observation 1010 stated that Qwest did not include transactions that time-out in the PO-1 measurements. The PID, as it existed at the time this observation was developed, did not specifically state that timed-out transactions were being excluded from the results. Qwest responded by offering to create a new sub-measure, PO-1C, which would capture timed-out transactions; the ROC TAG approved PO-1C.

Observation 1017 found that Qwest's process weighted the results of each simulation equally. Because Qwest's simulation results differ by time-of-day, Liberty felt that an equal weighting might not be appropriate. Liberty requested information to assess this issue and the response showed that many more CLEC transactions occur at some times of the day than at others. Qwest agreed that the results would more accurately reflect actual CLEC experience if they were not weighted equally. Qwest changed its process so that it calculates the percent of all CLEC GUI transactions that occur during each 15-minute period of the day. The same thing is done for EDI transactions. Qwest then weights its simulation results using those percentages, rather than weighting all of the simulations equally as was done in the past.

d. Conclusions

This performance measure reports results that are a reasonable simulation of the actual results experienced by CLECs. Qwest has modified or augmented its procedures and documentation to address the problems discussed above.

5. Recommendations

Liberty has a few minor comments regarding reporting of results for this measure. Qwest's reported results for the Loop Qualification transaction type only include the ADSL product. For completeness, the PID document should probably make reference to this fact. This could be done in a footnote similar to the footnote for Facility Availability and Customer Service Records that states these transaction types only include non-complex products.

Footnote 4 to the ROC 271 Working PID Version 2.2 states that the benchmark for Loop Qualification only applies to response time, although request time and total time are also reported. For IMA-GUI, the March 5, 2001 Qwest performance results report shows the benchmark in the aggregate section, rather than in the response time section. Thus, either the footnote in the ROC 271 Working PID Version 2.2 or the placement of the benchmark line in the IMA section of the performance results report should be changed.

For EDI, the performance results report only shows one time for Loop Qualification, and that is an aggregated request/response time. The March 5, 2001 performance report does not show any benchmark at all for Loop Qualification for EDI. A benchmark should be shown, but it will have to apply to the total time, because that is the only time that is reported.

B. PO-1C and D – Pre-Order/Order Timeouts and Rejects for GUI and EDI

1. Introduction and Background

PO-1C and PO-1D are relatively new measures that were discussed during the January 2001 PID Workshop. PO-1C measures the percentage of queries that time out before receiving a response. A timeout transaction is defined by Qwest to be a transaction whose response time duration is 200 seconds or more. All of the queries that are included in PO-1A and PO-1B are measured in PO-1C.

PO-1D measures the average response time for a sample of rejected queries. During the PID Workshop, Qwest agreed to report rejected query response time if that reporting was done using Qwest's already-existing process. This is stated explicitly in Note 5 of the PID definition. Qwest has developed a set of observations that are designed to be rejected by the system. The three error types used are: missing required field, invalid format, and illogical data combination. Fewer types of errors are being reported for EDI than for GUI. For example, because EDI will accept a four-digit zip code, the Address Validation Invalid Format query will complete successfully in EDI (while it will be rejected in GUI). As another example, the Review CSR Missing Required Field queries will fail in the EDI translator and, as the Qwest systems currently operate, a rejection interval cannot be determined. The result is that 14 different error transactions are measured for EDI, while 21 are measured for GUI. Qwest runs its set of error observations during the same hours of the day as it runs its other IRTM simulations. The reported results are not weighted by time of day (as are the results for PO-1A and PO-1B).

These sub-measures report results according to the gateway interface used. PO-1C-1 and PO-1D-1 measure results for IMA-GUI, and PO-1C-2 and PO-1D-2 measure results for EDI.

There is no product reporting for these sub-measures. The only exclusion for PO-1C is rejected requests and errors. The only exclusion for PO-1D is timed-out transactions. The standard for PO-1C-1 and PO-1C-2 is 0.5 percent. PO-1D-1 and PO-1D-2 are diagnostic sub-measures.

The formula for PO-1C is:

> *(Number of IRTM queries measured by PO-1A and PO-1B that timeout before receiving response/Number of IRTM queries transmitted in reporting period) x 100*

The formula for PO-1D is:

> *[(Rejected query response date and time) – (Query submission date and time)]/(Number of rejected query transactions simulated by IRTM)*

2. Overall Summary

There have been no observations or exceptions issued regarding these sub-measures. The performance sub-measures are ready for release.

3. Analysis

Liberty conducted an interview and issued several data requests to learn about the PO-1C and PO-1D performance measure processes. Liberty reviewed the *IRTM Functional Specifications for Wholesale Rejected Query* and the *IRTM Functional Specifications for Wholesale Tracking* documents to ensure that they were consistent with the PID.

Liberty also reviewed the PO-1C and PO-1D performance measurement results for the months of March and April 2001. Liberty assessed the PO-1C results to ensure that they were consistent with the Pre-Order Time-Out Reports for those periods and that all of the PO-1A and PO-1B queries were properly included in the PO-1C results. Liberty reviewed the PO-1D results for those two months to ensure that they were consistent with the Rejected Query Response Time Report. Liberty also checked to ensure that all seven transaction types (e.g., appointment scheduling, address validation), as well as all of the relevant error types, were included in Qwest's sample for GIU and EDI.

4. Findings and Conclusions

a. Performance Measure Release Date

Liberty considered measure PO-1C and PO-1D to meet the audit-release requirements as of June 7, 2001.

b. Exceptions

There were no exceptions regarding these performance sub-measures.

c. Observations

There were no observations regarding these performance sub-measures.

d. Conclusions

PO-1C accurately reports the percent of PO-1A and PO-1B queries that timeout before receiving a response. PO-1D accurately reports the average response time for the sample of rejected queries chosen by Qwest.

5. Recommendations

Liberty has no recommendations regarding these sub-measures.

C. PO-2 – Electronic Flow-Through

1. Introduction and Background

PO-2 measures the extent to which Qwest processes LSRs completely electronically. PO-2A measures the percentage of electronic LSRs that flow from the gateway interface to the service

order processor *(SOP)* with no human intervention. PO-2B measures the percentage of flow-through-eligible LSRs that flow from the gateway interface to the SOP with no human intervention. (The list of LSR types eligible for flow-through is contained in a matrix titled *LSRs Eligible for Flow Through.*) In each case, results are reported separately for LSRs received via GUI (PO-2A-1 and PO-2B-1) and for those received via EDI (PO-2A-2 and PO-2B-2). The unit of measure for PO-2A and PO-2B is percent.

The formula for PO-2A is:

> *[(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*

The formula for PO-2B is:

> *[(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*

Both PO-2A and PO-2B are reported separately for resale, unbundled loops (with or without LNP), LNP, and UNE-P (POTS).

The exclusions applying to PO-2 are:

- Rejected LSRs, 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 (this exclusion to be eliminated upon implementation of IMA capability to disallow duplicate LSR #s)
- Invalid start/stop dates/times.

2. Overall Summary

There have been one exception and one observation issued regarding PO-2. Qwest has satisfactorily responded to them. The performance measure is ready for release.

3. Analysis

Liberty conducted several interviews and issued numerous data requests to learn about the performance measure development process. PO-2 results are prepared using an automated process, and Liberty developed spreadsheets to analyze and recalculate the results. In addition, Liberty reviewed the SAS code used by WRR to calculate the automated results.

Liberty's fact-finding resulted in the observation and exception discussed below. Additional interviews and data requests were issued to ensure that Qwest had resolved them properly, as discussed in the following section.

As noted above, the list of LSR types eligible for flow-through is contained in a matrix titled *LSRs Eligible for Flow Through*. A footnote to that matrix states:

> *The exceptions listed reflect Qwest's current Flow Through exceptions. It is Qwest's intent to report Flow Through performance (PO-2) based on these exceptions at a later date. Qwest is currently unable to report using this level of detailed exceptions. This will result in under-reporting Flow Through performance until additional system development can be completed.*

When an LSR is submitted via either GUI or EDI, the Business Process Layer (BPL) of IMA performs edits and validation checks on it to determine its disposition. On the basis of these checks, BPL sets an IAER indicator that identifies whether the LSR is eligible to flow through. An IAER indicator of "M" (manual) keeps the LSR from flowing through to the Flow-through System *(FTS)*, which is the system that creates service orders from the LSR.

For each period, two files are used by Wholesale Regulatory Reporting to calculate the PO-2 results. The FTS file consists of all LSRs that were sent to FTS. The Undetermined File contains those LSRs that should have flowed through to FTS (and thus been included in the FTS file) but that did not flow through because IMA had a communications problem with Qwest back end systems. Liberty reviewed the requirements and the pseudo code for the Undetermined File and concluded that they were appropriate. Taken together, the records in these two files are the LSRs that are considered flow-through-eligible for the period.

Liberty wanted to ensure that all flow-through-eligible LSRs could be found in either the FTS file or the Undetermined File so that they would be included in the PO-2 results calculations. Liberty requested that Qwest prepare a report showing the condition of every LSR that had an IAER indicator of "M" in the month of December. Liberty then reviewed the conditions included on this Ad Hoc IAER report. Some of the conditions (e.g., CFA Validation) resulted in an LSR being included in the Undetermined File (so that it would be included in flow-through-eligible calculations). The other conditions (e.g., Supplementals) were valid reasons for an LSR to not be flow-through-eligible. Accordingly, Liberty concluded that all flow-through-eligible LSRs are being included in the PO-2B calculation. (The opposite inclusion statement is known to be untrue. Not every LSR currently being treated as flow-through-eligible actually is. That is acknowledged in the footnote to Qwest's matrix quoted above, which states Qwest cannot currently make all required exclusions. Qwest is continually making enhancements to its processes to exclude more LSR types that are not flow-through-eligible.)

During an interview with Qwest's personnel, Liberty inquired as to whether there could be a timing problem if an LSR is received so late in one month that it does not get into the FTS or undetermined file for that month. Liberty was informed that such situations did occur, although rarely, and that in those cases an LSR could be double-counted in PO-2A. Qwest investigated the problem and reported that it revised its programming to correct for it.

Liberty selected numerous, different types of LSRs for the month of December 2000 and checked how the program that calculates PO-2 results had handled them. All of the LSRs had been treated properly except one supplemental LSR. This resulted in Exception 1000 discussed below. Subsequent data tracking, using different types of supplemental LSRs, showed that the problem had been corrected.

Liberty recalculated the performance measure results for PO-2 for Mass for the months of January and February 2001. Liberty obtained the same results as those reported by Qwest for PO-2 for those months.

4. Findings and Conclusions

a. Performance Measure Release Date

Liberty considered measure PO-2 to meet the audit-release requirements as of April 7, 2001.

b. Exceptions

Exception 1039 found that supplemental LSRs were not always being handled properly in many of the PO result calculations, including PO-2A. (Supplemental LSRs are not flow-through eligible, and thus this exception does not apply to PO-2B.) After analyzing the problem, Qwest informed Liberty that, when a supplemental LSR is received, CRM appends to that supplemental LSR all of the conditions (*e.g.*, pending flow) that applied to the original LSR. This has several implications for RRS processing. First, RRS' performance measurement program may not correctly account for the supplemental LSR because it may no longer have an appropriate initial condition/status, *e.g.*, its earliest condition/status in CRM may have been appended from the LSR being supplemented. Second, even if the LSR is accounted for in the performance measurement calculations, the way the LSR is treated may be inappropriate because the date and time used in those calculations may be taken from a condition appended to the supplemental LSR and thus not relevant to it (from the perspective of RRS' performance reporting). Qwest modified its program code to resolve this problem. Liberty then reviewed the modified code and, in addition, selected supplemental LSRs of various types and tested them to determine if they were now being accounted for properly. Liberty determined that the revised program did treat the supplemental LSRs correctly.

c. Observations

Observation 1005 found that Qwest was making numerous exclusions not shown in the PID document for PO-2 (and other measures as well). Qwest's reply discussed common exclusions that it makes to various data sets, including the source data used to generate PO-2 results. Qwest revised the PID description to include these exclusion types, and they are now listed in the PID. Furthermore, Qwest provided information showing what percentage of the data set was represented by each exclusion type. For the CRM data set used to generate many of the PO measures, only two exclusion types represented more than a very small fraction of the total. These were exclusions of cancelled transactions and of transactions with invalid product codes. Liberty believes that exclusions are now adequately documented.

d. Conclusions

PO-2 accurately reports the percentage of electronic LSRs that flow through to the OSS without human intervention. Qwest has modified or supplemented its procedures and documentation to address the problems discussed above.

5. Recommendations

There continue to be exclusions, from the matrix of flow-through-eligible LSRs, which Qwest currently cannot make for PO-2B. As Qwest develops the capability to make additional exclusions, Liberty recommends that the new or modified processes be audited for completeness and accuracy.

D. PO-3 – LSR Rejection Notice Interval

1. Introduction and Background

PO-3 measures the interval between Qwest's receipt of an LSR and its transmittal of a rejection notice. It is reported separately for LSRs received via GUI (PO-3A), EDI (PO-3B), and facsimile (PO-3C). Only LSRs rejected in the reporting period are included.

The ROC TAG approved a change to PO-3 to take auto-rejected LSRs into account. PO-3A-1 and PO-3B-1 measure performance for LSRs that were rejected manually, and these measures are reported at the statewide level. PO-3A-2 and PO-3B-2 measure performance for LSRs that were auto-rejected, and these measures are reported at the region-wide level only. PO-3C was unchanged. PO-3A-2 and PO-3B-2 are measured in minutes and seconds, while all other PO-3 sub-measures are measured in hours and minutes. For LSRs received electronically the standard is to be determined. For LSRs received via facsimile the standard is less than or equal to 24 work week clock hours.

The formula for PO-3 is:

> *[(Date and time of rejection notice transmitted – Date and time of LSR receipt)]/(Total number of LSR rejection notifications)*

The following types of LSRs are excluded:

- Records with invalid product codes
- Records missing data essential to the calculation of the measurement per the PMD
- Duplicate LSRs (to eventually be eliminated)
- Invalid start or stop date/times.

2. Overall Summary

There have been two exceptions and one observation issued regarding this measure. Qwest has satisfactorily responded to them. The performance measure is ready for release.

3. Analysis

Liberty conducted several interviews and issued numerous data requests to learn about the performance measure development process. PO-3 results are prepared using an automated

process, and Liberty developed spreadsheets to analyze and recalculate the results to validate. Liberty reviewed the SAS code used by WRR to calculate the automated results.

Liberty's fact-finding resulted in the observation and exceptions discussed below. Additional interviews and data requests were issued to ensure that Qwest had resolved them properly, as discussed in the following section.

Liberty selected numerous different types of LSRs for the month of December 2000 and checked how the program that calculates PO-3 results had handled them. All of the LSRs had been treated properly except one supplemental LSR. This resulted in Exception 1039 discussed below. Subsequent data tracking, using different types of supplemental LSRs, showed that the problem had been corrected.

Liberty recalculated the performance measure results for PO-3 for Idaho for the months of January and February 2001. During recalculation, Liberty identified a discrepancy of 149 seconds in the PO-3C numerator. This was due to a problem in transferring the SAS numerical data (in an HH:MM:SS format) into the corresponding Excel format. The difference has been accounted for in the following records:

LSR No.	SAS Interval	Excel Interval	Difference
10235588	1855:14:47	1855:14:00	47
10923791	340:52:04	340:52:00	4
10923669	358:50:48	358:50:00	48
11047107	169:35:06	169:35:00	6
11127616	272:20:35	272:20:00	35

The sum of the differences amounts to 149 seconds. Accordingly, Liberty obtained the same results as those reported by Qwest for PO-3 for these months.

4. Findings and Conclusions

a. Performance Measure Release Date

Liberty considered measure PO-3 to meet the multi-release requirements as of April 7, 2001.

b. Exceptions

Exception 1039 found that supplemental LSRs were not always being handled properly in many of the PO result calculations, including PO-3. After analyzing the problem, Qwest informed Liberty that, when a supplemental LSR is received, CRM appends to the supplemental LSR all of the conditions (e.g., pending flow) that applied to the original LSR. This has several implications for RRS processing. First, RRS' performance measurement program may not correctly account for the supplemental LSR because it may no longer have an appropriate earliest condition/status, e.g., its earliest condition/status in CRM may have been appended from the LSR being supplemented. Second, even if the LSR is accounted for in the performance measurement calculations, the way the LSR is noted may be inappropriate because the date/time used in those calculations may be taken from a condition appended to the supplemental LSR and thus not relevant to it (from the perspective of RRS' performance reporting). Qwest

modified its program code to resolve this problem. Liberty then reviewed the modified code and, in addition, selected supplemental LSRs of various types and tracked them to determine if they were now being accounted for properly. Liberty determined that the revised program did track the supplemental LSRs correctly.

Qwest informed Liberty that not all rejected LSRs were being included in the calculation of PO-3 performance measure results. When a CLEC submits an LSR, it can be automatically rejected by the system with no manual intervention. In that case, the rejected LSR is never entered into the CRM system. As a result, such LSRs had not been included in either the numerator or denominator of PO-3 (whose results have historically been based solely on CRM data). The only rejected LSRs that were included in the measure have been those that are manually rejected. This problem only involved PO-3A and B. PO-3C measures rejection of LSRs that were submitted by facsimile, and all rejections of those LSRs are done manually. Liberty's Exception 1005 addressed this problem.

A log is kept of the LSRs that are automatically rejected by the system, and Qwest solved the problem by using that log to include auto-rejected LSRs in the measure. However, the log is only available at the regional level, and not by state. The KPC T&M approved changes to the PO-3 PID that addressed this issue. Liberty reviewed the log of auto-rejected LSRs, the file created from it and transmitted to Wholesale Regulatory Reporting (WRR) for input into the performance measure calculation, and the changes to the SAS code made by WRR to include the auto-rejected LSRs. Liberty found no problems with any of these documents.

c. Observation

Observation 1005 found that Qwest was adding numerous exclusions not shown in the PID document for PO-3 (and other measures as well). Qwest's reply discussed common exclusions that it makes to various data sets, including the source data used to generate PO-3 results. Qwest revised the PID description to include these exclusion types. Furthermore, Qwest provided information showing what percentage of the data set was represented by each exclusion type. For the CRM data set used to generate many of the PO measures, only two exclusion types represented more than a very small fraction of the total. These were exclusions of expedited transactions and of transactions with invalid product codes. Liberty believes the exclusions are now adequately documented.

d. Conclusion

PO-3 accurately reports the LSR intervals actual Qwest has realized or implemented in procedures and documentation to address the problems discussed above.

5. Recommendations

Liberty has no specific recommendations regarding the measure.

E. PO-4 – LSRs Rejected

1. Introduction and Background

PO-4 measures the extent to which LSRs are rejected as a percentage of all LSRs that are rejected or that receive Firm Order Confirmations (FOCs) during the reporting period. It is reported separately for LSRs received via EMA-GUI (PO-4A), EDI (PO-4B), and manually (PO-4C). This is a diagnostic measure.

The ROC TAG approved a change to PO-4 to take auto-rejected LSRs into account. This change also provided additional disaggregation of PO-4 performance results. PO-4A-1 and PO-4B-1 measure results for LSRs rejected manually, while PO-4A-2 and PO-4B-2 measure results for LSRs that are auto rejected. PO-4A and PO-4B are now reported on a region-wide level, and PO-4C is reported at a statewide level.

The formula for all sub-measures of PO-4 is:

> *[(Total number of LSRs rejected via the specified method in the reporting period)/(Total of all LSRs that are received via the specified method that were rejected or FOC'd during the reporting period)] x 100*

The following types of LSRs are excluded:

- Records with invalid product codes
- Records missing data essential to the calculation of the measurement per the PID
- Duplicate LSRs (to eventually be determined)
- Invalid start/stop date/times

2. Overall Summary

There have been three exceptions and one observation issued regarding PO-4. Qwest has satisfactorily responded to them. The performance measure is ready for release.

3. Analysis

Liberty conducted several interviews and issued numerous data requests to learn about the performance measure development process. PO-4 results are prepared using an automated process, and Liberty developed spreadsheets to analyze and reconcile the results in addition. Liberty reviewed the SAS code used by WIR to calculate the automated results.

Liberty's fact-finding resulted in the observation and exceptions discussed below. Additional interviews and data requests were issued to assure that Qwest had resolved these properly, as discussed in the following section.

Liberty selected numerous, different types of LSRs for the month of December 2000 and checked how the program that calculates PO-4 results had handled them. All of the LSRs had been treated properly except one supplemental LSR. This resulted in Exception 1000 discussed

below. Subsequent data tracking, using different types of supplemental LSRs, showed that the problem had been corrected.

Liberty also recalculated the performance measure results for PO-4 for the month of March 2001. Liberty obtained the same results as those reported by Qwest for PO-4 for that month.

4. Findings and Conclusions

a. Performance Measure Release Date

Liberty considered measure PO-4 to meet the audit-release requirements as of May 29, 2001.

b. Exceptions

During an interview with Qwest personnel, Liberty learned that Qwest was including in the denominator of PO-4 only those LSRs that were rejected during the month or that received Firm Order Confirmations (FOCs) during the month. The description section of the then-current PID document stated, in part:

> *Includes all LSRs that are submitted through the specified interface during the reporting period.*

Accordingly, Liberty issued Exception 1023, which noted that Qwest was not including all LSRs required by the PID. Qwest proposed, and the ROC TAG accepted, changes to the PID definition so that the revised PID states:

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

This change made the PID document consistent with Qwest's process.

Exception 1039 reported that supplemental LSRs were not always being handled properly in many of the PO result calculations, including PO-4. After analyzing the problem, Qwest informed Liberty that, when a supplemental LSR is received, CRM appends to that supplemental LSR all of the conditions (*e.g.*, pending flow) that applied to the original LSR. This had several implications for RRS processing. First, RRS' performance measurement program did not always correctly account for the supplemental LSR because it may no longer have had an appropriate earliest condition/status, *e.g.*, its earliest condition/status in CRM (for example, pending flow) may have been appended from the LSR being supplemented. Second, even if the LSR was accounted for in the performance measurement calculations, the way the LSR was treated may have been inappropriate because the date/time used in those calculations may have been taken from a condition appended to the supplemental LSR and thus not relevant to it (from the perspective of RRS' performance reporting). Qwest modified its program code to resolve this problem. Liberty then reviewed the modified code and, in addition, selected supplemental LSRs of various types and tracked them to determine if they were now being accounted for properly. Liberty determined that the revised program did treat the supplemental LSRs correctly.

Subsequently, Qwest informed Liberty that not all rejected LSRs were being included in the calculation of PO-4 performance measure results. When a CLEC submits an LSR, it can be automatically rejected by the system with no manual intervention. In that case, the rejected LSR

is never entered into the CRM system. As a result, such LSRs had not been included in either the numerator or denominator of PO-4 (whose results have historically been based solely on CRM data). The only rejected LSRs that were included in the measure were those that were manually rejected. This problem only involved PO-4A and B. PO-4C measures rejection of LSRs that were submitted by facsimile, and all rejections of those LSRs are done manually. Liberty's Exception 1043 addressed this problem.

A log is kept of the LSRs that are automatically rejected by the system, and Qwest solved the problem by using that log to include auto-rejected LSRs in the measure. However, the log is only available at the regional level, and not by state. The ROC TAG approved changes to the PO-4 PID that addressed this issue by creating sub-measures for both PO-4A and PO-4B. PO-4A-1 and PO-4B-1 report results for manually rejected LSRs, and PO-4A-2 and PO-4B-2 report results for auto rejected LSRs. Liberty reviewed the log of auto-rejected LSRs, the file created from it and transmitted to WRR for input into the performance measure calculation, and the changes to the SAS code made by WRR to include the auto-rejected LSRs. Liberty found no problems with any of these documents.

When applied to the new sub-measures, Qwest's interpretation of the PO-4 formula (as it was defined at the time) resulted in PO-4A-2 and PO-4B-2 always having a value of 100 percent. The ROC TAG then approved additional changes to the PO-4 PID definition that resulted in the current formula, which is shown in Section A above, and which does not always yield a value of 100 percent for the PO-4A-2 and PO-4B-2 sub-measures. Liberty reviewed Qwest's changes to the Setflags program and the Rules program to ensure that they were properly compiling PO-4 results according to the new formula and definitions. Liberty found that the revisions were appropriate. (The main SAS program used to obtain PO-4 results did not require any changes to accommodate this revision to PO-4.)

c. Observations

Observation 1005 found that Qwest was making numerous exclusions not shown in the PID document for PO-4 (and other measures as well). Qwest's reply discussed common exclusions that it makes to various data sets, including the source data used to generate most of the PO-4 results. Qwest revised the PID description to include these exclusion types, and they are now listed in the PID. Furthermore, Qwest provided information showing what percentage of the data set was represented by each exclusion type. For the CRM data set used to generate many of the PO measures, only two exclusion types represented more than a very small fraction of the total. These were exclusions of cancelled transactions and of transactions with invalid product codes. Liberty believes that exclusions are now adequately documented.

d. Conclusions

PO-4 accurately reports the percentage of LSRs that are rejected. Qwest has modified or augmented its procedures and documentation to address the problems discussed above.

5. Recommendations

Liberty has no recommendations regarding this measure.

F. PO-5 – Firm Order Confirmations On Time

1. Introduction and Background

PO-5 measures the percentage of Firm Order Confirmations *(FOCs)* that are provided within specified intervals by Qwest in response to LSRs/ASRs submitted by CLECs. PO-5 is reported separately for fully electronic LSRs (PO-5A) and for electronic/manual LSRs (PO-5B). Within each of those categories, reporting is separate for LSRs received via GUI and for those received via EDI. PO-5 is also reported for LSRs received via facsimile (PO-5C) and for ASRs requesting LIS trunks (PO-5D). Qwest's performance in responding to LSRs is reported separately for resale services and UNE-P (POTS), unbundled loops (all types), and LNP. All of the standards for the PO-5 sub-measures are time intervals. The time interval standards vary depending on the ordering interface, product, and number of lines.

The formula for PO-5A for fully electronic LSRs is:

> *[Count of LSRs for which the original FOC notification date/time – LSR received date/time is within 20 minutes]/(Total number of original FOC notifications transmitted for the service category in the reporting period)*

The formula for PO-5B, C, and D is:

> *[Count of LSRs/ASRs for which the original 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)*

The following exclusions are made:

- LSRs/ASRs involving ICB (individual case basis) handling, on the basis of quantities of lines as specified in the standards section, or service/request types deemed to be projects.
- Hours on weekends and holidays (except for fully electronic LSRs, which only excludes hours outside the scheduled up time).
- LSRs with CLEC-requested FOC arrangements different from standard.
- Records with invalid product codes.
- Records missing data essential to the calculation of the measurement per the PID.
- Duplicate LSRs (to eventually be eliminated).
- Invalid start/stop dates/times.

Additionally, ASRs with invalid application or confirmation dates are excluded.

2. Overall Summary

There have been one exception and one observation issued regarding PO-5. Qwest has satisfactorily responded to them. The performance measure is ready for release.

3. Analysis

Liberty conducted several interviews and issued numerous data requests to learn about the performance measure development process. PO-5 results are prepared using an automated process, and Liberty developed spreadsheets to analyze and recalculate the results. In addition, Liberty reviewed the SAS code used by WRR to calculate the automated results.

Liberty's fact-finding resulted in the observation and exception discussed below. Additional interviews and data requests were issued to ensure that Qwest had resolved them properly, as discussed in the following section.

The definition section of the PID defines application date and time. It notes that the LSR or ASR must be complete and accurate, and that the application date/time for ASRs received after 3:00 p.m. MT is considered the start of the next business day. The file used by Wholesale Regulatory Reporting in preparing PO-5D results has an application date, but no time. Liberty requested information to confirm that the application dates in the file were already "rolled over" to the next business day when required by the PID. Liberty reviewed the methods and procedures employed by the Wholesale Service Centers regarding application date and time and confirmed that they correctly interpret the requirements of the PID.

PO-5D is measured in business days. Qwest employs a B-day program that is its interpretation of how to measure the interval, in business days, between two events (referred to in this discussion as a beginning event and an ending event). If the beginning event (or, respectively, the ending event) occurs on a weekend or holiday, then the day of the beginning event (or, respectively, the day of the ending event) is included in the interval calculation, whether that day is a business day. Days that occur between the beginning event and the ending event are included in the interval only if they are business days.

Liberty selected numerous different types of LSRs for the month of December 2000 and checked how the program that calculates PO-5 results had handled them. All of the LSRs had been treated properly except one supplemental LSR. This resulted in Exception 1039 discussed below. Subsequent data tracking, using different types of supplemental LSRs, showed that the problem had been corrected.

In addition, Liberty selected different types of ASRs and checked how the program that calculates PO-5D results had handled them. All of the ASRs had been treated properly.

Liberty also recalculated the performance measure results for PO-5 for Idaho for the months of January and February 2001. Liberty obtained the same results as those reported by Qwest for PO-5 for those months.

4. Findings and Conclusions

a. Performance Measure Release Date

Liberty considered measure PO-5 to meet the audit-release requirements as of April 7, 2001.

b. Exceptions

Exception 1039 reported that supplemental LSRs were not always being handled properly in many of the PO result calculations, including PO-5. After analyzing the problem, Qwest informed Liberty that, when a supplemental LSR is received, CRM appends to that supplemental LSR all of the conditions (*e.g.*, pending flow) that applied to the original LSR. This has several implications for RRS processing. First, RRS' performance measurement program may not correctly account for the supplemental LSR because it may no longer have an appropriate earliest condition/status, *e.g.*, its earliest condition/status in CRM may have been appended from the LSR being supplemented. Second, even if the LSR is accounted for in the performance measurement calculations, the way the LSR is treated may be inappropriate because the date and time used in those calculations may be taken from a condition appended to the supplemental LSR and thus not relevant to it (from the perspective of RRS' performance reporting). Qwest modified its program code to resolve this problem. Liberty then reviewed the modified code and selected supplemental LSRs of various types and tracked them to determine if they were now being accounted for properly. Liberty determined that the revised program treated the supplemental LSRs correctly.

c. Observations

Observation 1005 found that Qwest was making numerous exclusions not shown in the PID document for PO-5 (and other measures as well). Qwest's reply discussed common exclusions that it makes to various data sets, including the source data used to generate PO-5 results. Qwest revised the PID description to include these exclusion types. Furthermore, Qwest provided information showing what percentage of the data set was represented by each exclusion type. For the CRM data set used to generate many of the PO measures, only two exclusion types represented more than a very small fraction of the total. These were exclusions of cancelled transactions and of transactions with invalid product codes. Liberty believes that exclusions are now adequately documented.

d. Conclusions

PO-5 accurately reports the percentage of FOCs that are provided within specified intervals. Qwest has modified or augmented its procedures and documentation to address the problems discussed above.

5. Recommendations

Liberty has no recommendations regarding this measure.

G. PO-6 – Work Completion Notification Timeliness

1. Introduction and Background

PO-6 reports on the timeliness with which Qwest provides electronic notification at an LSR-level to CLECs that provisioning on all service orders associated with the LSR is complete in the service order processor. The measure reports an interval, calculated from the time the last service

order comprising the LSR is posted as complete in the service order processor to the time a completion notice is made available (for IMA-GUI) or transmitted (for EDI) to the CLEC. PO-6 provides an average value for this interval, and is measured in hours and minutes.

PO-6 includes all orders completed in the service order processor that generate completion notifications in the reporting period. PO-6A reports on notices made available via IMA-GUI, where "made available" means that Qwest has stored a status update in the IMA Status Updates database. PO-6B reports on notices transmitted via EDI, where "transmitted" currently means that Qwest has completed processing in IMA immediately prior to transmitting the notice. Qwest is developing the capability to capture the actual transmission date and time from EDI. When that capability is developed, Qwest will use that as the transmission time. The standard for PO-6 is to be determined.

The formula for PO-6A is:

> *((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)*

The formula for PO-6B is:

> *((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)*

PO-6 has the following exclusions:

- Records with invalid completion dates
- LSRs submitted manually (*e.g.*, via facsimile)
- Services that are not billed through CRIS
- ASRs submitted via EXACT.

2. Overall Summary

As discussed below, there have been three exceptions and one observation issued regarding this measure. Qwest has satisfactorily responded to them. The performance measure is ready for release.

3. Analysis

Liberty conducted several interviews and issued numerous data requests to learn about the performance measure development process. PO-6 results are prepared using an automated process, and Liberty developed spreadsheets to analyze and recalculate the results. In addition, Liberty reviewed the SAS code used by WRR to calculate the automated results.

However, the permanent PO-6A and PO-6B measures, which employ quite different processes, were then implemented, and this rendered the problem irrelevant.

c. Observations

During an interview with Qwest personnel, Liberty learned that Qwest was including in the denominator of PO-6A and PO-6B all orders, and only those orders, that received a completion notification during the reporting period. The ROC 271 Working PID in effect at the time (Version 2.2) stated that the denominator of PO-6A and PO-6B should consist of those orders that were posted as complete during the period. Thus, Observation 1020 found that the set of orders being reported on was different from that required by the then-prevailing PID. Liberty also noted in the observation that statements in that PID document implied (but did not explicitly state) that work completion notifications are issued separately for each service order, although they actually are issued at the LSR level. Qwest proposed, and the ROC TAG accepted, changes to the PID that brought Qwest's processes into compliance with it.

d. Conclusions

PO-6 accurately reports the timeliness with which Qwest issues electronic work completion notifications at an LSR-level. Qwest has modified or augmented its procedures and documentation to address the problems discussed above.

5. Recommendations

Liberty has no recommendations regarding this measure.

H. PO-7 – Billing Completion Notification Timeliness

1. Introduction and Background

PO-7 reports on the timeliness with which Qwest transmits electronic billing completion notifications to CLECs. It measures the percentage of service orders for which such notification is made available within five business days. PO-7 includes all orders posted in CRIS and for which a billing completion notice was made available in the reporting period.

PO-7A reports on notices made available via IMA-GUI, where a notice is considered to have been "made available" when Qwest stores it in the IMA Status Updates Database. PO-7B reports on notices made available via EDI, where a notice is considered to have been "made available" when Qwest completes processing for the completion notice in IMA immediately prior to transmission of the EDI notification. The PID notes that when Qwest develops the ability to capture the actual transmission date and time from EDI, that time will be used in calculating the interval, and the PID language will be revised accordingly. The standard for both PO-7A and PO-7B is parity with PO-7C, which measures Qwest's retail performance.

The formula for both PO-7A and PO-7B is:

(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)

The formula for PO-7C is:

(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)

The exclusions applying to all PO-7 sub measures are:

- Services that are not billed through CRIS
- Records with invalid completion dates.

Additional exclusions applying only to PO-7A and PO-7B are:

- LSRs submitted manually
- ASRs submitted via EXACT.

2. Overall Summary

As discussed below, there has been one observation issued regarding this measure. Qwest has satisfactorily responded to it. The performance measure is ready for release.

3. Analysis

Liberty conducted several interviews and issued numerous data requests to learn about the performance measure development process. PO-7 results are prepared using an automated process, and Liberty developed spreadsheets to analyze and recalculate the results. In addition, Liberty reviewed the SAS code used by WRR to calculate the automated results. Liberty's fact-finding resulted in the observation discussed below.

Liberty selected numerous different types of service orders for the month of July 2001 and checked how the program that calculates PO-7 results had handled them. All of the service orders had been treated properly.

Liberty also recalculated the performance measure results for PO-7 for the state of Idaho for the month of July 2001. Liberty obtained the same results as those reported by Qwest for PO-7 for that month.

4. Findings and Conclusions

a. Performance Measure Release Date

Liberty considered measure PO-7 to meet the audit-release requirements as of September 25, 2001.

b. Exceptions

There were no exceptions regarding this measure.

c. Observations

Observation 1021 resulted when Liberty was told during an interview that billing completion notifications are provided to CLECs at the LSR level, not at the service order level. For example, if a CLEC submits an LSR that results in the creation of two service orders, Liberty was told that the CLEC would not receive a billing completion notification until both of those service orders have been posted complete in the Qwest SOP.

Given this situation, the wording in the then-governing ROC 271 Working PID (Version 2.2) appeared to be somewhat misleading, in that it implied (but did not state explicitly) that billing completion notifications were provided at the service order level. The description section of that version of the PID stated:

- *Intervals used in this measurement are from the time an order is completed in the SOP to the time billing completion for the order is notified to the CLEC.*

- *The start time is when the completion of the 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 transmitted to the CLEC via the same ordering interface (IMA-GUI or IMA-EDI) as used to submit the LSR.*

Liberty believed that these descriptions were likely to leave the impression that separate billing completion notices were transmitted for each service order. Qwest resolved the problem by proposing clarifying changes to the PID language. Subsequently, Liberty learned that electronic billing completion notifications actually are provided at the service order level, not the LSR level, rendering this observation, and the proposed PID changes, irrelevant.

d. Conclusions

PO-7 accurately reports the timeliness with which Qwest issues electronic billing completion notifications at a service order level.

5. Recommendations

Liberty has no recommendations regarding this measure.

I. PO-8 and PO-9 – Jeopardy Notice Interval and Timely Jeopardy Notices

1. Introduction and Background

PO-8 measures an average of how far in advance of the original due date Qwest provides jeopardy notifications to CLECs. Results are reported in four product categories: PO-8A is non-designed services, PO-8B is unbundled loops and number portability, PO-8C is LIS trunks, and PO-8D is UNE-P (POTS). The standard for PO-8A, B, and D is parity with Qwest retail, and the standard for PO-8C is parity with Feature Group D *(FGD)* services.

The unit of measure as defined in the PID is average business days. The formula for this measure is:

> *[(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]*

The only exclusion applying to all PO-8 sub-measures is jeopardies done after the original due date is past. Additional exclusions applying to all but PO-8C are:

- 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.

PO-9 measures the percent of missed due date orders for which Qwest has sent jeopardy notifications in advance of the original due date. Results are to be reported in four product categories: PO-9A is non-designed services, PO-9B is unbundled loops and number portability, PO-9C is LIS trunks, and PO-9D is UNE-P (POTS). The standard for PO-9A, B, and D is parity with Qwest retail, and the standard for PO-9C is parity with FGD services.

The formula for this measure is:

> *(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*

The only exclusion applying to all PO-9 sub-measures is orders missed for customer reasons. Additional exclusions applying to all but PO-9C are:

- 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.

The data source used to calculate the results for both PO-8 and PO-9 is the Jeopardy data set. This data set consists of all service orders in the RSOR data set for the period that either received a jeopardy notice, had missed due dates, or both.

2. Overall Summary

There have been one observation and six exceptions issued regarding PO-8. Qwest has satisfactorily responded to all of them. The performance measure is ready for release.

Also as discussed below, there have been no observations and five exceptions issued regarding PO-9. Qwest has satisfactorily responded to all of them. The performance measure is ready for release.

3. Analysis

Liberty conducted several interviews and issued numerous data requests to learn about the performance measure development process. PO-8C and PO-9C currently are manual processes, and several of Liberty's interviews involved walkthroughs and assessments of those processes. Liberty also reviewed, and recommended changes to, Qwest's documented procedures for calculating these manual results. Qwest revised its manual procedures appropriately.

PO-8A, B, and D and PO-9A, B, and D are automated processes, and Liberty developed spreadsheets to analyze and recalculate the results reported by those processes. In addition, Liberty reviewed the SAS code used by WRR to calculate the automated results.

Liberty's fact-finding resulted in the observations and exceptions discussed below. Additional interviews and data requests were issued to ensure that Qwest had resolved them properly, as discussed in the following section.

Liberty recalculated the performance measure results for PO-8C and PO-9C for the months of December 2000 and January 2001. Liberty also recalculated the performance measure results for PO-8A, B and D and PO-9A, B and D for New Mexico for the months of January 2001 and February 2001. Using Qwest's definition of average business days, Liberty obtained the same results as those reported by Qwest for PO-8 and PO-9 for those months.

4. Findings and Conclusions

a. Performance Measure Release Date

Liberty considered measures PO-8 and PO-9 to meet the audit-release requirements as of April 7, 2001.

b. Exceptions

PO-8

Exception 1002 found that only orders for which the due date was missed were being included in the CLEC performance measure results for PO-8C. Qwest revised its procedures to include all orders completed in the reporting period that received jeopardy notices, regardless of whether the due date was missed.

Exceptions 1022 and 1025 noted that Qwest was only including in its calculations orders that were completed in the reporting period, and that Qwest was excluding from the measure all orders that received jeopardy notices *on* the due date. Qwest requested, and the ROC TAG approved, a PID change so that PO-8 is now defined to only include orders completed in the reporting period. Qwest modified its processes so that it now includes service orders that received jeopardy notices on the due date. Such service orders contribute one (1) to the denominator and zero (0) to the numerator.

Exception 1037 found that Qwest was including jeopardy notices issued on the due date of the order in both the denominator of PO-8C and in its numerator (contributing a value of one to the numerator). Such orders should only have been included in the denominator. At the same time, Liberty noted that Qwest was improperly calculating all of the intervals for the numerator of PO-8C. As an example, if the jeopardy notice for a particular record was issued on 11/13/00 and the due date was 11/14/00, then this record should have contributed one (1) to the numerator. Qwest's process contributed two (2) to the numerator, *i.e.*, Qwest's calculation of each individual interval was too large by one (1). Qwest revised its processes to correct these problems.

Exception 1040 noted that the *numerator* of the FGD comparative for PO-8C state results was being calculated by dividing the sum of the intervals by the number of records involved. The numerator should have been just the sum of the intervals. Qwest revised its procedures to correct this mistake.

Exception 1041 found that the intervals being calculated for the numerator of the formula for PO-8A, B, and D did not exclude weekends and holidays. Thus, the interval was being calculated on the basis of calendar days rather than business days as required by the PID. Qwest revised its process to calculate intervals using its B-day program (which is also used to calculate intervals measured in business days for other measures). The B-day program is Qwest's interpretation of how to measure the interval, in business days, between two events (referred to in this discussion as a beginning event and an ending event). If the beginning event (or, respectively, the ending event) occurs on a weekend or holiday, then the day of the beginning event (or, respectively, the day of the ending event) is included in the interval calculation, whether that day is a business day. Days that occur between the beginning event and the ending event are included in the interval only if they are business days. For example, if a service order's due date was Wednesday, and a jeopardy notice was sent out on the immediately previous Saturday, the PO-8 business day interval calculated by Qwest's B-day program would be 3 days, just as if the jeopardy notice had been sent out one day earlier, on Friday. Qwest employs the same logic in calculating business day intervals for PO-8C, which is done manually.

Exceptions 1022 and 1026 found that Qwest was only including in its calculations of PO-9C orders that were completed in the reporting period. Qwest requested, and the ROC TAG approved, a PID change so that PO-9 is now defined to only include orders completed in the reporting period.

During an interview with Qwest personnel, Liberty learned that Qwest was only including an order in the denominator of the formula for PO-9C if the customer received a jeopardy notification regarding the order. However, the ROC 271 Working PID Version 2.2 stated that the denominator should include all missed due date orders completed in the reporting period, regardless of whether they have received a jeopardy notice. Accordingly, Liberty issued Exception 1038 to document this problem. Qwest's response to this exception was:

> *Qwest apologizes for any misunderstanding during the 1/24/01 interview. Liberty's understanding of the denominator used for PO-9C, Timely Jeopardy Notices on LIS Trunks is inaccurate. The denominator is the total number of missed due date orders completed in the reporting period in the Lotus Notes Escalation database. The source data includes orders with and without a jeopardy notice.*

Exception 1040 noted that the PO-9C denominator for CLEC December results was calculated improperly because of a manual mistake. Qwest fixed the mistake in future performance reports.

As discussed above, the source data for the PO-9A, B, and D calculations is the Jeopardy data set. This data set consists of all service orders in the monthly RSOR data file that had a missed due date *or* received a jeopardy notice. Exception 1042 found that Qwest's calculation process did not exclude from the denominator of the measure those service orders that received jeopardy notices but that did not have missed due dates. Thus, whenever such service orders were otherwise eligible, they were being included in the denominator of PO-9A, B, and D although that was not consistent with the PID. Qwest revised its program code to correct this mistake.

c. Observations

Observation 1011 found that service orders were not being included in the calculation of PO-8C (*i.e.*, they were not included in either the denominator or the numerator of the formula) if the date of the jeopardy notification was the same as the due date of the order. Qwest changed its process to include such service orders properly.

d. Conclusions

PO-8 accurately reports average jeopardy notice interval results (accepting the interpretation of *business day intervals* used by Qwest). Qwest has modified or augmented its procedures and documentation to address the problems discussed above.

PO-9 accurately measures the percent of missed due date orders for which Qwest has sent jeopardy notifications in advance of the original due date. Qwest has modified or augmented its procedures and documentation to address the problems discussed above.

5. Recommendations

Currently, PO-8C and PO-9C involve manual steps, and are therefore subject to human error. During the course of the audit, Liberty noted several mistakes in results calculations due to this human error. Liberty understands that Qwest is mechanizing the processes used to develop these sub-measure results, and this should reduce the possibility of human error. Liberty recommends that the automated processes be audited once they are implemented.

J. PO-10 – LSR Accountability

1. Introduction and Background

Measure PO-10 is designed to help evaluate the degree to which Qwest can account for LSRs received electronically. It measures the number of LSRs received via IMA-GUI and IMA-EDI interfaces that Qwest has accounted for in various status categories as a percentage of all LSRs received in the reporting period. The specific status categories are listed in the PID. The measure is reported monthly on a region-wide basis and with no product-level reporting. PO-10 is a diagnostic measure that Qwest has indicated it may request be withdrawn after a showing that Qwest adequately accounts for LSRs.

As LSR status information is stored in the Customer Records Management *(CRM)* system, the Key Business Indicator *(KBI)* database is also updated. Each month, personnel at the Interconnect Provisioning Center interrogate the KBI database and create a report of LSRs and their current status. This report does not include LSRs with two of the specific status codes, namely "error" and "project." The KBI is queried separately to provide totals for these two categories as supplementary data.

The Interconnect Provisioning Center sends the monthly report and the supplementary data to Qwest's Wholesale Regulatory Reporting *(WRR)* group for inclusion in the monthly performance results. The KBI reports includes data on the total number of records in the database and the number with each of the various status codes. WRR calculates the result by dividing the number of records in all status categories by the number of records in the KBI database.

2. Overall Summary

PO-10 is being measured correctly.

One Exception Report (E1028) was submitted on this measure. The problem identified in the exception has been corrected.

3. Analysis

The number of records in the database and in each status category is provided electronically by the database system. There are no physical items of data to track through the data capture process. Data tracking was therefore not applicable to this measure.

Liberty has confirmed that WRR is reporting the correct result for the measure PO-10 by examining the KBI report and supplementary data for July and August, and recalculating the performance result.

The reported result of 100.01 percent for July 2000 and 100.02 percent for August 2000 have been confirmed using the following data from the KBI reports and supplementary data:

	July 2000	August 2000
Total with 'Req Recd' status	28	4
Total with 'Pending' status	83	143
Total with 'Suppl' status	81	173
Total with 'Reject' status	4,546	6,580
Total with 'Cancel' status	3,067	3,052
Total with 'Issued' status	49,826	63,486
Total with 'Error' status	174	189
Total with 'Project' status	57	58
Total in Database (denominator)	57,858	73,667
Total in All Status Categories (numerator)	57,862	73,685
Percentage Accounted For	100.01%	100.02%

Exception 1028 reported that Qwest was not applying the PID formula correctly. Qwest corrected this matter.

As part of the audit of PO-10, Liberty interviewed a CRM subject matter expert and representatives from WRR to confirm that the measurement was being performed correctly. Qwest described the LSR auto-logging process and provided copies of the KBI report that is sent to WRR. WRR identified the values used in the KBI report to calculate the results and described the processing steps that it completes. To verify the calculation process, Liberty validated that the Qwest performance result corresponded to the values in the KBI report and supplementary data by following the WRR prescribed process.

4. Findings and Conclusions

a. Actual PID Release Date

Measure PO-10 can be considered as ready for release on February 21, 2001.

b. Exceptions

One exception was raised against PO-10 (E1028). This report highlighted a calculation error, which has been corrected. Qwest prepared a tool to be used in the training of the method of

calculation so as to prevent the error. Liberty reviewed Qwest's document.

c. Observations

There were no observations written against PO-10.

d. Conclusions

PO-10 accurately measures the degree to which Qwest accounts for LSRs received electronically.

5. Recommendations

Liberty has no recommendations associated with PO-10.

K. PO-15 – Number of Due Date Changes per Order

1. Introduction and Background

PO-15 is designed to measure the average number of due date changes made per service order for Qwest reasons. The measure includes all inward service orders (Change, New, and Transfer order types) that have been assigned a due date in the reporting period. Change orders are included if they have "I" or "T" action codes indicating inward activity. PO-15 is a diagnostic measure.

The formula for PO-15 is:

(Count of Qwest due date changes on all orders)/(Total orders in reporting period)

PO-15 has the following 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.

PO-15 is reported at a statewide level, and there is no product reporting for it.

A note in the PID states that limitations in Qwest's measurement capabilities allow some change orders to be included in the measure even though they do not represent additional lines. The note states that Qwest is working to exclude these types of orders.

2. Overall Summary

As discussed below, there have been two observations issued regarding this measure. Qwest has satisfactorily responded to them. The performance measure is ready for release.

3. Analysis

Liberty conducted numerous interviews and issued many data requests to learn about the performance measure development process. PO-15 results are prepared using an automated process, and Liberty developed spreadsheets to analyze and recalculate the results. In addition, Liberty reviewed the SAS code used by WRR to calculate the automated results.

Liberty's fact-finding resulted in the two observations discussed below. Additional interviews and data requests were issued to ensure that Qwest had resolved them properly, as discussed in the following section.

Liberty selected numerous different types of service orders for the month of June 2001 and checked how the program that calculates PO-15 results had handled them. As part of this activity, Liberty included some service orders that would generate the problems identified in the two PO-15 observations. Liberty found that all of the service orders were treated properly.

Liberty also recalculated the performance measure results for PO-15 for the month of July 2001 for the state of Montana. Liberty obtained the same results as those reported by Qwest for PO-15 for that month.

4. Findings and Conclusions

a. Performance Measure Release Date

Liberty considered measure PO-15 to meet the audit-release requirements as of September 17, 2001.

b. Exceptions

There were no exceptions associated with this measure.

c. Observations

During interviews with Qwest personnel, Liberty learned that the Qwest systems do not allow completion of an order if the subsequent due date is prior to the completion date. In such cases, the systems "force" a match by creating a subsequent due date that is the same as the completion date. Recognizing this, Qwest's initial process for measuring PO-15 results excluded a change from the calculation if the subsequent due date and the completion date were the same. However, there are several reasons why such a situation could occur. One is due to the "forced match" made by the Qwest systems, and in this case it is appropriate to exclude the apparent due date change, because there really wasn't one. Another reason occurs when Qwest does change the due date on an order (and the change was required for Qwest reasons), and Qwest then completes the order on that subsequent due date. In this case, and assuming no exclusions apply, the change should be counted in PO-15. Because Qwest cannot distinguish between these two situations,

the legitimate change would be excluded as well, and that is the finding of Observation 1024.

Qwest resolved the situation by changing its measurement process to include all (non-excluded) due date changes where the subsequent due date equals the completion date. As a result, it is also including some due date changes that did not really occur. Liberty verified that the process change was made properly by reviewing the revised SAS code, tracking through the process service orders that created the situation described above, and recalculating Qwest's results.

The PO-15 calculation process includes a step to determine the number of due date changes that should be included in the numerator of the measure for each service order. For each record that is a supplement to the service order, the original PO-15 measurement process compared the original due date on the service order (referred to as the SODD) to the subsequent date in the supplement record (referred to as the SFSD). If the SODD and the SFSD were the same, then that supplement was not considered to have caused a due date change.

Because of this step in the process, some legitimate due date changes were not being counted or included in the numerator of PO-15, and that is the finding of Observation 1025. An example is the best way to explain how this problem occurred. If a service order is created with an original due date (SODD) of 6/5/01, it could be supplemented with a new due date (the first SFSD) of 6/8/01 because, say, Qwest facilities are not available. If Qwest facilities then become available earlier than expected, Qwest could again supplement the service order and change the due date back to 6/5/01 (the second SFSD). The first supplement (the first SFSD) would have been counted as a due date change (assuming all other requirements are satisfied) because it differed from the SODD. However, the second supplement (the second SFSD) would not be counted as a due date change because the second SFSD would equal the SODD. Thus, in this example, the original PO-15 calculation process would only have counted one due date change when it should actually have counted two changes.

This is not a hypothetical problem. During an interview with Qwest personnel, Liberty asked Qwest to look for an actual service order with supplements like those in the above example. Qwest found one and verified that the program being used at the time had calculated the number of due date changes incorrectly, i.e., it had failed to include the due date change where the SFSD reverted back to equal the SODD.

Qwest resolved the problem by changing its measurement process to compare the first SFSD to the SODD (as had already been the case), but to compare each subsequent SFSD to the immediately previous SFSD. Liberty verified that the change was made properly by reviewing the revised SAS code, tracking through the process service orders that created the situation described above, and recalculating Qwest's results.

d. Conclusions

PO-15 accurately reports the number of due date changes per service order made for Qwest reasons. Qwest has modified or augmented its procedures and documentation to address the problems discussed above.

5. Recommendations

Liberty has no recommendations regarding this measure.

IV. OP – Ordering and Provisioning

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

1. Introduction and Background

The purpose of performance measure OP-2 is to assist in the evaluation of the timeliness of CLEC access to Qwest's interconnection provisioning center and retail customer access to Qwest's business offices. This measures reports on the extent to which customer calls are answered within 20 seconds. It includes all calls to the Provisioning Center (or retail offices), including calls that are abandoned before answer by a Qwest representative. A Voice Response Unit (VRU) first responds to a caller, typically providing a menu of options. Time spent by the caller in the VRU does not count against answer time. On the wholesale side, Qwest reports OP-2 only on a region-wide basis. State reports include the regional wholesale results and state-specific retail results. The standard for wholesale performance is parity with retail. It is the only measure associated with CLEC calls to the Provisioning Center.

Qwest contracts with AEGIS to operate the Interconnect Provisioning Center, which is located in Sierra Vista, Arizona. AEGIS uses a Rockwell Spectrum Automatic Call Distributor *(ACD)*, which is new equipment that uses recently updated software. This equipment produces reports on performance, including the percentage of calls answered within 20 seconds. AEGIS provides the information that permits Qwest to report OP-2 results.

For the retail comparison, Qwest uses the total calls to its four consumer call centers, its consumer Spanish-language center, and its small business call center. Qwest has been collecting this kind of information on the retail side of its business for a considerable length of time, and has been making reports to state commissions as part of retail performance reports. Qwest prepares a spreadsheet with data from these call centers, and uses it to report to state commissions, and now to report OP-2 performance.

2. Overall Summary

OP-2 can be released for OSS testing. There are no outstanding exceptions or observations related to this measure.

3. Analysis

OP-2 is simple and straightforward. ACDs make the call-time measurements and produce reports on performance. Except for totaling calls among the retails call centers, Qwest need do little to produce the results for this measure. Manual activities that have the potential for introducing errors are limited to data entry into spreadsheets. Liberty's audit activities included interviews with Qwest and AEGIS personnel who are responsible for reporting performance related to OP-2, review of responses to data requests concerning the process for measuring and reporting OP-2, review and analysis of the information obtained directly from the wholesale ACD, and review and analysis of the spreadsheet that compiles data from the various retail call centers.

AEGIS personnel told Liberty that Qwest people frequent the Interconnect Provisioning Center to observe and monitor operations. Qwest and AEGIS conduct monthly and quarterly monitoring and performance reviews. Regular AEGIS reports to QWEST provide performance and productivity data. Liberty reviewed these reports.

Performance data showed that abandoned calls were being counted as missed calls (*i.e.*, not answered within 20 seconds) on both the wholesale and retail side.

Liberty reviewed a description of the ACD system and its software as they relate to the accuracy of the ACD's timing and calculation. Liberty checked the spreadsheet formulas for adding and calculating the percentage of calls answered within 20 seconds on Qwest's retail side. Liberty also verified that data were accurately transferred from spreadsheets to the Qwest wholesale performance report.

During the course of this audit, Liberty found problems with the reported performance results for OP-2. Through a series of data requests and one exception report (E1020), Qwest and Liberty determined that errors were being made in the process of getting data from AEGIS to Qwest's regulatory reporting group. Qwest changed this process in order to minimize the opportunity for error. Qwest now receives a report generated directly from the switch at the Interconnect Provisioning Center. These changes were made effective starting with the September 2000 results.

Due to the way that historical data are stored, it was not practical for Qwest to go back and correct the results prior to those of September 2000. Qwest has now reported results for two months (September and October), and eliminated prior months' results. Liberty has reviewed Qwest's calculations and recalculated results on the wholesale side for September and October 2000. Earlier in the audit, Liberty checked the calculations for the retail comparable.

4. Findings and Conclusions

a. Performance Measure Release Date

OP-2 was considered as ready-for-release as of January 11,2001.

b. Exceptions

There was one exception (E1020) related to OP-2. As discussed above, Qwest acknowledged the problems identified in that exception and has made changes to prevent its recurrence. Liberty closed Exception 1020 on December 11, 2000.

c. Observations

There were no observations related to OP-2.

d. Conclusions

OP-2 provides an accurate measure related to the timeliness of CLEC access to the Interconnect Provisioning Center. The timeliness of Qwest's response to CLEC calls to the Interconnect Provisioning Center is accurately compared to the timeliness of Qwest's retail customer access to

5. Recommendations

Liberty has no recommendation related to performance measure OP-2. Unless Qwest changes the method or process for timing the length of time to answer calls, there should be no need for future auditing. Normal monitoring of trends and levels of service should be sufficient to identify any potential problems that may arise in the future.

B. OP-3 – Installation Commitments Met, OP-4 – Installation Interval, OP-6 – Delayed Days

1. Introduction and Background

Performance measures OP-3, OP-4, and OP-6 are intended to help evaluate the timeliness of Qwest's service installations. These measures are reported together because of the similarity among the three of the data and processes used to report performance results. Timely installation of services by Qwest is important to local competition so that customers of CLECs can rely on promises to have services installed.

OP-3 provides a measure of the extent to which Qwest installs services for customers by the scheduled due date. The measure counts all orders for new or additional lines that have been assigned a due date and that were completed during the reporting period. Certain records, such as disconnect and record order types and dates missed due to customer-caused reasons are excluded from the measure. Qwest calculates the measure by dividing the total number of service orders completed on or before the due date by the total number of service orders completed during the reporting period. OP-3 has five sub-measures, and there is various product reporting within each sub-measure. For the month of November 2000, for example, Qwest's regional performance results report showed 70 separate, product-level measures under OP-3. Qwest is reporting all products except those referred to as advanced services such as line sharing and sub-loop unbundling, extended loops (EELs), and dark fiber. The standards for OP-3 are parity with retail, where such parity exists, or 90 percent, for products such as the unbundled analog loop where no parity product exists.

OP-4 provides a measure of the average length of time to install a service. Qwest calculates the measure by dividing the sum of the installation intervals in business-days by the total number of orders completed in the reporting period. The standards for OP-4 are parity with retail, where such parity exists, or 6 days, for products where no parity product exists. Otherwise, the description of OP-3 above applies to OP-4 as well.

OP-6 provides a measure of tardiness of late orders. Qwest calculates the measure by dividing the sum of the installation intervals beyond the original due date by the total number of late orders completed during the reporting period. OP-6 has an additional sub-division compared to measures OP-3 and OP-4. OP-6A measures orders that were late for non-facility reasons, and OP-6B measures orders that were late for facility reasons. For the month of November 2000, for example, Qwest's regional performance results report showed 133 separate, product-level measures under OP-6. For those products that Qwest is currently reporting results, the standard is parity with retail. For products that did not have a parity comparable for use in OP-3 and OP-4,

Qwest uses a substitute. As examples, for the unbundled analog loop, the retail comparable is residential and business POTS with dispatch and for ADSL-qualified loops, the retail comparable is Megabit with dispatch. Otherwise, the description of OP-3 above applies to OP-6 as well.

2. Overall Summary

OP-3, OP-4, and OP-6 can be released for OSS testing. There were no outstanding exceptions or observations related these measures as of the date of release.

3. Analysis

RSOR Process Overview

Service orders from Qwest's Eastern, Central, and Western regions are fed into RSOR. Qwest's regulatory reporting system then pulls service order data from RSOR into PANS databases. RSOR data are updated daily in these databases. To begin the process for reporting these provisioning measures, a program called *rsorext.sas* extracts data from PANS for the current month and the past sevens months. This is done to ensure that all records with a reference date in the current month are captured. Qwest reported that a test had been conducted to ensure that it need not go back further to capture relevant records. The test showed that over 99.9 percent of the records were captured using this method. The actual records pulled are those completed orders that are of the change, new, or transfer types.

The program *rsor.sas* actually generates the performance measures. It does this by using reference tables for things like CLEC and product identification, using auxiliary programs for things such as determination of business days, and matching data with TIRKS (trunk inventory) to designated designed services. The process generates a "detail" file that contains all the required information. *Rsor.sas* then performs data validations to determine which records should be included in the measurements. It flags records with, for example, missing or incomplete data elements according to various defined categories. The program includes these flags and various derived fields in an "ad hoc" file, which is then used to perform various comparison and calculations such as comparing commitment and completion dates, and calculating average installation intervals. Importantly, the same program operates on both wholesale and retail data.

Liberty's review of the RSOR process involved walk-throughs of the operation of these programs, detailed review of the actual program files, and independent replication of many of the programming steps through spreadsheet logical and conditional programming.

Common Exclusions

Liberty's analysis of OP-3, OP-4, and OP-6 included substantial review and evaluation of the processes used to create these performance measures, recalculation of selected result, and tracking data through from service order to reported results. In addition, Liberty examined the systems and controls used by Qwest to obtain accurate results, and analyzed the program code that is used to extract, classify, and process data. The evaluation included many interviews, requests for information, and analysis of raw service order data.

Early in the audit, Liberty realized that Qwest was excluding certain records beyond those identified in the PID from the totals used to determine results. Liberty initially documented this finding as Observation 1005. Excluded records consisted of two basic types. The first type involved limiting the database of records to those associated with the measure. For example, service orders involving internal official company services were appropriately excluded. The second type involved records in which either though errors, such as typographical mistakes, or the use of special dates to, for example, indicate order cancellation, the data could not be used in the measure. This matter was resolved through three efforts.

First, Qwest proposed, and the TAG approved, changes to the PID that more explicitly defined records that are excluded from the measure. For OP-3, OP-4, and OP-6, the additions to the PID were:

* 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.

The second effort to resolve this issue required Qwest to generate and Liberty to review data that showed the number of records excluded of the various types. Liberty wanted to make sure that excluded records of the type that were errors were not significant in number and that they would not have a significant effect on the result.

Qwest provided and Liberty reviewed data on common exclusions for the months of October and November 2000. Liberty found that after eliminating records for OP-3, OP-4, and OP-6 that did not apply for those measures, the number of records with invalid entries and mistakes were very small. For example, the RSOR exclusions for November are summarized in the following table and explained below.

	Wholesale		Retail	
	Number	Percent	Number	Percent
Total Number of Records	55,487		1,573,684	
Records Not Excluded	44,458	80.12%	1,042,451	66.24%
Records Not Inward Activity	8,825	15.90%	509,516	32.38%
Internal Office Orders	0	0.00%	1,718	0.11%
Total Valid Records/Percent Not Excluded	46,662	95.28%	1,062,450	98.12%
Records with Invalid Dates and other entries	2,204	3.97%	19,999	1.27%
D_Except 15 Original	660	1.19%	5,230	0.33%

D_Except 15 New	90	0.16%	1,125	0.07%
Invalid Completion Date	1,199	2.16%	4,824	0.31%

There were 55,487 records extracted from RSOR/PANS for consideration of November's wholesale results. Of these, 44,458 were actually used in the measurements. Records (8,825) that did not reflect inward activity were flagged and appropriately not used. Of the total number of records that applied to these measures (46,662), over 95 percent were counted. Records with invalid dates or other data problems such as invalid product codes totaled less than 4 percent of the total wholesale records. The largest individual category of these problem records were those with invalid completion dates, which accounted for just over 2 percent of the total wholesale records.

One of the exclusion types (D_Except 15) flags records that have an illogical interval between the application date and the entry date. Qwest had been flagging such records and not using them in the measurements if that interval was more than seven days or less than negative one day. During the course of the audit, Qwest agreed to change this interval to more than 31 days or less than negative 1 day, so that fewer records would be inappropriately excluded. As shown in the table above, this change did in fact reduce the excluded records, from 660 to 90 for November wholesale.

The third way that Liberty ensured that excluded records were not a problem was to review both the program code and the actual excluded records to (a) verify that all records for both wholesale and retail measurements were treated the same, and (b) check that the data available in the excluded records did not show a pattern that would have affected the results. Both of these checks proved satisfactory.

Product Disaggregation

Another problem discovered during the audit was that certain valid records were not included in the monthly performance results (Observation 1008). This had been caused by Qwest's method to sort orders and the fact that some orders had apparently conflicting designations relative to that method. Qwest reports the results for these performance measurements according to how they were categorized in the PID for each product type (*i.e.*, with either MSA-type or Zone-type disaggregation). MSA-type reporting is used for products that were considered to be non-designed (*i.e.*, requiring no engineering), and Zone-type reporting is used for products that were considered to be designed (*i.e.*, requiring some engineering). However, some products legitimately had both orders that are non-designed and orders that are designed and thus contribute data both for MSA-type reporting and for Zone-type reporting. For such products, orders that followed the provisioning process not specified in the PID were not reported. For these few products, this meant that some non-trivial volumes of orders were excluded from the measurements.

To resolve this problem, Qwest proposed and the TAG approved PID changes, and Qwest's methods were changed as follows:

1. Products listed in the PID for MSA-type reporting:
   a. Eliminate RSOR exclusion Type 10 (a non-designed product in a designed category).
   b. Report products with incidental order volumes in the other category (*i.e.*, those mis-classified as designed products) in the MSA category (the most prominent category).
   c. Revise the PID for any products listed for MSA-type disaggregation that legitimately involve orders with and without TIRKS circuit numbers to require MSA-type disaggregation for those without TIRKS entries and Zone-type disaggregation for those with circuit numbers in TIRKS. The product affected by this step was PBX.
2. Products listed in the PID for Zone-type reporting:
   a. Eliminate RSOR exclusion Type 9 (a designed product in a non-designed category).
   b. Report products with incidental order volumes in the other category (*i.e.*, those mis-classified as being non-designed products) in the Zone 1 category (the most prominent category).
   c. Revise the PID for any products listed for Zone-type disaggregation that legitimately involve orders with and without TIRKS circuit numbers to require Zone-type disaggregation for those with TIRKS circuit numbers and MSA-type disaggregation for those without TIRKS entries. The products affected by this step were DS0, ISDN-BRI, ISDN-PRI, and Unbundled Loops-Analog.
3. Products listed in the PID for both MSA-type and Zone-type reporting:
   a. Continue to report MegaBit under both disaggregation types.
   b. As explained in the first two categories, revise the PID to require that PBX, DS0, ISDN-BRI, and ISDN-PRI be reported under Zone-type and MSA-type disaggregations according to whether the order is in TIRKS.

Qwest's response to Liberty's Observation 1008 also provided an assessment of the results of the changes and answered several questions aimed at assuring that the changed reporting methods were valid. Liberty found Qwest's explanations and analyses to be valid.

UNE-P Orders Involving Dispatch

Liberty discovered that Qwest had not been reporting results for UNE-P orders that involved dispatch (Observation 1013). This affected measures OP-3A, OP-3B, OP-4A, OP-4B, OP-6A1, and OP-6A2. Qwest confirmed that the logic originally identified as the means to distinguish UNE-P from conversions was not always working correctly. As a result, there were only a few UNE-P orders showing up in the reported results. Qwest added new fields that would specify dispatch activity on UNE-P orders. These fields enabled Qwest to distinguish and report separately on dispatch activity for all new UNE-P orders.

CONTINUATION

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Because of the large number of service records involved in these measures, Liberty's recalculation of performance results was limited to wholesale records for selected months and states. Liberty judged this to be an acceptable audit method after ensuring that Qwest's programs worked the same way on retail records, on records with other state designations, and for all products. Data tracking involved detailed tracking of the records concerned the in measures listed in the table below from the PANS database, and selected service orders from order processors to the performance result. The following table shows the specific recalculations that were performed. In all cases Liberty's results matched those reported by Qwest.

Measure	State	Month	Product(s)
OP-3A	Montana	July 2000	Residence/Business
OP-3A	New Mexico	October 2000	Residence/Business
OP3B	Montana	July 2000	Residence/Business
OP-3B	New Mexico	October 2000	Residence/Business
OP-3C	Montana	July 2000	Residence/Business
OP-3C	New Mexico	October 2000	Residence/Business
OP-3D	Montana	July 2000	UBL ISDN
OP-3D	New Mexico	October 2000	UBL ISDN
OP-3E	Montana	July 2000	UBL ISDN
OP-3E	New Mexico	October 2000	UBL ISDN
OP-4A	Montana	July 2000	Residence/Business
OP-4A	New Mexico	October 2000	Residence/Business
OP-4B	Montana	July 2000	Residence/Business
OP-4B	New Mexico	October 2000	Residence/Business
OP-4C	Montana	July 2000	Residence/Business
OP-4C	New Mexico	October 2000	Residence/Business
OP-4D	Montana	July 2000	UBL ISDN
OP-4D	New Mexico	October 2000	UBL ISDN

OP-4E	Montana	July 2000	UBL ISDN
OP-4E	New Mexico	October 2000	UBL ISDN
OP-6A1	Montana	July 2000	Residence/Business
OP-6A1	New Mexico	October 2000	Residence/Business
OP-6A2	Montana	July 2000	Residence/Business
OP-6A2	New Mexico	October 2000	Residence/Business
OP-6A3	Montana	July 2000	Residence/Business
OP-6A3	New Mexico	October 2000	Residence/Business
OP-6A4	Montana	July 2000	UBL ISDN
OP-6A4	New Mexico	October 2000	UBL ISDN
OP-6A5	Montana	July 2000	UBL ISDN
OP-6A5	New Mexico	October 2000	UBL ISDN
OP-6B1	Montana	July 2000	Residence/Business
OP-6B1	New Mexico	October 2000	Residence/Business
OP-6B2	Montana	July 2000	Residence/Business
OP-6B2	New Mexico	October 2000	Residence/Business
OP-6B3	Montana	July 2000	Residence/Business
OP-6B3	New Mexico	October 2000	Residence/Business
OP-6B4	Montana	July 2000	UBL ISDN
OP-6B4	New Mexico	October 2000	UBL ISDN
OP-6B5	Montana	July 2000	UBL ISDN
OP-6B5	New Mexico	October 2000	UBL ISDN

a. Performance Measure Release Date

OP-3, OP-4, and OP-6 were considered as ready for release as of February 21, 2001.

b. Exceptions

There were no exceptions related to these performance measures.

c. Observations

There were four observations related to these performance measures. Observations 1005, 1008, and 1013 are discussed in the analysis section above. Observation 1005 applied to many performance measures; it is closed for the purposes of OP-3, OP-4, and OP-6. Observations 1008 and 1013 have been closed. Liberty withdrew observation 1014 on December 21, 2000 on the basis of Qwest's explanation of the method used to exclude orders delayed due to customer-caused reasons. After the release of OP-4, Liberty issued Observation 1022, which noted a potential problem with comparability between wholesale and retail due to expedited provisioning that may be available to CLEC wholesale orders. Liberty discussed this matter with Qwest and investigated Qwest's systems and ordering history. Liberty confirmed that Qwest does not track expedited order activity and could not provide data that would detail the percentage of total order activity is comprised of expedited orders. However, Qwest did have information on the volumes of orders completed in less than standard installation intervals. This data would include all expedited order activity, because expedited orders would, by definition, be completed in less than the standard installation interval. This data would also include orders completed for other reasons in less than the standard installation interval. For example, in June 2001, data for shorter than standard interval installations show that for both wholesale and retail orders, less than 1 percent were completed in less than the standard interval. Since expedited orders are less than 1 percent of all order activity, both on the retail and wholesale side, such orders cannot skew significantly performance results. Therefore, Liberty closed Observation 1022.

d. Conclusions

OP-3 provides an accurate measure related to the extent to which Qwest's meets installation commitments. OP-4 provides an accurate measure of the average time required by Qwest to install services. OP-6 provides an accurate measure of the extent to which late orders are completed beyond the committed due date.

5. Recommendations

Qwest should regularly track the number of records that are excluded for various reasons. If during any reporting period there is a significant change from previously observed percentages of the total number of records, Qwest should investigate the reasons for such change. This will provide an additional check on the integrity of the data. On the basis of its review of excluded records, Liberty sees no reason to make this a separate performance measure, but rather should be an internal Qwest check for the reasonableness of reported results.

Also after the release of these measures, Qwest planned to develop a method to use revised due dates on orders for which the customer requested a later date. After approval of the related change to the PID, the TAG requested that Liberty audit this change. Liberty reviewed this matter with Qwest's regulatory reporting group and with the responsible programmers. However, there were delays in actually implementing the change and Liberty did not complete its audit of this particular aspect of the affected measures. Liberty recommends that this change be examined in some future audit or review of the performance measures.

C. OP-5 – New Service Installation Quality

1. Introduction and Background

Performance measure OP-5 is intended to help evaluate the quality of ordering and installation of services by reporting the percentage of average monthly new order installations that were free of trouble reports for the first 30 days. It is important that customers who switch carriers not have service problems soon after the change of carriers.

OP-5 reports the monthly average percentage of new installations that are free of trouble reports within 30 calendar days of initial installation. The number of new installations used in both the numerator and denominator of the formula for OP-5 is the average of the current and prior months' inward orders including change orders for additional lines. The number of trouble reports used in the numerator is the total of all trouble reports closed during the reporting period and that were received within 30 days of the date of original installation.

There are some unique characteristics of OP-5 that should be known to those who may use the measure's results. The number of trouble reports used in this measure is reported on a per-line basis, while the number of orders used in the measure is reported on a per-order basis. It is possible that for a particular state and product, the number of trouble reports could exceed the average number of orders and thus produce a negative result. Qwest's program limits the numerator to a minimum of zero. A single-line installation could have multiple troubles within the first 30 days, and thus bias the OP-5 result downward. However, a single installation order could involve multiple lines or circuits, and troubles could be experienced on separate lines or circuits within the first 30 days.

Certain types of trouble reports are excluded from the measure. These are specifically identified in the PID and relate to non-Qwest problems such as those caused by customer-owned equipment, troubles beyond the network interface, and customer actions. In addition, if a subsequent trouble report is received before the original trouble report is closed, the subsequent report is not counted in the measure. The PID also lists specific types of orders that are excluded from the measure. These are the same types that were listed for measures OP-3, OP-4, and OP-6, such as invalid due dates and invalid product codes.

OP-5 is reported on a product-basis, including resale products such a residential single line service and centrex, unbundled dedicated transport, and various types of unbundled loops. All of the products are listed in the PID. Qwest indicates that it is reporting on all products except advanced services such as dark fiber and extended loops. Qwest began reporting for line sharing starting with the January 2001 results. The standard for measurement is parity with a comparable

retail service, except for those same advanced-services products, which are diagnostic measures. These standards are also listed out in the PID.

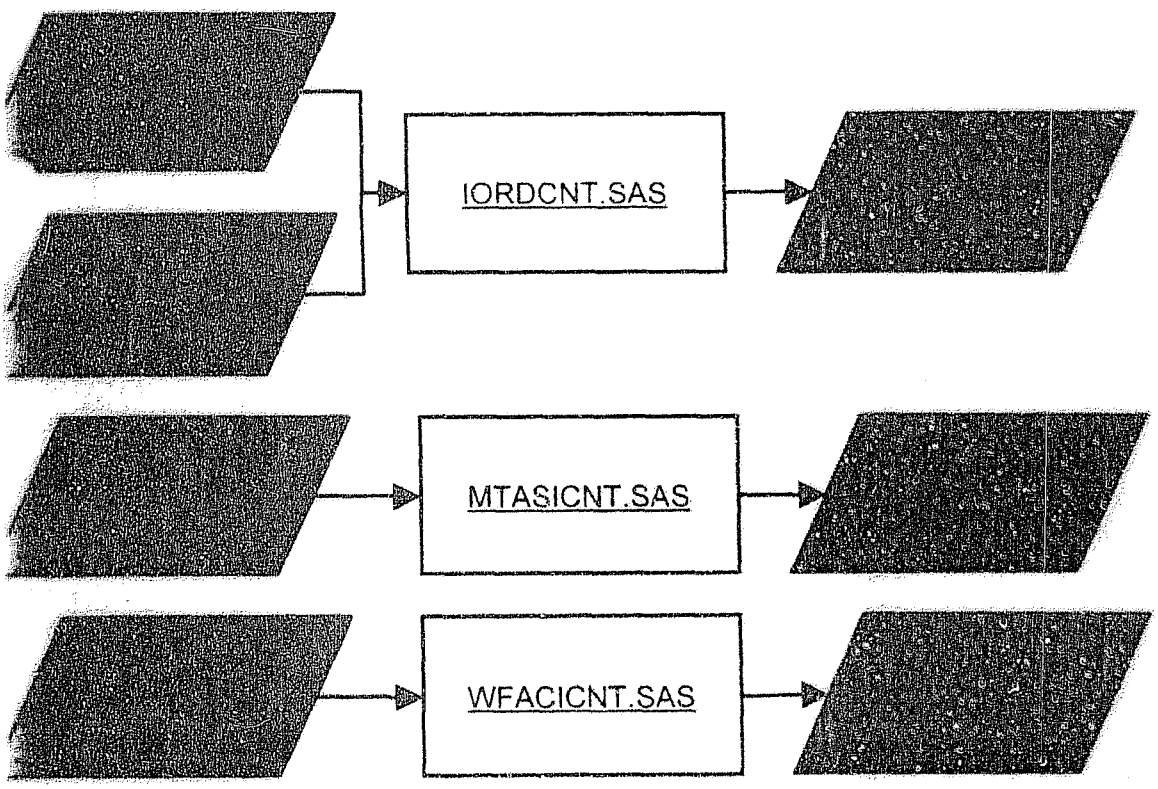
2. Overall Summary

OP-5 can be released for OSS testing. There are no outstanding exceptions or observations related these measures.

3. Analysis

Data Flow

Data related to new service installation quality exist in the "ad hoc" files created by SAS programs for customer records management, and trouble reports from MTAS and WFAC. The program *iordcnt.sas* processes the CRM *ad hoc* to count instances of new service installation. The programs *mtasicnt.sas* and *wfacicnt.sas* process the MTAS and WFAC *ad hoc* files to count instances of trouble reports. Another program called *speccalc.sas* creates the two-month average of service orders.



Liberty's review of this process involved walk-throughs of the operation of these programs, detailed review of the actual program files, and independent replication of many of the programming steps through spreadsheet logical and conditional programming.

Product Disaggregation

A problem discovered during the audit was that certain valid records were not included in the monthly performance results (Observation 1008). This had been caused by Qwest's method to sort orders and the fact that some orders had apparently conflicting designations relative to that method. The release report for OP-3, OP-4, and OP-6 describes this observation in some detail. However, OP-5 has some unique aspects since it deals with both repair processes and provisioning processes. It is calculated by merging like groupings (either MSA-type or Zone-type) of repair and provisioning data sources. For example, DS0 is specified as a Zone-type product. Therefore Qwest uses WFAC repair data, indicating Zone-type activity, in the

numerator and RSOR provisioning data for Zone-type DS0 activity in the numerator and denominator. However, in September 2000 for example, while 100 percent of repair activity for DS0 came through WFAC, only 85 percent of the RSOR DS0 activity fell into the Zone-type category, while the remainder fell into the MSA-type category. This meant that the provisioning data source feeding OP-5 was under-reported by 15 percent in comparison to the repair data source feeding the numerator. This caused the OP-5 result to be artificially deflated.

Originally, Qwest proposed to report OP-5 in a disaggregated fashion much like that used for OP-3. However, the numerator uses repair data, which does not have combinations or mixtures of both MSA-type and Zone-type orders, but the rest of the formula uses provisioning data which, for several products, does have mixtures of MSA-type and Zone-type orders. This problem was addressed by revising the PID to show that OP-5 would be reported without MSA-type or Zone-type disaggregations (*i.e.*, on a statewide basis). This solution permitted the matching of repair and provisioning data at the lowest disaggregation level possible for all products. The OP-5 program adds the MSA-type and Zone-type order activity together for OP-5.

Qwest's program for accumulating the required data for the various products had included an error that prevented the reporting of results for the Megabit product. Qwest explained the problem to Liberty and reported that it affected no other products or measures. Qwest began reporting results for OP-5 and Megabit in the report that included January 2001 results.

Recalculation and Data Tracking

Liberty recalculated and duplicated Qwest's results for one state and all products. Liberty also verified that Qwest's results for another state tracked through the process and that Qwest's results were accurately reported in the monthly performance report. Liberty's walk-through of the programs verified that they operated the same on wholesale and retail data.

During the audit, Liberty discovered that Qwest had not been calculating OP-5 using the average number of service orders for the current and prior months (Exception 1029). Qwest corrected this problem.

4. Findings and Conclusions

a. Performance Measure Release Date

OP-5 was considered as ready-for-release as of March 8, 2001.

b. Exceptions

Exception 1029 noted that Qwest was not using the average of the current and prior months' service orders for OP-5. Qwest corrected that error.

c. Observations

There were two observations related to OP-5. Observation 1005 related to common exclusions. This matter is discussed in the release report for OP-3, OP-4, and OP-6. The specific exclusions are now listed in the OP-5 PID. Observation 1008 is discussed in the analysis section above.

d. Conclusions

OP-5 provides an accurate measure related to the quality of new installations.

5. Recommendations

Liberty has no recommendations related specifically to OP-5.

D. OP-7 – Coordinated Hot Cut Interval–Unbundled Loop

1. Introduction and Background

Performance measure OP-7 is a diagnostic measure intended to help evaluate Qwest's efficiency in moving the service of existing customers from Qwest's switches or frames to the CLEC's equipment. OP-7 reports the average time to complete coordinated "hot cuts" for unbundled loops by using the interval between the "lift" time and the completion time of Qwest's applicable tests for the loop. The formula for this measure in the PID is:

> *E[(Completion time – Lift time)] / (Total Number of unbundled loops with coordinated cutovers completed in the reporting period)*

The PID defines the terms in the formula as follows:

> *"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.*

Thus, the total of the minutes between lift and completion for each unbundled loop constitutes the numerator of OP-7. The denominator is the total number of unbundled loops with coordinated cutovers during the reporting period.

The PID lists specific types of exclusions for OP-7. Two of these are the same type listed for measures OP-13A and OP-13B: invalid due dates/times or invalid start/stop dates, and records missing data essential to the calculation of the measure. A third exclusion specifies that the time associated with CLEC-caused delays be excluded from the interval. OP-7 is reported on a product basis, both for analog loops and for all other types of loops. It is disaggregated to the state level, as well as to the individual CLEC level.

2. Overall Summary

OP-7 can be released for OSS testing. There are no outstanding exceptions or observations related to this measure.

3. Analysis

During a visit to the Des Moines Center in September 2000, Liberty conducted several interviews and observed the data recording done during the cutover process. Liberty also reviewed the process used to create the unbundled loop database and reviewed the algorithms employed by Qwest's Regulatory Reporting to calculate the unbundled loop performance measures for July 2000 from this database. Liberty's analysis revealed several problems with OP-7, both in terms of the quality of the data used to calculate the measure as well as Qwest's definition and use of exclusions. This analysis led to two exception reports related to OP-7, wherein Liberty concluded that the reported results for July 2000 were inaccurate.

Qwest subsequently implemented improvements in the business processes used to collect data, and sought changes to the PID to incorporate the exclusions it had been using. Liberty has determined that Qwest has satisfactorily resolved the issues raised by Liberty in the exception reports (see the discussion of exceptions below). Liberty re-examined the unbundled loop database and reported results for January 2001, and held discussions with Qwest's Regulatory Reporting personnel regarding open issues or questions. Liberty recalculated and duplicated Qwest's January 2001 regional results, as well as results for several states and individual CLECs.

4. Findings and Conclusions

a. Performance Measure Release Date

OP-7 was considered ready-for-release as of April 6, 2001.

b. Exceptions

There were two exceptions (E1014 and E1016) regarding this performance measure.

In Exception 1016, Liberty pointed out that Qwest was not excluding CLEC-caused delays in the cutover process from its calculation of the average interval as defined in the PID. Qwest has since clarified that there can be no CLEC-caused delays in the interval as Qwest defines it; once Qwest has lifted the first loop, it cannot experience delays caused by the CLEC until after it has laid the last loop and completed applicable tests. Qwest has also clarified that its definition of "lay time" is consistent with the PID definition of "completion time," since the lay time recorded by Qwest reflects the conclusion of any appropriate testing.

Liberty also pointed out that Qwest was omitting lines with missing or invalid lift/lay times from the OP-7 calculation, and that this exclusion was not identified in the PID. Qwest had subsequently received approval to add as exclusions for both OP-7 and OP-13: (1) any records with missing data essential to the calculation, and (2) any records with invalid start/stop dates/times or invalid scheduled date/times. The algorithm used by Qwest to calculate OP-7, as summarized in its Business Requirements document, excludes items with missing lift or lay times, or those with lift times later than lay times (*i.e.*, invalid or nonsense entries). Qwest's algorithm now correctly reflects the permissible exclusion for records with missing data necessary to the calculation, *i.e.*, lift and lay times. It also reflects exclusions for invalid start/stop times, with lift and lay times being considered as the only relevant start/stop times examined for the OP-7 calculation. The algorithm does not, however, screen for and exclude lines with invalid scheduled dates/times, or for invalid cutover start/stop times, which is different from how this

exclusion is interpreted by Qwest for the OP-13 measures. Qwest has acknowledged the differing treatment of this exclusion under OP-7 and OP-13, and has no plans to make the application of this exception consistent across the measures. Liberty therefore understands that there are no exclusions made for OP-7 relating to invalid scheduled date/times or cutover start/stop times, but only for missing or invalid lift and lay times.

For an LSR with multiple loops, Qwest's testers record the time of the first lift on the first line and the lay time on the last line. Liberty had originally noted that Qwest had used the lift and lay time of the first line of a multi-line LSR to calculate the average interval for each individual line in that LSR. The process has changed slightly since September. The OP-7 algorithm now calculates the time for each line in an LSR differently, by dividing the lay minus lift time recorded on *each* line (meant to represent the cutover duration for the total LSR) by the number of lines in that LSR. Data errors (such as different or zero lift/lay times for individual lines within an LSR) will therefore cause distorted results for multi-line LSRs due to the calculation algorithm used by Regulatory Reporting. If there are relatively few data points for a given CLEC or state, the impact on the result can be significant. Qwest has taken a reasonable approach to calculating the average number of minutes for lines in a multi-line LSR, even though its algorithm cannot compensate for those cases where each line in an LSR does not have the same lift and lay times recorded. Except for this anomaly, the algorithm calculates the average interval accurately.

Exception 1014 related to the overall quality of the data used to calculate OP-7 and OP-13. The basic process for capturing data relating to hot cuts that Liberty observed in Des Moines in September 2000 has, to a large degree, not changed significantly. Testers still enter manually information collected during the cutover process into the WFA-C system. A data specialist still creates an unbundled loop database using extracted information from WFA-C, TIRKS, and the CRM system and by manually re-entering into the database the same data entered into WFA-C by the testers. What has changed since Liberty's visit is that management has implemented much more extensive training and coaching of testers regarding data entry, and the centers have begun to retain paper copies of the information entered into WFA-C, *i.e.*, hard copies of the data input screens so that missing data or errors may possibly be corrected at a later time if an error or missing information is caught by the data specialist or Regulatory Reporting.

The data entry system does not mandate entry of data or check specific data items, although Qwest had introduced some pop-up windows to prompt the tester during the data input process. Qwest has also revised its OSSCN form used by testers to record data during the cutover process before they enter the data into WFA-C, adding several areas for information to be noted regarding early cuts, approvals, and CLEC delays (but not the length of these delays). The improved form should help testers capture data more accurately and thoroughly during the cutover process. Qwest also relies on the personnel reviewing the data to identify possible errors or missing entries.

On the basis of its review of July 2000 data and observation of data collection during the cutover process, Liberty had concluded that data input errors and oversights were not uncommon. The quality of data has improved significantly since that initial review. The improvements had been slowed due to the fact that centers other than Des Moines are now entering data, and each new center had its own learning curve with respect to data quality. Starting with the January 2001 data, Liberty observed far less missing data (such as lift/lay times, start/stop times, and CLEC contact names/phone numbers) and fewer invalid or nonsense data entries. For the most part,

mistakes of this type that occur now should have a negligible effect on reported results for OP-7. In a few cases, however, data entry errors could still have a sizable effect on reported results, as noted above, where null or differing entries under lift/lay times for one or more lines within a multi-line LSR could skew results on the state/CLEC level.

c. Observations

There were no observations related to OP-7.

d. Conclusions

OP-7 provides an accurate measure related to the efficiency of completing coordinated hot cuts.

5. Recommendations

Due to the sensitivity of certain disaggregated results to the effects of bad data, Liberty recommends that Qwest closely monitor the individual CLEC- and state-level results for OP-7. Specifically, Qwest should isolate those results that are based on relatively few data points. Qwest should review the data used to calculate these results to ascertain if the data quality errors discussed above, *i.e.*, differing lift/lay times or zero times for individual lines within a given LSR, in fact exist. To the extent that errors do exist, Qwest should manually recalculate and report the results for the given CLEC or state.

Qwest needs to continue its efforts to ensure that manually recorded data are captured accurately and completely. Any future reviews or monitoring of OP-7 should focus in part on the quality and completeness of the raw input data.

E. OP-8 – Number Portability Timeliness

1. Introduction and Background

Performance measure OP-8 is intended to help evaluate Qwest's timeliness in providing cutovers of number portability. A key to robust local competition is the ability of customers to retain their telephone number when they switch local carriers. To accomplish local number portability *(LNP)*, Qwest must set switches called triggers for the telephone number of a customer changing carriers. An LNP trigger may also be referred to as a Line-Side-Attribute. If a trigger was not set prior to the time of the change in service provider, callers would not be able to reach the customer at the original telephone number.

OP-8 consists of two sub-measures to differentiate between LNP associated with a coordinated cutover of a loop (OP-8B) and LNP for which coordination with a loop cutover was not requested (OP-8C). More specifically, the PID requires that OP-8B measures all orders for LNP coordinated with unbundled loops that are completed during the monthly reporting period. OP-8C measures all other orders for LNP completed during the reporting period including standalone LNP coordinated with other than Qwest-provided unbundled loops and non-coordinated LNP. Both sub-measures are subject to specific exclusions identified in the PID. Both are expressed as a percentage of the total LNP like-kind activations completed in the

period. Both have a standard of 95 percent.

2. Overall Summary

OP-8 can be released for OSS testing. There are no outstanding exceptions or observations related to this measure. OP-8 should be thoroughly reviewed again in the future because of the very early stage of the processes used to report results.

3. Analysis

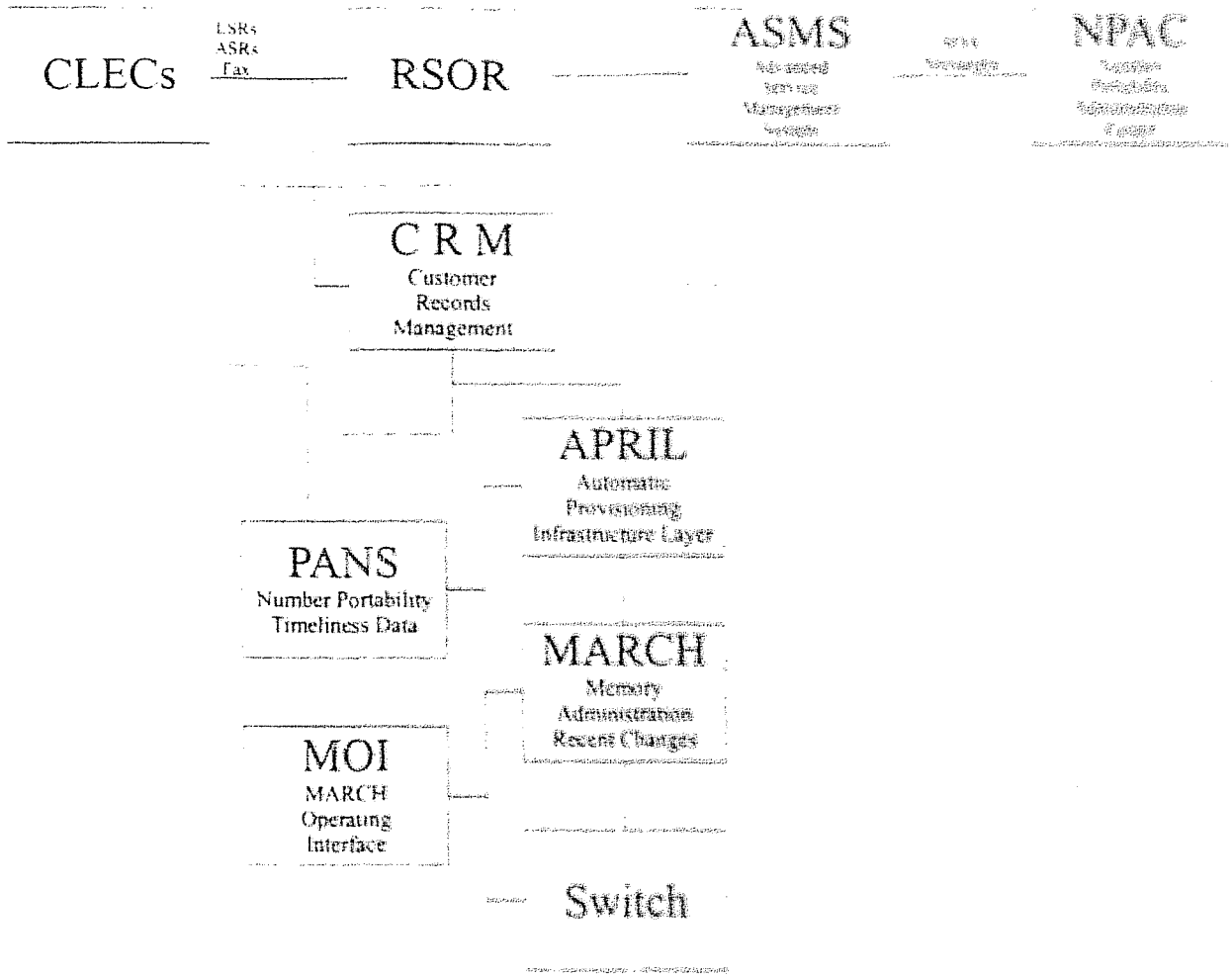
When Liberty's audit began, Qwest's method for collecting and using the data required for OP-8 was practically all manual. Qwest had a team of data personnel that used information from customer records management, and collected corresponding information from service order processors and trigger set data from a system called MOI *(March Operating Interface)*. A second Qwest team checked the manual actions of the first team. After auditing the process and methods that Qwest used for OP-8, Liberty decided it could not conclude that the measure accurately reported actual performance. (See Exception 1003 below.)

The number of steps involved with the manual querying of data and the re-typing of that data in Excel Spreadsheets meant that the number of occurrences of mis-typing and other manual errors increased the possibility of incomplete and inaccurate information. Retrieval of the required data directly from the appropriate systems and reducing the manual intervention in the collection of data would reduce the opportunities for error.

Qwest completed the development of a new process to replace most of the manual activities with an automated method for assembling and calculating OP-8. There are tens of thousands of records that affect OP-8 each month, the ability to use a computerized process for gathering and comparing telephone numbers, completion dates and times, purchase order numbers, and the like was important for economically measuring LNP timeliness. Qwest reported results from the new process starting with the results for the month of October 2000.

Liberty's early audit of OP-8 also noted that many records of LNP were being counted against Qwest's performance, not because triggers were set late, but rather because Qwest could not identify certain LNP requests with automated triggers. Process computerization and FID changes that specifically identify data records that are excluded corrected these problems.

The diagram below is a simplified sketch showing some of the parties and systems involved in collecting the data necessary for the OP-8 measures.



There are both automated and manual, daily and monthly processes used for this measure. The daily process attempts to match ported telephone numbers with service order information, switch type data, and the requisition type from customer records. The Number Portability Administration Center system *(NPAC)* and Advanced Service Management System *(ASMS)* both provide user interfaces to initiate and maintain customer requests for an LNP action. The Automatic Provisioning Infrastructure Layer *(APRIL)* system creates a file containing the telephone numbers and other data relating to the LNP request, and sends it to the Memory Administration of Recent Changes *(MARCH)* system, which actually make the change on the switch. Records with no service order completion date are retained in a PANS database. Each month these records are matched with service order information to see if a valid completion date has been added. Daily, data from the automated process are e-mailed to the Wholesale Regulatory Reporting Group, which attempts to find order information for the ported telephone numbers in cases where that data could not be obtained from the automated process. When they can successfully find the missing order data, it is saved and merged with the monthly files from the automated process. Finally, information from the coordinated hot cut center in Des Moines is used to distinguish those telephone numbers that were ported with a coordinated loop from all others and tests are completed to determine if trigger set date and time were before the service order completion date and frame due time or CLEC due time.

The processes required to report OP-8 are complex. Qwest's efforts to automate these processes are appropriate. However, those processes are still being refined. For example, the reported

results that included November as the latest month were in error because the manually processed records did not get included. (Liberty's recalculation of the corrected results for November showed them to be correct.) Also, characteristics of this measure that are out of Qwest's control have the potential to lead to errors. For example, many of the telephone numbers that are reported twice a day are duplicates that must be eliminated and many requests for LNP are subsequently cancelled. Qwest is aware of these characteristics, but to the extent manual processes are still in place, errors could occur.

Liberty's analysis of OP-8 included review and observation of the manual processes, review of the SAS code used in the automated processes, tracking data from the daily telephone number inputs to the daily files and to the final monthly data that support results, recalculation of the results reported for December 2000, and the corrected results for prior months. Liberty duplicated Qwest's results. However, Liberty found that Qwest's process documentation did not correctly describe the logic used for determining whether the commitment had been met for the case of equal set and due dates for OP-8B.

Liberty assessed the number and type of records excluded from the measure to ensure that they were occurring randomly and that their nature would not skew the results. As an example, the completed records for the month of December totaled 65,440. Nearly 28 percent (18,360) were actually cancelled orders. About 15 percent (9,514) of the records were LNP requests without automatic triggers. These were so classified because of technical reasons such as the type of central office switch involved, special translations numbers, remote call forwarding, and DID provisioning for the 5ESS switch. Another 30 records indicated that the request was not for an existing service. The numbers for November were very similar.

4. Findings and Conclusions

a. Performance Measure Release Date

OP-8B and OP-8C were considered as ready for release as of February 22, 2001.

b. Exceptions

There was one exception, E1(00), related to OP-8. It dealt with problems with the all-manual processes and excluded data that was not specifically identified in the PID. Liberty closed that exception on February 1, 2001 on the basis of clarifications made by Qwest, PID changes approved by the TAG, and Liberty's continuing audit activities.

c. Observations

There were no observations related to OP-8.

d. Conclusions

OP-8 appears to provide a reasonably accurate measure related to the timeliness of local number portability. The processes used to report OP-8 have only recently been settled, and Qwest is likely to improve those processes to more fully automate data collection. Performance results on at least two occasions were either reported inaccurately or could not be reported at all. The regulatory reporting system documentation is not completely accurate.

5. Recommendations

Liberty recommends that OP-8 be considered a candidate for a thorough review at some time in the future. Qwest should routinely report on any changes it has made in the processes used for OP-8 and any problems with the reported results that is has found. The timing of the future review should be determined on the basis of Qwest's reports and the confidence it has gained from a stable process and consistently reported results. Qwest should also review and correct wherever appropriate the process documentation immediately.

F. OP-13A – Coordinated Hot Cuts On Time – Unbundled Loop

1. Introduction and Background

Performance measure OP-13A is intended to measure the percentage of LSRs for coordinated cuts of unbundled loops that are completed on time, focusing on cuts completed within one hour of the committed order due time. For LSRs to be considered "on time," 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 committed order due time. The formula for this measure in the PID is:

> *(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*

Relevant terms in the definition for OP-13A are further defined in the PID as follows:

> *"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:*
>
> *For analog unbundled loops:*
>
> *1 to 16 lines: 1 hour*
> *17 to 24 lines: 2 hours*
> *25+ lines: Project (not included in OP-13A)*
>
> *For 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 (not included in OP-13A)*
>
> *"Scheduled start time" is defined as the confirmed appointment time (as stated on the FOC) or a newly negotiated appointment time.*

In cases where Qwest's records are missing evidence of CLEC approval of the cutover, the LSRs will be counted as a "miss" under OP-13A.

The PID lists four specific types of exclusions for OP-13A and -13B. Two of these, records with invalid start/stop dates/times or scheduled dates/times, and records missing data essential to the calculation of the measure, are also applicable to OP-7 (but treated differently). "Projects," or LSRs involving 25 or more lines, are also excluded under OP-13A. The last exclusion specifies that records with invalid completion dates be excluded.

There are three additional exclusions that pertain exclusively to OP-13A. First, time intervals following the scheduled start time or during the cutover process associated with CLEC-caused delays are to be excluded. LSRs whose start was delayed 30 minutes or more after the appointment time because the CLEC was not ready are also to be excluded from the measure. Finally, LSRs that involve CLEC-requested non-standard methods, processes, or timelines are to be excluded. Typically, these are projects, but the terms are somewhat broader in that they allow the exclusion of any LSRs that are associated with trials. OP-13A is reported on a product basis, both for analog loops and for all other types of loops. It is disaggregated to the state level, as well as to the individual CLEC level. The standard for OP-13A is 95 percent or more.

2. Overall Summary

OP-13A can be released for OSS testing. There are no outstanding exceptions or observations related to these measures.

3. Analysis

During a visit to the Des Moines Center in September 2000, Liberty conducted several interviews and observed the data recording done during the cutover process. Liberty also reviewed the process used to create the unbundled loop database and reviewed the algorithms employed by Qwest's Regulatory Reporting to calculate the unbundled loop performance measures for July 2000 from this database. Liberty's analysis revealed several problems with OP-13A, both in terms of the quality of the data used to calculate this measure as well as Qwest's definition and use of exclusions. This analysis led to two exception reports related to OP-13A, wherein Liberty concluded that the reported results for July 2000 were inaccurate.

Qwest subsequently implemented improvements in the business processes used to collect data, and sought changes to the PID to incorporate the exclusions it had been using. Liberty re-examined the unbundled loop database and reported results for January 2001, and held discussions with Qwest's Regulatory Reporting personnel regarding open issues or questions. Liberty found that Qwest had not fully captured the exclusions for OP-13A; Qwest then agreed to make changes to its algorithm to incorporate Liberty's concerns. Liberty subsequently determined that Qwest had satisfactorily resolved the issues raised by Liberty both in the exception reports (see the discussion of exceptions below) and during the latest set of discussions. Liberty recalculated and duplicated Qwest's January 2001 regional results, as well as results for several states and individual CLECs.

4. Findings and Conclusions

a. Performance Measure Release Date

OP-13A was considered ready-for-release as of April 7, 2001.

b. Exceptions

There were two exceptions regarding this performance measure, E1014 and E1017.

In Exception 1017, Liberty identified a number of definition and exclusion problems relating to OP-13A. In particular, Qwest had been using a convention of a 30-minute window to measure whether it "started on time." Qwest is no longer using this convention. Also, Liberty stated that Qwest should use the scheduled order due time to calculate the interval to be compared to the standard. Qwest has taken another approach, using elapsed minutes, to compare to the "committed order due time" standard plus one hour. This treatment is consistent with the PID, insofar as the original scheduled appointment time is not considered to be the mandatory starting time for the cutover.

Liberty noted that Qwest had not been able to capture the time spent in CLEC delays, and simply treated all time between start and stop times as under Qwest's control. It also could not determine whether late start times were the result of CLEC delay, and treated LSRs with start times more than 30 minutes late as a "miss." Qwest had also excluded LSRs with more than 25 lines, which was inconsistent with the PID at that time. Qwest began to implement some changes in its data collecting and to its OP-13A algorithm in August 2000, including adding a "CLEC-issue" flag. Qwest's interpretation of the PID continued to evolve over time.

Like OP13-B, the PID now states that LSRs with no evidence of CLEC approval of the cutover process will be treated as a "miss;" thus, any item that is a "miss" under OP13-B would automatically be a "miss" under OP-13A. When Liberty reexamined OP-13A data for January 2001, it found that the algorithm used by Regulatory Reporting to generate OP-13A was missing logic that checked whether LSRs that were not cut early had CLEC approval. This problem was relatively minor, in that it affected only four LSRs in January; Qwest subsequently corrected the logic.

As noted in Liberty's Performance Measure Release Report on OP-13B, Qwest sought the addition of several new exclusions applicable to OP-13A and OP13-B. In particular, exclusions now include: (1) LSRs with more the 25 lines, (2) records with invalid completion dates, (3) records with missing data essential to the calculation, and (4) records with invalid start/stop dates/times or invalid schedule date/times. When Liberty originally reviewed the January 2001 results, it found that Qwest had not fully implemented the programming for these exclusions. After discussions with Qwest, the company included the logic in the calculation of both OP-13A and OP-13B for these exclusions. Qwest's Regulatory Reporting personnel indicated to Liberty that the exclusions would be treated the same under both OP-13A and OP-13B, so that OP-13B would more closely represent a diagnostic of OP-13A. A fuller discussion of these issues is contained in Liberty's release of OP-13B.

Specific exclusions in the PID under OP13-A remained the same in the latest version of the PID. These specify that LSRs be excluded for loop cuts that involve CLEC-requested non-standard

methods, process, or timelines, and when the CLEC is not ready to start by 30 minutes after the appointment time. Time intervals following the scheduled start time or during the cutover process associated with CLEC-caused delays are to be excluded from the calculated interval used to compare to the PID standards. Qwest now has the capability to capture delay start and stop times in its records, and its algorithm correctly subtracts the time spent in CLEC-delay from the calculated cutover duration. Qwest also implemented an addition to its algorithm to exclude LSRs with CLEC not ready by 30 minutes after the appointment time. In particular, Qwest now checks for LSRs with a CLEC issue that have a delay start time the same as the scheduled due time (which would imply that there was a delay at the start). If the duration of the delay is greater than 30 minutes, then Qwest will exclude the LSR from OP-13A. Currently, Qwest does not process LSRs that have non-standard methods, process, or timelines; the exclusion currently allows Qwest to exclude LSRs associated with trials. Overall, Qwest's algorithm for OP-13A now accurately reflects the exclusions in the PID.

During discussions with Liberty, Qwest agreed to updates its Business Requirements document as necessary to correlate with the changes made to the algorithm. Qwest subsequently recalculated and republished results for January 2001 data that incorporated the changes noted above. Liberty successfully validated those results against the new algorithm for OP-13A.

It should be noted that Qwest currently does not have the capability to make changes to the scheduled due date or scheduled time in the WFA-C system. Qwest simply records the relevant data when the LSR is completed (even if it was rescheduled at the CLEC's request), since it did not want to cause delay by requiring the CLEC to submit a supplement to its original order. In these cases, such LSRs would be excluded from OP-13A (and OP-13B), since the scheduled date would not be the same as the completion date, *i.e.*, it would be invalid. Qwest is currently working on a method to allow changes to these dates and times within the system directly, which should eliminate the problem.

Exception 1014 related to the overall quality of the data used to calculate OP-7, OP13-A and OP13-B. The resolution of issues in Exception 1014 is explained in more detail in Liberty's Performance Measure Release Report for OP-7. Liberty believes that the quality of data has improved significantly since our initial review. Starting with the January 2001 data, Liberty observed far less missing data (such as lift/lay times, start/stop times, and CLEC contact names/phone numbers) and fewer invalid entries. For the most part, mistakes of this type that occur now should have a negligible effect on reported results for OP-13A.

There were some lingering data entry errors with January data, however. Testers did not record delay start and stop times for a significant number of LSRs that had CLEC delays; in some cases, the times that were recorded seemed inconsistent with the LSR stop and start times. In particular, of roughly 5,800 LSRs in January, roughly 750, or 13 percent, had CLEC delays but no recorded delay start or stop times. These LSRs were excluded from the calculation of OP-13A, resulting in an underreporting of results. According to Regulatory Reporting, tester mistakenly believed that delay times only had to be recorded for existing lines, rather than both new and existing lines. Additional training for testers was completed during February to reinforce the need for accurate data recording.

Liberty's review of February 2001 data indicated that the problem was mitigated to some degree during that month; of roughly 6,000 LSRs, about 300 had missing delay times, or roughly 5 percent. Liberty has been assured that the quality of the data recording will improve considerably

due to the training given to the testers during February. Liberty believes that continued improvement in data quality should correct the underreporting problem over the longer term.

c. Observations

There were no observations related to this measure.

d. Conclusions

OP-13A provides an accurate measure of the percentage of LSRs for coordinated unbundled loop cuts completed on time.

After Liberty released OP-13, Qwest initiated a PID change that eliminated the exclusion for CLECs not being ready within 30 minutes and just dealing with such matters as delay time intervals. The ROC-TAG approved the PID change and asked Liberty to audit the change. Liberty reviewed the code change, as well as the change to Qwest's business requirements document. Liberty also audited results that reflected this change and concluded that it had been properly implemented by Qwest.

5. Recommendations

Qwest needs to continue its efforts to ensure that manually recorded data are captured accurately and completely. Any future review or monitoring of OP-13A should focus in part on the quality and completeness of the raw input data. In particular, Qwest should verify that delay start and stop times are being recorded for any LSR with a CLEC-caused delay. Also, Qwest should ensure that testers are routinely trained on how to properly record delay start and stop times, given the number of seemingly invalid times encountered in the January data.

In addition to the problems discussed above, Liberty found that OP-13 (A and B) has just recently reached a stage of maturity in which it can be relied on for accurate results. Qwest needs to ensure that it continues to improve its data recording, that it ensures process documentation is consistent with the programs that perform data manipulation, and that changes in procedures and programs are carefully documented and tested.

G. OP-13B – Coordinated Cuts Started Without CLEC Approval

1. Introduction and Background

Performance measure OP-13B is a diagnostic intended to measure the percentage of all LSRs for coordinated cuts of unbundled loops that are actually started without CLEC approval. The formula for this measure in the PID is:

> *(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*

Where Qwest's records are missing evidence of CLEC approval of the cutover, the LRS will be counted as a "miss" under OP-13B. Thus, the total number of LSRs without evidence of CLEC approval, either because of omissions in data entry or because approval was actually not received, constitutes the numerator of OP-13B. The denominator is the total number of LSRs for unbundled loops completed during the reporting period.

The PID lists four specific types of exclusions for OP-13B also applicable to OP-13A. Two of these, records with invalid start/stop dates/times or scheduled dates/times, and records missing data essential to the calculation of the measure, are also applicable to OP-7. "Projects," or LSRs involving 25 or more lines, are also excluded under OP-13B. The last exclusion specifies that records with invalid completion dates be excluded. OP-13B is reported on a product basis, both for analog loops and for all other types of loops. It is disaggregated to the state level, as well as to the individual CLEC level.

2. Overall Summary

OP-13B can be released for OSS testing. There are no outstanding exceptions or observations related to these measures.

3. Analysis

During a visit to the Des Moines Center in September 2000, Liberty conducted several interviews and observed the data recording done during the cutover process. Liberty also reviewed the process used to create the unbundled loop database and reviewed the algorithms employed by Qwest's Regulatory Reporting to calculate the unbundled loop performance measures for July 2000 from this database. Liberty's analysis revealed several problems with OP-13B: the quality of the data used to calculate this measure, Qwest's definition and use of exclusions, and calculation errors. This analysis led to two exception reports related to OP-13B, wherein Liberty concluded that the reported results for July 2000 were inaccurate.

Qwest subsequently implemented improvements in the business processes used to collect data, and sought changes to the PID to clarify exclusions. Liberty has determined that Qwest has satisfactorily resolved the issues raised in the exception reports (see the discussion of exceptions below). Liberty re-examined the unbundled loop database and reported results for January 2001, and held discussions with Qwest's Regulatory Reporting personnel regarding open issues or questions. Liberty recalculated and duplicated Qwest's January 2001 regional results, as well as results for several states and individual CLECs.

4. Findings and Conclusions

a. Performance Measure Release Date

OP-13B was considered ready-for-release as of April 6, 2001.

b. Exceptions

There were two exceptions regarding this performance measure, E1014 and E1015.

In Exception 1015, Liberty originally noted that Qwest was using the existence of entries in the CLEC contact name and CLEC contact phone number fields as criteria for whether they had approval to start the cut. When Liberty reviewed July 2000 data, the sheer volume of missing data resulted in Qwest reporting more LSRs as having no approval than was actually the case. At that time, there was no exclusion in the PID for missing data, nor was there any specific clarification for missing data relating to CLEC approval. Qwest subsequently received approval to add new language in the PID. The PID states that records with missing data essential to the calculation of the measurement will be excluded, but clarifies that this does not apply to missing record evidence of CLEC approval. Indeed, the PID specifically states that, where Qwest's records are missing evidence of CLEC approval of the cutover, (*i.e.*, a CLEC contact name and phone number at a minimum) it will be treated as a "miss" under OP13-B (and OP13-A). Liberty believes this treatment is appropriate given the improvements in Qwest's data entry; it is more likely the reported results for OP-13B will reflect not securing CLEC approval rather than poor data capture processes.

Liberty also commented that the PID did not provide for exclusions under OP-13B, and that Qwest had been excluding projects and LSRs with illogical start and stop times. New exclusions were subsequently added to the PID, whereby any LSRs with more the 25 lines will be excluded, records with invalid completion dates will be excluded, and records with invalid start/stop dates/times or invalid schedule date/times will be excluded. Qwest's algorithm as described in its Business Requirements document does not reflect exclusion of projects with more than 25 lines, but Regulatory Reporting has assured Liberty that the algorithm does indeed screen out LSRs for projects. The algorithm checks for valid completion dates when it extracts only LSRs completed within the reporting month. The algorithm now also checks for and excludes LSRs with (1) missing scheduled times; (2) missing or invalid cutover start/stop times; (3) missing or invalid delay start/stop times for those LSRs with CLEC delays; and (4) invalid scheduled dates, *i.e.*, those not matching the completion date. Qwest's Regulatory Reporting personnel indicated to Liberty that these exclusions had been added to OP-13A at the same time. Although arguably some of the data is not necessary for the OP-13B calculation, Qwest concluded that it should treat the exclusions the same under OP-13A and OP-13B, so that OP-13B would more closely represent a diagnostic of OP-13A. Indeed, the number of LSRs included in OP-13A should be the same as OP-13B, except for the exclusion of LSRs with delayed starts of more than 30 minutes due because the CLEC was not ready.

Under Qwest's algorithm, if there is an LSR with an early cut, the "CLEC approval" field must reflect a "true" flag, except in cases where there was a true "VP expedite" flag, which indicates that CLEC management explicitly asked for an early cut. For LSRs with an early cut that have a true CLEC approval flag, the algorithm also checks to ensure there is a CLEC contact name and phone number recorded; if not, the item is treated as a "miss." If there is an LSR without an early cut, Qwest's algorithm does not check whether there was a true flag in the CLEC approval field, but only checks for the name and phone number for the CLEC contact. If the detailed contact information is missing, the item is a "miss." This is consistent with the new language in the PID, whereby the CLEC contact name and phone number are the required minimum evidence for CLEC approval, regardless of affirmative entries in other fields.

The algorithm currently does not explicitly treat an LSR without an early cut as a miss if the CLEC approval field is blank or false; it simply checks for a name and phone number in the CLEC contact fields to determine whether approval was received. Regulatory Reporting has stated that the business centers were not aware that they had to make an entry in the CLEC

approval field unless there was an early cut. Reportedly, testers have been given added guidance on this issue during February, and have begun using the field to note approval for all LSRs. Regulatory Reporting was undecided about whether it will modify the algorithm to include a positive check on the CLEC approval field for LSRs without an early cut. Liberty recommends that this modification be added to the algorithm to derive OP-13B results.

Finally, Liberty originally noted in its exception report that Qwest was recording whether it had approval to start the cutover process in general, rather than specific approval to lift the first loop. The definition of "actual start time" defined as the time Qwest lifts the loop was subsequently eliminated from the PID. Qwest's results still measure whether it had approval to start the cutover process, which now is consistent with the language in the PID.

Exception 1014 related to the overall quality of the data used to calculate OP-7, OP13-A, and OP13-B. The resolution of issues in Exception 1014 is explained in more detail in Liberty's Performance Measure Release Report for OP-7. Liberty believes that the quality of data has improved significantly since its initial review. Starting with the January 2001 data, Liberty observed far less missing data (such as lift/lay times, start/stop times, and CLEC contact names/phone numbers, etc.) and fewer invalid entries. For the most part, mistakes of this type that occur now should have a negligible effect on reported results for OP-13B. Whereas missing CLEC contact name and phone number previously had been attributed to data errors, Liberty believes that data entry errors have diminished to the extent that Qwest can be held to the standard added to the PID, where such LSRs are treated as a miss.

c. Observations

There were no Observations related to this measure.

d. Conclusions

OP-13B provides an accurate measure of the percentage of LSRs for coordinated unbundled loop cuts started without CLEC approval.

5. Recommendations

Qwest should make a modification to the algorithm used to calculate OP-13B to make a true flag in the CLEC approval field a mandatory condition for all LSRs. Given Qwest's assertion that its data entry process has been improved, it would be appropriate to verify this field in cases of LSRs that did not have an early cut as well as those that did.

Qwest needs to continue its efforts to ensure that manually recorded data are captured accurately and completely. Any future review or monitoring of OP-13B should focus in part on the quality and completeness of the raw input data.

In addition to the problems discussed above, Liberty found that OP-13 (A and B) has just recently reached a stage of maturity in which it can be relied on for accurate results. Qwest needs to ensure that it continues to improve its data recording, that it ensures process documentation is consistent with the programs that perform data manipulation, and that changes in procedures and programs are carefully documented and tested.

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

1. Introduction and Background

OP-15 is intended to help evaluate the extent to which pending orders are delayed past the due date as of the end of the reporting period. OP-15A measures the average number of business-days that late, pending orders have been delayed beyond the original due date for reasons attributed to Qwest. OP-15B reports the number of wholesale pending orders measured in OP-15A that were delayed for Qwest facility reasons.

OP-15 is reported on a CLEC-aggregate and individual CLEC basis. Performance results are also reported for the entire Qwest region and at the state level for the various types of products common to other performance measures. The PID indicates that OP-15A is a diagnostic measure with an expectation for parity with retail service for those products with a retail comparative. OP-15B is strictly a diagnostic measure.

Qwest had difficulty developing reasonably accurate reporting for OP-15, primarily because it has a significant difference from other of the ordering-provisioning measures. The other service order performance measures, OP-3, OP-4, OP-5, and OP-6, all use completed service orders as the basis for data collection and results reporting. However, OP-15 by its basic nature involves service orders that are not completed. The result of this characteristic was that not all service order entries have been made and checked for the data set used by OP-15, and therefore some of the programming techniques used in other measures to capture the various product-level dis-aggregations did not work for OP-15. Changes to the PID, accompanied with changes to the data capture and processing programs have now permitted Qwest to report consistent and useful results for pending service orders.

2. Overall Summary

There were three observations and no exceptions that applied to OP-15. Qwest has satisfactorily resolved the issues raised in the observation reports. The performance measure is ready for release.

3. Analysis

Liberty's audit of OP-15 involved interviews with Qwest personnel, data and information requests, tracking of data through the process, review of program code, and recalculation of some results.

Liberty found that the definition for several performance measures did not include a sufficient listing of the records that Qwest excluded from the calculation results. This matter was documented in Observation 1005. The PID for OP-15 now lists six types of orders that do not count for OP-15. The most significant of these is that orders that are pending for customer-caused reasons are excluded. The other exclusions simply are not applicable orders, or orders that do not have the codes and data necessary to calculate the measure. Exclusions are identified through Qwest's "pend.sas" program. There are actually 25 specific types of exclusions that all relate to the six types listed in the PID. Liberty analyzed the exclusions that Qwest applied to the

April, 2001, data for OP-15. Of the more than 40,000 records pulled, nearly 59 percent were excluded for customer-caused reasons. However, for the wholesale orders, this exclusion accounted for only 28 percent of the total records. On the retail side, the other exclusions with a significant number of records were those with old (prior to 4/1/99) service order entry dates, and those designated as no inward activity (*i.e.*, not orders for new or additional lines). For wholesale, pending orders, there were only two exclusions (other than the those for customer-caused miss) that made up more than 1 percent of the total. Test CLEC records accounted for 2.7 percent of the records, and records with an invalid class of service designation accounted for 3.6 percent of the total whole records. Liberty concluded that the PID definition of exclusions and the relative number of excluded records resolved the issues raised in Observation 1005 as it related to OP-15.

Liberty also analyzed the excluded records for the month of May 2001, and obtained similar results. For all records, 37 percent had been excluded for customer-caused reasons; on the wholesale side this was 29 percent. Overall, Qwest used 50 percent on the records pulled, and used 63 percent of the wholesale records. The only exclusion of significance aside from those flagged for customer-caused reasons was an invalid product code, which accounted for 6 percent of the total records and the same percentage for wholesale only.

Observation 1008 reported that certain service orders were not included in the results for several OP measures because some products had orders that were classified as both designed and non-designed, and this classification was used to segregate and report measure results. Qwest's resolution of this observation resolved the issue for OP-3, -4, -5, and –6. This issue was dealt with more directly for OP-15 as a results of Observation 1019, which noted several reporting difficulties. The end result of this observation was to change the way OP-15 was reported from geographic (MSA/non-MSA and High/Low Density) levels to reporting only on a statewide basis. Qwest's reporting of OP-15 for April and May, 2001, is now consistent with the revised and approved PID. Therefore, Liberty considers the issues raised in Observations 1008 and 1019 to be resolved.

During its audit, Liberty noted that there was a lack of retail comparable reporting for March, 2001, for products that are completely designed services, while product groups that have both designed and non-designed products included the retail comparable. Qwest reported that it corrected the comparable for designed products and would begin reporting those results starting with the April, 2001, results. Liberty confirmed this to be the case. Qwest also reported that the retail comparable for LIS trunks (Feature Group D) would not be provided until the June, 2001, results were reported.

Liberty reviewed Qwest's technical documentation and business requirements documents related to OP-15. These documents are useful to Qwest personnel in the identification of the fields, methods, and exclusions used in the performance measure. Liberty recommends that Qwest improve the business requirements documents to better describe the process used in calculating OP-15 and ensuring that they are consistent with the PID in matters such as identification of the retail comparables.

Liberty recalculated the wholesale results for the state of Washington for March and April, 2001, Colorado for April, 2001, and Idaho and Colorado for the month of May, 2001. These calculations matched those reported by Qwest. Liberty's review of the program code verified that the reporting for the retail comparables used the identical designation and calculation routines.

Using Qwest's "ad hoc" file for the month of May 2001, Liberty checked the calculations for the region and several states. This helped to verify correct programming and translation from the individual records to reported results.

Liberty made an assessment of the programming logic and field instructions for assigning missed codes. The pend.sas program identifies missed codes that specifically relate to customer-caused reasons and Qwest-caused facility reasons. The default for any other codes is Qwest-caused for non-facility reasons. Liberty confirmed that Qwest mapping of missed codes to customer/company/facility designation was logical. For May 2001 and wholesale records, 1096 were excluded from the calculations because of customer-caused reasons. Over half of these records had a missed code that indicated the customer was not ready. The only other significant categories included codes for a customer-requested later appointment date and for a change in requirements by the customer. There were less than 20 records that had any type of questionable codes such as "customer disaster/work stoppage."

4. Findings and Conclusions

a. Performance Measure Release Date

Liberty considered measure OP-15 to meet audit release requirements as of June 29, 2001. Qwest's reporting of OP-15 is accurate. Reporting is complete with the exception of the retail comparable for LIS trunks, which will begin with the June 2001 results.

b. Exceptions

There were no exceptions related to OP-15.

c. Observations

Three observations, 1005, 1008, and 1019, dealt with OP-15. As discussed in the analysis section above, the issues raised in these observations have been resolved.

d. Conclusions

OP-15 accurately reports on (1) the extent to which pending, late orders have been delayed due to Qwest, and (2) the number of late and pending orders that were delayed due to Qwest facility reasons.

5. Recommendations

Qwest should review and improve the business requirements documents related to OP-15.

Qwest should report the retail comparable for LIS trunks.

Qwest should regularly monitor the percentage of exclusions identified in the data set to help identify data problems that may arise in the future.

V. MR – Maintenance and Repair

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

1. Introduction and Background

MR-2 reports on all calls to the Interconnection and Retail Repair Centers. The purpose of this measure is to help evaluate customer access to Qwest's repair centers. The measure focuses on the number of phone calls to the Interconnection and Repair Centers answered within 20 seconds.

MR-2 measures all calls including busies and abandoned calls made to the Interconnect and Repair Center. The time is measured from the customer's first ring at the Automatic Call Distributor *(ACD)* at the time the call is placed in the queue until the call is answered. The time a customer spends in voice response unit *(VRU)* is excluded from the calculations. An abandoned call after the call reaches the ACD is counted as unanswered within the 20-second time interval. Similarly, busies are treated as calls not answered with the 20-second time interval. The ACD automatically records a call count and calculates the time for answering the call.

MR-2 is measured at the region-wide level. The reporting comparisons are CLEC aggregate and Qwest retail levels. The standard of comparison is parity.

Qwest maintains an Account Maintenance Service Center *(AMSC)* in Denver. The AMSC provides service to all CLECs and IXCs. All CLEC and IXC calls to the interconnect repair center are answered by the AMSC. If the queue becomes too large then the switch automatically moves the overflow to the Phoenix Repair Center for response. Retail Repair Call Handling Centers are located in Phoenix, Des Moines, Seattle, and Denver. The data stream for each call identifies whether the call is wholesale or retail. The Class 5-ESS switch contains the necessary logic to recognize whether a call is originated by a CLEC, IXC, or retail customer.

The Demand Forecast Center located in Plymouth, Minnesota downloads the data from the ACDs daily. The data are stored in a SAS database. The SAS database permits Qwest flexibility in querying the database and manipulating the data for differing measurement requirements. Qwest has developed a SAS program to calculate the ratios necessary for reporting MR-2.

The proprietary software that performs the ACD function is resident within the Lucent 5-ESS switch. Lucent developed and maintains the software for this function within Qwest's switch. Qwest does not have the capability to access or in any way reconfigure or reprogram the software without the assistance of Lucent.

2. Overall Summary

MR-2 can be released for OSS testing. There are no outstanding exceptions or observations related to this measure.

3. Analysis

Liberty conducted several interviews during the course of its analysis of this measure. These interviews included both direct and telephone interviews with Qwest personnel responsible for the operation of the AMSC and Repair Call Handling Center *(RCHC)*. In addition, Liberty observed the operation of the AMSC. Liberty found consistency of treatment for wholesale and retail operations.

Liberty also requested substantial documentation on the operation and training of repair center personnel. Again the material indicated that training met the operational requirements of both the wholesale and retail operations.

Because the data used to calculate MR-2 are, for the most part, mechanized, the data tracking performed by Liberty were limited. Liberty initiated its data tracking and recalculation review after the data were stored in the Call Center Access Database *(CCAD)*.

Liberty reviewed the SAS documentation for the calculation of MR-2. The documentation was adequate to determine whether the appropriate data are extracted and used in the calculation of the performance measure. Liberty also requested and received the daily data download totals from the ACDs for the months of August and September. The daily data downloads from the ACDs to CCAD are used by the Data Forecast Center to calculate the wholesale measure results. These results are furnished to Regulatory Research Group to report to the appropriate reporting bodies. Similarly, Liberty recalculated the results for these two months and determined that the SAS program was performing the calculations accurately.

4. Findings and Conclusions

a. Performance Measure Release Date

MR-2 was released effective January 30, 2001.

b. Exceptions

There was one exception (E1034) associated with this measure. Qwest corrected the calls answered column and demonstrated that MR-2 was being calculated correctly. Liberty has closed this exception.

c. Observations

There were no observations associated with this performance measure.

d. Conclusions

Qwest accurately calculates and reports its performance for measure MR-2. The measure provides an accurate comparison of wholesale customers access to repair centers with the access of retail customers to repair centers.

5. Recommendations

Liberty has no recommendations regarding performance measure MR-2. Normal monitoring of monthly performance trends and levels of service should be sufficient to identify potential problems that arise in the future.

B. MR-3 – Out of Service Cleared within 24 Hours, MR-4 – All Troubles Cleared within 48 Hours, MR-5 – All Troubles Cleared within 4 Hours, MR-6 – Mean Time to Restore

1. Introduction and Background

Performance measure MR-3 is used to evaluate the timeliness with which Qwest repairs and closes out-of-service network troubles. It measures the percentage of out-of-service trouble reports that are cleared within 24 hours of the receipt of trouble report for the products specified in the PID. Measures MR-4 and MR-5 are used to evaluate the timeliness with which Qwest clears trouble reports for all service affecting (both service-affecting and out-of-service) troubles. Measure MR-6 is also used to evaluate the timeliness of repairs. MR-4 measures all troubles cleared within 48 hours. MR-5 measures all troubles cleared within 4 hours. MR-6 evaluates the time it takes to restore services to proper operations. For all four of these measures, reporting comparisons are CLEC aggregate, individual CLEC, and Qwest retail results. The standard for comparison of the wholesale results is parity with retail, with the exception of advanced services such as shared loop and enhanced extended links, which are diagnostic measures.

Qwest reports results for MR-3, MR-4, and MR-6 by products that are classified by the following groups: dispatches within MSAs (Metropolitan Statistical Areas), dispatches outside of MSAs, no dispatch, Interval Zone (density) 1, and Interval Zone 2. Results for MR-5 are reported by product as either Interval Zone 1 or Interval Zone 2. The MTAS database is used as the source for data to measure the products that are listed under MSA disaggregation. The WFAC (Work Force Administration Control) database is used as the source for data to measure products listed for Interval Zone-type disaggregation. The basis for reporting of all four measures is the number of trouble reports that are closed during the reporting period and that involve the specified services. Time is measured from the date and time of receipt of the trouble report until the trouble is indicated as cleared.

The PID's formula for MR-3 is:

> *(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*

The PID's formula for MR-4 is:

> *(Total trouble reports closed in the reporting period that are cleared within 48 hours) / Total number of reports closed in the reporting period) X 100*

The PID's formula for MR-5 is:

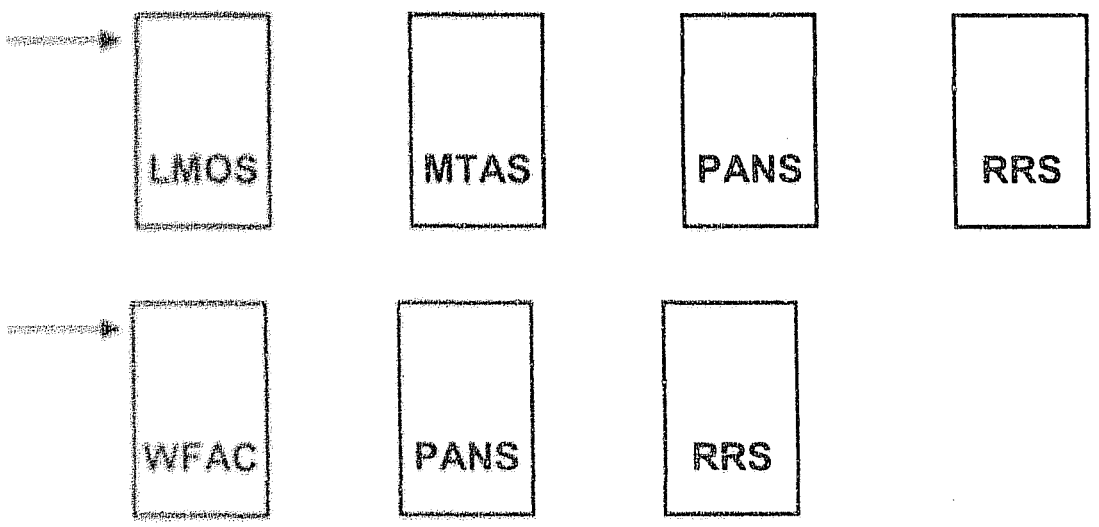
> *(Total trouble reports closed in the reporting period that are cleared within 4 hours) / Total number of reports closed in the reporting period) X 100*

The PID's formula for MR-6 is:

> *Σ(Date & Time Trouble Report Cleared) - (Date & Time Trouble Report Opened) / Total number of reports closed in the reporting period) X 100*

Certain records are excluded in determining the results for these measures. For products measured from MTAS data, trouble reports that are coded with disposition codes for customer action, non-telco plant, trouble beyond the network interface, trouble tickets with time delays due to no access, and other miscellaneous trouble are excluded. Similarly, products measured from WFAC data with trouble codes for carrier action and customer-provided-equipment trouble reports are excluded. Time delays due to "no access" are excluded from repair time. Subsequent trouble tickets, internal information trouble tickets, trouble reports received before installation completion, trouble tickets involving official company services, trouble tickets with invalid trouble receipt dates, trouble tickets with invalid cleared or closed dates, trouble reports of problems received on day of installation before provisioning is complete, trouble tickets with invalid product codes, and records with missing data essential to the calculation of the measurement are all excluded from both the MSA- and Zone-Type measurements.

The data for MR-3, MR-4, and MR-6 are processed as shown in the following diagrams. The data for MR-5 follows the second diagram below.



MSA data are processed by the MTAS system. The trouble ticket is originated when a CLEC calls the AMSC or contacts the repair desk through IMA/MEDIACC with a trouble report. The trouble ticket is populated with a trouble ticket number, date and time of receipt, MCN, trouble description, customer name, and telephone number in LMOS (Line Maintenance Operation System). LMOS populates the trouble ticket with additional information such as repair service bureau, repeat trouble, installation trouble, class of service, area code, and wire center. LMOS

contains expert systems designed to analyze the trouble and to correct the problem when possible. When LMOS cannot solve the problem, the trouble is forwarded to either RCMAC (Recent Change Memory Administration System) or a manual screener. If RCMAC cannot correct the problem, the trouble is forwarded to WFA(DI) or WFA(DO) (DI-dispatch in, DO-dispatch out) depending upon whether the type of trouble is inside or outside plant. WFA(DI) and WFA(DO) are responsible for populating missed appointment and out-of-service. The technician is dispatched if necessary to resolve the trouble. When the problem is repaired, the technician contacts the customer to verify problem solved and completes the date and time of clearing the report and the disposition code, and forwards it to LMOS.

When the trouble ticket is closed, LMOS forwards trouble ticket information at the end of the business day to MTAS for storage. MTAS maintains trouble ticket data for 90 days, after which the information is archived. Upon receiving the trouble ticket information, MTAS sends the information to PANS. PANS serves as the data source used to calculate the performance measures. RRS (Regulatory Reporting System) retrieves the MTAS data from PANS for its calculations.

Interval Zone data are processed by the WFAC system. The trouble ticket is originated when a customer contacts Qwest through either the AMSC-RSA or the repair desk. If the customer enters through the AMSC the trouble is first analyzed by the Repair Call Expert to determine if it is a trouble. If there is trouble, the Repair Service Attendant populates the ticket with the customer name, telephone number or circuit ID, major customer number, and the trouble description. In addition, from the NSDB chronic count, LOC A, LOC C, and service code are added to the trouble ticket. From WFAC the trouble is analyzed by the Integrated Testing Service and if the trouble is solved the trouble ticket is closed in WFAC. Otherwise the Designed Service Center routes the trouble to RCMAC, WFA (DO), or WFA(DI). When the repair technician resolves the trouble the Designed Services Center is notified. WFA Control inputs the data on the clearing times, closed date and time, out-of-service, actual duration, dispatch, and trouble type.

2. Overall Summary

Measures MR-3, MR-4, MR-5, and MR-6 can be released for OSS testing. There are no outstanding observations or exceptions related to these measures.

3. Analysis

Liberty's analysis of these performance measures began with interviews and data requests related to the business process and measure calculation. For both the non-designed services that use MTAS data and designed services that use WFAC data, Liberty reviewed:

* Repair Call Centers - To ascertain how trouble reports are taken, when trouble reports are created, what information is gathered, and where trouble reports are processed.
* The role that MEDIACC plays in the reporting and processing of trouble for wholesale customer and how MEDIACC creates trouble tickets in LMOS and WFAC.

* Line Maintenance Operation System *(LMOS)* – To determine how trouble tickets are created and processed; what information is added and how is ticket cleared and closed; and to determine how non-designed service troubles are managed for wholesale customers.

* Recent Change Memory Administration Center *(RCMAC)* – to determine what role RCMAC has in the maintenance and repair process for non-designed and designed products; to ascertain what fields are populated in the trouble tickets.

* Work Force Administration Control *(WFA/Control)* – to identify responsibilities associated with design services trouble tickets; to determine how trouble tickets are opened and closed; the training for technicians; and the auditing responsibilities.

* Work Force Administration/Dispatch Out *(WFA/(DO)* – to discuss responsibilities of technicians; how trouble tickets are completed for non-designed products; how troubles are cleared and closed; the definition of a commitment; and how trouble tickets are coded.

* MTAS System – to identify the method for storing trouble ticket data and the accessibility of information from front-end systems.

* WFAC – to identify the method for storing trouble ticket data and the accessibility of information from front-end systems.

* PANS – to learn how trouble tickets are stored and what format data are available.

* Wholesale Regulatory Reporting Group – to determine how the performance measures are calculated.

Data Tracking

Liberty tracked MTAS and WFAC data from the front end to the back end of the business process. Liberty initially requested from Qwest 170 randomly selected trouble tickets from retail and wholesale ticket populations in MTAS and WFAC respectively. However, because of the inflexible nature of the WFAC and MTAS systems and the burden that it would have placed on Qwest operations, Liberty agreed to an alternative method for selecting trouble ticket samples. Liberty used samples of wholesale and retail trouble tickets for specified time intervals to track data from MTAS to the RRS detailed database. Liberty required Qwest to pull approximately 170 retail and 170 wholesale trouble tickets directly from MTAS prior to its inclusion in the PANS data set. Liberty used time periods containing trouble tickets closed during the time period extending from August 1, 2000 to October 11, 2000 as its population. Liberty specified the variables that were to be provided by Qwest for each trouble ticket in the selection. Liberty then requested Qwest to pull the same time intervals from the RRS detailed data table. Liberty then compared each trouble report from MTAS to its counterpart in the RRS detail data table to ensure that the report was included when appropriate and similarly excluded when appropriate. Initially, Liberty did identify discrepancies between the data sets because the time periods were incorrectly specified. After the time periods were correctly specified Liberty did not identify any discrepancies. Liberty then compared the variables from each data set for accuracy. Again, Liberty did not identify any discrepancies.

Liberty used the same sampling technique for WFAC data. Liberty again identified specific time intervals for each data sample in order to track the data from WFAC to the RRS detail data table. Because Qwest maintains its WFAC data for only a rolling 45-day period, Liberty was restricted to using the time period extending from August 27, 2000 to October 11, 2000 for its trouble ticket population. Liberty required Qwest to pull approximately 170 wholesale and 170 retail trouble tickets directly from the WFAC data set and not from archived WFAC data in PANS. Liberty specified the variables that were to be provided by Qwest for each trouble report in the selection. The variables included in the data request were for the most part a subset of the same variables that are included in the detail data table. Liberty then requested Qwest to provide trouble reports from the same time intervals from the RRS detailed data table. Liberty compared each WFAC trouble report with its RRS detail database counterpart to determine if the trouble reports that should have been excluded and the trouble reports that should have been included were handled appropriately. Liberty determined that in the WFAC data there were trouble reports with identical numbers that were repeated more than once; however, in the detailed data table this did not occur. In addition, there was some time mismatches because of the nature of the data extraction from WFAC and the detail data table. Liberty was able to match all of the trouble reports numbers with their counterparts in the detail database along with the appropriate variables.

Business Process Audit

Because of the importance of the accuracy of the trouble tickets in the calculation of the MR performance measures, Liberty traced the maintenance and repair process from trouble ticket opened to trouble ticket closed. Liberty interviewed Qwest personnel and submitted data requests for each step of the process. In addition, Liberty requested all training manuals, handbooks, and internal audits of the trouble report process. Liberty also conducted interviews with Qwest personnel responsible for the accuracy of trouble reports.

Recalculation

Liberty conducted several interviews of Qwest personnel in learning about the performance result calculation process for both the wholesale and retail operations. In addition, Qwest responded to a number of data requests related to describing the calculation process and defining the data used. For MR-3, MR-4, MR-5, and MR-6, Liberty requested data contained in the MTAS and WFAC detail data tables and ad hoc data tables.

The raw data are located in the detail data table that is the result of the initial query where Qwest's programming rules are applied. Most exclusions occur at this point in the calculation process so that the detail database contains all trouble reports used for the calculation of the performance measures. Business rules through the SAS code are applied to the MTAS and WFAC detailed data tables to derive fields in the *ad hoc* data table to calculate the performance results.

Liberty used the states of Iowa, New Mexico, and Washington and the data from the months of July 2000 and August 2000 to recalculate the wholesale performance measures. There were 4,813 trouble tickets in the July MTAS detail data table and 5, 055 trouble tickets in the August MTAS detail data table. The WFAC wholesale detail data tables contained 599 trouble reports in July and 726 in August. Liberty then recalculated MR-3, MR-4, MR-5 and MR-6. Liberty was able to accurately recalculate the wholesale performance measures provided by Qwest.

Liberty limited its retail recalculation to July and August for the states of Iowa, New Mexico, and Washington. Liberty audited and recalculated the retail ad hoc files for these states. For the three states there were 155,709 retail trouble reports included in the July MTAS file and 165,532 retail trouble reports in the August MTAS file. The WFAC files were much smaller containing 4,864 trouble reports in July and 10,420 trouble reports in August. In all cases Liberty's results matched those of Qwest.

Because certain fields on the trouble report are used directly in the calculation of the performance reports, the accuracy of the measurements are totally dependent upon technician completing the trouble reports. In reviewing the completion of MTAS trouble reports, Liberty was unable to identify the existence of any internal audits or other studies used to verify either the accuracy of the MTAS trouble tickets or the existence of any internal process at Qwest to ensure the accuracy of the MTAS data. In an interview with Qwest personnel, there was an indication that a single study had been completed on the accuracy of the MTAS trouble tickets. However, when the study was requested, Qwest indicated that it was not a rigorous study and declined to provide it to Liberty. Liberty did review the training manuals beginning with AMSC training through LMOS and WFA(DO) and other related material. Liberty found that the manuals and materials were comprehensive and complete.

Liberty also reviewed the WFAC trouble report completion process. WFAC, unlike MTAS, has most of the fields that are essential to the performance measurements completed by WFA Control and not technicians in the field. For example, the time cleared, closed time and date, dispatch, out-of-service, and actual duration are populated in the trouble ticket by WFA Control. In addition, WFAC conducts periodic audits of designed trouble ticket accuracy at WFAC centers. Liberty reviewed the information examined and the results of some audits provided pursuant to a data request. The audits indicated that Qwest was addressing any accuracy problems involved in WFAC trouble reports.

4. Findings and Conclusions

a. Performance Measure Release Date

MR-3, MR-4, MR-5, and MR-6 were considered ready-for-release as of February 26, 2001.

b. Exceptions

Exception E1035 identified what appeared to be incorrect disaggregation of MTAS data. Qwest contended that the coding was correct and provided a clarification of the RRS documentation to support its point. Qwest revised its documentation and Liberty closed the exception.

Exception E1036 reported that certain WFAC retail trouble tickets were being measured as WFAC wholesale trouble and causing MR-3, MR-4, MR-5, and MR-6 to be incorrectly calculated. Qwest corrected it SAS code so that the trouble tickets were properly attributed to retail measures.

c. Observations

There were no observations related to MR-3 and MR-4.

Observation O1007 reported that the MR-5 and MR-6 calculations were inconsistent with the PID formula. The denominator applied by Qwest for both MR-5 and MR-6 contained the number of trouble report closed, while the PID required the number of trouble reports received. Qwest proposed changes to the PID to correct this problem; the TAG approved the proposed changes.

d. Conclusions

MR-3 accurately measures out-of-service cleared within 24 hours.

MR-4 accurately measures all troubles cleared within 48 hours.

MR-5 accurately measures all troubles cleared within 4 hours.

MR-6 accurately measures the mean time to restore.

5. Recommendations

Qwest should develop an audit process to ensure the accuracy of the MTAS trouble reports. This could be accomplished by using internal auditors with a periodic review by external auditors.

C. MR-7 – Repair Repeat Report Rate, MR-8 – Trouble Rate, MR-9 – Repair Appointments Met

1. Introduction and Background

Performance measure MR-7 is intended to help assess the effectiveness of Qwest's repair actions for specific services. MR-7 reports the number of repeated trouble reports received for the same trouble within 30 calendar days. Performance measure MR-8 is used to evaluate the overall rate of trouble reports as a percentage of the total installed base of the service or product. MR-9 is used to help evaluate the extent to which Qwest repairs services by the appointment date and time. The reporting comparisons for these measures are CLEC aggregate, individual CLEC, and Qwest retail results. The standard for comparison of wholesale results for MR-7, MR-8, and MR-9 is parity with retail, with the exception of advanced services such as shared loop and enhanced extended links, which are diagnostic measures.

The MR-7 results are disaggregated at the state level and reported by products that fall into the following categories: dispatches within MSAs (Metropolitan Statistical Areas), dispatches outside of MSAs, no dispatch, Interval Zone 1 (density), and Interval Zone 2. The MR-8 results are reported at a statewide level for products listed in the PID. The MR-9 results are disaggregated at the state level and reported by products that fall into either dispatches inside of MSAs, dispatches outside of MSA, and no dispatch. The MTAS database is used to measure the products that are listed for MSA-type disaggregation. The WFAC database is used to measure products listed for interval zone-type disaggregation. The measurements include all trouble reports that are closed during the reporting period that involve the services specified in the PID.

Some records are excluded from the calculation of these measures. For products measured from MTAS data, trouble reports are excluded that are coded with disposition codes for customer

action, non-telco plant, trouble beyond the network interface, trouble tickets with time delays due to no access, and other miscellaneous classifications. Similarly, products measured from WFAC data with trouble codes for carrier action and customer provided equipment trouble reports are excluded. Time delays due to "no access" are excluded from the reported repair time in WFAC. Subsequent trouble tickets, internal information trouble tickets, trouble reports received before installation completion, trouble tickets involving official company services, trouble tickets with invalid trouble receipt dates, trouble tickets with invalid cleared or closed dates, trouble reports of problems received on day of installation before provisioning is complete, trouble tickets with invalid product codes, and records with missing data essential to the calculation of the measure are all excluded from both the MSA- and Interval Zone-type measurements.

The PID's formula for MR-7 is:

> *[(Total repeated trouble reports closed within the reporting period that were received within 30 calendar days of when the preceding initial trouble report closed) / (Total Number of Out of Service Trouble Reports closed in the reporting period)] X 100*

The PID's formula for MR-8 is:

> *[(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 report period)] X 100*

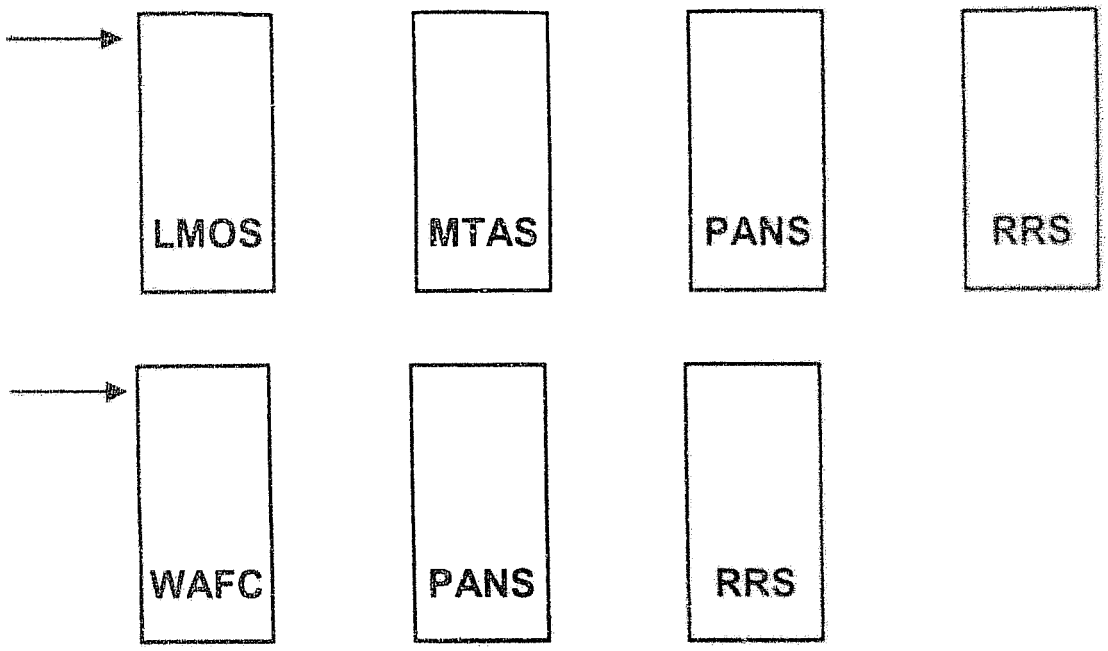
The PID's formula for MR-9 is:

> *[(Total trouble reports cleared by appointment date and time) / (Total Number of Out of Service Trouble Reports closed in the reporting period)] X 100*

Data used to calculate the MR-7 results are generated by the MTAS and WFAC systems. MTAS maintains the data used to generate the MSA-type products. WFAC maintains the data used to generate the zone-type products.

The data used to calculate the numerator of MR-8 are generated by the MTAS and WFAC data systems. The TIRKS database stores and generates the data used to generate the denominator for MR-8.

The data for MR-7 are processed as shown in the following two diagrams. The data for MR-9 are processed as shown in the second diagram.



In the MTAS system, a trouble ticket is originated when a CLEC calls the AMSC or contacts the repair desk through IMA/MEDIACC. The trouble ticket is populated with a trouble ticket number, received date and time, MCN, trouble description, customer name, and telephone number in LMOS. LMOS populates the trouble ticket with additional information such as repair service bureau, repeat trouble, installation trouble, class of service, area code, and wire center. LMOS contains expert systems designed to analyze the trouble and to correct the problem when possible. When LMOS cannot solve the problem, the trouble is forwarded to either RCMAC or a manual screener. If RCMAC cannot correct the problem, the trouble is forwarded to WFA(DI) or WFA(DO) depending upon whether the type of trouble is inside or outside plant. WFA(DO) and WFA(DI) are responsible for populating missed appointment and out-of-service occurrences. The technician is dispatched if necessary to resolve the trouble. When the problem is repaired, the technician contacts the customer to verify problem solved and populates the date and time the report cleared, the disposition code, and the date and time closed, and forwards it to LMOS.

When a trouble ticket is closed, it is forwarded at the end of the business day by LMOS to MTAS. MTAS maintains the trouble ticket data for 90 days, after which the data are archived. In addition, MTAS stores selected trouble ticket data in PANS. PANS MTAS serves as the source of data used to calculate the PIDS. RRS retrieves the MTAS data from PANS for its calculations.

In the WFAC system, a trouble ticket is originated when a CLEC contacts Qwest through either the AMSC-RSA or the IMA/MEDIACC, through which the CLEC directly accesses WFAC to create the trouble ticket. If the customer enters through the AMSC, the trouble is first analyzed by a Repair Call Expert to determine if it is a trouble, in which case he populates the ticket with the customer name, telephone number or circuit ID, major customer number, and trouble description. In addition, information extracted from the Network Service Data Base including chronic count, LOC A, LOC C, and service code variables are added to fields in the trouble ticket. From WFAC the trouble is analyzed by the Integrated Testing Service; if the trouble is solved, the trouble ticket is closed in WFAC. Otherwise the Designed Service Center routes the

trouble to RCMAC, WFA (DO) or WFA(DI). When the repair technician resolves the trouble the Designed Services Center is notified. WFA Control inputs the data on the clearing times, closed date and time, out-of-service, actual duration, dispatch, actual duration, and trouble type.

2. Overall Summary

MR-7, MR-8, and MR-9 can be released for OSS testing. There are no outstanding exceptions or observations related to these measures.

3. Analysis

Liberty's analysis of these performance measures included interviews and data requests related to the business process and measure calculation. For both the non-designed services that are measured using MTAS data and the designed services that measured using WFAC data, Liberty reviewed:

- Repair Call Centers – to ascertain how trouble reports are taken, when trouble reports are created, what information is gathered, and where trouble reports are processed.
- MEDIACC – to determine the role that MEDIACC plays in the reporting and processing of trouble for wholesale customers and how MEDIACC creates trouble tickets in LMOS and WFAC.
- Line Maintenance Operation System *(LMOS)* – To determine how trouble tickets are created and processed; what information is added and how tickets are cleared and closed; how non-designed service troubles are managed for wholesale customers.
- Recent Change Memory Administration Center *(RCMAC)* – to determine what functions RCMAC performs in the maintenance and repair process and what fields are populated in the trouble ticket by this function.
- Work Force Administration Control *(WFA/Control)* – to identify responsibilities associated with design services trouble tickets; determine how trouble tickets are open and closed; the training for technicians; and auditing responsibilities.
- Work Force Administration/Dispatch Out *(WFA/(DO)* – to discuss responsibilities of the technicians; how trouble tickets are completed for non-designed products; how troubles are cleared and closed; what constitutes a commitment; and how trouble tickets are coded.
- MTAS System – to determine what data are available; how the requirements were determined for the MR performance measures; the storage for trouble ticket data; and the accessibility of information from front-end systems.
- WFAC – to identify the method for storing trouble ticket data and the accessibility of information from front-end systems.
- PANS – to learn how trouble tickets are stored and what format the data are available.
- Wholesale Regulatory Reporting Group – to determine how the performance measures are calculated.

Data Tracking

Liberty tracked MTAS and WFAC data from the front end to the back end of the business processes. Liberty used samples of wholesale and retail trouble tickets for specified time intervals to track data from MTAS to the RRS detailed database. Liberty required Qwest to pull approximately 170 retail and 170 wholesale trouble tickets directly from MTAS prior to its inclusion in the PANS data set. Liberty used time periods containing trouble tickets closed during the time period extending from August 1, 2000 to October 11, 2000 as its population. Liberty specified the variables that were to be provided by Qwest for each trouble ticket in the selection. Liberty requested Qwest pull data for the same time intervals from the RRS detailed data table. Liberty compared each trouble report from MTAS to its counterpart in the RRS detail data table to ensure that the trouble report was included when appropriate and similarly excluded when appropriate. Initially, Liberty did identify discrepancies between the data tables because the time periods for the detail data tables were incorrectly specified during the data extraction process by Qwest. After the time periods were correctly specified, Liberty did not identify any discrepancies. Liberty compared the variables from each data set for accuracy. Again, Liberty did not identify any discrepancies.

Liberty used the same sampling technique for WFAC data. Liberty again identified specific time intervals for each data sample in order to track the data from WFAC to the RRS detail data table. Because Qwest maintains its WFAC data for a rolling 45-day period, Liberty was restricted to using the time period extending from August 27, 2000 to October 11, 2000 for its trouble ticket population. Liberty required Qwest to pull approximately 170 wholesale and 170 retail trouble tickets directly from the WFAC data set and not from archived WFAC data in PANS. Liberty specified the variables that were to be provided by Qwest for each trouble report in the selection. The variables included in the data request were for the most part a subset of the same variables that are included in the detail data table. Liberty then requested Qwest to provide trouble reports from the same time intervals from the RRS detail data table. Liberty compared each WFAC trouble report with its RRS detail database counterpart to determine if the trouble reports that should have been excluded and the trouble reports that should have been included were handled appropriately. Liberty determined that in the WFAC data there were trouble reports with identical numbers that were repeated more than once, however in the detailed data table this did not occur. In addition, there was some time mismatches because of the nature of the data extraction from WFAC and the detail data table. Liberty was able to match all of the trouble reports numbers with their counterparts in the detail database along with the appropriate variables.

Business Process Audit

Because of the importance of the accuracy of the trouble tickets in the calculation of these performance measures, Liberty traced the maintenance and repair process from trouble ticket opened to trouble ticket closed. Liberty interviewed Qwest personnel and reviewed data request responses for each step of the process. In addition, Liberty requested all training manuals, handbooks, and internal audits of the trouble report process. Liberty also conducted interviews with Qwest personnel responsible for the accuracy of trouble reports.

In reviewing the completion of MTAS trouble reports, Liberty was unable to identify the existence of any internal audits or other studies to verify either the accuracy of the MTAS trouble

tickets or the existence of any internal process at Qwest to ensure the accuracy of the MTAS data. In an interview with Qwest personnel, there was an indication that a single study had been completed on the accuracy of the MTAS trouble tickets. However, when the study was requested, Qwest indicated that it was not a rigorous study and declined to provide it to Liberty. Liberty reviewed the training manuals beginning with AMSC training through LMOS and WFA(DO) and other related material. Liberty found that the manuals and materials to be comprehensive and complete. Because certain essential fields on the trouble report are used directly in the calculation of the performance reports, the accuracy of the measurements are dependent upon technician completing the trouble reports accurately.

Liberty also reviewed the WFAC trouble report completion process. WFAC, unlike MTAS, has most of the fields that are essential to the performance measurements completed by WFA Control and not technicians in the field. In addition, WFAC conducts periodic audits of designed trouble ticket accuracy in WFAC centers. Liberty reviewed the results of the audits and though the results were not perfect, Qwest has in place a method for addressing the accuracy problems of the WFAC trouble reports.

Recalculation

Liberty requested data related to MR-7, MR-8, and MR-9 contained in the MTAS and WFAC detail data tables and ad hoc data tables to perform recalculations. To calculate the denominator for MR-8, Liberty requested the TIRKS data contained in the detailed database. The raw data are located in the detail data table that is the result of the initial query where Qwest's programming rules are applied. Most of the specified exclusions occur at this point in the calculation process. the detail data table contains all trouble reports used for the calculation of the performance measures. Business rules are applied by Qwest's programs to the MTAS and WFAC detailed data tables to derive fields in the ad hoc data table to calculate the performance measures.

Liberty's used the states of Iowa, New Mexico, and Washington and the data from the months of July 2000 and August 2000 to recalculate the wholesale performance measures. There were 4,813 trouble tickets in the July MTAS detail data table and 5, 055 trouble tickets in the August MTAS detail data table. The WFAC wholesale detail data tables contained 599 trouble reports in July and 726 in August. Liberty then recalculated MR-7 and MR-9. Liberty was able to accurately recalculate the wholesale performance measures provided by Qwest.

For its retail recalculation, Liberty used July and August for the states of Iowa, New Mexico, and Washington. For the three states there were 155,709 retail trouble reports included in the July MTAS file and 165,532 retail trouble reports in the August MTAS file. The WFAC files were much smaller containing 4,864 trouble reports in July and 10,420 trouble reports in August. In all cases Liberty's results matched those of Qwest.

4. Findings and Conclusions

a. Performance Measure Release Date

MR-7, MR-8, and MR-9 were considered ready-for-release as of February 26, 2001.

b. Exceptions

Exception E1018 reported that the MR-7 and MR-8 calculations were inconsistent with the PID formula. The denominator for MR-7 and the numerator for MR-8 applied by Qwest contained the number of trouble report closed, while the PID required the number of trouble reports received. Qwest proposed changes to the PID to correct this problem; the TAG approved the proposed changes.

Exception E1035 applied to MR-7 and MR-9 and identified what appeared to be incorrect disaggregation of MTAS data. Qwest contended that the coding was correct and provided a clarification of the RRS documentation to support its point. Qwest revised its documentation and Liberty closed the exception.

Exception E1036 applied to MR-7 and reported that certain WFAC retail trouble tickets were being measured as WFAC wholesale trouble and causing MR-7 to be incorrectly calculated. Qwest corrected it SAS code so that the trouble tickets were properly attributed to retail measures.

c. Observations

Observation O1007 reported that the MR-9 calculations were inconsistent with the PID formula. The denominator applied by Qwest contained the number of trouble report closed, while the PID required the number of trouble reports received. Qwest proposed changes to the PID to correct this problem; the TAG approved the proposed changes.

d. Conclusions

MR-7 accurately measures repeat trouble reports occurring within the last 30 days.

MR-8 accurately measures the overall rate of trouble reports.

MR-9 accurately measures repair appointments met.

5. Recommendations

Liberty recommends that Qwest develop an audit process to ensure the accuracy of the MTAS trouble reports. This could be accomplished by using internal auditors with a periodic review by external auditors.

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

1. Introduction and Background

Performance measure MR-10 is intended to help evaluate the extent that trouble reports are customer-related. It provides diagnostic information to help address potential issues that may be raised by the other MR performance measures. MR-10 measures the number of trouble reports

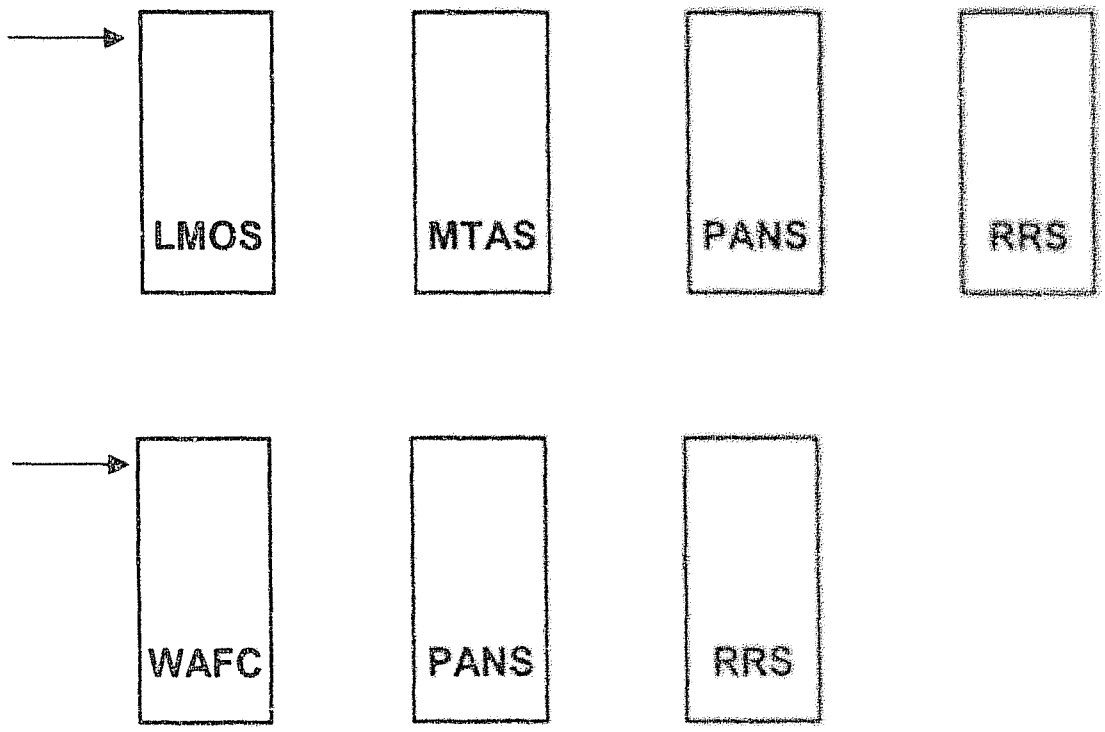
that are attributable to the customer as a percentage of the closed trouble tickets for each product. Reporting for MR-10 is at a statewide level. MR-10 is a diagnostic measure.

For products measured from MTAS data, trouble reports that are coded with disposition codes for customer action, non-telco plant, trouble beyond network interface, trouble tickets with line delays due to no access, and other miscellaneous trouble are included. Similarly, products measured from WFAC data with trouble codes for carrier action and customer provided equipment are included. Subsequent trouble tickets, internal information trouble tickets, trouble reports received before installation completion, trouble tickets involving official company services, trouble tickets with invalid trouble receipt dates, trouble tickets with invalid cleared or closed dates, trouble reports of problems received on day of installation before provisioning is complete, trouble tickets with invalid product codes, and records with data essential to the calculation of the measure are all excluded.

The formula for MR-10 is:

[(Total number of trouble reports coded to disposition codes listed above) / (Total Number of trouble reports closed in the period)] X 100

The data for MR-10 are processed as shown in the following diagrams and described in the release report for MR-3 through MR-6.



2. Overall Summary

MR-10 provides an accurate measure of non-Qwest-related trouble reports. There are no outstanding observations or exception related to this measure.

3. Analysis

Liberty's review of MR-10 was similar to that described in the release report for MR-3, MR-4, MR-5, and MR-6.

4. Findings and Conclusions

a. Actual PID Release Date

MR-10 can be considered as ready for release as of February 26, 2001.

b. Exceptions

Exception E1018 reported that the MR-10 calculations were inconsistent with the PID formula. The denominator for MR-10 applied by Qwest contained the number of trouble report closed, while the PID required simply the number of trouble reports. Qwest proposed changes to the PID to correct this problem; the TAG approved the proposed changes.

Exception E1036 applied to MR-10 and reported that certain WFAC retail trouble tickets were being measured as WFAC wholesale trouble and causing the measure to be incorrectly calculated. Qwest corrected it SAS code so that the trouble tickets were properly attributed to retail measures.

c. Observations

There were no observations associated with MR-10.

d. Conclusions

MR-10 accurately measures non-Qwest-related trouble reports.

5. Recommendations

Liberty recommends that Qwest develop an audit process to ensure the accuracy of the MEAS trouble reports. This could be accomplished by using internal auditors with a periodic review by external auditors.

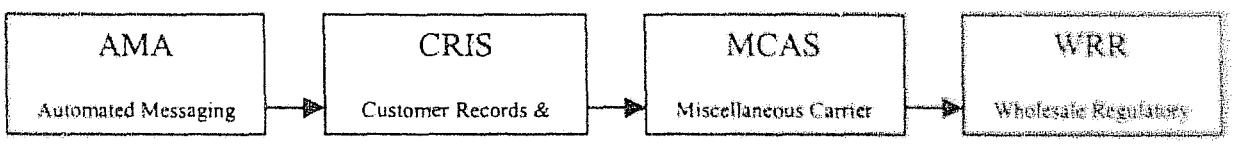
VI. BI – Billing

A. BI-1A – Time to Provide Usage Records – UNEs and Resale

1. Introduction and Background

Performance Measure BI-1 provides a means to evaluate the timeliness with which Qwest provides recorded daily usage records to CLECs. BI-1A measures the recorded daily usage for UNEs and Resale. The standard is parity with Qwest retail and the unit of measure is average number of business days. Qwest disaggregates reporting to the state level. Performance Measure BI-1A compares the time it takes Qwest to make usage details available to CLECs with the time it takes Qwest to make usage details in the same format available to its own customers.

Qwest processes the data for BI-1A as shown in the following diagram.



AMA captures all usage details that Qwest records at the central office switch. A daily file then forwards data to CRIS for formatting, sorting, and applying any necessary rates. CRIS then produces the Daily Usage File *(DUF)*, about three days after usage is recorded. These steps complete the production work of this aspect of billing; the following ones measure performance. CRIS passes the daily usage details to MCAS. At month end, MCAS rolls up the data by CLEC, thereby producing a monthly file. A hard, paper copy then goes to the Wholesale Regulatory Reporting *(WRR)* group, which enters the details manually into a spreadsheet.

WRR calculates the total number of days for the total number of recorded calls. Then it aggregates this data to the regional level. WRR then sends this final spreadsheet to the report generation group, which adds the columns that are required by the established report format, in order to load it into MS Access software. Qwest then queries the data for integrity, e.g., to assure that there is no duplication or erroneously formatted data. Through this step, no performance data is excluded. All manual measures are then loaded into a single master Access database before being loaded into an Oracle database. It is from this data that the final report is produced.

2. Overall Summary

BI-1A is being measured correctly. The process and data for this measure has been traced and recalculated, as is described below.

A part of one exception report (E1012) noted that a title in the performance results report was not complete. This detail error has been corrected.

3. Analysis

Liberty's audit of this performance measure included:

- Conducting interviews of Qwest personnel
- Evaluating the responses to several requests for information
- Validating data transcription
- Reviewing the source system code
- Conducting independent recalculations
- Tracking data through the process.

Liberty interviewed Qwest personnel to ascertain whether the measurement was being performed correctly:

- CRIS/MCAS personnel were interviewed to gain an understanding of how the data is processed and by what means.
- PANS personnel were interviewed to learn how much of the process was automated and how much manual.
- WRR personnel were interviewed for information on how the received data is handled.
- Qwest IT personnel were interviewed to confirm details for current data sources and the schedule for automation of the measurement process.

Qwest provided responses to a number of data requests related to this performance measure. Liberty made these data requests to clarify points made in the interviews, and to gather documentation or data about processes or the data used to measure performance. Specifically requests were made to:

- Determine whether usage data for CLECs were processed the same as it was for Qwest.
- Learn when Qwest anticipated the switch from manual to automatic processing via the PANS system would be made and the schedule of activities involved.
- Obtain the specification documents for billing measure calculation by WRR, the program specification for extraction of data from CRIS to MCAS to WRR and the PANS interface specifications.
- Obtain the electronic files that contain data acquired by the RRS group and the spreadsheet files used or created by RRS relevant to all billing performance measures for the latest two months that are available.
- Obtain the data sent from MCAS to WRR.
- Obtain the spreadsheets produced by WRR for upload into Oracle.

As part of the data tracking and recalculation work, Liberty cross-referenced the hard-copy data provided by the source system with the data entered into the WRR spreadsheet. Liberty reviewed the source-system program code, in order to ensure that no data was erroneously removed or

added. Liberty recalculated the figures provided by Qwest. More specifically, Liberty undertook the following recalculation steps:

- Calculated the "Number of Records" by totaling the figures for each recorded time for each CLEC.
- Calculated the "Total Number of Days" by multiplying the "Number of Records" by "the Average Days". "The Average Days" are provided by the source system.
- Rolled up the figures into state, regional, and total CLEC results.

Liberty then compared these final figures against those in the final appended spreadsheet that is loaded into Access by the Report Generation group. Liberty did not find any discrepancies between the results of its work and those provided by Qwest.

4. Findings and Conclusions

a. Performance Measure Release Date

Liberty considered measure BI-1A to meet the audit-release requirements as of December 18, 2000.

b. Exceptions

One item in exception report E1012 pertained to BI-1A. It was a report labeling detail and it has been corrected.

c. Observations

There were no observation reports addressing BI-1A.

d. Conclusions

This performance measure accurately reports on the time to provide usage records for UNEs and resale.

Parts of Qwest's process for gathering the data and calculating performance results are performed manually. It is Liberty's understanding that Qwest intends to automate more of this process.

5. Recommendations

As the process for reporting BI-1A is automated, the ROC should determine whether a review should be conducted to ensure that accurate results continue to be reported.

B. BI-1B – Time to Provide Usage Records – Jointly Provided Switched Access

1. Introduction and Background

Performance Measure BI-1 provides a means to evaluate the timeliness with which Qwest provides recorded daily usage records to CLECs. BI-1B measures the percentage of recorded daily usage for jointly provided switched access provided within four business days. This interval is measured from the date of the recorded daily usage to the date the usage records are sent to CLECs. The standard is 95 percent within four business days. Qwest disaggregates reporting to the state level and reports at the CLEC aggregate and individual CLEC level.

Records are excluded from the calculation if the state field is not one of Qwest's 14 states and in cases where the CLEC requests other than daily usage transmission. Only the second of these two exclusions is specifically stated in the PID. However, Liberty found that for the months of April and May 2001, no records were excluded.

2. Overall Summary

There was one observation and no exceptions that applied to BI-1B. Qwest has satisfactorily resolved the issues raised in the observation report. The performance measure is ready for release.

3. Analysis

Until recently, Qwest's process for reporting results for BI-1B involved manually inserting data from billing reports into a spreadsheet, and then calculating the results for the state and individual CLEC. Liberty found problems in these manual calculations for the month of December, 2000, and reported the errors in Observation 1018. Liberty found additional problems with the January, 2001, results and supplemented that same observation report on April 1, 2001.

Qwest corrected the errors that Liberty found, but indicated that the permanent solution to the problems was automating the process for collection and manipulation of the data. Those changes have been implemented by Qwest. BI-1B is now like many other performance measures in that the raw data are stored in the PANS systems, and a SAS program (BI1B.sas) is used to collect the data each month in a "Detail" file, and process the records to get only valid jointly provided switched access records, and calculate the elapsed time from usage to providing the usage record to CLECs. Qwest reported results using this method starting with the April 2001 results.

Liberty used Qwest's files and recalculated results for the region, Washington, and Idaho for the month of April 2001, and for the region, Colorado, and Oregon for the month of May 2001. These calculations matched the results reported by Qwest.

4. Findings and Conclusions

a. Performance Measure Release Date

Liberty considered measure BI-1B ready for release as of June 29, 2001.

b. Exceptions

There were no exceptions related to measure BI-1B.

c. Observations

One Observation, 1018, pertained to BI-1B. It dealt with calculation errors that occurred when Qwest was calculating the results manually. Errors that were discovered in the audit were corrected. The automated process now used by Qwest will prevent these types of errors from occurring in the future.

d. Conclusions

BI-1B accurately reports the percentage of usage records provided within four business days for jointly provided switched access.

5. Recommendations

Liberty has no recommendation specifically related to this performance measure.

C. BI-2 – Invoices Delivered within 10 Days

1. Introduction and Background

This measure is intended to help evaluate the timeliness with which Qwest delivers industry-standard, electronically transmitted *(EDI)* bills to CLECs. (EDI consists of a series of standards for transmitting billing data electronically between companies in a structured data format.) It measures the percentage of those bills that Qwest delivers within 10 calendar days, measured by the number of days between the bill date and bill delivery. BI-2 excludes bills transmitted via paper, magnetic tape, CD-ROM or diskette. This performance measure requires disaggregation at the state level; the performance standard is parity-by-design.

On December 19, 2000, Liberty released BI-2, noting that Qwest intended to automate the process used to calculate this measure and change the process so that state-level reporting could be made. Qwest has now completed these changes and this release report supersedes the one issued in December.

The PANS databases acquire billing information from IABS (interexchange access billing system and CRIS (customer record information system) to calculate BI-2. IABS supplies billing information for unbundled dedicated interoffice transport, reciprocal compensation and frame relay resale. All other billing records, and by far the vast majority, come from CRIS. The program "iabs.sas" generates the BI-2 data and, using reference tables and date comparisons, identifies whether each billing record met the 10-day standard.

Liberty's initial audit of this performance measure included conducting several interviews of Qwest personnel, evaluating the responses to several requests for information, validating data transcription, reviewing the source system code, conducting independent recalculations, and

tracking of data through the process. Liberty cross-referenced the hard copy report containing the measurement details with the spreadsheet that is initially produced by WRR. Liberty then recalculated each step of the process. The initial recalculation identified that Liberty had been provided with an erroneous version of the WRR spreadsheet. Liberty's follow-up audit included additional interviews and requests for information and recalculation of performance measure results.

2. Overall Summary

Measure BI-2 is ready for release. The issue raised in Exception Report 1013, the lack of state-level reporting, has been resolved.

3. Analysis

During the audit of BI-2, Liberty noted several updates to the PID that were required to bring the definition up to date. These matters included notes about the availability of state-level reporting and reciprocal compensation billing, as well as the standard terminology about exclusions of records without essential data. Qwest made these changes in version 3.0 of the PID. Liberty noted that in the large number of billing records reviewed, none were excluded because of missing data or improper state designations.

Also during its review of the data for March 2001, Liberty noted that records from the IABS system had not been included in the results as required. During a work session and in a data request response, Qwest confirmed that the IABS results for March had been inadvertently omitted from the report for BI-2 because PANS did not get the IABS data until April 17 and the rest of the data had been acquired and used to produce results on April 8. Qwest implemented process changes to ensure that this type of problem does not occur in the future, not only for BI-2, but also for other measures.

Because the data for this measure includes both wholesale and retail information, the number of records used each month is very large. Liberty limited its recalculation to the states of Colorado and Wyoming and the month of April. This data set included over 42,000 billing records. In addition, Liberty's review included checks to ensure that Qwest's program was applied in the same way to other states and months. Liberty's recalculation matched the results reported by Qwest.

4. Findings and Conclusions

a. Performance Measure Release Date

Liberty considered measure BI-2 to meet audit-release requirements as of June 12, 2001.

b. Exceptions

Exception 1013 identified the lack of state-level reporting. Qwest's performance results now include those at the state level.

c. Observations

There were no observation reports related to BI-2.

d. Conclusions

BI-2 accurately evaluates the timeliness with which Qwest delivers industry standard electronically transmitted bills to CLECs.

5. Recommendations

One minor item to improve the clarity of reporting is that Qwest should label the reported results as "Qwest Retail/CLEC Aggregate" rather than "CLEC" in the monthly results report.

A matter that should be checked as part of continuing monitoring efforts on this and other performance measures is to make sure that system data dumps to PANS occur before Qwest draws data from PANS for monthly results reporting.

D. BI-3A – Billing Accuracy – Adjustments for Errors –UNEs and Resale

1. Introduction and Background

Performance measure BI-3A is intended to help evaluate the accuracy of Qwest's bills to CLECs. It measures the percentage of billed revenue that does not contain errors. The PID formula for this measure is simply the total billed revenue that did not contain errors divided by total billed revenue.

The standard for BI-3A is parity with Qwest retail. Therefore, Qwest also reports the total retail revenue billed without error as a percentage of total retail revenue. There are no exclusions of data for BI-3A; it is reported at a statewide level. The PID defines the amount adjusted off bills due to errors as 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.

Early in the audit of this measure, Liberty discovered that the results being reported by Qwest included all billing adjustments, not just billing errors. This problem was documented in Observation 1004. In order to improve the process for reporting BI-3A, Qwest had to undertake a new effort that took into account various classifications of billing adjustments, and only include those that were billing errors. In discussions related to this matter, the ROC Steering Committee decided that, for the purposes of beginning any OSS testing related to BI-3A, it was acceptable to review the process that Qwest would put in place in its eastern region only, with the understanding that the other two regions would be improved soon thereafter. The Steering Committee also indicated that it wanted Qwest to have data for two months using the new process for the eastern region before the measure could be released for testing.

Qwest completed the process for capturing billing adjustment code information for the five states in its eastern region, and reported results using the new process starting with the months of

January and February, 2001. Liberty audited the new process, reconciled the results for the five states, and checked the results against those reported by Qwest. Liberty issued a release report for BI-3A eastern region on March 29, 2001.

Qwest completed the development of BI-3A for its central and western regions. Liberty audited the results of that development and confirmed that Qwest is now reporting accurate results for BI-3A for the entire Qwest region.

2. Overall Summary

BI-3A can be released. There are no outstanding exceptions or observations related to BI-3A.

3. Analysis

There are several ways that Qwest may record a billing adjustment. The primary and most common method is through the BOSS Billing Order Support System interface. Through BOSS, users such as customer service representatives can make account adjustments and refunds. The major types of adjustments created through BOSS are OC&C (other charges and credits), uncollectibles, monthly service, itemized calls, service & equipment, taxes, and directory assistance. Of these major types, OC&C and itemized calls are the ones likely to contain billing errors. These adjustments make records in the CRIS (customer record information system) called 1236 record types. The other ways to create adjustments are through a mainframe access system, called manual ISPF, and through the CRIS system directly creating 0371 record types. Finally, for wholesale revenues related to unbundled dedicated transport and frame relay resale, IABS (interexchange access billing system) may create adjustments.

The logic that is used to evaluate CRIS 1236 records involves first looking to see if the adjustment is classified as uncollectible. These records are not considered further for billing errors. Qwest classifies all adjustments as either "uncollectible" or "correct charges." An adjustment is classified as uncollectible when Qwest concludes that it has earned the revenue but cannot or will not collect it. Qwest's guidance to personnel making such adjustments instructs that an uncollectible adjustment occurs when (a) the service rendered was adequate and that the charge is correct, (b) the service was in accordance with any applicable tariffs, and (c) the customer is unwilling to pay because the customer believes that the record is incorrect and that the company should assume responsibility under the circumstances. The guidance gives many practical examples of when an adjustment should be considered uncollectible. Liberty concluded that Qwest's process of excluding the uncollectible adjustments is appropriate.

Adjustments are classified as "correct charges" when all information that can be obtained from company records indicates that the service was delivered or not fully provided, the charges for service were billed or computed incorrectly, or the charges should have been billed to another customer. Qwest's guidance to personnel making such adjustments includes definitions and examples of circumstances in which this classification is used. Qwest's logic for determining billing errors in 1236 adjustments for BI-3A takes adjustments that have been classified as "correct charges" and determines first whether an "Alpha Adjustment Reason Code" has been entered. There are many possible codes. Liberty reviewed and agreed with Qwest's logic for the determination of whether a particular code should be included as a billing error. If there is an Alpha Adjustment Code, the logic checks to see if a "Qualifier Code" has been used. Again, Qwest classified and Liberty review some of the Qualifier Codes that are used to determine

billing errors. When neither of these codes have names, which was often the case on the wholesale records that Liberty reviewed, the adjustment is considered a billing error.

Similarly, the adjustments for 0571 records check the qualifier code to determine whether the adjustment should be considered a billing error, and the IABS records for adjustments are checked using another set of adjustment reason codes. When these the codes are not clear about whether an adjustment is a billing error, Qwest counts it as a billing error.

Part of Liberty's audit included a review of the query logic that is used to pull end billed revenue from the corporate data warehouse (CDW). Qwest sums the absolute value of revenue amounts in a similar fashion for both wholesale and retail revenue records. Wholesale records are classified by CLEC ID, while all retail records contain the USOC supplier identification.

Initially, for the eastern region and wholesale billing adjustments, Qwest captured the data in a spreadsheet by individual adjustment, by state, by CLEC, and by whether the adjustment was from CRIS or IABS. Thus all the required reporting disaggregations can be made. Liberty reviewed the spreadsheets generated for November and December, 2000, and January and February 2001. Liberty recalculated these results and compared the results to those reported by Qwest for January and February for the eastern region states: Iowa, Minnesota, North Dakota, Nebraska, and South Dakota. These comparisons proved satisfactory.

Qwest then implemented similar processes in its other two regions and automated the process such that the data required are loaded to the PANS system, and a Regulatory Reporting System program extracts the required data and computes results automatically.

Liberty audited the results of the completed, automated process, including the reconciliation of wholesale results for Idaho and Oregon. These reconciliations matched the results reported by Qwest for the month of May, 2001. Liberty analyzed the record exclusions made to the data set drawn from PANS. The only exclusion type of significant relative size was that for bundled products. This exclusion is appropriate since the measure only relates to UNEs and resale.

4. Findings and Conclusions

a. Performance Measure Release Date

BI-3A was considered as ready-for-release for Qwest's entire CRIS region as of March 31, 2001. BI-3A was considered ready-for-release in its entirety on June 30, 2001.

b. Exceptions

Exception 1012 applied to BI-3A in part. This exception noted several anomalies in the performance results for several billing measures. Qwest corrected these problems and Liberty closed the exception on February 1, 2001.

c. Observations

As noted in the introduction, Observation 1004 reported that Qwest had been excluding all adjustments, not just billing errors, in its reporting of BI-3A. With the changes described above, Qwest has made a considerable improvement in focusing on billing errors.

As part of Liberty's review to determine if Observation [illegible] could be closed, however, another problem was discovered with Qwest's prior method for reporting BI-3A. Qwest used a source for total revenue that included affiliates, such as Qwest Wireless and Choice TV, and long distance carrier revenues that should not be part of the BI-3A measure. Even though the amount used for billing errors (all adjustments) was too high, so was the total revenue figure. In some cases, the percentage of correctly billed revenues decreased after reducing the amount considered to be billing errors. Therefore, Liberty concluded that Qwest's historical reporting of BI-3A was not valid. In its report that first included the May 2001 results, Qwest corrected this by only reporting April and May.

d. Conclusions

BI-3A presents a reasonably accurate measure of billing accuracy for IABS and Resale.

The accuracy of BI-3A could be improved. Liberty found that the method developed by Qwest is likely the most accurate given the data that is currently available. However, Qwest acknowledges that enhancements could be made in the future to increase the data quality. For example, there remains some cases in which adjustments need to be considered billing errors simply because there are no definitive indications otherwise.

5. Recommendations

As the process used for BI-3A has just been completed and there could be further enhancements to the classification of billing adjustments, this measure is a candidate for future auditing. However, Liberty has no specific recommendations for BI-3A.

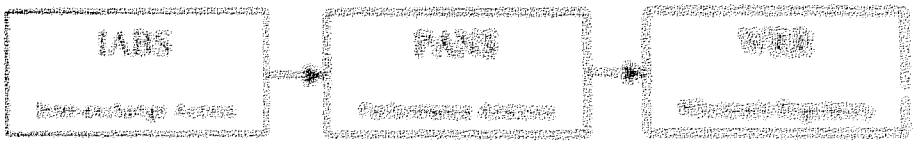
E. BI-3B-Billing Accuracy: Adjustments for Errors – Reciprocal Compensation Minutes-of-Use

1. Introduction and Background

Measure BI-3B helps to evaluate the accuracy with which Qwest bills CLECs for reciprocal compensation minutes-of-use (RC MOU). It reports the percentage of billed revenue adjusted due to errors.

The standard for measure BI-3B standard is 98 percent non-exceptions RC MOU billing. It is disaggregated by state level.

The following diagram shows how data are processed for measure BI-3B.



IABS forwards an invoice file containing the data for both UBIT and RC MOU compensation. The data are split up and UBIT is used as part of the BI-3A calculation. The RC MOU billing data are then processed and sent to PAMS and then to WEB. The figures are currently entered

into a spreadsheet and the calculation is performed. The final master spreadsheet is then loaded into Oracle software from which the final report is directly produced.

2. Overall Summary

BI-3B is being measured correctly. The process and data for this measure have been traced and recalculated, as is described below.

Two observations were written against this performance measure: 1004 and 1016. Observation 1004 related to non-error adjustments (such as balance transfers) being included erroneously. Observation 1016 reported on calculation errors. These observations have been satisfactorily resolved.

Exception 1012 noted several minor anomalies in the performance reports and missing data for June and July. These anomalies have been corrected.

3. Analysis

Liberty's audit of this performance measure included:

- Conducting interviews of Qwest personnel
- Evaluating the responses to several requests for information
- Validating data transcription
- Reviewing the source system code
- Conducting independent recalculations
- Tracking data through the process.

Liberty interviewed Qwest personnel to ascertain whether the measurement was being performed correctly:

- PANS personnel were interviewed to deduce how much of the process was automated and how much was manual and by what methods the automation would be performed.
- Wholesale Regulatory Reporting (WRR) personnel were interviewed for information on how the received data is handled by WRR. A Qwest IT person was interviewed to confirm details for current data sources and the schedule for automation of the measurement process.
- The IABS team was interviewed for information regarding the processing of data within IABS and the transfer to CAIMS.
- CAIMS was interviewed for an understanding of the CAIMS interface to WRR.
- In order to check the process for calculation Liberty witnessed a demonstration by WRR of the processing of the source data. The demonstration showed the steps made in order to produce the final master spreadsheet for uploading.

Qwest provided responses to a number of data requests related to this performance measure. Liberty made these data requests to clarify points made in the interviews, and to gather documentation or data about processes or the data used to measure performance. Specifically requests were made to:

- Discuss the schedule for automation from manual to automatic via the PANS system would be made.
- Receive the specification documents for billing measure calculation by WRR, the program specification for extraction of data from CRIS to MCAS to WRR, and the PANS interface specifications.
- Obtain the electronic files that contain data acquired by the RRS group and the spreadsheet files used or created by RRS relevant to all billing performance measures for the latest two months that are available.
- Get the spreadsheets produced by WRR for upload into Oracle.
- Get document containing the list of what constitutes an adjustment error within IABS.

As part of the data tracking and recalculation work, Liberty cross-referenced the hard-copy data provided by the source system with the data entered into the WRR spreadsheet. Liberty reviewed the source-system program code, in order to ensure that no data were erroneously removed or added. Liberty recalculated the figures provided by Qwest. More specifically, Liberty undertook the following recalculation steps:

- Sorted and removed superfluous data
- Calculated the totals for each individual CLEC
- Calculated the state and regional totals for the measure.

4. Findings and Conclusions

a. Actual PID Release Date

Measure BI-3B can be considered as ready for release on February 19, 2001.

b. Exceptions

One exception was raised against BI-3B (E1012). This highlighted a data error and anomalies within the graphical representation of the final report. Both anomalies have been corrected.

c. Observations

Two observations were raised against this measure, O1004 and O1016. The observation 1004 related to non-error adjustments (such as balance transfers) being included erroneously. Qwest made corrections so that only errors would be included in the measure's results. Liberty's recalculations confirmed that non-erred adjustments were excluded. Observation 1016 related to errors in the process of calculating the performance measure. After several corrections, Qwest was able to provide Liberty with data that proved the reported results.

d. Conclusions

This performance measure accurately evaluates the accuracy with which Qwest reflects adjustments for errors with regard to RC MOU.

Parts of Qwest's process for gathering the data and calculating performance results are performed manually. Liberty's recalculation efforts proved that Qwest's process is prone to errors, primarily as a result of data transcription and manual spreadsheet manipulations. Even in its final recalculation, Liberty found one immaterial error in Qwest's work. It is Liberty's understanding that Qwest intends to automate more of this process.

5. Recommendations

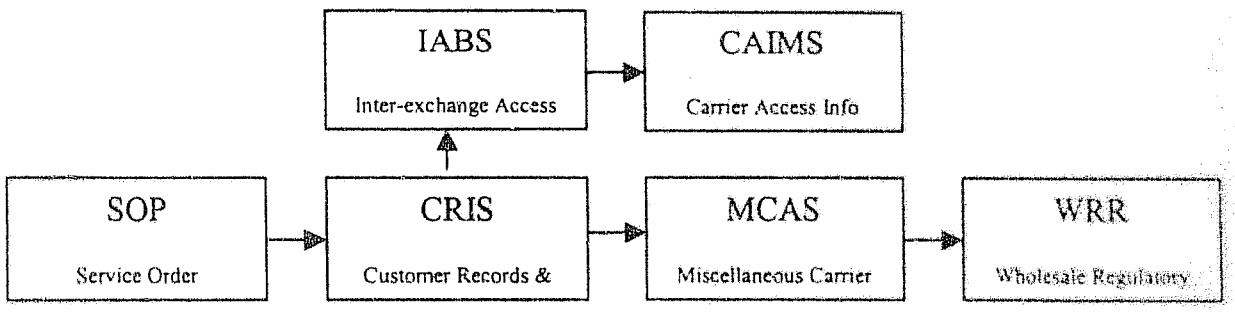
The process used to calculate BI-3B is prone to error. As long as the process retains significant manual steps, Qwest should implement additional quality control checks prior to reporting its results. When the process for reporting BI-3B is more fully automated, the ROC should consider having a review conducted to ensure the accuracy of the performance results.

F. BI-4A – Billing Completeness – UNEs & Resale

1. Introduction and Background

Measure BI-4A helps evaluate the completeness with which Qwest reflects non-recurring and recurring charges associated with completed service orders on the bills.

The following diagram shows how the data are processed for BI-4A.



When a Co-Provider submits a Local Service Request *(LSR)*, Qwest generates one or more service orders, depending on the requested activity or service, to provision and bill the request. Once Qwest completes the requested work for a particular LSR, Qwest notifies the Co-Provider and sends the service order(s) to the billing system. The CRIS billing system receives completed service orders from each of the three regional service order processing systems (SOPS) daily (business days excluding Qwest holidays). Once CRIS receives the orders, it performs the following activities:

- Rates the items on the orders on the basis of tariff information or data from Co-Provider contracts.
- Updates the customer's account in the customer databases to ensure that all customer information is current. CRIS also uses the customer account to ensure end-user usage belonging to the Co-Provider is directed to the correct account.

Once processed, the data are passed onto the MCAS system where they are stored before being rolled up and passed onto WRR in hard copy.

For UDIT and Reciprocal Compensation MOU the data are passed onto and processed within IABS. The data, in the form of invoice files, are then forwarded to the CAIMS data warehouse. A spreadsheet is then sent to Regulatory Reporting who enter the details manually into a spreadsheet.

WRR recalculates the CLEC state figures and compares these against the aggregated figures sent by IABS group. WRR then aggregates these figures into regional results and passes the final master spreadsheet onto the report generation group. They load the report into access and add various columns required by the report. This data are then queried for integrity, *i.e.*, no duplication or erroneously formatted data exists. All manual measures are then loaded into a single master Access database before being loaded into an Oracle database. It is from this data that the final report is produced.

2. Overall Summary

BI-4A is being measured correctly. The process and data for this measure have been traced and recalculated, as described below.

This performance measure had two exceptions reported against it. Exception 1012 noted that the results had not been disaggregated for certain months. Exception 1021 noted various data errors. Both of these exceptions were resolved.

3. Analysis

Liberty's audit of this performance measure included:

- Conducting interviews of Qwest personnel
- Evaluating the responses to several requests for information
- Validating data transcription
- Reviewing the source system code
- Conducting independent recalculations
- Tracking data through the process.

Liberty interviewed Qwest personnel to ascertain whether the measurement was being performed correctly, including personnel from the following groups:

- CRIS/MCAS – to gain an understanding of how the data are processed and by what means.
- PANS – to determine how much of the process was automated and how much was manual, and by what methods the automation was performed.
- Wholesale Retail Reporting – for information on how the received data are handled.
- Qwest IT – to confirm details for current data sources and the schedule for automation of the measurement process.
- IABS team – for information regarding the processing of data within IABS and the transfer to CAIMS.
- CAIMS – for an understanding of the CAIMS interface to WRR.
- Liberty also witnessed a demonstration of the calculation by the WRR.

Qwest provided responses to a number of data requests related to this performance measure. Liberty made these data requests to clarify points made in the interviews, and to gather documentation or data about processes or the data used to measure performance. Specifically requests were made to get:

- the schedule for automation from manual to automatic via the PANS system would be made.
- the specification documents for billing measure calculation by WRR, the program specification for extraction of data from CRIS to MCAS to WRR, and the PANS interface specifications.
- the electronic files that contain data acquired by the RRS group and the spreadsheet files used or created by RRS relevant to all billing performance measures for the latest two months that are available.
- the data sent from MCAS to WRR.
- the spreadsheets produced by WRR for upload into Oracle.
- a clarification that recurring charges are included in the BI-4A calculation.
- a clarification of the figures reported in the June report for BI-4A.
- the Access Master database file for upload into Oracle.

As part of the data tracking and recalculation work, Liberty cross-referenced the hard-copy data provided by the source system with the data entered into WRR's spreadsheet. Liberty reviewed the source-system program code to ensure that no data were erroneously removed or added. Liberty recalculated the figures provided by Qwest. More specifically, Liberty undertook the following recalculation steps:

- Rolled up the source data
- Calculated the denominator by dividing the "LATE S/O" by the "% of T S/O" for each CLEC

- Determined the numerator by subtracting the "LATE S/O" number from the denominator for each CLEC
- Calculated the "% ONTIME Result" by dividing the numerator by the denominator for each CLEC.

In the course of rolling up from individual CLECs to state, Liberty identified a number of anomalies with the data. Liberty issued two exceptions (E1012 and E1021) to identify these anomalies.

Some minor errors were found in the process of calculating the UDIT result. However these affected the result by less than 0.01 percent and were therefore not considered significant.

Liberty did not find any discrepancies between the results of its work and those provided by Qwest.

4. Findings and Conclusions

a. Actual PID Release Date

BI-4A can be considered as ready for release on January 31, 2001.

b. Exceptions

Liberty raised two exceptions on this measure during this audit.

Exception 1012 stated that data had not been disaggregated for April and May. This was due to a historical limitation of the reporting system. All future months have subsequently been disaggregated.

Exception 1021 identified a multitude of data errors that were due to incorrect data being passed to Liberty. Subsequent evaluation of the correct data files has proved correct.

c. Observations

No observations were raised with regard to this measure.

d. Conclusions

This performance measure accurately measures the completeness with which Qwest reflects non-recurring and recurring charges associated with completed service orders on the bills correctly.

Parts of Qwest's process for gathering the data and calculating performance results are performed manually. It is Liberty's understanding that Qwest intends to automate more of this process.

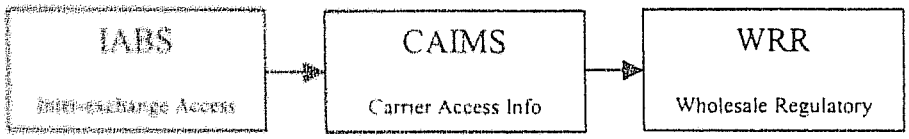
5. Recommendations

As the process for reporting BI-4A is automated, the TAG should determine whether a review should be conducted to ensure that accurate results continue to be reported.

G. BI-4B - Billing Completeness for Reciprocal Compensation

1. Introduction and Background

Measure BI-4B addresses the completeness with which Qwest bills for service to CLECs reflect the revenue for those local minutes of use (MOU) that are associated with CLEC local traffic over Qwests network. The following diagram illustrates the path taken by data that apply to the measurements made under BI-4B.



The focus of Performance Measure BI-4B is reciprocal compensation. IABS processes, among much other information, the MOU data that relate to reciprocal compensation. Invoice files that contain the data flow from IABS to the CAIMS data warehouse. The data is designed to include all CLECs that have reciprocal compensation MOU and that have an established Billing Account Number *(BAN)*. Qwest uses an IABS report to update status spreadsheets, which note any changes to the status of BANs or contract types as they relate to this measure. IABS verifies the changes that have been made, and it checks for subsequent updates, which are included as part of the reference data for the final spreadsheet that is used to calculate performance results.

Qwest extracts measurement data from the CAIMS system via the FOCUS Recip 271 report. This report returns all L04 Billing Account Numbers, whether they involve reciprocal compensation, Bill-and-Keep, or any other contract type. Qwest manually identifies the contracts that involved reciprocal compensation MOU from this report, and enters the data associated with them, again manually, into the final spreadsheet. The spreadsheet provides performance results by state and by CLEC and for Qwest. The spreadsheet is then forwarded to WRR, which creates a single regional master spreadsheet that displays performance results.

This final spreadsheet is forwarded to the report generation group. This group adds various columns that are necessary to meet the monthly-results report-format requirements, in order to load the spreadsheet into MS Access. Qwest personnel they query this data to test its integrity, e.g., whether duplication or erroneously formatted data exist. Through this point in the process, Qwest excludes no data from the performance measurement process. After performing the integrity queries, Qwest loads the manually derived measures into a single master Access database. The data is then loaded into an Oracle database, which Qwest uses to produce the final monthly report for this measure.

2. Overall Summary

BI-4B is reported accurately. All audit issues associated with this measure have been resolved.

3. Analysis

Liberty undertook the following steps its examination of Performance Measure BI-4B:

* A number of interviews were conducted
* The responses to data requests were examined
* The status spreadsheet was validated in the IABS & TAXI systems
* The status spreadsheet was compared against the final spreadsheet that was sent along for use in results calculation
* The CAIMS report was validated against the data sent in the final spreadsheet
* The logic of the CAIMS report was reviewed
* The calculation performed by WRR was recalculated independently by Liberty
* The data sent by WRR to the report generation group was cross-referenced for validity.

Each of these steps is described in more detail below. Liberty interviewed the following in order to ascertain whether the measurement was being performed correctly:

* CRIS/MCAS experts, in order to gain an understanding of how the data is processed and by what means
* PANS experts, in order to determine how much of the process was automated, how much was manual, and by what methods the automation would be performed
* Wholesale Regulatory Reporting personnel, in order to secure information on how WRR handles the data that it receives
* Qwest IT personnel, in order to confirm details for current data sources and the schedule for automation of the measurement process
* The IABS team, in order to gain information regarding the processing of data within IABS and the transfer to CAIMS
* CAIMS experts, in order to develop an understanding of the CAIMS interface to WRR.

Liberty made a number of data requests. The data requests were made to clarify points made in the interviews and to gather documentation or data. Specifically requests were made to identify:

* When the schedule for changing from manual to automatic data extraction from the PANS system would be made
* The specification documents for billing measure calculation by WRR, the program specification for extraction of data from CRIS to MCAS to WRR and the PANS interface specifications
* The electronic files that contain data acquired by the RRS group and the spreadsheet files used or created by RRS relevant to all billing performance measures for the latest two months available
* The data sent from CAIMS to WRR
* The spreadsheets produced by WRR for upload into Access

- The Access Master database file for upload into Oracle
- A copy of the program code for the FOCUS Recip 271 report.

Liberty tested the status spreadsheet by sampling different data types and cross checking those set forth in the IABS & TAXI systems against the reported values in the status spreadsheet. Specifically Liberty examined the following cases:

- CLECs with no BAN established
- CLECs with new BANs established in the last month
- CLECs Contract types, in order to ensure that all were for Reciprocal Compensation.

Liberty then compared the status spreadsheet against the final spreadsheet, both of which had been updated for the September month end. The comparisons showed no inconsistencies between the two spreadsheets.

CAIMS produces the FOCUS Recip 271 report. This provides the numerator, denominator, and result for each CLEC by state and for Qwest. The company runs this report, which attributes the values to the correct CLEC or Qwest in the final spreadsheet. Liberty independently cross-referenced these values, and verified that they were correct for the September data. Liberty also checked the program code logic for the FOCUS Recip 271 report, in order to ensure that it was accurately capturing the correct data.

After the data comes to WRR, the group aggregates it to the state and regional levels. This aggregation produces one result per state, one per region, and a final aggregated result for all CLECs and Qwest. Liberty used the original data for May and June to recalculate results. This exercise produced the same results that Qwest reported.

Liberty cross-referenced the final spreadsheet entries with the data that is loaded by the report generation group into Oracle.

Each of these validation and recalculation processes replicated Qwest's results for each step.

4. Findings and Conclusions

a. PID Release Date

Liberty considered measure BI-4B to meet the audit-release requirements as of November 13, 2000.

b. Exceptions

A portion of Exception 1012 concerns Performance Measure (part of) BI-4B. The relevant portion of that exception, which primarily addresses other performance measures, was that the title for the table "Billing Completeness (Percent) Reciprocal Compensation" should make reference to "BI-4B", not to "BI-4." This change, which has been made in Qwest's most recent

monthly performance results (dated October 27, 2000), did not affect the accuracy of results measurement.

c. Observations

There have been no observations about this performance measure.

d. Conclusions

Measure BI-4B correctly evaluates the completeness with which Qwest reflects the revenue for local minutes of use (MOU) associated with CLEC local traffic over Qwests network on the bills. Qwest currently conducts its measurement process with the use of manual processes. There are plans for automation. Liberty has audited only the current manual processes; it has made no test of the operation of the automated processes, which were not in use when this part of the audit was completed.

5. Recommendations

Qwest's measurements under Performance Measure BI-4B can be considered sufficiently reliable for release in connection with any applicable OSS testing, subject to one qualification. The planned automation date for PID BI-4B was December 31, 2000. Measurements under this new process can be expected to appear in the performance results report that is issued in March.

VII. DB – Database Updates

A. DB-1A – Time to Update E911 Database

1. Introduction and Background

DB-1A measures the time to complete updates to the E911 database. It is reported as combined results for Qwest retail and CLEC aggregate, is a parity-by-design measure, and is reported as an average number of minutes on a state and regional level.

SCC has been contracted by Qwest to manage the E911 database located at their premises in Boulder, Colorado. Each day, SCC creates and executes a file of E911updates that have been received from Qwest and the CLECs.

The updates from Qwest are in the form of a report exported from the Service Order Processor (SOP) systems and contain both Qwest and Reseller service orders. The service orders that require E911 updates are identified and added to the E911 update file. CLECs send their E911 updates electronically via FTP and these are added to the E911 update file. Records that return an error during the E911 database updates are copied to a table of errors in the E911 database.

At the end of the reporting period SCC queries the E911 database to produce a performance report in Microsoft Word that is emailed to Wholesale Regulatory Reporting *(WRR)* for inclusion in the performance results.

The SCC report includes the following data:

- No of records processed
- No of records in error
- Percentage of records in error
- Average processing time.

2. Overall Summary

No exceptions or observations for the measure DB-1A were identified during Liberty's process analysis activities. DB-1A is ready for release.

3. Analysis

As part of the audit of the DB-1A measure, Liberty interviewed an E911 database subject matter expert and representatives from WRR to confirm that the measurement is being performed correctly. The SME was asked to describe the E911 database update process and provide copies of the SCC report that is sent to WRR. A review of the E911 database was conducted as described in the PMA work plan.

The time to update the database is captured automatically by the database system. There are no physical items of data to track through the database update process. Data tracking is therefore not applicable to this measure.

WRR personnel were asked to identify the values used in the SCC report to calculate the results and to describe the processing steps that are completed. In order to verify the calculation process, Liberty confirmed that the Qwest performance results corresponded to the values in the SCC reports by following the WRR prescribed process.

Liberty confirmed that Qwest is reporting the correct result for the measure DB-1A by examining the SCC report for June and July, 2000, and January, 2001, and recalculating the performance result.

4. Findings and Conclusions

a. Performance Measure Release Date

DB-1A was considered as ready-for-release as of March 23rd, 2001.

b. Exceptions

No exceptions have been raised with regard to the DB-1A measure.

c. Observations

No observations have been raised with regard to the DB-1A measure.

d. Conclusions

Measure DB-1A accurately reports the average time to update the E911 databases.

5. Recommendations

Liberty has no recommendations related specifically to DB-1A.

B. DB-1B – Time to Update LIDB Database

1. Introduction and Background

DB-1B measures the time to complete updates to the LIDB (line identification) databases. It is reported as combined results for Qwest retail and CLEC aggregate, is a parity-by-design measure, and is reported as an average number of seconds on a regional level.

CLEC database updates are performed mechanically via EDI. Qwest and Reseller database updates are mechanical via the Service Order Processor Interface (SOPI). There are two LIDB databases (LIDB 0 and LIDB 1) offering 100 percent redundancy. Records that return an error during a LIDB database update are copied to a table of errors in the LIDB database.

At the end of the reporting period, the LIDB database is queried to produce a performance report in Microsoft Excel that is emailed to Wholesale Regulatory Reporting *(WRR)* for inclusion in the performance results.

The LIDB report includes the following data:

* Time for each LIDB database update
* Total number of LIDB updates (calculated)
* Total time for all LIDB updates (calculated)
* Average time for a LIDB update (calculated).

The data is reported for each of the LIDB databases (LIDB 0 and LIDB 1) and the reported result is the average of the LIDB 0 and LIDB 1 database update times.

2. Overall Summary

No exceptions or observations for the measure DB-1B were identified during Liberty's audit activities. DB-1B is ready for release.

3. Analysis

As part of the audit of the DB-1B measure, Liberty interviewed a LIDB database subject matter expert and representatives from WRR to confirm that the measurement is being performed correctly. The SME was asked to describe the LIDB database update process and provide copies of the LIDB report that is sent to WRR. A review of the LIDB database was conducted as described in the PMA work plan.

The time to update the database is captured automatically by the database system. There are no physical items of data to track through the database update process. Data tracking is therefore not applicable to this measure.

WRR personnel were asked to identify the values used in the LIDB report to calculate the results and to describe the processing steps that are completed. In order to verify the calculation process, Liberty confirmed that the Qwest performance result corresponded to the values in the LIDB report by following the WRR prescribed process.

Liberty has confirmed that WRR are reporting the correct result for the measure DB-1B by examining the LIDB report for June and July, 2000, and January, 2001, and recalculating the performance result.

4. Findings and Conclusions

a. Performance Measure Release Date

DB-1B was considered as ready-for-release as of March 23rd, 2001.

b. Exceptions

No exceptions have been raised with regard to the DB-1B measure.

c. Observations

No observations have been raised with regard to the DB-1B measure.

d. Conclusions

Qwest's DB-1B accurately reports the average time to update the LIDB databases.

5. Recommendations

Liberty has no recommendations related specifically to DB-1B.

C. DB-1C – Time to Update Directory Listings Database

1. Introduction and Background

DB-1C measures the time to complete updates to the Directory Listings database. It has no exclusions, and is to provide parity by design. Disaggregation reporting is at the sub-region applicable to the state level. This measure has been split into 2 parts DB-1C-1, for electronically processed updates, and DB-1C-2, for manually processed updates.

Results for DB-1C-1 have been reported for months starting in April 2000. The results for DB-1C-2 have been reported for months starting in November 2000. Results are reported in average number of seconds for Qwest and CLEC aggregate combined.

The majority of CLEC database updates are entered manually by personnel in the Listings Operations Office (LOO) in Portland. Only one CLEC has the ability to mechanically update the database via EDI. Qwest and Reseller database updates are mechanical via a SOP interface.

Records that return an error during the Directory Listings database updates are copied to a table of errors in the Directory Listings database. At the end of the reporting period, the Directory Listings database is queried to produce a performance report that is faxed to Wholesale Regulatory Reporting (*WRR*) for inclusion in the performance results.

The Directory Listings report includes the following data:

- Total update time
- Total number of updates
- Average update time.

2. Overall Summary

DB-1C is ready for release. There are no outstanding exceptions or observations related these measures.

3. Analysis

The time to update the database is captured automatically by the database system. There are no physical data of day to track through the database update process. Data tracking is therefore not applicable to this measure.

Exception 1003 reported that the DB-1C measure was not including all database updates and did not provide pass by design. Qwest proposed and the TAG approved a change to the PID that created the sub-measures DB-1C-1 DB-1C-2. This corrected the issues noted in the exception.

As part of the audit of the DB-1C measure, Liberty interviewed a Directory Listings database subject matter expert and representatives from WRR to confirm that the measurement is being calculated correctly. Qwest described the Directory Listings database update process and provided copies of the Directory Listings report that is sent to WRR. A review of the Directory Listings database was conducted as described in the PMA work plan.

In order to verify the calculation process, Liberty validated that the Qwest performance results corresponded to the values in the Directory Listings reports by recalculating the performance results. Liberty has confirmed that WRR reported the correct result for the measure DB-1C1 and DB-1C2 by examining the Directory Listings report for June and July, 2000, and January, 2001, and recalculating the performance results.

4. Findings and Conclusions

a. Performance Measure Release Date

DB-1C was considered as ready-for-release as of March 23rd, 2001.

b. Exceptions

In response to Exceptions 1003, 1006, 1019, 1031 and 1032 Qwest revised its database update measure. All except 1003 were directly related to measure DB-2. These updated measures were validated and recalculated using the January 2001 data.

c. Observations

No observations have been noted with regard to the DB-1C measure.

d. Conclusions

Liberty concludes that the measure DB-1C accurately calculates the average time to update the Directory Listings database and is being reported correctly.

5. Recommendations

Liberty has no recommendations related specifically to DB-1C.

D. DB-2C Accurate Directory Listings Database Updates

1. Introduction and Background

DB-2C measures the percentage of directory listings database updates completed without error. Records are excluded that have invalid start or stop dates or times; the measure is to provide parity by design. Disaggregation reporting is at the multi-state, sub-region level. DB-2C has been split into DB-2C-1 (electronically processed updates) and DB-2C-2 (manually processed updates).

The March 2001 performance measure report included this measure with results for April 2000 through to February 2001 for DB-2C-1, and for November 2000 to February 2001 for DB-2C-2. The result is documented as a Qwest / CLEC aggregate result.

The PID describes DB-2C as measuring the percentage of database updates completed without errors in the reporting period. It includes all database updates as specified under Disaggregation Reporting completed during the reporting period.

The majority of CLEC database updates are entered manually by personnel in the Listings Operations Office (LOO) in Portland. Only one CLEC has the ability to mechanically update the database via EDI. Qwest and Reseller database updates are mechanical via a SOP interface.

Records that return an error during the directory listings database updates are copied to a table of errors in the directory listings database.

At the end of the reporting period, the directory listings database is queried to produce a performance report that is faxed to Wholesale Regulatory Reporting *(WRR)* for inclusion in the performance results. That reports includes the total number of updates and the total number of listings updates without errors.

2. Overall Summary

DB-2C can be released for OSS testing. There are no outstanding exceptions or observations related to this measure.

3. Analysis

The number of errors during updates to the database is captured automatically by the database system. There are no physical items of data to track through the database update process. Data tracking is therefore not applicable to this measure.

During Liberty's audit it was determined that DB-2C was not being calculated as described in the PID because all database updates were not included. Also, during its recalculation efforts, Liberty found that, for the measure DB-2C-1, the "undetermined" records where not being included in the calculation. Subsequently those were added and recalculated for the pertinent months and the results verified by this audit.

As part of the audit of the DB-2C measure, Liberty interviewed a directory listings database subject matter expert and representatives from WRR to confirm that the measurement was being

performed correctly. Topics included a description of the directory listings database update process and the report that is sent to WRR. A review of the directory listings database was conducted as described in the PMA work plan.

In order to verify the calculation process, Liberty examined the Qwest performance results and the corresponding values in the directory listings reports by recalculating the performance results. Liberty recalculated results for several months; Qwest's results were finally replicated for the month of January 2001.

4. Findings and Conclusions

a. Performance Measure Release Date

DB-2C was considered as ready-for-release as of April 2, 2001.

b. Exceptions

Exception 1003 noted that Qwest had been reporting only the CLEC aggregate (reseller and facilities-based CLECs) while labeling it as a Qwest/CLEC aggregate number. Qwest corrected the error. In response to Exceptions 1006, 1019, and 1031, Qwest revised the PID for DB-1 and DB-2.

c. Observations

No observations have been raised with regard to the DB-2C measure.

d. Conclusions

DB-2C evaluates the accuracy of database updates completed without error correctly.

5. Recommendations

Liberty has no recommendations related specifically to DB-2C.

VIII. Directory Assistance and Operator Services

A. DA-1 – Speed of Answer – Directory Assistance

1. Introduction and Background

DA-1 is designed to measure the average speed of answer of calls for directory assistance. Directory Assistance services are important to customers, and speed of answer is a key measure of service quality. Customers calling directory assistance can obtain the telephone number of any eligible subscriber contained in the directory assistance database. This performance measure has no product reporting. The only exclusion is for abandoned calls.

The standard for the performance measure is parity by design. Consistent with that standard, Qwest reports results on a combined retail/wholesale basis. Qwest has stated that its directory assistance function is nondiscriminatory, and that calls are answered on a first-come, first-served basis. For example, Qwest has stated that:

> *The design of U S WEST's directory assistance service platform assures the nondiscriminatory treatment of CLECs. U S WEST's directory assistance platform has a single queue design, and calls enter the queue based on the order in which the calls reached the directory assistance platform. Because technically, calls may only be answered from within a queue based on the order in which they enter the queue, it is not possible to discriminate between calls under this design.*

The formula in the BDC 271 Working PID Version 2.0 for the DA-1 performance measure is:

> *[(Date and time of call answer) – (Date and time of first ring)]/(Total calls answered by center)*

Qwest does not actually calculate results under the above formula. During interviews with Qwest personnel, Liberty learned that, every ten seconds, the Qwest switches count the actual number of calls waiting in queue to be answered. Liberty will refer to these calls as "calls scanned." Qwest uses the data obtained from these counts to calculate the DA-1 performance results. This calculation multiplies the number of calls scanned (*i.e.*, the number of calls in queue at the end of each 10-second period when the count was taken) by ten seconds. Qwest then divides the result by the total number of calls handled during the period. (this number is also recorded by the switches). Mathematically, the formula that Qwest actually uses is:

> average speed of answer = (Total calls in queue) x 10 ÷ (Total calls handled)

The application of this formula produces an estimate of the average speed of answer (in seconds) for directory assistance services during the period. The accuracy of the estimate depends upon the degree to which the number of calls scanned constitutes a good approximation of the average number of calls in queue during the period. Given that calls are scanned every 10 seconds throughout every day, the approximation is likely to be quite good.

5. Overall Summary

[illegible] no complaints or observations noted regarding this performance measure. The [illegible] to be taken as of this date.

6. Analysis

[illegible] to have about the performance result calculation process for DA-1. [illegible] in addition to counting the number of calls in queue [illegible] and the number of calls handled. A variety of reports [illegible] of particular relevance here are the Daily Team Session Reports, [illegible] the total number of calls handled and the number of calls that were counted in [illegible] for each of the four six-hour periods in the day or for [illegible] the day. The Office Session Reports provide calls-handled information [illegible] throughout the day.

[illegible] reviewed the Team and Office Session reports for the month of July 2000. The reports [illegible] for the area, East, Central and West. Liberty compared some of the Office [illegible] to the corresponding Team Session reports. This verified that the totals were the [illegible] Liberty then summed the daily data from the Team Session Reports for all three areas, [illegible] the average speed of answer, and compared the results to those [illegible] by Qwest. The following table contains these results:

Comparison of Liberty and Qwest
DA-1 Results for July 2000
(results measured in seconds)

Area	Qwest	Liberty
East	7.31	7.303877
Central	8.03	8.016548
West	7.93	7.910311
Region	7.93	7.9333212

[illegible] according to two decimal places, Liberty's results agreed with Qwest's in every instance [illegible] the Central area, where they differed by 0.01 seconds. Liberty submitted a data request [illegible] to explain the discrepancy. Qwest responded that Liberty's result was correct and [illegible] discrepancy was due to human error. The data Qwest used in the calculation had been [illegible] by the hand counters as the far were difficult to read and had been recorded [illegible]. Qwest now has a new way to the information electronically, in order to prevent the [illegible] from occurring.

4. Findings and Conclusions

a. Performance Measure Release Date

[illegible] to meet the audit-release requirements as of December 21, [illegible]

b. Exceptions

There were no exceptions on this performance measure.

c. Observations

There were no observations on this performance measure.

d. Conclusions

This performance measure adequately approximates the average speed of answer of directory assistance services.

5. Recommendations

Liberty has no recommendations regarding this performance measure.

B. OS-1 – Speed of Answer – Operator Services

1. Introduction and Background

OS-1 is designed to measure the average speed of answer of calls to operator services. Operator services are important to customers, and speed of answer is a key measure of service quality. Customers call operator services to complete local and intraLATA calls that are collect, person-to-person, or billed to third parties. They also call operator services to verify or interrupt busy lines. This performance measure has no product reporting. The only exclusion is for abandoned calls.

The standard for this performance measure is parity by design, and Qwest reports results on a combined retail/wholesale basis. Qwest has testified that its operator services function is [illegible], and that calls are answered on a first-come, first-served basis. For example, Qwest has stated that:

> *The design of U S WEST's operator services platform assures the [illegible] treatment of CLECs. U S WEST's operator services platform has a single queue design, and calls enter the queue based on the order in which the calls reached the operator services platform. Because, technically, calls may only be answered from within a queue based on the order in which they enter the queue, it is not possible to discriminate between calls under this design.* (Testimony of [illegible] included in the Colorado SGAT)

The formula in the SEM Working PID Version 2.0 for the OS-1 performance measure is:

[illegible] / [illegible]

[illegible] calculate results under the above formula. During interviews with Qwest [illegible], Liberty learned that, every 10 seconds, the Qwest's switches count the actual number of calls waiting in queue to be answered. Liberty will refer to these calls as "calls scanned." [illegible] are then divided by these counts to calculate the OS-1 performance results. This calculation multiplies the number of calls counted by e., the number of calls in queue at the end of each 10-second period when the count was taken by ten seconds. Qwest then divides the result by the total number of calls handled during the period, a number that is also recorded by the switches. Mathematically, the formula that Qwest actually uses is:

Average speed of answer = (Total calls in queue) x 10 ÷ (Total calls handled)

The application of this formula produces an estimate of the average speed of answer in seconds for queue calls during the period. The accuracy of the estimate depends on the degree to which the number of calls counted constitutes a good approximation of the average number of calls in queue during the period. Given that calls are counted every 10 seconds throughout every day, the approximation is likely to be quite good.

3. Overall Summary

[illegible] no exceptions or observations noted regarding this performance measure. The [illegible] is ready for release.

4. Analysis

Liberty conducted several interviews to learn about the performance result calculation process for OS-1. Liberty learned that the switches themselves, in addition to counting the number of calls in queue every 10 seconds, also record that data and the number of calls handled. A variety of [illegible] reports have source data. Of particular relevance here are the Daily Team Session Reports, which show both the actual number of calls handled and the number of calls that were [illegible] in queue. They show these data either for each of the four six-hour periods in the day or for every 15-minute period in the day. The Office Session Reports provide calls-handled information for each 15-minute interval throughout the day.

Liberty compared the Team and Office Session reports for the month of July 2000. The reports are produced for two areas, East and West. Liberty compared some of the Office Session reports to their equivalent Team Session reports and verified that the totals were the same. Liberty then [illegible] the daily data from the Team Session Reports for both areas, performed the division to [illegible] average speed of answer, and compared the results to those published by Qwest. The following table summarizes these results:

CONTINUATION

[3]

Scan ~ ~ # Pgs [ ]

Comparison of Liberty and Qwest OS-1 results
July 2000

Area	Qwest Results	Liberty Results
East	8.66 seconds	8.655414 seconds
West	7.88	7.883593
Region	8.17	8.172747

After rounding to two decimal places, Liberty's results agree with Qwest's.

4. Findings and Conclusions

a. Performance Measure Release Date

Liberty released measure OS-1 on December 7, 2000.

b. Exceptions

There were no exceptions on this performance measure.

c. Observations

There were no observations on this performance measure.

d. Conclusions

This performance measure reasonably approximates the average speed of answer of operator services

5. Recommendations

Liberty has no recommendation regarding this performance measure.

IX. Network Performance

A. NI-1 – Trunk Blocking

1. Introduction and Background

NI-1 is designed to measure blockage of call completion from Qwest offices to CLEC offices by reporting busy hour blocking percentages in alternate and direct final trunk groups. Blocking rates are important measures of service quality, and blocked calls are highly visible to end-users.

This performance measure has no product reporting. Exclusions are for toll trunks, non-final trunks, trunks not connected to the public switched network, one-way trunks originating at CLEC end offices, Qwest official services trunks, local interoffice operator and directory service trunks, and local interoffice 911/E911 trunks.

This performance measure has two sub-measures. NI-1A reports blockage of local interconnection service (LIS) trunks connecting to Qwest tandem offices, and NI-1B reports blockage of LIS trunks connecting to Qwest end offices. The standard for both of these performance sub-measures is parity with Qwest's own results whenever CLEC blockage is greater than 1 percent, and the standard is 1 percent if CLEC blockage is less than or equal to 1 percent. The standard for NI-1A (the CLEC blockage) is termed NI-1C (the Qwest blockage), and the standard for NI-1B is termed NI-1D.

The formula in the ROC 271 Working PID Version 2.0 for the NI-1 performance measure is:

> *[(Blockage in final trunk groups of specified type)/(Number of circuits in trunk group)]/(Total number of final trunk circuits in all final trunk groups)*

Every 30 minutes, each Qwest end office and tandem switch sends traffic data to a Telecordia-produced system called DCOS. These data include usage, peg count (call attempts), and overflow (calls that could not be completed across that particular trunk group). Each week, the data are downloaded into the TIDE system, which in turn sends the data to the Trunk Servicing System (TSS). The Trunk Record Data Base (TRDB) is the time-share information management system, while TSS performs the various calculations required.

TSS analyzes trunk group data for a "study period," which is the four most recent available weeks of the last nine weeks of data. For each trunk group, TSS calculates the "busy hour" of the study period. (The busy hour is calculated in an industry-standard manner, and the results are used for many purposes within Qwest in addition to performance measure reporting.) Wholesale Regulatory Reporting (WRR) only uses information about Alternate Final (AF) and Direct Final (DF) trunk groups because these types of trunks have no alternate path. Thus, overflow from an AF or DF trunk group represents blockage. (Overflow from all other types of trunk groups may or may not ultimately represent blockage, because alternate paths exist for them.) The blockage that occurred during the busy hour is used to calculate each AF and DF trunk group's blockage percent.

WRR receives two reports each month. The report containing CLEC data includes all types of trunk groups, so the WRR program performs several additional types of exclusions (e.g., for non-

local trunk groups, one-way trunks from which Qwest cannot originate traffic) to arrive at only the required trunk groups for which a weighted blockage percent is then calculated.

The report containing Qwest data has already excluded many types of irrelevant trunks (e.g., non-local trunk groups), so the only exclusions that need to be made are for trunk groups in irrelevant states, trunk groups with no circuits in service, groups that are not AF or BF, etc. The weighted blockage percent is then calculated for this set of trunk groups.

In its monthly performance reports, Qwest reports the results of a study period. Qwest uses the four weeks that best conform to the month being reported on. For example, the September results recalculated by Liberty actually covered the period from September 4 to September 28.

2. Overall Summary

There have been no exceptions or observations issued regarding this performance measure. The performance measure is ready for release.

3. Analysis

Liberty conducted several interviews to learn about the performance result calculation process for NI-1. These interviews included a description of how busy hours are calculated by TSS, as well as a walk-through of the programs involved in actually calculating the performance results.

In all cases, WRR must separate trunk groups connected to a tandem switch from those connected to an end office. During its interviews, Liberty learned that Qwest does this by looking for the letter "T" at the end of the trunk group's "A" or "Z" location, because Qwest uses this letter to designate when the end of the trunk is connected to a tandem switch. Thus Qwest assumes that all otherwise-relevant trunk groups with an "A" or "Z" location ending in "T" are connected to a tandem switch. In a data request, Liberty suggested the possibility that the end of a LIS trunk group connected to a CLEC could have a location identifier ending in the letter "T" without meaning that the trunk group was connected to a Qwest tandem switch. Qwest responded that it had identified three trunk groups where this had indeed occurred, but that they were all for E911 service (which is excluded). Thus, while the problem has not resulted in any misreporting to date, the possibility still existed. Qwest has solved the problem by adding a new field to the reports received by WRR. This field tells WRR whether the "A" or "Z" location is a CLEC, ILEC, IXC, etc., rather than Qwest. This solution was also discussed with Liberty in an interview.

Liberty requested the two files received by WRR and used by it to prepare the September NI-1 results. Liberty then used the data in those files to manually make the exclusions and do the calculations required to produce the performance measure results. The following tables contain those results:

Comparison of Liberty and Qwest NI-1A and NI-1C results
September 2000

	NI-1A - CLEC Blockage	NI-1C - Qwest Blockage
Qwest Results		
Numerator	7.87	0.08
Denominator	6504	14916
Percent	0.12%	0.00%
Liberty Results		
Numerator	7.872	0.0844
Denominator	6504	14916
Percent	0.12103%	0.00057%

After rounding the percentage results to two decimal places, Liberty's results agree with Qwest's.

Comparison of Liberty and Qwest NI-1B and NI-1D results
September 2000

	NI-1B - CLEC Blockage	NI-1D - Qwest Blockage
Qwest Results		
Numerator	8.93	5.15
Denominator	1896	19668
Percent	0.47%	0.03%
Liberty Results		
Numerator	8.928	5.148
Denominator	1896	19668
Percent	0.470886%	0.026174%

After rounding the percentage results to two decimal places, Liberty's results agree with Qwest's.

4. Findings and Conclusions

a. Performance Measure Release Date

Liberty considered measure NI-1 to meet the audit-release requirements as of December 8, 2000.

b. Exceptions

There were no exceptions on this performance measure.

c. Observations

There were no observations on this performance measure.

d. Conclusions

This performance measure accurately reports busy hour blocking percentages. Qwest has modified its procedures to address the potential tandem misreporting problem discussed above.

5. Recommendations

Liberty has no recommendation regarding this performance measure.

B. NP-1 – NXX Code Activation

1. Introduction and Background

NP-1 evaluates Qwest's timeliness in activating NXX codes. There have been several versions of the PID for this measure. The following is a description of this measure as it is defined in the PID that was approved by the ROC TAG on June 7, 2001.

When a CLEC needs a new NXX, the CLEC enters required information into the Routing Database System *(RDBS)*, which is a mechanized database. The Local Exchange Routing Guide *(LERG)* then populates the data. The Qwest Routing Group prints a report from the LERG that provides information about each new routing request. This information, which includes the NXX, the code owner, and the LERG due date, is input into a web-based Routing Tool. Qwest also requires that the CLEC provide a *Supplemental Information* form, which contains the local and toll routes to be assigned to the new NXX, and which also should include a test number. The Routing Group will not issue a routing request until it has the local and toll route information, but the group will issue one without a test number. The Load And Resource Group then inputs the new code data, as well as the required work orders for each relevant tandem and end office switch, into a program called "Protect." For each switch, an activation work order and a test work order are issued. Technicians normally work the two orders at the same time, and then close them both out in Protect.

NP-1A measures the percentage of NXX codes activated in the reporting period prior to the LERG effective date or the "revised" date, subject to exclusions. The "revised date" is a CLEC-

initiated renegotiation of the activation effective date that is no less than 35 days after Qwest receives complete and accurate routing information required for code activation. The formula for NP-1A is:

[(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 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. The formula for NP-1B is:

> *[(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*

The exclusions in the PID for both NP-1A and NP-1B are:

- 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 35 days prior to the LERG due date or revised due date.

There is an additional exclusion for 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 activations.

The standard for NP-1A is parity while NP-1B is a diagnostic measure.

2. Overall Summary

There have been one observation and one exception issued regarding this measure. Qwest has satisfactorily responded to both of them.

The performance measure is ready for release.

3. Analysis

Liberty conducted several interviews to learn how the results for this measure are calculated. Qwest accesses Code Opening Reports generated by the web-based system. For each NPA NXX, the Code Opening Report contains information showing if Qwest had received routing information and if the loading interval was shorter than 45 days. NPA NXXs for which no

routing information was received or with loading intervals shorter than 45 days are excluded from the NP-1 calculations at this point.

Qwest then identifies those NPA NXXs for which not all codes were activated by the current due date. The *current due date* in the Code Opening Reports is any new due date, whether it was changed at the request of the CLEC (in which case it is a "revised due date" as defined in the PID) or at the request of Qwest. Qwest must then determine if the missed due date was because of a facility problem or some other difficulty. To do this, Qwest refers to the RFAS - Translations Work Instructions Reports (TWINS Reports) that list all of the 2-6 codes associated with the new NPA NXX code. The TWINS report also contains the date that the Supplemental Information form was received, enabling Qwest to determine if that form was received on time or not. If not, the NPA NXX is excluded from the calculation. Qwest then accesses the Work Force Administration *(WFA)* system to determine if there was a facility problem associated with any of the 2-6 codes. To do this, Qwest looks at the Missed Function Codes and Jeopardy Codes in WFA for each 2-6 code. A code beginning with the letter "K" indicates a miss for Qwest facility reasons.

Qwest also identifies those NPA NXXs where all of the codes were activated by the current due date, but the current due date differs from the LERG Due Date. In these cases, Qwest must determine whether Qwest or the CLEC changed the date. (The CLEC might change the due date, for example, because it was unable to provide the Supplemental Information form on time). If the date was changed by the CLEC, then the NPA NXX was activated on time, because in this case the current due date is actually a "revised date" as defined in the PID. If Qwest changed the due date, Qwest must then determine if the change was made for facility reasons or not. Qwest accesses the TWINS documents, and then WFA, to determine the reason for the date change.

Liberty recalculated the NP-1 results for the month of April 2001. Liberty reviewed all of the Code Opening Reports for all 14 states, and then reviewed the TWINS reports for the relevant NPA NXXs. From these reports, Liberty was able to determine when the Supplemental Information form was received, and also see the 2-6 codes associated with the NPA NXX. Finally, Qwest provided Liberty with the relevant printouts from WFA that showed the Missed Function Codes and Jeopardy Codes. From this analysis, Liberty concluded that there were 10 relevant CLEC NPA NXX activations during April 2001 and that three of them were delayed. Liberty also concluded that one of the delays was due to a Qwest facilities problem, and the other two were due to other Qwest problems. This results in the CLEC NP-1A and NP-1B numerators and denominators shown in the June 25, 2001 Performance Report. Liberty did the same analysis for Qwest results, and concluded that there were 10 Qwest activations during April 2001, all of which were done on time. This results in the Qwest NP-1A numerator and denominator shown in the June 25, 2001 Performance Report.

4. Findings and Conclusions

a. Performance Measure Release Date

Liberty considered measure NP-1 to meet the audit-release requirements as of July 6, 2001.

b. Exceptions

Exception 1011 was issued at a time when the ROC 271 Working PID Version 1.4 was in effect. That document specified that NP-1 performance was to be measured against the LERG due date exclusively. However, Qwest was calculating NP-1 results using the current due date even at that time. Thus, the NP-1 results were sometimes using a due date that differed from the one that was required. Qwest proposed a revision to the PID for NP-1 that introduced the concept of a "revised due date," and the ROC TAG approved that change, bringing Qwest into compliance with the revised PID definition.

c. Observations

During an interview, Liberty learned that Qwest was requiring complete and accurate routing information at least 25 days before the NXX code's activation date, whether that date was the LERG effective date or a "revised" date. However, the PID in effect at that time only mentioned this requirement in connection with "revised" dates. Liberty also learned that Qwest was not requiring a test number before activating NXX codes and, in fact, Qwest was including in the NP-1 measurement those NXXs for which a test number was not provided by CLECs at all. This was inconsistent with the exclusion section of the then-current PID definition. Qwest proposed to eliminate the exclusion when test numbers are not received and to include additional language requiring complete and accurate routing information for both the original LERG due date and the Revised due date. The ROC TAG accepted these revisions to the PID, thus bringing Qwest into compliance with the revised PID definition.

d. Conclusions

This performance measure accurately reports the timeliness of Qwest's NXX code activations. Qwest has modified its procedures and documentation to address the two problems discussed above.

5. Recommendations

The process for calculating the NP-1 performance results is highly manual. Among other activities, it requires individually checking Missed Function Codes and Jeopardy Codes in the WFA system for hundreds of 2-6 code designators every month. Because of these manual activities, the process is susceptible to human error. It is Liberty's understanding that Qwest has begun the process of automating some of the NP-1 calculation steps, and Liberty recommends that this automation process continue to help minimize the possibility of human error.

X. CP – Collocation

A. CP-1 – Collocation Completion Interval and CP-2 – Collocation Completed within Scheduled Intervals

1. Introduction and Background

Performance measure CP-1 helps evaluate the timeliness of Qwest's installation of collocation arrangements for CLECs by reporting the average time to complete those arrangements. CP-2 reports the extent to which Qwest completes collocation arrangements for CLECs within the standard interval or within intervals established in specific interconnection agreements.

CP-1 has three parts. CP-1A reports the average time to complete collocation installations for which the scheduled interval from application date to ready-for-service is 90 calendar days or less. CP-1B reports on installations for which the scheduled interval is 91 to 120 calendar days. CP-1C reports on installations for which the scheduled interval is 121 to 150 calendar days.

CP-2 also has three parts. CP-2A reports the percentage of collocation installations completed within the standard or established interval in cases where the CLEC provided a forecast to Qwest 60 or more calendar days in advance of the collocation application date. CP-2B similarly reports on installations for which the CLEC did not provide a forecast to Qwest at least 60 days in advance. CP-2C reports on installations that required "major infrastructure modifications," which is specifically defined in the PID, and on installations with an interval longer than 120 calendar days.

Both CP-1 and CP-2 are reported on a CLEC-aggregate and individual CLEC basis. Both are also reported at the statewide level. CP-1 and CP-2 rely on the scheduled ready-for-service (RFS) date, which is defined in the PID's definition-of-terms section. If there is a CLEC-caused delay in the installation, the scheduled RFS date is extended. In the case of CP-1, such a delay could move the associated installation into a different reporting segment (e.g., from CP-1A to CP-1B) or such that the installation would not be reported (i.e., having a scheduled interval greater than 150 calendar days). For CP-2, changing the scheduled RFS date simply moves the target for determining whether Qwest met the required interval. Applications that are cancelled or have expired are excluded from these measures. In addition, for CP-2, installations that are missed for reasons beyond Qwest's control, but for which the RFS date was not rescheduled, are excluded from the measure's reporting.

The standards for comparing the results for CP-1 are 90 days for CP-1A and 120 days for CP-1B. CP-1C is a diagnostic measure. The standards for comparing the results for CP-2 are 90 percent for CP-2A and CP-2B. The standard for CP-2C had not been determined as of the date Liberty completed its audit of CP-2.

The formula for each of the sub-measures of CP-1 is simply the sum of the durations from application date to completion date divided by the number of collocations of that type (e.g., CP-1A) completed during the monthly reporting interval. CP-2 is calculated by dividing the count of the collocations for which Qwest met the scheduled RFS date by the number completed in the monthly reporting interval.

2. Overall Summary

There have been several problems associated with reporting results for CP-1 and CP-2 accurately and consistent with the PID. The PID definition has changed several times in attempting to match the definitions with the process used to report results. In addition, Qwest had to modify the PID significantly as a result of changes to collocation rules issued by the FCC. These matters have now been resolved and the measures are ready for release.

3. Analysis

When Liberty started its audit there were six collocation measures as there were two measures associated with Qwest's provisioning of a price quote for a collocation installation. There are now just four measures, the two discussed in this part of the report, and CP-3/4, which report on feasibility studies.

Liberty first audited the results that Qwest reported for the month of June 2000, and issued one observation and four exception reports. Observation 1002 and Exception 1007 are addressed in the release report for CP-3 and CP-4.

Exception 1008 dealt with measure CP-5. In its response to the exception, Qwest confirmed that some calculation errors had been made. However, since the measure no longer exists, the issues addressed in the exception have no direct relevance.

Exception 1009 reported that the data used to calculate CP-1 and CP-2 were suspect. Qwest agreed that some dates were entered incorrectly, but disagreed that overall the data were suspect.

Exception 1010 reported that there were problems with the calculations used to report results for CP-1 and CP-2. Qwest confirmed that some errors had been made and indicated that an internal audit should prevent these kind of errors in the future.

Liberty then reviewed the collocation data and results for the month of September 2000. In a supplement to Exception 1010, Liberty reported that a large number of errors had been identified. In response, Qwest indicated that the December 2000 data and results were prepared for a re-audit.

Qwest then modified the PID to reflect the FCC's order on collocation, eliminated CP-5 and CP-6 (provisioning of a price quote), and reported that the first month's results that reflected the revised process was April 2001. Liberty reviewed the April data and reported that Qwest's records continued to show some questionable entries. In June 2001, Liberty reviewed the collocation files that contained completed installations for the month of April and May. On the basis of that review, Liberty concluded that Qwest's process for transferring the completed data into the monthly performance results report was satisfactory, that the supporting records were in fairly good order, but that several anomalies continued to exist. One collocation job had an error in the scheduled RFS date by over two months, the definition of RFS in the PID was not clear as to whether the final CLEC payment was required, cases in which all installation construction was complete except for power requirements had not been treated consistently, and the way CLEC-caused delays were treated was not exactly consistent with the PID. Liberty issued Exception 1044 to report on inconsistencies with the PID.

Qwest's actions resulting from the audit at this point were to issue PID changes and implement another process change for the collecting and recording of collocation records. The TAG approved the PID changes, which clarified how CLEC-caused delays were to be handled and the definition of ready-for-service. Liberty audited the collocation records for installations completed during the month of July 2001 for which Qwest's new process had been applied.

That audit showed that the records continued to be in fairly good order and that process changes, including the use of a better checklist, yielded more accurate results. However, Qwest had not corrected a problem in using the wrong date to begin the feasibility and ready-for-service intervals. Liberty issued Exception 1045, which noted that in some cases Qwest had used the application validation date rather than the receipt date to begin the intervals. Qwest went back through their records and determined the actual receipt date for CP-1 and CP-2 items for the months starting in April 2001. This caused the results for CP-1 to change slightly. The CP-2 results did not change because the revised start date did not happen to affect whether the RFS commitment had been met for those months. Liberty audited Qwest's records and determined that the company was using the correct date to start the RFS interval.

After Qwest changed the submit date on several collocation files in the COMET database, it refreshed its results table. Except for cases in CP-1 where the revised interval pushed the record to a new measure (e.g., e.g., from CP-1A to CP-1B), the revised submit date should have only affected the numerators of the four collocation measures since the denominators, items completed in the reporting period, would not have changed. However, Liberty found that the denominators also changed. Liberty and Qwest examined every case in which this process caused a change from that reported in prior months. For example, seven new feasibility jobs appeared for the month of May 2001. For four of these of these jobs, Qwest personnel did not follow their procedures to have completed information posted within 48 hours. Thus when the monthly pull of data was made, these jobs did not appear. They would not have appeared in later reporting except for the refreshing of the database and results table that came about from Exception 1045. For the other three jobs, the orders had been on CLEC-hold for a significant period. When restarted, the submit date was changed rather than having the CLEC pay additional money for an order augment. However, the information in the results table did not get updated with the new start date until the refresh was done as a result of Exception 1045. In other cases, orders were cancelled and thus dropped out of the reporting or an item moved from CP-1A to CP-1B.

Liberty concluded that the current results reporting (i.e., results including up to through the month of July 2001) were accurate. However, Qwest needs to reinforce the importance of getting results into the database prior to the monthly pull and should self-audit that this has been done each month. Moreover, Qwest needs to determine and implement the best process for getting correct information into the results reporting. For example, if a collocation job was thought to be complete and reported as such, but later found that it was not completed until a later date, Qwest should update its results tables to reflect this more correct information. Collocation jobs that are cancelled by the CLEC after the feasibility study has been completed should not drop out of the reporting when Qwest updates its results tables.

4. Findings and Conclusions

a. *Performance Measure Release Date*

The release date for CP-1 and CP-2 is August 31, 2001.

b. Exceptions

Exceptions 1009, 1010, 1044, and 1045 pertained to CP-1 or CP-2. The last two of these exceptions dealt with data and calculation problems that have been cured by Qwest's improved process. The issues addressed in Exception 1044 have been resolved as a result of changes to the PID. Exception 1045 has been resolved on the basis of Qwest's change to using the actual application receipt date and Liberty's audit of those records.

c. Observations

There were no observation reports related to CP-1 and CP-2.

d. Conclusions

CP-1 and CP-2 accurately report on the times and commitments for completing collocation installations.

5. Recommendations

The many problems that were discovered during, and the long duration of, the audit of these measures relate to Qwest's personnel making mistakes in recording and determining dates associated with collocation installations and in not using the PID as the directive for capturing performance measure data. To a lesser degree, the lack of precision in the PID language caused some of the problems. While Liberty's most recent audit showed that Qwest was determining the data properly, the collocation measures should be considered candidates for a future review to ensure that the current level of accuracy is maintained. In addition, Qwest should continue to seek precision in the PID language so that it provides clear guidance and to prevent any future disputes. For example, the current PID for CP-1 indicates that the "SFS date may be extended beyond the above intervals for CLEC reasons..." While the meaning could be inferred, it would be more correct to state that the "Scheduled SFS date may be..."

Qwest needs to expand the scope of its own monthly auditing of collocation applications to ensure, among other things, that the monthly data pull acquired all relevant information and that the types of problems discovered during Liberty's audit do not reappear.

Qwest should implement a process whereby updated or corrected information in the Qwest database is included in the reported results without eliminating items that have been cancelled or are otherwise valid items to report.

B. CP-3 – Collocation Feasibility Study Interval and CP-4 - Collocation Feasibility Study Commitments Met

1. Introduction and Background

Performance measure CP-3 helps evaluate the timeliness of Qwest's processing of collocation feasibility studies to CLECs by reporting the average interval to respond to collocation applications. CP-4 reports the extent to which Qwest completes collocation feasibility studies for CLECs within ten calendar days of the application date or within intervals established in our interconnection agreements.

Neither CP-3 nor CP-4 have any sub-measures. Both CP-3 and CP-4 are reported on a CLEC aggregate and individual CLEC basis. Both are also reported at the statewide level. If a CLEC causes a delay in issuance of the feasibility study, or requests that the study be provided by a date that is more than 10 days from the application date, the record is excluded from CP-3. The standards for comparing the results of CP-3 is ten calendar days, while that for CP-4 is 1 percent. The formula for CP-3 is the sum of the durations from application date to feasibility study issuance divided by the number of feasibility studies completed in the monthly reporting period. The formula for CP-4 is the number of feasibility studies completed within the schedule interval divided by the number of feasibility studies completed in the monthly reporting period.

2. Overall Summary

There have been several problems associated with reporting results for CP-3 and CP-4 accurately and consistent with the PID. The PID definition has changed several times in attempting to match the definitions with the process used to report results. In addition, Qwest had to modify the PID significantly as a result of changes to collocation rules issued by the FCC. These matters have now been resolved and the measures are ready for release.

3. Analysis

Liberty first audited the results that Qwest reported for the month of June 2001, and found one observation and four exception reports. Exceptions 1006 and 1010 are addressed in the release report for CP-1 and CP-2.

Observation 1002 reported that the dates Qwest used to calculate collocation measures CP-3 through CP-6 differed from the dates provided to CLECs. Qwest agreed that some dates were entered into their system incorrectly. (Note that CP-5 and CP-6 have been eliminated.)

Exception 1007 reported that CP-4 was not being determined accurately because of mix-ups in calendar days, business days, and 10 versus 21-day commitments. Qwest confirmed that human error caused some results to be reported inaccurately.

Exception 1008 dealt with measure CP-5. In its response to the exception, Qwest confirmed that some calculation errors had been made. However, since the measure no longer exists, the issues addressed in the exception have no direct relevance.

Liberty then reviewed the collocation data and results for the month of September 2000 and found that a large number of errors existed. In response, Qwest indicated that the December 2000 data and results were prepared for a re-audit.

Qwest then modified the PID to reflect the FCC's order on collocation, eliminated CP-5 and CP-6 (provisioning of a price quote), and reported that the first month's results that reflected the revised process was April 2001. Liberty reviewed the April data and reported that Qwest's records continued to show some questionable entries. In June 2001, Liberty reviewed the collocation files that contained completed installations for the month of April and May. On the basis of that review, Liberty concluded that Qwest's process for translating the compiled data into the monthly performance results report was satisfactory, that the supporting records were in fairly good order, but that several anomalies continued to exist. One feasibility study had the wrong completion date, several studies should have been designated as due within 10 days but were mistakenly scheduled for 12 or 14 days from the application date, several study intervals started after the application had been validated not on the date received, and the way CLEC-caused delays were treated was not exactly consistent with the PID. Liberty issued Exception 1044 to report on the inconsistency with the PID.

Qwest's actions resulting from the audit at this point were to issue PID changes and implement another process change for the collecting and recording of collocation records. The TAG approved the PID changes, which clarified how CLEC-caused delays were to be handled. Liberty audited the collocation records for installations completed during the month of July 2001 for which Qwest's new process had been applied.

That audit showed that the records continued to be in fairly good order and that process changes, including the use of a better checklist, yielded more accurate results. However, Qwest had not corrected a problem in using the wrong date to begin the feasibility and ready-for-service intervals. Liberty issued Exception 1045, which noted that in some cases Qwest had used the application validation date rather than the receipt date to begin the intervals. Qwest went back through their records and determined the actual receipt date for CP-3 and CP-4 items for the months starting in April 2001. This caused the results for CP-3 to change slightly. The CP-4 results changed considerably because the revised start affected whether the feasibility commitment had been met for those months. Liberty audited Qwest's records and determined that the company was using the correct date to start the feasibility interval.

After Qwest changed the submit date on several collocation files in the COMET database, it refreshed its results table. The revised submit date should have only affected the numerators of CP-3 and CP-4 since the denominators, items completed in the reporting period, would not have changed. However, Liberty found that the denominators also changed. Liberty and Qwest examined every case in which this process caused a change from that reported in prior months. For example, seven new feasibility jobs appeared for the month of May 2001. For four of these of these jobs, Qwest personnel did not follow their procedures to have completed information posted within 48 hours. Thus when the monthly pull of data was made, these jobs did not appear. They would not have appeared in later reporting except for the refreshing of the database and results table that came about from Exception 1045. For the other three jobs, the orders had been on CLEC-hold for a significant period. When restarted, the submit date was changed rather than having the CLEC pay additional money for an order augment. However, the information in the results table did not get updated with the new start date until the refresh was done as a result of Exception 1045. In other cases, orders were cancelled and thus dropped out of the reporting.

Liberty concluded that the current results reporting (i.e., results catching up to through the month of July 2001) were accurate. However, Qwest needs to reinforce the importance of getting results into the database prior to the monthly pull and should self-audit that this has been done each month. Moreover, Qwest needs to determine and implement the best process for getting correct information into the results reporting. For example, if an application date is changed after a monthly report, Qwest should update its results tables to reflect this more correct information. Collocation jobs that are cancelled by the CLEC after the feasibility study has been completed should not drop out of the reporting when Qwest updates its results tables.

4. Findings and Conclusions

a. Performance Measure Release Date

The release date for CP-3 and CP-4 is August 31, 2001.

b. Exceptions

Exceptions 1007 and 1044 pertained to CP-3 or CP-4. The first of these reports dealt with data and calculation problems that have been cured by Qwest's improved process. The issues addressed in Exception 1044 have been resolved as a result of changes to the PID. Exception 1045 noted that Qwest had used the wrong start date on several applications. Qwest corrected this matter and Liberty audited the corrected results.

c. Observations

Observation 1002 indicated that dates used to calculate results may have been different from dates reported to CLECs. Qwest's process now cures that problem.

d. Conclusions

CP-3 and CP-4 accurately report on the times and commitments for completing collocation feasibility studies.

5. Recommendations

The many problems that were discovered during, and the long duration of, the audit of these measures relate to Qwest's personnel making mistakes in recording and determining dates associated with collocation feasibility studies and in not using the PID as the directive for reporting performance measure data. To a lesser degree, the lack of precision in the PID language caused some of the problems. While Liberty's most recent audit showed that Qwest was determining the data properly, the collocation measures should be considered candidates for a future review to ensure that the current level of accuracy is maintained.

The additional recommendations listed under CP-1 and CP-2 apply to these measures as well.

XI. Monitoring Program Recommendations

A. Scope of These Recommendations

Liberty's Statement of Work describes the monitoring recommendations the Liberty committed to providing at the completion of the Performance Measures Audit. These recommendations address all the elements that Liberty considers necessary for assuring that Qwest performance continues to meet requirements and for providing for corrective actions in the event that performance falls below this level. The recommendations contained herein address the following items:

- Providing a basis for routine, comprehensive, and quantitative reporting of performance by Qwest
- Creating a method for exception reporting, both quantitative and qualitative, by CLECs
- Establishing a means to identify promptly any changes in those processes, resources, and organizations that are material to results performance
- Creating a focused, recurring testing program that is integrated with the measures that are decided to be material to Qwest's Performance Assurance Plan, which will apply after the conclusion of the Section 271 process
- Providing a means for monitoring any exceptions that proved troublesome to resolve during the audit or are deemed to be both material and to have a particularly high likelihood of producing problems, given the experience during the audit
- Assuring a forum for recurring Qwest/CLEC/public service commission dialogue about performance measures.

Liberty has prepared these recommendations on the basis of the experience gained during the audit, discussions with the Test Administrator, and ongoing dialogue with the KPC, Qwest, and CLEC representatives. Liberty has also specifically considered the discovery testing provisions of the New York Performance Assurance Plan, which is considered to be the most developed model available. During the course of the audit, Liberty assessed Qwest's program for managing changes to the performance measures and to the PID. The next section discusses the results of Liberty's review of Qwest's change management and how it could be focused in an on-going monitoring. The following section of this report discusses the basic discovery elements of the New York Plan.

B. Change Management

Part of Liberty's audit included a review of the adequacy of Qwest's change management as it related to performance measures and to determine whether any aspects of Qwest's change management should be included in the recommendations for ongoing monitoring of the performance measures. This review consisted of three parts. First, early in the audit, Liberty reviewed Qwest's change management system for the computer systems that served as data sources to the performance measures. In particular, Liberty focused on the IMAS system and its

used as the primary data collection tool from which the regulatory reporting group draws the base data used to calculate performance measures. This review considered qualities such as sponsorship, accountability, audit trail, evaluation and approval of changes, and monitoring the progress of changes as they are developed and signed off on completion. Liberty did not identify any problems or issues in this area.

The second part of Liberty's review was a qualitative assessment of the manner in which Qwest responded to issues associated with performance measures and made changes to the PID. These processes were well tested during the course of the audit as many issues were identified in observation and exception reports, requests for information, and in interviews with Qwest personnel. Liberty concluded that Qwest performed well in this area. Issues associated with performance measures were resolved and the many changes to the PID were clearly identified and brought to the TAG for agreement.

The third part of Liberty's review was a specific examination of the procedures used by the regulatory reporting group to track problems and make changes to the programming and processes used to report performance. Liberty found that the process used by Qwest in this regard works well. Qwest uses an "issue" system in which problems, potential enhancements, or other changes are written up as specifically identified issues. Regulatory changes, suggestions or problems from Qwest's performance measure "owner," or issues identified by Qwest's regulatory reporting analysis team trigger the submission of an issue into a web-based system using standardized forms. An initial investigation of the issue determines whether a change to the RRS system is required. If so, a change request form is completed, a priority level is assigned, an estimate of the level of effort required to implement the change is made, and management approval is obtained. In cases where an update to the RRS code is required, Qwest develops the programming, tests the changes and validates results, and has a process for updating business and technical documents, and formally closing the change request and the issue.

Liberty found that Qwest's issue tracking system was well tested and worked well during the course of the audit. Because of the large number of issues identified both by the audits of performance measures and by Qwest internally, there were times when the updating of the documentation was delayed or incomplete. Liberty attributes this more to the number of issues that were in process rather than to a specific weakness in Qwest's change management. Also, while Qwest has the necessary internal documents to describe to regulatory reporting personnel how the issue and change management system worked, that documentation could be improved. For example, while Liberty was satisfied that regulatory reporting management was reviewing and signing off on the completion of changes, the level of management approval that was required was not specifically identified.

Liberty concluded that, other than some formalizing of the documentation for the RRS change processes, Qwest's RRS change management system was adequate. As to on-going monitoring, Liberty recommends that the RRS issue log be reviewed as part of the routine maintenance activities and meetings held every other month, which are discussed below.

C. New York's Plan

The New York Performance Assurance Plan provides for annual review, updates, and audits of the plan. The New York treatment of performance data accuracy is probably the most explicit to

date. Section K.1. of the New York Plan provides for an annual review of the PAP (between Commission Staff and Verizon-NY) to consider modifying:

1. Measures and weights
2. Distribution of dollars at risk
3. Geographic deaveraging
4. Clustering and CLEC behavior exceptions
5. Small sample size procedures
6. Bill credit calculation methods.

The New York PAP requires that this annual review process be preceded by an audit of selected portions of the plan. The purpose of the audit is to determine whether Verizon-NY is properly "recording and reporting CLEC and BA-NY service quality data." The plan also contemplates a continuation (for six months after Plan adoption) of a Metrics Replication project, which is intended to assure that the monthly data being reported accurately reflects the quality of service that Verizon-NY is delivering to CLECs. Depending on what results accrue for the first six months, that project may continue as necessary, until Verizon-NY meets the applicable requirements for quality reporting.

The principal data-accuracy testing elements of the New York plan are:

1. Annual Staff audits of selected plan portions
2. Six-month continuation of the Metrics Replication project
3. Further extension of the Metrics Replication project, if and as necessary
4. Independent outside audits of data or scores in particular areas, upon CLEC challenge (payment for these audits is by the requesting CLEC, unless its claim or challenge is substantiated by the audit).

D. The Multi-State Aspects of This Audit

The New York plan was adopted by a single state and it contemplates a bilateral monitoring relationship between an ILEC and an individual state commission. A principal difference here is that the PMA/OSS testing and the development of a PEPP have occurred in a multi-state context. An important aspect to address here is the degree to which Qwest's need to interact with CLECs and commissions in as many as 14 states (or at least the 13 participating in the PMA/OSS testing process) will complicate efforts to develop a thorough yet non-duplicative monitoring process. Like Verizon-NY, Qwest will presumably remain answerable to each commission individually after the 271 processes are completed. Liberty presumes that each state will wish to exercise individual control over performance issues relevant to that state.

Thus, it is important to assure that any monitoring program not deprive a commission of the ability to examine those aspects of performance of special concern to it. It would not be correct to assume that performance levels will be or remain the same across all the Qwest states, or that each measure will be of equal importance to assuring effective competition in each state.

At the same time, there is likely to be enough commonality among the states to warrant at least partial overlap in data-accuracy testing activities. Otherwise, Qwest is likely to face extreme cost and resource burdens as a result of the duplication that will be inevitable, should there be a need to participate in and respond to as many as 14 different ongoing testing programs.

Accordingly, Liberty has prepared these recommendations to assure that each state can adequately give attention to its particular needs and circumstances, while avoiding unnecessary duplication of testing efforts that can be designed and implemented on a common basis.

E. Recommended Monitoring Program

1. Key Monitoring Program Elements

Liberty recommends a program that consists of three primary elements:

a. Providing for an orderly and visible process for making changes in the systems, processes, methods, and activities by which Qwest measures performance under established performance measures

b. Providing for planned and as-needed testing of material aspects of the systems, processes, methods, and activities by which Qwest measures performance under established performance measures

c. Performing abbreviated, routine monthly maintenance activities.

Controlling Changes

The first path, controlling changes, begins from the premise that measurement systems, processes, methods, and activities that have been subjected to the PMA and the have been adjusted to conform to the observations and exceptions of that audit form a proper baseline for assuring that Qwest measurements are reliable. It also recognizes that one should expect more efficient means for providing measures to arise as experience is gained in serving CLECs and in measuring the quality of that service. If that measurement baseline remains the same, except as changed in an orderly and controlled fashion, then overall confidence in measurement reliability can continue. Providing an approved method for Qwest to make changes, ensuring that the change process is visible to the outside world, and identifying the kinds of changes that should undergo outside testing as they become established lay the foundations for establishing continuing confidence in how Qwest takes measurements of its performance.

Independent Testing

This element is designed to provide a more detailed examination of the continuing quality of Qwest's measurement of performance. While the first element depends primarily on Qwest's implementation of changes, this element will rely primarily upon activities undertaken outside Qwest's direct control, but nevertheless generally at its cost.

Two Year Planning Cycle: The first component of independent testing is the adoption of a formal plan that identifies the specific aspects of performance measurement that should be tested, what specific tests should be conducted, and who should conduct them. Such a program depends

largely upon the identification of the cycle on which such aspects should be tested. The cycle should be set on the basis of what are the highest areas of risk, particularly in terms of a combination of the probability of particular accuracy failures and the consequences of such failures. A two-year cycle, with annual plans for each year will provide a sound means for combining base testing with follow-up tests as appropriate. Not every element will be tested in every year; however, the annual plans should reflect the cycles that are determined to be appropriate on the basis of the risk analysis.

CLEC Requested Tests: Liberty believes that the two-year plan should reflect priorities and decisions by Commissions, albeit after input from CLECs. However, CLECs should have an option to identify tests of particular concern to them, whether as a result of (a) differences of opinion about risks and test activity definition, (b) particular needs that may be unique to them, or (c) other self-defined reasons. If cost responsibility for such tests are a function of test results and if there are reasonable limits placed upon the intrusion that testing activities can cause, there is sound reason to allow CLECs individually to compel particular testing of importance to them.

18-Month Interim Testing: The PMA has identified a number of areas where Qwest still has work to do to shake down or complete the development of measurement processes. Moreover, OSS testing may identify more, performance assurance plans may make large financial consequences hinge on a limited subset of measures, or CLECs may demonstrate that certain performance measures are especially crucial to market opening in the short run. Liberty believes that it will be very helpful to identify in advance any testing that should be done to address such issues. At present, Liberty believes that such special testing can be merged into the regular two-year cycle planning (*i.e.*, this element can be expected to disappear as a separate one after 18 months, absent extraordinary circumstances). Liberty also believes that the scope and extent of this 18-month program should also be a factor in establishing the planned test activities of the first 2-year cycle as well, in order to assure that activities during the first 18 months are adequate to address "start-up" concerns without becoming too burdensome (when combined with the planned activities of the first 2-year cycle).

Routine "Maintenance" Activities

These activities, while low in resource requirements, are important as basic indicators of the continuing performance of effective and complete performance measurement. Examinations of monthly report results will give an indication that key systems, processes, methods, and activities are continuously functioning at the level of detail required. Simple trend analysis may identify not only substantive performance concerns, but also highlight the need for inquiry into how the measurements are being taken. One-day meetings every one or two months (perhaps becoming less frequently over time) with the Qwest organization(s) that receive and then use primary information to produce measurement reports will give an early view of upcoming changes and will allow for dialogue about internal Qwest efforts to assure that measurement quality is being routinely observed and maintained. Such activities may not be likely to produce specific outside observations about any deficiencies that may arise, but they will promote a dialogue that will provide external reminders to Qwest about the need for continued vigilance and they will surely broaden the perspective that should be applied when more formal outside testing activities are being planned and designed.

2. Key Components of the Three Program Elements

The key components that comprise the three elements are set forth below:

Controlling Changes

1. Determine for each state what aspects of Qwest's measurement processes, methods, and activities shall be deemed to be "controlled"
2. Establish an agreed to method applicable to Qwest internal changes to controlled processes, methods, and activities
3. Establish a formal reporting process for Qwest notifications of internal changes
4. Establish "automatic" triggers for outside review of such changes.

Independent Testing

1. Establish annual, risk-based test program
2. Provide for CLEC-requested reviews
3. Establish an 18-month program for examination of known areas of change or repeat problems with significant potential for recurrence.

Routine "Maintenance"

1. Establish a process for a "sanity check" of the monthly results
2. Conduct meetings every two months (over one-year period) with Qwest Wholesale Regulatory Reporting.

3. Discussion of Monitoring Program Elements

1. Determining Controlled Aspects Of Measurement Processes, Methods, And Activities

The PMA has produced an understanding of the current means by which Qwest takes and reports measurements. The first step in developing a monitoring system is to determine those aspects for which there should be assurances that Qwest will either continue to assure performance by recognized and accepted means, or will change those means through a properly structured process. There should be developed a common understanding of what aspects of measuring and reporting performance require structured processes before change may occur. The key steps in implementing this recommendation are:

a. Qwest, CLECs, and Commission staffs propose those categories of measurement processes, methods, and activities that should be controlled. For example:
   - The source or point within the source of initial data collection
   - Types of records that are excluded from the measurement process
   - Formulae or methods used to calculate intervals, totals, etc.

b. Provide for ROC/state resolution of differences

c. Use PMA report, supplemented as necessary by added Qwest descriptions to define current scope and state of controlled processes, methods, and activities

d. Produce final descriptions.

2. Methods for Making Qwest Internal Changes

While there should be an appropriate degree of outside control over changes, Qwest needs to continue to have the power and opportunity to investigate the need for and to make enhancements to measurement and reporting activities. Qwest's own identification of problem areas, cases where efficiency can be gained without sacrificing accuracy, and continuing responsiveness of the measures themselves to changing circumstances will be enhanced by continuing to emphasize Qwest's "ownership" of systems, processes, and activities.

Qwest should be free to make changes unilaterally outside of the areas "controlled" and it should be free to proceed, subject to oversight in controlled areas. However, it would be appropriate to require Qwest to demonstrate that it has an adequate internal review and approval process applicable to any changes that it proposes to make. Qwest should be required to commit to the use of such a process in making any changes to its systems, processes, or activities. Just as Qwest has the power to initiate change, so should it accept the responsibility to commit to a process of continual improvement in taking measures. The key steps in implementing this recommendation are:

a. Qwest provides a recommended process for itself to use in making changes in controlled processes, methods, and activities

b. CLECs and Commission staffs review and comment

c. Decide upon final process

d. Determine what descriptions of any changes Qwest must provide

e. Provide a forum for discussion of any concerns about the changes made.

3. Formal Reporting Process For Qwest Notifications Of Internal Changes

While Qwest can and should initiate changes, effective monitoring of controlled areas requires assurances that regulators know and understand the nature of changes in a way that will allow them to determine what level of review, if any, to undertake. Qwest should be obligated to report the purpose and nature of any changes to controlled areas on a timely basis. The key steps in implementing this recommendation are:

a. Qwest proposes a method and frequency for reporting changes to controlled areas (*e.g.*, a supplement to the monthly reporting of results)

b. CLECs and commission staffs review and comment on Qwest's proposed method and frequency of reporting changes

c. Decide upon a final method and frequency.

4. Automatic Triggers For Testing Of Changes

The principal goal of reporting is to allow regulators to design annual monitoring plans (see below). However, there are certain kinds of developments that may cause significant changes in the established measurement of reporting baselines. There should be an early effort to identify what kinds of changes regulators consider to fall into this category, in order to assure that the process for implementing such changes includes early, if not prior, review. The key steps in implementing this recommendation are:

a. Determine after consultation with Qwest, CLECs, and Commission Staffs what types of changes (*e.g.*, creation of an entirely new PM, change from an essentially all manual to automated measurement process) should produce immediate testing for accuracy and completeness

b. Determine what types of pre-identified testing should apply to each type (*e.g.*, data tracking, recalculation, process review, full audit)

c. Pre-qualify resources to promptly perform test work

d. Design and conduct test work within pre-set time period.

5. Establish Annual, Risk-Based Test Program

There need to be selected tests of the material aspects of Qwest's measurement and reporting processes. Liberty believes that they can best be developed through a process that solicits input from all stakeholders, but leaves the decision about test design, content, and resources to the individual commissions. Common consideration of annual test program needs, however, will assist in assuring the leveraging of resources and the elimination of duplication. The test program should consider, specifically and based on prior experience and known changes, those areas of greatest risk of inaccuracy and materiality to performance incentives, and it should be developed with consideration of the need for testing all material areas over a time cycle appropriate to their risk and materiality.

The development of this test program should take account of all other activities that have monitoring significance (*e.g.*, the above-recommended 18-month program for specific areas) in order to avoid duplication and to take advantage of other, outside activities that are informative. The key steps in implementing this recommendation are:

a. Solicit annually from CLECs and Commission Staffs a list of target test areas and test procedures

b. Conduct every two years an assessment of risks by performance measure, considering likelihood of error amount at risk and other factors to use in determining areas to be tested and testing frequency

c. In consideration of information from the previous two items, prepare annually a two-year plan specifying baseline test activities for each of the two years

d. Secure approval of plan from Commissions

e. Secure test resources (*e.g.*, on-loan Commission and contract personnel) and perform planned test activities

f. Report test results to Qwest, CLECs, and Commissions

g. Consider first-year results in deciding whether to adjust second-year test activities.

6. Provide For CLEC-Requested Reviews

Liberty anticipates that CLECs will have input to the development of annual test programs, and that commission control over selection of testing resources will provide CLECs with assurance that monitoring will be sufficiently independent. However, as final decisions about testing design, content, and resources will rest with the commissions, CLECs may find that their individual needs or concerns get less testing attention than they feel is deserved. A strength of the New York program is its allowance for CLEC-requested tests. Requiring CLECs to absorb their costs in the event that no material concerns are found will serve to limit the number of such requests, provided that the commissions retain control over the selection of the resources used to perform the requested testing. The key steps in implementing this recommendation are:

a. Provide a mechanism for CLECs to request special test activities

b. Pre-qualify resources to perform the test work

c. Establish detailed criteria for determining how to determine who is responsible for payment of testing costs

d. Determine whether there should be limits on the nature and extent of requested testing (*e.g.*, non-duplication of tests from regular two-year program, maximum number of CLEC requests per year)

e. Perform requested tests and report results to Qwest, CLECs, and Commission staffs.

7. 18-Month Program For Examination Of Selected Areas

The PMA has discovered certain problems that Qwest has had significant difficulty in addressing. Moreover, the PMA has identified some areas of material change or development that Qwest expects to happen over the next year or so. The key steps in implementing this recommendation are:

a. Determine areas of high risk on the basis of PMA results and OSS testing and CLEC and Commission Staff feedback

b. Identify the areas already scheduled for substantial revision from what was examined in the PMA

c. Create an audit plan for review of all such areas within 18 months

d. Determine whether progress in areas of high-risk and already scheduled changes justifies close-out of this special testing program within the expected 18 months.

8. Establish a process for a "sanity check" of the monthly results.

The PMA demonstrated that some problems associated with the reporting of performance could be detected through rather simple checks of the reported monthly results. These checks involved tests such as determining whether all measures were reported, whether prior results were consistent with previous reported results, and comparing state and regional level results. These matters should be detected and corrected before Qwest publishes the results. However, until Qwest demonstrates that the performance reporting process and control of that process are sufficiently mature, Liberty recommends that, in addition to whatever reviews state commission staffs perform, a consistent and routine check of results be performed and that the results of those checks be fed back to Qwest and the commission staffs. (See next item below on recommendation for regular meetings.) The key steps in implementing this recommendation are:

a. Agree upon a regular process for review of the monthly results that is independent of Qwest

b. Re-visit the need to continue this process at 6-moth intervals.

9. Interim Meetings With Qwest Wholesale Regulatory Reporting

The period over which the PMA has been conducted has been one of significant change and "fluidity" in the measurement and reporting processes, and, in fact, in the PIDs themselves. Both PMA work and focused attention on CLEC-related operations as the OSS testing takes place have highlighted areas where changed emphasis or measurement details are necessary. In a few cases, the need for entirely new performance measures has been observed. Moreover, the completion of the work necessary to release individual measures for testing led to an increased focus on the controls-related issues discussed above. Liberty believes that there is value in brief, regular discussion sessions between the auditor and Qwest's Wholesale Regulatory Reporting group for the next 12 months. Liberty recommends one-day sessions at one or two month intervals. These meetings would produce brief reports for Qwest and commission staffs. The reports will summarize the status of changes being made or considered, progress in addressing known concerns, and areas of potential concern. Their purpose is not so much evaluative as informative. They will apprise commissions of Qwest's activities on a fairly current basis and they will provide a before-the-fact feedback mechanism for Qwest's use in designing and possible altering its activities. The key steps in implementing this recommendation are:

a. Solicit Qwest, CLEC, and Commission Staff input on agenda items

b. Conduct meetings between Qwest Regulatory Reporting and designated representatives of Commission Staffs

c. Provide general monthly summaries of meetings to Qwest, CLECs, and Commissions.

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Qwest.

Performance Results

South Dakota
September 2000 - August 2001

October 2, 2001

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Delayed Days for Facility Reasons (Average Days) (OP-5B)-- Dispatches Outside MSAs [illegible]
Installation Commitments Met (Percent) (OP-3)-- No Dispatches [illegible]
Installation Interval (Average Days) (OP-4)-- No Dispatches [illegible]
Delayed Days for Non-Facility Reasons (Average Days) (OP-5A)-- No Dispatches [illegible]
Delayed Days for Facility Reasons (Average Days) (OP-5B)-- No Dispatches [illegible]
New Service Installation Quality (Percent) (OP-5) [illegible]
Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A) [illegible]
Count of Pending Orders Delayed for Facilities Reasons Centrex 21 (OP-15B) [illegible]

Checklist #14 - Resale - Centrex 21 Repair [illegible]

Out of Service Cleared within 24 hours (Percent) (MR-3)-- Dispatches Within MSAs [illegible]
All Troubles Cleared within 48 hours (Percent) (MR-4)-- Dispatches Within MSAs [illegible]
Mean Time to Restore (Hours:Minutes) (MR-6)-- Dispatches Within MSAs [illegible]
Repair Repeat Report Rate (Percent) (MR-7)-- Dispatches Within MSAs [illegible]
Repair Appointments Met (Percent) (MR-9)-- Dispatches Within MSAs [illegible]
Out of Service Cleared within 24 hours (Percent) (MR-3)-- Dispatches Outside MSAs [illegible]
All Troubles Cleared within 48 hours (Percent) (MR-4)-- Dispatches Outside MSAs [illegible]
Mean Time to Restore (Hours:Minutes) (MR-6)-- Dispatches Outside MSAs [illegible]
Repair Repeat Report Rate (Percent) (MR-7)-- Dispatches Outside MSAs [illegible]

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Repair Appointments Met (Percent) (MR-9)-- Dispatches Outside MSAs [illegible]
Out of Service Cleared within 24 hours (Percent) (MR-3)-- No Dispatches [illegible]
All Troubles Cleared within 48 hours (Percent) (MR-4)-- No Dispatches [illegible]
Mean Time to Restore (Hours:Minutes) (MR-6)-- No Dispatches [illegible]
Repair Repeat Report Rate (Percent) (MR-7)-- No Dispatches [illegible]
Repair Appointments Met (Percent) (MR-9)-- No Dispatches [illegible]
Trouble Rate (Percent) (MR-8) [illegible]
Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10) [illegible]

Checklist #14 - Resale - PBX Installation [illegible]
Installation Commitments Met (Percent) (OP-3)-- Dispatches Within MSAs [illegible]
Installation Interval (Average Days) (OP-4)-- Dispatches Within MSAs [illegible]
Delayed Days for Non-Facility Reasons (Average Days) (OP-5A)-- Dispatches Within MSAs [illegible]
Delayed Days for Facility Reasons (Average Days) (OP-5B)-- Dispatches Within MSAs [illegible]
Installation Commitments Met (Percent) (OP-3)-- Dispatches Outside MSAs [illegible]
Installation Interval (Average Days) (OP-4)-- Dispatches Outside MSAs [illegible]
Delayed Days for Non-Facility Reasons (Average Days) (OP-5A)-- Dispatches Outside MSAs [illegible]
Installation Commitments Met (Percent) (OP-3)-- No Dispatches [illegible]
Installation Interval (Average Days) (OP-4)-- No Dispatches [illegible]
Delayed Days for Non-Facility Reasons (Average Days) (OP-5A)-- No Dispatches [illegible]
Delayed Days for Facility Reasons (Average Days) (OP-5B)-- No Dispatches [illegible]
New Service Installation Quality (Percent) (OP-5) [illegible]
Installation Commitments Met (Percent) (OP-3)-- Interval Zone Two [illegible]
Installation Interval (Average Days) (OP-4)-- Interval Zone Two [illegible]
Delayed Days for Non-Facility Reasons (Average Days) (OP-5A)-- Interval Zone Two [illegible]
Delayed Days for Facility Reasons (Average Days) (OP-5B)-- Interval Zone Two [illegible]
Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A) [illegible]
Count of Pending Orders Delayed for Facilities Reasons PBX (OP-15B) [illegible]

Checklist #14 - Resale - PBX Repair [illegible]
Out of Service Cleared within 24 hours (Percent) (MR-3)-- Dispatches Within MSAs [illegible]
All Troubles Cleared within 48 hours (Percent) (MR-4)-- Dispatches Within MSAs [illegible]
Mean Time to Restore (Hours:Minutes) (MR-6)-- Dispatches Within MSAs [illegible]
Repair Repeat Report Rate (Percent) (MR-7)-- Dispatches Within MSAs [illegible]
Repair Appointments Met (Percent) (MR-9)-- Dispatches Within MSAs [illegible]
Out of Service Cleared within 24 hours (Percent) (MR-3)-- Dispatches Outside MSAs [illegible]
All Troubles Cleared within 48 hours (Percent) (MR-4)-- Dispatches Outside MSAs [illegible]
Mean Time to Restore (Hours:Minutes) (MR-6)-- Dispatches Outside MSAs [illegible]
Repair Repeat Report Rate (Percent) (MR-7)-- Dispatches Outside MSAs [illegible]
Repair Appointments Met (Percent) (MR-9)-- Dispatches Outside MSAs [illegible]
Out of Service Cleared within 24 hours (Percent) (MR-3)-- No Dispatches [illegible]
All Troubles Cleared within 48 hours (Percent) (MR-4)-- No Dispatches [illegible]
Mean Time to Restore (Hours:Minutes) (MR-6)-- No Dispatches [illegible]
Repair Repeat Report Rate (Percent) (MR-7)-- No Dispatches [illegible]
Repair Appointments Met (Percent) (MR-9)-- No Dispatches [illegible]
Trouble Rate (Percent) (MR-8) [illegible]
Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10) [illegible]

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Checklist #14 - Resale - Basic ISDN Installation

Installation Commitments Met (Percent) (OP-3)– Dispatches Within MSAs
Installation Interval (Average Days) (OP-4)– Dispatches Within MSAs
Installation Commitments Met (Percent) (OP-3)– Dispatches Outside MSAs
Installation Interval (Average Days) (OP-4)– Dispatches Outside MSAs
Installation Commitments Met (Percent) (OP-3)– No Dispatches
Installation Interval (Average Days) (OP-4)– No Dispatches
New Service Installation Quality (Percent) (OP-5)
Installation Commitments Met (Percent) (OP-3)– Interval Zone Two
Installation Interval (Average Days) (OP-4)– Interval Zone Two
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)– Interval Zone Two
Delayed Days for Facility Reasons (Average Days) (OP-6B)– Interval Zone Two
Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15)
Count of Pending Orders Delayed for Facilities Reasons Basic Rate ISDN (OP-15)

Checklist #14 - Resale - Basic ISDN Repair

Out of Service Cleared within 24 hours (Percent) (MR-3)– Dispatches Within MSAs
All Troubles Cleared within 48 hours (Percent) (MR-4)– Dispatches Within MSAs
Mean Time to Restore (Hours:Minutes) (MR-6)– Dispatches Within MSAs
Repair Repeat Report Rate (Percent) (MR-7)– Dispatches Within MSAs
Out of Service Cleared within 24 hours (Percent) (MR-3)– Dispatches Outside MSAs
All Troubles Cleared within 48 hours (Percent) (MR-4)– Dispatches Outside MSAs
Mean Time to Restore (Hours:Minutes) (MR-6)– Dispatches Outside MSAs
Repair Repeat Report Rate (Percent) (MR-7)– Dispatches Outside MSAs
Out of Service Cleared within 24 hours (Percent) (MR-3)– No Dispatches
All Troubles Cleared within 48 hours (Percent) (MR-4)– No Dispatches
Mean Time to Restore (Hours:Minutes) (MR-6)– No Dispatches
Repair Repeat Report Rate (Percent) (MR-7)– No Dispatches
Repair Appointments Met (Percent) (MR-9)– No Dispatches
Trouble Rate (Percent) (MR-8)
Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10)

Checklist #14 - Resale - Qwest DSL Installation

Installation Commitments Met (Percent) (OP-3)– Dispatches Within MSAs
Installation Interval (Average Days) (OP-4)– Dispatches Within MSAs
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)– Dispatches Within MSAs
Installation Commitments Met (Percent) (OP-3)– No Dispatches
Installation Interval (Average Days) (OP-4)– No Dispatches
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)– No Dispatches
Delayed Days for Facility Reasons (Average Days) (OP-6B)– No Dispatches
Installation Commitments Met (Percent) (OP-3)– Interval Zone Two
Installation Interval (Average Days) (OP-4)– Interval Zone Two
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)– Interval Zone Two
New Service Installation Quality (Percent) (OP-5)– Interval Zone One and Two

Checklist #14 - Resale - Qwest DSL Repair

Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10)– Interval Zone One and Two
Out of Service Cleared within 24 hours (Percent) (MR-3)– Interval Zone Two

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Mean Time to Restore (Hours:Minutes) (MR-6)-- Interval Zone Two [illegible]
Repair Repeat Report Rate (Percent) (MR-7)-- Interval Zone Two [illegible]
Trouble Rate (Percent) (MR-8)-- Interval Zone One and Two [illegible]

Checklist #14 - Resale - Primary ISDN Installation [illegible]
Installation Commitments Met (Percent) (OP-3)-- Dispatches Within MSAs [illegible]
Installation Interval (Average Days) (OP-4)-- Dispatches Within MSAs [illegible]
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)-- Dispatches Within MSAs [illegible]
Installation Commitments Met (Percent) (OP-3)-- Dispatches Outside MSAs [illegible]
Installation Interval (Average Days) (OP-4)-- Dispatches Outside MSAs [illegible]
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)-- Dispatches Outside MSAs [illegible]
Installation Commitments Met (Percent) (OP-3)-- No Dispatches [illegible]
Installation Interval (Average Days) (OP-4)-- No Dispatches [illegible]
Installation Commitments Met (Percent) (OP-3)-- Interval Zone Two [illegible]
Installation Interval (Average Days) (OP-4)-- Interval Zone Two [illegible]
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)-- Interval Zone Two [illegible]
Delayed Days for Facility Reasons (Average Days) (OP-6B)-- Interval Zone Two [illegible]
New Service Installation Quality (Percent) (OP-5)-- Interval Zone One and Two [illegible]
Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-13A) [illegible]
Count of Pending Orders Delayed for Facilities Reasons ISDN Primary (OP-13B) [illegible]

Checklist #14 - Resale - Primary ISDN Repair [illegible]
All Troubles Cleared within 4 hours (Percent) (MR-5)-- Interval Zone Two [illegible]
Mean Time to Restore (Hours:Minutes) (MR-6)-- Interval Zone Two [illegible]
Repair Repeat Report Rate (Percent) (MR-7)-- Interval Zone Two [illegible]
Trouble Rate (Percent) (MR-8)-- Interval Zone One and Two [illegible]
Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10)-- Interval Zone One and Two [illegible]

Checklist #14 - Resale - DS0 Installation [illegible]
Installation Commitments Met (Percent) (OP-3)-- Dispatches Within MSAs [illegible]
Installation Interval (Average Days) (OP-4)-- Dispatches Within MSAs [illegible]
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)-- Dispatches Within MSAs [illegible]
Installation Commitments Met (Percent) (OP-3)-- Dispatches Outside MSAs [illegible]
Installation Interval (Average Days) (OP-4)-- Dispatches Outside MSAs [illegible]
Installation Commitments Met (Percent) (OP-3)-- No Dispatches [illegible]
Installation Interval (Average Days) (OP-4)-- No Dispatches [illegible]
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)-- No Dispatches [illegible]
Installation Commitments Met (Percent) (OP-3)-- Interval Zone Two [illegible]
Installation Interval (Average Days) (OP-4)-- Interval Zone Two [illegible]
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)-- Interval Zone Two [illegible]
Delayed Days for Facility Reasons (Average Days) (OP-6B)-- Interval Zone Two [illegible]
New Service Installation Quality (Percent) (OP-5)-- Interval Zone One and Two [illegible]
Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-13A) [illegible]
Count of Pending Orders Delayed for Facilities Reasons DS0 (OP-13B) [illegible]

Checklist #14 - Resale - DS0 Repair [illegible]
All Troubles Cleared within 4 hours (Percent) (MR-5)-- Interval Zone Two [illegible]

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Repair Repeat Report Rate (Percent) (MR-7)– Interval Zone Two
Trouble Rate (Percent) (MR-8)– Interval Zone One and Two
Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10)– Interval Zone One and Two

Checklist #14 - Resale - DS1 Installation
Installation Commitments Met (Percent) (OP-3)– Interval Zone One
Installation Interval (Average Days) (OP-4)– Interval Zone One
Delayed Days for Non-Facility Reasons (Average Days) (OP-5A)– Interval Zone One
Installation Commitments Met (Percent) (OP-3)– Interval Zone Two
Installation Interval (Average Days) (OP-4)– Interval Zone Two
Delayed Days for Non-Facility Reasons (Average Days) (OP-5A)– Interval Zone Two
Delayed Days for Facility Reasons (Average Days) (OP-5B)– Interval Zone Two
New Service Installation Quality (Percent) (OP-5)– Interval Zone One and Two
Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A)
Count of Pending Orders Delayed for Facilities Reasons DS1 (OP-15B)

Checklist #14 - Resale - DS1 Repair
All Troubles Cleared within 4 hours (Percent) (MR-5)– Interval Zone Two
Mean Time to Restore (Hours Minutes) (MR-6)– Interval Zone Two
Repair Repeat Report Rate (Percent) (MR-7)– Interval Zone Two
Trouble Rate (Percent) (MR-8)– Interval Zone One and Two
Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10)– Interval Zone One and Two

Checklist #14 - Resale - Installation for DS3 and Higher
Installation Commitments Met (Percent) (OP-3)– Interval Zone One
Installation Interval (Average Days) (OP-4)– Interval Zone One
Installation Commitments Met (Percent) (OP-3)– Interval Zone Two
Installation Interval (Average Days) (OP-4)– Interval Zone Two
Delayed Days for Non-Facility Reasons (Average Days) (OP-5A)– Interval Zone Two
Delayed Days for Facility Reasons (Average Days) (OP-5B)– Interval Zone Two
New Service Installation Quality (Percent) (OP-5)– Interval Zone One and Two
Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A)
Count of Pending Orders Delayed for Facilities Reasons DS3 (OP-15B)

Checklist #14 - Resale - Repair for DS3 and Higher
All Troubles Cleared within 4 hours (Percent) (MR-5)– Interval Zone Two
Mean Time to Restore (Hours Minutes) (MR-6)– Interval Zone Two
Repair Repeat Report Rate (Percent) (MR-7)– Interval Zone Two
Trouble Rate (Percent) (MR-8)– Interval Zone One and Two
Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10)– Interval Zone One and Two

Checklist #14 - Resale - Frame Relay Installation
Installation Commitments Met (Percent) (OP-3)– Interval Zone One
Installation Interval (Average Days) (OP-4)– Interval Zone One
Installation Commitments Met (Percent) (OP-3)– Interval Zone Two
Installation Interval (Average Days) (OP-4)– Interval Zone Two
Delayed Days for Non-Facility Reasons (Average Days) (OP-5A)– Interval Zone Two

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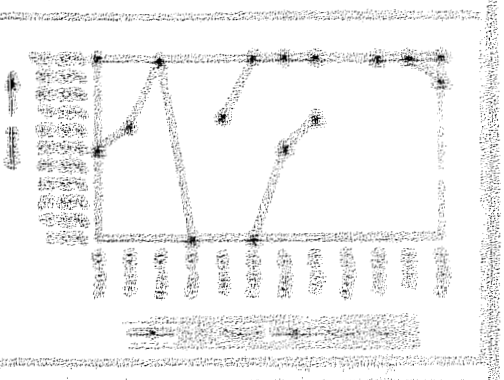
Delayed Days for Facility Reasons (Average Days) (OP-6B)– Interval Zone Two [illegible]
New Service Installation Quality (Percent) (OP-5)– Interval Zone One and Two [illegible]
Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-4B) [illegible]
Count of Pending Orders Delayed for Facilities Reasons Frame Relay (OP-4B) [illegible]

Checklist #14 - Resale - Frame Relay Repair [illegible]
All Troubles Cleared within 4 hours (Percent) (MR-3)– Interval Zone Two [illegible]
Mean Time to Restore (Hours:Minutes) (MR-6)– Interval Zone Two [illegible]
Repair Repeat Report Rate (Percent) (MR-7)– Interval Zone Two [illegible]
Trouble Rate (Percent) (MR-8)– Interval Zone One and Two [illegible]
Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10)– Interval Zone One and Two [illegible]

Checklist #1 - Local Interconnection - USW Region

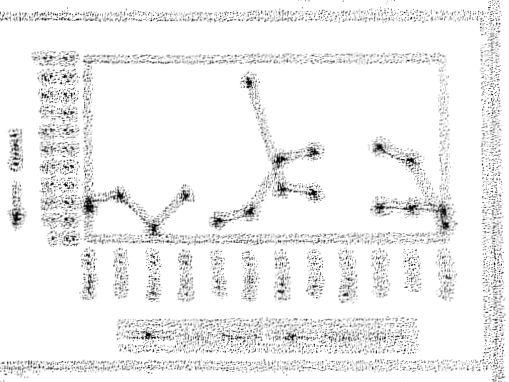
Installation Commitments Met (Percent) (PID 3.0 Missing Data Fail)

Date	CLEC Num	CLEC Denom	CLEC Rate	Std Dev	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Sep-00	1	1	100.00%	0.00%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Oct-00					[illegible]	[illegible]	[illegible]		
Nov-00					[illegible]	[illegible]	[illegible]		
Dec-00					[illegible]	[illegible]	[illegible]		
Jan-01	2	3	66.67%	47.14%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Feb-01	2	2	100.00%	0.00%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Mar-01	6	6	100.00%	0.00%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Apr-01	1	1	100.00%	0.00%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
May-01									
Jun-01	1	1	100.00%	0.00%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Jul-01	1	1	100.00%	0.00%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Aug-01	1	1	100.00%	0.00%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]



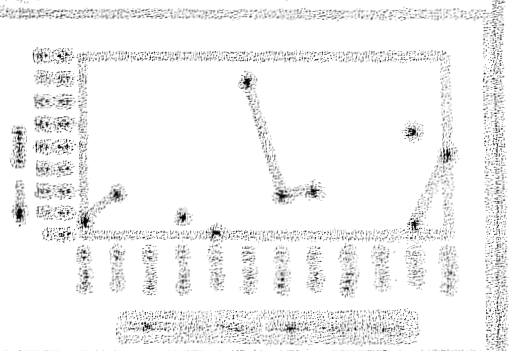
Installation Interval (Average Days) (PID 3.0 Missing Data Fail)

Date	CLEC Num	CLEC Denom	CLEC Rate	Std Dev	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Sep-00	17	1	17.00		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Oct-00					[illegible]	[illegible]	[illegible]		
Nov-00					[illegible]	[illegible]	[illegible]		
Dec-00					[illegible]	[illegible]	[illegible]		
Jan-01	30	3	10.00	1.00	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Feb-01	30	2	15.00	3.54	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Mar-01	270	6	45.00	4.47	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Apr-01	49	1	49.00		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
May-01									
Jun-01	51	1	51.00		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Jul-01	87	2	43.50	36.06	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Aug-01	7	1	7.00		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]



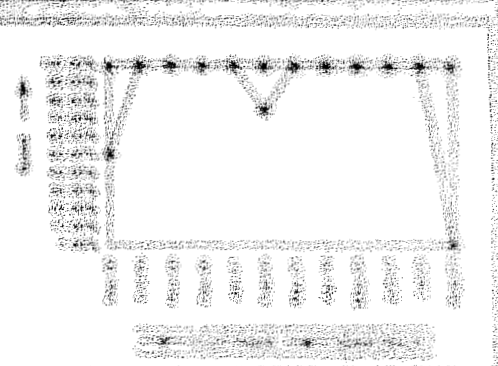
Delayed Days for Non-Facility Reasons (Average Days) (PID 3.0 Missing Data Fail)

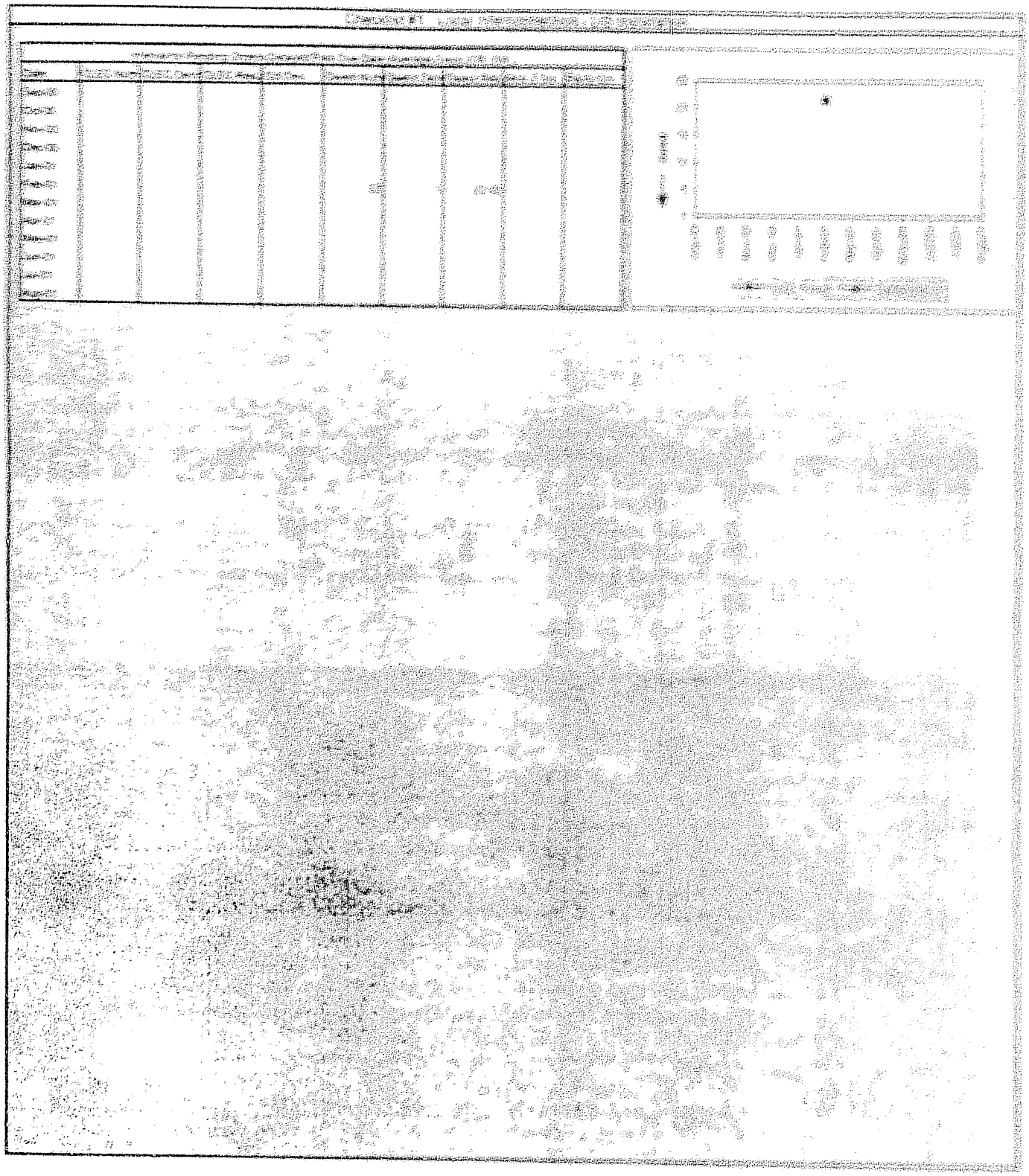
Date	CLEC Num	CLEC Denom	CLEC Rate	Std Dev	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Sep-00					[illegible]	[illegible]	[illegible]		
Oct-00					[illegible]	[illegible]	[illegible]		
Nov-00					[illegible]	[illegible]	[illegible]		
Dec-00					[illegible]	[illegible]	[illegible]		
Jan-01	1	1	1.00		[illegible]	[illegible]	[illegible]		
Feb-01					[illegible]	[illegible]	[illegible]		
Mar-01					[illegible]	[illegible]	[illegible]		
Apr-01					[illegible]	[illegible]	[illegible]		
May-01									
Jun-01									
Jul-01	47	1	47.00		[illegible]	[illegible]	[illegible]		
Aug-01					[illegible]	[illegible]	[illegible]		



New Service Installation Quality (Percent) (PID 3.0 Missing Data Fail)

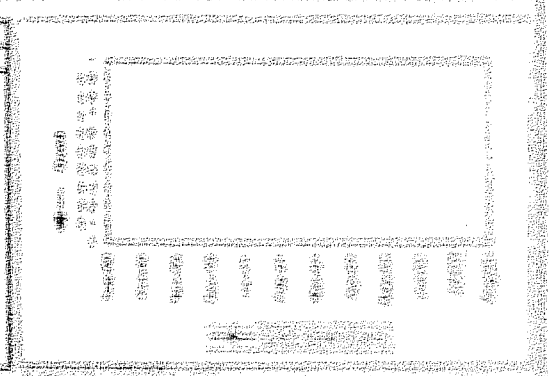
Date	CLEC Num	CLEC Denom	CLEC Rate	Std Dev	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Sep-00	1	2	50.00%	50.00%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Oct-00	1	1	100.00%	0.00%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Nov-00	1	1	100.00%	0.00%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Dec-00					[illegible]	[illegible]	[illegible]		
Jan-01	2	2	100.00%	0.00%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Feb-01	3	4	75.00%	43.30%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Mar-01	6	6	100.00%	0.00%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Apr-01	5	5	100.00%	0.00%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
May-01	1	1	100.00%	0.00%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Jun-01	1	1	100.00%	0.00%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Jul-01	2	2	100.00%	0.00%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Aug-01	0	2	0.00%	0.00%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]





Count of Pending Orders Delayed for Facilities Reasons (US Texas, KCP, TDS)

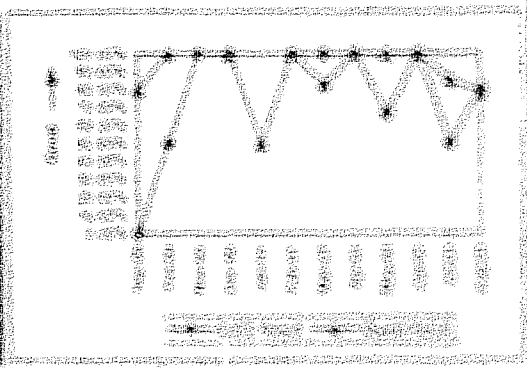
Date	CLEC Order Count
Sep-00	
Oct-00	
Nov-00	
Dec-00	
Jan-01	
Feb-01	
Mar-01	
Apr-01	
May-01	
Jun-01	
Jul-01	
Aug-01	



Checklist #1 - Local Interconnection - UNE Report

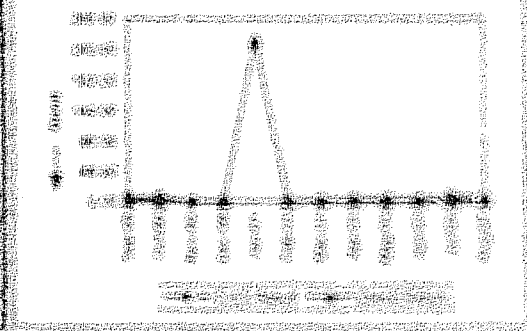
All Troubles Cleared within 4 hours (Percent) (MR-8) by Interval Time Frame

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Std Dev	Parity Sta
Sep-00	0	2	0.00%	0.00%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Oct-00	1	2	50.00%	50.00%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Nov-00	1	1	100.00%	0.00%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Dec-00	1	1	100.00%	0.00%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Jan-01					[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Feb-01	4	4	100.00%	0.00%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Mar-01	4	4	100.00%	0.00%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Apr-01	1	1	100.00%	0.00%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
May-01	4	7	66.67%	47.14%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Jun-01	3	3	100.00%	0.00%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Jul-01	2	4	50.00%	50.00%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Aug-01	5	5	100.00%	0.00%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]



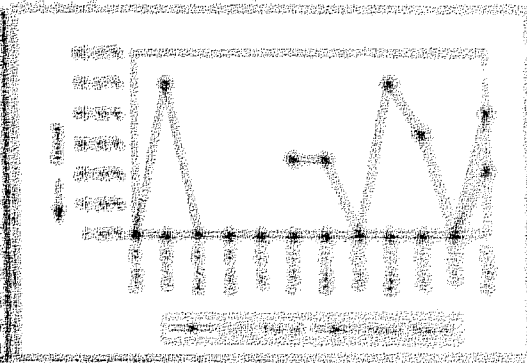
Mean Time to Restore (Hours) (MR-8) by Interval Time Frame

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Std Dev	Parity Sta
Sep-00	11.50	2	5.50	1.50	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Oct-00	13.00	2	6.50	4.50	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Nov-00	0.85	1	0.85		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Dec-00	1.17	1	1.17		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Jan-01					[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Feb-01	3.56	4	0.89	0.46	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Mar-01	4.36	4	1.09	0.47	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Apr-01	2.25	1	2.25		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
May-01	17.38	6	2.90	2.10	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Jun-01	4.55	3	1.52	1.52	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Jul-01	29.41	4	7.35	10.04	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Aug-01	13.07	5	2.61	2.14	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]



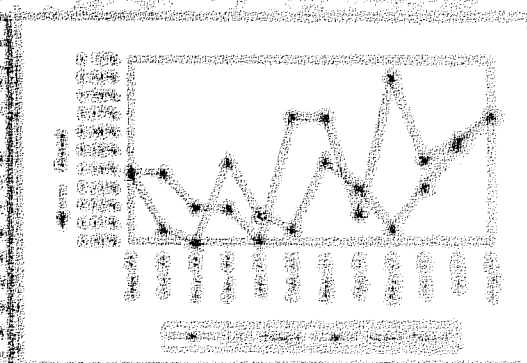
Repair Repeat Report Rate (Percent) (MR-1) by Interval Time Frame

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Std Dev	Parity Sta
Sep-00	0	2	0.00%	0.00%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Oct-00	1	2	50.00%	50.00%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Nov-00	0	1	0.00%	0.00%					
Dec-00	0	1	0.00%	0.00%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Jan-01					[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Feb-01	1	4	25.00%	43.30%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Mar-01	1	4	25.00%	43.30%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Apr-01	0	1	0.00%	0.00%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
May-01	3	6	50.00%	50.00%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Jun-01	1	3	33.33%	47.14%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Jul-01	0	4	0.00%	0.00%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Aug-01	2	5	40.00%	48.99%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]



Trouble Rate (Percent) (MR-8) by Interval Time Frame (Parity Sta

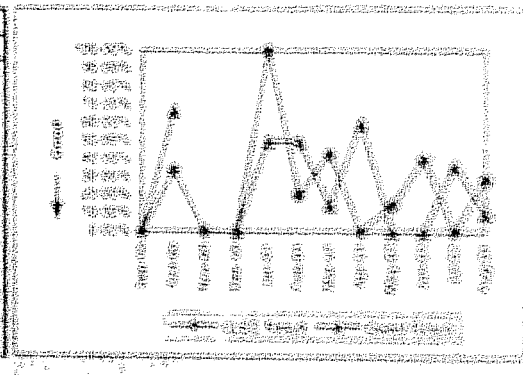
Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Std Dev	Parity Sta
Sep-00	2	5113	0.04%	1.98%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Oct-00	2	5281	0.04%	1.95%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Nov-00	1	5281	0.02%	1.38%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Dec-00	1	5281	0.02%	1.38%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Jan-01	0	5761	0.00%	0.00%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Feb-01	4	5857	0.07%	2.61%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Mar-01	4	5857	0.07%	2.61%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Apr-01	1	6649	0.02%	1.23%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
May-01	6	6649	0.09%	3.00%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Jun-01	3	6649	0.05%	2.12%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Jul-01	4	7129	0.06%	2.37%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Aug-01	5	7201	0.07%	2.63%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]



Checklist #1 - Local Interconnection - US Report

Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10 - Interexchange Carrier Test)

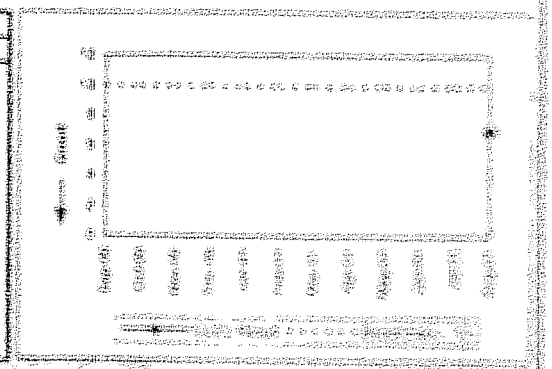
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Variance	Parity Sig
Sep-00	0	2	0.00%	0.00%	0	5	0.00%	N/A	N/A
Oct-00	1	3	33.33%	47.14%	2	3	66.67%	0.87	1.81
Nov-00	0	1	0.00%	0.00%					
Dec-00	0	1	0.00%	0.00%	0	6	0.00%	N/A	N/A
Jan-01	2	2	100.00%	0.00%	2	4	50.00%	0.45	0.46
Feb-01	1	5	20.00%	40.00%	1	2	50.00%	0.73	1.83
Mar-01	3	7	42.86%	49.49%	1	7	14.29%	0.69	0.86
Apr-01	0	1	0.00%	0.00%	5	10	50.00%	1.17	1.71
May-01	1	7	14.29%	34.99%	0	1	0.00%	N/A	1.08
Jun-01	2	5	40.00%	48.99%	0	4	0.00%	N/A	0.82
Jul-01	0	4	0.00%	0.00%	4	11	36.36%	0.33	0.58
Aug-01	2	7	28.57%	45.18%	1	10	10.00%	0.55	2.14



Checklist #1 - Collocation

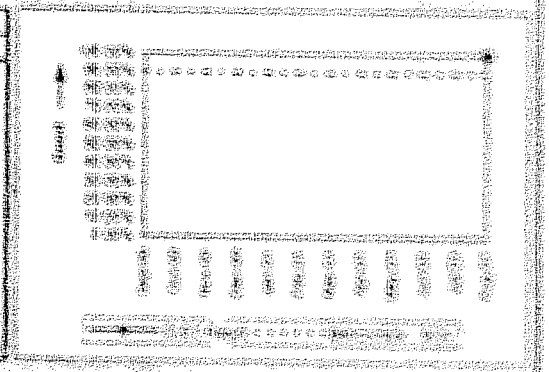
Collocation Feasibility Study Interval (Average Days) (CP-3 — Interval Zone One and Two)

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01				
Feb-01				
Mar-01				
Apr-01				
May-01				
Jun-01				
Jul-01				
Aug-01	7	1	7.00	



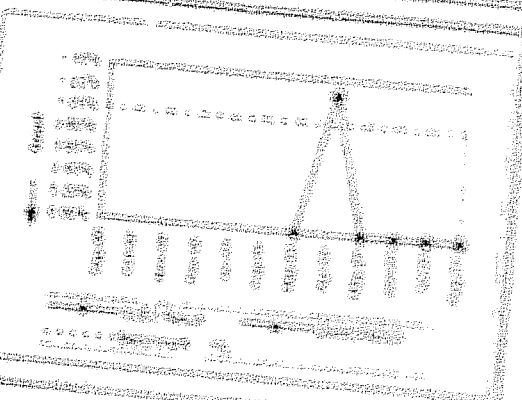
Collocation Feasibility Study Commitments Met (Percent) (CP-4 — Interval Zone One and Two)

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01				
Feb-01				
Mar-01				
Apr-01				
May-01				
Jun-01				
Jul-01				
Aug-01	1	1	100.00%	0.00%



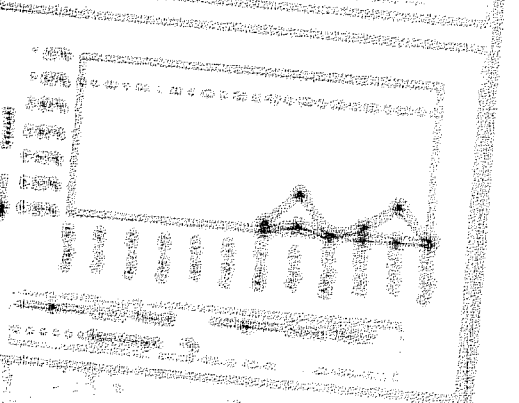
Trunk Blockage to Qwest Tandem Offices

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Std Dev	Parity
Sep-00									
Oct-00									
Nov-00									
Dec-00									
Jan-01									
Feb-01									
Mar-01									
Apr-01	0	408	0.00%	0.00%					
May-01	5.13	408	1.26%	0.61%					
Jun-01	0	408	0.00%	0.00%					
Jul-01	0	408	0.00%	0.00%					
Aug-01	0	408	0.00%	0.00%					



Trunk Blockage to Qwest End Offices

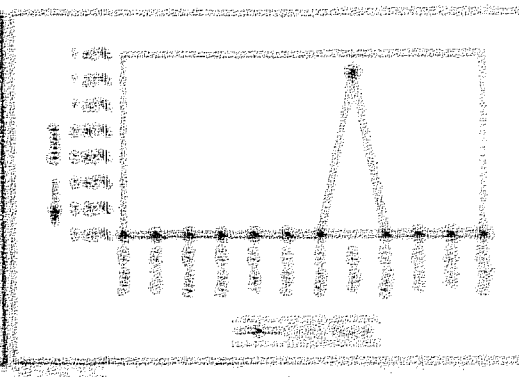
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Std Dev	Parity
Sep-00									
Oct-00									
Nov-00									
Dec-00									
Jan-01									
Feb-01									
Mar-01									
Apr-01	1.5	3000	0.05%	0.20%					
May-01	9.18	3096	0.30%	0.55%	2.39				
Jun-01	0	3096	0.00%	0.00%					
Jul-01	2.39	3096	0.08%	0.32%					
Aug-01	7.56	2928	0.26%	0.54%					
	0.37	2928	0.01%	0.09%					



Checklist #1 - Trunk Blocking

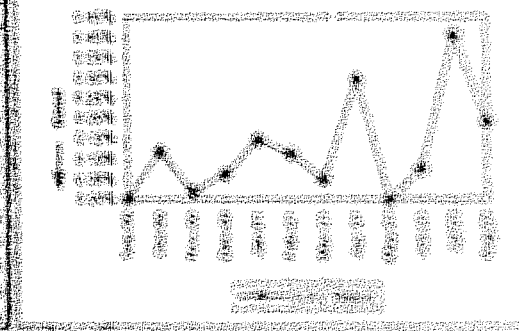
Trunk Blockage to Qwest Tandem Offices (Percent) (NI-1C - Interval Zone One and Two)

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
Sep-00	0	360	0.00%	0.00%
Oct-00	0	384	0.00%	0.00%
Nov-00	0	384	0.00%	0.00%
Dec-00	0	384	0.00%	0.00%
Jan-01	0	384	0.00%	0.00%
Feb-01	0	384	0.00%	0.00%
Mar-01	0	408	0.00%	0.00%
Apr-01	5.13	408	1.26%	0.51%
May-01	0	408	0.00%	0.00%
Jun-01	0	408	0.00%	0.00%
Jul-01	0	408	0.00%	0.00%
Aug-01	0	408	0.00%	0.00%



Trunk Blockage to Qwest End Offices (Percent) (NI-1D - Interval Zone One and Two)

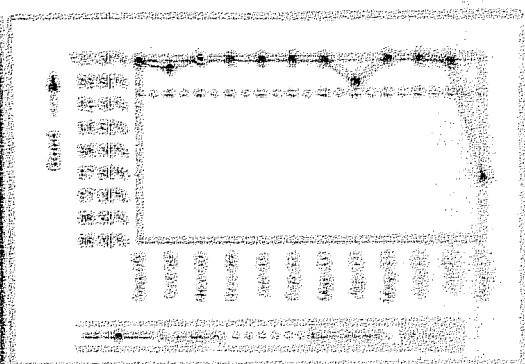
Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
Sep-00	0	2208	0.00%	0.00%
Oct-00	2.65	2208	0.12%	0.42%
Nov-00	0.43	2208	0.02%	0.13%
Dec-00	1.39	2208	0.06%	0.13%
Jan-01	3.48	2352	0.15%	0.56%
Feb-01	2.82	2496	0.11%	0.47%
Mar-01	1.5	3000	0.05%	0.25%
Apr-01	9.18	3096	0.30%	0.85%
May-01	0	3096	0.00%	0.00%
Jun-01	2.39	3096	0.08%	0.32%
Jul-01	12.6	3096	0.41%	0.91%
Aug-01	5.89	3096	0.19%	0.72%



Checklist #2 - Gateway Availability

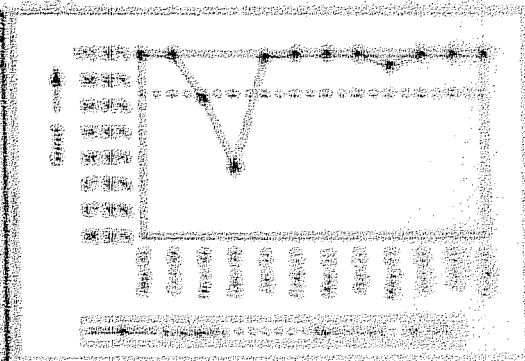
Gateway Availability - IMA-GUI (Percent) All (GA-1 A) -- Interval Zone One and Two

Date	Availability
Sep-00	[illegible]
Oct-00	[illegible]
Nov-00	[illegible]
Dec-00	[illegible]
Jan-01	[illegible]
Feb-01	[illegible]
Mar-01	[illegible]
Apr-01	[illegible]
May-01	[illegible]
Jun-01	[illegible]
Jul-01	[illegible]
Aug-01	[illegible]



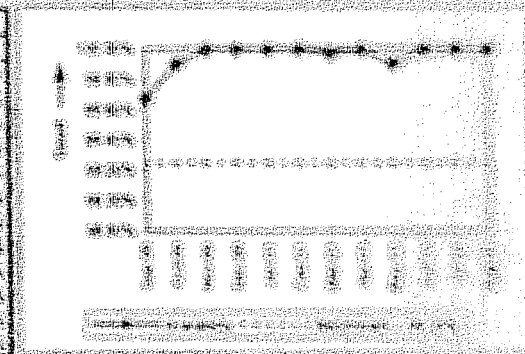
Gateway Availability - IMA-GUI (Percent) Fetch-n-Stuff (GA-1 B) -- Interval Zone One and Two

Date	Availability
Sep-00	[illegible]
Oct-00	[illegible]
Nov-00	[illegible]
Dec-00	[illegible]
Jan-01	[illegible]
Feb-01	[illegible]
Mar-01	[illegible]
Apr-01	[illegible]
May-01	[illegible]
Jun-01	[illegible]
Jul-01	[illegible]
Aug-01	[illegible]



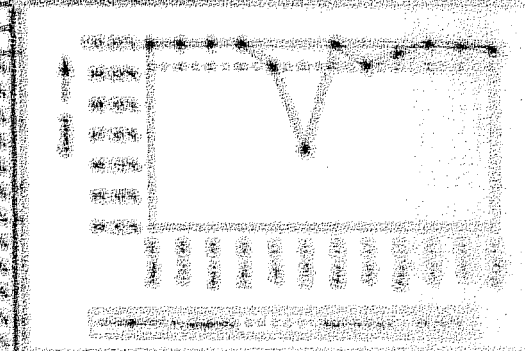
Gateway Availability - IMA-GUI (Percent) Data Archive (GA-1 C) -- Interval Zone One and Two

Date	Availability
Sep-00	[illegible]
Oct-00	[illegible]
Nov-00	[illegible]
Dec-00	[illegible]
Jan-01	[illegible]
Feb-01	[illegible]
Mar-01	[illegible]
Apr-01	[illegible]
May-01	[illegible]
Jun-01	[illegible]
Jul-01	[illegible]
Aug-01	[illegible]



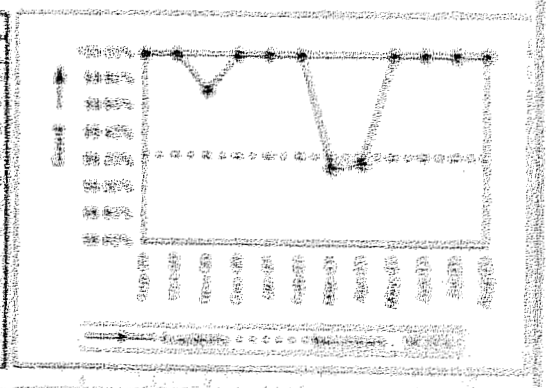
Gateway Availability - IMA-EDI (Percent) Default (GA-2 -- Interval Zone One and Two

Date	Availability
Sep-00	[illegible]
Oct-00	[illegible]
Nov-00	[illegible]
Dec-00	[illegible]
Jan-01	[illegible]
Feb-01	[illegible]
Mar-01	[illegible]
Apr-01	[illegible]
May-01	[illegible]
Jun-01	[illegible]
Jul-01	[illegible]
Aug-01	[illegible]



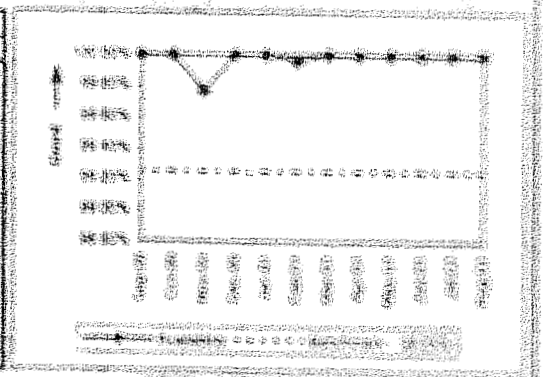
Gateway Availability - EB-TA (Percent) Default (GA-3)-- Interval Zone One and Two

Date	Availability
Sep-00	100.00%
Oct-00	100.00%
Nov-00	99.72%
Dec-00	100.00%
Jan-01	100.00%
Feb-01	100.00%
Mar-01	99.17%
Apr-01	99.28%
May-01	100.00%
Jun-01	100.00%
Jul-01	100.00%
Aug-01	100.00%



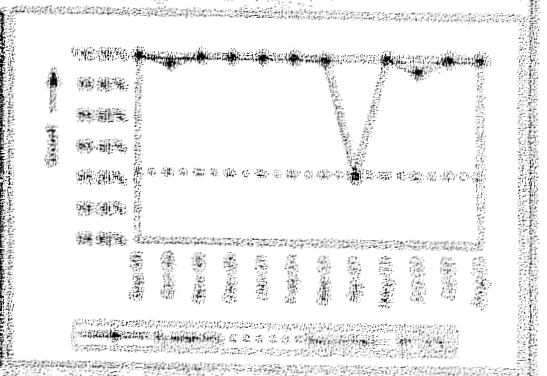
System Availability - EXACT (Percent) Default (GA-4)-- Interval Zone One and Two

Date	Availability
Sep-00	100.00%
Oct-00	100.00%
Nov-00	99.77%
Dec-00	100.00%
Jan-01	100.00%
Feb-01	99.98%
Mar-01	100.00%
Apr-01	100.00%
May-01	100.00%
Jun-01	100.00%
Jul-01	100.00%
Aug-01	100.00%



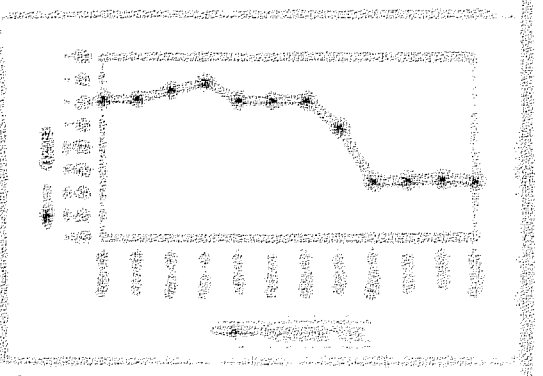
Gateway Availability - GUI - Repair (Percent) Default (GA-8)-- Interval Zone One and Two

Date	Availability
Sep-00	100.00%
Oct-00	99.95%
Nov-00	100.00%
Dec-00	100.00%
Jan-01	100.00%
Feb-01	100.00%
Mar-01	99.99%
Apr-01	99.24%
May-01	100.00%
Jun-01	99.99%
Jul-01	100.00%
Aug-01	100.00%



Pre-Order Response Times (Appl. [illegible])

Date	CLEC Num	CLEC Denom	Response Time	Sample
Sep-00	784.74	[illegible]	[illegible]	[illegible]
Oct-00	1073.79	[illegible]	[illegible]	[illegible]
Nov-00	1151.71	[illegible]	[illegible]	[illegible]
Dec-00	1512.48	[illegible]	[illegible]	[illegible]
Jan-01	2178.48	[illegible]	[illegible]	[illegible]
Feb-01	1939.8	[illegible]	[illegible]	[illegible]
Mar-01	2088.12	[illegible]	[illegible]	[illegible]
Apr-01	1538.6	[illegible]	[illegible]	[illegible]
May-01	1087.5	[illegible]	[illegible]	[illegible]
Jun-01	984.00	[illegible]	[illegible]	[illegible]
Jul-01	902.2	[illegible]	[illegible]	[illegible]
Aug-01	1187.5	[illegible]	[illegible]	[illegible]



Pre-Order Response Times (Appl. [illegible])

Date	CLEC Num	CLEC Denom	Response Time	Sample
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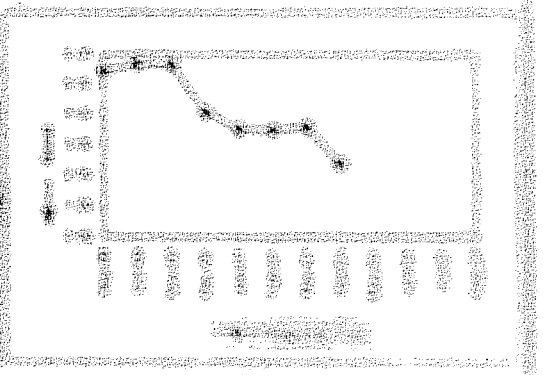
Dec-00	4449.16	[illegible]	[illegible]	[illegible]
Jan-01	5244	[illegible]	[illegible]	[illegible]
Feb-01	5549.1	[illegible]	[illegible]	[illegible]
Mar-01	5071.48	[illegible]	[illegible]	[illegible]
Apr-01	3766	[illegible]	[illegible]	[illegible]
May-01				
Jun-01				
Jul-01				
Aug-01				



Pre-Order Response Times (Appl. [illegible])

Date	CLEC Num	CLEC Denom	Response Time	Sample
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Dec-00	1729.37	[illegible]	[illegible]	[illegible]
Jan-01	2461.92	[illegible]	[illegible]	[illegible]
Feb-01	[illegible]	[illegible]	[illegible]	[illegible]
Mar-01	2510.56	[illegible]	[illegible]	[illegible]
Apr-01	2567.2	[illegible]	[illegible]	[illegible]
May-01	5216.85	[illegible]	[illegible]	[illegible]
Jun-01	4767.84	[illegible]	[illegible]	[illegible]
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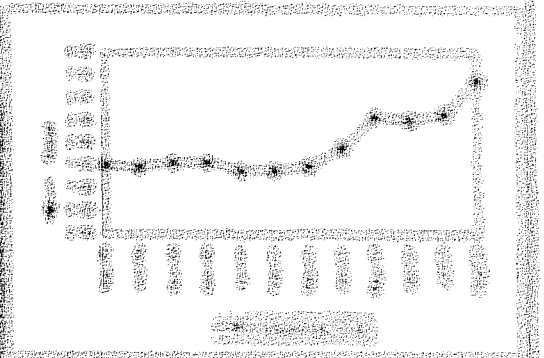
Aug-01	[illegible]	[illegible]	[illegible]	[illegible]



Pre-Order Response Times (Appl. [illegible])

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Nov-00	[illegible]	[illegible]	[illegible]	[illegible]
Dec-00	[illegible]	[illegible]	[illegible]	[illegible]
Jan-01	[illegible]	[illegible]	[illegible]	[illegible]
Feb-01	[illegible]	[illegible]	[illegible]	[illegible]
Mar-01	[illegible]	[illegible]	[illegible]	[illegible]
Apr-01	[illegible]	[illegible]	[illegible]	[illegible]
May-01	[illegible]	[illegible]	[illegible]	[illegible]
Jun-01	[illegible]	[illegible]	[illegible]	[illegible]
Jul-01	[illegible]	[illegible]	[illegible]	[illegible]
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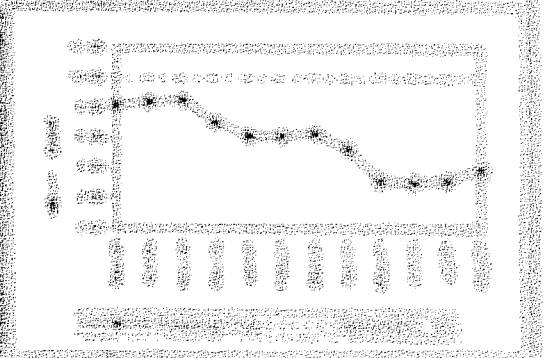

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Oct-00	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Nov-00	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Dec-00	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Jan-01	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Feb-01	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Mar-01	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Apr-01	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
May-01	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Jun-01	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Jul-01	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
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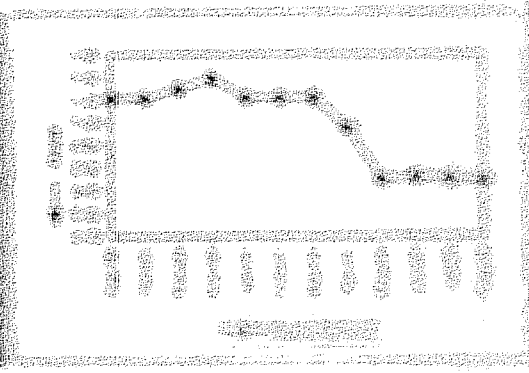

Date	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
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Oct-00	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Nov-00	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Dec-00	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Jan-01	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Feb-01	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Mar-01	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Apr-01	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
May-01	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Jun-01	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Jul-01	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
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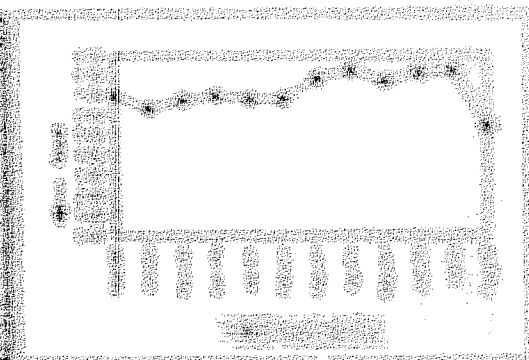

Date	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
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Oct-00	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Nov-00	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Dec-00	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Jan-01	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Feb-01	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Mar-01	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Apr-01	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
May-01	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Jun-01	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Jul-01	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
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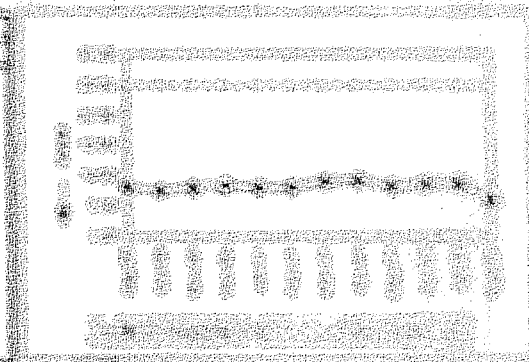

Date	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
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Oct-00	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Nov-00	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Dec-00	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Jan-01	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Feb-01	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Mar-01	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Apr-01	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
May-01	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Jun-01	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Jul-01	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
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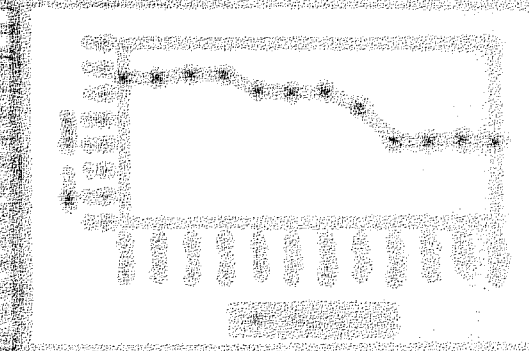

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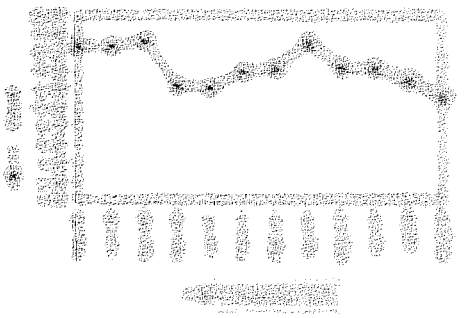
Oct-00	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Nov-00	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Dec-00	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Jan-01	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Feb-01	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Mar-01	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Apr-01	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
May-01	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Jun-01	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Jul-01	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Aug-01	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]



Date	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
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Oct-00	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Nov-00	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Dec-00	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Jan-01	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Feb-01	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Mar-01	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Apr-01	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
May-01	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Jun-01	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Jul-01	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
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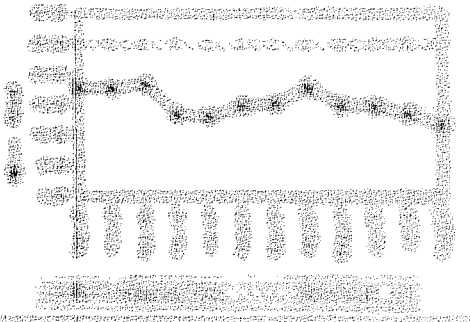

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Oct-00	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Nov-00	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Dec-00	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Jan-01	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Feb-01	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Mar-01	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Apr-01	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
May-01	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Jun-01	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Jul-01	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
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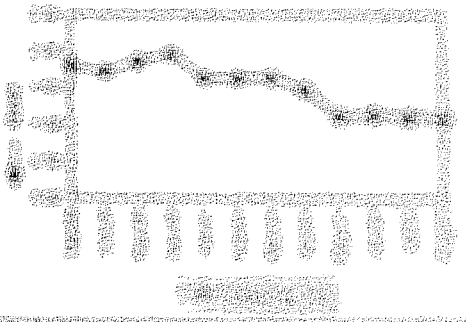

Date	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
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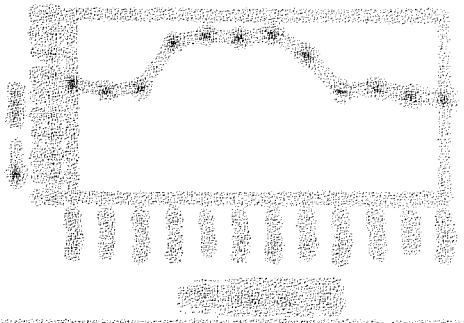
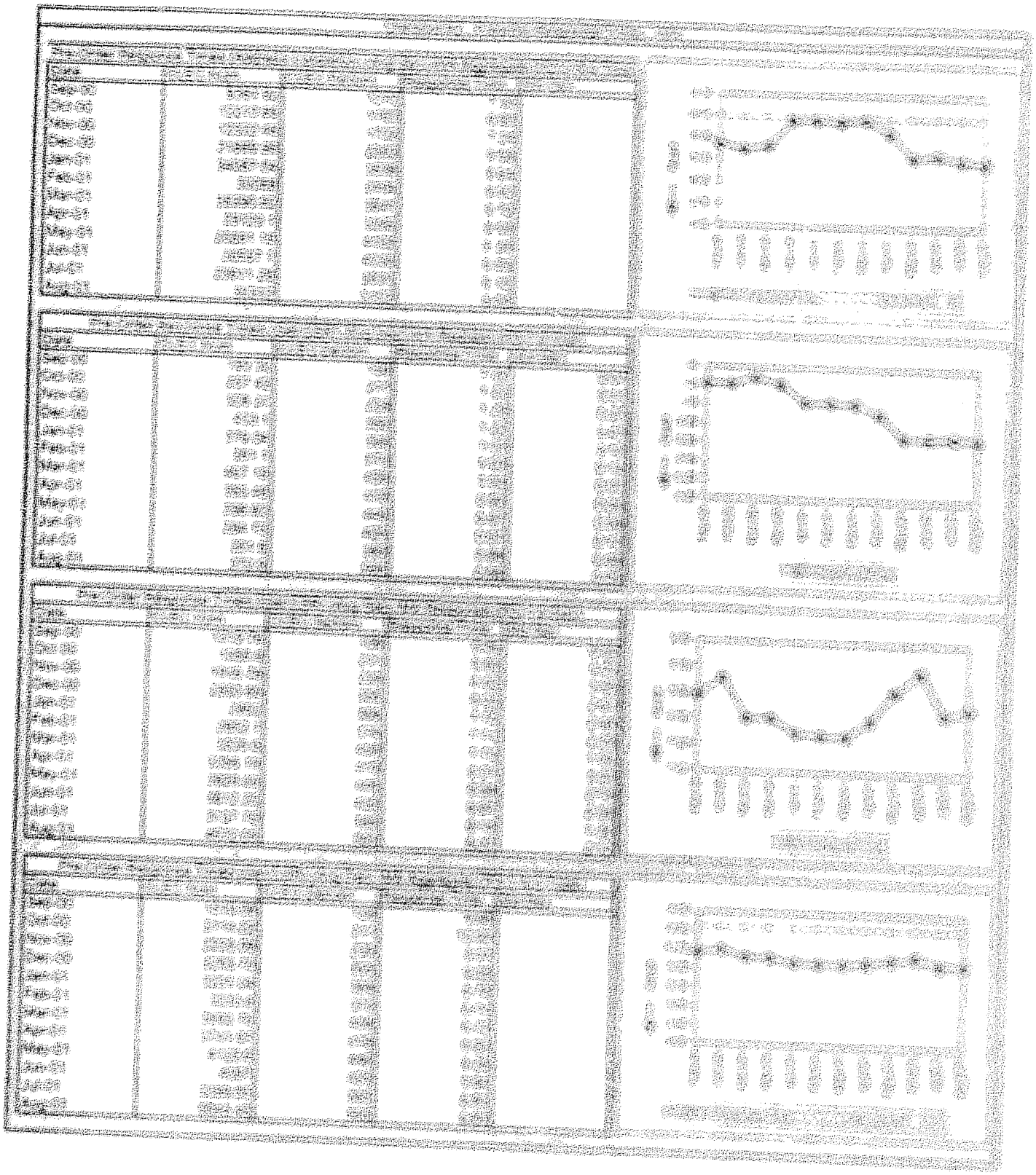
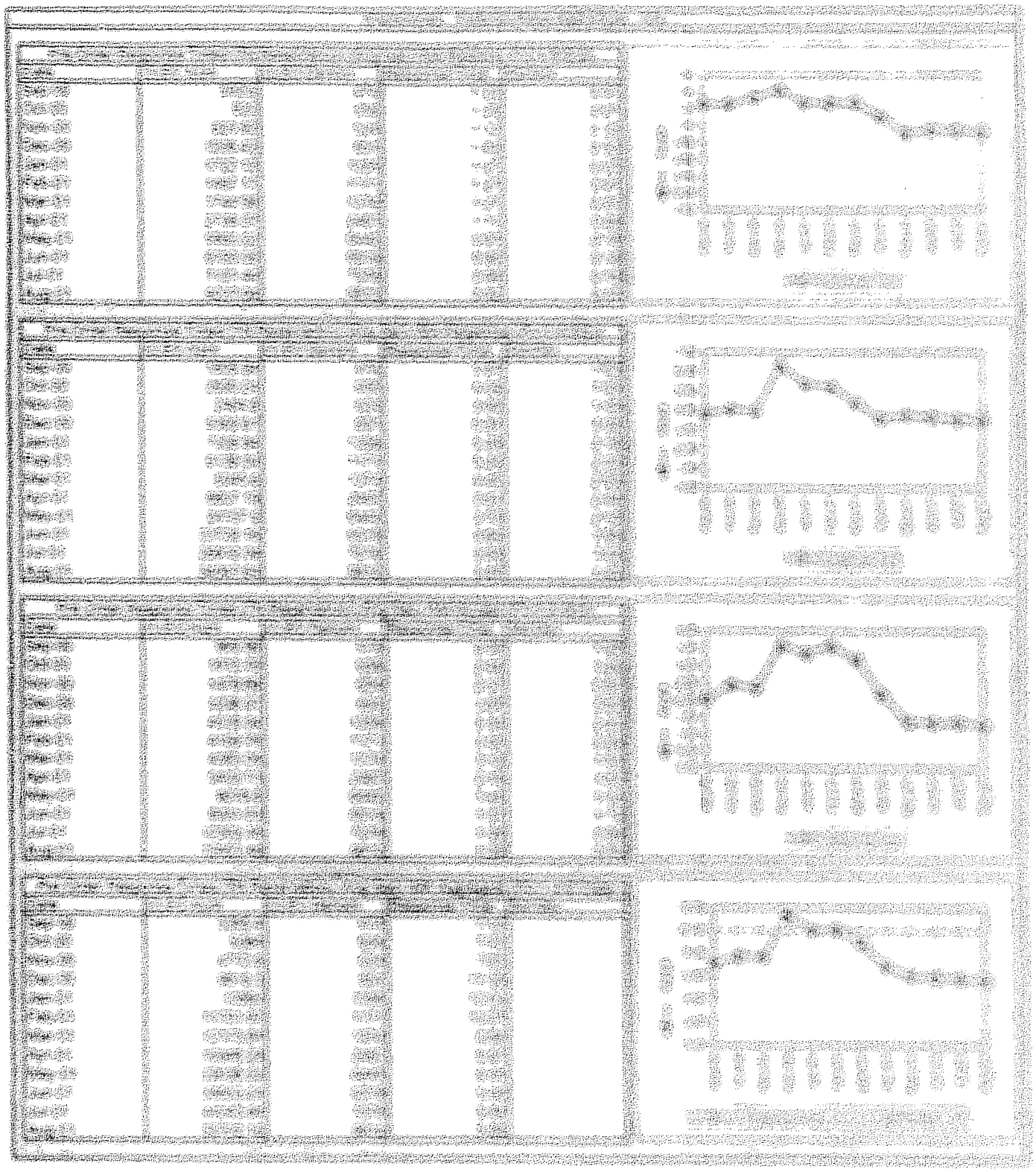
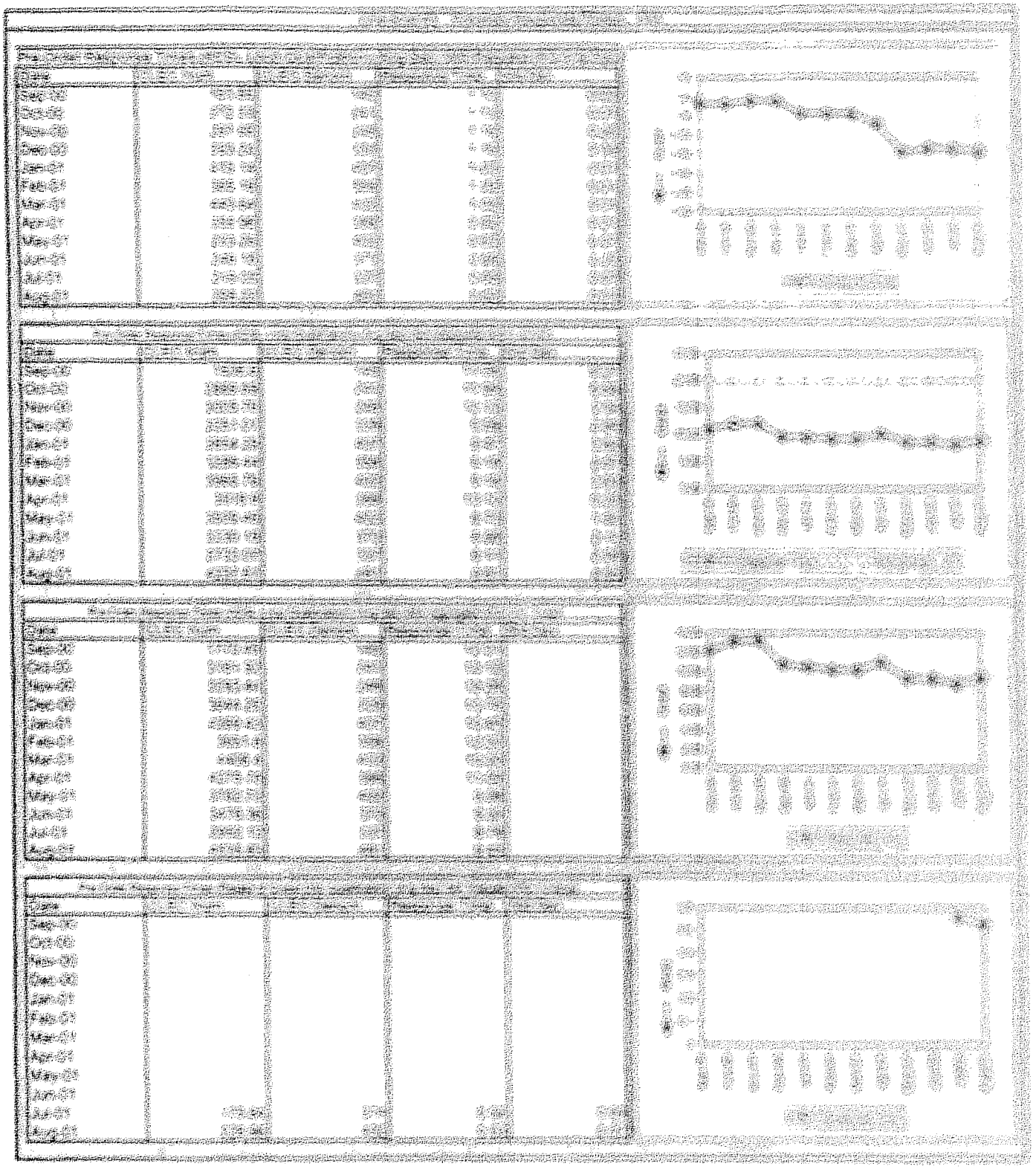
Oct-00	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Nov-00	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Dec-00	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Jan-01	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Feb-01	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Mar-01	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Apr-01	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
May-01	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Jun-01	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Jul-01	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Aug-01	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]









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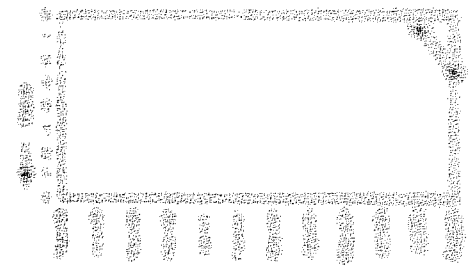
Oct-00				
Nov-00				
Dec-00				
Jan-01				
Feb-01				
Mar-01				
Apr-01				
May-01				
Jun-01				
Jul-01	[illegible]	[illegible]	[illegible]	[illegible]
Aug-01	[illegible]	[illegible]	[illegible]	[illegible]



Date	[illegible]	[illegible]	[illegible]	[illegible]
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Oct-00				
Nov-00				
Dec-00				
Jan-01				
Feb-01				
Mar-01				
Apr-01				
May-01				
Jun-01				
Jul-01	[illegible]	[illegible]	[illegible]	[illegible]
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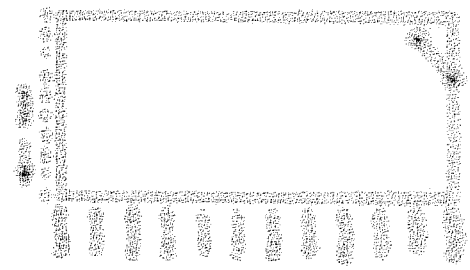
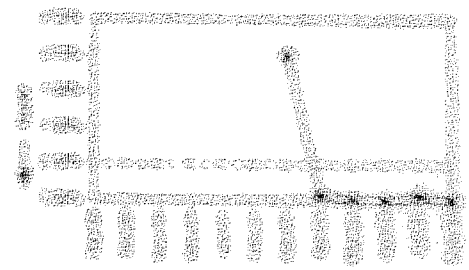


Date	[illegible]	[illegible]	[illegible]	[illegible]
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01				
Feb-01				
Mar-01	[illegible]	[illegible]	[illegible]	
Apr-01	[illegible]	[illegible]	[illegible]	
May-01	[illegible]	[illegible]	[illegible]	
Jun-01	[illegible]	[illegible]	[illegible]	
Jul-01	[illegible]	[illegible]	[illegible]	
Aug-01	[illegible]	[illegible]	[illegible]	



Date	[illegible]	[illegible]	[illegible]	[illegible]
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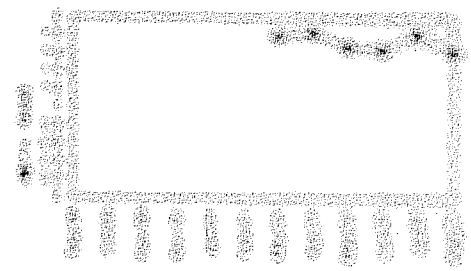
Oct-00				
Nov-00				
Dec-00				
Jan-01				
Feb-01				
Mar-01	[illegible]	[illegible]	[illegible]	[illegible]
Apr-01	[illegible]	[illegible]	[illegible]	[illegible]
May-01	[illegible]	[illegible]	[illegible]	[illegible]
Jun-01	[illegible]	[illegible]	[illegible]	[illegible]
Jul-01	[illegible]	[illegible]	[illegible]	[illegible]
Aug-01	[illegible]	[illegible]	[illegible]	[illegible]



Date	CLEC Num	CLEC Denom	Response Time	Score
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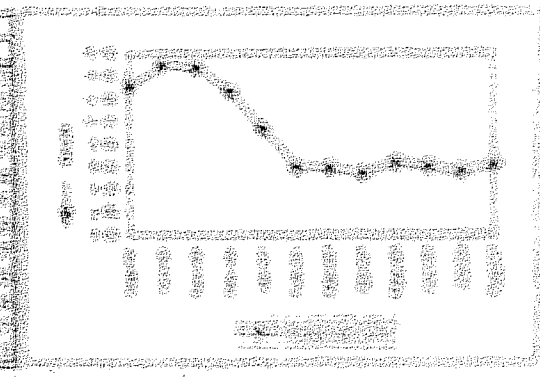
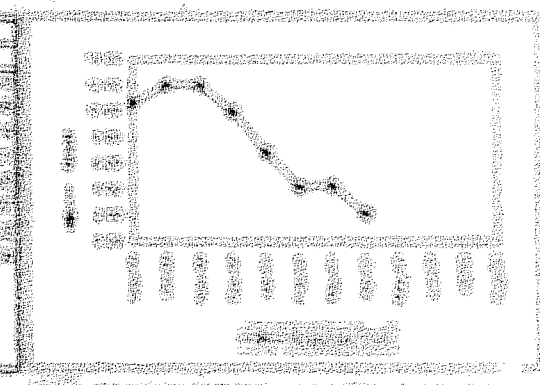
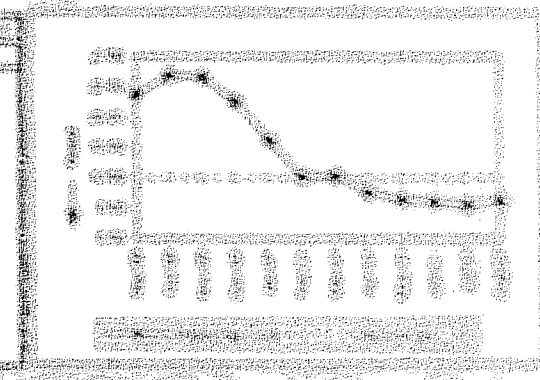
Nov-00	[illegible]	[illegible]	[illegible]	[illegible]
Dec-00	[illegible]	[illegible]	[illegible]	[illegible]
Jan-01	[illegible]	[illegible]	[illegible]	[illegible]
Feb-01	[illegible]	[illegible]	[illegible]	[illegible]
Mar-01	[illegible]	[illegible]	[illegible]	[illegible]
Apr-01	[illegible]	[illegible]	[illegible]	[illegible]
May-01	[illegible]	[illegible]	[illegible]	[illegible]
Jun-01	[illegible]	[illegible]	[illegible]	[illegible]
Jul-01	[illegible]	[illegible]	[illegible]	[illegible]
Aug-01	[illegible]	[illegible]	[illegible]	[illegible]



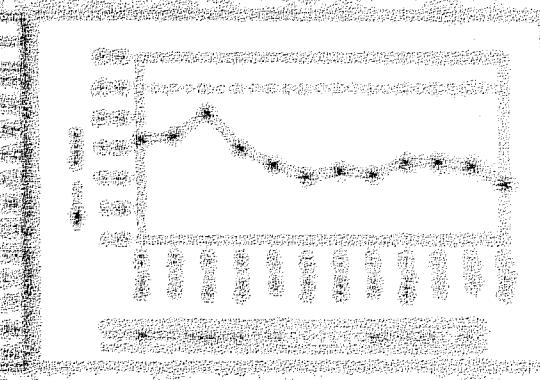
Date	CLEC Num	CLEC Denom	Response Time	Score
Sep-00	[illegible]	[illegible]	[illegible]	[illegible]
Oct-00	[illegible]	[illegible]	[illegible]	[illegible]
Nov-00	[illegible]	[illegible]	[illegible]	[illegible]
Dec-00	[illegible]	[illegible]	[illegible]	[illegible]
Jan-01	[illegible]	[illegible]	[illegible]	[illegible]
Feb-01	[illegible]	[illegible]	[illegible]	[illegible]
Mar-01	[illegible]	[illegible]	[illegible]	[illegible]
Apr-01	[illegible]	[illegible]	[illegible]	[illegible]
May-01				
Jun-01				
Jul-01				
Aug-01				



Date	CLEC Num	CLEC Denom	Response Time	Score
Sep-00	[illegible]	[illegible]	[illegible]	[illegible]
Oct-00	[illegible]	[illegible]	[illegible]	[illegible]
Nov-00	[illegible]	[illegible]	[illegible]	[illegible]
Dec-00	[illegible]	[illegible]	[illegible]	[illegible]
Jan-01	[illegible]	[illegible]	[illegible]	[illegible]
Feb-01	[illegible]	[illegible]	[illegible]	[illegible]
Mar-01	[illegible]	[illegible]	[illegible]	[illegible]
Apr-01	[illegible]	[illegible]	[illegible]	[illegible]
May-01	[illegible]	[illegible]	[illegible]	[illegible]
Jun-01	[illegible]	[illegible]	[illegible]	[illegible]
Jul-01	[illegible]	[illegible]	[illegible]	[illegible]
Aug-01	[illegible]	[illegible]	[illegible]	[illegible]



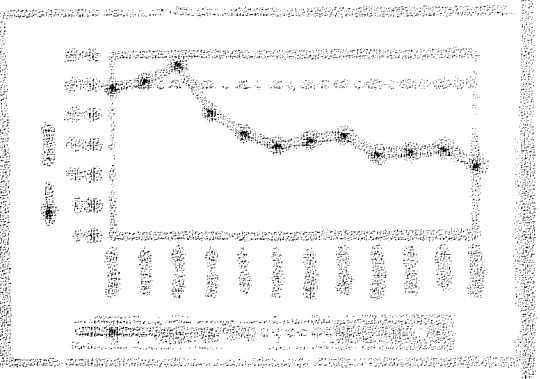
Date	CLEC Num	CLEC Denom	Response Time	Score
Sep-00	[illegible]	[illegible]	[illegible]	[illegible]
Oct-00	[illegible]	[illegible]	[illegible]	[illegible]
Nov-00	[illegible]	[illegible]	[illegible]	[illegible]
Dec-00	[illegible]	[illegible]	[illegible]	[illegible]
Jan-01	[illegible]	[illegible]	[illegible]	[illegible]
Feb-01	[illegible]	[illegible]	[illegible]	[illegible]
Mar-01	[illegible]	[illegible]	[illegible]	[illegible]
Apr-01	[illegible]	[illegible]	[illegible]	[illegible]
May-01	[illegible]	[illegible]	[illegible]	[illegible]
Jun-01	[illegible]	[illegible]	[illegible]	[illegible]
Jul-01	[illegible]	[illegible]	[illegible]	[illegible]
Aug-01	[illegible]	[illegible]	[illegible]	[illegible]



[illegible]

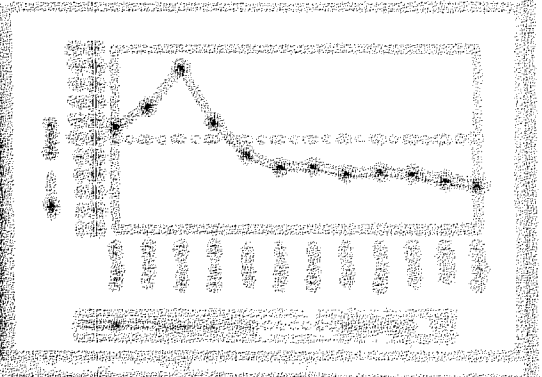
Pre-Order Response Times (Facility Check [illegible])

Date	CLEC Num.	CLEC Denom.	[illegible]	[illegible]
Sep-00	5506.36	[illegible]	[illegible]	[illegible]
Oct-00	10605.6	[illegible]	[illegible]	[illegible]
Nov-00	10779.8	[illegible]	[illegible]	[illegible]
Dec-00	8771.14	[illegible]	[illegible]	[illegible]
Jan-01	7215.4	[illegible]	[illegible]	[illegible]
Feb-01	5948	[illegible]	[illegible]	[illegible]
Mar-01	6694.2	[illegible]	[illegible]	[illegible]
Apr-01	7238	[illegible]	[illegible]	[illegible]
May-01	7499.5	[illegible]	[illegible]	[illegible]
Jun-01	6500.72	[illegible]	[illegible]	[illegible]
Jul-01	7685.66	[illegible]	[illegible]	[illegible]
Aug-01	6672.6	[illegible]	[illegible]	[illegible]



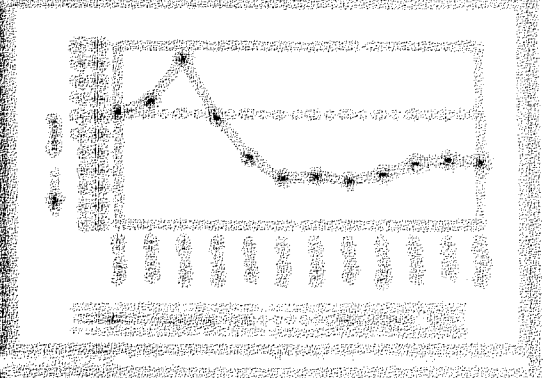
Pre-Order Response Times [illegible]

Date	CLEC Num.	CLEC Denom.	[illegible]	[illegible]
Sep-00	23562.8	[illegible]	[illegible]	[illegible]
Oct-00	42928.39	[illegible]	[illegible]	[illegible]
Nov-00	52196.4	[illegible]	[illegible]	[illegible]
Dec-00	39234.75	[illegible]	[illegible]	[illegible]
Jan-01	33066.69	[illegible]	[illegible]	[illegible]
Feb-01	27541.8	[illegible]	[illegible]	[illegible]
Mar-01	29800.36	[illegible]	[illegible]	[illegible]
Apr-01	33515.84	[illegible]	[illegible]	[illegible]
May-01	49240.8	[illegible]	[illegible]	[illegible]
Jun-01	35230.08	[illegible]	[illegible]	[illegible]
Jul-01	46278.54	[illegible]	[illegible]	[illegible]
Aug-01	41925.38	[illegible]	[illegible]	[illegible]



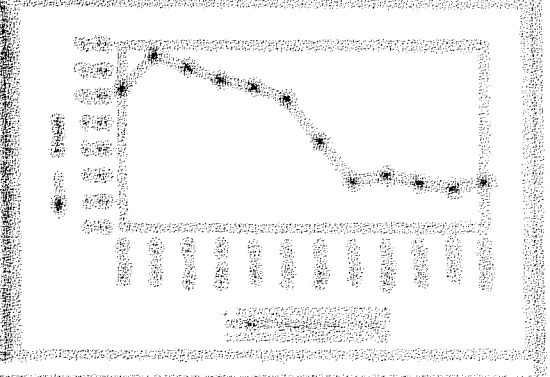
Pre-Order Response Times [illegible]

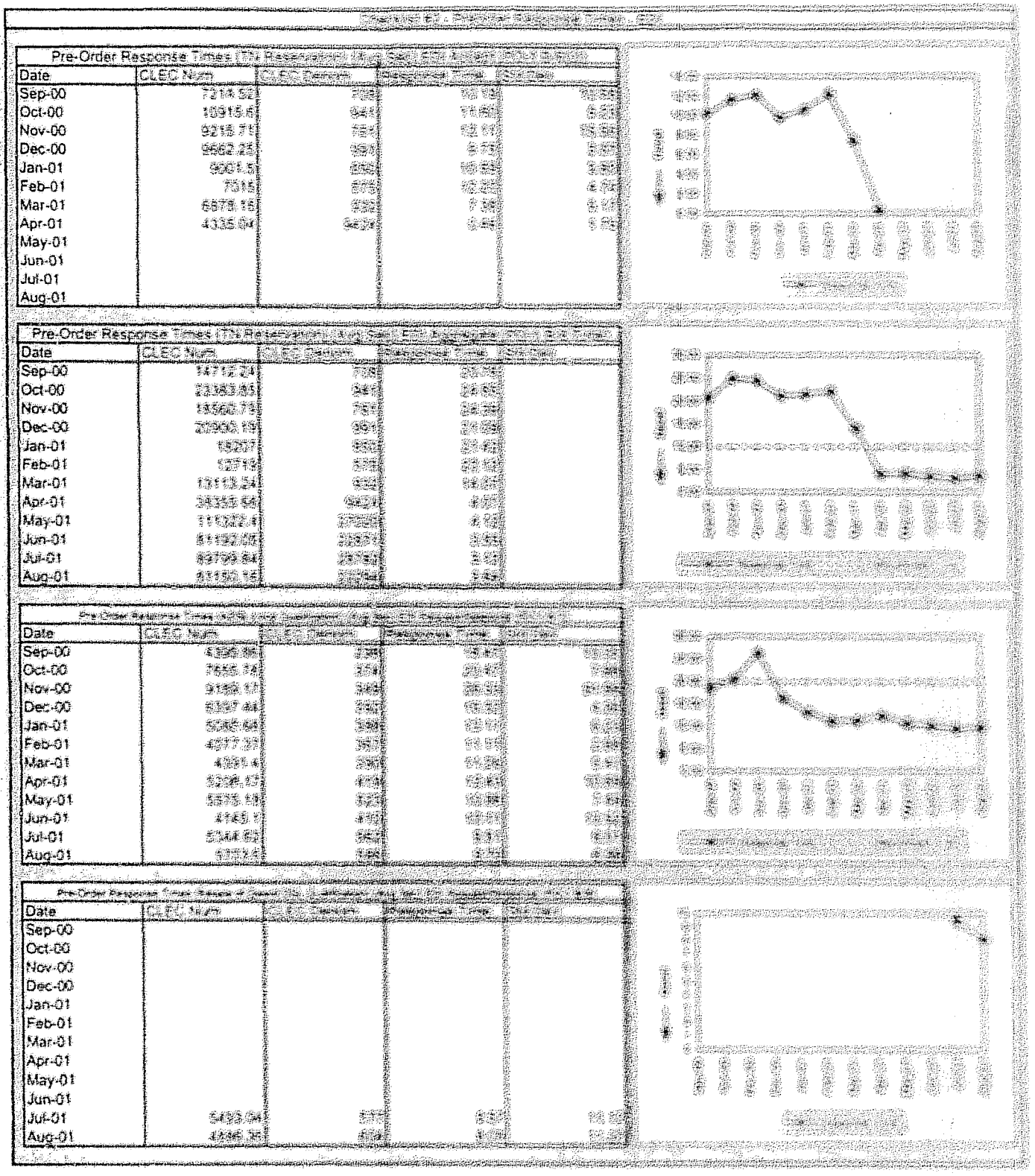
Date	CLEC Num.	CLEC Denom.	[illegible]	[illegible]
Sep-00	3580.22	[illegible]	[illegible]	[illegible]
Oct-00	5373.12	[illegible]	[illegible]	[illegible]
Nov-00	5449.8	[illegible]	[illegible]	[illegible]
Dec-00	4977.21	[illegible]	[illegible]	[illegible]
Jan-01	3379.32	[illegible]	[illegible]	[illegible]
Feb-01	2135.3	[illegible]	[illegible]	[illegible]
Mar-01	2338.64	[illegible]	[illegible]	[illegible]
Apr-01	1513.99	[illegible]	[illegible]	[illegible]
May-01	2789.36	[illegible]	[illegible]	[illegible]
Jun-01	2841.44	[illegible]	[illegible]	[illegible]
Jul-01	3211.95	[illegible]	[illegible]	[illegible]
Aug-01	3427.13	[illegible]	[illegible]	[illegible]



[illegible]

Date	CLEC Num.	CLEC Denom.	[illegible]	[illegible]
Sep-00	7487.22	[illegible]	[illegible]	[illegible]
Oct-00	12468.25	[illegible]	[illegible]	[illegible]
Nov-00	9343.04	[illegible]	[illegible]	[illegible]
Dec-00	11237.94	[illegible]	[illegible]	[illegible]
Jan-01	[illegible]	[illegible]	[illegible]	[illegible]
Feb-01	[illegible]	[illegible]	[illegible]	[illegible]
Mar-01	[illegible]	[illegible]	[illegible]	[illegible]
Apr-01	34020.64	[illegible]	[illegible]	[illegible]
May-01	111323.4	[illegible]	[illegible]	[illegible]
Jun-01	81192.22	[illegible]	[illegible]	[illegible]
Jul-01	89799.84	[illegible]	[illegible]	[illegible]
Aug-01	81150.16	[illegible]	[illegible]	[illegible]





Date	CLEC Num	CLEC Denom	[illegible]	[illegible]
Sep-00	7214.52	[illegible]	[illegible]	[illegible]
Oct-00	10915.6	[illegible]	[illegible]	[illegible]
Nov-00	9215.71	[illegible]	[illegible]	[illegible]
Dec-00	9562.23	[illegible]	[illegible]	[illegible]
Jan-01	9001.5	[illegible]	[illegible]	[illegible]
Feb-01	7515	[illegible]	[illegible]	[illegible]
Mar-01	6878.15	[illegible]	[illegible]	[illegible]
Apr-01	4035.04	[illegible]	[illegible]	[illegible]
May-01				
Jun-01				
Jul-01				
Aug-01				

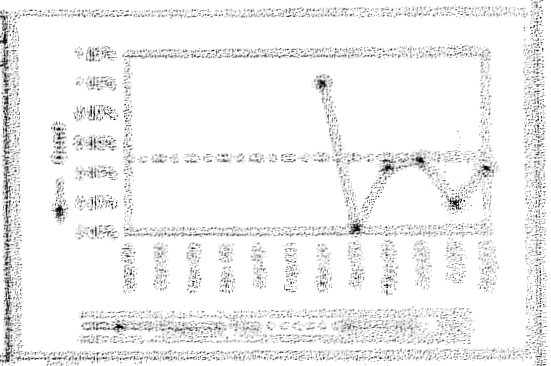
Date	CLEC Num	CLEC Denom	[illegible]	[illegible]
Sep-00	[illegible]	[illegible]	[illegible]	
Oct-00	[illegible]	[illegible]	[illegible]	
Nov-00	[illegible]	[illegible]	[illegible]	
Dec-00	[illegible]	[illegible]	[illegible]	
Jan-01	[illegible]	[illegible]	[illegible]	
Feb-01	[illegible]	[illegible]	[illegible]	
Mar-01	[illegible]	[illegible]	[illegible]	
Apr-01	[illegible]	[illegible]	[illegible]	
May-01	[illegible]	[illegible]	[illegible]	
Jun-01	[illegible]	[illegible]	[illegible]	
Jul-01	[illegible]	[illegible]	[illegible]	
Aug-01	[illegible]	[illegible]	[illegible]	

Date	CLEC Num	CLEC Denom	[illegible]	[illegible]
Sep-00	[illegible]	[illegible]	[illegible]	[illegible]
Oct-00	[illegible]	[illegible]	[illegible]	[illegible]
Nov-00	[illegible]	[illegible]	[illegible]	[illegible]
Dec-00	[illegible]	[illegible]	[illegible]	[illegible]
Jan-01	[illegible]	[illegible]	[illegible]	[illegible]
Feb-01	[illegible]	[illegible]	[illegible]	[illegible]
Mar-01	[illegible]	[illegible]	[illegible]	[illegible]
Apr-01	[illegible]	[illegible]	[illegible]	[illegible]
May-01	[illegible]	[illegible]	[illegible]	[illegible]
Jun-01	[illegible]	[illegible]	[illegible]	[illegible]
Jul-01	[illegible]	[illegible]	[illegible]	[illegible]
Aug-01	[illegible]	[illegible]	[illegible]	[illegible]

Date	CLEC Num	CLEC Denom	[illegible]	[illegible]
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01				
Feb-01				
Mar-01				
Apr-01				
May-01				
Jun-01				
Jul-01	[illegible]	[illegible]	[illegible]	[illegible]
Aug-01	[illegible]	[illegible]	[illegible]	[illegible]

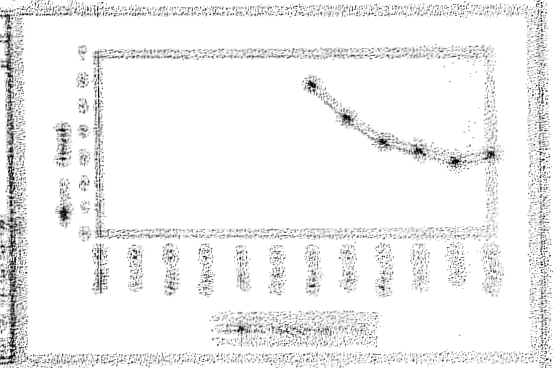
Pre-Order Response Times (Timeliness) (Percentile Cut Time [illegible])

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01				
Feb-01				
Mar-01	1	[illegible]	[illegible]	
Apr-01	4	[illegible]	[illegible]	
May-01	196	[illegible]	[illegible]	
Jun-01	181	[illegible]	[illegible]	
Jul-01	84	[illegible]	[illegible]	
Aug-01	171	[illegible]	[illegible]	



Pre-Order Response Times (Rejected Query) (Avg Sec) (Cut Time [illegible])

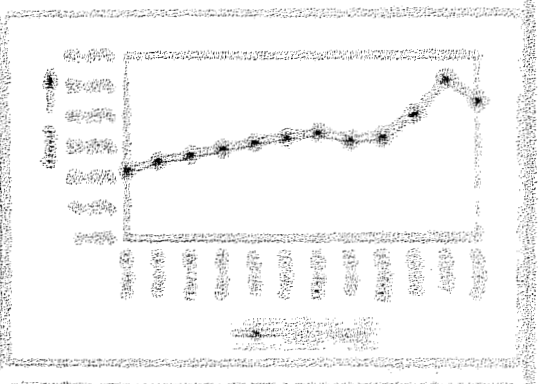
Date	CLEC Num	CLEC Denom	Response Time	Std Dev
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01				
Feb-01				
Mar-01	13100.82	[illegible]	[illegible]	[illegible]
Apr-01	16069.5	[illegible]	[illegible]	[illegible]
May-01	24450.93	[illegible]	[illegible]	[illegible]
Jun-01	17631.25	[illegible]	[illegible]	[illegible]
Jul-01	19569.2	[illegible]	[illegible]	[illegible]
Aug-01	21218.12	[illegible]	[illegible]	[illegible]



[illegible]

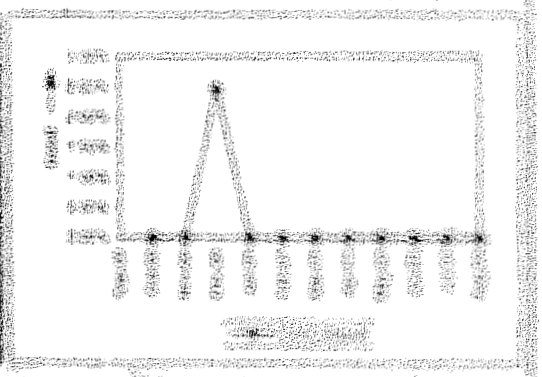
Electronic Flow-through for LSRs Received via [illegible]

Date	CLEC Num	CLEC Denom	CLEC Result	[illegible]
Sep-00	176	[illegible]	[illegible]	[illegible]
Oct-00	247	[illegible]	[illegible]	[illegible]
Nov-00	225	[illegible]	[illegible]	[illegible]
Dec-00	251	[illegible]	[illegible]	[illegible]
Jan-01	342	[illegible]	[illegible]	[illegible]
Feb-01	288	[illegible]	[illegible]	[illegible]
Mar-01	304	[illegible]	[illegible]	[illegible]
Apr-01	268	[illegible]	[illegible]	[illegible]
May-01	331	[illegible]	[illegible]	[illegible]
Jun-01	531	[illegible]	[illegible]	[illegible]
Jul-01	959	[illegible]	[illegible]	[illegible]
Aug-01	783	[illegible]	[illegible]	[illegible]



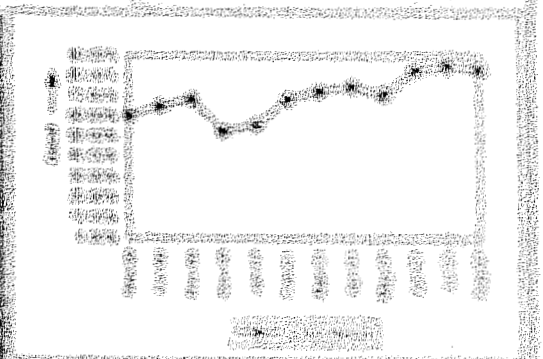
Electronic Flow-through for LSRs Received via [illegible]

Date	CLEC Num	CLEC Denom	CLEC Result	[illegible]
Sep-00				
Oct-00	0	[illegible]	[illegible]	[illegible]
Nov-00	0	[illegible]	[illegible]	[illegible]
Dec-00	8	[illegible]	[illegible]	[illegible]
Jan-01	0	[illegible]	[illegible]	[illegible]
Feb-01	0	[illegible]	[illegible]	[illegible]
Mar-01	0	[illegible]	[illegible]	[illegible]
Apr-01	0	[illegible]	[illegible]	[illegible]
May-01	0	[illegible]	[illegible]	[illegible]
Jun-01	0	[illegible]	[illegible]	[illegible]
Jul-01	0	[illegible]	[illegible]	[illegible]
Aug-01	0	[illegible]	[illegible]	[illegible]



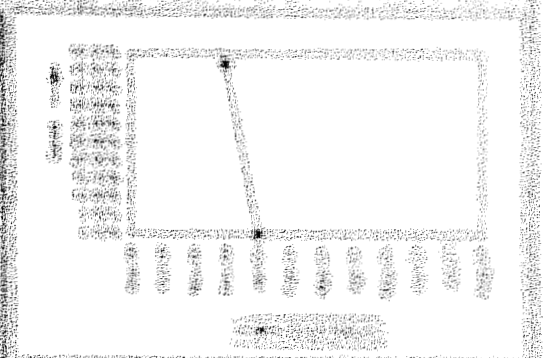
Electronic Flow-through for All Eligible LSRs [illegible]

Date	CLEC Num	CLEC Denom	CLEC Result	[illegible]
Sep-00	176	[illegible]	[illegible]	[illegible]
Oct-00	246	[illegible]	[illegible]	[illegible]
Nov-00	225	[illegible]	[illegible]	[illegible]
Dec-00	251	[illegible]	[illegible]	[illegible]
Jan-01	342	[illegible]	[illegible]	[illegible]
Feb-01	288	[illegible]	[illegible]	[illegible]
Mar-01	304	[illegible]	[illegible]	[illegible]
Apr-01	268	[illegible]	[illegible]	[illegible]
May-01	331	[illegible]	[illegible]	[illegible]
Jun-01	531	[illegible]	[illegible]	[illegible]
Jul-01	959	[illegible]	[illegible]	[illegible]
Aug-01	783	[illegible]	[illegible]	[illegible]



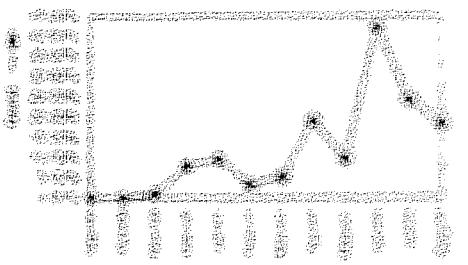
Electronic Flow-through for All Eligible LSRs [illegible]

Date	CLEC Num	CLEC Denom	CLEC Result	[illegible]
Sep-00				
Oct-00				
Nov-00				
Dec-00	8	12	[illegible]	[illegible]
Jan-01	0	4	[illegible]	[illegible]
Feb-01				
Mar-01				
Apr-01				
May-01				
Jun-01				
Jul-01				
Aug-01				



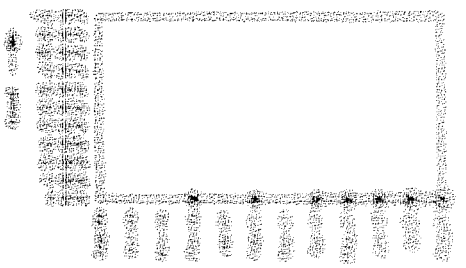
Electronic Flow-through for LSRs Received via EDI (Business Rules)

Date	CLEC Num	CLEC Denom	CLEC Rate	CLEC Goal
Sep-00	[illegible]	[illegible]	[illegible]	[illegible]
Oct-00	[illegible]	[illegible]	[illegible]	[illegible]
Nov-00	[illegible]	[illegible]	[illegible]	[illegible]
Dec-00	[illegible]	[illegible]	[illegible]	[illegible]
Jan-01	[illegible]	[illegible]	[illegible]	[illegible]
Feb-01	[illegible]	[illegible]	[illegible]	[illegible]
Mar-01	[illegible]	[illegible]	[illegible]	[illegible]
Apr-01	[illegible]	[illegible]	[illegible]	[illegible]
May-01	[illegible]	[illegible]	[illegible]	[illegible]
Jun-01	[illegible]	[illegible]	[illegible]	[illegible]
Jul-01	[illegible]	[illegible]	[illegible]	[illegible]
Aug-01	[illegible]	[illegible]	[illegible]	[illegible]



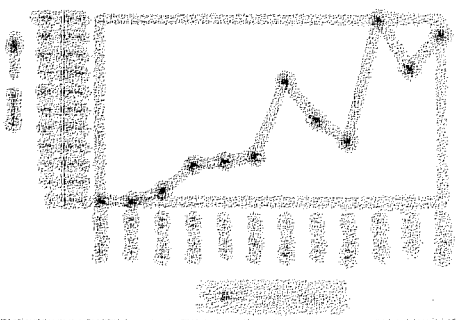
Electronic Flow-through for LSRs Received via EDI (Business Rules)

Date	CLEC Num	CLEC Denom	CLEC Rate	CLEC Goal
Sep-00				
Oct-00				
Nov-00				
Dec-00	[illegible]	[illegible]	[illegible]	[illegible]
Jan-01				
Feb-01	[illegible]	[illegible]	[illegible]	[illegible]
Mar-01				
Apr-01	[illegible]	[illegible]	[illegible]	[illegible]
May-01	[illegible]	[illegible]	[illegible]	[illegible]
Jun-01	[illegible]	[illegible]	[illegible]	[illegible]
Jul-01	[illegible]	[illegible]	[illegible]	[illegible]
Aug-01	[illegible]	[illegible]	[illegible]	[illegible]



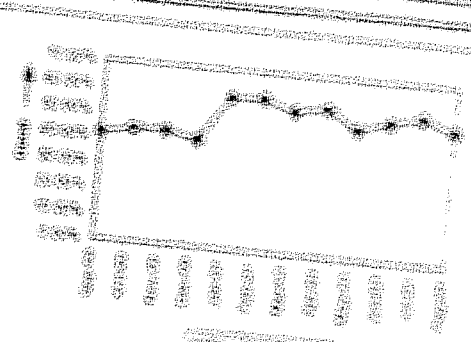
Electronic Flow-through for All Eligible LSRs Received via EDI (Business Rules)

Date	CLEC Num	CLEC Denom	CLEC Rate	CLEC Goal
Sep-00	[illegible]	[illegible]	[illegible]	[illegible]
Oct-00	[illegible]	[illegible]	[illegible]	[illegible]
Nov-00	[illegible]	[illegible]	[illegible]	[illegible]
Dec-00	[illegible]	[illegible]	[illegible]	[illegible]
Jan-01	[illegible]	[illegible]	[illegible]	[illegible]
Feb-01	[illegible]	[illegible]	[illegible]	[illegible]
Mar-01	[illegible]	[illegible]	[illegible]	[illegible]
Apr-01	[illegible]	[illegible]	[illegible]	[illegible]
May-01	[illegible]	[illegible]	[illegible]	[illegible]
Jun-01	[illegible]	[illegible]	[illegible]	[illegible]
Jul-01	[illegible]	[illegible]	[illegible]	[illegible]
Aug-01	[illegible]	[illegible]	[illegible]	[illegible]



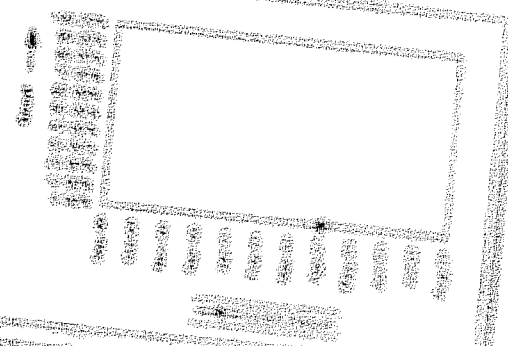
Electronic Flow-through for LSRs Received via EDI

Date	CLEC Num	CLEC Denom	CLEC Result	[illegible]
Sep-00				
Oct-00	165	397	[illegible]	[illegible]
Nov-00	180	410	[illegible]	[illegible]
Dec-00	163	369	[illegible]	[illegible]
Jan-01	132	317	[illegible]	[illegible]
Feb-01	398	674	[illegible]	[illegible]
Mar-01	480	805	[illegible]	[illegible]
Apr-01	622	1119	[illegible]	[illegible]
May-01	481	831	[illegible]	[illegible]
Jun-01	517	1022	[illegible]	[illegible]
Jul-01	505	893	[illegible]	[illegible]
Aug-01	504	886	[illegible]	[illegible]
	401	751	[illegible]	[illegible]



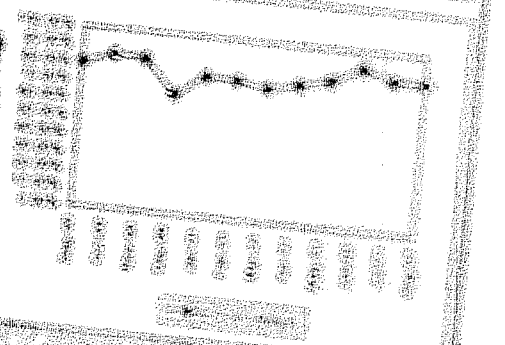
Electronic Flow-through for LSRs Received via EDI

Date	CLEC Num	CLEC Denom	CLEC Result	[illegible]
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01				
Feb-01				
Mar-01				
Apr-01				
May-01	0	3	[illegible]	[illegible]
Jun-01				
Jul-01				
Aug-01				



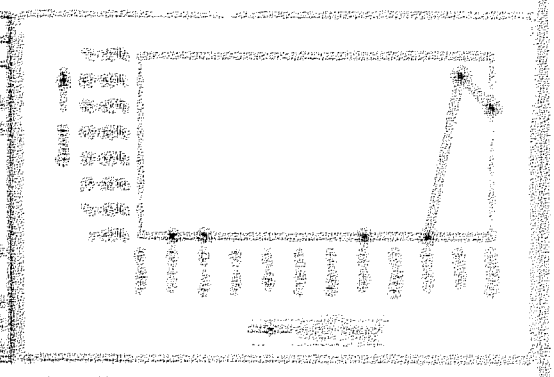
Electronic Flow-through for All Business Units

Date	CLEC Num	CLEC Denom	CLEC Result	[illegible]
Sep-00				
Oct-00	165	205	[illegible]	[illegible]
Nov-00	180	209	[illegible]	[illegible]
Dec-00	153	191	[illegible]	[illegible]
Jan-01	132	192	[illegible]	[illegible]
Feb-01	398	508	[illegible]	[illegible]
Mar-01	480	619	[illegible]	[illegible]
Apr-01	622	834	[illegible]	[illegible]
May-01	481	616	[illegible]	[illegible]
Jun-01	517	629	[illegible]	[illegible]
Jul-01	505	557	[illegible]	[illegible]
Aug-01	504	563	[illegible]	[illegible]
	401	474	[illegible]	[illegible]



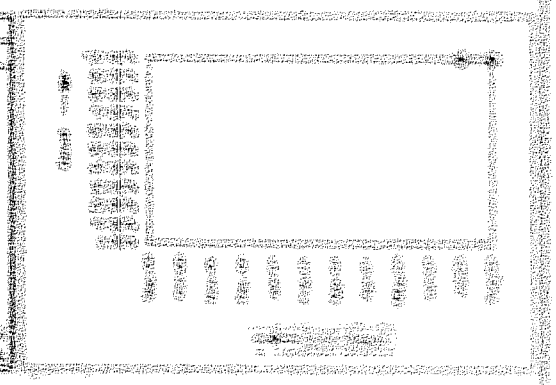
Electronic Flow-through for LSRs Received via XML Platform (PO-2A)

Date	CLEC Num	CLEC Denom	CLEC Result	[illegible]
Sep-00				
Oct-00	0	1	[illegible]	[illegible]
Nov-00	0	1	[illegible]	[illegible]
Dec-00				
Jan-01				
Feb-01				
Mar-01				
Apr-01	0	1	[illegible]	[illegible]
May-01				
Jun-01	0	1	[illegible]	[illegible]
Jul-01	5	6	[illegible]	[illegible]
Aug-01	4	4	[illegible]	[illegible]



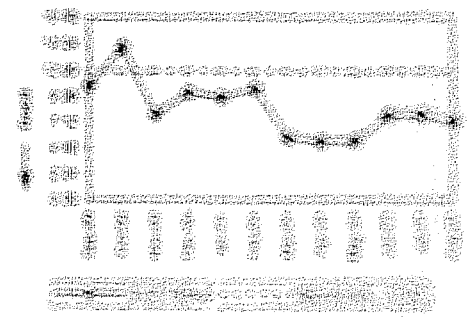
Electronic Flow-through for All Eligible LSRs Received via XML Platform (PO-2A)

Date	CLEC Num	CLEC Denom	CLEC Result	[illegible]
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01				
Feb-01				
Mar-01				
Apr-01				
May-01				
Jun-01				
Jul-01	5	1	[illegible]	[illegible]
Aug-01	4	1	[illegible]	[illegible]



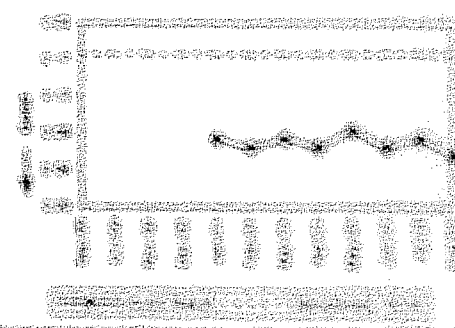
LSR Rejection Notice Interval for IMA - [illegible]

Date	CLEC Num	[illegible]	[illegible]
Sep-00	[illegible]	[illegible]	[illegible]
Oct-00	[illegible]	[illegible]	[illegible]
Nov-00	[illegible]	[illegible]	[illegible]
Dec-00	[illegible]	[illegible]	[illegible]
Jan-01	[illegible]	[illegible]	[illegible]
Feb-01	[illegible]	[illegible]	[illegible]
Mar-01	[illegible]	[illegible]	[illegible]
Apr-01	[illegible]	[illegible]	[illegible]
May-01	[illegible]	[illegible]	[illegible]
Jun-01	[illegible]	[illegible]	[illegible]
Jul-01	[illegible]	[illegible]	[illegible]
Aug-01	[illegible]	[illegible]	[illegible]



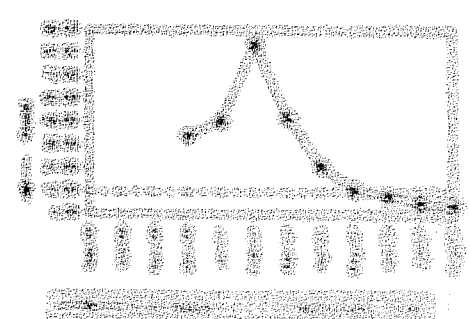
LSR Rejection Notice Interval for IMA - [illegible]

Date	CLEC Num	[illegible]	[illegible]
Sep-00			
Oct-00			
Nov-00			
Dec-00			
Jan-01	[illegible]	[illegible]	[illegible]
Feb-01	[illegible]	[illegible]	[illegible]
Mar-01	[illegible]	[illegible]	[illegible]
Apr-01	[illegible]	[illegible]	[illegible]
May-01	[illegible]	[illegible]	[illegible]
Jun-01	[illegible]	[illegible]	[illegible]
Jul-01	[illegible]	[illegible]	[illegible]
Aug-01	[illegible]	[illegible]	[illegible]



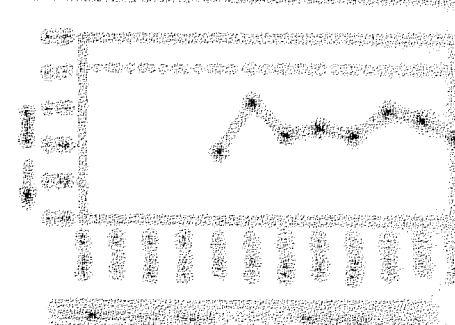
LSR Rejection Notice Interval for EDI - [illegible]

Date	CLEC Num	[illegible]	[illegible]
Sep-00			
Oct-00			
Nov-00			
Dec-00	[illegible]	[illegible]	[illegible]
Jan-01	[illegible]	[illegible]	[illegible]
Feb-01	[illegible]	[illegible]	[illegible]
Mar-01	[illegible]	[illegible]	[illegible]
Apr-01	[illegible]	[illegible]	[illegible]
May-01	[illegible]	[illegible]	[illegible]
Jun-01	[illegible]	[illegible]	[illegible]
Jul-01	[illegible]	[illegible]	[illegible]
Aug-01	[illegible]	[illegible]	[illegible]



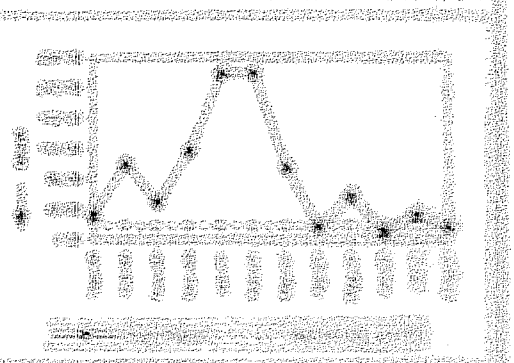
LSR Rejection Notice Interval for EDI - [illegible]

Date	CLEC Num	[illegible]	[illegible]
Sep-00			
Oct-00			
Nov-00			
Dec-00			
Jan-01	[illegible]	[illegible]	[illegible]
Feb-01	[illegible]	[illegible]	[illegible]
Mar-01	[illegible]	[illegible]	[illegible]
Apr-01	[illegible]	[illegible]	[illegible]
May-01	[illegible]	[illegible]	[illegible]
Jun-01	[illegible]	[illegible]	[illegible]
Jul-01	[illegible]	[illegible]	[illegible]
Aug-01	[illegible]	[illegible]	[illegible]



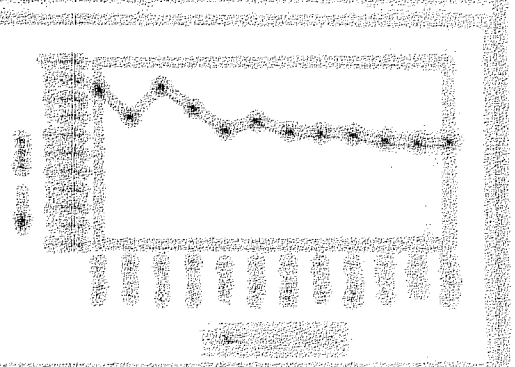
LSR Rejection Notice Interval for Mechanized Orders

Date	[illegible]	[illegible]	[illegible]
Sep-00	[illegible]	[illegible]	[illegible]
Oct-00	[illegible]	[illegible]	[illegible]
Nov-00	[illegible]	[illegible]	[illegible]
Dec-00	[illegible]	[illegible]	[illegible]
Jan-01	[illegible]	[illegible]	[illegible]
Feb-01	[illegible]	[illegible]	[illegible]
Mar-01	[illegible]	[illegible]	[illegible]
Apr-01	[illegible]	[illegible]	[illegible]
May-01	[illegible]	[illegible]	[illegible]
Jun-01	[illegible]	[illegible]	[illegible]
Jul-01	[illegible]	[illegible]	[illegible]
Aug-01	[illegible]	[illegible]	[illegible]



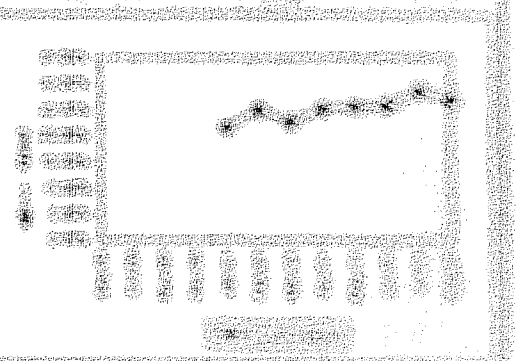
LSRs Rejected for GUI, Business Rules and Other Reasons

Date	[illegible]	[illegible]	[illegible]
Sep-00	[illegible]	[illegible]	[illegible]
Oct-00	[illegible]	[illegible]	[illegible]
Nov-00	[illegible]	[illegible]	[illegible]
Dec-00	[illegible]	[illegible]	[illegible]
Jan-01	[illegible]	[illegible]	[illegible]
Feb-01	[illegible]	[illegible]	[illegible]
Mar-01	[illegible]	[illegible]	[illegible]
Apr-01	[illegible]	[illegible]	[illegible]
May-01	[illegible]	[illegible]	[illegible]
Jun-01	[illegible]	[illegible]	[illegible]
Jul-01	[illegible]	[illegible]	[illegible]
Aug-01	[illegible]	[illegible]	[illegible]



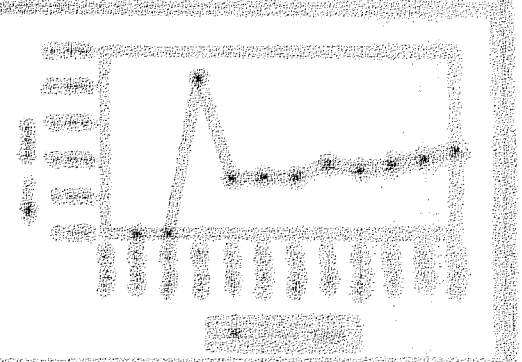
LSRs Rejected for GUI, Business Rules and Other Reasons

Date	[illegible]	[illegible]	[illegible]
Sep-00			
Oct-00			
Nov-00			
Dec-00			
Jan-01	[illegible]	[illegible]	[illegible]
Feb-01	[illegible]	[illegible]	[illegible]
Mar-01	[illegible]	[illegible]	[illegible]
Apr-01	[illegible]	[illegible]	[illegible]
May-01	[illegible]	[illegible]	[illegible]
Jun-01	[illegible]	[illegible]	[illegible]
Jul-01	[illegible]	[illegible]	[illegible]
Aug-01	[illegible]	[illegible]	[illegible]



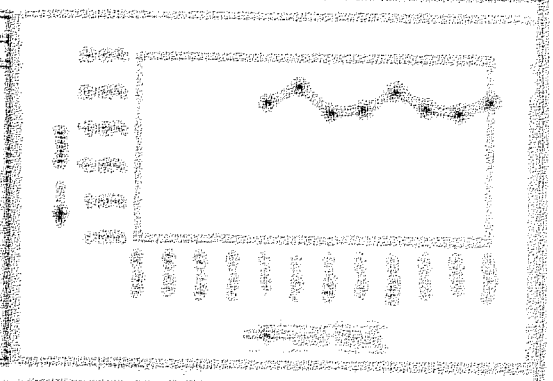
LSRs Rejected for GUI, Business Rules and Other Reasons

Date	[illegible]	[illegible]	[illegible]
Sep-00			
Oct-00			
Nov-00			
Dec-00			
Jan-01	[illegible]	[illegible]	[illegible]
Feb-01	[illegible]	[illegible]	[illegible]
Mar-01	[illegible]	[illegible]	[illegible]
Apr-01	[illegible]	[illegible]	[illegible]
May-01	[illegible]	[illegible]	[illegible]
Jun-01	[illegible]	[illegible]	[illegible]
Jul-01	[illegible]	[illegible]	[illegible]
Aug-01	[illegible]	[illegible]	[illegible]



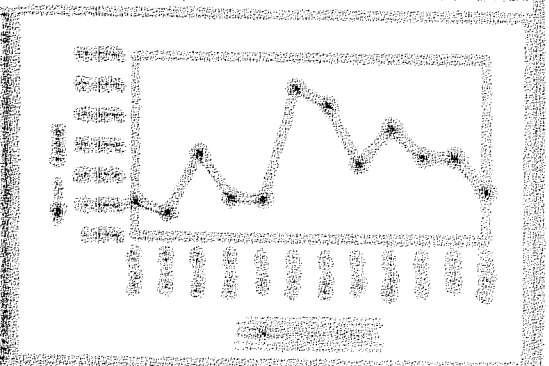
LSRs Rejected for EDI - [illegible]

Date	CLEC Nun	[illegible]	[illegible]
Sep-00			
Oct-00			
Nov-00			
Dec-00			
Jan-01			
Feb-01			
Mar-01			
Apr-01			
May-01			
Jun-01			
Jul-01			
Aug-01			



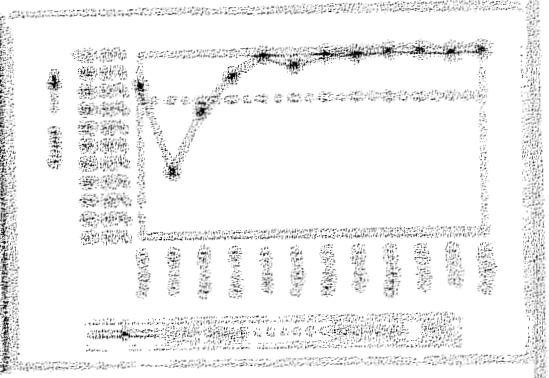
LSRs Rejected for Manual [illegible]

Date	CLEC Nun	[illegible]	[illegible]
Sep-00			
Oct-00			
Nov-00			
Dec-00			
Jan-01			
Feb-01			
Mar-01			
Apr-01			
May-01			
Jun-01			
Jul-01			
Aug-01			

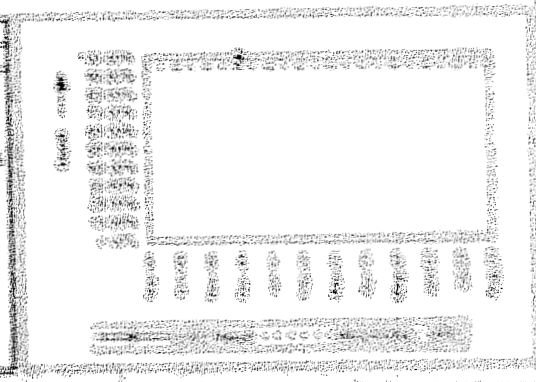


[illegible]

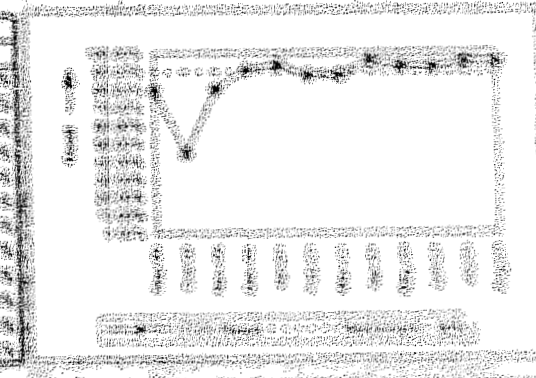
FOCs On Time for Fully Electronic LSRs Received Via MA (Percent) [illegible]			
Date	CLEC Num	CLEC Denom	CLEC Result
Sep-00	170	175	[illegible]
Oct-00	215	247	[illegible]
Nov-00	211	225	[illegible]
Dec-00	245	255	[illegible]
Jan-01	341	342	[illegible]
Feb-01	284	288	[illegible]
Mar-01	303	304	[illegible]
Apr-01	287	288	[illegible]
May-01	331	331	[illegible]
Jun-01	531	531	[illegible]
Jul-01	962	964	[illegible]
Aug-01	787	789	[illegible]



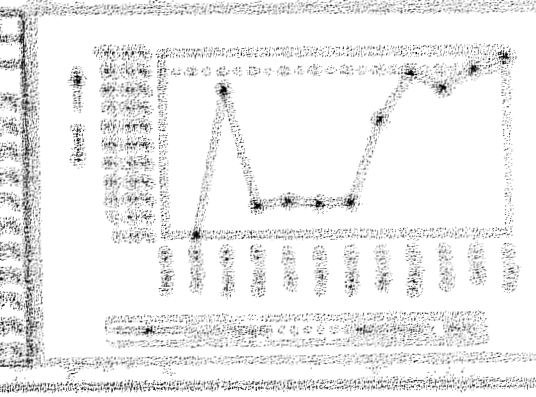
FOCs On Time for Fully Electronic LSRs Received Via EDI (Percent) [illegible]			
Date	CLEC Num	CLEC Denom	CLEC Result
Sep-00			
Oct-00			
Nov-00			
Dec-00	6	6	[illegible]
Jan-01			
Feb-01			
Mar-01			
Apr-01			
May-01			
Jun-01			
Jul-01			
Aug-01			



FOCs On Time For Electronic/Manual LSRs Received Via MA (Percent) [illegible]			
Date	CLEC Num	CLEC Denom	CLEC Result
Sep-00	440	555	[illegible]
Oct-00	368	469	[illegible]
Nov-00	451	543	[illegible]
Dec-00	543	596	[illegible]
Jan-01	570	578	[illegible]
Feb-01	472	538	[illegible]
Mar-01	464	524	[illegible]
Apr-01	530	577	[illegible]
May-01	585	649	[illegible]
Jun-01	687	743	[illegible]
Jul-01	801	845	[illegible]
Aug-01	882	921	[illegible]

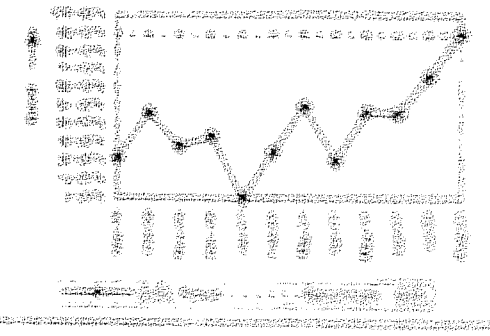


FOCs On Time For Electronic/Manual LSRs Received Via EDI (Percent) [illegible]			
Date	CLEC Num	CLEC Denom	CLEC Result
Sep-00			
Oct-00	0	1	[illegible]
Nov-00	4	5	[illegible]
Dec-00	24	25	[illegible]
Jan-01	37	38	[illegible]
Feb-01	56	59	[illegible]
Mar-01	92	93	[illegible]
Apr-01	253	258	[illegible]
May-01	455	515	[illegible]
Jun-01	414	515	[illegible]
Jul-01	480	532	[illegible]
Aug-01	470	479	[illegible]



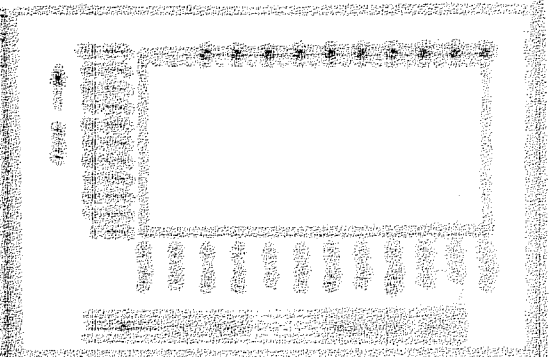
Checklist - Firm Order Confirmations - Business

FOCs on Time for Manual (Percent) (PO-2E-4B)			
Date	CLEC Num	CLEC Denom	CLEC Result
Sep-00	[illegible]	[illegible]	[illegible]
Oct-00	[illegible]	[illegible]	[illegible]
Nov-00	[illegible]	[illegible]	[illegible]
Dec-00	[illegible]	[illegible]	[illegible]
Jan-01	[illegible]	[illegible]	[illegible]
Feb-01	[illegible]	[illegible]	[illegible]
Mar-01	[illegible]	[illegible]	[illegible]
Apr-01	[illegible]	[illegible]	[illegible]
May-01	[illegible]	[illegible]	[illegible]
Jun-01	[illegible]	[illegible]	[illegible]
Jul-01	[illegible]	[illegible]	[illegible]
Aug-01	[illegible]	[illegible]	[illegible]



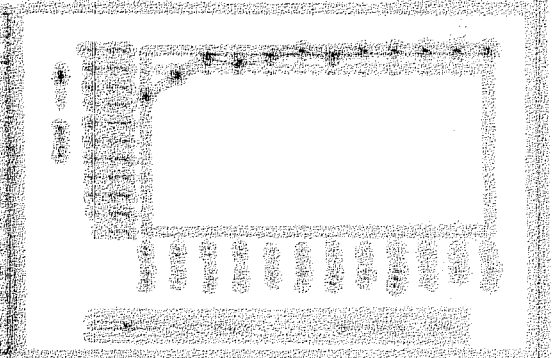
FOCs On Time for Fully Electronic UNE Requests (Residence and Business)

Date	[illegible]	[illegible]	[illegible]
Sep-00			
Oct-00			
Nov-00			
Dec-00			
Jan-01			
Feb-01			
Mar-01			
Apr-01			
May-01			
Jun-01			
Jul-01			
Aug-01			



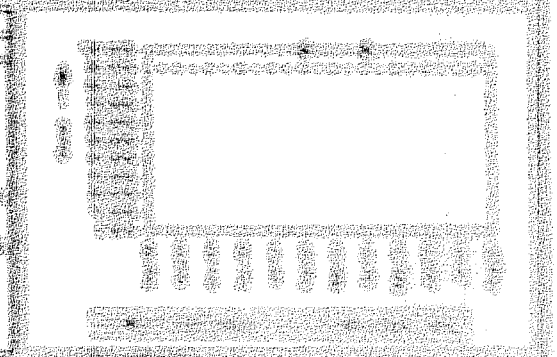
FOCs On Time For Partially Mechanized UNE Requests (Residence and Business)

Date	[illegible]	[illegible]	[illegible]
Sep-00			
Oct-00			
Nov-00			
Dec-00			
Jan-01			
Feb-01			
Mar-01			
Apr-01			
May-01			
Jun-01			
Jul-01			
Aug-01			



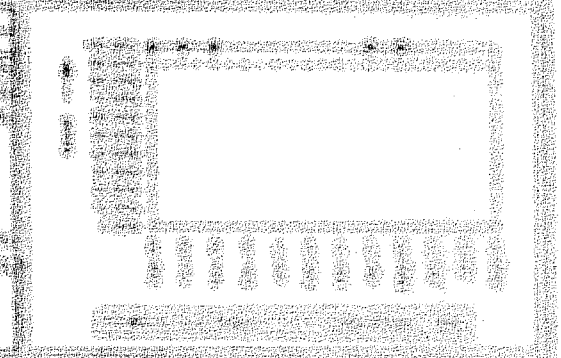
FOCs On Time For Manual UNE Requests (Residence and Business)

Date	[illegible]	[illegible]	[illegible]
Sep-00			
Oct-00			
Nov-00			
Dec-00			
Jan-01			
Feb-01			
Mar-01			
Apr-01			
May-01			
Jun-01			
Jul-01			
Aug-01			



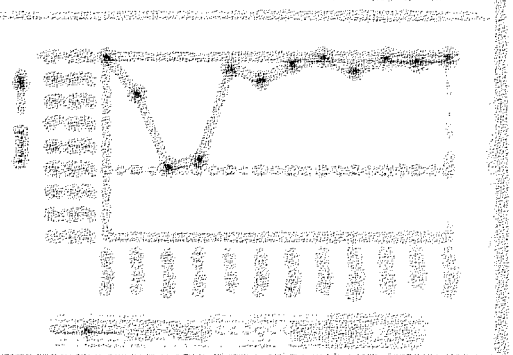
FOCs On Time For Manual UNE Requests (Residence and Business)

Date	[illegible]	[illegible]	[illegible]
Sep-00			
Oct-00			
Nov-00			
Dec-00			
Jan-01			
Feb-01			
Mar-01			
Apr-01			
May-01			
Jun-01			
Jul-01			
Aug-01			



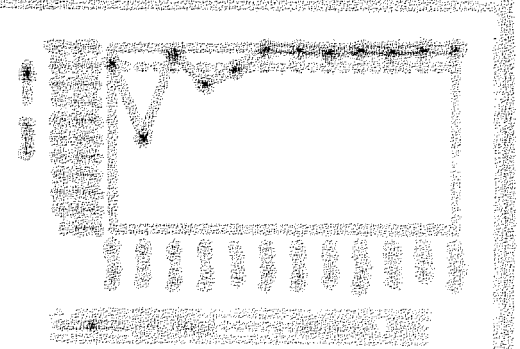
FOCs On Time for Fully Electronic [illegible]

Date	CLEC Num	[illegible]	[illegible]
Sep-00	[illegible]	[illegible]	[illegible]
Oct-00	[illegible]	[illegible]	[illegible]
Nov-00	[illegible]	[illegible]	[illegible]
Dec-00	[illegible]	[illegible]	[illegible]
Jan-01	[illegible]	[illegible]	[illegible]
Feb-01	[illegible]	[illegible]	[illegible]
Mar-01	[illegible]	[illegible]	[illegible]
Apr-01	[illegible]	[illegible]	[illegible]
May-01	[illegible]	[illegible]	[illegible]
Jun-01	[illegible]	[illegible]	[illegible]
Jul-01	[illegible]	[illegible]	[illegible]
Aug-01	[illegible]	[illegible]	[illegible]



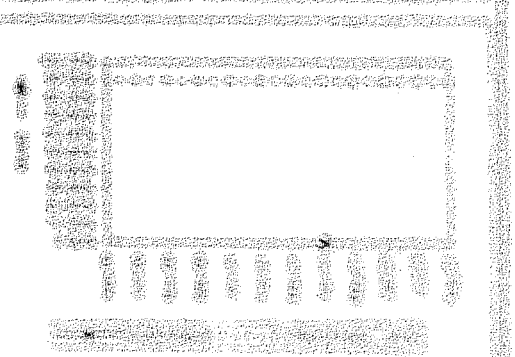
FOCs On Time For Electronic [illegible]

Date	CLEC Num	[illegible]	[illegible]
Sep-00	[illegible]	[illegible]	[illegible]
Oct-00	[illegible]	[illegible]	[illegible]
Nov-00	[illegible]	[illegible]	[illegible]
Dec-00	[illegible]	[illegible]	[illegible]
Jan-01	[illegible]	[illegible]	[illegible]
Feb-01	[illegible]	[illegible]	[illegible]
Mar-01	[illegible]	[illegible]	[illegible]
Apr-01	[illegible]	[illegible]	[illegible]
May-01	[illegible]	[illegible]	[illegible]
Jun-01	[illegible]	[illegible]	[illegible]
Jul-01	[illegible]	[illegible]	[illegible]
Aug-01	[illegible]	[illegible]	[illegible]



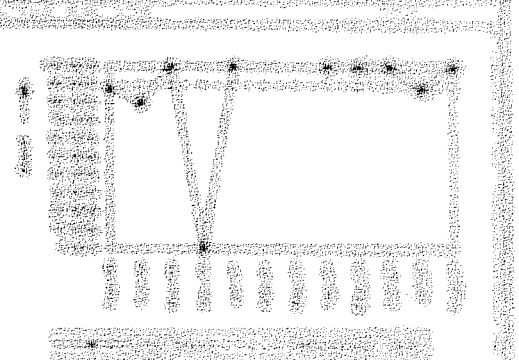
FOCs On Time For Electronic [illegible]

Date	CLEC Num	[illegible]	[illegible]
Sep-00	[illegible]	[illegible]	[illegible]
Oct-00	[illegible]	[illegible]	[illegible]
Nov-00	[illegible]	[illegible]	[illegible]
Dec-00	[illegible]	[illegible]	[illegible]
Jan-01	[illegible]	[illegible]	[illegible]
Feb-01	[illegible]	[illegible]	[illegible]
Mar-01	[illegible]	[illegible]	[illegible]
Apr-01	[illegible]	[illegible]	[illegible]
May-01	[illegible]	[illegible]	[illegible]
Jun-01	[illegible]	[illegible]	[illegible]
Jul-01	[illegible]	[illegible]	[illegible]
Aug-01	[illegible]	[illegible]	[illegible]



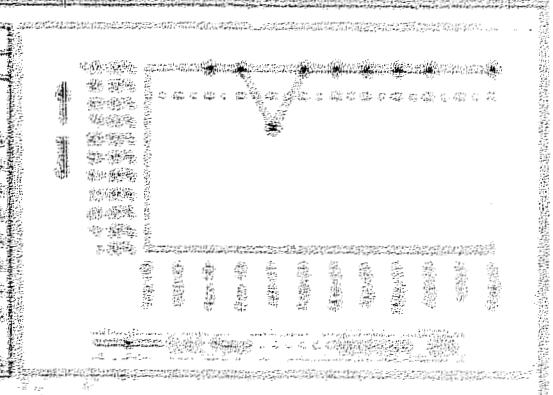
FOCs on Time for [illegible]

Date	CLEC Num	[illegible]	[illegible]
Sep-00	[illegible]	[illegible]	[illegible]
Oct-00	[illegible]	[illegible]	[illegible]
Nov-00	[illegible]	[illegible]	[illegible]
Dec-00	[illegible]	[illegible]	[illegible]
Jan-01	[illegible]	[illegible]	[illegible]
Feb-01	[illegible]	[illegible]	[illegible]
Mar-01	[illegible]	[illegible]	[illegible]
Apr-01	[illegible]	[illegible]	[illegible]
May-01	[illegible]	[illegible]	[illegible]
Jun-01	[illegible]	[illegible]	[illegible]
Jul-01	[illegible]	[illegible]	[illegible]
Aug-01	[illegible]	[illegible]	[illegible]



Checklist 2 - Firm Order Performance - US

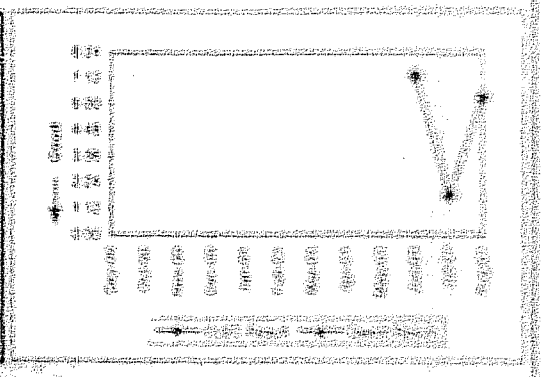
Firm Order Confirmations (FOCs) On Time (Percent) (PO-2-01)			
Date	CLEC Num	CLEC Denom	CLEC Result
Sep-00			
Oct-00			
Nov-00			100.00%
Dec-00			100.00%
Jan-01			100.00%
Feb-01			100.00%
Mar-01			100.00%
Apr-01			100.00%
May-01			100.00%
Jun-01			100.00%
Jul-01			
Aug-01			100.00%



Checklist #2 - Completion Notifications

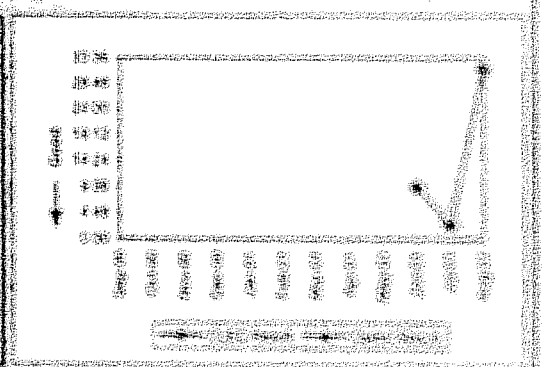
Work Completion Notification Timeliness (Hours:Minutes) (PO-5A)

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Den	Qwest Res	Mod Z Sc	Parity Sc
Sep-00									
Oct-00									
Nov-00									
Dec-00									
Jan-01									
Feb-01									
Mar-01									
Apr-01									
May-01									
Jun-01	11471:26	1560	7:21	34:23					
Jul-01	3693:16	2025	1:49	5:26					
Aug-01	13826:36	2188	6:19	39:02					



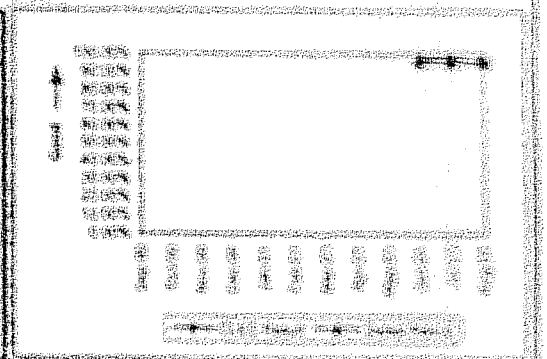
Work Completion Notification Timeliness (Hours:Minutes) (PO-4B)

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Den	Qwest Res	Mod Z Sc	Parity Sc
Sep-00									
Oct-00									
Nov-00									
Dec-00									
Jan-01									
Feb-01									
Mar-01									
Apr-01									
May-01									
Jun-01	3542:19	366	9:41	38:28					
Jul-01	1121:30	404	2:47	8:18					
Aug-01	16072:30	508	31:38	105:48					



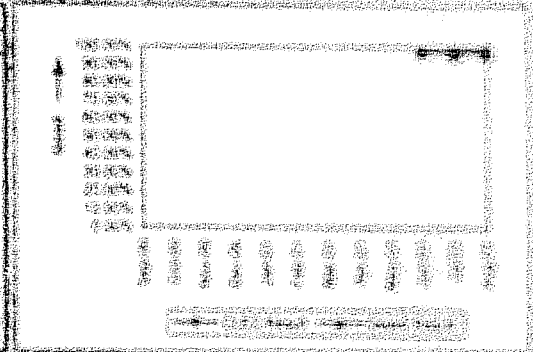
Billing Completion Notification Timeliness (Percent) (PO-7A, C)

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Den	Qwest Res	Mod Z Sc	Parity Sc
Sep-00									
Oct-00									
Nov-00									
Dec-00									
Jan-01									
Feb-01									
Mar-01									
Apr-01									
May-01									
Jun-01	1202	1251	96.08%	19.40%	30073	30786	97.68%	[illegible]	[illegible]
Jul-01	1266	1300	97.38%	15.96%	28667	29708	96.50%	[illegible]	[illegible]
Aug-01	1644	1722	95.47%	20.80%	30915	31934	96.81%	[illegible]	[illegible]



Billing Completion Notification Timeliness (Percent) (PO-7B, C)

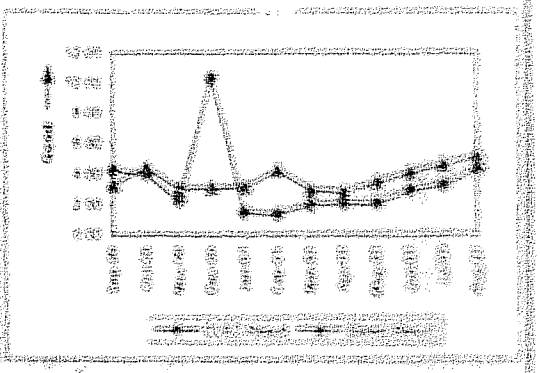
Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Den	Qwest Res	Mod Z Sc	Parity Sc
Sep-00									
Oct-00									
Nov-00									
Dec-00									
Jan-01									
Feb-01									
Mar-01									
Apr-01									
May-01									
Jun-01	593	608	97.53%	15.51%	30073	30786	97.68%	[illegible]	[illegible]
Jul-01	528	540	97.78%	14.74%	28667	29708	96.50%	[illegible]	[illegible]
Aug-01	521	530	98.30%	12.92%	30915	31934	96.81%	[illegible]	[illegible]



Checklist #2 - Jeopardy Notifications - Non-Designed Services

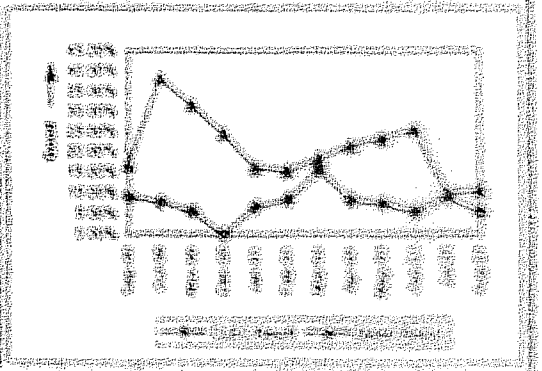
Jeopardy Notice Interval (Average Days) (PID-8.A)

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Std Dev	Parity Stat
Sep-00	17	4	4.25	2.63	303	91	3.33	[illegible]	[illegible]
Oct-00	12	3	4.00	1.00	586	132	4.44	[illegible]	[illegible]
Nov-00	18	8	2.25	2.76	345	113	3.05	[illegible]	[illegible]
Dec-00	31	3	10.33	17.90	207	56	3.69	[illegible]	[illegible]
Jan-01	3	2	1.50	2.12	140	44	3.18	[illegible]	[illegible]
Feb-01	7	5	1.40	1.14	133	31	4.29	[illegible]	[illegible]
Mar-01	16	8	2.00	3.74	149	50	2.98	[illegible]	[illegible]
Apr-01	21	10	2.10	2.08	234	82	2.85	[illegible]	[illegible]
May-01	34	16	2.12	2.42	372	106	3.51	[illegible]	[illegible]
Jun-01	15	5	3.00	3.16	526	128	4.11	[illegible]	[illegible]
Jul-01	43	13	3.31	1.97	634	137	4.63	[illegible]	[illegible]
Aug-01	52	12	4.33	3.39	918	174	5.27	[illegible]	[illegible]



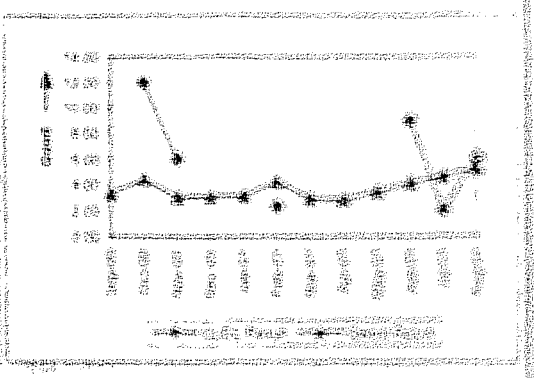
Timely Jeopardy Notices (Percent) (PID-9.A)

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Std Dev	Parity Stat
Sep-00	3	33	9.09%	28.75%	28	166	[illegible]	[illegible]	[illegible]
Oct-00	2	26	7.69%	26.65%	52	136	[illegible]	[illegible]	[illegible]
Nov-00	1	18	5.56%	22.91%	43	136	[illegible]	[illegible]	[illegible]
Dec-00	0	14	0.00%	0.00%	25	102	[illegible]	[illegible]	[illegible]
Jan-01	1	15	6.67%	24.94%	18	110	[illegible]	[illegible]	[illegible]
Feb-01	2	24	8.33%	27.64%	8	82	[illegible]	[illegible]	[illegible]
Mar-01	2	13	15.38%	36.08%	13	71	[illegible]	[illegible]	[illegible]
Apr-01	1	12	8.33%	27.64%	22	102	[illegible]	[illegible]	[illegible]
May-01	2	27	7.41%	26.19%	31	133	[illegible]	[illegible]	[illegible]
Jun-01	1	18	5.56%	22.91%	32	125	[illegible]	[illegible]	[illegible]
Jul-01	5	56	8.93%	28.52%	39	285	[illegible]	[illegible]	[illegible]
Aug-01	3	55	5.45%	22.71%	41	384	[illegible]	[illegible]	[illegible]

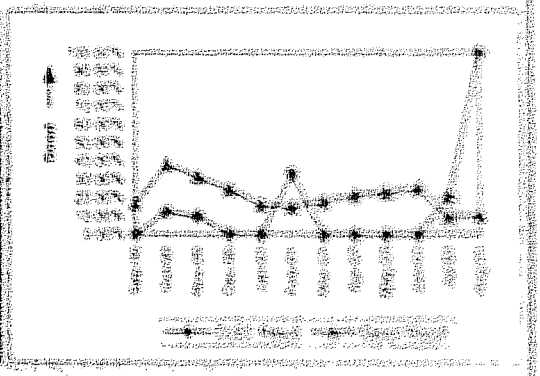


Checklist #2 - Jeopardy Notifications - Unbundled Loops

Jeopardy Notice Interval (Average Days) (PO-8 B)									
Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Res	Mod Z Scr	Parity Scr
Sep-00					303	91	3.33		
Oct-00	24	2	12.00	8.49	586	132	4.44	[illegible]	[illegible]
Nov-00	6	1	6.00		345	113	3.05	[illegible]	[illegible]
Dec-00					207	66	3.14		
Jan-01					140	44	3.18		
Feb-01	7	3	2.33	2.52	133	31	4.29	[illegible]	[illegible]
Mar-01					149	50	2.98		
Apr-01					234	82	2.85		
May-01					372	106	3.51		
Jun-01	36	4	9.00	0.00	526	126	4.17	[illegible]	[illegible]
Jul-01	2	1	2.00		634	137	4.63	[illegible]	[illegible]
Aug-01	6	1	6.00		918	176	5.22	[illegible]	[illegible]



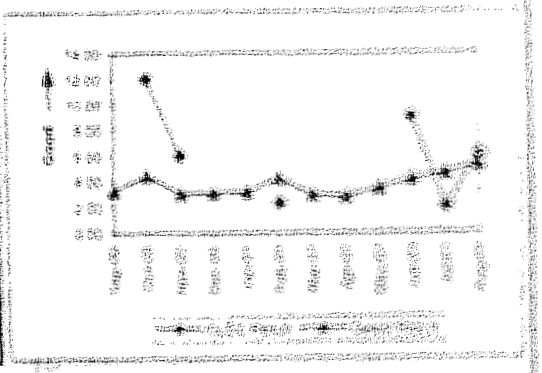
Timely Jeopardy Notices (Percent) (PO-9 B)									
Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Res	Mod Z Scr	Parity Scr
Sep-00	0	40	0.00%	0.00%	28	166	16.87%	[illegible]	[illegible]
Oct-00	1	8	12.50%	33.07%	52	136	38.24%	[illegible]	[illegible]
Nov-00	1	10	10.00%	30.00%	43	136	31.62%	[illegible]	[illegible]
Dec-00	0	1	0.00%	0.00%	25	102	24.51%	[illegible]	[illegible]
Jan-01	0	6	0.00%	0.00%	18	110	16.36%	[illegible]	[illegible]
Feb-01	1	3	33.33%	47.14%	8	52	15.38%	[illegible]	[illegible]
Mar-01	0	5	0.00%	0.00%	13	71	18.31%	[illegible]	[illegible]
Apr-01	0	1	0.00%	0.00%	22	102	21.57%	[illegible]	[illegible]
May-01	0	2	0.00%	0.00%	31	133	23.31%	[illegible]	[illegible]
Jun-01	0	8	0.00%	0.00%	32	125	25.60%	[illegible]	[illegible]
Jul-01	1	5	20.00%	40.00%	39	395	9.87%	[illegible]	[illegible]
Aug-01	1	1	100.00%	0.00%	41	385	10.65%	[illegible]	[illegible]



Checklist #2 - Jeopardy Notifications - Unbundled Loops

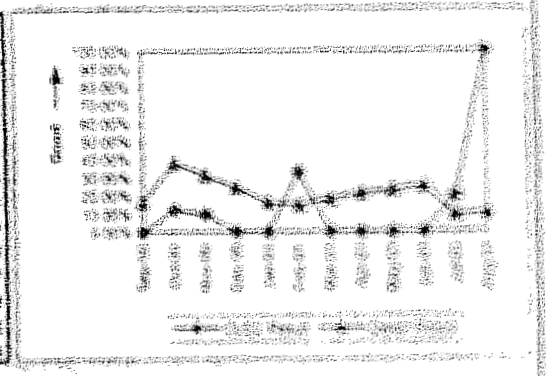
Jeopardy Notice Interval (Average Days) (PO-8 B)

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Sco	Parity Sco
Sep-00					303	91	3.33		
Oct-00	24	2	12.00	8.49	586	132	4.44	1.31	1.9
Nov-00	6	1	6.00		345	113	3.05	0.64	1.39
Dec-00					207	66	3.14		
Jan-01					140	44	3.18		
Feb-01	7	3	2.33	2.52	133	31	4.29	0.44	0.73
Mar-01					149	50	2.98		
Apr-01					234	82	2.85		
May-01					372	106	3.51		
Jun-01	36	4	9.00	0.00	526	126	4.17	1.19	1.72
Jul-01	2	1	2.00		634	137	4.63	0.68	0.55
Aug-01	6	1	6.00		918	176	5.22	0.13	1.09



Timely Jeopardy Notices (Percent) (PO-9 B)

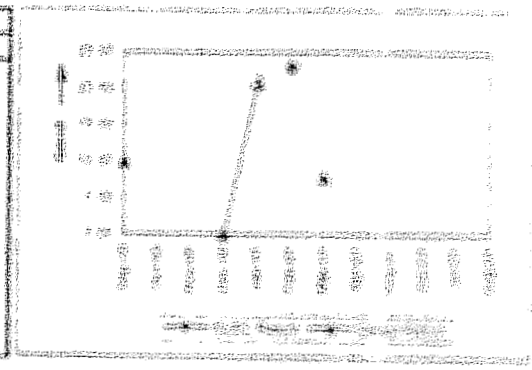
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Sco	Parity Sco
Sep-00	0	40	0.00%	0.00%	28	166	16.87%	2.33	0.58
Oct-00	1	8	12.50%	33.07%	52	136	38.24%	1.42	0.51
Nov-00	1	10	10.00%	30.00%	43	136	31.62%	1.39	0.15
Dec-00	0	1	0.00%	0.00%	25	102	24.51%	0.7	0.58
Jan-01	0	6	0.00%	0.00%	18	110	16.36%	0.94	0.43
Feb-01	1	3	33.33%	47.14%	8	52	15.38%	0.84	1.51
Mar-01	0	5	0.00%	0.00%	13	71	18.31%	0.95	0.58
Apr-01	0	1	0.00%	0.00%	22	102	21.57%	0.39	0.59
May-01	0	2	0.00%	0.00%	31	133	23.31%	0.38	0.71
Jun-01	0	8	0.00%	0.00%	32	125	25.60%	1.57	0.08
Jul-01	1	5	20.00%	40.00%	39	395	9.87%	0.74	1.45
Aug-01	1	1	100.00%	0.00%	41	385	10.65%	2.83	2.28



Checklist #2 Jeopardy Notices

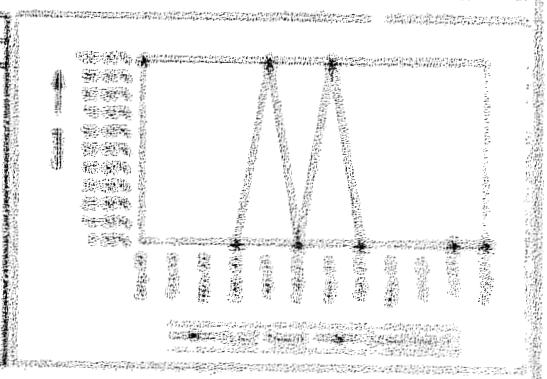
Jeopardy Notice Interval (Average Days) (PO-8.6)

Date	CLEC Num	CLEC Den	CLEC Resu	CLEC Std D	Qwest Num	Qwest Den	Qwest Resu	Qwest Std D	Diagnostic
Sep-00					10	1	10.00		
Oct-00									
Nov-00									
Dec-00					0	1	0.00		
Jan-01					42	2	21.00		
Feb-01	23	1	23.00						
Mar-01					5	1	5.00		
Apr-01									
May-01									
Jun-01									
Jul-01									
Aug-01									



Timely Jeopardy Notices (Percent) (PO-8.6)

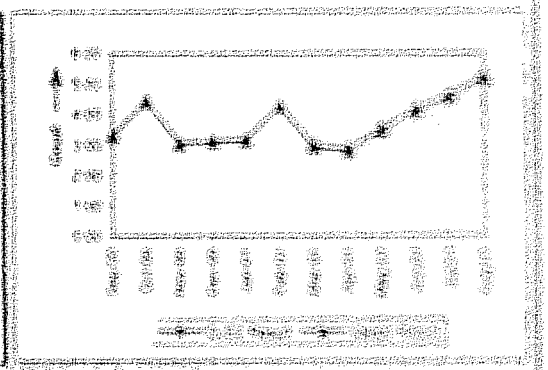
Date	CLEC Num	CLEC Den	CLEC Resu	CLEC Std D	Qwest Num	Qwest Den	Qwest Resu	Qwest Std D	Diagnostic
Sep-00					1	1	100.00%		
Oct-00									
Nov-00									
Dec-00					0	1	0.00%		
Jan-01					2	2	100.00%		
Feb-01					0	1	0.00%		
Mar-01					1	1	100.00%		
Apr-01					0	1	0.00%		
May-01									
Jun-01									
Jul-01	0	2	0.00%	0.00%	0	2	0.00%	N/A	N/A
Aug-01	0	2	0.00%	0.00%	0	1	0.00%	N/A	N/A



Checklist #2 - Jeopardy Notifications - [illegible]

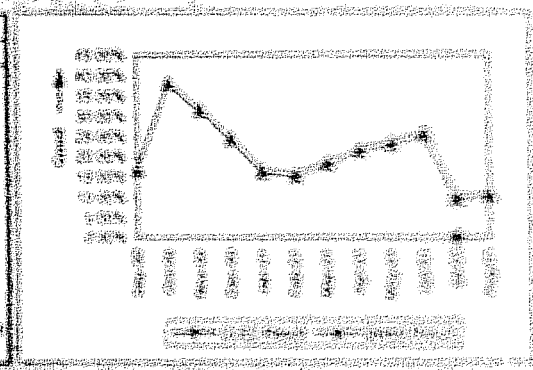
Jeopardy Notice Interval (Average Days) (PO-9 D)

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Den	Qwest Res	[illegible]	[illegible]
Sep-00					303	91	3.33		
Oct-00					586	132	4.44		
Nov-00					345	113	3.05		
Dec-00					207	66	3.14		
Jan-01					140	44	3.18		
Feb-01					133	31	4.29		
Mar-01					149	50	2.98		
Apr-01					234	82	2.85		
May-01					372	106	3.51		
Jun-01					526	126	4.17		
Jul-01					634	137	4.63		
Aug-01					915	176	5.22		



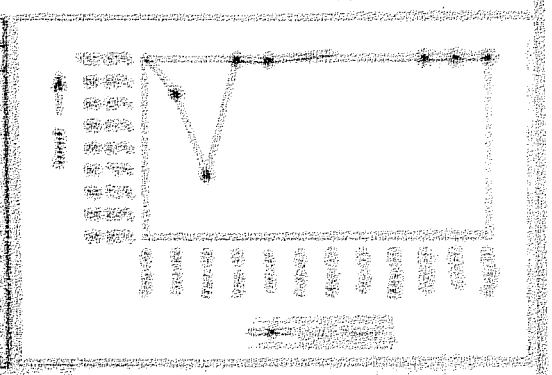
Timely Jeopardy Notices (Percent) (PO-9 C)

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Den	Qwest Res	[illegible]	[illegible]
Sep-00					28	156	18.27%		
Oct-00					52	136	38.24%		
Nov-00					43	136	31.62%		
Dec-00					25	102	24.51%		
Jan-01					18	110	16.36%		
Feb-01					9	52	15.38%		
Mar-01					13	51	25.31%		
Apr-01					22	102	21.57%		
May-01					31	133	23.31%		
Jun-01					32	125	25.60%		
Jul-01	0	2	0.00%	0.00%	39	395	9.87%	0.00%	0.00%
Aug-01					41	385	10.65%		



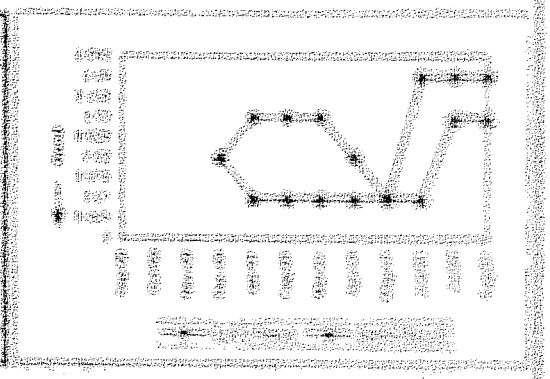
Checklist #2 - LSR Accountability

LSR Accountability (Percent) (PO-10)			
Date	CLEC Num	CLEC Denom	CLEC Result
Sep-00	71163	71156	[illegible]
Oct-00	62732	62750	[illegible]
Nov-00	67495	67572	[illegible]
Dec-00	66217	66219	[illegible]
Jan-01	71131	71133	[illegible]
Feb-01	59506	59503	[illegible]
Mar-01	69728	69720	[illegible]
Apr-01	61799	61773	[illegible]
May-01	76780	76428	[illegible]
Jun-01	78870	78870	[illegible]
Jul-01	73119	73119	[illegible]
Aug-01	84030	84030	[illegible]



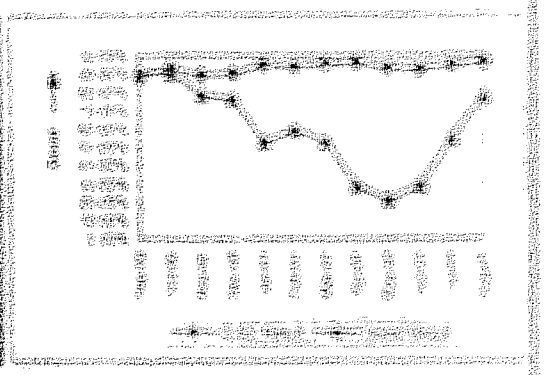
Number of Due Date Changes per Order

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Std Dev	Result
Sep-00									
Oct-00									
Nov-00									
Dec-00	21	950	0.02	0.15	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Jan-01	29	1098	0.03	0.18	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Feb-01	30	948	0.03	0.20	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Mar-01	31	1112	0.03	0.19	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Apr-01	15	864	0.02	0.14	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
May-01	14	960	0.01	0.14	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Jun-01	59	1391	0.04	0.23	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Jul-01	86	1919	0.04	0.23	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Aug-01	58	1561	0.04	0.21	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]



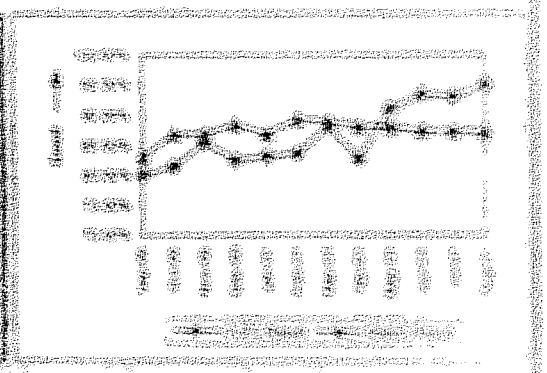
Calls Answered within Twenty Seconds

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result
Sep-00	33028	37491	[illegible]	[illegible]	[illegible]	[illegible]
Oct-00	39199	41859	[illegible]	[illegible]	[illegible]	[illegible]
Nov-00	36956	41356	[illegible]	[illegible]	[illegible]	[illegible]
Dec-00	40597	45115	[illegible]	[illegible]	[illegible]	[illegible]
Jan-01	39890	41921	[illegible]	[illegible]	[illegible]	[illegible]
Feb-01	31767	33822	[illegible]	[illegible]	[illegible]	[illegible]
Mar-01	34908	36516	[illegible]	[illegible]	[illegible]	[illegible]
Apr-01	32572	33858	[illegible]	[illegible]	[illegible]	[illegible]
May-01	34650	37[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Jun-01	33539	36[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Jul-01	30685	32351	[illegible]	[illegible]	[illegible]	[illegible]
Aug-01	33565	35271	[illegible]	[illegible]	[illegible]	[illegible]



Calls Answered within 20 seconds

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result
Sep-00	17089	21334	[illegible]	[illegible]	[illegible]	[illegible]
Oct-00	18536	22723	[illegible]	[illegible]	[illegible]	[illegible]
Nov-00	18667	21817	[illegible]	[illegible]	[illegible]	[illegible]
Dec-00	16559	20047	[illegible]	[illegible]	[illegible]	[illegible]
Jan-01	19111	22973	[illegible]	[illegible]	[illegible]	[illegible]
Feb-01	18378	21962	[illegible]	[illegible]	[illegible]	[illegible]
Mar-01	21997	24934	[illegible]	[illegible]	[illegible]	[illegible]
Apr-01	18724	22611	[illegible]	[illegible]	[illegible]	[illegible]
May-01	22991	25211	[illegible]	[illegible]	[illegible]	[illegible]
Jun-01	25944	27731	[illegible]	[illegible]	[illegible]	[illegible]
Jul-01	29571	31724	[illegible]	[illegible]	[illegible]	[illegible]
Aug-01	28285	29740	[illegible]	[illegible]	[illegible]	[illegible]



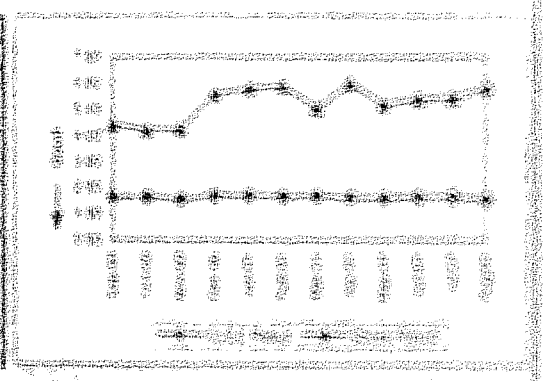
CONTINUATION

[4]

Scan ~ ~ # Pgs [ ]

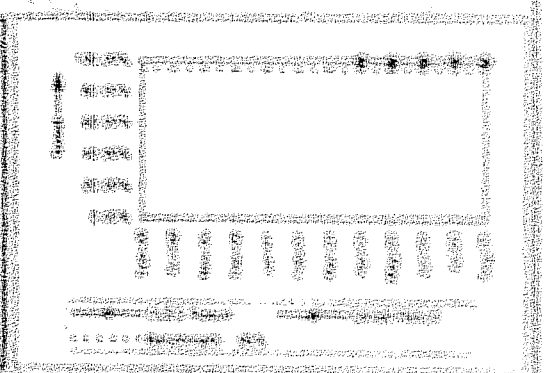
Time to Provide Usage Records (Average Days) [illegible]

Date	CLEC Num	CLEC Denom	CLEC Result	[illegible]	[illegible]	[illegible]
Sep-00	521013.87	321566	1.62	[illegible]	[illegible]	[illegible]
Oct-00	531014.97	322636	1.65	[illegible]	[illegible]	[illegible]
Nov-00	506626.85	325741	1.56	[illegible]	[illegible]	[illegible]
Dec-00	474397	279411	1.70	[illegible]	[illegible]	[illegible]
Jan-01	481820	281966	1.71	[illegible]	[illegible]	[illegible]
Feb-01	417959	248196	1.68	[illegible]	[illegible]	[illegible]
Mar-01	419847	248713	1.69	[illegible]	[illegible]	[illegible]
Apr-01	431797	262711	1.64	[illegible]	[illegible]	[illegible]
May-01	429530	267329	1.61	[illegible]	[illegible]	[illegible]
Jun-01	456053	276603	1.65	[illegible]	[illegible]	[illegible]
Jul-01	456053	276603	1.65	[illegible]	[illegible]	[illegible]
Aug-01	483860	310675	1.56	[illegible]	[illegible]	[illegible]



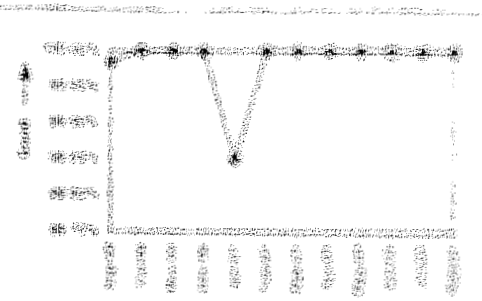
Time to Provide Usage Records (Percent) [illegible]

Date	CLEC Num	CLEC Denom	CLEC Result	[illegible]	[illegible]	[illegible]
Sep-00						
Oct-00						
Nov-00						
Dec-00						
Jan-01						
Feb-01						
Mar-01						
Apr-01	575	575	100.00%			
May-01	2280	2280	100.00%			
Jun-01	1229271	1229271	100.00%			
Jul-01	1319044	1319135	99.99%			
Aug-01	1485871	1486015	99.99%			



Invoices Delivered within 10 Days (Percent) [illegible]

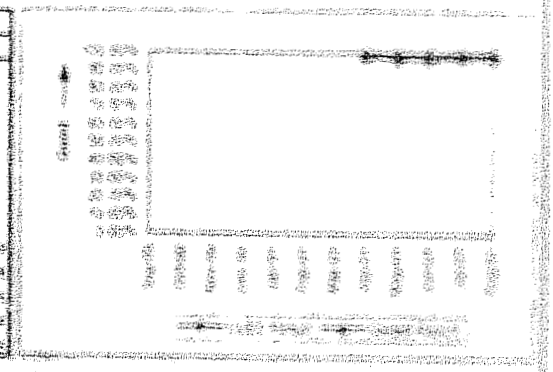
Date	Qwest/CLEC Aggregat	Qwest/CLEC Aggregat	Qwest/CLEC Aggregat
Sep-00	19934	19937	[illegible]
Oct-00	21897	21897	[illegible]
Nov-00	20318	20318	[illegible]
Dec-00	49919	49919	[illegible]
Jan-01	1331	1333	[illegible]
Feb-01	1340	1340	[illegible]
Mar-01	1359	1359	[illegible]
Apr-01	1335	1335	[illegible]
May-01	1349	1349	[illegible]
Jun-01	1316	1316	[illegible]
Jul-01	1368	1368	[illegible]
Aug-01	1506	1506	[illegible]



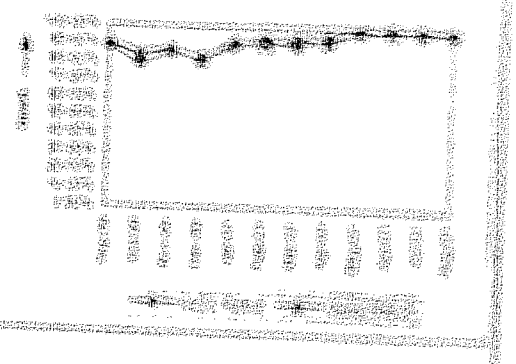
Checklist #2 - Billing

Billing Accuracy - Adjustments for Errors (Percent) (UNEs and Resale Aggregate - Ch. 2)

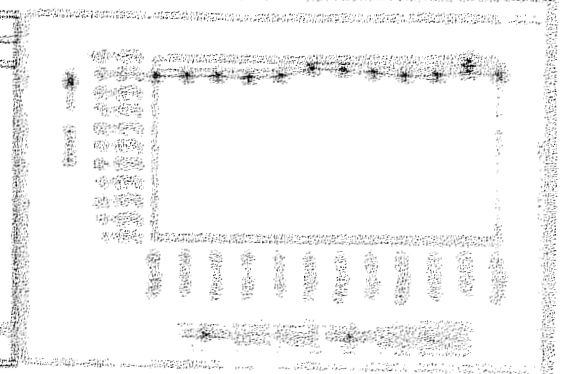
Date	CLEC Num	CLEC Den	CLEC Resu	CLEC Std D	Qwest Num	Qwest Den	Qwest Res	Stat T Sta	Prob Sta
Sep-00									
Oct-00									
Nov-00									
Dec-00									
Jan-01									
Feb-01									
Mar-01									
Apr-01	1173584.9	1196723.2	98.07%	13.77%	10595043	10626837	99.70%	[illegible]	[illegible]
May-01	1147388.6	1184871.5	96.84%	17.50%	10562601	10639928	99.27%	[illegible]	[illegible]
Jun-01	1140808.7	1174187.1	97.16%	16.62%	10422351	10496934	99.29%	[illegible]	[illegible]
Jul-01	1182348.5	1207524.6	97.92%	14.29%	10360450	10408851	99.54%	[illegible]	[illegible]
Aug-01	1210708.7	1237343.5	97.85%	14.51%	10554943	10596793	[illegible]	[illegible]	[illegible]



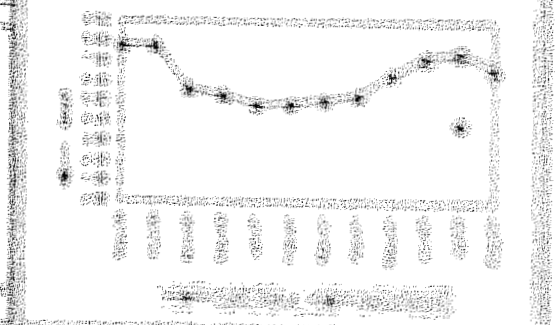
Date	CLEC Num	CLEC Den	CLEC Rate
Sep-00	1346.89	1513.89	89.15%
Oct-00	1466.04	1840.04	79.67%
Nov-00	1463.12	1698.12	86.15%
Dec-00	1157	1400	82.64%
Jan-01	1456.04	1624.04	89.66%
Feb-01	1497	1603	93.39%
Mar-01	1451	1513	95.90%
Apr-01	1736	1835	94.60%
May-01	1463	1486	98.45%
Jun-01	1880	1894	99.26%
Jul-01	2085	2107	98.96%
Aug-01	2231	2256	98.89%



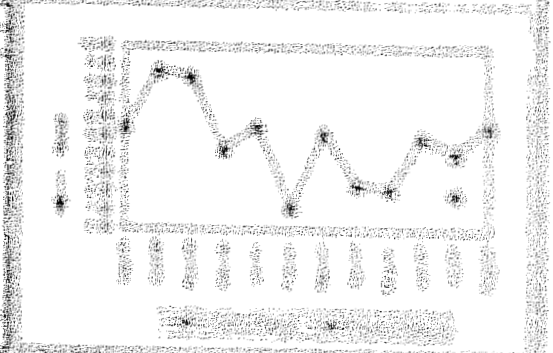
Date	CLEC Num	CLEC Denom	CLEC Perf	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Sep-00								
Oct-00								
Nov-00								
Dec-00								
Jan-01								
Feb-01								
Mar-01								
Apr-01								
May-01								
Jun-01								
Jul-01	5	6	[illegible]					
Aug-01								



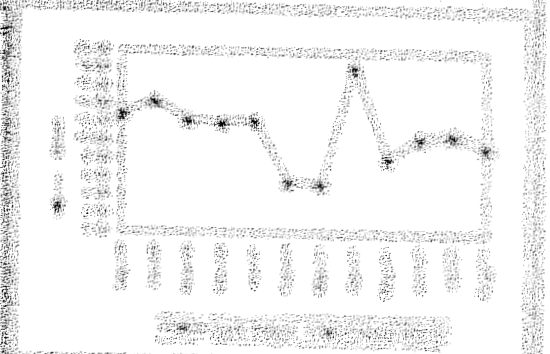
Date	CLEC Num	CLEC Denom	CLEC Perf	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Sep-00								
Oct-00								
Nov-00								
Dec-00								
Jan-01								
Feb-01								
Mar-01								
Apr-01								
May-01								
Jun-01								
Jul-01	21	1	[illegible]					
Aug-01								



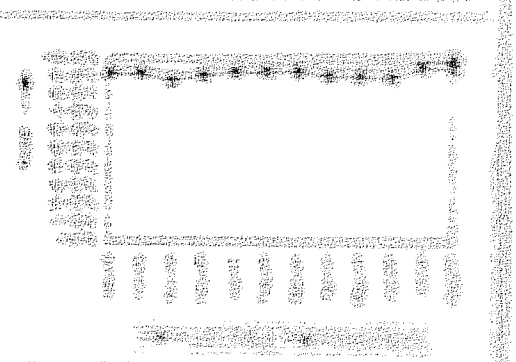
Date	CLEC Num	CLEC Denom	CLEC Perf	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Sep-00								
Oct-00								
Nov-00								
Dec-00								
Jan-01								
Feb-01								
Mar-01								
Apr-01								
May-01								
Jun-01								
Jul-01	7	1	[illegible]					
Aug-01								



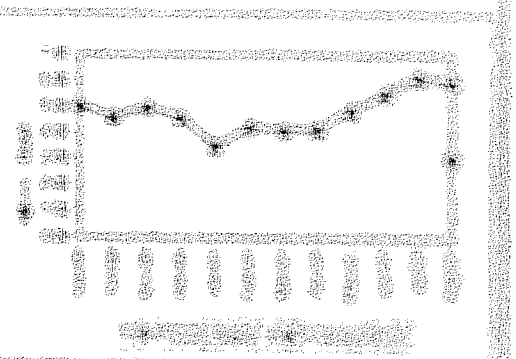
Date	CLEC Num	CLEC Denom	CLEC Perf	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Sep-00								
Oct-00								
Nov-00								
Dec-00								
Jan-01								
Feb-01								
Mar-01								
Apr-01								
May-01								
Jun-01								
Jul-01								
Aug-01								



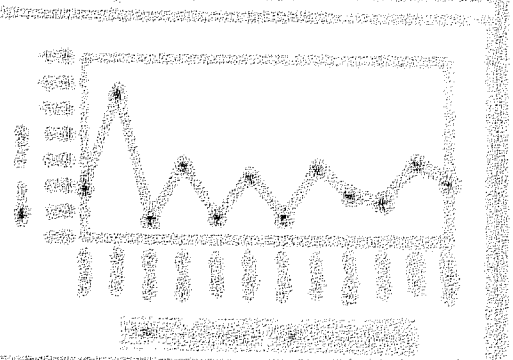
Date	CLEC Num	CLEC Den	CMT Num	CMT Den	[illegible]	[illegible]	[illegible]	[illegible]
Sep-00								
Oct-00								
Nov-00								
Dec-00								
Jan-01								
Feb-01								
Mar-01								
Apr-01								
May-01								
Jun-01								
Jul-01								
Aug-01								



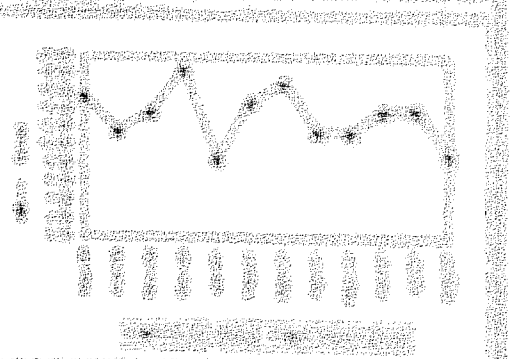
Date	CLEC Num	CLEC Den	CMT Num	CMT Den	[illegible]	[illegible]	[illegible]	[illegible]
Sep-00								
Oct-00								
Nov-00								
Dec-00								
Jan-01								
Feb-01								
Mar-01								
Apr-01								
May-01								
Jun-01								
Jul-01								
Aug-01								



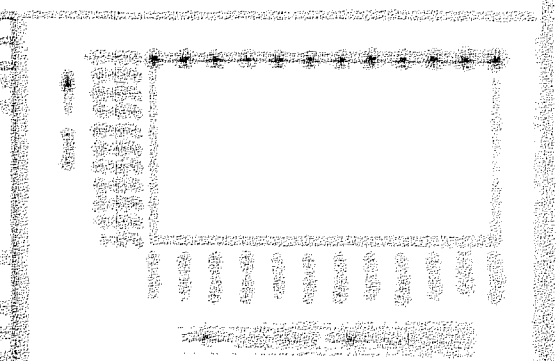
Date	CLEC Num	CLEC Den	CMT Num	CMT Den	[illegible]	[illegible]	[illegible]	[illegible]
Sep-00								
Oct-00								
Nov-00								
Dec-00								
Jan-01								
Feb-01								
Mar-01								
Apr-01								
May-01								
Jun-01								
Jul-01								
Aug-01								



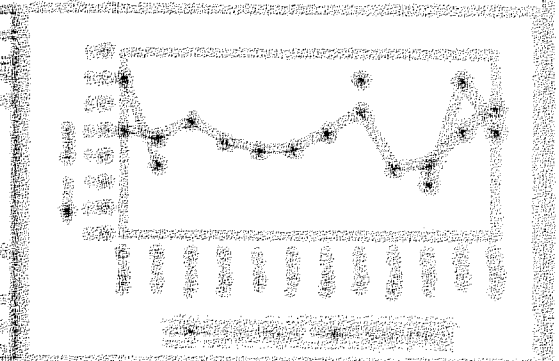
Date	CLEC Num	CLEC Den	CMT Num	CMT Den	[illegible]	[illegible]	[illegible]	[illegible]
Sep-00								
Oct-00								
Nov-00								
Dec-00								
Jan-01								
Feb-01								
Mar-01								
Apr-01								
May-01								
Jun-01								
Jul-01								
Aug-01								



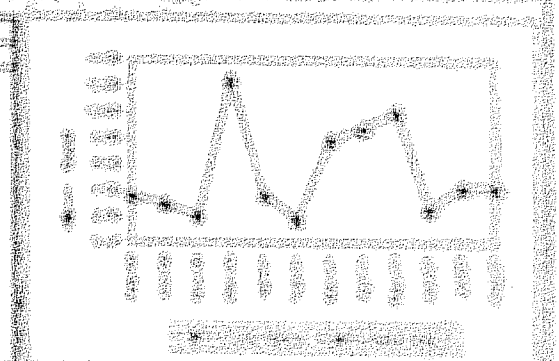
Date	CLEC Num							
Sep-00	1	1						
Oct-00	3	3						
Nov-00								
Dec-00								
Jan-01								
Feb-01								
Mar-01								
Apr-01	1	1						
May-01								
Jun-01	1	1						
Jul-01	1	1						
Aug-01	4	4						



Date	CLEC Num							
Sep-00	3	1						
Oct-00	4	3						
Nov-00								
Dec-00								
Jan-01								
Feb-01								
Mar-01								
Apr-01	3	1						
May-01								
Jun-01	4	1						
Jul-01	3	1						
Aug-01	4	4						



Date	CLEC Num							
Sep-00								
Oct-00								
Nov-00								
Dec-00								
Jan-01								
Feb-01								
Mar-01								
Apr-01								
May-01								
Jun-01								
Jul-01								
Aug-01								



Date	CLEC Num							
Sep-00								
Oct-00								
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Jan-01								
Feb-01								
Mar-01								
Apr-01								
May-01								
Jun-01								
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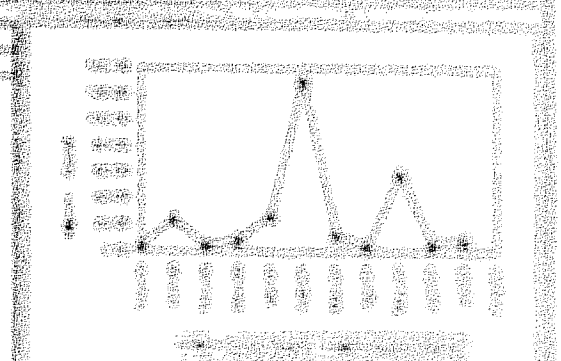
Aug-01								



Count of Payment Delinquency Report Page 2 of 2

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Jan-01		
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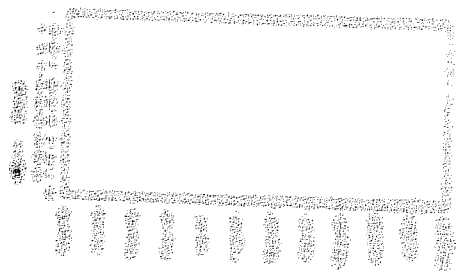
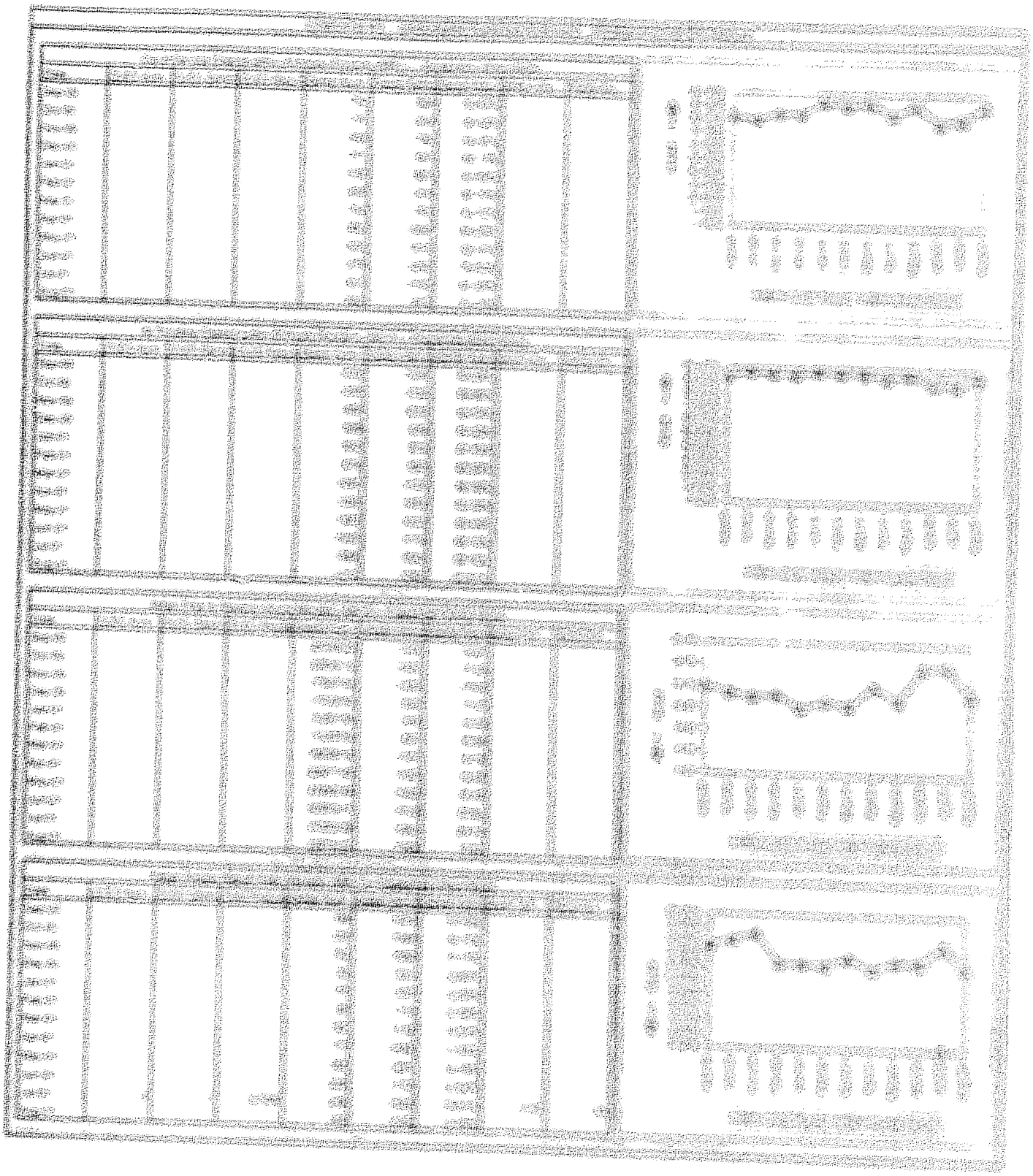
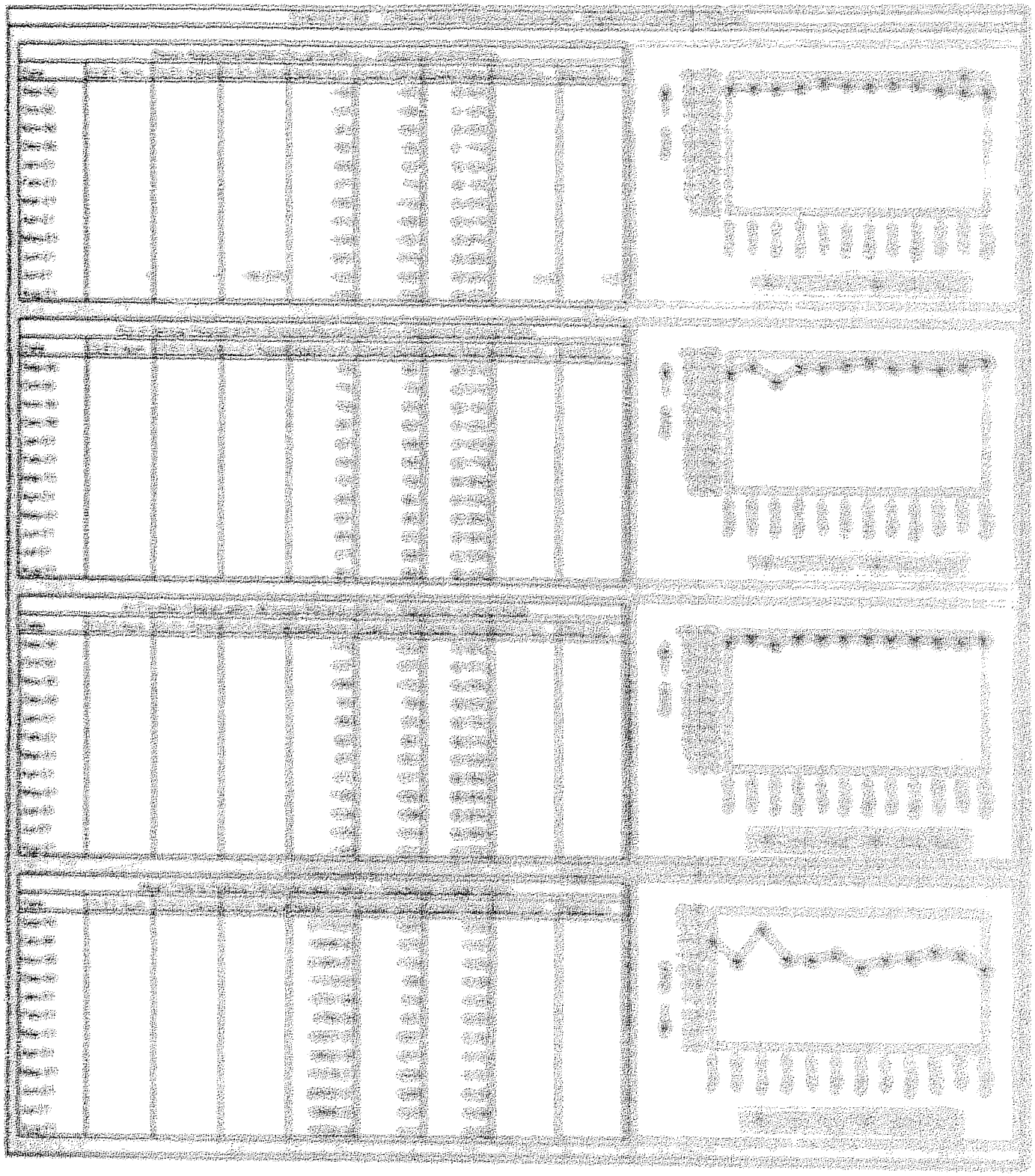
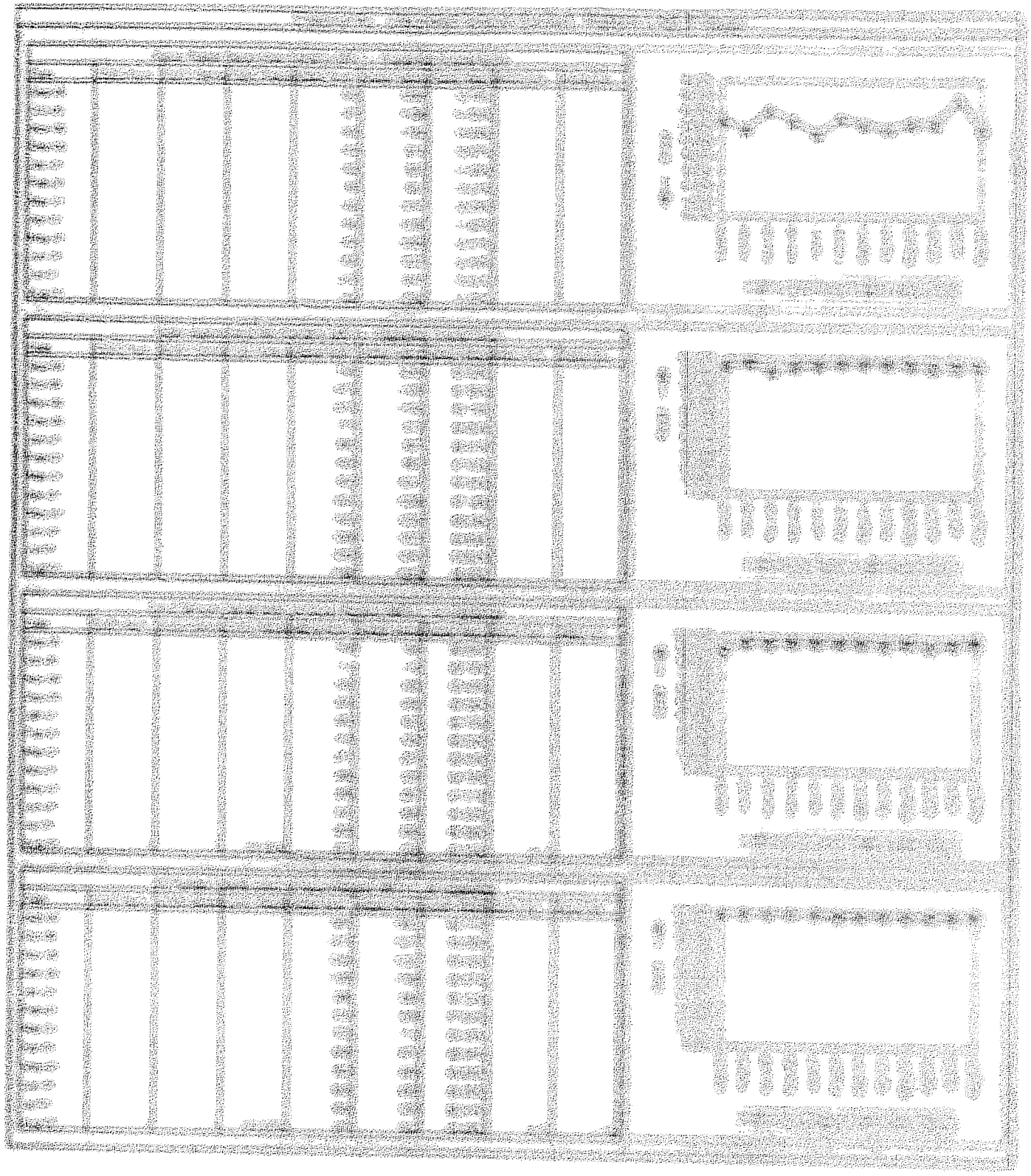
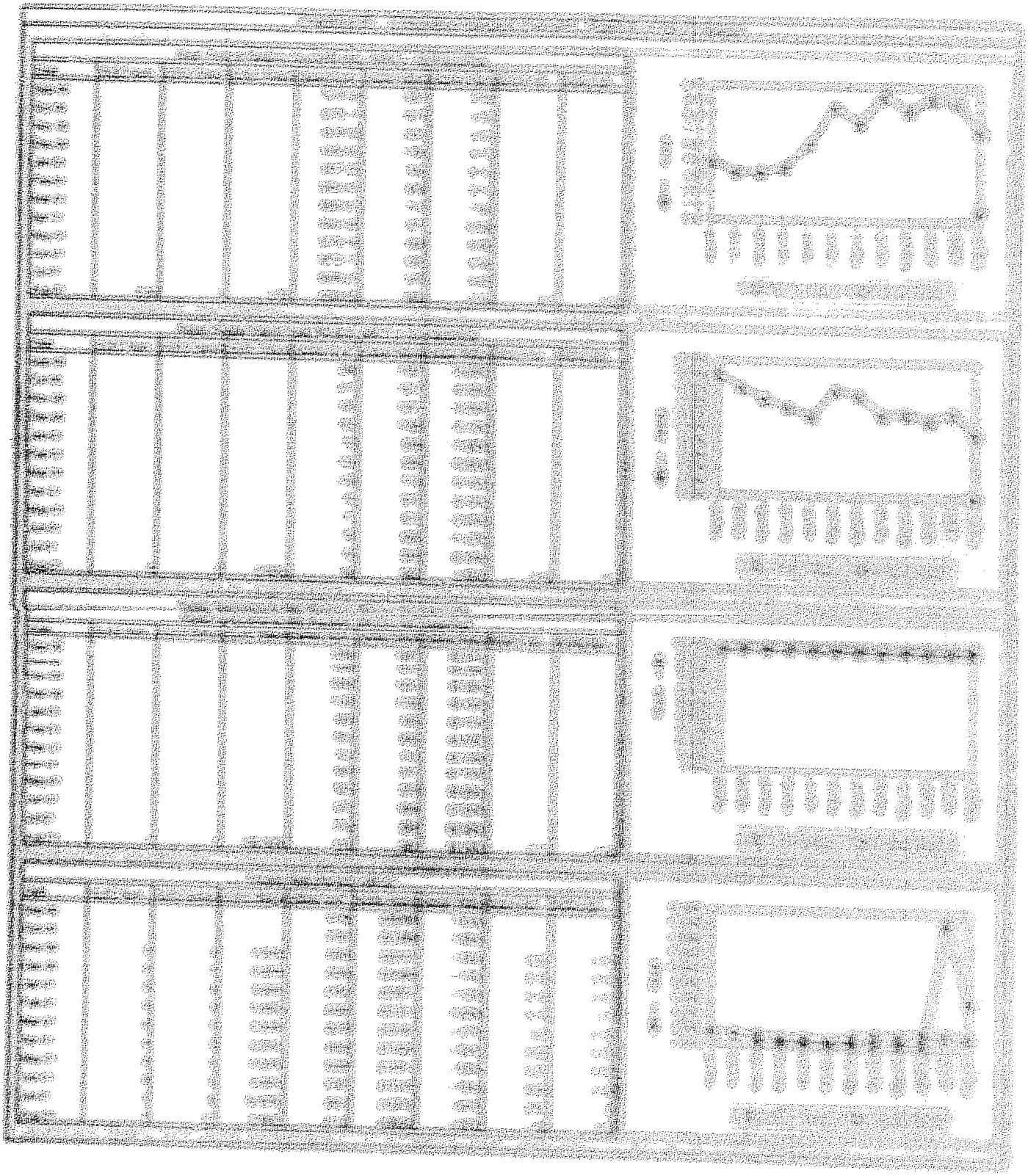
Mar-01		
Apr-01		
May-01		
Jun-01		
Jul-01		
Aug-01		

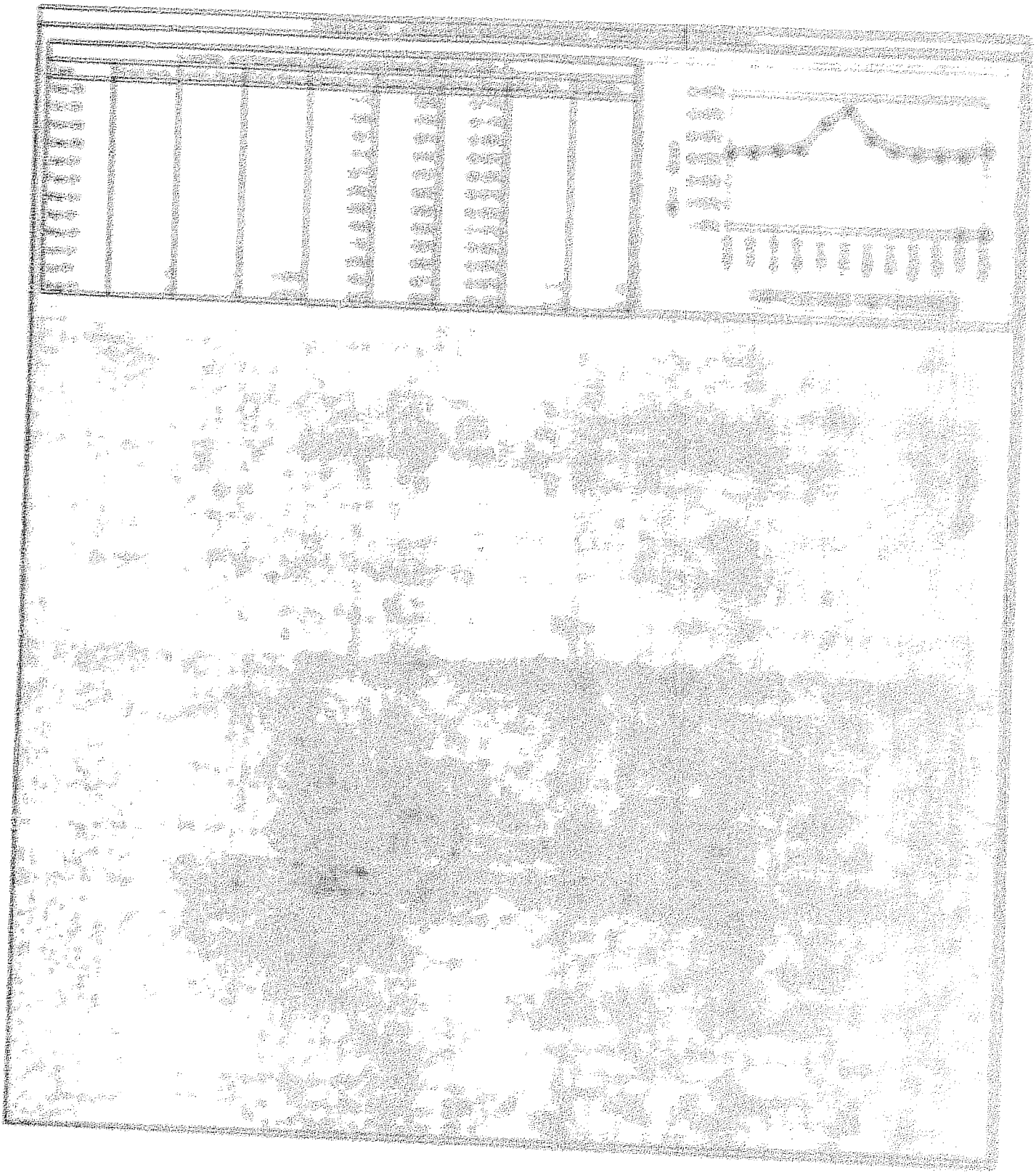


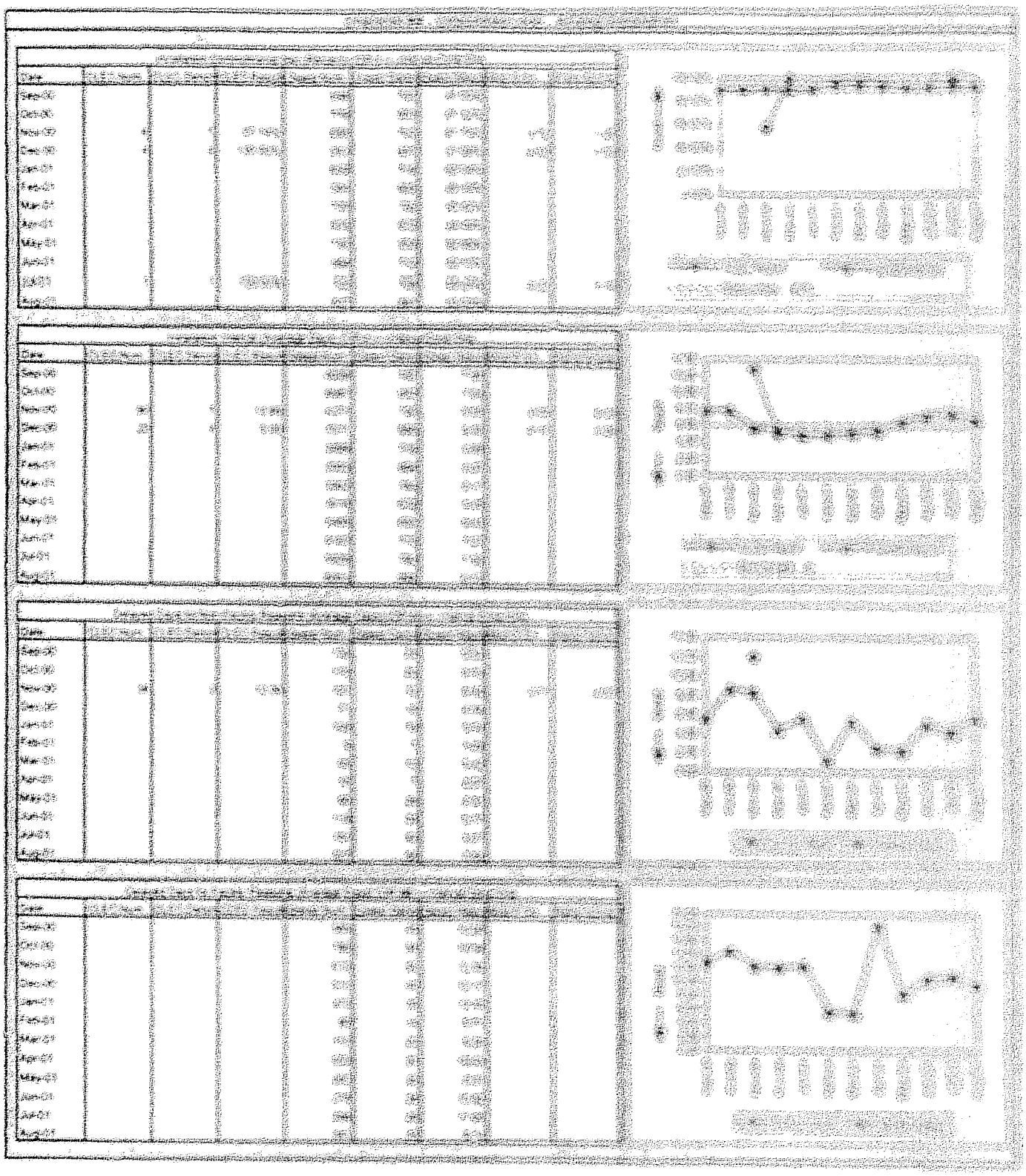












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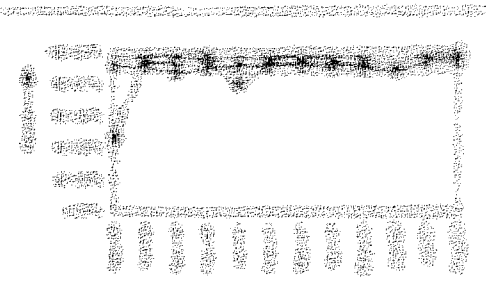

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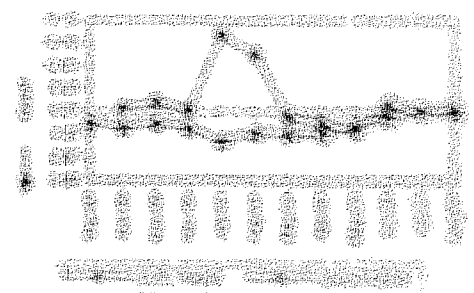

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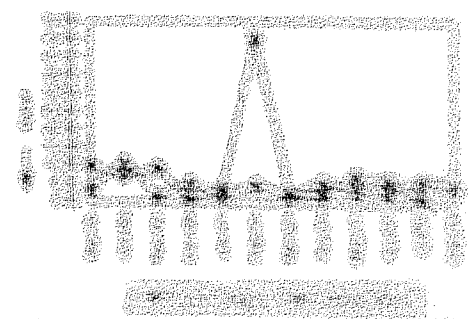

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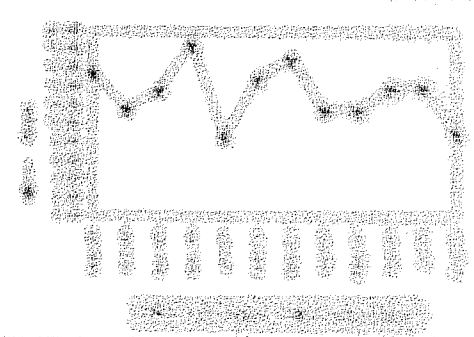
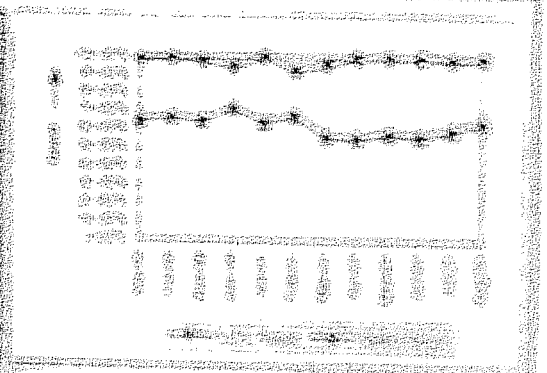
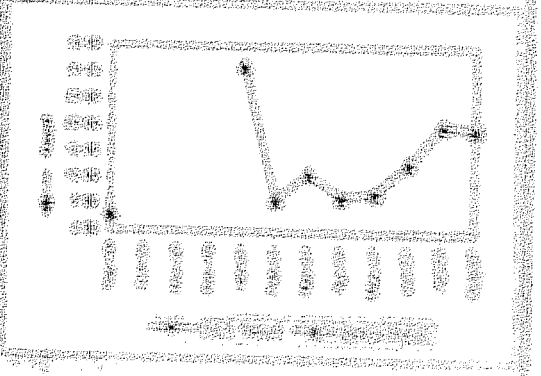
Aug-01							



Date	CLEC Num	CLEC Den	CLEC Result					
Sep-00	190	190	99.99%					
Oct-00	129	129	99.99%					
Nov-00	187	187	99.99%					
Dec-00	124	124	99.99%					
Jan-01	48	48	100.00%					
Feb-01	51	51	99.99%					
Mar-01	52	52	99.99%					
Apr-01	74	74	100.00%					
May-01	21	21	100.00%					
Jun-01	48	48	100.00%					
Jul-01	51	51	99.99%					
Aug-01	44	44	99.99%					



Date	CLEC Num	CLEC Den	CLEC Result					
Sep-00	38	50	76%					
Oct-00								
Nov-00								
Dec-00								
Jan-01								
Feb-01								
Mar-01								
Apr-01								
May-01								
Jun-01								
Jul-01								
Aug-01								



Count of Pending Orders Delayed for Fa

Date
Sep-00
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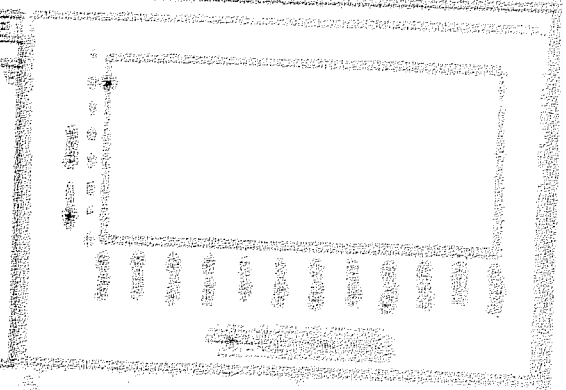
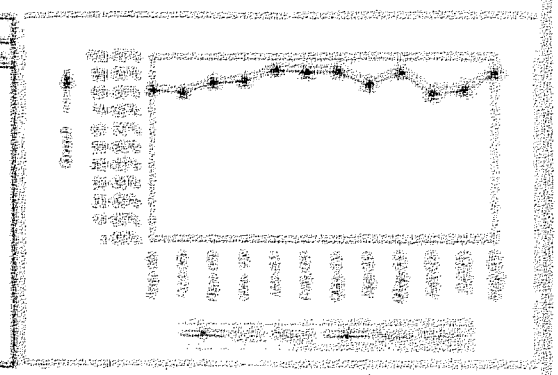
Nov-00
Dec-00
Jan-01
Feb-01
Mar-01
Apr-01
May-01
Jun-01
Jul-01
Aug-01



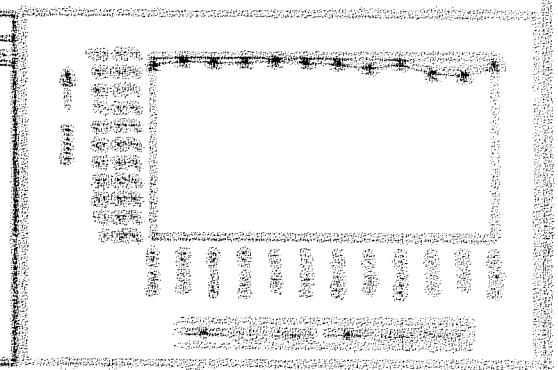
Out of Service Cleared within 24 hours (Percent) (MR-3) [illegible]

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	[illegible]	[illegible]
Sep-00				[illegible]	[illegible]	[illegible]		
Oct-00				[illegible]	[illegible]	[illegible]		
Nov-00				[illegible]	[illegible]	[illegible]		
Dec-00				[illegible]	[illegible]	[illegible]		
Jan-01				[illegible]	[illegible]	[illegible]		
Feb-01				[illegible]	[illegible]	[illegible]		
Mar-01				[illegible]	[illegible]	[illegible]		
Apr-01				[illegible]	[illegible]	[illegible]		
May-01				[illegible]	[illegible]	[illegible]		
Jun-01				[illegible]	[illegible]	[illegible]		
Jul-01				[illegible]	[illegible]	[illegible]		
Aug-01				[illegible]	[illegible]	[illegible]		



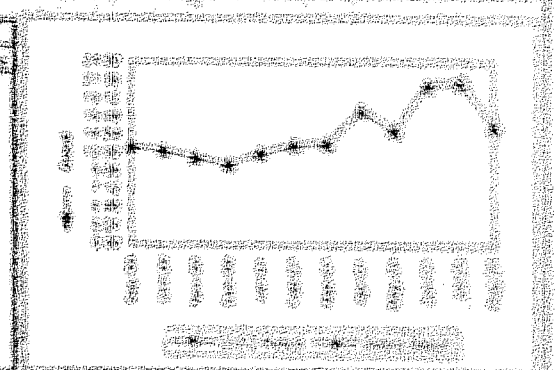
All Troubles Cleared within 48 hours (Percent) (MR-4) [illegible]

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	[illegible]	[illegible]
Sep-00				[illegible]	[illegible]	[illegible]		
Oct-00				[illegible]	[illegible]	[illegible]		
Nov-00				[illegible]	[illegible]	[illegible]		
Dec-00				[illegible]	[illegible]	[illegible]		
Jan-01				[illegible]	[illegible]	[illegible]		
Feb-01				[illegible]	[illegible]	[illegible]		
Mar-01				[illegible]	[illegible]	[illegible]		
Apr-01				[illegible]	[illegible]	[illegible]		
May-01				[illegible]	[illegible]	[illegible]		
Jun-01				[illegible]	[illegible]	[illegible]		
Jul-01				[illegible]	[illegible]	[illegible]		
Aug-01				[illegible]	[illegible]	[illegible]		



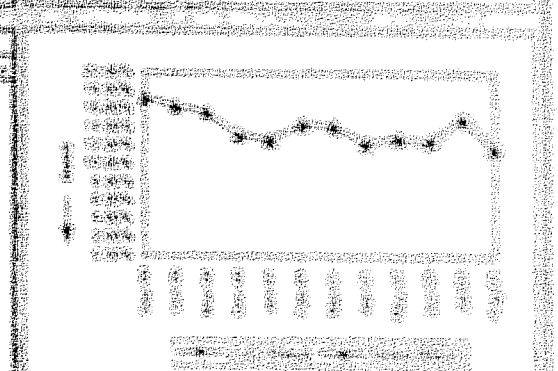
Mean Time to Restore (Hours Minutes) (MR-6) [illegible]

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	[illegible]	[illegible]
Sep-00				[illegible]	[illegible]	[illegible]		
Oct-00				[illegible]	[illegible]	[illegible]		
Nov-00				[illegible]	[illegible]	[illegible]		
Dec-00				[illegible]	[illegible]	[illegible]		
Jan-01				[illegible]	[illegible]	[illegible]		
Feb-01				[illegible]	[illegible]	[illegible]		
Mar-01				[illegible]	[illegible]	[illegible]		
Apr-01				[illegible]	[illegible]	[illegible]		
May-01				[illegible]	[illegible]	[illegible]		
Jun-01				[illegible]	[illegible]	[illegible]		
Jul-01				[illegible]	[illegible]	[illegible]		
Aug-01				[illegible]	[illegible]	[illegible]		



Repair Repeat Report Rate (Percent) (MR-7) [illegible]

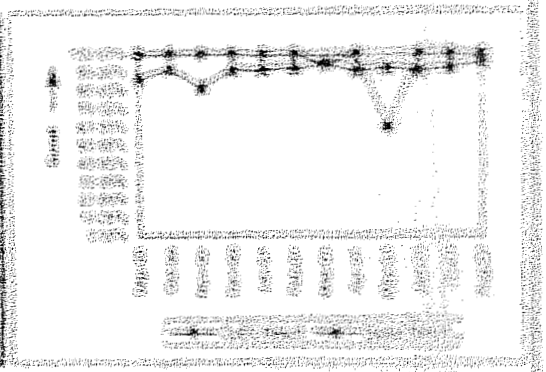
Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	[illegible]	[illegible]
Sep-00				[illegible]	[illegible]	[illegible]		
Oct-00				[illegible]	[illegible]	[illegible]		
Nov-00				[illegible]	[illegible]	[illegible]		
Dec-00				[illegible]	[illegible]	[illegible]		
Jan-01				[illegible]	[illegible]	[illegible]		
Feb-01				[illegible]	[illegible]	[illegible]		
Mar-01				[illegible]	[illegible]	[illegible]		
Apr-01				[illegible]	[illegible]	[illegible]		
May-01				[illegible]	[illegible]	[illegible]		
Jun-01				[illegible]	[illegible]	[illegible]		
Jul-01				[illegible]	[illegible]	[illegible]		
Aug-01				[illegible]	[illegible]	[illegible]		



Checklist #4 - Unbundled Loop - Aggregate Results

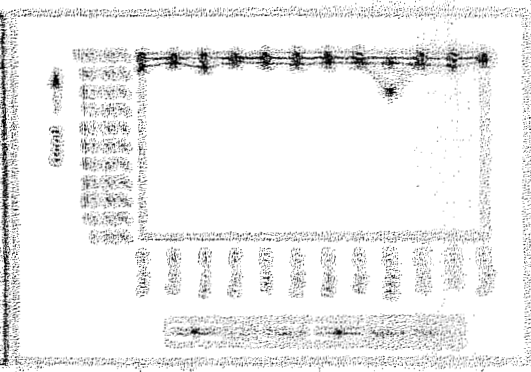
Out of Service Cleared within 24 hours (Percent) (MR-3 [illegible] Central Time)

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Wilcox Z Stat	Pass/Fail
Sep-00	5	6	100.00%	821	944	86.97%	[illegible]	[illegible]
Oct-00	5	5	100.00%	747	831	89.91%	[illegible]	[illegible]
Nov-00	6	6	100.00%	835	1018	82.02%	[illegible]	[illegible]
Dec-00	7	7	100.00%	687	747	91.97%	[illegible]	[illegible]
Jan-01	2	2	100.00%	729	791	92.15%	[illegible]	[illegible]
Feb-01	14	14	100.00%	556	596	93.29%	[illegible]	[illegible]
Mar-01	20	21	95.24%	843	886	95.15%	[illegible]	[illegible]
Apr-01	10	10	100.00%	1010	1100	91.82%	[illegible]	[illegible]
May-01	3	5	60.00%	932	1025	90.93%	[illegible]	[illegible]
Jun-01	19	19	100.00%	1010	1101	91.73%	[illegible]	[illegible]
Jul-01	11	11	100.00%	1034	1108	93.33%	[illegible]	[illegible]
Aug-01	4	4	100.00%	967	1002	96.51%	[illegible]	[illegible]



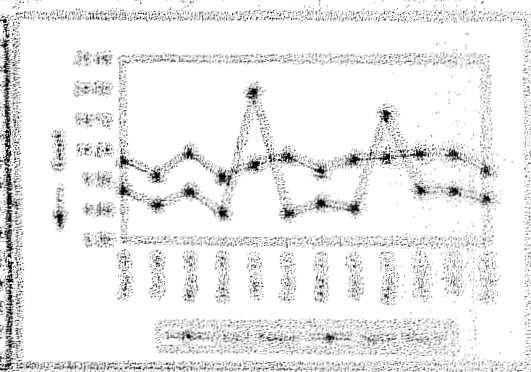
All Troubles Cleared within 48 hours (Percent) (MR-4 [illegible] Central Time)

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Wilcox Z Stat	Pass/Fail
Sep-00	6	6	100.00%	1718	1801	95.39%	[illegible]	[illegible]
Oct-00	5	5	100.00%	1533	1571	97.58%	[illegible]	[illegible]
Nov-00	6	6	100.00%	1590	1644	96.72%	[illegible]	[illegible]
Dec-00	7	7	100.00%	1254	1283	97.74%	[illegible]	[illegible]
Jan-01	2	2	100.00%	1086	1113	97.58%	[illegible]	[illegible]
Feb-01	14	14	100.00%	854	888	96.17%	[illegible]	[illegible]
Mar-01	21	21	100.00%	1260	1296	97.22%	[illegible]	[illegible]
Apr-01	10	10	100.00%	1490	1539	96.82%	[illegible]	[illegible]
May-01	4	5	80.00%	1394	1443	96.61%	[illegible]	[illegible]
Jun-01	19	19	100.00%	1487	1525	96.73%	[illegible]	[illegible]
Jul-01	11	11	100.00%	1472	1543	95.35%	[illegible]	[illegible]
Aug-01	4	4	100.00%	1418	1445	98.06%	[illegible]	[illegible]



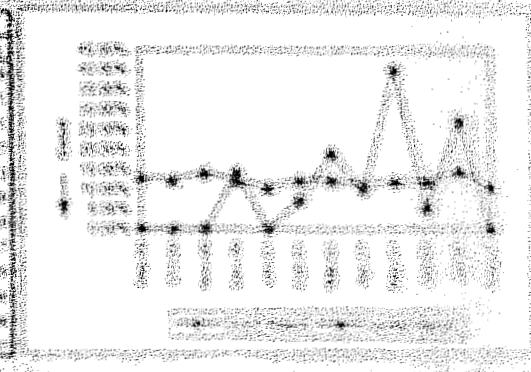
Mean Time to Restore (Hours:Minutes) (MR-6 [illegible] Central Time)

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Wilcox Z Stat	Pass/Fail
Sep-00	48:01	6	8:00	23519:05	1801	13:04	[illegible]	[illegible]
Oct-00	28:24	5	5:41	16601:26	1571	10:33	[illegible]	[illegible]
Nov-00	48:04	5	8:01	24132:06	1644	14:29	[illegible]	[illegible]
Dec-00	31:12	7	4:27	13366:54	1283	10:25	[illegible]	[illegible]
Jan-01	47:19	2	23:40	14057:15	1113	12:38	[illegible]	[illegible]
Feb-01	62:35	14	4:28	12252:01	888	13:48	[illegible]	[illegible]
Mar-01	129:11	21	6:09	14915:11	1296	11:31	[illegible]	[illegible]
Apr-01	53:57	10	5:24	20629:14	1539	13:24	[illegible]	[illegible]
May-01	101:32	5	20:18	19761:51	1443	13:41	[illegible]	[illegible]
Jun-01	156:47	19	8:15	21863:00	1525	14:20	[illegible]	[illegible]
Jul-01	89:26	11	8:08	22089:59	1543	14:19	[illegible]	[illegible]
Aug-01	27:38	4	6:54	16957:17	1445	11:44	[illegible]	[illegible]



Repair Repeat Report Rate (Percent) (MR-7 [illegible] Central Time)

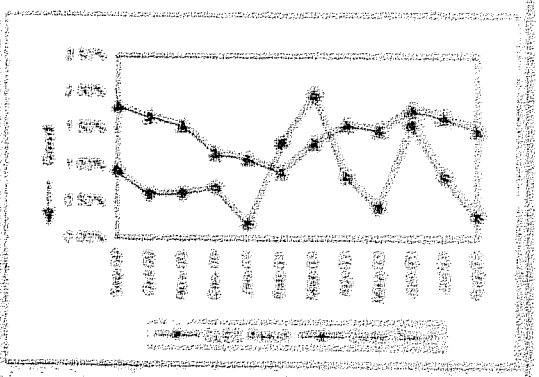
Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Wilcox Z Stat	Pass/Fail
Sep-00	0	6	0.00%	241	1801	13.38%	[illegible]	[illegible]
Oct-00	0	5	0.00%	201	1571	12.79%	[illegible]	[illegible]
Nov-00	0	6	0.00%	244	1717	14.21%	[illegible]	[illegible]
Dec-00	1	7	14.29%	183	1319	13.87%	[illegible]	[illegible]
Jan-01	0	2	0.00%	121	1131	10.70%	[illegible]	[illegible]
Feb-01	1	14	7.14%	114	898	12.69%	[illegible]	[illegible]
Mar-01	4	21	19.05%	156	1312	11.89%	[illegible]	[illegible]
Apr-01	1	10	10.00%	173	1543	11.21%	[illegible]	[illegible]
May-01	2	5	40.00%	182	1441	12.63%	[illegible]	[illegible]
Jun-01	1	19	5.26%	191	1527	12.51%	[illegible]	[illegible]
Jul-01	3	11	27.27%	238	1578	15.09%	[illegible]	[illegible]
Aug-01	0	4	0.00%	143	1444	9.97%	[illegible]	[illegible]



Checklist #4 - Unbundled Loop - Analog Repair

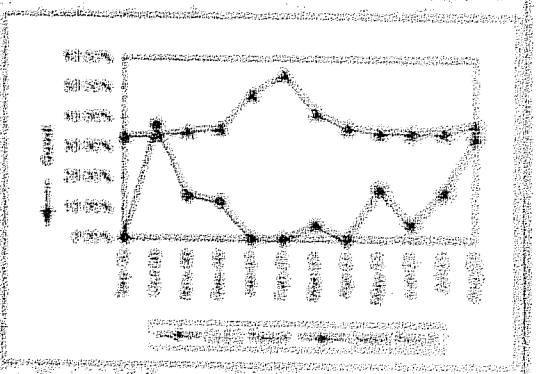
Trouble Rate (Percent) (MR-8)-- Interval Zone One and Two

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Sep-00	6	657	0.91%	4146	229346	1.81%	[illegible]	[illegible]
Oct-00	5	825	0.61%	3781	227599	1.66%	[illegible]	[illegible]
Nov-00	6	967	0.62%	3493	226121	1.54%	[illegible]	[illegible]
Dec-00	7	1008	0.69%	2629	224460	1.17%	[illegible]	[illegible]
Jan-01	2	1018	0.20%	2454	223071	1.10%	[illegible]	[illegible]
Feb-01	14	1074	1.30%	2030	221311	0.92%	[illegible]	[illegible]
Mar-01	21	1074	1.96%	2870	219161	1.31%	[illegible]	[illegible]
Apr-01	10	1184	0.84%	3400	217622	1.56%	[illegible]	[illegible]
May-01	5	1173	0.43%	3226	215311	1.50%	[illegible]	[illegible]
Jun-01	19	1218	1.56%	3787	213145	1.78%	[illegible]	[illegible]
Jul-01	11	1294	0.85%	3521	210770	1.67%	[illegible]	[illegible]
Aug-01	4	1334	0.30%	3116	208908	1.49%	[illegible]	[illegible]



Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10)-- Interval Zone One and Two

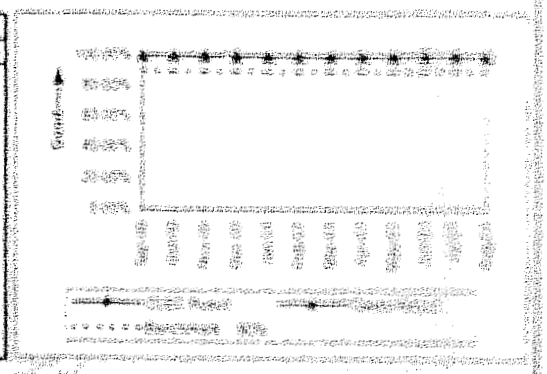
Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Sep-00	0	6	0.00%	2110	6256	33.73%	[illegible]	[illegible]
Oct-00	3	8	37.50%	1959	5740	34.13%	[illegible]	[illegible]
Nov-00	1	7	14.29%	1921	5414	35.48%	[illegible]	[illegible]
Dec-00	1	8	12.50%	1514	4143	36.54%	[illegible]	[illegible]
Jan-01	0	2	0.00%	2273	4727	48.09%	[illegible]	[illegible]
Feb-01	0	14	0.00%	2462	4492	54.81%	[illegible]	[illegible]
Mar-01	1	22	4.55%	2086	4956	42.09%	[illegible]	[illegible]
Apr-01	0	10	0.00%	1998	5398	37.01%	[illegible]	[illegible]
May-01	1	6	16.67%	1780	5006	35.56%	[illegible]	[illegible]
Jun-01	1	20	5.00%	2098	5865	35.85%	[illegible]	[illegible]
Jul-01	2	13	15.38%	1950	5471	35.64%	[illegible]	[illegible]
Aug-01	2	6	33.33%	1937	5055	38.32%	[illegible]	[illegible]



Checklist #4 - Unbundled Loop - Non-Loaded [illegible]

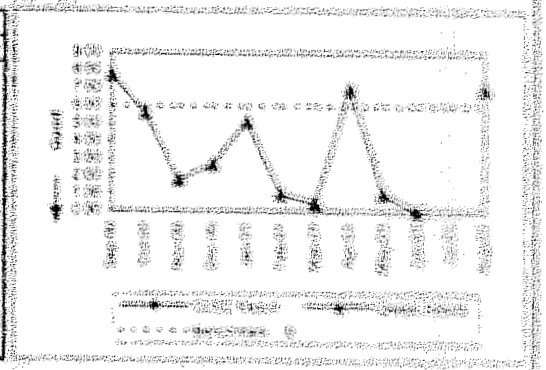
Installation Commitments Met (Percent) (OP-3)-- Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Sep-00				4	4	100.00%		
Oct-00				5	5	100.00%		
Nov-00				9	9	100.00%		
Dec-00				13	13	100.00%		
Jan-01				8	8	100.00%		
Feb-01				3	3	100.00%		
Mar-01				4	4	100.00%		
Apr-01				4	4	100.00%		
May-01				2	2	100.00%		
Jun-01				4	4	100.00%		
Jul-01				1	1	100.00%		
Aug-01				2	2	100.00%		



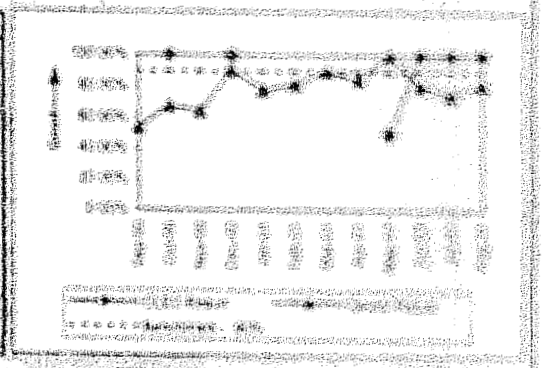
Installation Interval (Average Days) (OP-4)-- Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Sep-00				31	4	7.75		
Oct-00				28	5	5.60		
Nov-00				16	9	1.78		
Dec-00				35	13	2.69		
Jan-01				41	8	5.12		
Feb-01				3	3	1.00		
Mar-01				2	4	0.50		
Apr-01				28	4	7.00		
May-01				2	2	1.00		
Jun-01				0	2	0.00		
Jul-01								
Aug-01				14	2	7.00		



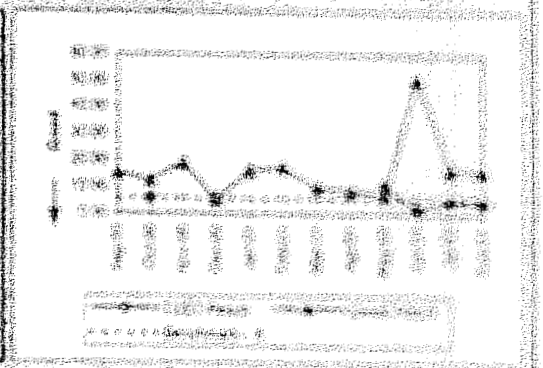
Installation Commitments Met (Percent) (OP-3)-- Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Sep-00				7	13	53.85%		
Oct-00	2	2	100.00%	17	25	68.00%	[illegible]	[illegible]
Nov-00				9	14	64.29%		
Dec-00	1	1	100.00%	10	11	90.91%	[illegible]	[illegible]
Jan-01				14	18	77.78%		
Feb-01				9	11	81.82%		
Mar-01				18	20	90.00%		
Apr-01				11	13	84.62%		
May-01	1	2	50.00%	10	10	100.00%	[illegible]	[illegible]
Jun-01	1	1	100.00%	17	21	80.95%	[illegible]	[illegible]
Jul-01	3	3	100.00%	6	8	75.00%	[illegible]	[illegible]
Aug-01	8	8	100.00%	18	22	81.82%	[illegible]	[illegible]



Installation Interval (Average Days) (OP-4)-- Interval Zone Two

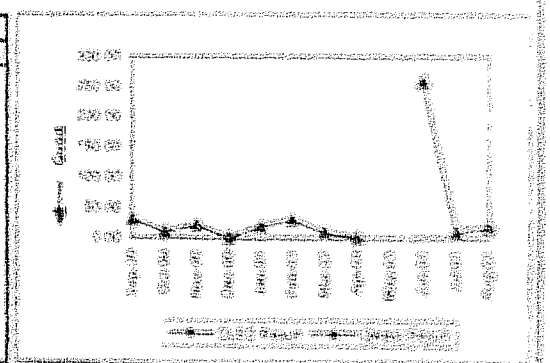
Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Sep-00				170	11	15.45		
Oct-00	6	1	6.00	279	22	12.68	[illegible]	[illegible]
Nov-00				268	14	19.14		
Dec-00	6	1	6.00	80	11	5.45	[illegible]	[illegible]
Jan-01				261	15	16.93		
Feb-01				175	10	17.50		
Mar-01				160	16	10.00		
Apr-01				118	13	9.92		
May-01	21	2	10.50	66	9	7.33	[illegible]	[illegible]
Jun-01	2	1	2.00	955	19	50.24	[illegible]	[illegible]
Jul-01	10	2	5.00	167	10	16.72	[illegible]	[illegible]
Aug-01	21	5	4.20	391	24	16.29	[illegible]	[illegible]



Checklist #4 - Unbundled Loop - Non-Loaded (2-Wire) Installation

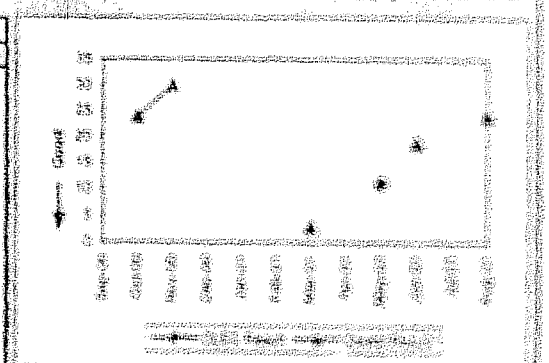
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A) -- Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Sep-00				191	6	31.83		
Oct-00				69	7	9.86		
Nov-00				66	3	22.00		
Dec-00				1	1	1.00		
Jan-01				80	4	20.00		
Feb-01				63	2	31.50		
Mar-01				10	1	10.00		
Apr-01				5	2	2.50		
May-01								
Jun-01				781	3	260.33		
Jul-01				42	4	10.50		
Aug-01				57	3	19.00		



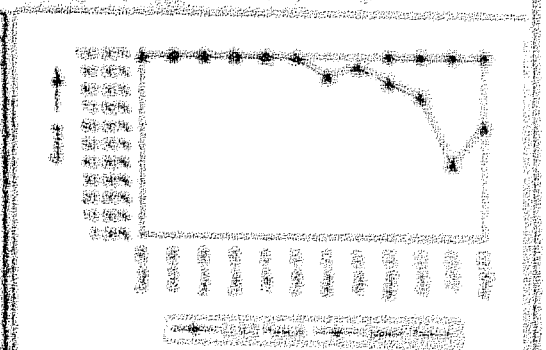
Delayed Days for Facility Reasons (Average Days) (OP-6B) -- Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Sep-00								
Oct-00				24	1	24.00		
Nov-00				60	2	30.00		
Dec-00								
Jan-01								
Feb-01								
Mar-01				3	1	3.00		
Apr-01								
May-01	11	1	11.00					
Jun-01				19	1	19.00		
Jul-01								
Aug-01				97	4	24.25		



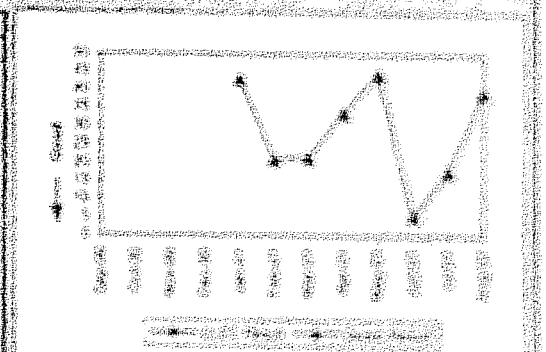
New Service Installation Quality (Percent) (OP-5) -- Interval Zone One and Two

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Sep-00				22	22	100.00%		
Oct-00	1	1	100.00%	25	25	100.00%	N/A	N/A
Nov-00	1	1	100.00%	28	28	100.00%	N/A	N/A
Dec-00	1	1	100.00%	24	24	100.00%	N/A	N/A
Jan-01	1	1	100.00%	26	26	100.00%	N/A	N/A
Feb-01				21	21	100.00%		
Mar-01				17	19	89.47%		
Apr-01				20	21	95.24%		
May-01	1	1	100.00%	13	15	86.67%	-0.38	-0.38
Jun-01	2	2	100.00%	15	19	78.95%	-0.89	-0.89
Jul-01	2	2	100.00%	8	19	42.11%	-1.58	-1.58
Aug-01	6	6	100.00%	12	19	63.16%	-1.63	-1.63



Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A)

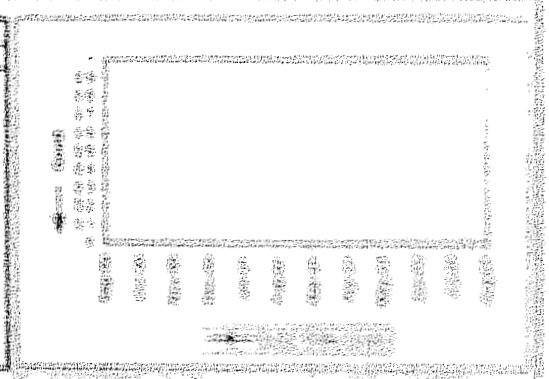
Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Sep-00								
Oct-00								
Nov-00								
Dec-00								
Jan-01				86	2	43.00		
Feb-01				21	1	21.00		
Mar-01				43	2	21.50		
Apr-01				67	2	33.50		
May-01				89	2	44.50		
Jun-01				33	6	5.50		
Jul-01				89	5	17.80		
Aug-01				118	3	39.33		



Checklist #4 - Unbundled Loops - [illegible]

Count of Pending Orders Delayed for Facilities Reasons (Unbundled Loop) [illegible]

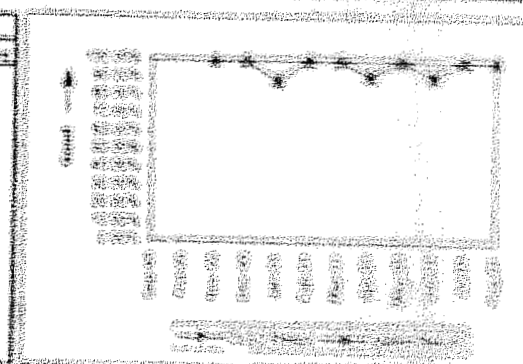
Date	CLEC Order Count
Sep-00	
Oct-00	
Nov-00	
Dec-00	
Jan-01	
Feb-01	
Mar-01	
Apr-01	
May-01	
Jun-01	
Jul-01	
Aug-01	



Checklist #4 - Unbundled Loop - [illegible]

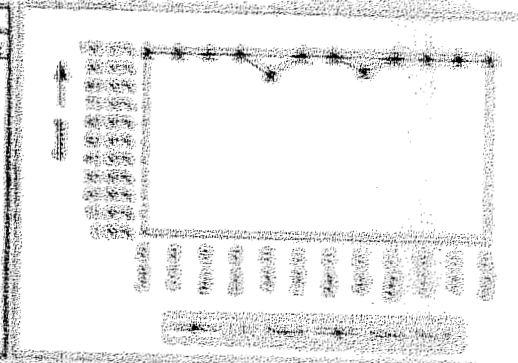
Out of Service Cleared within 24 hours (Percent) (MR-4) [illegible]

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	[illegible]	[illegible]
Sep-00								
Oct-00								
Nov-00				1	1	100.00%		
Dec-00				1	1	100.00%		
Jan-01				8	9	88.89%		
Feb-01				5	5	100.00%		
Mar-01				14	14	100.00%		
Apr-01				11	12	91.67%		
May-01				10	10	100.00%		
Jun-01				11	12	91.67%		
Jul-01				18	18	100.00%		
Aug-01				15	15	100.00%		



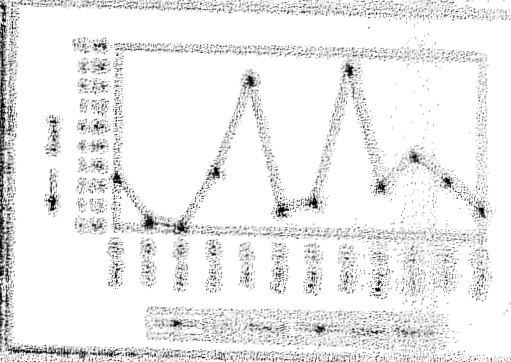
All Troubles Cleared within 48 hours (Percent) (MR-4) [illegible]

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	[illegible]	[illegible]
Sep-00				1	1	100.00%		
Oct-00				1	1	100.00%		
Nov-00				1	1	100.00%		
Dec-00				3	3	100.00%		
Jan-01				8	9	88.89%		
Feb-01				5	5	100.00%		
Mar-01				14	14	100.00%		
Apr-01				12	13	92.31%		
May-01				10	10	100.00%		
Jun-01				12	12	100.00%		
Jul-01				18	18	100.00%		
Aug-01				15	15	100.00%		



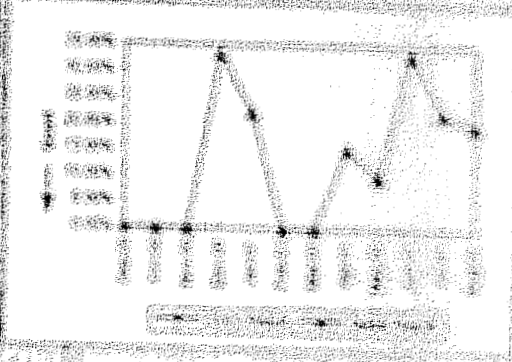
Mean Time to Restore (Hours Minutes) (MR-8) [illegible]

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	[illegible]	[illegible]
Sep-00				3:04	1	3:04		
Oct-00				0:32	1	0:32		
Nov-00				0:12	1	0:12		
Dec-00				10:42	3	3:34		
Jan-01				82:46	9	9:12		
Feb-01				6:54	4	1:43		
Mar-01				27:08	14	1:58		
Apr-01				130:44	13	10:03		
May-01				29:33	10	2:57		
Jun-01				58:24	12	4:52		
Jul-01				61:35	18	3:25		
Aug-01				24:59	15	1:40		



Repair Repeat Report Rate (Percent) (MR-7) [illegible]

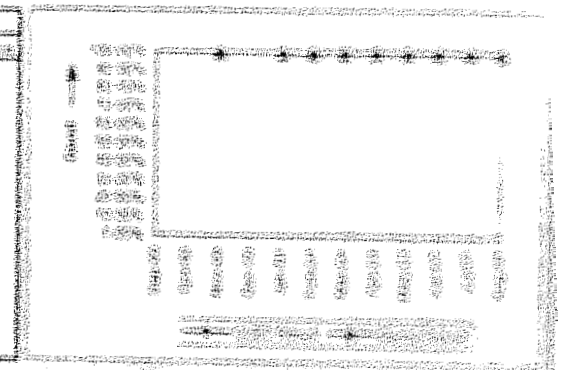
Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	[illegible]	[illegible]
Sep-00				0	1	0.00%		
Oct-00				0	1	0.00%		
Nov-00				0	1	0.00%		
Dec-00				1	3	33.33%		
Jan-01				2	9	22.22%		
Feb-01				0	5	0.00%		
Mar-01				0	14	0.00%		
Apr-01				2	13	15.38%		
May-01				1	10	10.00%		
Jun-01				4	12	33.33%		
Jul-01				4	18	22.22%		
Aug-01				3	15	20.00%		



Checklist #4 - Unbundled Loop - [illegible]

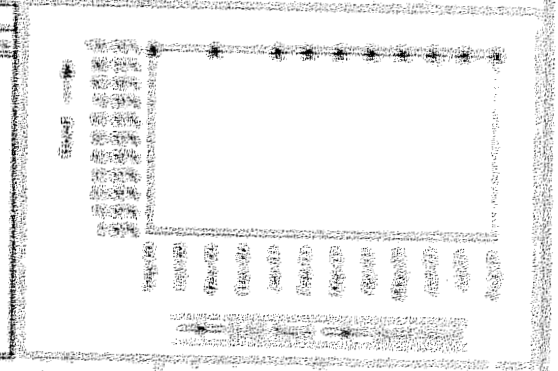
Out of Service Cleared within 24 hours (Percent) (MR-3 [illegible] Dark Fiber)

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	[illegible]	[illegible]
Sep-00								
Oct-00								
Nov-00				1	1	100.00%		
Dec-00								
Jan-01				4	4	100.00%		
Feb-01				2	2	100.00%		
Mar-01				4	4	100.00%		
Apr-01				5	5	100.00%		
May-01				7	7	100.00%		
Jun-01				5	5	100.00%		
Jul-01				4	4	100.00%		
Aug-01				4	4	100.00%		



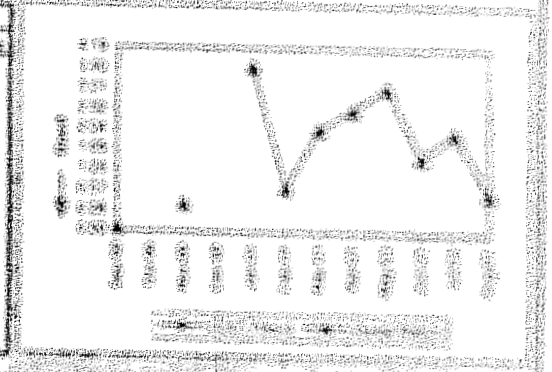
All Troubles Cleared within 48 hours (Percent) (MR-4 [illegible] Dark Fiber)

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	[illegible]	[illegible]
Sep-00				1	1	100.00%		
Oct-00								
Nov-00				1	1	100.00%		
Dec-00								
Jan-01				4	4	100.00%		
Feb-01				2	2	100.00%		
Mar-01				4	4	100.00%		
Apr-01				5	5	100.00%		
May-01				7	7	100.00%		
Jun-01				5	5	100.00%		
Jul-01				4	4	100.00%		
Aug-01				4	4	100.00%		



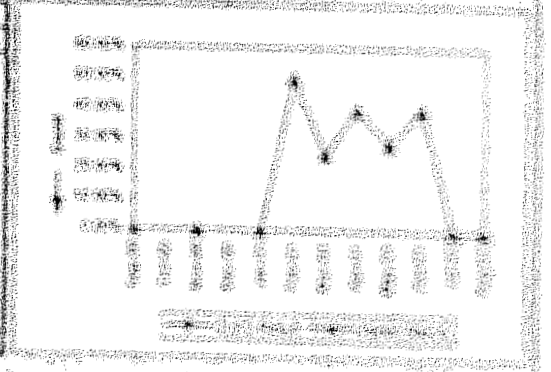
Mean Time to Restore (Hours:Minutes) (MR-6 [illegible] Dark Fiber)

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	[illegible]	[illegible]
Sep-00				0:04	1	0:04		
Oct-00								
Nov-00				0:39	1	0:39		
Dec-00								
Jan-01				15:53	4	3:58		
Feb-01				2:04	2	1:02		
Mar-01				9:40	4	2:25		
Apr-01				14:27	5	2:53		
May-01				23:54	7	3:42		
Jun-01				8:50	5	1:46		
Jul-01				9:22	4	2:35		
Aug-01				3:44	4	0:56		



Repair Repeat Report Rate (Percent) (MR-7 [illegible] Dark Fiber)

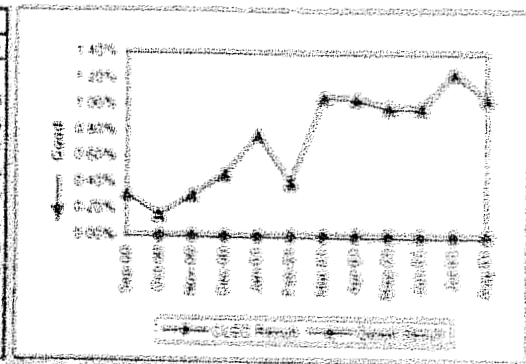
Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	[illegible]	[illegible]
Sep-00				0	1	0.00%		
Oct-00								
Nov-00				0	1	0.00%		
Dec-00								
Jan-01				0	4	0.00%		
Feb-01				1	2	50.00%		
Mar-01				1	4	25.00%		
Apr-01				2	5	40.00%		
May-01				2	7	28.57%		
Jun-01				2	5	40.00%		
Jul-01				0	4	0.00%		
Aug-01				0	4	0.00%		



Checklist #4 - Unbundled Loop - Non-Loaded (2-Wire) Repair

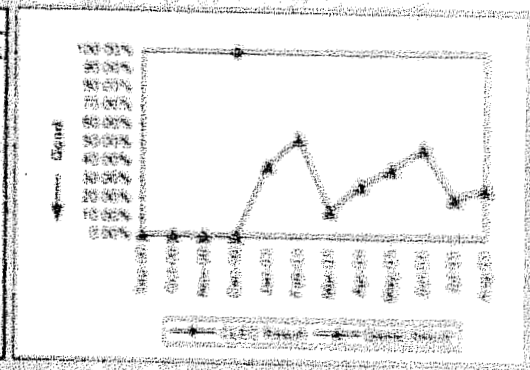
Trouble Rate (Percent) (MR-8)-- Interval Zone One and Two

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Stat	Parity Score
Sep-00				2	635	0.32%		
Oct-00	0	2	0.00%	1	634	0.16%	-0.06	-1.03
Nov-00	0	2	0.00%	2	645	0.31%	-0.08	-1.05
Dec-00	0	3	0.00%	3	639	0.47%	-0.12	-1.07
Jan-01	0	3	0.00%	13	1689	0.77%	-0.15	-1.09
Feb-01	0	3	0.00%	7	1711	0.41%	-0.11	-1.07
Mar-01	0	3	0.00%	18	1687	1.07%	-0.18	-1.11
Apr-01	0	2	0.00%	18	1710	1.05%	-0.15	-1.09
May-01	0	4	0.00%	17	1723	0.99%	-0.2	-1.12
Jun-01	0	5	0.00%	17	1730	0.98%	-0.22	-1.14
Jul-01	0	8	0.00%	22	1760	1.25%	-0.32	-1.19
Aug-01	0	20	0.00%	19	1795	1.06%	-0.46	-1.28



Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10)-- Interval Zone One and Two

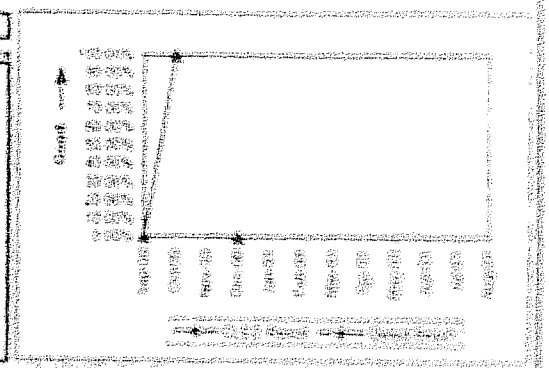
Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Stat	Parity Score
Sep-00				0	2	0.00%		
Oct-00				0	1	0.00%		
Nov-00				0	2	0.00%		
Dec-00	1	1	100.00%	0	3	0.00%	N/A	-0.24
Jan-01				8	21	38.10%		
Feb-01				8	15	53.33%		
Mar-01				3	21	14.29%		
Apr-01				7	25	28.00%		
May-01				10	27	37.04%		
Jun-01				16	33	48.48%		
Jul-01				6	28	21.43%		
Aug-01				7	26	26.92%		



Checklist #4 - Unbundled Loop - Non-Loaded (4-Wire) Installation

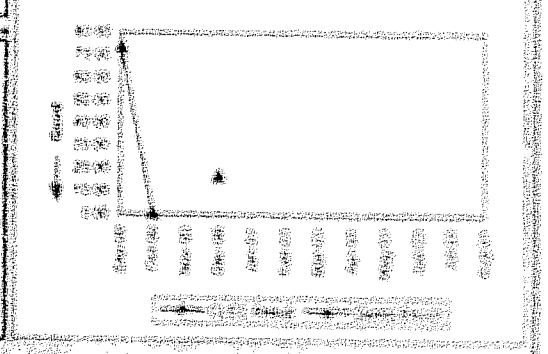
Installation Commitments Met (Percent) (OP-3) -- Interval Zone One

Date	CLEC Num	CLEC Deno	CLEC Resu	Std Dev	Qwest Num	Qwest Deno	Qwest Resu	Mod Z Scr	Parity Stat
Sep-00					0	1	0.00%		
Oct-00					3	3	100.00%		
Nov-00									
Dec-00					0	1	0.00%		
Jan-01									
Feb-01									
Mar-01									
Apr-01									
May-01									
Jun-01									
Jul-01									
Aug-01									



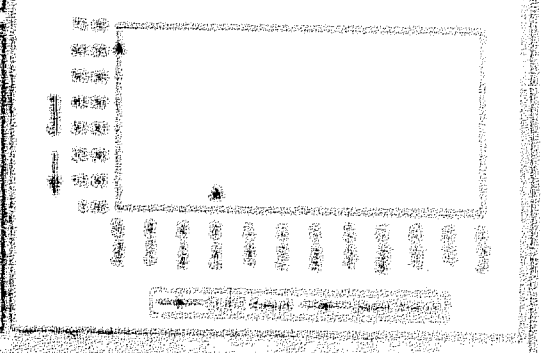
Installation Interval (Average Days) (OP-4) -- Interval Zone One

Date	CLEC Num	CLEC Deno	CLEC Resu	Std Dev	Qwest Num	Qwest Deno	Qwest Resu	Mod Z Scr	Parity Stat
Sep-00					74	1	74.00		
Oct-00					2	3	0.67		
Nov-00									
Dec-00					17	1	17.00		
Jan-01									
Feb-01									
Mar-01									
Apr-01									
May-01									
Jun-01									
Jul-01									
Aug-01									



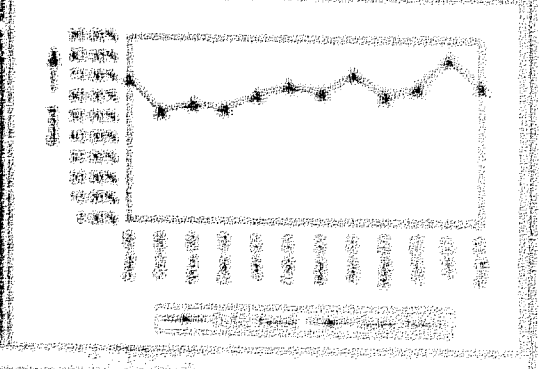
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A) -- Interval Zone One

Date	CLEC Num	CLEC Deno	CLEC Resu	Std Dev	Qwest Num	Qwest Deno	Qwest Resu	Mod Z Scr	Parity Stat
Sep-00					52	1	52.00		
Oct-00									
Nov-00									
Dec-00					7	1	7.00		
Jan-01									
Feb-01									
Mar-01									
Apr-01									
May-01									
Jun-01									
Jul-01									
Aug-01									



Installation Commitments Met (Percent) (OP-3) -- Interval Zone Two

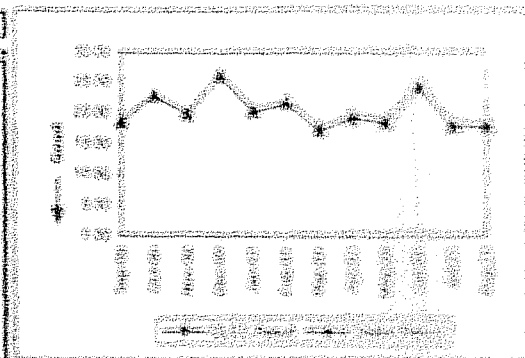
Date	CLEC Num	CLEC Deno	CLEC Resu	Std Dev	Qwest Num	Qwest Deno	Qwest Resu	Mod Z Scr	Parity Stat
Sep-00					51	74	68.92%		
Oct-00					47	88	53.41%		
Nov-00					51	89	57.30%		
Dec-00					52	94	55.32%		
Jan-01					41	66	62.12%		
Feb-01					46	80	58.67%		
Mar-01					83	131	63.36%		
Apr-01					64	88	72.73%		
May-01					45	74	60.81%		
Jun-01					49	74	66.22%		
Jul-01					64	79	81.01%		
Aug-01					70	104	67.31%		



Checklist #4 - Unbundled Loop - Non-Loaded (4-Wire) Installation

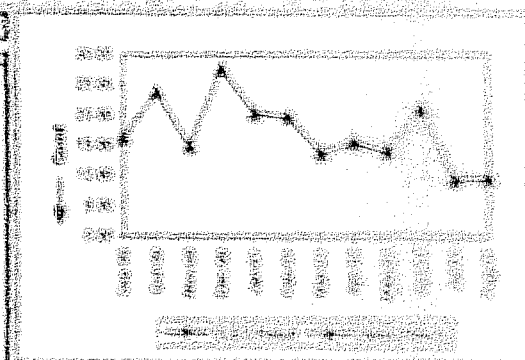
Installation Interval (Average Days) (OP-4 -- Interval Zone Two)

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Std Z Scr	Fail Sig
Sep-00					1375	74	18.58		
Oct-00					2014	88	22.89		
Nov-00					1771	89	19.90		
Dec-00					2453	94	26.10		
Jan-01					1341	66	20.32		
Feb-01					1450	67	21.64		
Mar-01					2257	130	17.36		
Apr-01					1641	85	19.31		
May-01					1375	74	18.58		
Jun-01					1775	73	24.32		
Jul-01					2355	131	17.98		
Aug-01					3544	143	24.78		



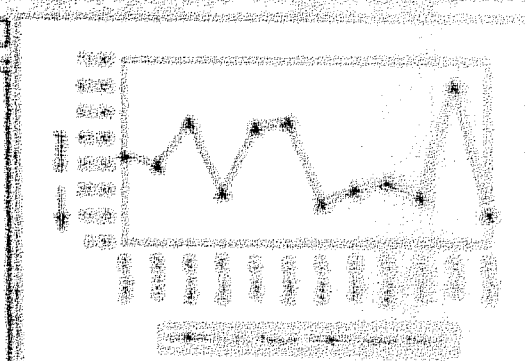
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A -- Interval Zone Two)

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Std Z Scr	Fail Sig
Sep-00					292	18	16.22		
Oct-00					741	31	23.90		
Nov-00					430	29	14.83		
Dec-00					912	33	27.64		
Jan-01					445	22	20.23		
Feb-01					357	18	19.83		
Mar-01					536	39	13.74		
Apr-01					310	20	15.50		
May-01					240	17	14.12		
Jun-01					463	22	21.05		
Jul-01					599	64	9.36		
Aug-01					610	63	9.68		



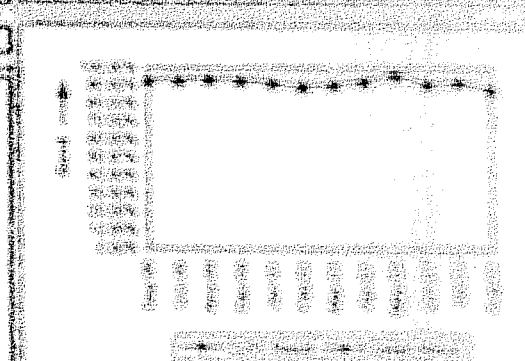
Delayed Days for Facility Reasons (Average Days) (OP-6B -- Interval Zone Two)

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Std Z Scr	Fail Sig
Sep-00					170	5	34.00		
Oct-00					300	15	20.00		
Nov-00					415	9	46.11		
Dec-00					177	9	19.67		
Jan-01					134	3	44.67		
Feb-01					234	5	46.80		
Mar-01					138	9	15.33		
Apr-01					84	4	21.00		
May-01					262	11	23.82		
Jun-01					54	3	18.00		
Jul-01					184	3	61.33		
Aug-01					131	11	11.91		



New Service Installation Quality (Percent) (OP-5 -- Interval Zone One and Two)

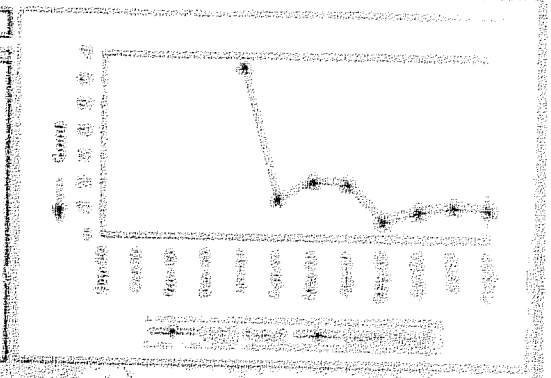
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Std Z Scr	Fail Sig
Sep-00					117	125	93.60%		
Oct-00					92	98	93.88%		
Nov-00					100	106	94.34%		
Dec-00					106	113	93.81%		
Jan-01					94	102	92.16%		
Feb-01					73	81	90.12%		
Mar-01					109	119	91.60%		
Apr-01					124	133	93.23%		
May-01					99	102	97.06%		
Jun-01					89	97	91.75%		
Jul-01					107	115	93.04%		
Aug-01					123	132	93.18%		



Checklist #4 - Unbundled Loop - Non-Loaded Loop Installation

Interval for Pending Orders Delayed Past Due Date (Average Days Delay)

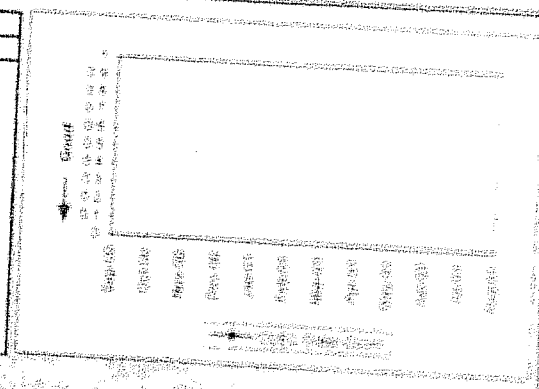
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Std Dev	Z Score
Sep-00									
Oct-00									
Nov-00									
Dec-00									
Jan-01					265	4	66.25		
Feb-01					472	31	15.23		
Mar-01					288	12	24.00		
Apr-01					104	5	21.20		
May-01					80	11	7.27		
Jun-01					156	14	11.14		
Jul-01					285	22	12.95		
Aug-01					342	24	14.25		



Checklist #4 - Unbundled Loop - Non-Loaded (4-Wire Installation)

Count of Pending Orders Delayed for Facilities Reasons Unbundled Loop - 4 Wire Non-Loaded (OP-15B)

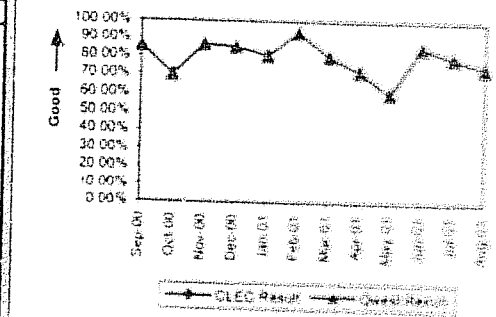
Date	CLEC Order Count
Sep-00	
Oct-00	
Nov-00	
Dec-00	
Jan-01	
Feb-01	
Mar-01	
Apr-01	
May-01	
Jun-01	
Jul-01	
Aug-01	



Checklist #4 - Unbundled Loop - Non-Loaded (4-Wire) Repair

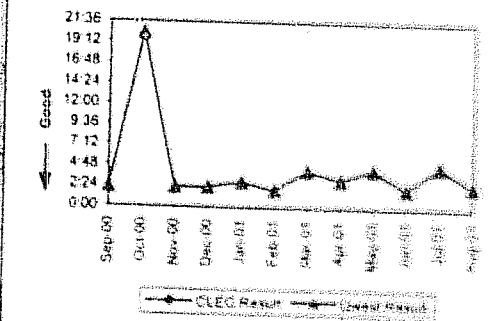
All Troubles Cleared within 4 hours (Percent) (MR-5)-- Interval Zone Two

	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
					59	69	85.51%		
					42	60	70.00%		
					39	45	86.67%		
					41	48	85.42%		
					42	52	80.77%		
					163	174	93.68%		
					66	82	80.49%		
					42	58	72.41%		
					48	79	60.76%		
					85	99	85.86%		
					61	76	80.26%		
					114	152	75.00%		



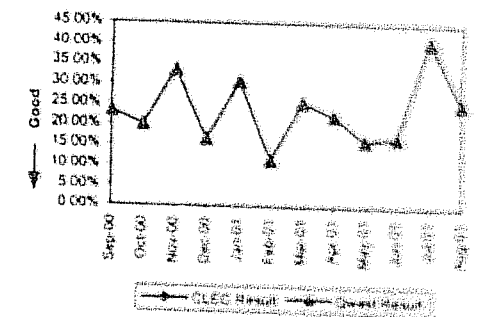
Mean Time to Restore (Hours:Minutes) (MR-6)-- Interval Zone Two

	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
					154:24	69	2:14		
					1213:34	60	20:14		
					102:38	45	2:17		
					111:22	48	2:19		
					151:05	52	2:54		
					351:20	174	2:01		
					352:35	82	4:18		
					183:50	58	3:10		
					347:28	79	4:24		
					218:43	99	2:13		
					364:21	76	4:48		
					389:54	152	2:34		



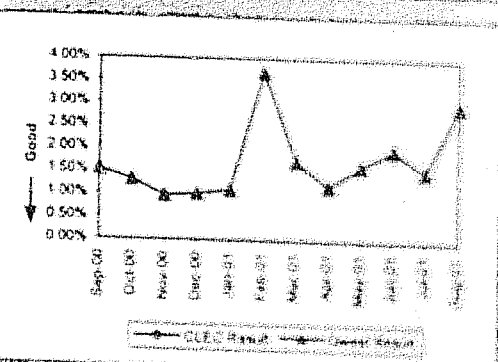
Repair Repeat Report Rate (Percent) (MR-7)-- Interval Zone Two

	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
					16	69	23.19%		
					12	60	20.00%		
					15	45	33.33%		
					8	48	16.67%		
					16	52	30.77%		
					20	174	11.49%		
					21	82	25.61%		
					13	58	22.41%		
					13	79	16.46%		
					17	99	17.17%		
					31	76	40.79%		
					39	152	25.66%		



Trouble Rate (Percent) (MR-8)-- Interval Zone One and Two

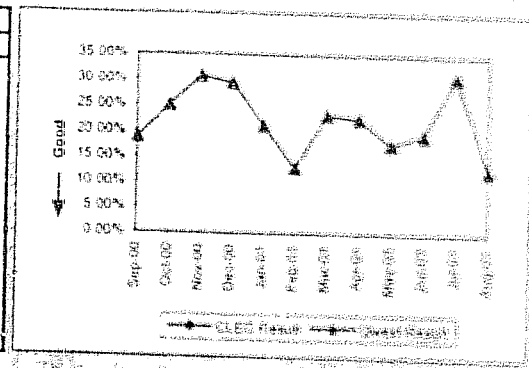
	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
					69	4490	1.54%		
					60	4556	1.32%		
					45	4654	0.97%		
					48	4724	1.02%		
					52	4718	1.10%		
					174	4721	3.69%		
					82	4721	1.74%		
					58	4836	1.20%		
					79	4846	1.63%		
					99	4966	1.99%		
					76	4955	1.53%		
					152	5094	2.98%		



Checklist #4 - Unbundled Loop - Non-Loaded (4-Wire) Repair

Qwest and Non-Qwest Related Trouble Reports (Percent) (MR-10 jr- Interval Zone One and Two

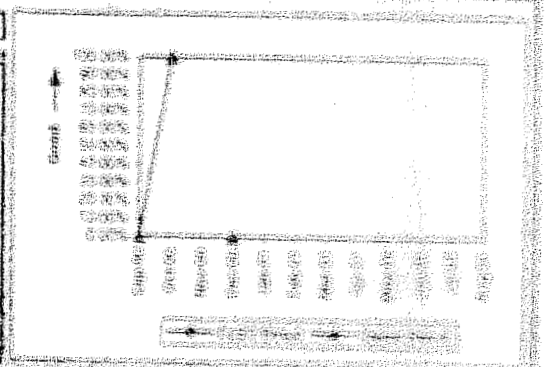
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
[illegible]					16	85	18.82%		
[illegible]					20	80	25.00%		
[illegible]					20	65	30.77%		
[illegible]					20	68	29.41%		
[illegible]					14	66	21.21%		
[illegible]					26	200	13.00%		
[illegible]					25	107	23.36%		
[illegible]					17	75	22.67%		
[illegible]					17	96	17.71%		
[illegible]					24	123	19.51%		
[illegible]					34	110	30.91%		
[illegible]					22	174	12.64%		



Checklist #4 - Unbundled Loop - DS1 Capable Installation

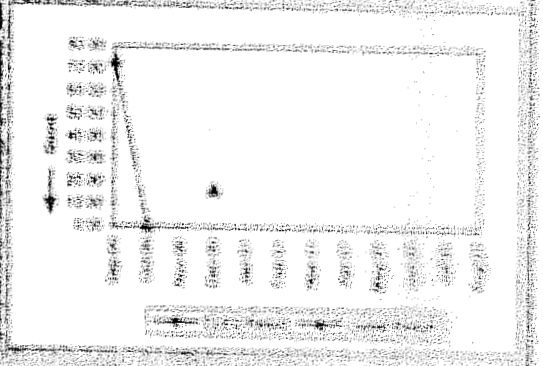
Installation Commitments Met (Percent) (OP-3)-- Interval Zone One

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Sor	Parity Score
Sep-00					0	1	0.00%		
Oct-00					3	3	100.00%		
Nov-00									
Dec-00					0	1	0.00%		
Jan-01									
Feb-01									
Mar-01									
Apr-01									
May-01									
Jun-01									
Jul-01									
Aug-01									



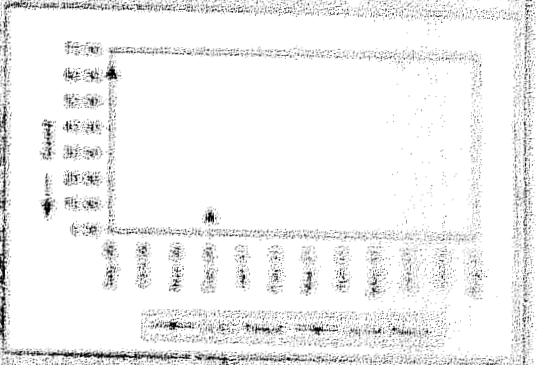
Installation Interval (Average Days) (OP-4)-- Interval Zone One

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Sor	Parity Score
Sep-00					74	1	74.00		
Oct-00					2	3	0.67		
Nov-00									
Dec-00					17	1	17.00		
Jan-01									
Feb-01									
Mar-01									
Apr-01									
May-01									
Jun-01									
Jul-01									
Aug-01									



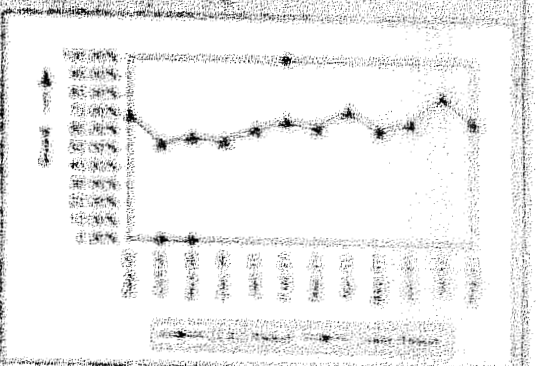
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)-- Interval Zone One

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Sor	Parity Score
Sep-00					62	1	62.00		
Oct-00									
Nov-00									
Dec-00					7	1	7.00		
Jan-01									
Feb-01									
Mar-01									
Apr-01									
May-01									
Jun-01									
Jul-01									
Aug-01									



Installation Commitments Met (Percent) (OP-3)-- Interval Zone Two

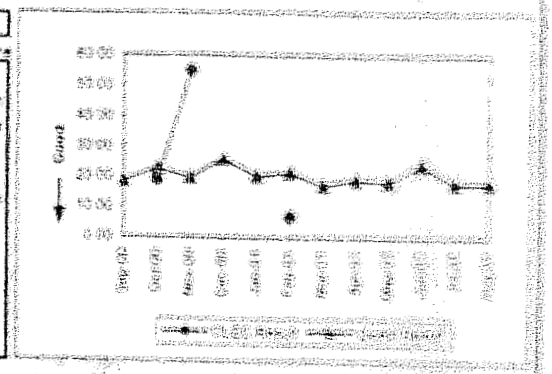
Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Sor	Parity Score
Sep-00					51	74	68.92%		
Oct-00	0	1	0.00%	0.00%	47	88	53.41%	1.61	[illegible]
Nov-00	0	1	0.00%	0.00%	51	89	57.30%	2.93	[illegible]
Dec-00					52	94	55.32%		
Jan-01					41	66	62.12%		
Feb-01	1	1	100.00%	0.00%	46	69	66.67%	-0.11	[illegible]
Mar-01					83	131	63.36%		
Apr-01					64	88	72.73%		
May-01					46	74	62.16%		
Jun-01					49	74	66.22%		
Jul-01					64	79	81.01%		
Aug-01					70	104	67.31%		



Checklist #4 - Unbundled Loop - DS1 Capable Installation

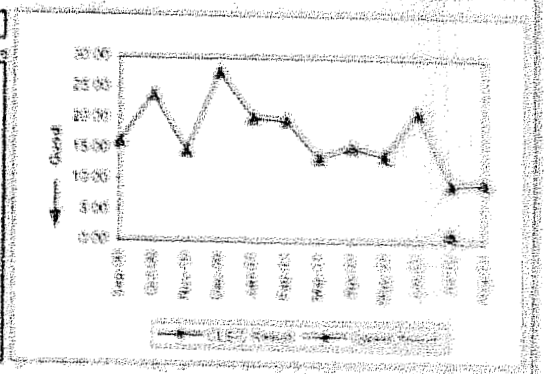
Installation Interval (Average Days) (OP-4)-- Interval Zone Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Score
Sep-00					1375	74	18.58		
Oct-00	19	1	19.00		2014	88	22.89	-0.16	[illegible]
Nov-00	55	1	55.00		1771	89	19.90	1.82	0.11
Dec-00					2453	94	26.10		
Jan-01					1341	66	20.32		
Feb-01	7	1	7.00		1450	67	21.64	-0.67	[illegible]
Mar-01					2257	130	17.36		
Apr-01					1641	85	19.31		
May-01					1375	74	18.58		
Jun-01					1775	73	24.32		
Jul-01					2355	131	17.98		
Aug-01					2544	141	18.04		



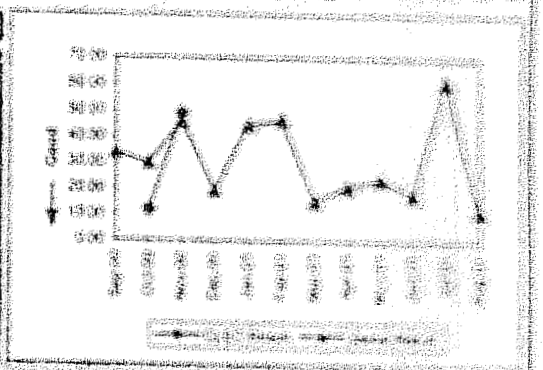
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)-- Interval Zone Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Score
Sep-00					292	18	16.22		
Oct-00					741	31	23.90		
Nov-00					430	29	14.83		
Dec-00					912	33	27.64		
Jan-01					445	22	20.23		
Feb-01					357	18	19.83		
Mar-01					536	39	13.74		
Apr-01					310	20	15.50		
May-01					240	17	14.12		
Jun-01					463	22	21.05		
Jul-01	1	1	1.00		599	64	9.36	-0.89	[illegible]
Aug-01					610	63	9.68		



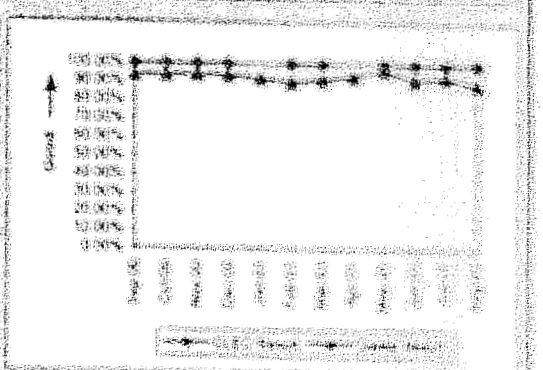
Delayed Days for Facility Reasons (Average Days) (OP-6B)-- Interval Zone Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Score
Sep-00					170	5	34.00		
Oct-00	12	1	12.00		300	10	30.00	-0.49	[illegible]
Nov-00	49	1	49.00		415	9	46.11	0.1	[illegible]
Dec-00					177	9	19.67		
Jan-01					134	3	44.67		
Feb-01					234	5	46.80		
Mar-01					138	9	15.33		
Apr-01					84	4	21.00		
May-01					262	11	23.82		
Jun-01					54	3	18.00		
Jul-01					184	3	61.33		
Aug-01					131	11	11.91		



New Service Installation Quality (Percent) (OP-5)-- Interval Zone One and Two

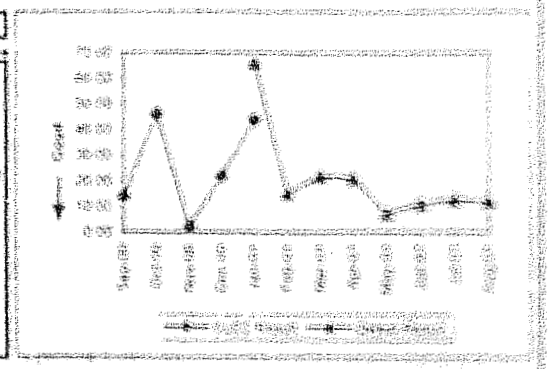
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Score
Sep-00	1	1	100.00%	0.00%	117	125	93.60%	-0.26	[illegible]
Oct-00	1	1	100.00%	0.00%	92	98	93.88%	-0.25	[illegible]
Nov-00	3	3	100.00%	0.00%	100	106	94.34%	-0.42	[illegible]
Dec-00	2	2	100.00%	0.00%	106	113	93.81%	-0.36	[illegible]
Jan-01					94	102	92.16%		
Feb-01	1	1	100.00%	0.00%	73	81	90.12%	-0.33	[illegible]
Mar-01	1	1	100.00%	0.00%	109	119	91.60%	-0.3	[illegible]
Apr-01					124	133	93.23%		
May-01	1	1	100.00%	0.00%	99	102	97.06%	-0.11	[illegible]
Jun-01	1	1	100.00%	0.00%	89	97	91.75%	-0.3	[illegible]
Jul-01	1	1	100.00%	0.00%	107	115	93.04%	-0.23	[illegible]
Aug-01	1	1	100.00%	0.00%	123	138	89.13%	-0.35	[illegible]



Checklist #4 - Unbundled Loop - DS1 Capable Installation

Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A)

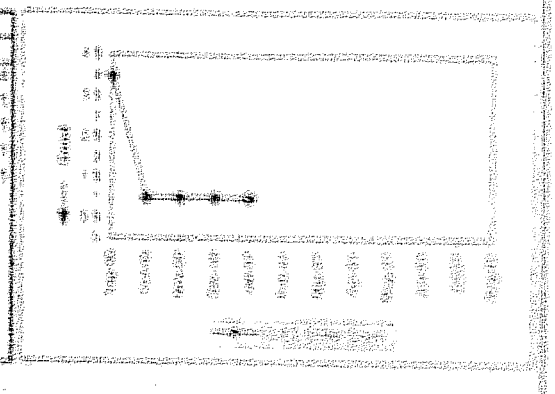
Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Sc	Parity Sens
Sep-00	56	4	14 00	12 70					
Oct-00	46	1	46 00						
Nov-00	2	1	2 00						
Dec-00	22	1	22 00						
Jan-01	44	1	44 00		265	4	66 25	-0 89	1 42
Feb-01					472	31	15 23		
Mar-01					288	13	22 15		
Apr-01					106	5	21 20		
May-01					80	11	7 27		
Jun-01					155	14	11 14		
Jul-01					285	22	12 95		
Aug-01					342	28	12 21		



Checklist #4 - Unbundled Loop - DS1 Capable Loop Charge

Count of Pending Orders Delayed for Facilities Reasons Unbundled Loop - DS1 Capable (CP-F18)

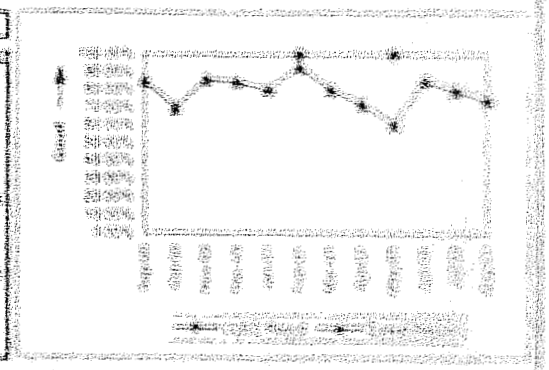
Date	CLEC Order Count
Sep-00	
Oct-00	
Nov-00	
Dec-00	
Jan-01	
Feb-01	
Mar-01	
Apr-01	
May-01	
Jun-01	
Jul-01	
Aug-01	



Checklist #4 - Unbundled Loop - DS1 Cascade Repair

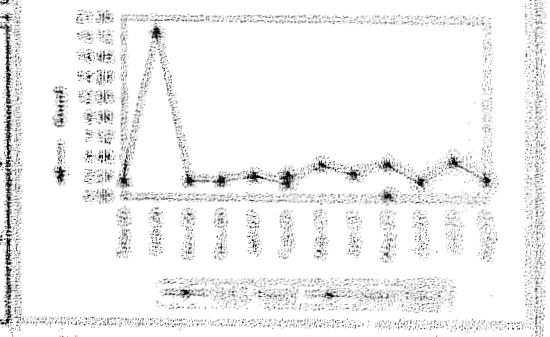
All Troubles Cleared within 4 hours (Percent) (MR-5 by Interval Zone Two)

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Stat	Pooled Stat
Sep-00					59	69	85.51%		
Oct-00					42	60	70.00%		
Nov-00					39	45	86.67%		
Dec-00					41	48	85.42%		
Jan-01					42	52	80.77%		
Feb-01	1	1	100.00%	0.00%	163	174	93.68%	[illegible]	[illegible]
Mar-01					66	82	80.49%		
Apr-01					42	58	72.41%		
May-01	1	1	100.00%	0.00%	48	79	60.76%	[illegible]	[illegible]
Jun-01					85	99	85.86%		
Jul-01					63	78	80.26%		
Aug-01					114	152	75.00%		



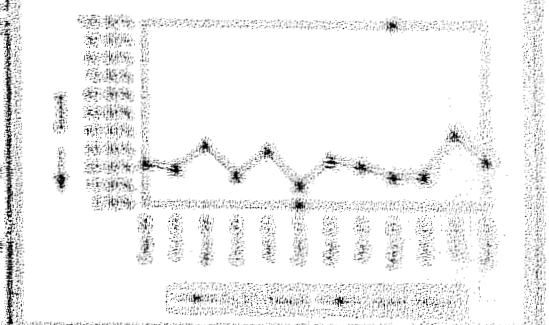
Mean Time to Restore (Hours:Minutes) (MR-6 by Interval Zone Two)

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Stat	Pooled Stat
Sep-00					154:24	69	2:54		
Oct-00					1213:34	60	20:14		
Nov-00					102:38	45	2:17		
Dec-00					111:22	48	2:19		
Jan-01					151:05	52	2:54		
Feb-01	2:51	1	2:51		351:20	174	2:02	[illegible]	[illegible]
Mar-01					352:35	82	4:19		
Apr-01					183:50	58	3:15		
May-01	0:21	1	0:21		347:28	79	4:24	[illegible]	[illegible]
Jun-01					218:40	99	2:53		
Jul-01					354:21	78	4:48		
Aug-01					389:54	152	2:33		



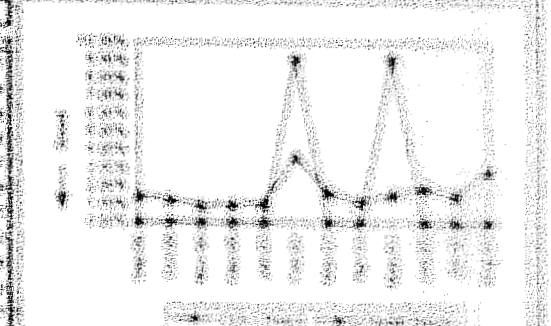
Repair Repeat Report Rate (Percent) (MR-7 by Interval Zone Two)

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Stat	Pooled Stat
Sep-00					15	69	21.74%		
Oct-00					12	60	20.00%		
Nov-00					15	45	33.33%		
Dec-00					8	48	16.67%		
Jan-01					16	52	30.77%		
Feb-01	0	1	0.00%	0.00%	20	174	11.49%	[illegible]	[illegible]
Mar-01					23	82	28.05%		
Apr-01					13	58	22.41%		
May-01	1	1	100.00%	0.00%	13	79	16.46%	[illegible]	[illegible]
Jun-01					17	99	17.17%		
Jul-01					31	78	39.74%		
Aug-01					30	152	19.74%		



Trouble Rate (Percent) (MR-8 by Interval Zone One and Two)

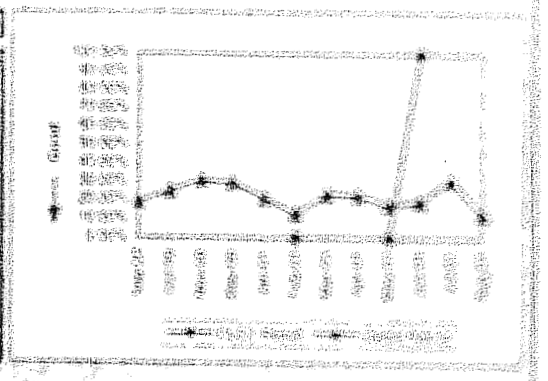
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Stat	Pooled Stat
Sep-00	0	2	0.00%	0.00%	69	4498	1.54%	[illegible]	[illegible]
Oct-00	0	4	0.00%	0.00%	60	4358	1.32%	[illegible]	[illegible]
Nov-00	0	7	0.00%	0.00%	45	4404	0.97%	[illegible]	[illegible]
Dec-00	0	7	0.00%	0.00%	48	4731	1.02%	[illegible]	[illegible]
Jan-01	0	7	0.00%	0.00%	52	4719	1.10%	[illegible]	[illegible]
Feb-01	1	11	9.09%	28.75%	174	4723	3.68%	[illegible]	[illegible]
Mar-01	0	11	0.00%	0.00%	82	4723	1.74%	[illegible]	[illegible]
Apr-01	0	11	0.00%	0.00%	58	4438	1.31%	[illegible]	[illegible]
May-01	1	11	9.09%	28.75%	79	4444	1.78%	[illegible]	[illegible]
Jun-01	0	12	0.00%	0.00%	99	4368	2.27%	[illegible]	[illegible]
Jul-01	0	13	0.00%	0.00%	78	4365	1.79%	[illegible]	[illegible]
Aug-01	0	13	0.00%	0.00%	152	5094	2.98%	[illegible]	[illegible]



Checklist #4 - Unbundled Loop - DS1 Capable Report

Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10) -- Interval Zone One and Two

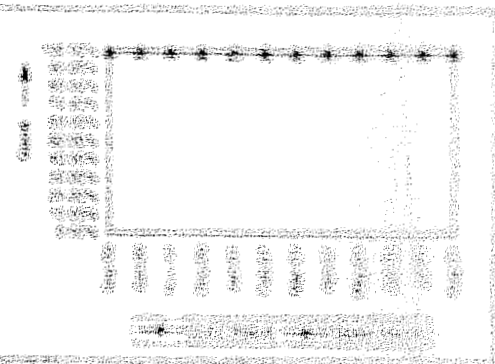
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Stat	Fisher Stat
Sep-00					16	85	18.82%		
Oct-00					20	80	25.00%		
Nov-00					20	65	30.77%		
Dec-00					20	68	29.41%		
Jan-01					14	66	21.21%		
Feb-01	0	1	0.00%	0.00%	26	200	13.00%	[illegible]	[illegible]
Mar-01					25	107	23.36%		
Apr-01					17	75	22.67%		
May-01	0	1	0.00%	0.00%	17	96	17.71%	[illegible]	[illegible]
Jun-01	1	1	100.00%	0.00%	24	123	19.51%	[illegible]	[illegible]
Jul-01					34	110	30.91%		
Aug-01					22	174	12.64%		



Checklist #4 - Unbundled Loop

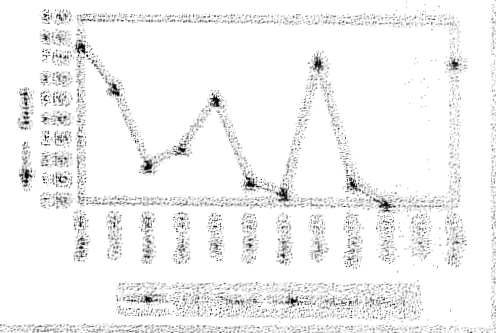
Installation Commitments Met (Percent)

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Res		
Sep-00					4	4	[illegible]		
Oct-00					5	5	[illegible]		
Nov-00					9	9	[illegible]		
Dec-00					13	13	[illegible]		
Jan-01					8	8	[illegible]		
Feb-01					3	3	[illegible]		
Mar-01					4	4	[illegible]		
Apr-01					4	4	[illegible]		
May-01					2	2	[illegible]		
Jun-01					4	4	[illegible]		
Jul-01					1	1	[illegible]		
Aug-01					2	2	[illegible]		



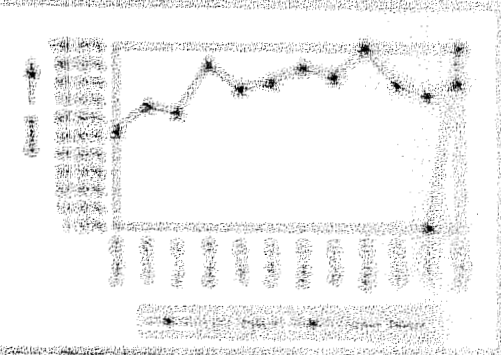
Installation Interval (Average Days)

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Res		
Sep-00					31	4	7.75		
Oct-00					29	5	5.80		
Nov-00					18	9	2.00		
Dec-00					35	13	2.69		
Jan-01					45	8	5.63		
Feb-01					3	3	1.00		
Mar-01					2	4	0.50		
Apr-01					28	4	7.00		
May-01					3	2	1.50		
Jun-01					0	2	0.00		
Jul-01									
Aug-01					14	2	7.00		



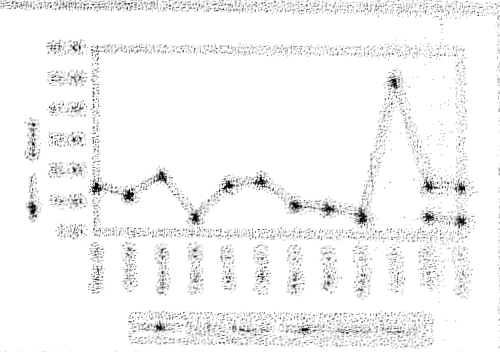
Installation Commitments Met (Percent)

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Res		
Sep-00					7	13	53.85%		
Oct-00					17	25	68.00%		
Nov-00					9	16	56.25%		
Dec-00					10	11	90.91%		
Jan-01					14	18	77.78%		
Feb-01					9	17	53.00%		
Mar-01					18	20	90.00%		
Apr-01					11	13	84.62%		
May-01	1	1	100.00%	0.00%	10	10	100.00%	[illegible]	[illegible]
Jun-01					17	27	63.00%		
Jul-01	0	1	0.00%	0.00%	8	8	100.00%	[illegible]	[illegible]
Aug-01	4	4	100.00%	0.00%	18	22	81.82%	[illegible]	[illegible]



Installation Interval (Average Days)

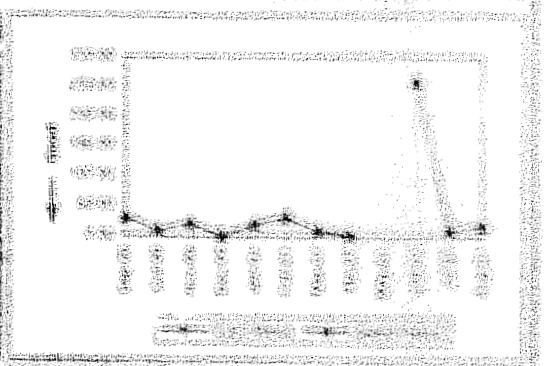
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Res		
Sep-00					125	15	8.33		
Oct-00					279	25	11.16		
Nov-00					264	16	16.50		
Dec-00					60	11	5.45		
Jan-01					261	18	14.50		
Feb-01					174	17	10.24		
Mar-01					150	18	8.33		
Apr-01					118	13	9.08		
May-01	5	1	5.00		44	9	4.89	[illegible]	[illegible]
Jun-01					366	13	28.15		
Jul-01	6	1	6.00		141	18	7.83	[illegible]	[illegible]
Aug-01	14	3	4.67	0.58	391	24	16.29	[illegible]	[illegible]



Checklist #4 - Unbundled Loops - [illegible]

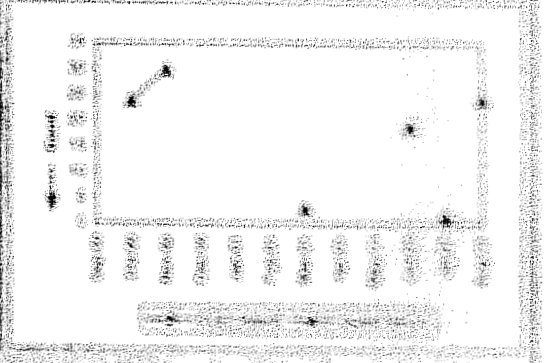
Delayed Days for Non-Facility Reasons (Average Days) [illegible]

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	[illegible]
Sep-00					[illegible]
Oct-00					[illegible]
Nov-00					[illegible]
Dec-00					[illegible]
Jan-01					[illegible]
Feb-01					[illegible]
Mar-01					[illegible]
Apr-01					[illegible]
May-01					[illegible]
Jun-01					[illegible]
Jul-01					[illegible]
Aug-01					[illegible]



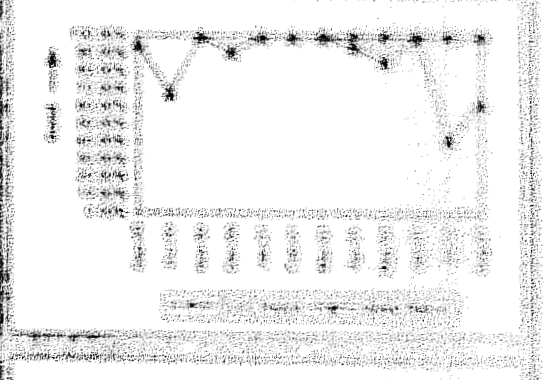
Delayed Days for Facility Reasons (Average Days) [illegible]

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	[illegible]
Sep-00					
Oct-00					[illegible]
Nov-00					[illegible]
Dec-00					
Jan-01					
Feb-01					
Mar-01					[illegible]
Apr-01					
May-01					
Jun-01					[illegible]
Jul-01	1	1	1.00		
Aug-01					[illegible]



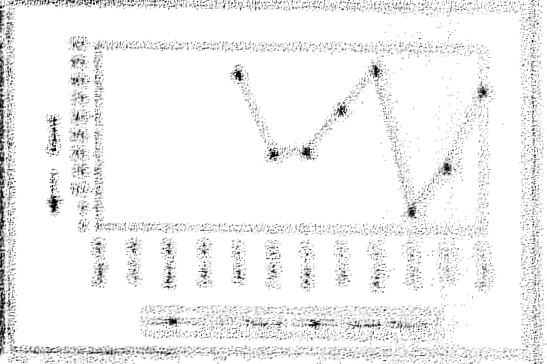
New Service Installation Quality (Percent) [illegible]

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	[illegible]
Sep-00					[illegible]
Oct-00					[illegible]
Nov-00					[illegible]
Dec-00					[illegible]
Jan-01					[illegible]
Feb-01					[illegible]
Mar-01	1	1	100.00%	0.00%	[illegible]
Apr-01	1	1	100.00%	0.00%	[illegible]
May-01	1	1	100.00%	0.00%	[illegible]
Jun-01	1	1	100.00%	0.00%	[illegible]
Jul-01	1	1	100.00%	0.00%	[illegible]
Aug-01	3	3	100.00%	0.00%	[illegible]



Interval for Pending Orders Delayed Past Due Date (Average Days) [illegible]

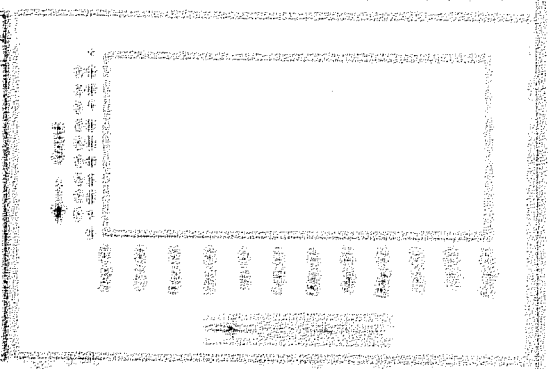
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	[illegible]
Sep-00					
Oct-00					
Nov-00					
Dec-00					
Jan-01					[illegible]
Feb-01					[illegible]
Mar-01					[illegible]
Apr-01					[illegible]
May-01					[illegible]
Jun-01					[illegible]
Jul-01					[illegible]
Aug-01					[illegible]



Checklist #4 - Unbundled Loops - [illegible]

Count of Pending Orders Delayed for Facilities Reasons [illegible]

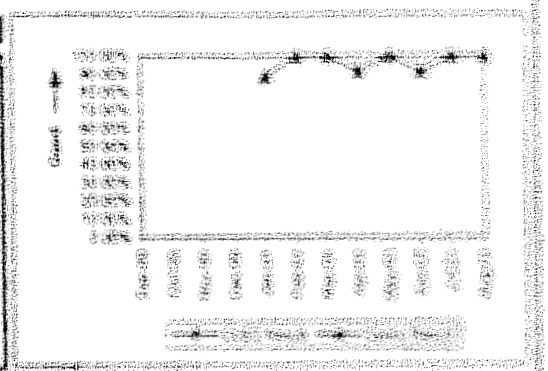
Date	[illegible]
Sep-00	
Oct-00	
Nov-00	
Dec-00	
Jan-01	
Feb-01	
Mar-01	
Apr-01	
May-01	
Jun-01	
Jul-01	
Aug-01	



Checklist #4 - Unbundled Loop - ISDN Cascade Report

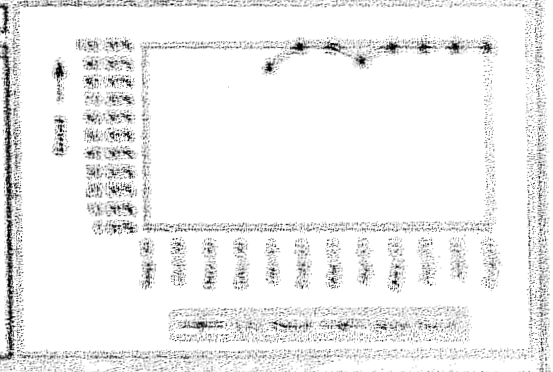
Out of Service Cleared within 24 hours (Percent) (MR-3 by Interval Zone One)

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Meet Std	Parity Score
Sep-00									
Oct-00									
Nov-00									
Dec-00									
Jan-01					8	9	88.89%		
Feb-01					5	5	100.00%		
Mar-01					14	14	100.00%		
Apr-01					11	12	91.67%		
May-01					10	10	100.00%		
Jun-01					11	12	91.67%		
Jul-01					18	18	100.00%		
Aug-01					15	15	100.00%		



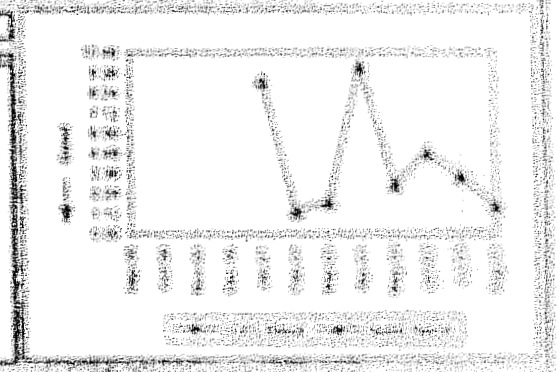
All Troubles Cleared within 48 hours (Percent) (MR-4 by Interval Zone One)

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Meet Std	Parity Score
Sep-00									
Oct-00									
Nov-00									
Dec-00									
Jan-01					8	9	88.89%		
Feb-01					5	5	100.00%		
Mar-01					14	14	100.00%		
Apr-01					12	13	92.31%		
May-01					10	10	100.00%		
Jun-01					12	12	100.00%		
Jul-01					18	18	100.00%		
Aug-01					15	15	100.00%		



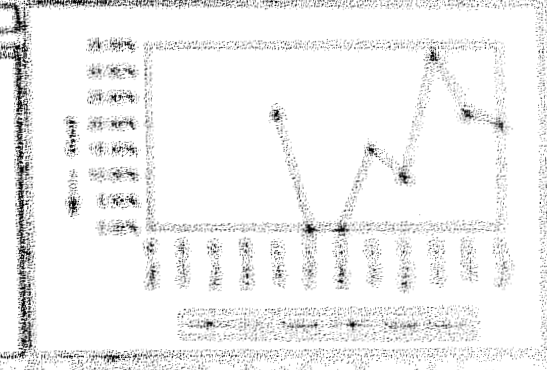
Mean Time to Restore (Hours Minutes) (MR-6 by Interval Zone One)

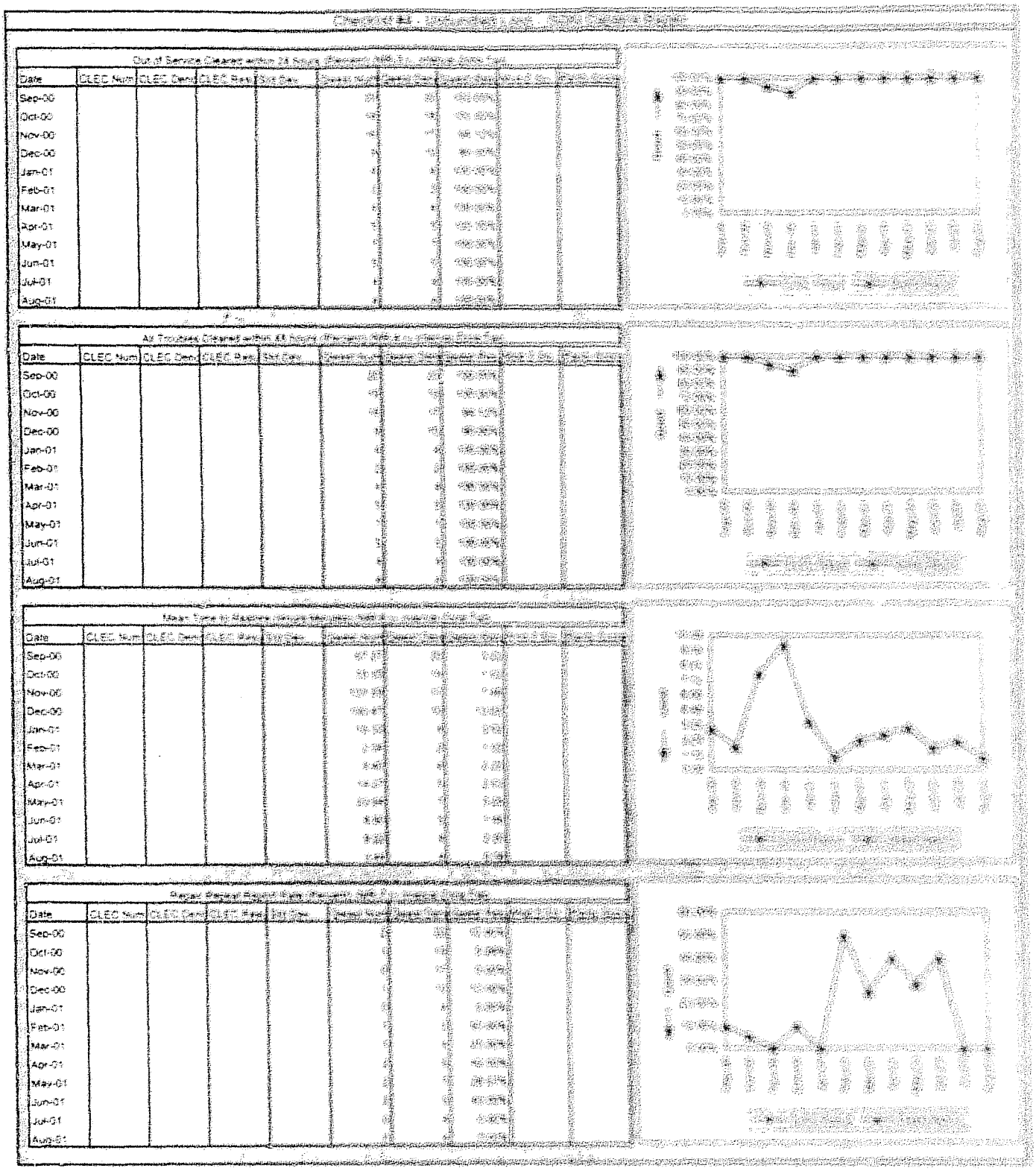
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Meet Std	Parity Score
Sep-00									
Oct-00									
Nov-00									
Dec-00									
Jan-01					52:46	9	[illegible]		
Feb-01					5:54	5	[illegible]		
Mar-01					27:00	14	[illegible]		
Apr-01					130:44	13	[illegible]		
May-01					29:31	10	[illegible]		
Jun-01					58:24	12	[illegible]		
Jul-01					51:30	18	[illegible]		
Aug-01					24:33	15	[illegible]		



Repair Repeat Report Rate (Percent) (MR-7 by Interval Zone One)

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Meet Std	Parity Score
Sep-00									
Oct-00									
Nov-00									
Dec-00									
Jan-01					2	9	22.22%		
Feb-01					0	5	0.00%		
Mar-01					0	14	0.00%		
Apr-01					2	13	15.38%		
May-01					1	10	10.00%		
Jun-01					4	12	33.33%		
Jul-01					4	18	22.22%		
Aug-01					1	15	6.67%		





Date	CLEC Num	CLEC Den	CLEC Perf	Std Dev					
Sep-00									
Oct-00									
Nov-00									
Dec-00									
Jan-01									
Feb-01									
Mar-01									
Apr-01									
May-01									
Jun-01									
Jul-01									
Aug-01									

Date	CLEC Num	CLEC Den	CLEC Perf	Std Dev					
Sep-00									
Oct-00									
Nov-00									
Dec-00									
Jan-01									
Feb-01									
Mar-01									
Apr-01									
May-01									
Jun-01									
Jul-01									
Aug-01									

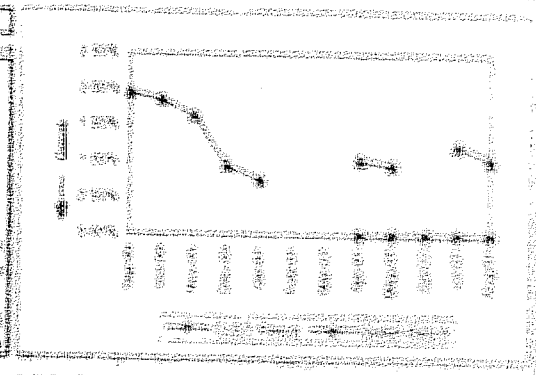
Date	CLEC Num	CLEC Den	CLEC Perf	Std Dev					
Sep-00									
Oct-00									
Nov-00									
Dec-00									
Jan-01									
Feb-01									
Mar-01									
Apr-01									
May-01									
Jun-01									
Jul-01									
Aug-01									

Date	CLEC Num	CLEC Den	CLEC Perf	Std Dev					
Sep-00									
Oct-00									
Nov-00									
Dec-00									
Jan-01									
Feb-01									
Mar-01									
Apr-01									
May-01									
Jun-01									
Jul-01									
Aug-01									

Checklist #4 - Unbundled Loop

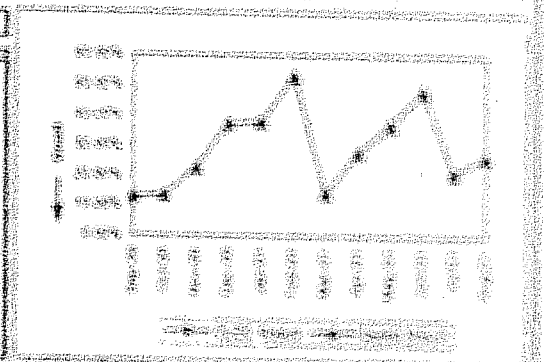
Trouble Rate (Percent) (MR-9 – Interval Zone Charge Rate)

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Rate	Qwest Z Scr	Result
Sep-00					20	[illegible]	[illegible]		
Oct-00					19	[illegible]	[illegible]		
Nov-00					17	[illegible]	[illegible]		
Dec-00					16	[illegible]	[illegible]		
Jan-01					13	[illegible]	[illegible]		
Feb-01									
Mar-01									
Apr-01	0	1	0.00%	0.00%	18	[illegible]	[illegible]	[illegible]	[illegible]
May-01	0	2	0.00%	0.00%	17	[illegible]	[illegible]	[illegible]	[illegible]
Jun-01	0	2	0.00%	0.00%					
Jul-01	0	3	0.00%	0.00%	22	[illegible]	[illegible]	[illegible]	[illegible]
Aug-01	0	8	0.00%	0.00%	19	[illegible]	[illegible]	[illegible]	[illegible]



Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10 – Interval Zone Charge Rate)

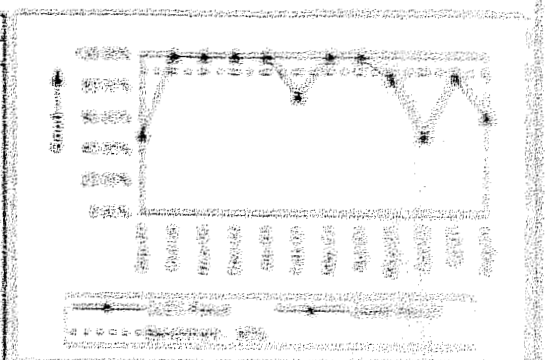
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Rate	Qwest Z Scr	Result
Sep-00					5	[illegible]	[illegible]		
Oct-00					3	[illegible]	[illegible]		
Nov-00					5	[illegible]	[illegible]		
Dec-00					6	[illegible]	[illegible]		
Jan-01					9	[illegible]	[illegible]		
Feb-01					8	[illegible]	[illegible]		
Mar-01					3	[illegible]	[illegible]		
Apr-01					1	[illegible]	[illegible]		
May-01					12	[illegible]	[illegible]		
Jun-01					15	[illegible]	[illegible]		
Jul-01					5	[illegible]	[illegible]		
Aug-01					1	[illegible]	[illegible]		



Checklist #4 - Unbundled Loop - ADSL Qwest Retail Analogue

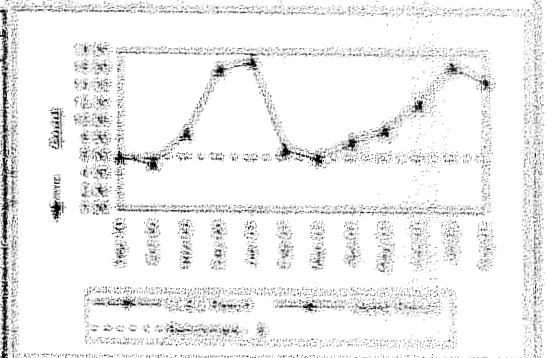
Installation Commitments Met (Percent) (OP-3)-- Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Sc	Parity Score
Sep-00				1	2	50.00%		
Oct-00				4	4	100.00%		
Nov-00				3	3	100.00%		
Dec-00				1	1	100.00%		
Jan-01				1	1	100.00%		
Feb-01				3	4	75.00%		
Mar-01				2	2	100.00%		
Apr-01				4	4	100.00%		
May-01				6	7	85.71%		
Jun-01				3	6	50.00%		
Jul-01				7	8	87.50%		
Aug-01				5	8	62.50%		



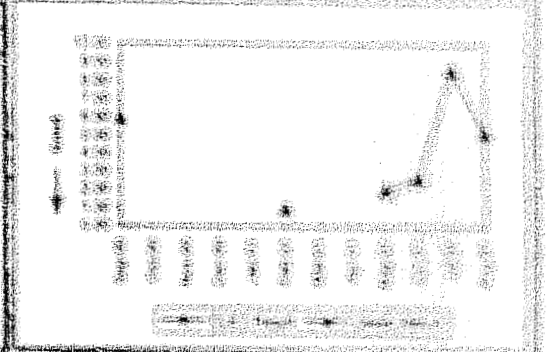
Installation Interval (Average Days) (OP-4)-- Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Sc	Parity Score
Sep-00				12	2	6.00		
Oct-00				21	4	5.25		
Nov-00				26	3	8.67		
Dec-00				16	1	16.00		
Jan-01				17	1	17.00		
Feb-01				28	4	7.00		
Mar-01				12	2	6.00		
Apr-01				31	4	7.75		
May-01				64	7	9.14		
Jun-01				73	6	12.17		
Jul-01				165	10	16.50		
Aug-01				133	3	44.34		



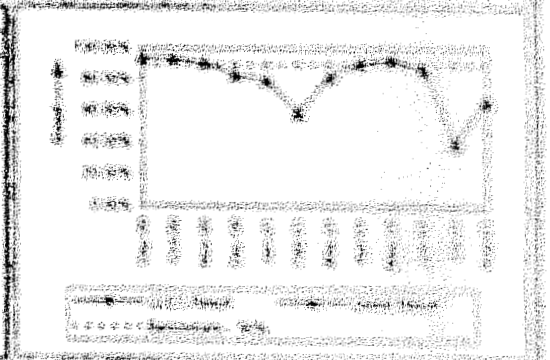
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)-- Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Sc	Parity Score
Sep-00				6	1	6.00		
Oct-00								
Nov-00								
Dec-00								
Jan-01								
Feb-01				1	1	1.00		
Mar-01								
Apr-01								
May-01				2	1	2.00		
Jun-01				8	3	2.67		
Jul-01				26	3	8.67		
Aug-01				21	4	5.25		



Installation Commitments Met (Percent) (OP-3)-- Interval Zone Two

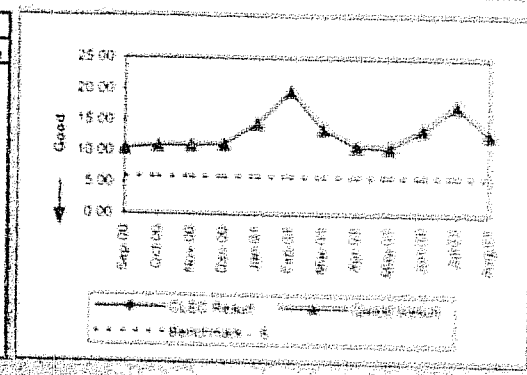
Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Sc	Parity Score
Sep-00				120	127	94.49%		
Oct-00				178	190	93.68%		
Nov-00				125	137	91.24%		
Dec-00				130	156	83.33%		
Jan-01				106	133	79.70%		
Feb-01				119	202	58.91%		
Mar-01				139	169	82.25%		
Apr-01				120	135	88.89%		
May-01				70	73	95.89%		
Jun-01				42	48	87.50%		
Jul-01				2	5	40.00%		
Aug-01				2	3	66.67%		



Checklist #4 - Unbundled Loop - ADSL Qualified Installation

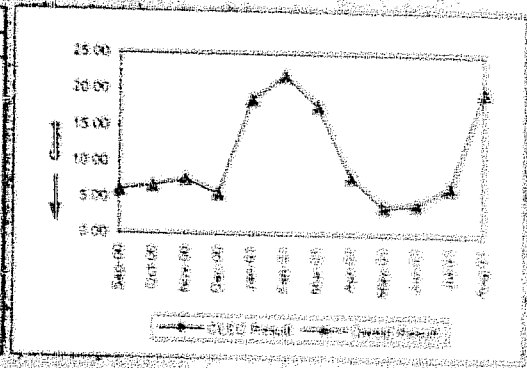
Installation Interval (Average Days) (OP-4)-- Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Sep-00				1324	127	10.43		
Oct-00				2057	188	10.94		
Nov-00				1506	137	10.99		
Dec-00				1749	156	11.21		
Jan-01				1906	131	14.55		
Feb-01				3973	201	19.77		
Mar-01				2307	168	13.73		
Apr-01				1455	132	11.02		
May-01				812	75	10.83		
Jun-01				662	48	13.79		
Jul-01				88	5	17.60		
Aug-01				39	3	13.00		



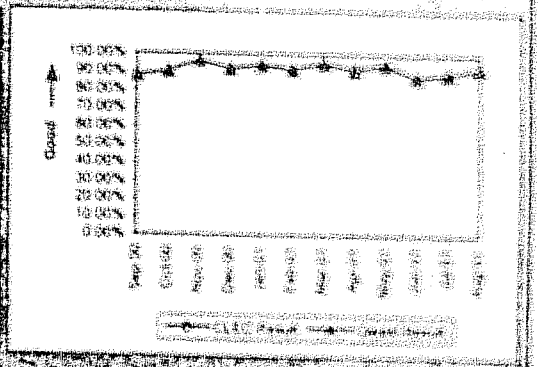
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)-- Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Sep-00				43	7	6.14		
Oct-00				81	12	6.75		
Nov-00				92	12	7.67		
Dec-00				148	26	5.69		
Jan-01				505	27	18.70		
Feb-01				1824	83	21.96		
Mar-01				536	30	17.87		
Apr-01				97	12	8.08		
May-01				20	5	4.00		
Jun-01				26	6	4.33		
Jul-01				20	3	6.67		
Aug-01				20	1	20.00		



New Service Installation Quality (Percent) (OP-5)-- Interval Zone One and Two

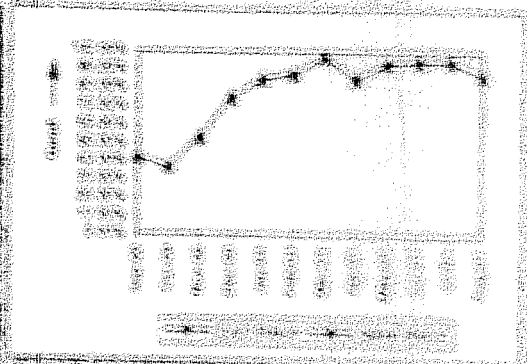
Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Sep-00				101	115	87.83%		
Oct-00				148	164	90.24%		
Nov-00				163	169	96.45%		
Dec-00				137	149	91.95%		
Jan-01				138	147	93.88%		
Feb-01				159	173	91.91%		
Mar-01				183	192	95.31%		
Apr-01				144	157	91.72%		
May-01				107	113	94.69%		
Jun-01				64	73	87.67%		
Jul-01				34	38	89.47%		
Aug-01				13	14	92.86%		



Checklist #4 - Unbundled Loop - ADSL Qualified Ranges

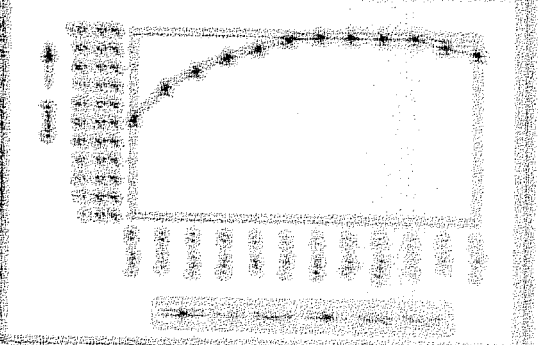
Out of Service Cleared within 24 hours (Percent) UNE-L

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Parity Ratio	Parity Status
Sep-00				[illegible]	[illegible]	[illegible]		
Oct-00				[illegible]	[illegible]	[illegible]		
Nov-00				[illegible]	[illegible]	[illegible]		
Dec-00				[illegible]	[illegible]	[illegible]		
Jan-01				[illegible]	[illegible]	[illegible]		
Feb-01				[illegible]	[illegible]	[illegible]		
Mar-01				[illegible]	[illegible]	[illegible]		
Apr-01				[illegible]	[illegible]	[illegible]		
May-01				[illegible]	[illegible]	[illegible]		
Jun-01				[illegible]	[illegible]	[illegible]		
Jul-01				[illegible]	[illegible]	[illegible]		
Aug-01				[illegible]	[illegible]	[illegible]		



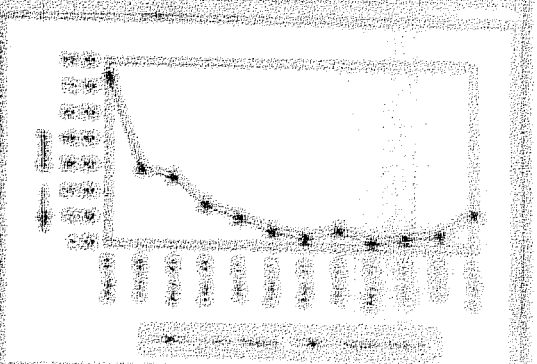
All Troubles Cleared within 48 hours (Percent) UNE-L

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Parity Ratio	Parity Status
Sep-00				[illegible]	[illegible]	[illegible]		
Oct-00				[illegible]	[illegible]	[illegible]		
Nov-00				[illegible]	[illegible]	[illegible]		
Dec-00				[illegible]	[illegible]	[illegible]		
Jan-01				[illegible]	[illegible]	[illegible]		
Feb-01				[illegible]	[illegible]	[illegible]		
Mar-01				[illegible]	[illegible]	[illegible]		
Apr-01				[illegible]	[illegible]	[illegible]		
May-01				[illegible]	[illegible]	[illegible]		
Jun-01				[illegible]	[illegible]	[illegible]		
Jul-01				[illegible]	[illegible]	[illegible]		
Aug-01				[illegible]	[illegible]	[illegible]		



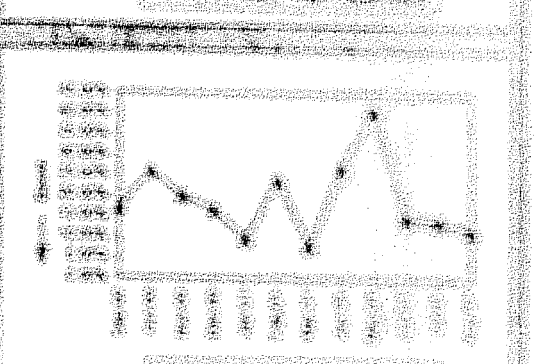
Mean Time to Restore (Hours) UNE-L

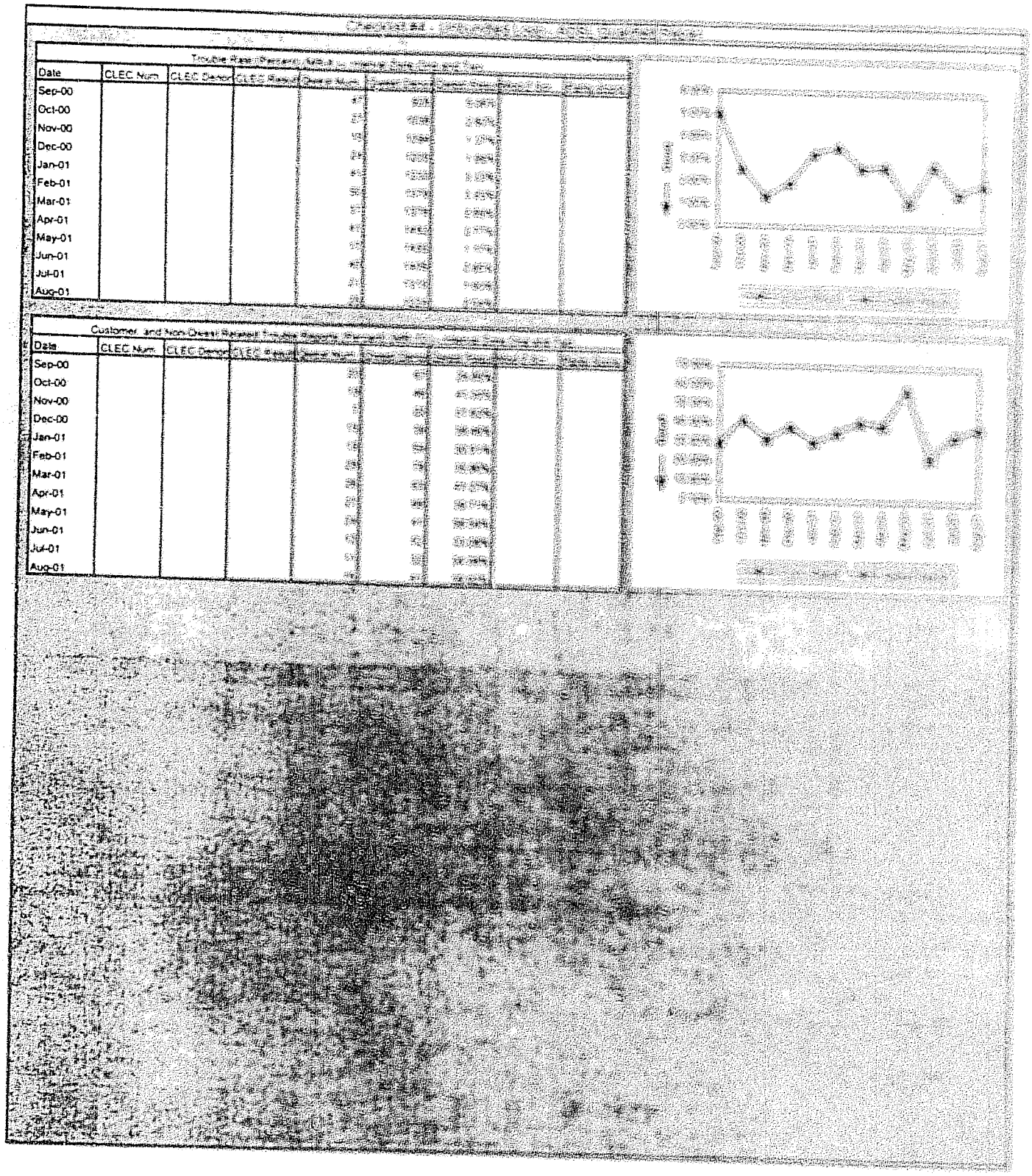
Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Parity Ratio	Parity Status
Sep-00				[illegible]	[illegible]	[illegible]		
Oct-00				[illegible]	[illegible]	[illegible]		
Nov-00				[illegible]	[illegible]	[illegible]		
Dec-00				[illegible]	[illegible]	[illegible]		
Jan-01				[illegible]	[illegible]	[illegible]		
Feb-01				[illegible]	[illegible]	[illegible]		
Mar-01				[illegible]	[illegible]	[illegible]		
Apr-01				[illegible]	[illegible]	[illegible]		
May-01				[illegible]	[illegible]	[illegible]		
Jun-01				[illegible]	[illegible]	[illegible]		
Jul-01				[illegible]	[illegible]	[illegible]		
Aug-01				[illegible]	[illegible]	[illegible]		



Repair Repeat Report Rate (Percent) UNE-L

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Parity Ratio	Parity Status
Sep-00				[illegible]	[illegible]	[illegible]		
Oct-00				[illegible]	[illegible]	[illegible]		
Nov-00				[illegible]	[illegible]	[illegible]		
Dec-00				[illegible]	[illegible]	[illegible]		
Jan-01				[illegible]	[illegible]	[illegible]		
Feb-01				[illegible]	[illegible]	[illegible]		
Mar-01				[illegible]	[illegible]	[illegible]		
Apr-01				[illegible]	[illegible]	[illegible]		
May-01				[illegible]	[illegible]	[illegible]		
Jun-01				[illegible]	[illegible]	[illegible]		
Jul-01				[illegible]	[illegible]	[illegible]		
Aug-01				[illegible]	[illegible]	[illegible]		





Date	CLEC Num	CLEC Denom	CLEC Rate	Qwest Num					
Sep-00									
Oct-00									
Nov-00									
Dec-00									
Jan-01									
Feb-01									
Mar-01									
Apr-01									
May-01									
Jun-01									
Jul-01									
Aug-01									

Date	CLEC Num	CLEC Denom	CLEC Rate	Qwest Num					
Sep-00									
Oct-00									
Nov-00									
Dec-00									
Jan-01									
Feb-01									
Mar-01									
Apr-01									
May-01									
Jun-01									
Jul-01									
Aug-01									

Date	CLEC Num	CLEC Den	CLEC Sum						
Sep-00									
Oct-00									
Nov-00									
Dec-00									
Jan-01									
Feb-01									
Mar-01									
Apr-01									
May-01									
Jun-01									
Jul-01									
Aug-01									

Date	CLEC Num	CLEC Den	CLEC Sum						
Sep-00									
Oct-00									
Nov-00									
Dec-00									
Jan-01									
Feb-01									
Mar-01									
Apr-01									
May-01									
Jun-01									
Jul-01									
Aug-01									

Date	CLEC Num	CLEC Den	CLEC Sum						
Sep-00									
Oct-00									
Nov-00									
Dec-00									
Jan-01									
Feb-01									
Mar-01									
Apr-01									
May-01									
Jun-01									
Jul-01									
Aug-01									

Date	CLEC Num	CLEC Den	CLEC Sum						
Sep-00									
Oct-00									
Nov-00									
Dec-00									
Jan-01									
Feb-01									
Mar-01									
Apr-01									
May-01									
Jun-01									
Jul-01									
Aug-01									

Date	CLEC Sum								
Sep-00									
Oct-00									
Nov-00									
Dec-00									
Jan-01									
Feb-01									
Mar-01									
Apr-01									
May-01									
Jun-01									
Jul-01									
Aug-01									

Date	CLEC Sum								
Sep-00									
Oct-00									
Nov-00									
Dec-00									
Jan-01									
Feb-01									
Mar-01									
Apr-01									
May-01									
Jun-01									
Jul-01									
Aug-01									

Date	CLEC Sum								
Sep-00									
Oct-00									
Nov-00									
Dec-00									
Jan-01									
Feb-01									
Mar-01									
Apr-01									
May-01									
Jun-01									
Jul-01									
Aug-01									

Date	CLEC Sum								
Sep-00									
Oct-00									
Nov-00									
Dec-00									
Jan-01									
Feb-01									
Mar-01									
Apr-01									
May-01									
Jun-01									
Jul-01									
Aug-01									

Date
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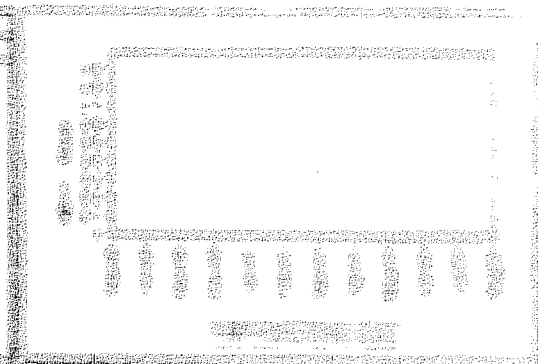
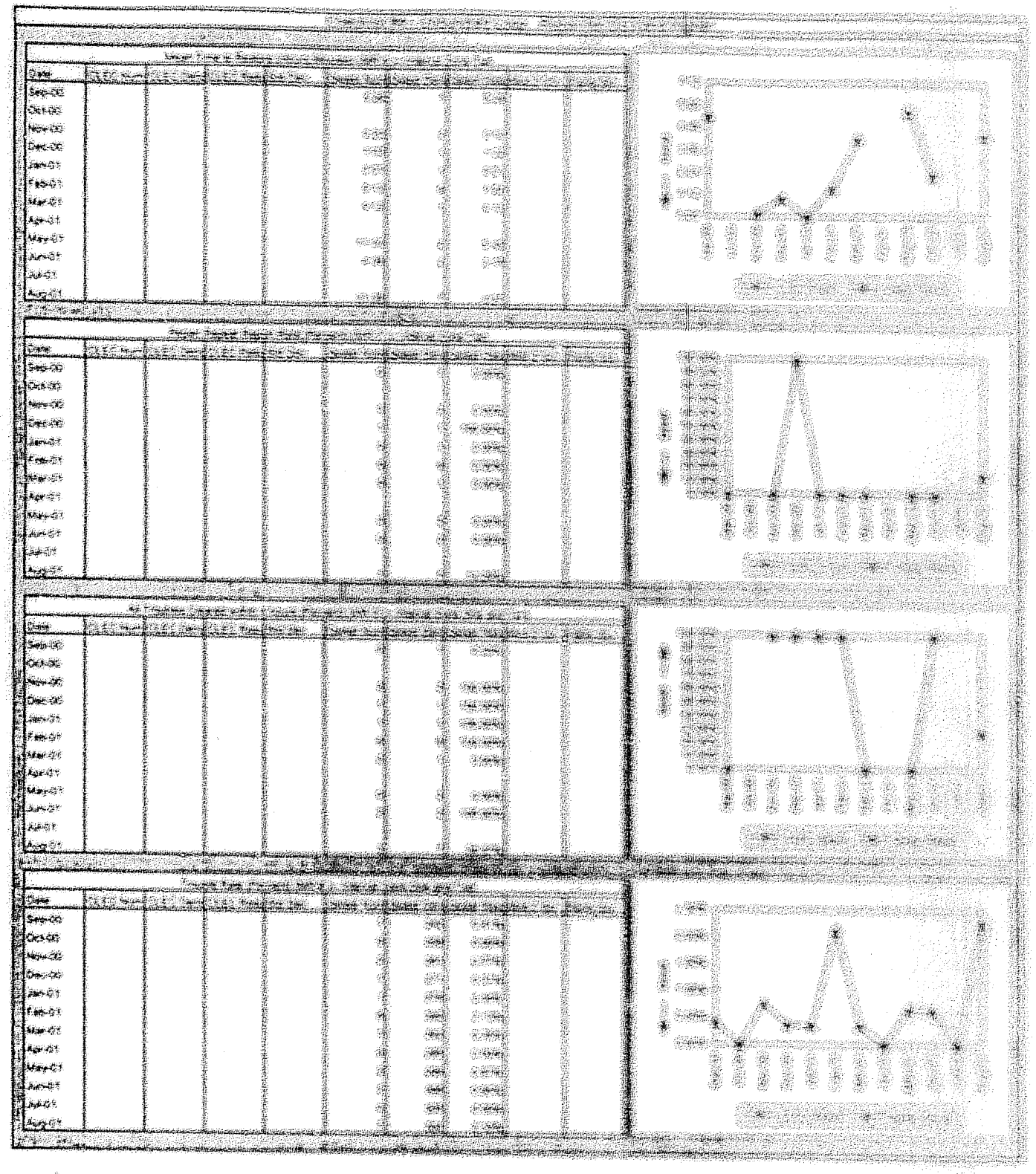
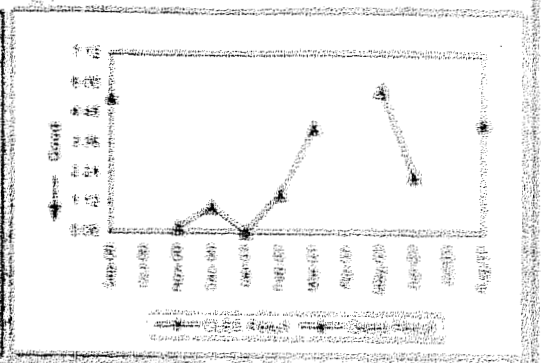




Checklist #4 - Unbundled Loop Repair for DS1 and Higher

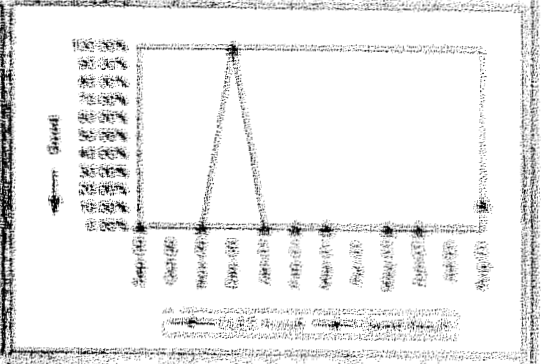
Mean Time to Restore (Hours.Minutes) (MR-6)– Interval Zone Two

Date	CLEC Num	CLEC Deno	CLEC Resu	Std Dev	Qwest Num	Qwest Deno	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00					5.26	1	5.26		
Oct-00									
Nov-00					0.20	2	0.10		
Dec-00					1.02	1	1.02		
Jan-01					0.01	1	0.01		
Feb-01					9.12	6	1.32		
Mar-01					4.13	1	4.13		
Apr-01									
May-01					11.30	2	5.45		
Jun-01					4.36	2	2.18		
Jul-01									
Aug-01					31.08	7	4.27		



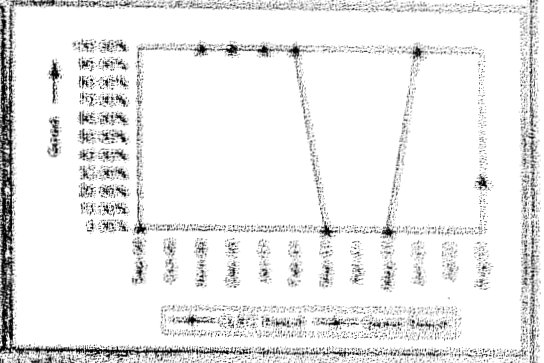
Repair Repeal Report Rate (Percent) (MR-7)– Interval Zone Two

Date	CLEC Num	CLEC Deno	CLEC Resu	Std Dev	Qwest Num	Qwest Deno	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00					0	1	0.00%		
Oct-00									
Nov-00					0	2	0.00%		
Dec-00					1	1	100.00%		
Jan-01					0	1	0.00%		
Feb-01					0	6	0.00%		
Mar-01					0	1	0.00%		
Apr-01									
May-01					0	2	0.00%		
Jun-01					0	2	0.00%		
Jul-01									
Aug-01					1	7	14.29%		



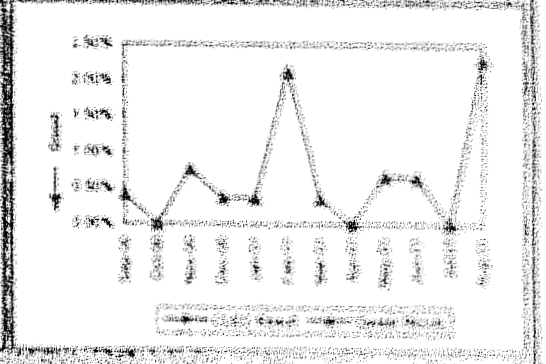
All Troubles Cleared within 4 hours (Percent) (MR-5)– Interval Zone One and Two

Date	CLEC Num	CLEC Deno	CLEC Resu	Std Dev	Qwest Num	Qwest Deno	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00					0	1	0.00%		
Oct-00									
Nov-00					2	2	100.00%		
Dec-00					1	1	100.00%		
Jan-01					1	1	100.00%		
Feb-01					6	6	100.00%		
Mar-01					0	1	0.00%		
Apr-01									
May-01					0	2	0.00%		
Jun-01					2	2	100.00%		
Jul-01									
Aug-01					2	7	28.57%		



Trouble Rate (Percent) (MR-8)– Interval Zone One and Two

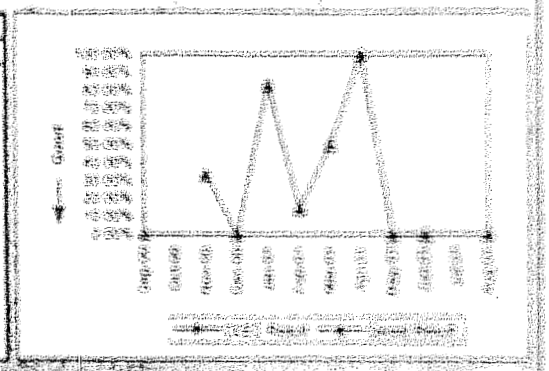
Date	CLEC Num	CLEC Deno	CLEC Resu	Std Dev	Qwest Num	Qwest Deno	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00					1	242	0.41%		
Oct-00					0	258	0.00%		
Nov-00					2	261	0.77%		
Dec-00					1	271	0.37%		
Jan-01					1	278	0.36%		
Feb-01					6	282	2.13%		
Mar-01					1	282	0.35%		
Apr-01					0	295	0.00%		
May-01					2	298	0.67%		
Jun-01					2	306	0.65%		
Jul-01					0	305	0.00%		
Aug-01					7	304	2.30%		



Checklist #4 - Unbundled Loop - Repair for DS3 and Higher

Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10)– Interval Zone One and Two

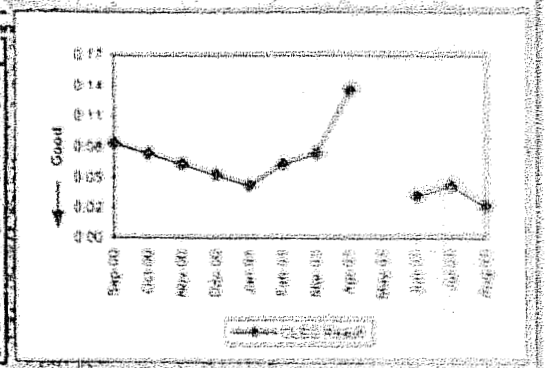
Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00					0	1	0.00%		
Oct-00									
Nov-00					1	3	33.33%		
Dec-00					0	1	0.00%		
Jan-01					5	6	83.33%		
Feb-01					1	7	14.29%		
Mar-01					1	2	50.00%		
Apr-01					1	1	100.00%		
May-01					0	2	0.00%		
Jun-01					0	2	0.00%		
Jul-01									
Aug-01					0	1	0.00%		



Checklist #4 - Unbundled Loop Cutovers

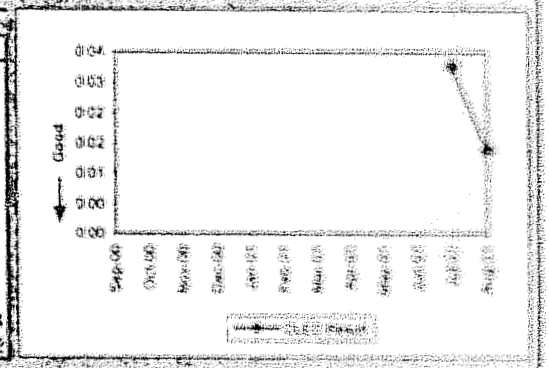
Coordinated "Hot Cut" Interval - Unbundled Loops (Hours:Minutes) Unbundled Loop - Analog (OP-7)-- Interval Zone One an

Date	CLEC Num	CLEC Denom	CLEC Result
Sep-00	10:59	71	0:09
Oct-00	23:34	173	0:08
Nov-00	14:59	127	0:07
Dec-00	5:25	52	0:06
Jan-01	1:22	16	0:05
Feb-01	6:06	54	0:07
Mar-01	11:19	89	0:08
Apr-01	2:16	10	0:14
May-01			
Jun-01	3:15	51	0:04
Jul-01	4:34	58	0:05
Aug-01	1:57	42	0:03



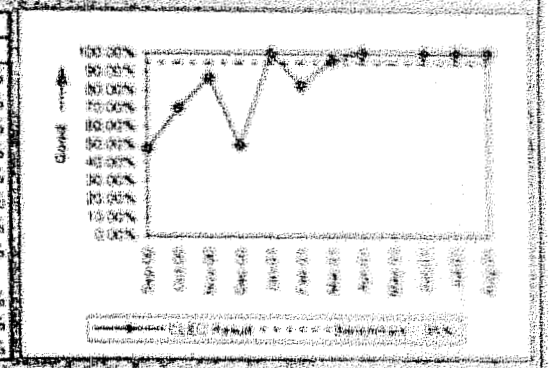
Coordinated "Hot Cut" Interval - Unbundled Loops (Hours:Minutes) Unbundled Loop Other (OP-7)-- Interval Zone One and

Date	CLEC Num	CLEC Denom	CLEC Result
Sep-00			
Oct-00			
Nov-00			
Dec-00			
Jan-01			
Feb-01			
Mar-01			
Apr-01			
May-01			
Jun-01			
Jul-01	0:14	4	0:04
Aug-01	0:02	1	0:02



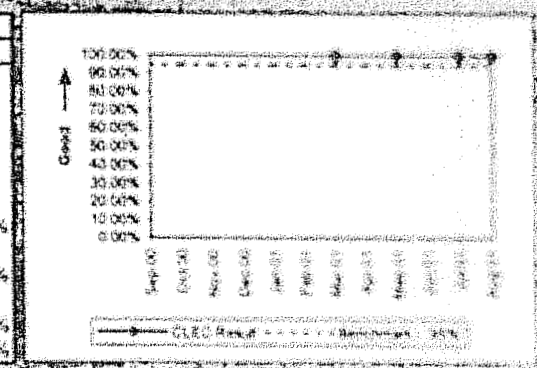
Coordinated Cuts Completed on Time (Percent) Unbundled Loop - Analog (OP-13A)-- Interval Zone One and Two

Date	CLEC Num	CLEC Denom	CLEC Result
Sep-00	11	23	47.83%
Oct-00	28	40	70.00%
Nov-00	26	30	86.67%
Dec-00	11	22	50.00%
Jan-01	5	5	100.00%
Feb-01	14	17	82.35%
Mar-01	23	24	95.83%
Apr-01	5	5	100.00%
May-01			
Jun-01	15	15	100.00%
Jul-01	11	11	100.00%
Aug-01	10	10	100.00%



Coordinated Cuts Completed on Time (Percent) Unbundled Loop Other (OP-13A)-- Interval Zone One and Two

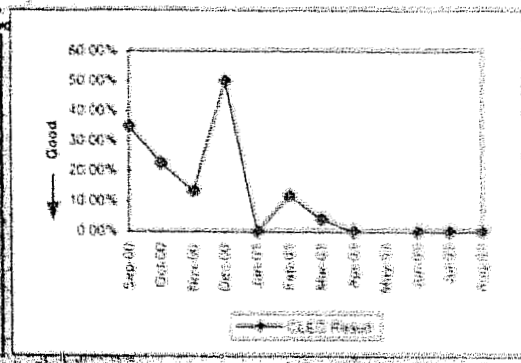
Date	CLEC Num	CLEC Denom	CLEC Result
Sep-00			
Oct-00			
Nov-00			
Dec-00			
Jan-01			
Feb-01			
Mar-01	1	1	100.00%
Apr-01			
May-01	1	1	100.00%
Jun-01			
Jul-01	3	3	100.00%
Aug-01	15	15	100.00%



Checklist #4 - Unbundled Loop Cutovers

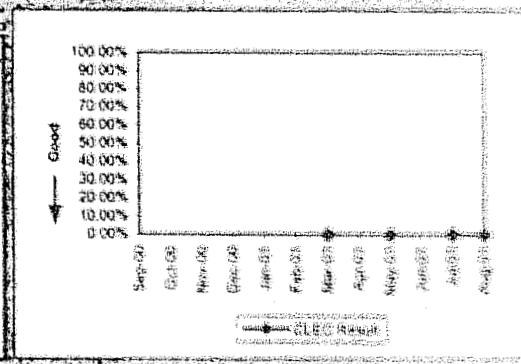
Coordinated Cuts Started Without CLEC Approval (Percent) Unbundled Loop - Analog (OP-13B)-- Interval Zone One and Two

Date	CLEC Num	CLEC Denom	CLEC Result
Sep-00	8	23	34.78%
Oct-00	9	40	22.50%
Nov-00	4	30	13.33%
Dec-00	11	22	50.00%
Jan-01	0	5	0.00%
Feb-01	2	17	11.76%
Mar-01	1	25	4.00%
Apr-01	0	6	0.00%
May-01			
Jun-01	0	15	0.00%
Jul-01	0	11	0.00%
Aug-01	0	10	0.00%

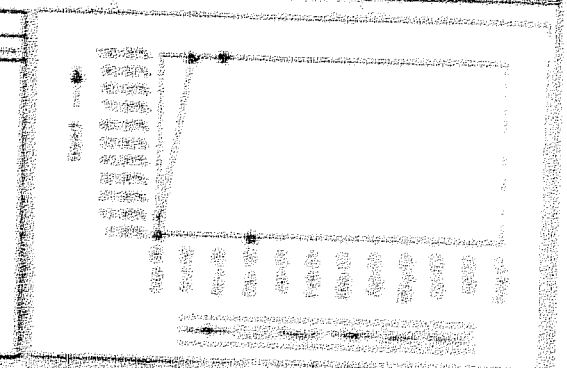


Coordinated Cuts Started Without CLEC Approval (Percent) Unbundled Loop Other (OP-13B)-- Interval Zone One and Two

Date	CLEC Num	CLEC Denom	CLEC Result
Sep-00			
Oct-00			
Nov-00			
Dec-00			
Jan-01			
Feb-01			
Mar-01	0	1	0.00%
Apr-01			
May-01	0	1	0.00%
Jun-01			
Jul-01	0	3	0.00%
Aug-01	0	15	0.00%

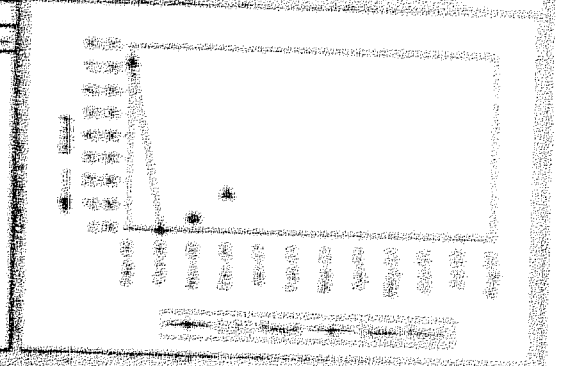


Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Sep-00								
Oct-00								
Nov-00								
Dec-00								
Jan-01								
Feb-01								
Mar-01								
Apr-01								
May-01								
Jun-01								
Jul-01								
Aug-01								



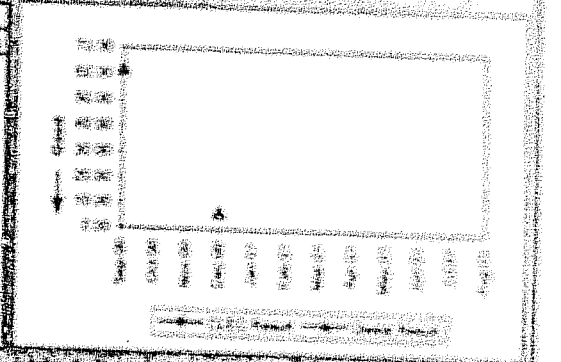
Installation Interval Average Days (OP-4) – Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Sep-00								
Oct-00								
Nov-00	5	1	5.00					
Dec-00								
Jan-01								
Feb-01								
Mar-01								
Apr-01								
May-01								
Jun-01								
Jul-01								
Aug-01								



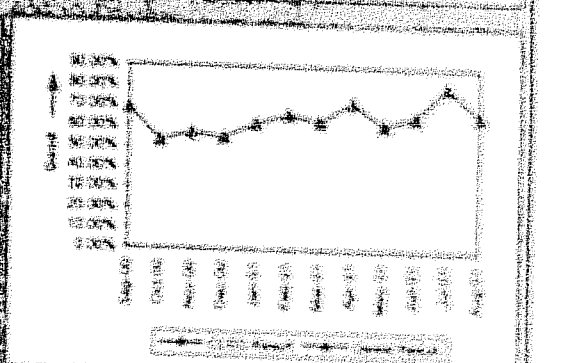
Delayed Days for Non-Facility Reasons (Average Days) (OP-5A) – Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Sep-00								
Oct-00				62	1	62.00		
Nov-00								
Dec-00								
Jan-01				7	1	7.00		
Feb-01								
Mar-01								
Apr-01								
May-01								
Jun-01								
Jul-01								
Aug-01								



Installation Commitments Met (Percent) (OP-3) – Interval Zone Two

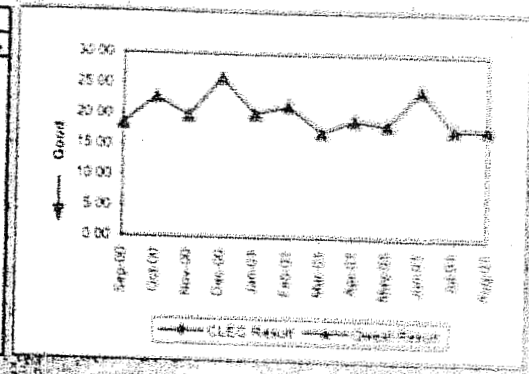
Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Sep-00				51	74	68.92%		
Oct-00				47	88	53.41%		
Nov-00				51	89	57.30%		
Dec-00				52	94	55.32%		
Jan-01				41	66	62.12%		
Feb-01				46	69	66.67%		
Mar-01				83	131	63.36%		
Apr-01				64	88	72.73%		
May-01				46	74	62.16%		
Jun-01				49	74	66.22%		
Jul-01				64	79	81.01%		
Aug-01				70	104	67.31%		



Checklist #5 - Unbundled Transport (UDIT) DS1 Level Installation

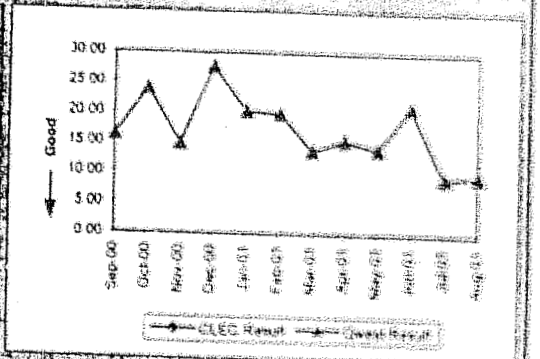
Installation Interval (Average Days) (OP-4)-- Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Sep-00				1375	74	18.58		
Oct-00				2014	88	22.89		
Nov-00				1771	89	19.90		
Dec-00				2453	94	26.10		
Jan-01				1341	66	20.32		
Feb-01				1450	67	21.64		
Mar-01				2257	130	17.36		
Apr-01				1641	85	19.31		
May-01				1375	74	18.58		
Jun-01				1775	73	24.32		
Jul-01				2355	131	17.98		
Aug-01				2544	141	18.04		



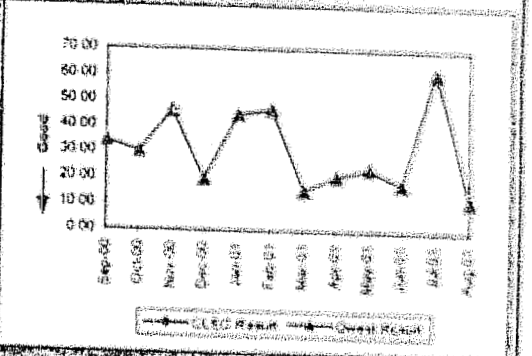
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)-- Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Sep-00				292	18	16.22		
Oct-00				741	31	23.90		
Nov-00				430	29	14.83		
Dec-00				912	33	27.64		
Jan-01				445	22	20.23		
Feb-01				357	18	19.83		
Mar-01				536	39	13.74		
Apr-01				310	20	15.50		
May-01				240	17	14.12		
Jun-01				463	22	21.05		
Jul-01				599	64	9.36		
Aug-01				610	63	9.68		



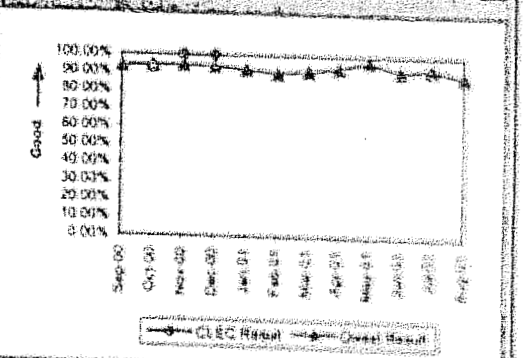
Delayed Days for Facility Reasons (Average Days) (OP-6B)-- Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Sep-00				170	5	34.00		
Oct-00				300	10	30.00		
Nov-00				415	9	46.11		
Dec-00				177	9	19.67		
Jan-01				134	3	44.67		
Feb-01				234	5	46.80		
Mar-01				138	9	15.33		
Apr-01				84	4	21.00		
May-01				262	11	23.82		
Jun-01				54	3	18.00		
Jul-01				184	3	61.33		
Aug-01				131	11	11.91		



New Service Installation Quality (Percent) (OP-5)-- Interval Zone One and Two

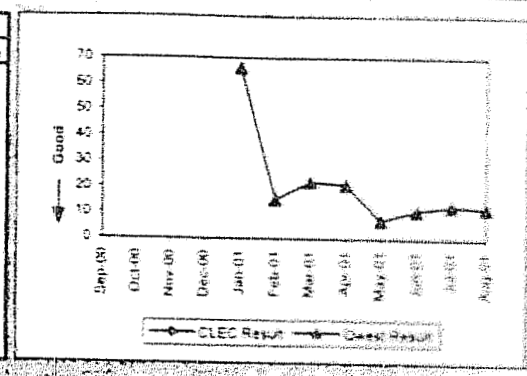
Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Sep-00				117	125	93.60%		
Oct-00				92	98	93.88%		
Nov-00	1	1	100.00%	100	106	94.34%	-0.24	-1.15
Dec-00	1	1	100.00%	106	113	93.81%	-0.26	-1.18
Jan-01				94	102	92.16%		
Feb-01				73	81	90.12%		
Mar-01				109	119	91.60%		
Apr-01				124	133	93.23%		
May-01				99	102	97.06%		
Jun-01				89	97	91.75%		
Jul-01				107	115	93.04%		
Aug-01				123	138	89.13%		



Checklist #5 - Unbundled Transport (UDIT) DS1 Level Installation

Average Business Days Delayed Past Due Date (Average Days) (OP-15A)

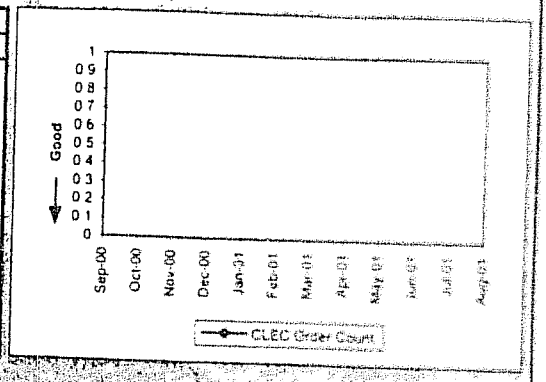
[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
				265	4	66.25		
				472	31	15.23		
				288	13	22.15		
				106	5	21.20		
				80	11	7.27		
				156	14	11.14		
				285	22	12.95		
				342	28	12.21		



Checklist #5 - Unbundled Transport (UDIT) DS1 Level Installation

Count of Pending Orders Delayed for Facilities Reasons UDIT DS1 (OP-15B)

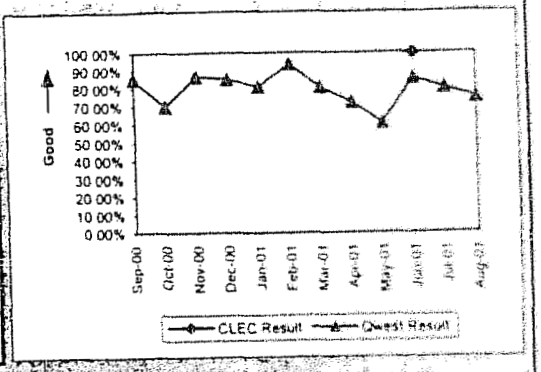
Date	CLEC Order Count
Sep-00	
Oct-00	
Nov-00	
Dec-00	
Jan-01	
Feb-01	
Mar-01	
Apr-01	
May-01	
Jun-01	
Jul-01	
Aug-01	



Checklist #5 - Unbundled Transport (UDIT) DS1 Level Repair

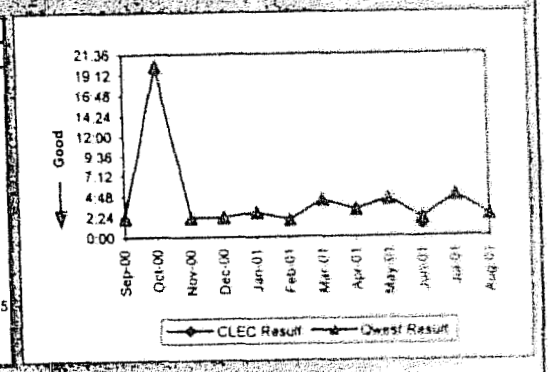
All Troubles Cleared within 4 hours (Percent) (MR-5)-- Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Sep-00				59	69	85.51%		
Oct-00				42	60	70.00%		
Nov-00				39	45	86.67%		
Dec-00				41	48	85.42%		
Jan-01				42	52	80.77%		
Feb-01				163	174	93.68%		
Mar-01				66	82	80.49%		
Apr-01				42	58	72.41%		
May-01				48	79	60.76%		
Jun-01	1	1	100.00%	85	99	85.86%	-0.4	-1.25
Jul-01				61	76	80.26%		
Aug-01				114	152	75.00%		



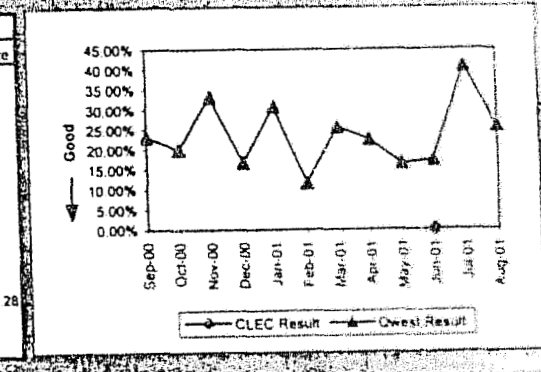
Mean Time to Restore (Hours:Minutes) (MR-6)-- Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Sep-00				154:24	69	2:14		
Oct-00				1213:34	60	20:14		
Nov-00				102:36	45	2:17		
Dec-00				111:22	48	2:19		
Jan-01				151:05	52	2:54		
Feb-01				351:20	174	2:01		
Mar-01				352:35	82	4:18		
Apr-01				183:50	58	3:10		
May-01				347:28	79	4:24		
Jun-01	1:30	1	1:30	218:43	99	2:13	-0.24	-1.15
Jul-01				364:21	76	4:48		
Aug-01				389:54	152	2:34		



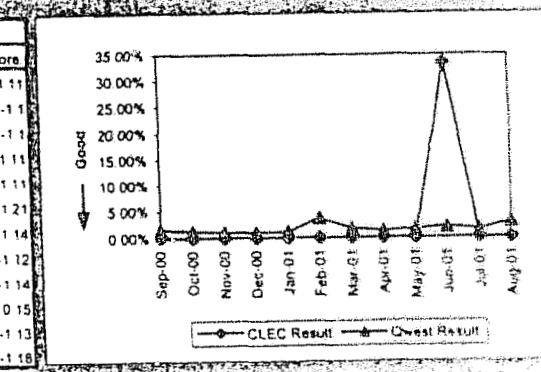
Repair Repeat Report Rate (Percent) (MR-7)-- Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Sep-00				16	69	23.19%		
Oct-00				12	60	20.00%		
Nov-00				15	45	33.33%		
Dec-00				8	48	16.67%		
Jan-01				16	52	30.77%		
Feb-01				20	174	11.49%		
Mar-01				21	82	25.61%		
Apr-01				13	58	22.41%		
May-01				13	79	16.46%		
Jun-01	0	1	0.00%	17	99	17.17%	-0.45	-1.28
Jul-01				31	76	40.79%		
Aug-01				39	152	25.66%		



Trouble Rate (Percent) (MR-8)-- Interval Zone One and Two

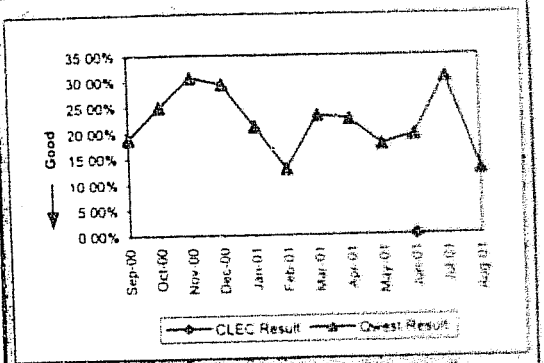
Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Sep-00	0	2	0.00%	69	4490	1.54%	-0.18	-1.11
Oct-00	0	2	0.00%	60	4556	1.32%	-0.16	-1.1
Nov-00	0	3	0.00%	45	4654	0.97%	-0.17	-1.1
Dec-00	0	3	0.00%	48	4724	1.02%	-0.18	-1.11
Jan-01	0	3	0.00%	52	4718	1.10%	-0.18	-1.11
Feb-01	0	3	0.00%	174	4721	3.69%	-0.34	-1.21
Mar-01	0	3	0.00%	82	4721	1.74%	-0.23	-1.14
Apr-01	0	3	0.00%	58	4836	1.20%	-0.19	-1.12
May-01	0	3	0.00%	79	4846	1.63%	-0.22	-1.14
Jun-01	1	3	33.33%	99	4986	1.99%	3.88	0.15
Jul-01	0	3	0.00%	76	4955	1.53%	-0.22	-1.13
Aug-01	0	3	0.00%	152	5094	2.98%	-0.3	-1.18



Checklist #5 - Unbundled Transport (UDIT) DS1 Level Repair

Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10)-- Interval Zone One and Two

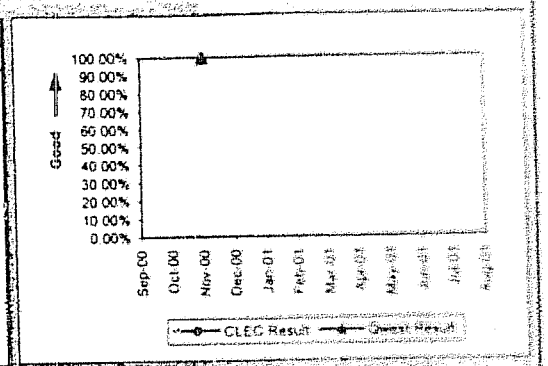
	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
				16	85	18.82%		
				20	80	25.00%		
				20	65	30.77%		
				20	68	29.41%		
				14	66	21.21%		
				26	200	13.00%		
				25	107	23.36%		
				17	75	22.67%		
				17	96	17.71%		
	0	1	0.00%	24	123	19.51%	-0.49	-1.3
				34	110	30.91%		
				22	174	12.64%		



Checklist #5 - Unbundled Transport (UDIT) Above DS1 Level Installation

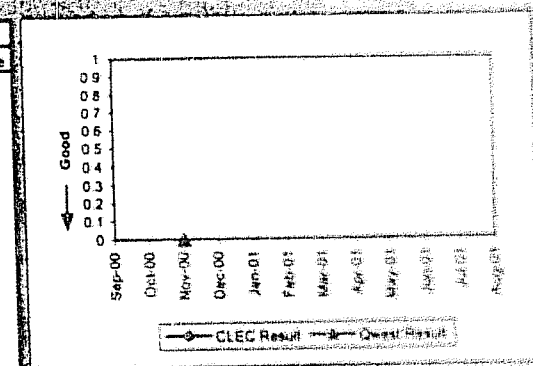
Installation Commitments Met (Percent) (OP-3)– Interval Zone One

	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
				1	1	100.00%		



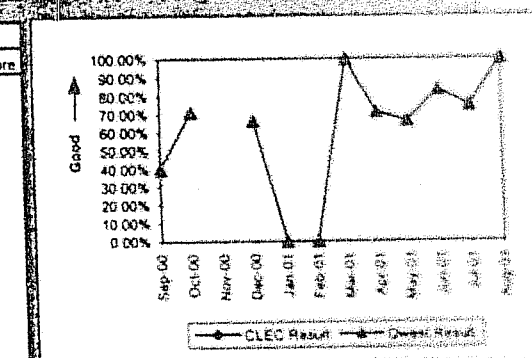
Installation Interval (Average Days) (OP-4)– Interval Zone One

	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
				0	1	0.00		



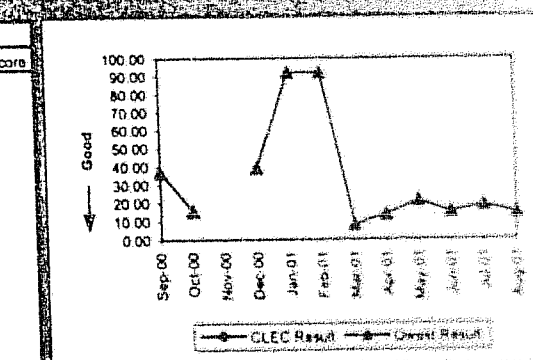
Installation Commitments Met (Percent) (OP-3)– Interval Zone Two

	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
				2	5	40.00%		
				5	7	71.43%		
				2	3	66.67%		
				0	4	0.00%		
				0	1	0.00%		
				2	2	100.00%		
				5	7	71.43%		
				2	3	66.67%		
				5	6	83.33%		
				3	4	75.00%		
				1	1	100.00%		



Installation Interval (Average Days) (OP-4)– Interval Zone Two

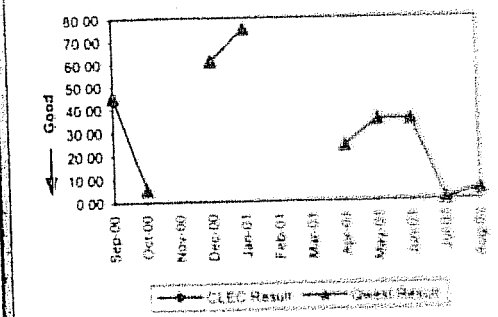
	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
				185	5	37.00		
				110	7	15.71		
				118	3	39.33		
				368	4	92.00		
				92	1	92.00		
				16	2	8.00		
				96	7	13.71		
				64	3	21.33		
				89	6	14.83		
				93	5	18.60		
				73	5	14.60		



Checklist #5 - Unbundled Transport (UDIT) Above DS1 Level Installation

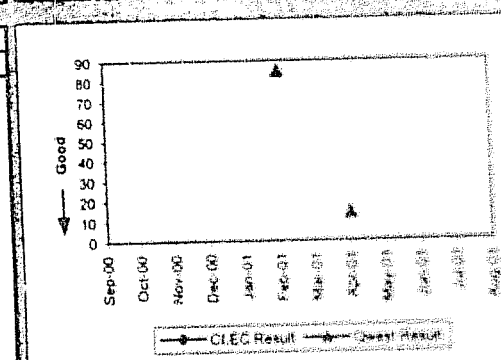
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)-- Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Sep-00				136	3	45.33		
Oct-00				11	2	5.50		
Nov-00								
Dec-00				61	1	61.00		
Jan-01				300	4	75.00		
Feb-01								
Mar-01								
Apr-01				24	1	24.00		
May-01				35	1	35.00		
Jun-01				35	1	35.00		
Jul-01				1	2	0.50		
Aug-01				18	4	4.50		



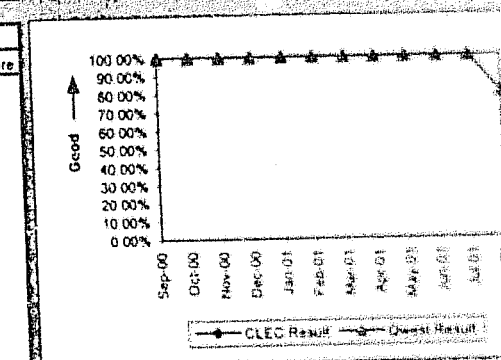
Delayed Days for Facility Reasons (Average Days) (OP-6B)-- Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Sep-00								
Oct-00								
Nov-00								
Dec-00								
Jan-01								
Feb-01								
Mar-01								
Apr-01				85	1	85.00		
May-01								
Jun-01				14	1	14.00		
Jul-01								
Aug-01								



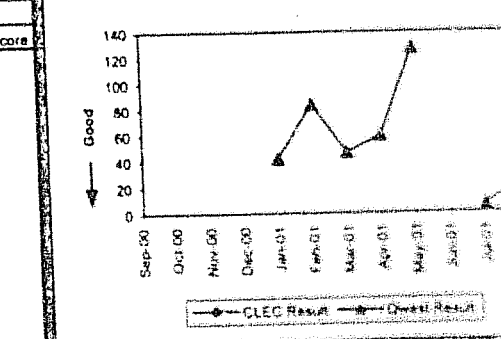
New Service Installation Quality (Percent) (OP-5)-- Interval Zone One and Two

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Sep-00				6	6	100.00%		
Oct-00				9	9	100.00%		
Nov-00				10	10	100.00%		
Dec-00				8	8	100.00%		
Jan-01				7	7	100.00%		
Feb-01				5	5	100.00%		
Mar-01				7	7	100.00%		
Apr-01				11	11	100.00%		
May-01				9	9	100.00%		
Jun-01				8	8	100.00%		
Jul-01				8	8	100.00%		
Aug-01				4	5	80.00%		



Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A)

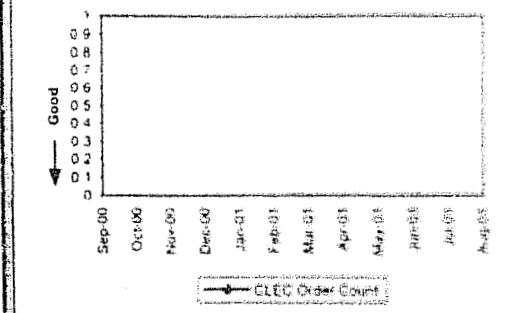
Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Sep-00								
Oct-00								
Nov-00								
Dec-00								
Jan-01				42	1	42.00		
Feb-01				168	2	84.00		
Mar-01				93	2	46.50		
Apr-01				119	2	59.50		
May-01				127	1	127.00		
Jun-01								
Jul-01				11	2	5.50		
Aug-01				92	4	23.00		



Checklist #5 - Unbundled Transport (UDIT) Above DS1 Level Installation

Count of Pending Orders Delayed for Facilities Reasons UDIT Above DS1 Level (OP-15B)

Date	CLEC Order Count
Sep-00	
Oct-00	
Nov-00	
Dec-00	
Jan-01	
Feb-01	
Mar-01	
Apr-01	
May-01	
Jun-01	
Jul-01	
Aug-01	



CONTINUATION

[5]

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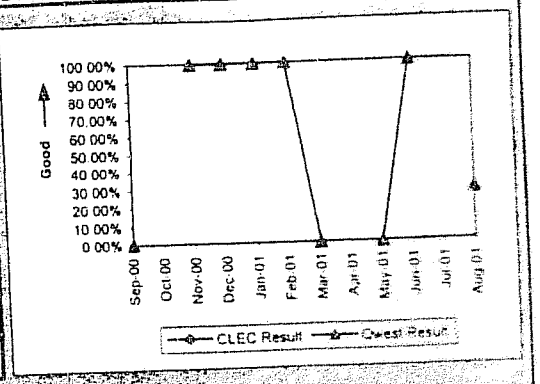
Checklist #5 - Unbundled Transport (UDIT) Above DS1 Level Repair

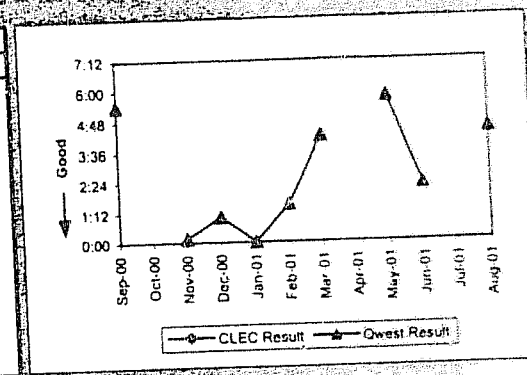
[illegible] Within 4 Hours (Percent) (MR-5)-- Interval Zone Two

[illegible]	[illegible]	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
[illegible]	[illegible]	[illegible]	[illegible]	0	1	0.00%		
[illegible]	[illegible]	[illegible]	[illegible]	2	2	100.00%		
[illegible]	[illegible]	[illegible]	[illegible]	1	1	100.00%		
[illegible]	[illegible]	[illegible]	[illegible]	1	1	100.00%		
[illegible]	[illegible]	[illegible]	[illegible]	6	6	100.00%		
[illegible]	[illegible]	[illegible]	[illegible]	0	1	0.00%		
[illegible]	[illegible]	[illegible]	[illegible]	0	2	0.00%		
[illegible]	[illegible]	[illegible]	[illegible]	2	2	100.00%		
[illegible]	[illegible]	[illegible]	[illegible]	7	7	28.57%		



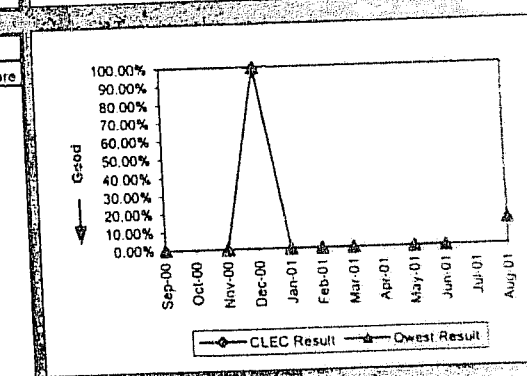
[illegible] Time to Restore (Hours:Minutes) (MR-6)-- Interval Zone Two

[illegible]	[illegible]	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
[illegible]	[illegible]	[illegible]	[illegible]	5:26	1	5:26		
[illegible]	[illegible]	[illegible]	[illegible]	0:20	2	0:10		
[illegible]	[illegible]	[illegible]	[illegible]	1:02	1	1:02		
[illegible]	[illegible]	[illegible]	[illegible]	0:01	1	0:01		
[illegible]	[illegible]	[illegible]	[illegible]	9:12	6	1:32		
[illegible]	[illegible]	[illegible]	[illegible]	4:13	1	4:13		
[illegible]	[illegible]	[illegible]	[illegible]	11:30	2	5:45		
[illegible]	[illegible]	[illegible]	[illegible]	4:36	2	2:18		
[illegible]	[illegible]	[illegible]	[illegible]	31:08	7	4:27		



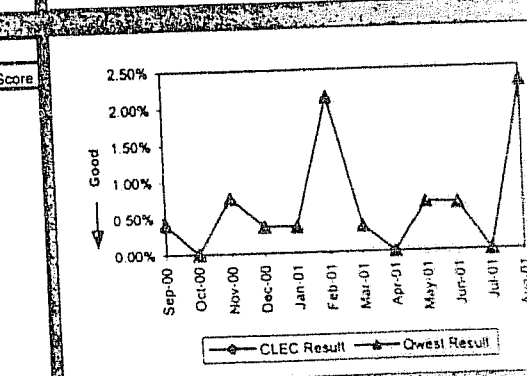
[illegible] Repeat Repair Rate (Percent) (MR-7)-- Interval Zone Two

[illegible]	[illegible]	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
[illegible]	[illegible]	[illegible]	[illegible]	0	1	0.00%		
[illegible]	[illegible]	[illegible]	[illegible]	0	2	0.00%		
[illegible]	[illegible]	[illegible]	[illegible]	1	1	100.00%		
[illegible]	[illegible]	[illegible]	[illegible]	0	1	0.00%		
[illegible]	[illegible]	[illegible]	[illegible]	0	6	0.00%		
[illegible]	[illegible]	[illegible]	[illegible]	0	1	0.00%		
[illegible]	[illegible]	[illegible]	[illegible]	0	2	0.00%		
[illegible]	[illegible]	[illegible]	[illegible]	0	2	0.00%		
[illegible]	[illegible]	[illegible]	[illegible]	1	7	14.29%		



[illegible] Rate (Percent) (MR-8)-- Interval Zone One and Two

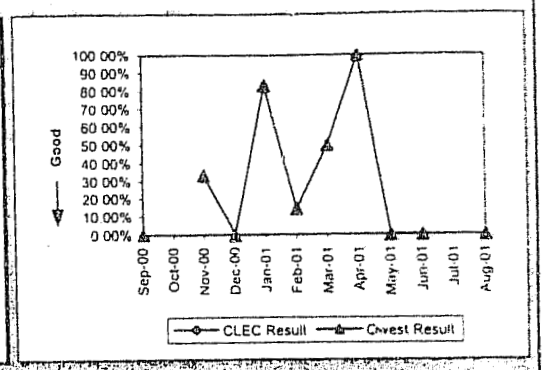
[illegible]	[illegible]	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
[illegible]	[illegible]	[illegible]	[illegible]	1	242	0.41%		
[illegible]	[illegible]	[illegible]	[illegible]	0	258	0.00%		
[illegible]	[illegible]	[illegible]	[illegible]	2	261	0.77%		
[illegible]	[illegible]	[illegible]	[illegible]	1	271	0.37%		
[illegible]	[illegible]	[illegible]	[illegible]	1	278	0.36%		
[illegible]	[illegible]	[illegible]	[illegible]	6	282	2.13%		
[illegible]	[illegible]	[illegible]	[illegible]	1	282	0.35%		
[illegible]	[illegible]	[illegible]	[illegible]	0	295	0.00%		
[illegible]	[illegible]	[illegible]	[illegible]	2	298	0.67%		
[illegible]	[illegible]	[illegible]	[illegible]	2	306	0.65%		
[illegible]	[illegible]	[illegible]	[illegible]	0	305	0.00%		
[illegible]	[illegible]	[illegible]	[illegible]	7	304	2.30%		



Checklist #5 - Unbundled Transport (UDIT) Above DS1 Level Repair

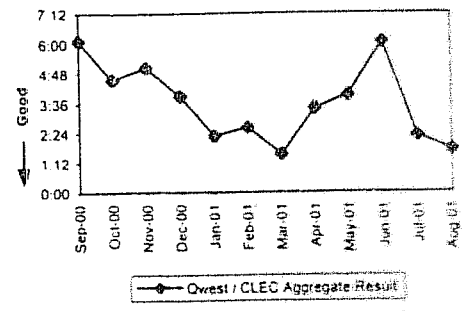
Qwest Repeat Trouble Reports (Percent) (MR-10) -- Interval Zone One and Two

					Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
					0	1	0 00%		
					1	3	33 33%		
					0	1	0 00%		
					5	6	83 33%		
					1	7	14 29%		
					1	2	50 00%		
					1	1	100 00%		
					0	2	0 00%		
					0	2	0 00%		
					0	7	0 00%		



Checklist #7 - E911

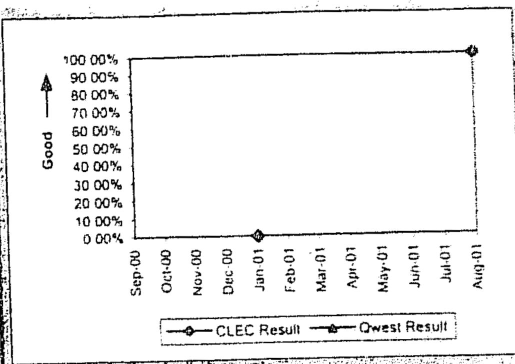
Time to Update Databases (Hours:Minutes) (DB-1 A)	
	Qwest / CLEC Aggregate Result
	6:07
	4:33
	5:03
	3:54
	2:17
	2:38
	1:33
	3:25
	3:56
	6:04
	2:18
	1:44



Checklist #7 - E911/911 Trunk Installation

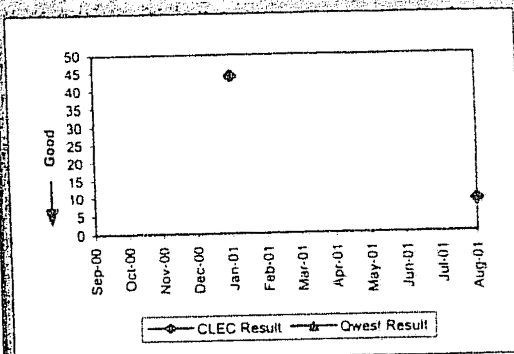
[illegible] (OP-3) – Interval Zone Two

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]					
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]					



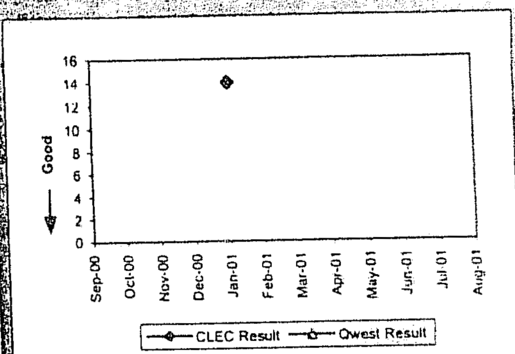
[illegible] (Average Days) (OP-4) – Interval Zone Two

[illegible]	[illegible]	[illegible]	[illegible]	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	2.24					
[illegible]	[illegible]	[illegible]	[illegible]						



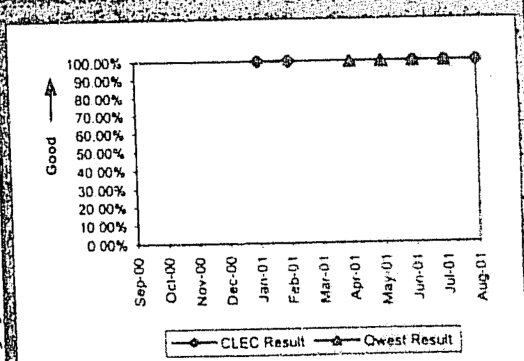
[illegible] (Average Days) (OP-6A) – Interval Zone Two

[illegible]	[illegible]	[illegible]	[illegible]	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	2.24					



[illegible] (Percent) (OP-5) – Interval Zone One and Two

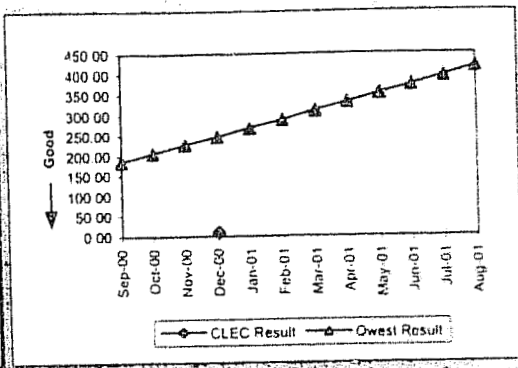
[illegible]	[illegible]	[illegible]	[illegible]	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]					
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]					
[illegible]					1	1	100.00%		
[illegible]					1	1	100.00%		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1	1	100.00%	N/A	N/A
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1	1	100.00%	N/A	N/A
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]					



Checklist #7 - E911/911 Trunk Installation

Calculated Post Due Date (Average Days) (OP-15A)

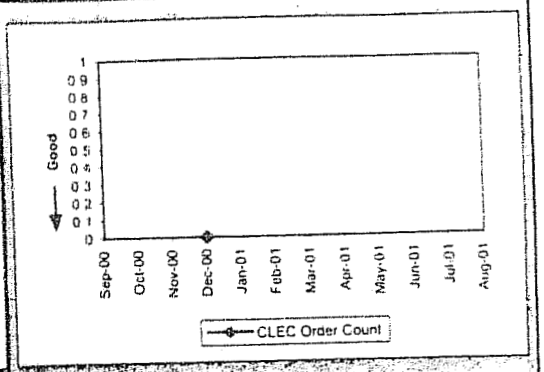
					740	4	185.00		
					824	4	206.00		
					908	4	227.00		
					988	4	247.00	-194.33	-119.14
					805	3	268.33		
					885	3	288.33		
					931	3	310.33		
					994	3	331.33		
					1060	3	353.33		
					1123	3	374.33		
					1186	3	395.33		
					1258	3	418.33		



Checklist #7 - E911/911 Trunk Installation

Reasons E911 (OP-15B)

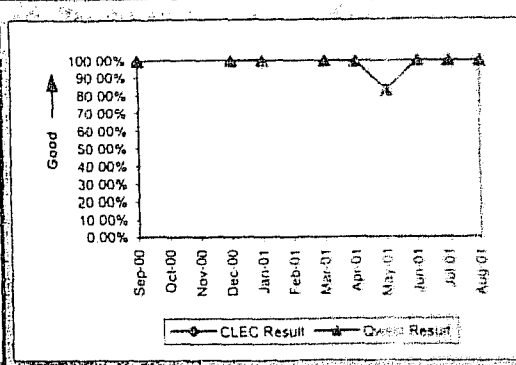
	CLEC Order Count
	0



Checklist #7 - E911/911 Trunk Repair

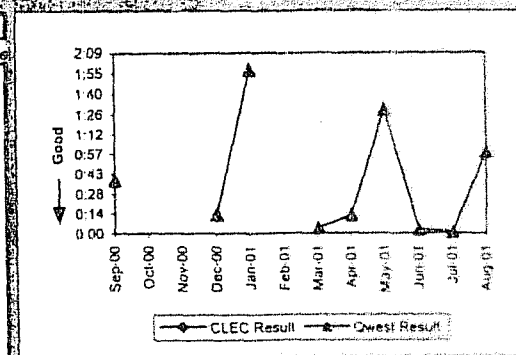
[illegible] Interval Zone Two

[illegible]	[illegible]	[illegible]	[illegible]	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Score
					1	1	100.00%		
					2	2	100.00%		
					1	1	100.00%		
					5	5	100.00%		
					5	5	100.00%		
					5	6	83.33%		
					1	1	100.00%		
					1	1	100.00%		
					2	2	100.00%		



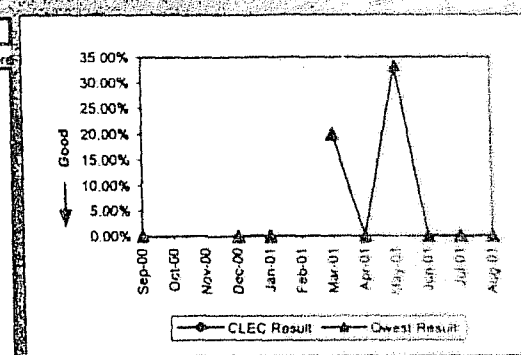
[illegible] Interval Zone Two

[illegible]	[illegible]	[illegible]	[illegible]	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Score
					0:39	1	0:39		
					0:28	2	0:14		
					1:58	1	1:58		
					0:21	5	0:04		
					1:03	5	0:13		
					9:03	6	1:30		
					0:03	1	0:03		
					0:01	1	0:01		
					1:59	2	0:59		



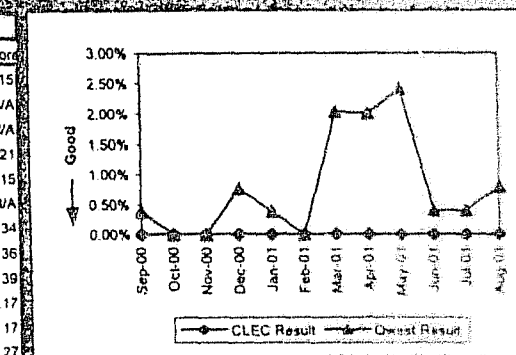
[illegible] Interval Zone Two

[illegible]	[illegible]	[illegible]	[illegible]	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Score
					0	1	0.00%		
					0	2	0.00%		
					0	1	0.00%		
					1	5	20.00%		
					0	5	0.00%		
					2	6	33.33%		
					0	1	0.00%		
					0	1	0.00%		
					0	2	0.00%		



[illegible] Interval Zone One and Two

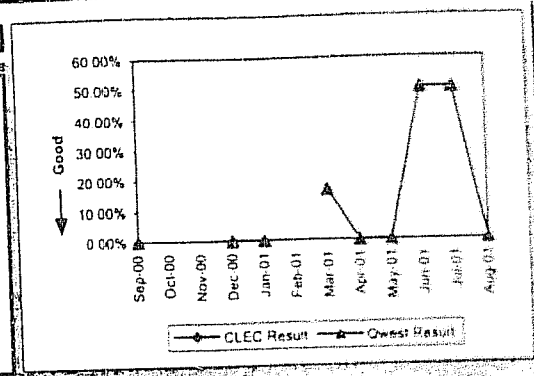
[illegible]	[illegible]	[illegible]	[illegible]	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Score
[illegible]	[illegible]	[illegible]	16	0.00%	0.00%	1	260	0.38%	-0.24	-1.15
[illegible]	[illegible]	[illegible]	16	0.00%	0.00%	0	260	0.00%	N/A	N/A
[illegible]	[illegible]	[illegible]	16	0.00%	0.00%	0	260	0.00%	N/A	N/A
[illegible]	[illegible]	[illegible]	16	0.00%	0.00%	2	260	0.77%	-0.34	-1.21
[illegible]	[illegible]	[illegible]	16	0.00%	0.00%	1	260	0.38%	-0.24	-1.15
[illegible]	[illegible]	[illegible]	16	0.00%	0.00%	0	246	0.00%	N/A	N/A
[illegible]	[illegible]	[illegible]	16	0.00%	0.00%	5	246	2.03%	-0.56	-1.34
[illegible]	[illegible]	[illegible]	16	0.00%	0.00%	5	249	2.01%	-0.59	-1.36
[illegible]	[illegible]	[illegible]	16	0.00%	0.00%	6	248	2.42%	-0.65	-1.39
[illegible]	[illegible]	[illegible]	25	0.00%	0.00%	1	251	0.40%	-0.27	-1.17
[illegible]	[illegible]	[illegible]	25	0.00%	0.00%	1	251	0.40%	-0.27	-1.17
[illegible]	[illegible]	[illegible]	31	0.00%	0.00%	2	251	0.80%	-0.45	-1.27



Checklist #7 - E911/911 Trunk Repair

Qwest Related Trouble Reports (Percent) (MR-10 -- Interval Zone One and Two

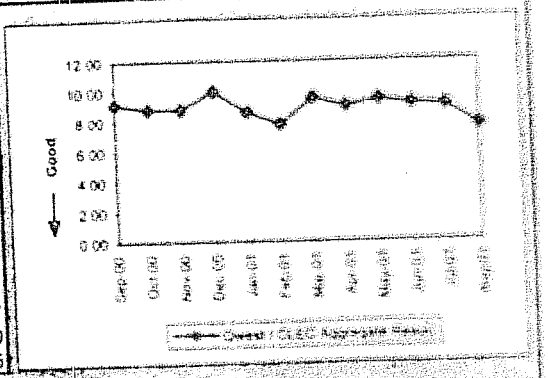
					Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Score
					0	1	0.00%		
					0	2	0.00%		
					0	1	0.00%		
					1	6	16.67%		
					0	5	0.00%		
					0	6	0.00%		
					1	2	50.00%		
					1	2	50.00%		
					0	2	0.00%		



Checklist #7 - Operator Services - Directory Assistance

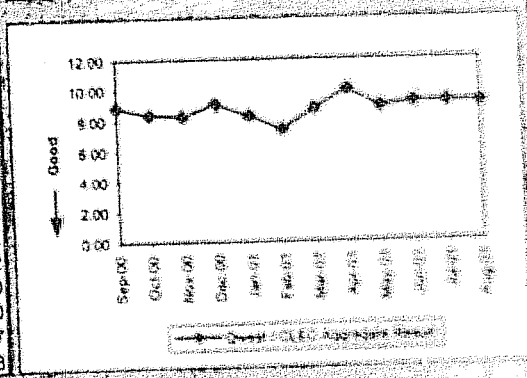
Speed of Answer - Directory Assistance (Avg Sec) (DA-1)

Date	Qwest / CLEC Aggregate Result
Sep-00	9.15
Oct-00	8.80
Nov-00	8.81
Dec-00	9.97
Jan-01	8.60
Feb-01	7.78
Mar-01	9.50
Apr-01	8.95
May-01	9.37
Jun-01	9.07
Jul-01	9.00
Aug-01	7.65



Speed of Answer - Operator Services (Avg Sec) (OS-1)

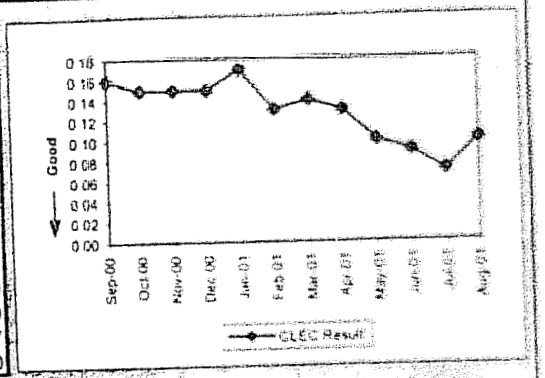
Date	Qwest / CLEC Aggregate Result
Sep-00	8.86
Oct-00	8.39
Nov-00	8.28
Dec-00	9.04
Jan-01	8.29
Feb-01	7.37
Mar-01	8.72
Apr-01	9.92
May-01	8.80
Jun-01	9.10
Jul-01	9.07
Aug-01	9.03



Checklist #8 - Directory Listings

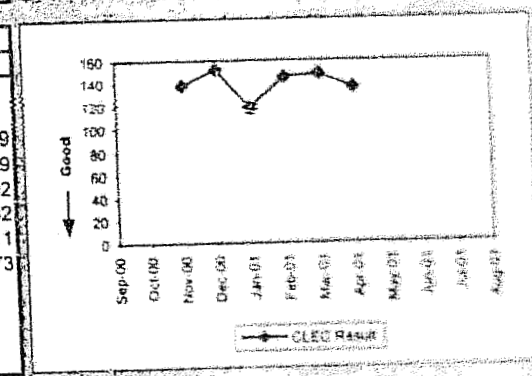
Time to Update Databases (Avg Sec) (DB-1 C-3)

Date	CLEC Result
Sep-00	0.16
Oct-00	0.15
Nov-00	0.15
Dec-00	0.15
Jan-01	0.17
Feb-01	0.13
Mar-01	0.14
Apr-01	0.13
May-01	0.10
Jun-01	0.09
Jul-01	0.07
Aug-01	0.10



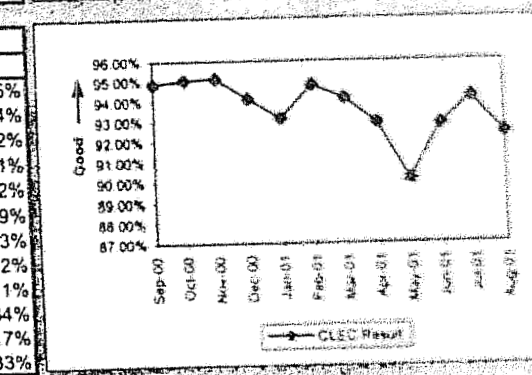
Time to Update Databases (Avg Sec) (DB-1 C-2)

Date	CLEC Result
Sep-00	
Oct-00	137.89
Nov-00	152.29
Dec-00	118.02
Jan-01	145.32
Feb-01	148.11
Mar-01	135.73
Apr-01	
May-01	
Jun-01	
Jul-01	
Aug-01	



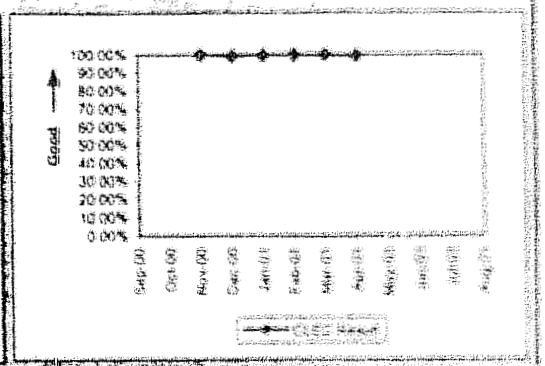
Accurate Database Updates (Percent) (DB-2 C-1)

Date	CLEC Result
Sep-00	94.86%
Oct-00	95.04%
Nov-00	95.12%
Dec-00	94.11%
Jan-01	93.12%
Feb-01	94.79%
Mar-01	94.13%
Apr-01	92.92%
May-01	90.11%
Jun-01	92.84%
Jul-01	94.17%
Aug-01	92.33%



Checklist #8 - Directory Listings

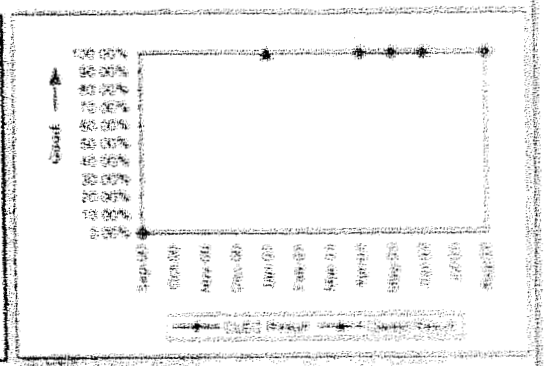
Accurate Database Updates (Percent) (DB-2 C-2)	
Record Date	CLEC Result
Sep-00	
Oct-00	
Nov-00	99.93%
Dec-00	99.08%
Jan-01	99.57%
Feb-01	99.78%
Mar-01	100.00%
Apr-01	99.44%
May-01	
Jun-01	
Jul-01	
Aug-01	



Checklist #9 - NXX Code Activation

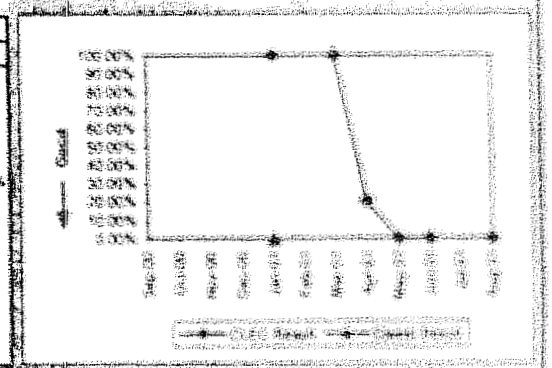
NXX Code Activation (Percent) (NP-1 A)

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result
Sep-00	0	4	0.00%			
Oct-00						
Nov-00						
Dec-00						
Jan-01				1	1	100.00%
Feb-01						
Mar-01						
Apr-01	4	4	100.00%			
May-01	1	1	100.00%			
Jun-01	2	2	100.00%			
Jul-01						
Aug-01	1	1	100.00%			



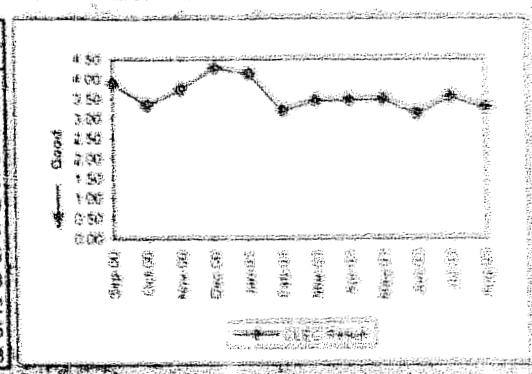
NXX Code Activation - Facility Delays (Percent) (NP-1 B)

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result
Sep-00						
Oct-00						
Nov-00						
Dec-00						
Jan-01	4	4	100.00%	0	1	0.00%
Feb-01						
Mar-01	1	1	100.00%			
Apr-01	1	5	20.00%			
May-01	0	1	0.00%			
Jun-01	0	2	0.00%			
Jul-01						
Aug-01	0	1	0.00%			



Checklist #10 - Databases and Signaling

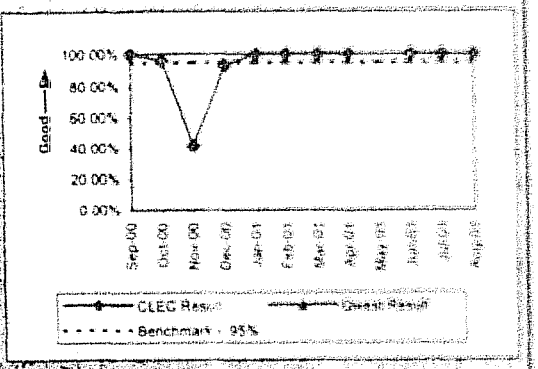
Time to Update Databases (Avg Sec) LIDB (DB-1 B)	
Date	CLEC Result
Sep-00	3.89
Oct-00	3.35
Nov-00	3.74
Dec-00	4.28
Jan-01	4.15
Feb-01	3.19
Mar-01	3.44
Apr-01	3.46
May-01	3.48
Jun-01	3.12
Jul-01	3.55
Aug-01	3.28



Checklist #11 - Number Portability**

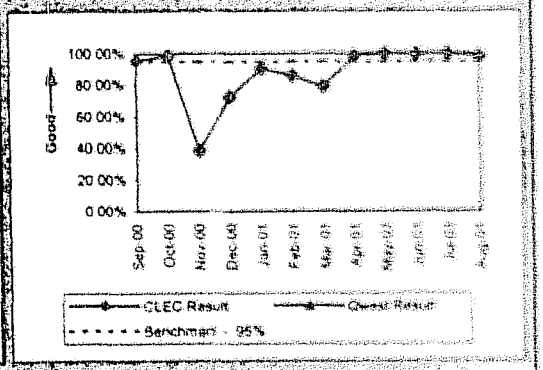
Number Portability Timeliness (Percent) (OP-8 B)

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	21	21	100.00%	0.00%					
Oct-00	24	25	96.00%	19.60%					
Nov-00	10	24	41.67%	49.30%					
Dec-00	13	14	92.86%	25.75%					
Jan-01	3	3	100.00%	0.00%					
Feb-01	11	11	100.00%	0.00%					
Mar-01	14	14	100.00%	0.00%					
Apr-01	5	5	100.00%	0.00%					
May-01									
Jun-01	11	11	100.00%	0.00%					
Jul-01	9	9	100.00%	0.00%					
Aug-01	9	9	100.00%	0.00%					



Percentage of LNP Triggers Set Prior to the Frame Due Time (Percent) (OP-8C)

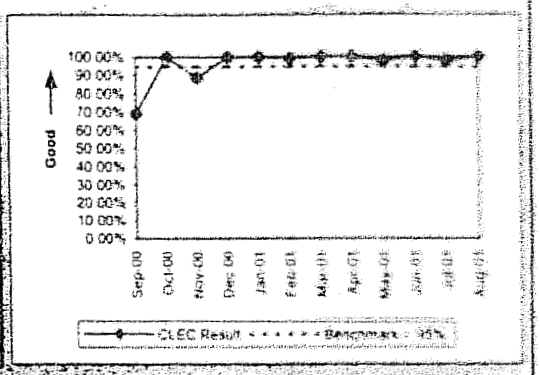
Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	348	365	95.34%	21.07%					
Oct-00	212	215	98.60%	11.73%					
Nov-00	70	182	38.46%	48.65%					
Dec-00	146	202	72.28%	44.76%					
Jan-01	333	369	90.24%	29.67%					
Feb-01	478	556	85.66%	35.04%					
Mar-01	611	775	78.84%	40.85%					
Apr-01	730	742	98.38%	12.61%					
May-01	653	654	99.85%	3.91%					
Jun-01	662	666	99.40%	7.73%					
Jul-01	591	592	99.83%	4.11%					
Aug-01	468	479	97.70%	14.98%					



Checklist #13 - Reciprocal Compensation

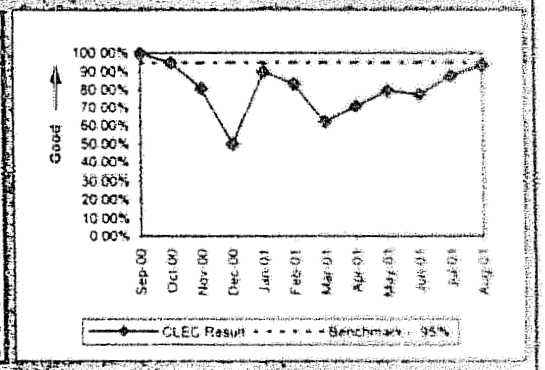
Billing Accuracy - Adjustments for Errors (Percent) Reciprocal Compensation (BI-3B)

Date	CLEC Num	CLEC Denom	CLEC Result
Sep-00	23607.02	34020.15	69.39%
Oct-00	80390.01	80457.07	99.92%
Nov-00	65672.06	74040.71	88.70%
Dec-00	92851.75	92851.75	100.00%
Jan-01	92086.51	92086.51	100.00%
Feb-01	100257.48	101361.33	98.91%
Mar-01	103402.73	103402.73	100.00%
Apr-01	7515.96	7515.96	100.00%
May-01	6312.08	6473.44	97.51%
Jun-01	7367.91	7367.91	100.00%
Jul-01	7538.2	7705.93	97.82%
Aug-01	6838.65	6838.65	100.00%



Billing Completeness (Percent) Reciprocal Compensation (BI-4B)

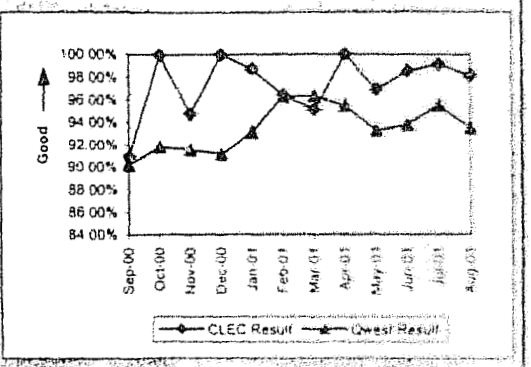
Date	CLEC Num	CLEC Denom	CLEC Result
Sep-00	1453.35	1455.68	99.84%
Oct-00	2024.96	2135.25	94.83%
Nov-00	2177.1	2694.67	80.79%
Dec-00	3433.33	6875.4	49.94%
Jan-01	3798.5	4224.64	89.91%
Feb-01	3073	3696.35	83.14%
Mar-01	3778.29	6078.37	62.16%
Apr-01	4573.83	6448.69	70.93%
May-01	4166.97	5238.35	79.55%
Jun-01	4782.54	6179.97	77.39%
Jul-01	5183.18	5915.05	87.63%
Aug-01	4324.36	4634.19	93.31%



Checklist #14 - Resale - Residence Installation

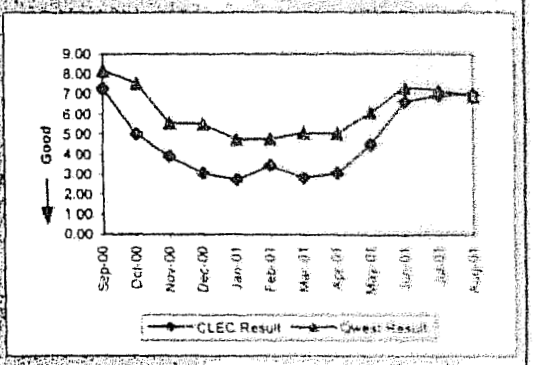
Installation Commitments Met (Percent) (OP-3)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	40	44	90.91%	28.75%	515	571	90.19%	-0.15	-1.09
Oct-00	47	47	100.00%	0.00%	597	650	91.85%	-1.97	-2.2
Nov-00	36	38	94.74%	22.33%	530	579	91.54%	-0.69	-1.42
Dec-00	50	50	100.00%	0.00%	463	508	91.14%	-2.1	-2.28
Jan-01	73	78	98.72%	11.25%	501	538	93.12%	-1.82	-2.11
Feb-01	54	56	96.43%	18.56%	443	460	96.30%	-0.05	-1.03
Mar-01	39	41	95.12%	21.54%	554	575	96.35%	0.33	-0.8
Apr-01	31	31	100.00%	0.00%	508	532	95.49%	-1.18	-1.72
May-01	63	65	96.92%	17.27%	622	667	93.25%	-1.13	-1.68
Jun-01	66	69	98.55%	11.95%	529	564	93.79%	-1.55	-1.94
Jul-01	115	116	99.14%	9.24%	605	633	95.58%	-1.71	-2.04
Aug-01	106	108	98.15%	13.48%	659	705	93.48%	-1.83	-2.11



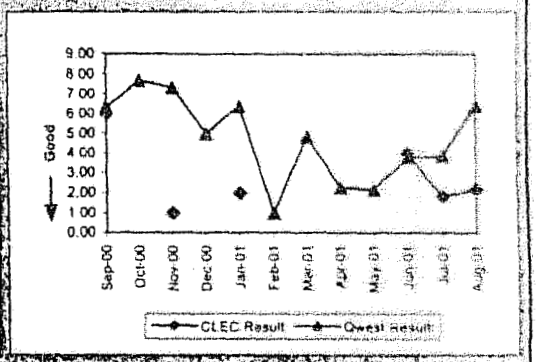
Installation Interval (Average Days) (OP-4)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	320	44	7.27	7.07	4677	571	8.19	-0.75	-1.46
Oct-00	238	47	5.02	1.74	4898	650	7.54	-2.22	-2.35
Nov-00	149	38	3.92	2.02	3224	579	5.57	-1.42	-1.86
Dec-00	153	50	3.06	1.24	2807	508	5.53	-2.11	-2.28
Jan-01	215	78	2.76	1.02	2562	538	4.76	-2.62	-2.59
Feb-01	195	56	3.48	4.01	2200	460	4.78	-2.03	-2.24
Mar-01	117	41	2.85	1.39	2923	575	5.08	-3	-2.83
Apr-01	95	31	3.06	1.48	2678	532	5.03	-1.88	-2.14
May-01	292	65	4.49	2.44	4064	667	6.09	-2.34	-2.42
Jun-01	457	69	6.62	2.17	4123	564	7.31	-0.81	-1.49
Jul-01	628	120	6.90	2.82	4726	658	7.18	-0.46	-1.28
Aug-01	769	113	6.98	3.68	5089	739	6.89	0.13	-0.92



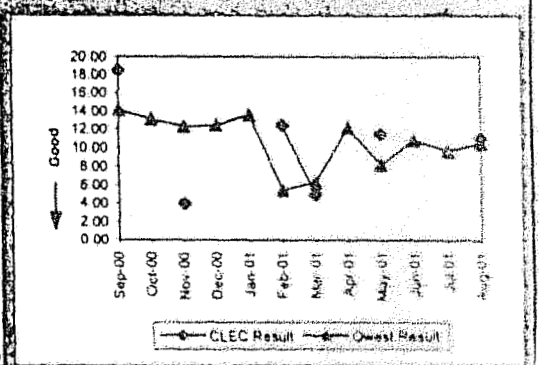
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	12	2	6.00	7.07	120	19	6.32	-0.06	-1.04
Oct-00					108	14	7.71		
Nov-00	1	1	1.00		44	6	7.33	-0.7	-1.42
Dec-00					45	9	5.00		
Jan-01	2	1	2.00		83	13	6.38	-0.85	-1.52
Feb-01					4	4	1.00		
Mar-01					34	7	4.86		
Apr-01					9	4	2.25		
May-01					43	20	2.15		
Jun-01	4	1	4.00		49	13	3.77	0.17	-0.9
Jul-01	9	5	1.80	2.39	123	32	3.84	-0.42	-1.25
Aug-01	13	6	2.17	1.60	314	49	6.41	-1.16	-1.7



Delayed Days for Facility Reasons (Average Days) (OP-6B)-- Dispatches Within MSAs

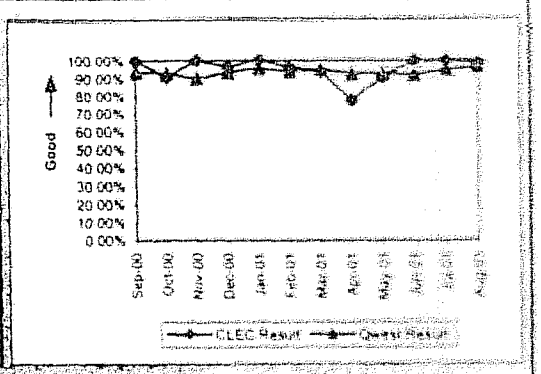
Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	37	2	18.50	7.78	525	37	14.19	0.38	-0.77
Oct-00					513	39	13.15		
Nov-00	4	1	4.00		531	43	12.35	-0.55	-1.34
Dec-00					450	36	12.50		
Jan-01					328	24	13.67		
Feb-01	25	2	12.50	16.26	71	13	5.46	1.33	-0.19
Mar-01	10	2	5.00	2.83	88	14	6.29	-0.48	-1.29
Apr-01					244	20	12.20		
May-01	23	2	11.50	4.95	205	25	8.20	0.45	-0.72
Jun-01					238	22	10.82		
Jul-01					203	21	9.67		
Aug-01	11	1	11.00		325	31	10.48	0.83	-0.49



Checklist #14 - Resale - Residence Installation

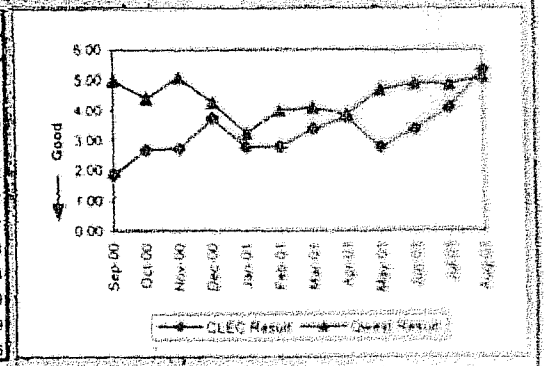
Installation Commitments Met (Percent) (OP-3)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	20	20	100.00%	0.00%	499	532	93.80%	-1.13	-1.69
Oct-00	20	22	90.91%	28.75%	422	454	92.95%	0.18	-0.89
Nov-00	14	14	100.00%	0.00%	376	418	89.95%	-1.23	-1.75
Dec-00	26	27	96.30%	18.89%	334	358	93.30%	-0.6	-1.37
Jan-01	33	33	100.00%	0.00%	348	365	95.34%	-1.22	-1.74
Feb-01	26	27	96.30%	18.89%	273	291	93.81%	-0.51	-1.31
Mar-01	15	16	93.75%	24.21%	295	311	94.86%	0.13	-0.92
Apr-01	7	9	77.78%	41.57%	358	387	92.51%	4.65	1.83
May-01	20	22	90.91%	28.75%	463	500	92.60%	0.12	-0.93
Jun-01	38	38	100.00%	0.00%	438	477	91.82%	-1.77	-2.08
Jul-01	69	69	100.00%	0.00%	403	425	94.82%	-1.8	-2.09
Aug-01	74	75	98.73%	11.18%	571	593	96.29%	-1.08	-1.66



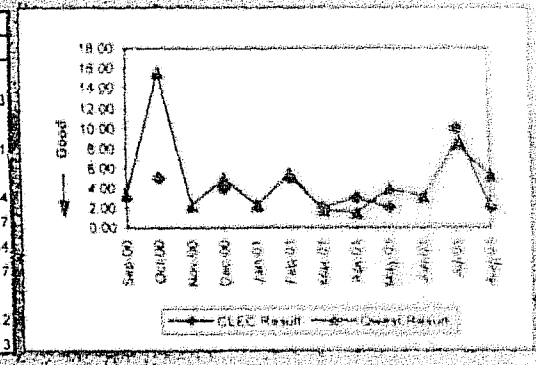
Installation Interval (Average Days) (OP-4)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	37	20	1.85	0.93	2862	532	5.00	-2.06	-2.25
Oct-00	59	22	2.68	2.40	2002	454	4.41	-1.2	-1.73
Nov-00	38	14	2.71	0.99	2126	418	5.09	-0.8	-1.49
Dec-00	101	27	3.74	2.74	1532	358	4.28	-0.34	-1.21
Jan-01	91	33	2.76	0.56	1188	365	3.25	-0.73	-1.44
Feb-01	75	27	2.78	1.53	1163	291	4.00	-1	-1.61
Mar-01	54	16	3.38	2.19	1271	311	4.09	-0.35	-1.21
Apr-01	34	9	3.78	3.35	1501	387	3.88	-0.07	-1.04
May-01	61	22	2.77	1.74	2344	500	4.69	-1.22	-1.74
Jun-01	128	38	3.37	1.87	2332	477	4.89	-1.79	-2.09
Jul-01	286	70	4.09	3.55	2094	432	4.85	-0.97	-1.59
Aug-01	430	81	5.31	2.66	3112	610	5.10	0.39	-0.76



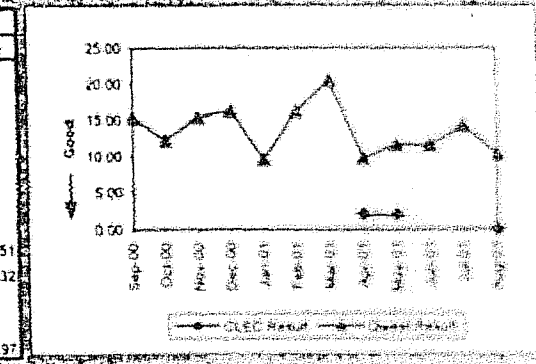
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00					10	3	3.33		
Oct-00	10	2	5.00	2.83	78	5	15.60	-0.5	-1.3
Nov-00					9	4	2.25		
Dec-00	4	1	4.00		15	3	5.00	-0.17	-1.1
Jan-01					9	4	2.25		
Feb-01	5	1	5.00		49	9	5.44	-0.06	-1.04
Mar-01	2	1	2.00		7	4	1.75	0.37	-0.77
Apr-01	3	1	3.00		9	6	1.50	0.75	-0.54
May-01	2	1	2.00		47	12	3.92	-0.28	-1.17
Jun-01					34	11	3.09		
Jul-01	10	1	10.00		152	18	8.44	1.32	-0.2
Aug-01	4	2	2.00	1.41	140	27	5.19	-0.5	-1.3



Delayed Days for Facility Reasons (Average Days) (OP-6B)-- Dispatches Outside MSAs

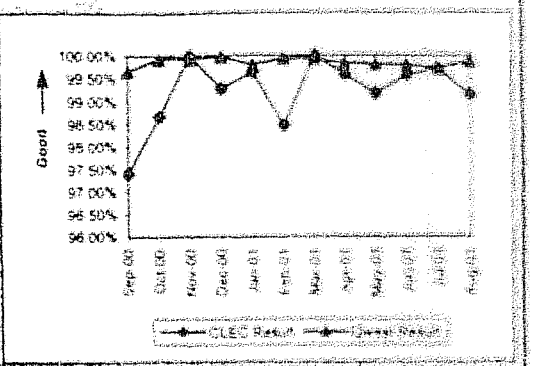
Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00					460	30	15.33		
Oct-00					331	27	12.26		
Nov-00					581	38	15.29		
Dec-00					342	21	16.29		
Jan-01					124	13	9.54		
Feb-01					146	9	16.22		
Mar-01					246	12	20.50		
Apr-01	2	1	2.00		225	23	9.78	-0.84	-1.51
May-01	2	1	2.00		291	25	11.64	-0.53	-1.32
Jun-01					324	28	11.57		
Jul-01					156	11	14.18		
Aug-01	0	1	0.00		124	12	10.33	-1.59	-1.97



Checklist #14 - Resale - Residence Installation

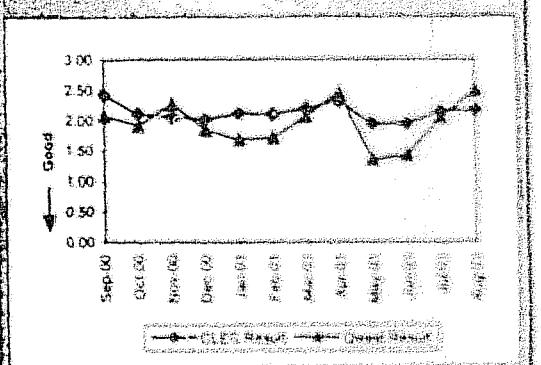
Installation Commitments Met (Percent) (OP-3)– No Dispatches

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	226	232	97.41%	15.87%	13330	13375	99.66%	8.13	3.94
Oct-00	300	304	98.68%	11.40%	13164	13172	99.94%	3.72	1.26
Nov-00	208	208	100.00%	0.00%	11381	11390	99.92%	-0.4	-1.24
Dec-00	272	274	99.27%	8.51%	9757	9760	99.97%	8.08	3.91
Jan-01	267	268	99.63%	6.10%	10100	10120	99.80%	0.18	-0.89
Feb-01	194	197	98.48%	12.25%	9877	9884	99.93%	7.94	3.83
Mar-01	210	210	100.00%	0.00%	12457	12466	99.93%	-0.39	-1.23
Apr-01	244	245	99.59%	6.38%	10628	10646	99.83%	1.76	0.07
May-01	238	240	99.17%	9.09%	10201	10220	99.81%	7.94	3.83
Jun-01	457	459	99.56%	6.59%	11000	11021	99.81%	1.64	0
Jul-01	364	365	99.73%	5.23%	6300	6318	99.72%	-0.04	-1.02
Aug-01	461	465	99.14%	9.23%	3438	3442	99.88%	5.58	2.39



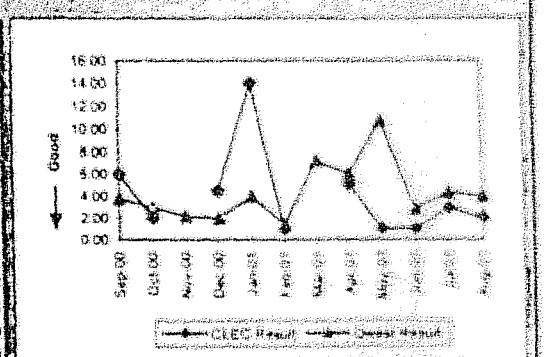
Installation Interval (Average Days) (OP-4)– No Dispatches

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	562	232	2.42	1.84	27863	13375	2.08	1.73	0.05
Oct-00	638	304	2.10	1.43	25205	13172	1.91	1.27	-0.23
Nov-00	427	208	2.05	0.89	25838	11390	2.27	-1.14	-1.69
Dec-00	550	274	2.01	1.15	17998	9760	1.84	0.92	-0.44
Jan-01	565	268	2.11	1.67	16956	10120	1.68	2.71	0.65
Feb-01	412	197	2.09	1.72	16903	9884	1.71	1.5	-0.09
Mar-01	459	210	2.19	1.00	25702	12466	2.06	0.66	-0.6
Apr-01	566	245	2.31	1.08	28234	10646	2.46	-0.78	-1.47
May-01	395	204	1.94	0.91	11780	8745	1.35	3.18	0.93
Jun-01	774	400	1.94	0.88	12789	8975	1.42	6.84	3.16
Jul-01	592	277	2.14	1.10	10173	4994	2.04	1.21	-0.27
Aug-01	816	378	2.16	0.79	6860	2751	2.49	-3.49	-3.12



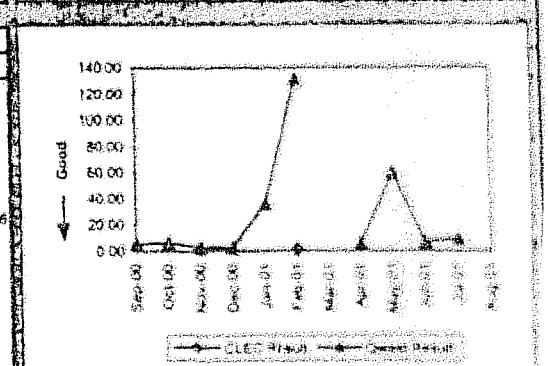
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)– No Dispatches

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	36	6	6.00	5.59	155	41	3.78	1.17	-0.29
Oct-00	8	4	2.00	2.00	15	5	3.00	-0.47	-1.29
Nov-00					11	5	2.20		
Dec-00	9	2	4.50	4.95	4	2	2.00	1.77	0.07
Jan-01	14	1	14.00		60	15	4.00	0.98	-0.41
Feb-01	2	2	1.00	0.00	7	5	1.40	-0.53	-1.32
Mar-01					65	9	7.22		
Apr-01	5	1	5.00		102	17	6.00	-0.06	-1.04
May-01	2	2	1.00	1.41	161	15	10.73	-0.52	-1.32
Jun-01	2	2	1.00	0.00	57	20	2.85	-0.67	-1.4
Jul-01	29	10	2.90	2.77	493	114	4.32	-0.64	-1.39
Aug-01	22	11	2.00	2.19	404	102	3.96	-0.76	-1.46



Delayed Days for Facility Reasons (Average Days) (OP-6B)– No Dispatches

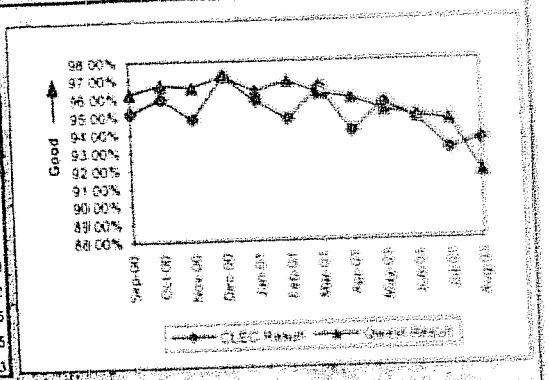
Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00					20	4	5.00		
Oct-00					19	3	6.33		
Nov-00					11	4	2.75		
Dec-00					3	1	3.00		
Jan-01					181	5	36.20		
Feb-01	1	1	1.00		263	2	131.50	-0.6	-1.36
Mar-01									
Apr-01					5	1	5.00		
May-01					238	4	59.50		
Jun-01					7	1	7.00		
Jul-01					9	1	9.00		
Aug-01									



Checklist #14 - Resale - Residence Installation

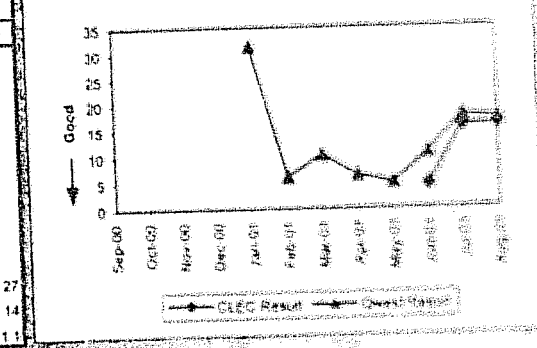
New Service Installation Quality (Percent) (OP-5)

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
Sep-00	256	269	95 17%	21 45%	14115	14669	96 22%	0 9	-0 49
Oct-00	329	343	95 92%	19 79%	14128	14610	96 70%	0 8	-0 57
Nov-00	308	325	94 77%	22 26%	13066	13534	96 54%	1 73	0 04
Dec-00	306	315	97 14%	16 66%	11346	11678	97 16%	0 01	-1
Jan-01	362	378	95 77%	20 13%	10575	10980	96 31%	0 55	-0 68
Feb-01	324	342	94 74%	22 33%	10623	10969	96 85%	2 2	0 46
Mar-01	274	284	96 48%	18 43%	11661	12126	96 17%	-0 27	-1 17
Apr-01	269	286	94 06%	23 64%	12087	12602	95 91%	1 57	0
May-01	304	318	95 60%	20 52%	11105	11664	95 21%	-0 32	-1 2
Jun-01	434	458	94 76%	22 28%	11361	11975	94 87%	0 11	-0 95
Jul-01	530	570	92 98%	25 54%	9388	9918	94 66%	1 73	0 05
Aug-01	575	615	93 50%	24 66%	5683	6197	91 71%	-1 54	-1 93



Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A)

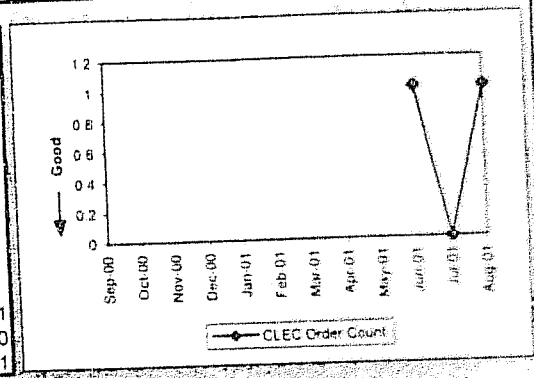
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
Sep-00									
Oct-00									
Nov-00									
Dec-00					63	2	31 50		
Jan-01					91	15	6 07		
Feb-01					215	21	10 24		
Mar-01					167	26	6 42		
Apr-01					119	24	4 96		
May-01	9	2	4 50	6 36	685	65	10 54	-0 44	-1 27
Jun-01	47	3	15 67	4 04	710	40	17 75	-0 23	-1 14
Jul-01	127	8	15 88	19 08	1287	75	17 16	-0 17	-1 1



Checklist #14 - Resale - Residence Installation

Count of Pending Orders Delayed for Facilities Reasons Residence (OP-15B)

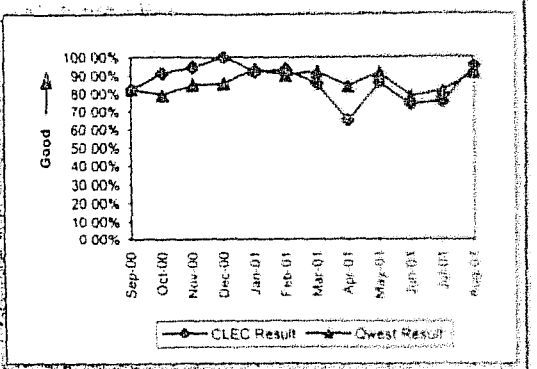
Date	CLEC Order Count
Sep-00	
Oct-00	
Nov-00	
Dec-00	
Jan-01	
Feb-01	
Mar-01	
Apr-01	
May-01	
Jun-01	1
Jul-01	0
Aug-01	1



Checklist #14 - Resale - Residence Repair

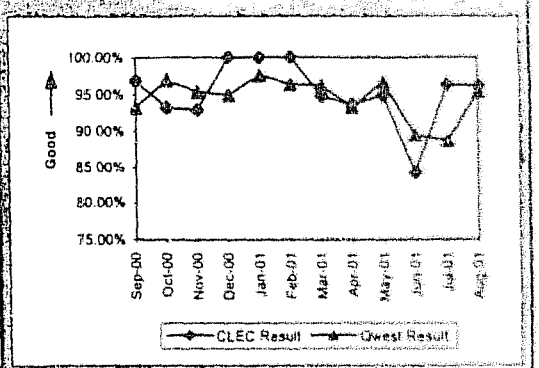
Out of Service Cleared within 24 hours (Percent) (MR-3)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
[illegible]	19	23	82 61%	37 90%	670	811	82 61%	-0 04	-1 03
[illegible]	21	23	91 30%	28 18%	672	845	79 53%	-1 38	-1 84
[illegible]	18	19	94 74%	22 33%	580	681	85 17%	-1 16	-1 7
[illegible]	10	10	100 00%	0 00%	321	374	85 83%	-1 27	-1 77
[illegible]	12	13	92 31%	26 65%	577	614	93 97%	0 14	-0 91
[illegible]	14	15	93 33%	24 94%	407	451	90 24%	-0 4	-1 24
[illegible]	6	7	85 71%	34 99%	608	657	92 54%	0 14	-0 91
[illegible]	19	23	85 22%	47 63%	784	930	84 30%	3 61	1 2
[illegible]	25	29	86 21%	34 48%	844	919	91 84%	1 16	-0 29
[illegible]	20	27	74 07%	43 82%	878	1114	78 82%	0 56	-0 66
[illegible]	31	41	75 61%	42 94%	839	1026	81 77%	0 99	-0 4
[illegible]	45	43	95 35%	21 06%	771	839	91 90%	-0 81	-1 49



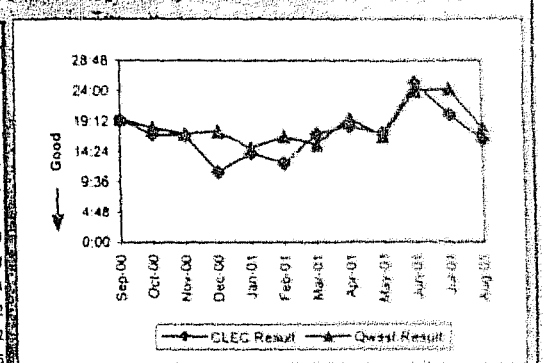
All Troubles Cleared within 48 hours (Percent) (MR-4)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
[illegible]	31	32	96 88%	17 40%	1091	1170	93 25%	-0 81	-1 49
[illegible]	27	29	93 10%	25 34%	1150	1187	96 88%	1 59	-0 04
[illegible]	26	28	92 86%	25 75%	861	903	95 35%	0 61	-0 63
[illegible]	13	13	100 00%	0 00%	516	544	94 85%	-0 83	-1 5
[illegible]	17	17	100 00%	0 00%	802	822	97 57%	-0 64	-1 39
[illegible]	22	22	100 00%	0 00%	592	615	96 26%	-0 91	-1 55
[illegible]	18	19	94 74%	22 33%	923	960	96 15%	0 07	-0 96
[illegible]	29	31	93 55%	24 57%	1205	1292	93 27%	-0 06	-1 04
[illegible]	37	39	94 87%	22 06%	1225	1268	96 61%	0 6	-0 63
[illegible]	32	38	84 21%	36 46%	1390	1554	89 45%	1 01	-0 38
[illegible]	51	53	96 23%	19 06%	1231	1388	88 69%	-1 7	-2 03
[illegible]	49	51	96 08%	19 41%	1109	1164	95 27%	-0 26	-1 16



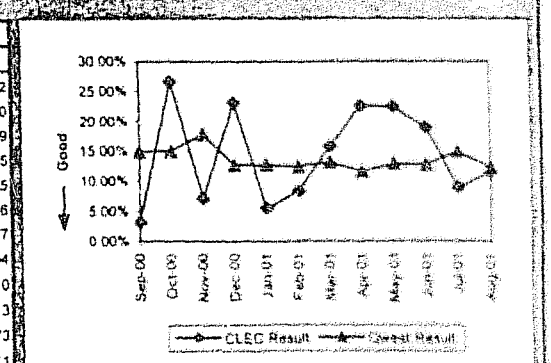
Mean Time to Restore (Hours:Minutes) (MR-6)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
[illegible]	623:24	32	19:29	17:59	22880:47	1170	19.33	-0 02	-1 01
[illegible]	494 39	29	17:03	19:33	21498:58	1187	18 07	-0 38	-1 23
[illegible]	473 36	28	16:55	15:15	15519:48	903	17 11	-0 08	-1 05
[illegible]	144 59	13	11 09	8:05	9560:38	544	17 34	-1 28	-1 78
[illegible]	240 20	17	14:08	12:00	12238:53	822	14:53	-0 23	-1 14
[illegible]	675 20	22	12:31	8:58	10301:49	615	16:45	-1 33	-1 61
[illegible]	325 19	19	17:07	17:54	14898:41	960	15:31	0 61	-0 63
[illegible]	567 35	31	18 19	15:41	25502:58	1292	19:44	-0 46	-1 28
[illegible]	687 54	39	17:08	15:45	21102:30	1268	16 39	0 26	-0 84
[illegible]	966 19	38	25 26	21:43	37386:53	1554	24 04	0 45	-0 72
[illegible]	1067:03	53	20.08	13:38	33708:16	1388	24:17	-1 34	-1 82
[illegible]	824 31	51	16.10	13:03	21049:58	1164	18:05	-0.9	-1 55



Repair Repeat Report Rate (Percent) (MR-7)-- Dispatches Within MSAs

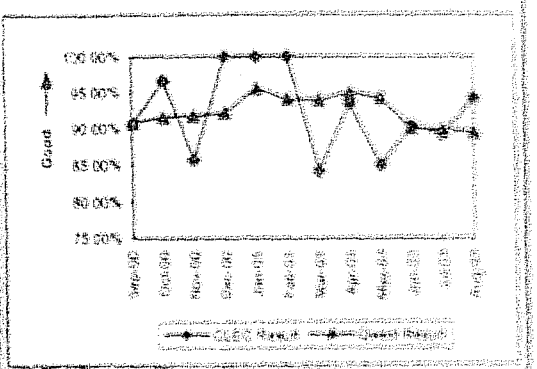
Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
[illegible]	1	32	3 13%	17 40%	174	1170	14 87%	-1 84	-2 12
[illegible]	8	30	26 67%	44.22%	182	1213	15 00%	1 65	0
[illegible]	2	28	7 14%	25.75%	166	929	17 87%	-1 46	-1 89
[illegible]	3	13	23.08%	42 13%	72	564	12.77%	1 07	-0 35
[illegible]	1	18	5 56%	22.91%	108	843	12.81%	-0 91	-1 55
[illegible]	2	24	8.33%	27 84%	79	635	12 44%	-0 6	-1 36
[illegible]	3	19	15 79%	36.46%	130	988	13 16%	0 38	-0 77
[illegible]	7	31	22.58%	41 81%	154	1318	11 68%	1 71	0 04
[illegible]	9	40	22.50%	41 76%	168	1294	12 98%	1 65	0
[illegible]	8	42	19 05%	39 27%	205	1600	12 81%	1 16	-0 3
[illegible]	5	55	9 09%	28.75%	215	1438	14 97%	-1 2	-1 73
[illegible]	6	52	11 54%	31 95%	148	1197	12.36%	-0 18	-1 11



Checklist #14 - Resale - Residence Repair

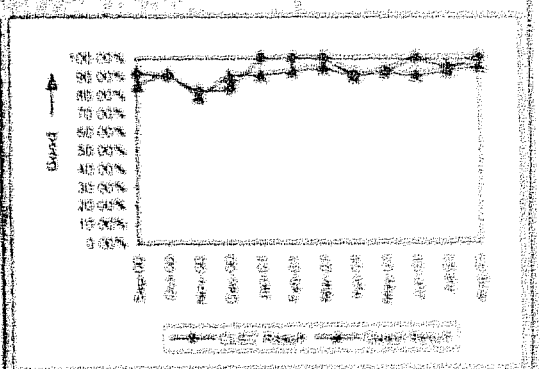
Repair Appointments Met (Percent) (MR-9)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	29	32	90 63%	29 15%	1063	1170	90 85%	0 01	-0 99
Oct-00	29	30	96 67%	17 95%	1111	1213	91 59%	-0 99	-1 6
Nov-00	24	28	85 71%	34 99%	853	929	91 82%	1 28	-0 22
Dec-00	13	13	100 00%	0 00%	520	564	92 20%	-1 04	-1 63
Jan-01	18	18	100 00%	0 00%	806	843	95 61%	-0 9	-1 55
Feb-01	24	24	100 00%	0 00%	598	635	94 17%	-1 2	-1 73
Mar-01	16	19	84 21%	36 46%	929	988	94 03%	4 65	1 92
Apr-01	29	31	93 55%	24 57%	1253	1318	95 07%	0 2	-0 88
May-01	34	40	85 00%	35 71%	1221	1294	94 36%	5 37	2 25
Jun-01	38	42	90 48%	29.35%	1441	1600	90 06%	-0 09	-1 05
Jul-01	49	55	89 09%	31 18%	1291	1436	89 90%	0 14	-0 91
Aug-01	49	52	94 23%	23 32%	1071	1197	89 47%	-1 09	-1 67



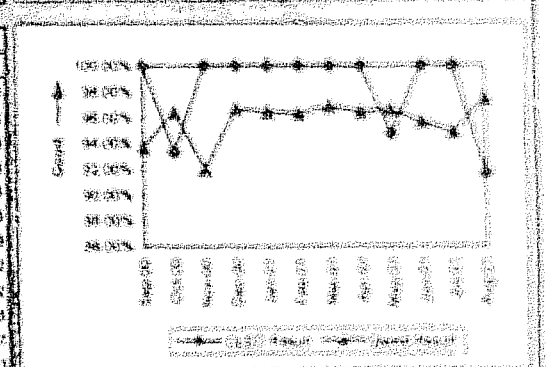
Out of Service Cleared within 24 hours (Percent) (MR-3)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	11	12	91 67%	27 64%	676	790	85 57%	-0 6	-1 36
Oct-00	10	11	90 91%	28 75%	630	686	91 84%	0 23	-0 86
Nov-00	9	11	81 82%	38 57%	609	769	79 19%	-0 21	-1 13
Dec-00	5	6	83 33%	37 27%	500	551	90 74%	-0 04	-1 03
Jan-01	12	12	100 00%	0 00%	559	615	90 89%	-1 09	-1 66
Feb-01	9	9	100 00%	0 00%	394	423	93 14%	-0 81	-1 49
Mar-01	12	12	100 00%	0 00%	621	654	94 95%	-0 79	-1 48
Apr-01	10	11	90 91%	28 75%	808	894	90 38%	-0 06	-1 04
May-01	13	14	92 86%	25 75%	728	785	92 74%	-0 02	-1 07
Jun-01	9	9	100 00%	0 00%	797	878	90 77%	0 95	-1 56
Jul-01	19	20	95 00%	21 79%	810	871	93 00%	-0 35	-1 21
Aug-01	19	19	100 00%	0 00%	743	775	95 87%	-0 89	-1 54



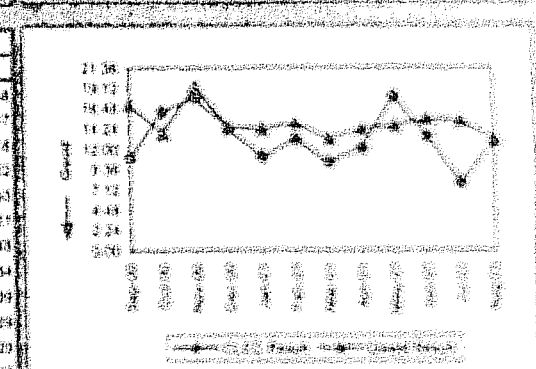
All Troubles Cleared within 48 hours (Percent) (MR-4)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	15	15	100 00%	0 00%	1043	1113	93 71%	-1 [illegible]	-1 86
Oct-00	14	15	93 33%	24 94%	912	946	96 41%	0 03	-0 98
Nov-00	15	15	100 00%	0.00%	944	1026	92 01%	-1 10	-1 60
Dec-00	7	7	100.00%	0 00%	672	695	96 69%	-0 49	1 3
Jan-01	16	16	100 00%	0.00%	783	812	96 43%	-0 78	-1 48
Feb-01	13	13	100 00%	0 00%	544	565	96 28%	-0 7	-1 43
Mar-01	13	13	100 00%	0 00%	837	864	96 88%	-0 64	-1 09
Apr-01	13	13	100 00%	0 00%	1150	1193	96 40%	-0 69	-1 42
May-01	18	19	94 74%	22.33%	1021	1057	96 59%	-0 03	-1 03
Jun-01	15	15	100 00%	0.00%	1116	1167	95 63%	-0 84	-1 3
Jul-01	23	23	100 00%	0.00%	1107	1167	94 86%	-1 11	-1 67
Aug-01	22	24	91 67%	27 64%	1025	1052	97 43%	1 49	2 33



Mean Time to Restore (Hours:Minutes) (MR-6)-- Dispatches Outside MSAs

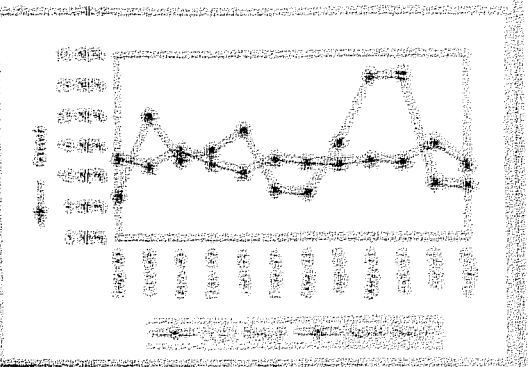
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	185.04	15	11:00	10.25	19194:15	1113	17 15	-1 12	-1 84
Oct-00	246 42	15	16 27	14:38	13129:33	946	13 53	0 77	-0 37
Nov-00	270 33	15	18 02	14.03	19932.42	1026	19 28	-0 28	-1 14
Dec-00	100:40	7	14:23	9:22	10126:11	695	14 34	-0 04	-1 02
Jan-01	177 45	16	11:07	7:45	11638:24	812	14 20	-0 47	-1 53
Feb-01	171:16	13	13.10	8:56	8515:18	565	15 04	-0 34	-1 21
Mar-01	135 45	13	10:27	8:18	11427:56	864	13 14	-0 79	-1 03
Apr-01	158 01	13	12:09	9:25	17092.27	1193	14 20	-0 55	-1 34
May-01	345 46	19	18 12	19:08	15584:12	1057	14 45	1 01	-0 39
Jun-01	202.25	15	13.30	7:47	18180.35	1167	15 35	-0 43	-1 24
Jul-01	184:53	23	8:02	8.03	17884.39	1167	15 25	-2 12	-2 20
Aug-01	308 44	24	12:52	18:57	13882:33	1052	13 11	-0 09	[illegible]



Checklist #13 - Results - Performance Charts

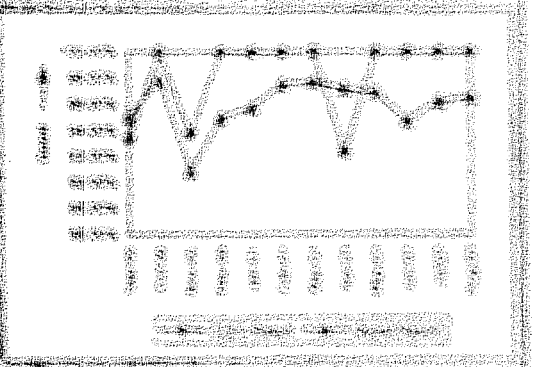
Repair Repeat Report Rate (Percent) (PID 3.1 - Disaggregated Outside MSA)

Date	CLEC Num	CLEC Denom	CLEC Rate	Std Dev	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Sep-00	1	15	6.67%	24.94%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Oct-00	3	15	20.00%	40.00%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Nov-00	2	16	12.50%	33.07%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Dec-00	1	7	14.29%	34.99%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Jan-01	3	17	17.65%	38.12%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Feb-01	1	13	7.69%	26.65%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Mar-01	1	14	7.14%	25.75%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Apr-01	2	13	15.38%	36.08%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
May-01	5	19	26.32%	44.03%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Jun-01	4	15	26.67%	44.22%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Jul-01	2	23	8.70%	25.19%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Aug-01	2	24	8.33%	27.64%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]



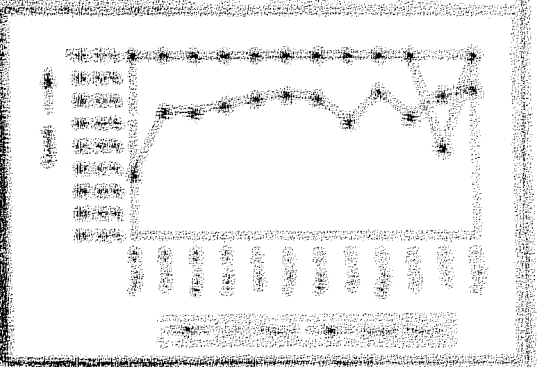
Repair Appointments Met (Percent) (PID 3.2 - Disaggregated Outside MSA)

Date	CLEC Num	CLEC Denom	CLEC Rate	Std Dev	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Sep-00	14	15	93.33%	24.94%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Oct-00	15	15	100.00%	0.00%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Nov-00	15	16	93.75%	24.21%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Dec-00	7	7	100.00%	0.00%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Jan-01	17	17	100.00%	0.00%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Feb-01	13	13	100.00%	0.00%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Mar-01	14	14	100.00%	0.00%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Apr-01	12	13	92.31%	26.69%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
May-01	19	19	100.00%	0.00%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Jun-01	15	15	100.00%	0.00%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Jul-01	23	23	100.00%	0.00%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Aug-01	24	24	100.00%	0.00%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]



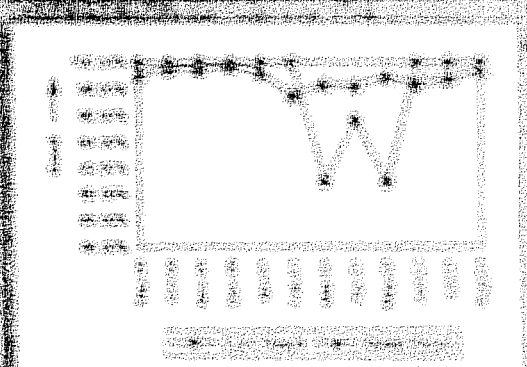
Out of Service Cleared within 24 Hours (Percent) (PID 3.3 - Disaggregated)

Date	CLEC Num	CLEC Denom	CLEC Rate	Std Dev	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Sep-00	2	2	100.00%	0.00%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Oct-00	1	1	100.00%	0.00%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Nov-00	4	4	100.00%	0.00%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Dec-00	8	8	100.00%	0.00%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Jan-01	6	6	100.00%	0.00%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Feb-01	5	5	100.00%	0.00%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Mar-01	6	6	100.00%	0.00%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Apr-01	10	10	100.00%	0.00%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
May-01	6	6	100.00%	0.00%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Jun-01	7	7	100.00%	0.00%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Jul-01	11	12	91.67%	27.64%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Aug-01	14	14	100.00%	0.00%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]

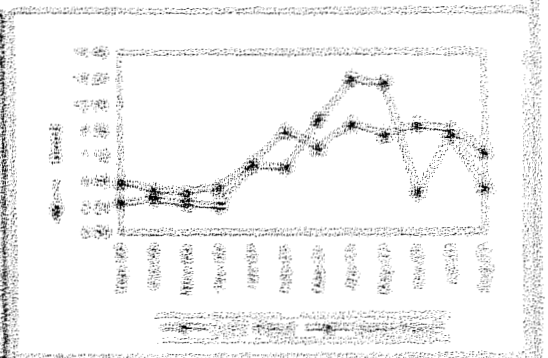


All Trouble Cleared within 48 Hours (Percent) (PID 3.4 - Disaggregated)

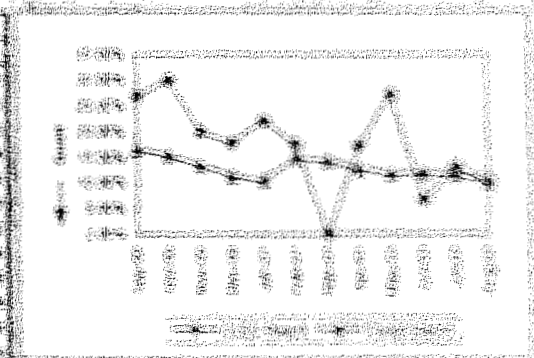
Date	CLEC Num	CLEC Denom	CLEC Rate	Std Dev	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Sep-00	28	28	100.00%	0.00%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Oct-00	20	20	100.00%	0.00%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Nov-00	20	20	100.00%	0.00%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Dec-00	28	28	100.00%	0.00%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Jan-01	18	18	100.00%	0.00%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Feb-01	17	17	100.00%	0.00%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Mar-01	10	11	90.91%	28.73%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Apr-01	23	23	95.65%	20.96%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
May-01	10	11	90.91%	28.73%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Jun-01	15	15	100.00%	0.00%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Jul-01	23	23	100.00%	0.00%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Aug-01	29	29	100.00%	0.00%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]



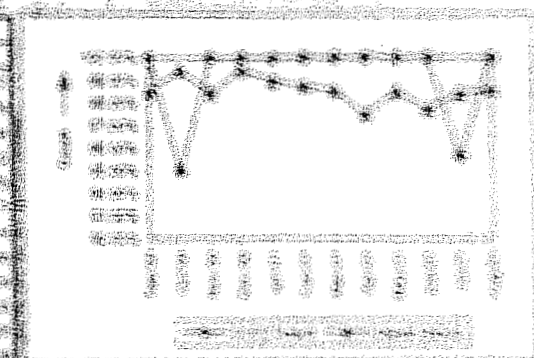
Date	CLEC Num	CLEC Dem	CLEC Res	SBC Dem	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Sep-00	71:28	26	2:45	8:50	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Oct-00	52:50	20	3:08	5:21	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Nov-00	53:01	20	2:39	6:38	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Dec-00	68:47	28	2:27	9:14	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Jan-01	114:00	18	6:20	7:13	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Feb-01	103:53	17	6:07	9:45	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Mar-01	116:34	11	10:38	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Apr-01	328:21	23	14:17	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
May-01	152:48	[illegible]	12:53	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Jun-01	55:54	15	3:44	8:58	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Jul-01	211:04	23	9:11	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Aug-01	176:17	29	6:01	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]



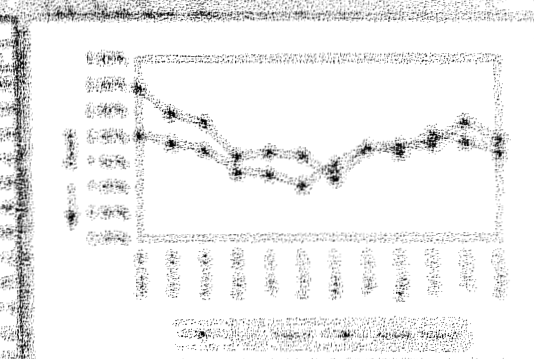
Date	CLEC Num	CLEC Dem	CLEC Res	SBC Dem	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Sep-00	7	25	28.92%	44.36%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Oct-00	6	20	30.00%	45.83%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Nov-00	4	20	20.00%	40.00%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Dec-00	5	28	17.86%	38.50%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Jan-01	4	18	22.22%	41.57%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Feb-01	3	17	17.65%	38.12%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Mar-01	0	11	0.00%	0.00%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Apr-01	4	23	17.39%	37.90%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
May-01	5	12	41.67%	44.82%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Jun-01	1	15	6.67%	37.44%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Jul-01	3	23	13.04%	39.48%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Aug-01	3	29	10.34%	38.85%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]



Date	CLEC Num	CLEC Dem	CLEC Res	SBC Dem	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Sep-00	26	26	100.00%	0.00%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Oct-00	19	20	95.00%	21.79%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Nov-00	20	20	100.00%	0.00%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Dec-00	28	28	100.00%	0.00%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Jan-01	18	18	100.00%	0.00%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Feb-01	17	17	100.00%	0.00%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Mar-01	11	11	100.00%	0.00%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Apr-01	23	23	100.00%	0.00%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
May-01	11	11	100.00%	0.00%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Jun-01	15	15	100.00%	0.00%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Jul-01	22	23	95.65%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Aug-01	29	29	100.00%	0.00%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]



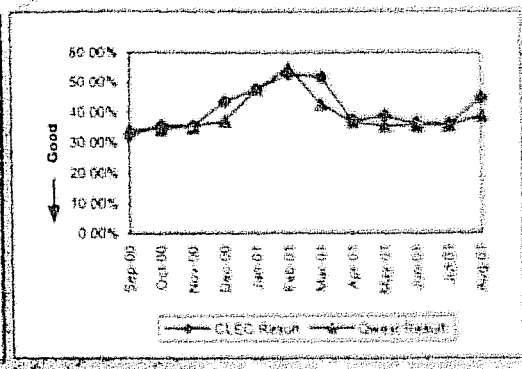
Date	CLEC Num	CLEC Dem	CLEC Res	SBC Dem	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Sep-00	73	2401	3.03%	16.87%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Oct-00	65	2588	2.51%	15.82%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Nov-00	54	2517	2.15%	14.80%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Dec-00	48	2997	1.60%	13.55%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Jan-01	53	3145	1.69%	12.87%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Feb-01	54	3341	1.62%	12.81%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Mar-01	44	3801	1.16%	13.15%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Apr-01	67	3402	1.97%	13.16%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
May-01	70	3647	1.92%	13.37%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Jun-01	72	3920	1.84%	13.43%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Jul-01	101	4457	2.27%	14.68%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Aug-01	105	5424	1.94%	15.19%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]



Checklist #14 - Resale - Residence Repair

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

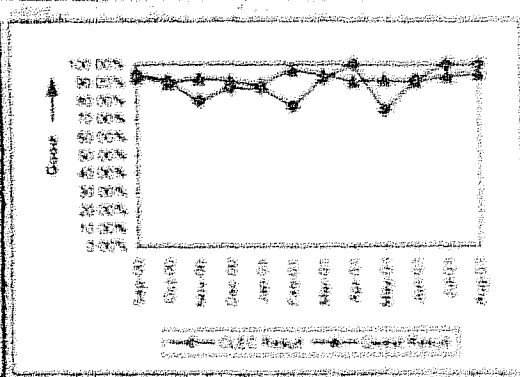
Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Panty Scr
Sep-00	35	108	32.41%	46.80%	1910	5564	34.33%	-0.42	-1.25
Oct-00	36	101	35.64%	47.89%	1752	5083	34.47%	0.25	-0.85
Nov-00	35	99	35.35%	47.81%	1678	4769	35.19%	0.04	-0.98
Dec-00	37	85	43.53%	49.58%	1349	3632	37.14%	1.19	-0.28
Jan-01	48	101	47.52%	49.94%	1989	4173	47.66%	-0.03	-1.02
Feb-01	60	114	52.63%	49.93%	2173	3957	54.92%	-0.48	-1.29
Mar-01	47	91	51.65%	49.97%	1857	4357	42.62%	1.71	0.04
Apr-01	40	107	37.38%	48.38%	1781	4837	36.82%	0.13	-0.92
May-01	44	114	38.60%	48.68%	1573	4425	35.55%	0.67	-0.59
Jun-01	41	113	36.28%	48.08%	1878	5295	35.47%	0.19	-0.89
Jul-01	57	158	36.08%	48.02%	1747	4886	35.74%	0.09	-0.94
Aug-01	84	189	44.44%	49.69%	1746	4520	38.63%	1.6	-0.03



Checklist #14 - Resale - Business Installation

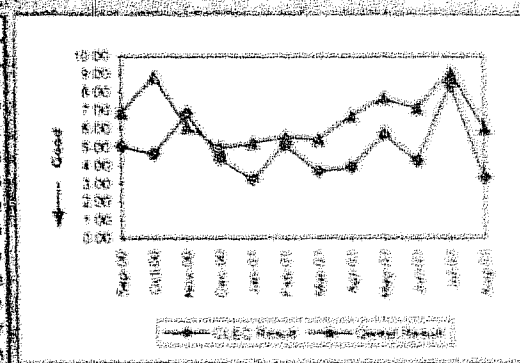
Installation Commitments Met (Percent) (OP-3)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
Sep-00	18	19	94.74%	22.33%	183	196	93.37%	-0.23	-1.14
Oct-00	20	22	90.91%	28.75%	182	203	89.65%	-0.18	-1.11
Nov-00	20	25	80.00%	40.00%	158	171	92.40%	2.48	0.51
Dec-00	20	23	86.96%	33.68%	130	143	90.91%	0.53	-0.68
Jan-01	20	23	86.96%	33.68%	158	178	88.76%	0.17	-0.89
Feb-01	10	13	76.92%	42.13%	141	145	97.24%	7.04	3.28
Mar-01	12	13	92.31%	26.65%	179	190	94.21%	0.11	-0.94
Apr-01	13	13	100.00%	0.00%	127	140	90.71%	-1.1	-1.67
May-01	12	16	75.00%	43.30%	170	186	91.40%	3.27	0.99
Jun-01	11	12	91.67%	27.64%	135	149	90.60%	-0.12	-1.07
Jul-01	14	14	100.00%	0.00%	117	125	93.60%	-0.93	-1.56
Aug-01	12	12	100.00%	0.00%	148	156	94.87%	-0.73	-1.47



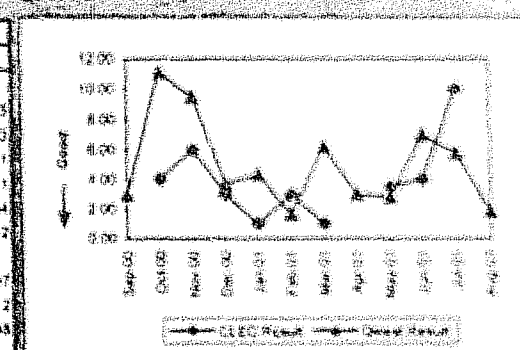
Installation Interval (Average Days) (OP-4)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
Sep-00	96	19	5.05	2.95	1351	196	6.89	-1.37	-1.83
Oct-00	102	22	4.64	2.59	1783	202	8.83	-1.62	-1.99
Nov-00	171	25	6.84	10.90	1047	171	6.12	0.48	-0.71
Dec-00	101	23	4.39	3.53	704	142	4.96	-0.41	-1.25
Jan-01	75	23	3.26	2.65	937	178	5.26	-1.06	-1.85
Feb-01	67	13	5.15	7.21	803	144	5.58	-0.21	-1.12
Mar-01	48	13	3.69	4.44	1029	189	5.44	-0.72	-1.44
Apr-01	51	13	3.92	2.36	938	140	6.70	-0.86	-1.4
May-01	91	16	5.69	2.82	1421	186	7.64	-0.87	-1.53
Jun-01	51	12	4.25	2.90	1060	149	7.11	-1.34	-1.83
Jul-01	134	18	8.38	10.03	1200	132	9.09	-0.28	-1.17
Aug-01	40	12	3.33	2.10	954	159	6.00	-1.91	-2.18



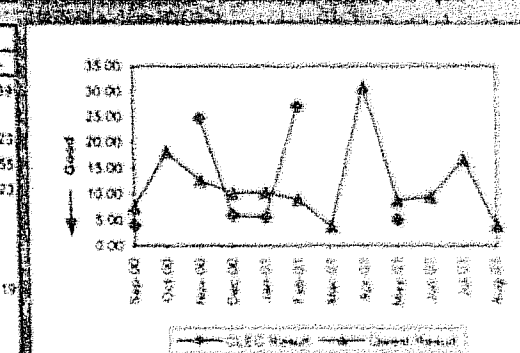
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
Sep-00					15	5	3.00		
Oct-00	8	2	4.00	0.00	67	6	11.17	-0.75	-1.43
Nov-00	12	2	6.00	1.41	57	6	9.50	-0.55	-1.33
Dec-00	3	1	3.00		26	7	3.71	-0.16	-1.1
Jan-01	1	1	1.00		26	6	4.33	-1.19	-1.71
Feb-01	6	2	3.00	2.83	5	3	1.67	0.75	-0.54
Mar-01	1	1	1.00		31	5	6.20	-0.52	-1.32
Apr-01					9	3	3.00		
May-01	7	2	3.50	2.12	17	6	2.83	0.06	-0.97
Jun-01	4	1	4.00		70	10	7.00	-0.32	-1.2
Jul-01	20	2	10.00	11.31	58	10	5.80	0.86	-0.43
Aug-01					13	7	1.86		



Delayed Days for Facility Reasons (Average Days) (OP-6B)-- Dispatches Within MSAs

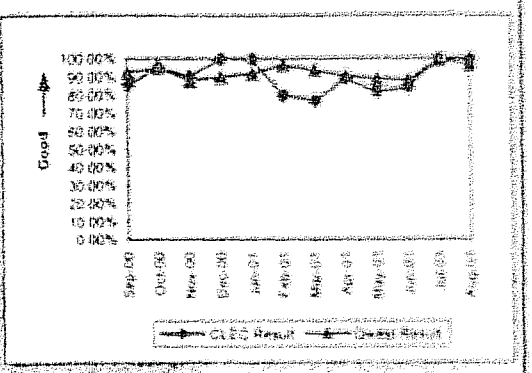
Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
Sep-00	4	1	4.00		60	8	7.50	-0.84	-1.39
Oct-00					272	15	18.13		
Nov-00	74	3	24.67	22.85	88	7	12.57	1.28	-0.23
Dec-00	12	2	6.00	2.83	61	6	10.17	-0.91	-1.55
Jan-01	11	2	5.50	2.12	145	14	10.36	-0.37	-1.23
Feb-01	27	1	27.00		9	1	9.00		
Mar-01					22	6	3.67		
Apr-01					309	10	30.90		
May-01	10	2	5.00	5.66	88	10	8.80	-0.32	-1.19
Jun-01					38	4	9.50		
Jul-01					83	5	16.60		
Aug-01					16	4	4.00		



Checklist #14 - Resale - Business Installation

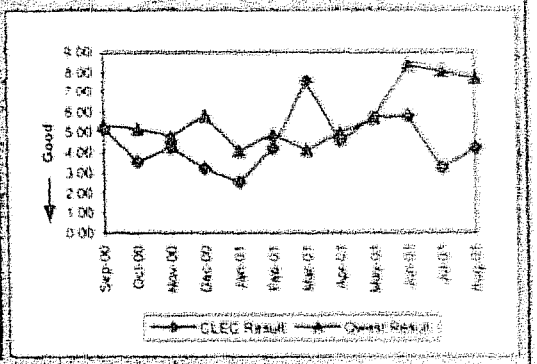
Installation Commitments Met (Percent) (OP-3)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	18	21	85.71%	34.99%	162	175	92.57%	1.06	-0.36
Oct-00	21	22	95.45%	20.83%	170	179	94.97%	-0.1	-1.06
Nov-00	19	21	90.48%	29.35%	132	150	88.00%	-0.33	1.2
Dec-00	13	13	100.00%	0.00%	91	101	90.10%	-1.13	-1.68
Jan-01	20	20	100.00%	0.00%	126	137	91.97%	-1.23	-1.75
Feb-01	8	10	80.00%	40.00%	109	113	96.46%	4.58	1.84
Mar-01	10	13	76.92%	42.13%	105	112	93.75%	3.3	1.01
Apr-01	8	9	88.89%	31.43%	115	127	90.55%	0.14	-0.91
May-01	9	11	81.82%	38.57%	118	133	88.72%	0.63	-0.62
Jun-01	11	13	84.62%	36.08%	98	111	88.29%	0.28	-0.83
Jul-01	18	18	100.00%	0.00%	296	298	99.33%	-0.34	-1.21
Aug-01	10	10	100.00%	0.00%	295	305	96.72%	-0.57	-1.35



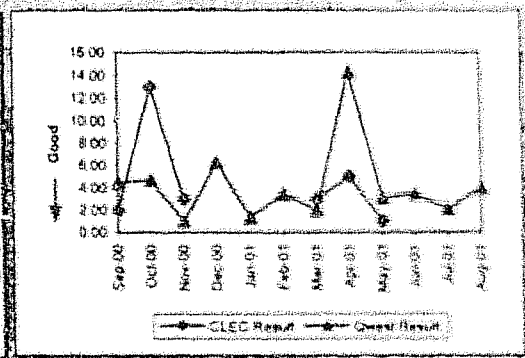
Installation Interval (Average Days) (OP-4)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	109	21	5.19	9.00	936	175	5.35	-0.11	-1.07
Oct-00	78	22	3.55	4.39	929	179	5.19	-1.14	-1.69
Nov-00	89	21	4.24	8.80	719	150	4.79	-0.47	-1.29
Dec-00	42	13	3.23	1.83	590	101	5.84	-0.82	-1.5
Jan-01	51	20	2.55	0.89	562	137	4.10	-1.17	-1.71
Feb-01	42	10	4.20	4.32	555	113	4.91	-0.34	-1.21
Mar-01	98	13	7.54	15.77	462	112	4.12	1.55	-0.05
Apr-01	41	9	4.56	4.39	632	127	4.98	-0.14	-1.09
May-01	63	11	5.73	9.47	755	133	5.68	0.3	-0.82
Jun-01	75	13	5.77	4.51	931	111	8.39	-0.52	-1.32
Jul-01	58	18	3.22	2.24	2470	306	8.07	-2.43	-2.48
Aug-01	42	10	4.20	3.39	2441	315	7.75	-1.14	-1.7



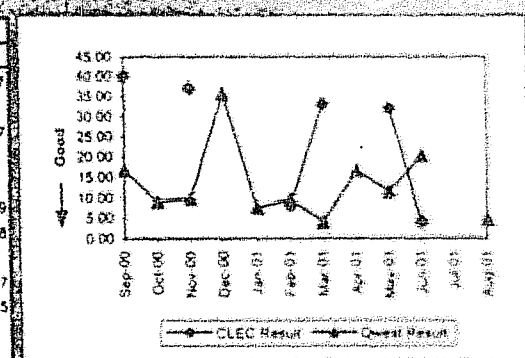
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	4	2	2.00	0.00	18	4	4.50	-0.78	-1.47
Oct-00	13	1	13.00		14	3	4.67	1.31	-0.2
Nov-00	3	1	3.00		4	4	1.00		
Dec-00					44	7	6.29		
Jan-01					4	3	1.33		
Feb-01					7	2	3.50		
Mar-01	3	1	3.00		8	4	2.00	-0.34	-1.2
Apr-01	5	1	5.00		43	3	14.33	-0.36	-1.22
May-01	1	1	1.00		22	7	3.14	-0.38	-1.23
Jun-01					7	2	3.50		
Jul-01					21	10	2.10		
Aug-01					68	17	4.00		



Delayed Days for Facility Reasons (Average Days) (OP-6B)-- Dispatches Outside MSAs

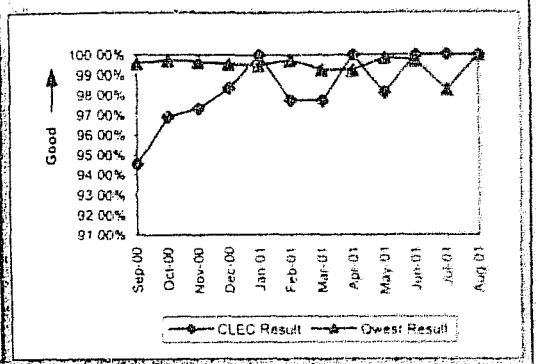
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	40	1	40.00		151	9	16.78	1.53	-0.07
Oct-00					54	6	9.00		
Nov-00	37	1	37.00		136	14	9.71	3.74	1.27
Dec-00					107	3	35.67		
Jan-01					59	8	7.38		
Feb-01	16	2	8.00	5.66	19	2	9.50	-0.14	-1.09
Mar-01	66	2	33.00	32.53	12	3	4.00	1.02	-0.38
Apr-01					149	9	16.56		
May-01	32	1	32.00		92	8	11.50	0.87	-0.47
Jun-01	8	2	4.00	2.83	222	11	20.18	-1.06	-1.65
Jul-01									
Aug-01					14	3	4.67		



Checklist #14 - Resale - Business Installation

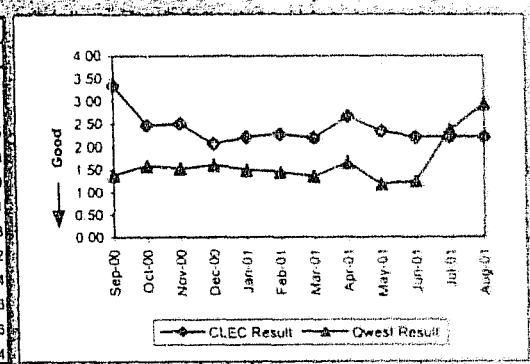
Installation Commitments Met (Percent) (OP-3)-- No Dispatches

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	104	110	94 55%	22 71%	962	966	99 59%	3 72	1 26
Oct-00	157	162	96 91%	17 30%	1136	1139	99 74%	7 21	3 38
Nov-00	109	112	97 32%	16 15%	831	834	99 64%	4 96	2 02
Dec-00	120	122	98 36%	12 70%	894	898	99 55%	2 35	0 43
Jan-01	130	130	100 00%	0 00%	777	781	99 49%	-0 76	-1 46
Feb-01	131	134	97 76%	14 79%	794	796	99 75%	4 42	1 69
Mar-01	86	88	97 73%	14 90%	955	962	99 27%	2 33	0 41
Apr-01	64	64	100 00%	0 00%	787	793	99 24%	-0 67	-1 41
May-01	105	107	98 13%	13 54%	721	722	99 86%	4 57	1 78
Jun-01	104	104	100 00%	0 00%	707	709	99 72%	-0 51	-1 31
Jul-01	36	36	100 00%	0 00%	230	234	98 29%	-0 74	-1 45
Aug-01	41	41	100 00%	0 00%	77	77	100 00%	N/A	N/A



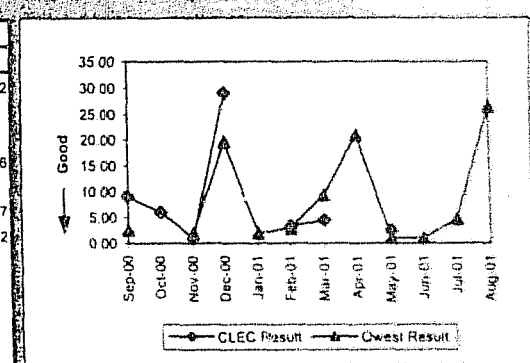
Installation Interval (Average Days) (OP-4)-- No Dispatches

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	368	110	3 35	3 88	1346	966	1 39	3 72	1 26
Oct-00	400	162	2 47	2 12	1820	1138	1 60	1 58	-0 04
Nov-00	280	112	2 50	2 09	1278	834	1 53	2 88	0 75
Dec-00	253	122	2 07	3 04	1446	898	1 61	1 7	0 03
Jan-01	287	130	2 21	2 42	1169	781	1 50	2 46	0 49
Feb-01	306	134	2 28	1 82	1156	796	1 45	3 28	1
Mar-01	193	88	2 19	1 63	1307	962	1 36	2.51	0 53
Apr-01	170	64	2 66	1 97	1324	793	1 67	1 45	-0.12
May-01	240	103	2 33	1 14	810	686	1.18	7 96	3 84
Jun-01	216	98	2 20	1 44	835	666	1 25	3 72	1 26
Jul-01	75	34	2 21	1.20	436	185	2.36	-0 43	-1.26
Aug-01	79	36	2 19	0 79	175	60	2.92	-0.57	-1 34



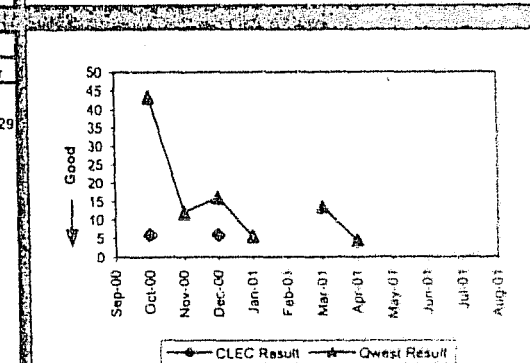
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)-- No Dispatches

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	54	6	9 00	8 17	11	4	2 75	1 98	0 2
Oct-00	24	4	6 00	8.04					
Nov-00	3	3	1 00	0 00	4	2	2 00		
Dec-00	29	1	29 00		59	3	19 67	0 55	-0 66
Jan-01					4	2	2 00		
Feb-01	10	3	3 33	4 04	6	2	3 00	0 71	-0.57
Mar-01	9	2	4 50	4 95	47	5	9 40	-0 52	-1 32
Apr-01					84	4	21 00		
May-01	5	2	2 50	0.71	1	1	1.00		
Jun-01					2	2	1 00		
Jul-01					33	7	4.71		
Aug-01					53	2	26.50		



Delayed Days for Facility Reasons (Average Days) (OP-6B)-- No Dispatches

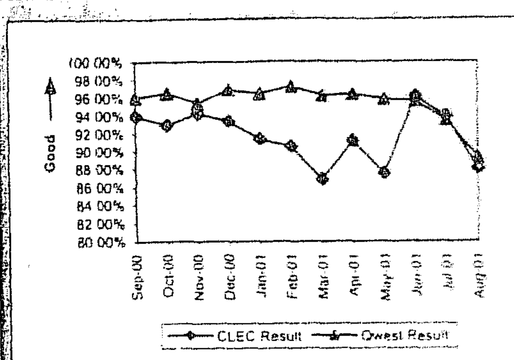
Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00									
Oct-00	6	1	6 00		130	3	43 33	-0 47	-1 29
Nov-00					12	1	12 00		
Dec-00	6	1	6 00		16	1	16 00		
Jan-01					11	2	5 50		
Feb-01									
Mar-01					27	2	13 50		
Apr-01					9	2	4 50		
May-01									
Jun-01									
Jul-01									
Aug-01									



Checklist #14 - Resale - Business Installation

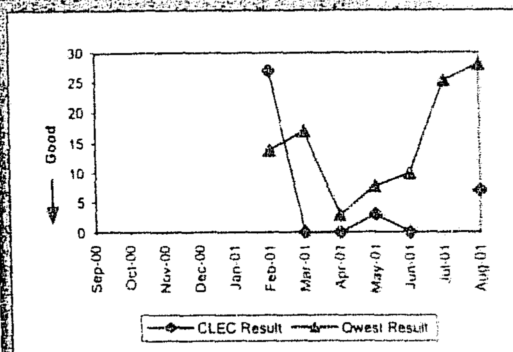
New Service Installation Quality (Percent) (OP-5)

Date	CLEC Num	CLEC Den	CLEC Res	Std Dev	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
Sep-00	[illegible]	[illegible]	94.02%	23.71%	1438	1497	96 06%	1 34	-0 17
Oct-00	[illegible]	[illegible]	93.01%	25.50%	1422	1473	96 54%	2 48	0 65
Nov-00	[illegible]	[illegible]	94.21%	23.35%	1319	1383	95 37%	0 71	-0 59
Dec-00	[illegible]	[illegible]	93.37%	24.87%	1146	1182	96 95%	2 51	0 64
Jan-01	[illegible]	[illegible]	91.38%	28.07%	1105	1145	96 51%	3 43	1 31
Feb-01	[illegible]	[illegible]	90.59%	29.20%	1069	1099	97 27%	4 98	2 65
Mar-01	[illegible]	[illegible]	86.86%	33.78%	1146	1190	96 30%	5 55	3 74
Apr-01	[illegible]	[illegible]	91.26%	28.24%	1154	1196	96.49%	2 76	1 14
May-01	[illegible]	[illegible]	87.50%	33.07%	1045	1090	95 87%	4 24	2.58
Jun-01	[illegible]	[illegible]	95.24%	19.02%	1001	1046	95 70%	-0 29	-1 18
Jul-01	[illegible]	[illegible]	[illegible]	23.75%	784	838	93 56%	-0 17	-1 1
Aug-01	[illegible]	[illegible]	[illegible]	32.43%	549	614	89.41%	0.34	-0 81



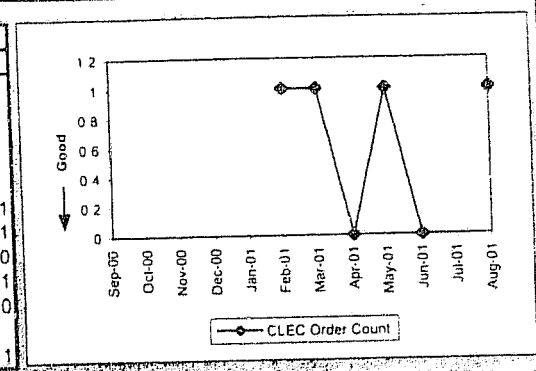
Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A)

Date	CLEC Num	CLEC Den	CLEC Res	Std Dev	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
Sep-00									
Oct-00									
Nov-00									
Dec-00									
Jan-01									
Feb-01	[illegible]	2	27.00	38.18	83	6	13 83	1 25	-0.24
Mar-01	[illegible]	2	0.00	0.00	136	8	17 00	-1 2	-1 73
Apr-01	[illegible]	1	0.00		18	6	3 00	-0 94	-1 57
May-01	[illegible]	1	3.00		193	25	7 72	-0 55	-1 34
Jun-01	[illegible]	1	0.00		219	22	9 95	-0 92	-1 56
Jul-01					836	33	25 33		
Aug-01	[illegible]	1	7.00		730	26	28 08	-0.79	-1 48



Checklist #14 - Resale - Business Installation

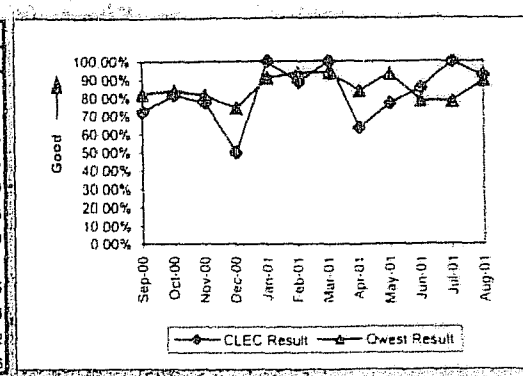
Percent Facility Orders Delayed for Facilities Reasons Business (OP-15B)	CLEC Order Count
	1
	1
	0
	1
	0
	1



Checklist #14 - Resale - Business Repair

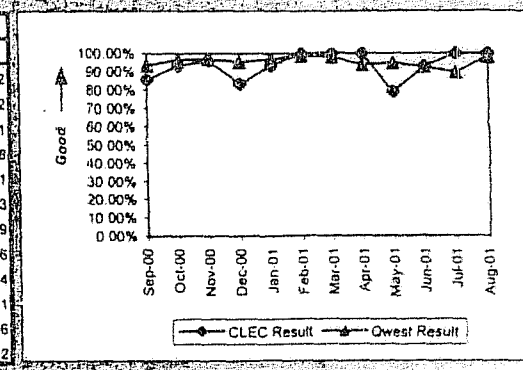
Dispatches Cleared within 24 hours (Percent) (MR-3)-- Dispatches Within MSAs

			CLEC Res	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
	3	11	72.73%	44.54%	80	97	82.47%	0.77	-0.53
	8	11	81.82%	39.57%	85	101	84.16%	0.1	-0.94
	14	18	77.78%	41.57%	89	109	81.65%	0.35	-0.78
	1	2	50.00%	50.00%	50	67	74.63%	1.71	0.04
	11	11	100.00%	0.00%	61	67	91.04%	-0.96	-1.59
	8	9	88.89%	31.43%	61	65	93.85%	0.39	-0.76
	17	17	100.00%	0.00%	92	98	93.88%	-0.97	-1.59
	7	11	63.64%	48.10%	96	114	84.21%	1.98	0.21
	7	9	77.78%	41.57%	89	95	93.68%	3.05	0.85
	6	7	85.71%	34.99%	101	128	78.91%	-0.43	-1.26
	9	9	100.00%	0.00%	92	117	78.63%	-1.51	-1.92
	3	13	32.31%	26.85%	71	79	89.87%	-0.27	-1.16



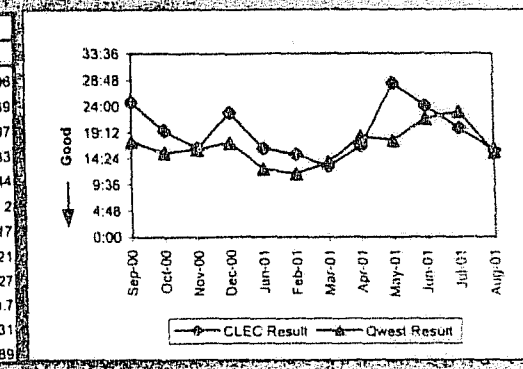
Dispatches Cleared within 48 hours (Percent) (MR-4)-- Dispatches Within MSAs

			CLEC Res	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
	18	21	85.71%	34.99%	131	140	93.57%	1.29	-0.22
	14	15	93.33%	24.94%	145	150	96.67%	0.62	-0.62
	25	26	96.15%	19.23%	125	129	96.90%	-0.02	-1.01
	29	32	90.63%	29.77%	82	86	95.35%	2.44	0.48
	14	15	93.33%	24.94%	90	93	96.77%	0.85	-0.61
	16	16	100.00%	0.00%	81	82	98.78%	-0.37	-1.23
	23	23	100.00%	0.00%	144	147	97.96%	-0.64	-1.39
	14	14	100.00%	0.00%	151	161	93.79%	-0.92	-1.56
	15	19	78.95%	40.77%	128	135	94.81%	3.85	1.34
	13	14	92.86%	25.75%	153	165	92.73%	-0.02	-1.01
	11	11	100.00%	0.00%	138	154	89.61%	-1.09	-1.66
	17	17	100.00%	0.00%	103	105	98.10%	-0.53	-1.32



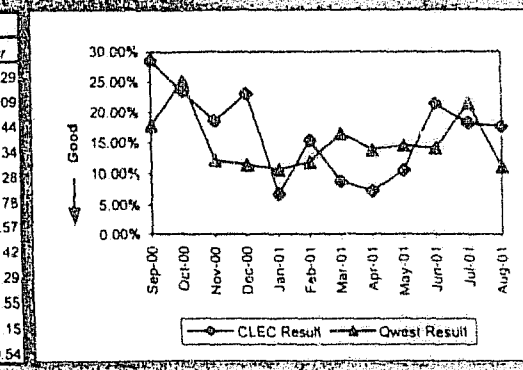
Mean Time to Restore (Hours:Minutes) (MR-6)-- Dispatches Within MSAs

			CLEC Res	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
	539:17	21	24:47	22:23	2465:38	140	17:37	1.54	-0.06
	282:42	15	18:31	25:48	2321:14	150	15:28	1	-0.39
	426:27	26	16:24	15:42	2087:18	129	16:11	0.06	-0.97
	273:49	12	22:54	15:00	1499:11	86	17:28	1.1	-0.33
	242:36	15	16:12	16:41	1158:03	93	12:28	0.93	-0.44
	190:38	13	15:09	14:37	945:06	82	11:32	1.31	-0.2
	297:59	23	12:57	11:51	2029:31	147	13:48	-0.28	-1.17
	194:26	14	13:45	11:49	2974:44	161	18:29	-0.34	-1.21
	536:49	19	28:15	22:21	2396:18	135	17:45	2.1	0.27
	337:58	14	24:06	15:54	3588:18	165	21:45	0.49	-0.7
	220:18	11	20:01	10:25	3544:23	154	23:01	-0.52	-1.31
	289:58	17	15:53	11:48	1628:04	105	15:30	0.19	-0.89



Repeat Repair Report Rate (Percent) (MR-7)-- Dispatches Within MSAs

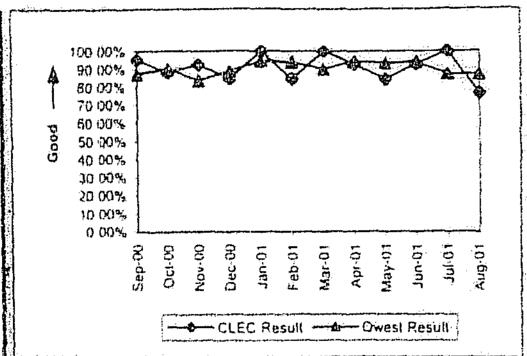
			CLEC Res	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
	10	21	28.57%	45.16%	25	140	17.86%	1.16	-0.29
	9	17	23.53%	42.42%	38	151	25.17%	-0.15	-1.09
	10	27	18.52%	38.64%	18	131	12.21%	0.91	-0.44
	5	12	23.08%	42.13%	10	87	11.49%	1.08	-0.34
	1	15	6.67%	24.94%	10	94	10.64%	-0.46	-1.28
	2	13	15.38%	36.08%	10	84	11.90%	0.37	-0.78
	4	23	8.70%	28.18%	25	151	16.56%	-0.94	-1.57
	1	14	7.14%	25.75%	23	166	13.86%	-0.7	-1.42
	3	19	15.79%	30.69%	20	137	14.60%	-0.47	-1.29
	5	14	35.71%	41.03%	24	170	14.12%	0.73	-0.55
	6	17	35.29%	38.57%	34	159	21.38%	-0.25	-1.15
	2	17	11.76%	38.12%	12	108	11.11%	0.75	-0.54



Checklist #14 - Resale - Business Repair

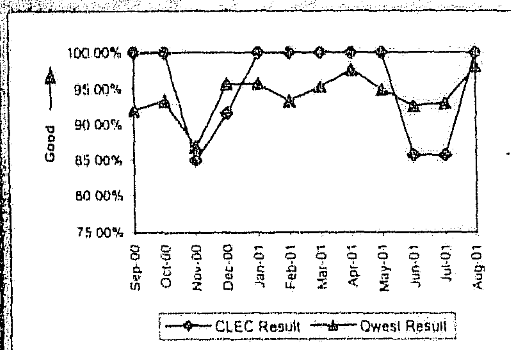
[illegible] (MR-5) - Dispatches Within MSAs

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	143	97.14%	-1.03	-1.63
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	151	90.07%	0.12	-0.93
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	131	83.97%	-1.11	-1.68
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	87	88.51%	0.37	-0.78
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	94	94.68%	-0.85	-1.52
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	84	94.05%	1.29	-0.22
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	151	90.07%	-1.48	-1.9
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	166	94.58%	0.09	-0.94
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	137	93.43%	1.58	-0.04
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	170	94.12%	0.12	-0.93
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	159	87.42%	-1.22	-1.74
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	87.04%	1.16	-0.3



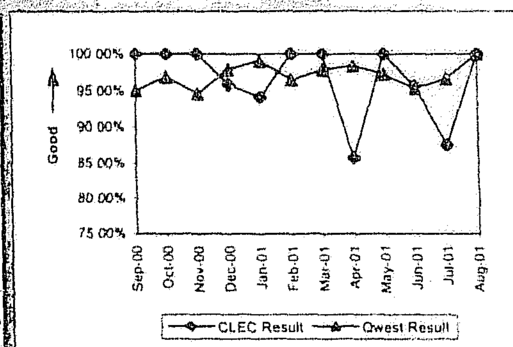
[illegible] 24 Hours (Percent) (MR-7) - Dispatches Outside MSAs

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	101	92.08%	-0.8	-1.49
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	90	93.33%	-0.68	-1.41
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	107	86.92%	0.17	-0.9
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	70	95.71%	0.33	-0.8
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	71	95.77%	-0.7	-1.42
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	60	93.33%	-0.97	-1.59
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	105	95.24%	-0.88	-1.41
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	87	97.70%	-0.59	-1.36
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	98	94.90%	-0.88	-1.54
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	95	92.63%	0.8	-0.51
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	115	93.04%	0.59	-0.64
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	110	98.18%	-0.32	-1.2



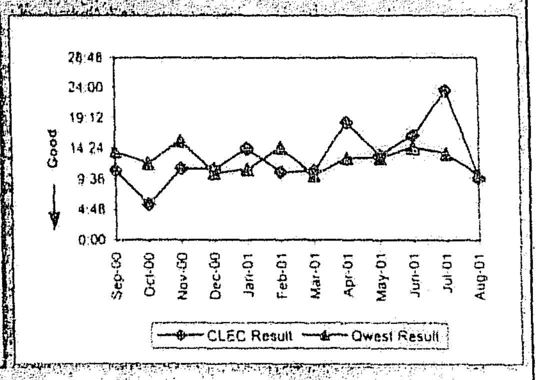
[illegible] 48 Hours (Percent) (MR-4) - Dispatches Outside MSAs

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	135	142	95.07%	-0.79	-1.48
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	125	129	96.90%	-0.61	-1.37
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	122	129	94.57%	-1.08	-1.66
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	92	94	97.87%	0.29	-0.82
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	101	102	99.02%	2.02	0.73
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	83	86	96.51%	-0.78	-1.47
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	134	137	97.81%	-0.57	-1.34
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	122	124	98.39%	4.25	1.58
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	143	147	97.28%	-0.8	-1.49
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	123	129	95.35%	-0.06	-1.04
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	143	148	96.62%	2.84	0.72
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	158	159	100.00%	N/A	N/A



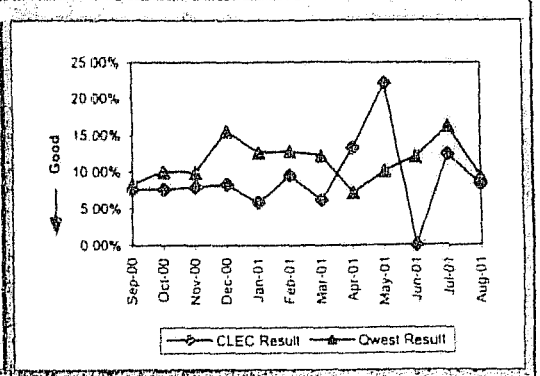
[illegible] (MR-6) - Dispatches Outside MSAs

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	142	13:56	-0.65	-1.4
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	129	12:09	-1.66	-2.01
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	129	15:40	-0.95	-1.58
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	94	10:34	0.21	-0.87
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	102	11:13	1.09	-0.34
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	86	14:35	-1.01	-1.62
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	137	10:13	0.37	-0.78
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	124	12:54	0.92	-0.44
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	147	12:53	0.19	-0.89
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	129	14:30	0.63	-0.61
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	148	13:36	2.17	0.32
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	159	10:20	-0.18	-1.11

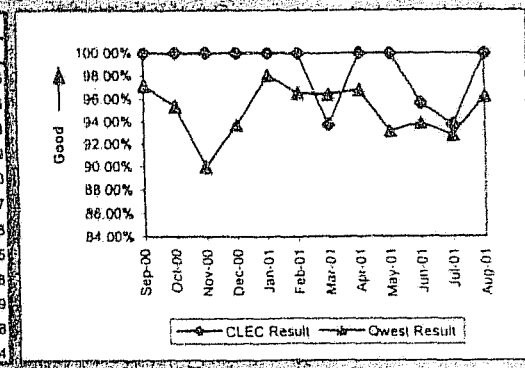


Checklist #14 - Resale - Business Repair

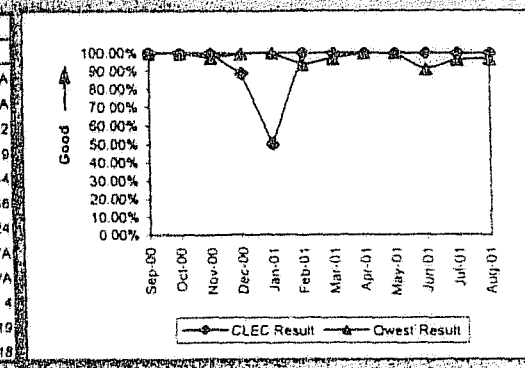
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Dsnt	Qwest Resl	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	12	142	8.45%	-0.09	-1.06
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	12	109	10.09%	-0.27	-1.17
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	13	130	10.00%	-0.31	-1.19
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	15	96	15.63%	-0.88	-1.53
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	13	103	12.62%	-0.78	-1.47
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	11	96	12.79%	-0.4	-1.24
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	17	139	12.23%	-0.69	-1.42
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	9	124	7.28%	1.03	-0.36
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	15	147	10.20%	1.64	0
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	16	132	12.12%	-1.64	-2
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	24	153	15.34%	-0.4	-1.24
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	15	159	9.43%	-0.13	-1.08



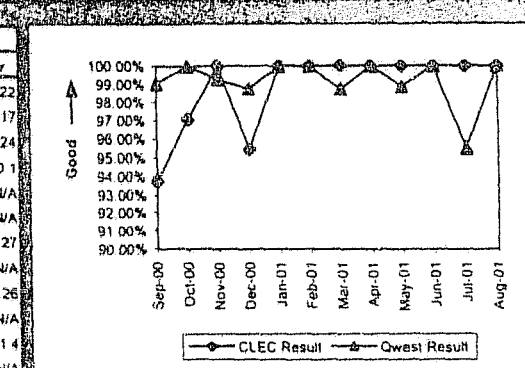
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Nsrt	Qwest Dsnt	Qwest Resl	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	138	142	97.18%	-0.59	-1.36
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	123	129	95.35%	-0.76	-1.46
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	117	130	90.00%	-1.53	-1.93
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	90	96	93.75%	-1.13	-1.69
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	101	103	98.06%	-0.54	-1.33
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	83	86	96.51%	-0.78	-1.47
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	134	136	98.40%	0.2	-0.88
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	120	124	96.77%	-0.9	-1.55
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	137	147	93.20%	-1.29	-1.78
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	124	132	93.94%	-0.32	-1.19
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	142	153	92.81%	-0.14	-1.08
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	153	159	96.23%	-0.88	-1.4

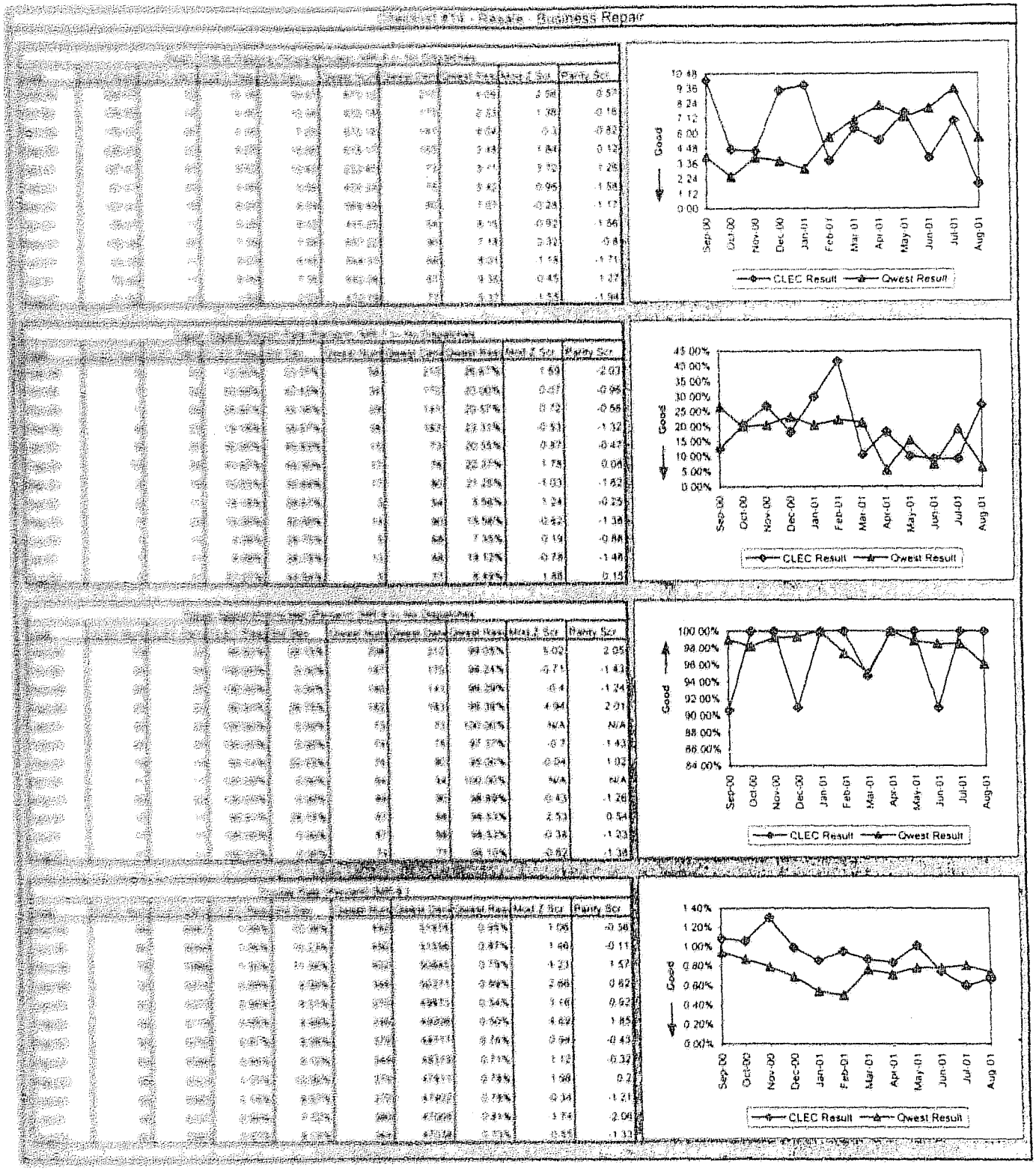


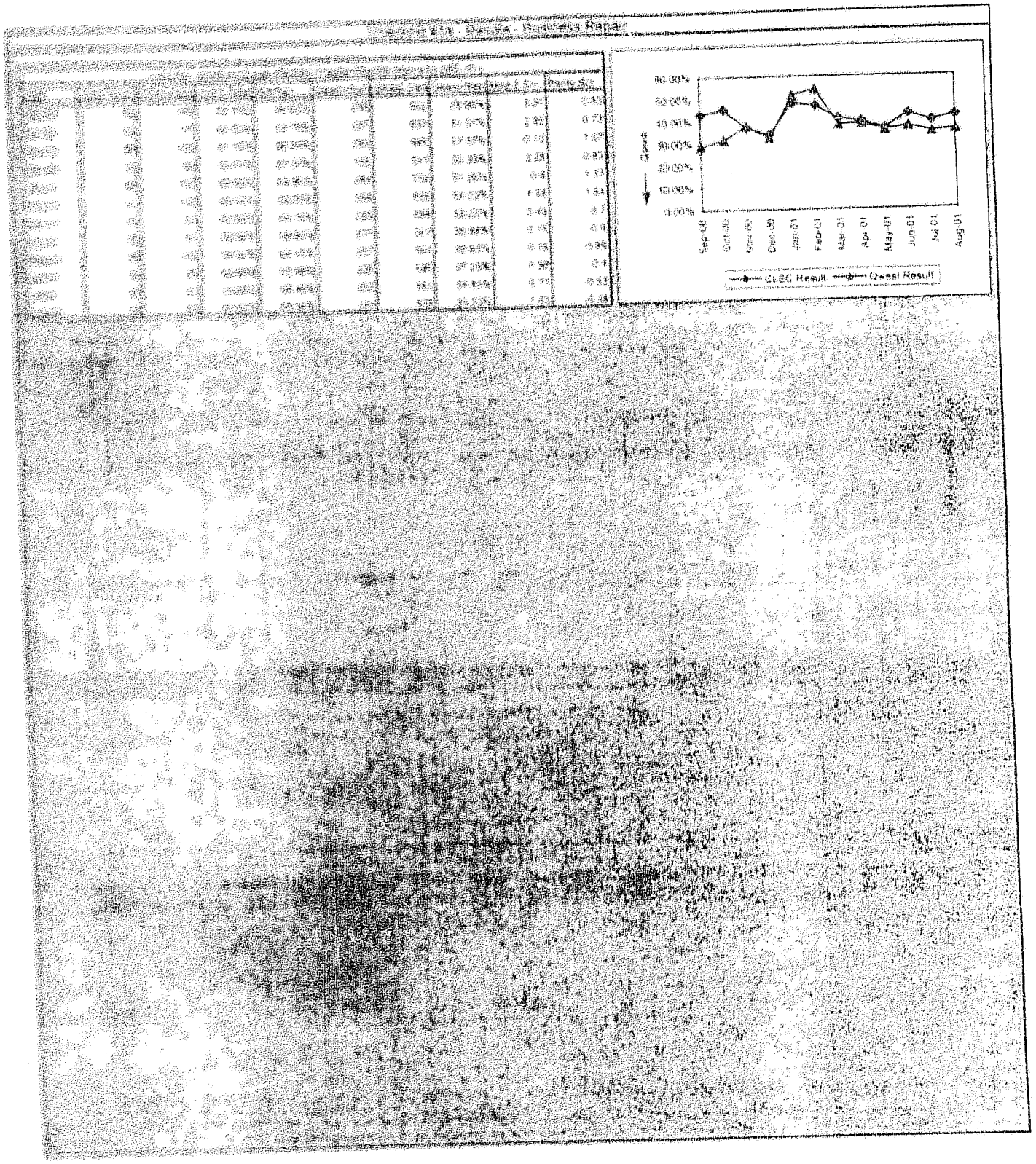
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Nsrt	Qwest Dsnt	Qwest Resl	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	20	20	100.00%	N/A	N/A
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	13	13	100.00%	N/A	N/A
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	40	41	97.56%	-0.38	-1.22
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	46	46	100.00%	N/A	1.19
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	34	34	100.00%	N/A	3.44
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	29	31	93.55%	-0.59	-1.36
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	33	34	97.06%	-0.39	-1.24
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	28	28	100.00%	N/A	N/A
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	42	42	100.00%	N/A	N/A
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	30	33	90.91%	-0.66	-1.4
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	27	28	96.43%	-0.32	-1.19
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	32	33	96.97%	-0.29	-1.18

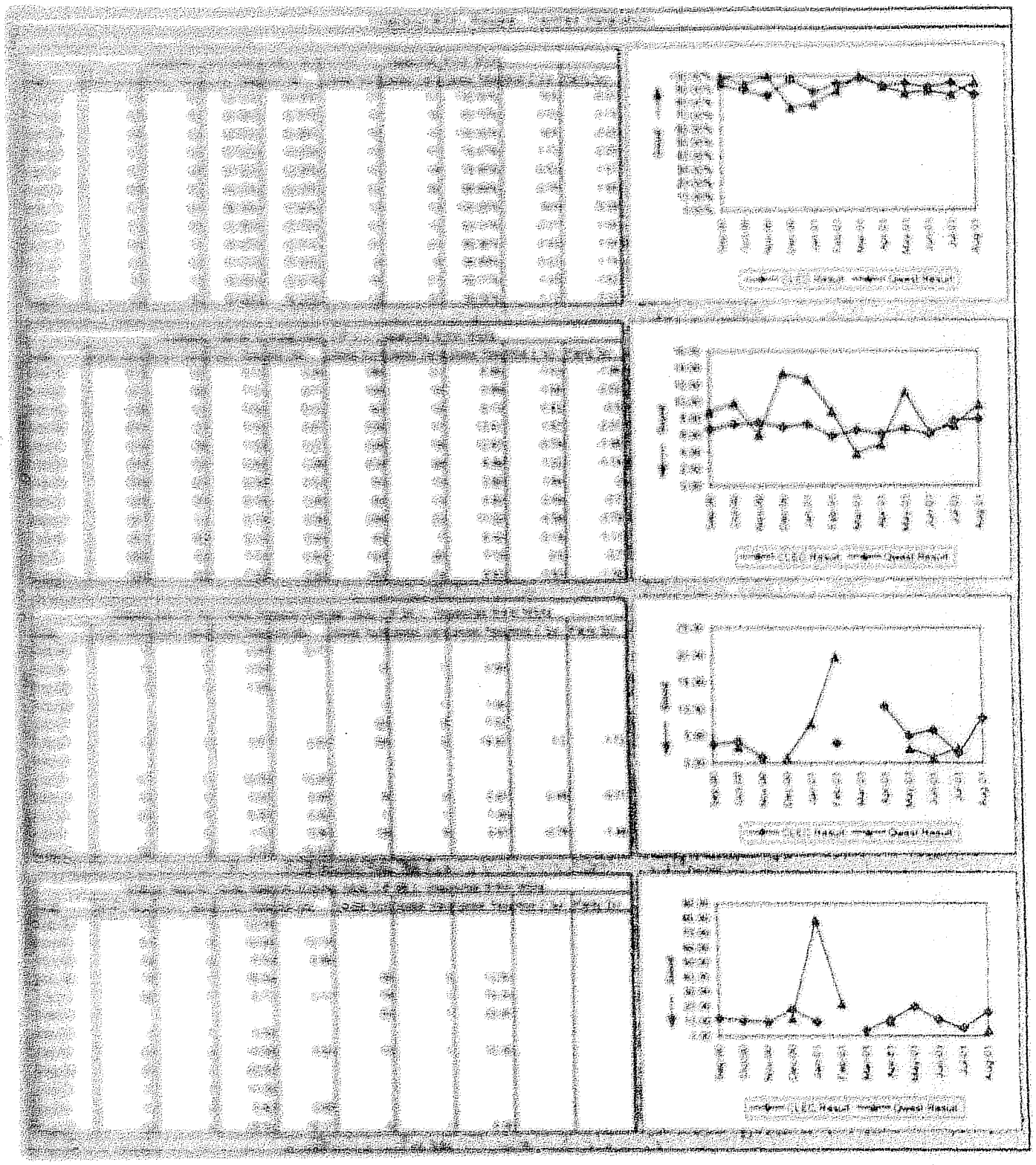


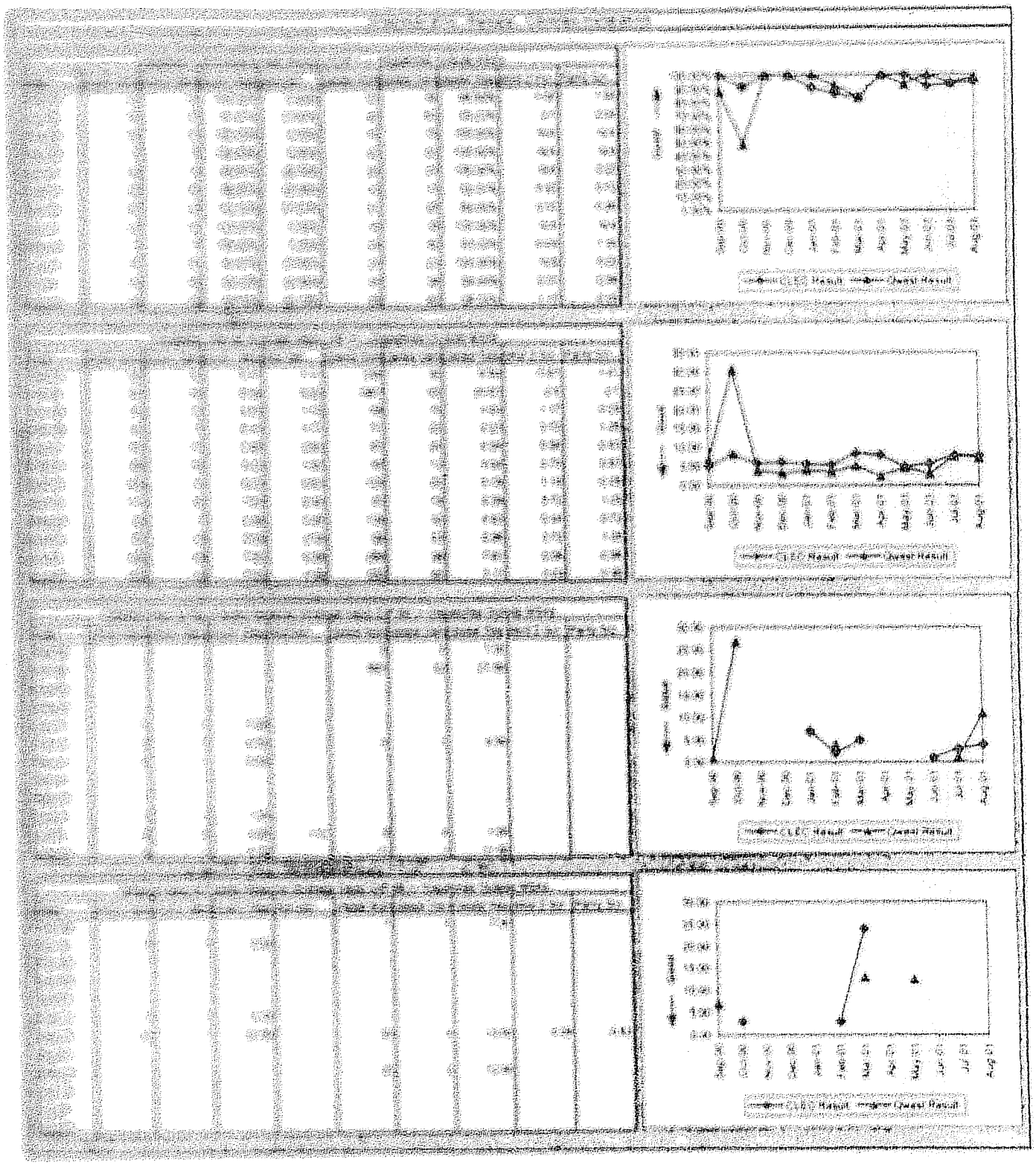
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Nsrt	Qwest Dsnt	Qwest Resl	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	208	210	99.05%	3.84	1.22
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	170	170	100.00%	N/A	1.17
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	140	141	99.29%	-0.4	-1.24
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	161	163	98.77%	1.81	0.1
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	73	73	100.00%	N/A	N/A
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	78	78	100.00%	N/A	N/A
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	79	80	98.75%	-0.44	-1.27
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	54	54	100.00%	N/A	N/A
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	89	90	98.89%	-0.43	-1.26
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	68	68	100.00%	N/A	N/A
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	84	87	96.52%	-0.87	-1.4
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	33	33	100.00%	N/A	N/A

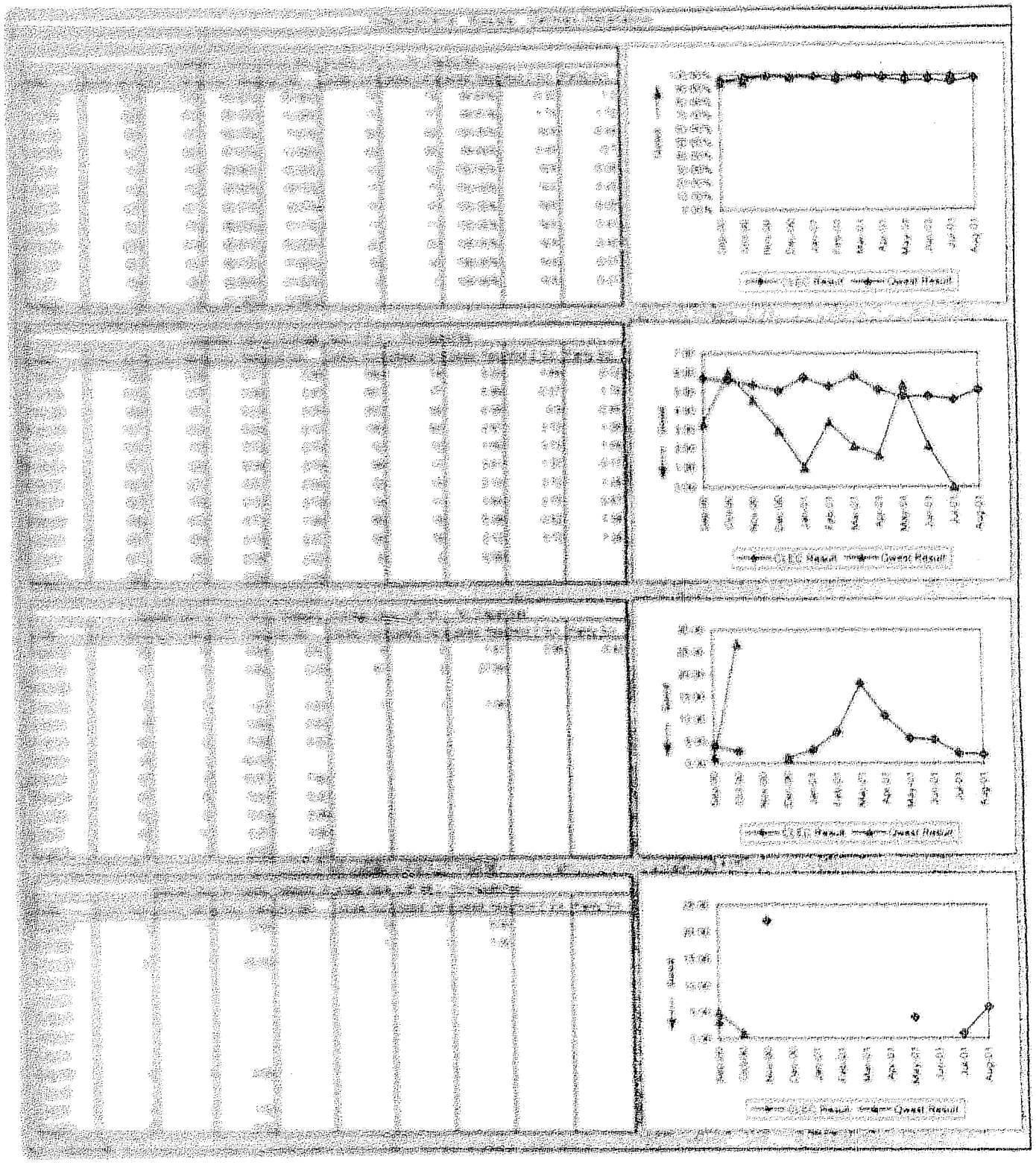


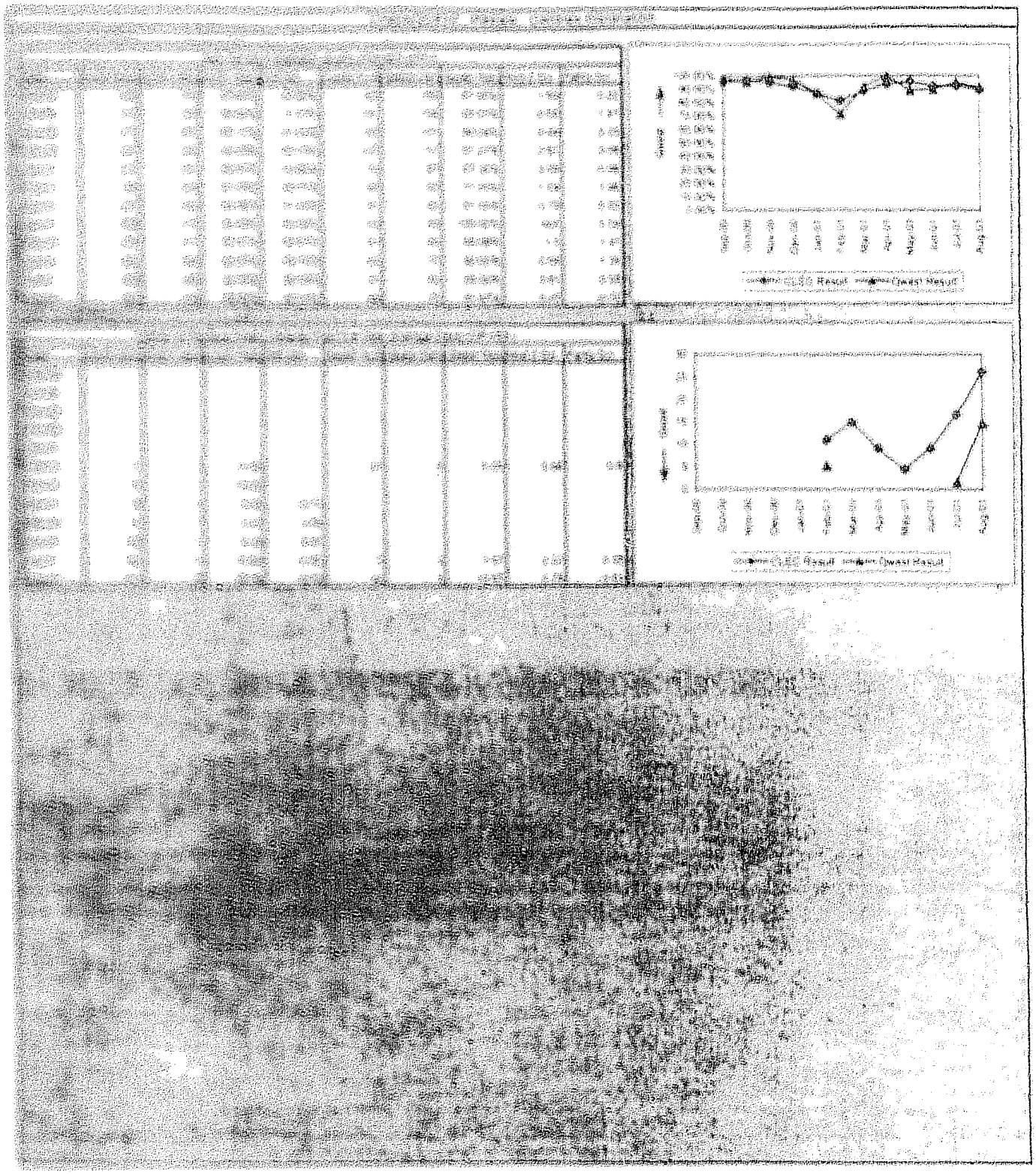

Good
Sep-00
Oct-00
Nov-00
Dec-00
Jan-01
Feb-01
Mar-01
Apr-01
May-01
Jun-01
Jul-01
Aug-01
CLEC Result
Qwest Result

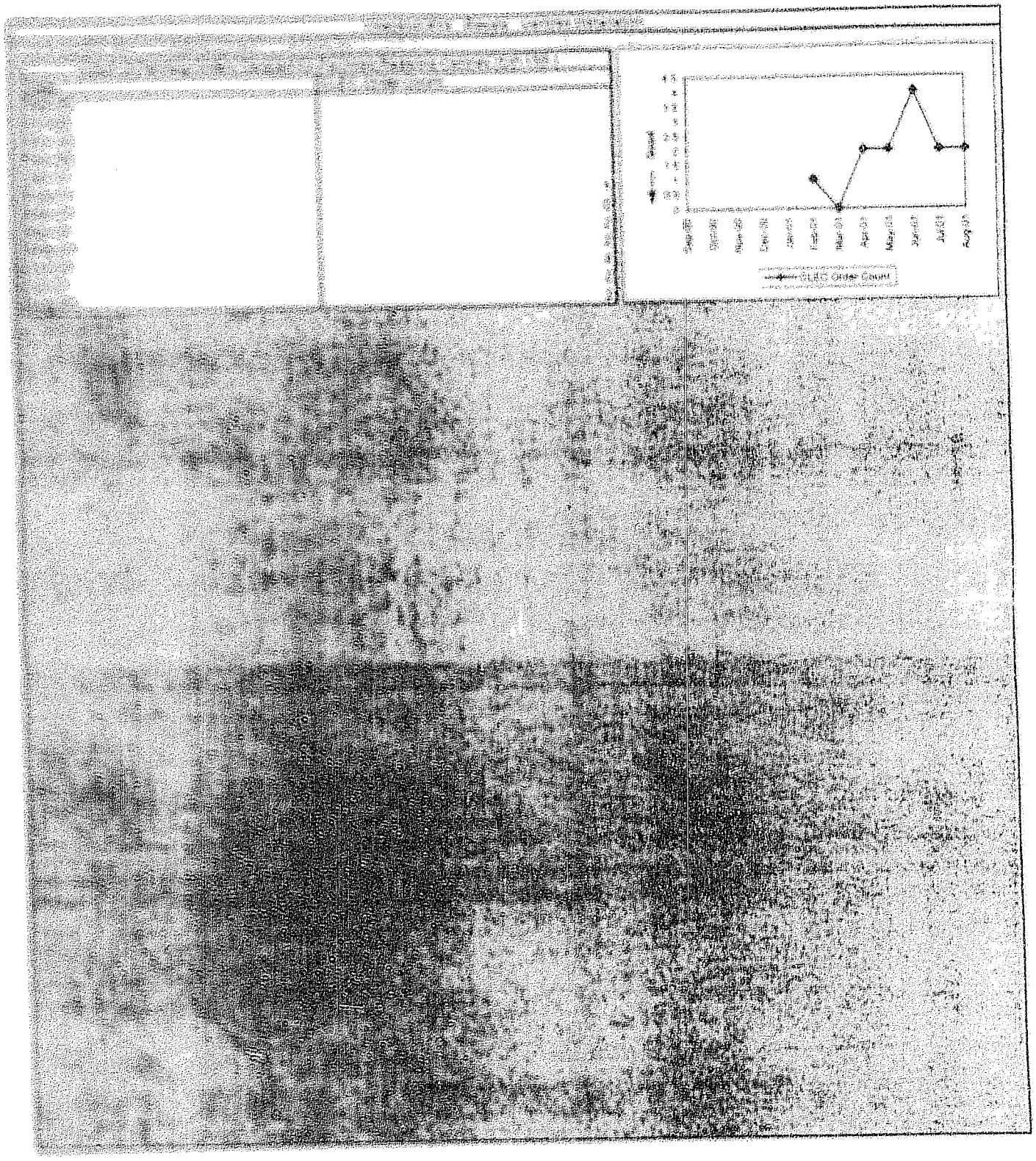

Sep-00
Oct-00
Nov-00
Dec-00
Jan-01
Feb-01
Mar-01
Apr-01
May-01
Jun-01
Jul-01
Aug-01
CLEC Result
Qwest Result










Sept
Oct
Nov
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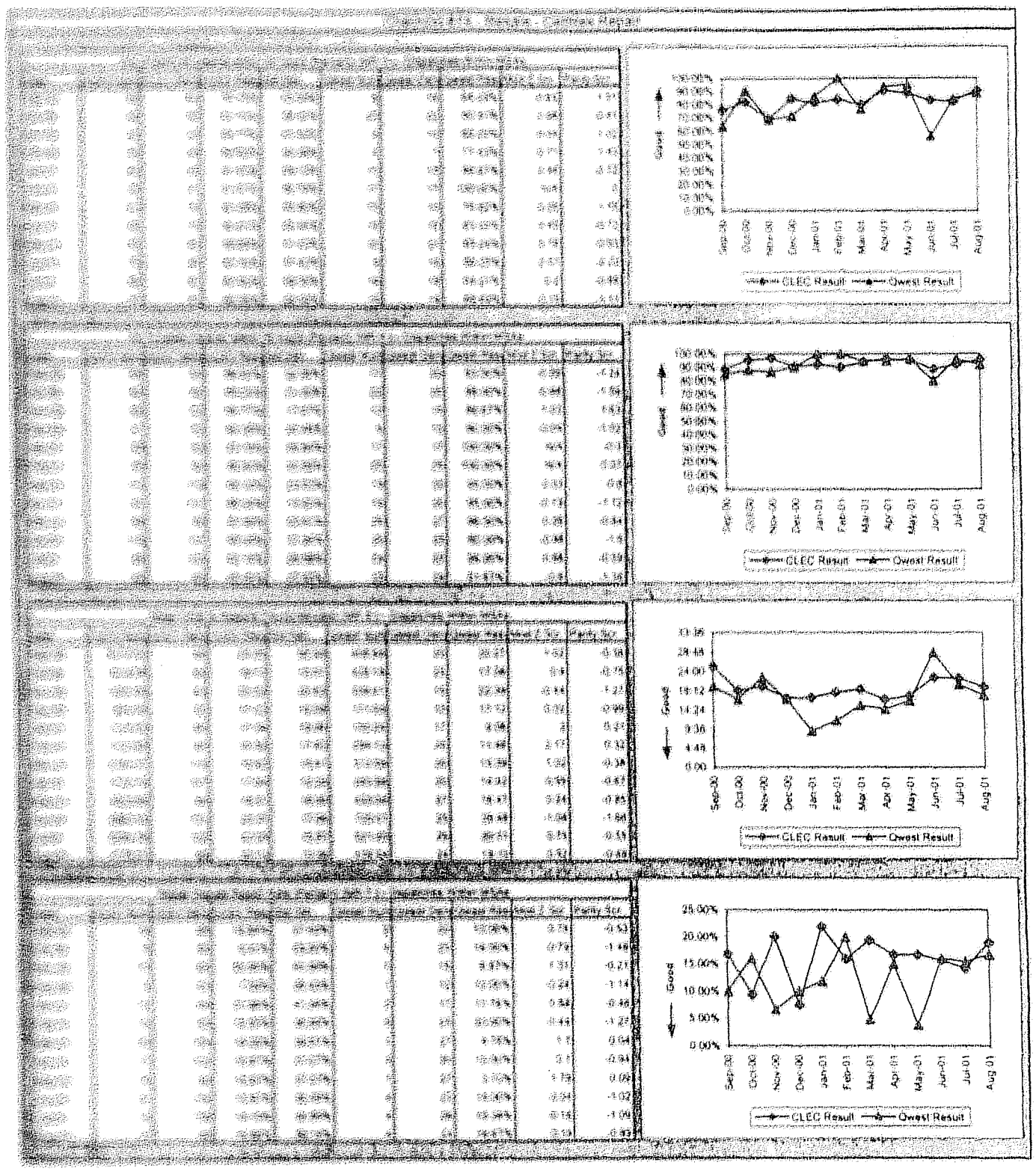
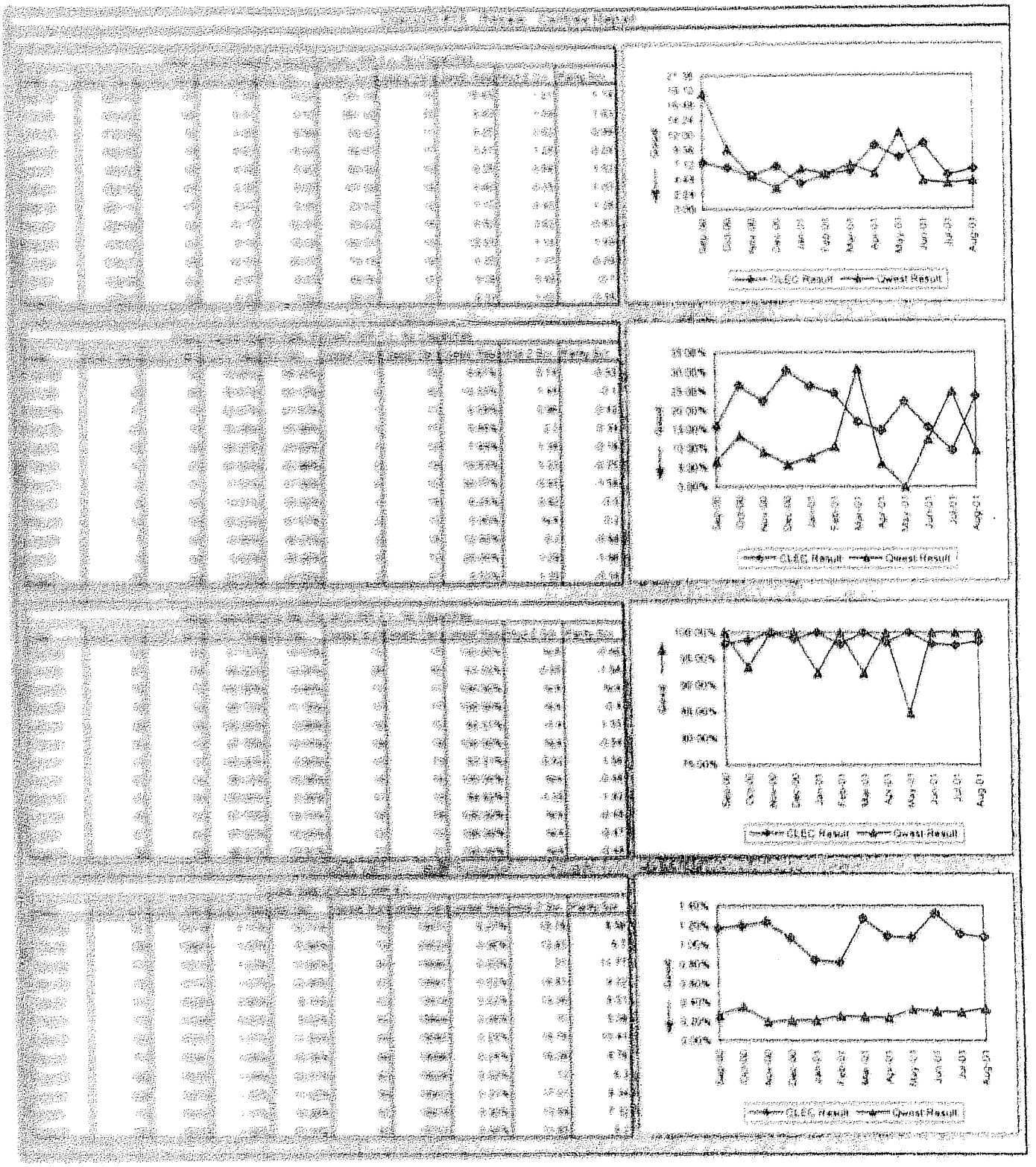
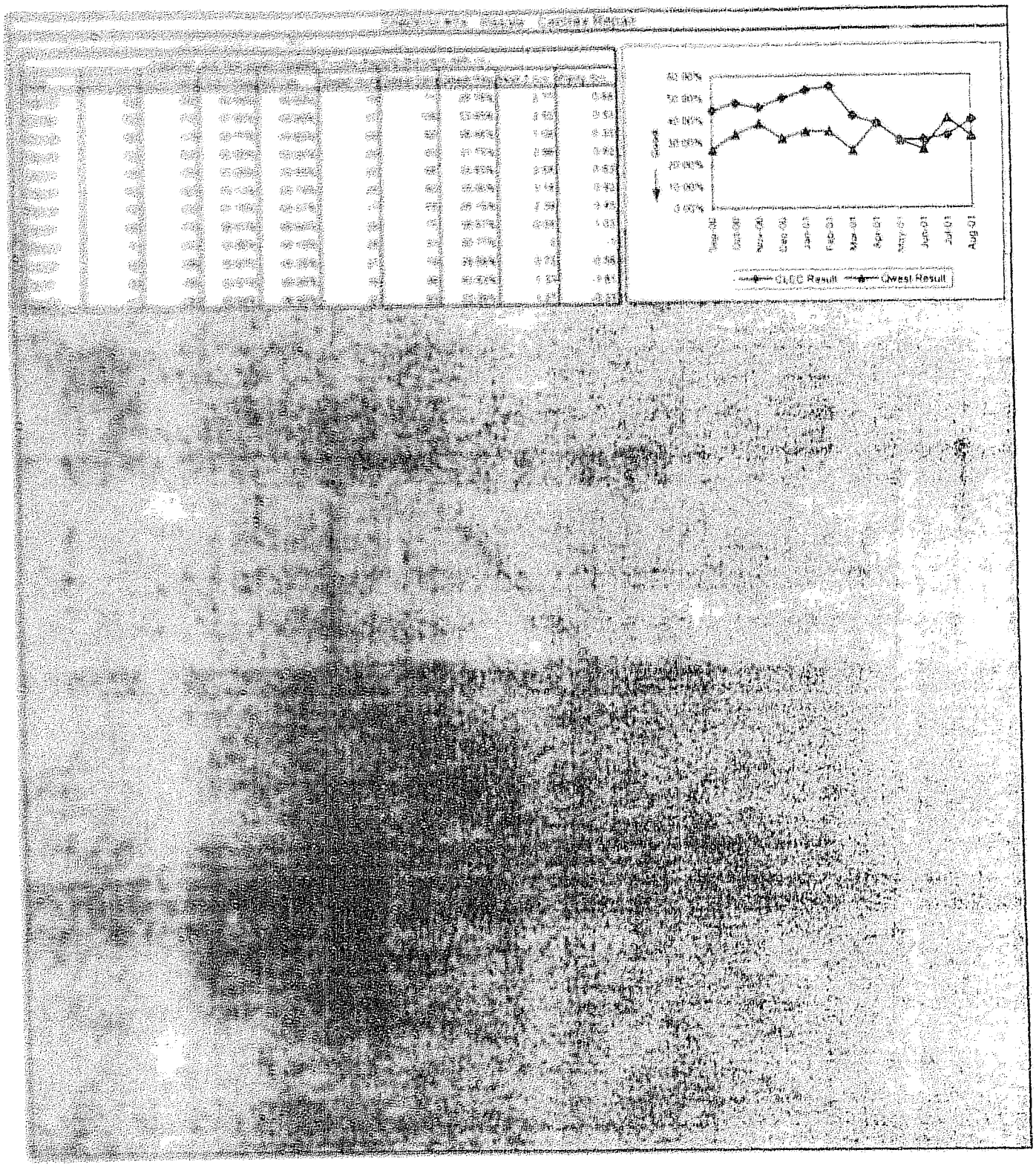
May
June
July
Aug
ELIG Order Count

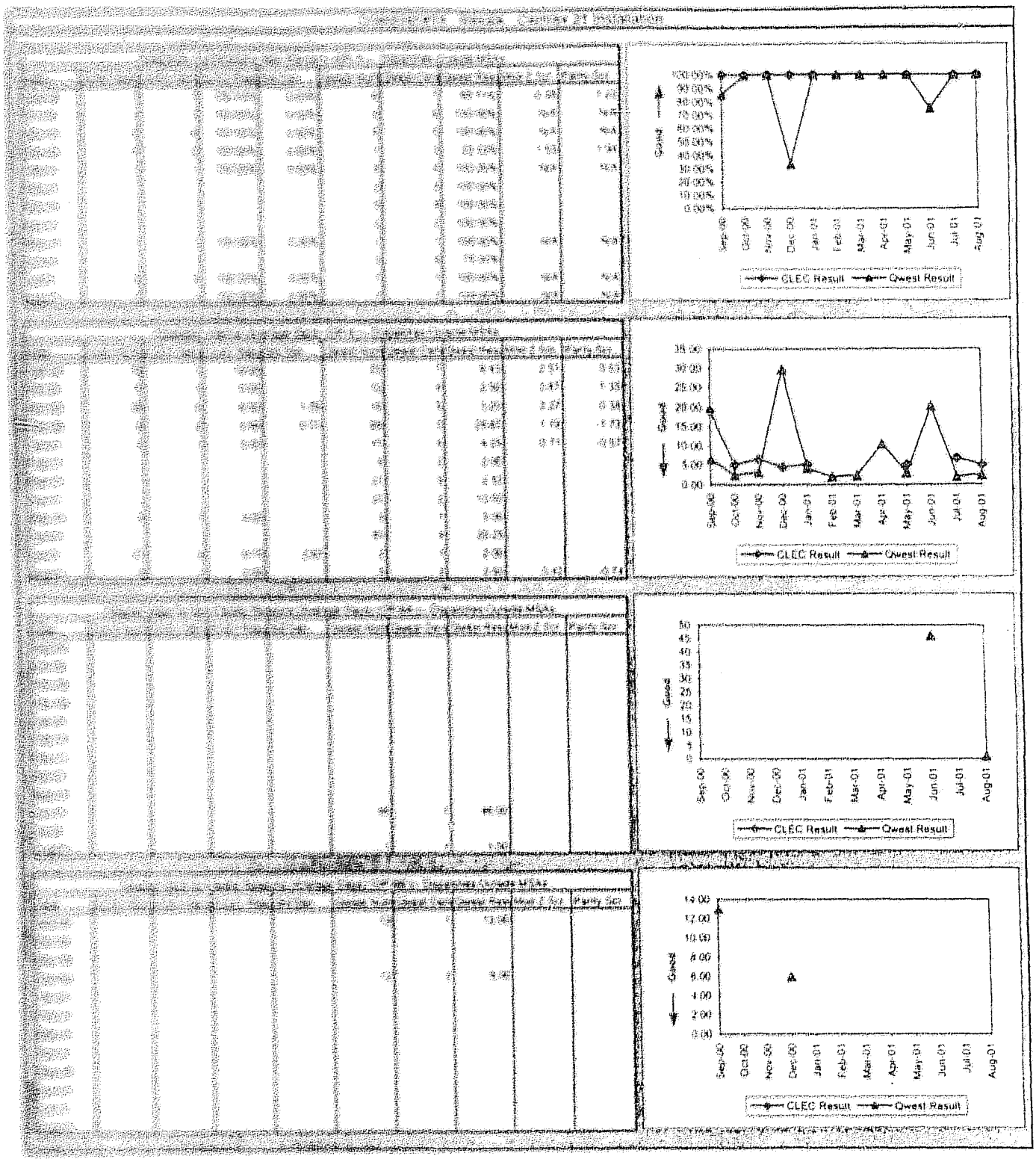

CLEC Result
Qwest Result

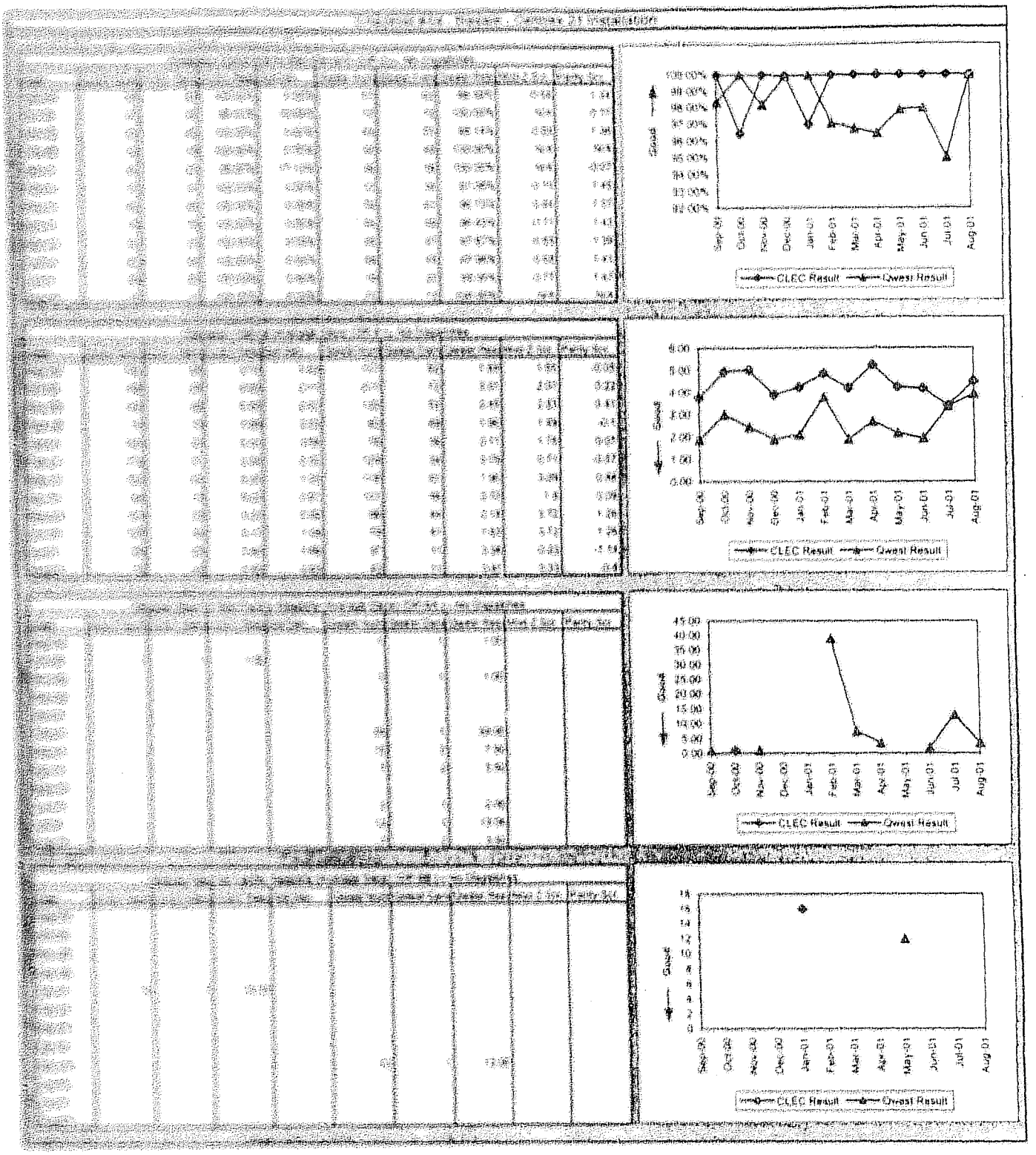
Good
Sep-00
Oct-00
Nov-00
Dec-00
Jan-01
Feb-01
Mar-01
Apr-01
May-01
Jun-01
Jul-01
Aug-01
CLEC Result
Qwest Result


CLEC Result
Qwest Result


Dec-00
Jan-01
Feb-01
Mar-01
Apr-01
May-01
Jun-01
Jul-01
Aug-01
CLEC Result
Qwest Result

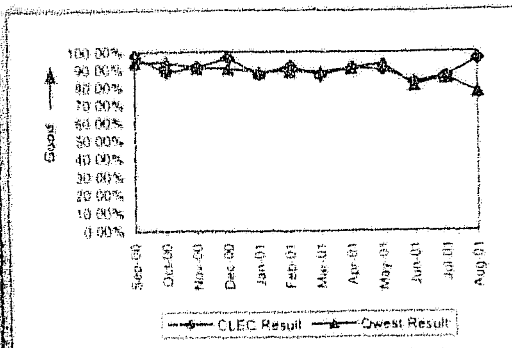
Good
Sep-00
Oct-00
Nov-00
Dec-00
Jan-01
Feb-01
Mar-01
Apr-01
May-01
Jun-01
Jul-01
Aug-01
CLEC Result
Qwest Result


CLEC Result
Qwest Result

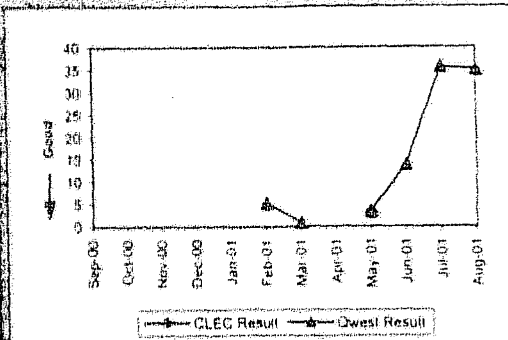

CLEC Result
Qwest Result

Resale - Centrex 21 Installation

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Mod Z Scr	Parity Scr
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	0.75	-1.46
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1.22	-0.35
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	0.07	-1.04
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	0.96	-1.59
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	0.13	-0.96
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	0.44	-1.27
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	0.36	-0.82
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	-0.05	-1.03
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	0.4	-0.53
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	-0.25	-1.15
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	-0.11	-1.08
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1.58	-0.02

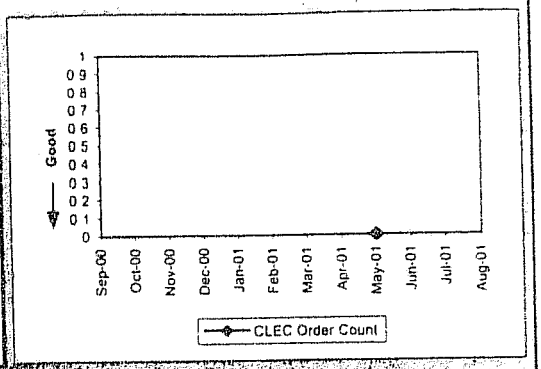


[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Mod Z Scr	Parity Scr
[illegible]										
[illegible]										
[illegible]										
[illegible]										
[illegible]										
[illegible]						[illegible]	[illegible]	[illegible]		
[illegible]						[illegible]	[illegible]	[illegible]		
[illegible]										
[illegible]		[illegible]		[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	-1.09
[illegible]						[illegible]	[illegible]	[illegible]		
[illegible]						[illegible]	[illegible]	[illegible]		
[illegible]						[illegible]	[illegible]	[illegible]		



Checklist #14 - Resale - Centrex 21 Installation

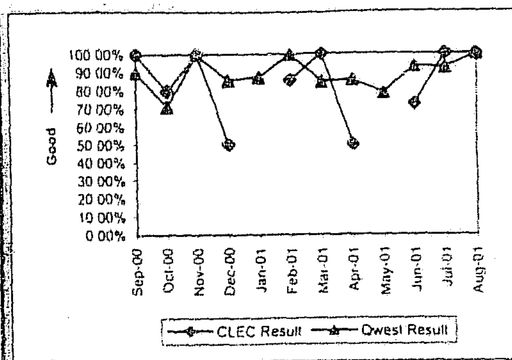
Reasons Centrex 21 (OP-15B)	CLEC Order Count
	0



Checklist #14 - Resale - Centrex 21 Repair

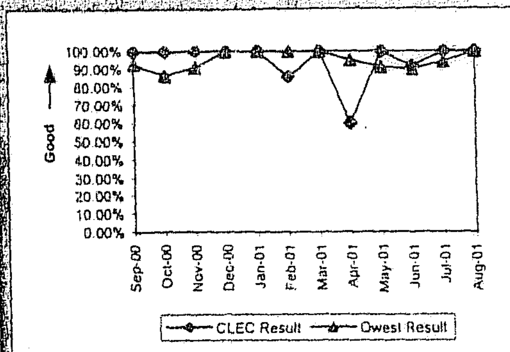
[illegible] – Dispatches Within MSAs

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	9	10	90.00%	-0.55	-1.34
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	5	7	71.43%	-0.32	-1.2
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	6	6	100.00%	N/A	N/A
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	6	7	85.71%	1.21	-0.27
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	7	8	87.50%		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	9	9	100.00%	N/A	-0.11
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	11	13	84.62%	-0.75	-1.45
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	12	14	85.71%	1.48	-0.1
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	11	14	78.57%		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	14	15	93.33%	1.58	-0.04
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	12	13	92.31%	-0.45	-1.27
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	9	9	100.00%	N/A	N/A



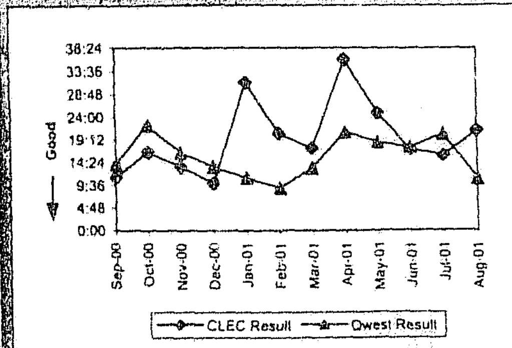
[illegible] (MR-4) – Dispatches Within MSAs

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	13	14	92.86%	-0.6	-1.36
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	13	15	86.67%	-0.81	-1.49
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	10	11	90.91%	-0.49	-1.3
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	11	11	100.00%	N/A	N/A
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	9	9	100.00%	N/A	N/A
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	12	12	100.00%	N/A	-0.18
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	20	20	100.00%	N/A	N/A
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	20	21	95.24%	3.13	0.91
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	21	23	91.30%	-0.5	-1.31
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	18	20	90.00%	-0.15	-1.09
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	16	17	94.12%	-0.53	-1.32
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	14	14	100.00%	N/A	N/A



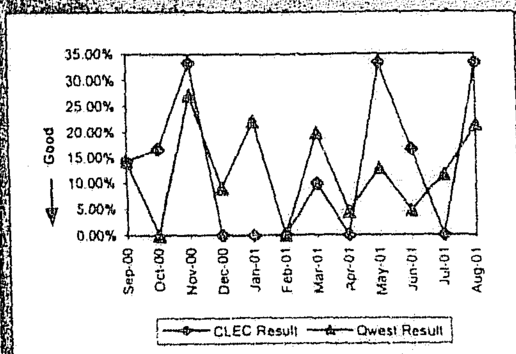
[illegible] (MR-6) – Dispatches Within MSAs

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	14	14:08	-0.32	-1.19
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	330:42	15	22:03	-0.55	-1.33
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	142:10	11	16:34	-0.23	-1.14
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	148:54	11	13:32	-0.87	-1.34
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	101:19	9	11:15	1.55	-0.06
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	108:34	12	9:03	2.1	0.27
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	265:30	20	13:17	0.7	-0.57
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	439:43	21	20:50	1.63	-0.01
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	433:23	23	18:51	0.78	-0.54
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	355:05	20	17:46	-0.05	-1.03
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	349:40	17	20:34	-0.82	-1.5
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	152:58	14	10:58	1.47	-0.11



[illegible] (MR-7) – Dispatches Within MSAs

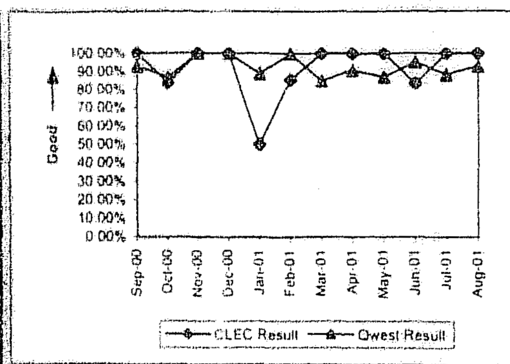
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2	14	14.29%		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	0	15	0.00%	N/A	-0.33
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	3	11	27.27%	0.09	-0.94
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1	11	9.09%	-0.49	-1.3
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2	9	22.22%	-0.68	-1.42
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	0	14	0.00%	N/A	N/A
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	4	20	20.00%	-0.65	-1.39
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1	22	4.55%	-0.44	-1.27
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	3	23	13.04%	0.72	-0.56
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1	21	4.76%	1.01	-0.38
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2	17	11.76%	-0.81	-1.49
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	3	14	21.43%	0.32	-0.81



[illegible] #14 - Resale - Centrex 21 Repair

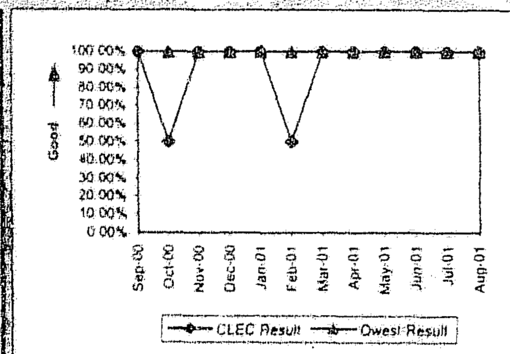
[illegible] Dispatches Within MSAs

[illegible]	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
[illegible]	14	92.86%	-0.5	-1.36
[illegible]	15	86.67%	0.2	-0.88
[illegible]	[illegible]	100.00%	N/A	N/A
[illegible]	11	100.00%	N/A	N/A
[illegible]	9	88.89%	1.72	0.05
[illegible]	14	100.00%	N/A	-0.23
[illegible]	20	85.00%	-1.08	-1.66
[illegible]	22	90.91%	-0.64	-1.39
[illegible]	27	88.90%	-0.63	-1.38
[illegible]	21	95.24%	1.22	-0.26
[illegible]	15	86.74%	-0.81	-1.49
[illegible]	14	92.86%	-0.44	-1.27



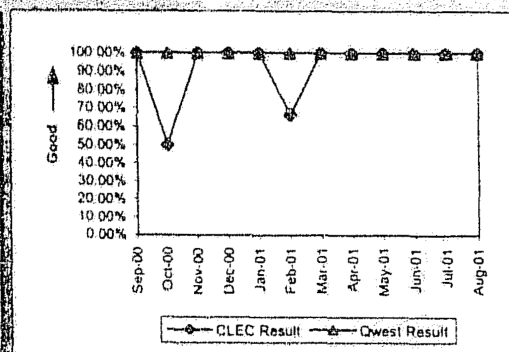
[illegible] Dispatches Outside MSAs

Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
6	6	100.00%	N/A	0.22
5	5	100.00%	N/A	N/A
5	5	100.00%	N/A	N/A
4	4	100.00%	N/A	N/A
1	1	100.00%	N/A	-0.87
6	6	100.00%	N/A	N/A
2	2	100.00%	N/A	N/A
2	2	100.00%	N/A	N/A
4	4	100.00%	N/A	N/A
4	4	100.00%	N/A	N/A
3	3	100.00%	N/A	N/A



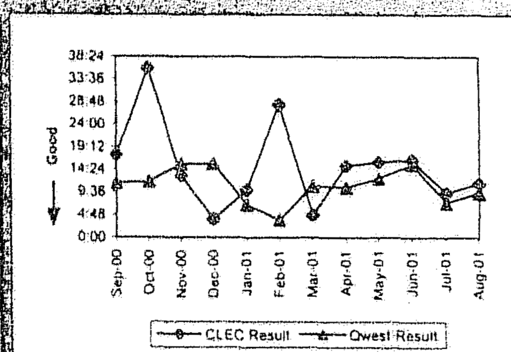
[illegible] Dispatches Outside MSAs

Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
2	2	100.00%	N/A	N/A
6	6	100.00%	N/A	0.22
4	4	100.00%	N/A	N/A
2	2	100.00%	N/A	N/A
4	4	100.00%	N/A	N/A
2	2	100.00%	N/A	-0.5
6	6	100.00%	N/A	N/A
4	4	100.00%	N/A	N/A
2	2	100.00%	N/A	N/A
7	7	100.00%	N/A	N/A
4	4	100.00%	N/A	N/A
4	4	100.00%	N/A	N/A



[illegible] Dispatches Outside MSAs

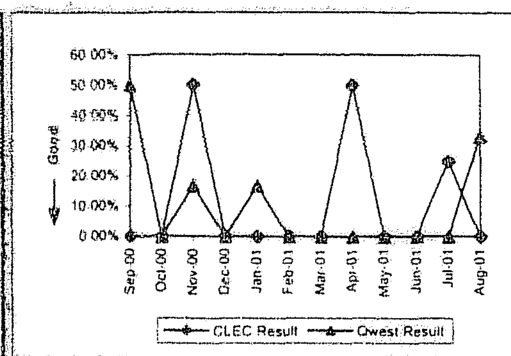
Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
[illegible]	2	11.31	0.35	-0.79
[illegible]	8	11.47	2.96	0.8
[illegible]	4	15.12	-0.42	-1.25
[illegible]	3	15.39	-1.33	-1.01
[illegible]	6	8.51	0.54	-0.87
[illegible]	2	3.42	1.13	-0.32
[illegible]	8	10.49	-0.58	-1.35
[illegible]	4	10.30	0.98	-0.41
[illegible]	2	12.28	0.03	-0.98
[illegible]	7	15.34	0.06	-0.96
[illegible]	4	7.17	0.99	-0.44
[illegible]	5	9.27	0.18	-0.89



Checklist #13 - Resale - Centrex 21 Repair

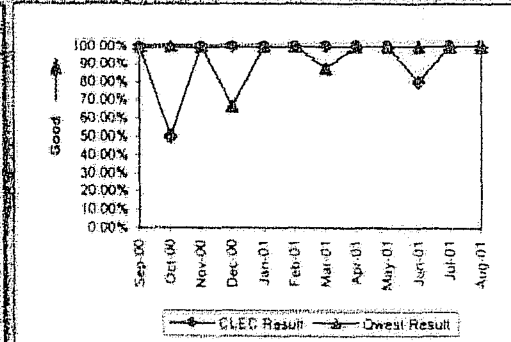
[illegible]

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2	50.00%	-0.82	-1.5
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	0.00%	N/A	N/A
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	5	16.67%	1.31	-0.2
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	3	0.00%	N/A	N/A
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	16.67%	-0.88	-1.42
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	0.00%	N/A	N/A
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	0.00%	N/A	N/A
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	0.00%	N/A	-0.4
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	0.00%	N/A	N/A
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1	0.00%	N/A	N/A
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	4	0.00%	N/A	-0.63
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	33.33%	-1.34	-1.82



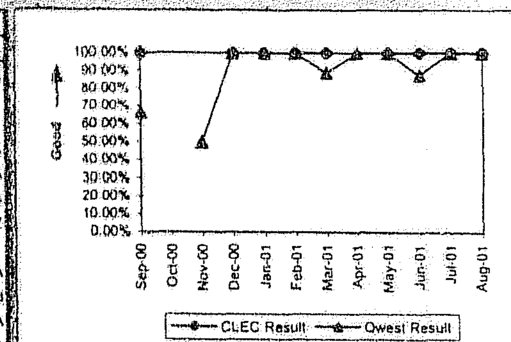
[illegible]

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	100.00%	N/A	N/A
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	100.00%	N/A	0.22
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	100.00%	N/A	N/A
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	3	66.67%	-0.87	-1.53
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	100.00%	N/A	N/A
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	100.00%	N/A	N/A
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	87.50%	-0.36	-1.22
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	4	100.00%	N/A	N/A
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	100.00%	N/A	N/A
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	100.00%	N/A	-0.13
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	4	100.00%	N/A	N/A
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	100.00%	N/A	N/A



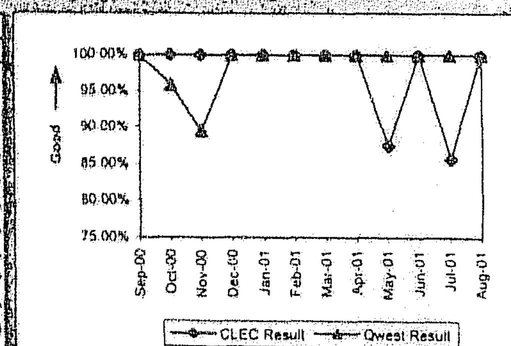
[illegible]

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	3	66.67%	-0.87	-1.53
[illegible]										
[illegible]						1	2	50.00%		
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	5	5	100.00%	N/A	N/A
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	12	100.00%	N/A	N/A
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	7	100.00%	N/A	N/A
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	3	9	33.33%	-0.45	-1.27
[illegible]						4	4	100.00%		
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	1	1	100.00%	N/A	N/A
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	7	8	87.50%	-0.62	-1.38
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	4	4	100.00%	N/A	N/A
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	6	100.00%	N/A	N/A

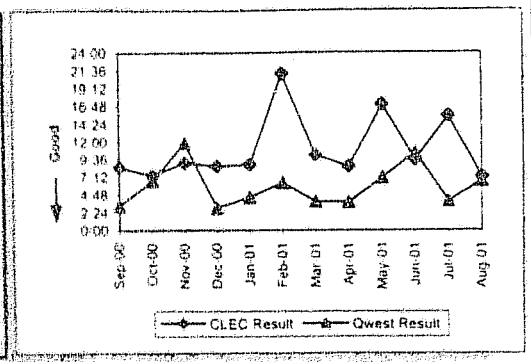


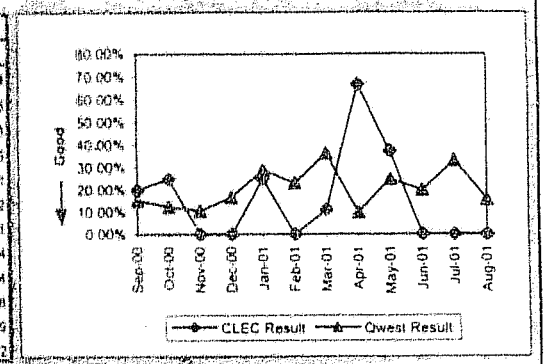
[illegible]

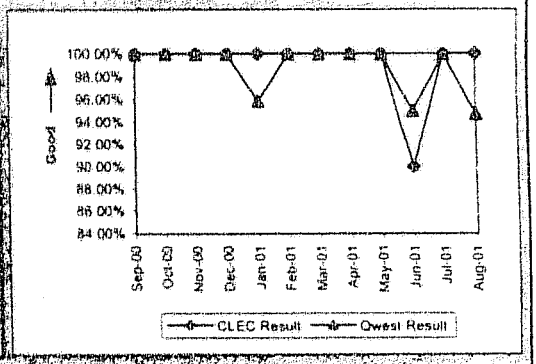
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	100.00%	N/A	N/A
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	24	95.83%	-0.51	-1.31
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	19	89.47%	-0.48	-1.28
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	100.00%	N/A	N/A
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	24	100.00%	N/A	N/A
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	13	100.00%	N/A	N/A
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	22	100.00%	N/A	N/A
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	100.00%	N/A	N/A
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	6	100.00%	N/A	-0.82
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	100.00%	N/A	N/A
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	17	100.00%	N/A	-0.18
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	100.00%	N/A	N/A

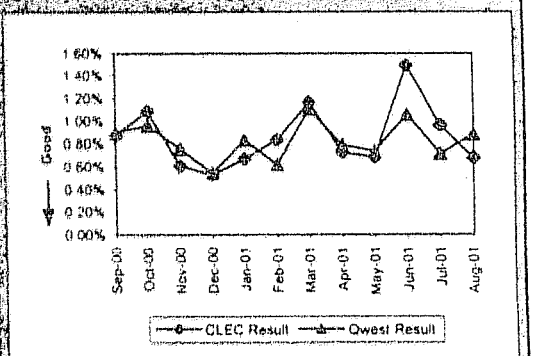


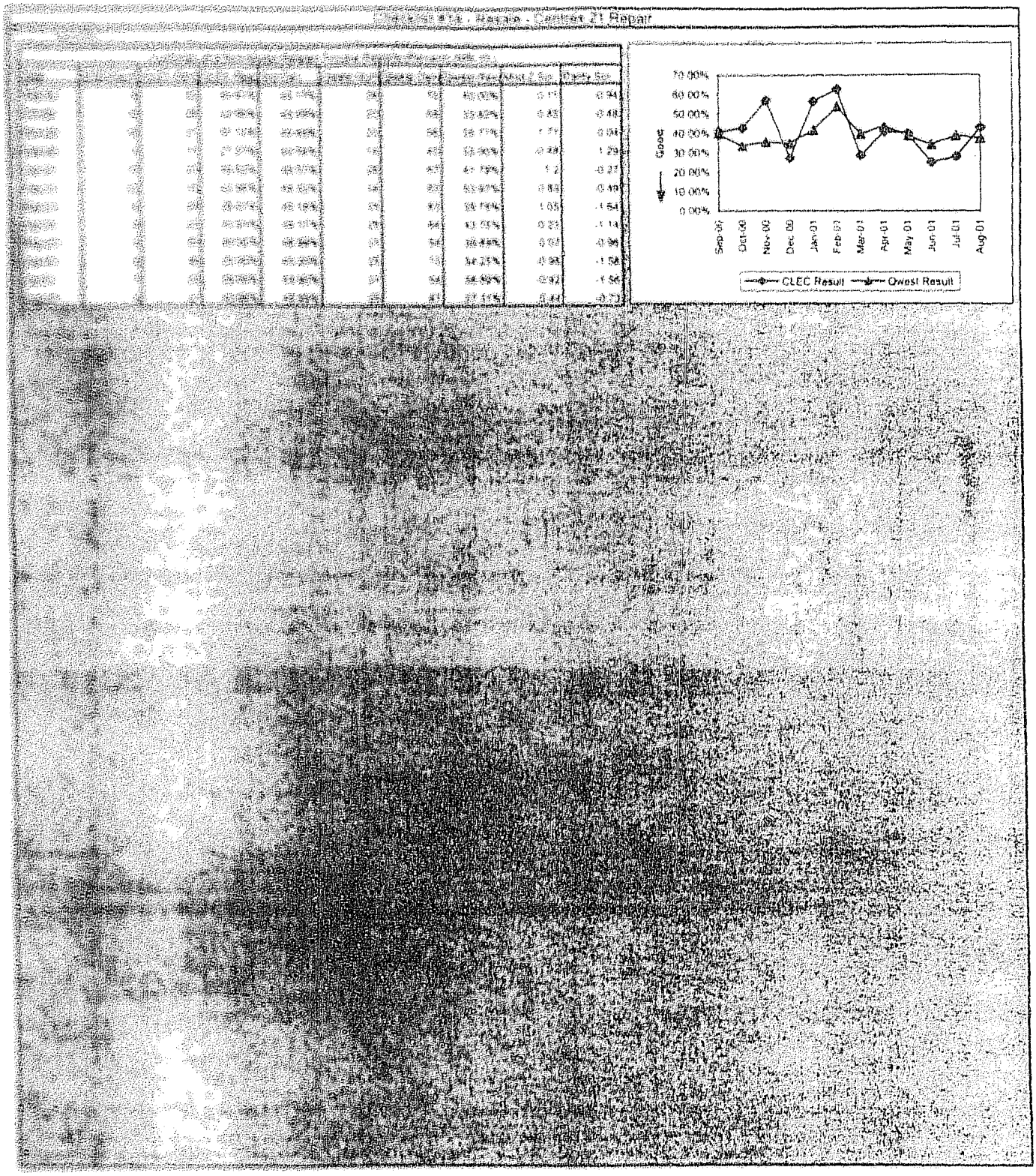
Checklist #14 - Resale - Centrex 21 Repair







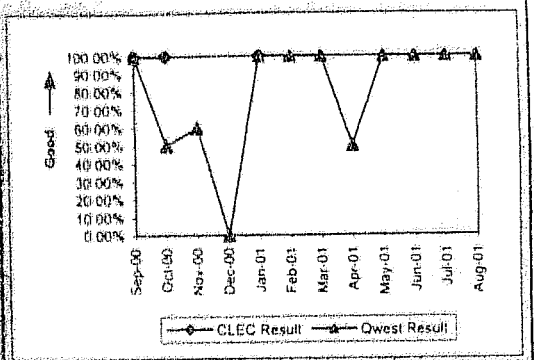



70.00%
60.00%
50.00%
40.00%
30.00%
20.00%
10.00%
0.00%
Sep-00
Oct-00
Nov-00
Dec-00
Jan-01
Feb-01
Mar-01
Apr-01
May-01
Jun-01
Jul-01
Aug-01
CLEC Result
Qwest Result

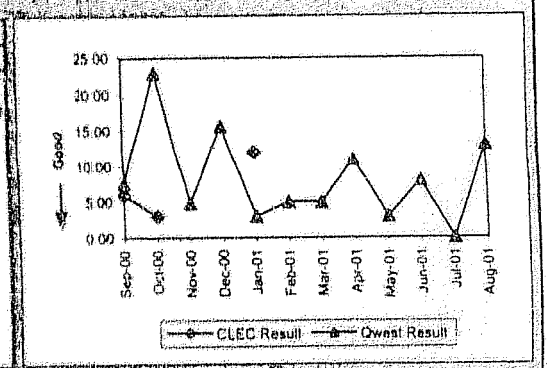
Performance Results OMI PID 10

Service Type : Resale - PBX Installation

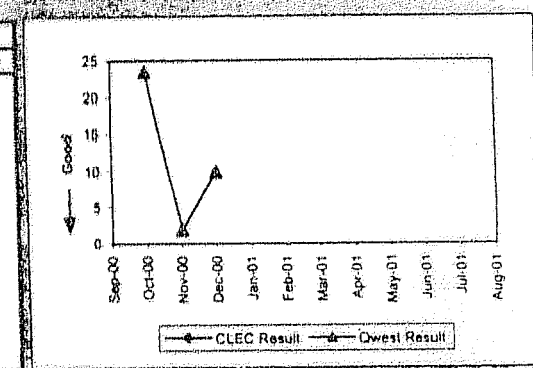
Month	Qwest Res	Mod Z Scr	Parity Scr
	N/A	N/A	
		-0.69	-1.54
	N/A	N/A	



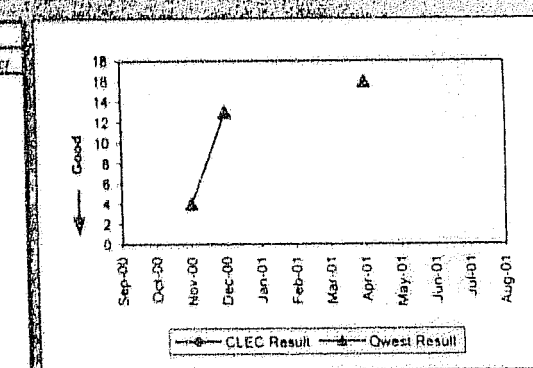
Month	Qwest Res	Mod Z Scr	Parity Scr
	7.60	-0.35	-1.21
	21.50	-0.20	-1.48
	4.00		
	13.67		
	3.00		
	5.00		
	5.00		
	11.00		
	3.00		
	4.00		
	5.00		
	12.00		



Month	Qwest Res	Mod Z Scr	Parity Scr
	21.50		
	2.00		
	10.00		

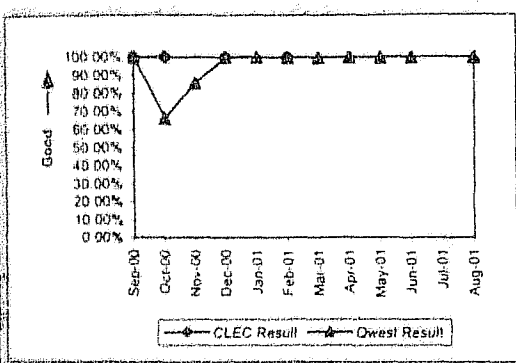


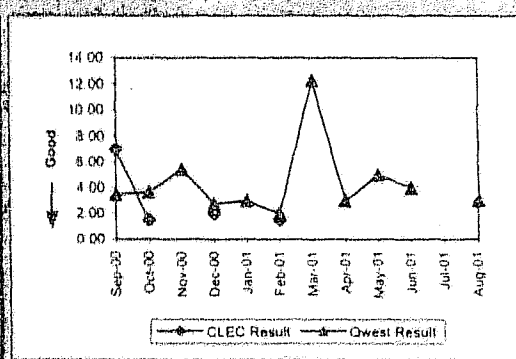
Month	Qwest Res	Mod Z Scr	Parity Scr
	4.00		
	13.00		
	16.00		

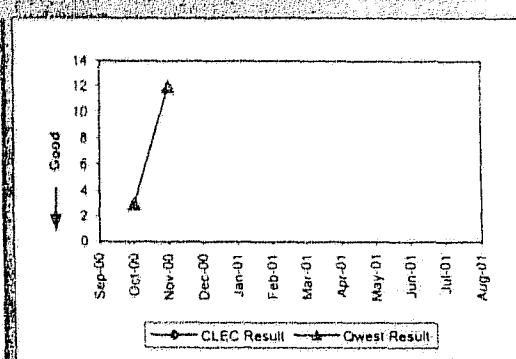


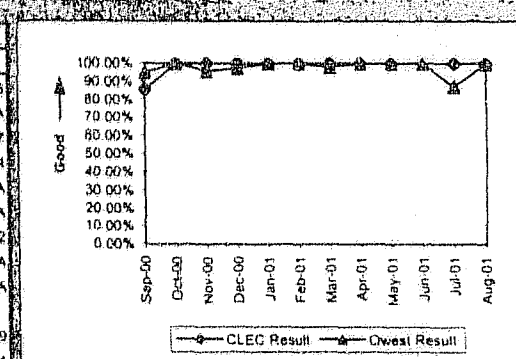
Resale - PBX Installation

Month	Qwest Res	Mod Z Scr	Parity Scr
	N/A	N/A	N/A
	-0.77	-1.47	
	N/A	N/A	N/A
	N/A	N/A	N/A
	4.04	1.46	
	-0.63	-1.38	
	-0.7	-1.40	
	2.00		
	12.00		
	95.24%	1.22	-0.26
	100.00%	N/A	N/A
	95.83%	-0.98	-1.17
	97.44%	-0.22	-1.14
	100.00%	N/A	N/A
	100.00%	N/A	N/A
	97.96%	-0.2	-1.12
	100.00%	N/A	N/A
	100.00%	N/A	N/A
	100.00%		
	87.50%	-0.48	-1.29
	100.00%	N/A	N/A





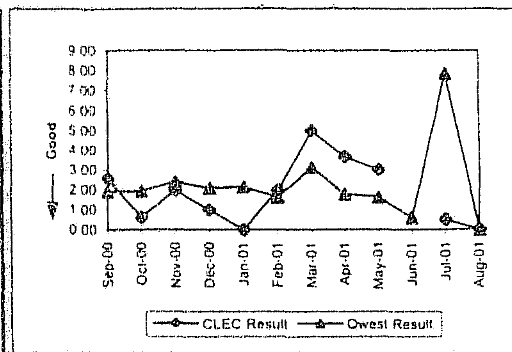




Checklist #14 - Resale - PBX Installation

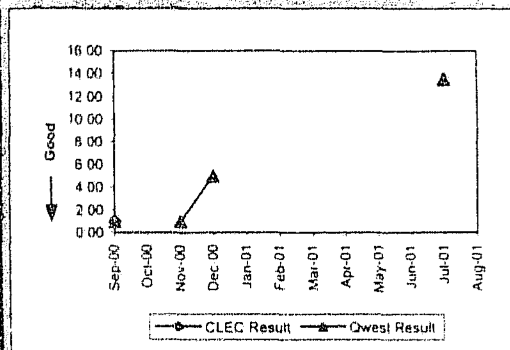
(OP-4) — No Dispatches

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	21	1.90	0.72	-0.56
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1.93	-1.38	-1.84
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	21	2.42	-0.13	-1.08
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	39	2.10	-0.74	-1.45
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	59	2.16	-1.51	-1.92
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	22	1.64	0.77	-0.53
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	3.14	0.83	-0.49
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	27	1.78	1.24	-0.24
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	39	1.64	2.58	0.57
[illegible]					[illegible]	10	0.60		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	7.86	-0.91	-1.55
[illegible]			[illegible]		[illegible]	1	0.00		



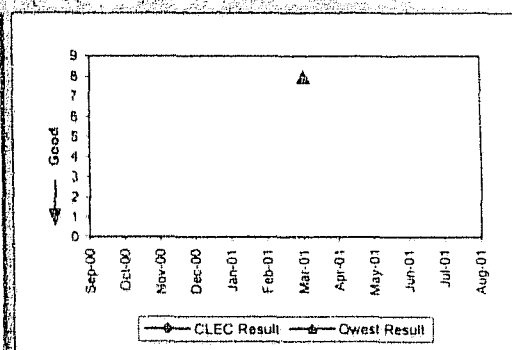
Average Days (OP-6A) — No Dispatches

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
[illegible]			[illegible]		1	1	1.00		
[illegible]									
[illegible]					1	1	1.00		
[illegible]					5	1	5.00		
[illegible]									
[illegible]									
[illegible]									
[illegible]									
[illegible]									
[illegible]									
[illegible]					27	2	13.50		
[illegible]									



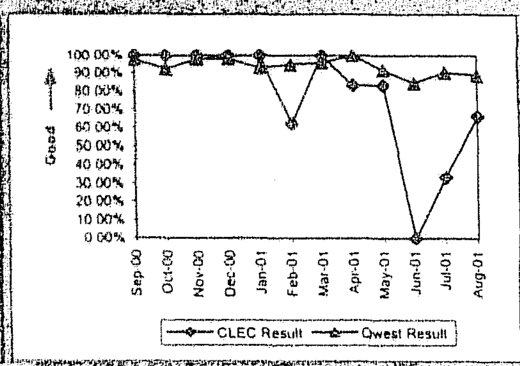
Average Days (OP-6B) — No Dispatches

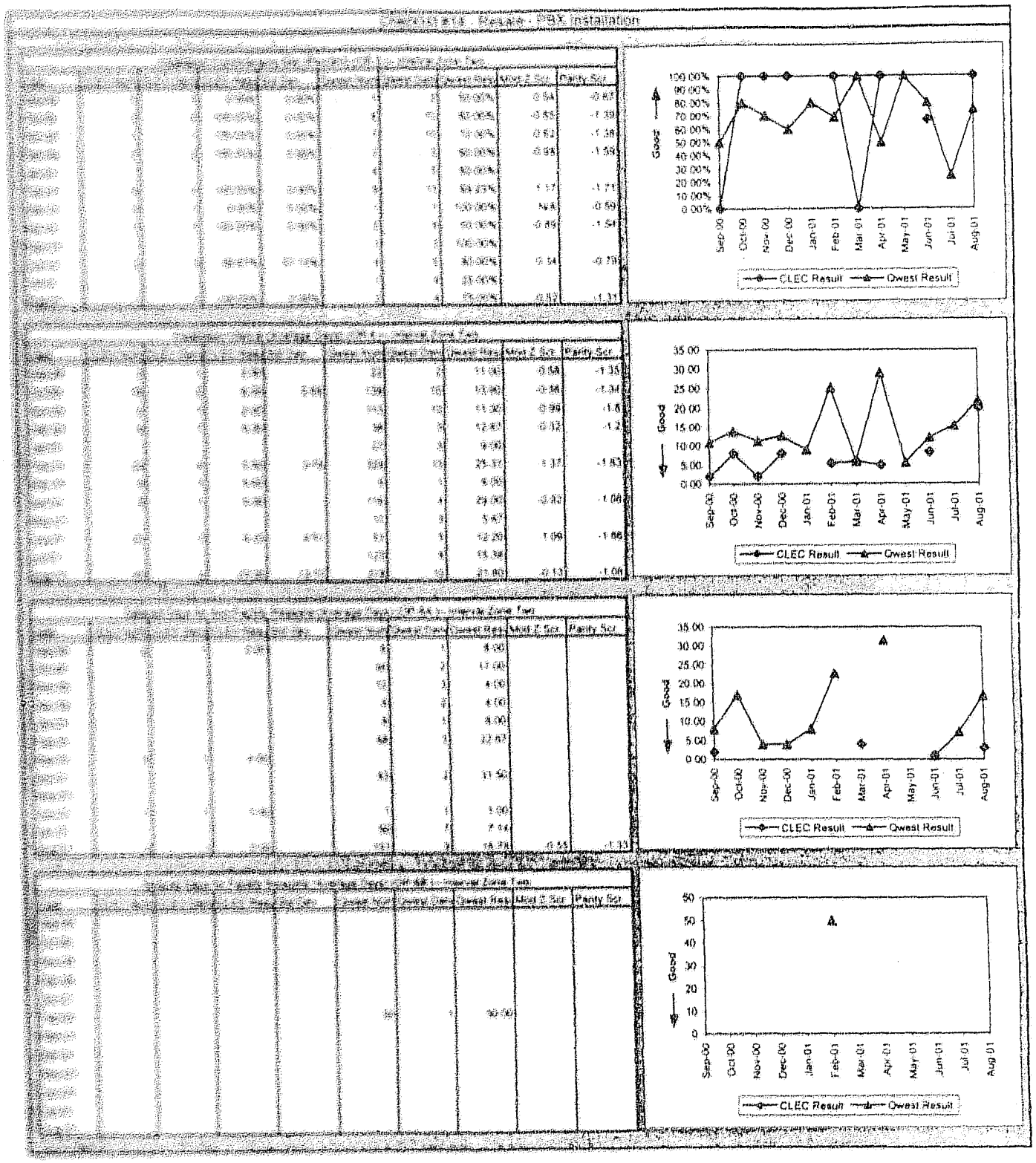
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
[illegible]									
[illegible]									
[illegible]									
[illegible]									
[illegible]									
[illegible]									
[illegible]					8	1	8.00		
[illegible]									
[illegible]									
[illegible]									
[illegible]									
[illegible]									



New Service (Percent) (OP-5)

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	41	42	97.62%	-0.49	-1.3
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	36	39	92.31%	-0.81	-1.5
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	87.62%	-0.36	-1.22
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	90.04%	-0.3	-1.18
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	43	93.02%	-0.52	-1.32
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	84.24%	3.71	1.38
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	47	49	95.92%	-0.54	-1.33
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	42	100.00%	N/A	2.08
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	49	91.84%	0.72	-0.61
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	39	84.62%	3.91	3.83
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	19	21	90.48%	3.15	1.52
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	19	84.84%	1.13	-0.39

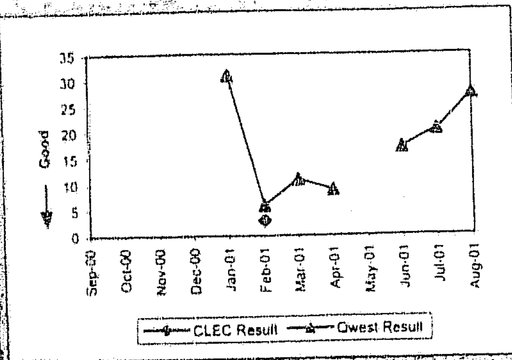



Good
Sep-00
Oct-00
Nov-00
Dec-00
Jan-01
Feb-01
Mar-01
Apr-01
May-01
Jun-01
Jul-01
Aug-01
CLEC Result
Qwest Result

[illegible] #14 - Resale - PBX Installation

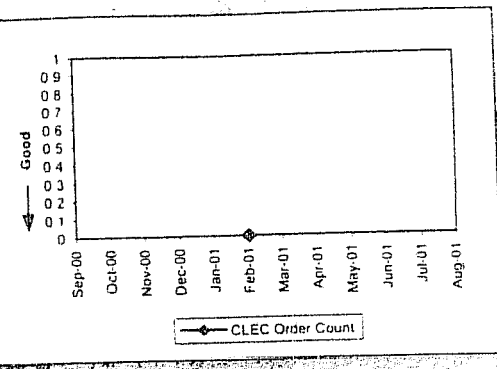
[illegible] Average Days (OP-15A)

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Res	Mod Z Scr	Parity Scr
[illegible]									
[illegible]									
[illegible]									
[illegible]									
[illegible]					[illegible]	[illegible]	31.00		
[illegible]	[illegible]	[illegible]	[illegible]		[illegible]	[illegible]	6.00	-0.58	-1.35
[illegible]					[illegible]	[illegible]	11.00		
[illegible]					[illegible]	[illegible]	9.00		
[illegible]									
[illegible]					[illegible]	[illegible]	17.00		
[illegible]					[illegible]	[illegible]	20.33		
[illegible]					[illegible]	[illegible]	27.25		



Checklist #14 - Resale - PBX Installation

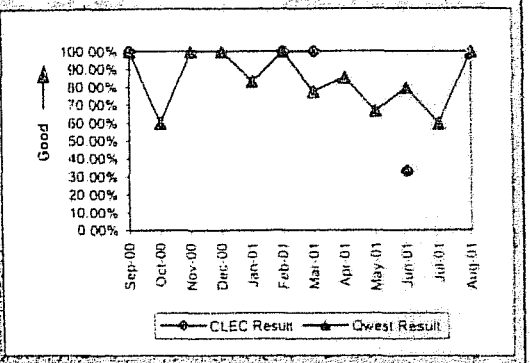
Percent Orders Delayed for Facilities Reasons PBX (OP-15B)	CLEC Order Count
	0



Checklist #14 - Resale - PBX Repair

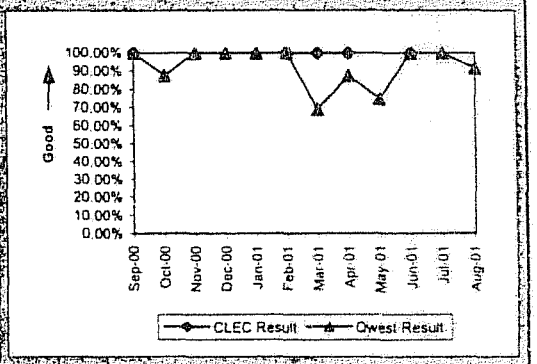
[illegible] within 24 hours (Percent) (MR-3)– Dispatches Within MSAs

[illegible]	[illegible]	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
[illegible]	[illegible]	100.00%	0.00%	8	8	100.00%	N/A	N/A
				3	5	60.00%		
				3	3	100.00%		
				1	1	100.00%		
				5	6	83.33%		
[illegible]	[illegible]	100.00%	0.00%	5	5	100.00%	N/A	N/A
[illegible]	[illegible]	100.00%	0.00%	7	9	77.78%	-0.51	-1.31
				6	7	85.71%		
				2	3	66.67%		
[illegible]	[illegible]	33.33%	47.14%	4	5	80.00%	1.3	-0.21
				3	5	60.00%		
				9	9	100.00%		



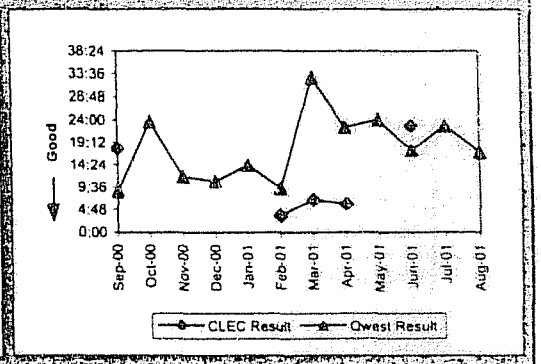
[illegible] within 48 hours (Percent) (MR-4)– Dispatches Within MSAs

[illegible]	[illegible]	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
[illegible]	[illegible]	100.00%	0.00%	10	10	100.00%	N/A	N/A
				7	8	87.50%		
				5	5	100.00%		
				2	2	100.00%		
				7	7	100.00%		
[illegible]	[illegible]	100.00%	0.00%	7	7	100.00%	N/A	N/A
[illegible]	[illegible]	100.00%	0.00%	9	13	69.23%	-0.64	-1.39
[illegible]	[illegible]	100.00%	0.00%	7	8	87.50%	-0.36	-1.22
				3	4	75.00%		
[illegible]	[illegible]	100.00%	0.00%	6	6	100.00%	N/A	N/A
				5	5	100.00%		
				11	12	91.67%		



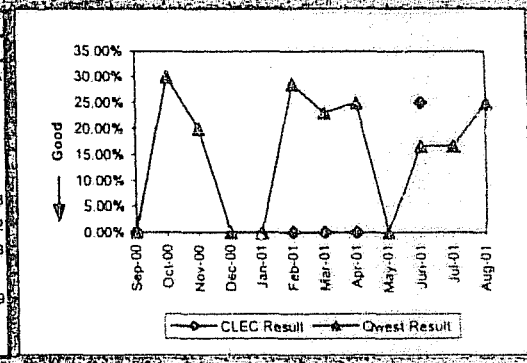
Mean Time to Restore (Hours:Minutes) (MR-6)– Dispatches Within MSAs

[illegible]	[illegible]	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
[illegible]	[illegible]	17:52		87:57	10	8:48	0.96	-0.42
				188:54	8	23:37		
				59:09	5	11:50		
				21:36	2	10:48		
				100:29	7	14:21		
[illegible]	[illegible]	3:31	0:47	65:24	7	9:21	-0.92	-1.56
[illegible]	[illegible]	6:55		427:08	13	32:51	-0.79	-1.48
[illegible]	[illegible]	5:59		179:24	8	22:25	-0.5	-1.31
				96:13	4	24:03		
[illegible]	[illegible]	22:42	11:35	105:29	6	17:35	0.73	-0.56
				113:30	5	22:42		
				204:38	12	17:03		



Repair Repeat Report Rate (Percent) (MR-7)– Dispatches Within MSAs

[illegible]	[illegible]	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
[illegible]	[illegible]	0.00%	0.00%	0	10	0.00%	N/A	N/A
				3	10	30.00%		
				1	5	20.00%		
				0	2	0.00%		
				0	7	0.00%		
[illegible]	[illegible]	0.00%	0.00%	2	7	28.57%	-0.79	-1.48
[illegible]	[illegible]	0.00%	0.00%	3	13	23.08%	-0.53	-1.32
[illegible]	[illegible]	0.00%	0.00%	2	8	25.00%	-0.54	-1.33
				0	5	0.00%		
[illegible]	[illegible]	25.00%	43.30%	1	6	16.67%	0.17	-0.9
				1	6	16.67%		
				3	12	25.00%		



CONTINUATION

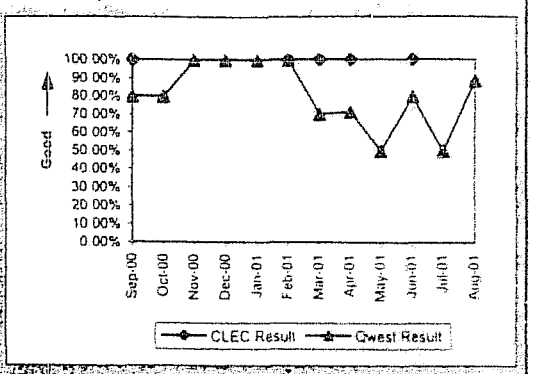
[6]

Scan ~ ~ # Pgs [ ]

Checklist #14 - Resale - PBX Repair

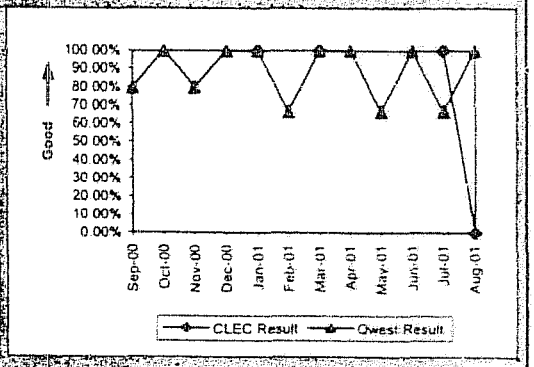
Resale Appointments Met (Percent) (MR-9)-- Dispatches Within MSAs

CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
	1	100.00%	0.00%	8	10	80.00%	-0.48	-1.29
				8	10	80.00%		
				5	5	100.00%		
				2	2	100.00%		
				5	5	100.00%		
	2	100.00%	0.00%	5	5	100.00%	N/A	N/A
	1	100.00%	0.00%	7	10	70.00%	-0.62	-1.38
	1	100.00%	0.00%	5	7	71.43%	-0.59	-1.36
				2	4	50.00%		
	4	100.00%	0.00%	4	5	80.00%	-0.75	-1.45
				2	4	50.00%		
				8	9	88.89%		



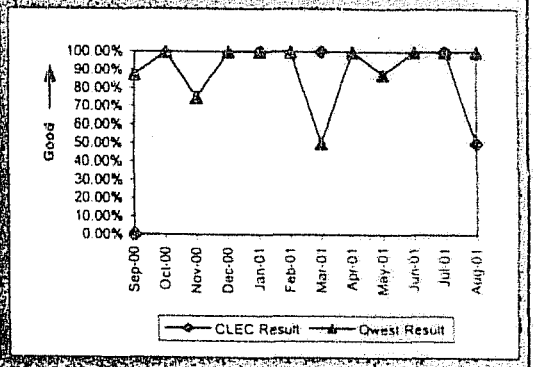
Out of Service Cleared within 24 hours (Percent) (MR-3)-- Dispatches Outside MSAs

CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
				4	5	80.00%		
				4	4	100.00%		
				4	5	80.00%		
				1	1	100.00%		
	1	100.00%	0.00%	4	4	100.00%	N/A	N/A
				2	3	66.67%		
	1	100.00%	0.00%	1	1	100.00%	N/A	N/A
				1	1	100.00%		
				4	6	66.67%		
				3	3	100.00%		
	2	100.00%	0.00%	2	3	66.67%	-0.77	-1.47
	1	0.00%	0.00%	4	4	100.00%	N/A	0.83



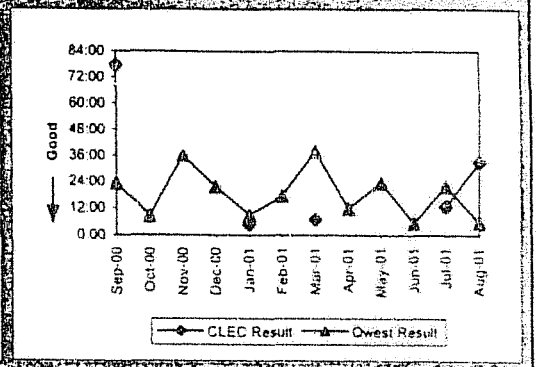
All Trouble Cleared within 48 hours (Percent) (MR-4)-- Dispatches Outside MSAs

CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
	1	0.00%	0.00%	7	8	87.50%	3.64	1.22
				6	6	100.00%		
				6	8	75.00%		
				2	2	100.00%		
	1	100.00%	0.00%	7	7	100.00%	N/A	N/A
				3	3	100.00%		
	4	100.00%	0.00%	1	2	50.00%	-1.15	-1.7
				2	2	100.00%		
				7	8	87.50%		
				7	7	100.00%		
	3	100.00%	0.00%	3	3	100.00%	N/A	N/A
	2	50.00%	50.00%	7	7	100.00%	N/A	0.66



Mean Time to Restore (Hours:Minutes) (MR-6)-- Dispatches Outside MSAs

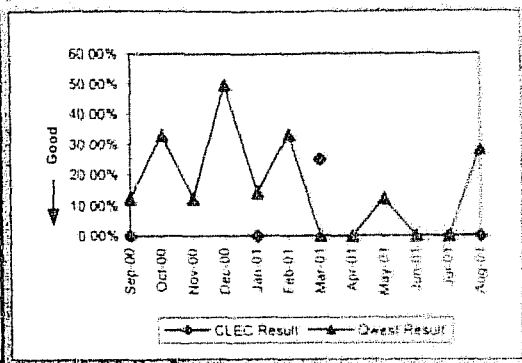
CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
77:40	1	77:40		187:20	8	23:25	2.73	0.66
				51:10	6	8:32		
				289:22	8	36:10		
				43:37	2	21:49		
4:39	1	4:39		63:18	7	9:03	-0.49	-1.3
				52:39	3	17:33		
28:05	4	7:01	7:18	75:45	2	37:52	-0.78	-1.47
				23:46	2	11:53		
				189:48	8	23:44		
				38:58	7	5:34		
38:33	3	12:50	13:17	65:38	3	21:53	-0.55	-1.34
66:20	2	33:10	43:28	40:16	7	5:45	1.2	-0.27



Checklist #14 - Resale - PBX Repair

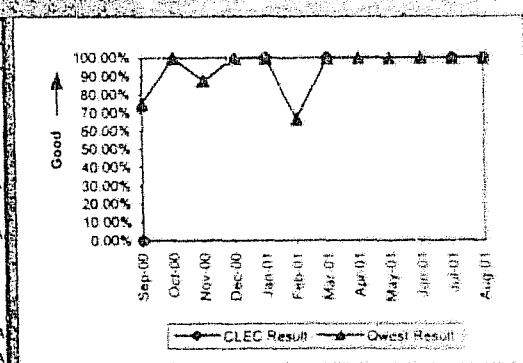
Repair Repeat Report Rate (Percent) (MR-7)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	0	1	0.00%	0.00%	1	8	12.50%	-0.36	-1.22
Oct-00					2	6	33.33%		
Nov-00					1	8	12.50%		
Dec-00					1	2	50.00%		
Jan-01	0	1	0.00%	0.00%	1	7	14.29%	-0.38	-1.23
Feb-01					1	3	33.33%		
Mar-01	1	4	25.00%	43.30%	0	2	0.00%	N/A	-0.79
Apr-01					0	2	0.00%		
May-01					1	8	12.50%		
Jun-01					0	7	0.00%		
Jul-01	0	3	0.00%	0.00%	0	3	0.00%	N/A	N/A
Aug-01	0	2	0.00%	0.00%	2	7	28.57%	-0.79	-1.48



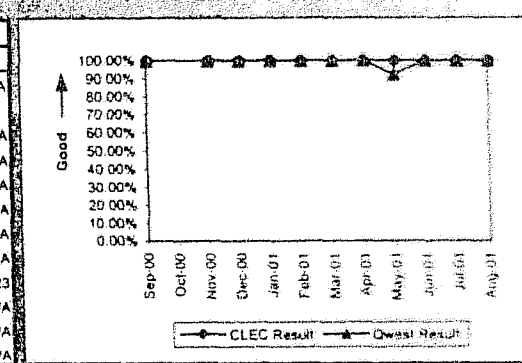
Repair Appointments Met (Percent) (MR-9)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	0	1	0.00%	0.00%	6	8	75.00%	2.22	0.35
Oct-00					6	6	100.00%		
Nov-00					7	8	87.50%		
Dec-00					2	2	100.00%		
Jan-01	1	1	100.00%	0.00%	7	7	100.00%	N/A	N/A
Feb-01					2	3	66.67%		
Mar-01	4	4	100.00%	0.00%	2	2	100.00%	N/A	N/A
Apr-01					2	2	100.00%		
May-01					8	8	100.00%		
Jun-01					7	7	100.00%		
Jul-01	3	3	100.00%	0.00%	3	3	100.00%	N/A	N/A
Aug-01	2	2	100.00%	0.00%	7	7	100.00%	N/A	N/A



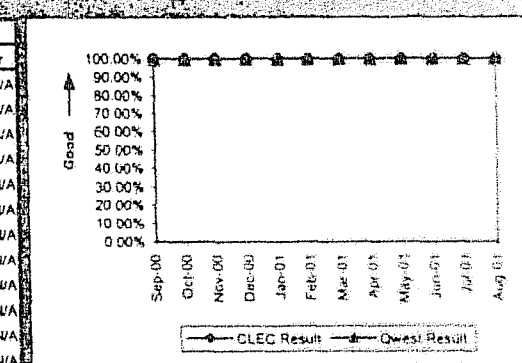
Out of Service Cleared within 24 hours (Percent) (MR-3)-- No Dispatches

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	1	1	100.00%	0.00%	1	1	100.00%	N/A	N/A
Oct-00									
Nov-00	1	1	100.00%	0.00%	2	2	100.00%	N/A	N/A
Dec-00	1	1	100.00%	0.00%	7	7	100.00%	N/A	N/A
Jan-01	6	6	100.00%	0.00%	12	12	100.00%	N/A	N/A
Feb-01	1	1	100.00%	0.00%	17	17	100.00%	N/A	N/A
Mar-01	4	4	100.00%	0.00%	11	11	100.00%	N/A	N/A
Apr-01	2	2	100.00%	0.00%	12	12	100.00%	N/A	N/A
May-01	2	2	100.00%	0.00%	12	13	92.31%	-0.38	-1.23
Jun-01	8	8	100.00%	0.00%	18	18	100.00%	N/A	N/A
Jul-01	2	2	100.00%	0.00%	12	12	100.00%	N/A	N/A
Aug-01	4	4	100.00%	0.00%	20	20	100.00%	N/A	N/A



All Troubles Cleared within 48 hours (Percent) (MR-4)-- No Dispatches

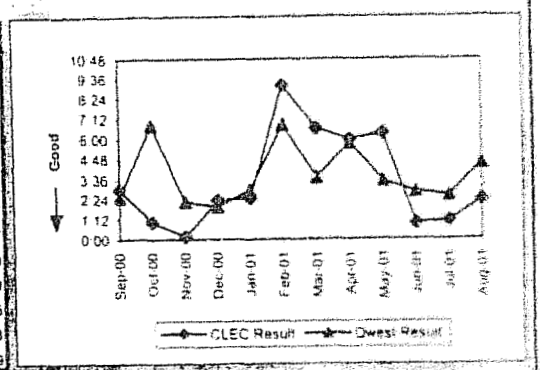
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	1	1	100.00%	0.00%	13	13	100.00%	N/A	N/A
Oct-00	4	4	100.00%	0.00%	13	13	100.00%	N/A	N/A
Nov-00	2	2	100.00%	0.00%	9	9	100.00%	N/A	N/A
Dec-00	2	2	100.00%	0.00%	11	11	100.00%	N/A	N/A
Jan-01	9	9	100.00%	0.00%	14	14	100.00%	N/A	N/A
Feb-01	3	3	100.00%	0.00%	22	22	100.00%	N/A	N/A
Mar-01	4	4	100.00%	0.00%	16	16	100.00%	N/A	N/A
Apr-01	2	2	100.00%	0.00%	14	14	100.00%	N/A	N/A
May-01	3	3	100.00%	0.00%	15	15	100.00%	N/A	N/A
Jun-01	8	8	100.00%	0.00%	20	20	100.00%	N/A	N/A
Jul-01	3	3	100.00%	0.00%	14	14	100.00%	N/A	N/A
Aug-01	5	5	100.00%	0.00%	21	21	100.00%	N/A	N/A



Checklist #14 - Resale - PBX Repair

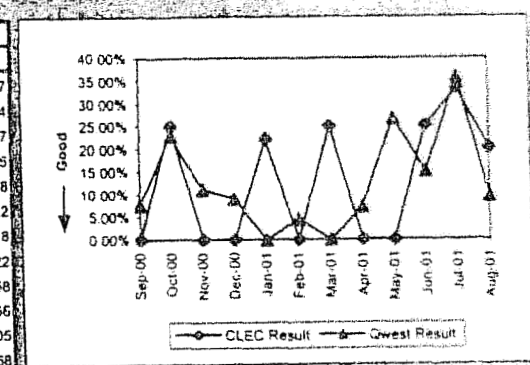
Mean Time to Restore (Hours:Minutes) (MR-6)-- No Dispatches

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
Sep-00	3:02	1	3:02		32:58	13	2:32	0.1	-0.94
Oct-00	4:29	4	1:02	1:28	89:10	13	6:52	-1.35	-1.82
Nov-00	0:20	2	0:10	0:07	20:30	9	2:17	-0.54	-1.33
Dec-00	4:45	2	2:22	2:08	22:03	11	2:00	0.13	-0.92
Jan-01	22:23	9	2:29	4:13	41:32	14	2:58	-0.2	-1.12
Feb-01	27:37	3	9:12	14:16	151:11	22	6:52	0.49	-0.7
Mar-01	25:34	4	6:39	11:13	59:45	16	3:44	0.54	-0.67
Apr-01	11:59	2	5:59	6:51	81:12	14	5:48	0.18	-0.89
May-01	19:05	3	6:22	9:51	53:03	15	3:32	0.52	-0.69
Jun-01	7:31	8	0:56	1:07	58:06	20	2:54	-1.09	-1.66
Jul-01	3:26	3	1:09	0:03	37:21	14	2:40	-0.49	-1.3
Aug-01	11:33	5	2:23	2:39	96:01	21	4:34	-0.8	-1.49



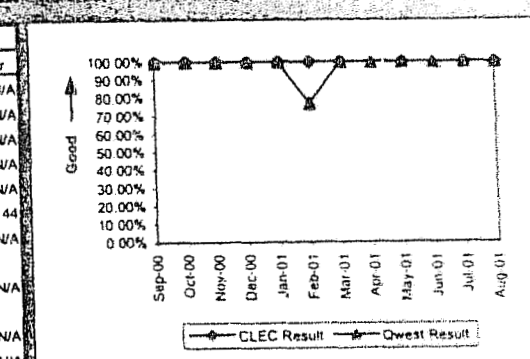
Repair Repeat Report Rate (Percent) (MR-7)-- No Dispatches

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
Sep-00	0	1	0.00%	0.00%	1	13	7.69%	-0.28	-1.17
Oct-00	1	4	25.00%	43.30%	3	13	23.08%	0.27	-0.84
Nov-00	0	2	0.00%	0.00%	1	9	11.11%	-0.45	-1.27
Dec-00	0	2	0.00%	0.00%	1	11	9.09%	-0.41	-1.25
Jan-01	2	9	22.22%	41.57%	0	14	0.00%	N/A	-0.08
Feb-01	0	3	0.00%	0.00%	1	22	4.55%	-0.35	-1.22
Mar-01	1	4	25.00%	43.30%	0	16	0.00%	N/A	-0.18
Apr-01	0	2	0.00%	0.00%	1	14	7.14%	-0.37	-1.22
May-01	0	3	0.00%	0.00%	4	15	26.67%	-0.95	-1.58
Jun-01	2	8	25.00%	43.30%	3	20	15.00%	0.56	-0.66
Jul-01	1	3	33.33%	47.14%	5	14	35.71%	-0.08	-1.05
Aug-01	1	5	20.00%	40.00%	2	21	9.52%	0.52	-0.68



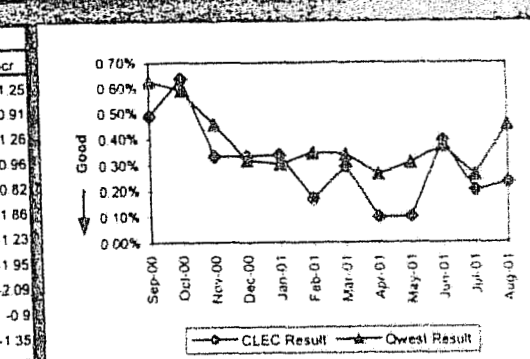
Repair Appointments Met (Percent) (MR-9)-- No Dispatches

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
Sep-00	1	1	100.00%	0.00%	13	13	100.00%	N/A	N/A
Oct-00	4	4	100.00%	0.00%	13	13	100.00%	N/A	N/A
Nov-00	2	2	100.00%	0.00%	9	9	100.00%	N/A	N/A
Dec-00	2	2	100.00%	0.00%	11	11	100.00%	N/A	N/A
Jan-01	3	3	100.00%	0.00%	3	3	100.00%	N/A	N/A
Feb-01	2	2	100.00%	0.00%	10	13	76.92%	-0.72	-1.44
Mar-01	1	1	100.00%	0.00%	6	6	100.00%	N/A	N/A
Apr-01					4	4	100.00%		
May-01	2	2	100.00%	0.00%	4	4	100.00%	N/A	N/A
Jun-01					3	3	100.00%		
Jul-01	1	1	100.00%	0.00%	6	6	100.00%	N/A	N/A
Aug-01	2	2	100.00%	0.00%	5	5	100.00%	N/A	N/A



Trouble Rate (Percent) (MR-8)

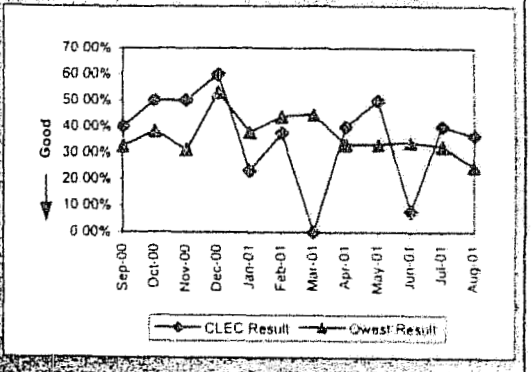
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
Sep-00	3	614	0.49%	6.97%	31	4935	0.63%	-0.41	-1.25
Oct-00	4	629	0.64%	7.95%	29	4914	0.59%	0.14	-0.91
Nov-00	2	600	0.33%	5.76%	22	4806	0.46%	-0.43	-1.26
Dec-00	2	599	0.33%	5.77%	15	4739	0.32%	0.07	-0.96
Jan-01	10	2957	0.34%	5.81%	28	9222	0.30%	0.3	-0.82
Feb-01	5	2946	0.17%	4.12%	32	9231	0.35%	-1.42	-1.86
Mar-01	9	3045	0.30%	5.43%	31	9049	0.34%	-0.38	-1.23
Apr-01	3	3079	0.10%	3.12%	24	9050	0.27%	-1.56	-1.95
May-01	3	2993	0.10%	3.16%	28	9030	0.31%	-1.79	-2.09
Jun-01	12	3034	0.40%	6.28%	33	8836	0.37%	0.17	-0.9
Jul-01	6	2998	0.20%	4.47%	23	8758	0.28%	-0.58	-1.35
Aug-01	7	3012	0.23%	4.81%	40	8796	0.45%	-1.57	-1.95



Checklist #14 - Resale - PBX Repair

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

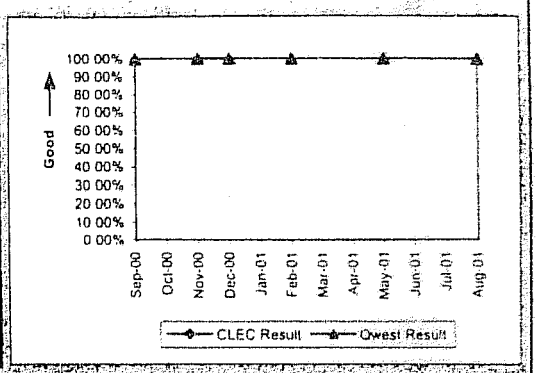
Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	2	5	40.00%	48.99%	15	46	32.61%	0.3	-0.82
Oct-00	4	8	50.00%	50.00%	18	47	38.30%	0.66	-0.6
Nov-00	2	4	50.00%	50.00%	10	32	31.25%	0.66	-0.6
Dec-00	3	5	60.00%	48.99%	17	32	53.13%	0.21	-0.87
Jan-01	3	13	23.08%	42.13%	17	45	37.78%	-0.96	-1.59
Feb-01	3	8	37.50%	48.41%	25	57	43.86%	-0.34	-1.21
Mar-01	8	9	0.00%	0.00%	25	56	44.64%	-2.5	-2.52
Apr-01	2	5	40.00%	48.99%	12	36	33.33%	0.25	-0.85
May-01	3	6	50.00%	50.00%	14	42	33.33%	0.73	-0.55
Jun-01	1	13	7.69%	26.65%	17	50	34.00%	-1.78	-2.08
Jul-01	4	10	40.00%	48.99%	11	34	32.35%	0.42	-0.75
Aug-01	4	11	36.36%	48.10%	13	53	24.53%	0.77	-0.53



Checklist #14 - Resale - Basic ISDN Installation

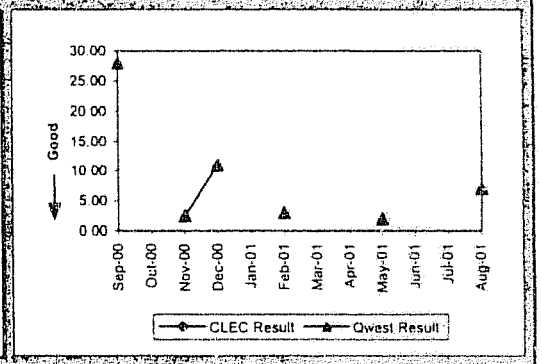
Installation Commitments Met (Percent) (OP-3)-- Dispatches Within MSAs

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1	1	100.00%		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2	2	100.00%		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1	1	100.00%		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1	1	100.00%		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1	1	100.00%		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2	2	100.00%		



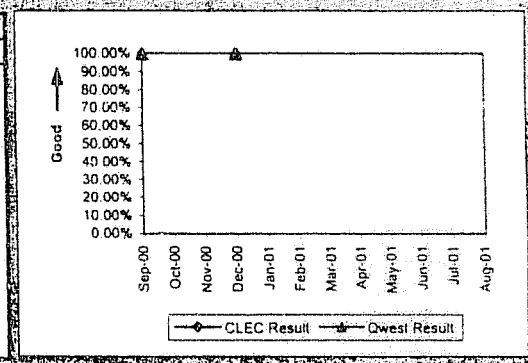
Installation Interval (Average Days) (OP-4)-- Dispatches Within MSAs

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	28	1	28.00		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	5	2	2.50		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	11	1	11.00		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	3	1	3.00		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2	1	2.00		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	14	2	7.00		



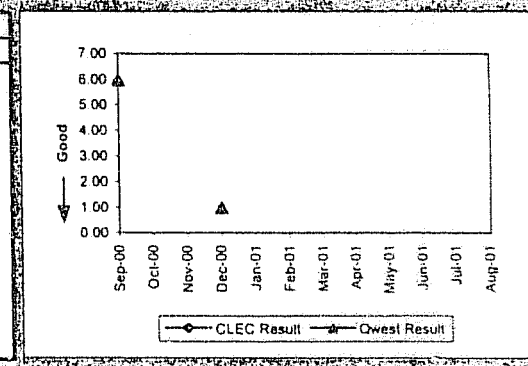
Installation Commitments Met (Percent) (OP-3)-- Dispatches Outside MSAs

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1	1	100.00%		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1	1	100.00%		



Installation Interval (Average Days) (OP-4)-- Dispatches Outside MSAs

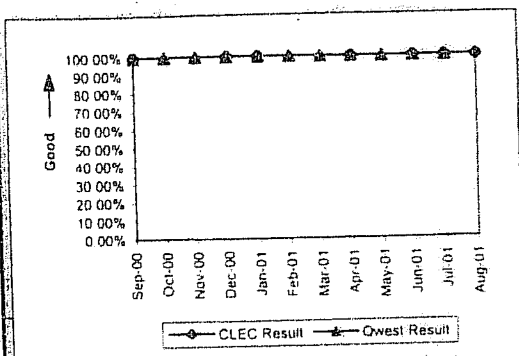
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	6	1	6.00		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1	1	1.00		



Checklist #14 - Resale - Basic ISDN Installation

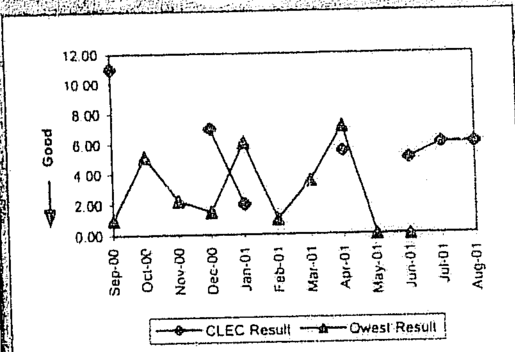
[illegible] (OP-3) -- No Dispatches

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
[illegible]		[illegible]	[illegible]	[illegible]	3	3	100.00%	N/A	N/A
[illegible]					6	6	100.00%		
[illegible]					9	9	100.00%		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	16	16	100.00%	N/A	N/A
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	9	9	100.00%	N/A	N/A
[illegible]					5	5	100.00%		
[illegible]					9	9	100.00%		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	6	6	100.00%	N/A	N/A
[illegible]					1	1	100.00%		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	5	5	100.00%	N/A	N/A
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1	1	100.00%	N/A	N/A
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]					



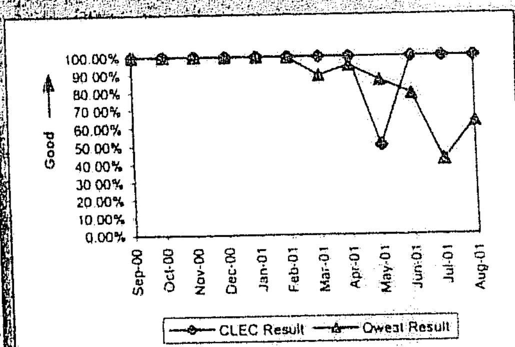
[illegible] (Average Days) (OP-4) -- No Dispatches

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]		3	3	1.00	5	2.04
[illegible]					31	6	5.17		
[illegible]					20	9	2.22		
[illegible]	[illegible]	[illegible]	[illegible]		24	16	1.50	1.48	-0.1
[illegible]	[illegible]	[illegible]	[illegible]		55	9	6.11	-0.42	-1.26
[illegible]					5	5	1.00		
[illegible]					32	9	3.56		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	43	6	7.17	-0.19	-1.12
[illegible]					0	1	0.00		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	0	3	0.00		
[illegible]	[illegible]	[illegible]	[illegible]	4.24					
[illegible]	[illegible]	[illegible]	[illegible]						



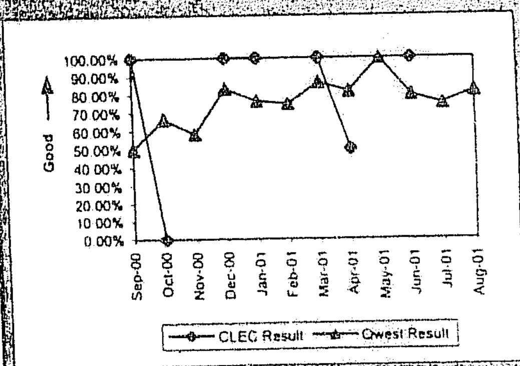
[illegible] Installation Quality (Percent) (OP-5)

[illegible]	[illegible]	[illegible]	[illegible]	Std Dev	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
[illegible]		[illegible]	[illegible]	[illegible]	22	22	100.00%	N/A	N/A
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	25	25	100.00%	N/A	N/A
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	28	28	100.00%	N/A	N/A
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	24	24	100.00%	N/A	N/A
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	26	28	100.00%	N/A	N/A
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	21	21	100.00%	N/A	N/A
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	17	19	89.47%	-0.33	-1.2
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	20	21	95.24%	-0.36	-1.22
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	13	15	86.67%	1.43	0.2
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	15	19	78.95%	-0.69	-1.42
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	8	19	42.11%	-2.13	-2.3
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	12	19	63.16%	-1.03	-1.82



[illegible] (Percent) (OP-3) -- Interval Zone Two

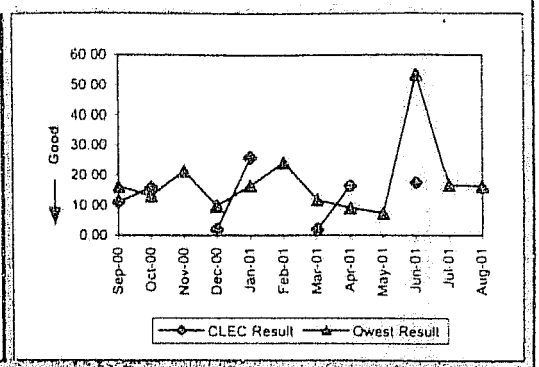
[illegible]	[illegible]	[illegible]	[illegible]	Std Dev	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
[illegible]		[illegible]	[illegible]	[illegible]	6	12	50.00%	-0.96	-1.58
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	16	24	66.67%	2.99	0.82
[illegible]					7	12	58.33%		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	5	6	83.33%	-0.41	-1.25
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	13	17	76.47%	-0.54	-1.33
[illegible]					6	8	75.00%		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	13	15	86.67%	-0.38	-1.23
[illegible]	[illegible]	[illegible]	[illegible]	50.00%	9	11	81.82%	1.08	-0.34
[illegible]					10	10	100.00%		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	16	20	80.00%	-0.67	-1.41
[illegible]					6	8	75.00%		
[illegible]					18	22	81.82%		



Checklist #14 - Resale - Basic ISDN Installation

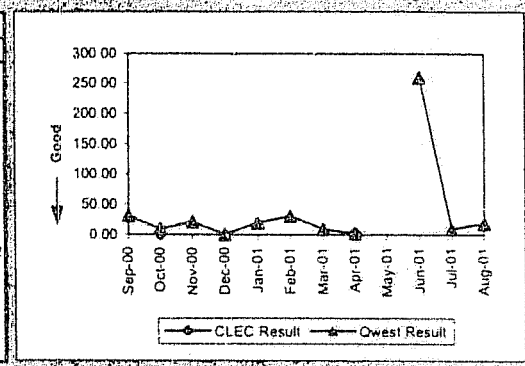
[illegible] (Average Days) (OP-4)-- Interval Zone Two

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	164	10	16.40	-0.42	-1.26
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	276	21	13.14	0.28	-0.83
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	259	12	21.58		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	59	6	9.83	-1.78	-2.08
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	247	15	16.47	0.45	-0.72
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	171	7	24.43		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	130	11	11.82	-1.32	-1.8
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	101	11	9.18	1.73	0.05
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	66	9	7.33		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	966	18	53.67	-0.28	-1.16
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	167	10	16.70		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	391	24	16.29		



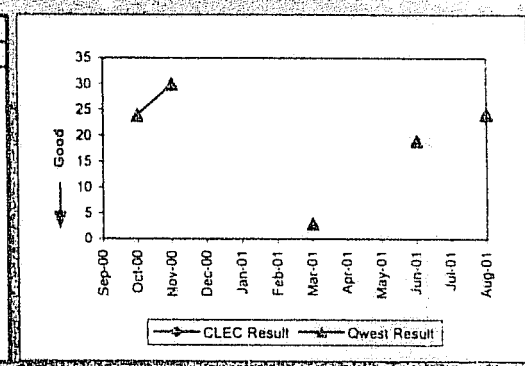
[illegible] (Average Days) (OP-6A)-- Interval Zone Two

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	191	6	31.83		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	69	7	9.86	-0.71	-1.43
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	66	3	22.00		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1	1	1.00		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	80	4	20.00		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	63	2	31.50		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	10	1	10.00		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	5	7	2.50	-0.19	-1.12
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	781	3	260.33		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	42	4	10.50		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	57	3	10.00		



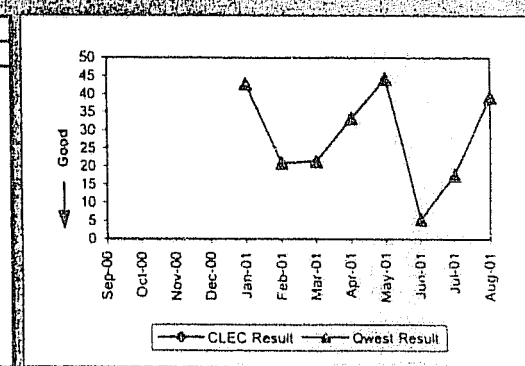
[illegible] (Average Days) (OP-6B)-- Interval Zone Two

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	24	1	24.00		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	60	2	30.00		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	3	1	3.00		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	19	1	19.00		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	97	4	24.25		



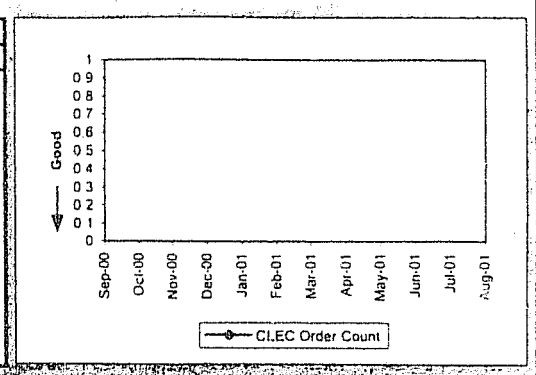
[illegible] Past Due Date (Average Days) (OP-15A)

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	86	2	43.00		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	21	1	21.00		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	43	2	21.50		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	67	2	33.50		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	89	2	44.50		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	33	6	5.50		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	89	5	17.80		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	118	3	39.33		



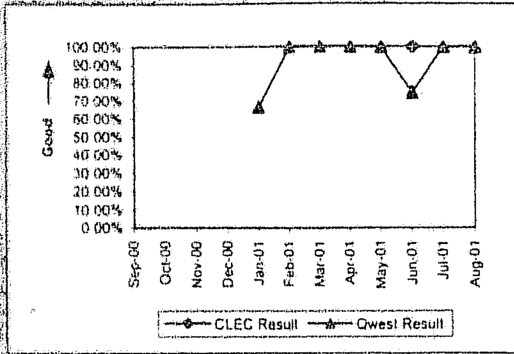
Checklist #14 - Resale - Basic ISDN Installation

Orders Delayed for Facilities Reasons Basic Rate ISDN (OP-15B)	
	CLEC Order Count

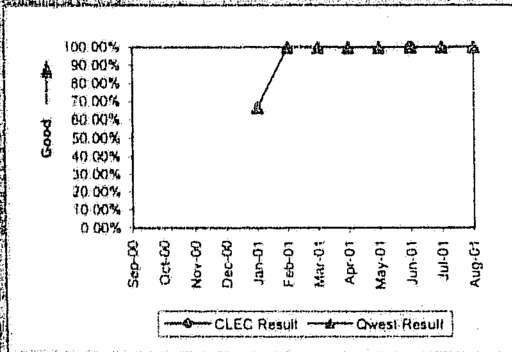


Resale - Basic ISDN Repair

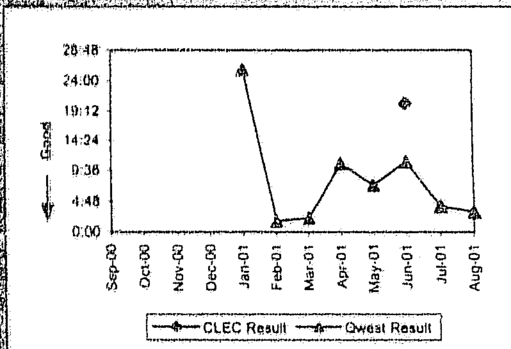
Month							Qwest Res	Mod Z Scr	Parity Scr
[illegible]									
[illegible]									
[illegible]									
[illegible]									
[illegible]					[illegible]	[illegible]	66.67%		
[illegible]					[illegible]	[illegible]	100.00%		
[illegible]					[illegible]	[illegible]	100.00%		
[illegible]					[illegible]	[illegible]	100.00%		
[illegible]					[illegible]	[illegible]	100.00%		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	75.00%	-0.52	-1.31
[illegible]					[illegible]	[illegible]	100.00%		
[illegible]					[illegible]	[illegible]	100.00%		



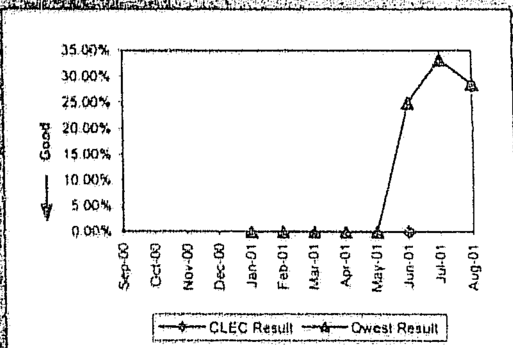
Month					Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
[illegible]									
[illegible]									
[illegible]									
[illegible]									
[illegible]					[illegible]	[illegible]	66.67%		
[illegible]					[illegible]	[illegible]	100.00%		
[illegible]					[illegible]	[illegible]	100.00%		
[illegible]					[illegible]	[illegible]	100.00%		
[illegible]					[illegible]	[illegible]	100.00%		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	100.00%	N/A	N/A
[illegible]					[illegible]	[illegible]	100.00%		
[illegible]					[illegible]	[illegible]	100.00%		

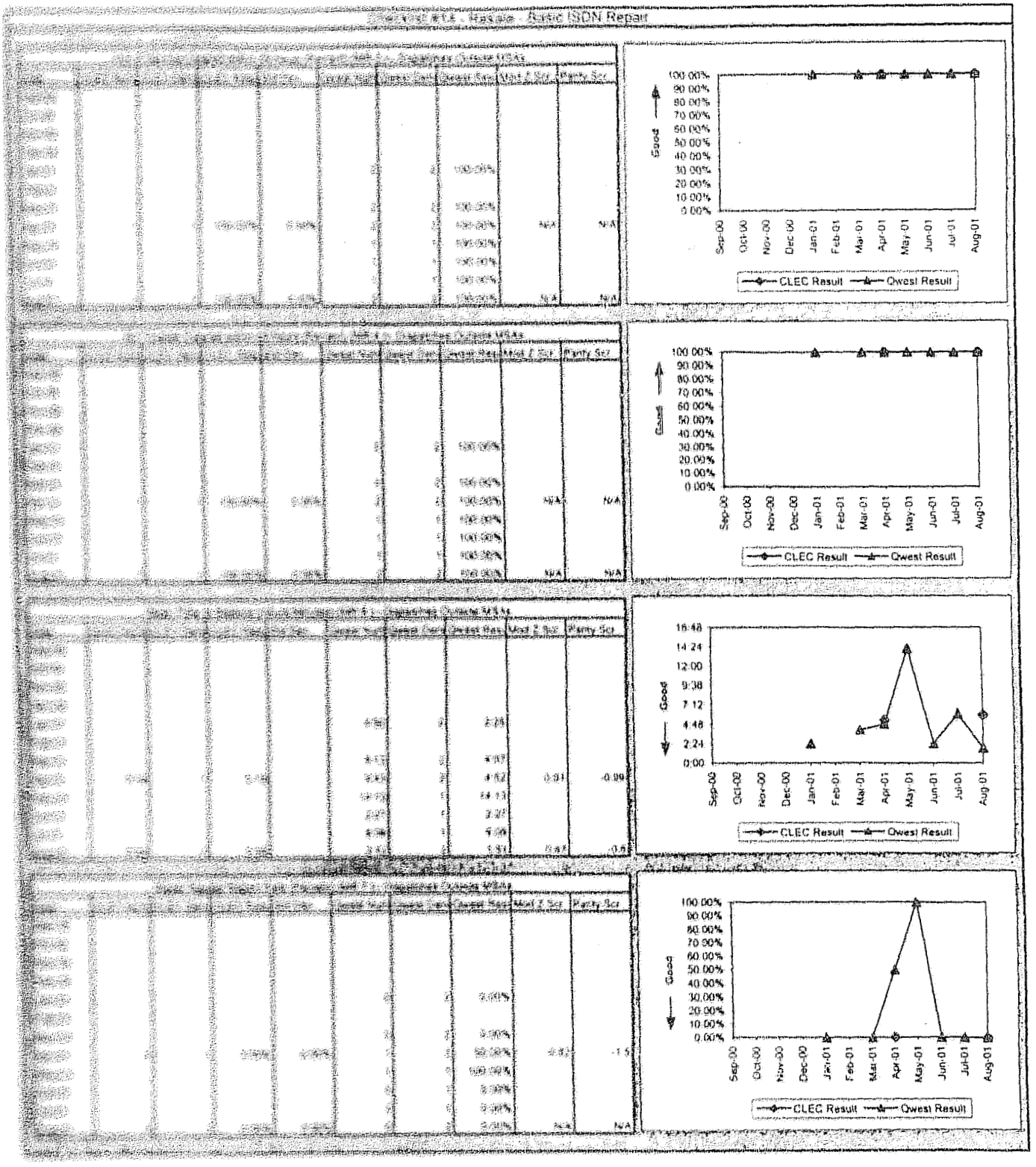


Month					Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
[illegible]									
[illegible]									
[illegible]									
[illegible]									
[illegible]					[illegible]	[illegible]	25:52		
[illegible]					[illegible]	[illegible]	1:43		
[illegible]					[illegible]	[illegible]	2:12		
[illegible]					[illegible]	[illegible]	10:44		
[illegible]					[illegible]	[illegible]	7:37		
[illegible]	[illegible]	[illegible]	[illegible]		[illegible]	[illegible]	10:57	0.1	-0.82
[illegible]					[illegible]	[illegible]	4:01		
[illegible]					[illegible]	[illegible]	3:03		



Month					Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
[illegible]									
[illegible]									
[illegible]									
[illegible]									
[illegible]					[illegible]	[illegible]	0.00%		
[illegible]					[illegible]	[illegible]	0.00%		
[illegible]					[illegible]	[illegible]	0.00%		
[illegible]					[illegible]	[illegible]	0.00%		
[illegible]					[illegible]	[illegible]	0.00%		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	25.00%	-0.52	-1.31
[illegible]					[illegible]	[illegible]	33.33%		
[illegible]					[illegible]	[illegible]	28.57%		

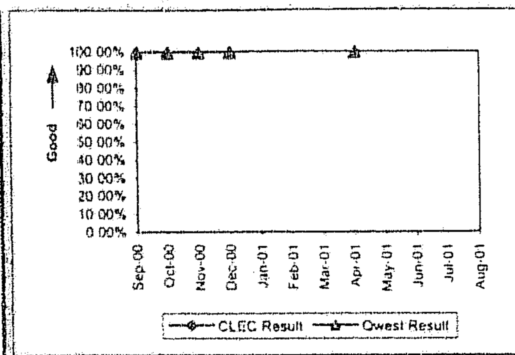



Sep-00
Oct-00
Nov-00
Dec-00
Jan-01
Feb-01
Mar-01
Apr-01
May-01
Jun-01
Jul-01
Aug-01
CLEC Result
Qwest Result
Good

Qwest
CLEC Result
Qwest Result
Sep-00
Oct-00
Nov-00
Dec-00
Jan-01
Feb-01
Mar-01
Apr-01
May-01
Jun-01
Jul-01
Aug-01

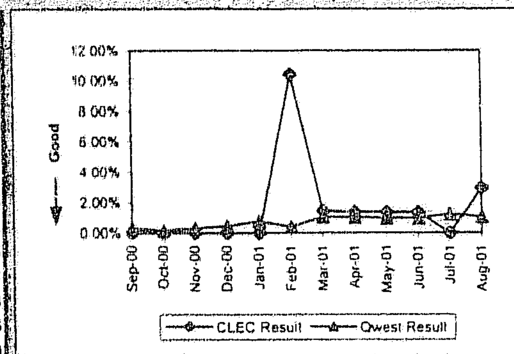
Checklist #14 - Resale - Basic ISDN Repair

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
[illegible]						[illegible]	6	100.00%		
[illegible]						[illegible]	5	100.00%		
[illegible]						[illegible]	9	100.00%		
[illegible]						3	3	100.00%		
[illegible]										
[illegible]										
[illegible]										
[illegible]						[illegible]	[illegible]	100.00%		
[illegible]										
[illegible]										
[illegible]										
[illegible]										



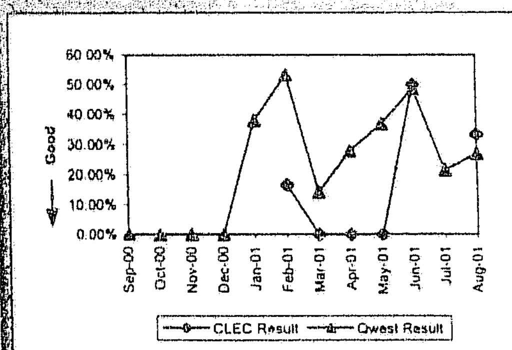
[illegible] (MR-4)

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	2	633	0.32%	-0.29	-1.17
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	1	634	0.16%	-0.21	-1.13
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	2	645	0.31%	-0.29	-1.18
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	4	839	0.47%	-0.36	-1.22
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	13	1689	0.77%	-0.63	-1.38
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	7	1711	0.41%	10.71	1.75
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	18	1687	1.07%	0.32	-0.78
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	18	1710	1.05%	0.27	-0.8
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	17	1723	0.99%	0.34	-0.77
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	17	1730	0.98%	0.31	-0.78
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	22	1760	1.25%	-0.97	-1.56
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	19	1795	1.06%	1.49	-0.23



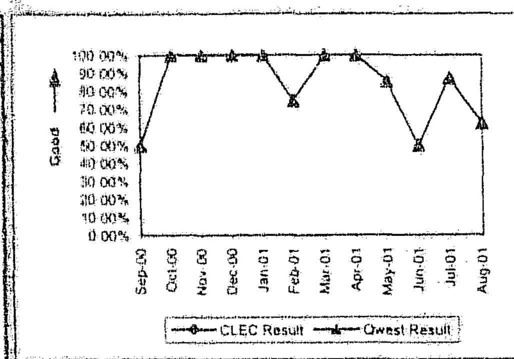
[illegible] (MR-10)

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
[illegible]						0	2	0.00%		
[illegible]						0	1	0.00%		
[illegible]						0	2	0.00%		
[illegible]						0	3	0.00%		
[illegible]						8	21	38.10%		
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	8	15	53.33%	-1.52	-1.93
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	3	21	14.29%	-0.4	-1.24
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	7	25	28.00%	-0.61	-1.37
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	10	27	37.04%	-0.75	-1.46
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	16	33	48.48%	-0.05	-1.03
[illegible]						6	28	21.43%		
[illegible]				[illegible]	[illegible]	7	26	26.92%	0.17	-0.9

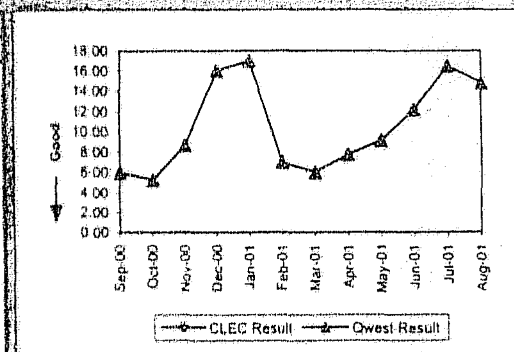


[illegible] - Resale - Qwest DSL Installation

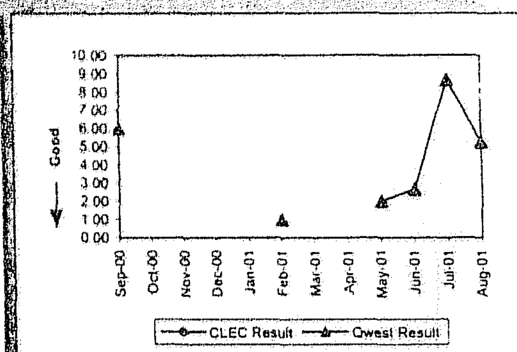
[illegible]						Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
[illegible]						[illegible]	2	50.00%		
[illegible]						4	4	100.00%		
[illegible]						3	3	100.00%		
[illegible]						[illegible]	[illegible]	100.00%		
[illegible]						[illegible]	[illegible]	100.00%		
[illegible]						[illegible]	4	75.00%		
[illegible]						[illegible]	3	100.00%		
[illegible]						4	4	100.00%		
[illegible]						6	7	85.71%		
[illegible]						[illegible]	[illegible]	50.00%		
[illegible]						7	8	87.50%		
[illegible]						[illegible]	[illegible]	[illegible]		



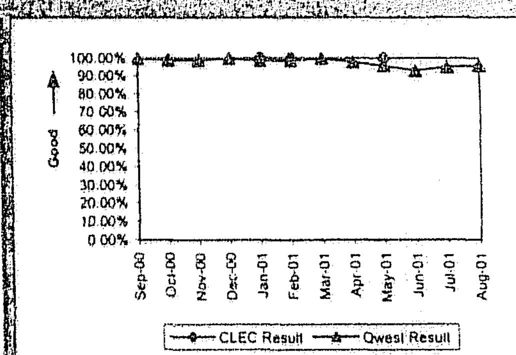
[illegible]						Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
[illegible]						[illegible]	2	6.00		
[illegible]						[illegible]	4	5.25		
[illegible]						[illegible]	3	8.67		
[illegible]						[illegible]	[illegible]	16.00		
[illegible]						[illegible]	[illegible]	17.00		
[illegible]						[illegible]	4	7.00		
[illegible]						[illegible]	3	6.00		
[illegible]						[illegible]	4	7.75		
[illegible]						[illegible]	7	9.14		
[illegible]						[illegible]	6	12.17		
[illegible]						[illegible]	[illegible]	16.50		
[illegible]						[illegible]	9	14.78		



[illegible]						Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
[illegible]						6	1	6.00		
[illegible]										
[illegible]										
[illegible]										
[illegible]										
[illegible]						[illegible]	1	1.00		
[illegible]										
[illegible]										
[illegible]						2	1	2.00		
[illegible]						[illegible]	3	2.67		
[illegible]						[illegible]	3	8.67		
[illegible]						[illegible]	4	5.25		



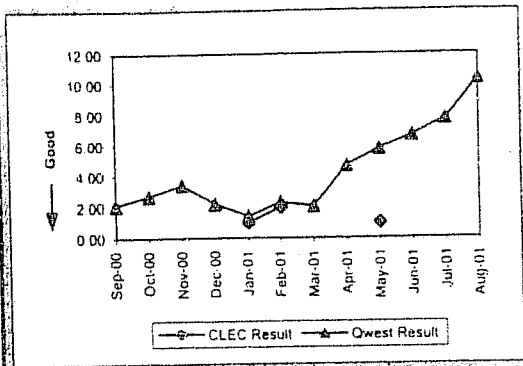
[illegible]						Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
[illegible]						[illegible]	72	100.00%		
[illegible]						[illegible]	[illegible]	98.84%		
[illegible]						[illegible]	[illegible]	96.30%		
[illegible]						[illegible]	78	100.00%		
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	72	98.61%	-0.12	+1.07
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	94.59%	-0.17	+1.1
[illegible]						[illegible]	[illegible]	100.00%		
[illegible]						[illegible]	[illegible]	97.81%		
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	95.78%	0.21	+1.13
[illegible]						[illegible]	[illegible]	97.89%		
[illegible]						[illegible]	[illegible]	94.54%		
[illegible]						[illegible]	[illegible]	95.83%		



Checklist #14 - Resale - Qwest DSL Installation

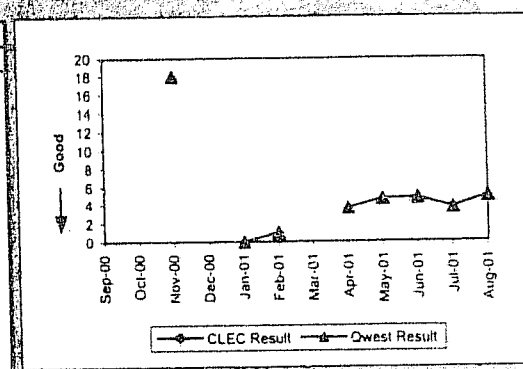
[illegible] (OP-4 -- No Dispatches

						Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
						152	72	2.11		
						253	94	2.69		
						285	83	3.43		
						172	78	2.21		
						102	72	1.42	-0.18	-1.11
						163	71	2.30	-0.14	-1.08
						231	115	2.06		
						542	137	4.09		
						755	130	5.81	-0.99	-1.6
						1110	166	6.69		
						1122	145	7.74		
						704	66	10.35		



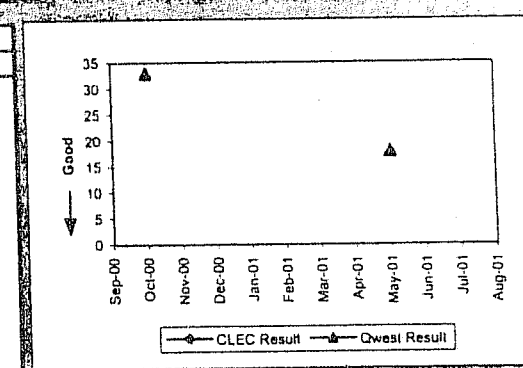
[illegible] (OP-6A -- No Dispatches

						Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
						18	1	18.00		
						0	1	0.00		
						1	1	1.00		
						11	3	3.67		
						28	6	4.67		
						67	14	4.79		
						41	11	3.73		
						35	7	5.00		



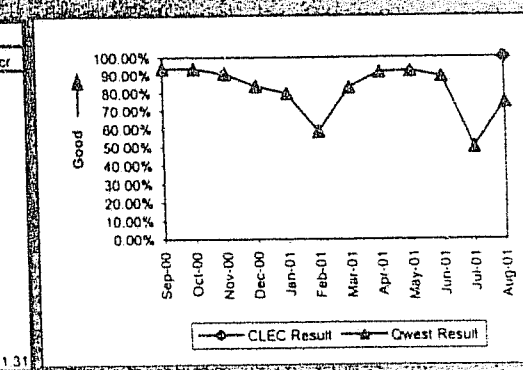
[illegible] (OP-6B -- No Dispatches

						Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
						33	1	33.00		
						18	1	18.00		



[illegible] (OP-3 -- Interval Zone Two

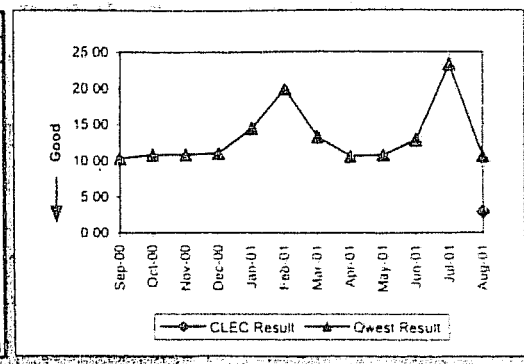
						Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
						123	131	93.89%		
						181	193	93.78%		
						130	143	90.91%		
						135	161	83.85%		
						114	143	79.72%		
						122	208	58.65%		
						159	191	83.25%		
						135	147	91.84%		
						75	81	92.59%		
						50	56	89.29%		
						4	6	60.00%		
						3	4	75.00%	-0.52	-1.31



Checklist #14 - Resale - Qwest DSL Installation

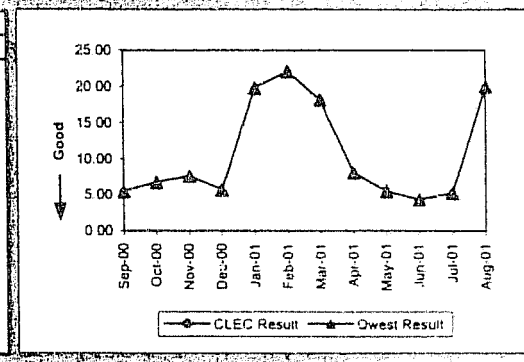
[illegible] (Average Days) (OP-4)-- Interval Zone Two

[illegible]	[illegible]	[illegible]	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
					1362	131	10.40		
					2099	193	10.88		
					1557	143	10.89		
					1783	161	11.07		
					2046	141	14.51		
					4121	207	19.91		
					2538	190	13.36		
					1541	144	10.70		
					883	81	10.90		
					724	56	12.93		
					187	8	23.38		
			1.00		43	4	10.75	-0.7	-1.43



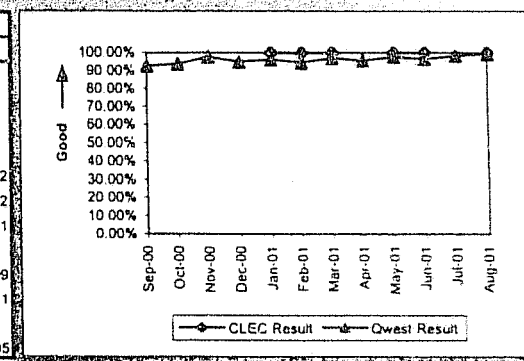
[illegible] Days for Non-Family Residence (Average Days) (OP-6A)-- Interval Zone Two

[illegible]	[illegible]	[illegible]	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
					44	8	5.50		
					81	12	6.75		
					99	13	7.62		
					148	26	5.69		
					576	29	19.86		
					1906	86	22.16		
					582	32	18.19		
					97	12	8.08		
					33	6	5.50		
					26	6	4.33		
					21	4	5.25		
					20	1	20.00		



[illegible] Installation Quality (Percent) (OP-5)-- Interval Zone One and Two

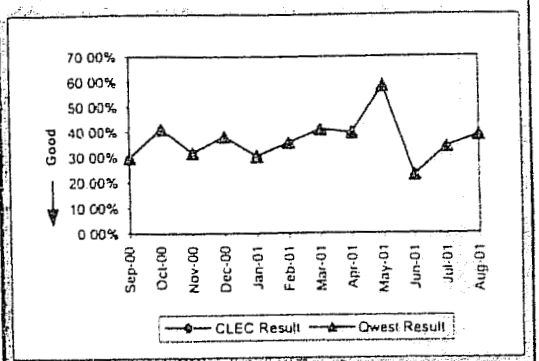
[illegible]	[illegible]	[illegible]	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
					179	193	92.75%		
					238	254	93.70%		
					259	265	97.74%		
					225	237	94.94%		
			100.00%	0.00%	224	233	96.14%	-0.2	-1.12
			100.00%	0.00%	246	260	94.62%	-0.34	-1.2
			100.00%	0.00%	295	304	97.04%	-0.17	-1.11
					289	302	95.70%		
			100.00%	0.00%	271	277	97.83%	-0.15	-1.09
			100.00%	0.00%	257	266	96.62%	-0.19	-1.11
					231	235	98.30%		
			100.00%	0.00%	154	155	99.35%	-0.08	-1.05



Checklist #14 - Resale - Qwest DSL Repair

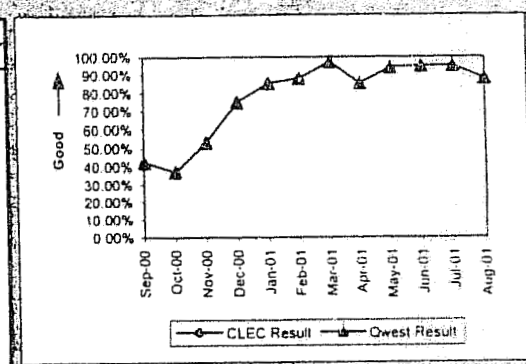
Percent Qwest Repeat Trouble Reports (Percent) (MR-10)– Interval Zone One and Two

				Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
				20	67	29.85%		
				19	46	41.30%		
				7	22	31.82%		
				15	39	38.46%		
				18	59	30.51%		
				28	78	35.90%		
				26	63	41.27%		
				27	68	39.71%		
				24	41	58.54%		
				12	52	23.08%		
				11	32	34.38%		
				16	41	39.02%		



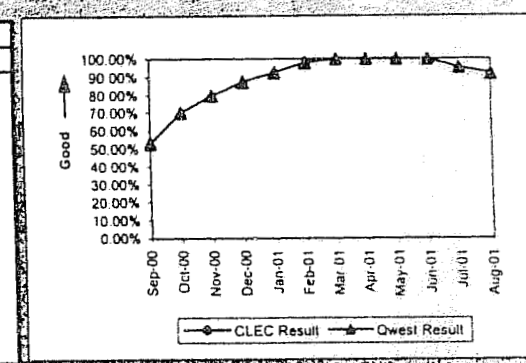
Qwest Repeat Trouble within 24 Hours (Percent) (MR-3)– Interval Zone Two

				Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
				20	47	42.55%		
				10	27	37.04%		
				8	15	53.33%		
				18	24	75.00%		
				35	41	85.37%		
				44	50	88.00%		
				36	37	97.30%		
				35	41	85.37%		
				16	17	94.12%		
				38	40	95.00%		
				20	21	95.24%		
				22	25	88.00%		



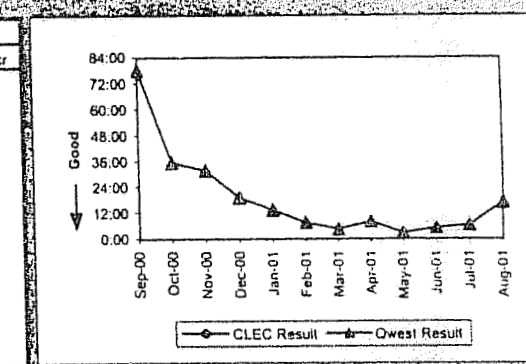
Qwest Repeat Trouble within 48 Hours (Percent) (MR-4)– Interval Zone Two

				Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
				25	47	53.19%		
				18	27	70.37%		
				12	15	80.00%		
				21	24	87.50%		
				38	41	92.68%		
				49	50	98.00%		
				37	37	100.00%		
				41	41	100.00%		
				17	17	100.00%		
				40	40	100.00%		
				20	21	95.24%		
				23	25	92.00%		



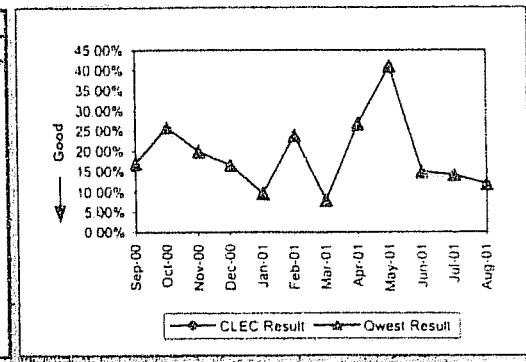
Qwest Time to Restore (Hours:Minutes) (MR-6)– Interval Zone Two

				Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
				3672:55	47	78:09		
				962:41	27	35:39		
				479:19	15	31:57		
				464:28	24	19:21		
				562:06	41	13:43		
				382:32	50	7:39		
				172:11	37	4:39		
				338:09	41	8:15		
				49:06	17	2:53		
				208:17	40	5:12		
				141:22	21	6:44		
				428:50	25	17:09		

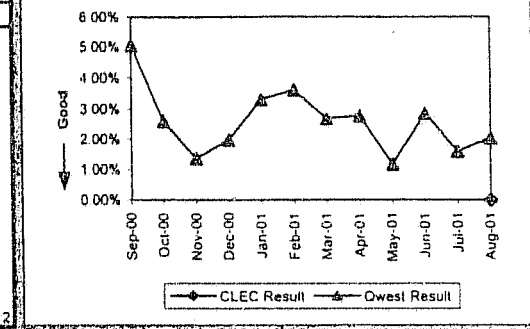


Checklist #14 - Resale - Qwest DSL Repair

					Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
					8	47	17.02%		
					7	27	25.93%		
					3	15	20.00%		
					4	24	16.67%		
					4	41	9.76%		
					12	50	24.00%		
					3	37	8.11%		
					11	42	26.83%		
					7	17	41.18%		
					6	40	15.00%		
					3	21	14.29%		
					3	25	12.00%		



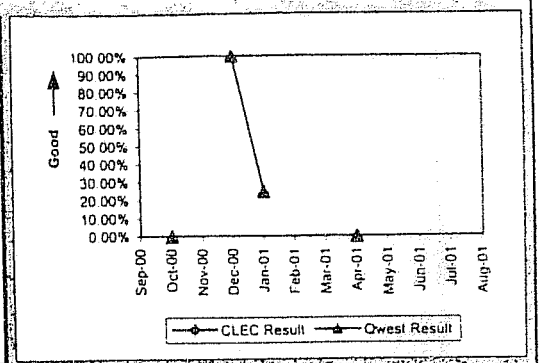
					Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
					42	828	5.06%		
					27	1038	2.60%		
					15	1094	1.37%		
					24	1205	1.99%		
					41	1233	3.33%		
					50	1378	3.63%		
					37	1378	2.69%		
					41	1482	2.77%		
					17	1455	1.17%		
					40	1405	2.85%		
					21	1315	1.60%		
					25	1224	2.04%	-0.2	-1.12



Checklist #14 - Resale - Primary ISDN Installation

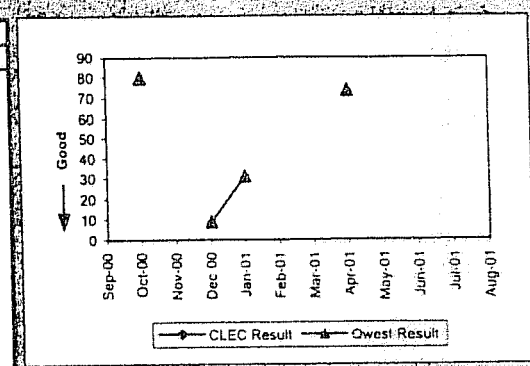
Percent Met (Percent) (OP-3)-- Dispatches Within MSAs

Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
0	20	0.00%		
1	1	100.00%		
1	4	25.00%		
0	1	0.00%		



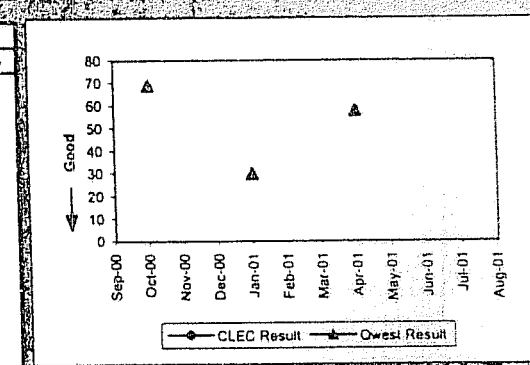
Average Days (OP-4)-- Dispatches Within MSAs

Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
1601	20	80.05		
9	1	9.00		
126	4	31.50		
74	1	74.00		



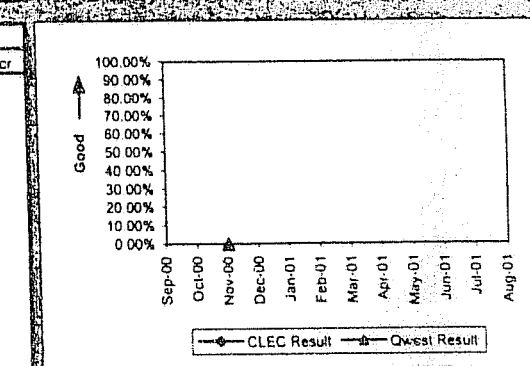
Average Days (OP-8A)-- Dispatches Within MSAs

Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
1380	20	69.00		
90	3	30.00		
58	1	58.00		



Percent Met (Percent) (OP-3)-- Dispatches Outside MSAs

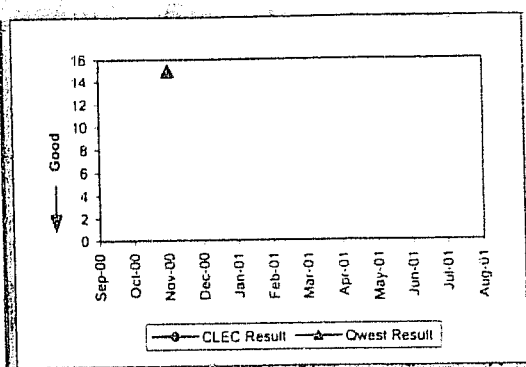
Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
0	1	0.00%		



Checklist #14 - Resale - Primary ISDN Installation

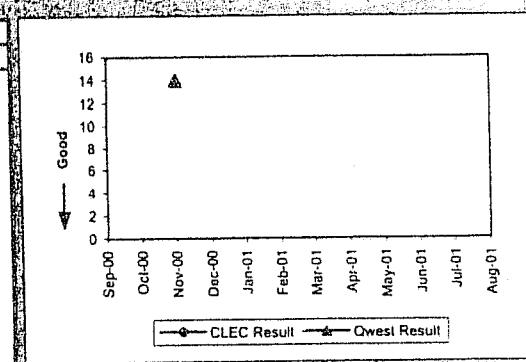
Average Days (OP-4) – Dispatches Outside MSAs

Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
15	1	15.00		



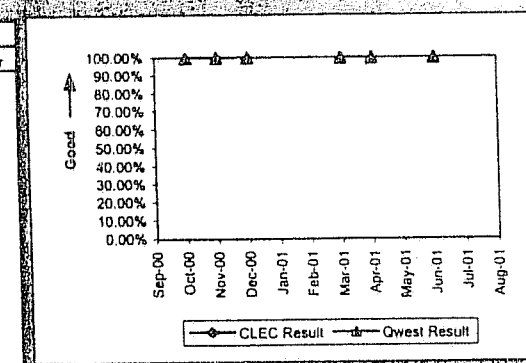
Average Days (OP-6A) – Dispatches Outside MSAs

Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
14	1	14.00		



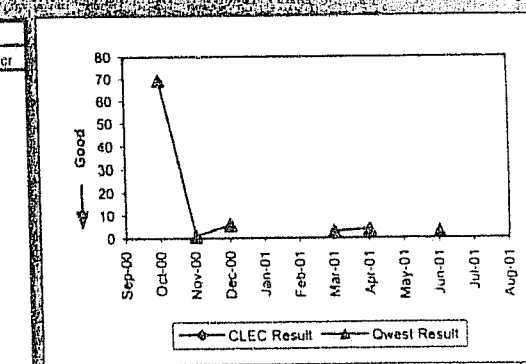
Percent (OP-3) – No Dispatches

Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
2	2	100.00%		
1	1	100.00%		
3	3	100.00%		
1	1	100.00%		
1	1	100.00%		
1	1	100.00%		



Average Days (OP-4) – No Dispatches

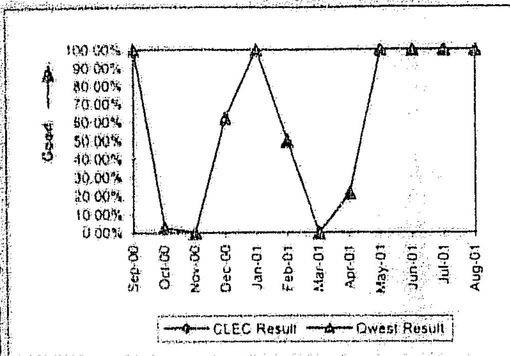
Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
139	2	69.50		
1	1	1.00		
18	3	6.00		
3	1	3.00		
4	1	4.00		
3	1	3.00		



[illegible] #11 - Resale - Primary ISDN Installation

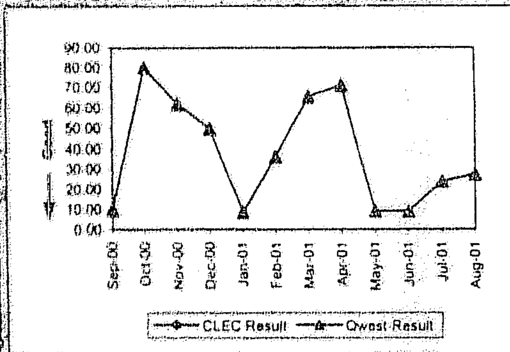
[illegible]

Month	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
[illegible]					[illegible]	[illegible]	100.00%		
[illegible]					[illegible]	33	3.03%		
[illegible]					[illegible]	[illegible]	0.00%		
[illegible]					[illegible]	[illegible]	62.50%		
[illegible]					[illegible]	[illegible]	100.00%		
[illegible]					[illegible]	[illegible]	50.00%		
[illegible]					[illegible]	[illegible]	0.00%		
[illegible]					[illegible]	[illegible]	21.43%		
[illegible]					[illegible]	[illegible]	100.00%		
[illegible]					[illegible]	[illegible]	100.00%		
[illegible]					[illegible]	[illegible]	100.00%		
[illegible]					[illegible]	[illegible]	100.00%		



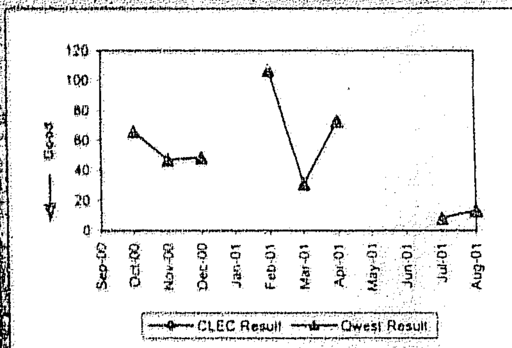
[illegible] Zone Two

Month	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
[illegible]					[illegible]	1	10.00		
[illegible]					[illegible]	33	79.97		
[illegible]					[illegible]	3	62.00		
[illegible]					[illegible]	8	49.75		
[illegible]					[illegible]	11	8.55		
[illegible]					[illegible]	4	36.25		
[illegible]					[illegible]	[illegible]	65.45		
[illegible]					[illegible]	[illegible]	70.91		
[illegible]					[illegible]	1	9.50		
[illegible]					[illegible]	1	9.00		
[illegible]					[illegible]	42	23.88		
[illegible]					[illegible]	[illegible]	27.47		



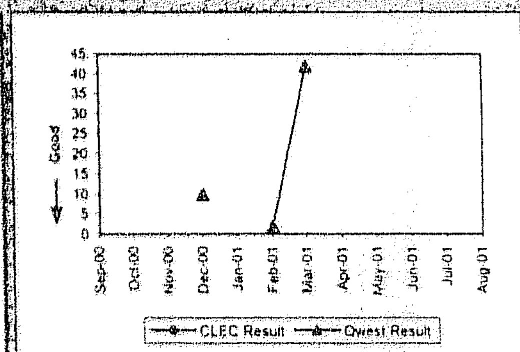
[illegible] Zone Two

Month	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
[illegible]									
[illegible]					[illegible]	42	65.97		
[illegible]					[illegible]	3	47.00		
[illegible]					[illegible]	[illegible]	48.50		
[illegible]									
[illegible]					[illegible]	1	107.00		
[illegible]					[illegible]	[illegible]	30.33		
[illegible]					[illegible]	11	73.00		
[illegible]									
[illegible]									
[illegible]					[illegible]	[illegible]	9.48		
[illegible]					[illegible]	[illegible]	13.48		



[illegible] Zone Two

Month	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
[illegible]									
[illegible]									
[illegible]									
[illegible]					[illegible]	1	10.00		
[illegible]									
[illegible]					[illegible]	1	2.00		
[illegible]					[illegible]	[illegible]	42.00		
[illegible]									
[illegible]									
[illegible]									
[illegible]									
[illegible]									

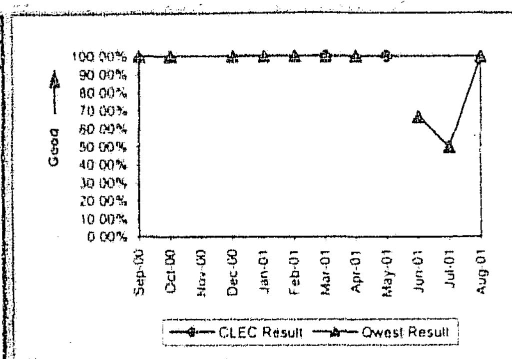


Sep-00
Oct-00
Nov-00
Dec-00
Jan-01
Feb-01
Mar-01
Apr-01
May-01
Jun-01
Jul-01
Aug-01
CLEC Result
Qwest Result

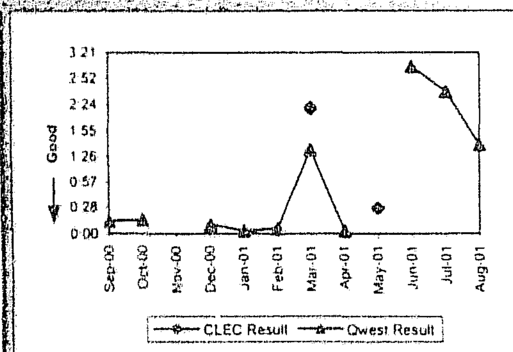
Sep-00
Oct-00
Nov-00
Dec-00
Jan-01
Feb-01
Mar-01
Apr-01
May-01
Jun-01
Jul-01
Aug-01
CLEC Order Count

Checklist #14 - Resale - Primary ISDN Repair

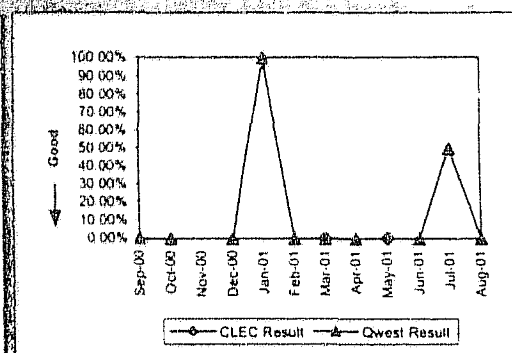
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
[illegible]					[illegible]	[illegible]	100.00%		
[illegible]					[illegible]	[illegible]	100.00%		
[illegible]									
[illegible]					[illegible]	[illegible]	100.00%		
[illegible]					[illegible]	[illegible]	100.00%		
[illegible]					[illegible]	[illegible]	100.00%		
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	100.00%	N/A	N/A
[illegible]					[illegible]	[illegible]	100.00%		
[illegible]		[illegible]	[illegible]	[illegible]					
[illegible]					[illegible]	[illegible]	66.67%		
[illegible]					[illegible]	[illegible]	50.00%		
[illegible]					[illegible]	[illegible]	100.00%		



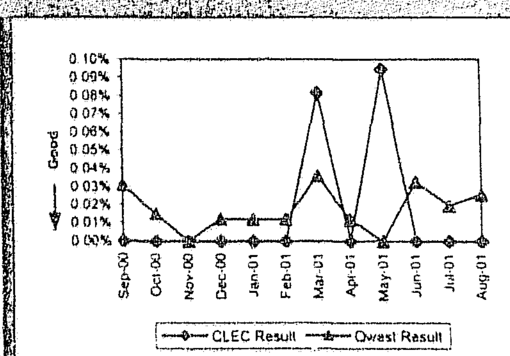
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
[illegible]					[illegible]	[illegible]	0.14		
[illegible]					[illegible]	[illegible]	0.15		
[illegible]									
[illegible]					[illegible]	[illegible]	0.10		
[illegible]					[illegible]	[illegible]	0.03		
[illegible]					[illegible]	[illegible]	0.06		
[illegible]	[illegible]	[illegible]	[illegible]		[illegible]	[illegible]	1.34	0.88	-0.46
[illegible]					[illegible]	[illegible]	0.03		
[illegible]	[illegible]	[illegible]	[illegible]						
[illegible]					[illegible]	[illegible]	3.08		
[illegible]					[illegible]	[illegible]	2.38		
[illegible]					[illegible]	[illegible]	1.39		



[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
[illegible]					[illegible]	[illegible]	0.00%		
[illegible]					[illegible]	[illegible]	0.00%		
[illegible]									
[illegible]					[illegible]	[illegible]	0.00%		
[illegible]					[illegible]	[illegible]	100.00%		
[illegible]					[illegible]	[illegible]	0.00%		
[illegible]			[illegible]	[illegible]	[illegible]	[illegible]	0.00%	N/A	N/A
[illegible]					[illegible]	[illegible]	0.00%		
[illegible]			[illegible]	[illegible]					
[illegible]					[illegible]	[illegible]	0.00%		
[illegible]					[illegible]	[illegible]	50.00%		
[illegible]					[illegible]	[illegible]	0.00%		

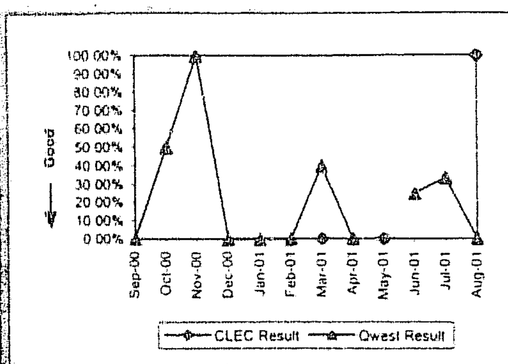


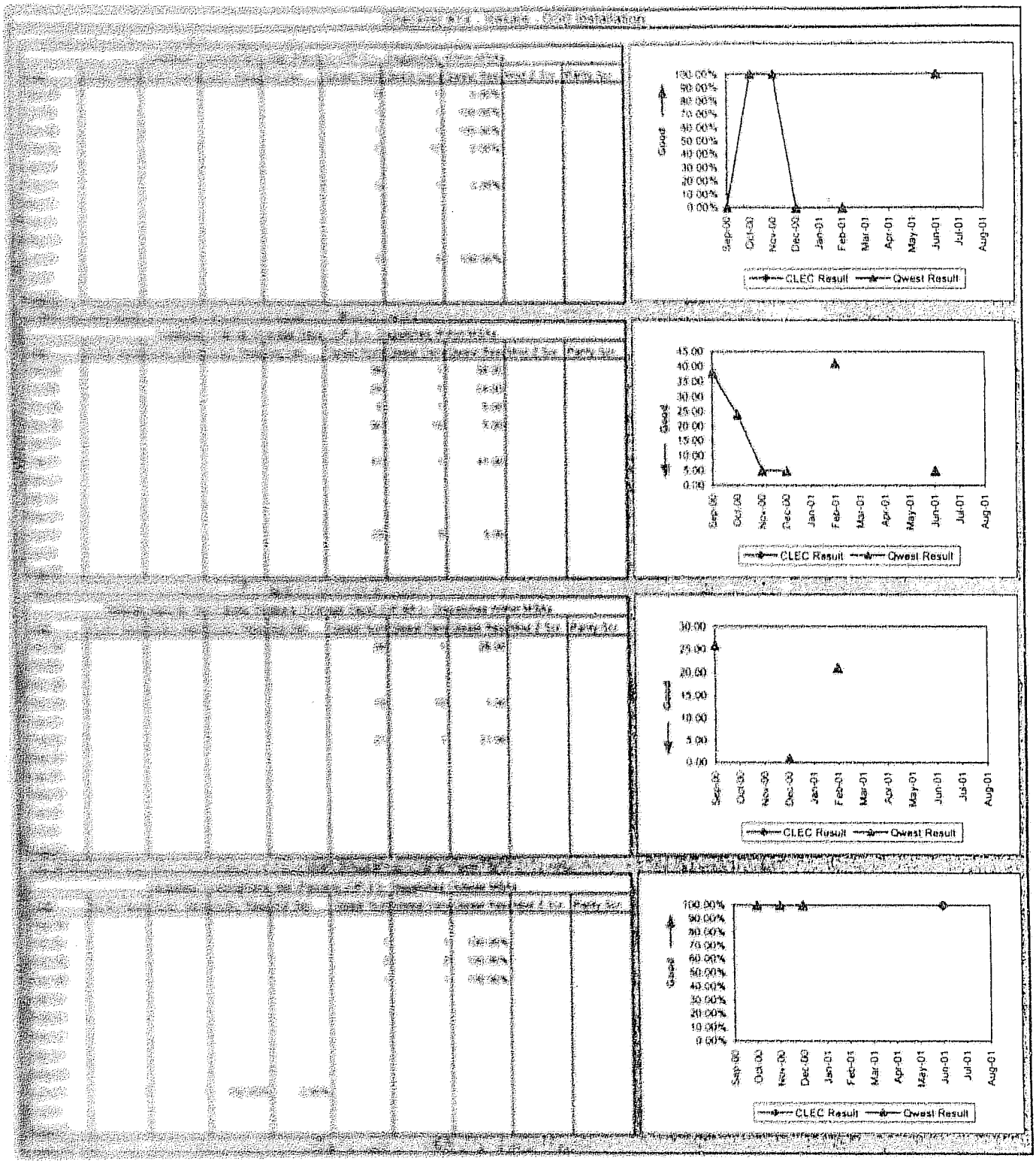
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	8405	0.03%	-0.49	-1.3
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	8631	0.02%	-0.39	-1.24
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	7351	0.00%	N/A	N/A
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	8127	0.01%	-0.38	-1.22
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	8342	0.01%	-0.38	-1.22
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	8240	0.01%	-0.38	-1.22
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	8740	0.04%	0.78	-0.53
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	8311	0.01%	-0.36	-1.22
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	8128	0.00%	N/A	
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	9093	0.03%	-0.56	-1.34
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	10131	0.02%	-0.43	-1.26
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	11582	0.03%	-0.5	-1.3



[illegible] #14 - Resale - Primary ISDN Repair

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
[illegible]					[illegible]	2	0.00%		
[illegible]					[illegible]	2	50.00%		
[illegible]					[illegible]	1	100.00%		
[illegible]					[illegible]	1	0.00%		
[illegible]					[illegible]	1	0.00%		
[illegible]					[illegible]	1	0.00%		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	5	40.00%	-0.75	-1.45
[illegible]					[illegible]	1	0.00%		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]					
[illegible]					[illegible]	4	25.00%		
[illegible]					[illegible]	3	33.33%		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	3	0.00%	N/A	-0.24



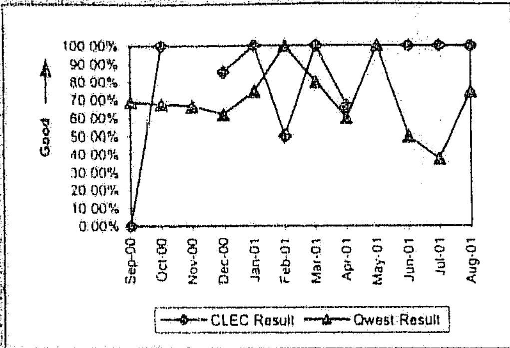

Good
CLEC Result
Qwest Result
Sep-00
Oct-00
Nov-00
Dec-00
Jan-01
Feb-01
Mar-01
Apr-01
May-01
Jun-01
Jul-01
Aug-01

CLEC Result
Qwest Result

[illegible] - Resale - DS0 Installation

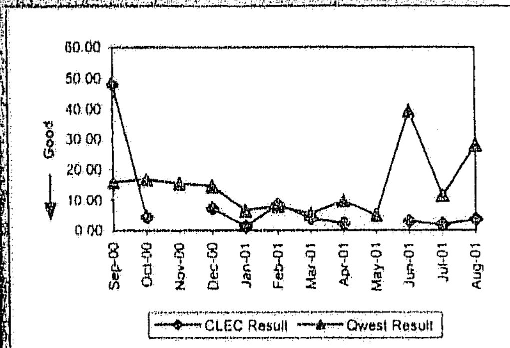
[illegible] Interval Zone Two

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	59.05%	3.08	2.05
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	67.74%	-0.95	-1.58
[illegible]					[illegible]	[illegible]	65.43%		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	61.90%	-1.12	-1.68
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	4	75.00%	-0.78	-1.46
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	3	100.00%	N/A	-0.1
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	5	80.00%	-0.75	-1.45
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	5	80.00%	-0.19	-1.11
[illegible]					[illegible]	4	100.00%		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	4	50.00%	-1.31	-1.8
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	8	37.50%	-1.63	-1.99
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	4	75.00%	-0.98	-1.52



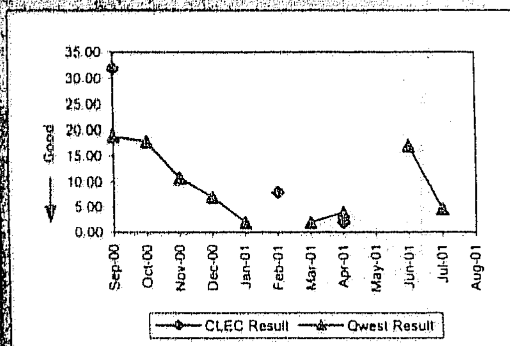
[illegible] Interval Zone Two

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]		[illegible]	[illegible]	16.12	1.80	0.13
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	38	16.93	-1.05	-1.64
[illegible]					[illegible]	[illegible]	15.41		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	14.67	-1.22	-1.74
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	4	6.50	-3.91	-3.37
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	3	8.00	-0.6	-1.55
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	5	5.40	-0.62	-1.38
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	5	9.40	-1.55	-1.94
[illegible]					[illegible]	4	5.00		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	3	39.33	-0.61	-1.55
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	9	11.44	-2.04	-2.24
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	3	28.00	-0.84	-1.51



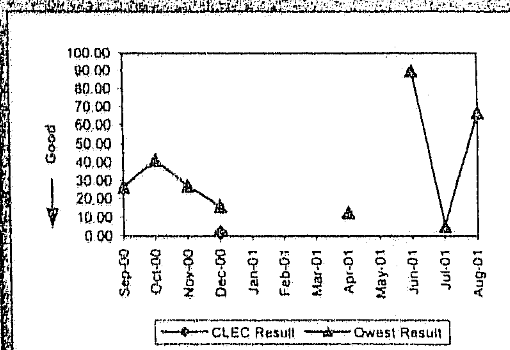
[illegible] Interval Zone Two

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]		[illegible]	10	18.90	0.46	-0.72
[illegible]					[illegible]	8	17.88		
[illegible]					[illegible]	7	10.86		
[illegible]					[illegible]	4	7.00		
[illegible]					[illegible]	1	2.00		
[illegible]	[illegible]	[illegible]	[illegible]						
[illegible]					[illegible]	1	2.00		
[illegible]	[illegible]	[illegible]	[illegible]		[illegible]	1	4.00		
[illegible]									
[illegible]					[illegible]	1	17.00		
[illegible]					[illegible]	3	4.67		
[illegible]									

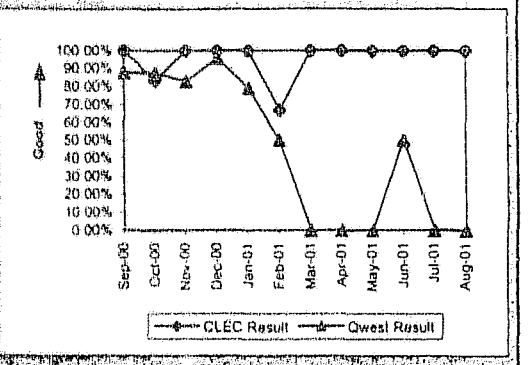


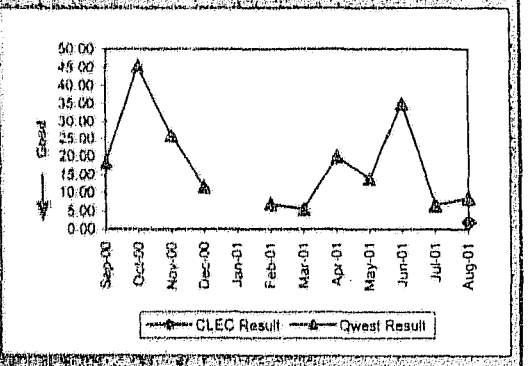
[illegible] Interval Zone Two

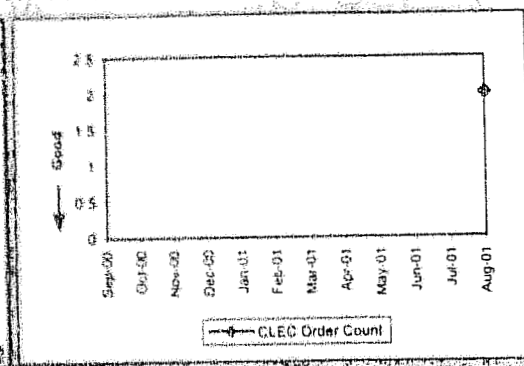
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
[illegible]					[illegible]	3	26.67		
[illegible]					[illegible]	2	41.50		
[illegible]					[illegible]	5	27.20		
[illegible]	[illegible]	[illegible]	[illegible]		[illegible]	4	16.25	-0.47	-1.28
[illegible]									
[illegible]									
[illegible]									
[illegible]					[illegible]	1	13.00		
[illegible]									
[illegible]					[illegible]	1	90.00		
[illegible]					[illegible]	3	5.33		
[illegible]					[illegible]	1	67.00		



Resale - DS0 Installation

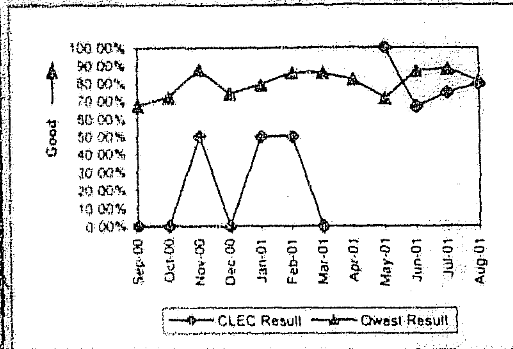




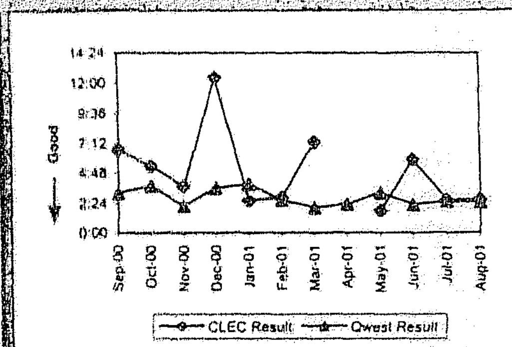

2.5
2
1.5
1
0.5
0
Good
Sep-00
Oct-00
Nov-00
Dec-00
Jan-01
Feb-01
Mar-01
Apr-01
May-01
Jun-01
Jul-01
Aug-01
CLEC Order Count

Checklist #14 - Resale - DS0 Repair

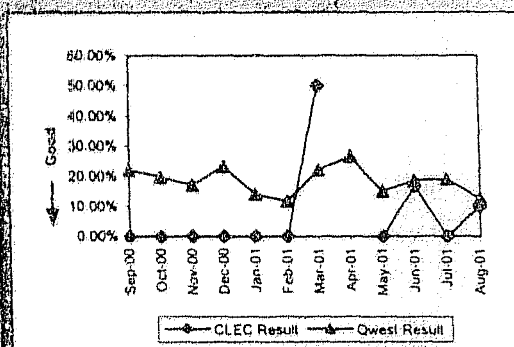
[illegible]						Qwest Num	Qwest Denom	Qwest Res	Mod Z Scr	Parity Scr
[illegible]		[illegible]		[illegible]	[illegible]	[illegible]	104	67.59%	7.29	3.43
[illegible]		[illegible]		[illegible]	[illegible]	[illegible]	126	72.22%	3.72	1.26
[illegible]		[illegible]		[illegible]	[illegible]	[illegible]	99	87.88%	6.34	2.86
[illegible]		[illegible]		[illegible]	[illegible]	[illegible]	77	74.03%	8.21	3.99
[illegible]		[illegible]		[illegible]	[illegible]	[illegible]	92	76.35%	1.94	0.18
[illegible]		[illegible]		[illegible]	[illegible]	[illegible]	137	86.13%	6.12	2.72
[illegible]		[illegible]		[illegible]	[illegible]	[illegible]	64	86.05%	7.94	3.83
[illegible]						[illegible]	85	82.22%		
[illegible]		[illegible]		[illegible]	[illegible]	[illegible]	120	71.67%	-1.33	-1.84
[illegible]		[illegible]		[illegible]	[illegible]	[illegible]	139	87.05%	2.53	0.53
[illegible]		[illegible]		[illegible]	[illegible]	[illegible]	141	88.65%	1.13	-0.32
[illegible]		[illegible]		[illegible]	[illegible]	[illegible]	144	81.94%	0.00	-0.94



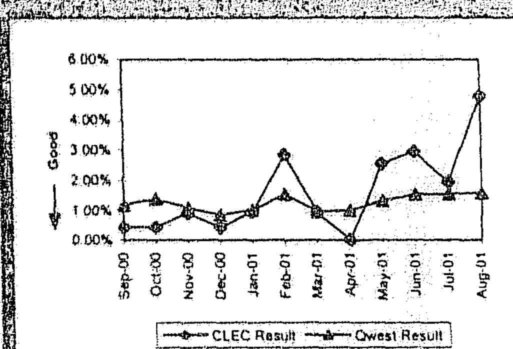
[illegible]						Qwest Num	Qwest Denom	Qwest Res	Mod Z Scr	Parity Scr
[illegible]	[illegible]		[illegible]			[illegible]	506	3.15	1.54	-0.37
[illegible]	[illegible]		[illegible]			[illegible]	128	3.50	0.26	-0.84
[illegible]	[illegible]		[illegible]	[illegible]		[illegible]	99	2.11	0.33	-0.49
[illegible]	[illegible]		[illegible]			[illegible]	77	1.38	1.38	-0.16
[illegible]	[illegible]		[illegible]	[illegible]		[illegible]	92	3.50	-0.2	-1.12
[illegible]	[illegible]		[illegible]	[illegible]		[illegible]	137	2.42	0.50	-0.64
[illegible]	[illegible]		[illegible]	[illegible]		[illegible]	86	2.02	1.93	0.17
[illegible]						[illegible]	90	2.21		
[illegible]	[illegible]		[illegible]	[illegible]		[illegible]	120	3.13	-0.83	-1.38
[illegible]	[illegible]		[illegible]	[illegible]		[illegible]	139	2.18	1.48	-0.11
[illegible]	[illegible]		[illegible]	[illegible]		[illegible]	141	2.32	0.49	-0.7
[illegible]	[illegible]		[illegible]	[illegible]		[illegible]	144	2.31	0.25	-0.05



[illegible]						Qwest Num	Qwest Denom	Qwest Res	Mod Z Scr	Parity Scr
[illegible]		[illegible]		[illegible]	[illegible]	[illegible]	108	22.22%	-0.53	-1.32
[illegible]		[illegible]		[illegible]	[illegible]	[illegible]	126	19.84%	-0.5	-1.3
[illegible]		[illegible]		[illegible]	[illegible]	[illegible]	99	17.17%	-0.64	-1.39
[illegible]		[illegible]		[illegible]	[illegible]	[illegible]	77	23.38%	-0.59	-1.33
[illegible]		[illegible]		[illegible]	[illegible]	[illegible]	92	14.13%	-0.57	-1.35
[illegible]		[illegible]		[illegible]	[illegible]	[illegible]	137	11.68%	-0.87	-1.53
[illegible]		[illegible]		[illegible]	[illegible]	[illegible]	86	22.09%	0.74	-0.55
[illegible]						[illegible]	90	26.67%		
[illegible]		[illegible]		[illegible]	[illegible]	[illegible]	120	13.33%	-0.92	-1.56
[illegible]		[illegible]		[illegible]	[illegible]	[illegible]	139	18.71%	-0.13	-1.08
[illegible]		[illegible]		[illegible]	[illegible]	[illegible]	141	19.15%	-0.96	-1.58
[illegible]		[illegible]		[illegible]	[illegible]	[illegible]	144	12.50%	-0.23	-1.14



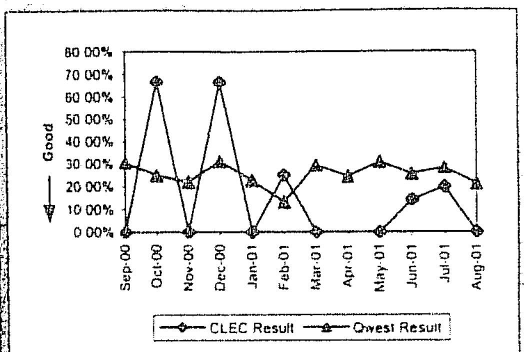
[illegible]						Qwest Num	Qwest Denom	Qwest Res	Mod Z Scr	Parity Scr
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1.19%	-1.04	-1.83
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1.40%	-1.23	-1.75
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1.02%	-0.25	-1.15
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	0.85%	-0.73	-1.44
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1.03%	-0.58	-1.05
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1.56%	1.49	-0.16
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	0.98%	-0.04	-1.03
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1.02%	-1.5	-1.91
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1.34%	1.45	-0.18
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1.55%	1.61	-0.1
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1.56%	0.44	-0.7
[illegible]		[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1.58%	3.66	0.81



Checklist #14 - Resale - DS0 Repair

[illegible] (MR-10) -- Interval Zone One and Two

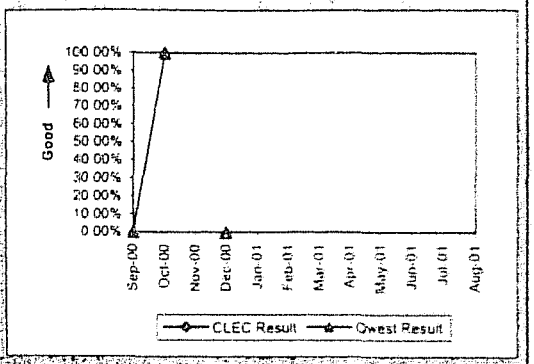
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	48	156	30 77%	-0 66	-1 4
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	42	168	25 00%	1 38	-0 16
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	28	127	22 05%	-0 75	-1 45
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	35	112	31 25%	1 21	-0 27
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	27	118	22 89%	-0 76	-1 46
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	21	158	13 29%	0 87	-0 47
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	36	122	29 51%	-0 91	-1 55
[illegible]					29	119	24 37%		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	54	174	31 03%	-1 48	-1 9
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	48	187	25 67%	-0 68	-1 41
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	56	197	28 43%	-0 41	-1 25
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	39	183	21 31%	-1 8	-1 97



Checklist #14 - Resale - DS1 Installation

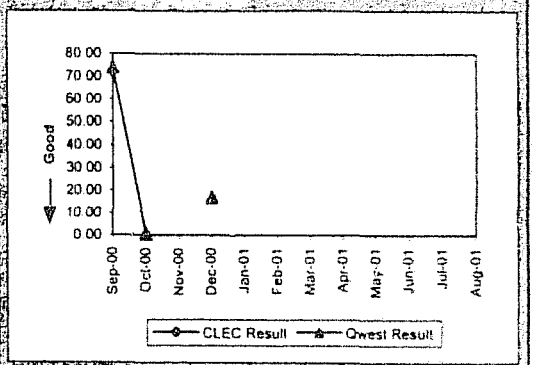
Installation Commitments Met (Percent) (OP-3)-- Interval Zone One

CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
				0	1	0.00%		
				3	3	100.00%		
				0	1	0.00%		



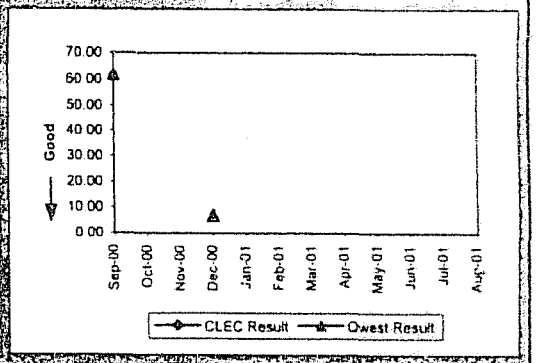
Installation Interval (Average Days) (OP-4)-- Interval Zone One

CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
				74	1	74.00		
				2	3	0.67		
				17	1	17.00		



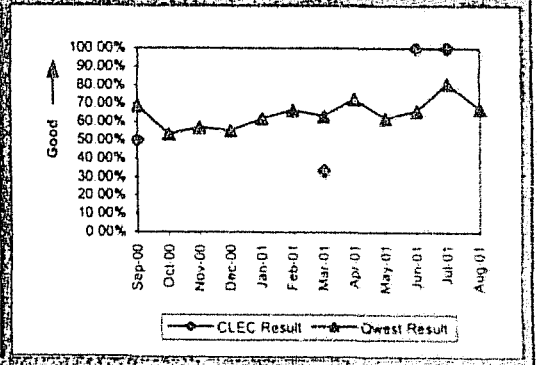
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)-- Interval Zone One

CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
				62	1	62.00		
				7	1	7.00		



Installation Commitments Met (Percent) (OP-3)-- Interval Zone Two

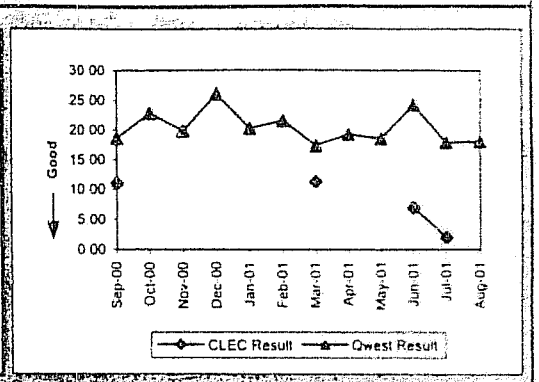
CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
4	2	50.00%	50.00%	51	74	68.92%	0.09	-0.94
				47	88	53.41%		
				51	89	57.30%		
				52	94	55.32%		
				41	66	62.12%		
				46	69	66.67%		
1	3	33.33%	47.14%	83	131	63.36%	0.72	-0.56
				64	88	72.73%		
				46	74	62.16%		
2	2	100.00%	0.00%	49	74	66.22%	-1	-1.61
1	1	100.00%	0.00%	64	79	81.01%	-0.48	-1.29
				70	104	67.31%		



Checklist #14 - Resale - DS1 Installation

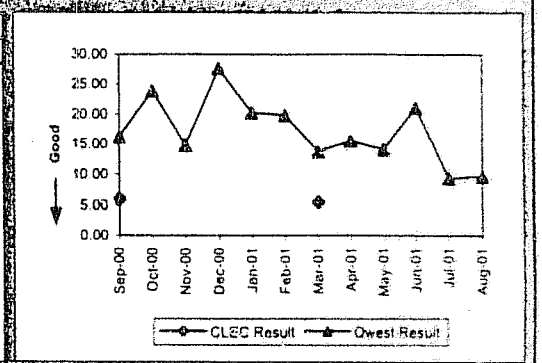
Installation Interval (Average Days) (OP-4)-- Interval Zone Two

CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
22	2	11.00	4.24	1375	74	18.58	-0.68	-1.41
				2014	88	22.89		
				1771	89	19.90		
				2453	94	26.10		
				1341	66	20.32		
				1450	67	21.64		
33	3	11.33	1.53	2257	130	17.36	-1.01	-1.61
				1641	85	19.31		
				1375	74	18.58		
14	2	7.00	0.00	1775	73	24.32	-1.15	-1.7
2	1	2.00		2355	131	17.98	-1.12	-1.68
				2544	141	18.04		



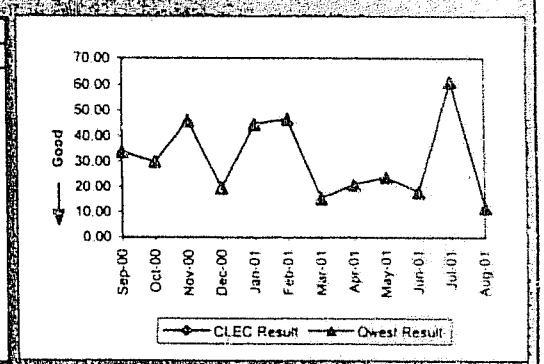
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)-- Interval Zone Two

CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
6	1	6.00		292	18	16.22	-0.53	-1.32
				741	31	23.90		
				430	29	14.83		
				912	33	27.64		
				445	22	20.23		
				357	18	19.83		
11	2	5.50	2.12	536	39	13.74	-1.16	-1.7
				310	20	15.50		
				240	17	14.12		
				463	22	21.05		
				599	64	9.36		
				610	63	9.68		



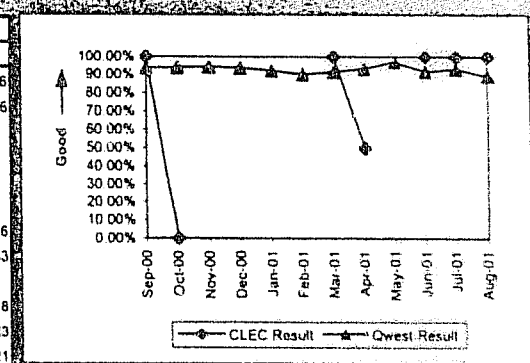
Delayed Days for Facility Reasons (Average Days) (OP-6B)-- Interval Zone Two

CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
				170	5	34.00		
				300	10	30.00		
				415	9	46.11		
				177	9	19.67		
				134	3	44.67		
				234	5	46.80		
				138	9	15.33		
				84	4	21.00		
				262	11	23.82		
				54	3	18.00		
				184	3	61.33		
				131	11	11.91		



New Service Installation Quality (Percent) (OP-5)-- Interval Zone One and Two

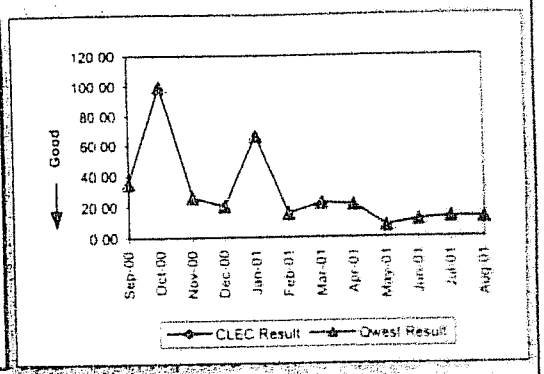
CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
1	1	100.00%	0.00%	117	125	93.60%	-0.26	-1.16
0	1	0.00%	0.00%	92	98	93.88%	3.9	1.26
				100	106	94.34%		
				106	113	93.81%		
				94	102	92.16%		
				73	81	90.12%		
2	2	100.00%	0.00%	109	119	91.60%	-0.42	-1.26
1	2	50.00%	50.00%	124	133	93.23%	2.42	3.83
				99	102	97.06%		
1	1	100.00%	0.00%	89	97	91.75%	-0.3	-1.18
2	2	100.00%	0.00%	107	115	93.04%	-0.38	-1.23
1	1	100.00%	0.00%	123	138	89.13%	-0.35	-1.21



Checklist #14 - Resale - DS1 Installation

Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A)

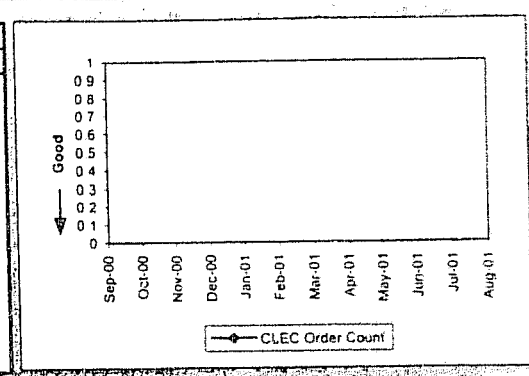
	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
					1095	31	35 32		
					1196	12	99 67		
					672	26	25 85		
					482	24	20 08		
					265	4	66 25		
					472	31	15 23		
					288	13	22 15		
					106	5	21 20		
					80	11	7 27		
					156	14	11 14		
					285	22	12 95		
					342	28	12 21		



Checklist #14 - Resale - DS1 Installation

Count of Pending Orders Delayed for Facilities Reasons DS1 (OP-15B)

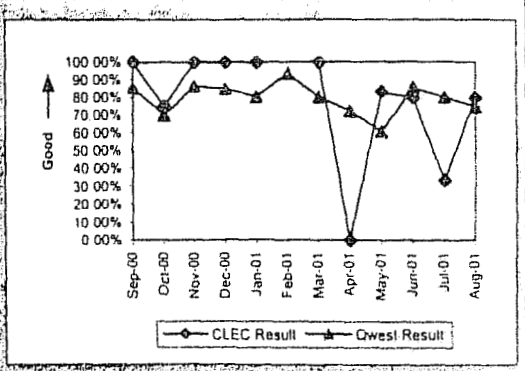
Date	CLEC Order Count
Sep-00	
Oct-00	
Nov-00	
Dec-00	
Jan-01	
Feb-01	
Mar-01	
Apr-01	
May-01	
Jun-01	
Jul-01	
Aug-01	



Checklist #14 - Resale - DS1 Repair

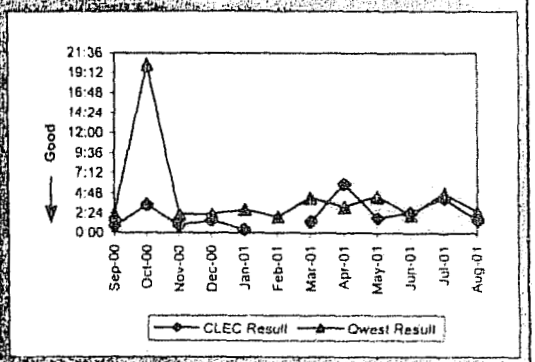
[illegible] Repairs within 4 Hours (Percent) (MR-5)-- Interval Zone Two

[illegible]	[illegible]	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
[illegible]	2	100.00%	0.00%	59	69	85.51%	-0.57	-1.35
[illegible]	3	75.00%	43.30%	42	60	70.00%	-0.29	-1.18
[illegible]	1	100.00%	0.00%	39	45	86.67%	-0.39	-1.24
[illegible]	1	100.00%	0.00%	41	48	85.42%	-0.69	-1.42
[illegible]	2	100.00%	0.00%	42	52	80.77%	-0.68	-1.41
				163	174	93.68%		
[illegible]	3	100.00%	0.00%	66	82	80.49%	-1.4	-1.85
[illegible]	2	0.00%	0.00%	42	58	72.41%	6.63	3.03
[illegible]	5	83.33%	37.27%	48	79	60.76%	-1.09	-1.66
[illegible]	2	80.00%	40.00%	85	99	85.86%	0.1	-0.94
[illegible]	3	33.33%	47.14%	51	78	80.26%	5.03	2.06
[illegible]	10	80.00%	40.00%	114	152	75.00%	-0.35	-1.22



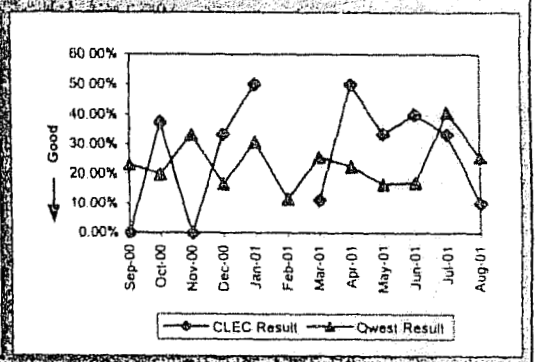
[illegible] Repairs (Hours Minutes) (MR-6)-- Interval Zone Two

[illegible]	[illegible]	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
[illegible]	2	0:52	0:33	154:24	69	2:14	-0.66	-1.4
[illegible]	4	3:27	2:49	1213:34	60	20:14	-0.35	-1.21
[illegible]	1	0:56		102:38	45	2:17	-0.49	-1.3
[illegible]	3	1:35	1:28	111:22	48	2:19	-0.38	-1.23
[illegible]	2	0:27	0:37	151:05	52	2:54	-0.97	-1.59
				351:20	174	2:01		
[illegible]	3	1:25	0:43	352:35	82	4:18	-0.92	-1.56
[illegible]	2	5:55	1:52	183:50	58	3:10	1.25	-0.24
[illegible]	6	1:50	1:51	347:28	79	4:24	-0.9	-1.55
[illegible]	5	2:27	2:08	218:43	99	2:13	0.38	-0.77
[illegible]	3	4:11	3:11	364:21	76	4:48	-0.08	-1.05
[illegible]	10	1:33	2:14	389:54	152	2:34	-1.12	-1.68



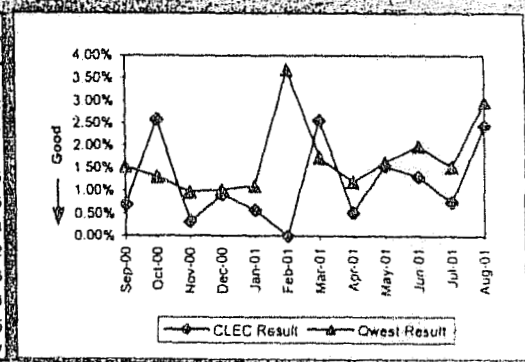
[illegible] Repeat Repair Report Rate (Percent) (MR-7)-- Interval Zone Two

[illegible]	[illegible]	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
[illegible]	2	0.00%	0.00%	16	69	23.19%	-0.77	-1.47
[illegible]	4	37.50%	48.41%	12	60	20.00%	1.04	-0.37
[illegible]	1	0.00%	0.00%	15	45	33.33%	-0.7	-1.43
[illegible]	3	33.33%	47.14%	8	48	16.67%	0.61	-0.63
[illegible]	4	50.00%	50.00%	16	52	30.77%	0.45	-0.72
				20	174	11.49%		
[illegible]	6	11.11%	31.43%	21	82	25.61%	-0.95	-1.58
[illegible]	2	50.00%	50.00%	13	58	22.41%	0.72	-0.56
[illegible]	6	33.33%	47.14%	13	79	16.46%	0.95	-0.42
[illegible]	5	40.00%	48.99%	17	99	17.17%	1.14	-0.31
[illegible]	3	33.33%	47.14%	31	76	40.79%	-0.26	-1.16
[illegible]	10	50.00%	30.00%	39	152	25.66%	-1.1	-1.67



[illegible] Rate (Percent) (MR-8)-- Interval Zone One and Two

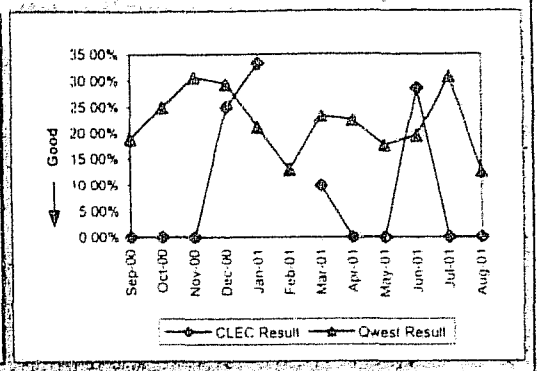
[illegible]	[illegible]	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
[illegible]	287	0.70%	8.32%	69	4490	1.54%	-1.12	-1.68
[illegible]	319	2.58%	15.88%	80	4556	1.32%	1.89	0.02
[illegible]	309	0.32%	5.65%	45	4654	0.97%	-1.12	-1.68
[illegible]	326	0.91%	9.52%	48	4724	1.02%	-0.18	-1.11
[illegible]	348	0.57%	7.56%	52	4718	1.10%	-0.91	-1.55
[illegible]	352	0.00%	0.00%	174	4721	3.69%	-3.54	-3.15
[illegible]	352	2.56%	15.78%	82	4721	1.74%	1.14	-0.33
[illegible]	385	0.52%	7.19%	58	4836	1.20%	-1.18	-1.72
[illegible]	384	1.56%	12.40%	79	4846	1.63%	-0.1	-1.06
[illegible]	391	1.31%	11.38%	99	4966	1.99%	-0.92	-1.56
[illegible]	403	0.74%	8.60%	76	4955	1.53%	-1.24	-1.75
[illegible]	409	2.45%	15.44%	152	5094	2.98%	-0.62	-1.37



Checklist #14 - Resale - DS1 Repair

Qwest Performance Results (Percent) (MR-10 [illegible] Interval Zone One and Two

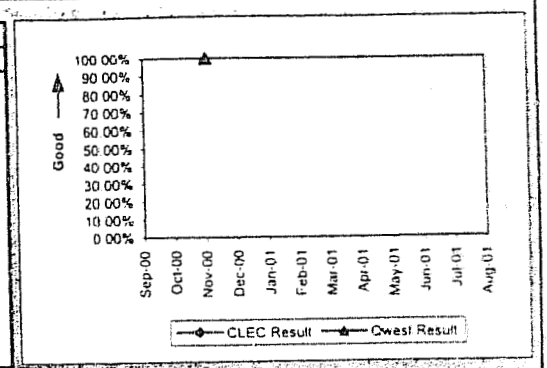
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Den	Qwest Resl	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	0.00%	0.00%	16	85	18.82%	-0.67	-1.41
[illegible]	[illegible]	[illegible]	0.00%	0.00%	20	80	25.00%	-1.56	-1.95
[illegible]	[illegible]	[illegible]	0.00%	0.00%	20	65	30.77%	-0.66	-1.4
[illegible]	[illegible]	[illegible]	25.00%	43.30%	20	68	29.41%	-0.19	-1.11
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	14	66	21.21%	0.43	-0.74
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	26	200	13.00%		
[illegible]	[illegible]	[illegible]	10.00%	[illegible]	25	107	23.36%	-0.96	-1.58
[illegible]	[illegible]	[illegible]	0.00%	0.00%	17	75	22.67%	-0.76	-1.46
[illegible]	[illegible]	[illegible]	0.00%	0.00%	17	96	17.71%	-1.1	-1.67
[illegible]	[illegible]	[illegible]	28.57%	45.18%	24	123	19.51%	0.57	-0.66
[illegible]	[illegible]	[illegible]	0.00%	0.00%	34	110	30.91%	-1.14	-1.69
[illegible]	[illegible]	[illegible]	0.00%	0.00%	22	174	12.64%	-1.17	-1.71



Checklist #14 - Resale - Installation for DS3 and Higher

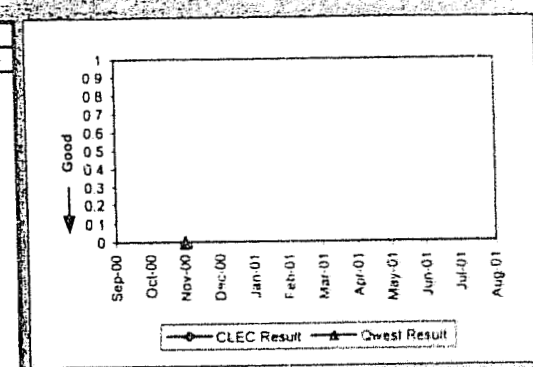
Installation Commitments Met (Percent) (OP-3)-- Interval Zone One

Date	CLEC Num	CLEC Dem	CLEC Resu	Std Dev	Qwest Num	Qwest Dem	Qwest Resu	Mod Z Scr	Parity Scr
					1	1	100 00%		



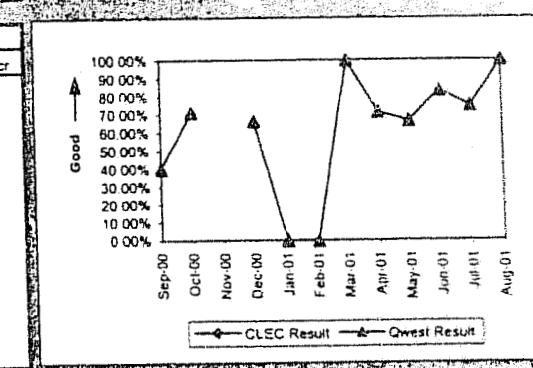
Installation Interval (Average Days) (OP-4)-- Interval Zone One

Date	CLEC Num	CLEC Dem	CLEC Resu	Std Dev	Qwest Num	Qwest Dem	Qwest Resu	Mod Z Scr	Parity Scr
					0	1	0 00		



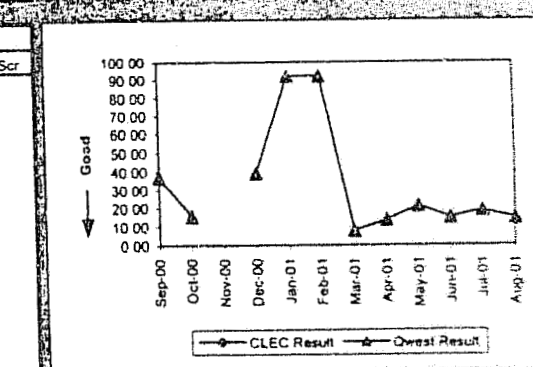
Installation Commitments Met (Percent) (OP-3)-- Interval Zone Two

Date	CLEC Num	CLEC Dem	CLEC Resu	Std Dev	Qwest Num	Qwest Dem	Qwest Resu	Mod Z Scr	Parity Scr
					2	5	40.00%		
					5	7	71 43%		
					2	3	66 67%		
					0	4	0.00%		
					0	1	0.00%		
					2	2	100.00%		
					5	7	71 43%		
					2	3	66 67%		
					5	6	83.33%		
					3	4	75.00%		
					1	1	100.00%		



Installation Interval (Average Days) (OP-4)-- Interval Zone Two

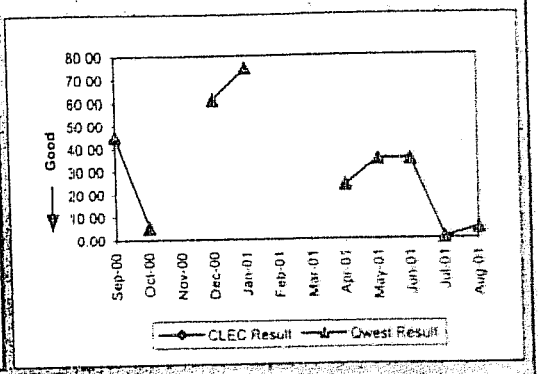
Date	CLEC Num	CLEC Dem	CLEC Resu	Std Dev	Qwest Num	Qwest Dem	Qwest Resu	Mod Z Scr	Parity Scr
					185	5	37 00		
					110	7	15 71		
					118	3	39 33		
					368	4	92 00		
					92	1	92.00		
					16	2	8 00		
					96	7	13 71		
					64	3	21 33		
					89	6	14.83		
					93	5	18.60		
					73	5	14 60		



Checklist #14 - Resale - Installation for DS3 and Higher

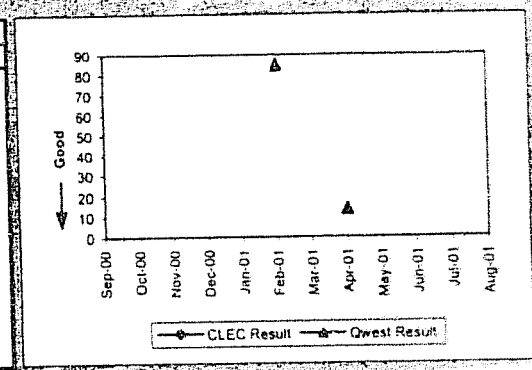
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)-- Interval Zone Two

Date	CLEC Num	CLEC Dem	CLEC Resu	Std Dev	Qwest Num	Qwest Dem	Qwest Resu	Mod Z Scr	Panty Scr
Sep-00					136	3	45 33		
Oct-00					11	2	5 50		
Nov-00									
Dec-00					61	1	61 00		
Jan-01					300	4	75 00		
Feb-01									
Mar-01									
Apr-01					24	1	24 00		
May-01					35	1	35 00		
Jun-01					35	1	35 00		
Jul-01					1	2	0 50		
Aug-01					18	4	4 50		



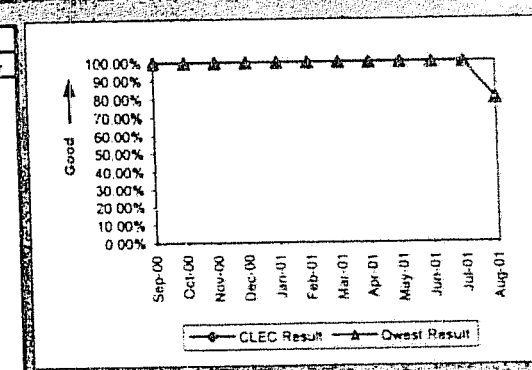
Delayed Days for Facility Reasons (Average Days) (OP-6B)-- Interval Zone Two

Date	CLEC Num	CLEC Dem	CLEC Resu	Std Dev	Qwest Num	Qwest Dem	Qwest Resu	Mod Z Scr	Panty Scr
Sep-00									
Oct-00									
Nov-00									
Dec-00									
Jan-01									
Feb-01									
Mar-01									
Apr-01					85	1	85 00		
May-01									
Jun-01					14	1	14 00		
Jul-01									
Aug-01									



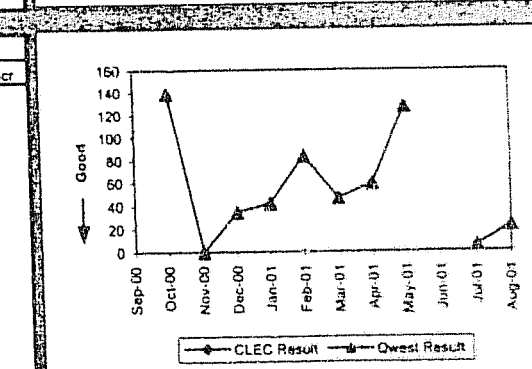
New Service Installation Quality (Percent) (OP-5)-- Interval Zone One and Two

Date	CLEC Num	CLEC Dem	CLEC Resu	Std Dev	Qwest Num	Qwest Dem	Qwest Resu	Mod Z Scr	Panty Scr
Sep-00					6	6	100 00%		
Oct-00					9	9	100 00%		
Nov-00					10	10	100.00%		
Dec-00					8	8	100.00%		
Jan-01					7	7	100.00%		
Feb-01					5	5	100.00%		
Mar-01					7	7	100.00%		
Apr-01					11	11	100.00%		
May-01					9	9	100 00%		
Jun-01					8	8	100 00%		
Jul-01					8	8	100 00%		
Aug-01					4	5	80.00%		



Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A)

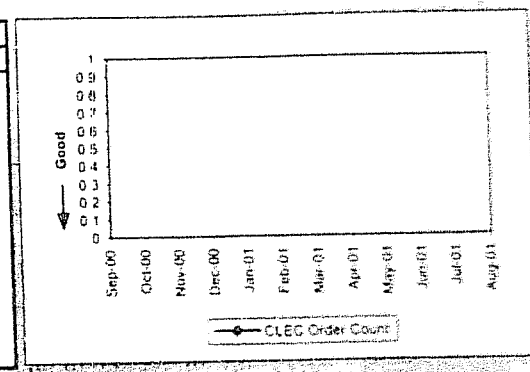
Date	CLEC Num	CLEC Dem	CLEC Resu	Std Dev	Qwest Num	Qwest Dem	Qwest Resu	Mod Z Scr	Panty Scr
Sep-00									
Oct-00					139	1	139 00		
Nov-00					0	1	0 00		
Dec-00					104	3	34 67		
Jan-01					42	1	42 00		
Feb-01					168	2	84 00		
Mar-01					93	2	46 50		
Apr-01					119	2	59 50		
May-01					127	1	127 00		
Jun-01									
Jul-01					11	2	5 50		
Aug-01					92	4	23 00		



Checklist #14 - Resale - Installation for DS3 and Higher

Count of Pending Orders Delayed for Facilities Reasons DS3 (OP-15B)

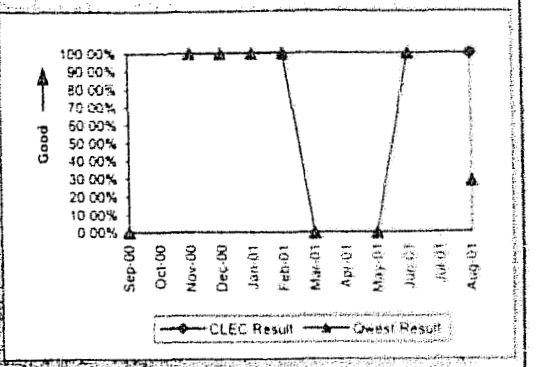
Date	CLEC Order Count
Sep-00	
Oct-00	
Nov-00	
Dec-00	
Jan-01	
Feb-01	
Mar-01	
Apr-01	
May-01	
Jun-01	
Jul-01	
Aug-01	



Checklist #14 - Resale - Repair for DS3 and Higher

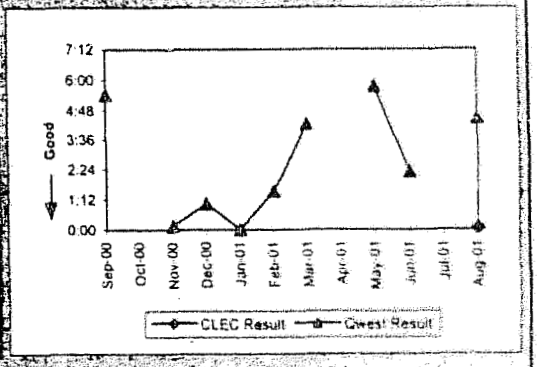
All Troubles Cleared within 4 hours (Percent) (MR-5)-- Interval Zone Two

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00					0	1	0.00%		
Oct-00									
Nov-00					2	2	100.00%		
Dec-00					1	1	100.00%		
Jan-01					1	1	100.00%		
Feb-01					6	6	100.00%		
Mar-01					0	1	0.00%		
Apr-01									
May-01					0	2	0.00%		
Jun-01					2	2	100.00%		
Jul-01									
Aug-01	1	1	100.00%	0.00%	2	7	28.57%	-1.48	-1.9



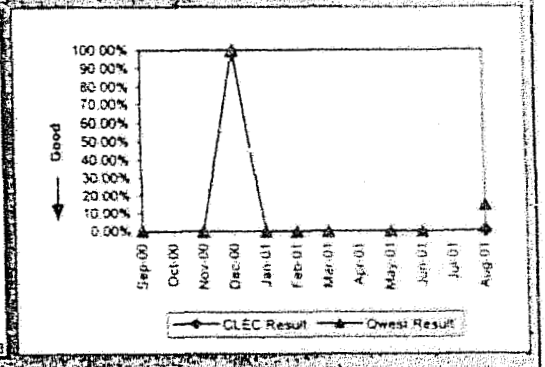
Mean Time to Restore (Hours:Minutes) (MR-6)-- Interval Zone Two

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00					5:26	1	5:26		
Oct-00									
Nov-00					0:20	2	0:10		
Dec-00					1:02	1	1:02		
Jan-01					0:01	1	0:01		
Feb-01					9:12	6	1:32		
Mar-01					4:13	1	4:13		
Apr-01									
May-01					11:30	2	5:45		
Jun-01					4:36	2	2:18		
Jul-01									
Aug-01	0:03	1	0:03		31:08	7	4:27	-4.33	-3.63



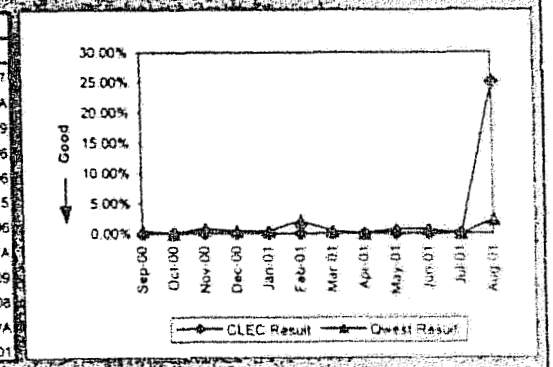
Repair Repeat Report Rate (Percent) (MR-7)-- Interval Zone Two

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00					0	1	0.00%		
Oct-00									
Nov-00					0	2	0.00%		
Dec-00					1	1	100.00%		
Jan-01					0	1	0.00%		
Feb-01					0	6	0.00%		
Mar-01					0	1	0.00%		
Apr-01									
May-01					0	2	0.00%		
Jun-01					0	2	0.00%		
Jul-01									
Aug-01	0	1	0.00%	0.00%	1	7	14.29%	-0.38	-1.23



Trouble Rate (Percent) (MR-8)-- Interval Zone One and Two

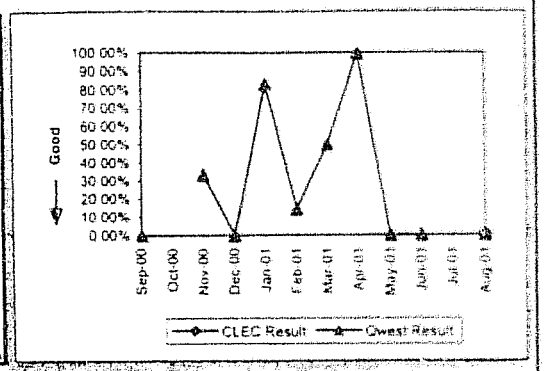
Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	0	3	0.00%	0.00%	1	242	0.41%	-0.11	-1.07
Oct-00	0	3	0.00%	0.00%	0	258	0.00%	N/A	N/A
Nov-00	0	3	0.00%	0.00%	2	261	0.77%	-0.15	-1.09
Dec-00	0	3	0.00%	0.00%	1	271	0.37%	-0.1	-1.06
Jan-01	0	3	0.00%	0.00%	1	278	0.36%	-0.1	-1.06
Feb-01	0	3	0.00%	0.00%	6	282	2.13%	-0.25	-1.15
Mar-01	0	3	0.00%	0.00%	1	282	0.35%	-0.1	-1.06
Apr-01	0	3	0.00%	0.00%	0	295	0.00%	N/A	N/A
May-01	0	3	0.00%	0.00%	2	298	0.67%	-0.14	-1.09
Jun-01	0	3	0.00%	0.00%	2	306	0.65%	-0.14	-1.08
Jul-01	0	3	0.00%	0.00%	0	305	0.00%	N/A	N/A
Aug-01	1	4	25.00%	43.30%	7	304	2.30%	3.01	0.01



Checklist #14 - Resale - Repair for DS3 and Higher

Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10)-- Interval Zone One and Two

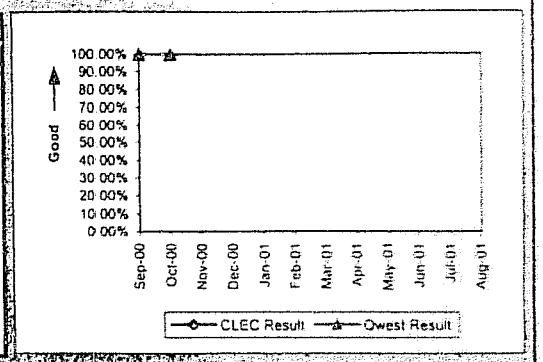
Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00					0	1	0.00%		
Oct-00									
Nov-00					1	3	33.33%		
Dec-00					0	1	0.00%		
Jan-01					5	6	83.33%		
Feb-01					1	7	14.29%		
Mar-01					1	2	50.00%		
Apr-01					1	1	100.00%		
May-01					0	2	0.00%		
Jun-01					0	2	0.00%		
Jul-01									
Aug-01	0	1	0.00%	0.00%	0	7	0.00%	N/A	N/A



Checklist #14 - Resale - Frame Relay Installation

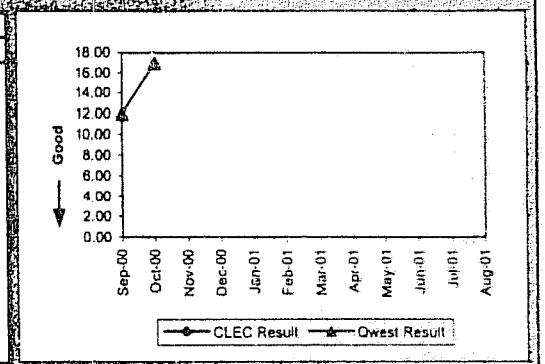
Installation Commitments Met (Percent) (OP-3)-- Interval Zone One

			CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
					1	1	100.00%		
					1	1	100.00%		



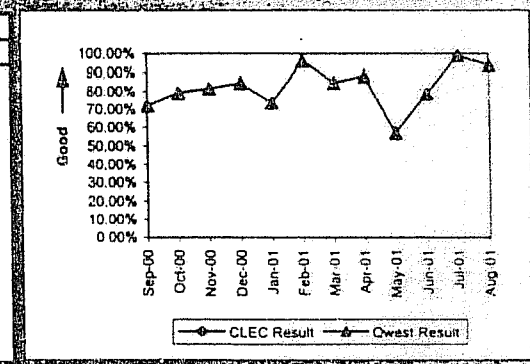
Installation Interval (Average Days) (OP-4)-- Interval Zone One

			CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
					12	1	12.00		
					17	1	17.00		



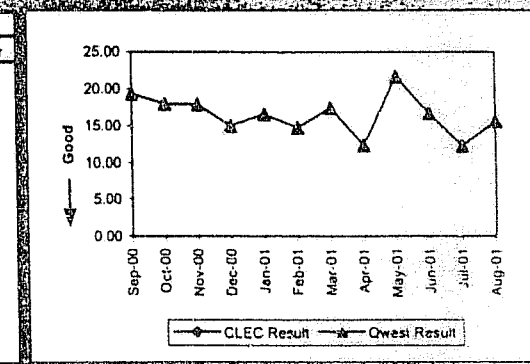
Installation Commitments Met (Percent) (OP-3)-- Interval Zone Two

			CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
					26	36	72.22%		
					23	29	79.31%		
					22	27	81.48%		
					11	13	84.62%		
					14	19	73.68%		
					25	26	96.15%		
					28	33	84.85%		
					15	17	88.24%		
					4	7	57.14%		
					15	19	78.95%		
					321	324	99.07%		
					45	48	93.75%		



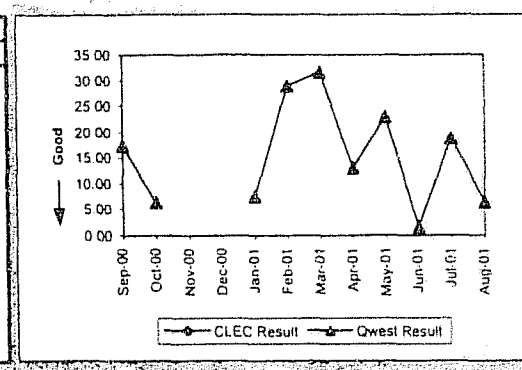
Installation Interval (Average Days) (OP-4)-- Interval Zone Two

			CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
					696	36	19.33		
					520	29	17.93		
					482	27	17.85		
					195	13	15.00		
					316	19	16.63		
					385	26	14.81		
					577	33	17.48		
					210	17	12.35		
					152	7	21.71		
					317	19	16.68		
					4026	329	12.24		
					814	52	15.65		

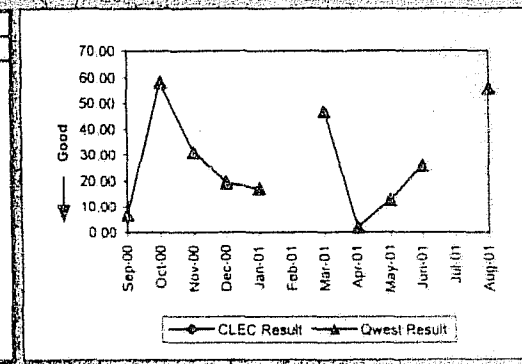


Checklist #14 - Resale - Frame Relay Installation

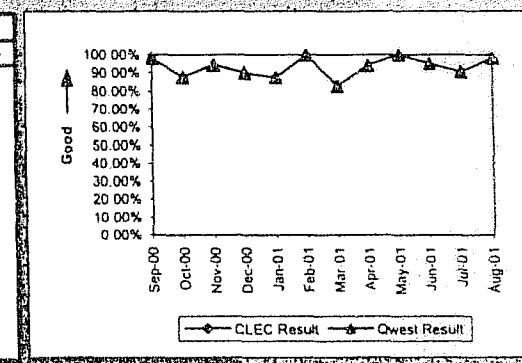
					Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
					139	8	17.38		
					19	3	6.33		
					15	2	7.50		
					29	1	29.00		
					127	4	31.75		
					13	1	13.00		
					46	2	23.00		
					3	2	1.50		
					150	8	18.75		
					32	5	6.40		



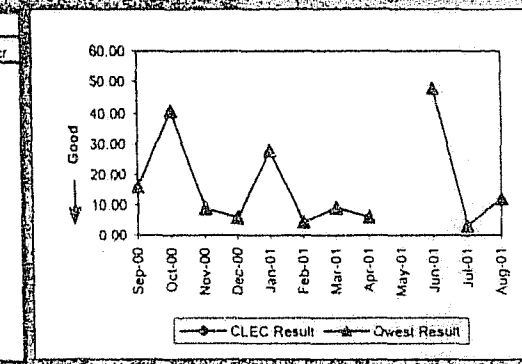
					Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
					14	2	7.00		
					175	3	58.33		
					156	5	31.20		
					39	2	19.50		
					52	3	17.33		
					47	1	47.00		
					2	1	2.00		
					13	1	13.00		
					52	2	26.00		
					112	2	56.00		



					Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
					54	55	98.18%		
					36	41	87.80%		
					34	36	94.44%		
					27	30	90.00%		
					21	24	87.50%		
					30	30	100.00%		
					34	41	82.93%		
					32	34	94.12%		
					17	17	100.00%		
					20	21	95.24%		
					162	179	90.50%		
					187	191	97.91%		

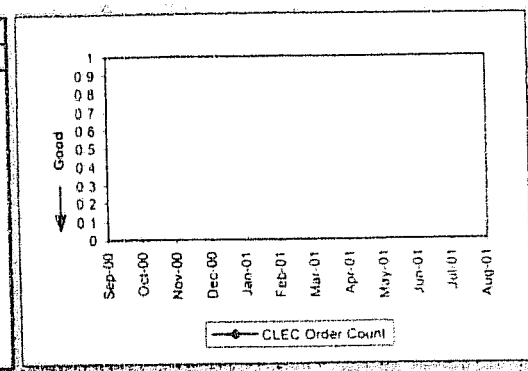


					Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
					64	4	16.00		
					41	1	41.00		
					9	1	9.00		
					8	1	8.00		
					28	1	28.00		
					9	2	4.50		
					74	8	9.25		
					25	4	6.25		
					96	2	48.00		
					10	3	3.33		
					36	3	12.00		



Checklist #14 - Resale - Frame Relay Installation

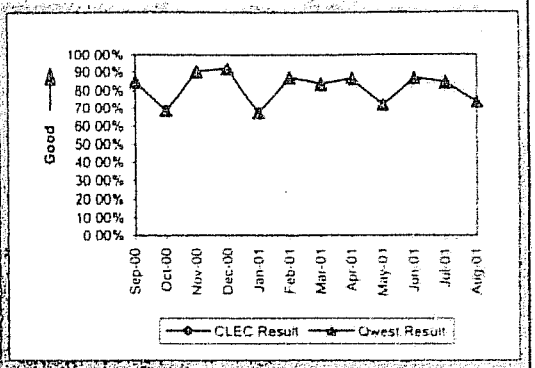
Reasons Frame Relay (OP-15B)	CLEC Order Count



Checklist #14 - Resale - Frame Relay Repair

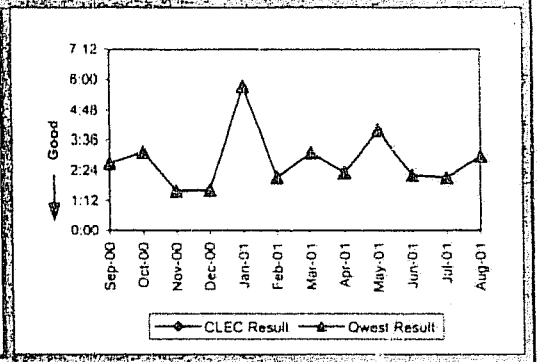
[illegible] (Percent) (MR-5)-- Interval Zone Two

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	CLEC Res	Std Dev	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
							23	27	85.19%		
							20	29	68.97%		
							29	32	90.63%		
							23	25	92.00%		
							21	31	67.74%		
							41	47	87.23%		
							36	43	83.72%		
							39	45	86.67%		
							26	36	72.22%		
							53	61	86.89%		
							44	52	84.62%		
							34	46	73.91%		



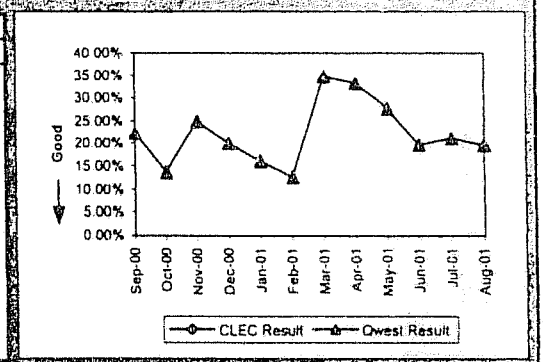
[illegible] Time to Restore (Hours Minutes) (MR-6)-- Interval Zone Two

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	CLEC Res	Std Dev	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
							72:55	27	2:42		
							92:03	29	3:10		
							50:32	32	1:35		
							40:33	25	1:37		
							178:21	31	5:45		
							100:38	47	2:08		
							134:42	43	3:08		
							104:17	45	2:19		
							143:39	36	3:59		
							135:15	61	2:13		
							109:06	52	2:08		
							137:14	46	2:59		



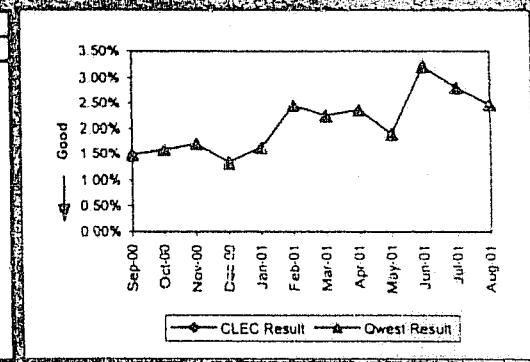
Frame Relay Repair Rate (Percent) (MR-7)-- Interval Zone Two

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	CLEC Res	Std Dev	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
							6	27	22.22%		
							4	29	13.79%		
							8	32	25.00%		
							5	25	20.00%		
							5	31	16.13%		
							6	47	12.77%		
							15	43	34.88%		
							15	45	33.33%		
							10	36	27.78%		
							12	61	19.67%		
							11	52	21.15%		
							9	46	19.57%		



[illegible] Rate (Percent) (MR-8)-- Interval Zone One and Two

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	CLEC Res	Std Dev	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
							27	1827	1.48%		
							29	1837	1.58%		
							32	1877	1.70%		
							25	1884	1.33%		
							31	1898	1.63%		
							47	1910	2.46%		
							43	1910	2.25%		
							45	1899	2.37%		
							36	1892	1.90%		
							61	1885	3.24%		
							52	1852	2.81%		
							46	1859	2.47%		



Checklist #14 - Resale - Frame Relay Repair

[illegible] Interval Zone One and Two

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
[illegible]					9	36	25.00%		
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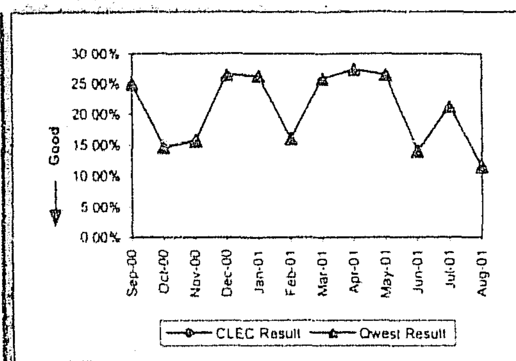

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September 2000 - August 2001

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Installation Commitments Met (Percent) (OP-3)-- Interval Zone Two

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Delayed Days for Facility Reasons (Average Days) (OP-6B)-- Interval Zone Two

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Mean Time to Restore (Hours:Minutes) (MR-6)-- Interval Zone One

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All Troubles Cleared within 4 hours (Percent) (MR-5)-- Interval Zone Two

Mean Time to Restore (Hours:Minutes) (MR-6)-- Interval Zone Two

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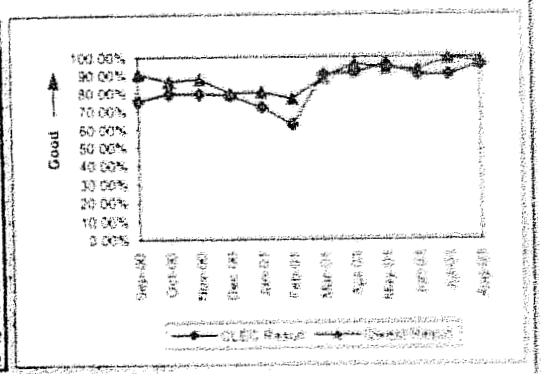
Checklist #1 - Local Interconnection - LIS Installation

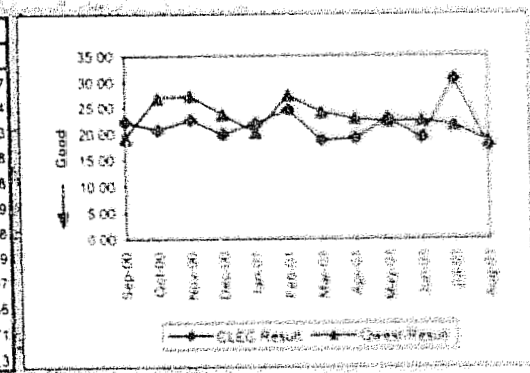
Installation Commitments Met (Percent) (OP-3)-- Interval Zone One

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Panty Scr
Sep-00	80	106	75.47%	43.03%	69	76	90.79%	2.6	0.58
Oct-00	97	122	79.51%	40.36%	89	103	86.41%	1.35	-0.18
Nov-00	116	146	79.45%	40.41%	109	124	87.90%	1.85	0.13
Dec-00	129	164	78.66%	40.97%	51	64	79.69%	0.18	-0.89
Jan-01	88	122	72.13%	44.84%	58	72	80.56%	1.3	-0.21
Feb-01	109	174	62.64%	48.38%	63	82	76.83%	2.24	0.36
Mar-01	174	193	90.16%	29.79%	107	121	88.43%	-0.47	1.28
Apr-01	175	192	91.15%	28.41%	103	107	96.26%	1.64	-0.01
May-01	134	140	95.71%	20.25%	89	95	93.68%	-0.63	-1.38
Jun-01	179	199	89.95%	30.07%	104	112	92.86%	0.87	-0.47
Jul-01	144	160	90.00%	30.00%	319	322	99.07%	5.3	2.22
Aug-01	126	132	95.45%	20.83%	249	256	97.27%	0.95	-0.42



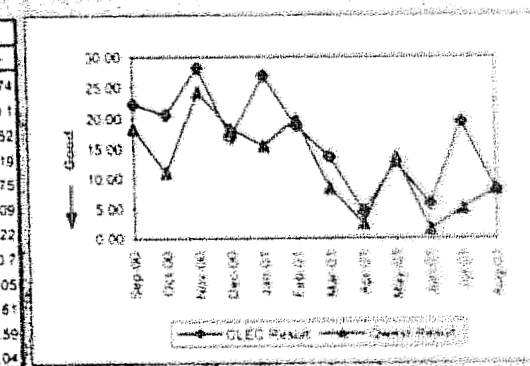
Installation Interval (Average Days) (OP-4)-- Interval Zone One

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Panty Scr
Sep-00	2356	106	22.23	18.41	1463	76	19.25	1.53	-0.07
Oct-00	2529	122	20.73	18.82	2774	103	26.93	-3.68	-3.24
Nov-00	3298	146	22.59	19.84	3391	124	27.35	-2.52	-2.53
Dec-00	3258	164	19.87	14.26	1512	64	23.62	-1.94	-2.18
Jan-01	2569	122	21.88	21.95	1458	72	20.25	0.33	-0.8
Feb-01	4265	174	24.51	19.70	2250	82	27.44	-0.97	-1.59
Mar-01	3606	193	18.68	11.52	2906	121	24.02	-4.73	-3.88
Apr-01	3648	192	19.00	9.44	2441	107	22.81	-2.77	-2.69
May-01	3189	140	22.78	12.82	2115	95	22.26	0.06	-0.97
Jun-01	3805	199	19.12	9.71	2516	112	22.46	-3.06	-2.86
Jul-01	9819	322	30.49	21.38	9173	425	21.58	9.39	4.71
Aug-01	3417	195	17.52	17.26	6420	348	18.45	-0.49	-1.3



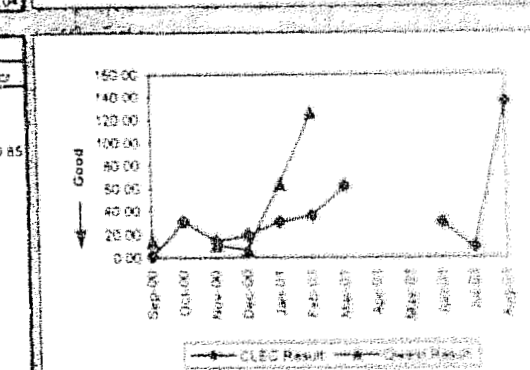
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)-- Interval Zone One

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Panty Scr
Sep-00	558	25	22.32	24.52	110	6	18.33	0.42	-0.74
Oct-00	432	21	20.57	27.46	155	14	11.07	1.48	-0.1
Nov-00	791	28	28.25	32.34	317	13	24.38	0.62	-0.62
Dec-00	569	34	16.74	22.35	219	12	18.25	-0.31	-1.19
Jan-01	808	30	26.93	26.78	201	13	15.46	0.42	-0.75
Feb-01	1139	61	18.67	23.83	356	18	19.78	-0.15	-1.09
Mar-01	246	18	13.67	18.09	118	14	8.43	1.29	-0.22
Apr-01	78	17	4.59	4.49	10	4	2.50	0.49	-0.7
May-01	76	6	12.67	14.11	82	6	13.67	-0.09	-1.05
Jun-01	104	18	5.78	7.29	13	8	1.62	2.65	0.61
Jul-01	3372	174	19.38	20.66	534	106	5.04	20.7	11.59
Aug-01	551	68	8.10	18.96	619	99	6.27	-0.07	-1.04



Delayed Days for Facility Reasons (Average Days) (OP-6B)-- Interval Zone One

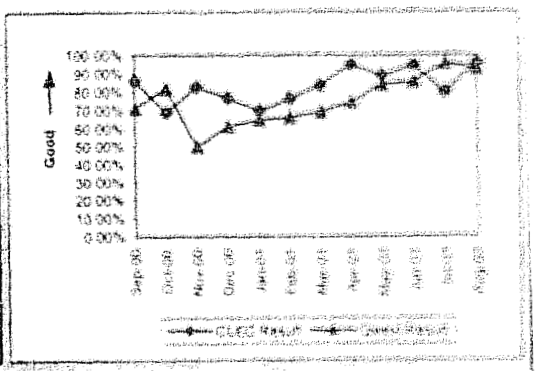
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Panty Scr
Sep-00	1	1	1.00		14	1	14.00		
Oct-00	122	4	30.50	33.49					
Nov-00	29	2	14.50	13.44	22	2	11.00	0.25	-0.85
Dec-00	19	1	19.00		7	1	7.00		
Jan-01	121	4	30.25	20.90	64	1	64.00		
Feb-01	142	4	35.50	15.15	126	1	126.00		
Mar-01	62	1	62.00						
Apr-01									
May-01									
Jun-01	59	2	29.50	31.82					
Jul-01	36	4	9.00	1.83					
Aug-01	135	1	135.00						



Checklist #1 - Local Interconnection - US Installation

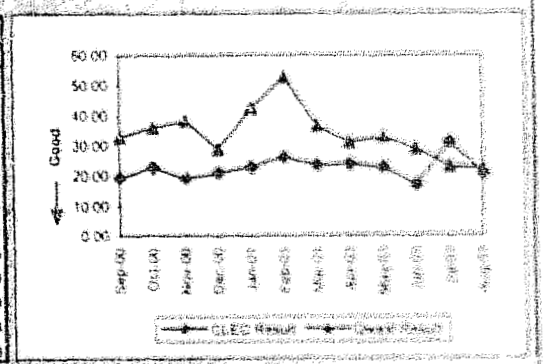
Installation Commitments Met (Percent) (OP-3)-- Interval Zone Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	31	36	86.11%	34.58%	57	80	71.25%	-1.64	-1.99
Oct-00	29	42	69.05%	46.23%	111	135	82.22%	1.99	0.15
Nov-00	29	35	82.86%	37.69%	31	62	50.00%	-3.11	-2.89
Dec-00	33	43	76.74%	42.25%	43	70	61.43%	-1.62	-1.99
Jan-01	39	56	69.64%	45.98%	61	94	64.89%	-0.59	-1.36
Feb-01	45	59	76.27%	42.54%	49	74	66.22%	-1.22	-1.74
Mar-01	56	67	83.58%	37.04%	77	111	69.37%	-1.99	-2.21
Apr-01	77	81	95.06%	21.67%	67	90	74.44%	-3.09	-2.88
May-01	39	44	88.64%	31.74%	74	88	84.09%	-0.67	-1.41
Jun-01	52	55	94.55%	22.71%	147	172	85.47%	-1.56	-2.01
Jul-01	32	40	80.00%	40.00%	273	286	95.45%	5.87	2.57
Aug-01	44	46	95.65%	20.39%	265	286	92.66%	-0.72	-1.44



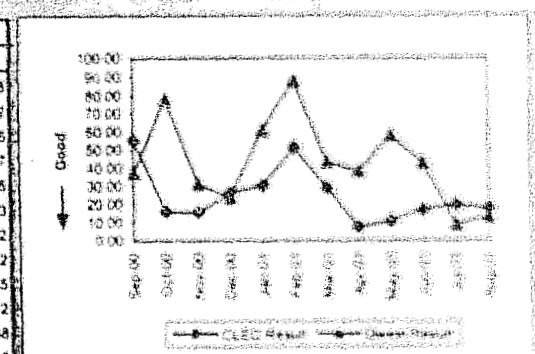
Installation Interval (Average Days) (OP-4)-- Interval Zone Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	700	36	19.44	23.49	2629	80	32.86	-2.02	-2.23
Oct-00	950	42	22.69	15.34	4872	135	36.09	-1.21	-1.74
Nov-00	669	35	19.11	11.94	2369	62	38.21	-2.11	-2.29
Dec-00	904	43	21.02	21.72	2020	70	28.86	-1.74	-2.06
Jan-01	1279	56	22.84	27.57	3979	94	42.33	-1.85	-2.13
Feb-01	1537	59	26.05	29.03	3892	74	52.59	-2.13	-2.3
Mar-01	1570	67	23.43	17.71	4067	111	36.64	-1.36	-1.83
Apr-01	1928	81	23.80	15.29	2805	90	31.17	-1.56	-1.95
May-01	995	44	22.61	14.38	2875	88	32.67	-1.63	-1.99
Jun-01	934	55	16.98	13.49	4982	172	28.97	-2.29	-2.39
Jul-01	2204	71	31.04	23.44	9393	410	22.91	2.54	0.54
Aug-01	1410	69	20.43	19.32	9682	436	22.21	-0.71	-1.43



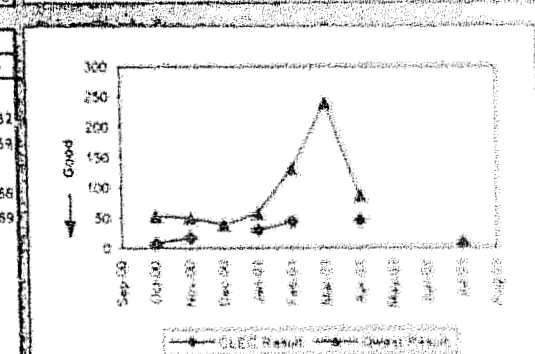
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)-- Interval Zone Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	277	5	55.40	20.04	861	23	37.43	0.68	-0.58
Oct-00	192	12	16.00	20.05	1718	22	78.09	-1.35	-1.82
Nov-00	62	4	15.50	26.40	879	28	31.39	-0.59	-1.36
Dec-00	265	10	26.50	20.57	598	25	23.92	0.22	-0.87
Jan-01	457	15	30.47	34.75	1833	30	61.10	-0.98	-1.6
Feb-01	563	11	51.18	33.04	1944	22	88.36	-1.04	-1.63
Mar-01	320	11	29.09	27.54	1387	32	43.34	-0.53	-1.32
Apr-01	22	3	7.33	10.12	841	22	38.23	-1.02	-1.62
May-01	54	5	10.80	2.17	811	14	57.93	-1.4	-1.85
Jun-01	51	3	17.00	17.44	1072	25	42.88	-0.52	-1.32
Jul-01	740	38	19.47	22.78	1217	137	8.88	2.26	0.38
Aug-01	440	25	17.60	24.68	2225	171	13.01	0.74	-0.55



Delayed Days for Facility Reasons (Average Days) (OP-6B)-- Interval Zone Two

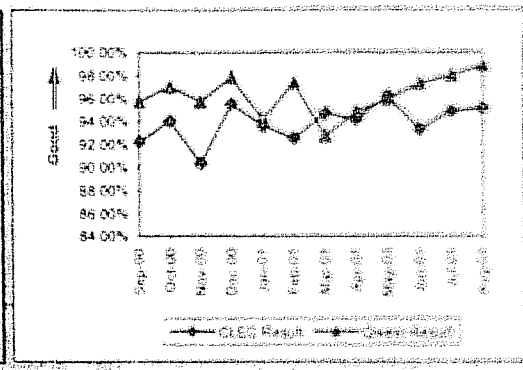
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00									
Oct-00	8	1	8.00		106	2	53.00	-0.53	-1.32
Nov-00	34	2	17.00	12.73	150	3	50.00	-1.13	-1.69
Dec-00					77	2	38.50		
Jan-01	59	2	29.50	17.68	172	3	57.33	-1.12	-1.66
Feb-01	127	3	42.33	36.36	392	3	130.67	-1.14	-1.69
Mar-01					479	2	239.50		
Apr-01	45	1	45.00		86	1	86.00		
May-01									
Jun-01									
Jul-01	8	1	8.00						
Aug-01									



Checklist #1 - Local Interconnection - LIS Installation

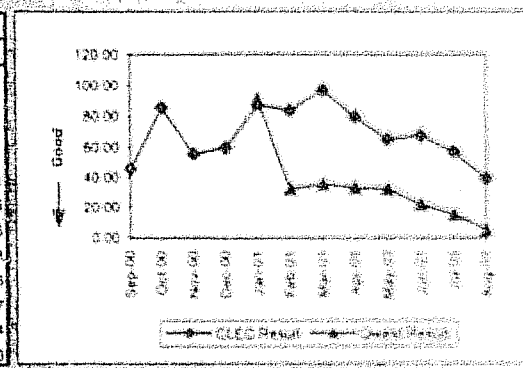
New Service Installation Quality (Percent) (OP-5)-- Interval Zone One and Two

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
[illegible]	215	233	92 27%	26 70%	273	285	95 79%	1 98	0 05
[illegible]	284	302	94 04%	23 67%	333	343	97 08%	2 29	0 15
[illegible]	311	344	90 41%	29 45%	340	355	95 77%	3 53	0 7
[illegible]	344	360	95 56%	20 61%	283	289	97 92%	2 1	0
[illegible]	335	359	93 59%	24 49%	242	257	94 16%	0 3	-0 82
[illegible]	348	376	92 55%	26 25%	263	270	97 41%	3 83	0 61
[illegible]	394	416	94 71%	22 38%	307	331	92 75%	-1 03	-1 62
[illegible]	403	428	94 16%	23 45%	350	359	94 85%	0 44	-0 74
[illegible]	358	372	96 24%	19 03%	312	325	96 00%	-0 16	-1 1
[illegible]	349	374	93 32%	24 98%	333	342	97 37%	3 38	0 53
[illegible]	388	409	94 87%	22 07%	603	615	98 05%	3 61	0 77
[illegible]	313	329	95 14%	21 51%	801	810	98 89%	5 48	1 63



Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A)

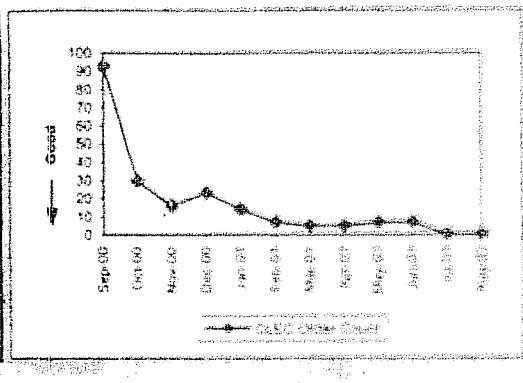
Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
[illegible]	24143	529	45 64	52 30					
[illegible]	13504	158	85 47	69 76					
[illegible]	9524	172	55 56	53 65					
[illegible]	11189	187	59 83	58 58					
[illegible]	10909	124	87 17	63 43	1094	12	91 17	-0 19	-1 11
[illegible]	4272	51	83 76	70 17	689	21	32 81	1 55	-0 05
[illegible]	4846	50	96 92	79 18	252	7	36 00	1 06	-0 36
[illegible]	5723	72	79 49	85 43	168	5	33 60	0 33	-0 8
[illegible]	6171	95	64 96	87 05	197	6	32 83	0 56	-0 66
[illegible]	4938	73	67 64	95 49	178	8	22 25	1 21	-0 27
[illegible]	1828	32	57 12	82 99	31	2	15 50	1 42	-0 14
[illegible]	1909	38	39 47	72 74	11	2	5 50	2 02	0 23



Checklist #1 - Local Interconnection - LIS Installation

Count of Pending Orders Delayed for Facilities Reasons LIS Trunk (OP-15B)

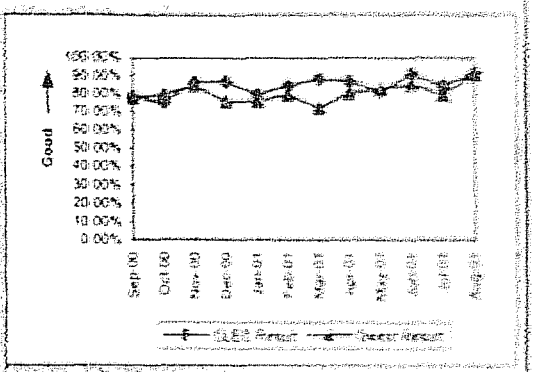
Date	CLEC Order Count
Sep-00	93
Oct-00	30
Nov-00	16
Dec-00	23
Jan-01	14
Feb-01	7
Mar-01	5
Apr-01	5
May-01	7
Jun-01	7
Jul-01	0
Aug-01	0



Checklist #1 - Local Interconnection - LIS Repair

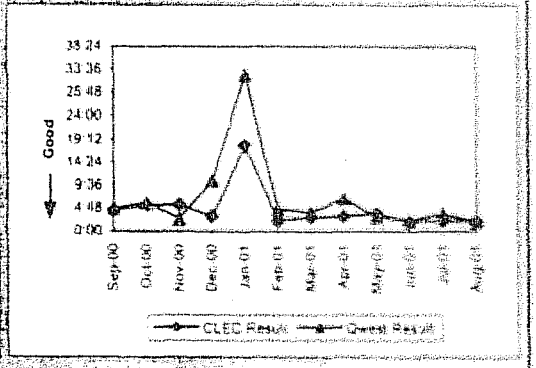
All Troubles Cleared within 4 hours (Percent) (MR-5)-- Interval Zone One

Date	CLEC Num	CLEC Deno	CLEC Resu	Std Dev	Qwest Num	Qwest Deno	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	106	138	76.81%	41.25%	67	86	77.91%	-0.06	-1.04
Oct-00	96	127	75.59%	42.95%	86	110	80.00%	0.82	-0.5
Nov-00	122	141	86.52%	34.15%	84	99	84.85%	-0.36	-1.22
Dec-00	95	109	87.16%	33.46%	67	88	76.14%	-1.8	-2.1
Jan-01	161	202	79.70%	40.22%	124	163	76.07%	-0.81	-1.49
Feb-01	122	144	84.72%	35.98%	79	99	79.80%	-0.94	-1.57
Mar-01	136	156	88.46%	31.95%	84	116	72.41%	-2.93	-2.78
Apr-01	122	140	87.14%	33.47%	84	104	80.77%	-1.25	-1.76
May-01	121	148	81.76%	38.62%	107	129	82.95%	0.26	-0.84
Jun-01	148	162	91.36%	28.10%	100	117	85.47%	-1.38	-1.84
Jul-01	134	158	84.81%	35.89%	63	79	79.75%	-0.93	-1.56
Aug-01	113	124	91.94%	27.23%	72	79	91.14%	-0.19	-1.13



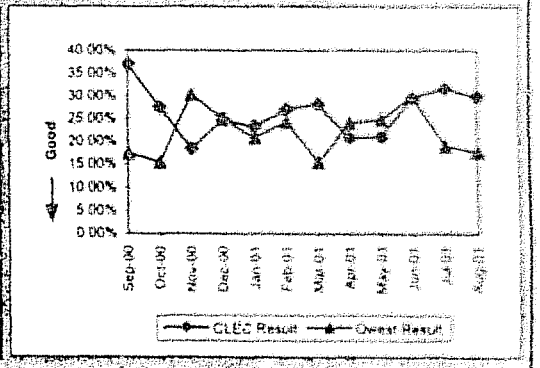
Mean Time to Restore (Hours:Minutes) (MR-5)-- Interval Zone One

Date	CLEC Num	CLEC Deno	CLEC Resu	Std Dev	Qwest Num	Qwest Deno	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	587:08	138	4:13	9:41	399:31	86	4:39	-0.2	-1.12
Oct-00	680:40	127	5:23	18:15	643:54	110	5:51	-0.17	-1.1
Nov-00	763:26	141	5:25	20:23	250:46	99	2:32	2.1	0.27
Dec-00	329:40	109	3:01	8:59	931:02	88	10:35	-0.91	-1.56
Jan-01	3643:08	202	18:02	118.37	5285.29	163	32:26	-0.82	-1.5
Feb-01	296:19	144	2:03	2:50	455:20	99	4:36	-1.39	-1.84
Mar-01	456:07	156	2:55	8:26	456:35	116	3:56	-0.91	-1.55
Apr-01	430:35	140	3:05	6:14	714:06	104	6:52	-1.23	-1.75
May-01	543:49	148	3:40	10:12	386:04	129	3:00	1.08	-0.34
Jun-01	310:54	162	1:55	2:42	261:31	117	2:14	-0.96	-1.59
Jul-01	335:01	158	2:07	3:25	279:02	79	3:32	-1.08	-1.66
Aug-01	245:58	124	1:59	4:30	161:04	79	2:02	-0.18	-1.11



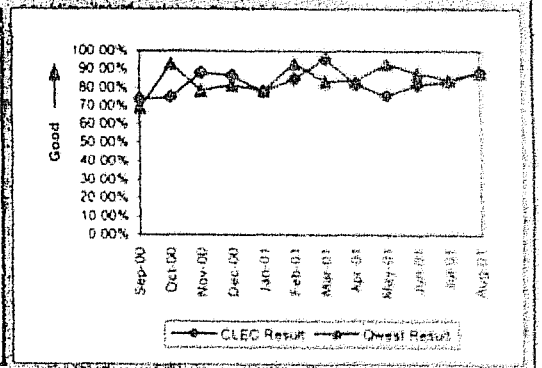
Repair Repeat Report Rate (Percent) (MR-7)-- Interval Zone One

Date	CLEC Num	CLEC Deno	CLEC Resu	Std Dev	Qwest Num	Qwest Deno	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	51	138	36.96%	48.27%	15	86	17.44%	3.18	0.93
Oct-00	35	127	27.56%	44.68%	17	110	15.45%	2.26	0.38
Nov-00	26	141	18.44%	38.78%	30	99	30.30%	-1.97	-2.2
Dec-00	27	109	24.77%	43.17%	22	88	25.00%	-0.04	-1.02
Jan-01	47	202	23.27%	42.25%	34	163	20.86%	0.54	-0.67
Feb-01	39	144	27.08%	44.44%	24	99	24.24%	0.48	-0.71
Mar-01	44	156	28.21%	45.00%	18	116	15.52%	2.48	0.51
Apr-01	29	140	20.71%	40.53%	25	104	24.04%	-0.6	-1.37
May-01	31	148	20.95%	40.69%	32	129	24.81%	-0.74	-1.45
Jun-01	48	162	29.63%	45.66%	35	117	29.91%	-0.05	-1.03
Jul-01	50	158	31.65%	46.51%	15	79	18.99%	2.03	0.24
Aug-01	37	124	29.84%	45.76%	14	79	17.72%	1.95	0.18



All Troubles Cleared within 4 hours (Percent) (MR-5)-- Interval Zone Two

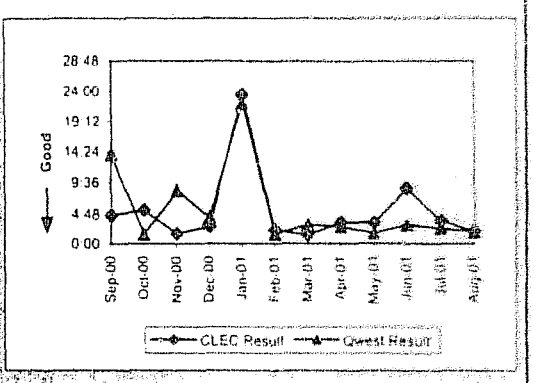
Date	CLEC Num	CLEC Deno	CLEC Resu	Std Dev	Qwest Num	Qwest Deno	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	31	42	73.81%	43.97%	54	78	69.23%	-0.52	-1.32
Oct-00	36	48	75.00%	43.30%	52	56	92.86%	2.52	0.53
Nov-00	37	42	88.10%	32.38%	44	56	78.57%	-1.14	-1.89
Dec-00	26	30	86.67%	33.99%	40	49	81.63%	-0.56	-1.34
Jan-01	39	50	78.00%	41.42%	69	88	78.41%	0.03	-0.98
Feb-01	50	59	84.75%	35.95%	42	45	93.33%	1.33	-0.19
Mar-01	45	47	95.74%	20.18%	51	61	83.61%	-1.69	-2.03
Apr-01	32	39	82.05%	38.38%	66	79	83.54%	0.21	-0.87
May-01	53	70	75.71%	42.88%	66	71	92.96%	2.86	0.74
Jun-01	31	38	81.58%	38.77%	58	66	87.88%	0.89	-0.46
Jul-01	64	65	83.08%	37.50%	76	90	84.44%	0.23	-0.86
Aug-01	38	43	88.37%	32.06%	54	61	88.52%	0.02	-0.99



Checklist #1 - Local Interconnection - LIS Repair

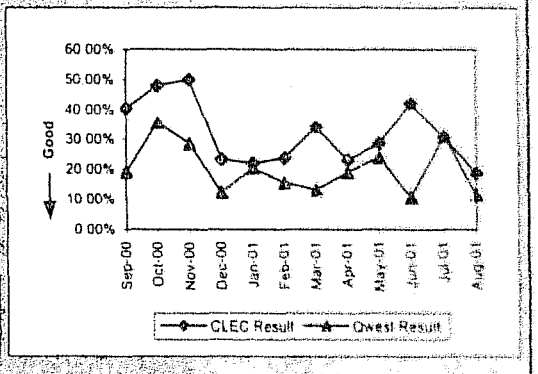
Mean Time to Restore (Hours:Minutes) (MR-6)-- Interval Zone Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
[illegible]	[illegible]	42	4:36	6:11	1096:33	78	14:04	-0.8	-1.49
[illegible]	[illegible]	48	5:25	9:28	90:18	56	1:37	3.72	1.26
[illegible]	[illegible]	42	1:39	2:11	477:32	56	8:32	-1.25	-1.76
[illegible]	[illegible]	30	2:51	6:14	209:27	49	4:16	-0.53	-1.32
[illegible]	[illegible]	50	23:32	101:45	1944:13	88	22:06	0.17	-0.9
[illegible]	[illegible]	59	2:18	2:28	68:42	45	1:32	1.24	-0.24
[illegible]	[illegible]	42	1:25	1:20	186:55	61	3:04	-1.13	-1.69
[illegible]	[illegible]	39	3:28	5:32	219:52	79	2:47	0.41	-0.75
[illegible]	[illegible]	70	3:25	5:08	119:20	71	1:41	2.88	0.75
[illegible]	[illegible]	38	8:47	34:24	199:49	66	3:02	1.26	-0.23
[illegible]	[illegible]	65	3:43	12:15	222:08	90	2:28	1.13	-0.31
[illegible]	[illegible]	43	1:59	2:41	112:16	61	1:50	0.6	-0.64



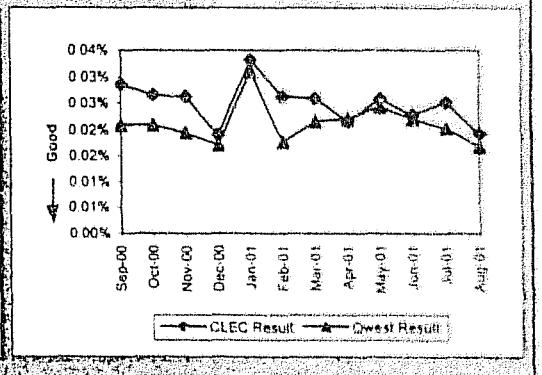
Repeat Repair Report Rate (Percent) (MR-7)-- Interval Zone Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
[illegible]	17	42	40.48%	49.08%	15	78	19.23%	2.48	0.51
[illegible]	23	48	47.92%	49.96%	20	56	35.71%	1.27	-0.22
[illegible]	21	42	50.00%	50.00%	16	56	28.57%	2.19	0.33
[illegible]	7	30	23.33%	42.30%	6	49	12.24%	1.24	-0.24
[illegible]	11	50	22.00%	41.42%	18	88	20.45%	0.21	-0.87
[illegible]	14	59	23.73%	42.54%	7	45	15.56%	1	-0.39
[illegible]	16	47	34.04%	47.39%	8	61	13.11%	2.54	0.55
[illegible]	9	39	23.08%	42.13%	15	79	18.99%	0.51	-0.69
[illegible]	20	70	28.57%	45.18%	17	71	23.94%	0.61	-0.63
[illegible]	16	38	42.11%	49.37%	7	66	10.61%	3.58	1.18
[illegible]	20	65	30.77%	46.15%	28	90	31.11%	-0.05	-1.03
[illegible]	8	43	18.60%	38.91%	7	61	11.48%	0.99	-0.4



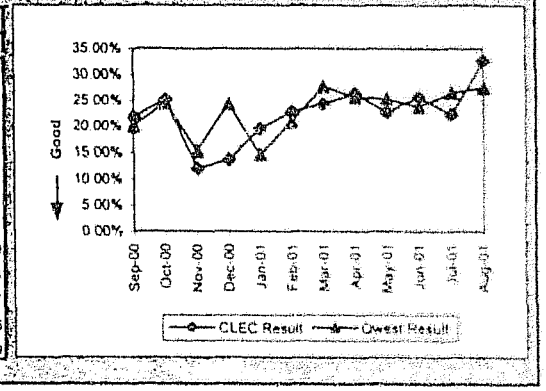
Trouble Rate (Percent) (MR-8)-- Interval Zone One and Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
[illegible]	190	628539	0.03%	1.69%	164	782577	0.02%	3.13	0.9
[illegible]	175	656982	0.03%	1.63%	166	789636	0.02%	2.32	0.41
[illegible]	183	697014	0.03%	1.62%	155	795877	0.02%	2.96	0.8
[illegible]	130	727515	0.02%	1.38%	137	800399	0.02%	0.94	-0.43
[illegible]	252	758790	0.03%	1.82%	251	806459	0.03%	0.74	-0.55
[illegible]	203	770754	0.03%	1.62%	144	812372	0.02%	4.07	1.47
[illegible]	203	784935	0.03%	1.61%	177	820683	0.02%	1.85	0.13
[illegible]	179	825171	0.02%	1.47%	183	826420	0.02%	-0.19	-1.12
[illegible]	218	846257	0.03%	1.60%	200	821225	0.02%	0.58	-0.65
[illegible]	200	872587	0.02%	1.51%	183	827477	0.02%	0.35	-0.79
[illegible]	223	889073	0.03%	1.58%	169	830632	0.02%	2.18	0.32
[illegible]	187	865348	0.02%	1.39%	140	832725	0.02%	1.25	-0.24



Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10)-- Interval Zone One and Two

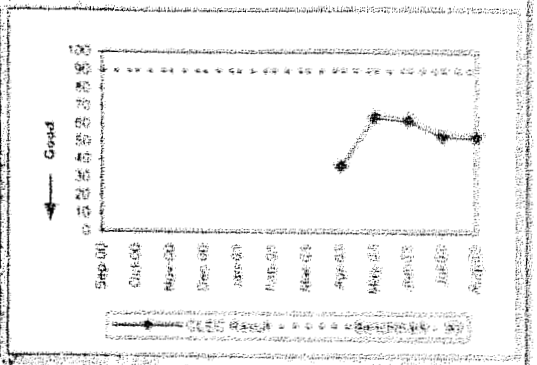
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
[illegible]	50	230	21.74%	41.25%	41	205	20.00%	0.45	-0.73
[illegible]	59	234	25.21%	43.42%	54	220	24.55%	0.16	-0.9
[illegible]	25	208	12.02%	32.52%	28	183	15.30%	-0.9	-1.55
[illegible]	22	161	13.66%	34.35%	44	181	24.31%	-2.29	-2.39
[illegible]	61	313	19.49%	39.61%	43	294	14.63%	1.59	-0.04
[illegible]	60	263	22.81%	41.98%	38	182	20.88%	0.48	-0.71
[illegible]	65	268	24.25%	42.86%	68	245	27.76%	-0.88	-1.54
[illegible]	64	243	26.34%	44.05%	63	246	25.61%	0.18	-0.89
[illegible]	64	282	22.70%	41.89%	68	268	25.37%	-0.72	-1.44
[illegible]	69	269	25.65%	43.67%	57	240	23.75%	0.49	-0.7
[illegible]	84	287	22.30%	41.63%	61	230	26.52%	-1.08	-1.66
[illegible]	81	248	32.66%	46.90%	53	193	27.46%	1.17	-0.29



Checklist #1 - Collocation

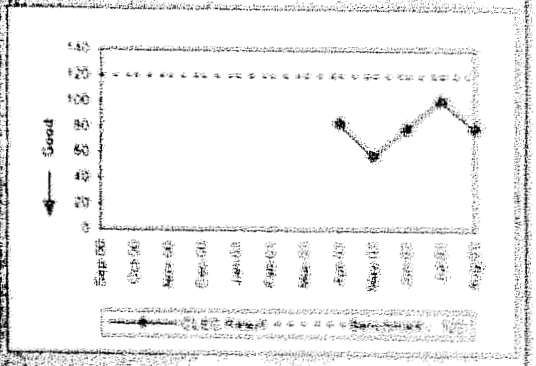
Scheduled Interval 90 Calender Days or Less (Average Days) (CP-1A)-- Interval Zone One and Two

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01				
Feb-01				
Mar-01				
Apr-01	37	1	37.00	
May-01	194	3	64.67	7.09
Jun-01	188	3	62.67	8.08
Jul-01	216	4	54.00	13.44
Aug-01	107	2	53.50	16.26



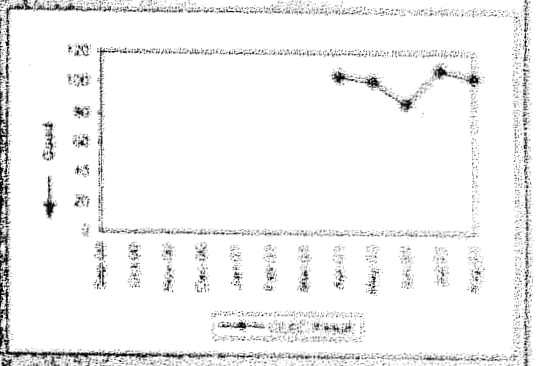
Scheduled Interval 91 to 120 Calendar Days (Average Days) (CP-1B)-- Interval Zone One and Two

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01				
Feb-01				
Mar-01				
Apr-01	414	5	82.80	24.59
May-01	514	9	57.11	31.69
Jun-01	395	5	79.00	13.93
Jul-01	806	8	100.75	11.09
Aug-01	874	11	79.45	16.66



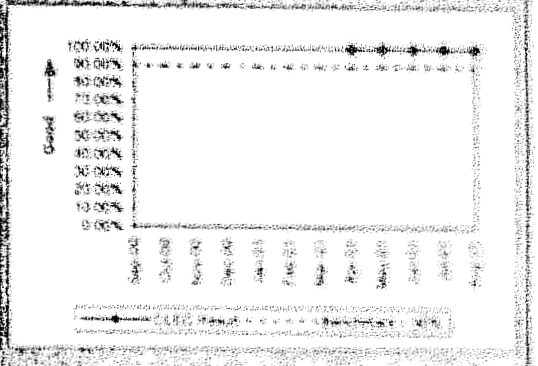
Scheduled Interval 121 to 150 Calendar Days (Average Days) (CP-1C)-- Interval Zone One and Two

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01				
Feb-01				
Mar-01				
Apr-01	3443	33	104.33	22.67
May-01	1424	14	101.71	32.44
Jun-01	1304	15	86.93	26.33
Jul-01	2604	24	108.50	18.44
Aug-01	3212	31	103.61	25.49



Non-Forcasted & Late Collocations (Percent) (CP-2B)-- Interval Zone One and Two

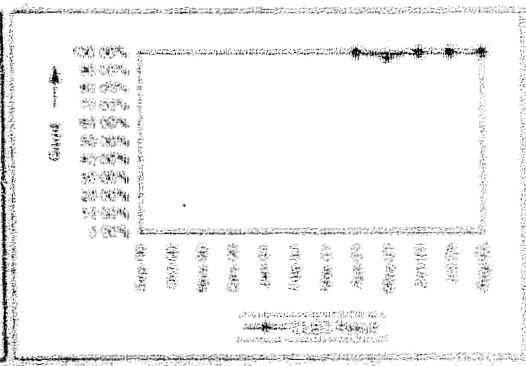
Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01				
Feb-01				
Mar-01				
Apr-01	6	6	100.00%	0.00%
May-01	12	12	100.00%	0.00%
Jun-01	8	8	100.00%	0.00%
Jul-01	12	12	100.00%	0.00%
Aug-01	13	13	100.00%	0.00%



Checklist #1 - Collocation

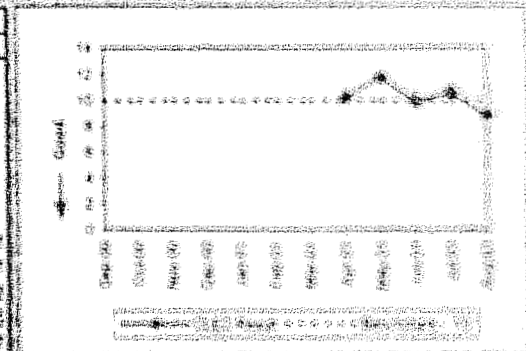
Collocations with Intervals Longer than 120 Days (Percent) (CP-2C)– Interval Zone One and Two

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01				
Feb-01				
Mar-01				
Apr-01	78	78	100.00%	0.00%
May-01	39	40	97.50%	15.61%
Jun-01	26	26	100.00%	0.00%
Jul-01	39	39	100.00%	0.00%
Aug-01	43	43	100.00%	0.00%



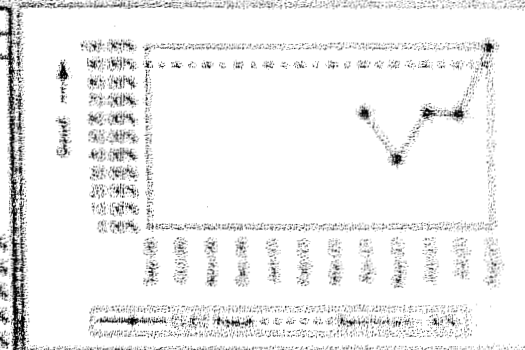
Collocation Feasibility Study Interval (Average Days) (CP-3)– Interval Zone One and Two

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01				
Feb-01				
Mar-01				
Apr-01	480	47	10.21	1.77
May-01	514	44	11.68	2.07
Jun-01	367	37	9.92	1.62
Jul-01	340	32	10.62	1.86
Aug-01	407	46	8.85	0.87



Collocation Feasibility Study Commitments Met (Percent) (CP-4)– Interval Zone One and Two

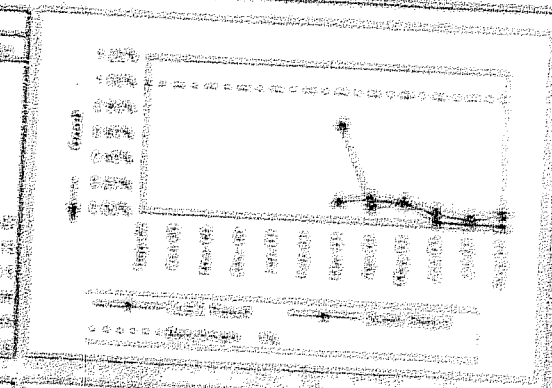
Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01				
Feb-01				
Mar-01				
Apr-01	36	57	63.16%	48.24%
May-01	18	48	37.50%	48.41%
Jun-01	26	41	63.41%	48.17%
Jul-01	25	40	62.50%	48.41%
Aug-01	50	50	100.00%	0.00%



Checklist #1 - Trunk Blocking

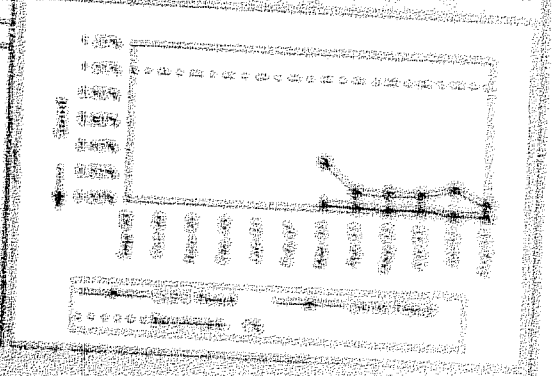
Trunk Blockage to Qwest Tandem Offices

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Res	Qwest Std	Prob C
Sep-00									
Oct-00									
Nov-00									
Dec-00									
Jan-01									
Feb-01									
Mar-01	890.38	120272	0.74%	4.54%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Apr-01	138.92	121100	0.11%	1.49%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
May-01	216.67	127726	0.17%	1.40%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Jun-01	129.95	131250	0.10%	0.55%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Jul-01	86.52	132714	0.07%	0.58%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Aug-01	129.77	122898	0.11%	2.15%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]



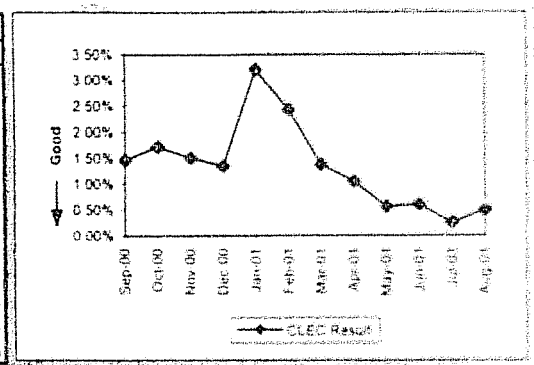
Trunk Blockage to Qwest End Offices

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Res	Qwest Std	Prob C
Sep-00									
Oct-00									
Nov-00									
Dec-00									
Jan-01									
Feb-01									
Mar-01	202.97	56349	0.36%	2.12%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Apr-01	79.93	57069	0.14%	1.45%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
May-01	83.52	59398	0.14%	0.77%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Jun-01	80.56	62402	0.14%	0.72%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Jul-01	118.35	60418	0.20%	0.81%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
Aug-01	50.6	55258	0.09%	1.03%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]

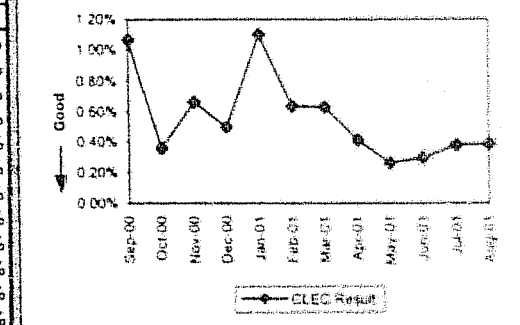


Checklist #1 - Trunk Blocking

Trunk Blockage to Qwest Tandem Offices (Percent) (NI-1C)-- Interval Zone One and Two				
Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
Sep-00	1446.92	98288	1.47%	8.39%
Oct-00	1787.96	103304	1.73%	8.14%
Nov-00	1653.7	108920	1.52%	8.14%
Dec-00	1601.98	117968	1.36%	6.62%
Jan-01	3734.86	116096	3.22%	10.87%
Feb-01	2975.34	121980	2.44%	8.61%
Mar-01	1703.82	122840	1.39%	6.46%
Apr-01	1336.73	126764	1.05%	5.84%
May-01	731.94	130222	0.56%	3.78%
Jun-01	809.97	134826	0.60%	4.57%
Jul-01	345.75	134466	0.26%	2.19%
Aug-01	614.08	126258	0.49%	3.55%



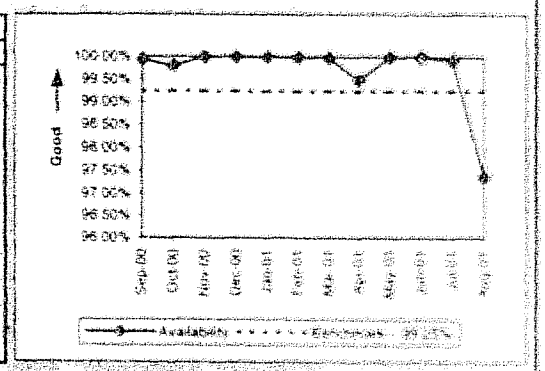
Trunk Blockage to Qwest End Offices (Percent) (NI-1D)-- Interval Zone One and Two				
Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
Sep-00	371.81	34940	1.06%	5.14%
Oct-00	137.19	38108	0.36%	1.21%
Nov-00	271.43	40796	0.67%	2.68%
Dec-00	220.73	44306	0.50%	2.81%
Jan-01	544.99	49567	1.10%	5.04%
Feb-01	318.35	50151	0.63%	3.63%
Mar-01	360.8	57309	0.63%	3.53%
Apr-01	240.49	58365	0.41%	2.99%
May-01	157.77	60262	0.26%	1.56%
Jun-01	187.91	63682	0.30%	2.03%
Jul-01	238	63106	0.38%	1.72%
Aug-01	219.92	57130	0.38%	3.47%



Checklist #2 - Gateway Availability

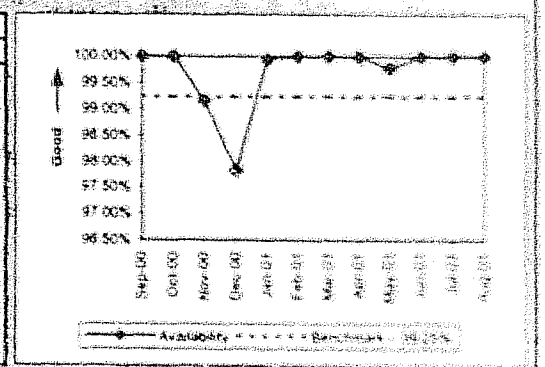
Gateway Availability - IMA-GUI (Percent) All (GA-1 A)-- Interval Zone One and Two

Date	Availability
Sep-00	99.93%
Oct-00	99.81%
Nov-00	100.00%
Dec-00	100.00%
Jan-01	100.00%
Feb-01	100.00%
Mar-01	99.98%
Apr-01	99.49%
May-01	100.00%
Jun-01	100.00%
Jul-01	99.92%
Aug-01	97.38%



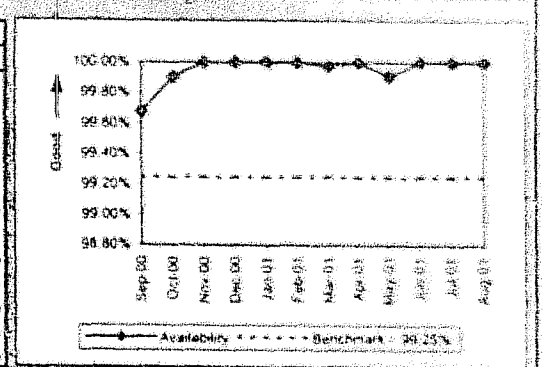
Gateway Availability - IMA-GUI (Percent) Fetch-n-Stuff (GA-1 B)-- Interval Zone One and Two

Date	Availability
Sep-00	100.00%
Oct-00	100.00%
Nov-00	99.16%
Dec-00	97.83%
Jan-01	99.94%
Feb-01	100.00%
Mar-01	100.00%
Apr-01	100.00%
May-01	99.78%
Jun-01	100.00%
Jul-01	100.00%
Aug-01	100.00%



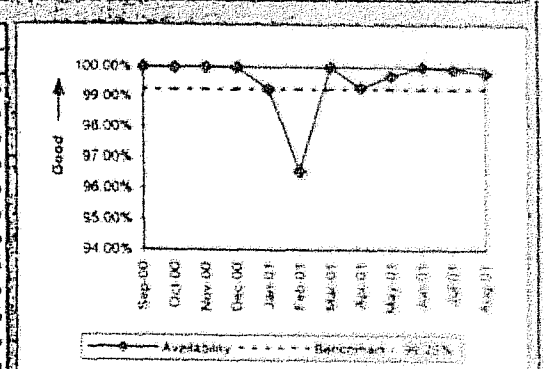
Gateway Availability - IMA-GUI (Percent) Data Arbter (GA-1 C)-- Interval Zone One and Two

Date	Availability
Sep-00	99.67%
Oct-00	99.91%
Nov-00	100.00%
Dec-00	100.00%
Jan-01	100.00%
Feb-01	100.00%
Mar-01	99.98%
Apr-01	100.00%
May-01	99.91%
Jun-01	100.00%
Jul-01	100.00%
Aug-01	100.00%



Gateway Availability - IMA-EDI (Percent) Default (GA-2)-- Interval Zone One and Two

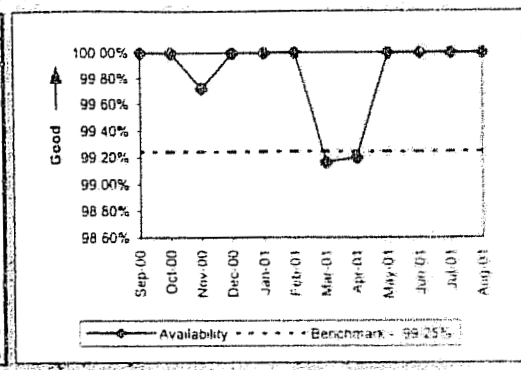
Date	Availability
Sep-00	100.00%
Oct-00	100.00%
Nov-00	100.00%
Dec-00	100.00%
Jan-01	99.25%
Feb-01	96.54%
Mar-01	100.00%
Apr-01	99.30%
May-01	99.69%
Jun-01	100.00%
Jul-01	99.92%
Aug-01	99.79%



Checklist #2 - Gateway Availability

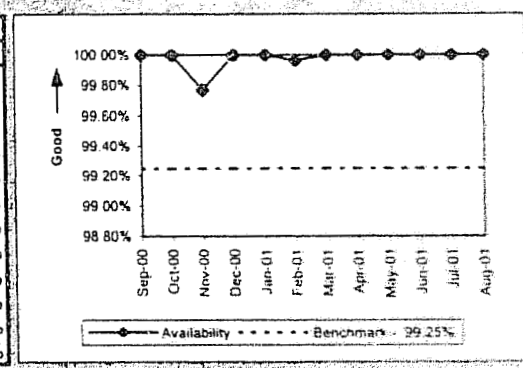
Gateway Availability - EB-TA (Percent) Default (GA-3)-- Interval Zone One and Two

Date	Availability
Sep-00	100.00%
Oct-00	100.00%
Nov-00	99.72%
Dec-00	100.00%
Jan-01	100.00%
Feb-01	100.00%
Mar-01	99.17%
Apr-01	99.20%
May-01	100.00%
Jun-01	100.00%
Jul-01	100.00%
Aug-01	100.00%



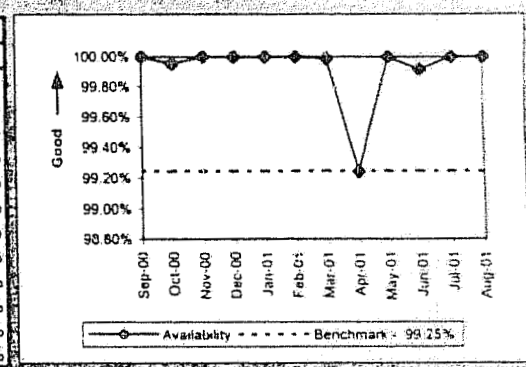
System Availability - EXACT (Percent) Default (GA-4)-- Interval Zone One and Two

Date	Availability
Sep-00	100.00%
Oct-00	100.00%
Nov-00	99.77%
Dec-00	100.00%
Jan-01	100.00%
Feb-01	99.96%
Mar-01	100.00%
Apr-01	100.00%
May-01	100.00%
Jun-01	100.00%
Jul-01	100.00%
Aug-01	100.00%



Gateway Availability - OOR - Repair (Percent) Default (GA-6)-- Interval Zone One and Two

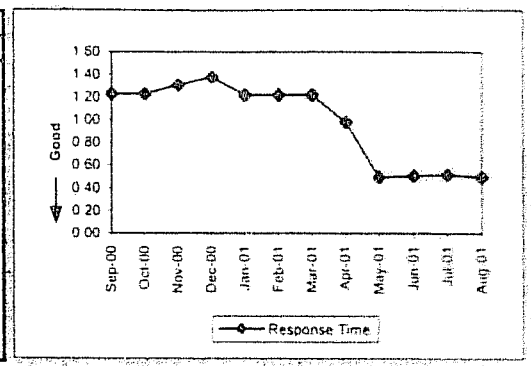
Date	Availability
Sep-00	100.00%
Oct-00	99.95%
Nov-00	100.00%
Dec-00	100.00%
Jan-01	100.00%
Feb-01	100.00%
Mar-01	99.99%
Apr-01	99.24%
May-01	100.00%
Jun-01	99.92%
Jul-01	100.00%
Aug-01	100.00%



Checklist #2 - Preorder Response Times - IMA

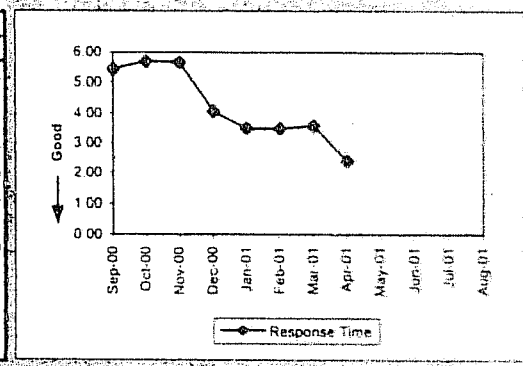
Pre-Order Response Times (Appt. Scheduler) (Avg Sec) IMA Request (PO-1 A-1(a))

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
Sep-00	784.74	638	1.23	0.01
Oct-00	1073.79	873	1.23	0.01
Nov-00	1101.71	841	1.31	0.33
Dec-00	1512.48	1096	1.38	0.37
Jan-01	2176.48	1784	1.22	0.01
Feb-01	1939.8	1590	1.22	0.01
Mar-01	2069.12	1696	1.22	0.01
Apr-01	1538.6	1570	0.98	0.35
May-01	1007.5	2015	0.50	0.09
Jun-01	964.92	1892	0.51	0.14
Jul-01	902.2	1735	0.52	0.09
Aug-01	1187.5	2375	0.50	0.09



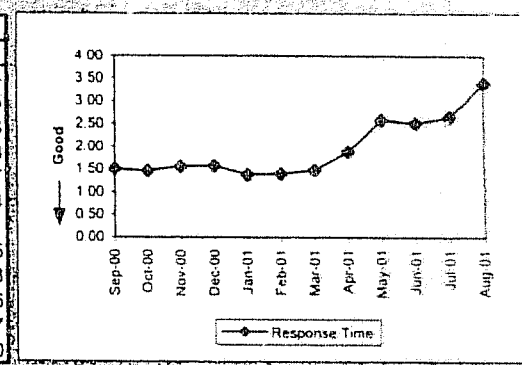
Pre-Order Response Times (Appt. Scheduler) (Avg Sec) IMA Response (PO-1 A-1(b))

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
Sep-00	3470.72	638	5.44	2.52
Oct-00	4967.37	873	5.69	4.24
Nov-00	4760.06	841	5.66	3.03
Dec-00	4449.76	1096	4.06	2.04
Jan-01	6244	1784	3.50	1.36
Feb-01	5549.1	1590	3.49	1.03
Mar-01	6071.68	1696	3.58	1.54
Apr-01	3768	1570	2.40	2.00
May-01				
Jun-01				
Jul-01				
Aug-01				



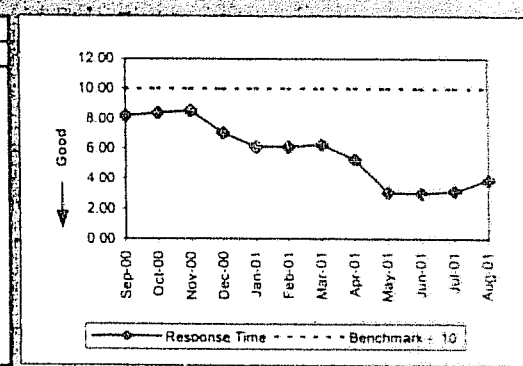
Pre-Order Response Times (Appt. Scheduler) (Avg Sec) IMA Accept (PO-1 A-1(c))

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
Sep-00	957	638	1.50	1.04
Oct-00	1274.58	873	1.46	0.75
Nov-00	1311.96	841	1.56	1.08
Dec-00	1720.72	1096	1.57	1.23
Jan-01	2461.92	1784	1.38	0.57
Feb-01	2226	1590	1.40	0.74
Mar-01	2510.08	1696	1.48	1.41
Apr-01	2967.3	1570	1.89	1.45
May-01	5218.85	2015	2.59	2.18
Jun-01	4767.84	1892	2.52	0.96
Jul-01	4597.75	1735	2.65	1.47
Aug-01	8075	2375	3.40	3.20



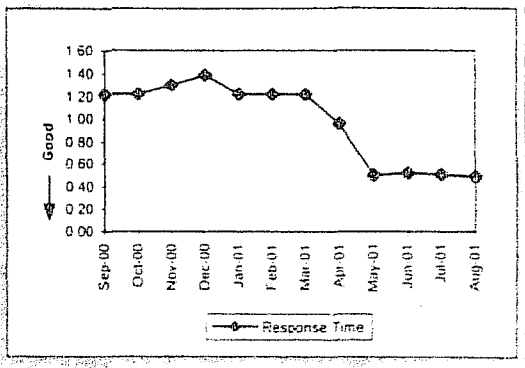
Pre-Order Response Times (Appt. Scheduler) (Avg Sec) IMA Aggregate (PO-1 A-1 Total)

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
Sep-00	5212.46	638	8.17	
Oct-00	7315.74	873	8.38	
Nov-00	7173.73	841	8.53	
Dec-00	7682.96	1096	7.01	
Jan-01	10882.4	1784	6.10	
Feb-01	9714.9	1590	6.11	
Mar-01	10650.88	1696	6.28	
Apr-01	8273.9	1570	5.27	
May-01	6226.35	2015	3.09	
Jun-01	5732.76	1892	3.03	
Jul-01	5499.95	1735	3.17	
Aug-01	9262.5	2375	3.90	

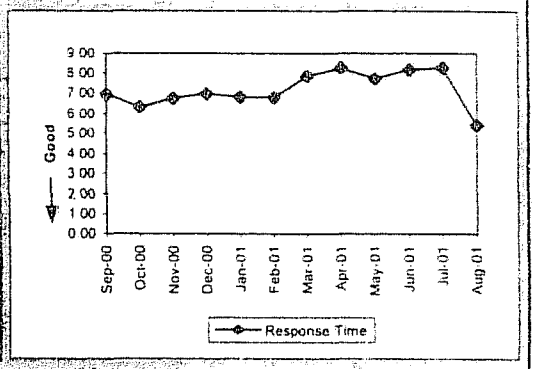


Checklist #2 - Preorder Response Times - IMA

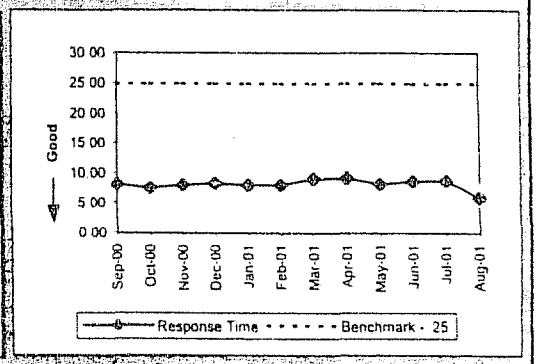
[illegible]	[illegible] Num	CLEC Denom	Response Time	Std Dev
[illegible]	[illegible]	804	1.22	0.03
[illegible]	[illegible]	1077	1.22	0.01
[illegible]	[illegible]	1022	1.30	0.32
[illegible]	[illegible]	1265	1.39	0.37
[illegible]	[illegible]	2279	1.22	0.01
[illegible]	[illegible]	2013	1.22	0.01
[illegible]	[illegible]	2136	1.22	0.01
[illegible]	[illegible]	2004	0.96	0.37
[illegible]	[illegible]	2873	0.50	0.08
[illegible]	[illegible]	2825	0.52	0.19
[illegible]	[illegible]	2718	0.51	0.09
[illegible]	[illegible]	3400	0.49	0.06



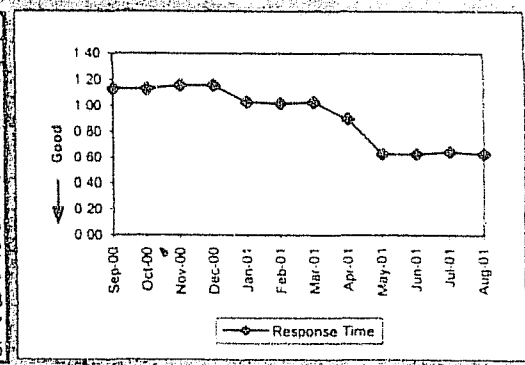
[illegible]	[illegible] Num	CLEC Denom	Response Time	Std Dev
[illegible]	[illegible]	804	6.96	2.40
[illegible]	[illegible]	1077	6.33	1.62
[illegible]	[illegible]	1022	6.75	2.00
[illegible]	[illegible]	1265	6.98	4.00
[illegible]	[illegible]	2279	6.82	1.72
[illegible]	[illegible]	2013	6.80	2.48
[illegible]	[illegible]	2136	7.85	3.17
[illegible]	[illegible]	2004	8.27	3.18
[illegible]	[illegible]	2873	7.71	1.82
[illegible]	[illegible]	2825	8.16	2.59
[illegible]	[illegible]	2718	8.27	2.14
[illegible]	[illegible]	3400	5.41	2.96



[illegible]	[illegible] Num	CLEC Denom	Response Time	Std Dev
[illegible]	[illegible]	804	8.18	
[illegible]	[illegible]	1077	7.55	
[illegible]	[illegible]	1022	8.05	
[illegible]	[illegible]	1265	8.37	
[illegible]	[illegible]	2279	8.04	
[illegible]	[illegible]	2013	8.02	
[illegible]	[illegible]	2136	9.07	
[illegible]	[illegible]	2004	9.23	
[illegible]	[illegible]	2873	8.21	
[illegible]	[illegible]	2825	8.68	
[illegible]	[illegible]	2718	8.78	
[illegible]	[illegible]	3400	5.90	



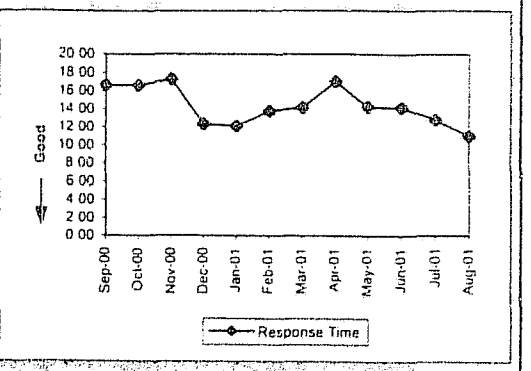
[illegible]	[illegible] Num	CLEC Denom	Response Time	Std Dev
[illegible]	[illegible]	162	1.13	0.02
[illegible]	[illegible]	238	1.13	0.01
[illegible]	[illegible]	244	1.16	0.25
[illegible]	[illegible]	384	1.16	0.34
[illegible]	[illegible]	438	1.03	0.05
[illegible]	[illegible]	401	1.02	0.01
[illegible]	[illegible]	460	1.03	0.05
[illegible]	[illegible]	420	0.90	0.22
[illegible]	[illegible]	474	0.63	0.44
[illegible]	[illegible]	432	0.63	0.13
[illegible]	[illegible]	367	0.65	0.07
[illegible]	[illegible]	542	0.63	0.05



Checklist #2 - Preorder Response Times - IMA

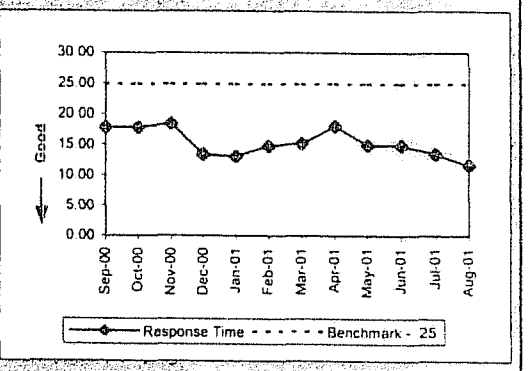
Preorder Response Times (Facility Check) (Avg Sec) IMA Response (PO-1 A-3(b))

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
Sep-00	2703.78	162	16.69	8.73
Oct-00	3962.7	238	16.65	4.94
Nov-00	4230.60	244	17.34	4.58
Dec-00	4738.56	384	12.34	3.73
Jan-01	5326.08	438	12.16	5.38
Feb-01	5545.83	401	13.83	2.75
Mar-01	6545.8	460	14.23	10.50
Apr-01	7198.8	420	17.14	10.11
May-01	6797.16	474	14.34	2.95
Jun-01	6156	432	14.25	5.95
Jul-01	4992.3	387	12.90	3.63
Aug-01	6005.36	542	11.08	7.05



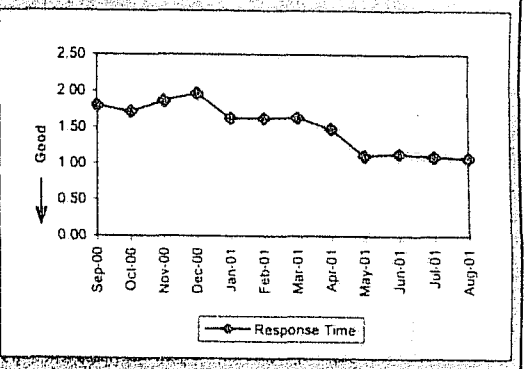
Preorder Response Times (Facility Check) (Avg Sec) IMA Aggregate (PO-1 A-3 Total)

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
Sep-00	2886.84	162	17.82	
Oct-00	4231.84	238	17.78	
Nov-00	4514	244	18.50	
Dec-00	5184	384	13.50	
Jan-01	5777.22	438	13.19	
Feb-01	5954.85	401	14.85	
Mar-01	7019.6	460	15.26	
Apr-01	7576.8	420	18.04	
May-01	7095.78	474	14.97	
Jun-01	6426.16	432	14.88	
Jul-01	5243.85	387	13.55	
Aug-01	6346.82	542	11.71	



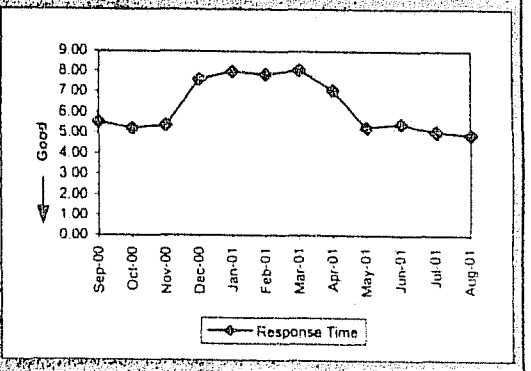
Preorder Response Times (Address Validation) (Avg Sec) IMA Request (PO-1 A-4(a))

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
Sep-00	2302.32	1272	1.81	0.50
Oct-00	3030.64	1762	1.72	0.46
Nov-00	3182.74	1702	1.87	0.69
Dec-00	4456.14	2262	1.97	0.73
Jan-01	5763.68	3536	1.63	0.28
Feb-01	5157.32	3164	1.63	0.28
Mar-01	5971.24	3641	1.64	0.30
Apr-01	5058.55	3395	1.49	0.39
May-01	4642.02	4182	1.11	0.17
Jun-01	4594.2	4030	1.14	0.25
Jul-01	4216.3	3833	1.10	0.18
Aug-01	5564.16	5152	1.08	0.16



Preorder Response Times (Address Validation) (Avg Sec) IMA Response (PO-1 A-4(b))

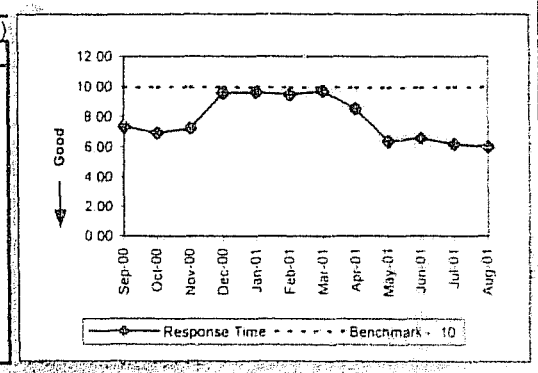
Date	CLEC Num	CLEC Denom	Response Time	Std Dev
Sep-00	7059.6	1272	5.55	6.36
Oct-00	9180.02	1762	5.21	2.17
Nov-00	9139.74	1702	5.37	6.46
Dec-00	17213.82	2262	7.61	2.75
Jan-01	28323.36	3536	8.01	2.77
Feb-01	24900.68	3164	7.87	2.62
Mar-01	29419.28	3641	8.08	3.54
Apr-01	24070.55	3395	7.09	4.52
May-01	22039.14	4182	5.27	2.90
Jun-01	21963.5	4030	5.45	3.19
Jul-01	19394.98	3833	5.06	4.32
Aug-01	26347.84	5152	4.92	2.88



Checklist #2 - Preorder Response Times - IMA

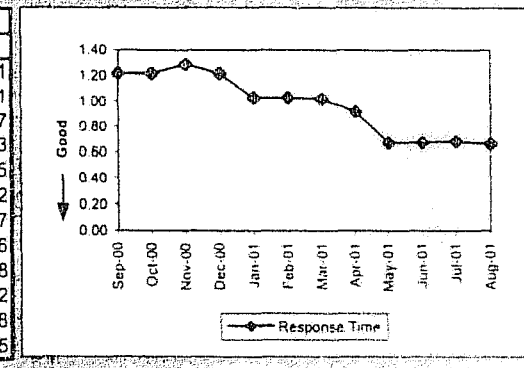
Pre-Order Response Times (Address Validation) (Avg Sec) IMA Aggregate (PO-1 A-4 Total)

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
[illegible]	9361.92	1272	7.36	
[illegible]	12210.66	1762	6.93	
[illegible]	12322.48	1702	7.24	
[illegible]	21669.96	2262	9.58	
[illegible]	34087.04	3536	9.64	
[illegible]	30058	3164	9.50	
[illegible]	35390.52	3641	9.72	
[illegible]	29129.1	3395	8.58	
[illegible]	26681.16	4182	6.38	
[illegible]	26557.7	4030	6.59	
[illegible]	23611.28	3833	6.16	
[illegible]	30912	5152	6.00	



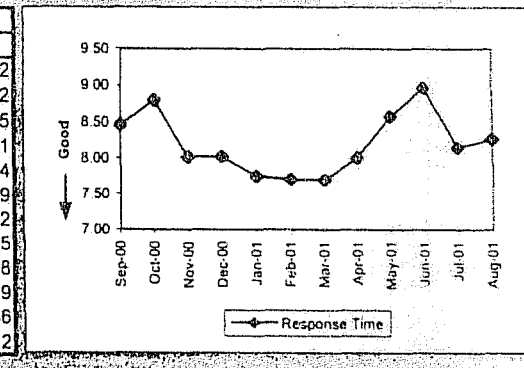
Pre-Order Response Times (Get CSR) (Avg Sec) IMA Request (PO-1 A-5(a))

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
[illegible]	190.32	156	1.22	0.01
[illegible]	257.42	211	1.22	0.01
[illegible]	308.31	239	1.29	0.27
[illegible]	433.1	355	1.22	0.43
[illegible]	379.04	368	1.03	0.15
[illegible]	381.1	370	1.03	0.12
[illegible]	467.16	458	1.02	0.07
[illegible]	385.48	419	0.92	0.26
[illegible]	296.82	446	0.67	0.08
[illegible]	284.75	425	0.67	0.12
[illegible]	261.8	385	0.68	0.08
[illegible]	372.9	565	0.66	0.05



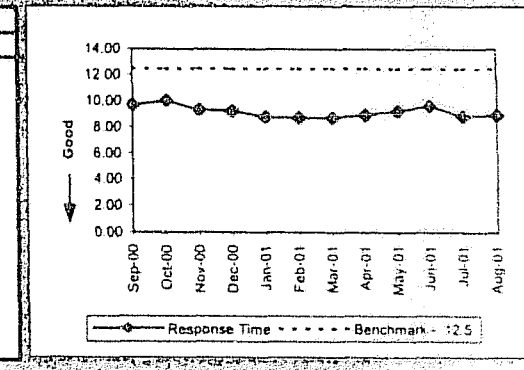
Pre-Order Response Times (Get CSR) (Avg Sec) IMA Response (PO-1 A-5(b))

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
[illegible]	1319.76	156	8.46	6.82
[illegible]	1856.8	211	8.80	5.22
[illegible]	1916.78	239	8.02	3.65
[illegible]	2850.65	355	8.03	2.51
[illegible]	2852	368	7.75	2.44
[illegible]	2852.7	370	7.71	2.29
[illegible]	3526.6	458	7.70	1.92
[illegible]	3356.19	419	8.01	3.05
[illegible]	3826.68	446	8.58	2.78
[illegible]	3812.25	425	8.97	2.39
[illegible]	3137.75	385	8.15	1.36
[illegible]	4672.55	565	8.27	2.12



Pre-Order Response Times (Get CSR) (Avg Sec) IMA Aggregate (PO-1 A-5 Total)

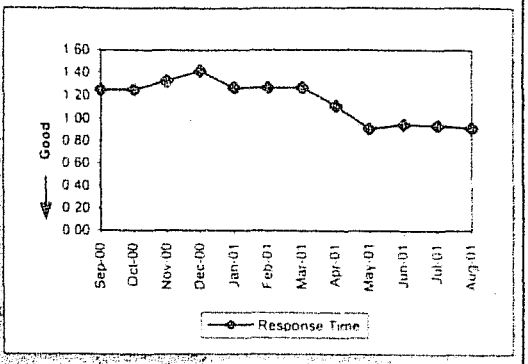
Date	CLEC Num	CLEC Denom	Response Time	Std Dev
[illegible]	1510.08	156	9.68	
[illegible]	2114.22	211	10.02	
[illegible]	2225.09	239	9.31	
[illegible]	3283.75	355	9.25	
[illegible]	3231.04	368	8.78	
[illegible]	3233.8	370	8.74	
[illegible]	3993.76	458	8.72	
[illegible]	3741.67	419	8.93	
[illegible]	4125.5	446	9.25	
[illegible]	4097	425	9.64	
[illegible]	3399.55	385	8.83	
[illegible]	5045.45	565	8.93	



Checklist #2 - Preorder Response Times - IMA

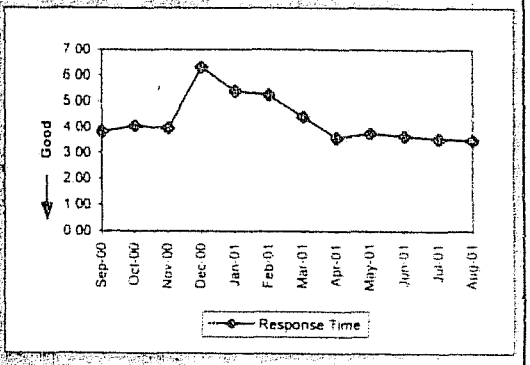
Preorder Response Times (TN Reservation) (Avg Sec) IMA Request (PO-1 A-6(a))

	CLEC Num	CLEC Denom	Response Time	Std Dev
[illegible]	592.5	474	1.25	0.01
[illegible]	820	656	1.25	0.01
[illegible]	829.92	624	1.33	0.35
[illegible]	1208.42	851	1.42	0.36
[illegible]	1720.12	1356	1.27	0.01
[illegible]	1487.17	1171	1.27	0.01
[illegible]	1744.98	1374	1.27	0.01
[illegible]	2728.37	2467	1.11	0.28
[illegible]	5882.22	6442	0.91	0.18
[illegible]	6193.05	6519	0.95	0.18
[illegible]	7121.44	7576	0.94	0.16
[illegible]	8027.04	9812	0.92	0.17



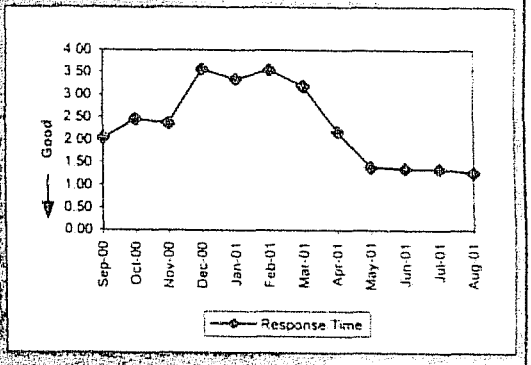
Preorder Response Times (TN Reservation) (Avg Sec) IMA Response (PO-1 A-6(b))

	CLEC Num	CLEC Denom	Response Time	Std Dev
[illegible]	1805.04	474	3.81	1.62
[illegible]	2650.24	656	4.04	1.69
[illegible]	2464.8	624	3.95	1.40
[illegible]	5369.81	851	6.31	3.92
[illegible]	7308.84	1356	5.39	2.16
[illegible]	6136.04	1171	5.24	2.23
[illegible]	6345.6	1374	4.40	2.52
[illegible]	8807.19	2467	3.57	2.44
[illegible]	24167.5	6442	3.75	2.10
[illegible]	23729.16	6519	3.64	1.95
[illegible]	26419.04	7576	3.54	1.32
[illegible]	34047.64	9812	3.47	1.42



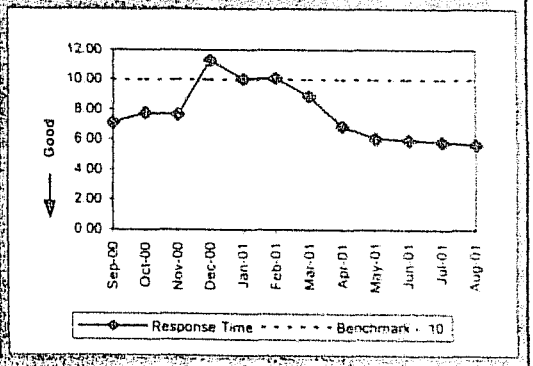
Preorder Response Times (TN Reservation) (Avg Sec) IMA Accept (PO-1 A-6(c))

	CLEC Num	CLEC Denom	Response Time	Std Dev
[illegible]	966.96	474	2.04	1.92
[illegible]	1613.76	656	2.46	1.26
[illegible]	1478.88	624	2.37	0.87
[illegible]	3038.07	851	3.57	3.52
[illegible]	4529.04	1356	3.34	2.20
[illegible]	4168.76	1171	3.56	0.89
[illegible]	4383.06	1374	3.19	1.55
[illegible]	5402.73	2467	2.19	1.81
[illegible]	9018.8	6442	1.40	1.35
[illegible]	8931.03	6519	1.37	1.79
[illegible]	10303.36	7576	1.36	0.99
[illegible]	12857.48	9812	1.29	0.70



Preorder Response Times (TN Reservation) (Avg Sec) IMA Aggregate (PO-1 A-6 Total)

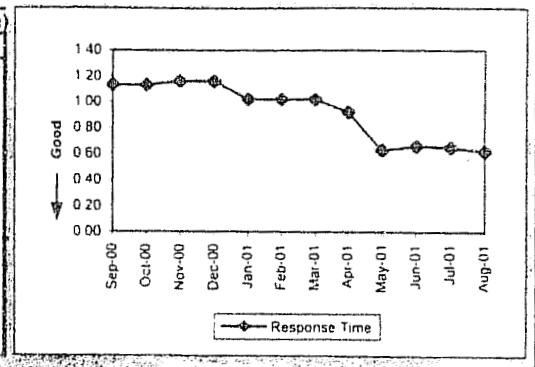
	CLEC Num	CLEC Denom	Response Time	Std Dev
[illegible]	3365.4	474	7.10	
[illegible]	5084	656	7.75	
[illegible]	4773.6	624	7.65	
[illegible]	9616.3	851	11.30	
[illegible]	13560	1356	10.00	
[illegible]	11791.87	1171	10.07	
[illegible]	12173.64	1374	8.86	
[illegible]	16949.29	2467	6.87	
[illegible]	39038.52	6442	6.06	
[illegible]	38853.24	6519	5.96	
[illegible]	44243.84	7576	5.84	
[illegible]	55232.16	9812	5.68	



Checklist #2 - Preorder Response Times - IMA

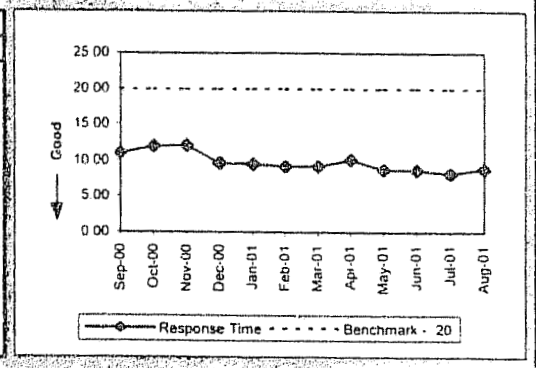
(Avg Sec) IMA Request (PO-1 A-7(a))

[illegible]	CLEC Denom	Response Time	Std Dev
[illegible]	145	1.13	0.02
[illegible]	241	1.13	0.01
[illegible]	248	1.16	0.26
[illegible]	339	1.16	0.36
[illegible]	407	1.02	0.01
[illegible]	358	1.02	0.01
[illegible]	432	1.02	0.01
[illegible]	388	0.92	0.21
[illegible]	402	0.63	0.07
[illegible]	373	0.66	0.26
[illegible]	337	0.65	0.07
[illegible]	481	0.62	0.07



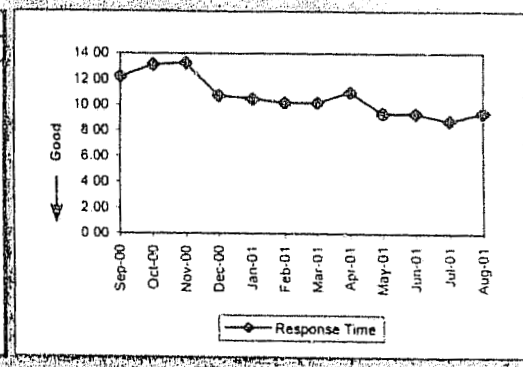
(Avg Sec) IMA Response (PO-1 A-7(b))

[illegible]	CLEC Denom	Response Time	Std Dev
[illegible]	145	11.08	8.27
[illegible]	241	11.99	8.68
[illegible]	248	12.12	3.34
[illegible]	339	9.59	2.84
[illegible]	407	9.47	3.82
[illegible]	358	9.18	2.57
[illegible]	432	9.18	3.93
[illegible]	388	10.10	6.25
[illegible]	402	8.73	1.60
[illegible]	373	8.66	2.13
[illegible]	337	8.11	2.06
[illegible]	481	8.81	4.65



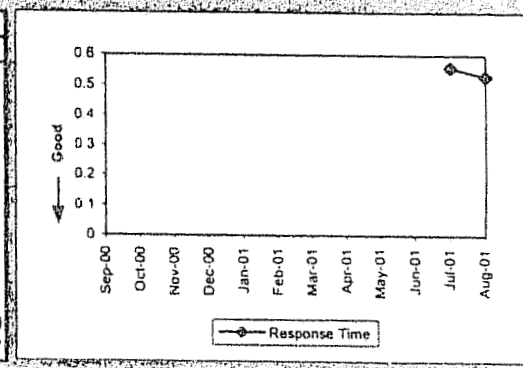
(Avg Sec) IMA Aggregate (PO-1 A-7 Total)

[illegible]	CLEC Denom	Response Time	Std Dev
[illegible]	145	12.21	
[illegible]	241	13.12	
[illegible]	248	13.28	
[illegible]	339	10.75	
[illegible]	407	10.49	
[illegible]	358	10.20	
[illegible]	432	10.20	
[illegible]	388	11.02	
[illegible]	402	9.36	
[illegible]	373	9.32	
[illegible]	337	8.76	
[illegible]	481	9.43	



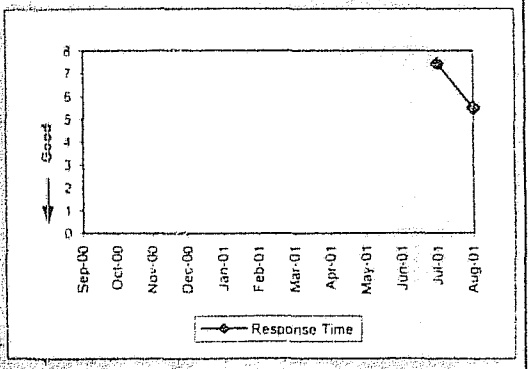
(Avg Sec) IMA Request (PO-1 A-8(a))

[illegible]	CLEC Denom	Response Time	Std Dev
[illegible]	314	0.56	0.09
[illegible]	432	0.53	0.07

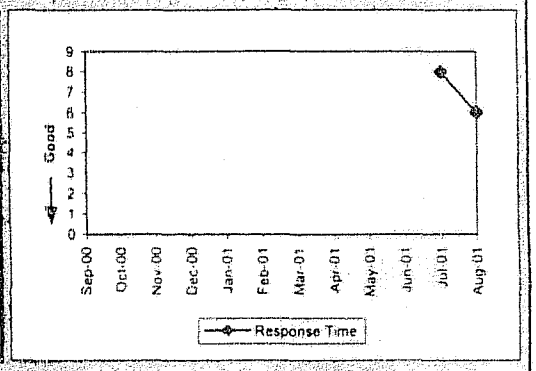


Checklist #2 - Preorder Response Times - IMA

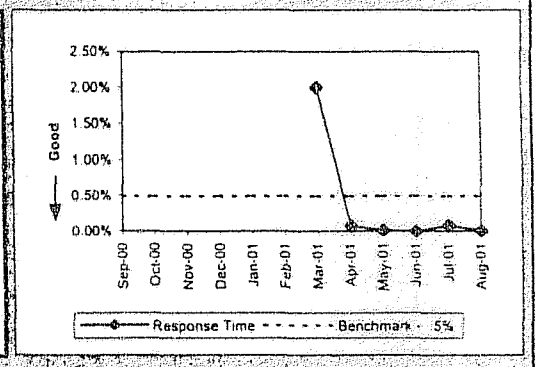
		C.E.C. Denom	Response Time	Std Dev
		314	7.44	5.34
		432	5.50	4.14



		C.E.C. Denom	Response Time	Std Dev
		314	8.00	
		432	6.03	



		C.E.C. Denom	Response Time	Std Dev
		10199	2.00%	
		10671	0.08%	
		16636	0.01%	
		16496	0.00%	
		17299	0.08%	
		22760	0.00%	



		C.E.C. Denom	Response Time	Std Dev
		4029	1.80	2.15
		3231	1.84	2.84
		3342	1.68	2.33
		3343	1.65	1.91
		4078	1.83	3.52
		4260	1.63	3.19

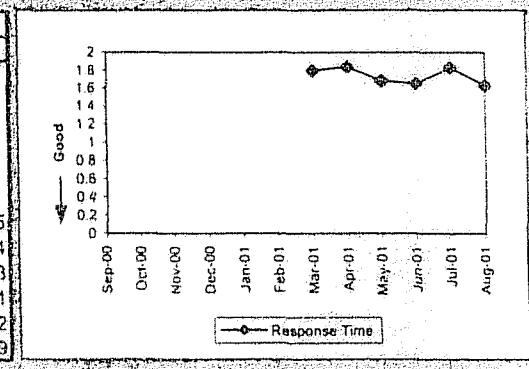
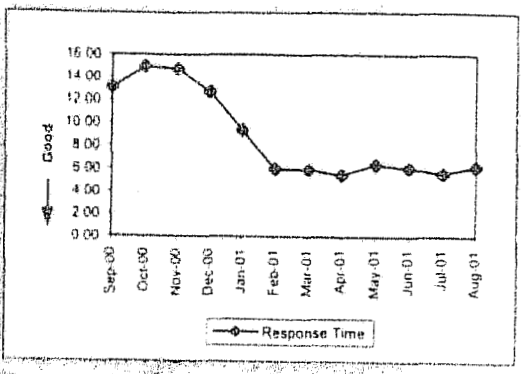
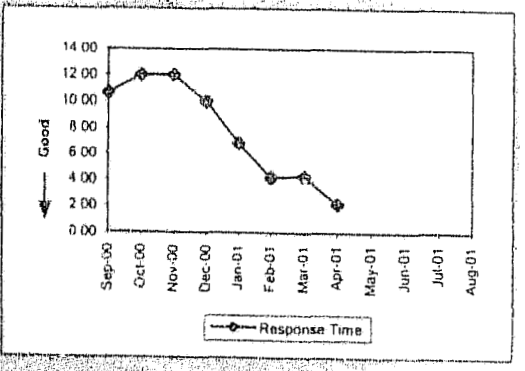


Chart #2 - Preorder Response Times - EDI

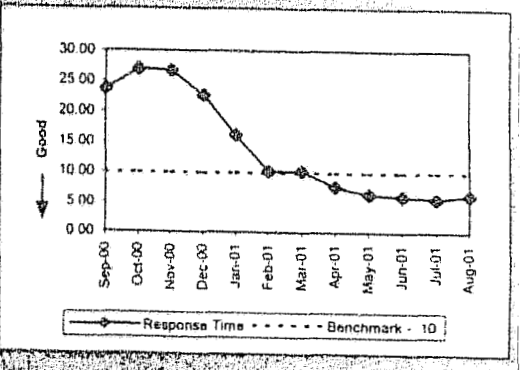
Demand	Response Time	Std Dev
1149	13.07	3.43
1588	14.95	4.12
1122	14.72	13.02
1655	12.67	3.07
1385	9.36	3.84
998	5.99	2.97
1409	5.95	1.69
2432	5.47	2.57
3610	6.39	8.55
2996	6.09	9.64
2966	5.60	7.07
3054	6.22	9.50



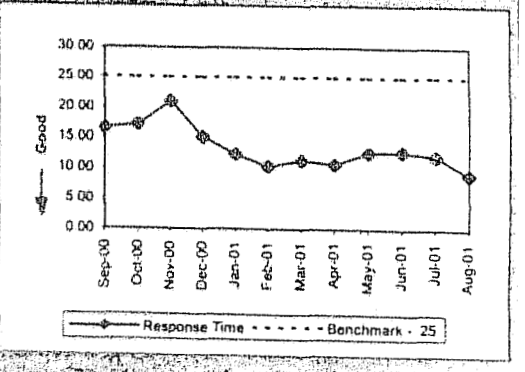
Demand	Response Time	Std Dev
1149	10.65	6.60
1588	12.00	5.46
1122	12.00	13.74
1655	10.01	3.61
1385	6.83	3.30
998	4.19	1.97
1409	4.29	1.62
2432	2.16	2.34



Demand	Response Time	Std Dev
1149	23.72	
1588	26.95	
1122	26.72	
1655	22.68	
1385	16.19	
998	10.18	
1409	10.24	
2432	7.63	
3610	6.39	
2996	6.09	
2966	5.60	
3054	6.22	



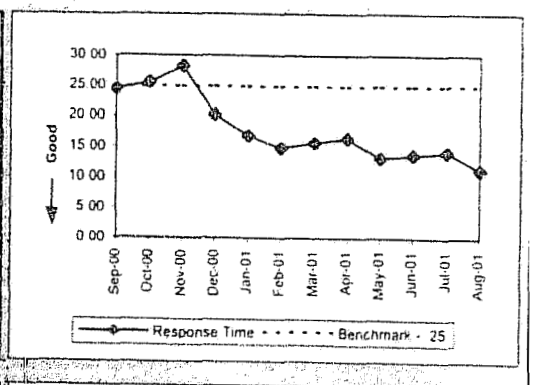
Demand	Response Time	Std Dev
1704	16.48	7.44
1743	17.09	12.55
1633	20.95	117.94
1877	15.11	5.49
2241	12.35	4.42
2221	10.40	3.06
2390	11.39	3.29
3561	10.73	4.55
3164	12.72	9.51
4015	12.88	9.77
4767	12.12	7.84
4410	9.13	8.86



Checklist #2 - Preorder Response Times - EDI

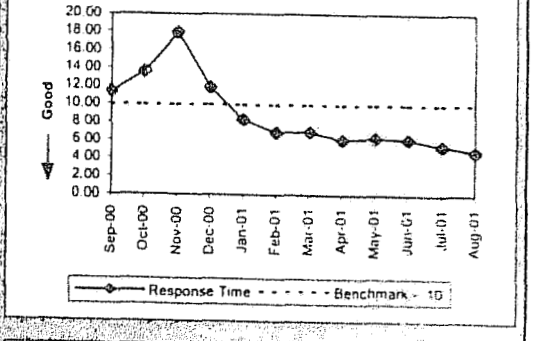
[illegible]	[illegible]	CLEC Denom	Response Time	Std Dev
[illegible]	[illegible]	266	24.46	16.52
[illegible]	[illegible]	412	25.55	8.81
[illegible]	[illegible]	380	28.21	75.37
[illegible]	[illegible]	434	20.21	8.28
[illegible]	[illegible]	430	16.78	5.93
[illegible]	[illegible]	400	14.85	4.46
[illegible]	[illegible]	428	15.65	5.62
[illegible]	[illegible]	440	16.45	13.57
[illegible]	[illegible]	566	13.25	8.92
[illegible]	[illegible]	476	13.72	11.39
[illegible]	[illegible]	542	14.18	9.33
[illegible]	[illegible]	590	11.31	8.82

[illegible] (Avg Sec) EDI Request/Response (PO-1 B-3)



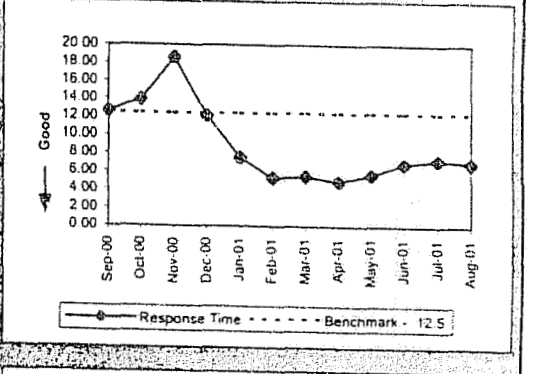
[illegible]	[illegible]	CLEC Denom	Response Time	Std Dev
[illegible]	[illegible]	2076	11.35	7.68
[illegible]	[illegible]	3161	13.58	6.10
[illegible]	[illegible]	2916	17.90	78.21
[illegible]	[illegible]	3325	11.83	6.16
[illegible]	[illegible]	3996	8.28	3.38
[illegible]	[illegible]	3945	6.88	3.79
[illegible]	[illegible]	4294	6.94	3.55
[illegible]	[illegible]	5348	6.08	4.76
[illegible]	[illegible]	7816	6.30	8.72
[illegible]	[illegible]	6416	6.13	8.97
[illegible]	[illegible]	8586	5.39	6.73
[illegible]	[illegible]	8771	4.78	8.14

[illegible] (Avg Sec) EDI Request/Response (PO-1 B-4)



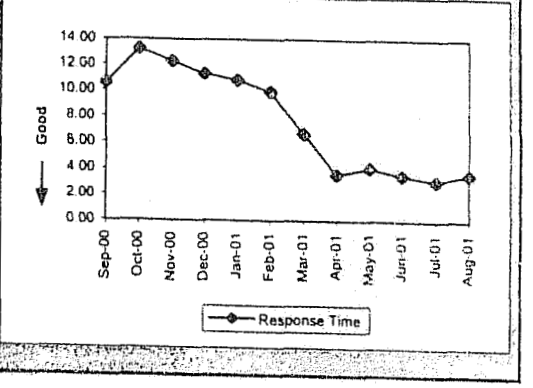
[illegible]	[illegible]	CLEC Denom	Response Time	Std Dev
[illegible]	[illegible]	267	12.66	5.77
[illegible]	[illegible]	386	13.92	6.30
[illegible]	[illegible]	293	18.60	151.52
[illegible]	[illegible]	411	12.11	7.12
[illegible]	[illegible]	447	7.56	3.63
[illegible]	[illegible]	401	5.30	2.86
[illegible]	[illegible]	429	5.45	1.89
[illegible]	[illegible]	389	4.92	2.29
[illegible]	[illegible]	477	5.68	6.55
[illegible]	[illegible]	413	6.88	7.63
[illegible]	[illegible]	437	7.35	6.86
[illegible]	[illegible]	491	6.98	4.69

[illegible] (Avg Sec) EDI Request/Response (PO-1 B-5)



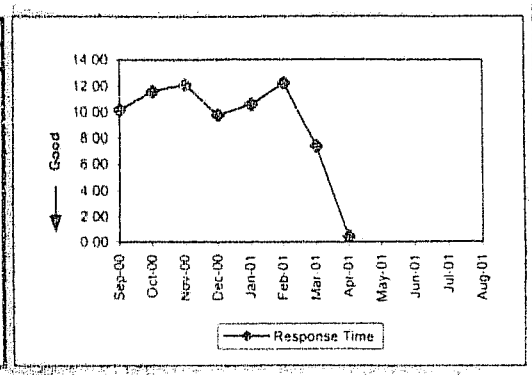
[illegible]	[illegible]	CLEC Denom	Response Time	Std Dev
[illegible]	[illegible]	708	10.59	3.88
[illegible]	[illegible]	941	13.25	5.53
[illegible]	[illegible]	761	12.28	9.81
[illegible]	[illegible]	991	11.34	4.67
[illegible]	[illegible]	850	10.83	4.09
[illegible]	[illegible]	575	9.92	5.38
[illegible]	[illegible]	932	6.69	3.80
[illegible]	[illegible]	9424	3.61	4.72
[illegible]	[illegible]	27020	4.12	7.37
[illegible]	[illegible]	22871	3.55	6.70
[illegible]	[illegible]	28782	3.12	4.02
[illegible]	[illegible]	22294	3.64	8.52

[illegible] (Avg Sec) EDI Request/Response (PO-1 B-6(a,b))

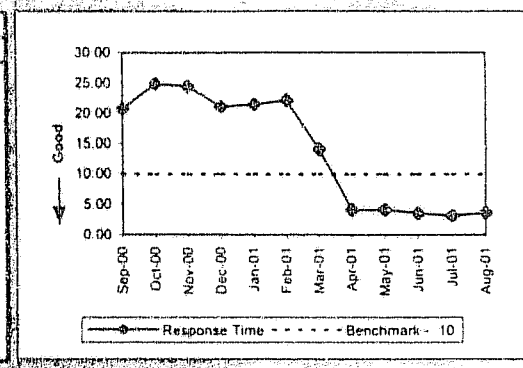


Spreadsheet #2 - Preorder Response Times - EDI

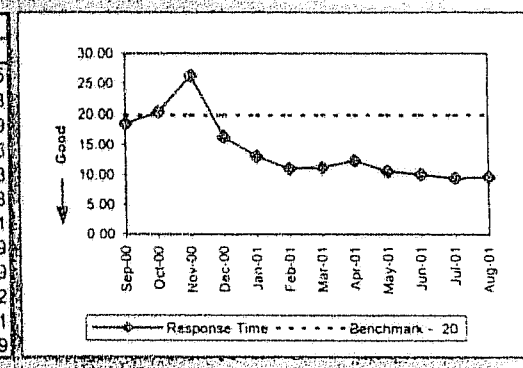
[illegible]	[illegible]	[illegible]	Avg Sec) EDI Accept (PO-1 B-6(c)) Response Time	Std Dev
[illegible]	[illegible]	708	10.19	10.58
[illegible]	[illegible]	941	11.60	5.23
[illegible]	[illegible]	781	12.11	15.56
[illegible]	[illegible]	991	9.75	3.57
[illegible]	[illegible]	850	10.59	3.80
[illegible]	[illegible]	575	12.20	4.74
[illegible]	[illegible]	932	7.38	5.17
[illegible]	[illegible]	5424	0.46	1.75



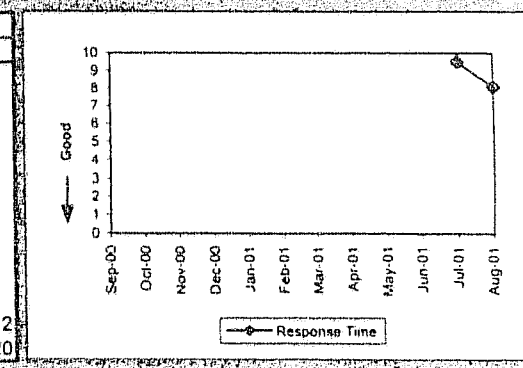
[illegible]	[illegible]	[illegible]	Avg Sec) EDI Aggregate (PO-1 B-6 Total) Response Time	Std Dev
[illegible]	[illegible]	708	20.78	
[illegible]	[illegible]	941	24.85	
[illegible]	[illegible]	781	24.39	
[illegible]	[illegible]	991	21.09	
[illegible]	[illegible]	850	21.42	
[illegible]	[illegible]	575	22.12	
[illegible]	[illegible]	932	14.07	
[illegible]	[illegible]	5424	4.07	
[illegible]	[illegible]	27020	4.12	
[illegible]	[illegible]	32371	3.55	
[illegible]	[illegible]	28782	3.12	
[illegible]	[illegible]	72704	3.64	



[illegible]	[illegible]	[illegible]	Avg Sec) EDI Request/Response (PO-1 B-7) Response Time	Std Dev
[illegible]	[illegible]	238	18.47	13.35
[illegible]	[illegible]	374	20.47	7.98
[illegible]	[illegible]	349	26.33	91.99
[illegible]	[illegible]	392	16.32	4.26
[illegible]	[illegible]	388	13.11	6.23
[illegible]	[illegible]	367	11.11	2.88
[illegible]	[illegible]	390	11.26	5.41
[illegible]	[illegible]	419	12.43	10.69
[illegible]	[illegible]	523	10.66	7.49
[illegible]	[illegible]	410	10.11	13.92
[illegible]	[illegible]	582	9.51	6.01
[illegible]	[illegible]	588	9.70	6.99



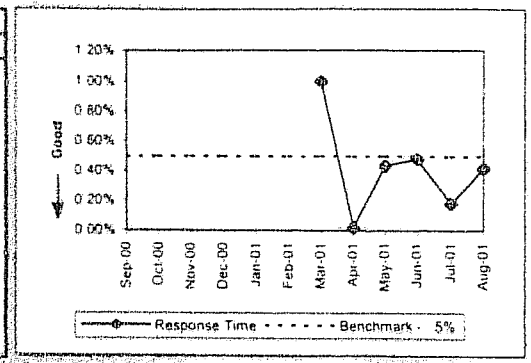
[illegible]	[illegible]	[illegible]	Avg Sec) EDI Request/Response (PO-1 B-8) Response Time	Std Dev
[illegible]	[illegible]	577	9.52	11.12
[illegible]	[illegible]	604	8.09	11.20



Checklist #2 - Preorder Response Times - EDI

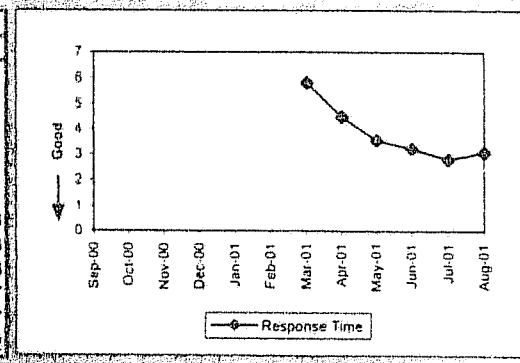
[illegible] (Percent) EDI Total (PO-1C -2)

[illegible]	[illegible]	[illegible] Denom	Response Time	Std Dev
[illegible]	[illegible]	[illegible]	1.00%	
[illegible]	[illegible]	[illegible]	0.02%	
[illegible]	[illegible]	[illegible]	0.43%	
[illegible]	[illegible]	[illegible]	0.46%	
[illegible]	[illegible]	[illegible]	0.18%	
[illegible]	[illegible]	[illegible]	0.42%	



[illegible] (Avg Sec) EDI Total (PO-1D -2)

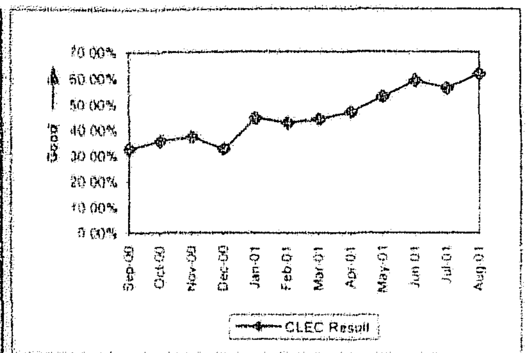
[illegible]	[illegible]	[illegible] Denom	Response Time	Std Dev
[illegible]	[illegible]	[illegible]	5.82	4.98
[illegible]	[illegible]	[illegible]	4.50	7.83
[illegible]	[illegible]	[illegible]	3.57	7.83
[illegible]	[illegible]	[illegible]	3.25	7.27
[illegible]	[illegible]	[illegible]	2.80	5.57
[illegible]	[illegible]	[illegible]	3.08	8.92



[illegible] Electronic Flow-through - Resale

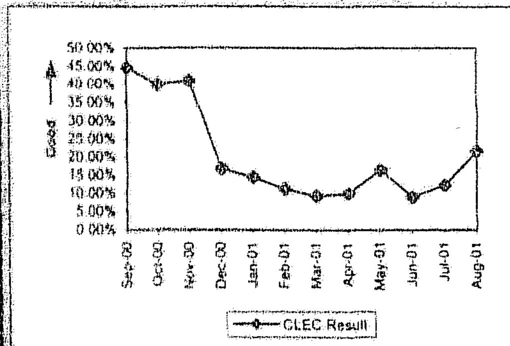
[illegible]

[illegible]	[illegible]	[illegible]	CLEC Result	Std Dev
[illegible]	[illegible]	[illegible]	32.79%	46.95%
[illegible]	[illegible]	[illegible]	35.85%	47.95%
[illegible]	[illegible]	[illegible]	37.61%	48.44%
[illegible]	[illegible]	[illegible]	32.79%	46.95%
[illegible]	[illegible]	[illegible]	44.74%	49.72%
[illegible]	[illegible]	[illegible]	42.93%	49.50%
[illegible]	[illegible]	[illegible]	44.27%	49.67%
[illegible]	[illegible]	[illegible]	47.04%	49.91%
[illegible]	[illegible]	[illegible]	53.13%	49.90%
[illegible]	[illegible]	[illegible]	59.12%	49.12%
[illegible]	[illegible]	[illegible]	56.33%	49.60%
[illegible]	[illegible]	[illegible]	61.89%	48.57%



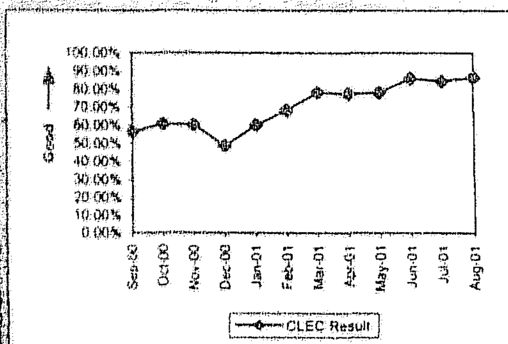
[illegible]

[illegible]	[illegible]	[illegible]	CLEC Result	Std Dev
[illegible]	[illegible]	[illegible]	44.60%	49.71%
[illegible]	[illegible]	[illegible]	39.87%	48.96%
[illegible]	[illegible]	[illegible]	40.97%	49.17%
[illegible]	[illegible]	[illegible]	16.29%	37.30%
[illegible]	[illegible]	[illegible]	14.41%	35.12%
[illegible]	[illegible]	[illegible]	11.19%	31.52%
[illegible]	[illegible]	[illegible]	9.26%	28.98%
[illegible]	[illegible]	[illegible]	9.94%	29.92%
[illegible]	[illegible]	[illegible]	16.45%	37.07%
[illegible]	[illegible]	[illegible]	8.88%	28.44%
[illegible]	[illegible]	[illegible]	12.10%	32.71%
[illegible]	[illegible]	[illegible]	21.56%	41.13%



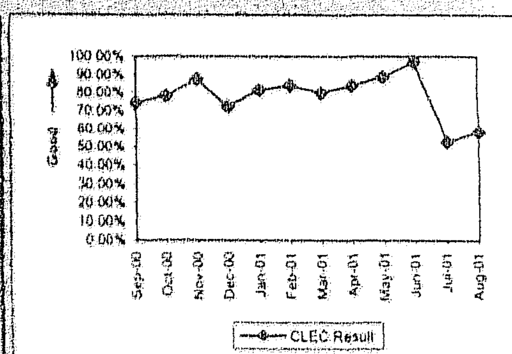
[illegible]

[illegible]	[illegible]	[illegible]	CLEC Result	Std Dev
[illegible]	[illegible]	[illegible]	56.61%	49.56%
[illegible]	[illegible]	[illegible]	60.87%	48.80%
[illegible]	[illegible]	[illegible]	60.58%	48.87%
[illegible]	[illegible]	[illegible]	48.96%	49.99%
[illegible]	[illegible]	[illegible]	60.35%	48.92%
[illegible]	[illegible]	[illegible]	68.52%	46.44%
[illegible]	[illegible]	[illegible]	78.58%	41.02%
[illegible]	[illegible]	[illegible]	77.60%	41.69%
[illegible]	[illegible]	[illegible]	78.33%	41.20%
[illegible]	[illegible]	[illegible]	86.39%	34.29%
[illegible]	[illegible]	[illegible]	84.67%	36.03%
[illegible]	[illegible]	[illegible]	86.80%	33.85%



[illegible]

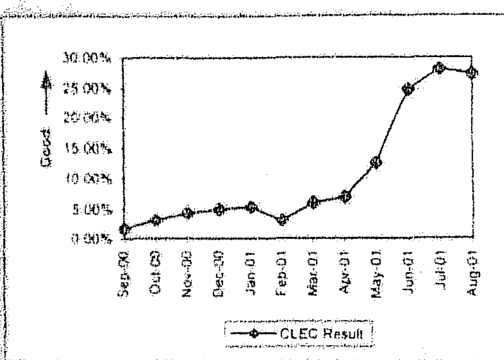
[illegible]	[illegible]	[illegible]	CLEC Result	Std Dev
[illegible]	[illegible]	[illegible]	74.46%	43.60%
[illegible]	[illegible]	[illegible]	78.18%	41.31%
[illegible]	[illegible]	[illegible]	87.54%	33.02%
[illegible]	[illegible]	[illegible]	72.45%	44.68%
[illegible]	[illegible]	[illegible]	81.59%	38.76%
[illegible]	[illegible]	[illegible]	84.09%	36.58%
[illegible]	[illegible]	[illegible]	79.95%	40.03%
[illegible]	[illegible]	[illegible]	84.10%	36.57%
[illegible]	[illegible]	[illegible]	88.99%	31.30%
[illegible]	[illegible]	[illegible]	97.31%	16.17%
[illegible]	[illegible]	[illegible]	52.93%	49.91%
[illegible]	[illegible]	[illegible]	58.58%	49.26%



[illegible] - Electronic Flow-through - Unbundled Loops

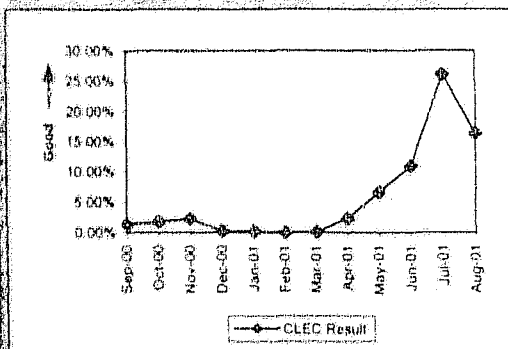
[illegible] Received via IMA (Percent) (PO-2A-1)

[illegible]	[illegible]	[illegible]	CLEC Result	CLEC Std Dev
[illegible]	[illegible]	[illegible]	1.86%	12.76%
[illegible]	[illegible]	[illegible]	3.06%	17.23%
[illegible]	[illegible]	[illegible]	4.28%	20.25%
[illegible]	[illegible]	[illegible]	4.96%	21.71%
[illegible]	[illegible]	[illegible]	5.34%	22.48%
[illegible]	[illegible]	[illegible]	3.09%	17.31%
[illegible]	[illegible]	[illegible]	6.06%	23.85%
[illegible]	[illegible]	[illegible]	6.97%	25.47%
[illegible]	[illegible]	[illegible]	12.54%	33.12%
[illegible]	[illegible]	[illegible]	24.66%	43.11%
[illegible]	[illegible]	[illegible]	28.50%	44.90%
[illegible]	[illegible]	[illegible]	27.25%	44.53%



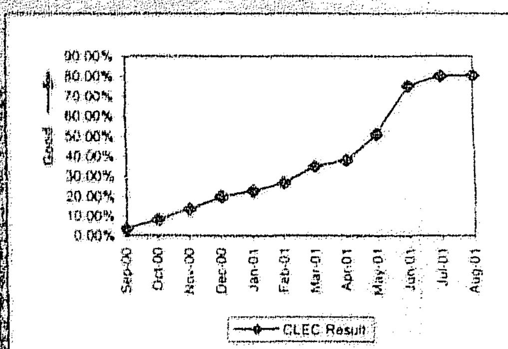
[illegible] Received via EDI (Percent) (PO-2A-2)

[illegible]	[illegible]	[illegible]	CLEC Result	CLEC Std Dev
[illegible]	[illegible]	[illegible]	1.35%	11.54%
[illegible]	[illegible]	[illegible]	1.78%	13.21%
[illegible]	[illegible]	[illegible]	2.26%	14.86%
[illegible]	[illegible]	[illegible]	0.29%	5.35%
[illegible]	[illegible]	[illegible]	0.28%	5.26%
[illegible]	[illegible]	[illegible]	0.07%	2.63%
[illegible]	[illegible]	[illegible]	0.15%	3.83%
[illegible]	[illegible]	[illegible]	2.32%	15.06%
[illegible]	[illegible]	[illegible]	6.53%	24.70%
[illegible]	[illegible]	[illegible]	10.89%	31.16%
[illegible]	[illegible]	[illegible]	26.06%	43.90%
[illegible]	[illegible]	[illegible]	16.32%	36.96%



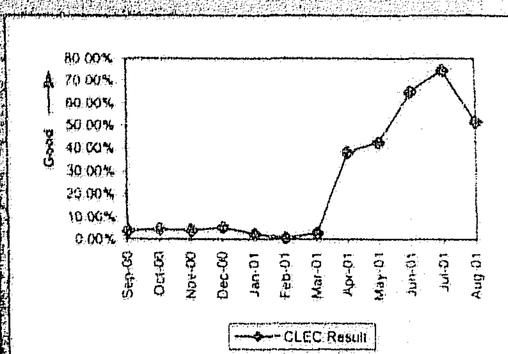
[illegible] Received via IMA (Percent) (PO-2B-1)

[illegible]	[illegible]	[illegible]	CLEC Result	CLEC Std Dev
[illegible]	[illegible]	[illegible]	3.51%	18.42%
[illegible]	[illegible]	[illegible]	8.27%	27.54%
[illegible]	[illegible]	[illegible]	13.76%	34.45%
[illegible]	[illegible]	[illegible]	20.08%	40.06%
[illegible]	[illegible]	[illegible]	22.91%	42.02%
[illegible]	[illegible]	[illegible]	26.76%	44.27%
[illegible]	[illegible]	[illegible]	35.07%	47.72%
[illegible]	[illegible]	[illegible]	38.08%	48.56%
[illegible]	[illegible]	[illegible]	51.12%	49.99%
[illegible]	[illegible]	[illegible]	75.31%	43.12%
[illegible]	[illegible]	[illegible]	80.16%	39.88%
[illegible]	[illegible]	[illegible]	80.51%	39.61%



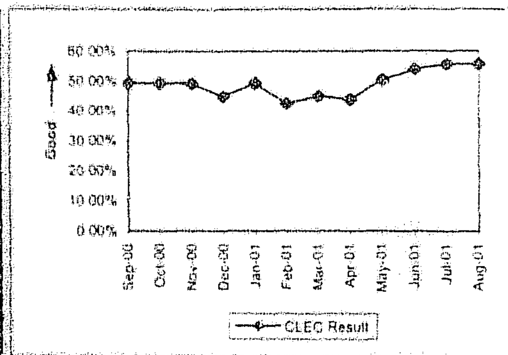
[illegible] Received via EDI (Percent) (PO-2B-2)

[illegible]	[illegible]	[illegible]	CLEC Result	CLEC Std Dev
[illegible]	[illegible]	[illegible]	3.83%	19.18%
[illegible]	[illegible]	[illegible]	4.64%	21.03%
[illegible]	[illegible]	[illegible]	4.12%	19.88%
[illegible]	[illegible]	[illegible]	5.41%	22.63%
[illegible]	[illegible]	[illegible]	2.44%	15.44%
[illegible]	[illegible]	[illegible]	0.80%	8.91%
[illegible]	[illegible]	[illegible]	2.90%	16.78%
[illegible]	[illegible]	[illegible]	36.21%	48.59%
[illegible]	[illegible]	[illegible]	42.56%	49.44%
[illegible]	[illegible]	[illegible]	65.06%	47.68%
[illegible]	[illegible]	[illegible]	74.66%	43.49%
[illegible]	[illegible]	[illegible]	51.57%	49.98%

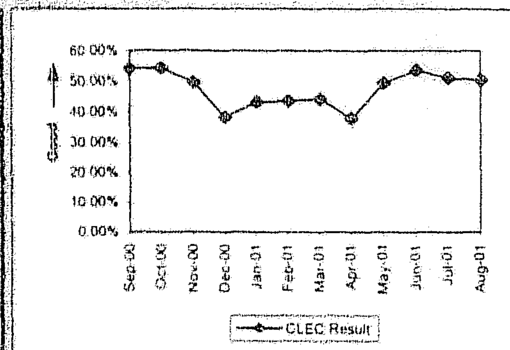


[illegible] #2 - Electronic Flow-through - LNP

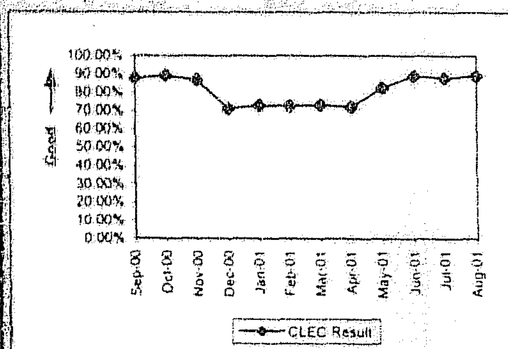
[illegible] Received via MA LNP (Percent) (PO-2A-1)				
[illegible]	[illegible]	[illegible]	CLEC Result	CLEC Std Dev
[illegible]	[illegible]	[illegible]	49.38%	50.00%
[illegible]	[illegible]	[illegible]	49.34%	50.00%
[illegible]	[illegible]	[illegible]	49.15%	49.99%
[illegible]	[illegible]	[illegible]	44.83%	49.73%
[illegible]	[illegible]	[illegible]	49.33%	50.00%
[illegible]	[illegible]	[illegible]	42.42%	49.42%
[illegible]	[illegible]	[illegible]	44.98%	49.75%
[illegible]	[illegible]	[illegible]	43.78%	49.61%
[illegible]	[illegible]	[illegible]	50.51%	50.00%
[illegible]	[illegible]	[illegible]	53.93%	49.85%
[illegible]	[illegible]	[illegible]	55.65%	49.68%
[illegible]	[illegible]	[illegible]	55.66%	49.69%



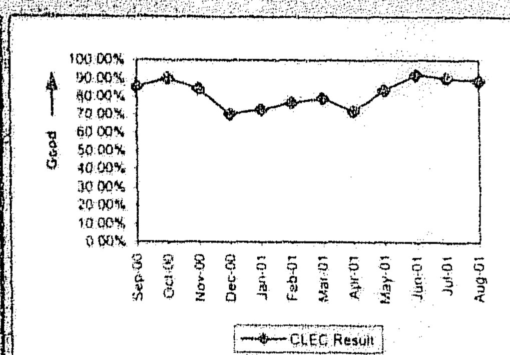
[illegible] Received via EDI LNP (Percent) (PO-2A-2)				
[illegible]	[illegible]	[illegible]	CLEC Result	CLEC Std Dev
[illegible]	[illegible]	[illegible]	54.16%	49.83%
[illegible]	[illegible]	15014	54.27%	49.82%
[illegible]	[illegible]	[illegible]	49.73%	50.00%
[illegible]	[illegible]	[illegible]	38.29%	48.61%
[illegible]	[illegible]	14421	43.30%	49.55%
[illegible]	[illegible]	11506	43.71%	49.60%
[illegible]	[illegible]	14644	44.05%	49.68%
[illegible]	[illegible]	14842	37.88%	48.51%
[illegible]	[illegible]	15687	49.48%	50.00%
[illegible]	[illegible]	13067	53.65%	49.87%
[illegible]	[illegible]	[illegible]	51.21%	49.99%
[illegible]	[illegible]	[illegible]	50.45%	50.00%



[illegible] Received via MA LNP (Percent) (PO-2B-1)				
[illegible]	[illegible]	[illegible]	CLEC Result	CLEC Std Dev
[illegible]	[illegible]	[illegible]	87.82%	32.70%
[illegible]	[illegible]	7415	89.02%	31.26%
[illegible]	[illegible]	[illegible]	86.90%	33.74%
[illegible]	[illegible]	6404	71.36%	45.21%
[illegible]	[illegible]	[illegible]	73.03%	44.38%
[illegible]	[illegible]	6010	72.61%	44.59%
[illegible]	[illegible]	[illegible]	73.24%	44.27%
[illegible]	[illegible]	6442	72.09%	44.86%
[illegible]	[illegible]	6820	82.64%	37.88%
[illegible]	[illegible]	6460	89.12%	31.14%
[illegible]	[illegible]	7135	88.13%	32.34%
[illegible]	[illegible]	[illegible]	89.06%	31.21%



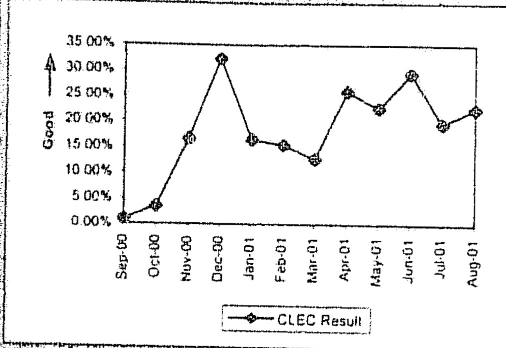
[illegible] Received via EDI LNP (Percent) (PO-2B-2)				
[illegible]	[illegible]	[illegible]	CLEC Result	CLEC Std Dev
[illegible]	[illegible]	[illegible]	85.72%	34.99%
[illegible]	[illegible]	[illegible]	90.24%	29.67%
[illegible]	[illegible]	[illegible]	84.55%	36.05%
[illegible]	[illegible]	10125	70.40%	45.65%
[illegible]	[illegible]	8563	72.93%	44.43%
[illegible]	[illegible]	[illegible]	76.90%	42.15%
[illegible]	[illegible]	[illegible]	79.24%	40.56%
[illegible]	[illegible]	[illegible]	72.83%	44.88%
[illegible]	[illegible]	[illegible]	83.66%	36.96%
[illegible]	[illegible]	[illegible]	92.30%	26.66%
[illegible]	[illegible]	[illegible]	90.38%	29.49%
[illegible]	[illegible]	6427	88.80%	31.54%



Checklist #2 - Electronic Flow-through - UNE-P-POTS

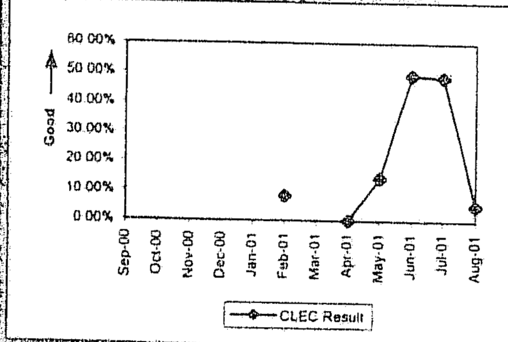
Electronic Flow-through for LSRs Received via IMA (Percent) (PO-2A-1)

[illegible]	[illegible]	CLEC Denom	CLEC Result	CLEC Std Dev
[illegible]	[illegible]	302	0.99%	9.92%
[illegible]	[illegible]	2515	3.54%	18.48%
[illegible]	[illegible]	1658	16.65%	37.25%
[illegible]	[illegible]	984	32.32%	46.77%
[illegible]	[illegible]	2931	16.46%	37.08%
[illegible]	[illegible]	756	15.44%	36.13%
[illegible]	[illegible]	880	12.73%	33.33%
[illegible]	[illegible]	1401	25.98%	43.85%
[illegible]	[illegible]	976	22.60%	41.82%
[illegible]	[illegible]	865	29.48%	45.60%
[illegible]	[illegible]	1560	19.62%	39.71%
[illegible]	[illegible]	1741	22.57%	41.81%



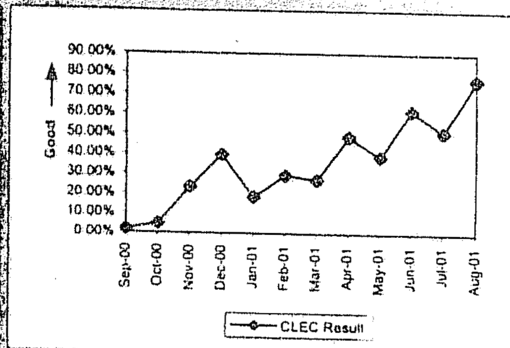
Electronic Flow-through for LSRs Received via EDI (Percent) (PO-2A-2)

[illegible]	[illegible]	CLEC Denom	CLEC Result	CLEC Std Dev
[illegible]				
[illegible]				
[illegible]				
[illegible]				
[illegible]				
[illegible]	1	12	8.33%	27.64%
[illegible]				
[illegible]	0	2	0.00%	0.00%
[illegible]	4	28	14.29%	34.99%
[illegible]	[illegible]	998	49.30%	50.00%
[illegible]	[illegible]	1458	48.70%	49.98%
[illegible]	[illegible]	1501	5.06%	21.92%



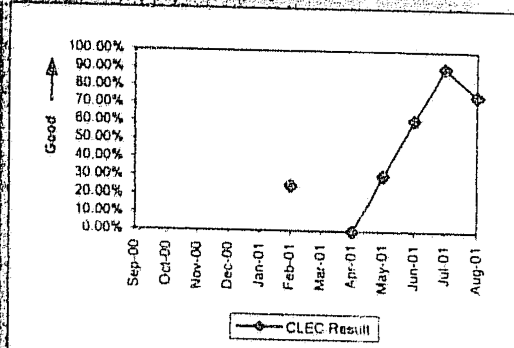
Electronic Flow-through for All Eligible LSRs Received via IMA (Percent) (PO-2B-1)

[illegible]	[illegible]	CLEC Denom	CLEC Result	CLEC Std Dev
[illegible]	[illegible]	162	1.85%	13.48%
[illegible]	[illegible]	1855	4.80%	21.37%
[illegible]	[illegible]	1170	23.59%	42.46%
[illegible]	[illegible]	800	39.75%	48.94%
[illegible]	[illegible]	2460	18.59%	38.90%
[illegible]	[illegible]	398	29.40%	45.56%
[illegible]	[illegible]	413	27.12%	44.46%
[illegible]	[illegible]	744	48.92%	49.99%
[illegible]	[illegible]	566	39.05%	48.79%
[illegible]	[illegible]	413	61.74%	48.60%
[illegible]	[illegible]	598	51.17%	49.99%
[illegible]	[illegible]	522	77.01%	42.08%



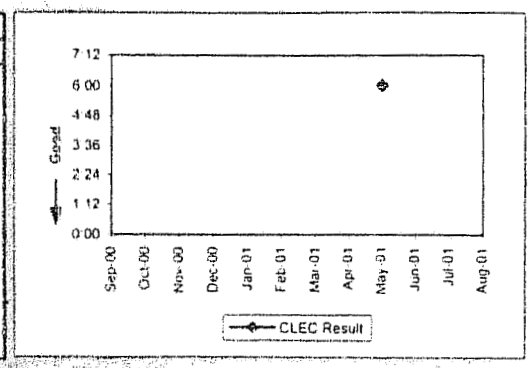
Electronic Flow-through for All Eligible LSRs Received via EDI (Percent) (PO-2B-2)

[illegible]	[illegible]	CLEC Denom	CLEC Result	CLEC Std Dev
[illegible]				
[illegible]				
[illegible]				
[illegible]				
[illegible]				
[illegible]	1	4	25.00%	43.30%
[illegible]				
[illegible]	0	1	0.00%	0.00%
[illegible]	4	13	30.77%	46.15%
[illegible]	[illegible]	796	61.65%	48.62%
[illegible]	[illegible]	782	90.79%	28.91%
[illegible]	[illegible]	101	75.25%	43.16%

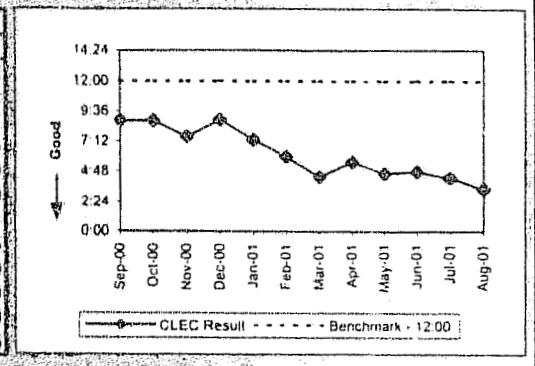


Checklist #2 - LSR Rejections

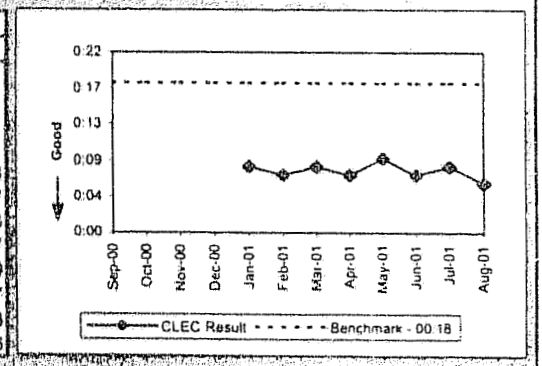
[illegible] (Hours:Minutes) (PO-3)			
[illegible]	[illegible]	CLEC Design	CLEC Result
[illegible]	[illegible]	[illegible]	6:02



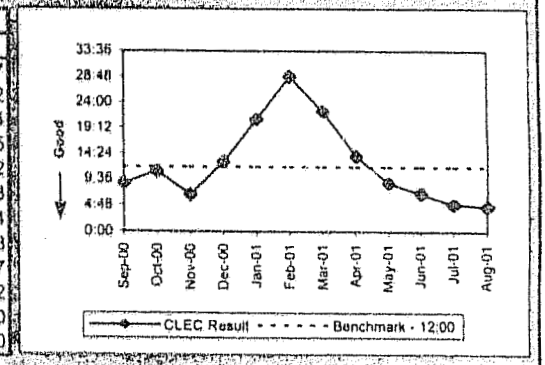
[illegible] Manually (Hours:Minutes) (PO-3A-1)			
[illegible]	[illegible]	CLEC Design	CLEC Result
[illegible]	[illegible]	6761	8:52
[illegible]	[illegible]	6564	8:51
[illegible]	[illegible]	6410	7:34
[illegible]	[illegible]	6292	8:55
[illegible]	[illegible]	5176	7:19
[illegible]	[illegible]	4942	5:59
[illegible]	[illegible]	5239	4:24
[illegible]	[illegible]	5094	5:35
[illegible]	[illegible]	5884	4:40
[illegible]	[illegible]	4947	4:49
[illegible]	[illegible]	4933	4:19
[illegible]	[illegible]	5158	3:26



[illegible] (Minutes:Seconds) (PO-3A-2)			
[illegible]	[illegible]	CLEC Design	CLEC Result
[illegible]	[illegible]	17747	0:08
[illegible]	[illegible]	18155	0:07
[illegible]	[illegible]	19022	0:08
[illegible]	[illegible]	21013	0:07
[illegible]	[illegible]	24033	0:09
[illegible]	[illegible]	22269	0:07
[illegible]	[illegible]	25302	0:08
[illegible]	[illegible]	24519	0:06

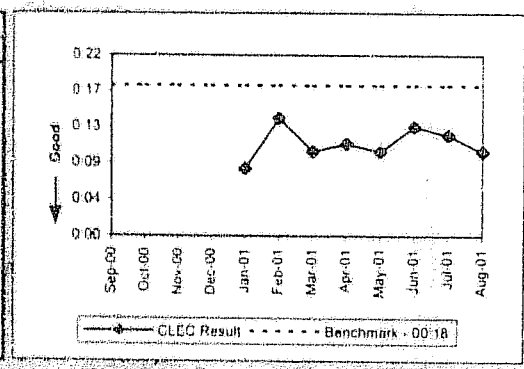


[illegible] Manually (Hours:Minutes) (PO-3B-1)			
[illegible]	[illegible]	CLEC Design	CLEC Result
[illegible]	[illegible]	2791	8:47
[illegible]	[illegible]	2811	11:02
[illegible]	[illegible]	3526	6:44
[illegible]	[illegible]	3535	12:55
[illegible]	[illegible]	2965	20:52
[illegible]	[illegible]	2779	28:53
[illegible]	[illegible]	3242	22:24
[illegible]	[illegible]	4462	13:58
[illegible]	[illegible]	4212	8:57
[illegible]	[illegible]	4046	7:02
[illegible]	[illegible]	4528	5:00
[illegible]	[illegible]	6185	4:40

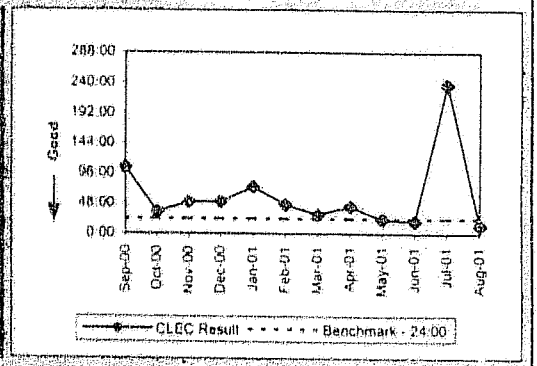


Clearwater 22 - LSR Rejections

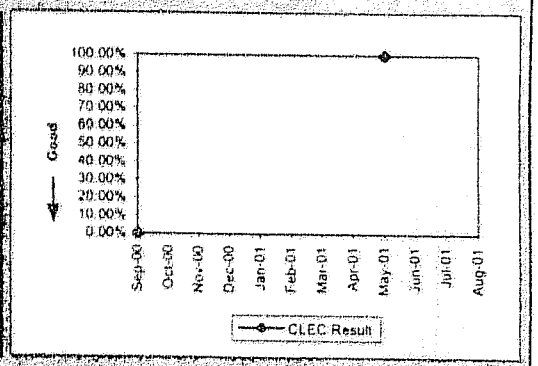
			CLEC Result
			0:08
			0:14
			0:10
			0:11
			0:10
			0:13
			0:12
			0:10



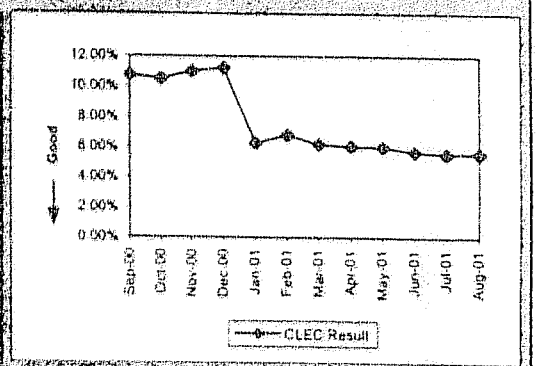
	CLEC Denom	CLEC Result
	1535	105:29
	1539	33:17
	1522	49:47
	1147	50:25
	1110	74:44
	1385	45:23
	1452	29:48
	1139	42:31
	1874	22:08
	1276	19:36
	990	237:43
	1449	13:04



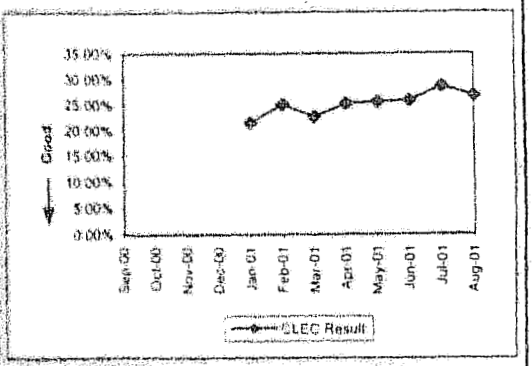
		CLEC Result
	1	0.00%
	1	100.00%



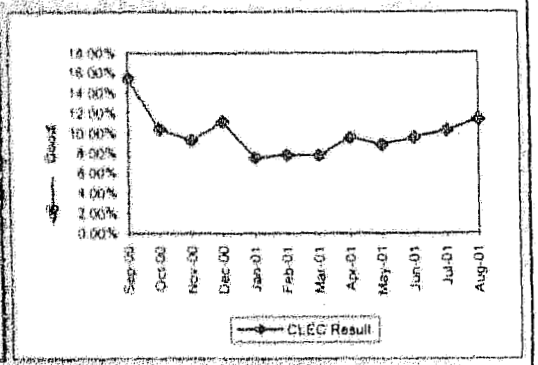
	CLEC Denom	CLEC Result
	63426	10.78%
	62359	10.53%
	58183	11.02%
	55871	11.26%
	62402	6.28%
	72394	6.83%
	84026	6.23%
	83423	6.11%
	94055	6.04%
	86455	5.72%
	86485	5.58%
	91530	5.64%



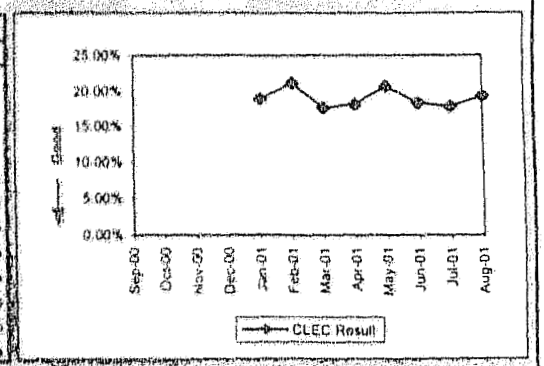
			CLEC Result
			21.54%
			25.08%
			22.62%
			25.19%
			25.55%
			25.76%
			28.59%
			26.79%



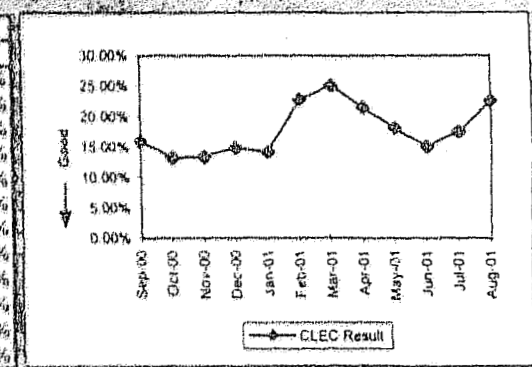
			CLEC Result
			15.48%
			10.42%
			9.34%
			11.18%
			7.54%
			7.81%
			7.79%
			9.59%
			8.84%
			9.58%
			10.27%
			11.40%



			CLEC Result
			18.89%
			21.14%
			17.61%
			18.08%
			20.87%
			18.26%
			17.73%
			19.20%

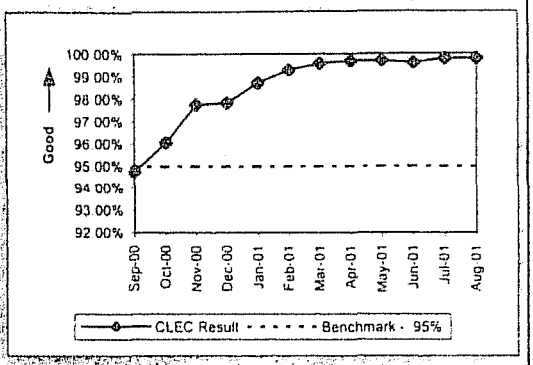


			CLEC Result
			15.99%
			13.20%
			13.37%
			14.82%
			14.13%
			22.84%
			25.10%
			21.58%
			18.17%
			15.07%
			17.52%
			22.64%

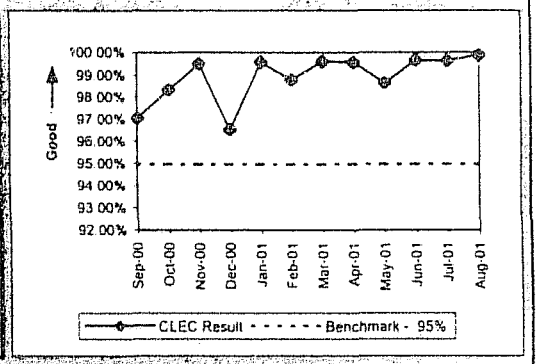


Checklist #2 - Firm Order Confirmations - Resale

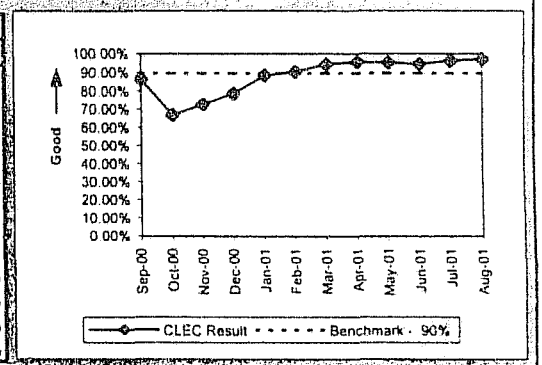
[illegible]	[illegible]	CLEC Denom	CLEC Result
[illegible]	6741	7116	94.73%
[illegible]	9961	9226	96.04%
[illegible]	10065	10297	97.78%
[illegible]	9527	9736	97.85%
[illegible]	15538	15740	98.72%
[illegible]	11921	12007	99.28%
[illegible]	15971	16037	99.59%
[illegible]	16248	16301	99.67%
[illegible]	21620	21687	99.69%
[illegible]	22861	22953	99.60%
[illegible]	19953	19997	99.78%
[illegible]	22358	22404	99.79%



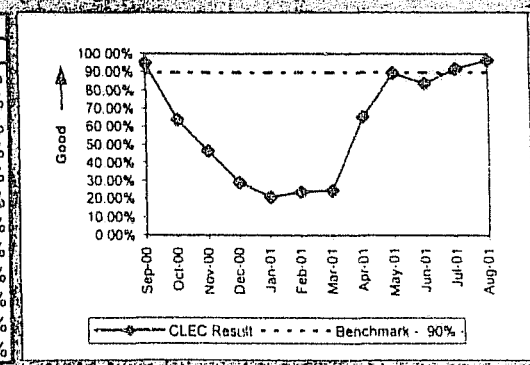
[illegible]	[illegible]	CLEC Denom	CLEC Result
[illegible]	1051	1083	97.05%
[illegible]	944	960	98.33%
[illegible]	993	998	99.50%
[illegible]	891	923	96.53%
[illegible]	1205	1210	99.59%
[illegible]	899	910	98.79%
[illegible]	1037	1041	99.62%
[illegible]	1153	1158	99.57%
[illegible]	1830	1855	98.65%
[illegible]	1501	1506	99.67%
[illegible]	2174	2182	99.63%
[illegible]	3828	3833	99.87%



[illegible]	[illegible]	CLEC Denom	CLEC Result
[illegible]	11659	13482	86.48%
[illegible]	11837	17612	67.21%
[illegible]	12343	16940	72.86%
[illegible]	14888	18902	78.66%
[illegible]	17926	20236	88.58%
[illegible]	14304	15800	90.53%
[illegible]	18963	20064	94.51%
[illegible]	17431	18207	95.74%
[illegible]	17955	18840	95.30%
[illegible]	14650	15482	94.63%
[illegible]	15449	16038	96.33%
[illegible]	14005	14409	97.20%

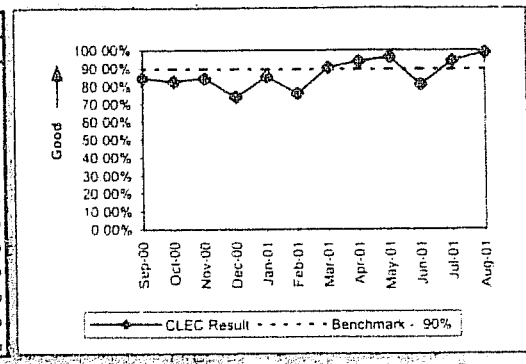


[illegible]	[illegible]	CLEC Denom	CLEC Result
[illegible]	1185	1249	94.88%
[illegible]	810	1268	63.88%
[illegible]	514	1101	46.68%
[illegible]	742	2566	28.92%
[illegible]	1388	6612	20.99%
[illegible]	1625	6844	23.74%
[illegible]	2344	9569	24.50%
[illegible]	7036	10700	65.78%
[illegible]	8468	9461	89.50%
[illegible]	9740	10422	83.86%
[illegible]	10308	11234	91.76%
[illegible]	14010	14849	96.37%



Checklist #2 - Firm Order Confirmations - Resale

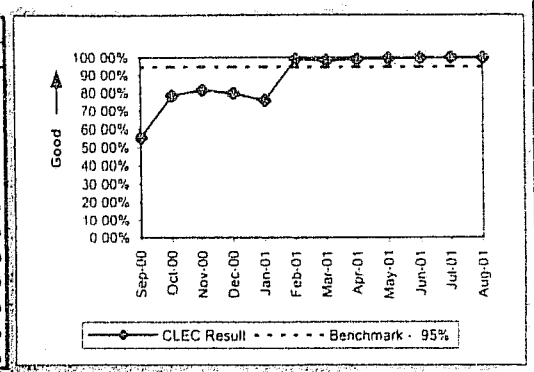
[illegible]	CLEC Num	CLEC Denom	CLEC Result
[illegible]	6433	7612	84.51%
[illegible]	8389	10134	82.78%
[illegible]	8006	9489	84.37%
[illegible]	4572	6161	74.21%
[illegible]	5370	6277	85.55%
[illegible]	3206	4209	76.17%
[illegible]	3401	3753	90.62%
[illegible]	4123	4385	94.03%
[illegible]	7534	7800	96.59%
[illegible]	324	400	81.00%
[illegible]	4002	4238	94.43%
[illegible]	4336	4384	98.91%



Checklist #2 - Firm Order Confirmations - Unbundled Loops

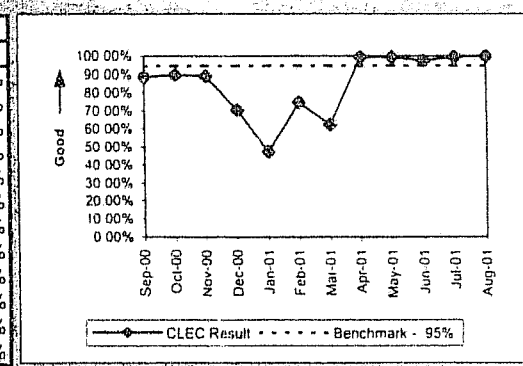
[illegible] Electronic LSRs Received Via IMA (Percent) (PO-5A-1 (b))

CLEC Num	CLEC Denom	CLEC Result
139	251	55.38%
394	502	78.49%
461	564	81.74%
436	545	80.00%
500	659	75.87%
334	337	99.11%
704	715	98.46%
818	825	99.15%
1492	1501	99.40%
2357	2361	99.83%
2840	2841	99.96%
3055	3061	99.80%



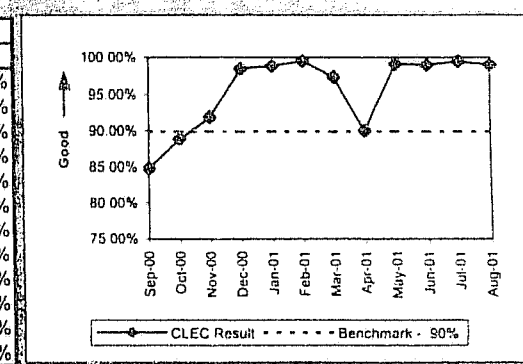
[illegible] Electronic LSRs Received Via EDI (Percent) (PO-5A-2 (b))

CLEC Num	CLEC Denom	CLEC Result
47	53	88.68%
71	79	89.87%
98	110	89.09%
12	17	70.59%
9	19	47.37%
3	4	75.00%
5	8	62.50%
148	149	99.33%
403	406	99.26%
526	540	97.41%
1985	1995	99.50%
1394	1395	99.93%



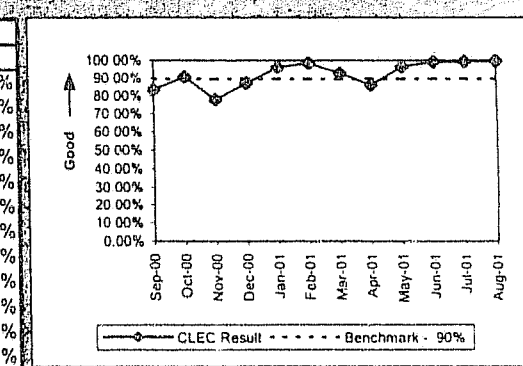
[illegible] Electronic/Manual LSRs Received Via IMA (Percent) (PO-5B-1 (b))

CLEC Num	CLEC Denom	CLEC Result
6674	7874	84.76%
8385	9435	88.87%
7634	8304	91.93%
6300	6399	98.45%
7258	7348	98.78%
7904	7945	99.48%
8244	8473	97.30%
9136	10144	90.06%
9585	9674	99.08%
6885	6941	98.91%
7176	7216	99.45%
7087	7162	98.95%



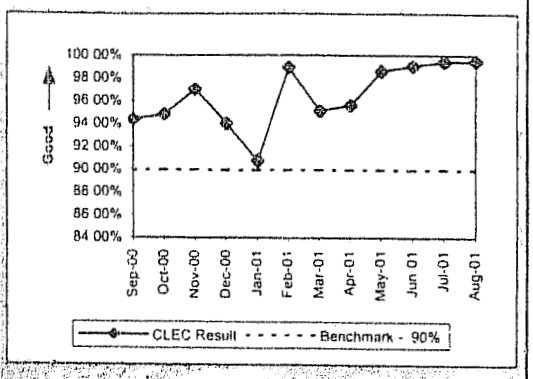
[illegible] Electronic/Manual LSRs Received Via EDI (Percent) (PO-5B-2 (b))

CLEC Num	CLEC Denom	CLEC Result
1557	1862	83.62%
1224	1348	90.80%
948	1217	77.90%
1149	1319	87.11%
1923	2000	96.15%
2193	2228	98.43%
1991	2144	92.86%
3410	3960	86.11%
4414	4572	96.54%
3353	3385	99.05%
4426	4453	99.39%
5242	5259	99.68%



Checklist #2 - Firm Order Confirmations - Unbundled Loops

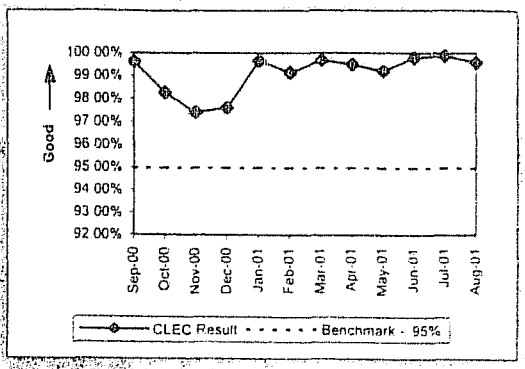
[illegible]	[illegible] Time for Manual (Percent) (PO-5C -(b))		
[illegible]	CLEC Num	CLEC Denom	CLEC Result
[illegible]	67	71	94.37%
[illegible]	73	77	94.81%
[illegible]	65	67	97.01%
[illegible]	94	100	94.00%
[illegible]	118	130	90.77%
[illegible]	94	95	98.95%
[illegible]	135	142	95.07%
[illegible]	151	158	95.57%
[illegible]	215	218	98.62%
[illegible]	208	210	99.05%
[illegible]	182	183	99.45%
[illegible]	205	206	99.51%



Checklist #2 - Firm Order Confirmations - LNP

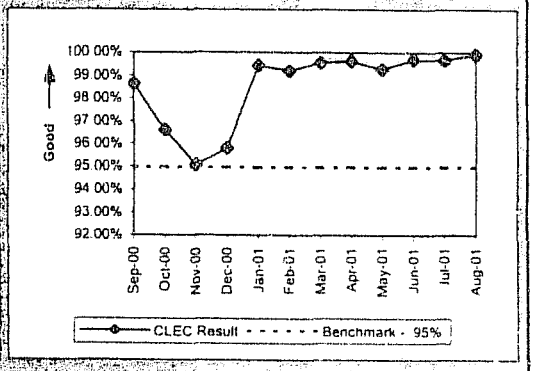
FOCs on Time for Fully Electronic LSRs Received Via IMA (Percent) (PO-5A-1 (c))

Date	CLEC Num	CLEC Denom	CLEC Result
Sep-00	6473	6497	99.63%
Oct-00	6487	6601	98.27%
Nov-00	5591	5740	97.40%
Dec-00	4466	4575	97.62%
Jan-01	5887	5907	99.66%
Feb-01	4326	4364	99.13%
Mar-01	5195	5212	99.67%
Apr-01	4621	4644	99.50%
May-01	5591	5636	99.20%
Jun-01	5745	5757	99.79%
Jul-01	6280	6288	99.87%
Aug-01	7387	7417	99.60%



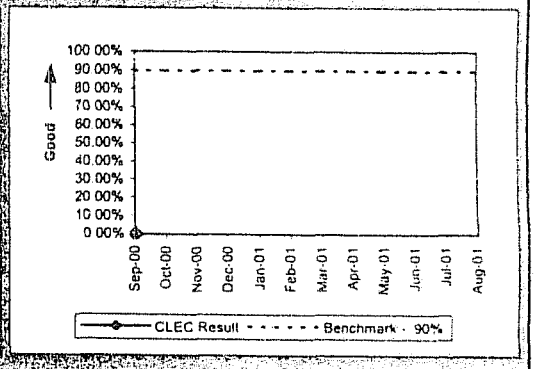
FOCs on Time for Fully Electronic LSRs Received Via EDI (Percent) (PO-5A-2 (c))

Date	CLEC Num	CLEC Denom	CLEC Result
Sep-00	5145	5215	98.66%
Oct-00	8401	8696	96.61%
Nov-00	8536	8977	95.09%
Dec-00	6846	7145	95.82%
Jan-01	6213	6248	99.44%
Feb-01	4989	5029	99.20%
Mar-01	6466	6494	99.57%
Apr-01	5602	5622	99.64%
May-01	7706	7762	99.28%
Jun-01	6991	7011	99.71%
Jul-01	4991	5007	99.68%
Aug-01	4815	4819	99.92%



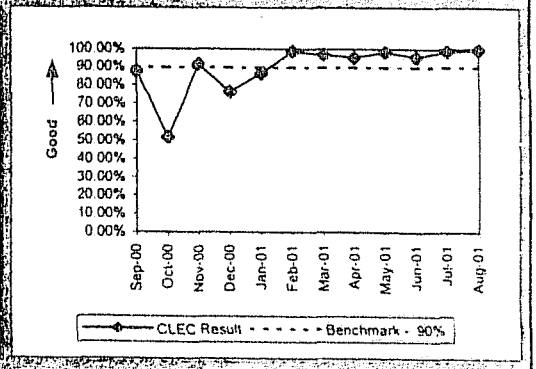
FOCs on Time for Electronic/Manual LSRs Received VIA IMA (Pre-Split) (Percent) (PO-5B -(c))

Date	CLEC Num	CLEC Denom	CLEC Result
Sep-00	0	1	0.00%
Oct-00			
Nov-00			
Dec-00			
Jan-01			
Feb-01			
Mar-01			
Apr-01			
May-01			
Jun-01			
Jul-01			
Aug-01			



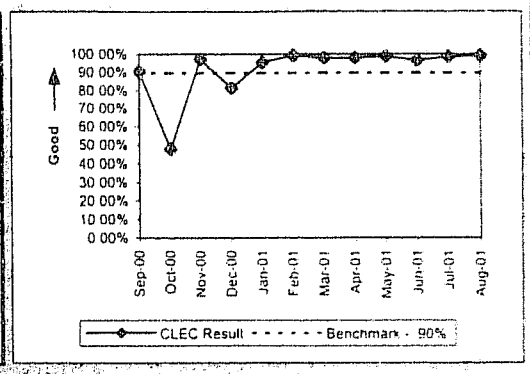
FOCs on Time For Electronic/Manual LSRs Received Via IMA (Percent) (PO-5B-1 (c))

Date	CLEC Num	CLEC Denom	CLEC Result
Sep-00	5088	5815	87.50%
Oct-00	3148	6081	51.77%
Nov-00	4845	5289	91.61%
Dec-00	3841	5035	76.29%
Jan-01	4544	5261	86.37%
Feb-01	5014	5076	98.78%
Mar-01	5450	5627	96.85%
Apr-01	5154	5416	95.16%
May-01	5067	5153	98.33%
Jun-01	4333	4544	95.36%
Jul-01	4633	4695	98.68%
Aug-01	5290	5322	99.40%

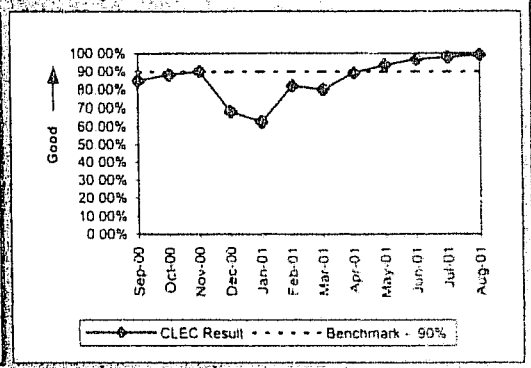


Checklist #2 - Firm Order Confirmations - LNP

FOCs On Time For Electronic/Manual LSRs Received Via EDI (Percent) (PO-5B-2 (c))			
Date	CLEC Num	CLEC Denom	CLEC Result
[illegible]	3730	4124	90.45%
[illegible]	3408	7128	47.81%
[illegible]	8356	8586	97.32%
[illegible]	9467	11652	81.25%
[illegible]	7503	7838	95.73%
[illegible]	6068	6109	99.33%
[illegible]	7781	7947	97.91%
[illegible]	8920	9090	98.13%
[illegible]	7650	7745	98.77%
[illegible]	5713	5906	96.73%
[illegible]	4687	4752	98.63%
[illegible]	4498	4533	99.23%



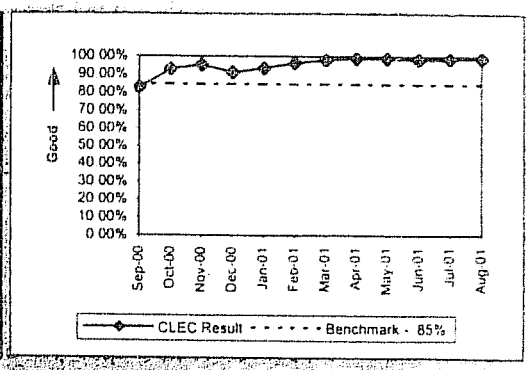
FOCs on Time for Manual (Percent) (PO-5C -(c))			
Date	CLEC Num	CLEC Denom	CLEC Result
[illegible]	267	314	85.03%
[illegible]	407	462	88.10%
[illegible]	225	250	90.00%
[illegible]	175	257	68.09%
[illegible]	178	285	62.46%
[illegible]	216	264	81.82%
[illegible]	259	325	79.69%
[illegible]	209	235	88.94%
[illegible]	307	328	93.60%
[illegible]	227	235	96.60%
[illegible]	135	138	97.83%
[illegible]	224	226	99.12%



Checklist #2 - Firm Order Confirmations - LIS

FOCs On Time (Percent) (PO-5 D)

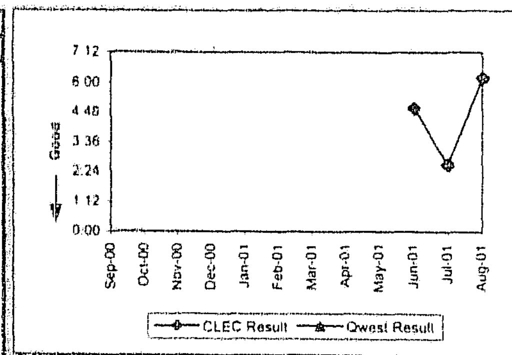
	CLEC Num	CLEC Denom	CLEC Result
	207	250	82.80%
	448	482	92.95%
	325	341	95.31%
	324	355	91.27%
	405	433	93.53%
	441	457	96.50%
	421	429	98.14%
	323	326	99.08%
	368	371	99.19%
	325	330	98.48%
	479	485	98.76%
	594	599	99.17%



Checklist 32 - Completion Notifications

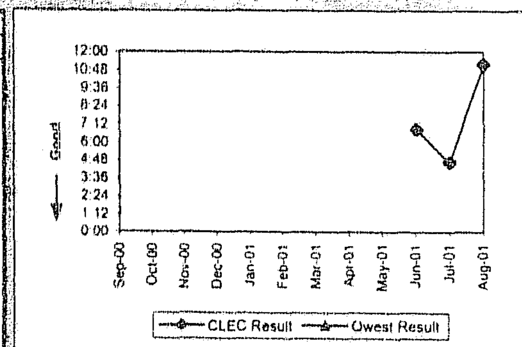
[illegible]

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
[illegible]									
[illegible]									
[illegible]									
[illegible]									
[illegible]									
[illegible]									
[illegible]									
[illegible]									
[illegible]									
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]					
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]					
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]					



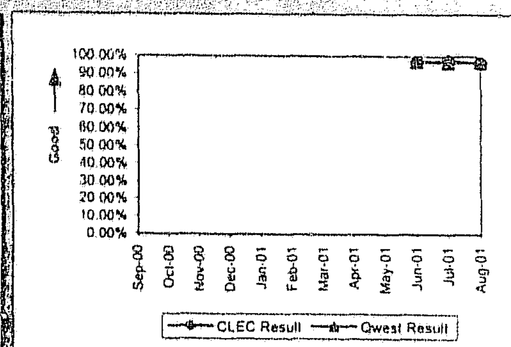
[illegible]

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
[illegible]									
[illegible]									
[illegible]									
[illegible]									
[illegible]									
[illegible]									
[illegible]									
[illegible]									
[illegible]									
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]					
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]					
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]					



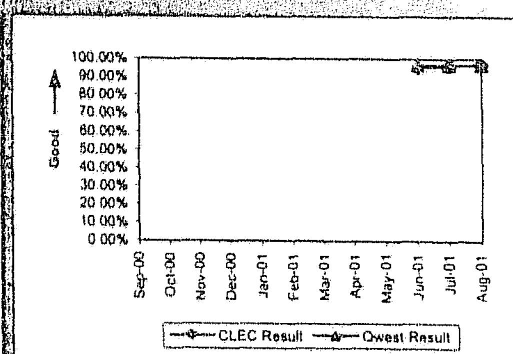
[illegible]

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Res	Mod Z Scr	Parity Scr
[illegible]									
[illegible]									
[illegible]									
[illegible]									
[illegible]									
[illegible]									
[illegible]									
[illegible]									
[illegible]									
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	-0.94	-1.57
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	-12.7	-0.72
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	0.41	-0.74



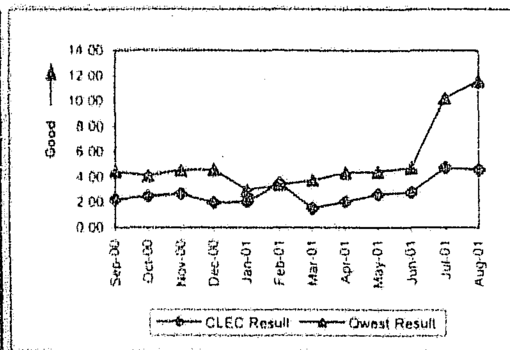
[illegible]

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Res	Mod Z Scr	Parity Scr
[illegible]									
[illegible]									
[illegible]									
[illegible]									
[illegible]									
[illegible]									
[illegible]									
[illegible]									
[illegible]									
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	13.12	6.08
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	3.98	1.42
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	-3.96	-3.41

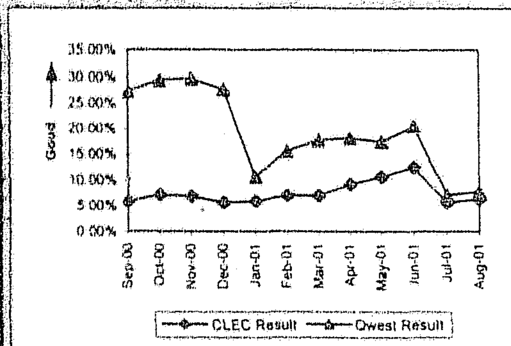


[illegible] Notifications - Non-Designed Services

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	4.46	3.72	1.26
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	4.12	3.72	1.25
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	4.51	3.72	1.26
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	4.62	3.72	1.26
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	3.72	1.20
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	3.38	-0.2	-1.12
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	3.75	2.74	0.67
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	4.36	2.65	0.61
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1.98	0.21
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1.81	0.1
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1.69	0.03
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	11.57	2.18	0.31



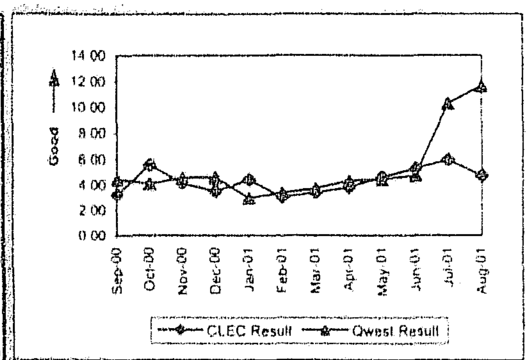
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	27.37%	[illegible]	7.8
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	13.84	7.42
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	7.03
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	12.17	6.4
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	3.93	1.39
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	8.35	2.25
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	17.75%	[illegible]	3.09
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	4.73	1.88
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	4.34	1.84
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	20.45%	4.05	1.48
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	7.10%	1.82	0.11
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1.63	-0.01



[illegible] - Jeopardy Notifications - Unbundled Loops

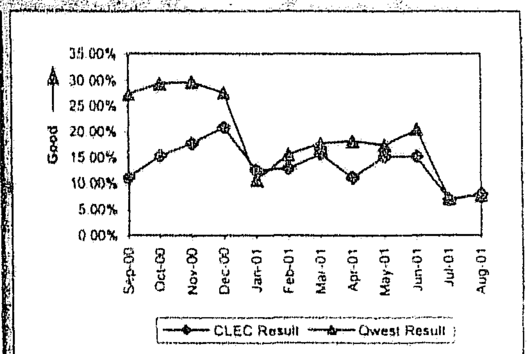
[illegible]

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Res	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	4.16	3.72	1.26
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	11793	4.12	-4.5	-3.74
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	4.57	1.36	-0.17
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	4.67	3.3	1.01
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2.98	-2.98	-2.81
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	3.38	0.85	-0.49
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	4496	3.75	0.81	-0.51
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	4.36	1.09	-0.34
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	5020	4.64	-0.36	-1.22
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	4.78	-0.81	-1.37
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	10.29	1.78	0.08
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	11.67	3.28	0.99



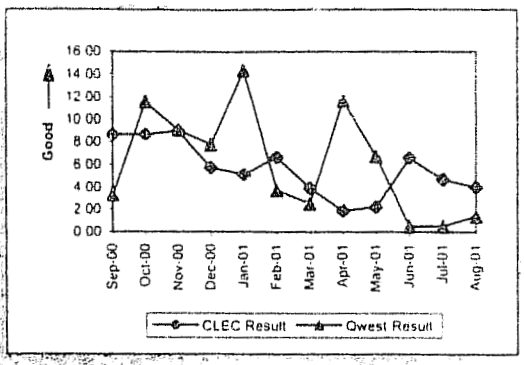
[illegible]

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	17458	27.31%	16.78	9.2
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	17533	29.38%	13.07	7.49
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	15273	29.68%	11.11	5.78
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	13381	27.59%	4.98	2.02
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	12723	10.67%	-2.21	-2.35
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	9681	15.61%	2.47	0.5
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	10244	17.75%	1.71	0.04
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	9688	18.10%	5.67	2.45
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	11206	17.44%	2.03	0.23
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	11359	20.45%	3.29	1
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	34342	7.10%	0.32	-0.8
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	36670	[illegible]	-0.3	-1.18

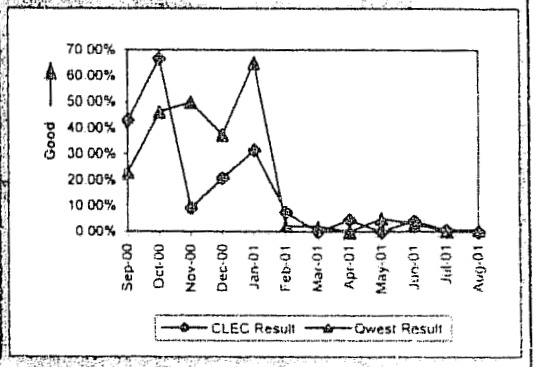


Checklist #2 - Jeopardy Notifications - LIS

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	23	7	3.29		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	139	12	11.58		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	200	22	9.09		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	210	27	7.78		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	402	28	14.36		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	26	7	3.71	-0.87	-1.53
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	15	6	2.50	-0.88	-1.41
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	70	6	11.67	0.71	-0.57
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	27	4	6.75	1.09	-0.34
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2	4	0.50	-15.75	-10.58
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1	2	0.50	-7.22	-5.39
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	7	5	1.40	-1.59	-1.97



[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	3	13	23.08%		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	12	26	46.15%		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	18	36	50.00%		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	18	48	37.50%		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	26	40	65.00%		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1	44	2.27%	-1.9	-2.15
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1	48	2.08%	0.85	-0.48
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	0	27	0.00%	N/A	
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1	19	5.26%	0.89	-0.46
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1	33	3.03%	-0.28	-1.17
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1	295	0.34%	-0.17	-1.1
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2	296	0.68%	0.9	-0.45



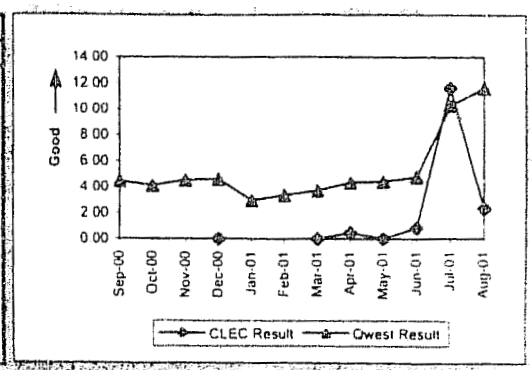
CONTINUATION

[8]

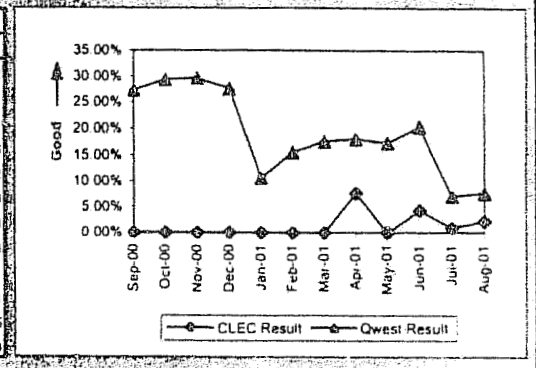
Scan ~ ~ # Pgs [ ]

Checklist #2 - Jeopardy Notifications - UNE-P-POTS

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	47060	10547	4.46		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	48593	11793	4.12		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	43777	9578	4.57		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	36115	7868	4.62	0.55	-0.66
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	11282	3774	2.98		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	13307	3935	3.38		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	19840	4496	3.75	3.72	1.26
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	19589	4490	4.36	3.72	1.26
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	22267	5020	4.44	3.72	1.26
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	31928	6686	4.78	3.72	1.26
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	60584	5887	10.29	-0.06	-1.04
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	62523	7072	11.67	3.72	1.26

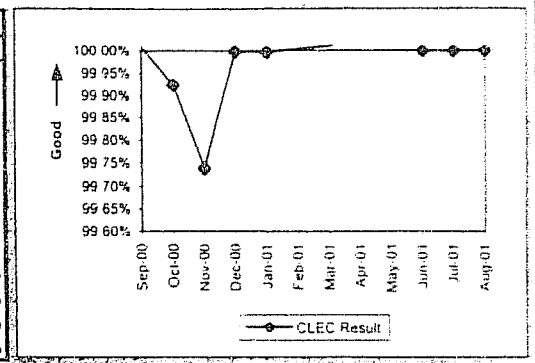


[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	0.00%	4767	17458	27.31%	1.44	-0.12
[illegible]	[illegible]	[illegible]	[illegible]	0.00%	5151	17533	29.30%	3.14	0.91
[illegible]	[illegible]	[illegible]	[illegible]	0.00%	4534	15278	29.68%	2.48	0.51
[illegible]	[illegible]	[illegible]	[illegible]	0.00%	3692	13381	27.59%	3.09	0.86
[illegible]	[illegible]	[illegible]	[illegible]	0.00%	1357	12723	10.67%	1.98	0.2
[illegible]	[illegible]	[illegible]	[illegible]	0.00%	1511	9681	15.61%	1.65	0
[illegible]	[illegible]	[illegible]	[illegible]	0.00%	1818	10244	17.75%	1.65	0
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1761	9688	18.18%	0.85	-0.48
[illegible]	[illegible]	[illegible]	[illegible]	0.00%	1954	11206	17.44%	1.63	0.11
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2323	11359	20.45%	2.48	0.51
[illegible]	[illegible]	[illegible]	[illegible]	0.35%	2439	34342	7.10%	2.23	0.35
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2846	36670	7.76%	1.16	-0.29



Checklist #2 - LSR Accountability

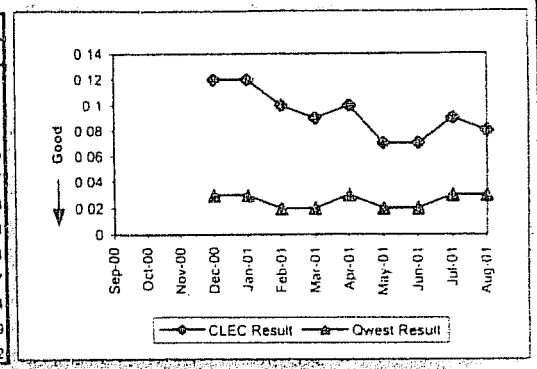
	LSR Accountability (Percent) (PO-10)		
	CLEC Num	CLEC Denom	CLEC Result
	71163	71156	100.01%
	62732	62780	99.92%
	67495	67672	99.74%
	66217	66218	100.00%
	71131	71133	100.00%
	59506	59503	100.01%
	69728	69720	100.01%
	61799	61773	100.04%
	76780	76408	100.49%
	78870	78870	100.00%
	73119	73119	100.00%
	84030	84030	100.00%



Checklist #2 - Due Date Changes - Resale

Number of Due Date Changes per Order (Average Days) (PO-15)

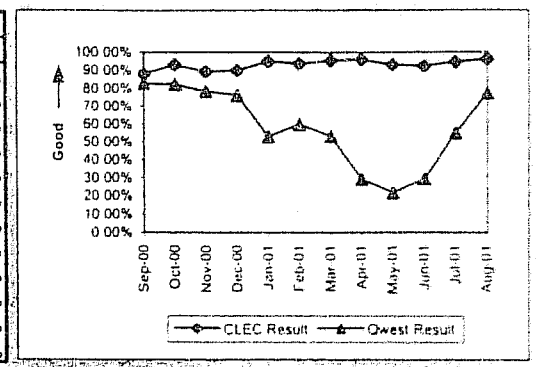
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	0.12	0.41	29713	1023575	0.03	92.36	55.15
[illegible]	[illegible]	[illegible]	0.12	0.40	33558	1196692	0.03	100.95	60.37
[illegible]	[illegible]	[illegible]	0.12	0.36	27278	1124896	0.02	91.67	54.73
[illegible]	[illegible]	[illegible]	0.09	0.38	30425	1280835	0.02	94.48	56.44
[illegible]	[illegible]	[illegible]	0.10	0.37	32605	1210950	0.03	87.91	52.44
[illegible]	[illegible]	[illegible]	0.07	0.32	28790	1231969	0.02	73.14	43.47
[illegible]	[illegible]	[illegible]	0.07	0.31	31200	1302935	0.02	71.12	42.24
[illegible]	[illegible]	[illegible]	0.09	0.35	34469	1226607	0.03	74.49	44.29
[illegible]	[illegible]	[illegible]	0.08	0.33	33595	1343061	0.03	77.35	46.02



Checklist #2 - Access To Centers

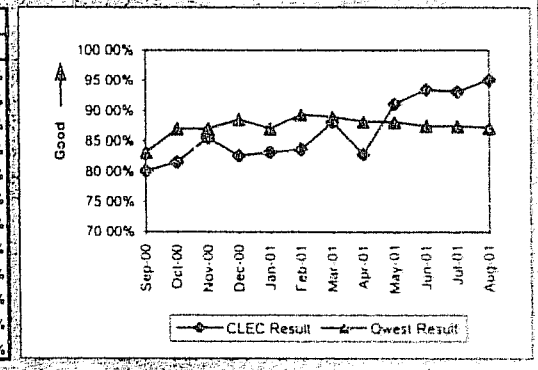
Calls Answered within Twenty Seconds - Interconnect Provisioning Center (Percent) (OP-2)

[illegible]	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result
[illegible]	[illegible]	37491	88.10%	2362625	2843617	83.09%
[illegible]	[illegible]	41959	93.42%	2541737	3074935	82.66%
[illegible]	[illegible]	41366	89.34%	2331293	2967598	78.56%
[illegible]	[illegible]	45116	89.98%	2133889	2798141	76.26%
[illegible]	[illegible]	41921	95.16%	2006486	3773669	53.17%
[illegible]	[illegible]	33822	93.92%	1855201	3088364	60.07%
[illegible]	[illegible]	36514	95.60%	1831158	3429437	53.40%
[illegible]	[illegible]	33858	96.20%	1099092	3732735	29.44%
[illegible]	[illegible]	37124	93.34%	905550	4171326	21.71%
[illegible]	[illegible]	36214	92.61%	1213127	4112797	29.50%
[illegible]	[illegible]	32351	94.65%	2197349	3992969	55.03%
[illegible]	[illegible]	35971	96.30%	3292289	4238018	77.68%



Calls Answered within 20 seconds - Interconnect Repair Center (Percent) (MR-2)

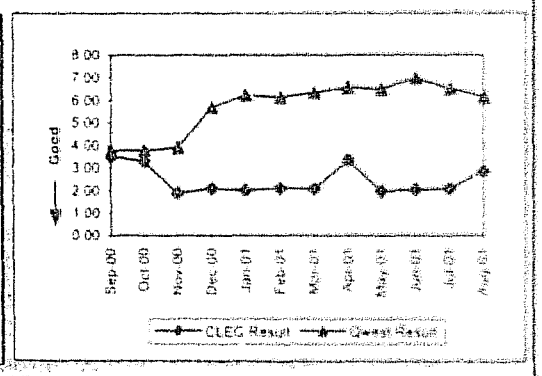
[illegible]	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result
[illegible]	[illegible]	21334	80.10%	787532	947228	83.14%
[illegible]	[illegible]	22723	81.57%	891970	1025051	87.02%
[illegible]	[illegible]	21817	85.56%	777196	893067	87.03%
[illegible]	[illegible]	20047	82.60%	659020	744071	88.57%
[illegible]	[illegible]	22979	83.17%	754367	866186	87.09%
[illegible]	[illegible]	21962	83.68%	644068	719729	89.49%
[illegible]	[illegible]	24934	88.22%	718741	806886	89.08%
[illegible]	[illegible]	22611	82.81%	724314	820411	88.29%
[illegible]	[illegible]	25211	91.19%	747817	848094	88.18%
[illegible]	[illegible]	27731	93.56%	775975	886147	87.57%
[illegible]	[illegible]	31224	93.21%	700466	800726	87.48%
[illegible]	[illegible]	29740	95.11%	642249	736282	87.23%



Checklist #2 - Billing

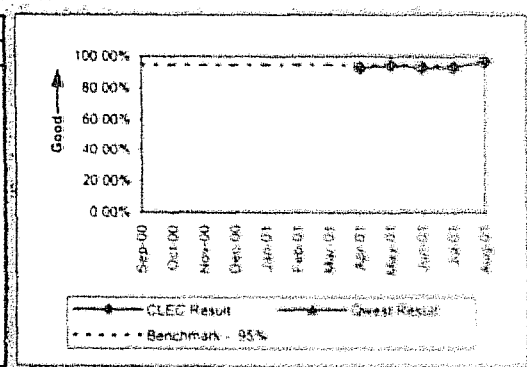
Time to Provide Usage Records (Average Days) UNEs and Resale Aggregate (BI-1A)

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result
Sep-00	13362502 56	3796024	3 52	413648197 9	108834166	3 80
Oct-00	13727947 13	4167347	3 29	385488503 5	101810208	3 79
Nov-00	9695525 44	5157732	1 88	414656378 6	105876427	3 92
Dec-00	9018511	4283757	2 11	705768127	123865005	5 70
Jan-01	11792863	5827161	2 02	766404997	122590664	6 25
Feb-01	12399021	5896158	2 10	738698060	120542699	6 13
Mar-01	13273251	6387126	2 08	692655735	109230718	6 34
Apr-01	25420652	7640082	3 33	671164297	102291180	6 56
May-01	15282848	7750448	1 97	640252109	98855256	6 48
Jun-01	15062886	7396856	2 04	712224696	102156717	6 97
Jul-01	13822250	6608073	2 09	610344343	93565971	6 52
Aug-01	20761406	7294639	2 85	609862832	99266616	6 14



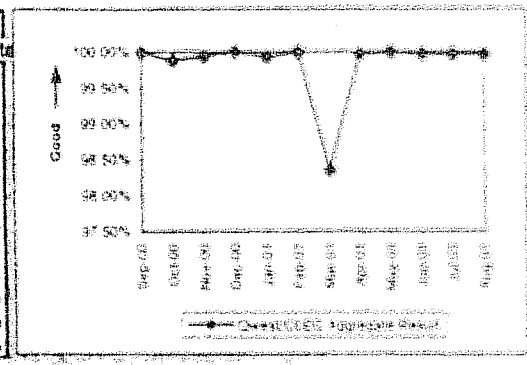
Time to Provide Usage Records (Percent) Jointly-provided Switched Access (BI-1B)

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result
Sep-00						
Oct-00						
Nov-00						
Dec-00						
Jan-01						
Feb-01						
Mar-01						
Apr-01	35356768	38164160	92 64%			
May-01	37160165	39374521	94 38%			
Jun-01	19721023	21297625	92 60%			
Jul-01	17732428	19060264	93 03%			
Aug-01	17131926	17728617	96 63%			



Checklist #2 - Billing

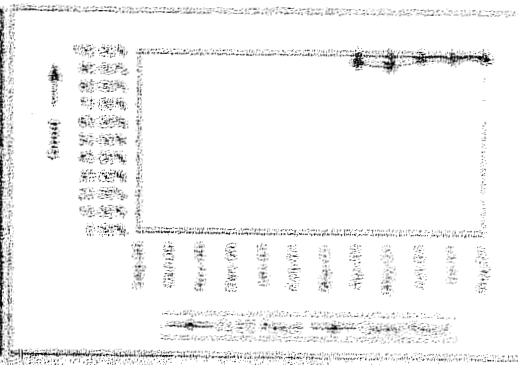
Invoices Delivered within 10 Days (Percent) All (BI-2)			
Date	Qwest/CLEC Aggrega	Qwest/CLEC Aggrega	Qwest/CLEC Aggregate
Sep-00	158111	158115	100.00%
Oct-00	195518	195741	99.89%
Nov-00	148218	148307	99.94%
Dec-00	179018	179018	100.00%
Jan-01	182980	183084	99.93%
Feb-01	192392	192402	99.99%
Mar-01	194451	197709	98.35%
Apr-01	198102	198161	99.97%
May-01	195500	195501	100.00%
Jun-01	195665	195724	99.97%
Jul-01	197497	197556	99.97%
Aug-01	185155	185214	99.97%



Checklist #2 - Billing

Billing Accuracy - Adjustments for Errors (Percent) UNEs and Resale Aggregate (Bill)

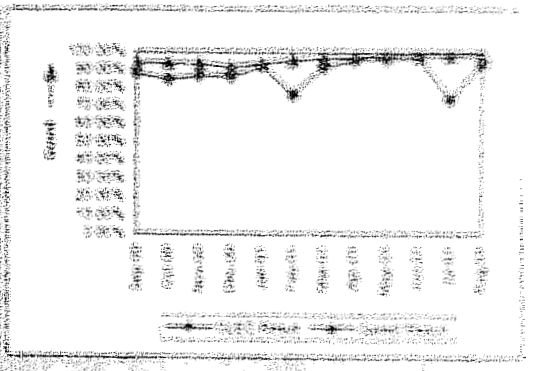
Date	CLEC Num	CLEC Denom	CLEC Resul	CLEC Std D	Qwest Num	Qwest Den	Qwest Resul	Std Dev	Parity Sta
Sep-00									
Oct-00									
Nov-00									
Dec-00									
Jan-01									
Feb-01									
Mar-01									
Apr-01	33175657	34920034	95.00%	21.78%	743398533	748432155	99.59%	[illegible]	[illegible]
May-01	34495120	36999576	93.23%	25.12%	735993358	740932476	99.33%	[illegible]	[illegible]
Jun-01	35752277	36732538	97.33%	16.12%	743196815	748416330	99.30%	[illegible]	[illegible]
Jul-01	40340117	41469842	97.28%	16.28%	740349453	745081224	99.37%	[illegible]	[illegible]
Aug-01	37402791	38184931	97.95%	14.16%	742567399	747245242	99.37%	[illegible]	[illegible]



Checklist #2 - Billing

Billing Completeness (Percent) UNEs and Resale Aggregate (BI-3A)

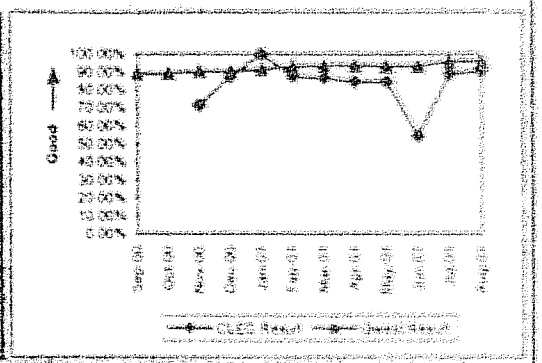
Date	CLEC Num	CLEC Denom	CLEC Res	CLEC Std D	Qwest Num	Qwest Den	Qwest Res	Mod Z Sig	Parity Sig
Sep-00	57446 71	64977 71	88 41%		2087173 6	2213652 5	94 29%		
Oct-00	67989 68	79947 68	85 04%		2334579 9	2480338 9	94 12%		
Nov-00	65778 22	75477 22	87 15%		2068103 3	2220943 3	93 93%		
Dec-00	72213 86	83313 12	86 68%		2103635 9	2291074 9	91 82%		
Jan-01	86763 78	93901 78	92 40%		2012543 7	2137526 7	94 15%		
Feb-01	91519	119568	76 54%	42 37%	2179501	2277093	95 71%	[illegible]	[illegible]
Mar-01	85251	92786	91 88%	27 32%	2202897	2269319	97 07%	[illegible]	[illegible]
Apr-01	92914	97179	95 61%	20 48%	2287388	2352472	97 23%	[illegible]	[illegible]
May-01	97312	101053	96 30%	18 88%	2280845	2334435	97 70%	[illegible]	[illegible]
Jun-01	106824	110086	97 04%	16 96%	2338531	2388542	97 91%	[illegible]	[illegible]
Jul-01	129568	174991	74 04%	43 84%	2448806	2495868	98 11%	[illegible]	[illegible]
Aug-01	112125	120163	93 31%	24 98%	2393158	2480415	96 48%	[illegible]	[illegible]



Checklist #2 - Unbundled Network Element - Platform (UNE-P) Installation

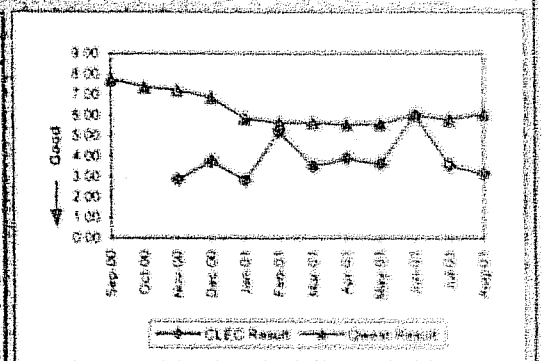
Installation Commitments Met (Percent) (OP-3)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
Sep-00				90335	101029	89.41%		
Oct-00				90735	101340	89.54%		
Nov-00	10	14	71.43%	87060	96356	90.35%	3.72	1.26
Dec-00	7	8	87.50%	81848	90522	90.42%	0.13	-0.92
Jan-01	6	6	100.00%	92102	100550	91.60%	-0.74	-1.45
Feb-01	14	16	87.50%	82831	89097	92.97%	0.49	-0.7
Mar-01	26	30	86.67%	92878	99290	93.54%	5.63	2.42
Apr-01	33	39	84.62%	86853	92556	93.84%	7.94	3.83
May-01	22	26	84.62%	95897	102756	93.33%	7.94	3.83
Jun-01	38	70	54.29%	96086	102804	93.47%	7.94	3.83
Jul-01	130	146	89.04%	101077	105271	96.02%	7.94	3.83
Aug-01	131	144	90.97%	116769	121453	96.14%	7.94	3.83



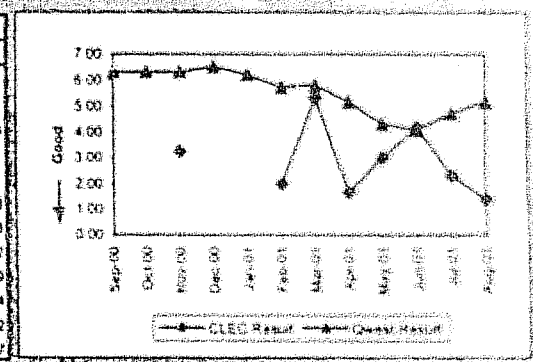
Installation Interval (Average Days) (OP-4)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
Sep-00				784491	100990	7.77		
Oct-00				749095	101299	7.39		
Nov-00	40	14	2.86	696416	96316	7.23	-1.38	-1.84
Dec-00	30	8	3.75	621927	90464	6.87	-0.82	-1.5
Jan-01	17	6	2.83	589359	100536	5.86	-0.76	-1.46
Feb-01	83	16	5.19	500416	89084	5.62	-0.2	-1.12
Mar-01	105	30	3.50	559444	99264	5.64	-1.36	-1.83
Apr-01	152	39	3.90	513010	92550	5.54	-1.2	-1.73
May-01	94	26	3.62	572931	102737	5.58	-1.3	-1.79
Jun-01	421	70	6.01	617339	102792	6.01	2.88	0.75
Jul-01	549	155	3.54	632840	109625	5.77	-3.63	-3.21
Aug-01	458	146	3.14	769746	126656	6.08	-4.22	-3.56



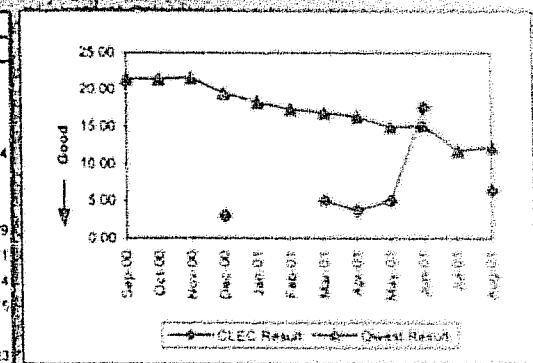
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
Sep-00				20451	3235	6.32		
Oct-00				18127	2862	6.33		
Nov-00	13	4	3.25	16709	2642	6.32	-0.39	-1.24
Dec-00				15644	2389	6.55		
Jan-01				15299	2461	6.22		
Feb-01	4	2	2.00	9887	1690	5.73	-0.38	-1.23
Mar-01	16	3	5.33	10898	1840	5.81	-0.05	-1.03
Apr-01	5	3	1.67	9763	1883	5.18	-0.37	-1.22
May-01	6	2	3.00	11070	2550	4.34	-0.15	-1.09
Jun-01	126	30	4.20	10981	2688	4.09	2.37	0.44
Jul-01	58	25	2.32	31771	6705	4.74	-0.85	-1.52
Aug-01	14	10	1.40	38966	7523	5.18	-1.1	-1.67



Delayed Days for Facility Reasons (Average Days) (OP-6B)-- Dispatches Within MSAs

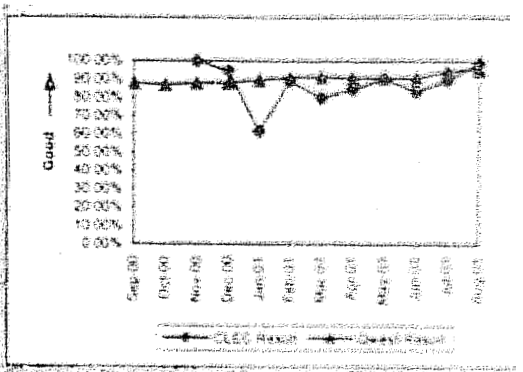
Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
Sep-00				160144	7459	21.47		
Oct-00				165810	7743	21.41		
Nov-00				143605	6654	21.58		
Dec-00	3	1	3.00	121963	6285	19.41	-0.65	-1.4
Jan-01				109018	5987	18.21		
Feb-01				79073	4576	17.28		
Mar-01	5	1	5.00	76902	4572	16.82	-0.48	-1.29
Apr-01	11	3	3.67	62543	3820	16.37	-0.84	-1.51
May-01	10	2	5.00	64487	4309	14.97	-0.66	-1.4
Jun-01	35	2	17.50	60896	4030	15.11	2.88	0.75
Jul-01				21816	1850	11.79		
Aug-01	32	5	6.40	29202	2374	12.30	-0.38	-1.23



Checklist #2 - Unbundled Network Element - Platform (UNE-P) Installation

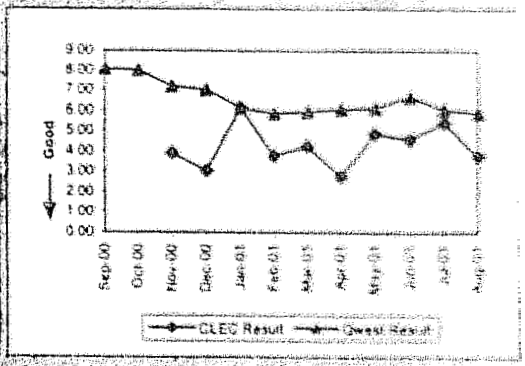
Installation Commitments Met (Percent) (OP-3)– Dispatches Outside MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
Sep-00				26147	29779	87.80%		
Oct-00				25743	29565	87.07%		
Nov-00	23	23	100.00%	23458	26614	88.14%	-1.76	-2.07
Dec-00	18	19	94.74%	21290	24123	88.26%	-0.88	-1.53
Jan-01	8	13	61.54%	21104	23502	89.80%	7.94	3.83
Feb-01	17	19	89.47%	18678	20445	91.36%	-0.01	-1
Mar-01	16	20	80.00%	20751	22675	91.51%	7.94	3.83
Apr-01	11	13	84.62%	20396	22458	90.82%	0.57	-0.66
May-01	19	21	90.48%	23305	25624	90.95%	0.2	-0.88
Jun-01	20	24	83.33%	23156	25556	90.61%	1.32	-0.2
Jul-01	51	57	89.47%	24691	26074	94.70%	1.83	0.12
Aug-01	77	78	98.72%	29143	30578	95.31%	-1.42	-1.86



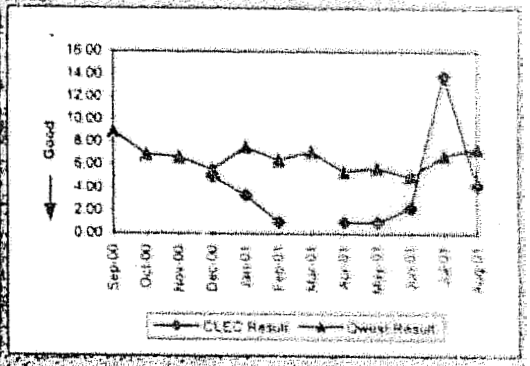
Installation Interval (Average Days) (OP-4)– Dispatches Outside MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
Sep-00				240015	29779	8.06		
Oct-00				236721	29565	8.01		
Nov-00	90	23	3.91	191504	26614	7.20	-0.98	-1.6
Dec-00	58	19	3.05	169251	24123	7.02	-1.41	-1.85
Jan-01	80	13	6.15	144421	23502	6.15	2.46	0.49
Feb-01	72	19	3.79	120344	20445	5.89	-0.73	-1.44
Mar-01	85	20	4.25	135139	22675	5.96	-0.51	-1.31
Apr-01	36	13	2.77	136269	22458	6.07	-0.92	-1.56
May-01	102	21	4.86	157309	25624	6.14	-0.5	-1.3
Jun-01	110	24	4.58	171150	25556	6.70	-0.61	-1.37
Jul-01	308	57	5.40	164518	27188	6.05	-0.34	-1.21
Aug-01	305	81	3.77	187898	31785	5.91	-1.85	-2.13



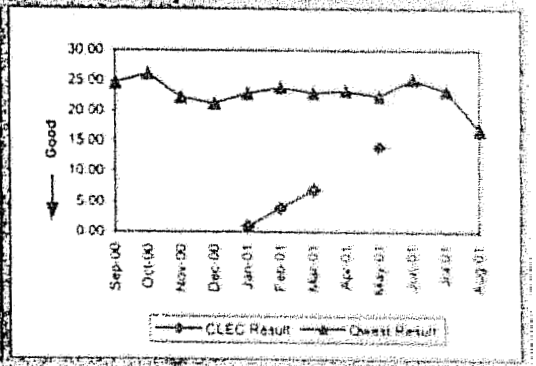
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)– Dispatches Outside MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
Sep-00				8212	925	8.88		
Oct-00				5402	785	6.88		
Nov-00				4700	705	6.67		
Dec-00	5	1	5.00	3376	603	5.60	-0.04	-1.03
Jan-01	10	3	3.33	4588	610	7.52	-0.28	-1.17
Feb-01	1	1	1.00	2606	405	6.43	-0.3	-1.19
Mar-01				3003	421	7.13		
Apr-01	2	2	1.00	2918	537	5.43	-0.33	-1.2
May-01	1	1	1.00	3561	616	5.78	-0.31	-1.19
Jun-01	9	4	2.25	3259	652	5.00	-0.5	-1.3
Jul-01	83	6	13.83	11915	1750	6.81	2.16	0.31
Aug-01	17	4	4.25	13291	1788	7.43	-0.23	-1.14



Delayed Days for Facility Reasons (Average Days) (OP-6B)– Dispatches Outside MSAs

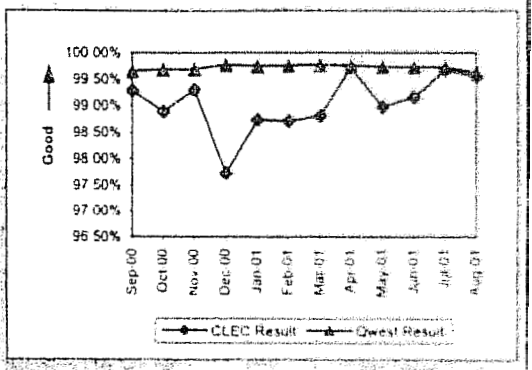
Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
Sep-00				66714	2707	24.64		
Oct-00				79398	3037	26.14		
Nov-00				54633	2451	22.29		
Dec-00				47291	2230	21.21		
Jan-01	2	2	1.00	41038	1788	22.95	-0.75	-1.46
Feb-01	4	1	4.00	32523	1362	23.88	-0.55	-1.33
Mar-01	28	4	7.00	34582	1503	23.01	-0.66	-1.4
Apr-01				35619	1525	23.36		
May-01	14	1	14.00	38255	1703	22.46	-0.26	-1.16
Jun-01				44197	1748	25.28		
Jul-01				17452	747	23.36		
Aug-01				14432	854	16.90		



Checklist #2 - Unbundled Network Element - Platform (UNE-P) Installation

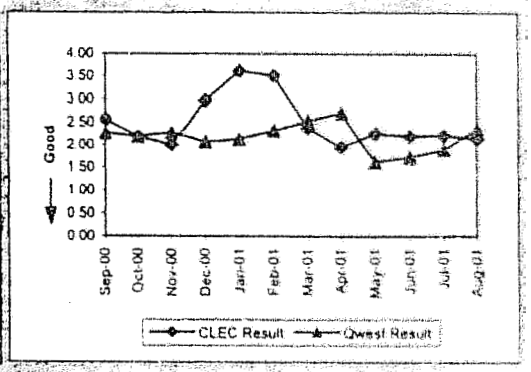
Installation Commitments Met (Percent) (OP-3)-- No Dispatches

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Panty Scr
Sep-00	276	278	99.28%	848225	851178	99.65%	0.92	-0.44
Oct-00	2320	2346	98.89%	903411	906305	99.68%	6.76	3.11
Nov-00	1703	1715	99.30%	841479	844150	99.68%	2.82	0.72
Dec-00	1120	1146	97.73%	727678	729421	99.76%	14.06	7.55
Jan-01	2268	2297	98.74%	674397	676148	99.74%	9.45	4.74
Feb-01	1076	1090	98.72%	623492	625053	99.75%	6.84	3.16
Mar-01	665	673	98.81%	771849	773677	99.76%	5.09	2.09
Apr-01	1761	1766	99.72%	725809	727662	99.75%	0.24	-0.86
May-01	864	873	98.97%	712986	714935	99.73%	4.29	1.61
Jun-01	1179	1189	99.16%	778545	780715	99.72%	3.69	1.24
Jul-01	2080	2087	99.66%	550591	552129	99.72%	0.49	-0.7
Aug-01	1078	1083	99.54%	234959	235842	99.63%	0.47	-0.71



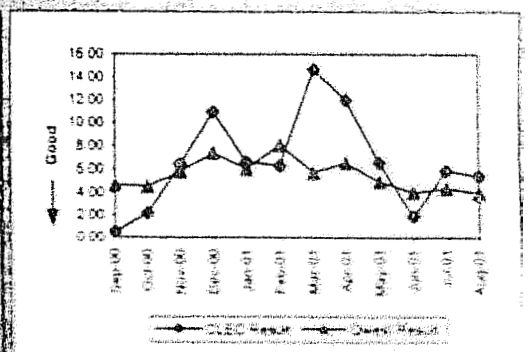
Installation Interval (Average Days) (OP-4)-- No Dispatches

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Panty Scr
Sep-00	712	278	2.56	1935541	851175	2.27	1.55	-0.06
Oct-00	5131	2346	2.19	1983750	906304	2.19	-0.03	-1.02
Nov-00	3432	1715	2.00	1923736	844147	2.28	-3.62	-3.2
Dec-00	3395	1146	2.96	1511087	729416	2.07	10.14	5.17
Jan-01	8285	2297	3.61	1442315	676148	2.13	24.51	13.9
Feb-01	3830	1090	3.51	1450164	625053	2.32	13.83	7.41
Mar-01	1592	673	2.37	1947117	773675	2.52	-1.37	-1.83
Apr-01	3445	1766	1.95	1965272	727654	2.70	-10.29	-7.25
May-01	1942	857	2.25	910988	561923	1.62	12.5	6.6
Jun-01	2554	1164	2.19	996003	577593	1.72	11.41	5.94
Jul-01	4574	2068	2.21	723938	404467	1.89	9.76	4.94
Aug-01	[illegible]	1335	2.13	370357	156445	2.37	-4.17	-3.53



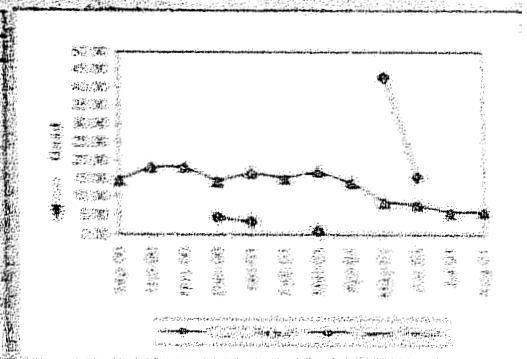
Installation Delay for Non-Facility Reasons (Average Days) (OP-6A)-- No Dispatches

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Panty Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2524	4.65	-0.53	-1.32
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2421	4.53	-1.08	-1.65
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2551	5.82	0.12	-0.92
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1307	7.35	0.95	-0.42
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	6.03	1.9	0.15
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	5.07	-0.5	-1.31
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	5.72	2.56	0.57
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2.33	0.41
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	4.95	2.33	0.41
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	-0.57	-1.41
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	4.56	1.75	0.05
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]



[illegible] Reasons (Average Days) (OP-6B)-- No Dispatches

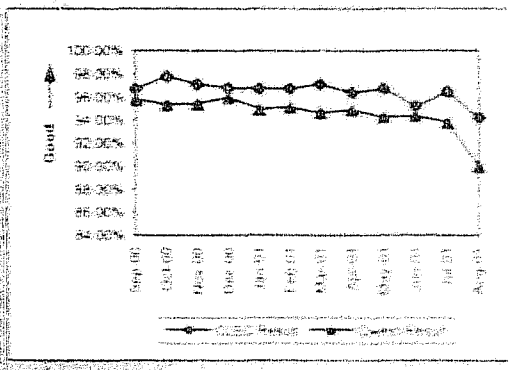
Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Panty Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]



Checklist #2 - Unbundled Network Element - Platform (UNE-P) Installation

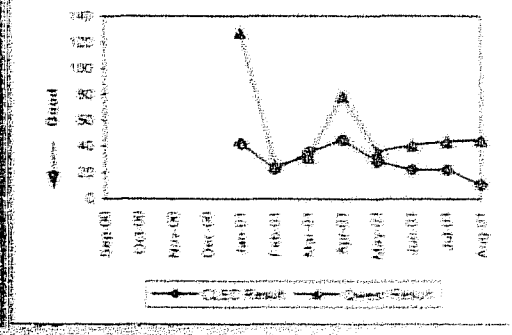
New Service Installation Quality (Percent) (OP-5)

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	96.78%	1008901	1052633	95.83%	-0.75	-1.46
[illegible]	[illegible]	[illegible]	97.87%	987479	1035565	95.37%	-4.22	-3.57
[illegible]	[illegible]	[illegible]	97.10%	979474	1024173	95.65%	-3.65	-3.02
[illegible]	[illegible]	[illegible]	96.84%	890054	927015	96.01%	-1.64	-3
[illegible]	[illegible]	[illegible]	96.78%	799624	841706	95.00%	-2.42	-3.04
[illegible]	[illegible]	[illegible]	96.77%	747388	785246	95.18%	-3.11	-2.39
[illegible]	[illegible]	[illegible]	97.15%	789193	833000	94.71%	-5.36	-6.08
[illegible]	[illegible]	[illegible]	96.44%	843258	888135	94.95%	-3.44	-2.48
[illegible]	[illegible]	[illegible]	96.78%	814222	862946	94.33%	-3.82	-3.38
[illegible]	[illegible]	[illegible]	95.20%	848543	898823	94.43%	-1.14	-1.69
[illegible]	[illegible]	[illegible]	96.46%	763372	813607	93.83%	-4.68	-3.84
[illegible]	[illegible]	[illegible]	94.23%	492303	547016	90.00%	-5.97	-4.63



Missed Or Pending Orders Delayed Past Due Date (Average Days) (OP-15A)

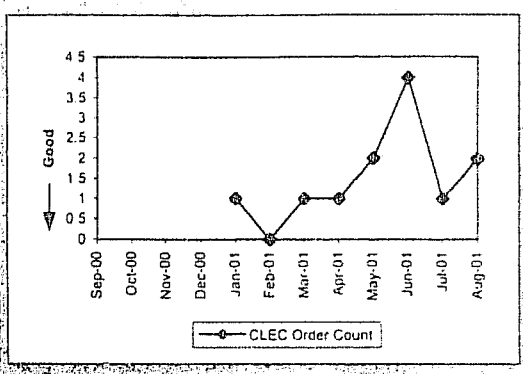
Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
[illegible]								
[illegible]								
[illegible]								
[illegible]								
[illegible]	372	9	41.89	1362846	10635	128.15	-2.84	-2.72
[illegible]	250	11	23.73	207497	8254	25.14	-0.31	-0.19
[illegible]	315	9	35.00	333110	10068	33.11	2.65	0.61
[illegible]	364	13	44.92	1193054	15069	79.17	-1.33	-1.81
[illegible]	312	11	28.36	365997	10857	33.55	-0.56	-1.35
[illegible]	248	11	22.53	488615	11953	40.88	-1.1	-1.57
[illegible]	111	5	22.20	367103	8420	43.60	-0.81	-1.49
[illegible]	378	23	16.56	472742	10463	45.18	-2.46	-2.5



Checklist #2 - Unbundled Network Element - Platform (UNE-P) Installation

Count of Pending Orders Delayed for Facilities Reasons UNE - P (POTS) (OP-15B)

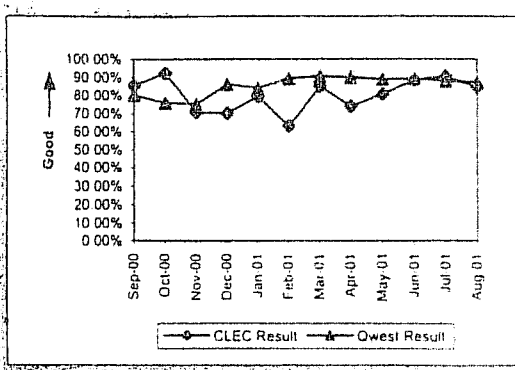
Date	CLEC Order Count
Sep-00	
Oct-00	
Nov-00	
Dec-00	
Jan-01	1
Feb-01	0
Mar-01	1
Apr-01	1
May-01	2
Jun-01	4
Jul-01	1
Aug-01	2



Checklist #2 - Unbundled Network Element - Platform (UNE-P) Repair

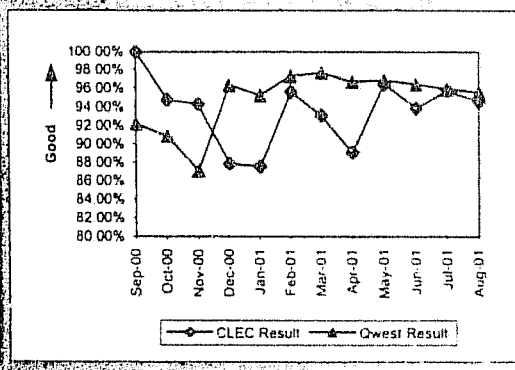
Out of Service Cleared within 24 hours (Percent) (MR-3)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
[illegible]	8	7	85 71%	97565	121276	80 45%	-0 35	-1 21
[illegible]	12	13	92 31%	96071	126176	76 14%	-1 37	-1 83
[illegible]	17	24	70 83%	91197	121265	75 20%	0 5	-0 7
[illegible]	19	27	70 37%	79588	92195	86 33%	4 48	1 73
[illegible]	35	44	79 55%	93387	111038	84 10%	0 83	-0.5
[illegible]	31	49	63 27%	82142	91625	89 65%	7 94	3 83
[illegible]	35	41	85 37%	97624	107529	90 79%	1 29	-0.21
[illegible]	49	66	74 24%	108390	120159	90 21%	7 94	3 83
[illegible]	60	74	81 08%	114594	128555	89 14%	2 36	0 43
[illegible]	53	62	86 71%	114792	128221	89 53%	0 19	-0 88
[illegible]	59	65	90 77%	112535	127740	88 10%	-0 67	-1 4
[illegible]	73	92	84 78%	112652	128843	87 43%	0 65	-0 61



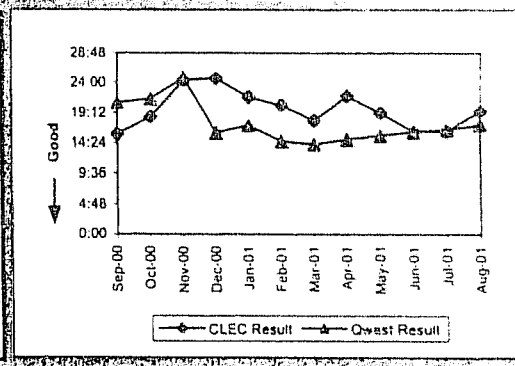
All Troubles Cleared within 48 hours (Percent) (MR-4)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
[illegible]	10	10	100 00%	154024	166995	92.23%	-0.92	-1 56
[illegible]	18	19	94 74%	155990	171684	90 88%	-0 59	-1 36
[illegible]	33	35	94 29%	139142	159814	87 07%	-1 27	-1.77
[illegible]	36	41	87 80%	116660	121157	96.29%	8 13	3 94
[illegible]	56	64	87 50%	140845	147954	95 20%	7 94	3.83
[illegible]	65	68	95 59%	119391	122760	97.26%	1 03	-0 37
[illegible]	54	58	93 10%	141568	144956	97 66%	7 94	3 83
[illegible]	90	101	89 11%	155647	161056	96 64%	7 94	3 83
[illegible]	107	111	96 40%	166098	171571	96 81%	-0 04	-1 03
[illegible]	76	81	93 83%	163045	169197	96.36%	1 64	0
[illegible]	89	93	95 70%	163005	170088	95.84%	0 11	-0.93
[illegible]	103	109	94 50%	167562	175481	95.49%	0.61	-0.63



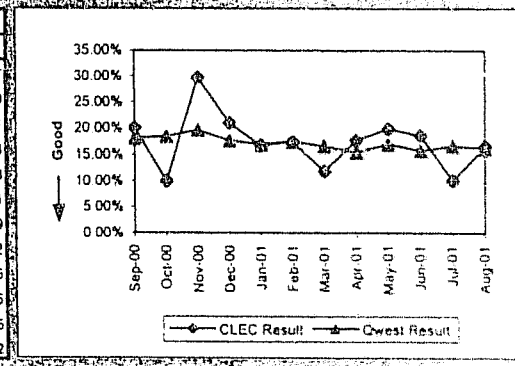
Mean Time to Restore (Hours:Minutes) (MR-6)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
[illegible]	157 37	10	15 45	3477764:30	166995	20:50	-0.61	-1 37
[illegible]	353 01	19	18 32	3675717 21	171684	21:25	-0 56	-1 34
[illegible]	856 23	35	24 28	3975322:18	159814	24:52	-0.07	-1 04
[illegible]	1013 38	41	24 43	1933133:27	121157	15:57	3 72	1 26
[illegible]	1390 33	64	21 44	2533574:01	147954	17:07	3.09	0 88
[illegible]	1366 19	68	20.25	1796073.01	122760	14:38	3.72	1.26
[illegible]	1034 50	58	17 55	2055597 07	144956	14 11	3 09	0 88
[illegible]	2213 45	101	21 55	2405661:39	161056	14.56	3.49	1.12
[illegible]	2127 37	111	19 10	2664255:43	171571	15:32	2.23	0.36
[illegible]	1507 16	81	16.08	2725108:17	169197	16.06	3 72	1 26
[illegible]	1512 40	93	16.16	2796282:36	170088	16:26	-0.07	-1.04
[illegible]	2125 31	109	19:30	3023737:52	175481	17:14	1 05	-0.36



Repair Repeat Report Rate (Percent) (MR-7)-- Dispatches Within MSAs

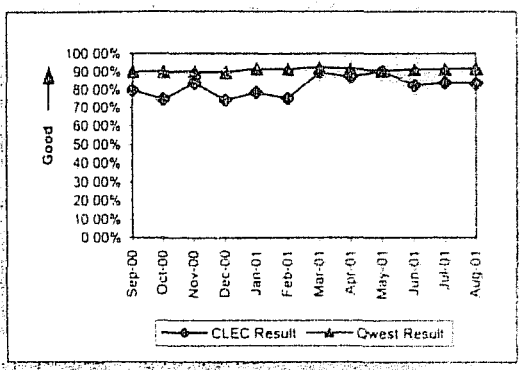
Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
[illegible]	2	10	20 00%	30150	166995	18 05%	0 22	-0 87
[illegible]	2	20	10.00%	33047	179451	18 42%	-0 97	-1.59
[illegible]	11	37	29 73%	32813	167299	19 61%	1 48	-0 1
[illegible]	9	43	20 93%	22211	126300	17 59%	0.59	-0 64
[illegible]	11	66	16 67%	25948	153923	16 86%	-0 04	-1 03
[illegible]	12	69	17 39%	22240	127751	17 41%	0	-1
[illegible]	7	59	11 86%	24838	150265	16 53%	-0 96	-1 59
[illegible]	18	102	17 65%	25732	166479	15 46%	0 63	-0 62
[illegible]	23	116	19 83%	30194	177560	18 95%	0 83	-0 5
[illegible]	16	86	18 60%	27622	175498	15 74%	0 74	-0 55
[illegible]	10	99	10 10%	29260	176637	16.57%	-1 73	-2 05
[illegible]	19	115	16 52%	29620	183002	16 19%	0 12	-0 92



Checklist #2 - Unbundled Network Element - Platform (UNE-P) Repair

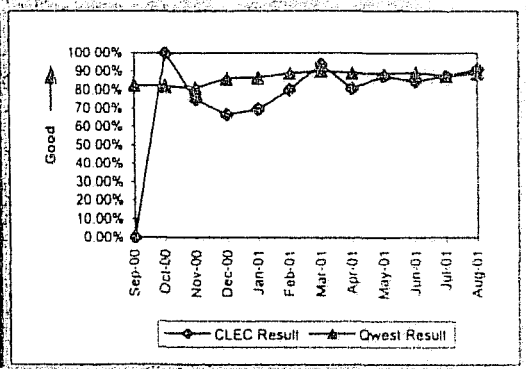
Trouble Reports Met (Percent) (MR-9)-- Dispatches Within MSAs

			CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	80.00%	150670	166895	90.22%	1.49	-0.09
[illegible]	[illegible]	[illegible]	75.00%	161663	179451	90.21%	3.72	1.26
[illegible]	[illegible]	[illegible]	83.78%	150456	167299	89.93%	1.28	-0.22
[illegible]	[illegible]	[illegible]	74.42%	112370	126300	89.76%	8.21	3.99
[illegible]	[illegible]	[illegible]	78.79%	141013	153923	91.61%	7.94	3.83
[illegible]	[illegible]	[illegible]	73.36%	116937	127751	91.54%	7.94	3.83
[illegible]	[illegible]	[illegible]	89.83%	139003	150265	92.51%	0.95	-0.42
[illegible]	[illegible]	[illegible]	87.35%	152746	166479	91.75%	1.92	0.17
[illegible]	[illegible]	[illegible]	90.32%	160936	177560	90.64%	0.07	-0.96
[illegible]	[illegible]	[illegible]	82.56%	160448	175498	91.42%	5.75	2.5
[illegible]	[illegible]	[illegible]	83.84%	161719	176637	91.55%	3.6	1.19
[illegible]	[illegible]	[illegible]	83.18%	168066	183002	91.84%	5.26	2.2



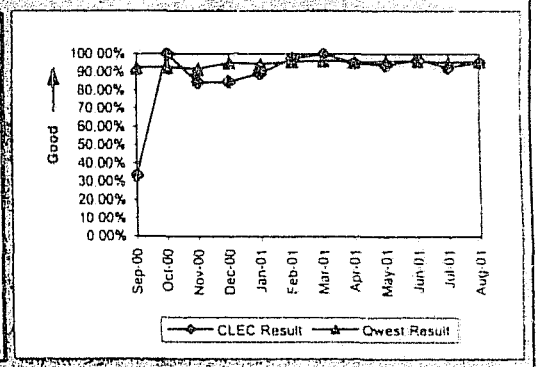
[illegible] Repair within 24 hours (Percent) (MR-3)-- Dispatches Outside MSAs

			CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	0.00%	30354	36797	82.49%	3.72	1.26
[illegible]	[illegible]	[illegible]	100.00%	30594	37339	81.94%	-1.48	-1.9
[illegible]	[illegible]	[illegible]	75.00%	29643	36869	80.84%	0.59	-0.64
[illegible]	[illegible]	[illegible]	88.87%	22594	26270	86.01%	8.01	3.87
[illegible]	[illegible]	[illegible]	89.57%	21278	24576	86.58%	7.94	3.83
[illegible]	[illegible]	[illegible]	80.00%	20312	22826	88.99%	1.88	0.14
[illegible]	[illegible]	[illegible]	92.56%	24646	27374	90.03%	-0.65	-1.4
[illegible]	[illegible]	[illegible]	90.49%	26427	29706	88.96%	1.74	0.06
[illegible]	[illegible]	[illegible]	87.36%	28964	32625	88.78%	0.22	-0.87
[illegible]	[illegible]	[illegible]	84.44%	30674	34384	89.21%	1.16	-0.29
[illegible]	[illegible]	[illegible]	87.18%	31381	35903	87.41%	0.14	-0.92
[illegible]	[illegible]	[illegible]	90.91%	31855	35858	88.84%	-0.53	-1.32



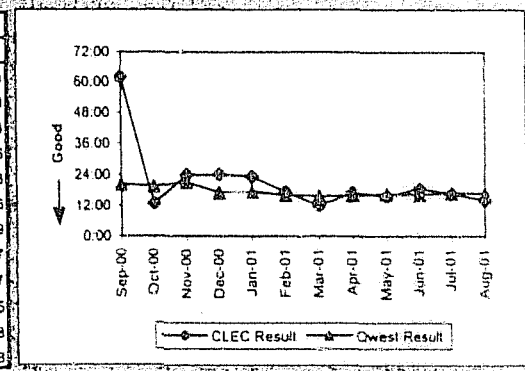
[illegible] Repair within 48 hours (Percent) (MR-4)-- Dispatches Outside MSAs

			CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	33.33%	48687	52768	92.27%	3.72	1.26
[illegible]	[illegible]	[illegible]	100.00%	49151	52981	92.77%	-1.22	-1.74
[illegible]	[illegible]	[illegible]	84.38%	45353	49506	91.61%	1.56	-0.05
[illegible]	[illegible]	[illegible]	84.82%	33646	35343	95.20%	3.72	1.26
[illegible]	[illegible]	[illegible]	89.19%	32448	34318	94.55%	1.28	-0.22
[illegible]	[illegible]	[illegible]	97.56%	29950	31301	95.68%	-0.59	-1.36
[illegible]	[illegible]	[illegible]	100.00%	36626	38235	96.31%	-1.42	-1.87
[illegible]	[illegible]	[illegible]	95.08%	38508	40335	95.47%	0.07	-0.96
[illegible]	[illegible]	[illegible]	93.83%	42374	44220	95.83%	1.07	-0.35
[illegible]	[illegible]	[illegible]	98.83%	44131	45892	96.16%	-0.27	-1.17
[illegible]	[illegible]	[illegible]	97.65%	46463	48736	95.34%	1.23	-0.25
[illegible]	[illegible]	[illegible]	95.35%	47481	49521	95.88%	0.01	-0.99



[illegible] Time to Restore (Hours:Minutes) (MR-6)-- Dispatches Outside MSAs

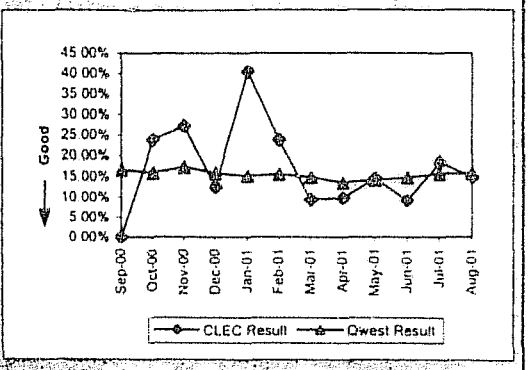
			CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	62:03	1080606:20	52768	20:29	2.86	0.74
[illegible]	[illegible]	[illegible]	12:48	1032910:20	52981	19:30	-1.29	-1.78
[illegible]	[illegible]	[illegible]	24:05	1043037:47	49506	21:07	0.6	-0.63
[illegible]	[illegible]	[illegible]	74:12	604624:44	35343	17:06	3.72	1.26
[illegible]	[illegible]	[illegible]	23:18	604506:25	34318	17:37	2.51	0.53
[illegible]	[illegible]	[illegible]	17:19	505187:51	31301	16:08	3.72	1.26
[illegible]	[illegible]	[illegible]	11:55	604723:18	38235	15:49	-1.48	-1.9
[illegible]	[illegible]	[illegible]	17:03	647557:58	40335	16:03	2.58	0.57
[illegible]	[illegible]	[illegible]	15:51	732065:19	44220	16:33	-0.28	-1.17
[illegible]	[illegible]	[illegible]	16:44	747905:37	45892	16:18	2.88	0.75
[illegible]	[illegible]	[illegible]	16:42	820665:47	48736	17:02	-0.12	-1.08
[illegible]	[illegible]	[illegible]	14:01	823653:13	49521	16:38	-1.32	-1.8



Checklist #2 - Unbundled Network Element - Platform (UNE-P) Repair

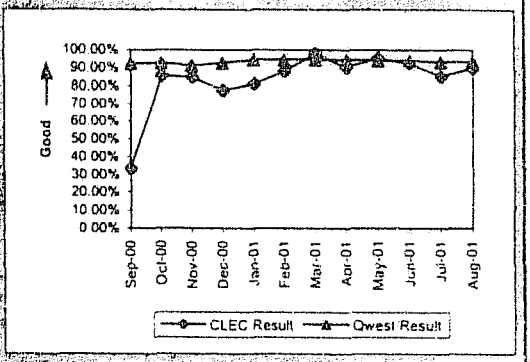
Trouble Report Rate (Percent) (MR-7) -- Dispatches Outside MSAs

[illegible]	[illegible]	[illegible]	[illegible]	8797	52768	16.67%	-0.77	-1.47
[illegible]	[illegible]	[illegible]	[illegible]	8707	54445	15.99%	0.96	-0.42
[illegible]	[illegible]	[illegible]	[illegible]	8873	51058	17.38%	1.41	-0.14
[illegible]	[illegible]	[illegible]	[illegible]	5765	36377	15.91%	-0.59	-1.36
[illegible]	[illegible]	[illegible]	[illegible]	5376	35058	15.19%	3.71	1.26
[illegible]	[illegible]	[illegible]	[illegible]	5008	31957	15.66%	1.39	-0.15
[illegible]	[illegible]	[illegible]	[illegible]	5839	38999	14.97%	-1.13	-1.69
[illegible]	[illegible]	[illegible]	[illegible]	5974	41689	14.57%	-0.85	-1.52
[illegible]	[illegible]	[illegible]	[illegible]	6445	45057	14.30%	0.12	-0.93
[illegible]	[illegible]	[illegible]	[illegible]	6977	46811	14.90%	-1.28	-1.78
[illegible]	[illegible]	[illegible]	[illegible]	7868	49841	15.79%	0.57	-0.65
[illegible]	[illegible]	[illegible]	[illegible]	8111	51016	15.91%	-0.25	-1.15



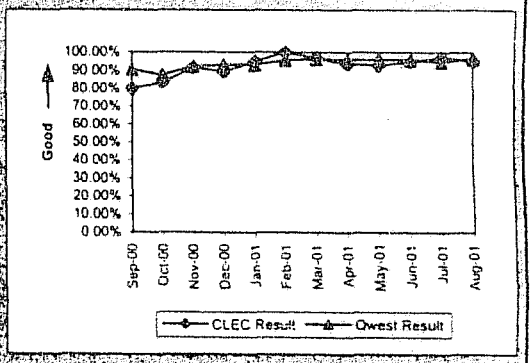
[illegible] -- Dispatches Outside MSAs

[illegible]	[illegible]	[illegible]	[illegible]	48721	52768	92.33%	8.21	3.99
[illegible]	[illegible]	[illegible]	[illegible]	50517	54445	92.79%	1.12	-0.32
[illegible]	[illegible]	[illegible]	[illegible]	47605	51058	91.28%	1.55	-0.06
[illegible]	[illegible]	[illegible]	[illegible]	33706	36377	92.67%	3.72	1.26
[illegible]	[illegible]	[illegible]	[illegible]	33143	35058	94.54%	7.94	3.83
[illegible]	[illegible]	[illegible]	[illegible]	30258	31957	94.68%	7.94	3.83
[illegible]	[illegible]	[illegible]	[illegible]	36690	38999	94.09%	-1.13	-1.69
[illegible]	[illegible]	[illegible]	[illegible]	38834	41689	94.51%	1.85	0.13
[illegible]	[illegible]	[illegible]	[illegible]	42331	45057	93.95%	-0.44	-1.27
[illegible]	[illegible]	[illegible]	[illegible]	43871	46811	93.93%	0.68	-0.59
[illegible]	[illegible]	[illegible]	[illegible]	46520	49841	93.34%	7.94	3.83
[illegible]	[illegible]	[illegible]	[illegible]	47655	51016	93.41%	1.48	-0.09



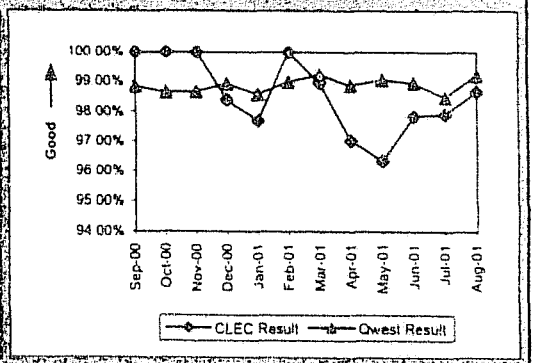
[illegible] -- No Dispatches

[illegible]	[illegible]	[illegible]	[illegible]	16460	18165	90.61%	2.67	0.63
[illegible]	[illegible]	[illegible]	[illegible]	18189	20779	87.54%	0.39	-0.76
[illegible]	[illegible]	[illegible]	[illegible]	35254	38250	92.14%	0.1	-0.94
[illegible]	[illegible]	[illegible]	[illegible]	32528	34948	93.08%	0.66	-0.6
[illegible]	[illegible]	[illegible]	[illegible]	30626	32879	93.15%	-0.46	-1.28
[illegible]	[illegible]	[illegible]	[illegible]	26268	27493	95.61%	-1	-1.61
[illegible]	[illegible]	[illegible]	[illegible]	26588	29173	96.28%	-0.18	-1.11
[illegible]	[illegible]	[illegible]	[illegible]	29964	31256	95.86%	0.61	-0.63
[illegible]	[illegible]	[illegible]	[illegible]	31860	33142	96.13%	0.88	-0.47
[illegible]	[illegible]	[illegible]	[illegible]	35033	36546	95.86%	-0.04	-1.02
[illegible]	[illegible]	[illegible]	[illegible]	34066	35892	94.97%	-0.62	-1.38
[illegible]	[illegible]	[illegible]	[illegible]	33522	34658	96.72%	0.71	-0.57



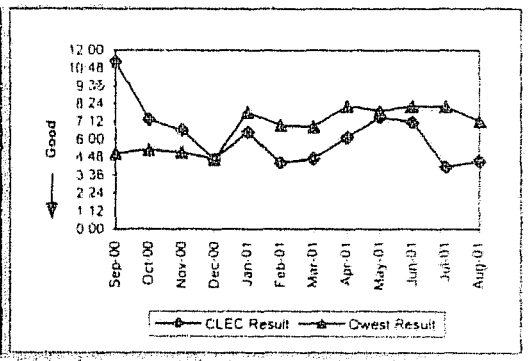
[illegible] -- No Dispatches

[illegible]	[illegible]	[illegible]	[illegible]	130369	131898	98.84%	-0.58	-1.34
[illegible]	[illegible]	[illegible]	[illegible]	141925	143881	98.64%	-0.74	-1.45
[illegible]	[illegible]	[illegible]	[illegible]	134241	136057	98.67%	-1.28	-1.78
[illegible]	[illegible]	[illegible]	[illegible]	117642	118912	98.93%	0.57	-0.66
[illegible]	[illegible]	[illegible]	[illegible]	65756	66706	98.58%	1.02	-0.38
[illegible]	[illegible]	[illegible]	[illegible]	56653	56833	98.98%	-1.1	-1.67
[illegible]	[illegible]	[illegible]	[illegible]	61312	61791	99.22%	0.06	-0.97
[illegible]	[illegible]	[illegible]	[illegible]	56456	57131	98.87%	7.94	3.83
[illegible]	[illegible]	[illegible]	[illegible]	59905	60476	99.06%	7.94	3.83
[illegible]	[illegible]	[illegible]	[illegible]	64582	65047	98.96%	1.99	0.21
[illegible]	[illegible]	[illegible]	[illegible]	64150	65134	98.49%	0.71	-0.57
[illegible]	[illegible]	[illegible]	[illegible]	64485	65001	99.21%	0.52	-0.69

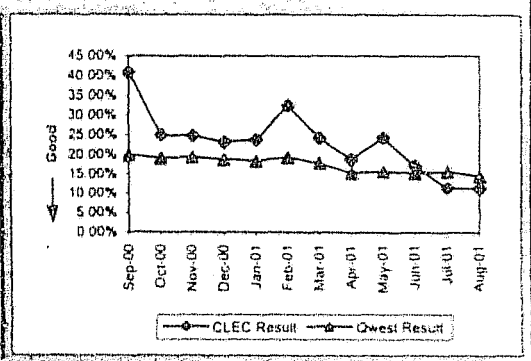


Section 2 - Unbundled Network Element - Platform (UNE-P) Repair

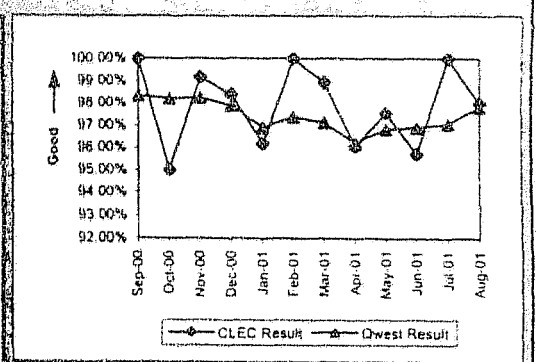
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	3.72	1.26
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	0.89	-0.46
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1.14	-0.31
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	-0.01	-1.01
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	-0.87	-1.53
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	-1.88	-2.14
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1.68	-2.02
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	-0.6	-1.36
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	-0.32	-1.2
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	-0.23	-1.14
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	-2.04	-2.24
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	-2.36	-2.44



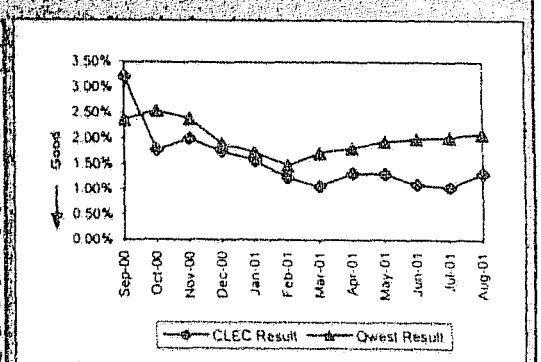
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2.46	0.5
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	0.93	-0.44
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1.43	-0.13
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1.24	-0.25
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1.58	-0.04
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	3.37	1.05
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1.56	-0.05
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	0.98	-0.42
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2.04	0.24
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	0.53	-0.68
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	-1.19	-1.7
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	-1.1	-1.67



[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	-0.87	-1.41
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	5.81	2.41
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	-0.78	-1.47
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	-0.39	-1.24
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	0.27	-0.83
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	-1.77	-2.08
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	-1.06	-1.65
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	0.11	-0.94
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	-0.38	-1.23
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	0.81	-0.51
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	-1.7	-2.04
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	-0.13	-1.08



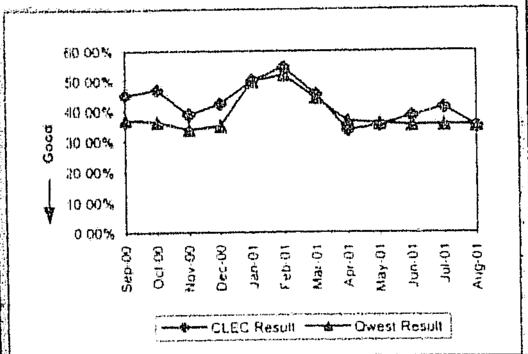
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1.97	0.2
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	-3.28	-3
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	-2.47	-2.5
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	-1.21	-1.74
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	-1.49	-1.91
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	-2.63	-2.6
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	-6.9	-5.10
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	-5.12	-4.11
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	-6.67	-5.05
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	-9.55	-8.81
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	-10.66	-7.48
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	-8.71	-8.29



[illegible] - Network Element - Platform (UNE-P) Repair

[illegible]

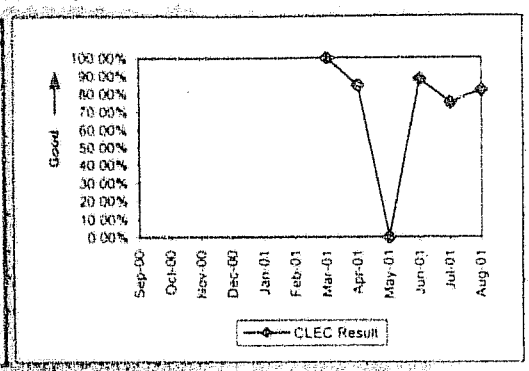
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Result	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	37 [illegible]%	1 4	-0 15
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	36 34%	2 63	0 6
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1 68	0 02
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	35 14%	2 7	0 64
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	49 94%	0 12	-0 93
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	52 15%	1 05	-0 36
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	44 35%	0 46	-0 72
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	-1 29	-1 79
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	35 79%	-0 2	-1 12
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	35 33%	1 2	-0 27
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	35 54%	2 32	0 41
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	35 26%	-0 17	-1 11



Measure 62 - Enhanced Extended Loops (EELs) Installation

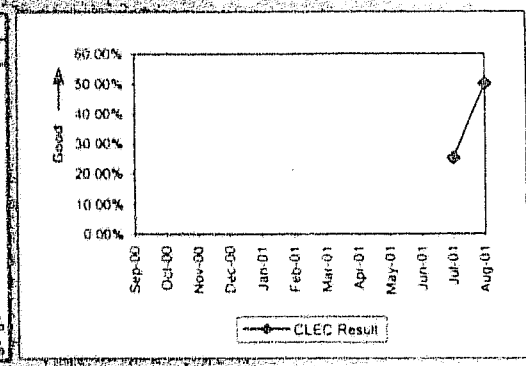
Interval Zone One

		CLEC Result	Std Dev
[illegible]	[illegible]	100.00%	0.00%
[illegible]	[illegible]	64.62%	36.08%
[illegible]	[illegible]	0.00%	0.00%
[illegible]	[illegible]	66.24%	32.22%
[illegible]	[illegible]	75.00%	43.30%
[illegible]	[illegible]	61.82%	38.57%



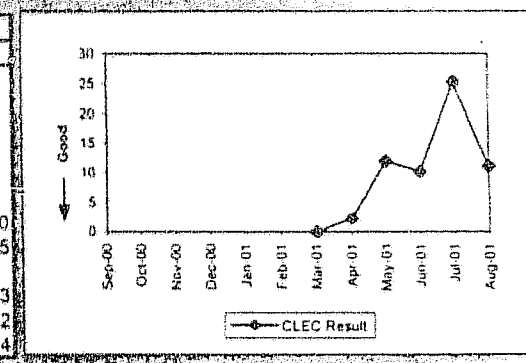
Interval Zone Two

		CLEC Result	Std Dev
[illegible]	4	25.00%	43.30%
[illegible]	2	50.00%	50.00%



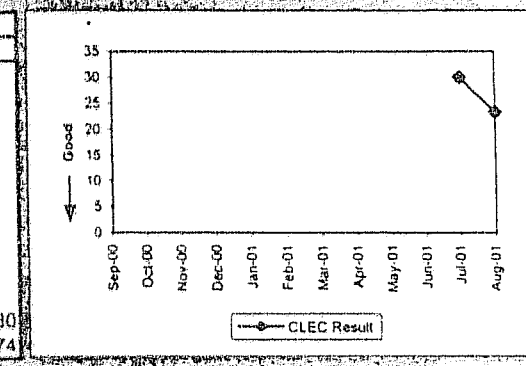
Interval Zone One

		CLEC Result	Std Dev
[illegible]	[illegible]	0.00	0.00
[illegible]	[illegible]	2.23	5.75
[illegible]	1	12.00	
[illegible]	[illegible]	10.18	4.43
[illegible]	[illegible]	23.39	13.42
[illegible]	[illegible]	11.12	14.14



Interval Zone Two

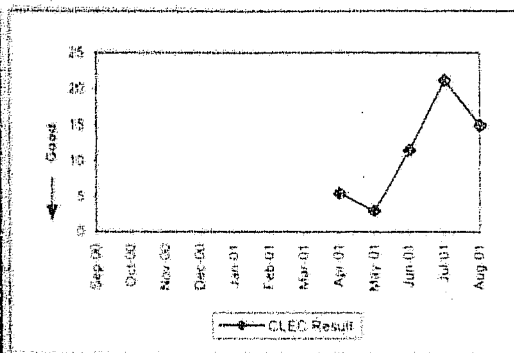
		CLEC Result	Std Dev
[illegible]	[illegible]	30.00	15.80
[illegible]	[illegible]	23.33	25.74



[illegible] Extended Loops (EELs) Installation

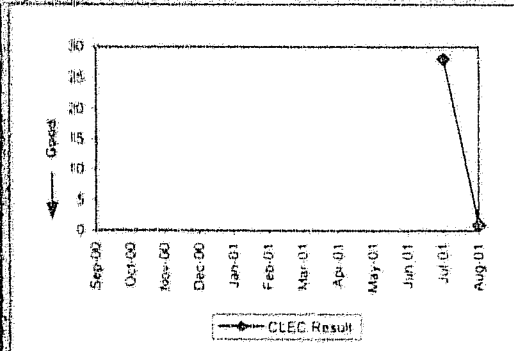
[illegible] Interval Zone One

[illegible]	[illegible]	[illegible]	CLEC Result	Std Dev
[illegible]				
[illegible]				
[illegible]				
[illegible]				
[illegible]				
[illegible]				
[illegible]				
[illegible]	[illegible]	[illegible]	5.50	6.36
[illegible]	[illegible]	[illegible]	3.00	
[illegible]	[illegible]	2	11.50	6.36
[illegible]	[illegible]	[illegible]	21.22	11.61
[illegible]	[illegible]	[illegible]	14.93	13.92



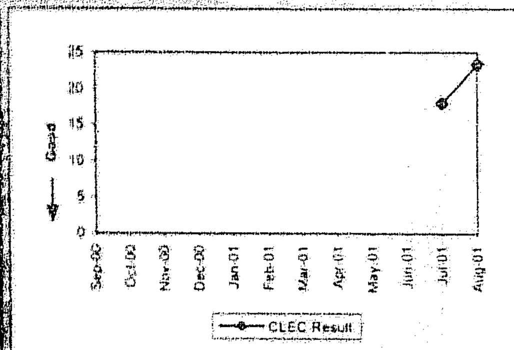
[illegible] Interval Zone Two

[illegible]	[illegible]	[illegible]	CLEC Result	Std Dev
[illegible]				
[illegible]				
[illegible]				
[illegible]				
[illegible]				
[illegible]				
[illegible]				
[illegible]				
[illegible]				
[illegible]				
[illegible]	[illegible]	4	28.00	12.45
[illegible]	[illegible]	1	1.00	



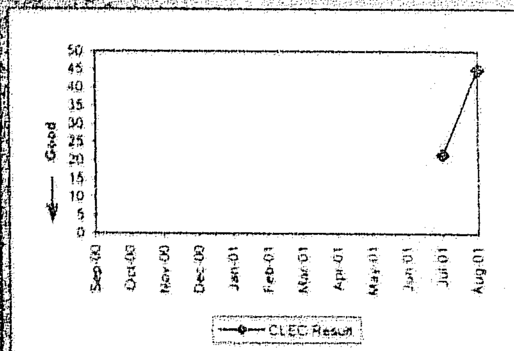
[illegible] Interval Zone One

[illegible]	[illegible]	[illegible]	CLEC Result	Std Dev
[illegible]				
[illegible]				
[illegible]				
[illegible]				
[illegible]				
[illegible]				
[illegible]				
[illegible]				
[illegible]				
[illegible]				
[illegible]	[illegible]	2	18.00	16.97
[illegible]	[illegible]	[illegible]	23.42	10.91



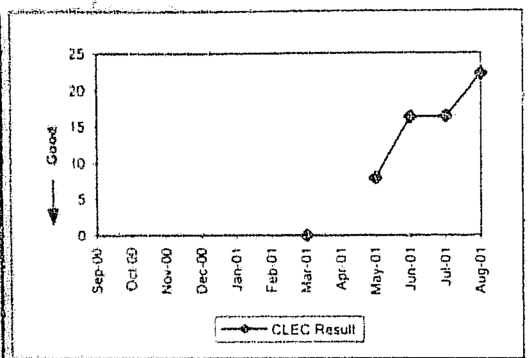
[illegible] Interval Zone Two

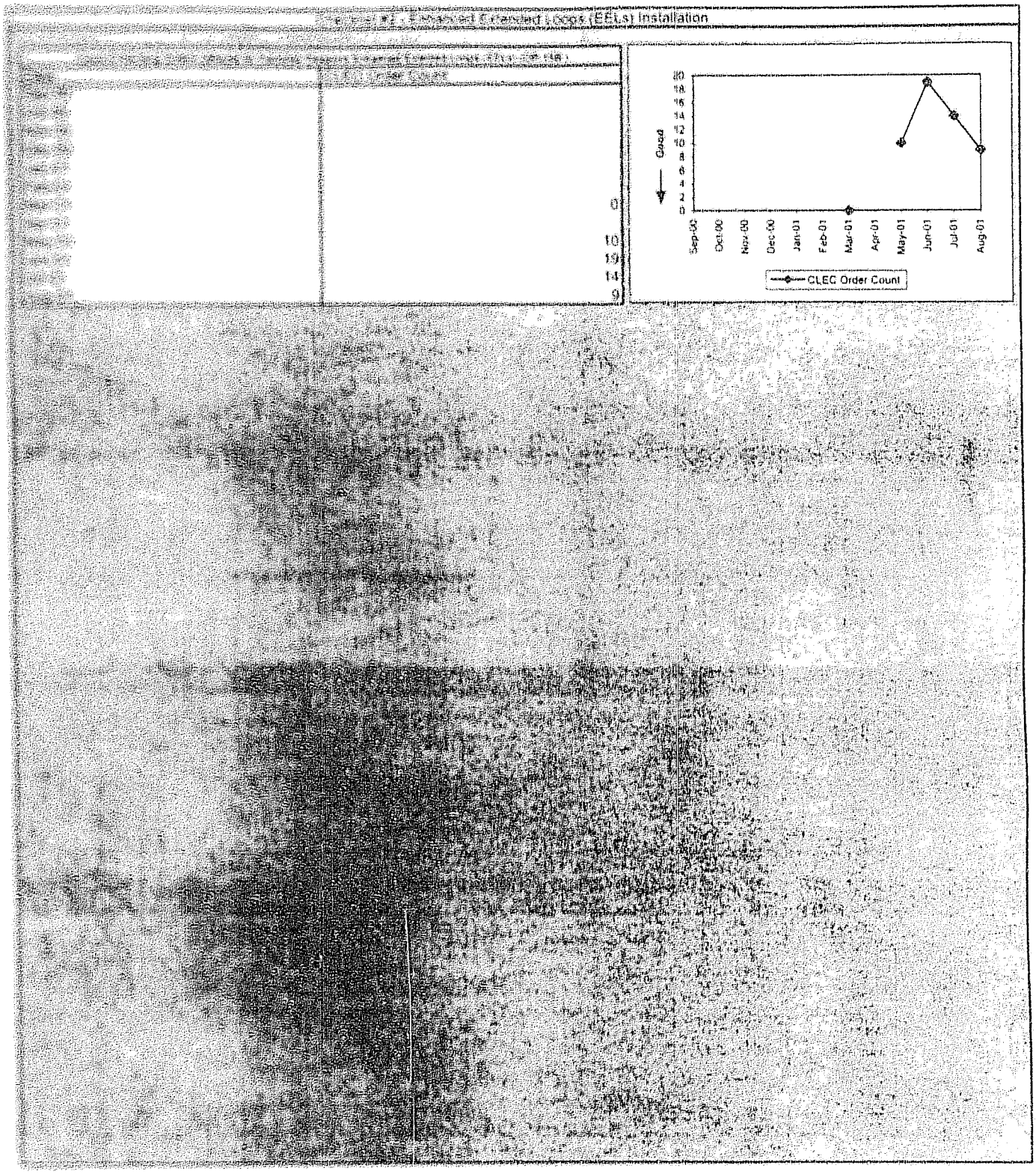
[illegible]	[illegible]	[illegible]	CLEC Result	Std Dev
[illegible]				
[illegible]				
[illegible]				
[illegible]				
[illegible]				
[illegible]				
[illegible]				
[illegible]				
[illegible]				
[illegible]				
[illegible]	[illegible]	[illegible]	21.67	15.37
[illegible]	[illegible]	1	45.00	



[illegible] Enhanced Extended Loops (EELs) Installation

[illegible] [illegible] Date (Average Days) (OP-15A)				
[illegible]	[illegible]	[illegible]	CLEC Result	Std Dev
[illegible]				
[illegible]				
[illegible]				
[illegible]				
[illegible]				
[illegible]				
[illegible]	[illegible]	1	0.00	
[illegible]				
[illegible]	[illegible]	[illegible]	7.92	4.27
[illegible]	[illegible]	21	16.33	9.04
[illegible]	[illegible]	[illegible]	16.44	16.15
[illegible]	[illegible]	[illegible]	22.23	17.73




Enhanced Extended Loops (EELs) Installation
Good
20
18
16
14
12
10
8
6
4
2
0
Sep-00
Oct-00
Nov-00
Dec-00
Jan-01
Feb-01
Mar-01
Apr-01
May-01
Jun-01
Jul-01
Aug-01
CLEC Order Count

CLEC Result
Qwest Result
Benchmark - 90%
Good
Sep-00
Oct-00
Nov-00
Dec-00
Jan-01
Feb-01
Mar-01
Apr-01
May-01
Jun-01
Jul-01
Aug-01

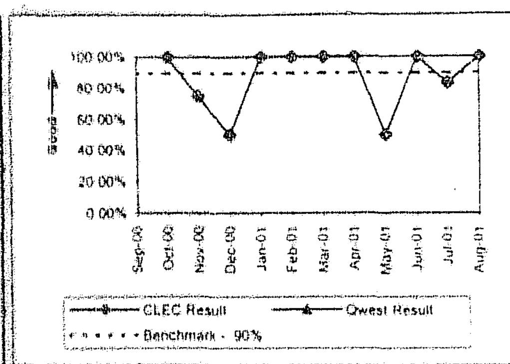
CLEC Result
Qwest Result
Benchmark - 6
Good
Sep-00
Oct-00
Nov-00
Dec-00
Jan-01
Feb-01
Mar-01
Apr-01
May-01
Jun-01
Jul-01
Aug-01

CLEC Result
Qwest Result
Good
Sep-00
Oct-00
Nov-00
Dec-00
Jan-01
Feb-01
Mar-01
Apr-01
May-01
Jun-01
Jul-01
Aug-01

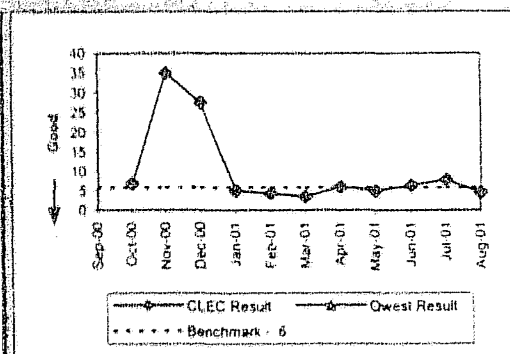
CLEC Result
Qwest Result
Good
Sep-00
Oct-00
Nov-00
Dec-00
Jan-01
Feb-01
Mar-01
Apr-01
May-01
Jun-01
Jul-01
Aug-01

[illegible] - Unbundled Loop - Analog Installation

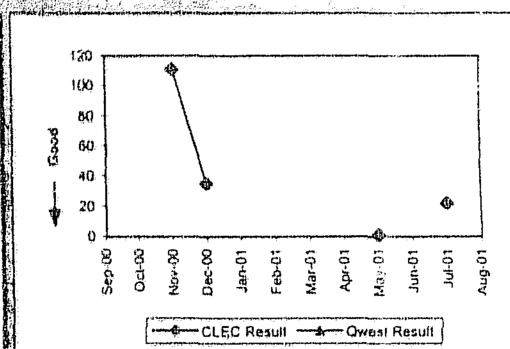
Month	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Mod Z Scr	Parity Score
[illegible]	[illegible]	[illegible]	[illegible]					



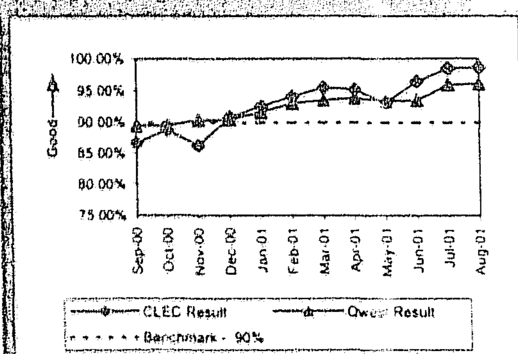
Month	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Mod Z Scr	Parity Score
[illegible]	[illegible]	[illegible]	[illegible]					

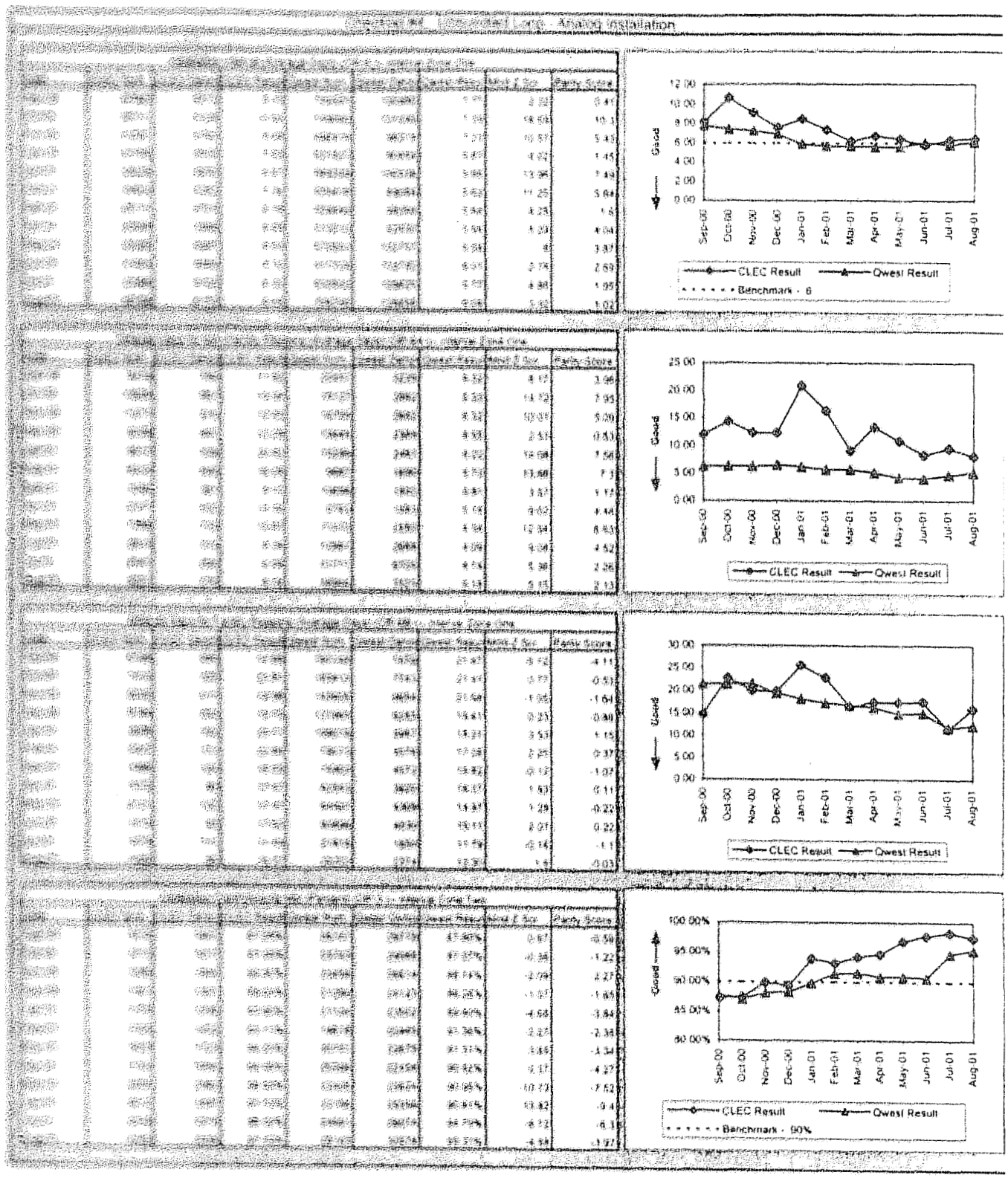


Month	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Mod Z Scr	Parity Score
[illegible]	[illegible]	[illegible]	[illegible]					



Month	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Result	Mod Z Scr	Parity Score
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	8.06	3.9
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	89.64%	2.52	0.53
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	90.35%	12.92	8.86
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	90.42%	-1.17	-1.71
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	91.60%	-2.76	-2.60
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	92.97%	-3.94	-3.30
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	93.51%	-4.1	-5.93
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	92.84%	-5.64	-4.43
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	92.33%	0.77	-0.53
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	93.47%	-12.45	-8.57
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	94.02%	-13.08	-8.95
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	96.11%	-14.64	-9.9

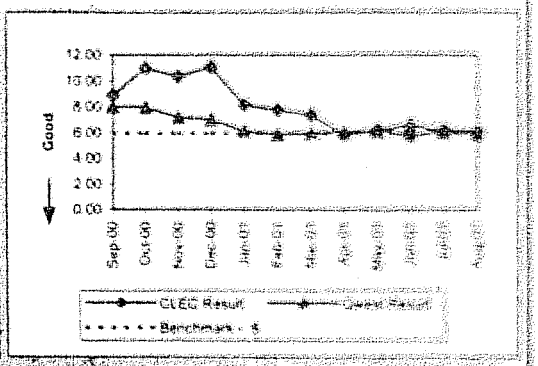



Good
CLEC Result
Qwest Result
Benchmark - 6
Benchmark - 90%
Sep-00
Oct-00
Nov-00
Dec-00
Jan-01
Feb-01
Mar-01
Apr-01
May-01
Jun-01
Jul-01
Aug-01

Checklist #4 - Unbundled Loop - Analog Installation

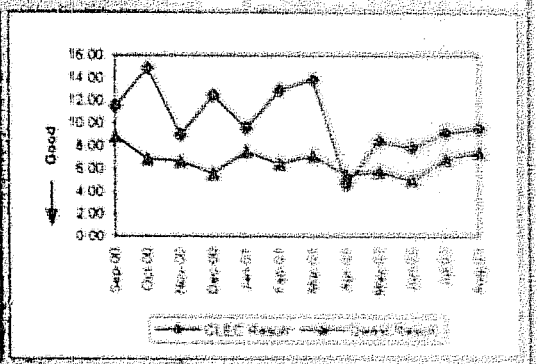
Installation Interval (Average Days) (OP-4)-- Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Sep-00	7778	874	8.90	240015	29779	8.06	1.35	-0.18
Oct-00	9079	826	10.99	236721	29565	8.01	4.04	1.46
Nov-00	6939	670	10.36	191504	26614	7.20	5.05	2.07
Dec-00	7405	670	11.05	169251	24123	7.02	8.39	4.1
Jan-01	3442	421	8.18	144421	23502	6.15	2.83	0.72
Feb-01	2782	357	7.79	120344	20445	5.89	2.86	0.74
Mar-01	3112	421	7.39	135139	22675	5.96	1.95	0.19
Apr-01	2712	466	5.82	136269	22458	6.07	-0.41	-1.25
May-01	7085	1129	6.28	157309	25624	6.14	0.38	-0.77
Jun-01	7880	1371	5.75	171150	25556	6.70	-2.03	-2.23
Jul-01	8142	1306	6.23	164518	27188	6.05	0.46	-0.72
Aug-01	6748	1107	6.10	187898	31785	5.91	0.58	-0.65



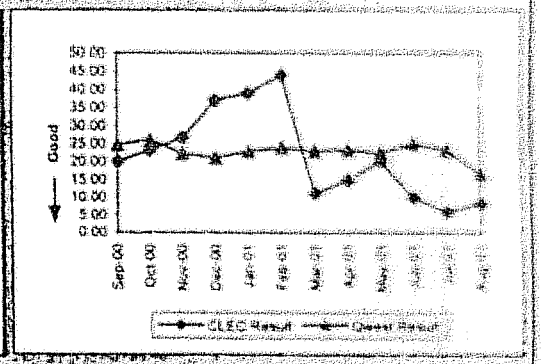
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)-- Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Sep-00	1984	173	11.47	8212	925	8.88	0.82	-0.5
Oct-00	2128	143	14.88	5402	785	6.88	1.98	0.2
Nov-00	880	98	8.98	4700	705	6.67	1.26	-0.23
Dec-00	846	68	12.44	3376	603	5.60	1.16	-0.3
Jan-01	489	51	9.59	4588	610	7.52	1.03	-0.37
Feb-01	1044	81	12.89	2606	405	6.43	0.99	-0.4
Mar-01	1158	84	13.79	3003	421	7.13	0.94	-0.43
Apr-01	410	89	4.61	2918	537	5.43	-0.38	-1.23
May-01	621	74	8.39	3561	616	5.78	1.26	-0.23
Jun-01	575	74	7.77	3259	652	5.00	1.35	-0.16
Jul-01	1139	125	9.11	11915	1750	6.81	0.77	-0.53
Aug-01	691	73	9.47	13291	1788	7.43	1.26	-0.23



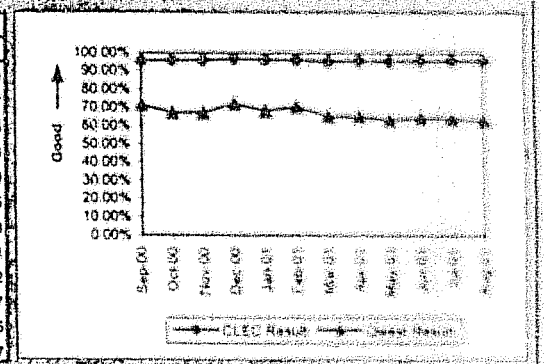
Delayed Days for Facility Reasons (Average Days) (OP-6B)-- Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Sep-00	1245	62	20.08	66714	2707	24.64	-0.77	-1.47
Oct-00	1412	61	23.15	79398	3037	26.14	-0.41	-1.25
Nov-00	1600	60	26.67	54633	2451	22.29	0.79	-0.52
Dec-00	2667	72	37.04	47291	2230	21.21	1.8	0.09
Jan-01	976	25	39.04	41038	1788	22.95	2.12	0.29
Feb-01	746	17	43.88	32523	1362	23.88	2.29	0.39
Mar-01	178	16	11.12	34582	1503	23.01	-0.98	-1.6
Apr-01	164	11	14.91	35619	1525	23.36	-0.75	-1.46
May-01	346	17	20.35	38255	1703	22.46	-0.27	-1.16
Jun-01	110	11	10.00	44197	1748	25.28	-0.93	-1.56
Jul-01	180	30	6.00	17452	747	23.36	-1.71	-2.04
Aug-01	256	31	8.26	14432	854	16.90	-1.64	-2



New Service Installation Quality (Percent) (OP-5)-- Interval Zone One and Two

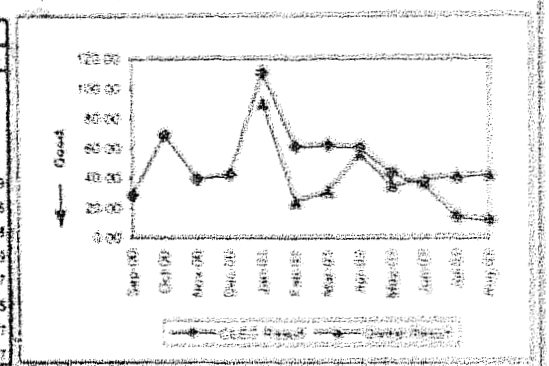
Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Sep-00	11781	12346	95.42%	109519	153450	71.37%	-56.88	-35.58
Oct-00	13211	13757	96.03%	97695	145601	67.10%	-69.04	-42.97
Nov-00	13878	14477	95.85%	94360	141056	66.90%	-70.5	-43.88
Dec-00	12864	13126	98.63%	94857	131818	71.96%	-60.01	-37.48
Jan-01	11227	11883	94.26%	89527	131409	68.13%	-62.49	-38.99
Feb-01	11104	11541	96.21%	89673	127531	70.31%	-58.32	-36.45
Mar-01	12649	13295	95.14%	82238	126328	65.10%	-69.13	-43.03
Apr-01	13725	14346	95.70%	84515	129382	65.32%	-72.53	-45.1
May-01	15164	15935	95.29%	84109	133033	63.22%	-79.32	-49.22
Jun-01	16836	17593	95.70%	90677	140757	64.42%	-81.7	-50.67
Jul-01	16204	16935	95.68%	88705	138940	63.84%	-81.42	-50.5
Aug-01	16511	17278	95.56%	92927	147636	62.94%	-84	-52.07



Checklist #4 - Unbundled Loop - Analog Installation

Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A)

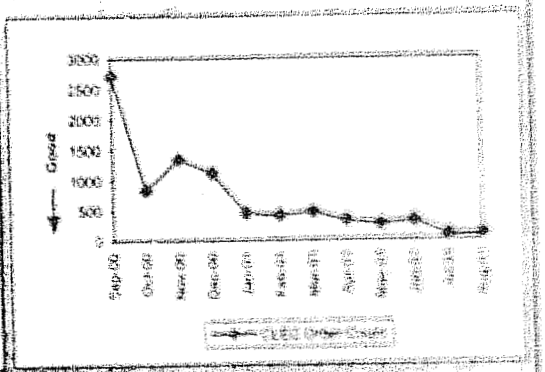
Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Sep-00	153788	5392	28.52					
Oct-00	83096	1197	69.42					
Nov-00	71857	1831	39.24					
Dec-00	68345	1604	42.61					
Jan-01	68530	618	110.89	493753	5464	90.36	8.21	3.99
Feb-01	38905	635	61.27	147909	6102	24.24	37.77	21.96
Mar-01	48239	778	62.00	226865	7213	31.45	28.42	16.28
Apr-01	37468	617	60.73	543638	9602	56.62	1.79	0.09
May-01	23288	539	43.21	254762	7200	35.38	4.45	1.7
Jun-01	18415	513	35.90	292047	7447	39.22	-1.50	-1.95
Jul-01	2815	202	13.94	200668	4834	41.51	-7.84	-3.77
Aug-01	4024	347	11.60	278771	6557	42.52	-10.81	-7.57



Checklist #4 - Unbundled Loop - Analog Installation

Count of Pending Orders Delayed for Facilities Reasons Unbundled Loop Analog (OP-15B)

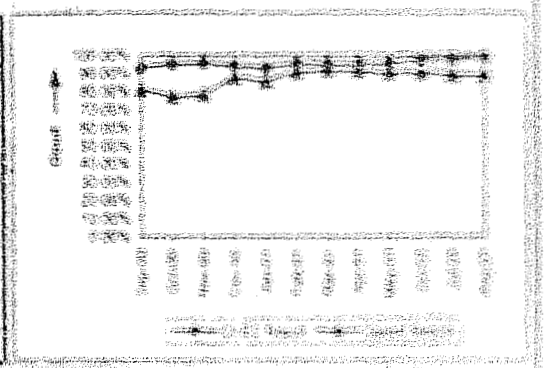
Date	CLEC Order Count
Sep-00	2719
Oct-00	834
Nov-00	1351
Dec-00	1123
Jan-01	449
Feb-01	412
Mar-01	463
Apr-01	319
May-01	259
Jun-01	309
Jul-01	83
Aug-01	89



Checklist #4 - Unbundled Loop - Analog Repair

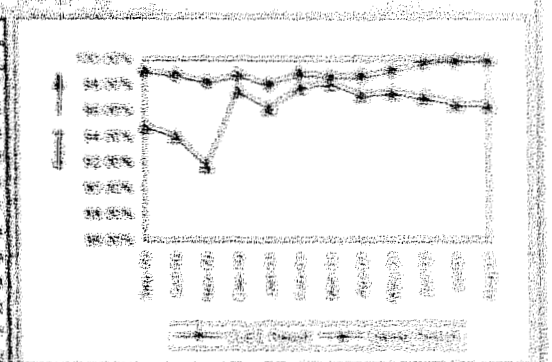
Out of Service Cleared within 24 hours (Percent) (MR-3)-- Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Sep-00	1228	1316	93.31%	110263	135319	81.48%	[illegible]	[illegible]
Oct-00	1361	1430	95.17%	111161	143417	77.51%	[illegible]	[illegible]
Nov-00	1468	1534	95.70%	118863	151320	78.55%	[illegible]	[illegible]
Dec-00	1156	1225	94.37%	104523	118891	87.92%	[illegible]	[illegible]
Jan-01	1257	1349	93.18%	119643	139219	85.94%	[illegible]	[illegible]
Feb-01	1262	1320	95.61%	104237	114651	90.92%	[illegible]	[illegible]
Mar-01	1627	1707	95.31%	120665	131449	91.80%	[illegible]	[illegible]
Apr-01	1764	1851	95.30%	133815	146602	91.28%	[illegible]	[illegible]
May-01	2108	2201	95.77%	141175	156170	90.40%	[illegible]	[illegible]
Jun-01	2206	2255	97.83%	143902	158596	90.73%	[illegible]	[illegible]
Jul-01	2101	2142	98.09%	140477	157183	89.37%	[illegible]	[illegible]
Aug-01	2599	2633	98.71%	140311	157431	89.13%	[illegible]	[illegible]



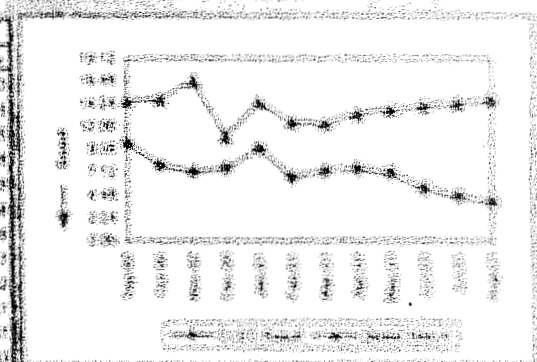
All Troubles Cleared within 48 hours (Percent) (MR-4)-- Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Sep-00	1303	1316	99.01%	257858	272005	94.80%	[illegible]	[illegible]
Oct-00	1412	1430	98.74%	272354	289579	94.05%	[illegible]	[illegible]
Nov-00	1506	1534	98.17%	246856	268997	91.77%	[illegible]	[illegible]
Dec-00	1209	1225	98.69%	210501	215828	97.53%	[illegible]	[illegible]
Jan-01	1322	1349	98.00%	196904	204757	96.16%	[illegible]	[illegible]
Feb-01	1305	1320	98.86%	166731	170509	97.78%	[illegible]	[illegible]
Mar-01	1683	1707	98.59%	192525	196252	98.10%	[illegible]	[illegible]
Apr-01	1826	1851	98.65%	203310	209170	97.20%	[illegible]	[illegible]
May-01	2181	2201	99.09%	216268	222160	97.35%	[illegible]	[illegible]
Jun-01	2252	2259	99.69%	217469	224153	97.02%	[illegible]	[illegible]
Jul-01	2167	2171	99.82%	216094	223992	96.47%	[illegible]	[illegible]
Aug-01	2647	2652	99.81%	221346	229680	96.38%	[illegible]	[illegible]



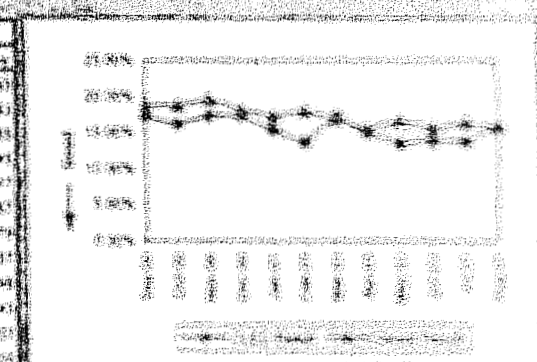
Mean Time to Restore (Hours:Minutes) (MR-6)-- Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Sep-00	13473:43	1316	10:14	4008819:42	272005	[illegible]	[illegible]	[illegible]
Oct-00	11312:20	1430	7:55	4306246:03	289579	[illegible]	[illegible]	[illegible]
Nov-00	11037:34	1534	7:12	4531129:34	268997	[illegible]	[illegible]	[illegible]
Dec-00	9313:37	1225	7:36	2358665:30	215828	[illegible]	[illegible]	[illegible]
Jan-01	13050:36	1349	9:40	2981480:39	204757	[illegible]	[illegible]	[illegible]
Feb-01	8807:34	1320	6:40	2122969:02	170509	[illegible]	[illegible]	[illegible]
Mar-01	12504:31	1707	7:20	2412452:45	196252	[illegible]	[illegible]	[illegible]
Apr-01	14044:40	1851	7:35	2801157:04	209170	[illegible]	[illegible]	[illegible]
May-01	15629:11	2201	7:06	3066940:15	222160	[illegible]	[illegible]	[illegible]
Jun-01	12385:27	2259	5:29	3183664:45	224153	[illegible]	[illegible]	[illegible]
Jul-01	10218:32	2171	4:42	3244388:09	223992	[illegible]	[illegible]	[illegible]
Aug-01	10880:50	2652	4:06	3414895:34	229680	[illegible]	[illegible]	[illegible]



Repair Repeat Report Rate (Percent) (MR-7)-- Interval Zone One

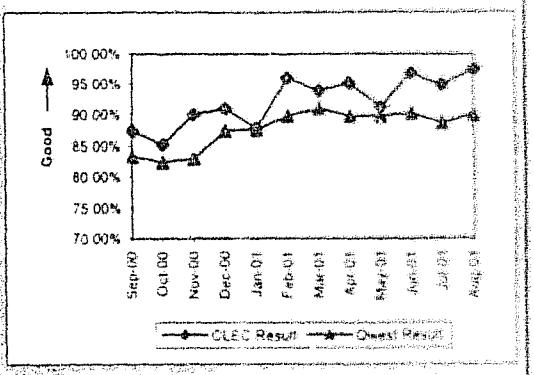
Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Sep-00	227	1316	17.25%	51400	272005	18.90%	[illegible]	[illegible]
Oct-00	231	1430	16.15%	55754	297347	18.75%	[illegible]	[illegible]
Nov-00	267	1534	17.41%	54394	278506	19.53%	[illegible]	[illegible]
Dec-00	213	1225	17.39%	40240	220974	18.21%	[illegible]	[illegible]
Jan-01	207	1349	15.34%	36506	210729	17.34%	[illegible]	[illegible]
Feb-01	179	1320	13.56%	31678	175502	18.05%	[illegible]	[illegible]
Mar-01	295	1707	17.28%	34193	201563	16.96%	[illegible]	[illegible]
Apr-01	277	1851	14.96%	33210	214593	15.48%	[illegible]	[illegible]
May-01	297	2201	13.49%	38170	228151	16.73%	[illegible]	[illegible]
Jun-01	314	2259	13.90%	35217	230456	15.28%	[illegible]	[illegible]
Jul-01	298	2171	13.73%	37919	230549	16.45%	[illegible]	[illegible]
Aug-01	418	2652	15.76%	37525	237231	15.82%	[illegible]	[illegible]



Checklist #4 - Unbundled Loop - Analog Repair

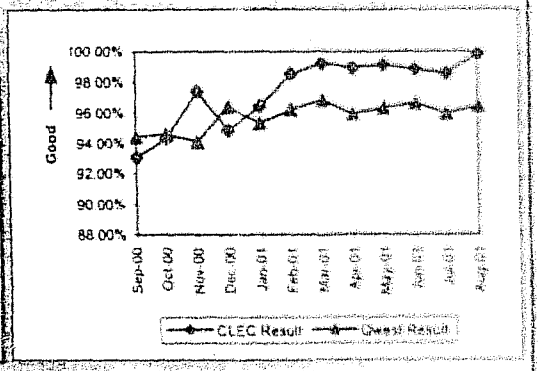
Out of Service Cleared within 24 hours (Percent) (MR-3)-- Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
[illegible]	215	246	87.40%	34116	40919	83.37%	-1.69	-2.03
[illegible]	226	265	85.28%	33693	40877	82.43%	-1.22	-1.74
[illegible]	208	231	90.04%	37231	44874	82.97%	-2.85	-2.73
[illegible]	210	233	90.99%	30187	34522	87.44%	-1.63	-1.99
[illegible]	173	197	87.82%	25648	29274	87.61%	-0.09	-1.05
[illegible]	196	204	96.08%	24503	27293	89.78%	-2.96	-2.8
[illegible]	231	248	93.90%	29693	32627	91.01%	-1.58	-1.96
[illegible]	350	368	95.11%	30966	34521	89.70%	-3.39	-3.06
[illegible]	407	446	91.26%	34243	38152	89.75%	-1.04	-1.63
[illegible]	485	501	96.81%	36597	40555	90.24%	-4.92	-3.99
[illegible]	440	485	94.85%	37525	42352	88.60%	-4.3	-3.62
[illegible]	551	565	97.52%	37718	41928	89.96%	-5.94	-4.61



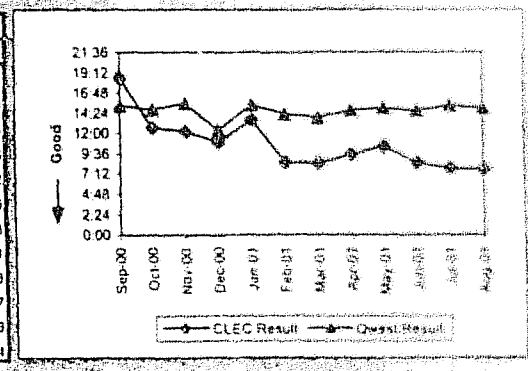
All Trouble Cleared within 48 hours (Percent) (MR-4)-- Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
[illegible]	229	246	93.09%	75222	79656	94.43%	0.88	-0.47
[illegible]	250	265	94.34%	74712	78967	94.61%	0.13	-0.92
[illegible]	225	231	97.40%	71880	76380	94.11%	-2.12	-2.29
[illegible]	221	233	94.85%	57449	59584	96.42%	1.25	-0.24
[illegible]	190	197	96.45%	42143	44221	95.30%	-0.76	-1.46
[illegible]	201	204	98.53%	38863	40385	96.23%	-1.72	-2.05
[illegible]	244	246	99.19%	47181	48730	96.82%	-2.11	-2.28
[illegible]	364	368	98.91%	47331	49352	95.90%	-2.9	-2.76
[illegible]	443	446	99.10%	52109	54107	96.31%	-3.12	-2.9
[illegible]	495	501	98.80%	54869	56583	96.62%	-2.69	-2.64
[illegible]	478	485	98.56%	57524	59966	95.93%	-2.92	-2.77
[illegible]	564	565	99.82%	58183	60343	96.42%	-4.33	-3.63



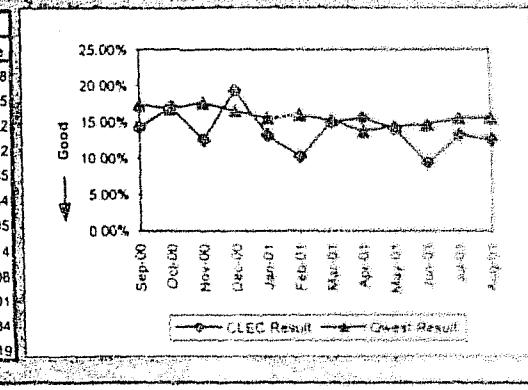
Mean Time to Restore (Hours:Minutes) (MR-6)-- Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
[illegible]	4592:19	246	18:35	1217490:14	79656	15:17	2.75	0.67
[illegible]	3349:58	265	12:38	1167190:57	78967	14:47	-1.63	-1.99
[illegible]	2805:01	231	12:09	1186382:16	76380	15:32	-2.04	-2.24
[illegible]	2356:56	233	10:58	735067:34	59584	12:20	-1.12	-1.68
[illegible]	2661:36	197	13:31	678893:42	44221	15:21	-1.35	-1.82
[illegible]	1737:39	204	8:31	573848:03	40385	14:13	-4.28	-3.6
[illegible]	2068:09	246	8:24	671525:06	48730	13:47	-4.57	-3.78
[illegible]	3673:49	368	9:26	724661:59	49352	14:41	-5.77	-4.51
[illegible]	4834:27	446	10:23	808396:05	54107	14:56	-4.49	-3.73
[illegible]	4235:59	501	8:27	830232:35	56583	14:40	-7.74	-5.7
[illegible]	3795:03	485	7:49	916983:42	59966	15:18	-8.28	-6.03
[illegible]	4345:47	565	7:41	902588:35	60343	14:57	-9.12	-6.54



Repair Repeat Report Rate (Percent) (MR-7)-- Interval Zone Two

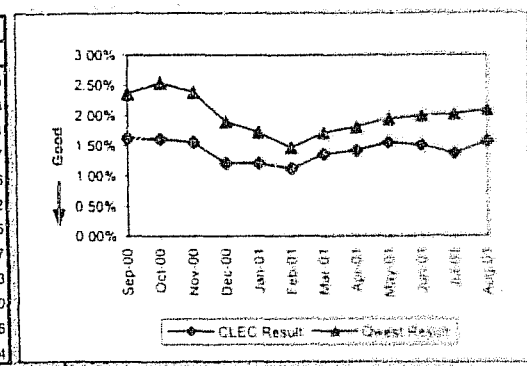
Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
[illegible]	35	246	14.23%	13815	79656	17.34%	-1.29	-1.78
[illegible]	45	265	16.98%	13527	80432	16.82%	0.08	-0.95
[illegible]	29	231	12.55%	13696	77935	17.57%	-2	-2.22
[illegible]	45	233	19.31%	10004	60613	16.50%	1.12	-0.32
[illegible]	26	197	13.20%	6985	44961	15.54%	-0.9	-1.55
[illegible]	21	204	10.29%	6560	41041	15.98%	-2.21	-2.34
[illegible]	37	246	15.04%	7531	49496	15.22%	-0.06	-1.05
[illegible]	57	368	15.49%	6878	50109	13.73%	0.98	-0.4
[illegible]	63	446	14.13%	7887	54944	14.35%	-0.14	-1.08
[illegible]	47	501	9.38%	8415	57503	14.63%	-3.31	-3.01
[illegible]	64	485	13.20%	9448	61072	15.47%	-1.38	-1.84
[illegible]	73	565	12.57%	9633	61839	15.58%	-1.96	-2.19



Checklist #4 - Unbundled Loop - Analog Repair

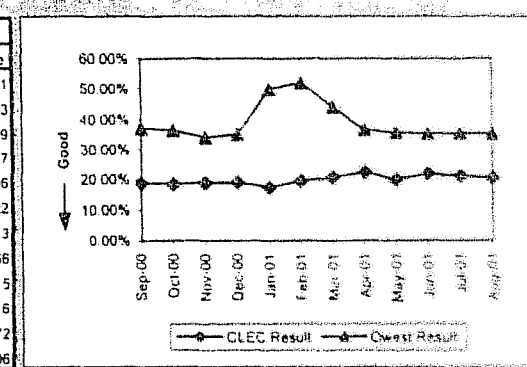
Trouble Rate (Percent) (MR-8)-- Interval Zone One and Two

[illegible]	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
[illegible]	1582	96180	1.62%	351661	14875553	2.36%	-15.06	-10.15
[illegible]	1695	105472	1.61%	377779	14863436	2.54%	-19.22	-12.68
[illegible]	1753	113622	1.55%	354441	14842281	2.39%	-18.32	-12.14
[illegible]	1458	120189	1.21%	281587	14816779	1.90%	-17.38	-11.57
[illegible]	1546	127475	1.21%	255690	14789275	1.73%	-14.08	-9.56
[illegible]	1524	135862	1.12%	216543	14753135	1.47%	-10.56	-7.42
[illegible]	1953	144346	1.35%	251059	14671028	1.71%	-10.44	-7.35
[illegible]	2219	157209	1.41%	264702	14624779	1.81%	-11.79	-8.17
[illegible]	2547	170701	1.55%	283095	14555504	1.94%	-11.73	-8.13
[illegible]	2760	183257	1.51%	287959	14452265	1.99%	-14.81	-10
[illegible]	2636	193781	1.37%	291621	14395514	2.03%	-20.34	-13.36
[illegible]	3215	206379	1.56%	299070	14314198	2.09%	-16.68	-11.14



Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10)-- Interval Zone One and Two

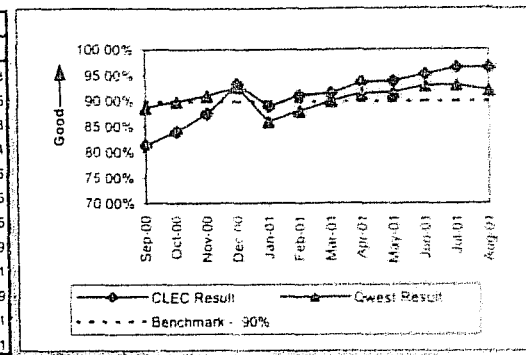
[illegible]	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
[illegible]	362	1924	18.82%	208108	559769	37.18%	-16.64	-11.11
[illegible]	384	2079	18.47%	216069	593848	36.38%	-16.95	-11.3
[illegible]	450	2375	18.95%	183218	537659	34.08%	-14.95	-10.09
[illegible]	342	1800	19.00%	152550	434137	35.14%	-14.31	-9.7
[illegible]	327	1873	17.46%	255055	510745	49.94%	-28.06	-18.06
[illegible]	371	1895	19.58%	235955	452498	52.15%	-28.32	-18.22
[illegible]	511	2464	20.74%	200062	451121	44.35%	-23.53	-15.3
[illegible]	541	2660	22.41%	154084	418786	36.79%	-15.89	-10.66
[illegible]	662	3307	19.96%	157773	440868	35.79%	-18.92	-12.5
[illegible]	771	3531	21.84%	157308	445267	35.33%	-16.71	-11.16
[illegible]	703	3359	20.93%	160806	452427	35.54%	-17.63	-11.72
[illegible]	825	4037	20.31%	163113	462183	35.29%	-19.83	-13.06



Checklist #4 - Unbundled Loop - Non-Loaded (2-Wire) Installation

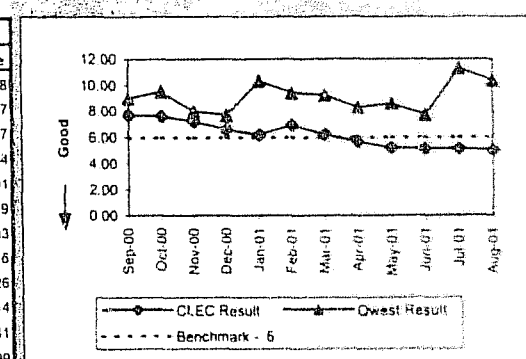
Installation Commitments Met (Percent) (OP-3)-- Interval Zone One

[illegible]	[illegible]	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
[illegible]	[illegible]	2360	81.31%	3004	3385	88.74%	8.77	4.33
[illegible]	[illegible]	2920	84.01%	3512	3906	89.91%	7.15	3.35
[illegible]	[illegible]	1365	87.55%	3740	4108	91.04%	3.92	1.38
[illegible]	[illegible]	1022	93.25%	3690	3983	92.64%	-0.66	-1.4
[illegible]	[illegible]	2816	88.99%	2444	2841	86.03%	-3.22	-2.96
[illegible]	[illegible]	2260	91.11%	2371	2690	88.14%	-3.21	-2.95
[illegible]	[illegible]	2317	91.50%	2450	2721	90.04%	-1.72	-2.05
[illegible]	[illegible]	2599	93.81%	2459	2688	91.48%	-2.78	-2.69
[illegible]	[illegible]	1705	93.84%	2403	2620	91.72%	-2.48	-2.51
[illegible]	[illegible]	1576	95.15%	2299	2474	92.93%	-2.45	-2.49
[illegible]	[illegible]	1157	96.46%	1965	2111	93.08%	-3.63	-3.21
[illegible]	[illegible]	1575	96.51%	1990	2161	92.09%	-4.94	-4.01



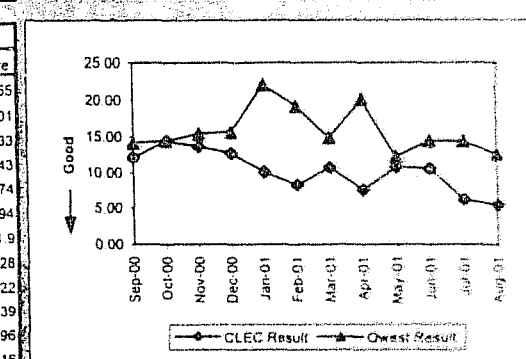
Installation Interval (Average Days) (OP-4)-- Interval Zone One

[illegible]	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
[illegible]	[illegible]	1992	7.67	29578	3290	8.99	-2.93	-2.78
[illegible]	[illegible]	1787	7.59	36336	3804	9.55	-5.06	-4.07
[illegible]	[illegible]	1174	7.18	32100	4031	7.96	-1.76	-2.07
[illegible]	[illegible]	797	8.56	29969	3903	7.68	-2.2	-2.34
[illegible]	[illegible]	2078	6.15	28900	2792	10.35	-8.25	-6.01
[illegible]	[illegible]	1833	6.90	24566	2606	9.43	-4.59	-3.79
[illegible]	[illegible]	2077	6.17	24449	2646	9.24	-7.95	-5.83
[illegible]	[illegible]	2170	5.65	21654	2615	8.28	-6.85	-5.16
[illegible]	[illegible]	1364	5.17	20837	2432	8.57	-7.01	-5.26
[illegible]	[illegible]	873	5.10	17450	2276	7.67	-5.17	-4.14
[illegible]	[illegible]	846	5.09	24581	2173	11.31	-12.18	-8.41
[illegible]	[illegible]	1249	4.98	23861	2304	10.36	-13.14	-8.99



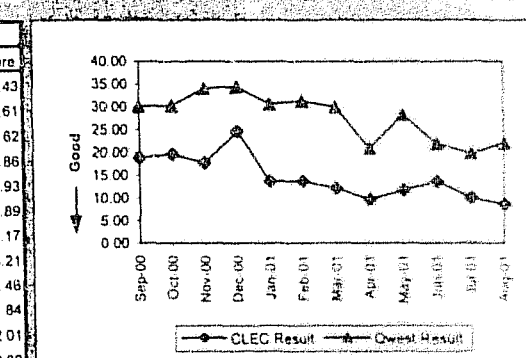
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)-- Interval Zone One

[illegible]	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
[illegible]	[illegible]	250	12.13	3037	214	14.19	-0.9	-1.55
[illegible]	[illegible]	156	14.39	2786	193	14.44	-0.02	-1.01
[illegible]	[illegible]	59	13.66	2901	188	15.43	-0.54	-1.33
[illegible]	[illegible]	30	12.67	2395	153	15.65	-0.7	-1.43
[illegible]	[illegible]	143	10.07	4578	207	22.12	-2.87	-2.74
[illegible]	[illegible]	100	8.26	2941	153	19.22	-1.54	-1.94
[illegible]	[illegible]	110	10.68	1699	114	14.90	-1.48	-1.9
[illegible]	[illegible]	79	7.59	1916	95	20.17	-2.11	-2.28
[illegible]	[illegible]	55	10.71	1259	103	12.22	-0.36	-1.22
[illegible]	[illegible]	30	10.57	1085	75	14.47	-0.64	-1.39
[illegible]	[illegible]	48	6.15	3485	242	14.40	-1.58	-1.96
[illegible]	[illegible]	49	5.39	4351	346	12.58	-1.91	-2.16



Delayed Days for Facility Reasons (Average Days) (OP-6B)-- Interval Zone One

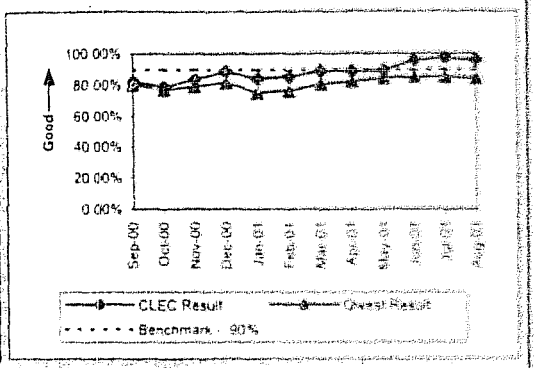
[illegible]	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
[illegible]	3592	191	18.81	5013	167	30.02	-2.35	-2.43
[illegible]	3287	167	19.68	6058	201	30.14	-2.64	-2.61
[illegible]	1965	111	17.70	6111	180	33.95	-4.32	-3.62
[illegible]	960	39	24.62	4818	140	34.41	-1.42	-1.86
[illegible]	2290	167	13.71	5795	190	30.50	-4.82	-3.93
[illegible]	1385	101	13.71	5178	166	31.19	-3.11	-2.89
[illegible]	1056	87	12.14	4693	157	29.89	-3.57	-3.17
[illegible]	842	87	9.68	2814	134	21.00	-3.63	-3.21
[illegible]	580	50	11.60	3219	114	28.24	-2.4	-2.46
[illegible]	388	27	13.63	2194	100	21.94	-1.38	-1.84
[illegible]	201	20	10.05	1526	77	19.82	-1.66	-2.01
[illegible]	332	39	8.54	2098	95	22.08	-3	-2.82



Checklist #4 - Unbundled Loop - Non-Loaded (2-Wire) Installation

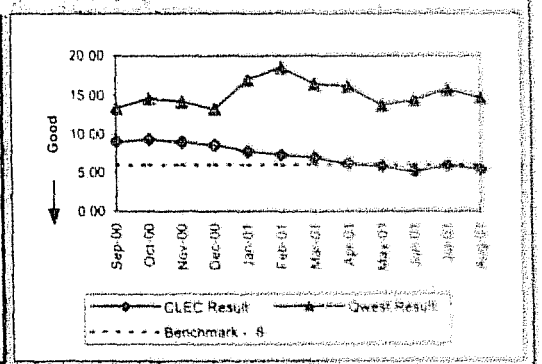
Installation Commitments Met (Percent) (OP-3)– Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
[illegible]	465	565	82.30%	563	698	80.66%	-0.73	-1.45
[illegible]	486	591	78.85%	612	793	77.18%	-0.73	-1.45
[illegible]	387	462	83.77%	591	746	79.22%	-1.89	-2.15
[illegible]	326	367	88.83%	599	732	81.83%	-2.84	-2.73
[illegible]	660	785	84.08%	392	521	75.24%	-3.62	-3.2
[illegible]	387	454	85.24%	415	544	76.29%	-3.31	-3.01
[illegible]	499	561	88.95%	456	566	80.57%	-3.56	-3.16
[illegible]	385	435	88.51%	436	529	82.42%	-2.47	-2.5
[illegible]	389	435	89.43%	380	449	84.63%	-1.98	-2.2
[illegible]	481	502	95.82%	433	507	85.40%	-4.68	-3.85
[illegible]	460	473	97.25%	388	456	85.09%	-5.2	-4.16
[illegible]	552	577	95.67%	394	468	84.19%	-5.06	-4.07



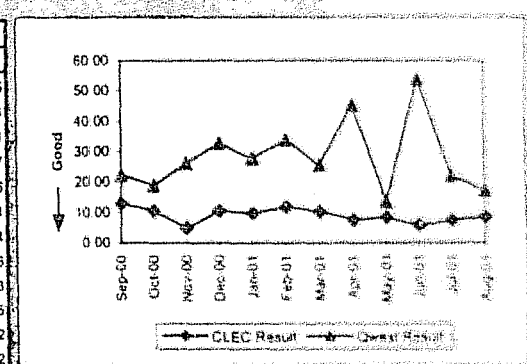
Installation Interval (Average Days) (OP-4)– Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
[illegible]	3251	360	9.03	8906	667	13.35	-3.7	-3.25
[illegible]	4151	448	9.27	11117	763	14.57	-4.33	-3.63
[illegible]	3310	370	8.95	10151	715	14.20	-3.54	-3.16
[illegible]	1911	224	8.53	9209	696	13.23	-3.13	-2.9
[illegible]	4290	558	7.69	8345	492	16.96	-7.56	-5.6
[illegible]	2142	298	7.24	9611	519	18.52	-5.85	-4.56
[illegible]	2135	310	6.89	8528	520	16.40	-5.38	-4.27
[illegible]	1903	313	6.08	8160	506	16.13	-4.25	-3.58
[illegible]	1576	274	5.75	5616	411	13.66	-3.46	-3.1
[illegible]	1514	297	5.10	6709	468	14.34	-2.84	-2.73
[illegible]	1515	258	5.87	7488	477	15.70	-5.49	-4.34
[illegible]	1733	326	5.32	7497	514	14.59	-9.29	-6.65



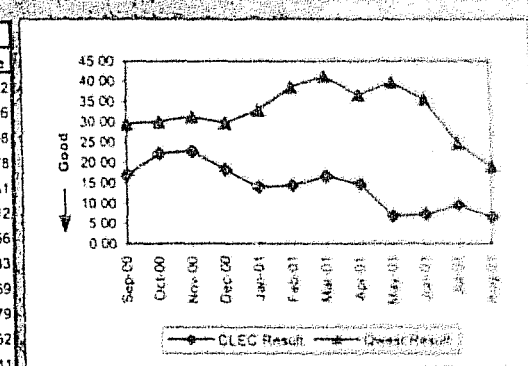
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)– Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
[illegible]	815	63	12.94	1191	53	22.47	-1.89	-2.15
[illegible]	921	87	10.58	1211	64	18.92	-2.04	-2.24
[illegible]	182	38	4.79	1618	62	26.10	-2.16	-2.31
[illegible]	294	28	10.50	1408	43	32.74	-1.93	-2.17
[illegible]	609	63	9.67	1354	49	27.63	-1.74	-2.06
[illegible]	449	38	11.82	1423	42	33.88	-2.81	-2.71
[illegible]	360	35	10.29	895	35	25.57	-2.36	-2.44
[illegible]	312	42	7.43	1270	28	45.36	-1.58	-1.96
[illegible]	322	39	8.26	257	19	13.53	-1.37	-1.83
[illegible]	74	13	5.69	1132	21	53.90	-0.83	-1.5
[illegible]	220	30	7.33	1847	84	21.99	-1.98	-2.2
[illegible]	171	20	8.55	1452	85	17.08	-1.51	-1.92



Delayed Days for Facility Reasons (Average Days) (OP-6B)– Interval Zone Two

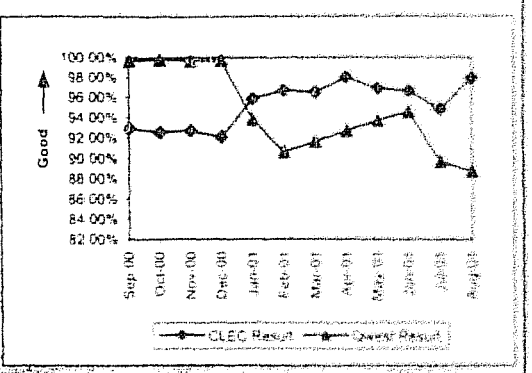
Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
[illegible]	632	37	17.08	2421	82	29.52	-2	-2.22
[illegible]	643	38	22.18	3507	117	29.97	-1.25	-1.76
[illegible]	842	37	22.76	2913	93	31.32	-1.61	-1.98
[illegible]	235	13	18.15	2668	90	29.64	-1.28	-1.78
[illegible]	864	62	13.94	2631	80	32.89	-3.8	-3.31
[illegible]	418	29	14.41	3354	87	38.55	-2.34	-2.42
[illegible]	447	27	16.56	3093	75	41.24	-2.56	-2.56
[illegible]	118	8	14.75	2374	65	36.52	-1.36	-1.83
[illegible]	48	7	6.86	1991	50	39.82	-1.13	-1.69
[illegible]	58	8	7.25	1881	53	35.49	-1.3	-1.79
[illegible]	57	6	9.50	1109	45	24.64	-0.85	-1.52
[illegible]	111	17	6.53	1157	61	18.97	-2.32	-2.41



Checklist #4 - Unbundled Loop - Non-Loaded (2-Wire) Installation

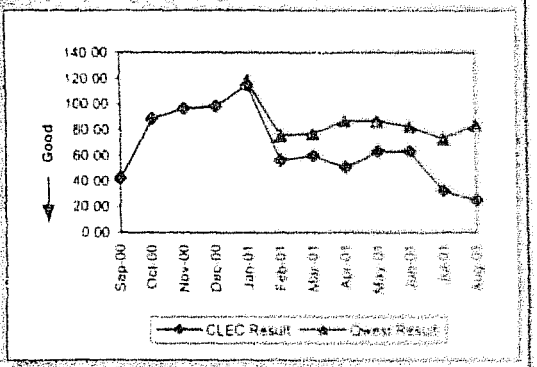
New Service Installation Quality (Percent) (OP-5)-- Interval Zone One and Two

[illegible]	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
[illegible]	[illegible]	3289	92 92%	4682	4697	99 68%	52 73	31 06
[illegible]	[illegible]	3174	92 56%	4911	4919	99 84%	79 27	47 2
[illegible]	[illegible]	2594	92 66%	5341	5360	99 65%	49 03	28 81
[illegible]	[illegible]	1807	92 09%	5348	5361	99 76%	58 33	34 46
[illegible]	[illegible]	2840	95 85%	4227	4506	93 81%	-3 53	-3 14
[illegible]	[illegible]	3516	96 70%	3303	3645	90 62%	-8 83	-6 37
[illegible]	[illegible]	3079	96 52%	3369	3677	91 62%	-7 24	-5 4
[illegible]	[illegible]	3204	98 03%	3376	3643	92 67%	-8 5	-6 17
[illegible]	[illegible]	2782	96 91%	3201	3415	93 73%	-5 13	-4 12
[illegible]	[illegible]	2850	96 88%	3144	3322	94 64%	-3 23	-2 96
[illegible]	[illegible]	2728	94 55%	2736	3049	89 73%	-5 6	-4 4
[illegible]	[illegible]	1939	97 99%	2562	2886	88 77%	-9 94	-7 04



Flows for Pending Orders Delayed Past Due Date (Average Days) (OP-15A)

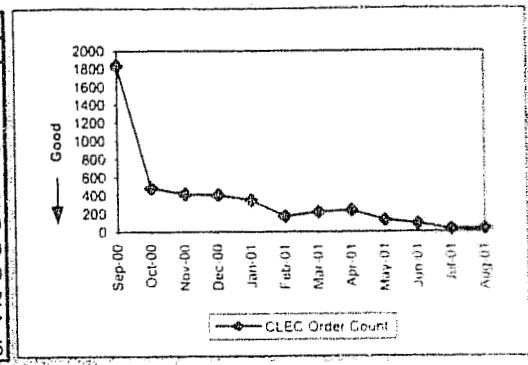
[illegible]	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
[illegible]	[illegible]	3728	42 06					
[illegible]	[illegible]	708	88 70					
[illegible]	[illegible]	580	96 72					
[illegible]	[illegible]	566	98 44					
[illegible]	[illegible]	476	115 11	109265	921	118 64	-0 73	-1 45
[illegible]	[illegible]	244	56 54	56732	745	76 15	-3 73	-3 27
[illegible]	[illegible]	269	60 18	65839	853	77 19	-3 12	-2 9
[illegible]	[illegible]	297	60 79	77403	887	87 26	-5 66	-4 44
[illegible]	[illegible]	171	63 34	73103	840	87 03	-2 88	-2 75
[illegible]	[illegible]	114	63 53	63102	761	82 92	-1 91	-2 16
[illegible]	[illegible]	40	32 05	39604	541	73 21	-2 44	-2 48
[illegible]	[illegible]	59	24 75	44016	527	83 52	-3 87	-3 35



Checklist #4 - Unbundled Loop - Non-Loaded (2-Wire) Installation

Top 10 Reasons Orders Delayed by Facilities Reasons Unbundled Loop - 2 Wire Non-Loaded (OP-15B)

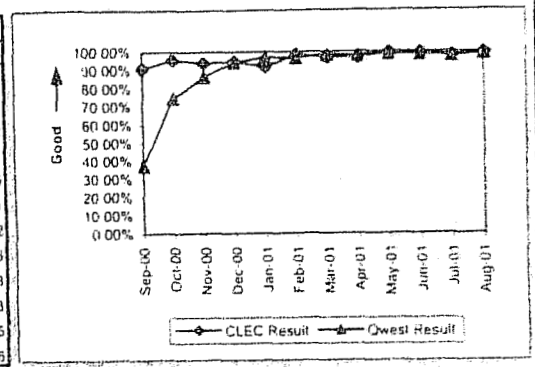
	CLEC Order Count
	1841
	486
	417
	409
	351
	172
	219
	239
	130
	92
	27
	35



Checklist #4 - Unbundled Loop - Non-Loaded (2-Wire) Repair

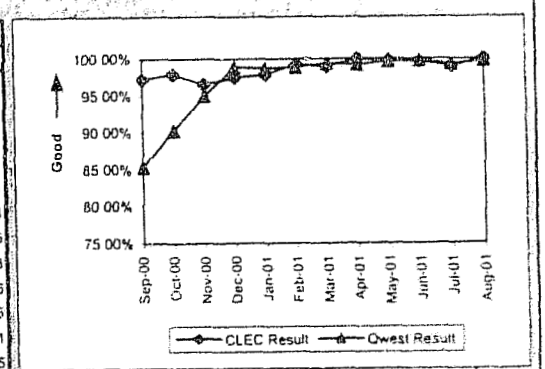
Percent Missed Repairs (MR-3) -- Interval Zone One

Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
16	37.50%	-4.34	-3.64
20	15.00%	-2.08	-2.27
90	86.67%	1.85	-2.12
70	94.29%	-0.16	-1.1
2308	97.05%	6.16	2.75
1973	96.71%	-1.49	-1.91
2187	98.43%	2.17	0.32
2066	97.87%	1.04	-0.36
2107	98.96%	-1.31	-1.8
2157	98.70%	-1.2	-1.73
2220	97.66%	0.25	-1.15
2350	98.94%	-0.76	-1.46



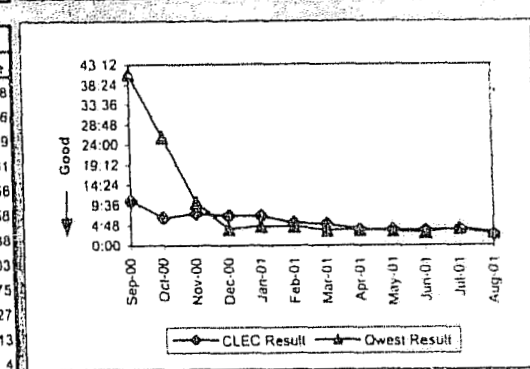
Percent Missed Repairs (MR-4) -- Interval Zone One

Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
139	163	85.28%	-3.72	-3.26
139	154	90.26%	-2.78	-2.69
206	217	94.93%	-0.86	-1.52
174	176	98.86%	1.04	-0.37
2309	2340	98.68%	1.14	-0.31
1982	2005	98.85%	-0.54	-1.33
2168	2182	99.36%	0.74	-0.55
2065	2082	99.18%	-1.37	-1.83
2124	2132	99.62%	-0.27	-1.16
2172	2178	99.72%	0.09	-0.95
2216	2233	99.24%	0.47	-0.71
2352	2359	99.70%	-0.75	-1.45



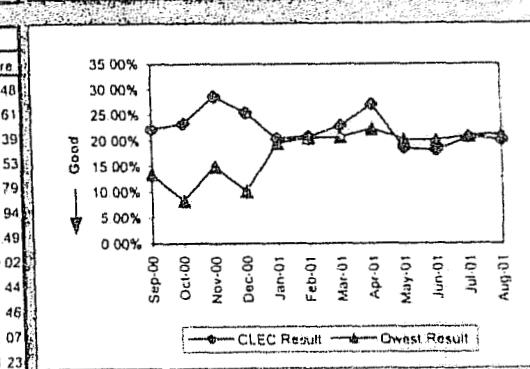
Mean Time to Repair (Hours) (MR-6) -- Interval Zone One

Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
[illegible]	163	41.06	-2.76	-2.68
[illegible]	154	25.44	-2.08	-2.26
[illegible]	217	10.15	-0.81	-1.49
[illegible]	176	3.57	1.63	-0.01
10038.34	2340	4.38	2.57	0.56
8160.18	2005	4.34	0.69	-0.58
7697.48	2182	3.37	2.28	0.38
7199.46	2082	3.45	-0.04	-1.03
7112.48	2132	3.20	0.42	-0.75
6555.45	2178	3.01	1.2	-0.27
8517.11	2233	4.00	-0.21	-1.13
6920.33	2359	2.56	-0.66	-1.4



Percent Repeat Repairs (Percent) (MR-7) -- Interval Zone One

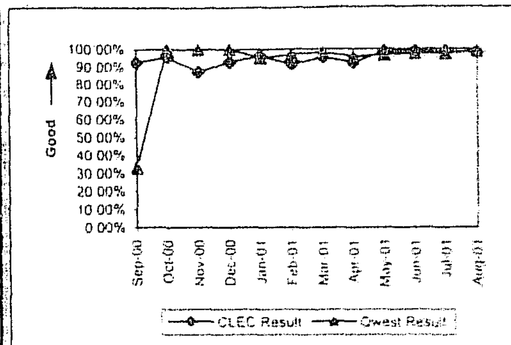
Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
22	163	13.50%	2.44	0.48
53	156	8.33%	4.29	1.61
33	220	15.00%	3.93	1.39
18	177	10.17%	4.18	1.53
458	2340	19.57%	0.35	-0.79
412	2005	20.55%	0.09	-0.94
451	2183	20.66%	0.84	-0.49
465	2084	22.31%	1.68	0.02
431	2133	20.21%	-0.73	-1.44
437	2178	20.06%	-0.76	-1.46
467	2234	20.90%	-0.11	-1.07
502	2363	21.24%	-0.38	-1.23



Checklist #4 - Unbundled Loop - Non-Loaded (2-Wire) Repair

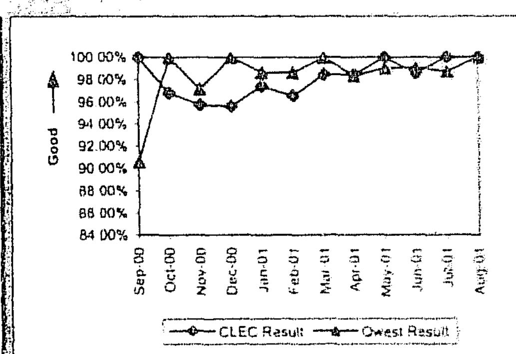
Out of Service Cleared within 24 hours (Percent) (MR-3) -- Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
[illegible]	[illegible]	[illegible]	[illegible]	1	3	33 33%	-2 15	-2 3
[illegible]	[illegible]	[illegible]	[illegible]	2	2	100 00%	N/A	-0 15
[illegible]	[illegible]	[illegible]	[illegible]	13	13	100 00%	N/A	-0 23
[illegible]	[illegible]	[illegible]	[illegible]	14	14	100 00%	N/A	-0 36
[illegible]	[illegible]	[illegible]	[illegible]	213	224	95 09%	-0 37	-1 23
[illegible]	[illegible]	[illegible]	[illegible]	212	219	96 80%	1 96	0 19
[illegible]	[illegible]	[illegible]	[illegible]	218	222	98 20%	1 42	-0 14
[illegible]	[illegible]	[illegible]	[illegible]	169	177	95 48%	1 01	-0 39
[illegible]	[illegible]	[illegible]	[illegible]	194	201	96 52%	-0 87	-1 53
[illegible]	[illegible]	[illegible]	[illegible]	209	214	97 66%	-0 42	-1 26
[illegible]	[illegible]	[illegible]	[illegible]	225	231	97 40%	-0 5	-1 3
[illegible]	[illegible]	[illegible]	[illegible]	260	263	98 86%	0 16	-0 91



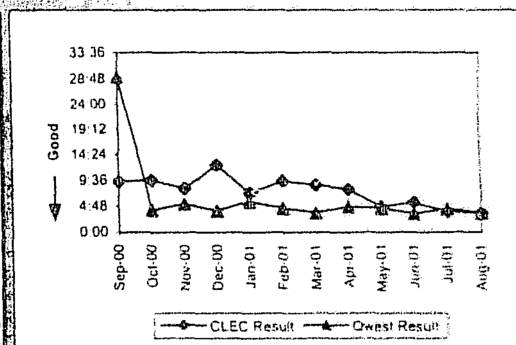
% Troubles Cleared within 48 hours (Percent) (MR-4) -- Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
[illegible]	[illegible]	[illegible]	[illegible]	29	32	90 63%	-1 55	-1 94
[illegible]	[illegible]	[illegible]	[illegible]	27	27	100 00%	N/A	-0 41
[illegible]	[illegible]	[illegible]	[illegible]	34	35	97 14%	0 59	-0 64
[illegible]	[illegible]	[illegible]	[illegible]	33	33	100 00%	N/A	-0 34
[illegible]	[illegible]	[illegible]	[illegible]	222	225	98 67%	0 64	-0 61
[illegible]	[illegible]	[illegible]	[illegible]	218	221	98 64%	1 11	-0 33
[illegible]	[illegible]	[illegible]	[illegible]	224	224	100 00%	N/A	0 51
[illegible]	[illegible]	[illegible]	[illegible]	174	177	98 31%	-0 06	-1 03
[illegible]	[illegible]	[illegible]	[illegible]	200	202	99 01%	-0 74	-1 45
[illegible]	[illegible]	[illegible]	[illegible]	213	215	99 07%	0 39	-0.76
[illegible]	[illegible]	[illegible]	[illegible]	234	237	98 73%	-0 82	-1 5
[illegible]	[illegible]	[illegible]	[illegible]	263	263	100 00%	N/A	N/A



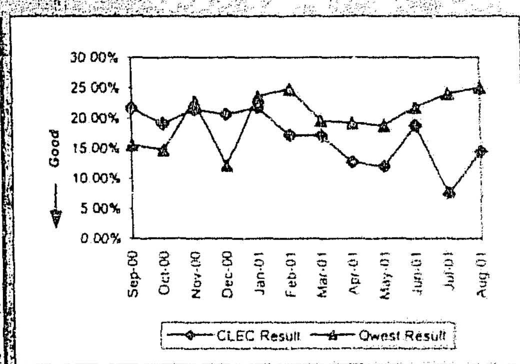
Mean Time to Restore (Hours:Minutes) (MR-6) -- Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
[illegible]	[illegible]	[illegible]	[illegible]	933 41	32	29:11	-1 25	-1 76
[illegible]	[illegible]	[illegible]	[illegible]	109 10	27	4 03	1 29	-0.21
[illegible]	[illegible]	[illegible]	[illegible]	183 21	35	5 14	0 82	-0.5
[illegible]	[illegible]	[illegible]	[illegible]	130 38	33	3 58	1 93	0 17
[illegible]	[illegible]	[illegible]	[illegible]	1272 30	225	5:39	0 58	-0 65
[illegible]	[illegible]	[illegible]	[illegible]	985 13	221	4 27	1 48	-0 1
[illegible]	[illegible]	[illegible]	[illegible]	803 36	224	3:35	2.29	0 39
[illegible]	[illegible]	[illegible]	[illegible]	831 53	177	4 42	0 94	-0 43
[illegible]	[illegible]	[illegible]	[illegible]	895.57	202	4:26	0 41	-0 75
[illegible]	[illegible]	[illegible]	[illegible]	734 38	215	3:25	1 05	-0.36
[illegible]	[illegible]	[illegible]	[illegible]	1019:42	237	4 18	-0 43	-1.26
[illegible]	[illegible]	[illegible]	[illegible]	937 28	263	3:34	-0 12	-1.07



Repair Repeat Report Rate (Percent) (MR-7) -- Interval Zone Two

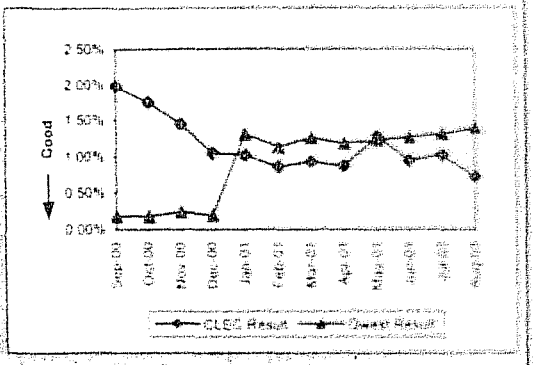
Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
[illegible]	[illegible]	[illegible]	[illegible]	5	32	15 63%	0.69	-0 58
[illegible]	[illegible]	[illegible]	[illegible]	4	27	14 81%	0.51	-0 69
[illegible]	[illegible]	[illegible]	[illegible]	8	35	22 86%	-0 16	-1 1
[illegible]	[illegible]	[illegible]	[illegible]	4	33	12 12%	1 01	-0 39
[illegible]	[illegible]	[illegible]	[illegible]	53	225	23 56%	-0 32	-1 19
[illegible]	[illegible]	[illegible]	[illegible]	55	221	24 89%	-1 2	-1 73
[illegible]	[illegible]	[illegible]	[illegible]	44	224	19.64%	-0 44	-1 27
[illegible]	[illegible]	[illegible]	[illegible]	34	177	19.21%	-1 13	-1 68
[illegible]	[illegible]	[illegible]	[illegible]	38	202	18.81%	-1 29	-1.78
[illegible]	[illegible]	[illegible]	[illegible]	47	215	21 86%	-0 53	-1 32
[illegible]	[illegible]	[illegible]	[illegible]	57	237	24.05%	-2 81	-2.71
[illegible]	[illegible]	[illegible]	[illegible]	66	263	25 10%	-1 64	-2



Checklist #4 - Unbundled Loop - Non-Loaded (2-Wire) Repair

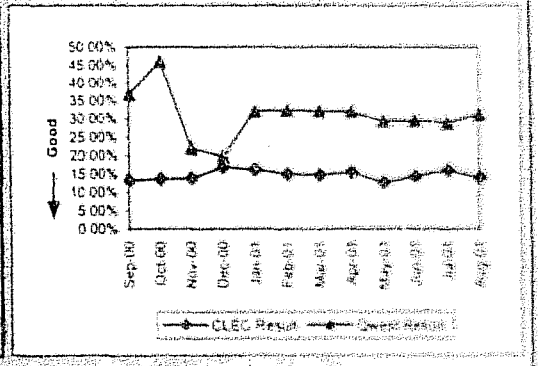
Trouble Rate (Percent) (MR-8)-- Interval Zone One and Two

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
[illegible]	679	29227	1.98%	195	103672	0.19%	52.48	36.99
[illegible]	570	32546	1.75%	183	104342	0.18%	59.32	35.07
[illegible]	399	34503	1.45%	255	104950	0.24%	39.38	22.94
[illegible]	376	35832	1.05%	210	105413	0.20%	31.08	17.89
[illegible]	357	35074	1.02%	2565	195816	1.31%	-4.41	-3.68
[illegible]	318	36790	0.86%	2226	196204	1.13%	-4.49	-3.73
[illegible]	349	37549	0.93%	2407	191052	1.26%	-5.25	-4.19
[illegible]	318	36342	0.88%	2261	190786	1.19%	-5.01	-4.04
[illegible]	431	33682	1.28%	2335	190136	1.23%	0.79	-0.52
[illegible]	324	34430	0.94%	2393	188686	1.27%	-4.99	-4.03
[illegible]	353	34619	1.02%	2471	187909	1.32%	-4.43	-3.69
[illegible]	259	35844	0.72%	2626	187280	1.40%	-10.03	-7.09



Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10)-- Interval Zone One and Two

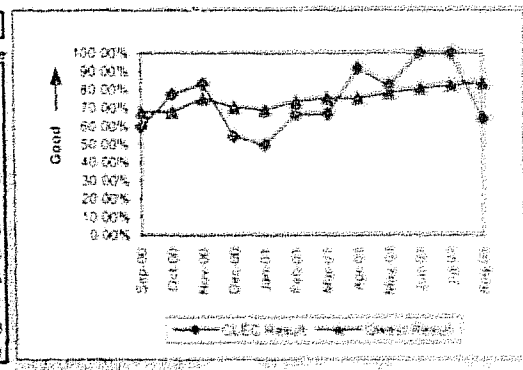
Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
[illegible]	88	667	13.19%	114	309	36.89%	-7.14	-5.34
[illegible]	90	660	13.64%	156	339	46.02%	-9.72	-6.91
[illegible]	80	579	13.82%	72	327	22.02%	-2.86	-2.74
[illegible]	76	451	16.85%	52	262	19.85%	-0.97	-1.59
[illegible]	69	426	16.20%	1214	3779	32.12%	-6.67	-5.06
[illegible]	56	374	14.97%	1067	3293	32.40%	-6.82	-5.15
[illegible]	60	409	14.67%	1136	3543	32.06%	-7.14	-5.34
[illegible]	58	376	15.43%	1061	3322	31.94%	-6.51	-4.96
[illegible]	63	494	12.75%	972	3307	29.39%	-7.57	-5.6
[illegible]	54	378	14.29%	1001	3394	29.49%	-6.15	-4.74
[illegible]	67	420	15.95%	1000	3471	28.81%	-5.5	-4.34
[illegible]	42	301	13.95%	1186	3812	31.11%	-6.19	-4.76



Checklist #4 - Unbundled Loop - Non-Loaded (4-Wire) Installation

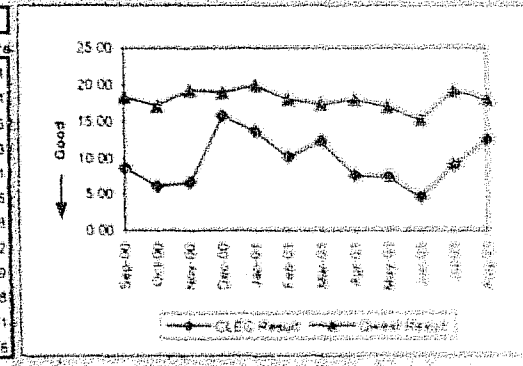
Installation Commitments Met (Percent) (OP-3)-- Interval Zone One

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Dene	Qwest Resu	Mod Z Scr	Parity Score
Sep-00	6	10	60.00%	48.99%	2073	3040	68.19%	0.43	-0.74
Oct-00	24	31	77.42%	41.81%	2271	3340	67.99%	-1.12	-1.68
Nov-00	15	18	83.33%	37.27%	2755	3652	75.44%	-0.78	-1.47
Dec-00	6	11	54.55%	49.79%	2265	3211	70.54%	1.18	-0.28
Jan-01	2	4	50.00%	50.00%	2190	3168	69.13%	0.75	-0.55
Feb-01	12	18	66.67%	47.14%	2338	3175	73.64%	0.64	-0.61
Mar-01	8	12	66.67%	47.14%	2885	3817	75.58%	0.91	-0.45
Apr-01	11	12	91.67%	27.64%	2770	3654	75.81%	-1.28	-1.78
May-01	14	17	82.35%	38.12%	2271	2903	78.23%	-0.41	-1.25
Jun-01	12	12	100.00%	0.00%	2592	3196	81.10%	-1.67	-2.01
Jul-01	10	10	100.00%	0.00%	2523	3053	82.64%	-1.45	-1.88
Aug-01	9	14	64.29%	47.92%	2966	3529	84.05%	5.27	2.81



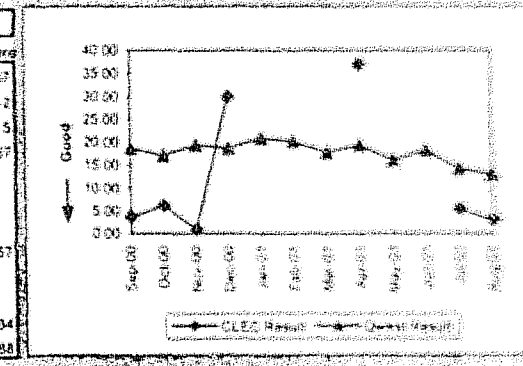
Installation Interval (Average Days) (OP-4)-- Interval Zone One

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Dene	Qwest Resu	Mod Z Scr	Parity Score
Sep-00	87	10	8.70	7.79	55458	3019	18.37	-1.66	-2.01
Oct-00	139	23	6.04	5.23	56684	3308	17.14	-2.99	-2.81
Nov-00	99	15	6.60	3.91	69804	3618	19.29	-2.64	-2.6
Dec-00	79	5	15.80	11.28	60484	3191	18.95	-0.37	-1.23
Jan-01	41	3	13.67	15.01	62680	3147	19.92	-0.51	-1.31
Feb-01	163	16	10.19	14.12	56807	3147	18.05	-1.57	-1.96
Mar-01	111	9	12.33	14.46	65624	3785	17.34	-0.8	-1.48
Apr-01	91	12	7.58	10.86	65430	3632	18.01	-1.97	-2.2
May-01	103	14	7.36	9.95	48609	2864	16.97	-2.29	-2.39
Jun-01	46	10	4.60	0.84	48643	3174	15.33	-2.1	-2.28
Jul-01	117	13	9.00	8.54	83253	4349	19.14	-1.99	-2.21
Aug-01	188	15	12.53	15.46	87329	4846	18.02	-1.25	-1.76



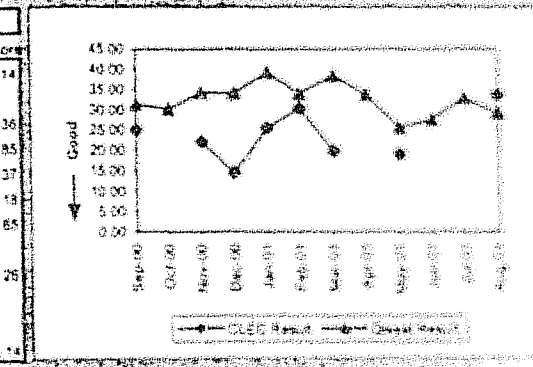
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)-- Interval Zone One

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Dene	Qwest Resu	Mod Z Scr	Parity Score
Sep-00	11	3	3.67	4.62	11013	590	18.67	-1.42	-1.57
Oct-00	43	7	6.14	8.32	11893	700	16.99	-1.65	-2
Nov-00	1	1	1.00		10509	542	19.39	-0.82	-1.5
Dec-00	30	1	30.00		11034	592	18.64	0.54	-0.67
Jan-01					13093	627	20.88		
Feb-01					11165	554	20.15		
Mar-01					11724	656	17.87		
Apr-01	37	1	37.00		12579	648	19.41	2.58	0.57
May-01					6831	423	16.15		
Jun-01					7788	425	18.32		
Jul-01	44	8	5.50	7.93	24420	1712	14.26	-1.38	-1.84
Aug-01	22	7	3.14	1.86	23524	1798	13.08	-1.45	-1.88



Delayed Days for Facility Reasons (Average Days) (OP-6B)-- Interval Zone One

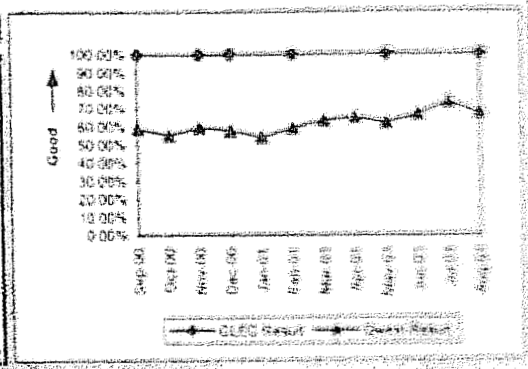
Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Dene	Qwest Resu	Mod Z Scr	Parity Score
Sep-00	25	1	25.00		11849	377	31.43	-0.23	-1.14
Oct-00					11110	369	30.11		
Nov-00	44	2	22.00	16.97	12158	355	34.25	-0.59	-1.36
Dec-00	58	4	14.50	13.00	12076	354	34.11	-1.41	-1.85
Jan-01	51	2	25.50	0.71	13830	351	39.40	-0.61	-1.37
Feb-01	182	6	30.33	25.27	9637	283	34.05	-0.29	-1.18
Mar-01	79	4	19.75	15.95	10684	276	38.64	-1.07	-1.65
Apr-01					7975	236	33.79		
May-01	57	3	19.00	15.13	5335	209	25.53	-0.42	-1.26
Jun-01					4929	179	27.54		
Jul-01					5664	172	32.93		
Aug-01	101	3	33.67	19.01	5028	172	29.23	1.88	0.14



Checklist #4 - Unbundled Loop - Non-Loaded (4-Wire) Installation

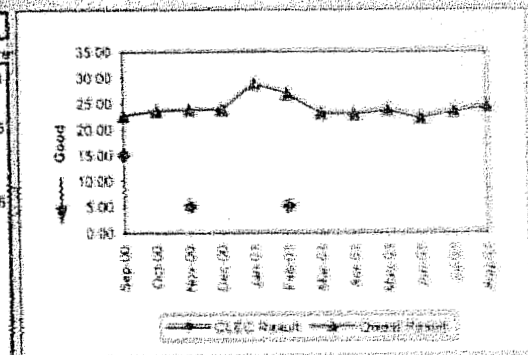
Installation Commitments Met (Percent) (OP-3)-- Interval Zone Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Score
Sep-00	1	1	100.00%	0.00%	827	1398	59.16%	-0.83	1.5
Oct-00					887	1600	55.44%		
Nov-00	1	1	100.00%	0.00%	943	1586	59.46%	-0.83	-1.5
Dec-00	1	1	100.00%	0.00%	871	1506	57.84%	-0.85	-1.52
Jan-01					877	1620	54.14%		
Feb-01	2	2	100.00%	0.00%	917	1546	59.24%	-1.17	-1.71
Mar-01					1285	2032	63.24%		
Apr-01					1095	1682	65.10%		
May-01	1	1	100.00%	0.00%	999	1463	62.13%	-0.78	-1.47
Jun-01					1218	1817	67.03%		
Jul-01					1330	1804	73.73%		
Aug-01	1	1	100.00%	0.00%	1231	1822	67.56%	-0.69	-1.42



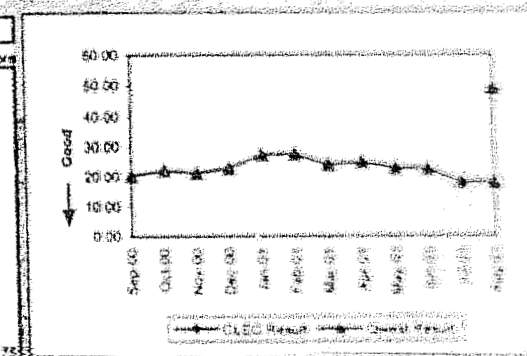
Installation Interval (Average Days) (OP-4)-- Interval Zone Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Score
Sep-00	15	1	15.00		31356	1382	22.69	-0.35	-1.21
Oct-00					37305	1578	23.64		
Nov-00	5	1	5.00		37129	1562	23.77	-0.74	-1.45
Dec-00					36514	1489	23.85		
Jan-01					46229	1607	28.76		
Feb-01	10	2	5.00	0.00	40976	1527	26.83	-1.08	-1.66
Mar-01					46692	2020	23.11		
Apr-01					37654	1646	22.88		
May-01					34135	1441	23.69		
Jun-01					39754	1799	22.10		
Jul-01					61394	2620	23.43		
Aug-01					66994	2741	24.44		



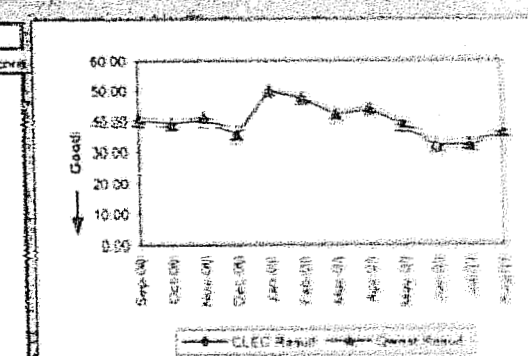
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)-- Interval Zone Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Score
Sep-00					8626	426	20.25		
Oct-00					11201	506	22.14		
Nov-00					8821	415	21.26		
Dec-00					9755	429	22.74		
Jan-01					13434	492	27.30		
Feb-01					12490	454	27.51		
Mar-01					13362	559	23.90		
Apr-01					11905	479	24.85		
May-01					9279	409	22.69		
Jun-01					9817	437	22.46		
Jul-01					22083	1225	18.03		
Aug-01	48	1	48.00		25260	1435	17.73	2.88	0.75



Delayed Days for Facility Reasons (Average Days) (OP-6B)-- Interval Zone Two

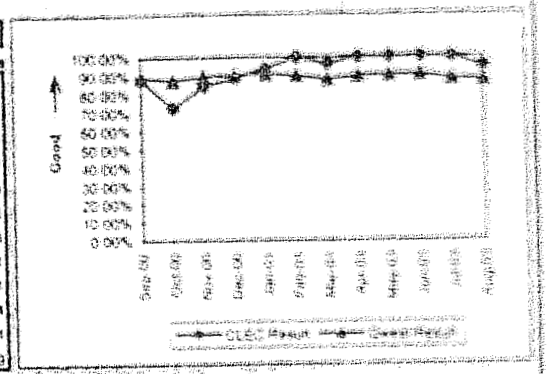
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Score
Sep-00					5921	145	40.83		
Oct-00					5667	297	39.07		
Nov-00					9392	228	41.19		
Dec-00					7342	206	35.64		
Jan-01					12560	251	50.04		
Feb-01					8421	177	47.58		
Mar-01					7942	188	42.24		
Apr-01					4750	108	43.98		
May-01					5643	145	38.92		
Jun-01					5160	162	31.85		
Jul-01					3759	116	32.41		
Aug-01					5762	159	36.36		



Checklist #4 - Unbundled Loop - Non-Loaded (4-Wire) Installation

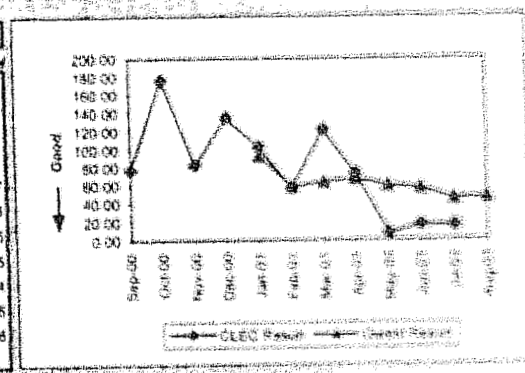
New Service Installation Quality (Percent) (OP-5)-- Interval Zone One and Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Score
Sep-00	23	26	88.46%	31.95%	6809	7628	89.26%	0.13	-0.94
Oct-00	24	33	72.73%	44.54%	6674	7602	87.79%	2.64	2.26
Nov-00	27	32	84.38%	36.31%	7357	8195	89.77%	1.01	-0.36
Dec-00	16	18	88.89%	31.43%	6994	7761	90.12%	0.17	-0.93
Jan-01	15	16	93.75%	24.21%	6631	7286	91.01%	-0.38	-1.23
Feb-01	24	24	100.00%	0.00%	6360	7055	90.15%	-1.52	-1.98
Mar-01	27	28	96.43%	18.56%	6897	7838	87.99%	-1.37	-1.83
Apr-01	24	24	100.00%	0.00%	7412	8259	89.74%	-1.65	-2.01
May-01	26	26	100.00%	0.00%	6361	7038	90.38%	-1.66	-2.01
Jun-01	23	23	100.00%	0.00%	6103	6737	90.59%	-1.54	-1.94
Jul-01	17	17	100.00%	0.00%	6226	7053	88.27%	-1.5	-1.91
Aug-01	19	20	95.00%	21.79%	6514	7415	87.85%	-0.98	-1.59



Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A)

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Score
Sep-00	4190	54	77.59	91.22					
Oct-00	2640	15	176.00	113.96					
Nov-00	1075	13	82.69	81.83					
Dec-00	1213	9	134.78	79.18					
Jan-01	1339	13	103.00	81.01	217520	2336	93.12	2.58	0.57
Feb-01	458	8	57.25	104.26	153478	2627	58.42	-0.05	-1.03
Mar-01	486	4	121.50	143.29	165774	2621	63.25	2.88	0.75
Apr-01	435	6	72.50	139.34	162211	2427	66.84	2.88	0.75
May-01	29	4	7.25	6.08	118979	1998	59.55	-1.38	-1.84
Jun-01	98	6	16.33	12.36	108968	1917	56.84	-1.25	-1.76
Jul-01	78	5	15.60	12.93	71186	1588	44.83	-0.95	-1.56
Aug-01					72449	1557	46.53		



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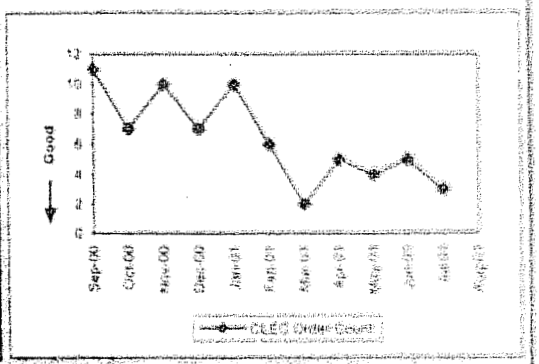
Checklist #4 - Unbundled Loop - Non-Loaded (4-Wire) Installation

Count of Pending Orders Delayed for Facilities Reasons Unbundled Loop - 4 Wire Non-Loaded (OP-15B)

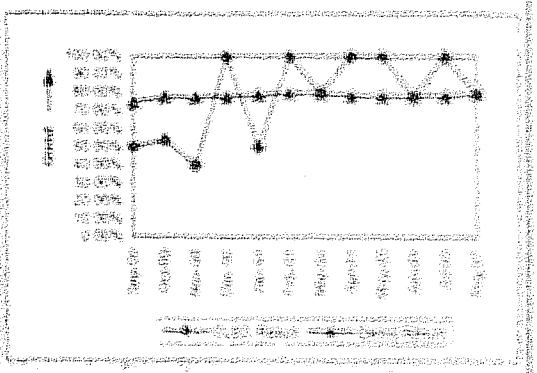
Date	CLEC Order Count
Sep-00	11
Oct-00	7
Nov-00	10
Dec-00	7
Jan-01	10
Feb-01	6
Mar-01	2
Apr-01	5
May-01	4
Jun-01	5
Jul-01	3
Aug-01	



Checklist #4 - Unbundled Loop - Non-Loaded (4-Wire) Repair

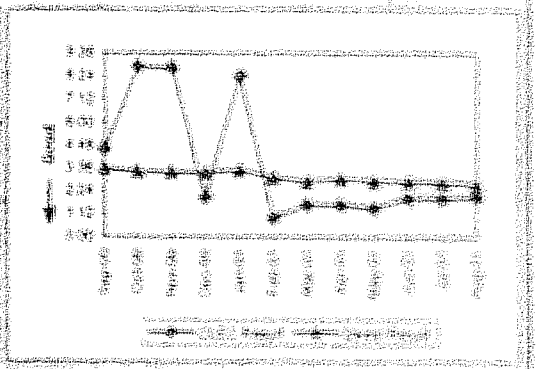
All Troubles Cleared within 4 hours (Percent) (MR-5 — Interval Zone One)

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Sta
Sep-00	3	6	50.00%	50.00%	3579	4780	74.87%	1.2	-0.27
Oct-00	7	13	53.85%	49.85%	3958	5089	77.78%	1.25	-0.58
Nov-00	4	10	40.00%	48.99%	3478	4491	77.44%	3.72	-1.26
Dec-00	7	7	100.00%	0.00%	3327	4271	77.90%	1.41	-1.88
Jan-01	3	6	50.00%	50.00%	3603	4566	78.91%	1.94	-2.83
Feb-01	2	2	100.00%	0.00%	3409	4265	79.93%	0.71	-1.40
Mar-01	4	5	80.00%	40.00%	4104	5142	79.81%	-0.07	-1.05
Apr-01	2	2	100.00%	0.00%	3853	4900	78.63%	0.74	-1.46
May-01	2	2	100.00%	0.00%	4156	5312	78.24%	-0.73	-1.43
Jun-01	7	9	77.78%	41.57%	4211	5355	78.64%	0.26	-0.64
Jul-01	2	2	100.00%	0.00%	3996	5089	78.52%	-0.54	-1.45
Aug-01	8	10	80.00%	40.00%	4204	5237	80.28%	0.13	-0.49



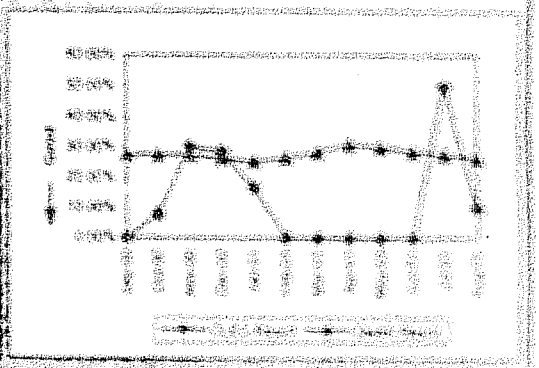
Mean Time to Restore (Hours:Minutes) (MR-6 — Interval Zone One)

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Sta
Sep-00	27:36	6	4:36	2:34	17172:45	4780	3:36	0.21	-0.87
Oct-00	115:37	13	8:54	11:44	17435:12	5089	3:26	2.78	-3.87
Nov-00	88:16	10	8:50	9:01	15245:53	4491	3:24	2.58	-3.87
Dec-00	14:31	7	2:04	0:41	14353:41	4271	3:22	-0.52	-1.32
Jan-01	50:29	6	8:25	7:47	15972:32	4566	3:30	3.72	-1.98
Feb-01	1:58	2	0:59	1:19	13292:23	4265	3:07	-0.39	-1.26
Mar-01	8:23	5	1:41	1:46	15006:32	5142	2:55	-0.45	-1.15
Apr-01	3:20	2	1:40	0:35	15016:10	4900	3:04	-0.54	-1.61
May-01	3:00	2	1:30	0:04	15662:19	5312	2:57	-0.43	-1.08
Jun-01	18:17	9	2:02	1:42	15616:40	5355	2:55	-0.53	-1.32
Jul-01	4:03	2	2:01	0:40	14516:42	5089	2:51	-0.23	-1.14
Aug-01	20:55	10	2:06	2:48	14386:05	5237	2:45	-0.22	-1.15



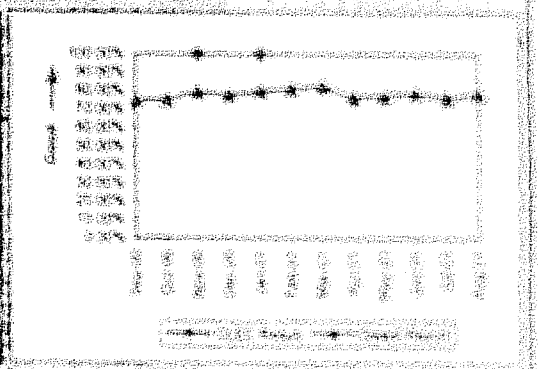
Repair Repeat Report Rate (Percent) (MR-7 — Interval Zone One)

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Sta
Sep-00	0	6	0.00%	0.00%	1308	4780	27.36%	1.5	-1.61
Oct-00	1	13	7.69%	26.65%	1394	5089	27.39%	-1.59	-1.80
Nov-00	3	10	30.00%	45.83%	1237	4491	27.54%	0.27	-0.85
Dec-00	2	7	28.57%	45.18%	1120	4271	26.22%	0.59	-0.99
Jan-01	1	6	16.67%	37.27%	1156	4566	25.32%	-0.49	-1.3
Feb-01	0	2	0.00%	0.00%	1132	4265	26.54%	-0.83	-1.82
Mar-01	0	5	0.00%	0.00%	1461	5142	28.41%	-1.45	-1.98
Apr-01	0	2	0.00%	0.00%	1515	4900	30.92%	-0.95	-1.58
May-01	0	2	0.00%	0.00%	1592	5312	29.97%	-0.92	-1.58
Jun-01	0	9	0.00%	0.00%	1534	5355	28.65%	-1.9	-2.15
Jul-01	1	2	50.00%	50.00%	1402	5089	27.55%	0.99	-0.84
Aug-01	1	10	10.00%	30.00%	1390	5237	26.54%	-1.18	-1.51



All Troubles Cleared within 4 hours (Percent) (MR-5 — Interval Zone Two)

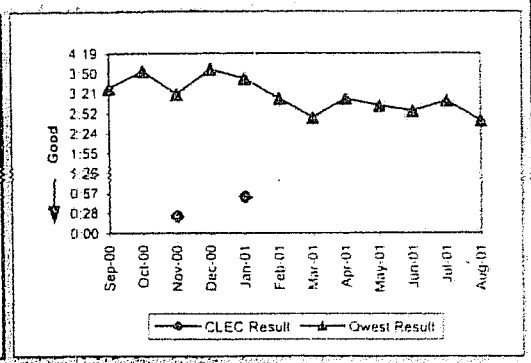
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Sta
Sep-00					1633	2177	75.01%		
Oct-00					1628	2165	75.20%		
Nov-00	1	1	100.00%	0.00%	1520	1912	79.53%	-0.51	0.37
Dec-00					1441	1852	77.81%		
Jan-01	1	1	100.00%	0.00%	1581	1978	79.93%	-0.5	-1.1
Feb-01					1598	1967	81.24%		
Mar-01					1915	2313	82.72%		
Apr-03					1909	2488	76.73%		
May-01					1873	2418	77.52%		
Jun-01					2036	2574	79.10%		
Jul-01					2142	2792	76.72%		
Aug-01					2276	2885	78.89%		



Checklist #4 - Unbundled Loop - Non-Loaded (4-Wire) Repair

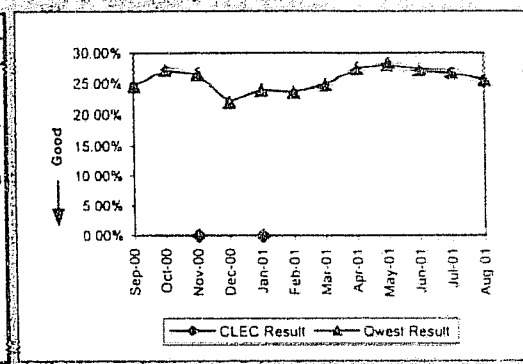
Mean Time to Restore (Hours:Minutes) (MR-6)-- Interval Zone Two

					Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
					7591:20	2177	3:29		
					8435:13	2165	3:54		
	0:24	1	0:24		6368:03	1912	3:20	-0.36	-1.22
					7309:10	1852	3:57		
	5:52	1	5:52		7355:57	1978	3:53	-0.23	-1.34
					6360:09	1967	3:14		
					6437:04	2315	2:47		
					6036:37	2488	3:14		
					7406:09	2416	3:04		
					7548:39	2574	2:56		
					8902:45	2792	3:11		
					7834:22	2885	2:43		



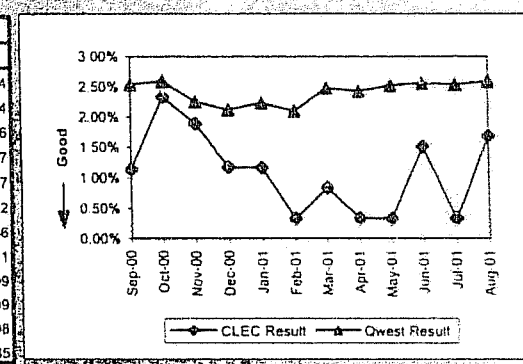
Repair Repeat Report Rate (Percent) (MR-7)-- Interval Zone Two

					Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
					537	2177	24.67%		
					591	2165	27.30%		
	0	1	0.00%	0.00%	508	1912	26.57%	-0.6	-1.37
					408	1852	22.03%		
	0	1	0.00%	0.00%	474	1978	23.96%	-0.56	-1.34
					464	1967	23.59%		
					575	2315	24.84%		
					683	2488	27.45%		
					684	2416	28.31%		
					700	2574	27.20%		
					749	2792	26.83%		
					738	2885	25.58%		



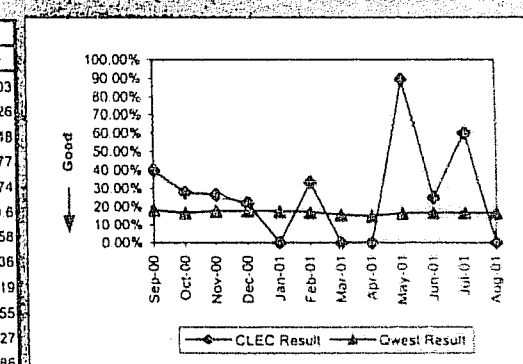
Trouble Rate (Percent) (MR-8)-- Interval Zone One and Two

					Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
	6	526	1.14%	10.62%	6957	273688	2.54%	-2.04	-2.24
	13	556	2.34%	15.11%	7254	278875	2.60%	-0.39	-1.24
	11	582	1.89%	13.62%	6403	283758	2.26%	-0.59	-1.36
	6	505	1.18%	10.78%	6123	288121	2.13%	-1.6	-1.97
	7	597	1.17%	10.76%	6544	292643	2.24%	-1.76	-2.07
	2	593	0.34%	5.80%	6232	296565	2.10%	-2.99	-2.82
	5	594	0.84%	9.14%	7457	300105	2.48%	-2.57	-2.56
	2	595	0.34%	5.79%	7388	304350	2.43%	-3.31	-3.01
	2	605	0.33%	5.74%	7728	306456	2.52%	-3.44	-3.09
	9	595	1.51%	12.21%	7929	309092	2.57%	-1.62	-1.99
	2	597	0.34%	5.78%	7881	310596	2.54%	-3.42	-3.08
	10	594	1.68%	12.87%	8122	312886	2.60%	-1.4	-1.85



Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10)-- Interval Zone One and Two

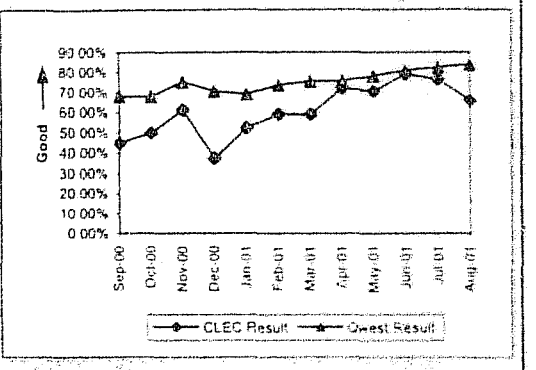
					Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
	4	10	40.00%	48.99%	1555	8512	18.27%	1.59	-0.03
	5	18	27.78%	44.79%	1436	8690	16.52%	1.21	-0.26
	4	15	26.67%	44.22%	1396	7790	17.90%	0.86	-0.48
	3	9	33.33%	47.14%	1345	7468	18.01%	0.38	-0.77
	0	7	0.00%	0.00%	1402	7946	17.64%	-1.22	-1.74
	2	3	33.33%	47.14%	1287	7519	17.12%	0.66	-0.6
	0	5	0.00%	0.00%	1378	8835	15.60%	-0.96	-1.58
	0	2	0.00%	0.00%	1289	8677	14.86%	-0.59	-1.36
	13	19	68.42%	30.69%	1529	9257	16.52%	6.9	3.19
	3	12	25.00%	43.30%	1604	9533	16.83%	0.75	-0.55
	8	9	88.89%	48.69%	1561	9442	16.53%	2.09	0.27
	0	10	0.00%	0.00%	1633	9755	16.74%	-1.42	-1.86



Checklist #4 - Unbundled Loop - DS1 Capable Installation

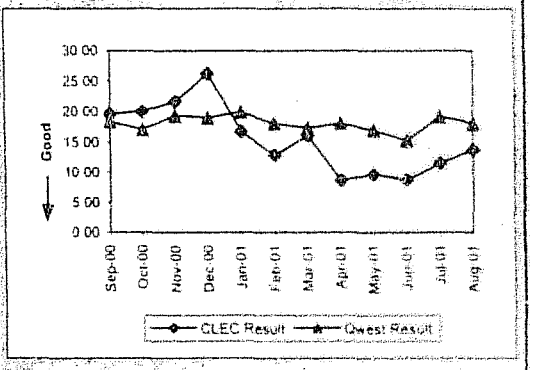
Installation Commitments Met (Percent) (OP-3)-- Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
[illegible]	18	40	45.00%	49.75%	2073	3040	68.19%	3.41	1.08
[illegible]	28	56	50.00%	50.00%	2271	3340	67.99%	3.01	0.83
[illegible]	32	52	61.54%	48.65%	2755	3652	75.44%	2.45	0.49
[illegible]	19	57	33.25%	48.35%	2265	3211	70.54%	7.09	3.31
[illegible]	41	78	52.56%	49.93%	2190	3168	69.13%	3.3	1
[illegible]	83	140	59.29%	49.13%	2338	3175	73.64%	3.98	1.42
[illegible]	101	171	59.06%	49.17%	2885	3817	75.58%	5.33	2.24
[illegible]	96	133	72.18%	44.81%	2770	3654	75.81%	0.95	-0.42
[illegible]	91	129	70.54%	45.59%	2271	2903	78.23%	2.13	0.29
[illegible]	91	115	79.13%	40.64%	2592	3196	81.10%	0.51	-0.69
[illegible]	87	120	75.67%	42.30%	2523	3053	82.64%	1.74	0.05
[illegible]	102	154	66.23%	47.29%	2966	3529	84.05%	7.35	3.47



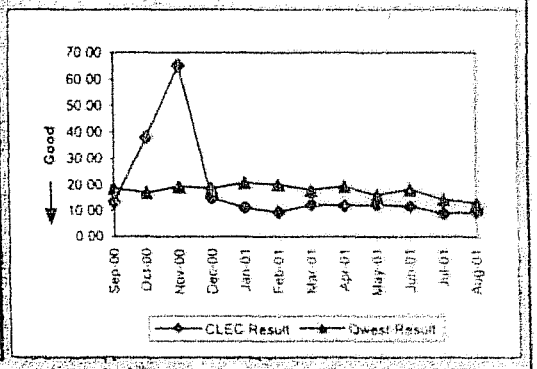
Installation Interval (Average Days) (OP-4)-- Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
[illegible]	726	37	19.59	22.22	55458	3019	18.37	0.4	-0.75
[illegible]	919	46	19.98	28.95	56664	3308	17.14	1.08	-0.34
[illegible]	908	42	21.62	32.51	69804	3618	19.29	0.81	-0.51
[illegible]	1130	43	26.28	26.43	60484	3191	18.95	2	0.21
[illegible]	1009	60	16.82	20.17	62680	3147	19.92	-1.11	-1.68
[illegible]	1499	109	12.93	14.33	56807	3147	18.05	-2.64	-2.61
[illegible]	1996	124	16.10	21.38	65624	3785	17.34	-0.72	-1.44
[illegible]	953	110	8.66	6.93	65430	3632	18.01	-5.28	-4.21
[illegible]	966	102	9.67	9.76	48609	2864	16.97	-4.62	-3.81
[illegible]	800	91	8.82	10.21	48643	3174	15.33	-3.79	-3.31
[illegible]	2660	231	11.55	10.66	83253	4349	19.14	-6.13	-4.73
[illegible]	3357	244	13.76	11.83	87329	4846	18.02	-3.81	-3.32



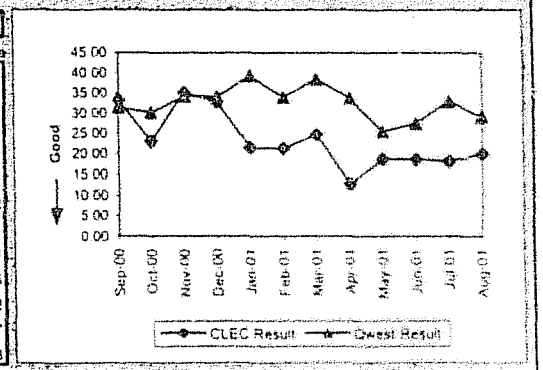
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)-- Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
[illegible]	80	6	13.33	11.24	11013	590	18.67	-0.71	-1.43
[illegible]	342	9	38.00	49.83	11893	700	16.99	2.37	0.44
[illegible]	261	4	65.25	68.33	10509	542	19.39	4.08	1.48
[illegible]	30	2	15.00	2.83	11034	592	18.64	-0.24	-1.15
[illegible]	78	7	11.14	10.24	13093	627	20.88	-1.2	-1.73
[illegible]	142	15	9.47	8.34	11165	554	20.15	-1.57	-1.96
[illegible]	211	17	12.41	17.61	11724	656	17.87	-1.05	-1.64
[illegible]	130	11	11.82	9.72	12579	648	19.41	-1.14	-1.69
[illegible]	37	3	12.33	8.14	6831	423	16.15	-0.36	-1.22
[illegible]	58	5	11.60	11.08	7788	425	18.32	-0.61	-1.37
[illegible]	1614	182	8.87	11.21	24420	1712	14.26	-3.87	-3.36
[illegible]	1487	158	9.41	11.54	23524	1798	13.08	-2.44	-2.48



Delayed Days for Facility Reasons (Average Days) (OP-6B)-- Interval Zone One

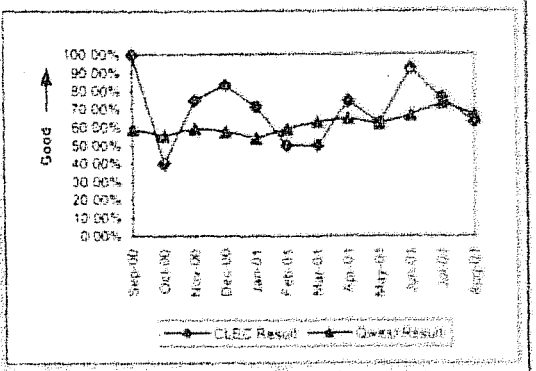
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
[illegible]	532	16	33.25	24.43	11849	377	31.43	0.25	-0.85
[illegible]	436	19	22.95	22.39	11110	369	30.11	-1.16	-1.7
[illegible]	563	16	35.19	33.23	12158	355	34.25	0.13	-0.92
[illegible]	965	30	32.83	24.76	12076	354	34.11	-0.24	-1.15
[illegible]	644	30	21.47	23.50	13830	351	39.40	-2.92	-2.78
[illegible]	695	42	21.31	20.76	9637	283	34.05	-2.49	-2.52
[illegible]	1311	53	24.74	26.59	10664	276	38.64	-2.64	-2.61
[illegible]	332	26	12.77	9.06	7975	236	33.79	-2.86	-2.74
[illegible]	658	35	18.80	17.83	5335	209	25.53	-1.39	-1.85
[illegible]	355	19	18.68	14.91	4929	179	27.54	-1.35	-1.82
[illegible]	454	25	18.16	16.62	5664	172	32.93	-1.93	-2.17
[illegible]	939	47	19.98	12.34	5028	172	29.23	-2.03	-2.23



Checklist #4 - Unbundled Loop - DS1 Capable Installation

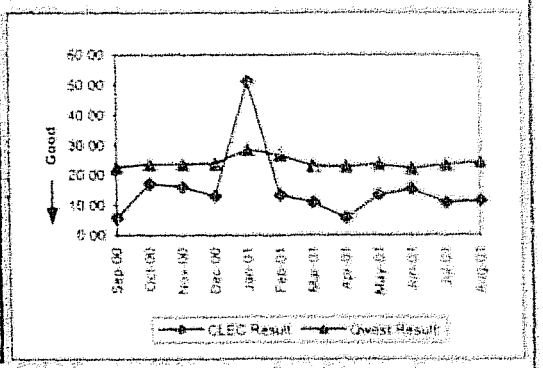
Installation Commitments Met (Percent) (OP-3)-- Interval Zone Two

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Score
Sep-00	4	4	100 00%	0 00%	827	1398	59 16%	-1 66	-2 01
Oct-00	4	10	40 00%	48 99%	887	1600	55 44%	1 05	-0 36
Nov-00	6	8	75 00%	43 30%	943	1586	59 46%	-0 89	-1 54
Dec-00	5	6	83 33%	37 27%	871	1506	57 84%	-1 26	-1 77
Jan-01	5	7	71 43%	45 18%	877	1620	54 14%	-0 92	-1 56
Feb-01	5	10	50 00%	50 00%	917	1548	59 24%	0 41	-0 75
Mar-01	3	6	50 00%	50 00%	1285	2032	63 24%	0 56	-0 66
Apr-01	9	12	75 00%	43 30%	1095	1682	65 10%	-0 72	-1 44
May-01	10	16	62 50%	48 41%	909	1463	62 13%	-0 03	-1 02
Jun-01	12	13	92 31%	26 65%	1218	1817	67 03%	-1 93	-2 17
Jul-01	13	17	76 47%	42 42%	1330	1804	73 73%	-0 26	-1 16
Aug-01	12	19	63 16%	48 24%	1231	1822	67 56%	0 32	-0 8



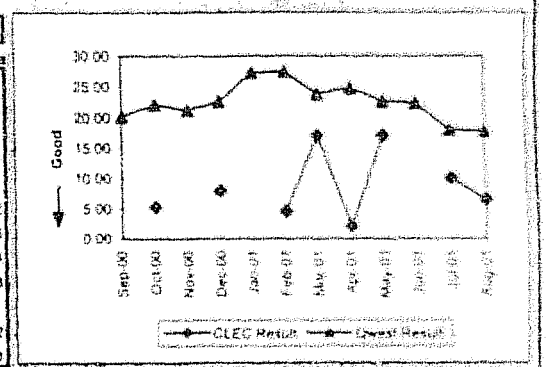
Installation Interval (Average Days) (OP-4)-- Interval Zone Two

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Score
Sep-00	17	3	5 67	0 58	31356	1382	22 69	-1 33	-1 81
Oct-00	120	7	17 14	11 04	37305	1578	23 64	-0 71	-1 43
Nov-00	112	7	16 00	19 31	37129	1562	23 77	-0 81	-1 49
Dec-00	39	3	13 00	6 00	35514	1489	23 85	-0 85	-1 52
Jan-01	154	3	51 33	37 53	46220	1607	28 76	2 65	0 61
Feb-01	80	6	13 33	9 40	40976	1527	26 83	-1 16	-1 7
Mar-01	43	4	10 75	8 02	46692	2020	23 11	-1	-1 61
Apr-01	45	8	5 62	1 41	37654	1645	22 88	-2 05	-2 24
May-01	94	7	13 43	8 10	34135	1441	23 69	-1 12	-1 68
Jun-01	61	4	15 25	19 84	35734	1799	22 10	-0 64	-1 39
Jul-01	245	23	10 65	13 30	61394	2620	23 43	-2 83	-2 72
Aug-01	192	17	11 29	10 91	66994	2741	24 44	-2 26	-2 38



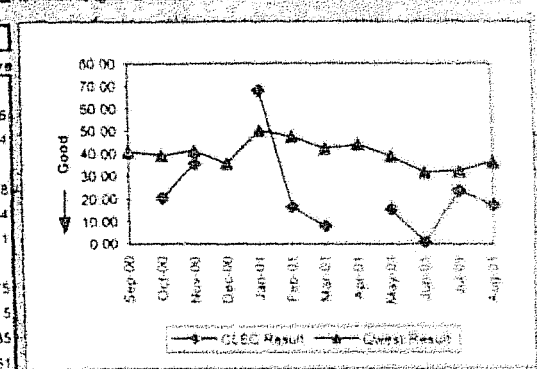
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)-- Interval Zone Two

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Score
Sep-00					8626	426	20 25		
Oct-00	21	4	5 25	5 32	11201	506	22 14	-1 37	-1 83
Nov-00					8821	415	21 26		
Dec-00	6	1	8 00		9755	429	22 74	-0 67	-1 41
Jan-01					13434	492	27 30		
Feb-01	9	2	4 50	4 95	12490	454	27 51	-1 02	-1 52
Mar-01	17	1	17 00		13362	559	23 90	-0 27	-1 18
Apr-01	6	3	2 00	1 00	11905	479	24 85	-1 39	-1 84
May-01	34	2	17 00	5 66	9279	409	22 69	-0 3	-1 18
Jun-01					9817	437	22 46		
Jul-01	231	23	10 04	11 34	22083	1225	18 03	-1 69	-2 02
Aug-01	73	12	5 42	6 68	25260	1425	17 73	-1 67	-2 01



Delayed Days for Facility Reasons (Average Days) (OP-6B)-- Interval Zone Two

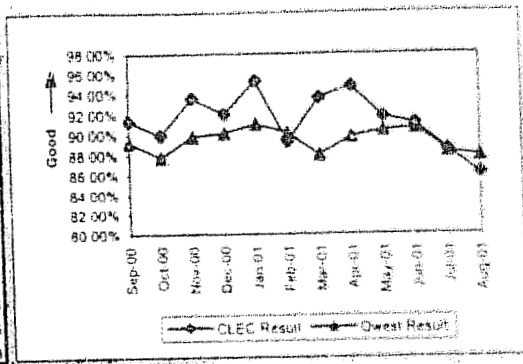
Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Score
Sep-00					5921	145	40 83		
Oct-00	41	2	20 50	12 02	8087	207	39 07	-0 76	-1 46
Nov-00	71	2	35 50	19 09	9392	228	41 19	-0 22	-1 14
Dec-00					7342	206	35 64		
Jan-01	136	2	68 00	0 00	12560	251	50 04	1 94	0 18
Feb-01	50	3	16 67	5 51	8421	177	47 58	-1 37	-1 84
Mar-01	16	2	8 00	2 83	7942	188	42 24	-1 16	-1 71
Apr-01					4750	108	43 98		
May-01	62	4	15 50	12 87	5643	145	38 92	-1 24	-1 75
Jun-01	1	1	1 00		5160	162	31 85	-0 82	-1 5
Jul-01	95	4	23 75	25 43	3759	116	32 41	-0 58	-1 35
Aug-01	121	7	17 29	13 95	5782	159	36 36	-1	-1 61



Checklist #4 - Unbundled Loop - DS1 Capable Installation

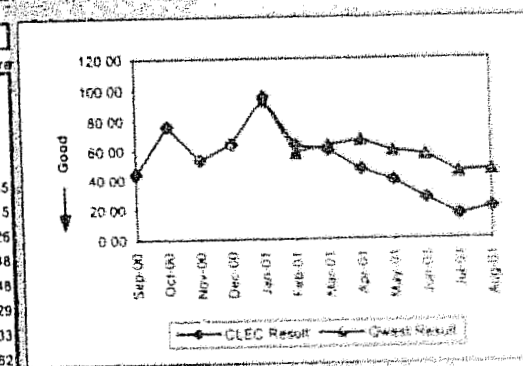
New Service Installation Quality (Percent) (OP-5 -- Interval Zone One and Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Panty Scorar
Sep-00	116	127	91 34%	28 13%	6809	7628	89 26%	-0 75	-1 46
Oct-00	125	139	89 93%	30 10%	6674	7602	87 79%	-0 76	-1 46
Nov-00	132	141	93 62%	24 44%	7357	8195	89 77%	-1 49	-1 91
Dec-00	115	125	92 00%	27 13%	6994	7761	90 12%	-0 7	-1 43
Jan-01	163	171	95 32%	21 12%	6631	7286	91 01%	-1 95	-2 18
Feb-01	233	261	89 27%	30 95%	6360	7055	90 15%	0 47	-0 73
Mar-01	293	313	93 61%	24 46%	6897	7838	87 99%	-3	-2 82
Apr-01	290	306	94 77%	22 26%	7412	8259	89 74%	-2 85	-2 73
May-01	278	303	91 75%	27 51%	6361	7038	90 38%	-0 79	-1 48
Jun-01	284	312	91 03%	28 58%	6103	6737	90 59%	-0 26	-1 16
Jul-01	283	320	88 44%	31 98%	6226	7053	88 27%	-0 09	-1 05
Aug-01	292	339	86 14%	34 56%	6514	7415	87 85%	0 94	-0 43



Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A)

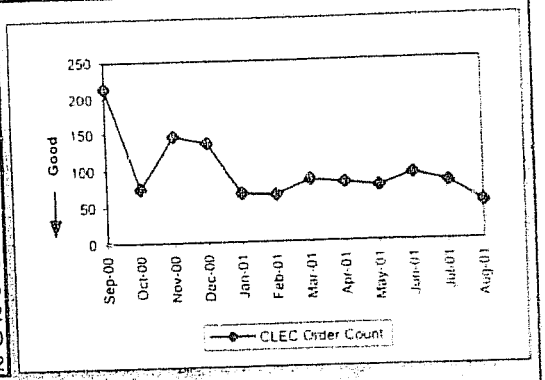
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Panty Scorar
Sep-00	14976	338	44 31	42 01					
Oct-00	8003	105	76 22	47 73					
Nov-00	9701	182	53 30	51 26					
Dec-00	11515	179	64 33	55 92					
Jan-01	8385	88	95 28	56 97	217520	2336	93 12	1 08	-0 35
Feb-01	4685	74	63 31	72 96	153478	2627	58 42	1 4	-0 15
Mar-01	5694	95	59 94	76 29	165774	2621	63 25	-0 44	-1 26
Apr-01	4512	96	47 00	66 53	162211	2427	66 84	-2 43	-2 48
May-01	3520	89	39 55	65 97	118979	1998	59 55	-2 44	-2 48
Jun-01	2872	106	27 09	52 86	108968	1917	56 84	-3 76	-3 29
Jul-01	1415	88	16 08	24 56	71186	1588	44 83	-3 83	-3 33
Aug-01	1243	60	20.72	33.22	72449	1557	46 53	-2.67	-2 62



Checklist #4 - Unbundled Loop - DS1 Capable Installation

Percent Missed Dates Delayed for Facilities Reasons Unbundled Loop - DS1 Capable (OP-15B)

	CLEC Order Count
	214
	75
	146
	136
	67
	65
	85
	80
	75
	92
	80
	52



Checklist #4 - Unbundled Loop - DS1 Capable Repair

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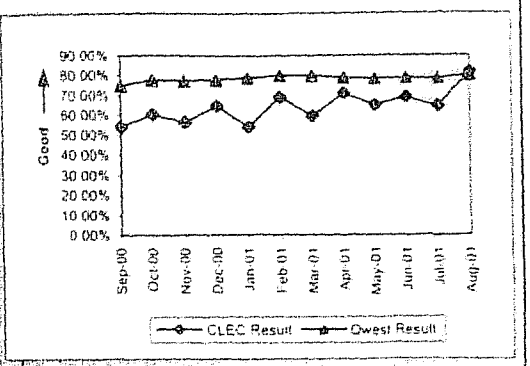

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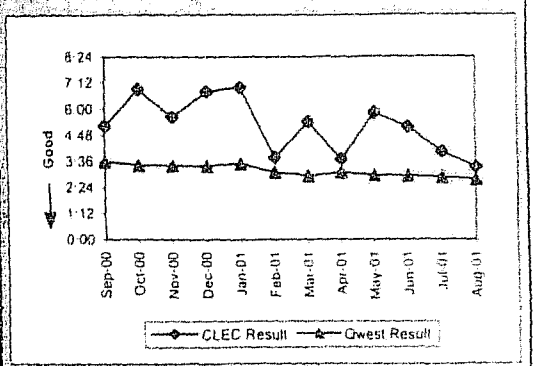

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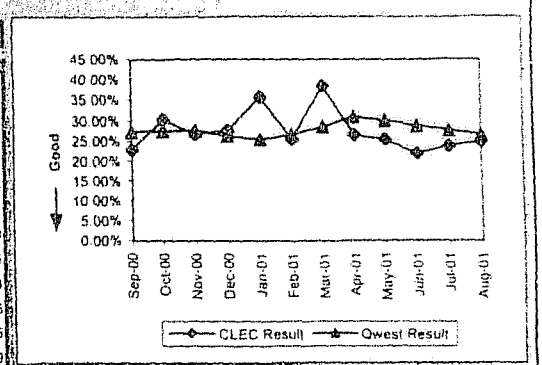

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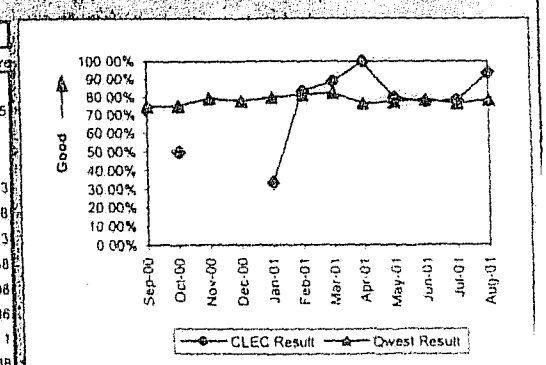
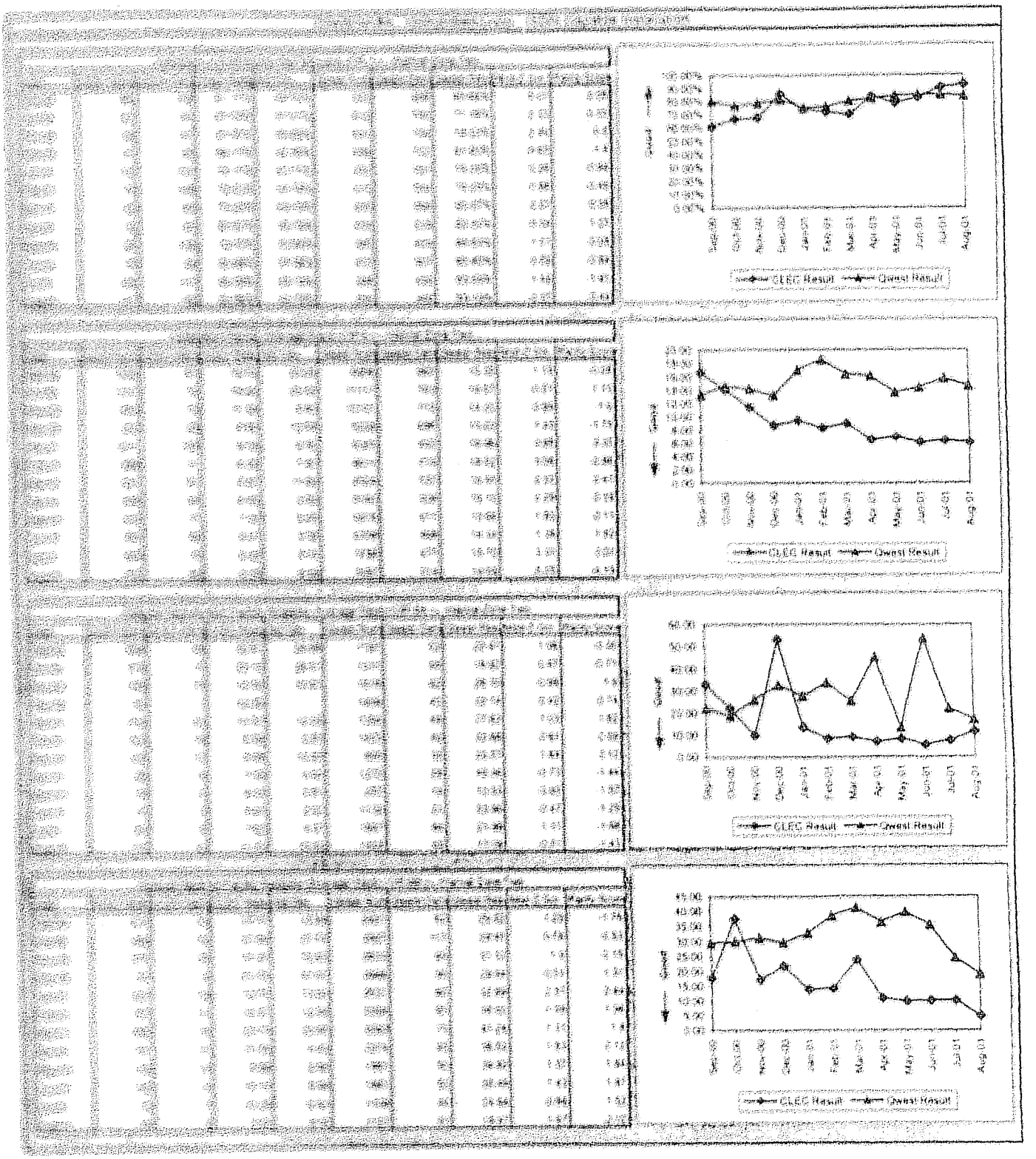
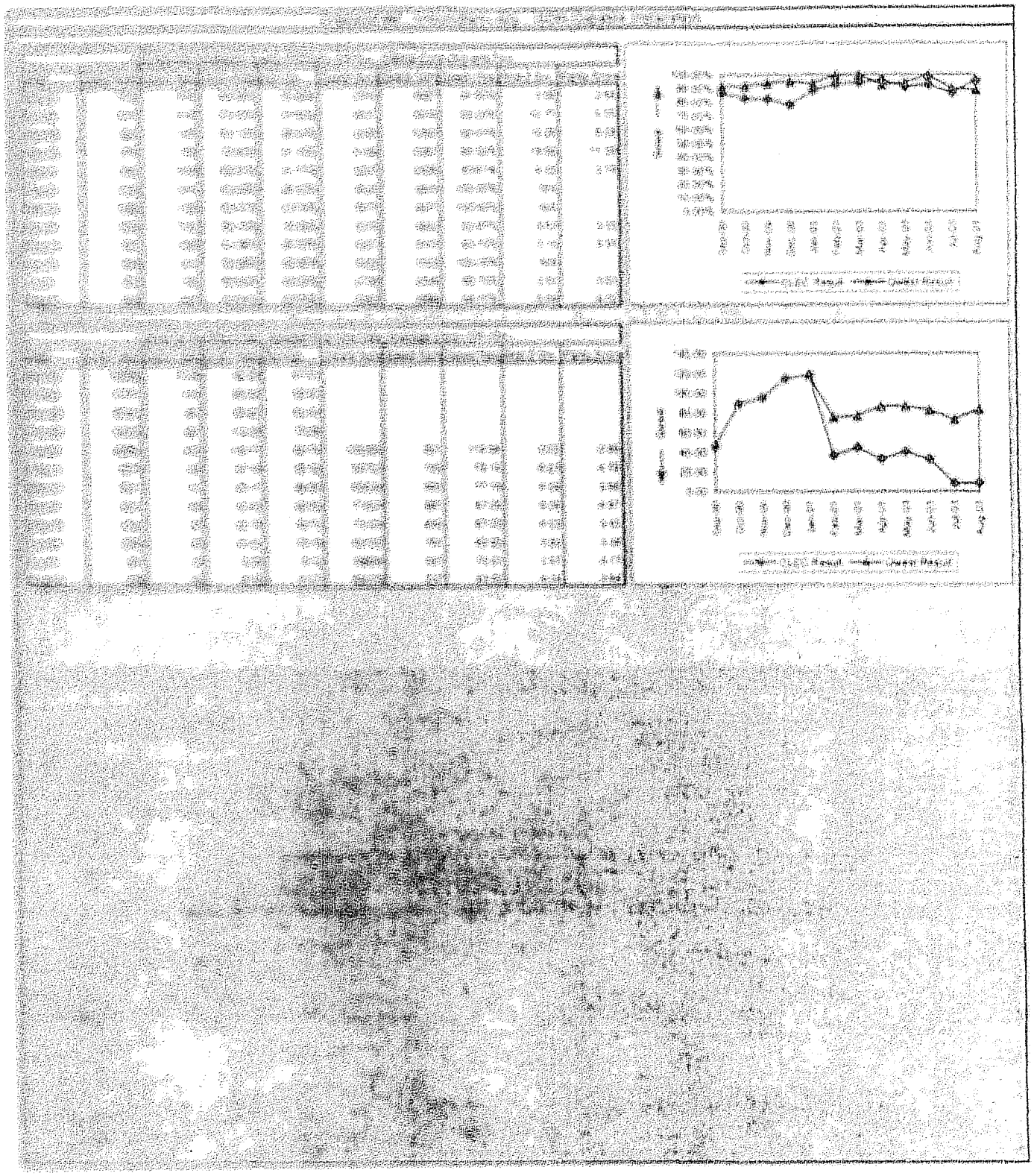
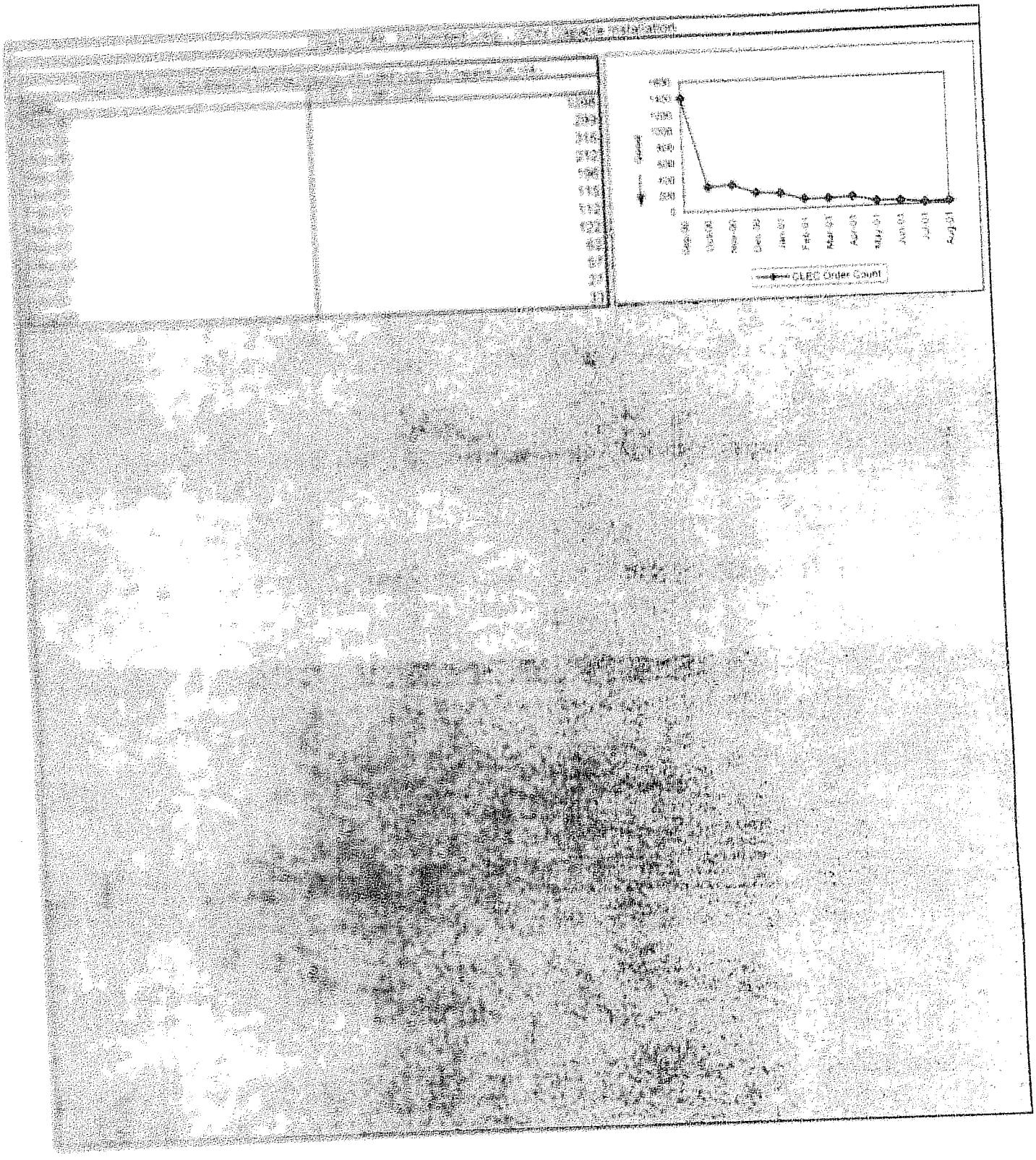


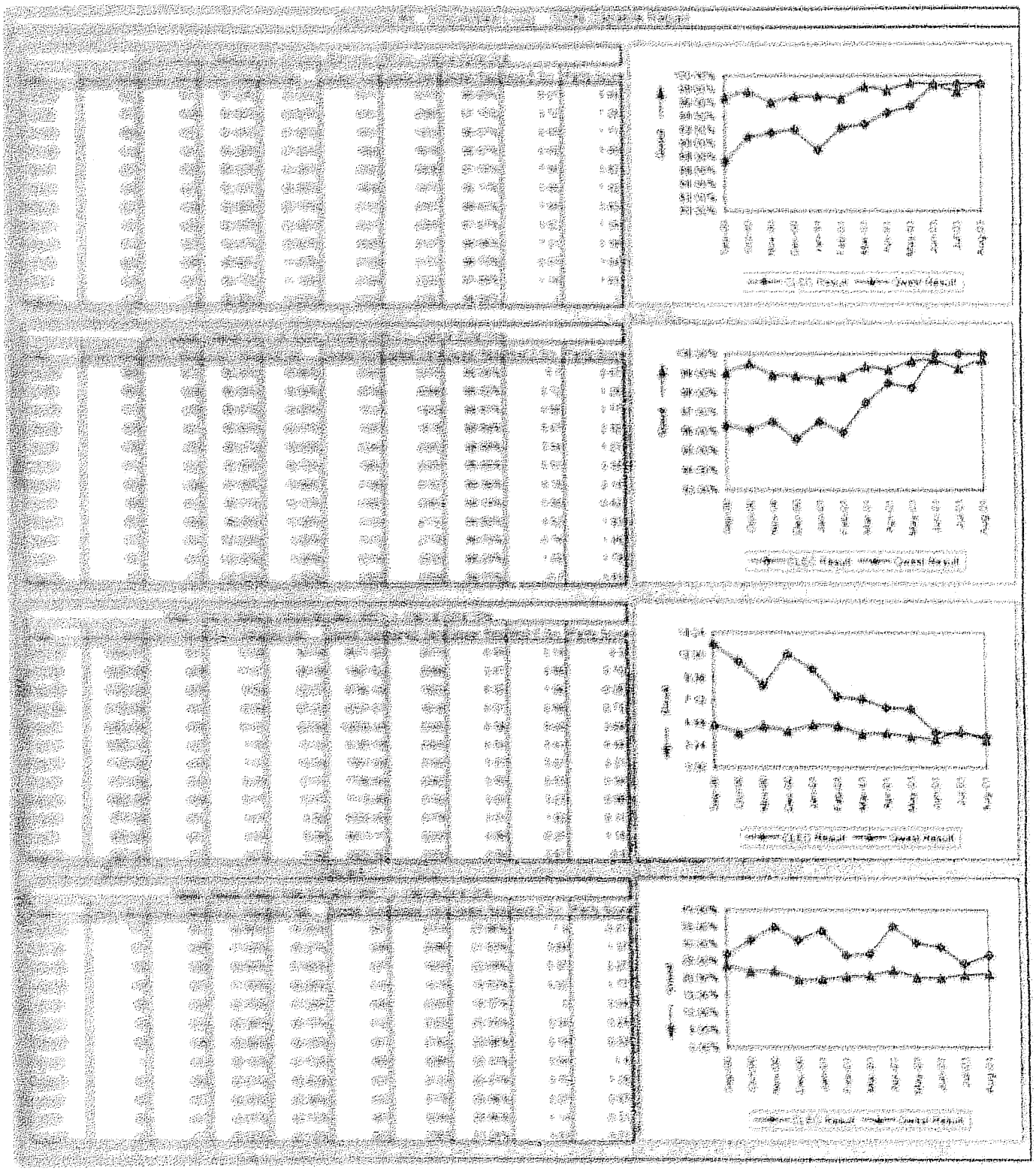
Good
CLEC Result
Qwest Result
Sep-00
Oct-00
Nov-00
Dec-00
Jan-01
Feb-01
Mar-01
Apr-01
May-01
Jun-01
Jul-01
Aug-01

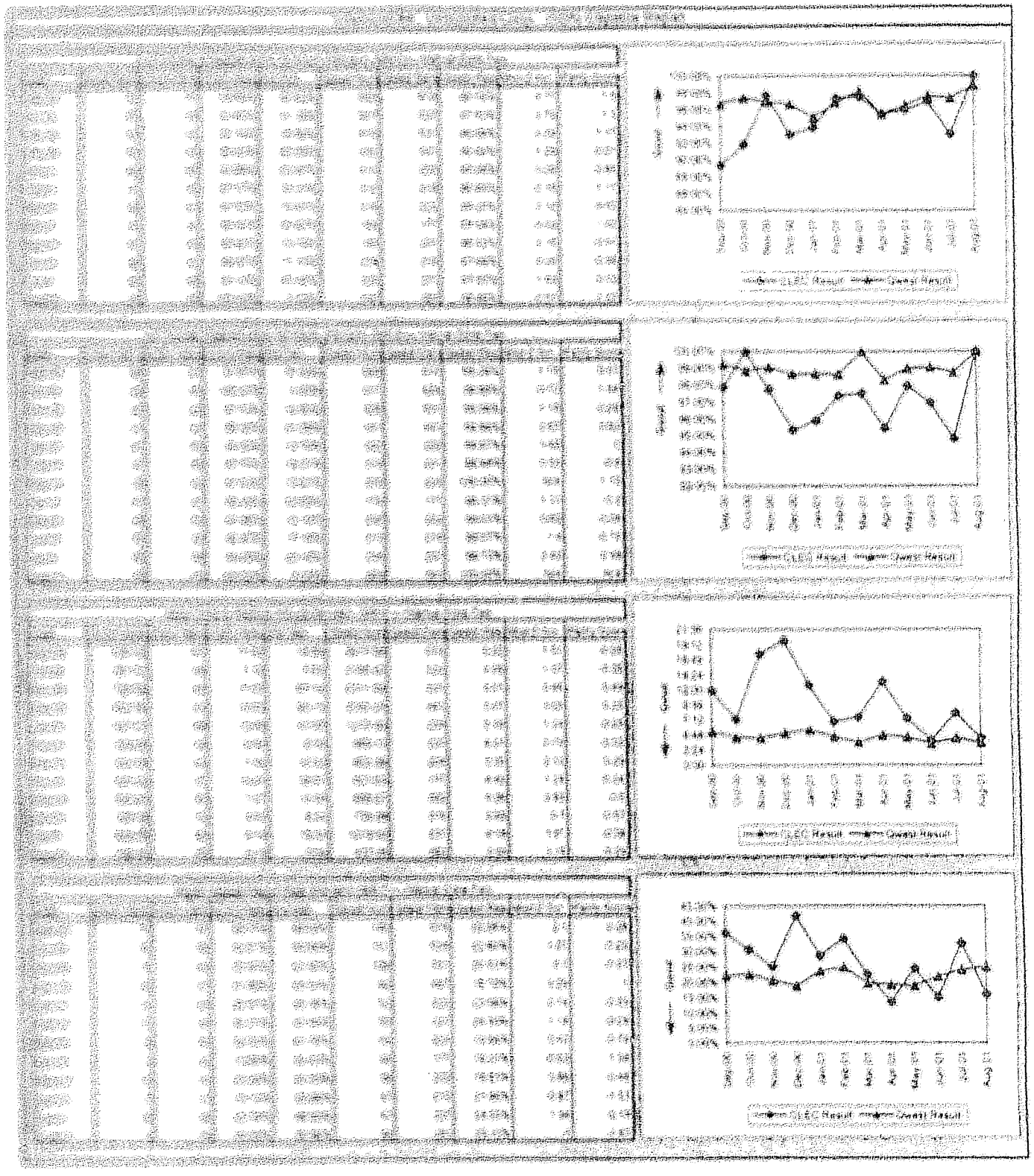
CLEC Result
Qwest Result

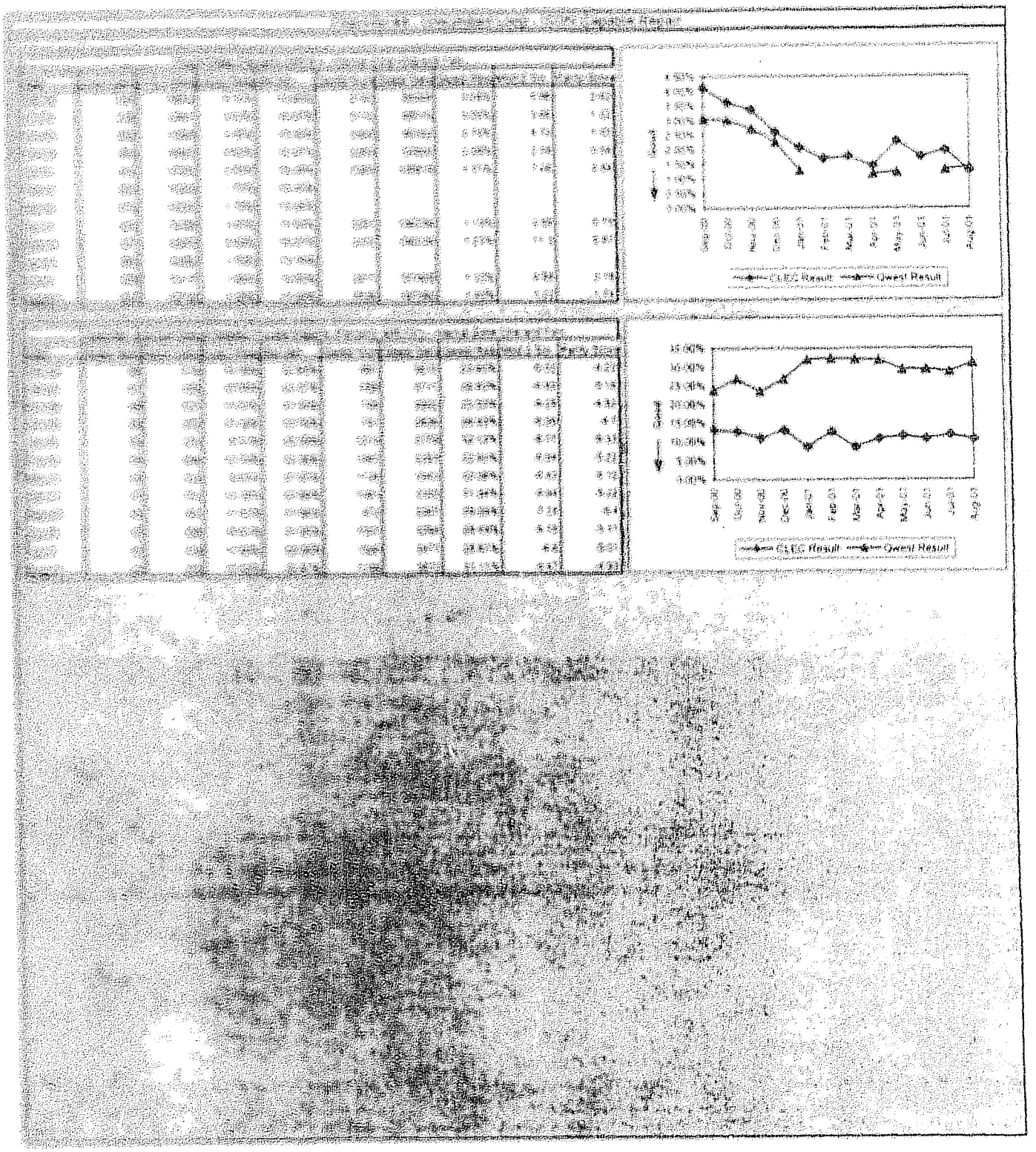

CLEC Result
Qwest Result

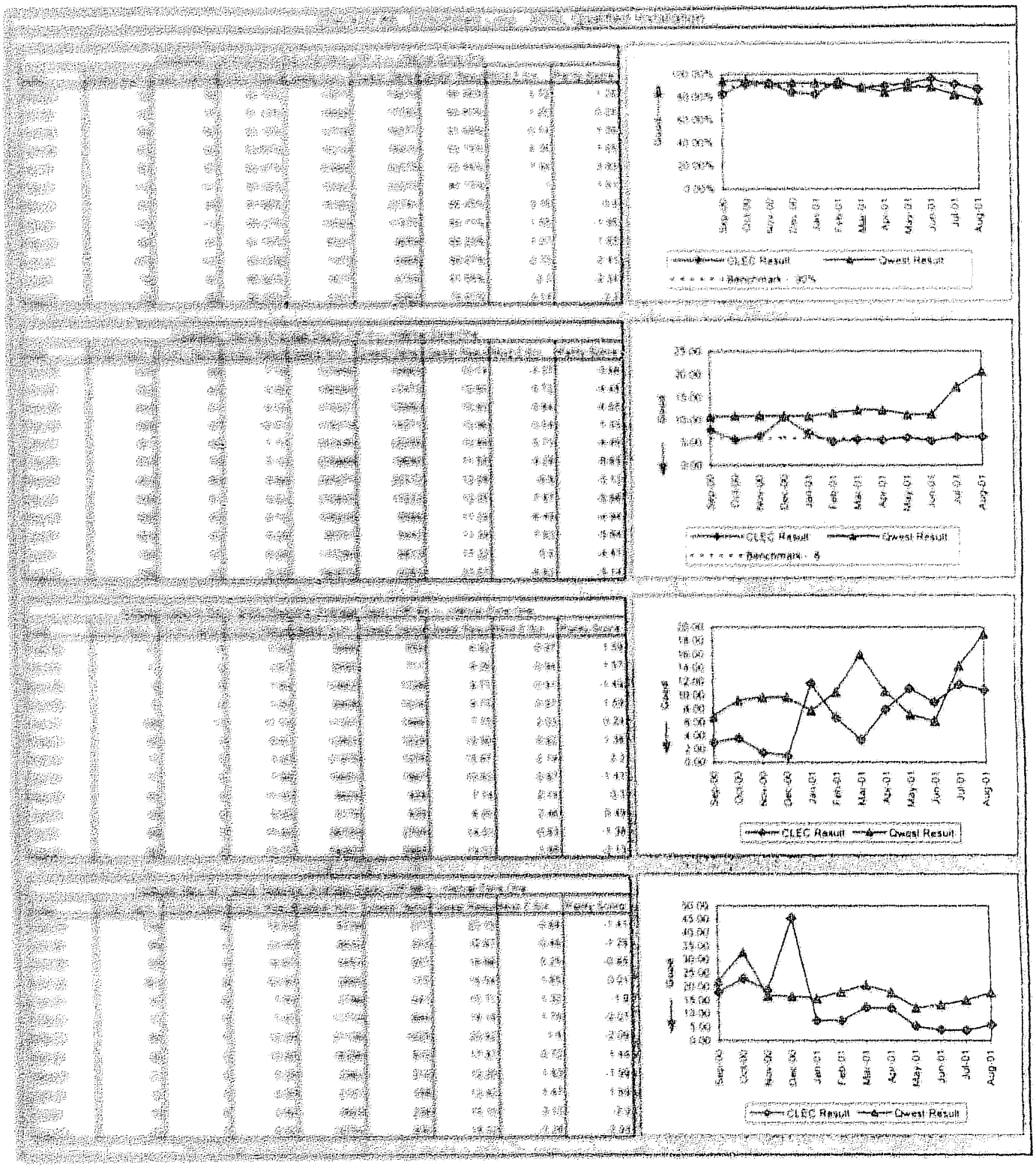


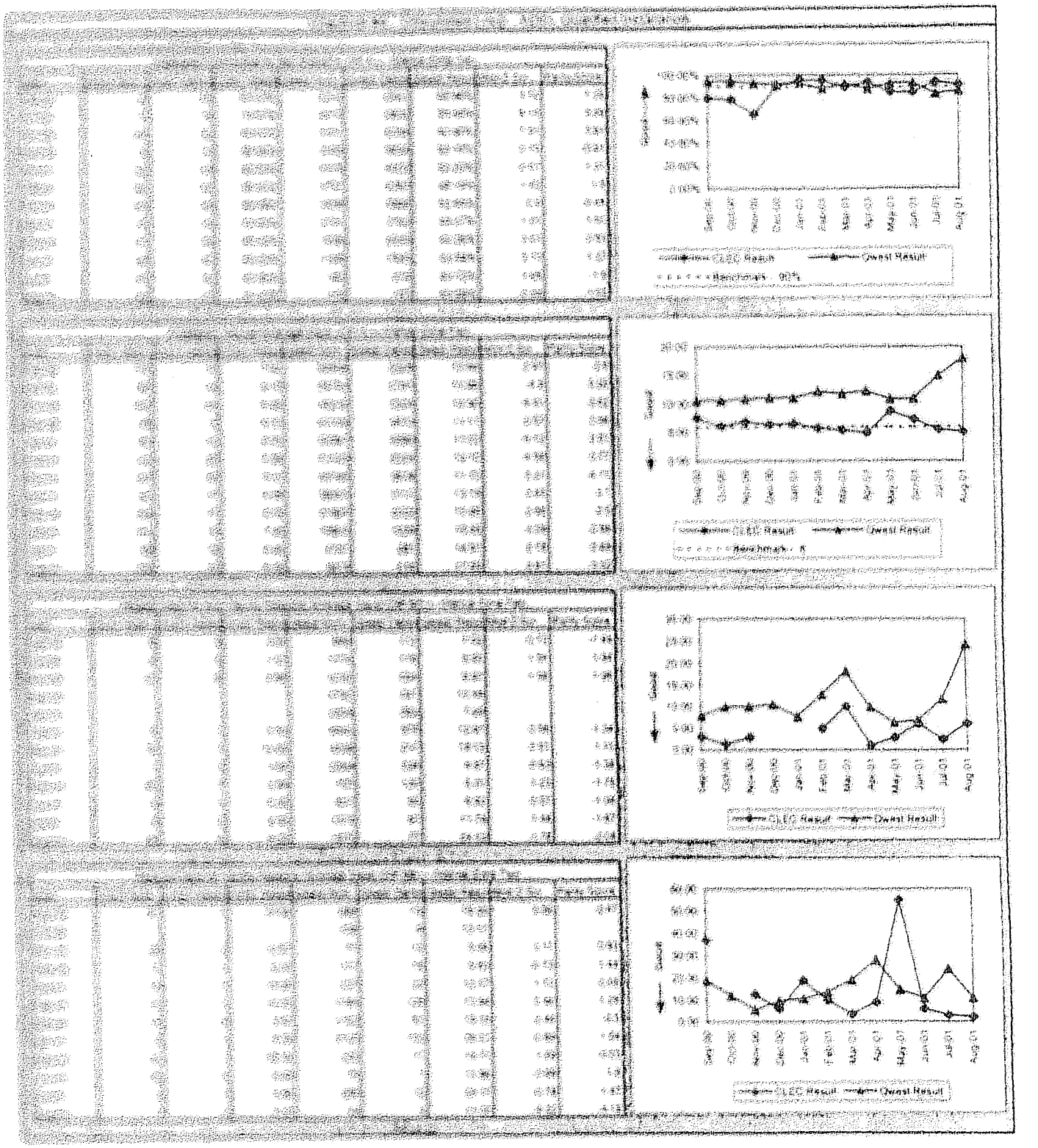

CLEC Order Count






CLEC Result
Qwest Result
CLEC Result
Qwest Result


CLEC Result
Qwest Result
Benchmark - 95%
CLEC Result
Qwest Result
Benchmark - 5
CLEC Result
Qwest Result
CLEC Result
Qwest Result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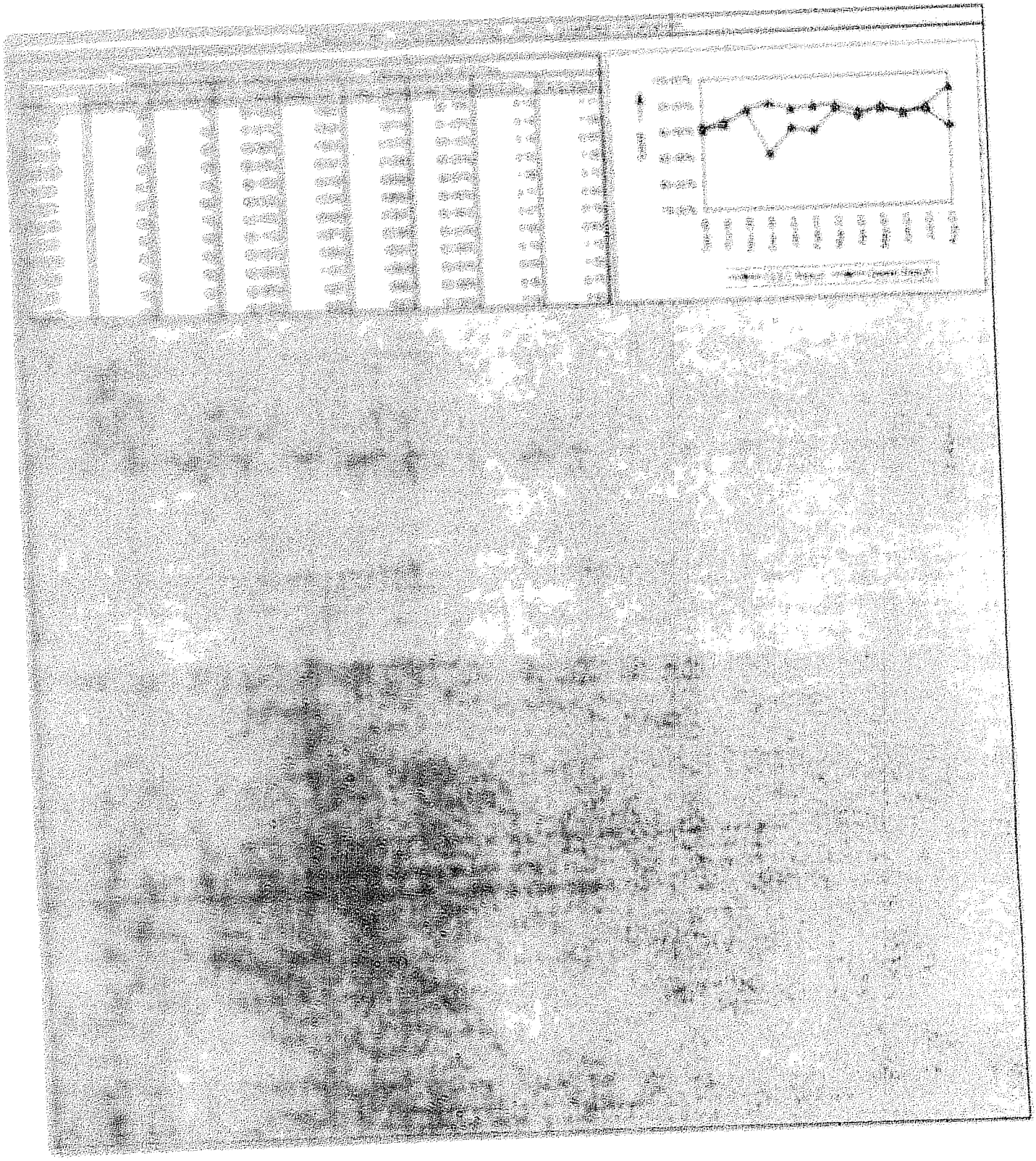
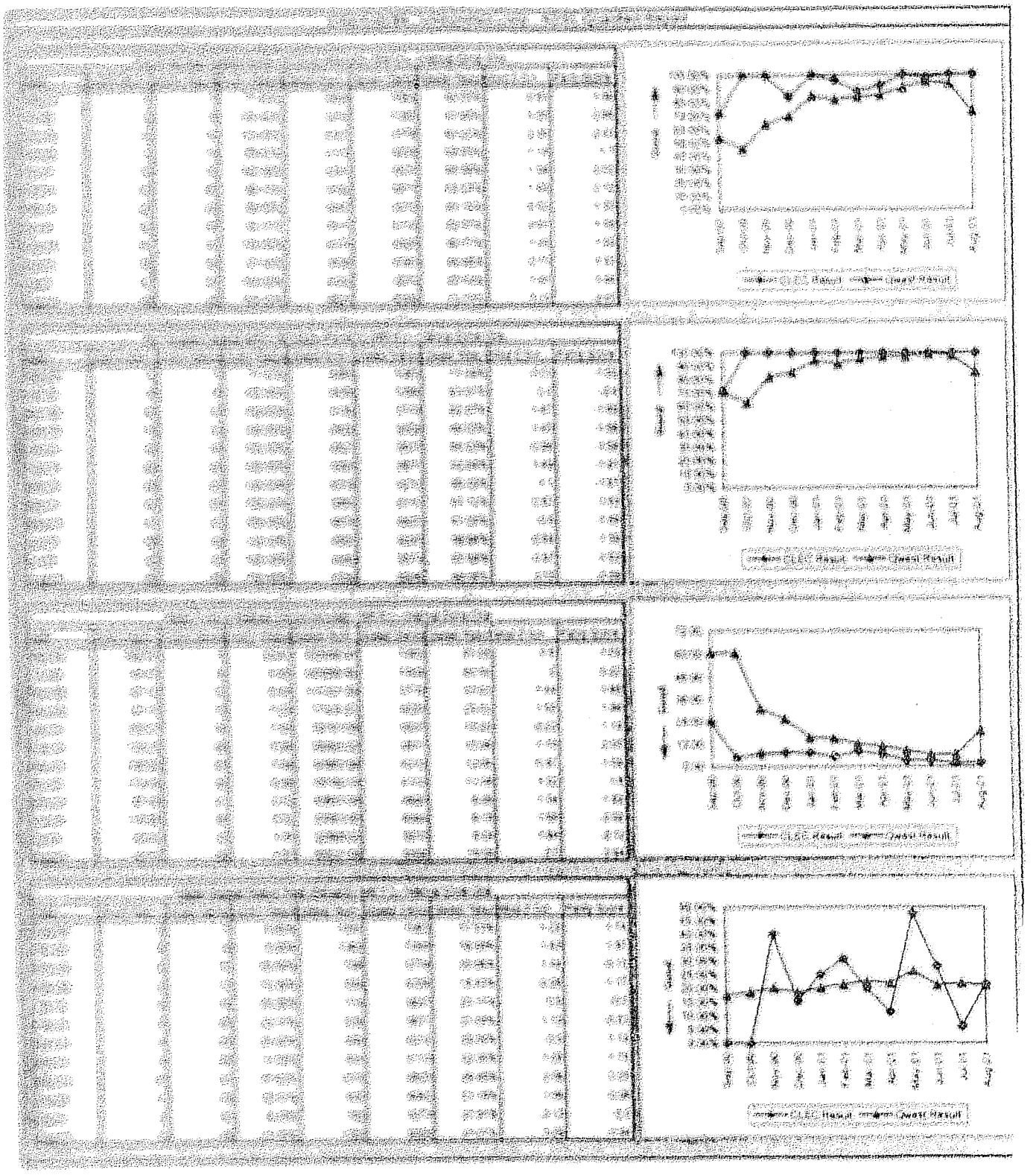
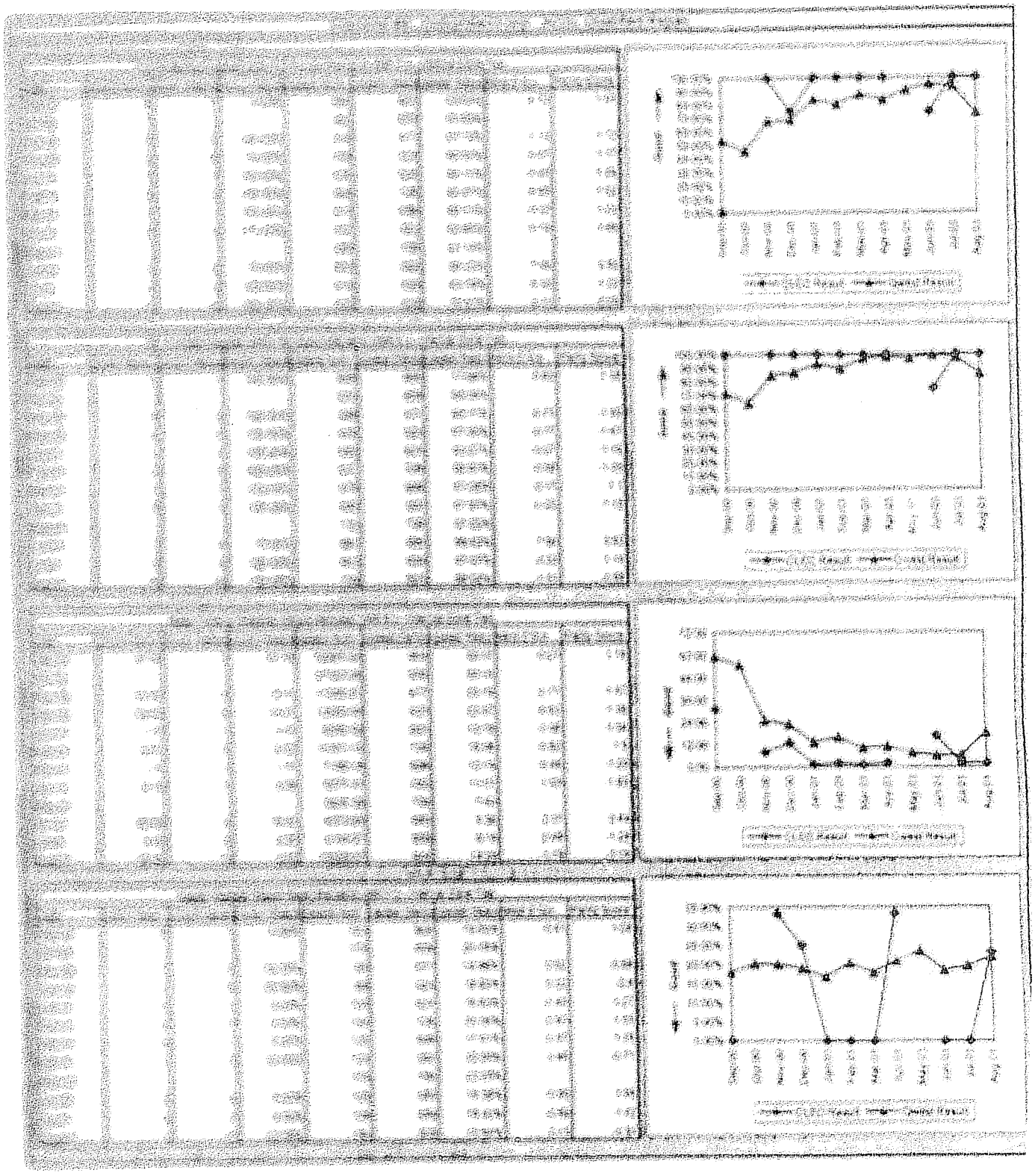
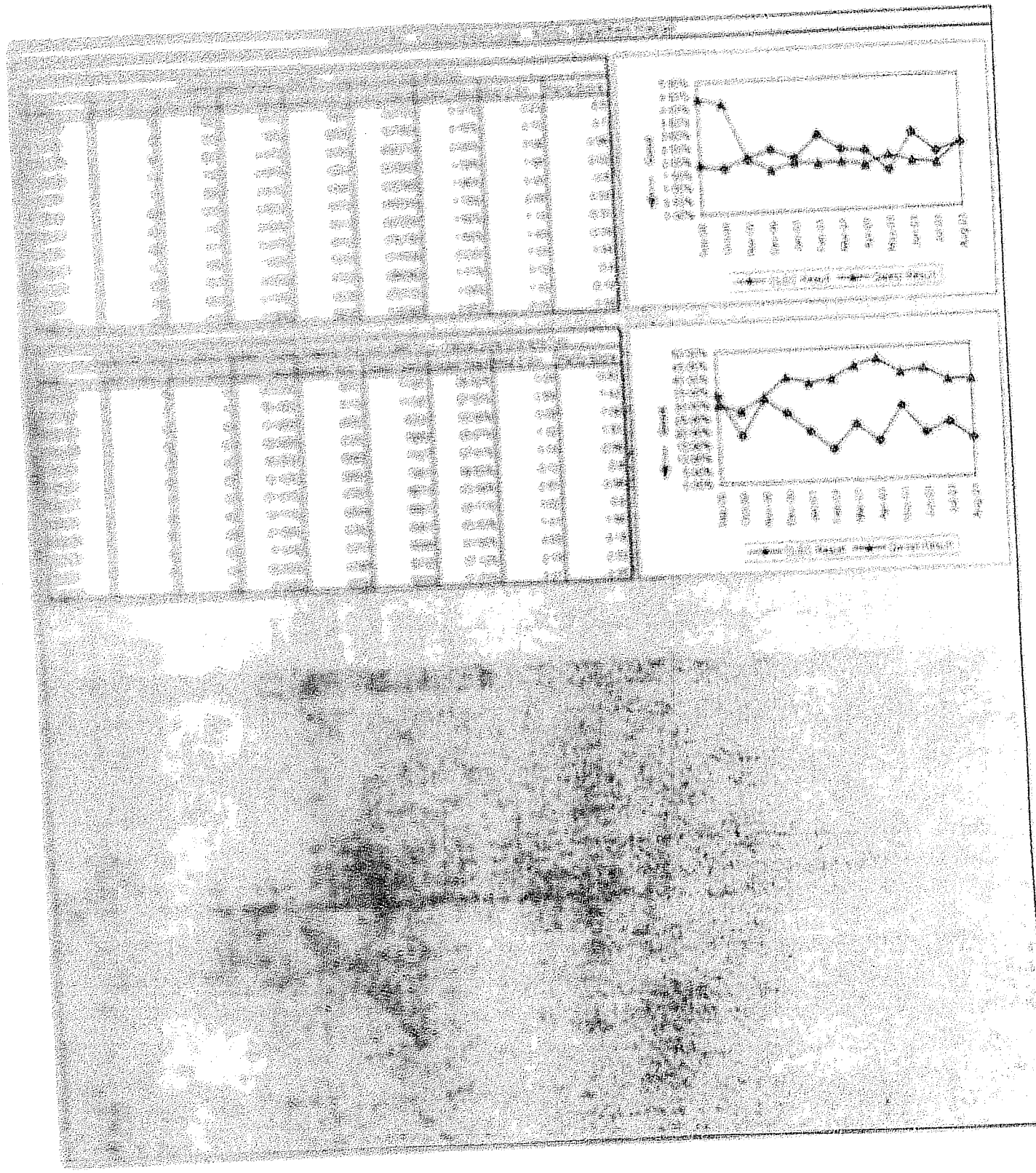
Qwest Result
Benchmark - 95%
CLEC Result
Qwest Result
CLEC Result
Qwest Result
CLEC Result
Qwest Result





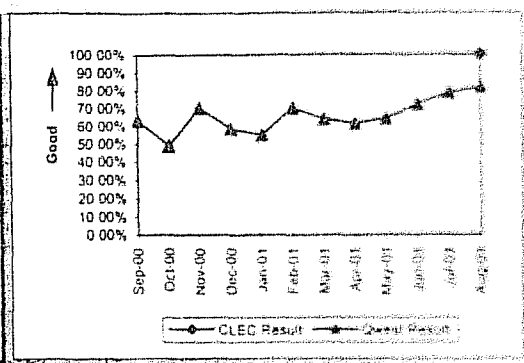




Checklist #4 - Unbundled Loop - Installation for DS3 and Higher

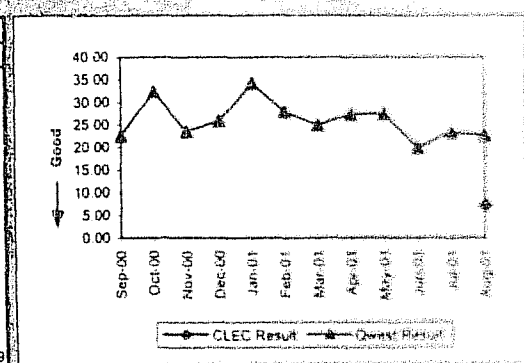
Installation Commitments Met (Percent) (OP-3)-- Interval Zone One

					Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
					104	164	63.41%		
					92	187	49.20%		
					165	234	70.51%		
					113	193	58.55%		
					90	163	55.21%		
					141	200	70.50%		
					127	198	64.14%		
					111	180	61.67%		
					98	152	64.47%		
					139	192	72.40%		
					144	183	78.69%		
			100.00%	0.00%	141	172	81.98%	-0.47	-1.28



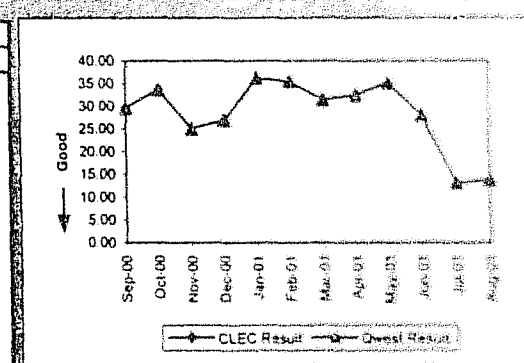
Installation Interval (Average Days) (OP-4)-- Interval Zone One

					Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
					3666	162	22.63		
					6059	187	32.40		
					5483	234	23.43		
					4948	191	25.91		
					5436	159	34.19		
					5579	200	27.90		
					4937	198	24.93		
					4882	179	27.27		
					4135	151	27.38		
					3745	189	19.81		
					9668	417	23.18		
			7.00		8376	371	22.58	-0.81	-1.49



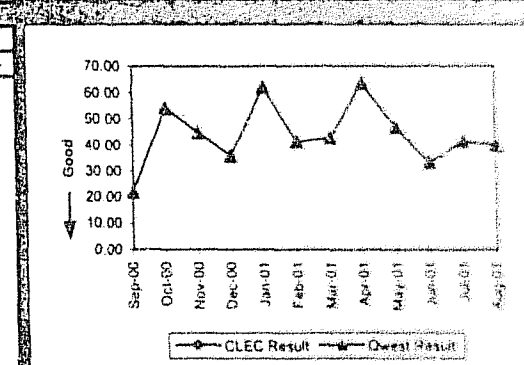
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)-- Interval Zone One

					Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
					1337	45	29.71		
					2228	66	33.73		
					1299	52	24.98		
					1507	56	26.91		
					1447	40	36.17		
					1527	43	35.51		
					1381	44	31.39		
					1816	56	32.43		
					1091	31	35.19		
					1062	38	27.95		
					3500	268	13.06		
					3053	223	13.69		



Delayed Days for Facility Reasons (Average Days) (OP-6B)-- Interval Zone One

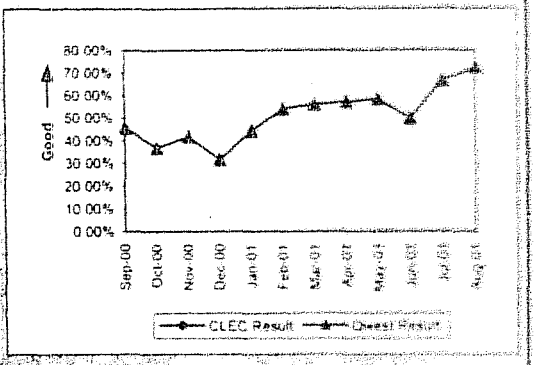
					Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
					327	15	21.80		
					1571	29	54.17		
					761	17	44.76		
					859	24	35.79		
					2046	33	62.00		
					658	16	41.12		
					1156	27	42.81		
					826	13	63.54		
					1076	23	46.78		
					498	15	33.20		
					289	7	41.29		
					320	8	40.00		



Checklist #4 - Unbundled Loop - Installation for DS3 and Higher

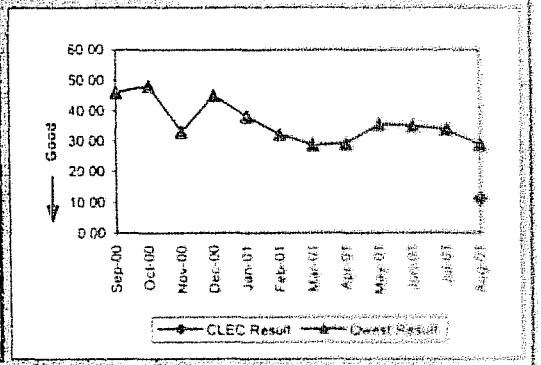
Installation Commitments Met (Percent) (OP-3)-- Interval Zone Two

CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Panty Scr
				22	48	45 83%		
				21	57	36 84%		
				18	43	41 86%		
				13	41	31 71%		
				20	45	44 44%		
				33	61	54 10%		
				45	80	56 25%		
				43	75	57 33%		
				34	58	58 62%		
				29	58	50 00%		
				34	51	66 67%		
				50	69	72 46%		



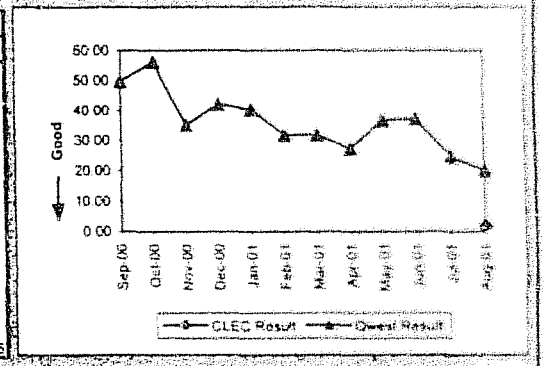
Installation Interval (Average Days) (OP-4)-- Interval Zone Two

CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Panty Scr
				2208	48	46 00		
				2696	56	48 14		
				1387	42	33 02		
				1846	41	45 02		
				1710	45	38 00		
				1962	61	32 16		
				2302	80	28 78		
				2180	75	29 07		
				2053	58	35 40		
				2023	58	34 88		
				5528	164	33.71		
21	1	11 00		4189	145	28 75	-0.62	-1 37



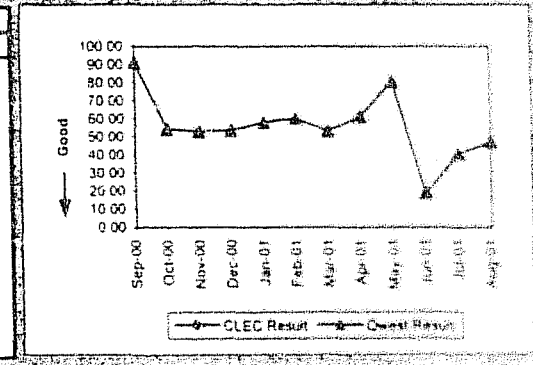
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)-- Interval Zone Two

CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Panty Scr
				994	20	49 70		
				1296	23	56 35		
				597	17	35 12		
				758	18	42.11		
				725	18	40 28		
				507	16	31 69		
				857	27	31 74		
				517	19	27 21		
				588	16	36.62		
				931	25	37 24		
				3022	123	24.57		
3	1	3 00		1814	90	20 16	-0.59	-1.36



Delayed Days for Facility Reasons (Average Days) (OP-6B)-- Interval Zone Two

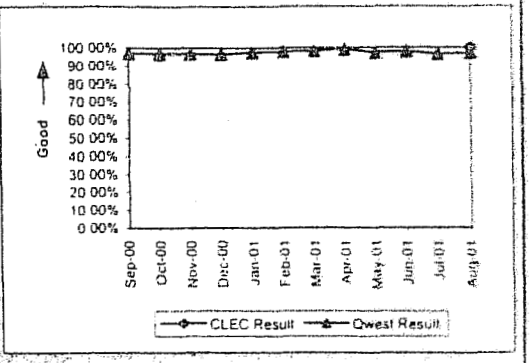
CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Panty Scr
				549	6	91 50		
				706	13	54 31		
				424	8	53 00		
				537	10	53 70		
				407	7	58 14		
				724	12	60 33		
				426	8	53 25		
				798	13	61 38		
				647	8	80 88		
				75	4	18 75		
				281	7	40 14		
				425	9	47 22		



Checklist #4 - Unbundled Loop - Installation for DS3 and Higher

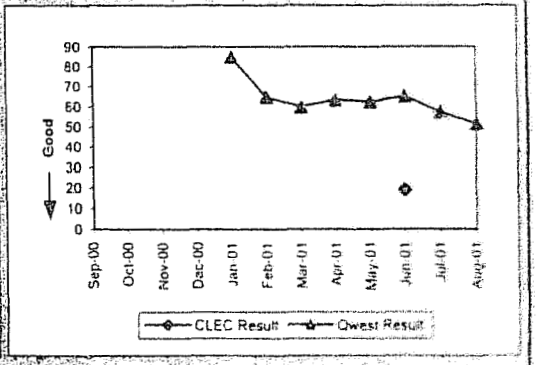
Percent Missed Appointments Due to Qwest Reason (Quality Percent) (OP-5) - Interval Zone One and Two

					Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
					561	579	97.24%		
					604	623	96.95%		
					693	715	96.92%		
					624	645	96.74%		
					530	543	97.61%		
					525	536	97.95%		
					619	630	98.25%		
					627	633	99.05%		
					524	539	97.22%		
					518	529	97.92%		
					537	556	96.58%		
			100.00%	0.00%	536	552	97.10%	-0.17	-1.1



Average for Jeopardy Orders Delayed Past Due Date (Average Days) (OP-15A)

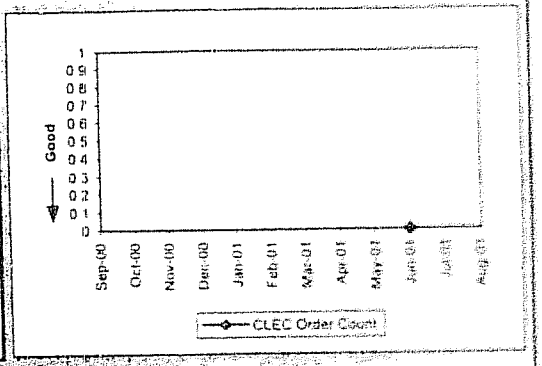
					Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
					36466	429	85.00		
					24080	371	64.91		
					27184	453	60.01		
					26537	419	63.33		
					23328	375	62.21		
			10.00		22204	341	65.11	-0.64	-1.39
					12242	214	57.21		
					12453	243	51.25		



Checklist #4 - Unbundled Loop - Installation for DS3 and Higher

Orders Closed for Flexibles Reasons Unbundled Loop - DS3 Capable (OP-15B)

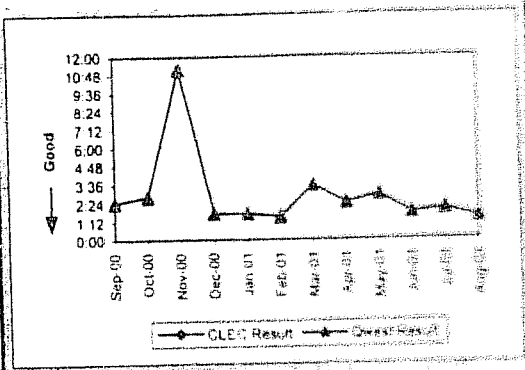
	CLEC Order Count
	0



Checklist #4 - Unbundled Loop - Repair for DS3 and Higher

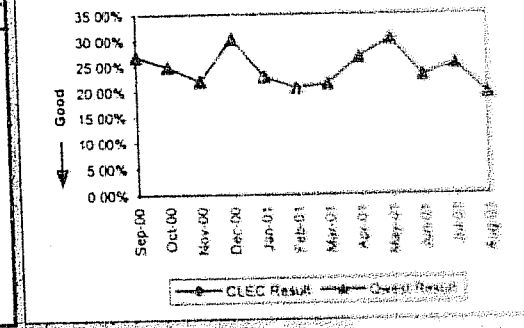
Repair Time to Restore (Hours:Minutes) (MR-6)-- Interval Zone One

CLEC Num	CLEC Dens	CLEC Resu	Std Dev	Qwest Num	Qwest Dens	Qwest Resu	Mod Z Scr	Parity Scr
				369:30	152	2:26		
				414:23	145	2:51		
				1533:21	137	11:12		
				190:38	109	1:45		
				197:44	114	1:44		
				163:23	107	1:32		
				469:36	131	3:35		
				226:47	94	2:25		
				371:24	126	2:57		
				217:15	122	1:47		
				199:17	99	2:01		
				163:18	114	1:26		



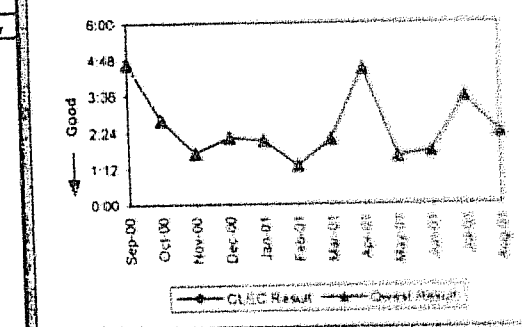
Repair Repeat Report Rate (Percent) (MR-7)-- Interval Zone One

CLEC Num	CLEC Dens	CLEC Resu	Std Dev	Qwest Num	Qwest Dens	Qwest Resu	Mod Z Scr	Parity Scr
				41	152	26.97%		
				36	145	24.83%		
				30	137	21.90%		
				33	109	30.28%		
				26	114	22.81%		
				22	107	20.56%		
				28	131	21.37%		
				25	94	26.60%		
				38	126	30.16%		
				28	122	22.95%		
				25	99	25.25%		
				22	114	19.30%		



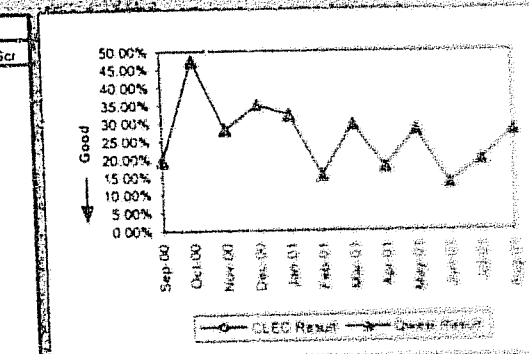
Repair Time to Restore (Hours:Minutes) (MR-6)-- Interval Zone Two

CLEC Num	CLEC Dens	CLEC Resu	Std Dev	Qwest Num	Qwest Dens	Qwest Resu	Mod Z Scr	Parity Scr
				143:55	31	4:39		
				52:48	19	2:47		
				54:51	32	1:43		
				82:06	37	2:13		
				59:16	28	2:07		
				50:17	39	1:17		
				94:32	44	2:09		
				151:37	34	4:28		
				50:50	32	1:35		
				66:23	38	1:45		
				180:02	51	3:32		
				102:00	43	2:22		



Repair Repeat Report Rate (Percent) (MR-7)-- Interval Zone Two

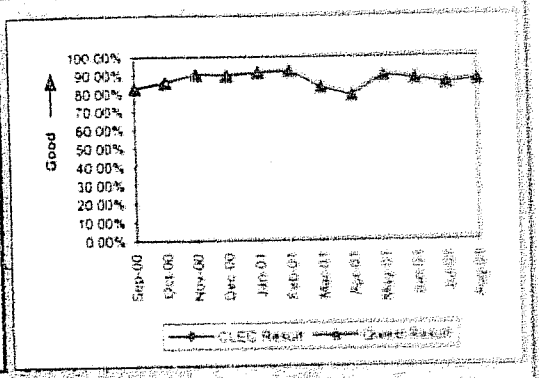
CLEC Num	CLEC Dens	CLEC Resu	Std Dev	Qwest Num	Qwest Dens	Qwest Resu	Mod Z Scr	Parity Scr
				6	31	19.35%		
				9	19	47.37%		
				9	32	28.13%		
				13	37	35.14%		
				9	28	32.14%		
				6	39	15.38%		
				13	44	29.55%		
				6	34	17.65%		
				9	32	28.13%		
				5	38	13.16%		
				10	51	19.61%		
				12	43	27.91%		



Checklist #4 - Unbundled Loop - Repair for DS3 and Higher

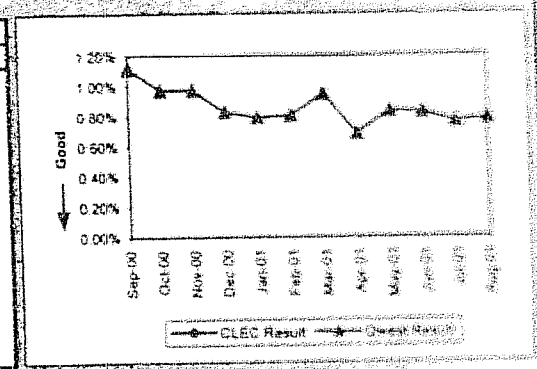
Trouble Reports Cleared within 4 hours (Percent) (MR-5)-- Interval Zone One and Two

CLEC Num	CLEC Denom	CLEC Resu	Std Dev	Qwest Num	Qwest Denom	Qwest Resu	Mod Z Scr	Parity Scr
				152	183	83.06%		
				141	164	85.98%		
				153	169	90.53%		
				131	146	89.73%		
				130	142	91.55%		
				135	146	92.47%		
				146	175	83.43%		
				101	128	78.91%		
				142	158	89.87%		
				141	160	88.13%		
				128	150	85.33%		
				137	157	87.26%		



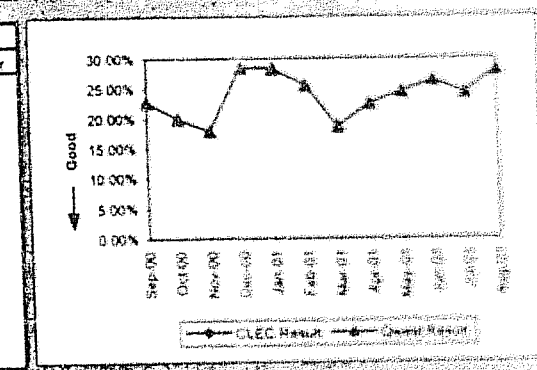
Trouble Rate (Percent) (MR-8)-- Interval Zone One and Two

CLEC Num	CLEC Denom	CLEC Resu	Std Dev	Qwest Num	Qwest Denom	Qwest Resu	Mod Z Scr	Parity Scr
				183	16353	1.12%		
				164	16791	0.98%		
				169	17272	0.98%		
				146	17580	0.83%		
				142	17884	0.79%		
				146	18148	0.80%		
				175	18420	0.95%		
				128	18724	0.68%		
				158	18987	0.83%		
				160	19342	0.83%		
				150	19686	0.76%		
				157	20036	0.78%		



Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10)-- Interval Zone One and Two

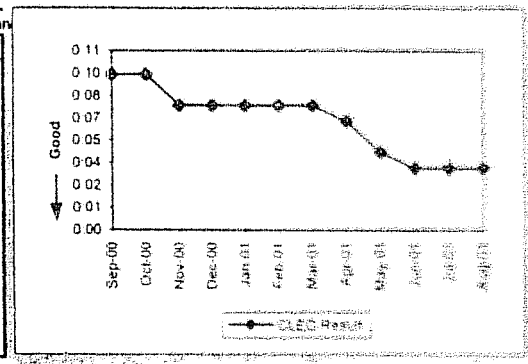
CLEC Num	CLEC Denom	CLEC Resu	Std Dev	Qwest Num	Qwest Denom	Qwest Resu	Mod Z Scr	Parity Scr
				54	237	22.78%		
				41	205	20.00%		
				37	206	17.96%		
				58	204	28.43%		
				56	198	28.28%		
				50	196	25.51%		
				40	215	18.60%		
				37	165	22.42%		
				51	209	24.40%		
				57	217	26.27%		
				48	198	24.24%		
				61	218	27.98%		



Checklist #4 - Unbundled Loop Cutovers

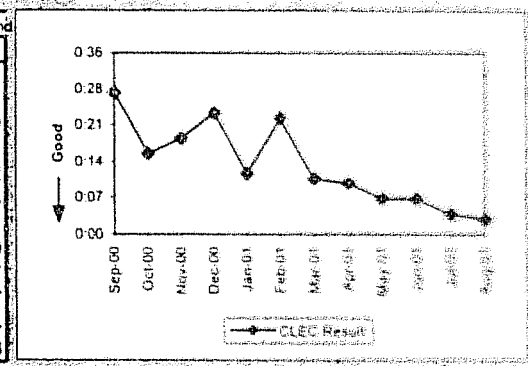
Coordinated Hot Cut Interval - Unbundled Loops (Hours:Minutes) Unbundled Loop - Analog (OP-7)-- Interval Zone One an

Date	CLEC Num	CLEC Denom	CLEC Result
Sep-00	1204:03	7335	0:10
Oct-00	1092:42	6646	0:10
Nov-00	960:27	6845	0:08
Dec-00	830:21	6025	0:08
Jan-01	882:20	6672	0:08
Feb-01	1125:14	8015	0:08
Mar-01	1272:52	9626	0:08
Apr-01	1255:28	10207	0:07
May-01	947:31	12358	0:05
Jun-01	766:45	11882	0:04
Jul-01	671:03	10884	0:04
Aug-01	715:15	12138	0:04



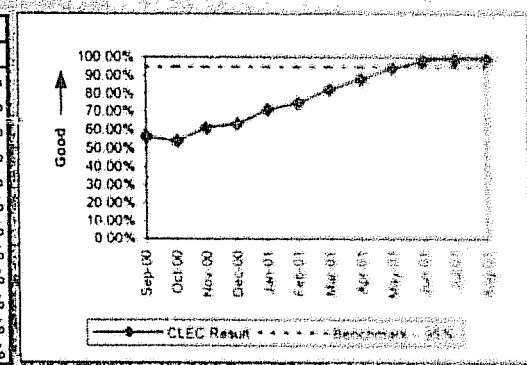
Coordinated Hot Cut Interval - Unbundled Loops (Hours:Minutes) Unbundled Loop Other (OP-7)-- Interval Zone One and

Date	CLEC Num	CLEC Denom	CLEC Result
Sep-00	18:30	39	0:28
Oct-00	9:13	34	0:16
Nov-00	12:14	38	0:19
Dec-00	5:57	15	0:24
Jan-01	15:17	74	0:12
Feb-01	40:29	107	0:23
Mar-01	4:08	23	0:11
Apr-01	8:33	49	0:10
May-01	4:48	44	0:07
Jun-01	4:14	35	0:07
Jul-01	1:40	27	0:04
Aug-01	6:16	111	0:03



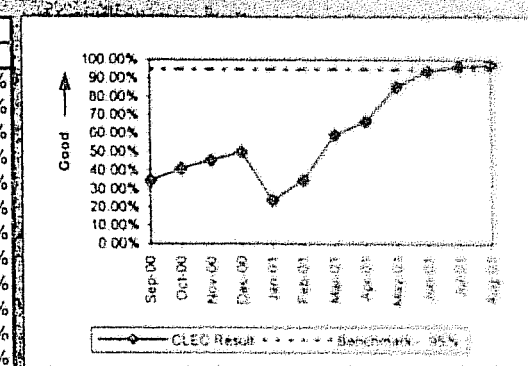
Coordinated Cuts Completed on Time (Percent) Unbundled Loop - Analog (OP-13A)-- Interval Zone One and Two

Date	CLEC Num	CLEC Denom	CLEC Result
Sep-00	1206	2144	56.25%
Oct-00	1270	2351	54.02%
Nov-00	1653	2705	61.11%
Dec-00	1186	1874	63.29%
Jan-01	1677	2360	71.06%
Feb-01	2033	2719	74.77%
Mar-01	2622	3190	82.19%
Apr-01	3102	3529	87.90%
May-01	4413	4700	93.89%
Jun-01	4672	4764	98.07%
Jul-01	4300	4342	99.03%
Aug-01	4434	4477	99.04%



Coordinated Cuts Completed on Time (Percent) Unbundled Loop Other (OP-13A)-- Interval Zone One and Two

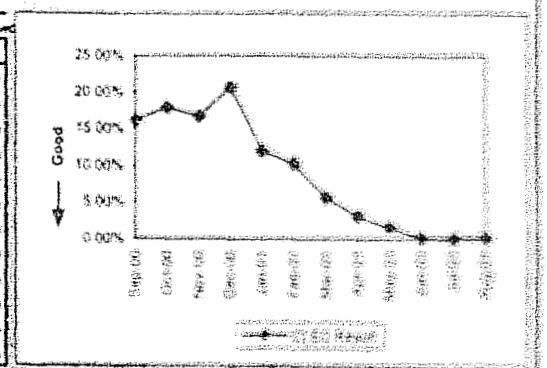
Date	CLEC Num	CLEC Denom	CLEC Result
Sep-00	566	1635	34.62%
Oct-00	945	2309	40.93%
Nov-00	1185	2603	45.52%
Dec-00	968	1935	50.03%
Jan-01	616	2582	23.86%
Feb-01	958	2752	34.81%
Mar-01	1403	2372	59.15%
Apr-01	1745	2629	66.38%
May-01	1926	2252	85.52%
Jun-01	1661	1771	93.79%
Jul-01	1530	1591	96.17%
Aug-01	2354	2423	97.15%



Checklist #4 - Unbundled Loop Cutovers

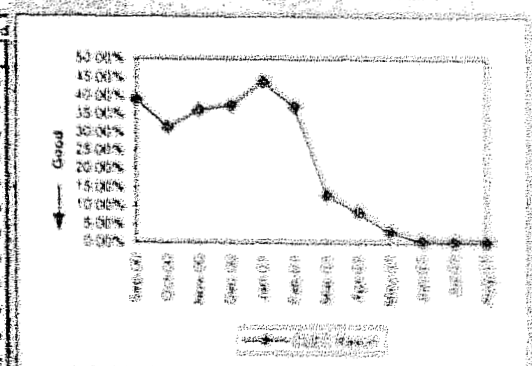
Coordinated Cuts Started Without CLEC Approval (Percent) Unbundled Loop - Analog (OP-13B)-- Interval Zone One and Two

Date	CLEC Num	CLEC Denom	CLEC Result
Sep-00	346	2144	16.14%
Oct-00	420	2351	17.86%
Nov-00	450	2705	16.64%
Dec-00	386	1874	20.60%
Jan-01	289	2414	11.97%
Feb-01	289	2804	10.31%
Mar-01	194	3406	5.70%
Apr-01	118	3733	3.16%
May-01	74	4700	1.57%
Jun-01	7	4764	0.15%
Jul-01	1	4342	0.02%
Aug-01	6	4477	0.13%



Coordinated Cuts Started Without CLEC Approval (Percent) Unbundled Loop Other (OP-13B)-- Interval Zone One and Two

Date	CLEC Num	CLEC Denom	CLEC Result
Sep-00	639	1635	39.08%
Oct-00	729	2309	31.57%
Nov-00	943	2603	36.23%
Dec-00	727	1935	37.57%
Jan-01	1141	2598	43.92%
Feb-01	1090	2927	37.24%
Mar-01	353	2718	12.99%
Apr-01	233	2756	8.45%
May-01	67	2252	2.98%
Jun-01	8	1771	0.45%
Jul-01	1	1591	0.06%
Aug-01	4	2423	0.17%



CONTINUATION

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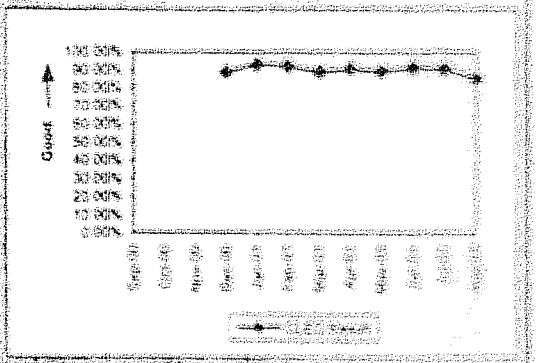
Checklist #4 - Line Sharing Installation

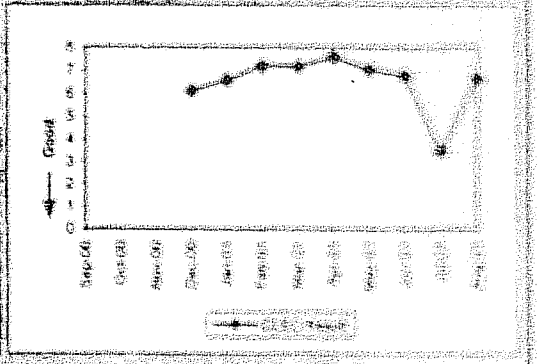
Installation Commitments Met (Percent) (OP-3)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
Sep-00				
Oct-00				
Nov-00				
Dec-00	122	137	89.05%	31.23%
Jan-01	116	124	93.55%	24.57%
Feb-01	119	129	92.25%	26.74%
Mar-01	124	139	89.21%	31.03%
Apr-01	109	120	90.83%	28.86%
May-01	43	48	89.58%	30.55%
Jun-01	55	60	91.67%	27.64%
Jul-01	90	99	90.91%	28.75%
Aug-01	53	62	85.48%	35.23%



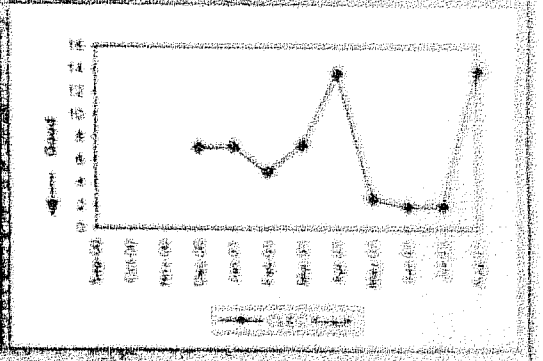
Installation Interval (Average Days) (OP-4)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
Sep-00				
Oct-00				
Nov-00				
Dec-00	837	137	6.11	3.37
Jan-01	811	123	6.59	3.97
Feb-01	915	127	7.20	5.89
Mar-01	989	138	7.17	3.66
Apr-01	873	115	7.59	5.93
May-01	324	46	7.04	5.16
Jun-01	407	60	6.78	3.43
Jul-01	347	100	3.47	3.90
Aug-01	433	65	6.66	8.74



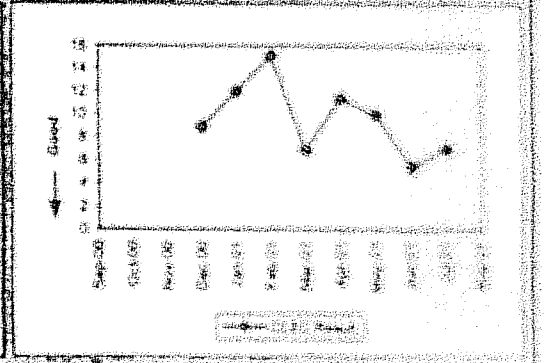
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
Sep-00				
Oct-00				
Nov-00				
Dec-00	50	7	7.14	7.69
Jan-01	29	4	7.25	5.12
Feb-01	10	2	5.00	5.66
Mar-01	22	3	7.33	3.06
Apr-01	41	3	13.67	11.72
May-01	8	3	2.67	2.89
Jun-01	2	1	2.00	
Jul-01	16	8	2.00	2.88
Aug-01	166	12	13.83	12.71



Delayed Days for Facility Reasons (Average Days) (OP-6B)-- Dispatches Within MSAs

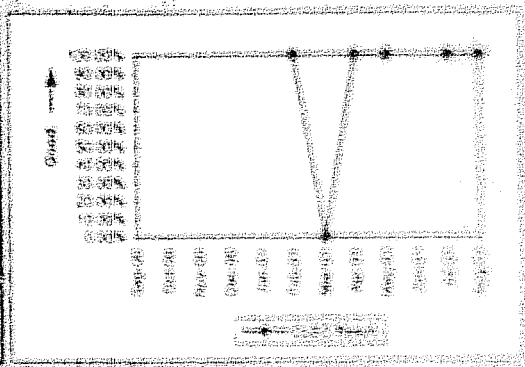
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
Sep-00				
Oct-00				
Nov-00				
Dec-00	71	8	8.88	5.69
Jan-01	48	4	12.00	9.90
Feb-01	121	8	15.12	15.46
Mar-01	83	12	6.92	4.01
Apr-01	91	8	11.38	10.36
May-01	20	2	10.00	1.41
Jun-01	22	4	5.50	2.38
Jul-01	14	2	7.00	4.24
Aug-01				



Checklist #4 - Line Sharing Installation

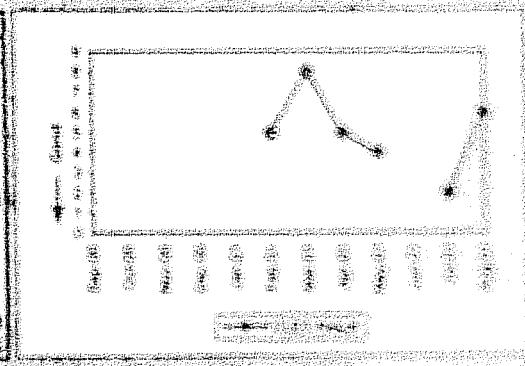
Installation Commitments Met (Percent) (OP-3)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01				
Feb-01	2	2	100.00%	0.00%
Mar-01	0	1	0.00%	0.00%
Apr-01	1	1	100.00%	0.00%
May-01	1	1	100.00%	0.00%
Jun-01				
Jul-01	9	9	100.00%	0.00%
Aug-01	3	3	100.00%	0.00%



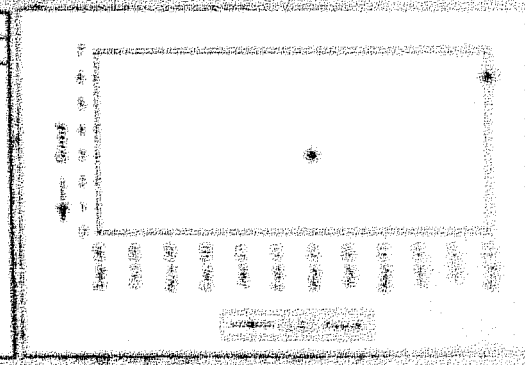
Installation Interval (Average Days) (OP-4)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01				
Feb-01	10	2	5.00	0.00
Mar-01	8	1	8.00	
Apr-01	5	1	5.00	
May-01	4	1	4.00	
Jun-01				
Jul-01	18	9	2.00	3.28
Aug-01	24	4	6.00	3.46



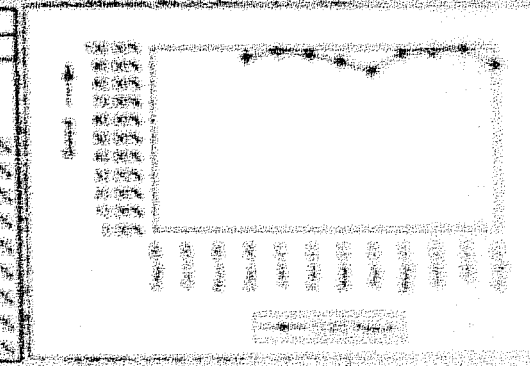
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01				
Feb-01				
Mar-01	3	1	3.00	
Apr-01				
May-01				
Jun-01				
Jul-01				
Aug-01	6	1	6.00	



Installation Commitments Met (Percent) (OP-3)-- No Dispatches

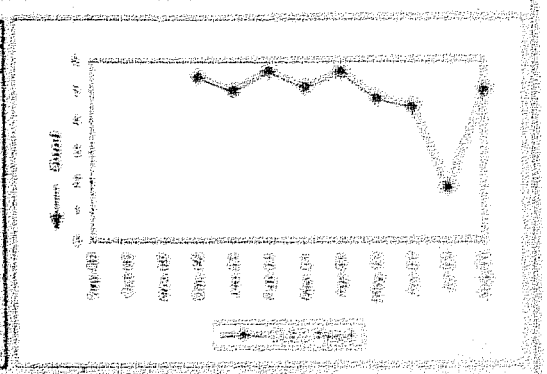
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
Sep-00				
Oct-00				
Nov-00				
Dec-00	506	534	94.76%	22.23%
Jan-01	1064	1085	98.06%	13.79%
Feb-01	958	993	96.48%	18.44%
Mar-01	765	827	92.50%	26.33%
Apr-01	730	836	87.32%	33.27%
May-01	599	618	96.93%	17.26%
Jun-01	1266	1292	97.99%	14.04%
Jul-01	6611	6660	99.26%	8.55%
Aug-01	1752	1940	90.31%	29.56%



Checklist #4 - Line Sharing Installation

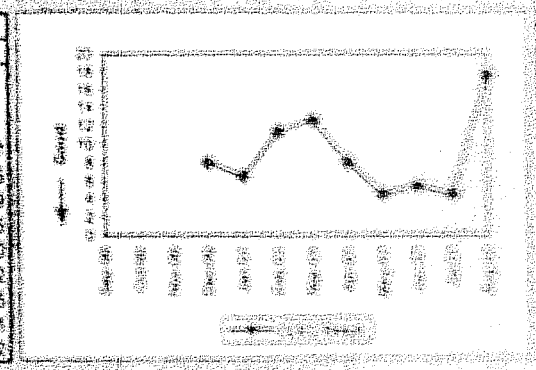
Installation Interval (Average Days) (OP-4)-- No Dispatches

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
Sep-00				
Oct-00				
Nov-00				
Dec-00	2917	534	5.46	2.35
Jan-01	5423	1085	5.00	2.69
Feb-01	5615	992	5.66	6.44
Mar-01	4229	827	5.11	4.63
Apr-01	4701	835	5.63	3.69
May-01	2892	611	4.73	2.85
Jun-01	5704	1282	4.45	2.44
Jul-01	11764	6674	1.76	1.74
Aug-01	9661	1930	5.01	5.49



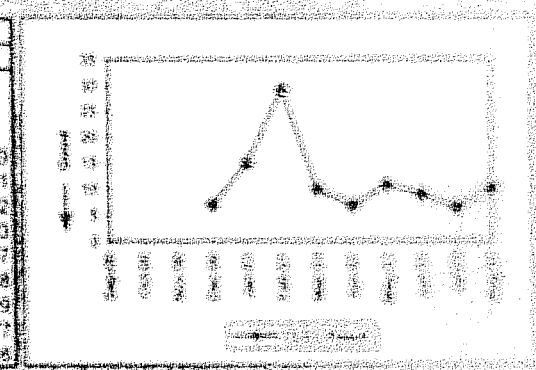
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)-- No Dispatches

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
Sep-00				
Oct-00				
Nov-00				
Dec-00	64	8	8.00	5.97
Jan-01	26	4	6.50	7.85
Feb-01	68	6	11.33	8.09
Mar-01	151	12	12.58	14.66
Apr-01	32	4	8.00	4.00
May-01	9	2	4.50	2.12
Jun-01	27	5	5.40	3.05
Jul-01	220	49	4.49	6.81
Aug-01	3592	205	17.52	7.12



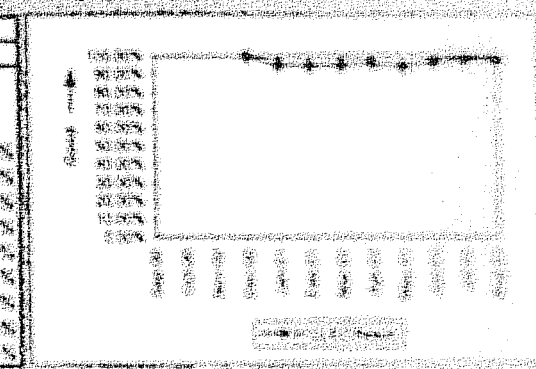
Delayed Days for Facility Reasons (Average Days) (OP-6B)-- No Dispatches

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
Sep-00				
Oct-00				
Nov-00				
Dec-00	141	20	7.05	3.09
Jan-01	256	17	15.06	7.01
Feb-01	844	29	29.10	19.42
Mar-01	501	50	10.02	10.13
Apr-01	705	102	6.91	4.37
May-01	183	17	10.76	6.88
Jun-01	189	21	9.00	5.99
Jul-01	105	16	6.56	6.17
Aug-01	51	5	10.20	11.06



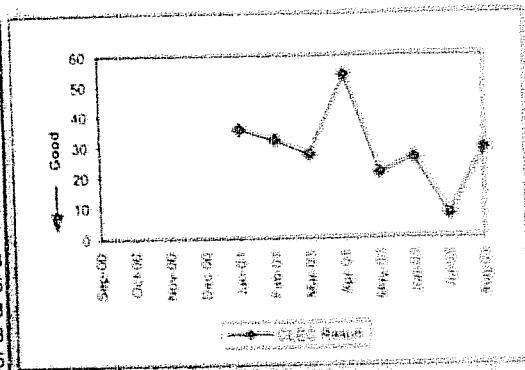
New Service Installation Quality (Percent) (OP-5)

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
Sep-00				
Oct-00				
Nov-00				
Dec-00	341	341	100.00%	0.00%
Jan-01	911	956	95.29%	21.18%
Feb-01	1125	1185	94.94%	21.92%
Mar-01	1018	1068	95.32%	21.12%
Apr-01	947	981	96.53%	18.29%
May-01	775	820	94.51%	22.77%
Jun-01	989	1020	96.96%	17.17%
Jul-01	4001	4075	98.18%	13.35%
Aug-01	4311	4408	97.80%	14.67%



Checklist #4 - Line Sharing Installation

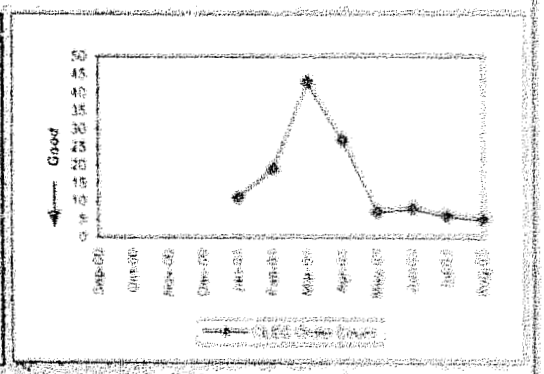
Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A)				
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01	604	17	35.53	15.46
Feb-01	1060	33	32.12	21.55
Mar-01	1499	55	27 25	31.17
Apr-01	2082	39	53.38	43.63
May-01	297	14	21.21	28.56
Jun-01	287	11	26.09	36.63
Jul-01	2669	361	7.39	9.68
Aug-01	5578	192	29.05	14.25



Checklist #4 - Line Sharing Installation

Count of Pending Orders Delayed for Facilities Reasons Line Sharing (OP-15B)

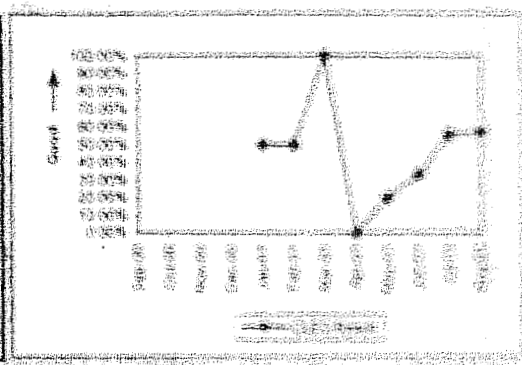
Date	CLEC Order Count
Sep-00	
Oct-00	
Nov-00	
Dec-00	
Jan-01	11
Feb-01	19
Mar-01	43
Apr-01	27
May-01	7
Jun-01	8
Jul-01	6
Aug-01	5



Checklist #4 - Line Sharing Repair

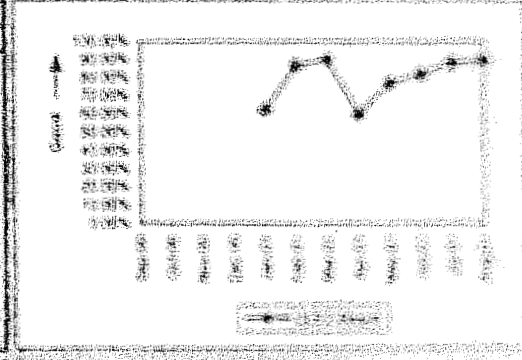
Out of Service Cleared within 24 hours (Percent) (MR-3)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01	2	4	50.00%	50.00%
Feb-01	1	2	50.00%	50.00%
Mar-01	2	2	100.00%	0.00%
Apr-01	0	3	0.00%	0.00%
May-01	1	5	20.00%	40.00%
Jun-01	1	3	33.33%	47.14%
Jul-01	5	9	55.56%	49.69%
Aug-01	4	7	57.14%	49.49%



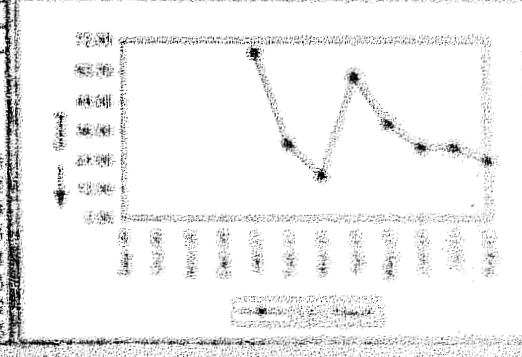
All Troubles Cleared within 48 hours (Percent) (MR-4)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01	10	16	62.50%	48.41%
Feb-01	13	15	86.67%	33.99%
Mar-01	9	10	90.00%	30.00%
Apr-01	9	15	60.00%	48.99%
May-01	10	13	76.92%	42.12%
Jun-01	9	11	81.82%	38.57%
Jul-01	15	17	88.24%	32.22%
Aug-01	17	19	89.47%	30.60%



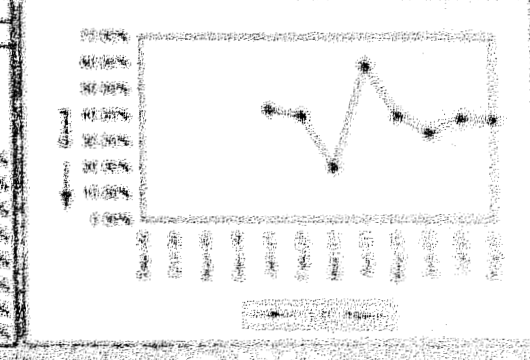
Mean Time to Restore (Hours:Minutes) (MR-6)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01	1077:41	16	67:21	99:23
Feb-01	462:29	15	30:50	46:12
Mar-01	176:26	10	17:39	28:45
Apr-01	868:42	15	57:55	54:46
May-01	509:39	13	39:12	27:41
Jun-01	324:49	11	29:32	33:23
Jul-01	498:29	17	29:19	20:42
Aug-01	458:38	19	24:08	17:25



Repair Repeat Report Rate (Percent) (MR-7)-- Dispatches Within MSAs

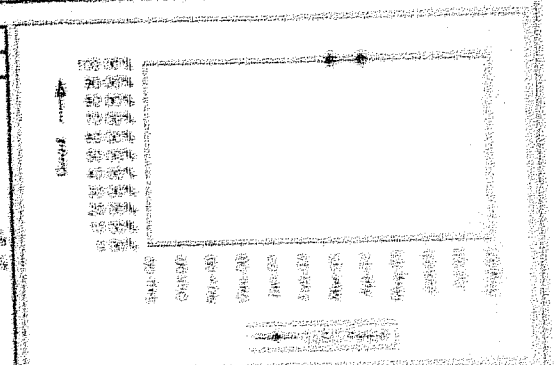
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01	8	19	42.11%	49.37%
Feb-01	8	20	40.00%	48.99%
Mar-01	2	10	20.00%	40.00%
Apr-01	10	17	58.82%	49.22%
May-01	6	15	40.00%	48.99%
Jun-01	4	12	33.33%	47.14%
Jul-01	7	18	38.89%	49.75%
Aug-01	8	21	38.10%	48.58%



Checklist #4 - Line Sharing Repair

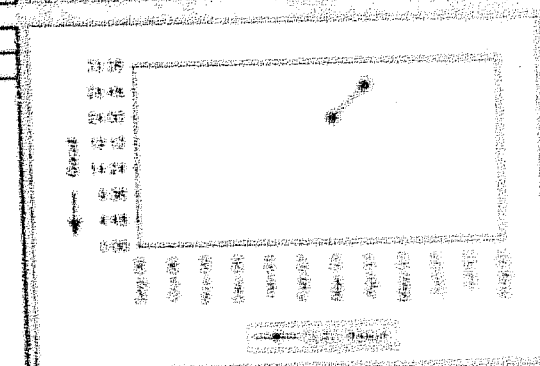
All Troubles Cleared within 48 hours (Percent) (MR-4)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01				
Feb-01				
Mar-01	1	1	100.00%	0.00%
Apr-01	1	1	100.00%	0.00%
May-01				
Jun-01				
Jul-01				
Aug-01				



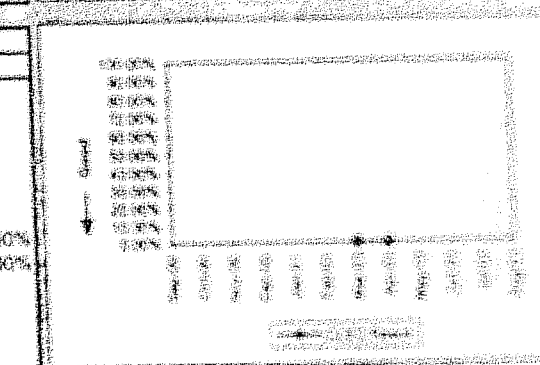
Mean Time to Restore (Hours:Minutes) (MR-6)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01				
Feb-01				
Mar-01	23:07	1	23:07	
Apr-01	29:09	1	29:09	
May-01				
Jun-01				
Jul-01				
Aug-01				



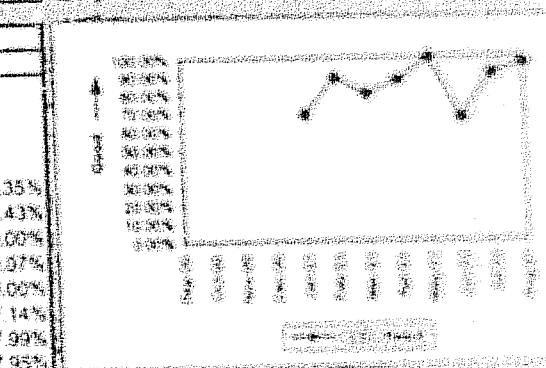
Repair Repeat Report Rate (Percent) (MR-7)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01				
Feb-01				
Mar-01	0	1	0.00%	0.00%
Apr-01	0	1	0.00%	0.00%
May-01				
Jun-01				
Jul-01				
Aug-01				



Out of Service Cleared within 24 hours (Percent) (MR-3)-- No Dispatches

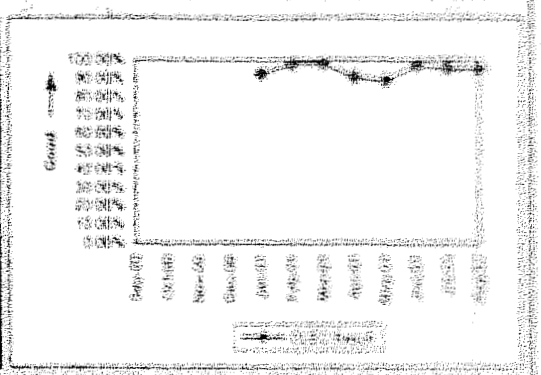
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01	11	16	68.75%	46.35%
Feb-01	16	18	88.89%	31.43%
Mar-01	4	5	80.00%	40.00%
Apr-01	14	16	87.50%	33.07%
May-01	14	14	100.00%	0.00%
Jun-01	4	6	66.67%	47.14%
Jul-01	32	35	91.43%	27.99%
Aug-01	29	30	96.67%	17.95%



Checklist #4 - Line Sharing Repair

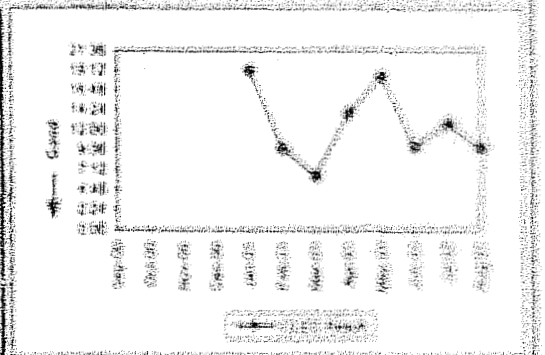
All Troubles Cleared within 48 hours (Percent) (MR-4)-- No Dispatches

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01	106	114	92.98%	25.54%
Feb-01	133	136	97.79%	14.69%
Mar-01	103	105	98.10%	13.67%
Apr-01	90	99	90.91%	28.75%
May-01	97	109	88.99%	31.30%
Jun-01	71	73	97.26%	16.32%
Jul-01	157	164	95.73%	20.21%
Aug-01	160	168	95.24%	21.30%



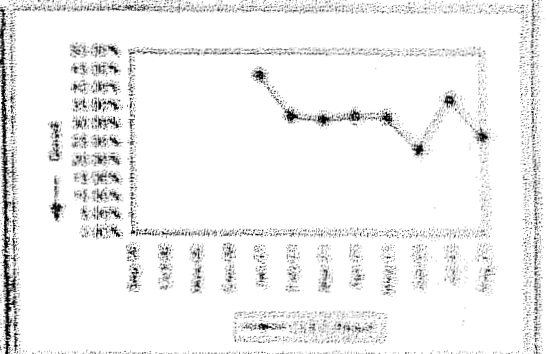
Mean Time to Restore (Hours:Minutes) (MR-6)-- No Dispatches

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01	2191:20	114	19:13	38:05
Feb-01	1335:46	136	9:49	30:56
Mar-01	682:38	105	6:30	11:39
Apr-01	1390:43	99	14:03	21:48
May-01	2022:16	109	18:33	38:15
Jun-01	737:42	73	10:06	26:38
Jul-01	2091:49	164	12:45	29:18
Aug-01	1660:01	168	9:53	15:41



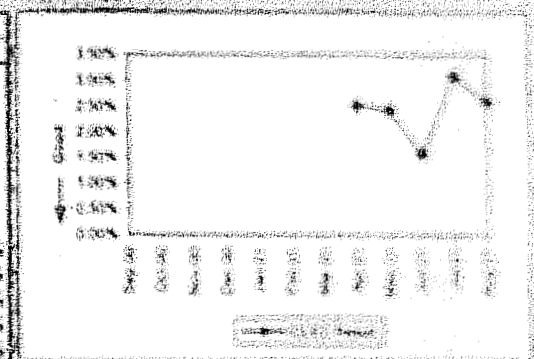
Repair Repeat Report Rate (Percent) (MR-7)-- No Dispatches

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01	50	114	43.86%	49.62%
Feb-01	44	136	32.35%	46.78%
Mar-01	33	105	31.43%	46.42%
Apr-01	32	99	32.32%	46.77%
May-01	35	109	32.11%	46.69%
Jun-01	17	73	23.29%	42.27%
Jul-01	61	164	37.20%	48.33%
Aug-01	45	168	26.79%	44.28%



Trouble Rate (Percent) (MR-8)

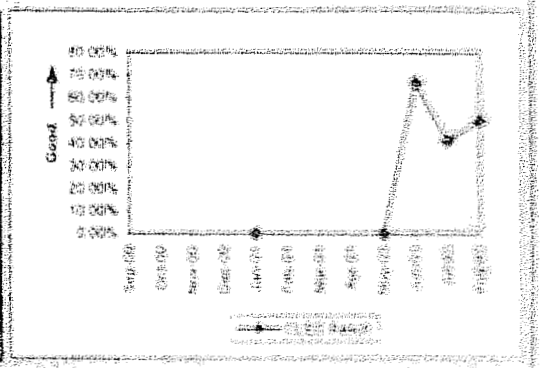
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01	133	0		
Feb-01	156	0		
Mar-01	116	0		
Apr-01	117	4639	2.52%	15.68%
May-01	124	5066	2.45%	15.45%
Jun-01	85	5336	1.59%	12.52%
Jul-01	182	5893	3.09%	17.30%
Aug-01	189	7266	2.60%	15.92%



Checklist #4 - Dark Fiber - Loop Installation

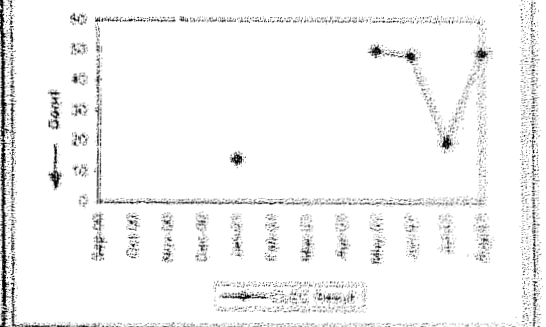
Installation Commitments Met (Percent) (OP-3)-- Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01	0	3	0.00%	
Feb-01				
Mar-01				
Apr-01				
May-01	0	4	0.00%	0.00%
Jun-01	4	6	66.67%	47.14%
Jul-01	12	29	41.38%	49.25%
Aug-01	2	4	50.00%	50.00%



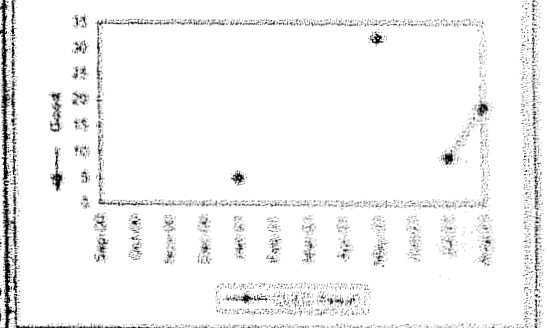
Installation Interval (Average Days) (OP-4)-- Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01	42	3	14.00	
Feb-01				
Mar-01				
Apr-01				
May-01	199	4	49.75	0.50
Jun-01	288	6	48.00	22.29
Jul-01	556	29	19.17	5.74
Aug-01	195	4	48.75	39.20



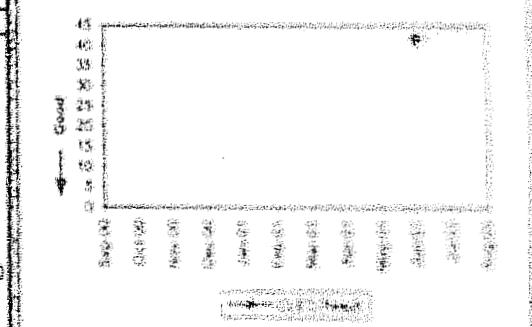
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)-- Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01	15	3	5.00	
Feb-01				
Mar-01				
Apr-01				
May-01	128	4	32.00	0.00
Jun-01				
Jul-01	151	17	8.88	8.49
Aug-01	37	2	18.50	19.09



Delayed Days for Facility Reasons (Average Days) (OP-6B)-- Interval Zone One

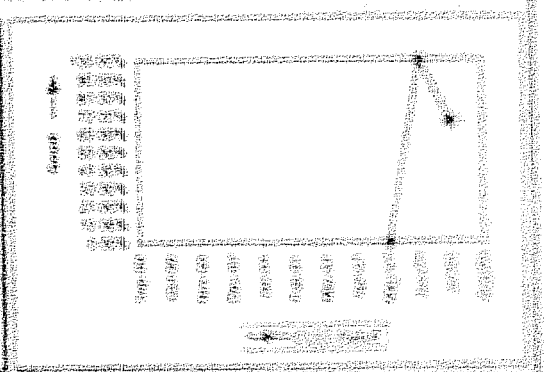
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01				
Feb-01				
Mar-01				
Apr-01				
May-01				
Jun-01	84	2	42.00	0.00
Jul-01				
Aug-01				



Checklist #4 - Dark Fiber - Loop Installation

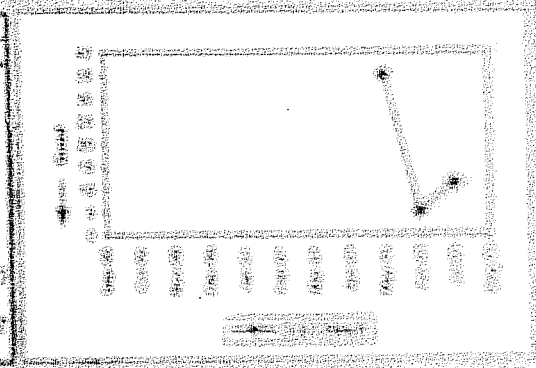
Installation Commitments Met (Percent) (OP-3) -- Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01				
Feb-01				
Mar-01				
Apr-01				
May-01	0	2	0.00%	0.00%
Jun-01	1	1	100.00%	0.00%
Jul-01	2	3	66.67%	47.14%
Aug-01				



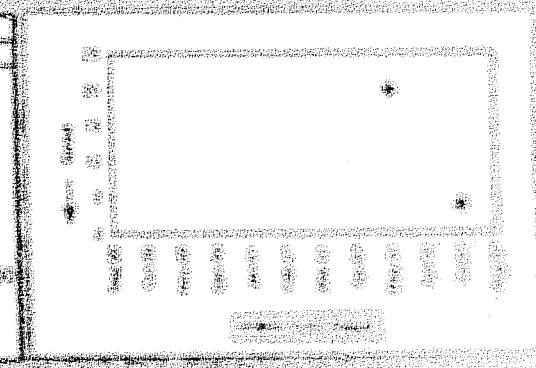
Installation Interval (Average Days) (OP-4) -- Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01				
Feb-01				
Mar-01				
Apr-01				
May-01	70	2	35.00	0.00
Jun-01	5	1	5.00	
Jul-01	34	3	11.33	9.87
Aug-01				



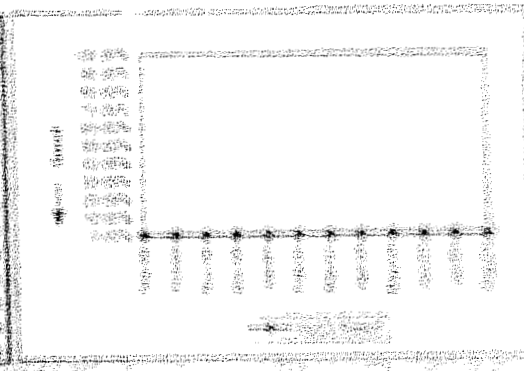
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A) -- Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
Sep-00				
Oct-00				
Nov-00				
Dec-00				
Jan-01				
Feb-01				
Mar-01				
Apr-01				
May-01	40	2	20.00	0.00
Jun-01				
Jul-01	4	1	4.00	
Aug-01				



Checklist #4 - Dark Fiber - Loop Repair

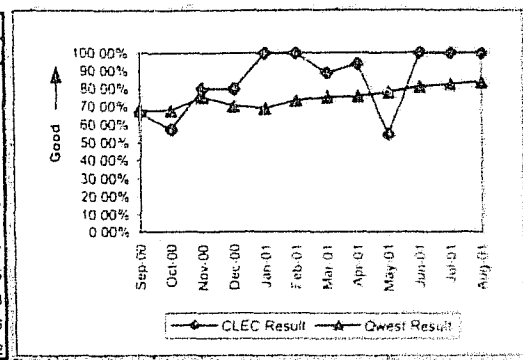
Trouble Rate (Percent) (MR-8)-- Interval Zone One and Two				
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
Sep-00	0	39	0.00%	0.00%
Oct-00	0	38	0.00%	0.00%
Nov-00	0	42	0.00%	0.00%
Dec-00	0	44	0.00%	0.00%
Jan-01	0	47	0.00%	0.00%
Feb-01	0	43	0.00%	0.00%
Mar-01	0	51	0.00%	0.00%
Apr-01	0	51	0.00%	0.00%
May-01	0	53	0.00%	0.00%
Jun-01	0	62	0.00%	0.00%
Jul-01	0	69	0.00%	0.00%
Aug-01	0	73	0.00%	0.00%



Checklist #5 - Unbundled Transport (UDIT) DS1 Level Installation

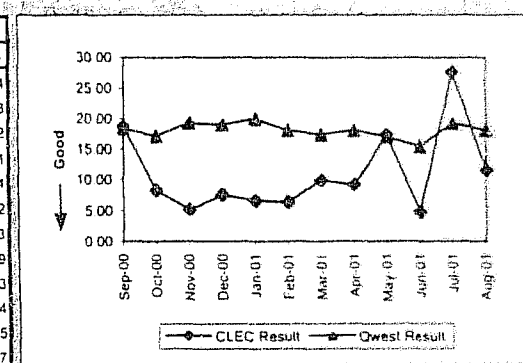
[illegible] Commitments Met (Percent) (OP-3)– Interval Zone One

[illegible]	[illegible]	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
[illegible]	19	24	66 67%	2973	3040	68 19%	0 07	-0 96
[illegible]	4	7	57 14%	2271	3340	67 99%	0 56	-0 66
[illegible]	24	30	80 00%	2755	3652	75 44%	-0 58	-1 35
[illegible]	4	5	80 00%	2265	3211	70 54%	-0 46	-1 28
[illegible]	5	5	100 00%	2190	3168	69 13%	-1 49	-1 91
[illegible]	10	10	100 00%	2338	3175	73 64%	-1 89	-2 15
[illegible]	32	36	88 89%	2885	3817	75 58%	-1 85	-2 12
[illegible]	31	33	93 94%	2770	3654	75 81%	-2 42	-2 47
[illegible]	12	22	54 55%	2271	2903	78 23%	3 87	1 35
[illegible]	19	19	100 00%	2592	3196	81 10%	-2 1	-2 28
[illegible]	21	24	100 00%	2523	3053	82 64%	-2 24	-2 36
[illegible]	25	25	100 00%	2966	3529	84 05%	-2 17	-2 32



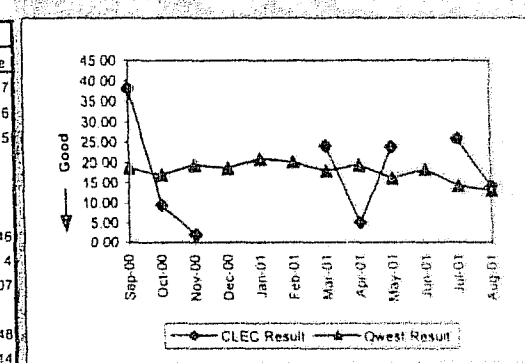
[illegible] Interval (Average Days) (OP-4)– Interval Zone One

[illegible]	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
[illegible]	450	24	18 75	55458	3019	18 37	0 1	-0 94
[illegible]	58	7	8 29	56684	3308	17 14	-1 32	-1 8
[illegible]	155	30	5 17	69804	3618	19 29	-4 14	-3 52
[illegible]	36	5	7 60	60484	3191	18 95	-1 34	-1 81
[illegible]	33	5	6 60	62680	3147	19 92	-1 39	-1 84
[illegible]	64	10	6 40	56807	3147	18 05	-1 85	-2 12
[illegible]	356	36	9 89	65624	3785	17 34	-2 36	-2 43
[illegible]	301	33	9 12	65430	3632	18 01	-2 78	-2 69
[illegible]	380	22	17 27	48609	2864	16 97	2 14	0 3
[illegible]	89	19	4 68	48643	3174	15 33	-2 87	-2 74
[illegible]	2465	90	27 61	83253	4349	19 14	2 05	0 25
[illegible]	473	41	11 54	87329	4846	18 02	-2 43	-2 47



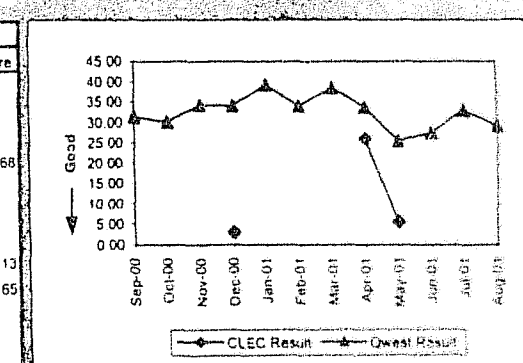
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)– Interval Zone One

[illegible]	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
[illegible]	305	8	38 12	11013	590	18 67	2 26	0 37
[illegible]	28	3	9 33	11893	700	16 99	-0 76	-1.46
[illegible]	12	6	2 00	10509	542	19.39	-1 89	-2 15
[illegible]				11034	592	18.64		
[illegible]				13093	627	20 88		
[illegible]				11165	554	20 15		
[illegible]	96	4	24 00	11724	656	17 87	2 41	0 46
[illegible]	5	1	5 00	12579	648	19 41	-0.66	-1 4
[illegible]	190	8	23 75	6831	423	16 15	1 76	0 07
[illegible]				7788	425	18 32		
[illegible]	1100	66	25 75	24420	1712	14 26	2 44	0 48
[illegible]	226	16	14 12	23524	1798	13 08	1 41	-0 14



Delayed Days for Facility Reasons (Average Days) (OP-6B)– Interval Zone One

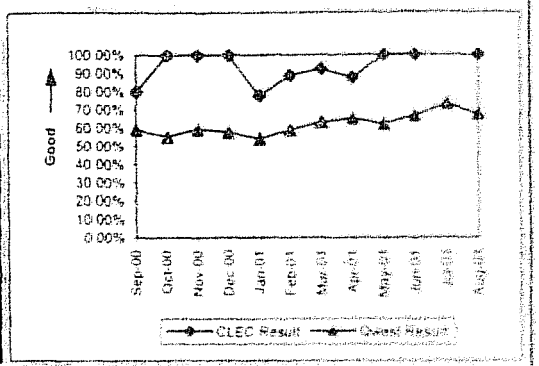
[illegible]	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
[illegible]				11649	377	31 43		
[illegible]				11110	369	30 11		
[illegible]				12158	355	34 25		
[illegible]	3	1	3 00	12076	354	34 11	-1 12	-1 68
[illegible]				13830	351	39 40		
[illegible]				9637	283	34 05		
[illegible]				10684	276	38 64		
[illegible]	26	1	26 00	7975	236	33 79	-0 22	-1 13
[illegible]	11	2	5 50	5335	209	25 53	-1 07	-1 65
[illegible]				4929	179	27 54		
[illegible]				5664	172	32 93		
[illegible]				5028	172	29 23		



Checklist #5 - Unbundled Transport (UDIT) DS1 Level Installation

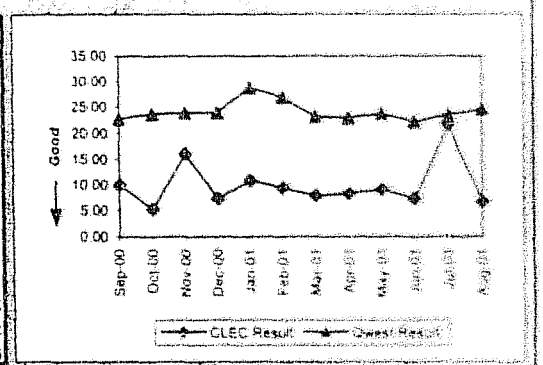
Installation Commitments Met (Percent) (OP-3)– Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
[illegible]	8	10	80.00%	827	1398	59.16%	-1.34	-1.81
[illegible]	4	4	100.00%	887	1600	55.44%	-1.79	-2.09
[illegible]	1	1	100.00%	943	1586	59.46%	-0.83	-1.5
[illegible]	3	3	100.00%	871	1506	57.84%	-1.48	-1.9
[illegible]	14	18	77.78%	877	1620	54.14%	-2	-2.22
[illegible]	8	9	88.89%	917	1548	59.24%	-1.8	-2.1
[illegible]	12	13	92.31%	1285	2032	63.24%	-2.17	-2.32
[illegible]	7	8	87.50%	1095	1682	65.10%	-1.33	-1.81
[illegible]	6	6	100.00%	909	1463	62.13%	-1.91	-2.16
[illegible]	6	6	100.00%	1218	1817	67.03%	-1.71	-2.04
[illegible]				1330	1804	73.73%		
[illegible]	15	15	100.00%	1231	1822	67.56%	-2.76	-2.68



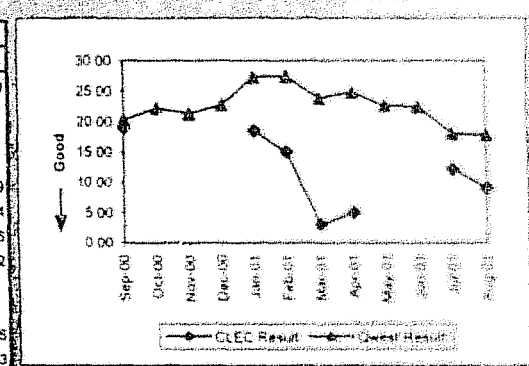
Installation Interval (Average Days) (OP-4)– Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
[illegible]	100	10	10.00	31356	1382	22.69	-1.8	-2.1
[illegible]	21	4	5.25	37305	1578	23.64	-1.52	-1.93
[illegible]	16	1	16.00	37129	1562	23.77	-0.31	-1.19
[illegible]	22	3	7.33	35514	1489	23.85	-1.3	-1.79
[illegible]	196	18	10.89	46220	1607	28.76	-2.51	-2.53
[illegible]	85	9	9.44	40976	1527	26.83	-1.82	-2.11
[illegible]	102	13	7.85	46692	2020	23.11	-2.23	-2.35
[illegible]	66	8	8.25	37654	1646	22.88	-1.73	-2.05
[illegible]	55	6	9.17	34135	1441	23.69	-1.47	-1.89
[illegible]	44	6	7.33	39754	1799	22.10	-1.68	-2.02
[illegible]	108	5	21.60	61394	2620	23.43	-0.19	-1.12
[illegible]	113	17	6.65	66994	2741	24.44	-3.06	-2.86



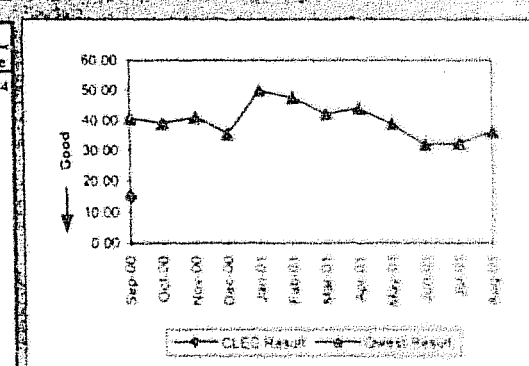
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)– Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
[illegible]	19	1	19.00	8626	426	20.25	-0.06	-1.04
[illegible]				11201	506	22.14		
[illegible]				8821	415	21.26		
[illegible]				9755	429	22.74		
[illegible]	74	4	18.50	13434	492	27.30	-0.64	-1.39
[illegible]	15	1	15.00	12490	454	27.51	-0.39	-1.24
[illegible]	3	1	3.00	13362	559	23.90	-0.82	-1.5
[illegible]	5	1	5.00	11905	479	24.85	-0.7	-1.42
[illegible]				9279	409	22.69		
[illegible]				9817	437	22.46		
[illegible]	61	5	12.20	22083	1225	18.03	-0.58	-1.35
[illegible]	9	1	9.00	25260	1425	17.73	-0.37	-1.23



Delayed Days for Facility Reasons (Average Days) (OP-6B)– Interval Zone Two

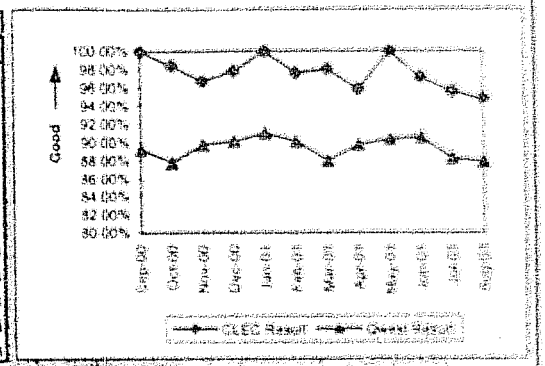
Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
[illegible]	15	1	15.00	5921	145	40.83	-0.73	-1.44
[illegible]				8087	207	39.07		
[illegible]				9392	228	41.19		
[illegible]				7342	206	35.64		
[illegible]				12560	251	50.04		
[illegible]				8421	177	47.58		
[illegible]				7942	188	42.24		
[illegible]				4750	108	43.98		
[illegible]				5643	145	38.92		
[illegible]				5160	162	31.85		
[illegible]				3759	116	32.41		
[illegible]				5782	159	36.36		



Checklist #5 - Unbundled Transport (UDIT) DS1 Level Installation

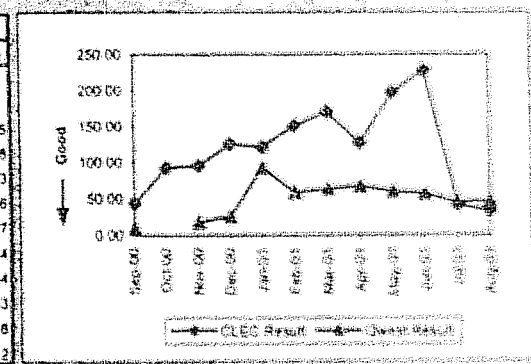
New Service Installation Quality (Percent) (OP-5)-- Interval Zone One and Two

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Sep-00	52	62	100 00%	6809	7628	89 26%	-2 72	-2 65
Oct-00	64	65	98 46%	6674	7602	87 79%	-2 62	-2 59
Nov-00	59	61	96 72%	7357	8195	89 77%	-1 78	-2 08
Dec-00	45	46	97 83%	6994	7761	90 12%	-1 75	-2 06
Jan-01	43	43	100 00%	6631	7286	91 01%	-2 05	-2.25
Feb-01	41	42	97 62%	6360	7055	90 15%	-1 62	-1 98
Mar-01	50	51	98 04%	6897	7838	87 99%	-2.2	-2 34
Apr-01	69	72	95 83%	7412	8259	89 74%	-1 7	-2 03
May-01	83	83	100 00%	6361	7038	90 38%	-2 95	-2.8
Jun-01	68	70	97 14%	6103	6737	90 59%	-1 87	-2 14
Jul-01	65	68	95 59%	6226	7053	88 27%	-1 87	-2 13
Aug-01	73	77	94.81%	6514	7415	87 85%	-1 86	-2 13



Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A)

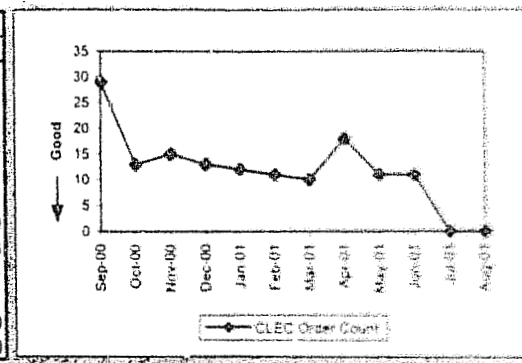
Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
Sep-00	5126	119	43 08	10	1	10.00		
Oct-00	2038	22	92 64					
Nov-00	2661	28	95 04	54	3	18 00	1 9	0 15
Dec-00	2764	22	125 64	205	8	25 62	3 09	0 88
Jan-01	2910	24	121.25	217520	2336	93 12	2 51	0.53
Feb-01	2571	17	151.24	153478	2627	58 42	2 41	0 46
Mar-01	2898	17	170 47	165774	2621	63 25	2 75	0 67
Apr-01	3294	26	126 69	162211	2427	66 84	2 37	0 44
May-01	3344	17	196 71	118979	1998	59 55	2 37	0 44
Jun-01	3411	15	227 40	108968	1917	56 84	2 51	0 53
Jul-01	205	5	41 00	71186	1588	44 83	-0 12	-1 08
Aug-01	98	3	32.67	72449	1557	46 53	-0 33	-1 2



Checklist #5 - Unbundled Transport (UDIT) DS1 Level Installation

Count of Pending Orders Delayed for Facilities Reasons UDIT DS1 (OP-15B)

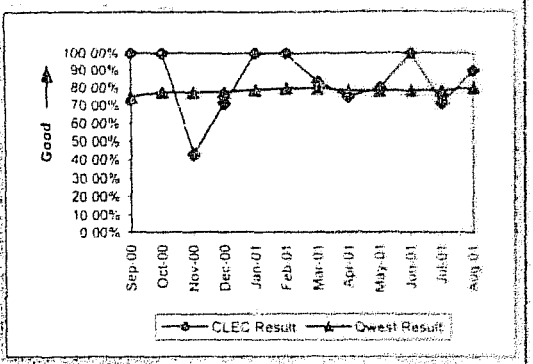
Date	CLEC Order Count
Sep-00	29
Oct-00	13
Nov-00	15
Dec-00	13
Jan-01	12
Feb-01	11
Mar-01	10
Apr-01	18
May-01	11
Jun-01	11
Jul-01	0
Aug-01	0



Checklist #5 - Unbundled Transport (UDIT) DS1 Level Repair

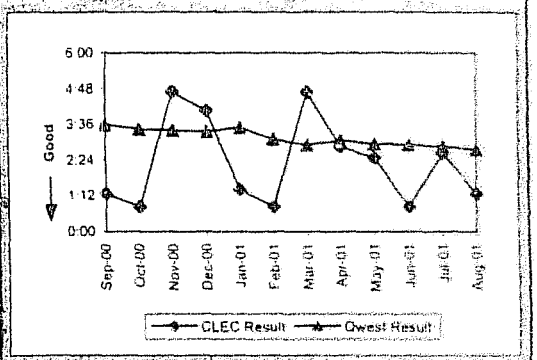
All Troubles Cleared within 4 hours (Percent) (MR-5)-- Interval Zone One

	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
	1	1	100.00%	3579	4780	74.87%	-0.58	-1.35
	2	2	100.00%	3958	5089	77.78%	-0.76	-1.46
	3	7	42.86%	3478	4491	77.44%	8.08	3.91
	5	7	71.43%	3327	4271	77.90%	-0.02	-1.01
	4	4	100.00%	3603	4566	78.91%	-1.03	-1.63
	5	5	100.00%	3409	4265	79.93%	-1.12	-1.68
	10	12	83.33%	4104	5142	79.81%	-0.3	-1.18
	12	16	75.00%	3853	4900	78.63%	0.48	-0.71
	8	10	80.00%	4156	5312	78.24%	-0.13	-1.08
	5	5	100.00%	4211	5355	78.64%	-1.16	-1.71
	5	7	71.43%	3996	5089	78.52%	0.28	-0.83
	9	10	90.00%	4204	5237	80.28%	-0.77	-1.47



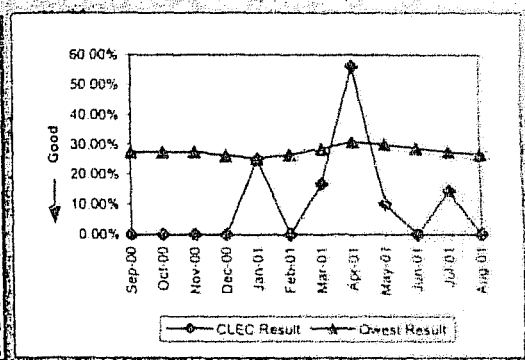
Mean Time to Restore (Hours:Minutes) (MR-6)-- Interval Zone One

	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
	1:16	1	1:16	17172:45	4780	3:36	-0.2	-1.12
	1:38	2	0:49	17435:12	5089	3:26	-0.41	-1.25
	32:57	7	4:42	15245:53	4491	3:24	0.37	-0.78
	28:28	7	4:04	14353:41	4271	3:22	0.28	-0.83
	5:39	4	1:25	15972:32	4566	3:30	-0.45	-1.27
	4:11	5	0:50	13292:23	4265	3:07	-0.66	-1.4
	56:25	12	4:42	15006:32	5142	2:55	2.33	0.41
	45:34	16	2:52	15016:10	4900	3:04	-0.14	-1.08
	22:36	10	2:26	15662:19	5312	2:57	-0.33	-1.2
	4:05	5	0:49	15616:40	5355	2:55	-0.93	-1.57
	18:26	7	2:38	14516:42	5089	2:51	-0.11	-1.07
	12:45	10	1:16	14386:05	5237	2:45	-0.5	-1.3



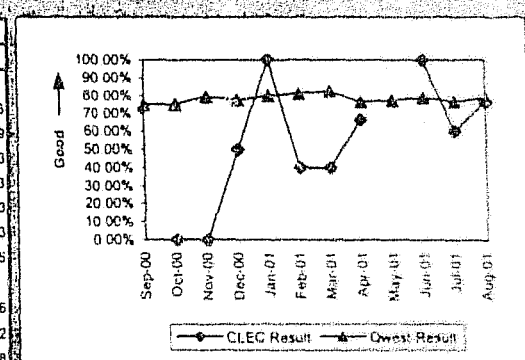
Repair Repeat Report Rate (Percent) (MR-7)-- Interval Zone One

	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
	0	1	0.00%	1308	4780	27.36%	-0.61	-1.37
	0	2	0.00%	1394	5089	27.39%	-0.87	-1.53
	0	7	0.00%	1237	4491	27.54%	-1.63	-1.99
	0	7	0.00%	1120	4271	26.22%	-1.58	-1.96
	1	4	25.00%	1156	4566	25.32%	-0.01	-1.01
	0	5	0.00%	1132	4265	26.54%	-1.34	-1.82
	2	12	16.67%	1461	5142	28.41%	-0.9	-1.55
	9	16	56.25%	1515	4900	30.92%	2.06	0.25
	1	10	10.00%	1592	5312	29.97%	-1.38	-1.84
	0	5	0.00%	1534	5355	28.65%	-1.42	-1.86
	1	7	14.29%	1402	5089	27.55%	-0.78	-1.48
	0	10	0.00%	1390	5237	26.54%	-1.9	-2.15



All Troubles Cleared within 4 hours (Percent) (MR-5)-- Interval Zone Two

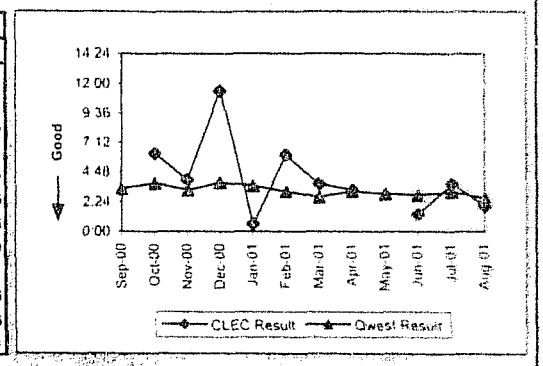
	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
				1633	2177	75.01%		
	0	1	0.00%	1628	2165	75.20%	3.72	1.26
	0	4	0.00%	1523	1912	79.65%	8.21	3.99
	2	4	50.00%	1441	1852	77.81%	5.8	2.53
	1	1	100.00%	1581	1978	79.93%	-0.5	-1.3
	2	5	40.00%	1598	1967	81.24%	7.94	3.83
	2	5	40.00%	1915	2315	82.72%	7.94	3.83
	4	6	66.67%	1909	2488	76.73%	0.83	-0.5
				1873	2416	77.52%		
	6	6	100.00%	2036	2574	79.10%	-1.26	-1.76
	3	5	60.00%	2142	2792	76.72%	0.63	-0.62
	13	17	76.47%	2276	2885	78.89%	0.04	-0.98



Checklist #5 - Unbundled Transport (UDIT) DS1 Level Repair

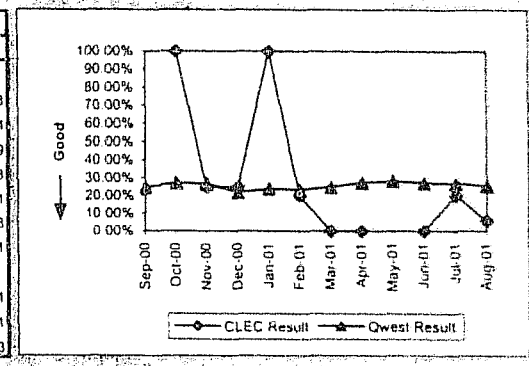
Mean Time to Restore (Hours Minutes) (MR-6)-- Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
[illegible]	[illegible]	[illegible]	[illegible]	7591 20	2177	3 29	[illegible]	[illegible]
[illegible]	[illegible]	5	6 20	8435 13	2165	3 54	0 11	-0 93
[illegible]	[illegible]	4	4 09	6368 03	1912	3 20	0 2	-0 88
[illegible]	[illegible]	4	11 26	7309 10	1852	3 57	1 57	-0 04
[illegible]	[illegible]	1	0 36	7355 57	1978	3 43	-0 25	-1 15
[illegible]	[illegible]	5	6 14	6360 09	1967	3 14	2 41	0 46
[illegible]	[illegible]	5	3 52	6437 04	2315	2 47	2 23	0 35
[illegible]	[illegible]	6	3 21	8036 37	2488	3 14	2 29	0 39
[illegible]	[illegible]	[illegible]	[illegible]	7406 09	2416	3 04	[illegible]	[illegible]
[illegible]	[illegible]	6	1 24	7548 39	2574	2 56	-0 76	-1 46
[illegible]	[illegible]	5	3 51	8902 45	2792	3 11	2 41	0 46
[illegible]	[illegible]	17	2 04	7834 22	2885	2 43	-0 68	-1 41



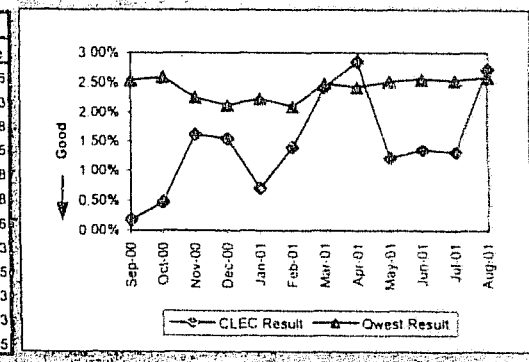
Repair Repeat Report Rate (Percent) (MR-7)-- Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
[illegible]	[illegible]	[illegible]	[illegible]	537	2177	24 67%	[illegible]	[illegible]
[illegible]	1	1	100 00%	591	2165	27 30%	1 15	-0 3
[illegible]	1	4	25.00%	508	1912	26 57%	-0.07	-1 04
[illegible]	1	4	25 00%	408	1852	22.03%	0 19	-0 89
[illegible]	1	1	100 00%	474	1978	23 96%	1 18	-0 28
[illegible]	1	5	20 00%	464	1967	23 59%	-0 19	-1 11
[illegible]	0	5	0 00%	575	2315	24 84%	-1 28	-1 78
[illegible]	0	6	0 00%	683	2488	27 45%	-1 5	-1 91
[illegible]	[illegible]	[illegible]	[illegible]	684	2416	28.31%	[illegible]	[illegible]
[illegible]	0	6	0 00%	700	2574	27 20%	-1 5	-1 91
[illegible]	1	5	20 00%	749	2792	26 83%	-0 34	-1 21
[illegible]	1	17	5 88%	738	2885	25 58%	-1 86	-2 13



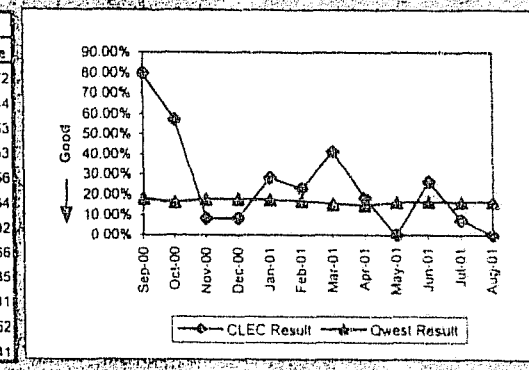
Trouble Rate (Percent) (MR-8)-- Interval Zone One and Two

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
[illegible]	5	563	0 18%	6957	273688	2 54%	-3 56	-3 16
[illegible]	1	629	0 48%	7254	278875	2 60%	-3 34	-3.03
[illegible]	11	679	1 62%	6403	283758	2 26%	-1 12	-1 68
[illegible]	14	712	1 54%	6123	288121	2 13%	-1 07	-1 65
[illegible]	5	712	0 70%	6544	292643	2 24%	-2 76	-2 68
[illegible]	10	716	1 40%	6232	296565	2 10%	-1 31	-1 8
[illegible]	14	701	2 43%	7457	300105	2.48%	-0 1	-1 06
[illegible]	27	770	2 86%	7388	304350	2 43%	0 77	-0 53
[illegible]	10	822	1 22%	7728	306456	2.52%	-2.38	-2 45
[illegible]	11	814	1 35%	7929	309092	2 57%	-2 19	-2 33
[illegible]	10	813	1 31%	7881	310598	2 54%	-2 35	-2.43
[illegible]	27	991	2 72%	8122	312886	2.60%	0 25	-0 85



[illegible] and Non-Qwest Related Trouble Reports (Percent) (MR-10)-- Interval Zone One and Two

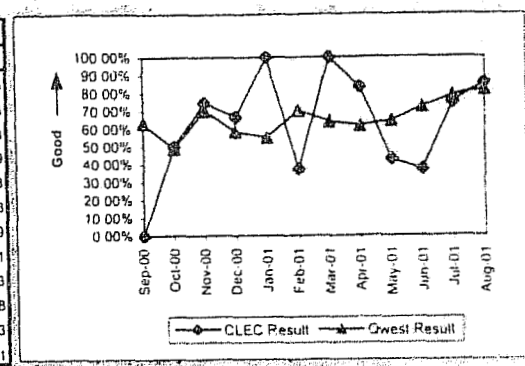
Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
[illegible]	4	5	80.00%	1555	8512	18 27%	2 82	0 72
[illegible]	4	3	57 14%	1438	8600	16.52%	2 37	0 44
[illegible]	1	12	8 33%	1396	7799	17 90%	-0 86	-1 53
[illegible]	1	12	8 33%	1345	7468	18 01%	-0.87	-1 53
[illegible]	2	7	28 57%	1402	7946	17 64%	0.73	-0 56
[illegible]	3	13	23 08%	1287	7519	17 12%	0 58	-0 64
[illegible]	12	29	41 38%	1378	8835	15 60%	3 31	1 02
[illegible]	5	27	18 52%	1289	8677	14 86%	0 56	-0 66
[illegible]	0	10	0 00%	1529	9257	16 52%	-1 41	-1 85
[illegible]	4	15	26 67%	1604	9533	16 83%	0 98	-0 41
[illegible]	1	13	7 69%	1561	9442	16 53%	-0 86	-1 52
[illegible]	0	22	0 00%	1633	9755	16 74%	-2.33	-2 41



Checklist #5 - Unbundled Transport (UDIT) Above DS1 Level Installation

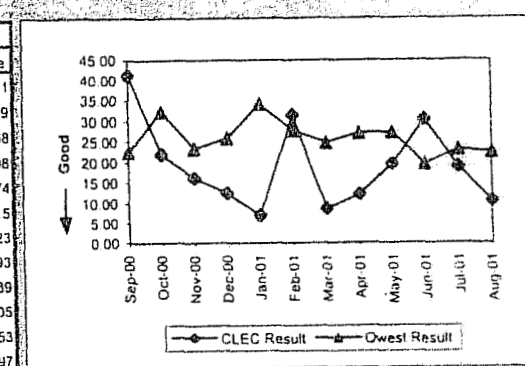
Installation Commitments Met (Percent) (OP-3)-- Interval Zone One

[illegible]	[illegible]	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
[illegible]	[illegible]	8	0.00%	104	164	63.41%	6.87	3.18
[illegible]	[illegible]	12	50.00%	92	187	49.20%	-0.05	-1.03
[illegible]	[illegible]	16	75.00%	165	234	70.51%	-0.38	-1.23
[illegible]	[illegible]	6	66.67%	113	193	58.55%	-0.48	-1.29
[illegible]	[illegible]	4	100.00%	90	163	55.21%	-1.78	-2.08
[illegible]	[illegible]	8	37.50%	141	200	70.50%	2.19	0.33
[illegible]	[illegible]	13	100.00%	127	198	64.14%	-2.61	-2.59
[illegible]	[illegible]	12	83.33%	111	180	61.67%	-1.49	-1.91
[illegible]	[illegible]	7	42.86%	98	152	64.47%	1.1	-0.33
[illegible]	[illegible]	8	37.50%	139	192	72.40%	2.76	0.68
[illegible]	[illegible]	6	75.00%	144	183	78.69%	0.12	-0.93
[illegible]	[illegible]	14	85.71%	141	172	81.98%	-0.35	-1.21



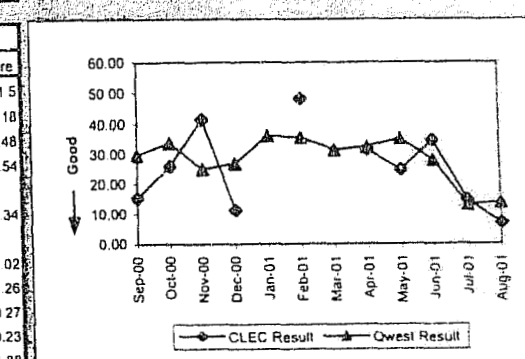
Installation Interval (Average Days) (OP-4)-- Interval Zone One

[illegible]	[illegible]	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
[illegible]	[illegible]	8	41.33	3666	162	22.63	1.81	0.1
[illegible]	[illegible]	12	22.00	6058	187	32.40	-0.98	-1.59
[illegible]	[illegible]	16	16.25	5483	234	23.43	-1.11	-1.68
[illegible]	[illegible]	9	12.56	4948	191	25.91	-1.62	-1.98
[illegible]	[illegible]	4	7.00	5436	159	34.19	-1.21	-1.74
[illegible]	[illegible]	8	31.50	5570	200	27.90	1.4	-0.15
[illegible]	[illegible]	13	8.62	4937	198	24.93	-2.02	-2.23
[illegible]	[illegible]	12	12.33	4882	179	27.27	-1.54	-1.93
[illegible]	[illegible]	7	19.71	4135	151	27.38	-0.64	-1.39
[illegible]	[illegible]	8	30.50	3745	189	19.81	1.73	0.05
[illegible]	[illegible]	23	18.96	9668	417	23.18	-0.87	-1.53
[illegible]	[illegible]	29	10.59	8376	371	22.58	-3.23	-2.97



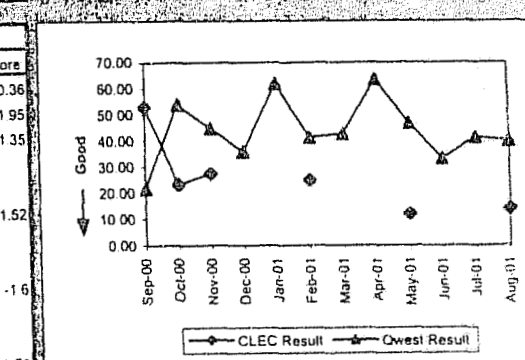
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)-- Interval Zone One

[illegible]	[illegible]	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
[illegible]	[illegible]	3	15.33	1337	45	29.71	-0.83	-1.5
[illegible]	[illegible]	2	26.00	2226	66	33.73	-0.29	-1.18
[illegible]	[illegible]	2	41.50	1299	52	24.98	0.85	-0.48
[illegible]	[illegible]	3	11.33	1507	56	26.91	-0.89	-1.54
				1447	40	36.17		
[illegible]	[illegible]	3	48.33	1527	43	35.51	1.09	-0.34
				1381	44	31.39		
[illegible]	[illegible]	2	31.50	1816	56	32.43	-0.04	-1.02
[illegible]	[illegible]	3	24.67	1091	31	35.19	-0.42	-1.26
[illegible]	[illegible]	5	34.60	1062	38	27.95	1.21	-0.27
[illegible]	[illegible]	17	14.65	3500	268	13.06	1.26	-0.23
[illegible]	[illegible]	16	6.88	3053	223	13.69	-1.45	-1.88



Delayed Days for Facility Reasons (Average Days) (OP-6B)-- Interval Zone One

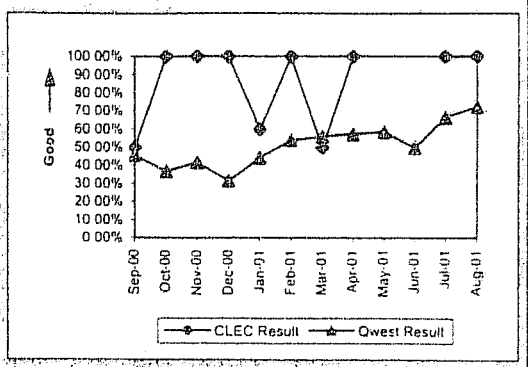
[illegible]	[illegible]	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
[illegible]	[illegible]	3	53.00	327	15	21.80	2.24	0.36
[illegible]	[illegible]	4	23.25	1571	29	54.17	-1.56	-1.95
[illegible]	[illegible]	2	27.50	761	17	44.76	-0.58	-1.35
				859	24	35.79		
				2046	33	62.00		
[illegible]	[illegible]	2	25.00	658	16	41.12	-0.85	-1.52
				1156	27	42.81		
				826	13	63.54		
[illegible]	[illegible]	1	12.00	1076	23	46.78	-0.99	-1.6
				498	15	33.20		
				289	7	41.29		
[illegible]	[illegible]	3	14.00	320	8	40.00	-0.84	-1.51



Checklist #5 - Unbundled Transport (UDIT) Above DS1 Level Installation

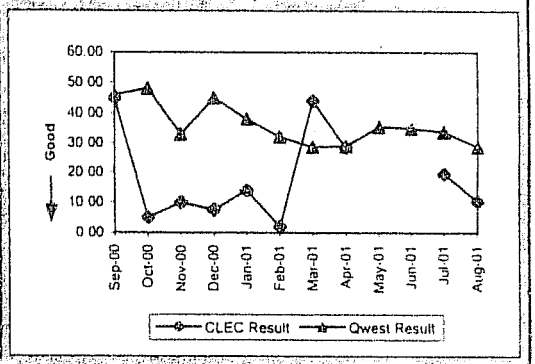
[illegible] Missed Dates (OP-3) -- Interval Zone Two

[illegible]	[illegible]	[illegible]	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
[illegible]	[illegible]	2	[illegible]	22	48	45.83%	-0.12	-1.07
[illegible]	[illegible]	1	[illegible]	21	57	36.84%	-1.3	-1.79
[illegible]	[illegible]	2	[illegible]	18	43	41.86%	-1.60	-1.99
[illegible]	[illegible]	1	[illegible]	13	41	31.71%	-4.47	-3.72
[illegible]	[illegible]	1	[illegible]	20	45	44.44%	-0.66	-1.4
[illegible]	[illegible]	1	[illegible]	33	61	54.10%	-0.91	-1.56
[illegible]	[illegible]	1	[illegible]	45	80	56.25%	0.46	-0.72
[illegible]	[illegible]	2	[illegible]	43	75	57.33%	-1.2	-1.73
				34	58	58.62%		
				29	58	50.00%		
[illegible]	[illegible]	1	[illegible]	34	51	66.67%	-0.7	-1.43
[illegible]	[illegible]	1	[illegible]	50	69	72.46%	-1.55	-1.94



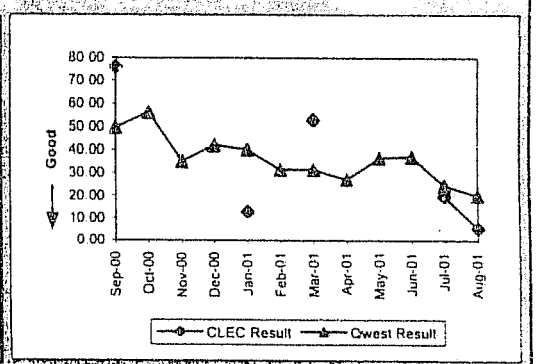
[illegible] Average Days) (OP-4) -- Interval Zone Two

[illegible]	[illegible]	[illegible]	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
[illegible]	[illegible]	2	45.00	2208	48	46.00	-0.03	-1.02
[illegible]	[illegible]	1	5.00	2696	56	48.14	-0.7	-1.42
[illegible]	[illegible]	1	10.00	1387	42	33.02	-0.91	-1.55
[illegible]	[illegible]	2	7.50	1846	41	45.02	-2.74	-2.67
[illegible]	[illegible]	1	14.00	1710	45	38.00	-1.28	-1.78
[illegible]	[illegible]	1	2.00	1962	61	32.16	-0.83	-1.51
[illegible]	[illegible]	2	44.00	2307	80	28.78	1.74	0.06
[illegible]	[illegible]	1	26.50	2180	75	29.07	-0.02	-1.01
				2053	58	35.40		
				2023	58	34.88		
[illegible]	[illegible]	2	18.50	5528	164	33.71	-0.65	-1.4
[illegible]	[illegible]	17	10.25	4180	145	28.75	-2.14	-2.3



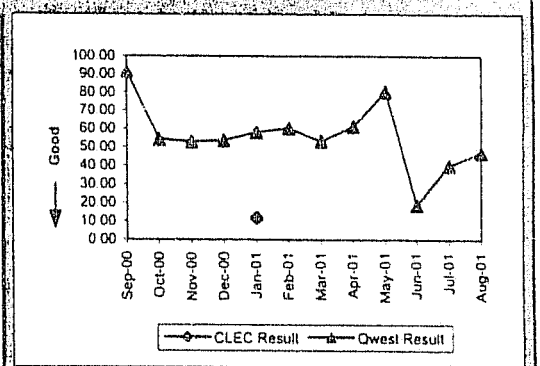
[illegible] Reasons (Average Days) (OP-6A) -- Interval Zone Two

[illegible]	[illegible]	[illegible]	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
[illegible]	[illegible]	1	76.00	994	20	49.70	1.08	-0.34
				1296	23	56.35		
				597	17	35.12		
				756	18	42.11		
[illegible]	[illegible]	1	13.00	725	18	40.28	-0.7	-1.43
				507	16	31.69		
[illegible]	[illegible]	1	53.00	857	27	31.74	1.7	0.03
				517	19	27.21		
				586	16	36.62		
				931	25	37.24		
[illegible]	[illegible]	1	20.00	3022	123	24.57	-0.15	-1.09
[illegible]	[illegible]	5	5.20	1814	90	20.16	-1.04	-1.63



[illegible] Reasons (Average Days) (OP-6B) -- Interval Zone Two

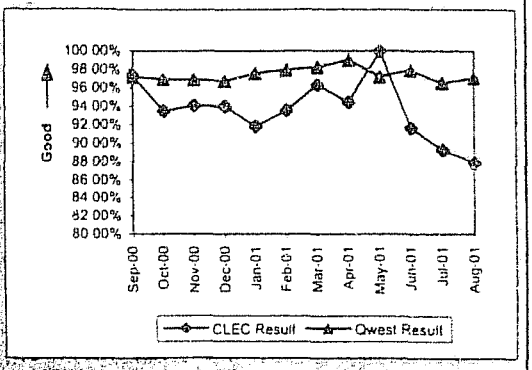
[illegible]	[illegible]	[illegible]	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
				549	6	91.50		
				706	13	54.31		
				424	8	53.00		
				537	10	53.70		
[illegible]	[illegible]	1	12.00	407	7	58.14	-0.84	-1.51
				724	12	60.33		
				426	8	53.25		
				798	13	61.38		
				647	8	80.88		
				75	4	18.75		
				281	7	40.14		
				425	9	47.22		



Checklist #5 - Unbundled Transport (UDIT) Above DS1 Level Installation

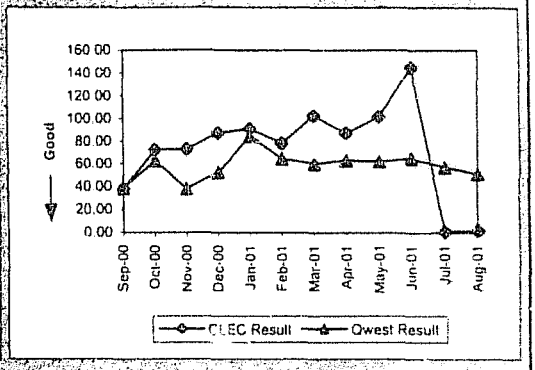
[illegible] Installation Quality (Percent) (OP-5)-- Interval Zone One and Two

[illegible]	[illegible]	[illegible]	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
[illegible]	[illegible]	[illegible]	[illegible]	583	579	97 24%	-0 05	-1 03
[illegible]	[illegible]	[illegible]	[illegible]	604	623	96 95%	1 32	-0 17
[illegible]	[illegible]	[illegible]	[illegible]	693	715	96 92%	1 12	-0 33
[illegible]	[illegible]	[illegible]	[illegible]	624	645	96 74%	1 05	-0 4
[illegible]	[illegible]	[illegible]	[illegible]	530	543	97 61%	2 53	1 43
[illegible]	[illegible]	[illegible]	[illegible]	525	536	97 95%	1 68	0 91
[illegible]	[illegible]	[illegible]	[illegible]	619	630	98 25%	0 76	-0 54
[illegible]	[illegible]	[illegible]	[illegible]	627	633	99 05%	2 78	2 78
[illegible]	[illegible]	[illegible]	[illegible]	524	539	97 22%	-0 86	-1 52
[illegible]	[illegible]	[illegible]	[illegible]	518	529	97 92%	2 1	2 14
[illegible]	[illegible]	[illegible]	[illegible]	537	556	96 58%	2 07	1 53
[illegible]	[illegible]	[illegible]	[illegible]	536	552	97 10%	3 07	2.88



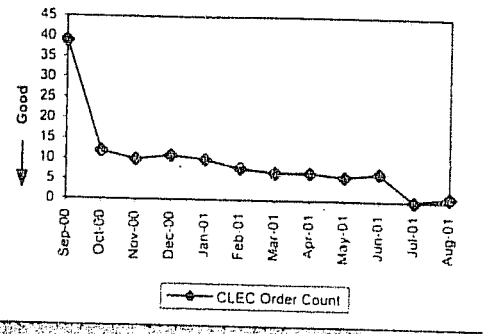
[illegible] Orders Delayed Past Due Date (Average Days) (OP-15A)

[illegible]	[illegible]	[illegible]	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
[illegible]	[illegible]	[illegible]	38 00	347	9	38 56	-0 1	-1 06
[illegible]	[illegible]	[illegible]	72 65	251	4	62 75	1 15	-0 3
[illegible]	[illegible]	[illegible]	73 20	305	8	38 12	1 3	-0 21
[illegible]	[illegible]	[illegible]	87 50	473	9	52 56	1.14	-0.31
[illegible]	[illegible]	[illegible]	91 35	36466	429	85 00	1 68	0.02
[illegible]	[illegible]	[illegible]	75 47	24080	371	64 91	1.98	0 2
[illegible]	[illegible]	[illegible]	103 06	27184	453	60 01	1.85	0 13
[illegible]	[illegible]	[illegible]	97 48	36537	419	63 33	1 64	-0.01
[illegible]	[illegible]	[illegible]	102 09	23328	375	62.21	1 49	-0.09
[illegible]	[illegible]	[illegible]	145 00	22204	341	65 11	1.7	0 03
[illegible]	[illegible]	[illegible]	1 00	12242	214	57 21	-1 12	-1.68
[illegible]	[illegible]	[illegible]	7 00	12453	243	51.25	-0.66	-1 4



Checklist #5 - Unbundled Transport (UDIT) Above DS1 Level Installation

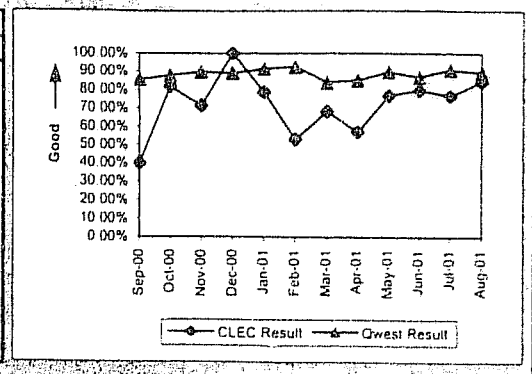
Percent Orders Delayed for Facilities Reasons UDIT Above DS1 Level (OP-15B)	CLEC Order Count
	39
	12
	10
	11
	10
	8
	7
	7
	6
	7
	0
	1



Checklist #5 - Unbundled Transport (UDIT) Above DS1 Level Repair

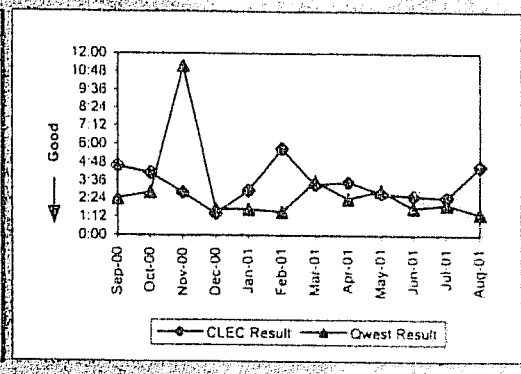
[illegible] Within 4 Hours (Percent) (MR-5)-- Interval Zone One

[illegible]	[illegible]	[illegible]	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
[illegible]	[illegible]	[illegible]	[illegible]	130	152	85.53%	8.21	3.99
[illegible]	[illegible]	[illegible]	[illegible]	127	145	87.59%	0.52	-0.69
[illegible]	[illegible]	[illegible]	[illegible]	123	137	89.78%	2.9	0.76
[illegible]	[illegible]	[illegible]	[illegible]	97	109	88.99%	-0.77	-1.47
[illegible]	[illegible]	[illegible]	[illegible]	104	114	91.23%	1.74	0.06
[illegible]	[illegible]	[illegible]	[illegible]	99	107	92.52%	7.28	3.43
[illegible]	[illegible]	[illegible]	[illegible]	110	131	83.97%	1.79	0.09
[illegible]	[illegible]	[illegible]	[illegible]	80	94	85.11%	3.16	0.92
[illegible]	[illegible]	[illegible]	[illegible]	113	126	89.68%	1.57	-0.04
[illegible]	[illegible]	[illegible]	[illegible]	105	122	86.89%	0.67	-0.59
[illegible]	[illegible]	[illegible]	[illegible]	90	99	90.91%	1.76	0.07
[illegible]	[illegible]	[illegible]	[illegible]	102	114	89.47%	0.49	-0.7



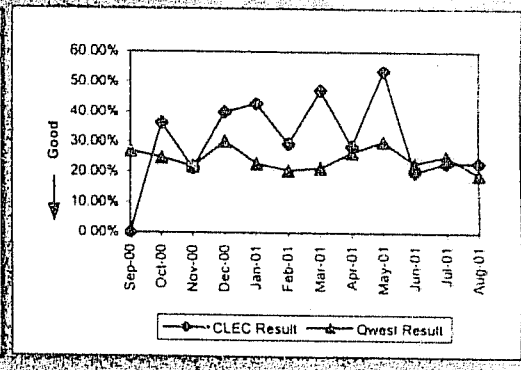
[illegible] Time to Restore (Hours Minutes) (MR-6)-- Interval Zone One

[illegible]	[illegible]	[illegible]	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
[illegible]	[illegible]	[illegible]	4:33	369.30	152	2:26	0.94	-0.43
[illegible]	[illegible]	[illegible]	4:38	414.23	145	2:51	0.4	-0.76
[illegible]	[illegible]	[illegible]	2:50	1533.21	137	11:12	-0.28	-1.17
[illegible]	[illegible]	[illegible]	1:26	190.38	109	1:45	-0.28	-1.17
[illegible]	[illegible]	[illegible]	2:58	197.44	114	1:44	1.22	-0.26
[illegible]	[illegible]	[illegible]	3:44	153.23	107	1:32	1.96	0.19
[illegible]	[illegible]	[illegible]	3:23	469.36	131	3:35	-0.12	-1.07
[illegible]	[illegible]	[illegible]	3:30	226.47	94	2:25	1.51	-0.08
[illegible]	[illegible]	[illegible]	2:42	371.24	126	2:57	-0.04	-1.02
[illegible]	[illegible]	[illegible]	2:34	217.15	122	1:47	1.3	-0.21
[illegible]	[illegible]	[illegible]	2:36	199.17	99	2:01	0.93	-0.43
[illegible]	[illegible]	[illegible]	4:33	153.16	114	1:26	1.35	-0.18



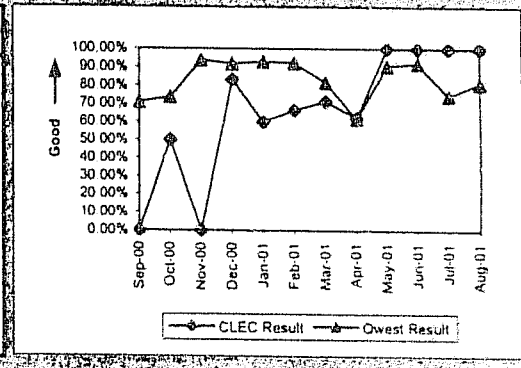
[illegible] Repeat Report Rate (Percent) (MR-7)-- Interval Zone One

[illegible]	[illegible]	[illegible]	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
[illegible]	[illegible]	[illegible]	0.00%	41	152	26.97%	-1.34	-1.81
[illegible]	[illegible]	[illegible]	36.36%	36	145	24.83%	0.87	-0.47
[illegible]	[illegible]	[illegible]	21.43%	30	137	21.90%	-0.04	-1.02
[illegible]	[illegible]	[illegible]	40.00%	33	109	30.28%	0.51	-0.69
[illegible]	[illegible]	[illegible]	42.86%	26	114	22.81%	1.54	-0.06
[illegible]	[illegible]	[illegible]	29.41%	22	107	20.56%	0.8	-0.51
[illegible]	[illegible]	[illegible]	67.37%	28	131	21.37%	2.3	0.4
[illegible]	[illegible]	[illegible]	26.67%	25	94	26.60%	0.12	-0.93
[illegible]	[illegible]	[illegible]	53.85%	38	126	30.16%	1.66	0.01
[illegible]	[illegible]	[illegible]	20.00%	28	122	22.95%	-0.26	-1.16
[illegible]	[illegible]	[illegible]	23.08%	25	99	25.25%	-0.17	-1.1
[illegible]	[illegible]	[illegible]	23.94%	22	114	19.30%	0.34	-0.79



[illegible] Within 4 hours (Percent) (MR-5)-- Interval Zone Two

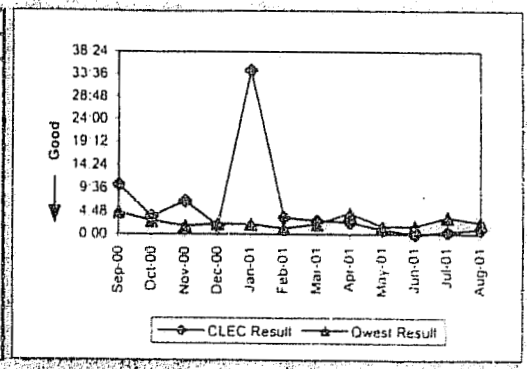
[illegible]	[illegible]	[illegible]	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
[illegible]	[illegible]	[illegible]	0.00%	22	31	70.97%	4.44	1.7
[illegible]	[illegible]	[illegible]	50.00%	14	19	73.68%	0.41	-0.75
[illegible]	[illegible]	[illegible]	0.00%	30	32	93.75%	3.72	1.26
[illegible]	[illegible]	[illegible]	83.33%	34	37	91.89%	0.66	-0.6
[illegible]	[illegible]	[illegible]	80.00%	26	28	92.86%	3.24	0.97
[illegible]	[illegible]	[illegible]	66.67%	36	39	92.31%	2.63	0.6
[illegible]	[illegible]	[illegible]	71.43%	36	44	81.82%	0.55	-0.67
[illegible]	[illegible]	[illegible]	62.50%	21	34	61.76%	-0.04	-1.02
[illegible]	[illegible]	[illegible]	100.00%	29	32	90.63%	-0.53	-1.32
[illegible]	[illegible]	[illegible]	100.00%	35	38	92.11%	-0.29	-1.18
[illegible]	[illegible]	[illegible]	100.00%	38	51	74.51%	-0.58	-1.35
[illegible]	[illegible]	[illegible]	100.00%	35	43	81.40%	-1.24	-1.75



Checklist #5 - Unbundled Transport (UDIT) Above DS1 Level Repair

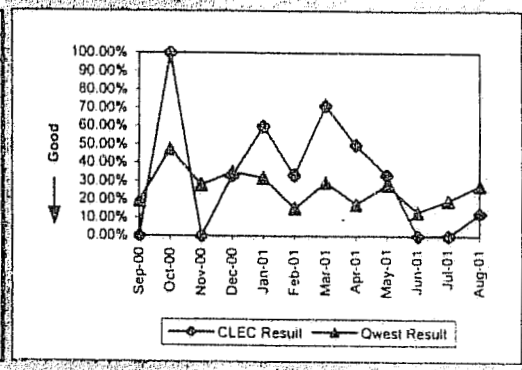
[illegible] Interval Zone Two

[illegible]	[illegible]	[illegible]	[illegible]	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
[illegible]	[illegible]	[illegible]	[illegible]	31	4.39	0.43	-0.74
[illegible]	[illegible]	[illegible]	[illegible]	19	2.47	0.34	-0.79
[illegible]	[illegible]	[illegible]	[illegible]	32	1.43	1.83	0.11
[illegible]	[illegible]	[illegible]	[illegible]	37	2.13	-0.27	-1.17
[illegible]	[illegible]	[illegible]	[illegible]	28	2.07	2.07	0.26
[illegible]	[illegible]	[illegible]	[illegible]	39	1.17	1.07	-0.35
[illegible]	[illegible]	[illegible]	[illegible]	44	2.09	1.01	-0.39
[illegible]	[illegible]	[illegible]	[illegible]	34	4.28	-0.85	-1.52
[illegible]	[illegible]	[illegible]	[illegible]	32	1.35	-0.65	-1.4
[illegible]	[illegible]	[illegible]	[illegible]	38	1.45	-0.88	-1.54
[illegible]	[illegible]	[illegible]	[illegible]	81	3.32	-0.69	-1.42
[illegible]	[illegible]	[illegible]	[illegible]	43	2.22	-1.98	-2.2



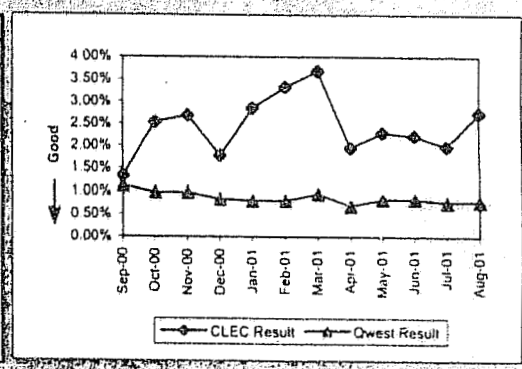
[illegible] Interval Zone Two

[illegible]	[illegible]	[illegible]	[illegible]	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
[illegible]	[illegible]	[illegible]	[illegible]	31	19.35%	-0.48	-1.29
[illegible]	[illegible]	[illegible]	[illegible]	19	47.37%	1.48	-0.1
[illegible]	[illegible]	[illegible]	[illegible]	32	28.13%	-0.62	-1.37
[illegible]	[illegible]	[illegible]	[illegible]	37	35.14%	-0.09	-1.05
[illegible]	[illegible]	[illegible]	[illegible]	28	32.14%	1.09	-0.34
[illegible]	[illegible]	[illegible]	[illegible]	39	15.38%	0.96	-0.42
[illegible]	[illegible]	[illegible]	[illegible]	44	29.55%	2.03	0.23
[illegible]	[illegible]	[illegible]	[illegible]	34	17.65%	1.76	0.07
[illegible]	[illegible]	[illegible]	[illegible]	32	28.13%	0.14	-0.92
[illegible]	[illegible]	[illegible]	[illegible]	38	13.16%	-0.38	-1.23
[illegible]	[illegible]	[illegible]	[illegible]	81	19.61%	-0.49	-1.3
[illegible]	[illegible]	[illegible]	[illegible]	43	27.91%	-0.89	-1.54



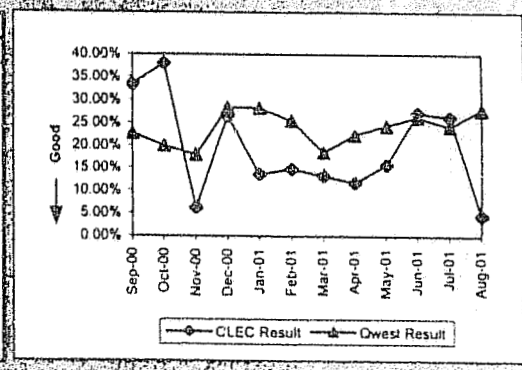
[illegible] Interval Zone One and Two

[illegible]	[illegible]	[illegible]	[illegible]	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
[illegible]	[illegible]	[illegible]	[illegible]	14353	1.12%	0.43	-0.69
[illegible]	[illegible]	[illegible]	[illegible]	16791	0.98%	3.54	1.15
[illegible]	[illegible]	[illegible]	[illegible]	17272	0.98%	4.05	1.48
[illegible]	[illegible]	[illegible]	[illegible]	17580	0.83%	2.58	0.56
[illegible]	[illegible]	[illegible]	[illegible]	17884	0.79%	5.89	2.58
[illegible]	[illegible]	[illegible]	[illegible]	18148	0.80%	7.3	3.44
[illegible]	[illegible]	[illegible]	[illegible]	18420	0.95%	7.35	3.47
[illegible]	[illegible]	[illegible]	[illegible]	18724	0.68%	4.21	1.58
[illegible]	[illegible]	[illegible]	[illegible]	18987	0.83%	4.19	1.55
[illegible]	[illegible]	[illegible]	[illegible]	19342	0.83%	4.08	1.48
[illegible]	[illegible]	[illegible]	[illegible]	19686	0.76%	3.69	1.24
[illegible]	[illegible]	[illegible]	[illegible]	20036	0.78%	6.05	2.68



[illegible] Interval Zone One and Two

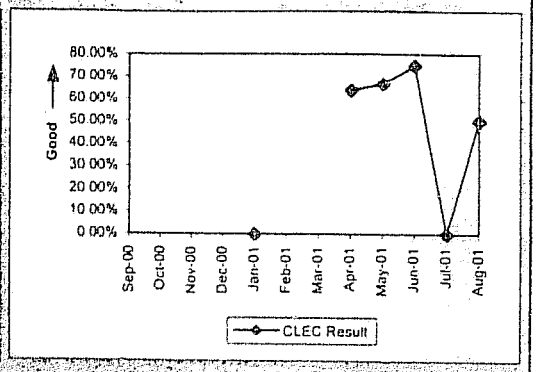
[illegible]	[illegible]	[illegible]	[illegible]	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
[illegible]	[illegible]	[illegible]	[illegible]	237	22.78%	0.78	-0.54
[illegible]	[illegible]	[illegible]	[illegible]	205	20.00%	1.81	0.1
[illegible]	[illegible]	[illegible]	[illegible]	206	17.96%	-1.18	-1.71
[illegible]	[illegible]	[illegible]	[illegible]	204	28.43%	-0.15	-1.09
[illegible]	[illegible]	[illegible]	[illegible]	198	28.28%	-1.45	-1.88
[illegible]	[illegible]	[illegible]	[illegible]	196	25.51%	-1.2	-1.73
[illegible]	[illegible]	[illegible]	[illegible]	215	18.60%	-0.7	-1.42
[illegible]	[illegible]	[illegible]	[illegible]	185	22.42%	-1	-1.61
[illegible]	[illegible]	[illegible]	[illegible]	209	24.40%	-0.84	-1.51
[illegible]	[illegible]	[illegible]	[illegible]	217	26.27%	0.12	-0.93
[illegible]	[illegible]	[illegible]	[illegible]	198	24.24%	0.22	-0.87
[illegible]	[illegible]	[illegible]	[illegible]	218	27.98%	-2.33	-2.42



Checklist #5 - Dark Fiber - IOF Installation

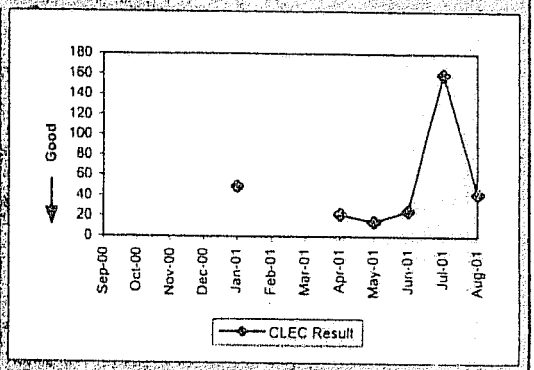
[illegible] Commitments Met (Percent) (OP-3)-- Interval Zone One

[illegible]	CLEC Denom	CLEC Result	Std Dev
0	9	0.00%	
7	11	63.64%	48.10%
2	3	66.67%	47.14%
6	8	75.00%	43.30%
0	4	0.00%	0.00%
2	4	50.00%	50.00%



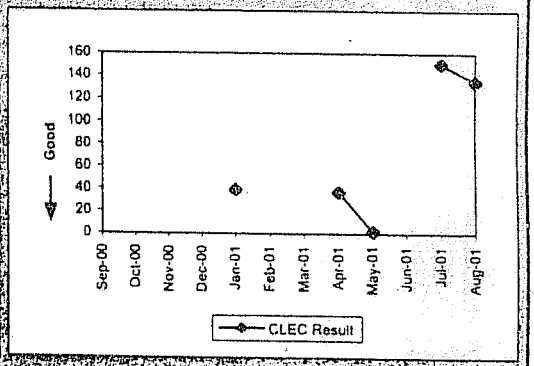
[illegible] Interval (Average Days) (OP-4)-- Interval Zone One

[illegible]	CLEC Denom	CLEC Result	Std Dev
442	9	49.11	
242	11	22.00	23.82
44	3	14.67	8.14
204	8	25.50	45.47
640	4	160.00	0.00
168	4	42.00	68.77



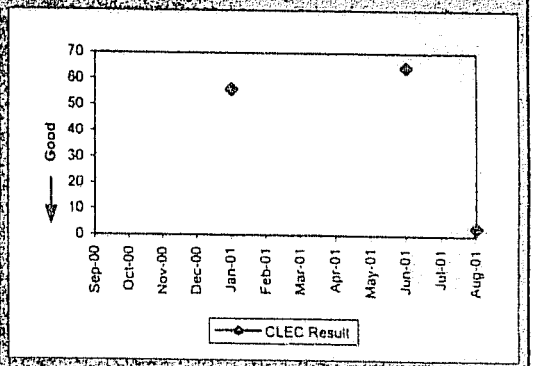
[illegible] Due for Non-Facility Reasons (Average Days) (OP-6A)-- Interval Zone One

[illegible]	CLEC Denom	CLEC Result	Std Dev
313	8	39.12	
148	4	37.00	19.80
2	1	2.00	
604	4	151.00	0.00
135	1	135.00	



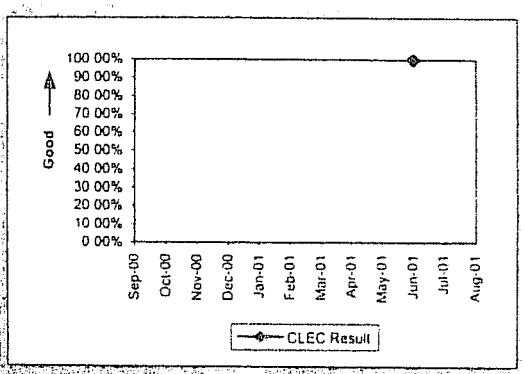
[illegible] Due for Facility Reasons (Average Days) (OP-6B)-- Interval Zone One

[illegible]	CLEC Denom	CLEC Result	Std Dev
56	1	56.00	
129	2	64.50	86.97
3	1	3.00	

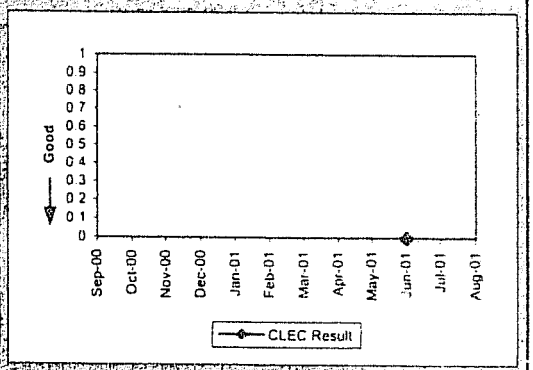


Checklist #5 - Dark Fiber - IOF Installation

		CLEC Denom	CLEC Result	Std Dev
	1	1	100.00%	0.00%



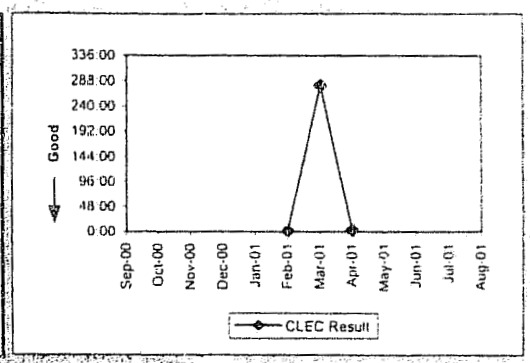
	CLEC Denom	CLEC Result	Std Dev
0	1	0.00	



Checklist #5 - Dark Fiber - IOF Repair

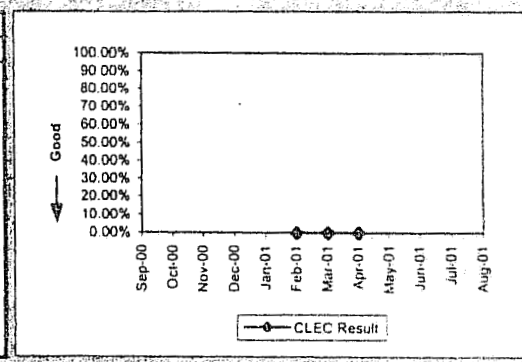
Mean Time to Restore (Hours:Minutes) (MR-6)-- Interval Zone One

CLEC Num	CLEC Denom	CLEC Result	Std Dev
1:28	1	1:28	
2249:28	8	281:11	498:18
6:52	2	3:26	1:18



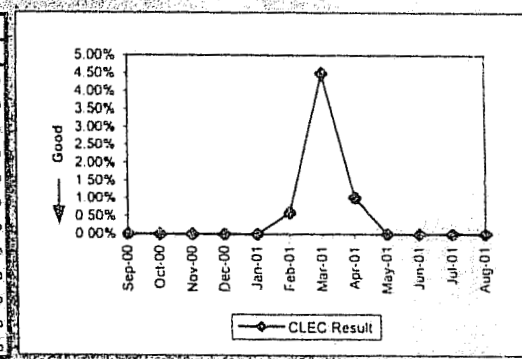
Percent Repeat Repair Rate (Percent) (MR-7)-- Interval Zone One

CLEC Num	CLEC Denom	CLEC Result	Std Dev
0	1	0.00%	0.00%
0	8	0.00%	0.00%
0	2	0.00%	0.00%



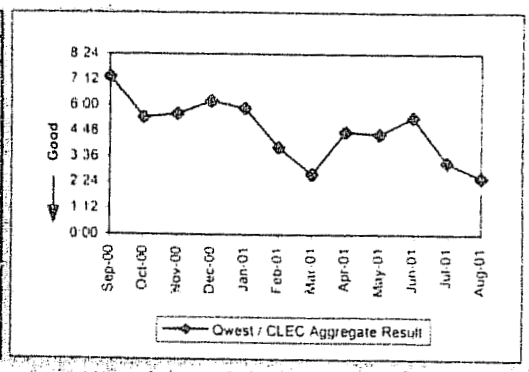
Trouble Rate (Percent) (MR-8)-- Interval Zone One and Two

CLEC Num	CLEC Denom	CLEC Result	Std Dev
0	41	0.00%	0.00%
0	67	0.00%	0.00%
0	113	0.00%	0.00%
0	134	0.00%	0.00%
0	142	0.00%	0.00%
1	166	0.60%	7.74%
8	178	4.49%	20.72%
2	195	1.03%	10.08%
0	201	0.00%	0.00%
0	209	0.00%	0.00%
0	213	0.00%	0.00%
0	202	0.00%	0.00%



Checklist #7 - E911

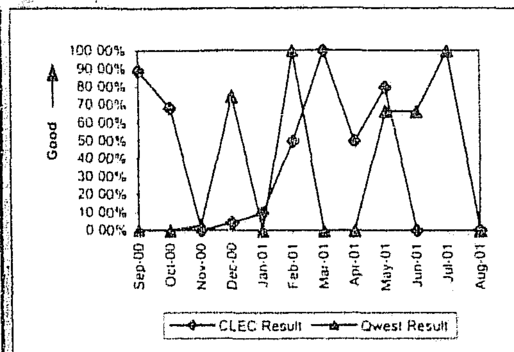
	Qwest / CLEC Aggregate Result
	7:20
	5:26
	5:36
	6:12
	5:53
	4:03
	2:47
	4:47
	4:38
	5:27
	3:19
	2:38



Checklist #7 - E911/911 Trunk Installation

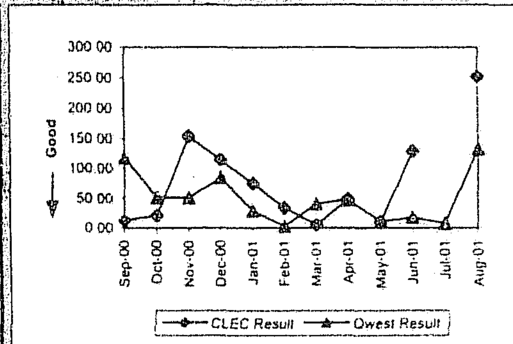
[illegible] (OP-3) >= Interval Zone One

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	0	3	0.00%	N/A	
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	0	3	0.00%	N/A	
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1	37	2.70%	0.96	-0.42
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	9	12	75.00%	5.35	2.25
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2	0.00%	N/A	
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1	1	100.00%	N/A	-0.73
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	0	1	0.00%	N/A	
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	0	2	0.00%	N/A	
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2	3	66.67%	-0.39	-1.24
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2	3	66.67%	3.36	1.04
[illegible]					2	2	100.00%		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	0	6	0.00%	N/A	N/A



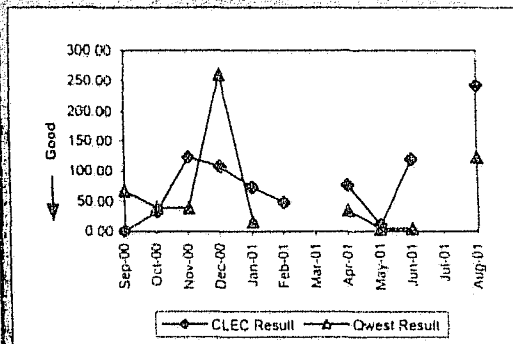
[illegible] (OP-4) >= Interval Zone One

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	356	3	118.67	-6.25	-4.8
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	155	3	51.67	-3.11	-2.89
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1882	37	50.86	1.7	0.03
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1020	12	85.00	0.51	-0.89
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	58	2	29.00		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	3	1	3.00		
[illegible]	[illegible]	[illegible]	[illegible]		41	1	41.00		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	96	2	48.00		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	32	3	10.67	-0.08	-1.05
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	54	3	18.00	3.72	1.26
[illegible]					18	2	8.00		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	800	6	133.33	3.72	1.26



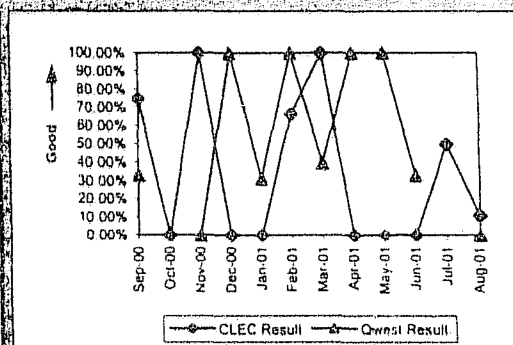
[illegible] (OP-6A) >= Interval Zone One

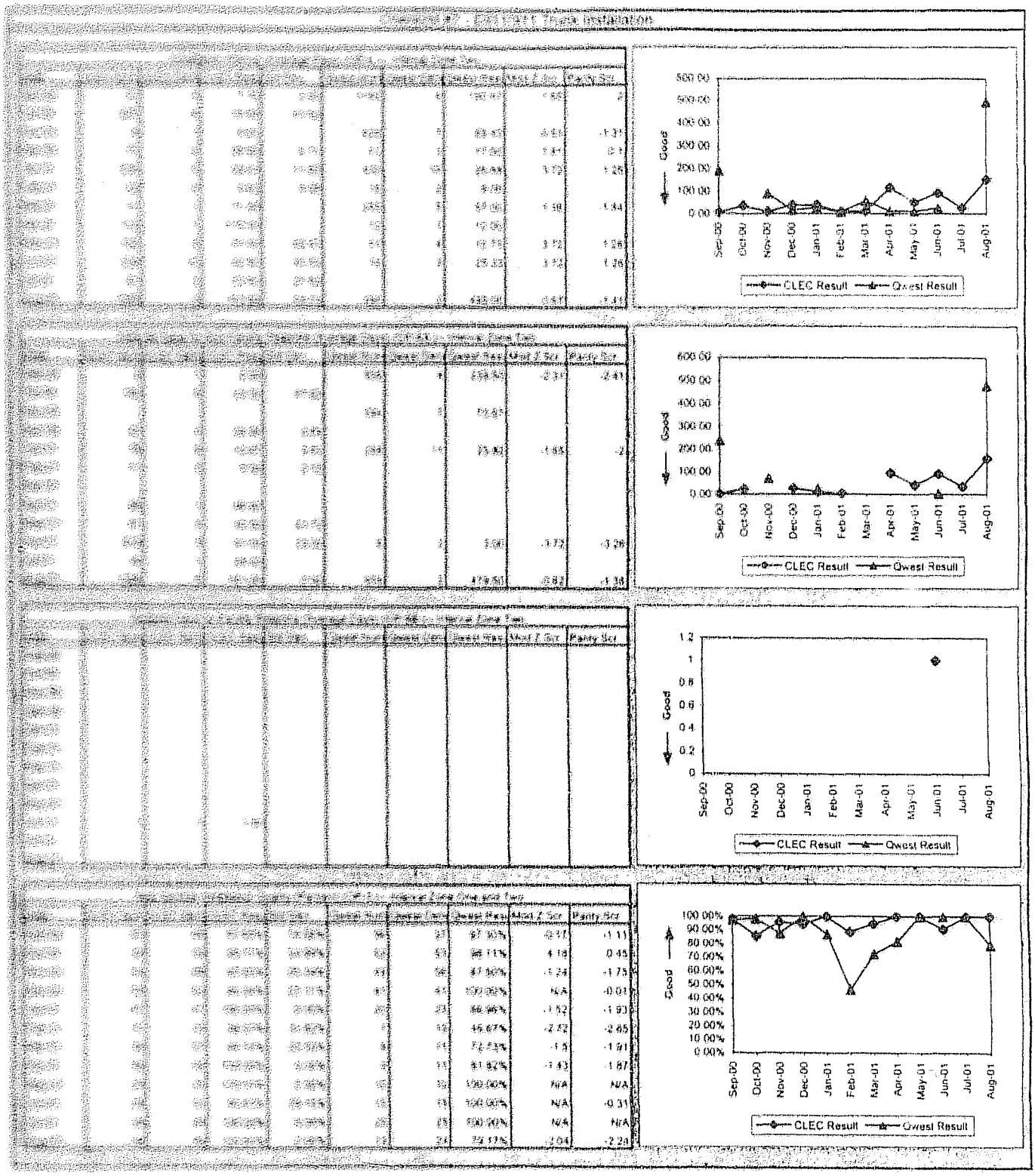
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]		203	3	67.67	-1.54	-1.94
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	119	3	39.67	-0.64	-1.39
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1445	36	40.14	1.59	-0.03
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	783	3	261.00	-1.3	-1.79
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	34	2	17.00		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]					
[illegible]									
[illegible]	[illegible]	[illegible]	[illegible]		72	2	36.00		
[illegible]	[illegible]	[illegible]	[illegible]		4	1	4.00		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	5	1	5.00		
[illegible]									
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	734	6	122.33	3.72	1.26



[illegible] (OP-3) >= Interval Zone Two

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2	6	33.33%	-1.37	-1.83
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]					
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	0	7	0.00%	N/A	
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	3	3	100.00%	N/A	0.21
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	5	16	31.25%	1.4	-0.15
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2	2	100.00%	N/A	-0.61
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2	5	40.00%	-1.12	-1.68
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1	1	100.00%	N/A	-0.59
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	4	4	100.00%	N/A	0.55
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1	3	33.33%	2.66	0.61
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]					
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	0	2	0.00%	N/A	

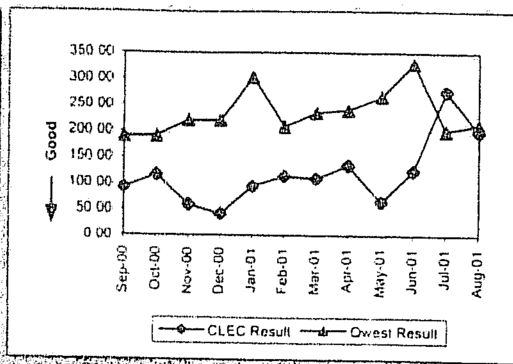


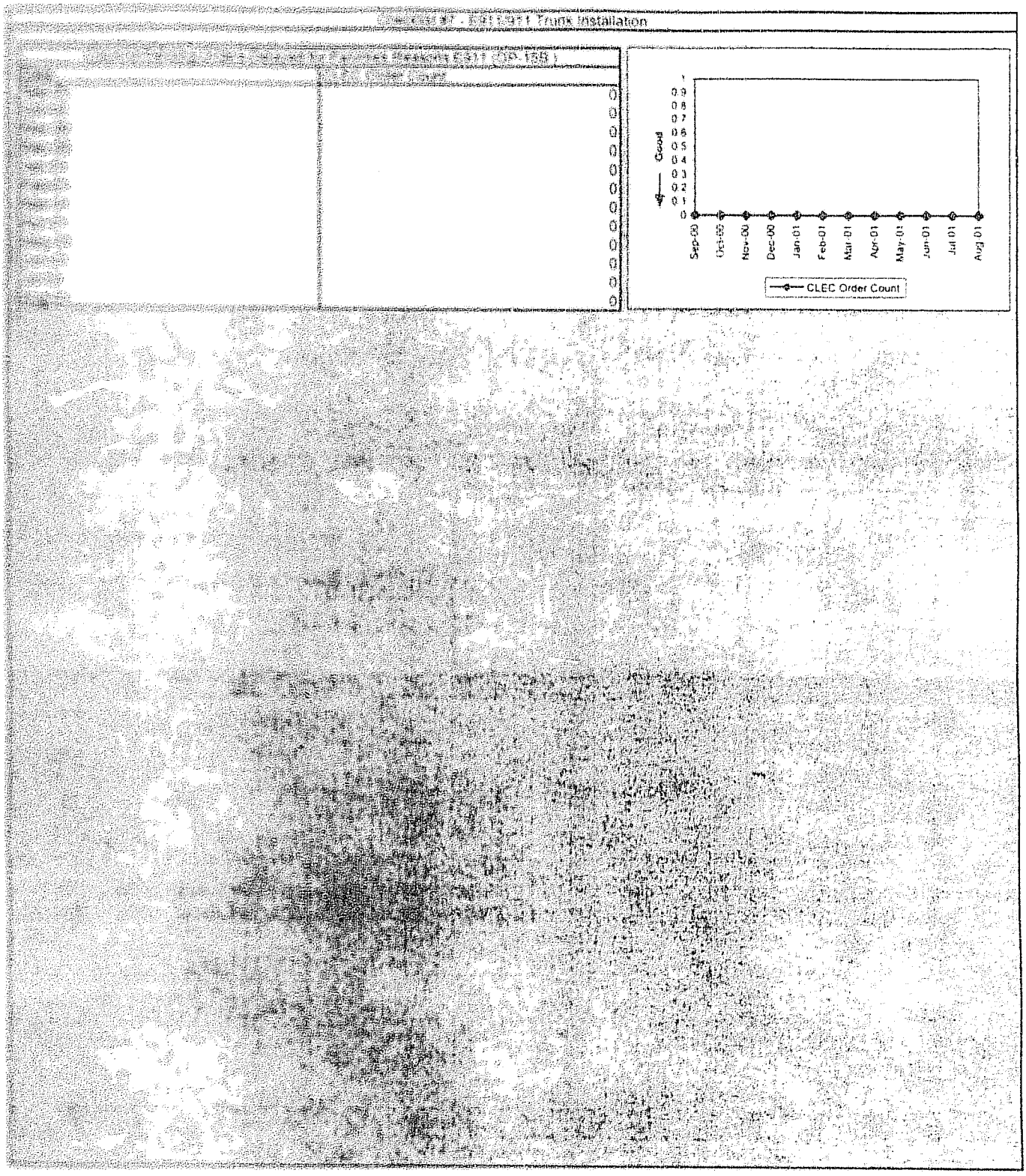

Good
CLEC Result
Qwest Result
Sep-00
Oct-00
Nov-00
Dec-00
Jan-01
Feb-01
Mar-01
Apr-01
May-01
Jun-01
Jul-01
Aug-01

[illegible] #7 - E911/911 Trunk Installation

[illegible] (OP-15A)

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	87	190.48	-2.34	-2.42
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	85	188.98	-1.53	-1.93
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	79	220.53	-4.05	-3.46
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	72	219.86	-3.84	-3.33
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	47	303.28	-2.68	-2.63
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	73	207.65	-1.11	-1.67
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	74	235.00	-1.61	-1.98
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	77	240.18	-1.28	-1.78
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	70	207.19	-3.49	-3.12
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	53	330.00	-2.47	-2.5
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	55	200.75	1.39	-0.15
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	41	217.22	-0.13	-1.08

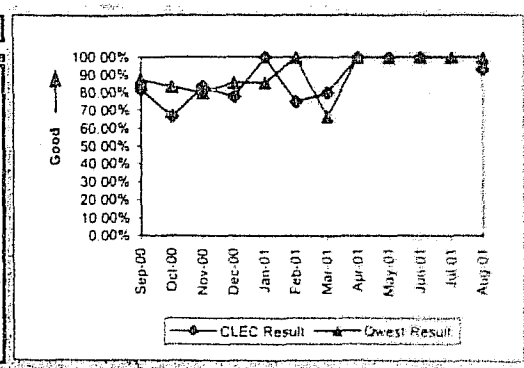



Trunk Installation
Good
1
0.9
0.8
0.7
0.6
0.5
0.4
0.3
0.2
0.1
0
Sep-00
Oct-00
Nov-00
Dec-00
Jan-01
Feb-01
Mar-01
Apr-01
May-01
Jun-01
Jul-01
Aug-01
CLEC Order Count

Checklist #7 - E911/911 Trunk Repair

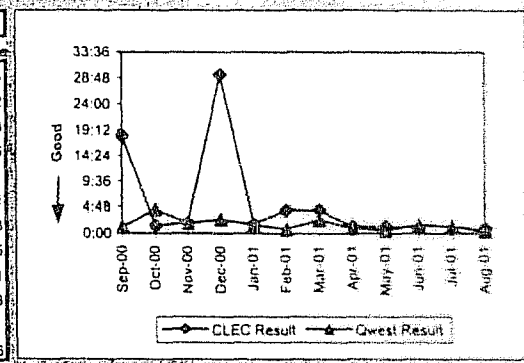
All Trouble Cleared within 4 hours (Percent) (MR-5)-- Interval Zone One

			CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Score
		11	81.82%	38.57%	14	16	87.50%	0.36	-0.78
		3	66.67%	47.14%	5	6	83.33%	0.21	-0.87
		12	83.33%	37.27%	16	20	80.00%	-0.23	-1.14
		6	77.78%	44.57%	6	7	85.71%	0.52	-0.69
		5	100.00%	0.00%	12	14	85.71%	-0.78	-1.48
		9	75.00%	43.30%	12	12	100.00%	N/A	0
		3	80.00%	40.00%	10	15	66.67%	-0.55	-1.33
		8	100.00%	0.00%	10	10	100.00%	N/A	N/A
		5	100.00%	0.00%	11	11	100.00%	N/A	N/A
		13	100.00%	0.00%	8	8	100.00%	N/A	N/A
					5	5	100.00%		
		12	83.33%	24.94%	17	17	100.00%	N/A	-0.08



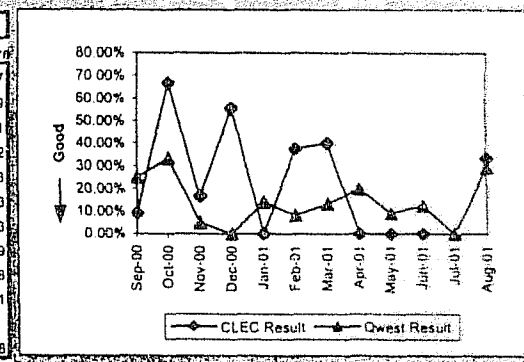
Mean Time to Restore (Hours:Minutes) (MR-6)-- Interval Zone One

			CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Score
		11	18:09	38:47	18:38	16	1:10	1.88	0.14
		3	1:23	2:21	26:14	6	4:22	-0.7	-1.42
		12	1:54	2:36	35:48	20	1:47	0.11	-0.93
		6	29:29	57:14	17:58	7	2:34	0.4	-0.76
		5	1:40	0:51	21:12	14	1:31	0.47	-0.71
		8	3:18	10:15	9:54	12	0:50	1.65	0.01
		3	4:18	8:21	37:14	15	2:29	0.69	-0.58
		9	1:13	0:44	9:56	10	1:00	0.25	-0.85
		5	1:28	1:13	5:42	11	0:31	1.81	0.1
		13	1:11	1:23	13:10	8	1:39	-0.8	-1.48
					6:24	5	1:17		
		11	0:51	2:12	7:19	17	0:26	1.21	-0.26



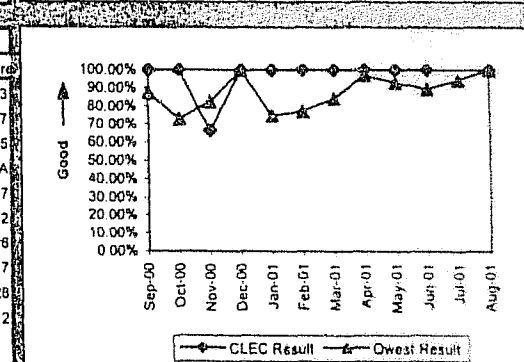
Repeat Request Report Rate (Percent) (MR-7)-- Interval Zone One

			CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Score
		11	0.00%	28.75%	4	16	25.00%	-0.94	-1.57
		3	66.67%	47.14%	2	6	33.33%	1.16	-0.29
		12	16.67%	37.27%	1	20	5.00%	0.97	-0.41
		6	55.56%	49.69%	0	7	0.00%	N/A	0.42
		5	0.00%	0.00%	2	14	14.29%	-0.78	-1.48
		8	37.50%	48.41%	1	12	8.33%	1.43	-0.13
		3	40.00%	48.99%	2	15	13.33%	1.1	-0.33
		8	0.00%	0.00%	2	10	20.00%	-0.97	-1.59
		5	0.00%	0.00%	1	11	9.09%	-0.62	-1.38
		13	0.00%	0.00%	1	8	12.50%	-0.84	-1.51
					0	5	0.00%		
		11	33.33%	47.14%	5	17	29.41%	0.19	-0.88



All Trouble Cleared within 4 hours (Percent) (MR-5)-- Interval Zone Two

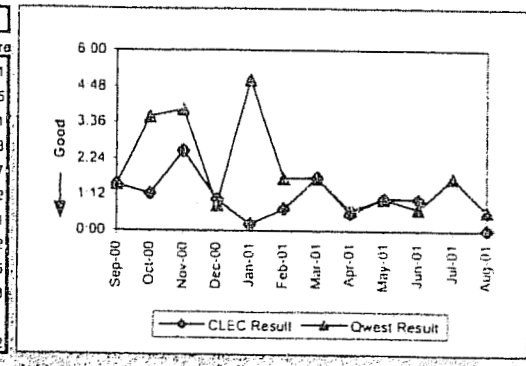
			CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Score
		1	100.00%	0.00%	28	32	87.50%	-0.37	-1.23
		7	100.00%	0.00%	19	26	73.08%	-1.43	-1.87
		3	66.67%	47.14%	33	40	82.50%	0.41	-0.75
		6	100.00%	0.00%	16	16	100.00%	N/A	N/A
		3	100.00%	0.00%	18	24	75.00%	-0.94	-1.57
		3	100.00%	0.00%	17	22	77.27%	-0.53	-1.32
		3	100.00%	0.00%	16	19	84.21%	-0.42	-1.26
		3	100.00%	0.00%	34	35	97.14%	-0.29	-1.17
		3	100.00%	0.00%	26	28	92.86%	-0.46	-1.28
		5	100.00%	0.00%	17	19	89.47%	-0.33	-1.2
					33	35	94.29%		
		2	100.00%	0.00%	20	20	100.00%	N/A	N/A



Checklist #7 - E911/911 Trunk Repair

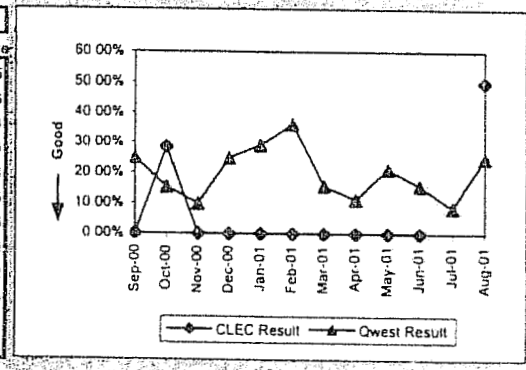
[illegible] (MR-6)-- Interval Zone Two

[illegible]	[illegible]	[illegible]	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Score
[illegible]	[illegible]	1.33		50.11	32	1.34	-0.01	-1
[illegible]	[illegible]	1.54	0.48	98.39	26	3.48	-0.9	-1.55
[illegible]	[illegible]	2.45	2.48	162.17	40	4.03	-0.18	-1.11
[illegible]	[illegible]	1.05	1.00	13.56	16	0.52	0.36	-0.78
[illegible]	[illegible]	0.15	0.06	120.37	24	5.02	-0.78	-1.47
[illegible]	[illegible]	0.44		38.44	22	1.46	-0.53	-1.32
[illegible]	[illegible]	1.48		33.30	19	1.46	0.63	-0.61
[illegible]	[illegible]	0.33	0.02	24.11	35	0.41	-0.2	-1.12
[illegible]	[illegible]	1.06	0.39	30.23	28	1.05	0.57	-0.65
[illegible]	[illegible]	1.04		13.54	19	0.44	0.53	-0.68
[illegible]	[illegible]			62.24	35	1.47		
[illegible]	[illegible]	[illegible]	0.01	12.58	20	0.39	-0.86	-1.52



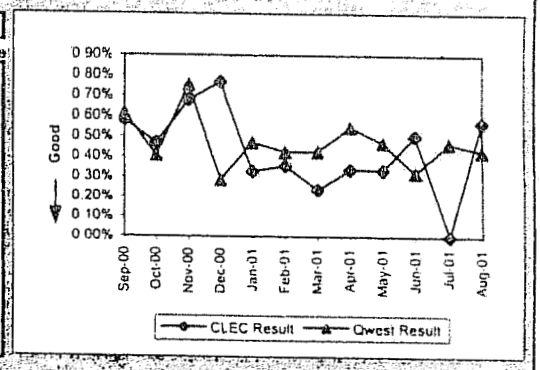
[illegible] (MR-7)-- Interval Zone Two

[illegible]	[illegible]	[illegible]	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Score
[illegible]	[illegible]	[illegible]	0.00%	8	32	25.00%	-0.57	-1.35
[illegible]	[illegible]	26.67%	45.18%	4	26	15.38%	0.73	-0.56
[illegible]	[illegible]	[illegible]	0.00%	4	40	10.00%	-0.56	-1.34
[illegible]	[illegible]	[illegible]	0.00%	4	16	25.00%	-1.39	-1.84
[illegible]	[illegible]	[illegible]	0.00%	7	24	29.17%	-1.05	-1.64
[illegible]	[illegible]	[illegible]	0.00%	8	22	36.36%	-0.74	-1.45
[illegible]	[illegible]	[illegible]	0.00%	3	19	15.79%	-0.42	-1.26
[illegible]	[illegible]	[illegible]	0.00%	4	35	11.43%	-0.6	-1.38
[illegible]	[illegible]	[illegible]	0.00%	6	28	21.43%	-0.86	-1.52
[illegible]	[illegible]	[illegible]	0.00%	3	19	15.79%	-0.42	-1.26
[illegible]	[illegible]			3	35	8.57%		
[illegible]	[illegible]	[illegible]	[illegible]	5	20	25.00%	0.58	-0.65



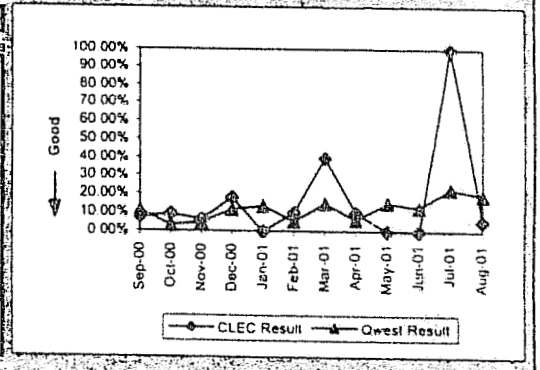
[illegible] (MR-8)-- Interval Zone One and Two

[illegible]	[illegible]	[illegible]	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Score
[illegible]	[illegible]	[illegible]	7.60%	48	7815	0.61%	-0.18	-1.11
[illegible]	[illegible]	[illegible]	6.85%	32	7846	0.41%	0.41	-0.75
[illegible]	[illegible]	[illegible]	8.21%	60	7951	0.75%	-0.36	-1.22
[illegible]	[illegible]	[illegible]	8.73%	23	8037	0.29%	3.85	1.34
[illegible]	[illegible]	[illegible]	5.72%	38	8024	0.47%	-0.92	-1.56
[illegible]	[illegible]	[illegible]	5.95%	34	7967	0.43%	-0.48	-1.29
[illegible]	[illegible]	[illegible]	4.98%	34	7941	0.43%	-1.28	-1.78
[illegible]	[illegible]	[illegible]	6.81%	45	8214	0.55%	-1.27	-1.77
[illegible]	[illegible]	[illegible]	5.78%	39	8260	0.47%	-0.9	-1.55
[illegible]	[illegible]	[illegible]	7.08%	27	8363	0.32%	1.46	-0.11
[illegible]	[illegible]	[illegible]	0.00%	40	8533	0.47%	-3.16	-2.92
[illegible]	[illegible]	[illegible]	2.53%	37	8607	0.43%	1.01	-0.39



[illegible] Reports (Percent) (MR-10)-- Interval Zone One and Two

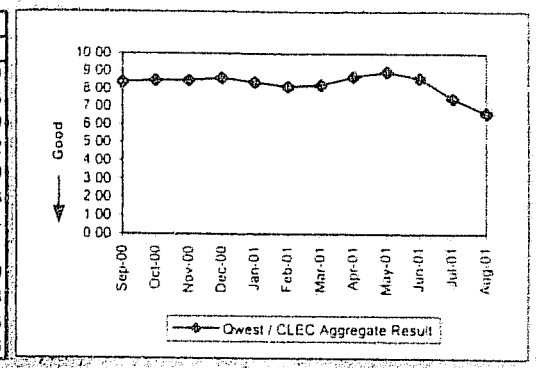
[illegible]	[illegible]	[illegible]	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Score
[illegible]	[illegible]	[illegible]	20.65%	6	54	11.11%	-0.35	-1.21
[illegible]	[illegible]	[illegible]	26.75%	1	33	3.03%	0.85	-0.61
[illegible]	[illegible]	[illegible]	24.21%	3	63	4.76%	0.22	-0.86
[illegible]	[illegible]	[illegible]	38.57%	3	26	11.54%	0.73	-0.55
[illegible]	[illegible]	[illegible]	0.00%	6	44	13.64%	-1.03	-1.63
[illegible]	[illegible]	[illegible]	50.00%	2	36	5.56%	0.42	-0.75
[illegible]	[illegible]	[illegible]	48.99%	6	40	15.00%	1.6	-0.03
[illegible]	[illegible]	[illegible]	50.00%	3	48	6.25%	0.37	-0.77
[illegible]	[illegible]	[illegible]	0.00%	7	46	15.22%	-1.16	-1.71
[illegible]	[illegible]	[illegible]	0.00%	4	31	12.90%	-1.2	-1.73
[illegible]	[illegible]	[illegible]	0.00%	12	52	23.08%	2.95	0.79
[illegible]	[illegible]	[illegible]	22.91%	9	46	19.57%	-1.27	-1.77



Checklist #7 - Operator Services - Directory Assistance

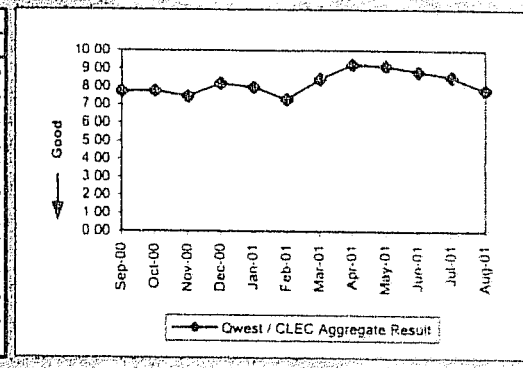
Directory Assistance (Avg Sec) (DA-1)

Qwest / CLEC Aggregate Result
8.39
8.48
8.49
8.62
8.40
8.13
8.24
8.71
8.99
8.63
7.48
6.66



Operator Services (Avg Sec) (OS-1)

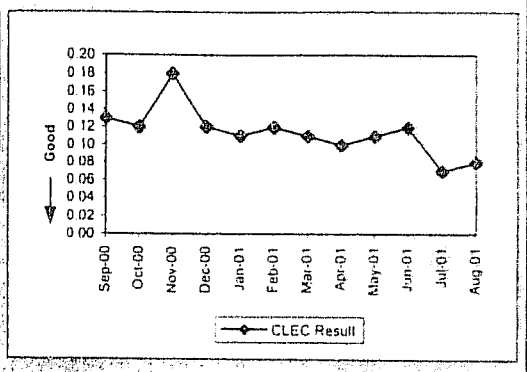
Qwest / CLEC Aggregate Result
7.73
7.76
7.45
8.18
7.97
7.30
8.42
9.22
9.13
8.83
8.55
7.82



Checklist #8 - Directory Listings

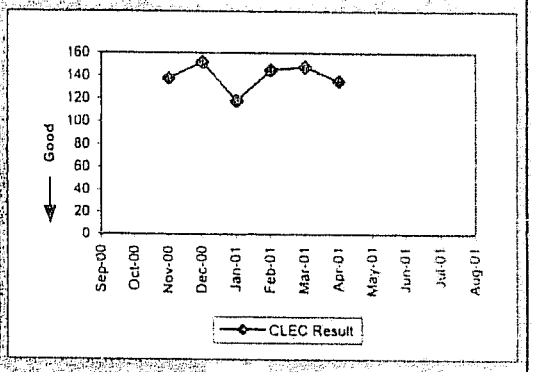
Time to Update Databases (Avg Sec) (DB-1 C-1)

CLEC Result
0.13
0.12
0.18
0.12
0.11
0.12
0.11
0.10
0.11
0.12
0.07
0.08



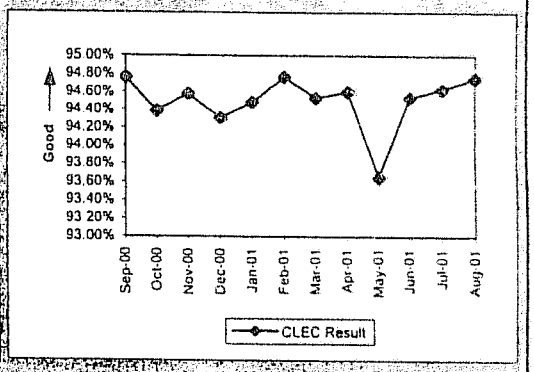
Time to Update Databases (Avg Sec) (DB-1 C-2)

CLEC Result
137.89
152.29
118.02
145.32
148.11
135.73

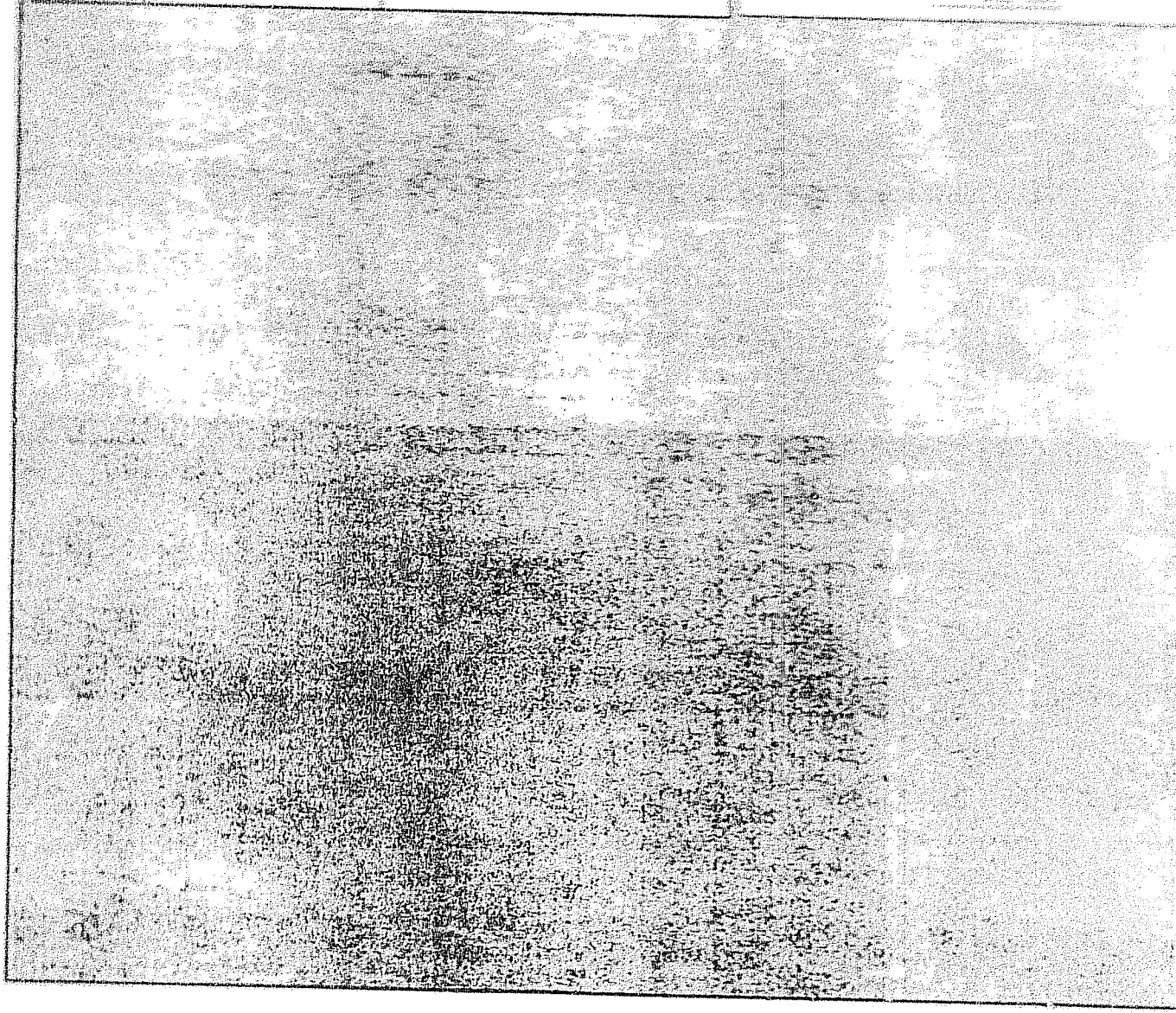


Accurate Database Updates (Percent) (DB-2 C-1)

CLEC Result
94.76%
94.39%
94.58%
94.31%
94.48%
94.77%
94.53%
94.60%
93.65%
94.54%
94.63%
94.75%



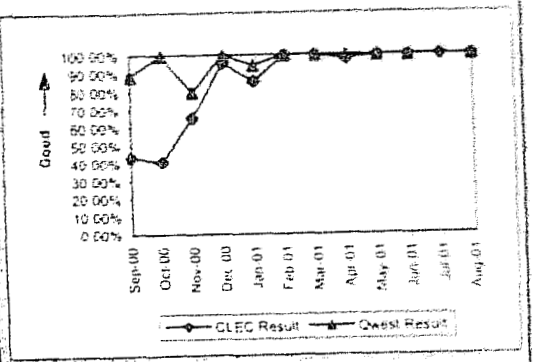
Checklist #8 - Directory Listings



Checklist #9 - NXX Code Activation

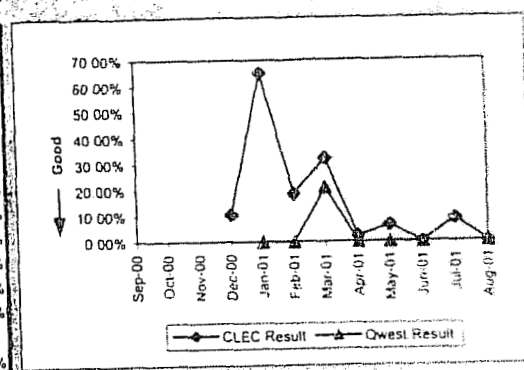
NXX Code Activation (Percent) (NP-1 A)

		CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result
		28	43.48%	8	9	88.89%
		39	41.03%	19	19	100.00%
		38	65.53%	8	10	80.00%
		26	38.00%	11	11	100.00%
		7	85.71%	17	18	94.44%
		23	100.00%	12	12	100.00%
		22	100.00%	15	15	100.00%
		44	41.73%	10	10	100.00%
		39	100.00%	5	5	100.00%
		31	100.00%	2	2	100.00%
		21	100.00%			
		32	100.00%	4	4	100.00%



NXX Code Activation - Facility Delays (Percent) (NP-1 B)

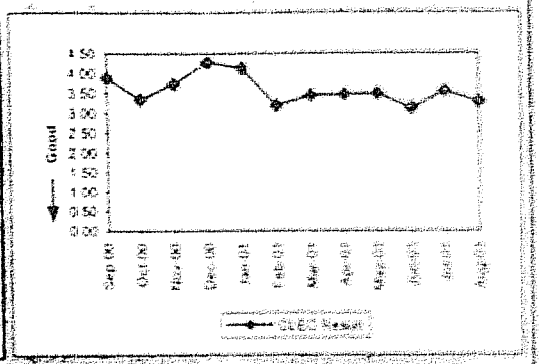
		CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result
		28	10.71%			
		20	65.00%	0	18	0.00%
		27	18.52%	0	12	0.00%
		34	32.35%	4	19	21.05%
		45	2.22%	0	10	0.00%
		31	6.45%	0	5	0.00%
		31	0.00%	0	2	0.00%
		23	8.70%			
		32	0.00%	0	4	0.00%



Checklist #10 - Databases and Signaling

Time to Update Databases (Avg Sec) LIDB (DB-1 B)

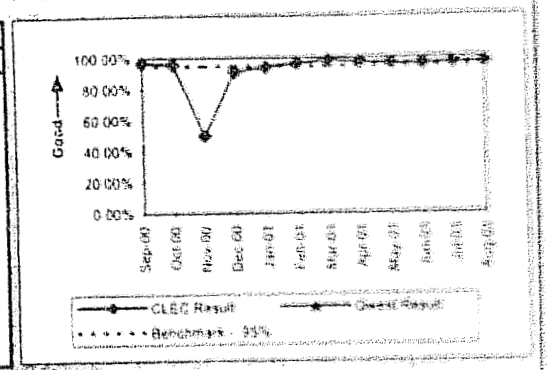
Date	CLEC Result
Sep-00	3.89
Oct-00	3.35
Nov-00	3.74
Dec-00	4.28
Jan-01	4.13
Feb-01	3.19
Mar-01	3.44
Apr-01	3.46
May-01	3.48
Jun-01	3.12
Jul-01	3.55
Aug-01	3.28



Checklist #11 - Number Portability**

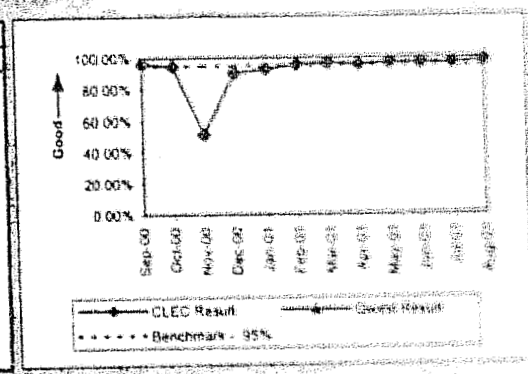
Number Portability Timeliness (Percent) (OP-8 B)

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	4569	4712	96.97%	17.15%					
Oct-00	4878	5080	96.02%	19.54%					
Nov-00	2494	5002	49.86%	50.00%					
Dec-00	4881	5359	91.08%	28.50%					
Jan-01	5578	5930	94.06%	23.63%					
Feb-01	5945	6157	96.56%	18.23%					
Mar-01	6364	6479	98.23%	13.20%					
Apr-01	6033	6204	97.24%	16.37%					
May-01	7063	7331	96.34%	18.77%					
Jun-01	6970	7265	95.94%	19.74%					
Jul-01	6680	6904	96.76%	17.72%					
Aug-01	6970	7196	96.86%	17.44%					



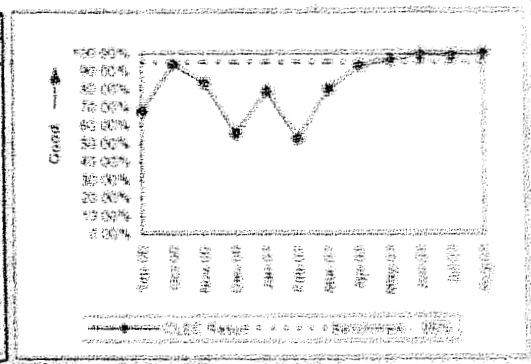
Percentage of LNP Triggers Set Prior to the Frame Due Time (Percent) (OP-8C)

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	20822	21659	96.14%	19.27%					
Oct-00	29366	31073	94.51%	22.79%					
Nov-00	13191	25533	51.66%	49.97%					
Dec-00	29123	32280	90.22%	29.70%					
Jan-01	24631	26543	92.80%	25.85%					
Feb-01	17000	17830	95.34%	21.07%					
Mar-01	21752	22511	96.67%	17.93%					
Apr-01	22806	23919	95.35%	21.06%					
May-01	26077	26985	96.64%	18.03%					
Jun-01	27107	28047	96.65%	18.00%					
Jul-01	26277	27248	96.44%	18.54%					
Aug-01	24894	25399	98.01%	13.96%					

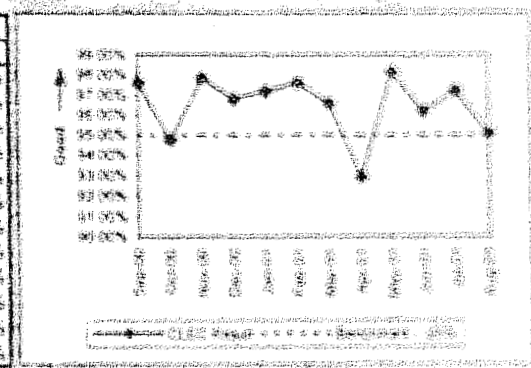


Checklist #13 - Reciprocal Compensation

Billing Accuracy - Adjustments for Errors (Percent) Reciprocal Compensation (BI-38)			
Date	CLEC Num	CLEC Denom	CLEC Result
Sep-00	1523930.89	2252595.44	67.65%
Oct-00	1749509.7	1862884.99	93.91%
Nov-00	1648426.87	1977851.88	83.34%
Dec-00	834610.52	1516651.01	55.03%
Jan-01	1244433.72	1582558.2	78.63%
Feb-01	943130.06	1799507.76	52.41%
Mar-01	1530060.35	1912822.36	79.99%
Apr-01	1292595.23	1391750.72	92.88%
May-01	1181921.84	1228794.34	96.19%
Jun-01	1340578.32	1350338.78	99.28%
Jul-01	1397231.16	1414828.37	98.76%
Aug-01	1584917.72	1584917.72	100.00%



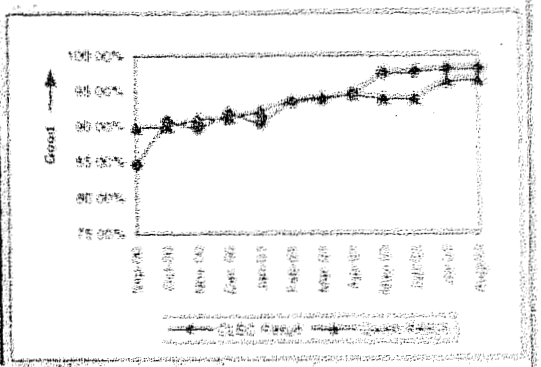
Billing Completeness (Percent) Reciprocal Compensation (BI-48)			
Date	CLEC Num	CLEC Denom	CLEC Result
Sep-00	903919.14	926077.05	97.61%
Oct-00	926644.97	978288.15	94.72%
Nov-00	959712.93	981032.45	97.83%
Dec-00	910279.53	940531.02	96.78%
Jan-01	755348.66	777333.32	97.17%
Feb-01	816808.82	836950.65	97.59%
Mar-01	969067.79	1003500.78	96.57%
Apr-01	807014.93	868615.82	92.91%
May-01	709228.95	722475.06	98.17%
Jun-01	760025.51	790255.5	96.17%
Jul-01	817205.61	840455.61	97.23%
Aug-01	901718.56	948520.37	95.07%



Checklist #14 - Resale - Residence Installation

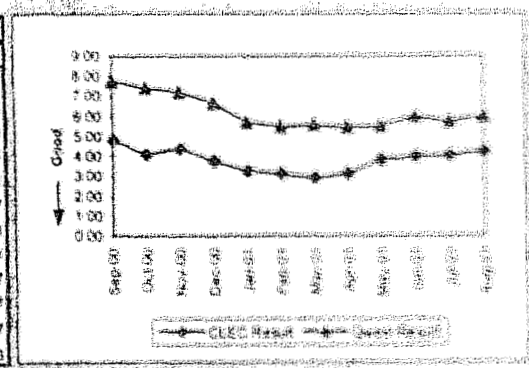
Installation Commitments Met (Percent) (OP-3)– Dispatches Within MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
Sep-00	1320	1560	84 62%	36 08%	73695	81962	89 91%	5 88	3 18
Oct-00	1446	1593	90 77%	28 94%	72624	80711	89 98%	-1 04	-1 63
Nov-00	1354	1510	89 67%	30 44%	70736	77672	91 07%	1 89	0 15
Dec-00	1076	1172	91 81%	27 42%	67748	74322	91 15%	-0 78	-1 48
Jan-01	1002	1108	90 43%	29 41%	75157	81511	92 20%	2 19	0 33
Feb-01	1088	1164	93 47%	24 70%	67512	72108	93 63%	0 22	-0 87
Mar-01	1120	1195	93 72%	24 25%	75648	80567	94 14%	0 61	-0 63
Apr-01	918	970	94 64%	22 52%	71080	75234	94 48%	-0 22	-1 13
May-01	1379	1415	97 46%	15 75%	79871	85022	93 94%	-5 5	-4 34
Jun-01	1567	1605	97 63%	15 20%	80426	85608	93 95%	-6 13	-4 73
Jul-01	1702	1737	97 99%	14 05%	84674	87849	96 39%	-3 54	-3 15
Aug-01	1867	1905	98 01%	13 98%	98313	101808	95 57%	-3 42	-3 08



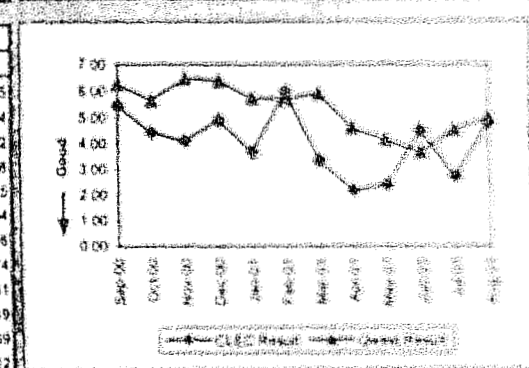
Installation Interval (Average Days) (OP-4)– Dispatches Within MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
Sep-00	7535	1560	4 83	5 75	636170	81943	7 76	-10 19	-7 19
Oct-00	6498	1593	4 08	4 26	597617	80697	7 41	-10 33	-7 28
Nov-00	6605	1510	4 37	5 50	558476	77645	7 19	-9 18	-6 58
Dec-00	4402	1172	3 76	5.05	496456	74290	6 68	-9 63	-6 85
Jan-01	3605	1108	3 25	5 75	467289	81504	5 73	-8 73	-6 31
Feb-01	3631	1164	3 12	5 75	396038	72103	5 49	-9 65	-6.87
Mar-01	3449	1195	2.89	3.28	448751	80551	5 57	-11 18	-7 8
Apr-01	3027	970	3 12	5 12	410885	75231	5 46	-8 9	-6 41
May-01	5379	1415	3.80	3.27	469332	85019	5 52	-8 83	-6 37
Jun-01	6370	1605	3 97	2.98	513543	85604	6 00	-11 29	-7 87
Jul-01	7222	1797	4 02	2.49	521924	91244	5 72	-9 65	-6.87
Aug-01	8322	1972	4 22	3.77	634835	105971	5 99	-10 41	-7 33



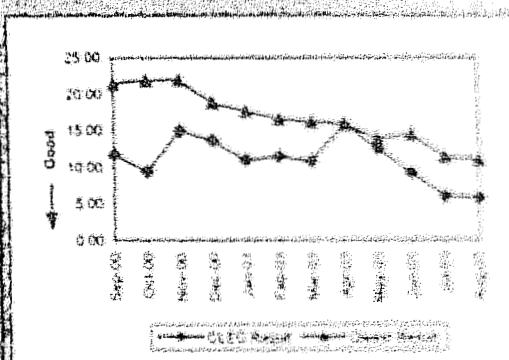
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)– Dispatches Within MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	916	168	5.45	7 40	13592	2168	6 27	-0 58	-1 35
Oct-00	372	84	4 43	5 12	10487	1853	5 66	-0 88	-1 54
Nov-00	378	92	4 11	4 44	10668	1643	6 49	-1 35	-1 82
Dec-00	235	48	4 90	5.51	9535	1493	6 39	-0 62	-1 38
Jan-01	195	53	3.68	5 97	9181	1599	5 74	-0 82	-1 5
Feb-01	276	46	6 00	18 69	5828	1025	5 69	1 72	0 04
Mar-01	154	46	3 35	3 39	6939	1172	5 92	-0 99	-1 6
Apr-01	72	33	2 18	3.04	5872	1275	4 61	-1 21	-1 74
May-01	36	15	2.40	2.08	7630	1835	4 16	-0 5	-1 31
Jun-01	81	18	4 50	5.91	7388	2009	3 68	2 46	0 49
Jul-01	234	86	2 72	3 13	23287	5135	4 53	-1 14	-1 69
Aug-01	451	94	4.80	12.23	29083	5803	5 01	-0 19	-1 12



Delayed Days for Facility Reasons (Average Days) (OP-6B)– Dispatches Within MSAs

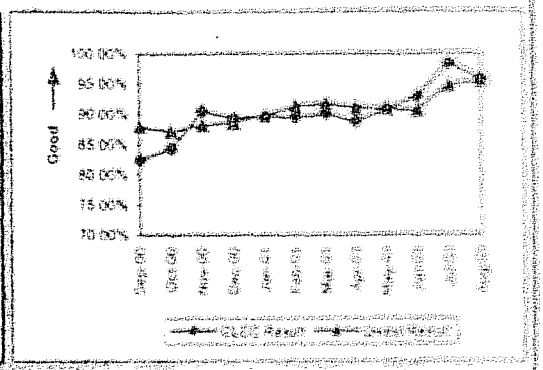
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	847	72	11 76	14 57	130781	6099	21 44	-3 21	-2 95
Oct-00	590	63	9 37	11 36	136737	6234	21 93	-2 96	-2.8
Nov-00	959	64	14 98	16 80	115946	5293	21 91	-1 75	-2 07
Dec-00	652	48	13 58	16 63	95657	5081	18 83	-1 45	-1 89
Jan-01	581	53	10 96	18 11	83901	4755	17 64	-1 88	-2 15
Feb-01	343	30	11 43	20.45	59095	3571	16 55	-1 16	-1 7
Mar-01	315	29	10 86	9 90	57128	3547	16 16	-1 14	-1 69
Apr-01	300	19	15 79	27 74	45502	2879	15 80	0	-1
May-01	262	21	12 48	12 38	46045	3316	13 89	-0 32	-1 19
Jun-01	184	20	9.20	6 66	46055	3173	14 51	-1 22	-1 74
Jul-01	54	9	6.00	4.21	16359	1440	11 36	-0 82	-1 5
Aug-01	63	11	5 73	6 51	20408	1861	10 97	-0 61	-1 37



Checklist #14 - Resale - Residence Installation

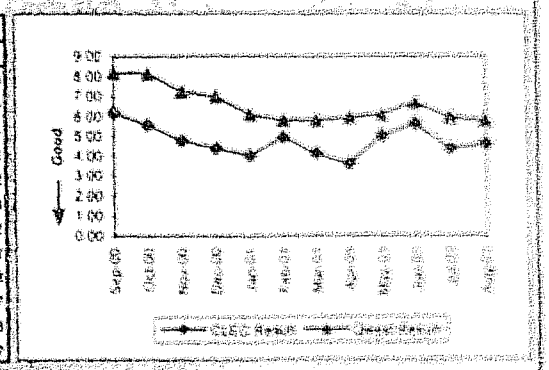
Installation Commitments Met (Percent) (OP-3)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	198	240	82.50%	38.00%	21108	24003	87.94%	2.62	0.59
Oct-00	215	255	84.31%	36.37%	20580	23639	87.06%	1.27	-0.23
Nov-00	228	252	90.48%	29.35%	18579	21076	88.15%	-1.13	-1.69
Dec-00	191	214	89.25%	30.97%	17301	19539	88.55%	-0.32	-1.2
Jan-01	190	212	89.62%	30.50%	16859	18790	89.72%	0.02	-0.99
Feb-01	212	237	89.45%	30.72%	14840	16247	91.34%	1.03	-0.38
Mar-01	173	192	90.10%	29.86%	16524	18015	91.72%	0.8	-0.51
Apr-01	134	151	88.74%	31.61%	16263	17846	91.13%	1.04	-0.37
May-01	251	276	90.94%	28.70%	18878	20766	90.91%	-0.02	-1.01
Jun-01	359	387	92.76%	25.91%	18943	20909	90.60%	-1.45	-1.88
Jul-01	414	421	98.34%	12.79%	20206	21341	94.68%	-3.31	-3.01
Aug-01	409	427	95.78%	20.09%	24232	25375	95.50%	-0.29	-1.17



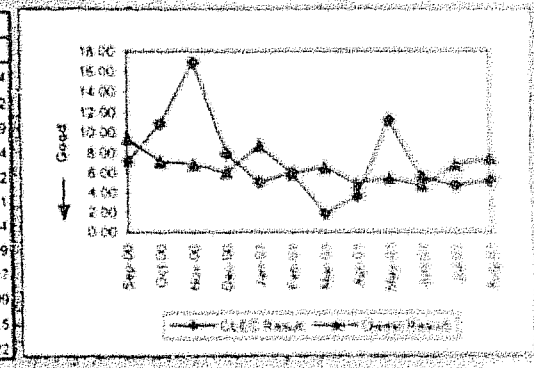
Installation Interval (Average Days) (OP-4)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	1483	240	6.18	10.33	196001	24003	8.17	-1.83	-1.99
Oct-00	1423	255	5.58	8.03	192483	23639	8.14	-1.8	-2.09
Nov-00	1202	252	4.77	7.05	152428	21076	7.23	-2.3	-2.4
Dec-00	936	214	4.37	6.05	136162	19539	6.97	-3.02	-2.83
Jan-01	851	212	4.01	5.32	114501	18790	6.09	-1.98	-2.2
Feb-01	1176	237	4.96	12.95	94642	16247	5.83	-1.03	-1.63
Mar-01	793	192	4.13	6.26	105096	18015	5.83	-1.51	-1.92
Apr-01	545	151	3.61	3.63	106162	17846	5.95	-2.17	-2.32
May-01	1387	276	5.03	7.31	126366	20766	6.09	-1.45	-1.88
Jun-01	2184	387	5.64	10.57	139880	20909	6.69	-1.15	-1.7
Jul-01	1901	437	4.35	3.98	132180	22233	5.95	-2.27	-2.38
Aug-01	2034	442	4.60	3.28	152545	26316	5.80	-2.42	-2.47



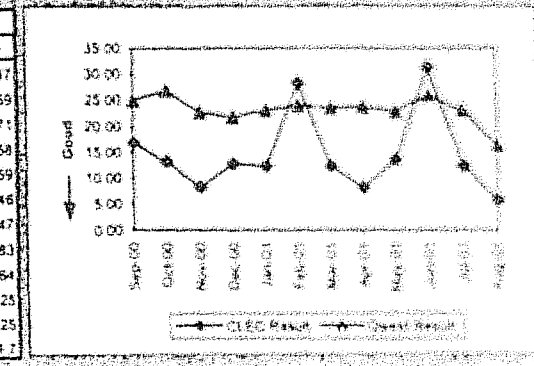
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	149	21	7.10	10.99	6094	646	9.43	-0.24	-1.14
Oct-00	229	21	10.90	10.61	3770	525	7.18	0.96	-0.42
Nov-00	186	11	16.91	25.64	3334	485	6.87	1.96	0.19
Dec-00	111	14	7.93	16.05	2527	417	6.06	0.43	-0.74
Jan-01	35	7	5.00	8.02	3864	443	8.72	-0.33	-1.2
Feb-01	66	11	6.00	11.73	1663	281	5.92	1.3	-0.21
Mar-01	11	6	1.83	1.17	1885	287	6.57	-0.72	-1.44
Apr-01	18	5	3.60	2.70	1870	377	4.96	-0.14	-1.09
May-01	112	10	11.20	5.83	2589	490	5.49	2.26	0.33
Jun-01	50	9	5.56	5.10	2420	508	4.76	1.79	0.09
Jul-01	86	18	4.78	5.52	9559	1408	6.79	-0.25	-1.15
Aug-01	125	24	5.21	4.91	10208	1373	7.43	-0.36	-1.22



Delayed Days for Facility Reasons (Average Days) (OP-6B)-- Dispatches Outside MSAs

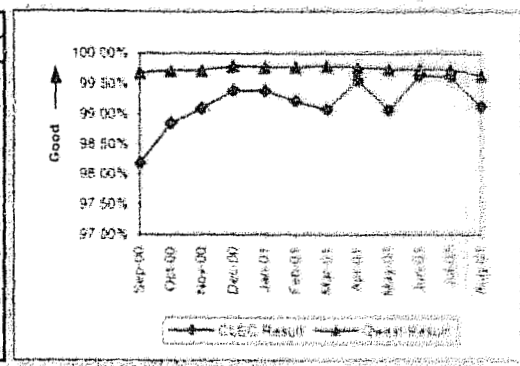
Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	355	21	16.90	24.46	56078	2249	24.93	-0.78	-1.47
Oct-00	251	19	13.21	15.19	68073	2534	26.86	-0.98	-1.59
Nov-00	106	13	8.15	4.65	45683	2012	22.71	-1.17	-1.71
Dec-00	115	9	12.78	6.69	39459	1821	21.67	-0.95	-1.58
Jan-01	184	15	12.27	12.98	34226	1488	23.00	-0.97	-1.59
Feb-01	395	14	28.21	44.03	27012	1126	23.99	2.41	0.46
Mar-01	161	13	12.38	16.10	28249	1204	23.46	-0.77	-1.47
Apr-01	98	12	8.17	5.65	28574	1206	23.69	-1.37	-1.83
May-01	205	15	13.67	15.23	31868	1398	22.80	-1.05	-1.64
Jun-01	594	19	31.26	35.95	37748	1458	25.89	2.05	0.25
Jul-01	62	5	12.40	7.67	14160	619	22.88	-0.41	-1.25
Aug-01	52	9	5.78	4.55	11630	711	16.36	-1.15	-1.7



Checklist #14 - Resale - Residence Installation

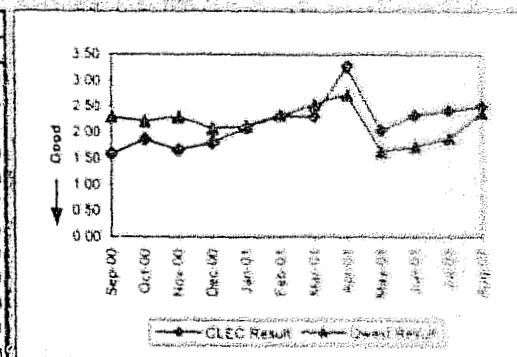
Installation Commitments Met (Percent) (OP-3)-- No Dispatches

Date	CLEC Num	CLEC Deno	CLEC Resu	Std Dev	Qwest Num	Qwest Deno	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	13081	13324	98.18%	13.38%	794294	796762	99.69%	31.19	17.96
Oct-00	14221	14386	98.85%	10.65%	848683	851018	99.73%	19.84	11.06
Nov-00	14616	14749	99.10%	9.45%	793110	795309	99.72%	14.33	7.71
Dec-00	12968	13078	99.39%	7.80%	682517	683913	99.80%	10.23	5.22
Jan-01	11959	12033	99.39%	7.82%	637311	638747	99.78%	8.95	4.44
Feb-01	11983	12077	99.22%	8.79%	590179	591482	99.78%	12.95	6.67
Mar-01	14113	14244	99.08%	9.55%	736061	737562	99.80%	18.79	10.42
Apr-01	15188	15253	99.57%	6.51%	688914	690458	99.78%	5.24	2.18
May-01	19162	19341	99.07%	9.58%	674416	676096	99.75%	18.65	10.34
Jun-01	18261	18348	99.63%	6.03%	740984	742912	99.74%	2.78	0.69
Jul-01	9417	9453	99.62%	6.16%	531093	532474	99.74%	2.3	0.4
Aug-01	12930	13044	99.13%	9.31%	230280	231089	99.65%	9.86	4.99



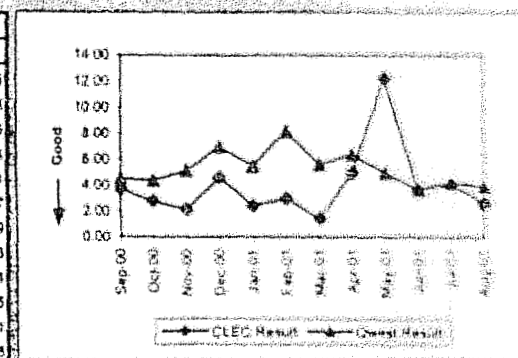
Installation Interval (Average Days) (OP-4)-- No Dispatches

Date	CLEC Num	CLEC Deno	CLEC Resu	Std Dev	Qwest Num	Qwest Deno	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	21090	13324	1.58	2.27	1833758	796761	2.30	-26.82	-17.3
Oct-00	26787	14386	1.86	2.38	1878327	851018	2.21	-13.29	-9.08
Nov-00	24417	14749	1.66	1.96	1832756	795307	2.30	-25.02	-16.21
Dec-00	23531	13078	1.80	2.30	1425254	683912	2.08	-10.99	-7.68
Jan-01	25130	12033	2.09	2.06	1356624	638747	2.12	-1.37	-1.83
Feb-01	28041	12077	2.32	2.42	1377633	591482	2.33	-0.28	-1.17
Mar-01	32819	14244	2.30	2.18	1875635	737562	2.54	-9.93	-7.04
Apr-01	49883	15253	3.27	2.78	1886549	690453	2.73	21.72	12.21
May-01	24439	12037	2.03	1.13	851915	525547	1.62	31.27	18.01
Jun-01	27902	12014	2.32	1.13	934604	542575	1.72	48.76	28.64
Jul-01	17134	7123	2.41	1.51	728342	386834	1.88	29.79	17.11
Aug-01	20626	8273	2.49	0.91	362015	152566	2.37	5.98	2.63



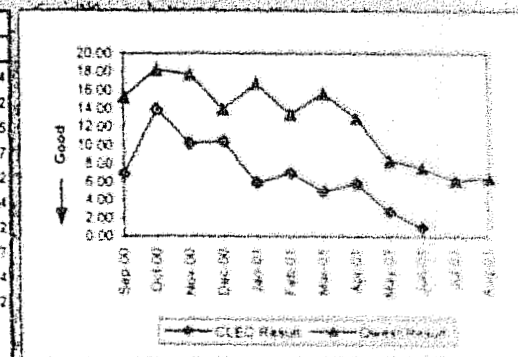
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)-- No Dispatches

Date	CLEC Num	CLEC Deno	CLEC Resu	Std Dev	Qwest Num	Qwest Deno	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	872	235	3.71	5.44	9512	2102	4.53	-1.08	-1.66
Oct-00	431	155	2.78	4.21	8531	1944	4.39	-1.77	-2.08
Nov-00	266	124	2.15	2.18	8749	1692	5.17	-2.07	-2.26
Dec-00	308	67	4.60	8.13	7227	1028	7.03	-1.06	-1.64
Jan-01	155	64	2.42	2.59	6214	1126	5.52	-1.81	-2.1
Feb-01	265	89	2.98	8.49	9010	1102	8.18	-3.73	-3.27
Mar-01	177	123	1.44	3.22	7458	1324	5.63	-3.77	-3.29
Apr-01	290	58	5.00	10.50	8151	1276	6.39	-0.86	-1.53
May-01	2141	175	12.23	6.59	6881	1382	4.98	7.26	3.41
Jun-01	244	66	3.70	4.70	6290	1705	3.69	0.91	-0.45
Jul-01	593	143	4.15	8.20	28498	6702	4.25	-0.16	-1.1
Aug-01	611	233	2.62	3.67	22955	5820	3.94	-2.76	-2.68



Delayed Days for Facility Reasons (Average Days) (OP-6B)-- No Dispatches

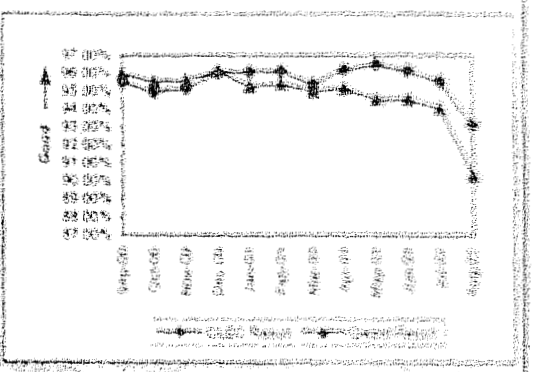
Date	CLEC Num	CLEC Deno	CLEC Resu	Std Dev	Qwest Num	Qwest Deno	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	55	8	6.88	13.05	5594	366	15.28	-0.88	-1.54
Oct-00	139	10	13.90	21.80	7148	391	18.28	-0.33	-1.2
Nov-00	92	9	10.22	13.34	8973	507	17.70	-0.91	-1.55
Dec-00	136	13	10.46	17.25	5131	368	13.94	-0.61	-1.37
Jan-01	59	10	5.90	3.41	5190	310	16.74	-1.18	-1.72
Feb-01	35	5	7.00	4.42	2691	201	13.39	-0.55	-1.34
Mar-01	40	8	5.00	5.50	2781	177	15.71	-1.01	-1.62
Apr-01	41	7	5.86	4.14	3468	268	13.01	-0.61	-1.37
May-01	11	4	2.75	1.71	2496	298	8.38	-0.72	-1.44
Jun-01	1	1	1.00		1691	223	7.58	-0.52	-1.32
Jul-01					488	79	6.18		
Aug-01					610	94	6.49		



Checklist #14 - Resale - Residence Installation

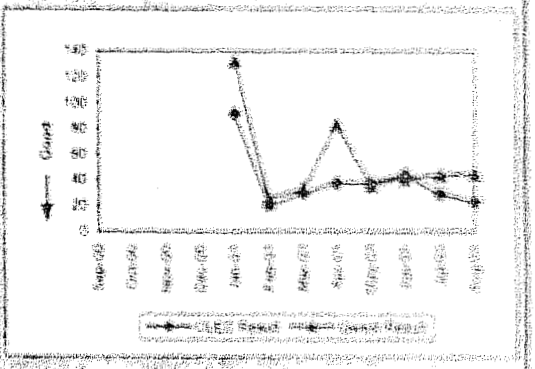
New Service Installation Quality (Percent) (OP-5)

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
Sep-00	15123	15833	95 52%	20 70%	929262	968083	95 99%	3 02	0 83
Oct-00	15803	16642	94 96%	21 88%	908692	950988	95 55%	3 68	1 24
Nov-00	16597	17438	95 18%	21 42%	903354	944829	95 61%	2 77	0 68
Dec-00	15802	16450	96 06%	19 45%	821014	853914	96 15%	0 57	-0 65
Jan-01	14307	14891	96 08%	19 41%	738437	774997	95 28%	-4 54	-3 76
Feb-01	13993	14554	96 15%	19 25%	691739	724678	95 45%	-3 96	-3 41
Mar-01	14851	15564	95 42%	20 91%	735021	773485	95 03%	-2 23	-2 35
Apr-01	16092	16728	96 20%	19 12%	786204	826167	95 16%	-6 18	-4 76
May-01	18584	19256	96 51%	18 35%	756461	800023	94 55%	-11 82	-8 18
Jun-01	20337	21153	96 14%	19 26%	790236	835307	94 60%	-9 78	-6 94
Jul-01	15550	16273	95 56%	20 60%	715627	760781	94 06%	-7 97	-5 85
Aug-01	12746	13686	93 13%	25 29%	460641	509922	90 34%	-10 92	-7 64



Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A)

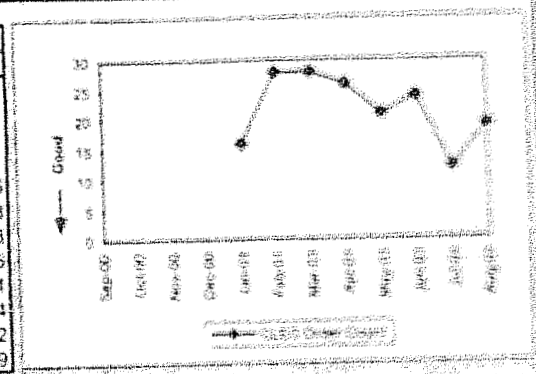
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
Sep-00									
Oct-00									
Nov-00									
Dec-00									
Jan-01	7256	79	91 85	79 35	1141074	8606	132 59	-3 94	-3 4
Feb-01	1982	100	19 82	21 51	160328	6234	25 72	-2 22	-2 35
Mar-01	3590	123	29 19	27 02	246503	7563	32 59	-1 21	-1 13
Apr-01	9751	262	37 22	53 76	974610	11678	83 46	-7 64	-5 64
May-01	3664	98	37 39	43 66	297552	8260	36 02	1 8	0 09
Jun-01	3967	90	44 08	51 95	378279	9152	41 33	1 8	0 09
Jul-01	1760	60	29 33	40 32	285041	6501	43 85	-1 84	-2 12
Aug-01	2714	117	23 20	30 71	365299	8092	45 14	-3 58	-3 18



Checklist #14 - Resale - Residence Installation

Count of Pending Orders Delayed for Facilities Reasons Residence (OP-15B)

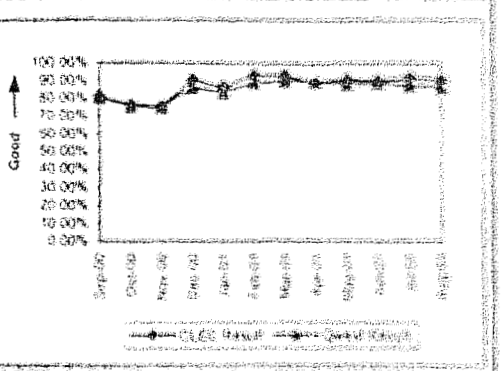
Date	CLEC Order Count
Sep-00	
Oct-00	
Nov-00	
Dec-00	
Jan-01	16
Feb-01	29
Mar-01	28
Apr-01	26
May-01	21
Jun-01	24
Jul-01	12
Aug-01	19



Checklist #14 - Resale - Residence Repair

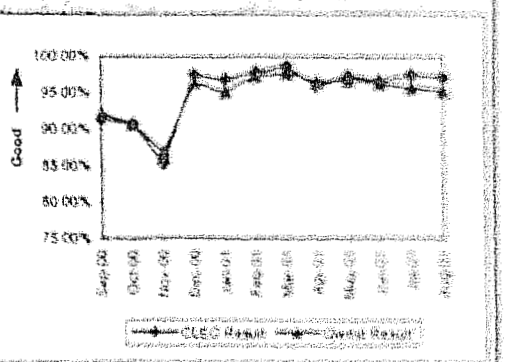
Out of Service Cleared within 24 hours (Percent) (MR-3)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	903	1115	80.99%	39.24%	87355	108375	80.60%	-0.32	-1.2
Oct-00	918	1201	76.44%	42.44%	85430	112465	75.96%	-0.38	-1.23
Nov-00	881	1169	75.36%	43.09%	80923	107806	75.06%	-0.24	-1.14
Dec-00	848	934	90.79%	28.91%	70771	81912	86.40%	-3.89	-3.37
Jan-01	809	934	86.62%	34.05%	82064	97908	83.82%	-2.31	-2.41
Feb-01	762	818	93.15%	25.25%	72356	80757	89.60%	-3.32	-3.02
Mar-01	1231	1314	93.68%	24.33%	86305	95173	90.68%	-3.72	-3.26
Apr-01	1327	1486	89.30%	30.91%	96746	107513	89.99%	0.87	-0.47
May-01	1394	1531	91.05%	28.54%	101882	114784	88.76%	-2.82	-2.71
Jun-01	1487	1627	90.17%	29.78%	103023	115342	89.32%	-1.1	-1.67
Jul-01	1428	1556	91.77%	27.48%	100807	114763	87.84%	-4.72	-3.87
Aug-01	1566	1726	90.85%	28.84%	100748	115630	87.13%	-4.58	-3.78



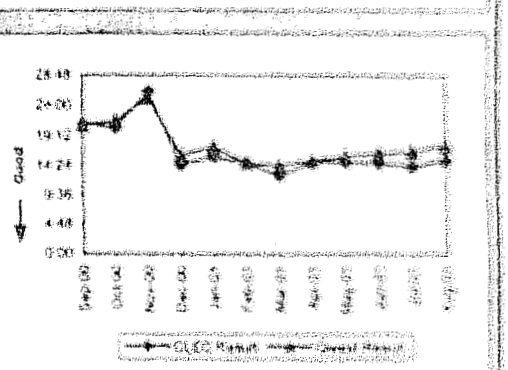
All Troubles Cleared within 48 hours (Percent) (MR-4)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	1261	1379	91.44%	27.97%	137683	149222	92.27%	1.14	-0.31
Oct-00	1344	1481	90.75%	28.97%	138571	152732	90.73%	-0.03	-1.02
Nov-00	1238	1449	85.44%	35.27%	123754	142340	86.94%	1.69	0.03
Dec-00	1065	1093	97.44%	15.80%	103983	107927	96.35%	-1.92	-2.16
Jan-01	1132	1169	96.83%	17.51%	124389	130770	95.12%	-2.71	-2.65
Feb-01	1042	1065	97.84%	14.54%	105523	108437	97.31%	-1.06	-1.84
Mar-01	1643	1665	98.68%	11.42%	125604	128569	97.69%	-2.66	-2.62
Apr-01	1820	1899	95.84%	19.97%	139545	144483	96.58%	1.77	0.08
May-01	1894	1945	97.38%	15.98%	148588	153589	96.74%	-1.57	-1.95
Jun-01	1964	2032	96.65%	17.98%	146861	152473	96.32%	-0.79	-1.48
Jul-01	1858	1905	97.53%	15.51%	146804	153320	95.75%	-3.83	-3.33
Aug-01	2115	2177	97.15%	16.63%	150696	158103	95.32%	-4.03	-3.45



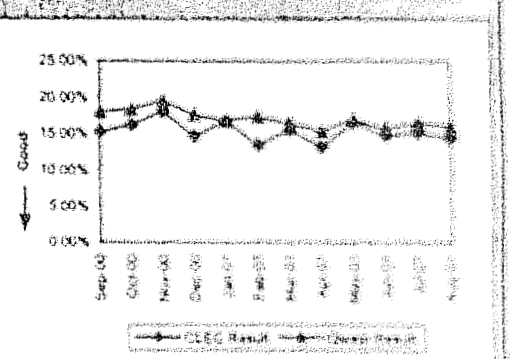
Mean Time to Restore (Hours:Minutes) (MR-6)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	29065.49	1379	21:05	25:37	3115918.45	149222	20:53	0.28	-0.83
Oct-00	30436.20	1481	20:33	19:34	3304345.09	152732	21:38	-1.87	-2.11
Nov-00	37942:42	1449	26:11	31:39	3586573:44	142340	25:12	1.15	-0.3
Dec-00	15944.16	1093	14:35	15:17	1739718:46	107927	16:07	-2.89	-2.75
Jan-01	18620.46	1169	15:56	17:02	2281532:09	130770	17:27	-2.67	-2.63
Feb-01	15791.39	1065	14:50	54:47	1614075.18	108437	14:53	-0.11	-1.07
Mar-01	21359.27	1665	12:50	12:40	1860570:58	128569	14:28	-3.19	-2.94
Apr-01	28565.30	1899	15:03	16:24	2214396:53	144483	15:20	-0.6	-1.37
May-01	29392.54	1945	15:07	16:55	2454025:53	153589	15:59	-2.19	-2.33
Jun-01	30463.19	2032	15:00	13:48	2512557:42	152473	16:29	-2.07	-2.25
Jul-01	27411.06	1905	14:23	13:41	2571140:24	153320	16:46	-5.85	-4.56
Aug-01	33255.46	2177	15:17	14:36	2787351:42	158103	17:38	-4.73	-3.87



Repair Repeat Report Rate (Percent) (MR-7)-- Dispatches Within MSAs

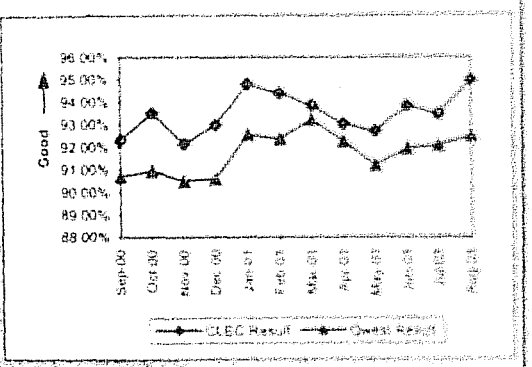
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	211	1379	15.30%	36.00%	26898	149222	18.03%	-2.62	-2.59
Oct-00	251	1545	16.25%	36.89%	29442	159742	18.43%	-2.2	-2.34
Nov-00	275	1517	18.13%	38.52%	29237	149153	19.60%	-1.44	-1.87
Dec-00	167	1137	14.69%	35.40%	19660	112644	17.63%	-2.59	-2.56
Jan-01	207	1229	16.84%	37.42%	22914	136164	16.83%	0.01	-0.99
Feb-01	150	1106	13.56%	34.24%	19741	113008	17.47%	-3.4	-3.07
Mar-01	267	1725	15.48%	36.17%	21906	133407	16.42%	-1.05	-1.64
Apr-01	259	1954	13.25%	33.91%	23038	149466	15.41%	-2.63	-2.6
May-01	333	2005	16.61%	37.22%	28950	159079	16.94%	-0.39	-1.24
Jun-01	311	2094	14.85%	35.56%	24916	158222	15.75%	-1.12	-1.68
Jul-01	301	1975	15.24%	35.94%	26399	159285	16.57%	-1.58	-1.96
Aug-01	329	2271	14.49%	35.20%	26644	165020	16.15%	-2.13	-2.3



Checklist #14 - Resale - Residence Repair

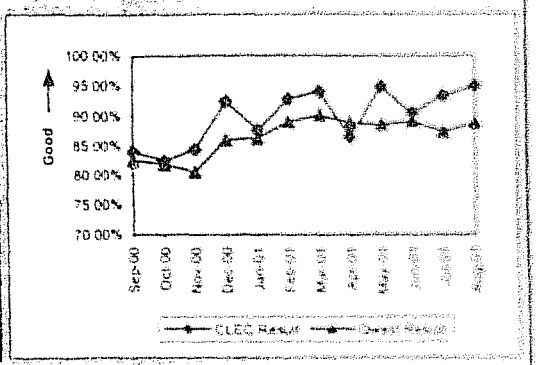
Repair Appointments Met (Percent) (MR-9)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	1273	1379	92 31%	26 64%	135339	149222	90 70%	2 06	-2 25
Oct-00	1445	1545	93 53%	24 60%	145311	159742	90 97%	-3 5	-3 12
Nov-00	1398	1517	92 16%	26 89%	135004	149153	90 51%	-2 17	-2 32
Dec-00	1057	1137	92 96%	25 58%	102058	112644	90 60%	-2 72	-2 65
Jan-01	1165	1229	94 79%	22 22%	126032	136164	92 56%	-2 97	-2 81
Feb-01	1044	1106	94 39%	23 00%	104395	113008	92 38%	2 51	-2 53
Mar-01	1619	1725	93 86%	24 02%	124351	133407	93 21%	-1 06	-1 64
Apr-01	1818	1954	93 04%	25 45%	137926	149466	92 28%	-1 25	-1 76
May-01	1859	2005	92 72%	25 98%	145097	159079	91 21%	-2 37	-2 44
Jun-01	1965	2094	93 84%	24 04%	145509	158222	91 97%	-3 13	-2 91
Jul-01	1646	1975	93 47%	24 71%	146676	159285	92 08%	-2 26	-2 38
Aug-01	2142	2271	94 98%	21 84%	152635	165020	92 49%	-4 46	-3 71



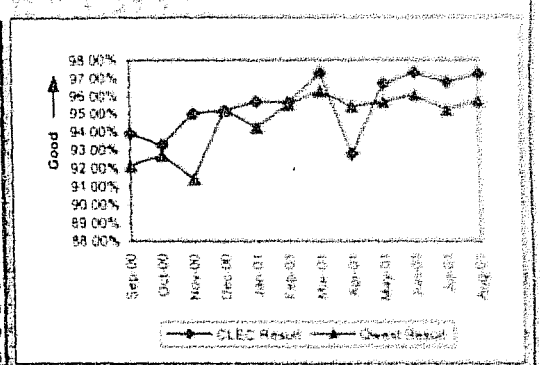
Out of Service Cleared within 24 hours (Percent) (MR-3)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	194	231	83 98%	36 68%	26859	32566	82 48%	-0 6	-1 37
Oct-00	187	227	82 38%	38 10%	26888	32866	81 81%	-0 22	-1 13
Nov-00	238	282	84 40%	36 29%	26213	32521	80 60%	-1 6	-1 98
Dec-00	171	185	92 43%	26 45%	19818	23048	85 99%	-2 52	-2 53
Jan-01	155	177	87 57%	32 99%	18084	21308	86 18%	-0 53	-1 32
Feb-01	165	179	92 74%	25 95%	17780	19980	88 99%	-1 59	-1 97
Mar-01	188	200	94 00%	23 75%	21577	23954	90 08%	-1 85	-2 12
Apr-01	203	235	86 38%	34 30%	23432	26382	88 82%	1 19	-0 28
May-01	234	247	94 74%	22 33%	25483	28804	88 47%	-3 07	-2 87
Jun-01	311	344	90 41%	29 45%	27159	30495	89 06%	-0 8	-1 48
Jul-01	276	296	93 24%	25 10%	27755	31795	87 29%	-3 06	-2 86
Aug-01	387	408	94 85%	22 10%	28086	31651	88 74%	-3 88	-3 36



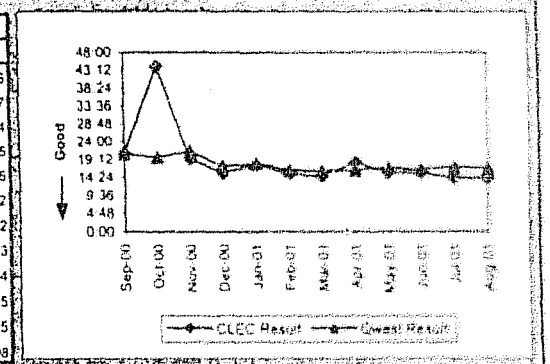
All Troubles Cleared within 48 hours (Percent) (MR-4)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	339	361	93 91%	23 92%	43021	46686	92 15%	-1 24	-1 75
Oct-00	333	357	93 28%	25 04%	43231	46629	92 71%	-0 41	-1 25
Nov-00	381	401	95 01%	21 77%	40184	43950	91 43%	-2 55	-2 55
Dec-00	238	250	95 20%	21 38%	29575	31064	95 21%	0	-1
Jan-01	245	256	95 70%	20 28%	28183	29896	94 27%	-0 98	-1 6
Feb-01	242	253	95 65%	20 39%	26170	27393	95 54%	-0 09	-1 05
Mar-01	290	298	97 32%	16 16%	32282	33523	96 30%	-0 93	-1 56
Apr-01	308	332	92 77%	25 90%	34168	35802	95 44%	2 54	0 54
May-01	323	334	96 71%	17 85%	37297	38981	95 68%	-0 92	-1 56
Jun-01	439	451	97 34%	16 09%	39144	40736	96 09%	-1 36	-1 83
Jul-01	394	407	96 81%	17 58%	41247	43303	95 25%	-1 47	-1 89
Aug-01	532	547	97 26%	16 33%	42039	43907	95 75%	-1 74	-2 06



Mean Time to Restore (Hours:Minutes) (MR-6)-- Dispatches Outside MSAs

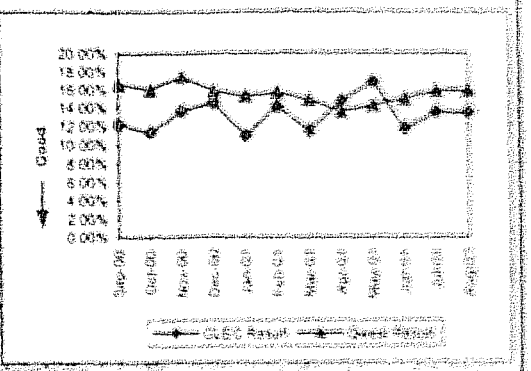
Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	7495 25	361	20 46	21 29	965555 48	46686	20 41	0 05	-0 96
Oct-00	15809 15	357	44 17	489 40	918988 20	46629	19 43	2 75	0 67
Nov-00	7715 41	401	19 14	22 34	941309 24	43950	21 25	-1 55	-1 94
Dec-00	3877 06	250	15 31	17 39	537322 11	31064	17 18	-1 4	-1 85
Jan-01	4499 33	256	17 35	17 44	541201 24	29896	18 06	-0 42	-1 26
Feb-01	3866 15	253	15 17	14 44	449456 16	27393	16 24	-1 03	-1 52
Mar-01	4378 32	298	14 41	12 30	537366 03	33523	16 02	-1 19	-1 72
Apr-01	6115 24	332	18 26	21 55	583577 50	35802	16 18	2 19	0 33
May-01	5216 24	334	15 37	15 39	660202 53	38981	16 56	-1 06	-1 64
Jun-01	7977 45	451	15 42	12 56	675595 59	40736	16 35	-1 06	-1 65
Jul-01	5803 36	407	14 16	13 19	749151 00	43303	17 18	-3 21	-2 95
Aug-01	7797 44	547	14 15	12 44	742583 02	43907	16 55	-3 42	-3 08



Checklist #14 - Resale - Residence Repair

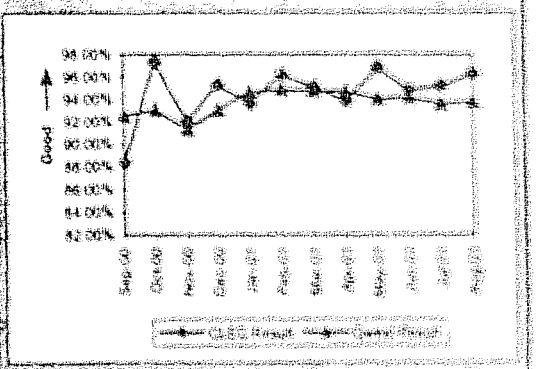
Repair Repeat Report Rate (Percent) (MR-7)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	44	361	12.19%	32.72%	7752	46686	16.60%	-2.25	-2.37
Oct-00	42	370	11.35%	31.72%	7676	47970	16.00%	-2.43	-2.48
Nov-00	57	417	13.67%	34.35%	7937	45380	17.49%	-2.04	-2.24
Dec-00	37	255	14.51%	35.22%	5064	31974	15.84%	-0.58	-1.35
Jan-01	29	265	10.94%	31.22%	4665	30537	15.28%	-1.95	-2.19
Feb-01	37	262	14.12%	34.83%	4386	27988	15.67%	-0.69	-1.42
Mar-01	35	305	11.48%	31.87%	5095	34217	14.89%	-1.87	-2.01
Apr-01	50	340	14.71%	35.42%	4958	36492	13.59%	0.81	-0.63
May-01	58	344	16.86%	37.44%	5683	39737	14.25%	1.36	-0.17
Jun-01	54	460	11.74%	32.19%	6222	41561	14.97%	-1.93	-2.17
Jul-01	56	415	13.49%	34.17%	7023	44309	15.85%	-1.31	-1.8
Aug-01	75	557	13.47%	34.13%	7213	45298	15.92%	-1.58	-1.96



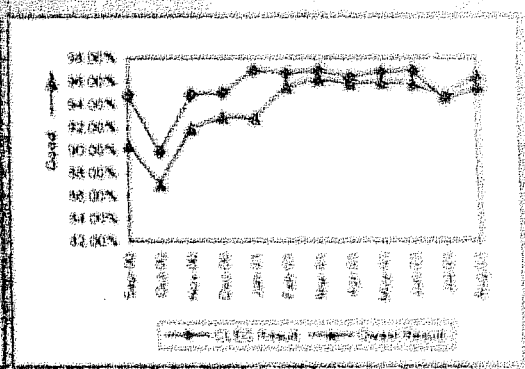
Repair Appointments Met (Percent) (MR-9)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	319	361	88.37%	32.06%	43206	46686	92.55%	3.03	0.84
Oct-00	360	370	97.30%	16.22%	44628	47970	93.03%	-3.21	-2.95
Nov-00	384	417	92.09%	27.00%	41438	45380	91.31%	-0.56	-1.34
Dec-00	243	255	95.29%	21.18%	29742	31974	93.02%	-1.42	-1.86
Jan-01	248	265	93.58%	24.50%	28904	30537	94.65%	0.74	-0.55
Feb-01	252	262	96.18%	19.16%	26543	27988	94.84%	-0.98	-1.6
Mar-01	290	305	95.08%	21.62%	32411	34217	94.72%	-0.28	-1.17
Apr-01	319	340	93.82%	24.07%	34559	36492	94.70%	0.7	-0.58
May-01	333	344	96.80%	17.59%	37361	39737	94.02%	-2.17	-2.32
Jun-01	436	460	94.78%	22.24%	39117	41561	94.12%	-0.6	-1.37
Jul-01	395	415	95.18%	21.42%	41450	44309	93.55%	-1.35	-1.82
Aug-01	536	557	96.23%	19.05%	42449	45298	93.71%	-2.43	-2.48



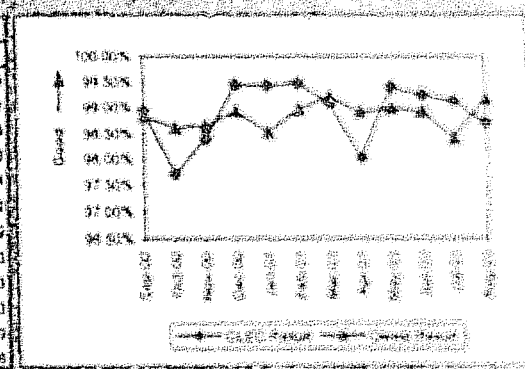
Out of Service Cleared within 24 hours (Percent) (MR-3)-- No Dispatches

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	201	212	94.81%	22.18%	13841	15305	90.43%	-2.15	-2.31
Oct-00	195	217	89.86%	30.18%	15484	17791	87.03%	-1.23	-1.73
Nov-00	315	332	94.88%	22.04%	29795	32418	91.91%	-1.97	-2.2
Dec-00	325	342	95.03%	21.73%	27739	29852	92.92%	-1.51	-1.92
Jan-01	253	261	96.93%	17.24%	25654	27628	92.86%	-2.55	-2.55
Feb-01	263	272	96.69%	17.89%	22504	23551	95.55%	-0.9	-1.55
Mar-01	347	358	96.93%	17.26%	23991	24938	96.20%	-0.71	-1.43
Apr-01	344	357	96.36%	18.73%	25914	27038	95.84%	-0.48	-1.29
May-01	330	341	96.77%	17.67%	27384	28548	95.92%	-0.79	-1.46
Jun-01	409	422	96.92%	17.28%	30470	31801	95.81%	-1.13	-1.66
Jul-01	383	405	94.57%	22.67%	29679	31323	94.75%	0.13	-0.92
Aug-01	441	463	95.25%	21.27%	29034	30074	96.54%	1.56	-0.05



All Troubles Cleared within 48 hours (Percent) (MR-4)-- No Dispatches

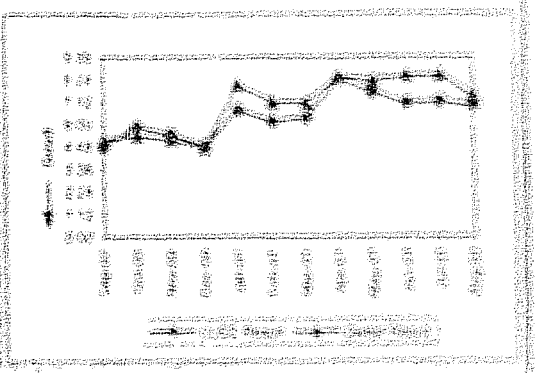
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	845	854	98.95%	10.21%	111297	112612	98.83%	-0.31	-1.19
Oct-00	900	921	97.72%	14.93%	121418	123119	98.62%	2.33	0.41
Nov-00	925	940	98.40%	12.53%	115286	116855	98.66%	0.67	-0.59
Dec-00	906	911	99.45%	7.39%	101716	102817	98.93%	-1.52	-1.93
Jan-01	524	527	99.43%	7.52%	54930	55749	98.53%	-1.71	-2.04
Feb-01	566	569	99.47%	7.24%	47438	47931	98.97%	-1.18	-1.72
Mar-01	771	778	99.10%	9.44%	51753	52184	99.21%	0.35	-0.79
Apr-01	646	659	98.03%	13.91%	48314	48843	98.92%	2.19	0.31
May-01	662	668	99.40%	7.73%	50980	51497	99.00%	-1.04	-1.83
Jun-01	794	800	99.25%	8.03%	55873	56478	98.93%	-0.87	-1.53
Jul-01	804	811	99.14%	9.25%	55583	56474	98.42%	-1.62	-1.99
Aug-01	912	924	98.70%	11.32%	55608	56074	99.17%	1.55	-0.08



Checklist #14 - Resale - Residence Repair

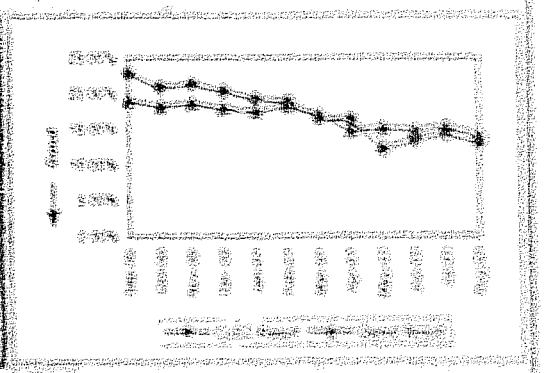
Mean Time to Restore (Hours:Minutes) (MR-6 – No Dispatches)

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Rea	Std Dev	Pooled Sig
Sep-00	4075:33	854	4:46	11:21	581187:21	112912	5:10	[illegible]	[illegible]
Oct-00	5399:06	921	5:52	13:15	565738:03	123119	5:24	[illegible]	[illegible]
Nov-00	5136:00	940	5:28	12:19	607595:06	116855	5:12	[illegible]	[illegible]
Dec-00	4416:13	911	4:51	9:11	486755:11	102817	4:44	[illegible]	[illegible]
Jan-01	3567:52	527	6:46	11:50	453976:33	55743	8:09	[illegible]	[illegible]
Feb-01	3502:26	569	6:09	8:58	345228:20	47931	7:13	[illegible]	[illegible]
Mar-01	4939:53	778	6:21	10:04	375859:56	52184	7:12	[illegible]	[illegible]
Apr-01	5581:22	659	8:28	11:53	420402:11	53843	8:36	[illegible]	[illegible]
May-01	5163:44	666	7:45	10:06	430098:33	51427	8:21	[illegible]	[illegible]
Jun-01	5720:23	800	7:09	11:51	487730:22	56478	8:38	[illegible]	[illegible]
Jul-01	5874:13	811	7:15	12:33	488648:55	56474	8:39	[illegible]	[illegible]
Aug-01	6504:28	924	7:02	11:26	426501:23	56074	7:38	[illegible]	[illegible]



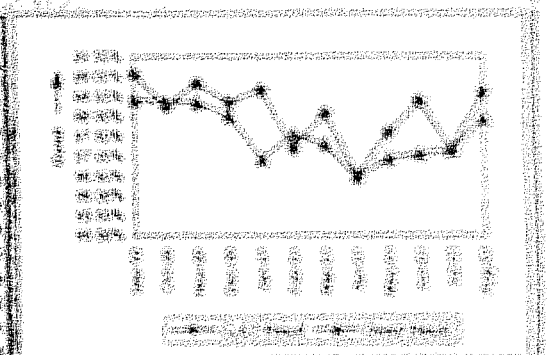
Repair Repeat Report Rate (Percent) (MR-7 – No Dispatches)

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Rea	Std Dev	Pooled Sig
Sep-00	194	854	22.72%	41.90%	21454	112912	19.00%	[illegible]	[illegible]
Oct-00	192	921	20.85%	40.62%	22437	123121	18.22%	[illegible]	[illegible]
Nov-00	200	940	21.28%	40.93%	21782	116886	18.64%	[illegible]	[illegible]
Dec-00	185	911	20.31%	40.23%	18477	102820	17.97%	[illegible]	[illegible]
Jan-01	101	527	19.17%	39.36%	9766	55731	17.52%	[illegible]	[illegible]
Feb-01	107	569	18.80%	39.08%	8784	47933	18.33%	[illegible]	[illegible]
Mar-01	128	778	16.45%	37.06%	8865	52167	17.00%	[illegible]	[illegible]
Apr-01	108	659	16.39%	37.02%	7220	43646	16.54%	[illegible]	[illegible]
May-01	81	666	12.16%	32.68%	7674	51496	14.91%	[illegible]	[illegible]
Jun-01	107	800	13.38%	34.04%	8353	56473	14.79%	[illegible]	[illegible]
Jul-01	116	811	14.30%	35.01%	8453	56482	15.32%	[illegible]	[illegible]
Aug-01	120	925	12.97%	33.60%	7897	56123	14.08%	[illegible]	[illegible]



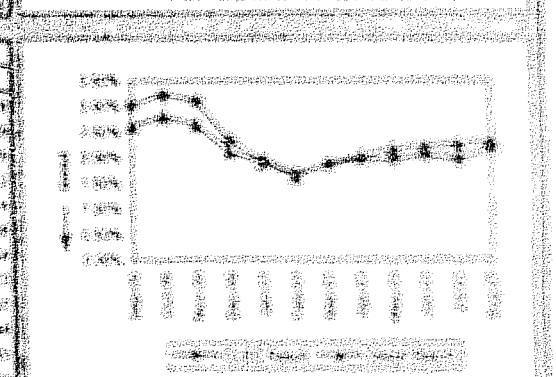
Repair Appointments Met (Percent) (MR-9 – No Dispatches)

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Rea	Std Dev	Pooled Sig
Sep-00	846	854	99.06%	9.63%	110852	112913	98.16%	[illegible]	[illegible]
Oct-00	905	921	98.26%	13.07%	121121	123121	98.38%	[illegible]	[illegible]
Nov-00	929	940	98.83%	10.75%	114861	116886	98.38%	[illegible]	[illegible]
Dec-00	896	911	98.35%	12.70%	100749	102820	98.00%	[illegible]	[illegible]
Jan-01	520	527	98.67%	11.45%	54947	55731	98.59%	[illegible]	[illegible]
Feb-01	553	569	97.19%	16.53%	46787	47933	97.61%	[illegible]	[illegible]
Mar-01	763	778	98.07%	13.75%	50782	52167	97.35%	[illegible]	[illegible]
Apr-01	636	659	96.51%	18.35%	47124	44846	96.47%	[illegible]	[illegible]
May-01	650	666	97.60%	15.31%	49923	51496	96.95%	[illegible]	[illegible]
Jun-01	787	800	98.38%	12.64%	54824	56473	97.07%	[illegible]	[illegible]
Jul-01	788	811	97.16%	16.60%	54875	56482	97.15%	[illegible]	[illegible]
Aug-01	912	925	98.59%	11.77%	54943	56123	97.84%	[illegible]	[illegible]



Trouble Rate (Percent) (MR-8)

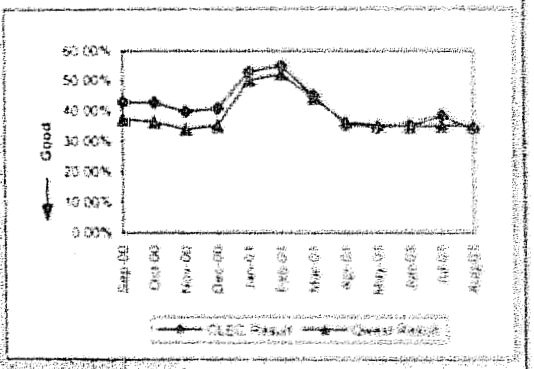
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Rea	Std Dev	Pooled Sig
Sep-00	2594	85708	3.03%	17.13%	3065[illegible]	1179[illegible]	2.62%	[illegible]	[illegible]
Oct-00	2836	87869	3.23%	17.67%	3308[illegible]	1175[illegible]	2.81%	[illegible]	[illegible]
Nov-00	2874	92316	3.11%	17.37%	3114[illegible]	1174[illegible]	2.65%	[illegible]	[illegible]
Dec-00	2303	98582	2.34%	15.10%	2474[illegible]	1172[illegible]	2.11%	[illegible]	[illegible]
Jan-01	2021	104125	1.94%	13.80%	222[illegible]	117[illegible]	1.90%	[illegible]	[illegible]
Feb-01	1937	115118	1.68%	12.86%	1869[illegible]	1180[illegible]	1.62%	[illegible]	[illegible]
Mar-01	2800	151093	1.86%	13.51%	2197[illegible]	1182[illegible]	1.86%	[illegible]	[illegible]
Apr-01	2953	150923	1.96%	13.85%	2348[illegible]	1159[illegible]	2.02%	[illegible]	[illegible]
May-01	3015	153902	1.96%	13.86%	2553[illegible]	1155[illegible]	2.21%	[illegible]	[illegible]
Jun-01	3354	163321	2.05%	14.18%	2563[illegible]	1151[illegible]	2.22%	[illegible]	[illegible]
Jul-01	3201	162805	1.97%	13.88%	2560[illegible]	1147[illegible]	2.23%	[illegible]	[illegible]
Aug-01	3753	171036	2.19%	14.65%	2564[illegible]	1143[illegible]	[illegible]	[illegible]	[illegible]



Checklist #14 - Resale - Residence Repair

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

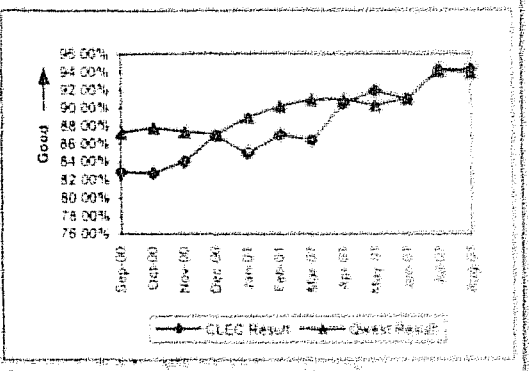
Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	1950	4544	42 91%	49 50%	183810	492330	37 33%	7 74	3 71
Oct-00	2123	4959	42 81%	49 48%	190068	520901	36 49%	9 21	4 5
Nov-00	1894	4768	39 72%	48 93%	161216	472629	34 11%	8 13	3 95
Dec-00	1590	3893	40 84%	49 15%	135170	382608	35 33%	7 16	3 35
Jan-01	2283	4304	53 04%	49 91%	223890	446342	50 16%	3 76	1 29
Feb-01	2381	4318	55 14%	49 74%	207357	396286	52 33%	3 69	1 24
Mar-01	2313	5121	45 17%	49 77%	174940	394731	44 32%	1 21	-0 26
Apr-01	1828	4581	35 54%	47 86%	134632	369436	36 44%	-1 26	-1 77
May-01	1610	4625	34 81%	47 64%	137047	387361	35 38%	-0 8	-1 49
Jun-01	1835	5189	35 36%	47 81%	138181	394443	35 03%	0 5	-0 7
Jul-01	2002	5203	38 48%	48 65%	142203	402279	35 35%	4 59	1 85
Aug-01	1951	5704	34 20%	47 44%	144281	410722	35 13%	-1 45	-1 88



Checklist #14 - Resale - Business Installation

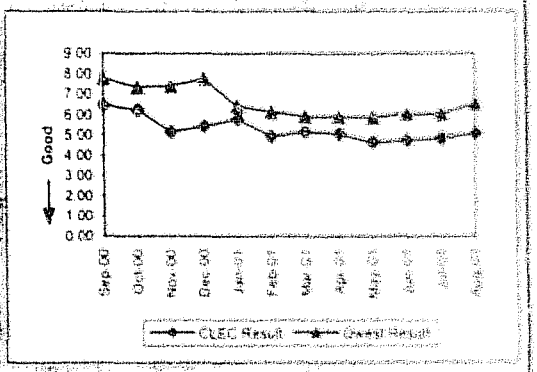
Installation Commitments Met (Percent) (OP-3)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	349	421	82.90%	37.65%	16640	19067	87.27%	2.59	0.57
Oct-00	489	590	82.71%	37.81%	18111	20629	87.79%	3.72	1.26
Nov-00	426	507	84.02%	36.64%	16324	18684	87.37%	2.24	0.36
Dec-00	527	606	86.96%	33.67%	14100	16200	87.04%	0.05	-0.97
Jan-01	525	618	84.95%	35.75%	16945	19039	89.00%	3.17	0.93
Feb-01	529	608	87.01%	33.62%	15319	16989	90.17%	2.57	0.57
Mar-01	482	558	86.38%	34.30%	17030	18723	90.96%	3.72	1.26
Apr-01	585	646	90.56%	29.24%	15773	17322	91.06%	0.44	-0.73
May-01	710	772	91.97%	27.18%	16026	17734	90.37%	-1.48	-1.9
Jun-01	588	646	91.02%	28.59%	15660	17196	91.07%	0.04	-0.98
Jul-01	540	573	94.24%	23.30%	16403	17422	94.15%	-0.09	-1.05
Aug-01	582	617	94.33%	23.13%	18456	19645	93.95%	-0.39	-1.24



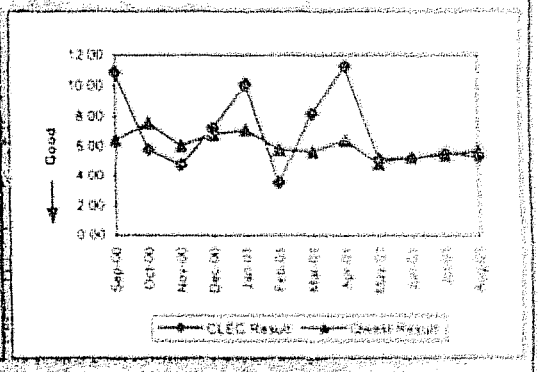
Installation Interval (Average Days) (OP-4)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	2737	421	6.48	11.11	148321	19047	7.79	-2.22	-2.35
Oct-00	3686	590	6.25	10.13	151478	20602	7.35	-2.38	-2.45
Nov-00	2616	507	5.16	6.24	137940	18671	7.39	-4.18	-3.54
Dec-00	3289	605	5.44	6.73	125471	16174	7.76	-4.47	-3.72
Jan-01	3581	617	5.80	12.50	122070	19032	6.41	-1.3	-1.79
Feb-01	2996	608	4.93	8.12	104378	16981	6.15	-2.84	-2.73
Mar-01	2880	558	5.16	10.22	110693	18713	5.92	-1.76	-2.07
Apr-01	3269	646	5.06	9.87	102125	17319	5.90	-2.03	-2.23
May-01	3585	772	4.64	5.03	103599	17718	5.85	-3.45	-3.1
Jun-01	3056	646	4.73	4.45	103796	17188	6.04	-3.53	-3.14
Jul-01	2870	595	4.82	5.41	110916	18381	6.03	-3.33	-3.02
Aug-01	3235	639	5.06	4.87	134911	20685	6.52	-3	-2.82



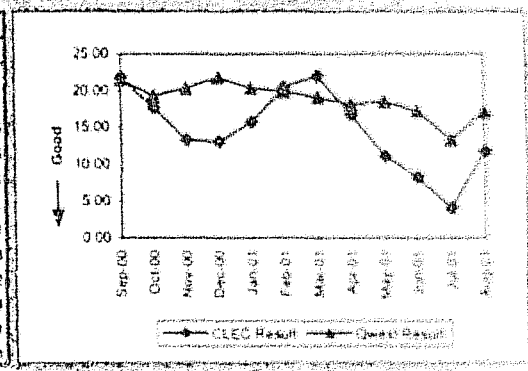
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	587	54	10.87	23.57	6859	1057	6.43	1.64	0
Oct-00	416	72	5.78	11.29	7640	1009	7.57	-0.88	-1.54
Nov-00	256	54	4.74	8.12	6041	999	6.05	-0.67	-1.41
Dec-00	368	51	7.22	12.95	6109	896	6.82	0.17	-0.9
Jan-01	597	59	10.12	33.76	6118	862	7.10	1.46	-0.11
Feb-01	178	50	3.56	3.95	3859	665	5.80	-1.13	-1.69
Mar-01	426	52	8.19	17.05	3759	668	5.63	1.55	-0.06
Apr-01	440	39	11.28	27.56	3891	608	6.40	1.61	-0.02
May-01	195	38	5.13	6.84	3440	715	4.81	1.17	-0.29
Jun-01	172	33	5.21	7.29	3593	679	5.29	-0.04	-1.03
Jul-01	255	46	5.54	10.77	8484	1570	5.40	1.07	-0.35
Aug-01	249	47	5.30	7.45	9863	1720	5.75	-0.27	-1.16



Delayed Days for Facility Reasons (Average Days) (OP-6B)-- Dispatches Within MSAs

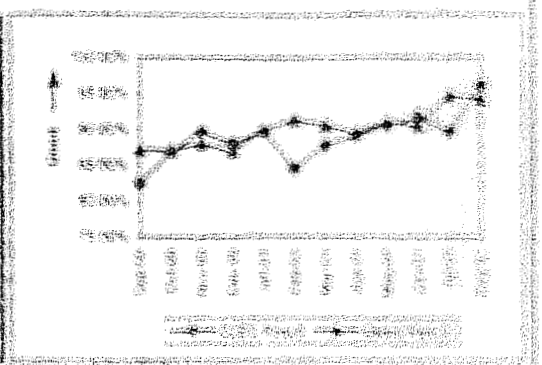
Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	394	18	21.89	20.36	29363	1360	21.59	0.05	-0.97
Oct-00	531	30	17.70	28.63	29073	1509	19.27	-0.35	-1.21
Nov-00	358	27	13.26	11.65	27659	1361	20.32	-1.41	-1.85
Dec-00	366	28	13.07	11.08	26306	1204	21.85	-1.73	-2.05
Jan-01	533	34	15.68	17.48	25117	1232	20.39	-1.06	-1.84
Feb-01	593	29	20.45	26.80	19978	1005	19.88	1.64	-0.01
Mar-01	529	24	22.04	32.53	19574	1025	19.10	1.65	0.01
Apr-01	367	22	16.68	28.70	17041	941	18.11	-0.3	-1.18
May-01	266	24	11.08	17.72	18442	993	18.57	-1.51	-1.92
Jun-01	206	25	8.24	5.51	14841	857	17.32	-2.04	-2.24
Jul-01	41	10	4.10	2.81	5457	410	13.31	-1.5	-1.91
Aug-01	117	10	11.70	16.95	8794	513	17.14	-0.34	-1.21



Checklist #14 - Resale - Business Rules

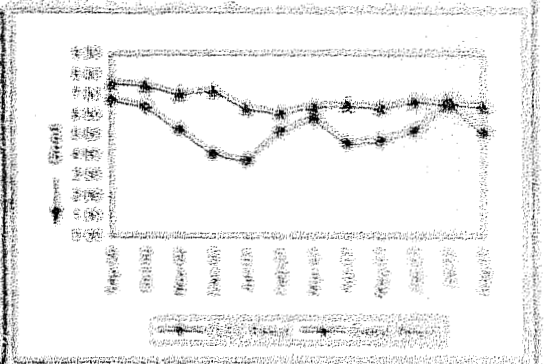
Installation Commitments Met (Percent) (OP-5) -- Dispatches Outside MSAs

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Res	Mag Z Sc	Prob Sc
Sep-00	146	177	82.49%	38.01%	5039	5776	87.24%	[illegible]	[illegible]
Oct-00	200	230	86.96%	33.68%	5163	5926	87.12%	[illegible]	[illegible]
Nov-00	158	176	89.77%	30.30%	4879	5539	88.10%	[illegible]	[illegible]
Dec-00	149	169	88.17%	32.30%	3989	4584	87.02%	[illegible]	[illegible]
Jan-01	107	119	89.92%	30.11%	4245	4712	90.09%	[illegible]	[illegible]
Feb-01	115	136	84.56%	36.13%	3838	4198	91.42%	[illegible]	[illegible]
Mar-01	109	124	87.90%	32.61%	4227	4660	90.71%	[illegible]	[illegible]
Apr-01	83	93	89.25%	30.98%	4133	4512	91.61%	[illegible]	[illegible]
May-01	135	149	90.60%	29.18%	4427	4634	97.13%	[illegible]	[illegible]
Jun-01	134	146	91.78%	27.47%	4213	4647	90.66%	[illegible]	[illegible]
Jul-01	124	138	89.86%	30.19%	4485	4733	94.75%	[illegible]	[illegible]
Aug-01	127	132	96.21%	19.09%	4915	[illegible]	[illegible]	[illegible]	[illegible]



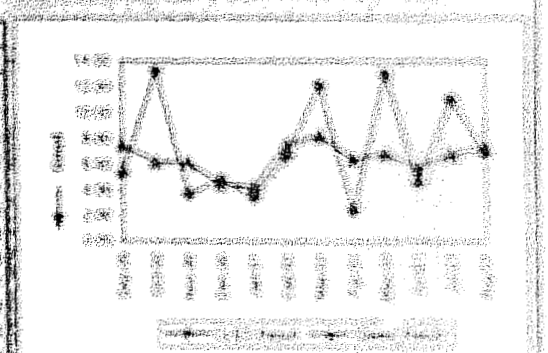
Installation Interval (Average Days) (OP-4) -- Dispatches Outside MSAs

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Res	Mag Z Sc	Prob Sc
Sep-00	1200	177	6.78	11.68	44034	5776	7.62	[illegible]	[illegible]
Oct-00	1475	230	6.41	9.69	44234	5926	7.47	[illegible]	[illegible]
Nov-00	923	176	5.24	6.42	39076	5539	7.06	[illegible]	[illegible]
Dec-00	683	169	4.04	3.74	33089	4584	7.22	[illegible]	[illegible]
Jan-01	440	119	3.70	5.75	29920	4712	6.35	[illegible]	[illegible]
Feb-01	707	136	5.20	7.12	25792	4198	6.14	[illegible]	[illegible]
Mar-01	724	124	5.84	13.16	30043	4660	6.45	[illegible]	[illegible]
Apr-01	426	93	4.58	4.33	30107	4512	6.67	[illegible]	[illegible]
May-01	704	149	4.72	5.51	30943	4634	6.67	[illegible]	[illegible]
Jun-01	754	146	5.23	5.07	31270	4647	6.73	[illegible]	[illegible]
Jul-01	992	148	6.70	10.88	32338	4733	6.83	[illegible]	[illegible]
Aug-01	709	139	5.10	5.39	15353	5489	6.84	[illegible]	[illegible]



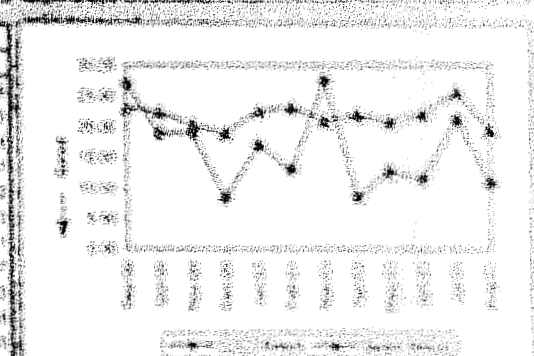
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A) -- Dispatches Outside MSAs

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Res	Mag Z Sc	Prob Sc
Sep-00	96	18	5.33	6.15	2118	279	7.59	[illegible]	[illegible]
Oct-00	225	17	13.24	23.14	1602	260	6.28	[illegible]	[illegible]
Nov-00	30	8	3.75	2.31	1366	220	6.21	[illegible]	[illegible]
Dec-00	78	16	4.88	5.81	849	184	4.59	[illegible]	[illegible]
Jan-01	25	7	3.57	2.57	724	167	4.34	[illegible]	[illegible]
Feb-01	61	9	6.78	5.57	943	124	7.60	[illegible]	[illegible]
Mar-01	85	7	12.14	17.53	1118	134	8.34	[illegible]	[illegible]
Apr-01	10	4	2.50	1.31	1044	140	7.46	[illegible]	[illegible]
May-01	52	4	13.00	11.56	872	126	6.92	[illegible]	[illegible]
Jun-01	28	6	4.67	6.25	839	164	5.12	[illegible]	[illegible]
Jul-01	199	18	11.06	22.33	2356	342	6.89	[illegible]	[illegible]
Aug-01	77	11	7.00	5.99	3063	411	7.45	[illegible]	[illegible]



Delayed Days for Facility Reasons (Average Days) (OP-6B) -- Dispatches Outside MSAs

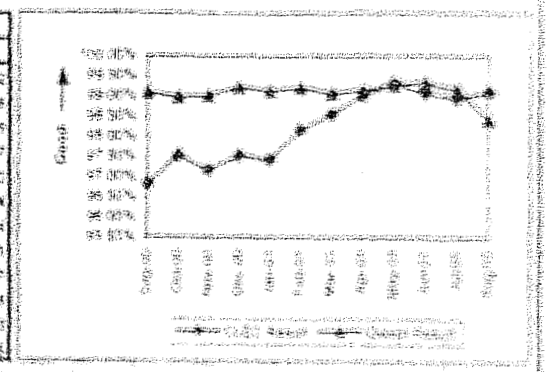
Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Res	Mag Z Sc	Prob Sc
Sep-00	351	13	27.00	30.85	10636	458	23.22	[illegible]	[illegible]
Oct-00	247	13	19.00	13.13	11323	503	22.51	[illegible]	[illegible]
Nov-00	191	10	19.10	15.44	8950	439	20.39	[illegible]	[illegible]
Dec-00	34	4	8.50	5.29	7832	409	19.15	[illegible]	[illegible]
Jan-01	86	5	17.20	21.55	6812	300	22.71	[illegible]	[illegible]
Feb-01	158	12	13.17	16.06	5511	236	23.35	[illegible]	[illegible]
Mar-01	221	8	27.62	39.46	6333	299	21.18	[illegible]	[illegible]
Apr-01	52	6	8.67	7.74	7045	319	22.09	[illegible]	[illegible]
May-01	128	10	12.80	11.76	6387	305	20.94	[illegible]	[illegible]
Jun-01	70	6	11.67	8.64	6449	290	22.24	[illegible]	[illegible]
Jul-01	127	6	21.17	18.32	3292	129	25.52	[illegible]	[illegible]
Aug-01	11	1	11.00	[illegible]	2802	143	[illegible]	[illegible]	[illegible]



Checklist #14 - Resale - Business Installation

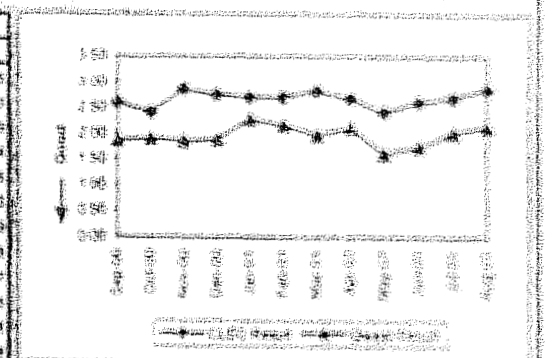
Installation Commitments Met (Percent) (OP-3 — No Dispatches)

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
Sep-00	2410	2489	96.83%	17.53%	53931	54416	99.11%	[illegible]	[illegible]
Oct-00	3994	4095	97.53%	15.51%	54723	55287	98.99%	[illegible]	[illegible]
Nov-00	4203	4325	97.18%	16.56%	48369	48841	99.03%	[illegible]	[illegible]
Dec-00	4703	4822	97.53%	15.51%	45161	45508	99.24%	[illegible]	[illegible]
Jan-01	3959	4063	97.44%	15.79%	37085	37400	99.16%	[illegible]	[illegible]
Feb-01	3448	3512	98.18%	13.38%	33313	33571	99.23%	[illegible]	[illegible]
Mar-01	3991	4049	98.57%	11.88%	35788	36115	99.09%	[illegible]	[illegible]
Apr-01	3863	3901	99.03%	9.82%	36890	37199	99.17%	[illegible]	[illegible]
May-01	4534	4564	99.34%	8.08%	38567	38836	99.31%	[illegible]	[illegible]
Jun-01	3978	4014	99.10%	9.43%	37560	37802	99.36%	[illegible]	[illegible]
Jul-01	2326	2350	98.98%	10.05%	19495	19652	99.20%	[illegible]	[illegible]
Aug-01	2397	2418	99.13%	9.23%	4574	4744	94.44%	[illegible]	[illegible]



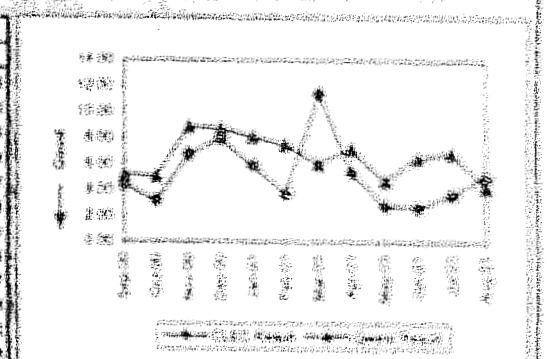
Installation Interval (Average Days) (OP-4 — No Dispatches)

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
Sep-00	6482	2489	2.60	2.80	101783	54416	1.87	[illegible]	[illegible]
Oct-00	9883	4095	2.41	2.40	165423	55286	1.99	[illegible]	[illegible]
Nov-00	12397	4325	2.87	4.45	90980	48840	1.86	[illegible]	[illegible]
Dec-00	13310	4822	2.76	3.29	85833	45504	1.89	[illegible]	[illegible]
Jan-01	11032	4063	2.72	2.76	85690	37400	2.29	[illegible]	[illegible]
Feb-01	9532	3512	2.71	3.08	72531	33571	2.16	[illegible]	[illegible]
Mar-01	11509	4049	2.84	4.22	71482	36113	1.98	[illegible]	[illegible]
Apr-01	10503	3900	2.69	2.73	78723	37199	2.12	[illegible]	[illegible]
May-01	10189	4199	2.43	1.19	59073	38373	1.62	[illegible]	[illegible]
Jun-01	8961	3423	2.62	1.36	61397	35017	1.75	[illegible]	[illegible]
Jul-01	5369	1979	2.71	1.50	35596	17630	2.02	[illegible]	[illegible]
Aug-01	4880	1696	2.88	1.92	8338	3874	2.15	[illegible]	[illegible]



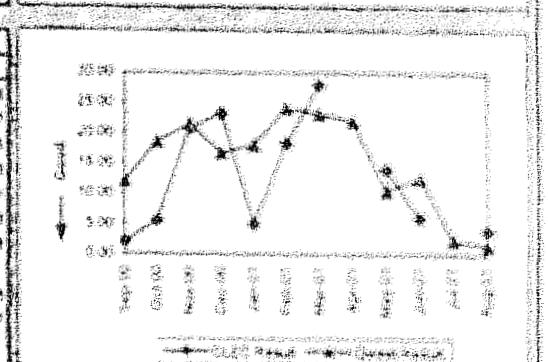
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A — No Dispatches)

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
Sep-00	340	77	4.42	6.38	2214	422	5.25	[illegible]	[illegible]
Oct-00	315	97	3.25	3.47	2444	477	5.12	[illegible]	[illegible]
Nov-00	783	115	6.81	19.50	3197	359	8.91	[illegible]	[illegible]
Dec-00	895	113	7.92	11.13	2435	279	8.73	[illegible]	[illegible]
Jan-01	612	103	5.94	8.18	2194	269	8.15	[illegible]	[illegible]
Feb-01	225	60	3.75	8.71	1620	215	7.53	[illegible]	[illegible]
Mar-01	641	56	11.45	24.95	1723	281	6.13	[illegible]	[illegible]
Apr-01	206	38	5.42	14.88	1943	269	7.22	[illegible]	[illegible]
May-01	82	29	2.83	4.18	1041	218	4.78	[illegible]	[illegible]
Jun-01	96	35	2.74	3.97	1452	221	6.57	[illegible]	[illegible]
Jul-01	196	53	3.70	5.54	2299	333	6.90	[illegible]	[illegible]
Aug-01	229	45	5.09	9.20	737	170	4.34	[illegible]	[illegible]



Delayed Days for Facility Reasons (Average Days) (OP-6B — No Dispatches)

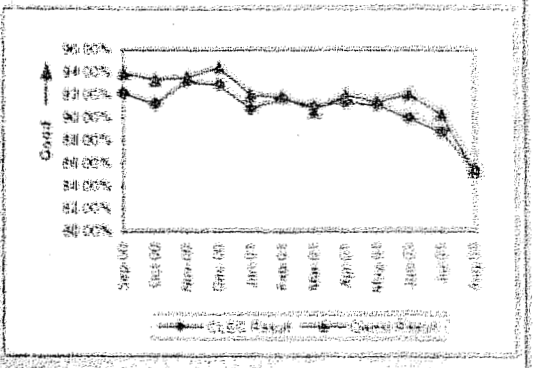
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
Sep-00	4	2	2.00	1.41	759	53	12.05	[illegible]	[illegible]
Oct-00	22	4	5.50	0.58	1514	82	18.46	[illegible]	[illegible]
Nov-00	145	7	20.71	35.44	2431	113	21.51	[illegible]	[illegible]
Dec-00	139	6	23.17	27.95	1133	68	16.66	[illegible]	[illegible]
Jan-01	5	1	5.00		829	46	18.02	[illegible]	[illegible]
Feb-01	73	4	18.25	17.88	1039	43	24.18	[illegible]	[illegible]
Mar-01	56	2	28.00	35.36	1065	46	20.15	[illegible]	[illegible]
Apr-01					881	40	22.02		
May-01	14	1	14.00		535	51	10.49	[illegible]	[illegible]
Jun-01	6	1	6.00		265	21	12.62	[illegible]	[illegible]
Jul-01					14	6	2.33		
Aug-01	8	2	4.00	4.24	11	7	1.57	[illegible]	[illegible]



Checklist #14 - Resale - Business Installation

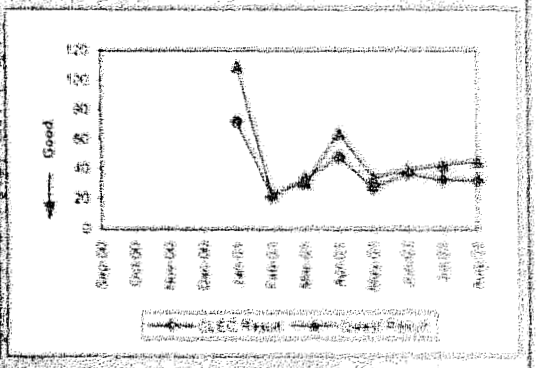
New Service Installation Quality (Percent) (OP-5)

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	3180	3451	92.15%	26.90%	79639	84749	93.97%	4.41	1.68
Oct-00	3796	4161	91.23%	28.29%	78787	84397	93.35%	5.37	2.27
Nov-00	4830	5185	93.15%	25.25%	76120	81341	93.58%	1.22	-0.26
Dec-00	5171	5556	92.90%	25.68%	69040	73101	94.44%	4.64	1.94
Jan-01	4976	5482	90.77%	28.95%	61387	66709	92.02%	3.29	1
Feb-01	4377	4771	91.74%	27.53%	55649	60568	91.88%	0.33	-0.8
Mar-01	4268	4691	90.98%	28.64%	54089	59715	90.58%	-0.91	-1.55
Apr-01	4443	4862	91.38%	28.06%	57062	61966	92.09%	1.75	0.06
May-01	4750	5209	91.19%	28.35%	57557	62919	91.48%	0.72	-0.56
Jun-01	4762	5291	90.00%	30.00%	58305	63314	92.09%	5.4	2.28
Jul-01	3590	4042	88.82%	31.52%	47744	52825	90.38%	3.25	0.98
Aug-01	2710	3173	85.41%	35.30%	31663	37091	85.37%	-0.06	-1.04



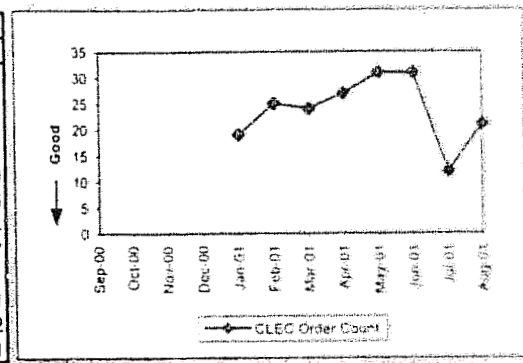
Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A)

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00									
Oct-00									
Nov-00									
Dec-00									
Jan-01	4031	56	71.98	46.94	221772	2029	109.30	-3.15	-2.91
Feb-01	1665	77	21.62	21.68	47169	2020	23.35	-0.58	-1.35
Mar-01	2465	74	33.31	28.69	76807	2505	30.66	1.84	0.12
Apr-01	4622	96	48.15	51.08	218454	3391	64.42	-2.08	-2.25
May-01	2353	86	27.36	36.67	88445	2597	34.06	-1.54	-1.94
Jun-01	3149	85	37.05	45.66	110336	2801	39.39	-0.42	-1.25
Jul-01	1281	39	32.85	39.77	82072	1919	42.77	-1.2	-1.73
Aug-01	1839	57	32.26	42.23	107443	2371	45.32	-1.72	-2.65



Checklist #14 - Resale - Business Installation

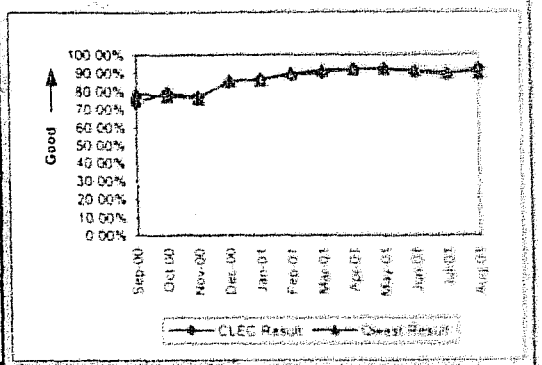
Count of Pending Orders Delayed for Facilities Reasons Business (OP-15B)	
Date	CLEC Order Count
Sep-00	
Oct-00	
Nov-00	
Dec-00	
Jan-01	19
Feb-01	25
Mar-01	24
Apr-01	27
May-01	31
Jun-01	31
Jul-01	12
Aug-01	21



Checklist #14 - Resale - Business Repair

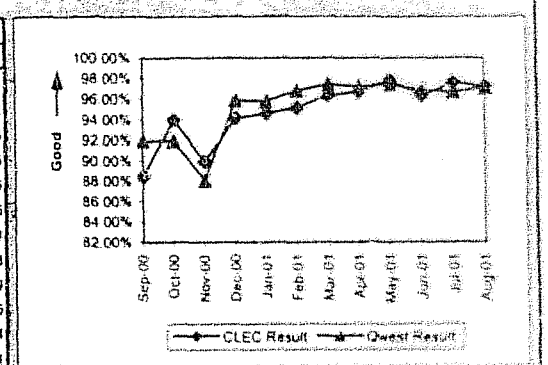
Out of Service Cleared within 24 hours (Percent) (MR-3)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	262	354	74.01%	43.86%	10210	12901	79.14%	2.3	0.4
Oct-00	264	333	79.28%	40.53%	10641	13711	77.51%	-0.72	-1.44
Nov-00	308	399	77.19%	41.96%	10274	13459	76.34%	-0.4	-1.24
Dec-00	306	360	85.00%	35.71%	8817	10283	85.74%	0.37	-0.77
Jan-01	470	543	86.56%	34.11%	11323	13130	86.24%	-0.21	-1.13
Feb-01	414	466	88.84%	31.49%	9786	10868	90.04%	0.84	-0.49
Mar-01	498	554	89.89%	30.14%	11319	12356	91.61%	1.42	-0.13
Apr-01	563	612	91.99%	27.14%	11644	12646	92.08%	0.07	-0.95
May-01	662	718	92.20%	26.82%	12712	13771	92.31%	0.11	-0.93
Jun-01	734	814	90.17%	29.77%	11769	12879	91.38%	1.19	-0.28
Jul-01	720	806	89.33%	30.87%	11728	12977	90.38%	0.98	-0.41
Aug-01	773	835	92.57%	26.22%	11904	13213	90.09%	-2.33	-2.42



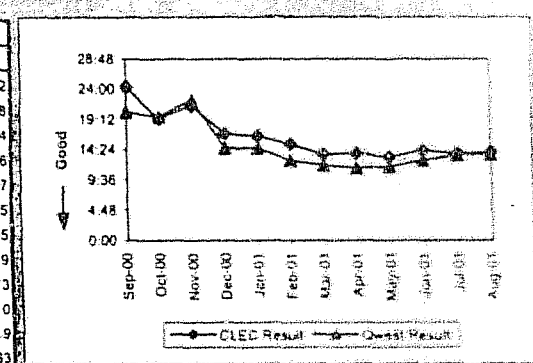
All Troubles Cleared within 48 hours (Percent) (MR-4)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	452	511	88.45%	31.96%	16341	17773	91.94%	2.86	0.74
Oct-00	466	496	93.95%	23.84%	17419	18952	91.91%	-1.65	-2
Nov-00	490	545	89.91%	30.12%	15388	17474	88.06%	-1.31	-1.8
Dec-00	465	494	94.13%	23.51%	12677	13230	95.82%	1.74	0.06
Jan-01	681	720	94.58%	22.63%	16456	17184	95.76%	1.54	-0.06
Feb-01	627	659	95.14%	21.49%	13868	14323	96.82%	2.4	0.46
Mar-01	763	792	96.34%	18.78%	15964	16387	97.42%	1.87	0.14
Apr-01	839	868	96.66%	17.97%	16102	16573	97.16%	0.86	-0.48
May-01	935	956	97.80%	14.66%	17510	17982	97.38%	-0.81	-1.49
Jun-01	1008	1047	96.28%	18.94%	16184	16724	96.77%	0.88	-0.46
Jul-01	984	1009	97.52%	15.54%	16201	16768	96.62%	-1.54	-1.94
Aug-01	1020	1050	97.14%	16.66%	16866	17378	97.05%	-0.17	-1.1



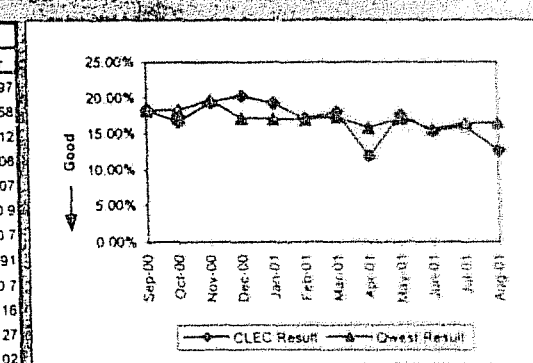
Mean Time to Restore (Hours:Minutes) (MR-6)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	12451:24	511	24:22	27:03	361845:45	17773	20:22	1.98	0.2
Oct-00	9556:57	496	19:16	18:06	371372:12	18952	19:36	-0.3	-1.18
Nov-00	11628:09	545	21:20	24:47	388748:34	17474	22:15	-0.66	-1.4
Dec-00	8328:49	494	16:52	18:35	193414:41	13230	14:37	1.75	0.06
Jan-01	11910:56	720	16:33	17:45	252041:52	17184	14:40	2.59	0.57
Feb-01	10048:59	659	15:15	15:08	181997:43	14323	12:42	3.86	1.35
Mar-01	10790:26	792	13:37	14:27	195026:09	16387	11:54	3.2	0.95
Apr-01	11982:46	868	13:48	20:57	191264:46	16573	11:32	4.09	1.49
May-01	12550:27	956	13:08	13:50	210229:50	17982	11:41	2.85	0.73
Jun-01	14913:29	1047	14:15	28:48	212548:35	16724	12:43	1.64	0
Jul-01	13827:35	1009	13:42	15:06	225142:12	16768	13:26	0.16	-0.9
Aug-01	14651:10	1050	13:57	15:52	238386:10	17378	13:36	0.62	-0.63



Repair Repeat Report Rate (Percent) (MR-7)-- Dispatches Within MSAs

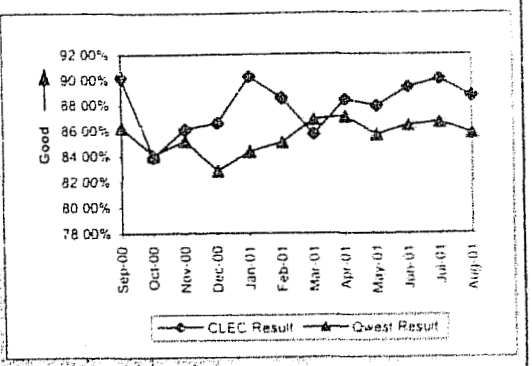
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	94	511	18.40%	38.74%	3252	17773	18.30%	0.06	-0.97
Oct-00	88	528	16.67%	37.27%	3605	19709	18.29%	-0.95	-1.58
Nov-00	110	568	19.37%	39.52%	3576	18146	19.71%	-0.2	-1.12
Dec-00	104	514	20.23%	40.17%	2351	13656	17.22%	1.78	0.06
Jan-01	142	738	19.24%	39.42%	3034	17759	17.08%	1.53	-0.07
Feb-01	117	681	17.18%	37.72%	2499	14743	16.95%	0.16	-0.9
Mar-01	148	820	18.05%	38.46%	2930	16858	17.38%	0.49	-0.7
Apr-01	107	896	11.92%	32.40%	2694	17013	15.83%	-3.14	-2.91
May-01	174	985	17.67%	38.14%	3154	18481	17.07%	0.49	-0.7
Jun-01	166	1080	15.37%	36.07%	2708	17276	15.66%	-0.26	-1.16
Jul-01	167	1046	15.97%	36.63%	2861	17352	16.49%	-0.44	-1.27
Aug-01	136	1074	12.66%	33.26%	2976	17982	16.55%	-3.33	-3.02



Checklist #14 - Resale - Business Repair

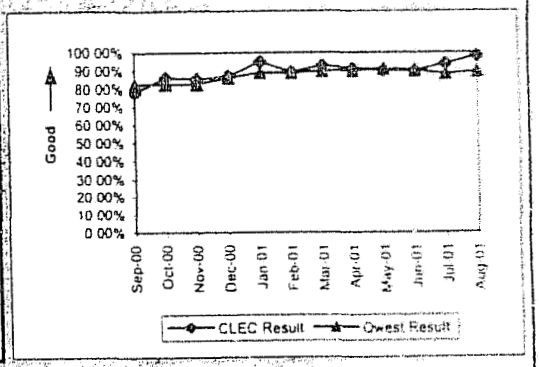
Repair Appointments Met (Percent) (MR-9)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
[illegible]	485	511	90.22%	29.71%	15331	17773	86.26%	-2.56	-2.56
[illegible]	443	528	83.90%	36.75%	16572	19709	84.08%	0.11	-0.93
[illegible]	489	568	86.09%	34.66%	15454	18146	85.16%	-0.61	-1.37
[illegible]	445	514	86.58%	34.09%	11312	13656	82.84%	-2.21	-2.34
[illegible]	546	608	90.24%	29.67%	14981	17759	84.36%	-4.31	-3.62
[illegible]	503	681	88.55%	31.85%	12541	14743	85.06%	-2.49	-2.52
[illegible]	703	820	85.73%	34.97%	14652	16858	86.91%	0.98	-0.4
[illegible]	794	858	88.42%	32.00%	14820	17013	87.11%	-1.14	-1.69
[illegible]	786	935	87.92%	32.59%	15839	18481	85.70%	-1.93	-2.18
[illegible]	958	1060	89.44%	30.73%	14939	17276	86.47%	-2.77	-2.66
[illegible]	947	1046	90.06%	29.92%	15043	17352	86.69%	-3.11	-2.89
[illegible]	951	1074	88.73%	31.62%	15431	17982	85.81%	-2.66	-2.62



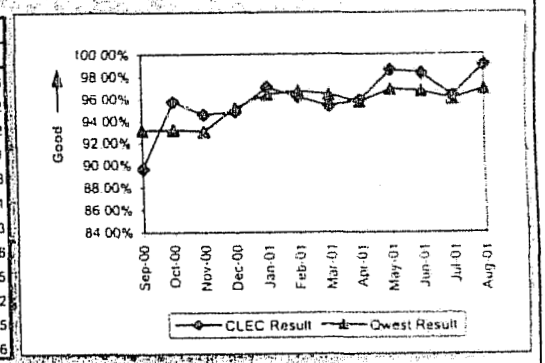
Out of Service Cleared within 24 hours (Percent) (MR-3)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
[illegible]	97	124	78.23%	41.27%	3495	4231	82.60%	1.26	-0.23
[illegible]	118	137	86.13%	34.56%	3706	4473	82.85%	-1	-1.61
[illegible]	118	138	85.51%	35.20%	3430	4148	82.69%	-0.86	-1.52
[illegible]	87	100	87.00%	33.63%	2776	3222	86.16%	-0.24	-1.15
[illegible]	113	119	94.96%	21.88%	2914	3268	89.17%	-2	-2.21
[illegible]	98	110	89.09%	31.18%	2532	2846	88.97%	-0.04	-1.02
[illegible]	112	126	92.86%	25.75%	3069	3420	89.74%	-1.13	-1.69
[illegible]	131	144	90.97%	28.66%	2995	3324	90.10%	-0.34	-1.21
[illegible]	130	144	90.28%	29.63%	3481	3821	91.10%	0.3	-0.82
[illegible]	156	185	89.73%	30.36%	3515	3889	90.38%	0.26	-0.84
[illegible]	152	162	93.83%	24.07%	3626	4108	88.27%	-2.16	-2.31
[illegible]	149	152	98.03%	13.91%	3769	4207	89.59%	-3.35	-3.03



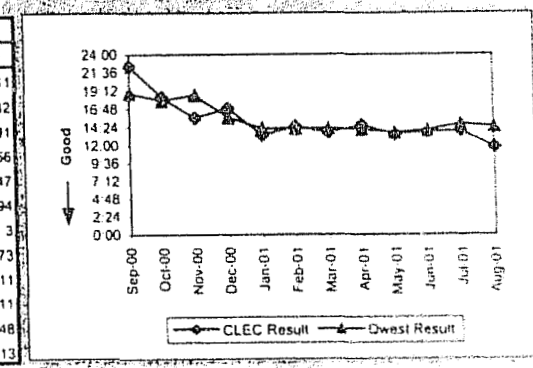
All Trouble Cleared within 48 hours (Percent) (MR-4)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
[illegible]	200	223	89.69%	30.41%	5666	6082	93.16%	2.07	0.26
[illegible]	224	234	95.73%	20.23%	5920	6352	93.20%	-1.51	-1.92
[illegible]	192	203	94.58%	22.64%	5169	5556	93.03%	-0.85	-1.52
[illegible]	147	155	94.84%	22.12%	4073	4279	95.19%	0.14	-0.91
[illegible]	166	171	97.08%	16.85%	4263	4422	96.40%	-0.46	-1.28
[illegible]	151	157	96.18%	19.17%	3780	3908	96.72%	0.31	-0.81
[illegible]	184	193	95.34%	21.09%	4544	4712	96.43%	0.78	-0.53
[illegible]	186	194	95.88%	19.88%	4340	4533	95.74%	-0.09	-1.06
[illegible]	215	213	98.59%	11.78%	5077	5239	96.91%	-1.39	-1.85
[illegible]	233	237	98.31%	12.88%	4987	5156	96.72%	-1.34	-1.82
[illegible]	211	219	96.35%	18.76%	5216	5433	96.01%	-0.25	-1.15
[illegible]	208	210	99.05%	9.71%	5442	5614	96.94%	-1.74	-2.06



Mean Time to Restore (Hours:Minutes) (MR-6)-- Dispatches Outside MSAs

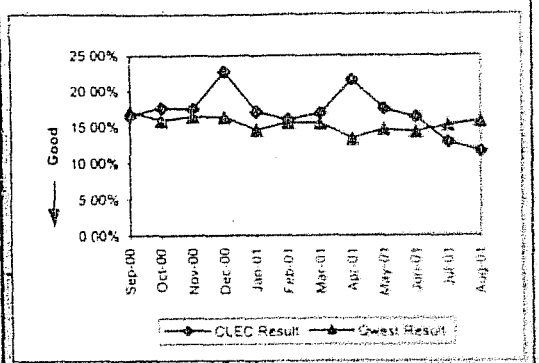
Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
[illegible]	5009:47	223	22:28	26:03	115250:32	6082	18:57	1.83	0.11
[illegible]	4299:53	234	18:22	25:40	113928:00	6352	17:56	0.29	-0.82
[illegible]	3141:35	203	15:40	16:15	103728:23	5556	18:40	-1.5	-1.91
[illegible]	2621:35	155	16:55	30:55	67302:33	4279	15:44	0.73	-0.56
[illegible]	2252:44	171	13:21	13:53	63305:01	4422	14:19	-0.77	-1.47
[illegible]	2278:13	157	14:31	16:02	55731:35	3908	14:16	0.1	-0.94
[illegible]	2641:23	193	13:41	16:16	67357:15	4712	14:18	-0.49	-1.3
[illegible]	2664:03	194	14:43	15:24	63980:06	4533	14:07	0.45	-0.73
[illegible]	2870:30	213	13:29	11:55	71862:26	5239	13:43	-0.18	-1.11
[illegible]	3271:02	237	13:48	17:17	72309:38	5156	14:01	-0.17	-1.11
[illegible]	3042:31	219	13:54	15:07	60814:47	5433	14:52	-0.79	-1.48
[illegible]	2478:30	210	11:45	10:55	81270:11	5614	14:29	-1.86	-2.13



Checklist #14 - Resale - Business Repair

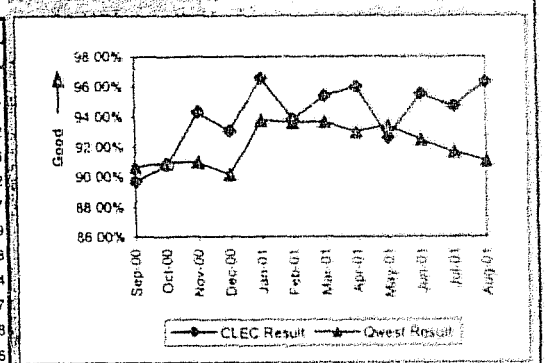
Repair Repeat Report Rate (Percent) (MR-7)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	37	223	16 59%	37 20%	1045	6082	17 18%	-0 23	-1 14
Oct-00	42	238	17 65%	38 12%	1031	6475	15 92%	0 72	-0 56
Nov-00	37	211	17 54%	38 03%	936	5678	16 48%	0 41	-0 75
Dec-00	36	158	22 78%	41 94%	721	4398	16 39%	2 02	0 23
Jan-01	30	175	17 14%	37 69%	661	4521	14 62%	0 92	-0 44
Feb-01	28	162	16 05%	36 71%	620	3969	15 62%	0 17	-0 9
Mar-01	33	195	16 92%	37 50%	743	4782	15 54%	0 54	-0 67
Apr-01	43	199	21 61%	41 16%	616	4597	13 40%	3 1	0 89
May-01	38	217	17 51%	38 01%	782	5320	14 70%	1 14	-0 31
Jun-01	40	244	16 39%	37 02%	755	5250	14 38%	0 88	-0 47
Jul-01	29	225	12 89%	33 51%	845	5532	15 27%	-0 98	-1 59
Aug-01	25	215	11 63%	32 06%	902	5718	15 77%	-1 64	-2



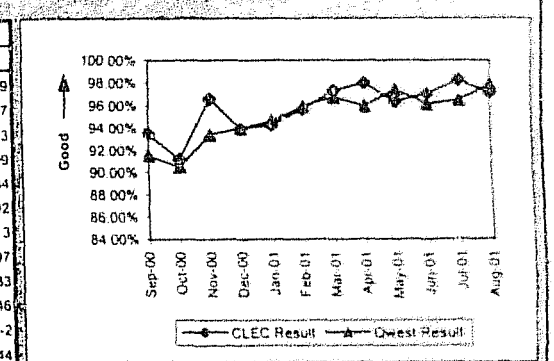
Repair Appointments Met (Percent) (MR-9)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	200	223	89 69%	30 41%	5515	6082	90 68%	0 45	-0 73
Oct-00	216	238	90 76%	28 96%	5889	6475	90 95%	0 05	-0 97
Nov-00	199	211	94 31%	23 16%	5167	5678	91 00%	-1 65	-2
Dec-00	147	158	93 04%	25 45%	3964	4398	90 13%	-1 2	-1 73
Jan-01	169	175	96 57%	18 20%	4239	4521	93 76%	-1 51	-1 92
Feb-01	152	162	93 83%	24 07%	3715	3969	93 60%	-0 12	-1 07
Mar-01	186	195	95 38%	20 98%	4479	4782	93 66%	-0 97	-1 59
Apr-01	191	199	95 98%	19 64%	4275	4597	93 00%	-1 61	-1 98
May-01	201	217	92 63%	26 13%	4970	5320	93 42%	0 43	-0 74
Jun-01	233	244	95 49%	20 75%	4854	5250	92 46%	-1 75	-2 07
Jul-01	213	225	94 67%	22 47%	5070	5532	91 65%	-1 6	-1 98
Aug-01	207	215	96 28%	18 93%	5206	5718	91 05%	-2 64	-2 6



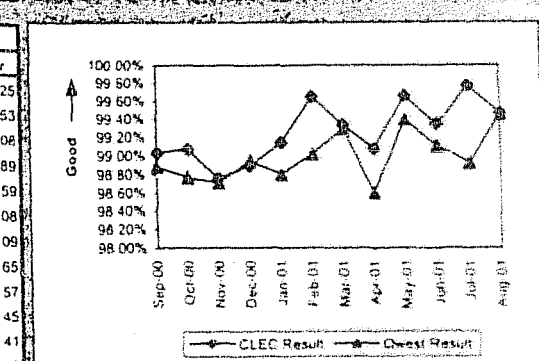
Out of Service Cleared within 24 hours (Percent) (MR-3)-- No Dispatches

Date	CLEC num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	130	139	93 53%	24 61%	2619	2860	91 57%	-0 81	-1 49
Oct-00	135	148	91 22%	28 31%	2705	2988	90 53%	-0 28	-1 17
Nov-00	284	294	96 60%	18 13%	5459	5842	93 44%	-2 13	-2 3
Dec-00	310	330	93 94%	23 86%	4789	5096	93 98%	0 01	-0 99
Jan-01	298	316	94 30%	23 18%	4972	5251	94 69%	0 26	-0 84
Feb-01	223	233	95 71%	20 27%	3782	3942	95 94%	0 13	-0 92
Mar-01	250	260	97 31%	16 19%	4097	4235	96 74%	-0 5	-1 3
Apr-01	247	252	98 02%	13 95%	4050	4220	95 97%	-1 6	-1 97
May-01	263	273	96 34%	18 79%	4476	4594	97 43%	1 11	-0 33
Jun-01	323	333	97 00%	17 07%	4563	4745	96 16%	-0 76	-1 46
Jul-01	288	293	98 29%	12 95%	4407	4569	96 45%	-1 65	-2
Aug-01	341	351	97 15%	16 64%	4488	4584	97 91%	0 92	-0 44



All Troubles Cleared within 48 hours (Percent) (MR-4)-- No Dispatches

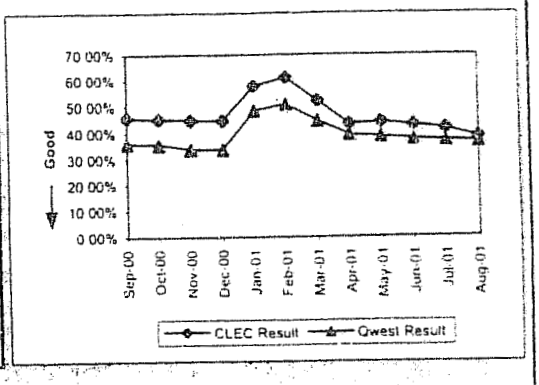
Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	924	933	99 04%	9 77%	19072	19286	98 89%	-0 41	-1 25
Oct-00	1069	1079	99 07%	9 58%	20507	20762	98 77%	-0 88	-1 53
Nov-00	1194	1209	98 76%	11 07%	18955	19202	98 71%	-0 14	-1 08
Dec-00	1345	1360	98 90%	10 44%	15926	16095	98 95%	0 16	-0 89
Jan-01	1046	1055	99 15%	9 20%	10826	10957	98 80%	-0 98	-1 59
Feb-01	854	857	99 65%	5 91%	8815	8902	99 02%	1 78	-2 08
Mar-01	899	905	99 34%	8 12%	9559	9627	99 29%	-0 15	-1 09
Apr-01	750	757	99 08%	9 57%	8172	8288	98 60%	-1 06	-1 65
May-01	870	873	99 66%	5 85%	8925	8979	99 40%	-0 94	-1 57
Jun-01	911	917	99 35%	8 06%	9089	9171	99 11%	-0 74	-1 45
Jul-01	876	876	99 77%	4 77%	8567	8660	98 93%	-2 32	-2 41
Aug-01	926	931	99 46%	7 31%	8878	8927	99 45%	-0 05	-1 03



Checklist #14 - Resale - Business Repair

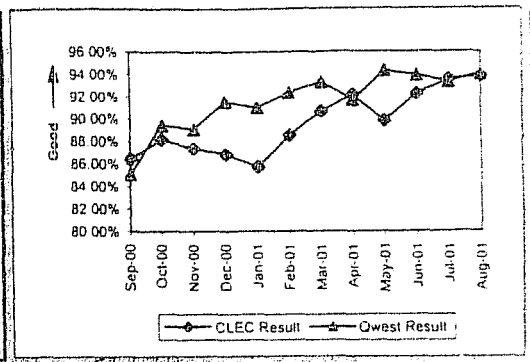
Qwest and Non-Qwest Related Trouble Reports (Percent) (MR-10)

[illegible]	[illegible]	[illegible]	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
[illegible]	[illegible]	3078	45 84%	49 83%	24298	67439	36 03%	11 09	5 74
[illegible]	[illegible]	3369	45 24%	49 77%	26001	72947	35 64%	11 37	5 91
[illegible]	[illegible]	[illegible]	44 84%	49 73%	22002	65030	33 83%	13 59	7 26
[illegible]	[illegible]	3675	44 71%	49 72%	17380	51529	33 73%	13 6	7 27
[illegible]	[illegible]	4675	57 93%	49 37%	31165	64403	48 39%	12 61	6 66
[illegible]	[illegible]	4380	61 19%	48 73%	28598	56212	50 88%	13 15	6 99
[illegible]	[illegible]	[illegible]	52 23%	49 95%	25122	56390	44 55%	9 46	4 75
[illegible]	[illegible]	[illegible]	43 35%	49 56%	19452	49350	39 42%	4 47	1 71
[illegible]	[illegible]	[illegible]	44 18%	49 66%	20726	53507	38 74%	6 58	3
[illegible]	[illegible]	3935	43 05%	49 51%	19127	50824	37 63%	6 76	3 11
[illegible]	[illegible]	3673	41 52%	49 28%	18603	50148	37 10%	5 36	2 26
[illegible]	[illegible]	3593	38 21%	48 59%	18832	51461	36 59%	1 95	0 18

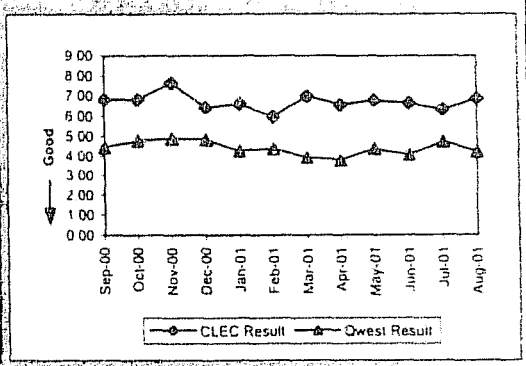


Checklist #14 - Resale - Centrex Installation

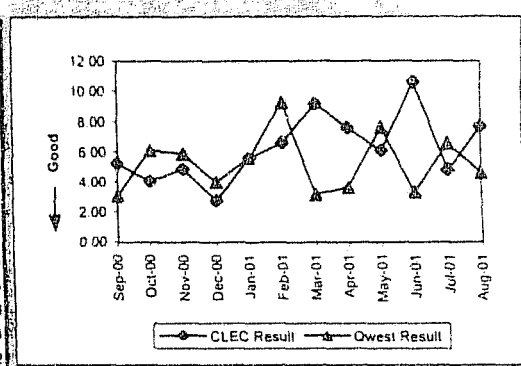
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Dem	Qwest Resl	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1816	2134	85.10%	-0.97	-1.59
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1800	2012	89.46%	1.15	-0.3
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1132	1484	89.08%	1.31	-0.2
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1227	1340	91.57%	3.99	1.43
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1195	1313	91.01%	4.57	1.78
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1033	1118	92.40%	3.29	1
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1216	1303	93.32%	2.64	0.61
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	963	1050	91.71%	-0.39	-1.24
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1028	1100	94.36%	4.64	1.82
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	962	1024	93.95%	1.6	-0.03
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1056	1131	93.37%	-0.2	-1.12
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1298	1378	94.05%	0.2	-0.88



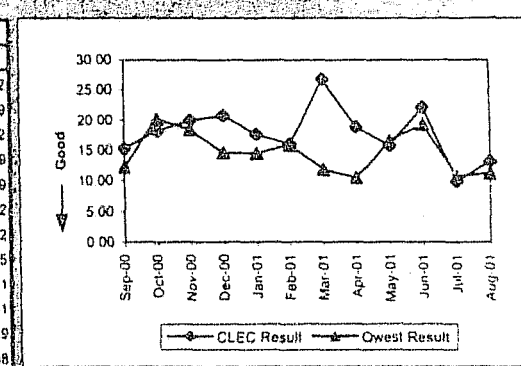
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Dem	Qwest Resl	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	9511	2132	4.46	10.09	5.13
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	9644	2011	4.80	7.22	3.39
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	7234	1479	4.89	8.32	4.06
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	6459	1334	4.84	5.52	2.36
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	5410	1312	4.28	9.17	4.58
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	4920	1118	4.41	3.75	1.28
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	5139	1302	3.95	15.08	8.17
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	4013	1050	3.82	13.98	7.5
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	4818	1100	4.38	9.42	4.73
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	4147	1021	4.06	9.51	4.78
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	5513	1167	4.72	5.21	2.17
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	5954	1419	4.20	13.16	7



[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Dem	Qwest Resl	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	760	252	3.10	0.88	-0.46
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	567	161	6.13	-1.13	-1.69
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	648	110	5.89	-0.48	-1.29
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	324	81	4.00	-0.55	-1.33
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	528	94	5.62	-0.01	-1.01
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	474	51	9.29	-0.44	-1.27
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	200	63	3.17	1.51	-0.08
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	197	54	3.65	1.9	0.15
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	277	36	7.69	-0.62	-1.38
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	144	43	3.35	1.55	-0.06
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	640	97	6.60	-0.89	-1.54
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	504	108	4.67	0.98	-0.42



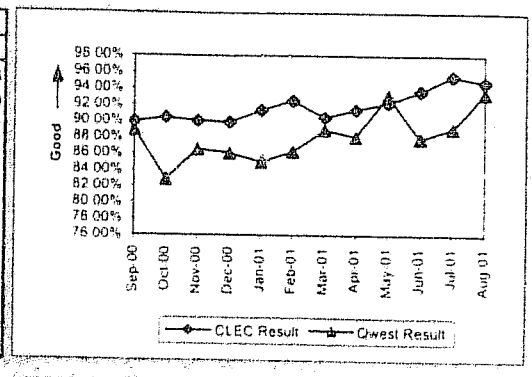
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Dem	Qwest Resl	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	815	66	12.32	1.28	-0.22
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1029	51	20.18	-0.47	-1.29
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	982	52	18.50	0.46	-0.72
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	468	32	14.62	0.17	-0.89
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	348	24	14.54	-0.15	-1.09
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	541	34	15.91	0.14	-0.92
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	285	24	11.88	1.13	-0.32
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	347	33	10.52	0.58	-0.65
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	437	26	16.58	-0.18	-1.11
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	386	19	19.37	0.15	-0.91
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	203	19	10.68	-0.31	-1.19
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	191	17	11.24	0.52	-0.08



Checklist #14 - Resale - Centrex Installation

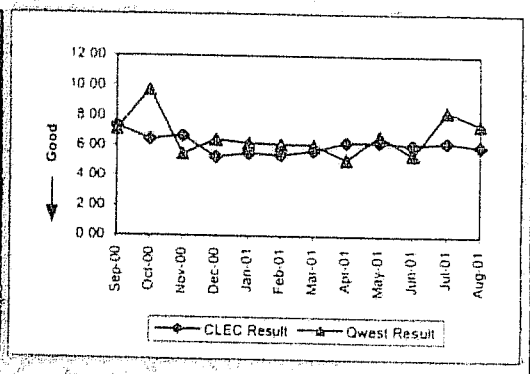
[illegible] - Dispatches Outside MSAs

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Den	Qwest Resl	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	382	88.95%	-0.42	-1.26
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	420	82.86%	-2.78	-2.69
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	253	86.56%	-1.22	-1.74
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	230	86.09%	-1.29	-1.78
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	187	85.03%	-1.92	-2.17
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	131	86.26%	-1.71	-2.04
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	118	88.98%	-0.46	-1.28
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	101	88.12%	-0.91	-1.55
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	118	93.22%	0.37	-0.78
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	133	87.88%	1.78	-2.08
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	158	89.13%	-2.08	-2.26
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	169	93.49%	-0.61	-1.37



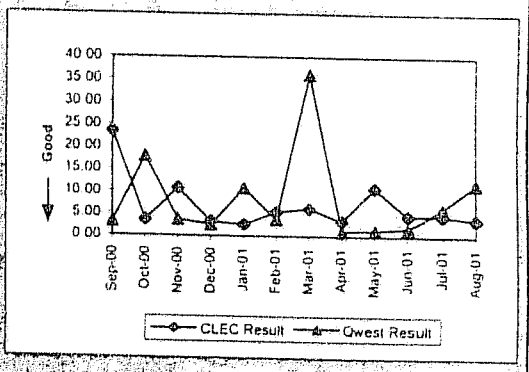
[illegible] - Dispatches Outside MSAs

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Den	Qwest Resl	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	382	7.14	0.27	-0.83
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	420	9.76	-3.03	-2.84
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	253	5.49	0.43	-0.74
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	230	6.45	-1.79	-2.09
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	187	6.23	-0.86	-1.52
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	131	6.15	-1.01	-1.61
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	118	6.13	-0.36	-1.22
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	101	5.13	0.91	-0.45
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	118	6.74	-0.39	-1.24
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	132	5.47	0.84	-0.43
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	145	8.34	-1.76	-2.07
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	176	7.50	-2.1	-2.28



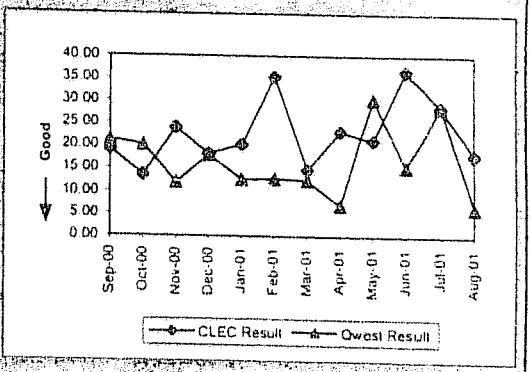
[illegible] - Dispatches Outside MSAs

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Den	Qwest Resl	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	16	3.25	2.51	0.53
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	55	18.00	-3.05	-2.86
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	18	3.72	1.48	-0.1
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	15	2.53	1.26	-0.23
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	19	19.89	-1.11	-1.67
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	11	3.82	0.94	-0.43
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	4	36.25	1.24	-1.75
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	8	1.12	2.58	0.57
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	3	1.33	2.65	0.61
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	10	1.90	1.32	-0.2
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	15	6.27	-0.36	-1.22
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	15	11.93	-1.72	-2.05



[illegible] - Dispatches Outside MSAs

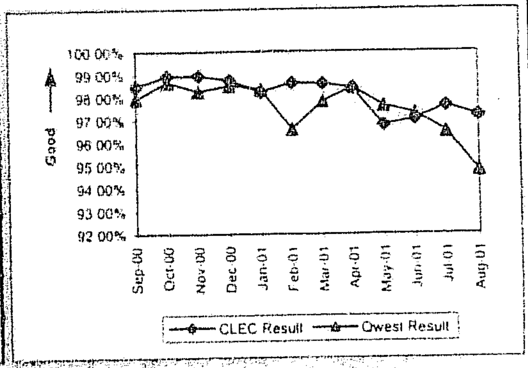
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Den	Qwest Resl	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	24	21.29	-0.44	-1.27
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	17	20.18	-1.13	-1.69
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	10	12.06	0.55	-0.66
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	17	18.00	0.03	-0.98
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	9	12.67	0.3	-0.82
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	7	12.86	0.47	-0.71
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	9	12.56	0.3	-0.82
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	4	7.00	0.43	-0.74
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	5	30.40	-0.57	-1.35
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	6	15.50	1.61	-0.02
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	7	28.57	0	-1
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2	6.50	1.87	0.13



...#14 - Resale - Centrex Installation

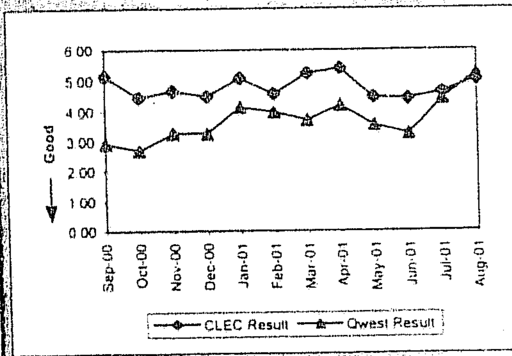
... -- No Dispatches

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1348	97.96%	-1.91	-2.16
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	4655	98.69%	-1.34	-1.82
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	4015	98.28%	-2.43	-2.48
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	3687	98.54%	-0.83	-1.51
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1776	98.37%	0.33	-0.8
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1387	98.61%	-3.53	-3.14
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1359	97.86%	-1.74	-2.06
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1233	98.46%	0.11	-0.93
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1194	97.65%	1.68	0.02
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1233	97.32%	0.48	-0.71
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	574	98.52%	-1.35	-1.82
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	94.79%	-2.04	-2.24



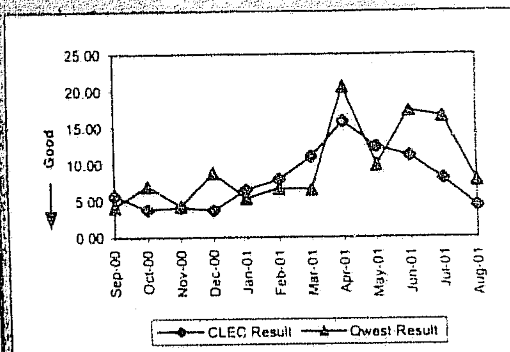
... (OP-4) -- No Dispatches

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	4348	2.95	30.35	17.45
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	6655	2.71	23.62	13.36
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	4015	3.27	14.46	7.79
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	3687	3.26	12.94	6.86
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1776	4.14	7.18	3.36
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	5024	1387	3.98	3.95	1.4
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1359	3.71	13.74	7.35
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1233	4.20	6.56	2.99
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1173	3.53	5.84	2.55
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1221	3.24	7.2	3.38
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	566	4.41	0.50	-0.65
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2180	430	5.21	-0.85	-1.52



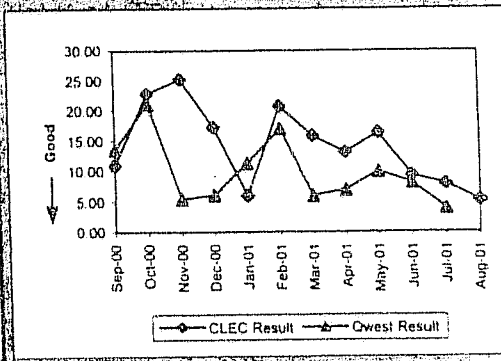
... (OP-6A) -- No Dispatches

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	4.25	1.63	-0.01
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	80	7.06	-1.86	-2.13
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	59	4.32	-0.17	-1.1
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	49	8.88	-1.14	-1.69
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	140	26	5.38	-0.06	-1.04
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	43	6.70	0.28	-0.83
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	145	28	8.61	0.82	-0.5
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	351	17	20.65	0.5	-1.31
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	26	9.92	-0.35	-1.21
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	27	17.33	-1.30	-1.84
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	24	16.58	-1.21	-1.73
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	260	33	7.88	-1.53	-1.93



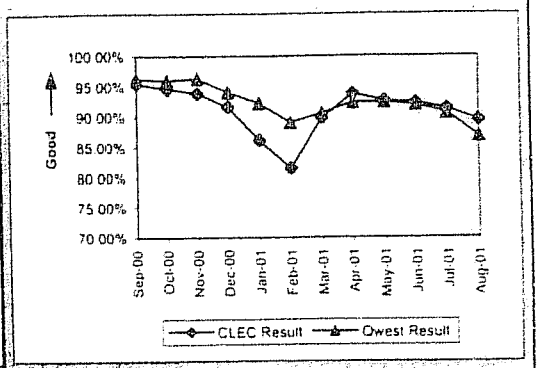
... (OP-6B) -- No Dispatches

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	68	5	13.60	-0.49	-1.3
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	145	7	21.14	0.08	-0.95
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	55	10	5.50	2.68	0.57
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	31	5	6.20	2.19	0.33
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	34	3	11.33	-1.81	-2.1
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	68	4	17.00	-0.02	-1.01
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	12	2	6.00	0.94	-0.43
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	14	2	7.00	-0.12	-1.07
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	20	2	10.00		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	49	6	8.17	0.03	-0.98
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	4	1	4.00		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]					

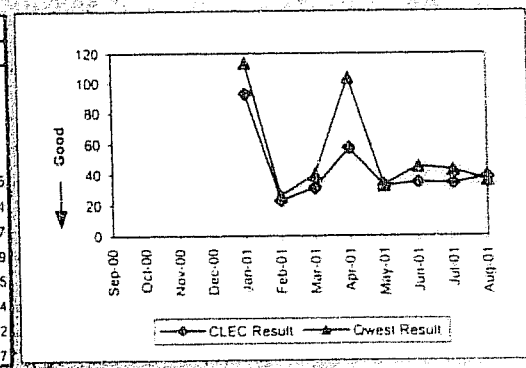


Checklist #14 - Resale - Centrex Installation

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Den	Qwest Resl	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	7744	8043	96.28%	2.47	0.5
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	8211	8545	96.09%	4.83	1.94
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	7350	7662	95.39%	7.91	3.81
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	5384	5718	94.16%	5.58	2.39
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	4105	4444	92.37%	11.71	6.12
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2748	3085	89.11%	10.65	5.47
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2683	2849	90.66%	1.11	-0.33
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2505	2711	92.40%	-2.42	-2.47
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2316	2505	92.46%	-0.34	-1.21
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2319	2517	92.13%	-0.34	-1.2
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1993	2197	90.71%	-0.98	-1.6
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1705	1963	86.86%	-2.85	-2.74



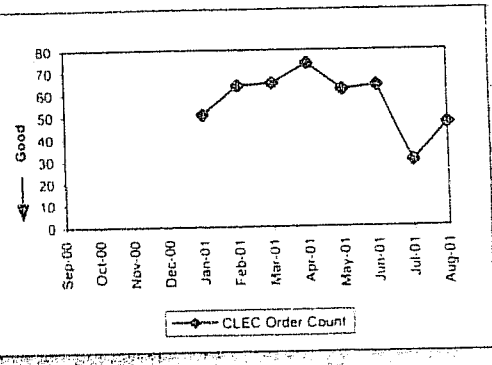
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Den	Qwest Resl	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	59.18	22866	201	113.76	-2.21	2.35	
[illegible]	[illegible]	[illegible]	22.57	3385	129	26.24	-1.05	-1.64	
[illegible]	[illegible]	[illegible]	23.97	5630	140	40.21	-2.75	-2.67	
[illegible]	[illegible]	[illegible]	54.35	25195	243	103.68	-5.25	-4.19	
[illegible]	[illegible]	[illegible]	33.94	5156	185	33.28	-0.09	-1.05	
[illegible]	[illegible]	[illegible]	40.94	7725	170	45.44	-2.03	-2.24	
[illegible]	[illegible]	[illegible]	41.24	6389	148	43.17	-1.65	-2	
[illegible]	[illegible]	[illegible]	43.47	8506	234	36.36	0.49	-0.7	



Checklist #14 - Resale - Centrex Installation

Facilities Reasons Centrex (OP-15B)

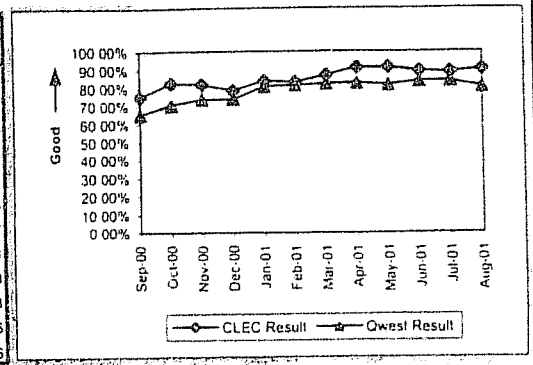
	CLEC Order Count
	51
	64
	65
	74
	62
	64
	30
	47



Checklist #14 - Resale - Centrex Repair

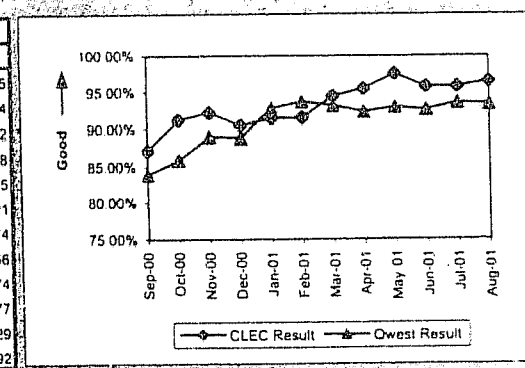
Percent Missed Appointments (Percent) (MR-3)-- Dispatches Within MSAs

				Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	558	949	65.25%	-4.68	-3.84
[illegible]	[illegible]	[illegible]	[illegible]	584	826	70.70%	-5.71	-4.47
[illegible]	[illegible]	[illegible]	[illegible]	546	737	74.08%	-3.92	-3.39
[illegible]	[illegible]	[illegible]	[illegible]	397	535	74.21%	-1.94	-2.18
[illegible]	[illegible]	[illegible]	[illegible]	544	670	81.19%	-1.6	-1.98
[illegible]	[illegible]	[illegible]	[illegible]	491	600	81.83%	-0.79	-1.48
[illegible]	[illegible]	[illegible]	[illegible]	536	649	82.59%	-2.58	-2.57
[illegible]	[illegible]	[illegible]	[illegible]	486	585	83.08%	-4.51	-3.74
[illegible]	[illegible]	[illegible]	[illegible]	601	731	82.22%	-5.56	-4.38
[illegible]	[illegible]	[illegible]	[illegible]	569	675	84.30%	-3.34	-3.03
[illegible]	[illegible]	[illegible]	[illegible]	495	586	84.47%	-2.73	-2.66
[illegible]	[illegible]	[illegible]	[illegible]	619	763	81.13%	-5.53	-4.36



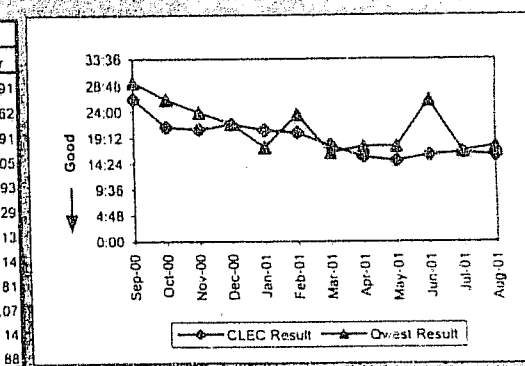
Percent Missed Appointments (Percent) (MR-4)-- Dispatches Within MSAs

				Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	1007	1200	83.92%	-2.38	-2.45
[illegible]	[illegible]	[illegible]	[illegible]	978	1138	85.94%	-3.94	-3.4
[illegible]	[illegible]	[illegible]	[illegible]	875	983	89.01%	-2.5	-2.52
[illegible]	[illegible]	[illegible]	[illegible]	638	718	88.86%	-1.11	-1.68
[illegible]	[illegible]	[illegible]	[illegible]	800	862	92.81%	1.23	-0.25
[illegible]	[illegible]	[illegible]	[illegible]	760	810	93.70%	1.99	0.21
[illegible]	[illegible]	[illegible]	[illegible]	778	835	93.17%	-1.22	-1.74
[illegible]	[illegible]	[illegible]	[illegible]	700	758	92.35%	-2.73	-2.66
[illegible]	[illegible]	[illegible]	[illegible]	844	908	92.95%	-4.5	-3.74
[illegible]	[illegible]	[illegible]	[illegible]	766	827	92.62%	-2.92	-2.77
[illegible]	[illegible]	[illegible]	[illegible]	710	759	93.54%	-2.12	-2.29
[illegible]	[illegible]	[illegible]	[illegible]	873	935	93.37%	-3.16	-2.92



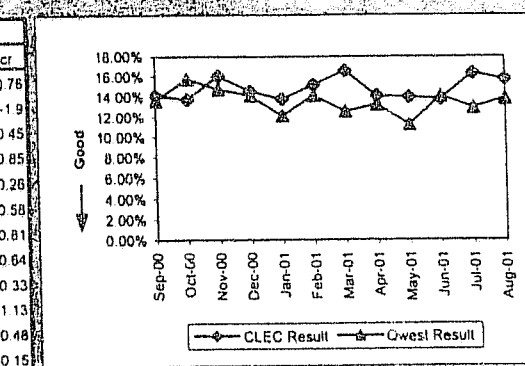
Average Delay to Repair (Hours Minutes) (MR-6)-- Dispatches Within MSAs

				Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	35370:14	1200	29:29	-1.49	-1.91
[illegible]	[illegible]	[illegible]	[illegible]	29665:59	1138	26:16	-2.67	-2.62
[illegible]	[illegible]	[illegible]	[illegible]	23529:27	983	23:56	-1.49	-1.91
[illegible]	[illegible]	[illegible]	[illegible]	15648:35	718	21:48	-0.08	-1.05
[illegible]	[illegible]	[illegible]	[illegible]	18102:27	862	17:31	3.18	0.93
[illegible]	[illegible]	[illegible]	[illegible]	19058:36	810	23:32	-0.49	-1.29
[illegible]	[illegible]	[illegible]	[illegible]	13804:47	835	16:32	1.44	-0.13
[illegible]	[illegible]	[illegible]	[illegible]	13356:21	758	17:37	-1.87	-2.14
[illegible]	[illegible]	[illegible]	[illegible]	16081:13	908	17:43	-2.98	-2.81
[illegible]	[illegible]	[illegible]	[illegible]	21694:52	827	26:14	-1.78	-2.07
[illegible]	[illegible]	[illegible]	[illegible]	12748:50	759	16:48	-0.23	-1.14
[illegible]	[illegible]	[illegible]	[illegible]	18668:16	935	17:50	-1.45	-1.88



Percent Repeat Repair (Percent) (MR-7)-- Dispatches Within MSAs

				Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	164	1200	13.67%	0.4	-0.76
[illegible]	[illegible]	[illegible]	[illegible]	187	1181	15.83%	-1.49	-1.9
[illegible]	[illegible]	[illegible]	[illegible]	150	1016	14.78%	0.91	-0.45
[illegible]	[illegible]	[illegible]	[illegible]	105	741	14.17%	0.25	-0.85
[illegible]	[illegible]	[illegible]	[illegible]	108	889	12.15%	1.22	-0.26
[illegible]	[illegible]	[illegible]	[illegible]	116	833	14.17%	0.69	-0.58
[illegible]	[illegible]	[illegible]	[illegible]	108	859	12.57%	2.97	0.81
[illegible]	[illegible]	[illegible]	[illegible]	104	784	13.27%	0.59	-0.64
[illegible]	[illegible]	[illegible]	[illegible]	104	922	11.28%	2.18	0.33
[illegible]	[illegible]	[illegible]	[illegible]	120	849	14.13%	-0.21	-1.13
[illegible]	[illegible]	[illegible]	[illegible]	102	788	12.94%	2.44	0.48
[illegible]	[illegible]	[illegible]	[illegible]	134	966	13.87%	1.4	-0.15



CONTINUATION

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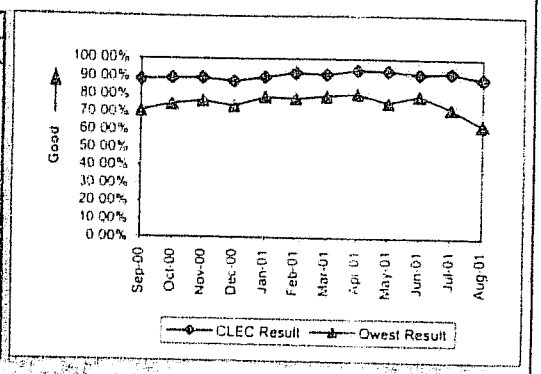
Checklist #14 - Resale - Centrex Repair

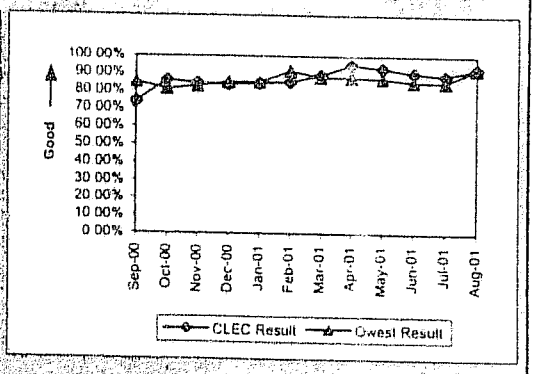
MR-3 - Dispatches Within MSAs

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	834	1200	71.17%	-10.21	-7.21
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	885	1181	74.94%	-8.71	-6.3
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	760	1015	74.85%	-7.53	-5.58
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	547	741	73.82%	-6.72	-5.08
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	666	847	78.67%	-6.45	-4.92
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	621	794	78.21%	-7.87	-5.78
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	564	834	70.62%	-7.2	-5.38
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	607	750	80.93%	-7.74	-5.71
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	664	872	76.15%	-10.16	-7.17
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	640	801	79.90%	-7.26	-5.41
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	656	764	72.77%	-10.56	-7.42
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	502	919	63.33%	-13.50	-9.25



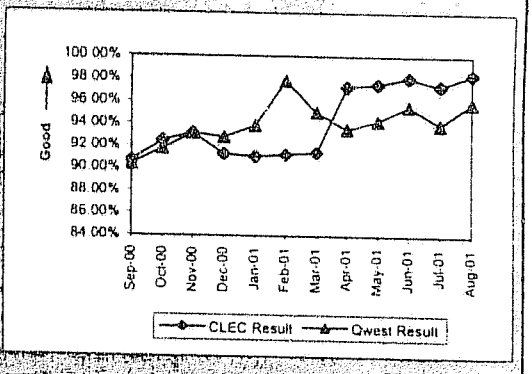
MR-4 - Dispatches Outside MSAs

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	230	271	84.87%	3.37	1.05
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	229	283	80.92%	-1.52	-1.93
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	178	215	82.79%	-0.47	-1.28
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	147	173	84.97%	0.34	-0.8
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	165	194	85.05%	0.17	-0.9
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	165	180	91.67%	2.06	0.25
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	132	150	88.00%	-0.38	-1.22
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	113	131	87.79%	-2.17	-2.32
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	156	179	87.15%	-2.01	-2.22
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	116	136	85.29%	-1.49	-1.91
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	126	148	85.14%	-1.12	-1.68
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	179	193	92.75%	-0.06	-1.04



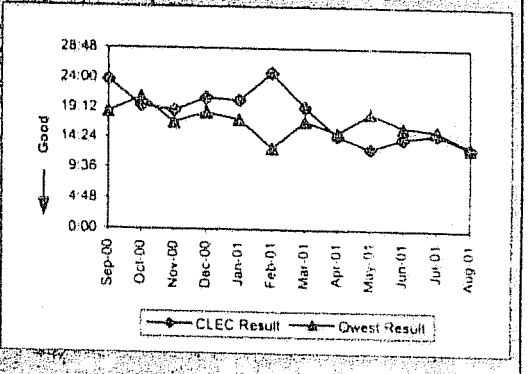
MR-4 - Dispatches Outside MSAs

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	366	405	90.37%	-0.16	-1.1
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	367	400	91.75%	-0.38	-1.23
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	288	307	93.18%	0.03	-0.98
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	219	236	92.80%	0.66	-0.6
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	244	260	93.85%	1.29	-0.22
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	231	236	97.88%	3.59	0.94
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	193	203	95.07%	1.64	0
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	174	186	93.55%	-1.83	-2.11
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	215	228	94.30%	-1.83	-2.11
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	175	183	95.63%	-1.49	-1.91
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	187	199	93.97%	-1.79	-2.09
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	238	248	95.97%	-1.68	-2.02



MR-6 - Dispatches Outside MSAs

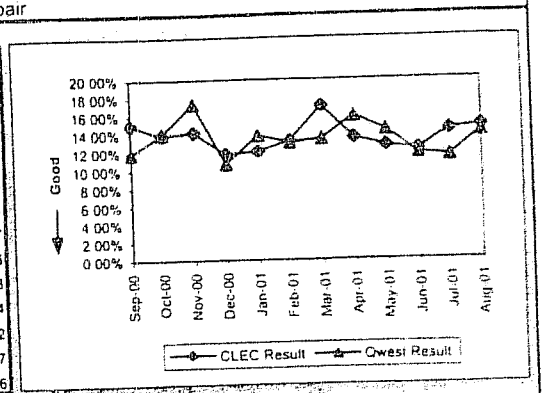
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	405	18.39	0.8	-0.52	
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	400	20.59	-0.68	-1.42	
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	307	16.57	1.4	-0.15	
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	236	18.35	0.68	-0.59	
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	260	17.25	1.81	0.1	
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	236	12.51	12.72	6.73	
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	203	17.11	1.41	-0.14	
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	186	15.17	-0.29	-1.18	
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	228	18.33	-2.53	-2.54	
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	183	16.18	-1.34	-1.82	
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	199	15.42	-0.39	-1.24	
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	248	13.04	-0.11	-1.07	



Checklist #14 - Resale - Centrex Repair

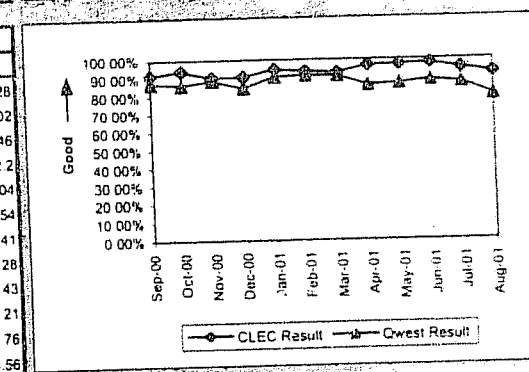
Average Repair Time (Percent) (MR-7)-- Dispatches Outside MSAs

				Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	35.73%	48	405	11.85%	1.52	-0.08
[illegible]	[illegible]	[illegible]	34.91%	58	414	14.01%	-0.07	-1.05
[illegible]	[illegible]	[illegible]	34.87%	55	317	17.35%	-1.17	-1.71
[illegible]	[illegible]	[illegible]	32.24%	26	242	10.74%	0.39	-0.76
[illegible]	[illegible]	[illegible]	32.69%	37	267	13.86%	-0.67	-1.4
[illegible]	[illegible]	[illegible]	33.87%	32	245	13.06%	0.05	-0.97
[illegible]	[illegible]	[illegible]	37.60%	28	208	13.46%	1.23	-0.26
[illegible]	[illegible]	[illegible]	34.22%	30	188	15.96%	-0.79	-1.48
[illegible]	[illegible]	[illegible]	33.24%	33	229	14.41%	-0.65	-1.4
[illegible]	[illegible]	[illegible]	32.71%	22	186	11.83%	0.13	-0.92
[illegible]	[illegible]	[illegible]	35.08%	23	200	11.50%	1.03	-0.37
[illegible]	[illegible]	[illegible]	35.45%	36	255	14.12%	0.23	-0.86



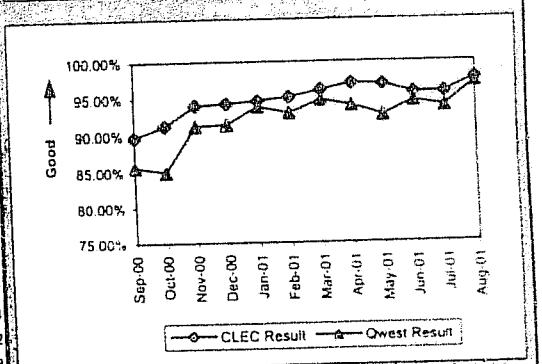
Average Repair Time Met (Percent) (MR-9)-- Dispatches Outside MSAs

				Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	27.57%	353	405	87.16%	-2.1	-2.28
[illegible]	[illegible]	[illegible]	23.00%	357	414	86.23%	-3.32	-3.02
[illegible]	[illegible]	[illegible]	29.89%	280	317	88.33%	-0.76	-1.46
[illegible]	[illegible]	[illegible]	29.40%	204	242	84.30%	-1.98	-2.2
[illegible]	[illegible]	[illegible]	25.08%	239	264	90.53%	-1.71	-2.04
[illegible]	[illegible]	[illegible]	24.85%	224	245	91.43%	-0.89	-1.54
[illegible]	[illegible]	[illegible]	25.89%	187	205	91.22%	-0.68	-1.41
[illegible]	[illegible]	[illegible]	17.86%	161	188	85.64%	-3.76	-3.28
[illegible]	[illegible]	[illegible]	16.87%	195	225	86.67%	-3.99	-3.43
[illegible]	[illegible]	[illegible]	14.71%	164	186	88.17%	-3.64	-3.21
[illegible]	[illegible]	[illegible]	22.17%	173	199	86.93%	-2.9	-2.76
[illegible]	[illegible]	[illegible]	26.83%	202	253	79.84%	-4.22	-3.56



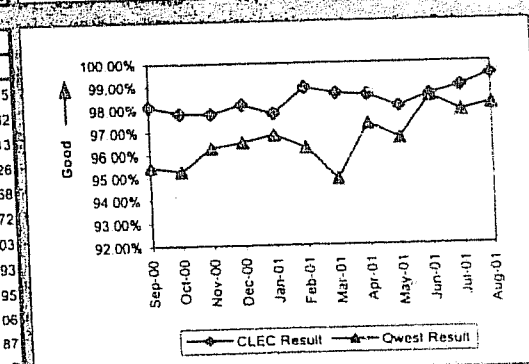
Average Service Charged within 24 hours (Percent) (MR-3)-- No Dispatches

				Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	30.31%	150	175	85.71%	-1.14	-1.69
[illegible]	[illegible]	[illegible]	28.18%	187	220	85.00%	-1.92	-2.16
[illegible]	[illegible]	[illegible]	23.57%	292	320	91.25%	-1.41	-1.86
[illegible]	[illegible]	[illegible]	23.16%	322	352	91.48%	-1.48	-1.9
[illegible]	[illegible]	[illegible]	22.58%	338	360	93.89%	-0.44	-1.27
[illegible]	[illegible]	[illegible]	21.47%	292	314	92.99%	-1.15	-1.7
[illegible]	[illegible]	[illegible]	19.36%	269	284	94.72%	-0.81	-1.49
[illegible]	[illegible]	[illegible]	17.10%	282	300	94.00%	-1.74	-2.06
[illegible]	[illegible]	[illegible]	17.45%	265	286	92.66%	-2.26	-2.37
[illegible]	[illegible]	[illegible]	20.22%	260	275	94.55%	-0.72	-1.44
[illegible]	[illegible]	[illegible]	20.21%	304	324	93.83%	-1.18	-1.72
[illegible]	[illegible]	[illegible]	15.14%	377	388	97.16%	-0.46	-1.28



Service Charged within 48 hours (Percent) (MR-4)-- No Dispatches

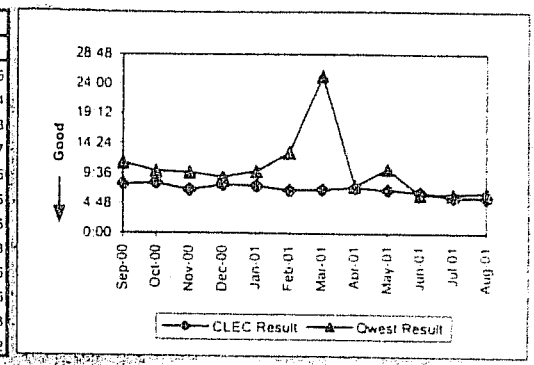
				Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	13.56%	994	1041	95.49%	-2.88	-2.75
[illegible]	[illegible]	[illegible]	14.63%	1069	1122	95.28%	-2.99	-2.82
[illegible]	[illegible]	[illegible]	14.74%	855	888	96.28%	-1.86	-2.13
[illegible]	[illegible]	[illegible]	13.35%	836	868	96.54%	-2.07	-2.26
[illegible]	[illegible]	[illegible]	14.71%	739	763	96.85%	-1.12	-1.68
[illegible]	[illegible]	[illegible]	10.37%	650	675	96.30%	-2.84	-2.72
[illegible]	[illegible]	[illegible]	11.55%	557	587	94.89%	-3.34	-3.03
[illegible]	[illegible]	[illegible]	11.83%	579	595	97.31%	-1.53	-1.93
[illegible]	[illegible]	[illegible]	13.27%	581	601	96.67%	-1.56	-1.95
[illegible]	[illegible]	[illegible]	11.92%	524	532	98.50%	-0.1	-1.06
[illegible]	[illegible]	[illegible]	10.38%	551	563	97.87%	-1.43	-1.87
[illegible]	[illegible]	[illegible]	7.35%	641	653	98.16%	-1.92	-2.17



Checklist #14 - Resale - Centrex Repair

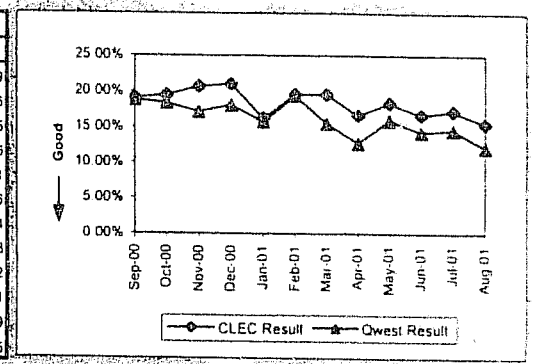
Mean Time to Restore (Hours Minutes) (MR-6)-- No Dispatches

[illegible]	[illegible]	[illegible]	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	16.31	11857.46	1041	11.23	-2.23	-2.35
[illegible]	[illegible]	[illegible]	9.08	13.13	11266.25	1122	10.02	-2.04	-2.24
[illegible]	[illegible]	[illegible]	6.53	12.49	8626.06	888	9.43	-1.95	-2.18
[illegible]	[illegible]	[illegible]	7.49	13.35	7858.37	868	9.03	-1.15	-1.7
[illegible]	[illegible]	[illegible]	7.37	12.39	7615.38	763	9.59	-1.41	-1.85
[illegible]	[illegible]	[illegible]	6.53	10.33	8775.34	675	13.00	-2.24	-2.36
[illegible]	[illegible]	[illegible]	7.06	12.00	14881.54	587	25.21	-2.23	-2.36
[illegible]	[illegible]	[illegible]	7.27	13.15	4583.31	595	7.42	-0.3	-1.18
[illegible]	[illegible]	[illegible]	7.06	12.12	6317.48	601	10.31	-2.06	-2.25
[illegible]	[illegible]	[illegible]	6.43	11.04	3424.54	532	6.26	0.41	-0.75
[illegible]	[illegible]	[illegible]	6.35	11.02	3626.28	563	6.26	-0.78	-1.48
[illegible]	[illegible]	[illegible]	6.48	9.29	4355.19	653	6.40	-0.89	-1.42



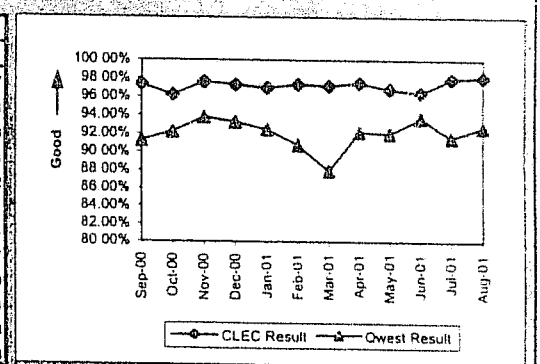
Repair Repeat Report Rate (Percent) (MR-7)-- No Dispatches

[illegible]	[illegible]	[illegible]	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	19.15%	39.33%	196	1041	18.83%	0.18	-0.89
[illegible]	[illegible]	[illegible]	19.48%	39.60%	206	1122	18.36%	0.72	-0.56
[illegible]	[illegible]	[illegible]	25.86%	40.49%	152	888	17.12%	2.22	0.35
[illegible]	[illegible]	[illegible]	20.97%	40.71%	157	869	18.07%	1.74	0.06
[illegible]	[illegible]	[illegible]	16.27%	36.91%	120	763	15.73%	0.31	-0.81
[illegible]	[illegible]	[illegible]	19.55%	39.66%	131	675	19.41%	0.07	-0.96
[illegible]	[illegible]	[illegible]	19.63%	39.67%	91	587	15.50%	2.2	0.34
[illegible]	[illegible]	[illegible]	16.83%	37.25%	76	595	12.77%	2.27	0.38
[illegible]	[illegible]	[illegible]	18.33%	38.73%	96	601	15.97%	1.32	-0.2
[illegible]	[illegible]	[illegible]	16.68%	37.28%	76	532	14.29%	1.3	-0.21
[illegible]	[illegible]	[illegible]	17.22%	37.76%	82	563	14.56%	1.49	-0.09
[illegible]	[illegible]	[illegible]	15.41%	36.11%	79	653	12.10%	2.05	0.25



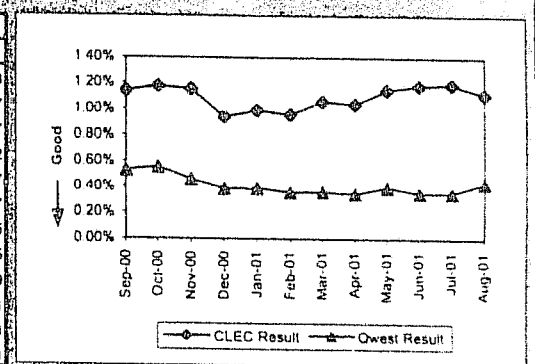
Repair Appointments Met (Percent) (MR-9)-- No Dispatches

[illegible]	[illegible]	[illegible]	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	97.31%	16.10%	950	1041	91.26%	-4.88	-3.97
[illegible]	[illegible]	[illegible]	96.19%	19.15%	1035	1122	92.25%	-3.69	-3.24
[illegible]	[illegible]	[illegible]	97.64%	15.17%	833	888	93.81%	-3.75	-3.28
[illegible]	[illegible]	[illegible]	97.31%	16.16%	811	869	93.33%	-3.69	-3.24
[illegible]	[illegible]	[illegible]	97.81%	17.02%	641	693	92.50%	-3.5	-3.12
[illegible]	[illegible]	[illegible]	97.37%	15.99%	533	587	90.80%	-4.45	-3.71
[illegible]	[illegible]	[illegible]	97.20%	16.48%	454	516	87.98%	-5.32	-4.24
[illegible]	[illegible]	[illegible]	97.54%	15.49%	484	525	92.19%	-3.73	-3.27
[illegible]	[illegible]	[illegible]	96.85%	17.45%	484	526	92.02%	-3.43	-3.09
[illegible]	[illegible]	[illegible]	96.40%	18.42%	436	465	93.76%	-2.04	-2.24
[illegible]	[illegible]	[illegible]	97.98%	14.07%	469	512	91.60%	-4.4	-3.68
[illegible]	[illegible]	[illegible]	98.14%	13.52%	526	567	92.77%	-3.99	-3.43



Trouble Rate (Percent) (MR-8)

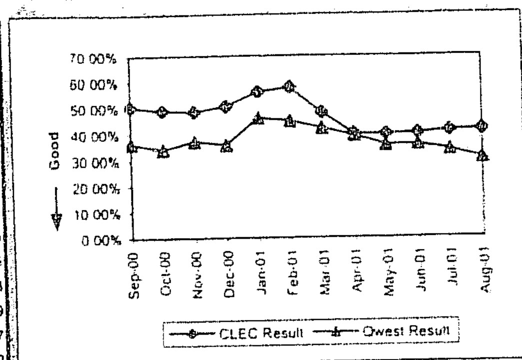
[illegible]	[illegible]	[illegible]	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	1.14%	10.61%	2646	497009	0.53%	35.74	20.73
[illegible]	[illegible]	[illegible]	1.18%	10.76%	2717	488703	0.56%	35.98	20.87
[illegible]	[illegible]	[illegible]	1.15%	10.68%	2220	481342	0.46%	44.36	25.97
[illegible]	[illegible]	[illegible]	0.94%	9.66%	1852	478415	0.39%	38.86	22.62
[illegible]	[illegible]	[illegible]	0.99%	9.91%	1919	490172	0.39%	42.27	24.7
[illegible]	[illegible]	[illegible]	0.96%	9.75%	1753	485943	0.36%	43.92	25.7
[illegible]	[illegible]	[illegible]	1.06%	10.25%	1654	452842	0.37%	51.23	30.15
[illegible]	[illegible]	[illegible]	1.04%	10.15%	1567	446516	0.35%	51.73	30.45
[illegible]	[illegible]	[illegible]	1.15%	10.67%	1752	439344	0.40%	52.79	31.09
[illegible]	[illegible]	[illegible]	1.15%	10.81%	1567	440977	0.36%	61.36	36.31
[illegible]	[illegible]	[illegible]	1.19%	10.88%	1551	436656	0.36%	61.75	36.54
[illegible]	[illegible]	[illegible]	1.12%	10.51%	1874	430212	0.44%	45.24	26.51



Checklist #14 - Resale - Centrex Repair

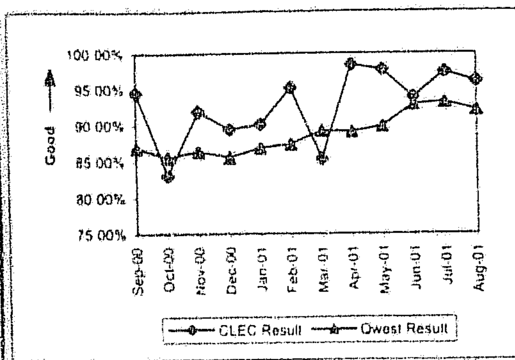
[illegible] Qwest Related Trouble Reports (Percent) (MR-10)

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1526	4172	36 58%	14 51	7 82
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1410	4127	34 17%	15 95	8 7
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1323	3543	37 34%	11 26	5 85
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1038	2890	35 92%	13 51	7 21
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1642	3561	46 11%	9 7	4 89
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1431	3184	44 94%	12 09	6 35
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1207	2861	42 19%	5 35	2 25
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1015	2582	39 31%	0 57	-0 66
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	975	2727	35 75%	3 78	1 3
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	879	2446	35 94%	3 77	1 29
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	795	2346	33 89%	6 36	2 87
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	827	2701	30 62%	10 23	5 22

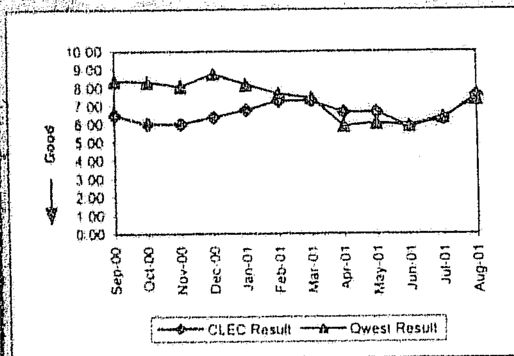


[illegible] - Resale - Centrex 21 Installation

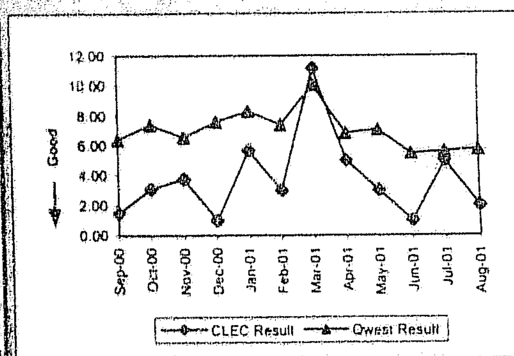
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	-1.56	-2.01
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	0.55	-0.57
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	-1.36	-1.82
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	-0.93	-1.8
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	-0.95	-1.58
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	-2.32	-2.41
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1.05	-0.36
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	-2.31	-2.4
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	-2.36	-2.44
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	-0.35	-1.21
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	-1.43	-1.87
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	-1.25	-1.77



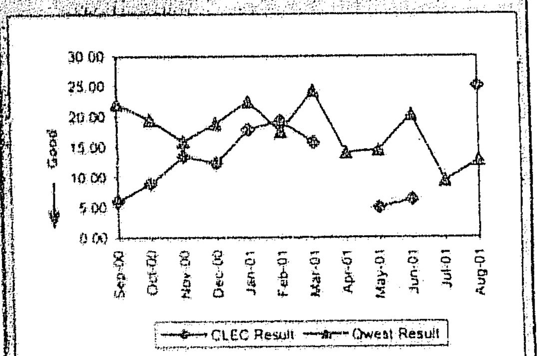
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Res	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	8.30	-1.28	-1.70
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	8.32	-1.7	-2.03
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	8.07	-1.82	-2.1
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	8.74	-1.94	-2.18
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	8.10	-1.01	-1.62
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	7.89	-0.38	-1.22
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	7.45	-0.1	-1.08
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	5.90	1.23	-0.25
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	6.08	1.3	-0.21
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	5.84	-0.07	-1.04
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	6.39	-0.11	-1.07
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	7.39	1.41	-0.15



[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	139	6.39	-0.84	-1.39
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	167	7.40	1.01	-1.61
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	142	6.54	-0.53	-1.32
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	145	7.59	-0.89	-1.54
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	154	8.31	-0.25	-1.15
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	114	7.36	-0.39	-1.24
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	153	10.09	0.87	-0.6
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	92	6.83	-0.13	-1.08
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	87	7.02	-0.22	-1.13
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	65	5.45	-0.83	-1.38
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	153	5.66	-0.16	-1.1
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	204	5.78	-0.63	-1.38



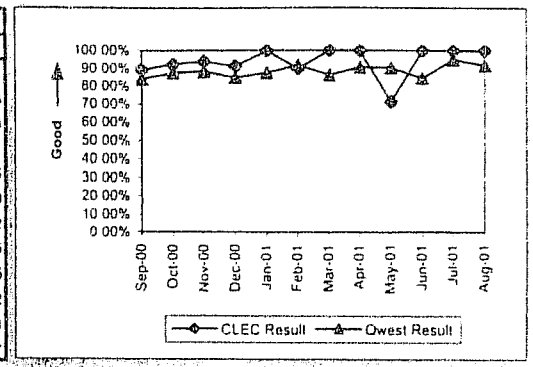
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	136	22.10	-0.75	-1.45
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	147	19.54	-0.55	-1.34
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	120	15.81	-0.19	-1.12
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	135	19.63	-0.74	-1.45
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	132	22.40	-0.42	-1.26
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	125	17.56	1.16	-0.3
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	130	24.22	-0.45	-1.3
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	71	14.17		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	44	14.80	-0.54	-1.33
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	45	20.36	-0.88	-1.54
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	39	9.51		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	47	12.94	1.20	-0.21



Checklist #14 - Resale - Centrex 21 Installation

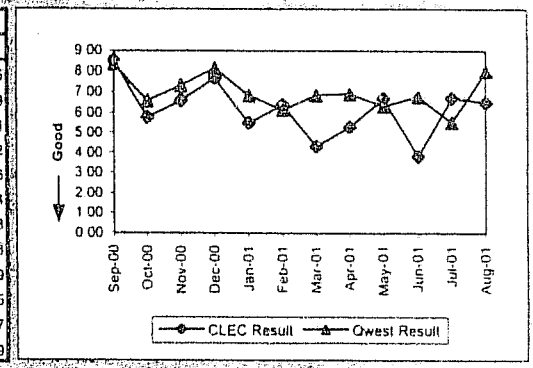
[illegible] (OP-3) -- Dispatches Outside MSAs

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	291	346	84.10%	-0.72	-1.44
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	339	387	87.60%	-0.71	-1.43
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	280	317	88.33%	-0.96	-1.58
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	255	300	85.00%	-1.01	-1.61
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	204	233	87.55%	-0.91	-1.55
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	225	245	91.84%	0.16	-0.9
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	233	270	86.30%	-1.35	-1.82
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	187	206	90.78%	-0.83	-1.5
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	211	233	90.56%	4.36	1.65
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	206	243	84.77%	-1.03	-1.62
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	238	250	95.20%	-0.73	-1.44
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	179	195	91.79%	-0.78	-1.47



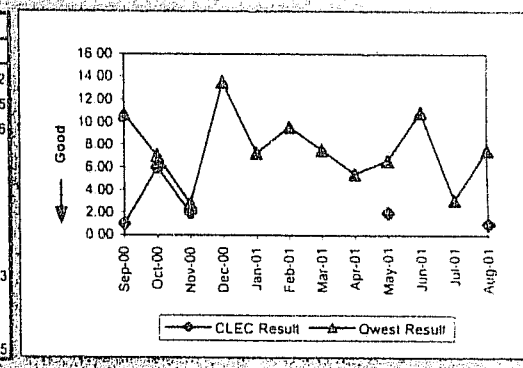
[illegible] (Average Days) (OP-4) -- Dispatches Outside MSAs

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2895	346	8.37	0.08	-0.95
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2548	387	6.58	-0.48	-1.29
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2326	317	7.34	-0.39	-1.24
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2449	300	8.16	-0.2	-1.12
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1595	233	6.85	-0.26	-1.16
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1506	245	6.15	0.99	-0.4
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1852	270	6.86	-0.8	-1.48
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1427	206	6.93	-0.3	-1.18
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1475	233	6.33	1.01	-0.39
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1650	243	6.79	-0.74	-1.45
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1413	256	5.52	1.37	-0.17
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1677	209	8.02	-0.31	-1.19



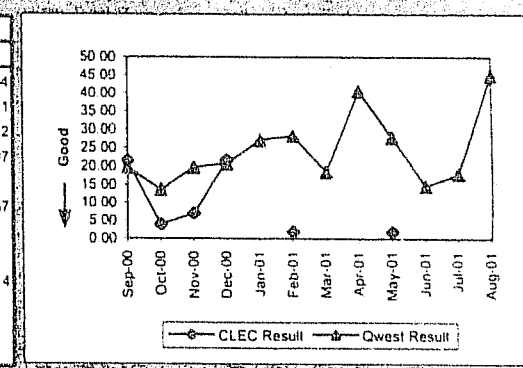
[illegible] (Average Days) (OP-6A) -- Dispatches Outside MSAs

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	290	27	10.74	-0.53	-1.32
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	141	20	7.05	-0.08	-1.05
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	40	14	2.86	-0.26	-1.16
					285	21	13.57		
					102	14	7.29		
					96	10	9.60		
					121	16	7.56		
					49	9	5.44		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	73	11	6.64	-0.71	-1.43
					175	16	10.94		
					53	17	3.12		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	166	22	7.55	-0.57	-1.35



[illegible] (Average Days) (OP-6B) -- Dispatches Outside MSAs

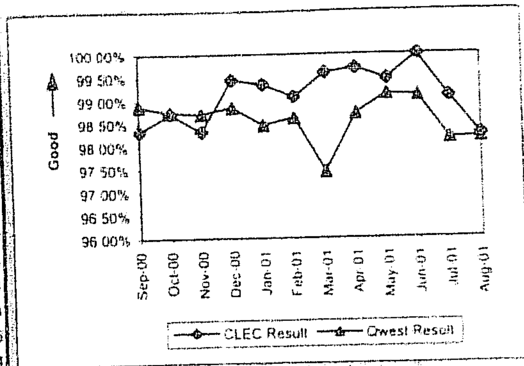
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	554	28	19.79	0.11	-0.94
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	382	28	13.64	-0.68	-1.41
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	453	23	19.70	-0.69	-1.42
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	499	24	20.79	0.05	-0.97
					408	15	27.20		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	284	10	28.40	-0.6	-1.37
					390	21	18.57		
					407	10	40.70		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	307	11	27.91	-0.66	-1.4
					309	21	14.71		
					18	1	18.00		
					360	8	45.00		



[illegible] #14 - Resale - Centrex 21 Installation

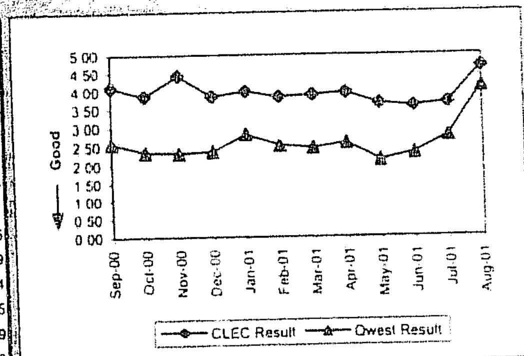
[illegible] (OP-3) -- No Dispatches

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	7876	98 98%	1 19	-0 28
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	8154	98 75%	0 06	-0 96
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	6605	98 71%	0 77	-0 53
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	5918	98 85%	-1 45	-1 88
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	4418	98 46%	1 48	-1 9
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	3856	98 63%	-0 77	-1 47
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	4690	97 44%	-2 89	-2 76
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	5009	98 72%	-1 53	-1 93
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	5254	99 14%	-0 65	-1 4
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	5588	99 11%	1 72	-2 04
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	3818	98 17%	-0 99	-1 6
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1433	98 19%	-0 07	-1 04



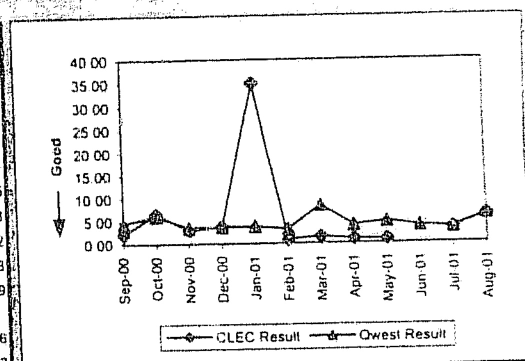
[illegible] (OP-4) -- No Dispatches

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	7876	2 58	2 88	0 75
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	8154	2 34	3 72	1 26
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	6605	2 32	3 09	0 88
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	5917	2 36	11 97	6 28
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	4417	2 82	6 56	2 99
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	3655	2 53	7 42	3 51
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	4689	2 46	7 17	3 36
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	5008	2 59	7 39	3 49
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	4965	2 12	15 03	8 14
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	4966	2 31	9 04	4 5
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	3296	2 77	6 07	2 69
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1173	4 10	1 59	-0 03



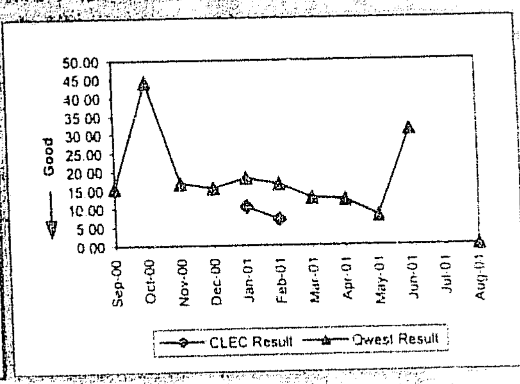
[illegible] (OP-6A) -- No Dispatches

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	83	4 57	-0 49	-1 3
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	92	6 07	0 08	-0 95
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	65	3 54	-0 33	-1 2
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	64	3 73	0 01	-1
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	62	3 89	2 23	0 35
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	47	3 26	-0 63	-1 38
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	115	8 40	-0.53	-1 32
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	60	4 00	-0 46	-1 28
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	43	4 88	-0 81	-1 49
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	182	47	3 87		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	354	103	3 44	-0 11	-1 06
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	371	58	6 40	-0 05	-1 03



[illegible] (OP-6B) -- No Dispatches

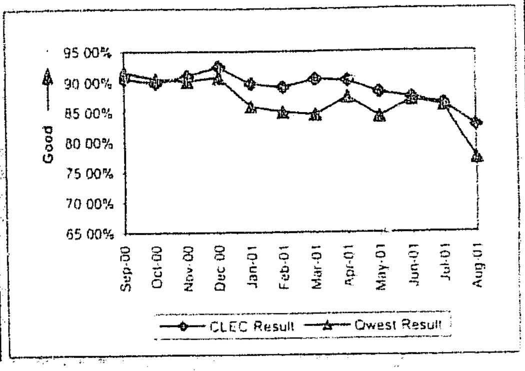
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
[illegible]					[illegible]	5	15 60		
[illegible]					[illegible]	10	44 30		
[illegible]					336	20	16 80		
[illegible]					[illegible]	4	15 50		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	6	18 17	-0 43	-1 26
[illegible]	[illegible]	[illegible]	[illegible]		[illegible]	6	16 50	-0 35	-1 21
[illegible]					[illegible]	5	12 80		
[illegible]					49	4	12 25		
[illegible]					[illegible]	2	8 00		
[illegible]					[illegible]	3	31 33		
[illegible]									
[illegible]					0	1	0 00		



Checklist #14 - Resale - Centrex 21 Installation

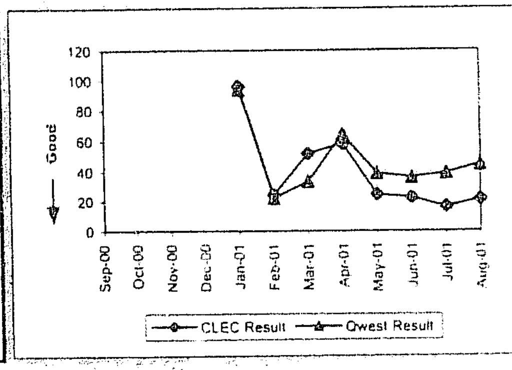
[illegible] (OP-3)

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	11334	91.66%	0.91	-0.44
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	10511	90.57%	0.53	-0.68
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	10257	90.22%	-0.66	-1.4
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	8942	90.86%	-1.56	-1.95
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	7819	86.02%	-2.76	-2.68
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	6727	85.10%	-2.63	-2.6
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	6715	84.69%	-3.74	-3.27
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	7045	87.62%	-1.75	-2.06
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	7175	84.38%	-2.27	-2.38
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	7489	87.22%	-0.19	-1.12
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	6715	86.27%	-0.15	-1.09
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	4620	77.34%	-2.17	-2.32



[illegible] Delayed Past Due Date (Average Days) (OP-15A)

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
[illegible]									
[illegible]									
[illegible]									
[illegible]									
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	21037	224	93.92	1.21	-0.27
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	6803	300	22.68	1.73	0.05
[illegible]	[illegible]	[illegible]	[illegible]	3.79	9570	284	33.70	2.41	0.46
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	24558	380	64.63	-0.29	-1.18
[illegible]	[illegible]	[illegible]	[illegible]	34.03	10006	257	38.93	-0.9	-1.55
[illegible]	[illegible]	[illegible]	[illegible]	35.04	11370	316	35.98	-0.98	-1.6
[illegible]	[illegible]	[illegible]	[illegible]	16.89	10551	272	38.79	-1.52	-1.93
[illegible]	[illegible]	[illegible]	[illegible]	19.23	13776	310	44.44	-1.8	-1.97

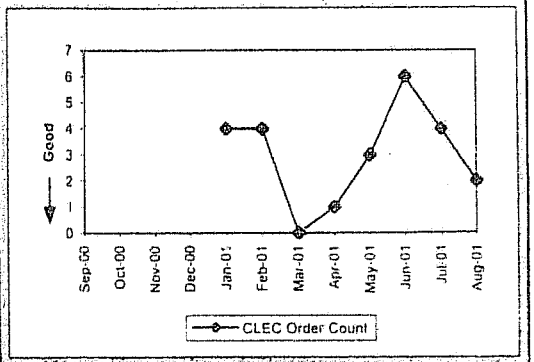


Checklist #14 - Resale - Centrex 21 Installation

Orders Delayed for Facilities Reasons Centrex 21 (OP-15B)

CLEC Order Count

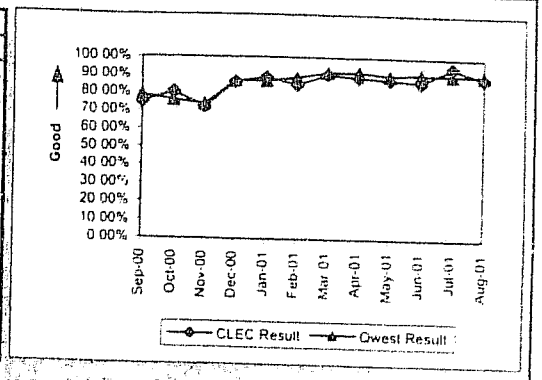
4
4
0
1
3
6
4
2



Checklist #14 - Resale - Centrex 21 Repair

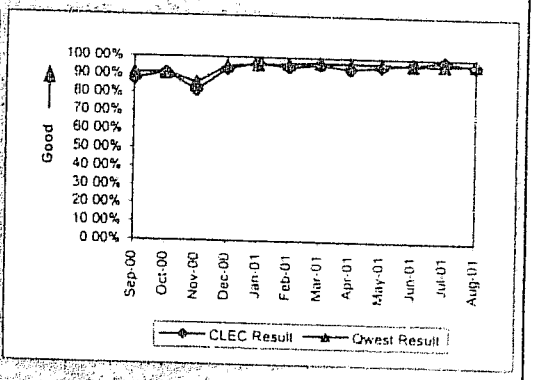
Percent Cleared within 24 Hours (Percent) (MR-3)-- Dispatches Within MSAs

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2457	3134	78.40%	0.67	-0.6
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2468	3252	75.89%	-0.83	-1.5
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2349	3190	73.64%	0.22	-0.87
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2152	2487	86.53%	0.07	-0.96
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2708	3119	86.82%	-0.58	-1.35
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2193	2468	88.86%	1.26	-0.24
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2728	2974	91.73%	0.43	-0.74
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2560	2784	91.95%	1.17	-0.29
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2800	3104	90.21%	0.9	-0.45
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2724	2988	91.16%	1.96	0.19
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2612	2872	90.95%	-1.63	-1.99
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2818	3100	90.84%	0.59	-0.64



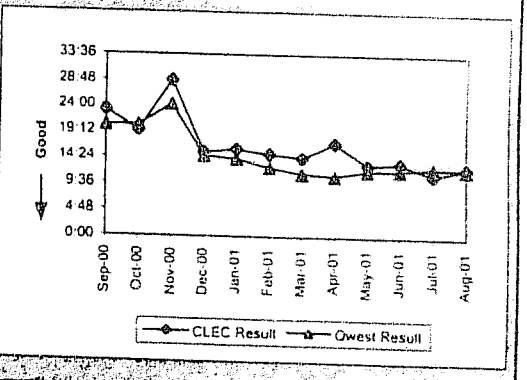
Percent Cleared within 48 Hours (Percent) (MR-4)-- Dispatches Within MSAs

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	3999	4390	91.09%	1.27	-0.23
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	4117	4520	91.08%	-0.02	-1.01
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	3582	4176	85.78%	1.02	-0.38
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	3043	3199	95.12%	0.73	-0.55
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	3879	4041	95.99%	-0.57	-1.35
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	3160	3270	96.64%	1.34	-0.19
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	3761	3861	97.41%	0.81	-0.51
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	3555	3656	97.24%	3.21	0.95
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	3959	4067	97.34%	1.47	-0.11
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	3718	3853	96.50%	-0.48	-1.29
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	3616	3742	96.63%	-1.59	-1.96
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	3982	4096	97.22%	0.65	-0.61



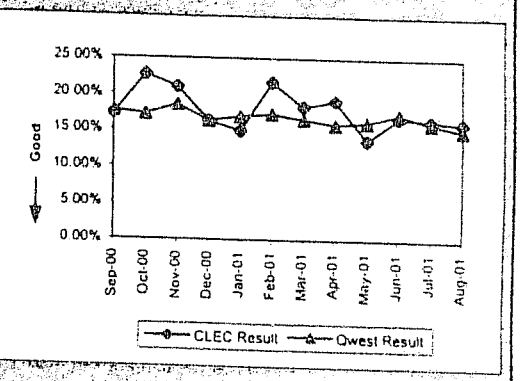
Mean Time to Restore (Hours:Minutes) (MR-6)-- Dispatches Within MSAs

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	89006.31	4390	20:16	0.98	-0.4
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	91628.32	4520	20:16	-0.46	-1.28
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	101332.43	4176	24:16	1.22	-0.26
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	46848.21	3199	14:39	0.31	-0.81
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	57058.98	4041	14:07	1.26	-0.23
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	41218.38	3270	12:36	1.66	0.01
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	44556.13	3861	11:32	2.52	0.53
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	40819.29	3656	11:10	5.29	2.21
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	49445.47	4067	12:09	0.87	-0.47
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	47231.44	3853	12:16	0.95	-0.42
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	47662.04	3742	12:44	-1	-1.61
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	51432.06	4096	12:33	0.19	-0.89



Trouble Repeat Report Rate (Percent) (MR-7)-- Dispatches Within MSAs

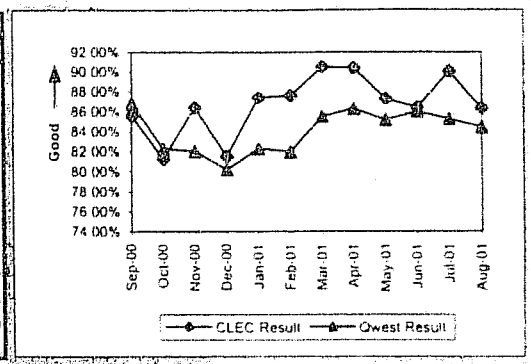
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	775	4390	17.65%	-0.09	-1.06
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	808	4690	17.19%	1.56	-0.05
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	805	4343	18.54%	0.57	-0.65
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	535	3273	16.35%	-0.01	-1.01
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	702	4153	16.90%	-0.65	-1.4
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	581	3360	17.29%	1.28	-0.22
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	654	3948	16.57%	0.62	-0.62
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	596	3741	15.93%	1.16	-0.29
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	679	4186	16.22%	-0.9	-1.55
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	689	3968	17.36%	-0.18	-1.11
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	621	3862	16.08%	0.16	-0.9
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	640	4207	15.21%	0.38	-0.77



Checklist #14 - Resale - Centrex 21 Repair

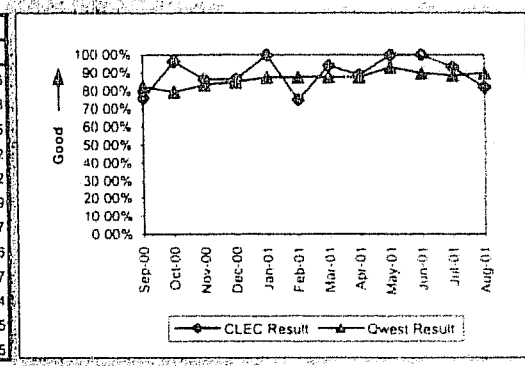
Repair Response Time (Percent) (MR-9)-- Dispatches Within MSAs

			CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	35 88%	35 13%	3813	4390	86 86%	0 34	-0 79
[illegible]	[illegible]	[illegible]	83 25%	39 03%	3659	4690	82 28%	0 28	-0 83
[illegible]	[illegible]	[illegible]	86 60%	34 26%	3563	4343	82 04%	-1 02	-1 62
[illegible]	[illegible]	[illegible]	87 52%	38 81%	2626	3273	80 23%	-0 31	-1 19
[illegible]	[illegible]	[illegible]	82 43%	33 16%	3418	4153	82 30%	-1 7	-2 03
[illegible]	[illegible]	[illegible]	87 60%	32 96%	2755	3360	81 99%	-1 63	-1 99
[illegible]	[illegible]	[illegible]	93 51%	29 28%	3378	3948	85 56%	-1 8	-2 09
[illegible]	[illegible]	[illegible]	90 43%	29 42%	3230	3741	86 34%	-1 59	-1 97
[illegible]	[illegible]	[illegible]	87 30%	33 30%	3565	4186	85 16%	-0 81	-1 49
[illegible]	[illegible]	[illegible]	86 41%	34 27%	3415	3968	86 06%	-0 13	-1 08
[illegible]	[illegible]	[illegible]	90 11%	29 85%	3294	3862	85 29%	-1 79	-2 09
[illegible]	[illegible]	[illegible]	86 36%	34 32%	3553	4207	84 45%	-0 72	-1 44



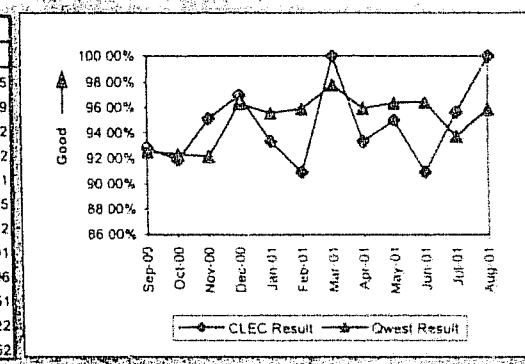
[illegible] Cleared within 24 hours (Percent) (MR-3)-- Dispatches Outside MSAs

			CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	35 48%	42 79%	366	444	82 43%	0 88	-0 46
[illegible]	[illegible]	[illegible]	96 30%	18 89%	367	462	79 44%	-2 11	-2 28
[illegible]	[illegible]	[illegible]	86 21%	34 48%	402	483	83 23%	-0 42	-1 25
[illegible]	[illegible]	[illegible]	84 36%	34 32%	329	388	84 79%	-0 2	-1 12
[illegible]	[illegible]	[illegible]	100 00%	0 00%	328	375	87 47%	-1 18	-1 72
[illegible]	[illegible]	[illegible]	78 26%	43 36%	285	325	87 69%	0 68	-0 59
[illegible]	[illegible]	[illegible]	88 12%	33 63%	342	389	87 92%	-0 77	-1 47
[illegible]	[illegible]	[illegible]	88 89%	31 43%	288	326	87 73%	-0 1	-1 06
[illegible]	[illegible]	[illegible]	100 00%	0 00%	359	386	93 01%	-0 94	-1 57
[illegible]	[illegible]	[illegible]	100 00%	0 00%	378	421	89 79%	-1 05	-1 64
[illegible]	[illegible]	[illegible]	83 33%	24 94%	378	427	88 52%	-0 57	-1 35
[illegible]	[illegible]	[illegible]	81 82%	38 57%	369	411	89 78%	0 57	-0 65



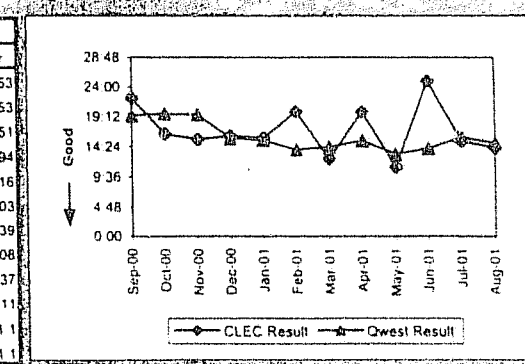
[illegible] Cleared within 48 hours (Percent) (MR-4)-- Dispatches Outside MSAs

			CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	93 88%	25 75%	633	684	92 54%	-0 08	-1 05
[illegible]	[illegible]	[illegible]	91 80%	27 30%	615	668	92 34%	0 01	-0 99
[illegible]	[illegible]	[illegible]	95 12%	21 54%	600	651	92 17%	-0 68	-1 42
[illegible]	[illegible]	[illegible]	96 97%	17 14%	496	515	96 31%	-0 19	-1 12
[illegible]	[illegible]	[illegible]	93 33%	24 94%	496	519	95 57%	0	-1
[illegible]	[illegible]	[illegible]	90 91%	28 75%	423	441	95 92%	1 24	-0 25
[illegible]	[illegible]	[illegible]	100 00%	0 00%	535	547	97 81%	-0 69	-1 42
[illegible]	[illegible]	[illegible]	93 33%	24 94%	425	443	95 94%	-0 02	-1 01
[illegible]	[illegible]	[illegible]	96 00%	21 79%	504	523	96 37%	0.07	-0 96
[illegible]	[illegible]	[illegible]	90 91%	28 75%	543	563	96 45%	2 49	0 51
[illegible]	[illegible]	[illegible]	95 65%	20 39%	528	561	93 76%	-0 37	-1.22
[illegible]	[illegible]	[illegible]	100 00%	0 00%	540	563	95.91%	-0 86	-1 52



[illegible] Time to Restore (Hours Minutes) (MR-6)-- Dispatches Outside MSAs

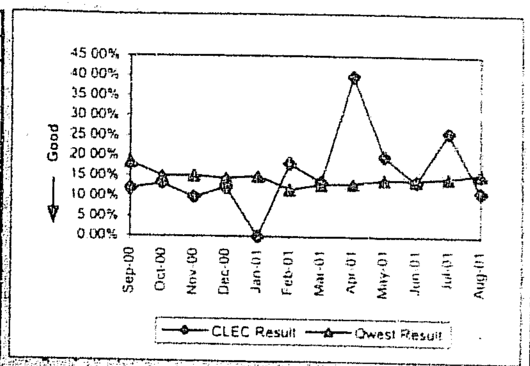
			CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	32 15	27 23	13260 33	684	19 23	0 77	-0 53
[illegible]	[illegible]	[illegible]	16 30	29 05	13121 35	666	19 42	-0 87	-1 53
[illegible]	[illegible]	[illegible]	15 37	13 36	12736 58	651	19 34	-0 84	-1 51
[illegible]	[illegible]	[illegible]	16 [illegible]	13 28	8148 31	515	15 49	0 1	-0 94
[illegible]	[illegible]	[illegible]	15 49	15 57	8050 25	519	15 31	1 38	-0 16
[illegible]	[illegible]	[illegible]	20 08	16 52	6184 33	441	14 01	1 7	0 03
[illegible]	[illegible]	[illegible]	12 34	8 57	7478 10	547	14 24	-0 65	-1 39
[illegible]	[illegible]	[illegible]	20 03	16 53	6841 14	443	15 27	1 51	-0 08
[illegible]	[illegible]	[illegible]	11 15	15 56	6942 34	523	13 16	-0 61	-1 37
[illegible]	[illegible]	[illegible]	29 07	40 55	7987 07	563	14 11	1 83	0 11
[illegible]	[illegible]	[illegible]	19 21	18 19	8964 48	561	15 59	-0 17	-1 1
[illegible]	[illegible]	[illegible]	13 17	11 59	8485 05	563	15 02	-0 17	-1 1



Checklist #14 - Resale - Centrex 21 Repair

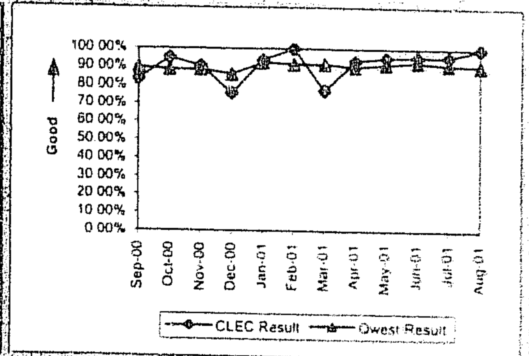
[illegible] (Percent) (MR-7)-- Dispatches Outside MSAs

[illegible]	[illegible]	[illegible]	[illegible]	Std Dev	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	125	684	18.42%	-1.06	-1.64
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	103	687	14.99%	-0.31	-1.19
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	100	662	15.11%	-0.93	-1.56
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	76	529	14.37%	-0.36	-1.22
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	79	526	15.02%	-1.66	-2.01
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	53	451	11.75%	0.65	-0.5
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	72	555	12.97%	0.14	-0.92
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	59	447	13.20%	2.53	0.54
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	76	532	14.29%	0.72	-0.56
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	81	575	14.09%	-0.06	-1.04
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	84	571	14.71%	1.41	-0.14
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	90	572	15.73%	-0.53	-1.32



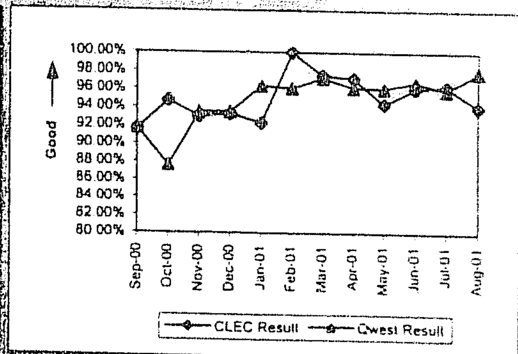
[illegible] (Percent) (MR-9)-- Dispatches Outside MSAs

[illegible]	[illegible]	[illegible]	[illegible]	Std Dev	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	613	684	89.62%	1.32	-0.2
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	607	687	88.36%	-1.19	-1.73
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	586	662	88.52%	-0.34	-1.2
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	455	529	86.01%	1.74	0.06
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	486	526	92.40%	-0.2	-1.12
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	413	451	91.57%	-0.99	-1.6
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	509	555	91.71%	4.79	1.91
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	402	447	89.93%	-0.43	-1.26
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	487	532	91.54%	-0.55	-1.33
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	532	575	92.52%	-0.51	-1.31
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	522	571	91.42%	-0.71	-1.43
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	519	572	90.73%	-1.33	-1.81



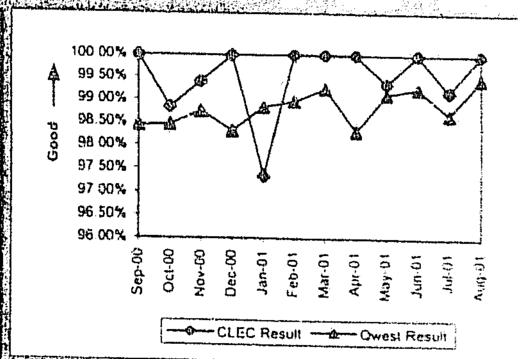
[illegible] within 24 hours (Percent) (MR-3)-- No Dispatches

[illegible]	[illegible]	[illegible]	[illegible]	Std Dev	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	670	730	91.78%	-0.05	-1.03
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	609	695	87.63%	-1.3	-1.79
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1095	1171	93.51%	0.04	-0.98
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1119	1196	93.56%	0.01	-1
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1356	1407	96.38%	2	0.21
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	822	855	96.14%	1.27	-1.77
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	961	988	97.27%	-0.09	-1.05
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	906	942	96.18%	-0.32	-1.19
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1070	1113	96.14%	0.51	-0.69
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1054	1089	96.79%	0.11	-0.93
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	941	981	95.92%	-0.16	-1.1
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1086	1109	97.93%	3.6	1.19



[illegible] within 48 hours (Percent) (MR-4)-- No Dispatches

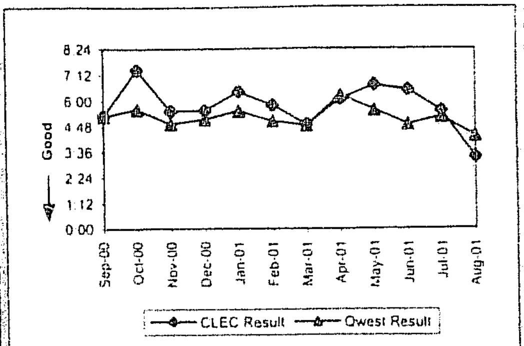
[illegible]	[illegible]	[illegible]	[illegible]	Std Dev	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	3897	3959	98.43%	-1.48	-1.9
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	3818	3878	98.45%	-0.39	-1.24
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	3614	3660	98.74%	-0.75	-1.45
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	3218	3273	98.32%	-1.48	-1.9
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2618	2647	98.83%	2.06	0.25
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1909	1929	98.96%	-1.06	-1.64
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2113	2129	99.25%	-0.93	-1.56
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1812	1843	98.32%	-1.33	-1.81
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2158	2175	99.13%	-0.3	-1.18
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2105	2121	99.25%	-0.95	-1.58
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1857	1882	98.67%	-0.47	-1.28
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2050	2081	99.47%	-0.76	-1.46



Checklist #14 - Resale - Centrex 21 Repair

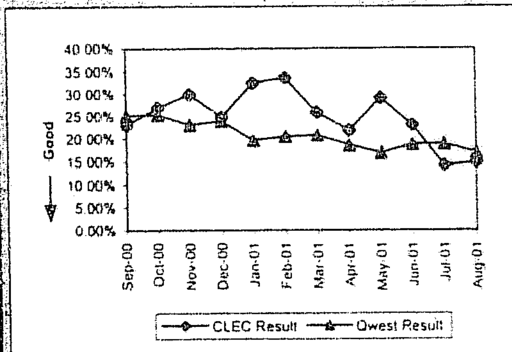
[illegible] (MR-5) - No Dispatches

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	20972.11	3959	5.18	0.01	-0.99
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	21184.52	3878	5.37	1.47	-0.11
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	16040.12	3660	4.56	0.62	-0.63
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	15947.14	3273	5.09	0.33	-0.8
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	14658.41	2647	5.32	0.65	-0.6
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	9762.04	1929	5.04	0.69	-0.58
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	10363.19	2129	4.52	0.05	-0.97
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	11552.48	1843	6.17	-0.15	-1.09
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	12149.32	2175	5.35	1.32	-0.2
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	10484.18	2121	4.56	2.03	0.24
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	9929.29	1882	5.17	0.27	-0.84
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	8964.58	2061	4.22	-1.15	-1.7



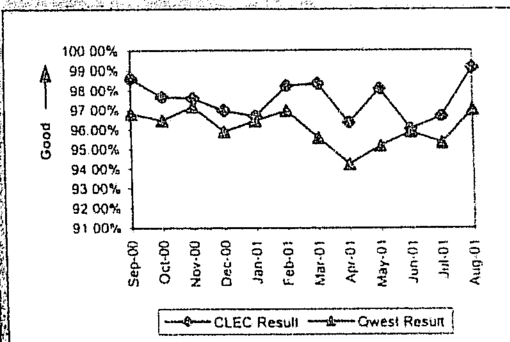
[illegible] (MR-7) - No Dispatches

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	996	3959	25.16%	-0.56	-1.34
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	983	3878	25.35%	0.46	-0.72
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	847	3661	23.14%	1.99	0.21
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	784	3273	23.95%	0.24	-0.85
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	522	2647	19.72%	3.58	1.18
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	397	1929	20.58%	3.13	0.9
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	443	2129	20.81%	1.3	-0.21
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	343	1843	18.61%	0.84	-0.49
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	367	2175	16.87%	3.61	1.19
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	397	2121	18.72%	1.18	-0.28
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	356	1882	18.92%	-1.32	-1.81
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	349	2061	16.93%	-0.6	-1.36



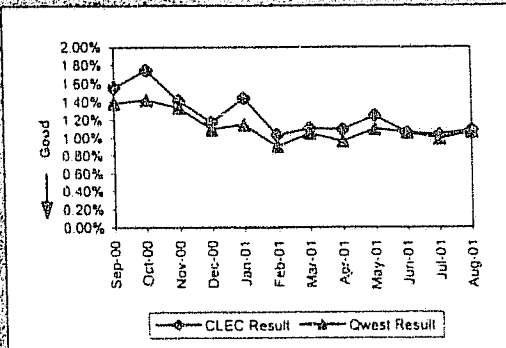
[illegible] Met (Percent) (MR-9) - No Dispatches

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	3833	3959	96.82%	-1.19	-1.73
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	3742	3878	96.49%	-0.81	-1.49
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	3564	3661	97.19%	-0.32	-1.19
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	3139	3273	95.91%	-0.62	-1.38
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2553	2647	96.45%	-0.15	-1.09
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1871	1929	96.99%	-0.75	-1.45
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2035	2129	95.58%	-1.43	-1.87
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1737	1843	94.25%	-0.93	-1.56
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2070	2175	95.17%	-1.82	-1.99
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2034	2121	95.90%	-0.07	-1.04
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1794	1882	95.32%	-0.69	-1.42
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2000	2061	97.04%	-1.29	-1.78



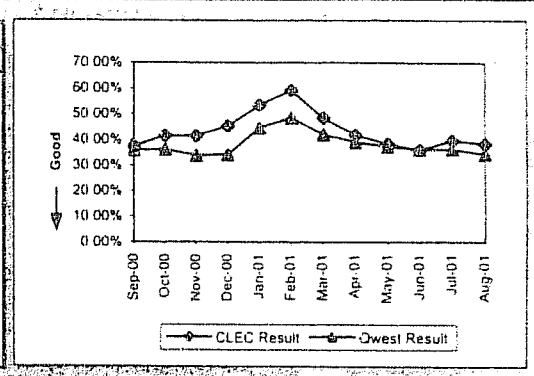
Trouble Rate (Percent) (MR-8)

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	9033	650783	1.39%	1.93	0.17
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	9255	649428	1.43%	3.74	1.28
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	8669	647836	1.34%	0.98	-0.4
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	7075	643656	1.10%	1.04	-0.37
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	7328	637757	1.15%	4.14	1.52
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	5740	633664	0.91%	2.09	0.27
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	6832	627860	1.08%	0.81	-0.51
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	6031	625786	0.96%	2.22	0.35
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	6893	625927	1.10%	2.34	0.43
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	6664	627821	1.06%	-0.06	-1.03
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	6315	635643	0.99%	0.78	-0.52
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	6840	638818	1.07%	0.27	-0.84



Checklist #14 - Resale - Centrex 21 Repair

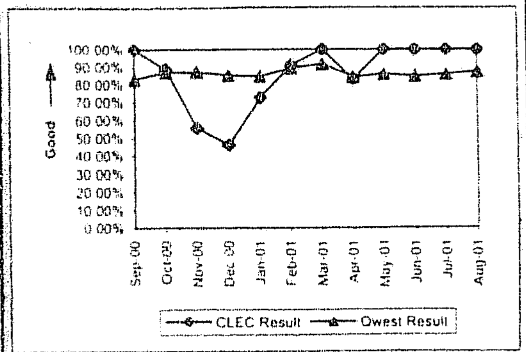
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Repair Times Reports (Percent) (MR-13)				
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Numr	Qwest Denr	Qwest Resu	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	5064	14117	36.01%	0.61	-0.83
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	5267	14542	36.36%	2.57	0.56
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	4350	13116	33.93%	3.2	0.94
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	3695	10770	34.31%	4.62	1.91
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	5893	13219	44.58%	4.64	1.82
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	5425	11165	48.59%	5.18	2.15
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	4803	11435	42.00%	3.11	0.89
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	3884	9925	39.23%	1.2	-0.27
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	4154	11047	37.60%	0.45	-0.73
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	3828	10492	36.48%	-0.15	-1.09
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	3624	9939	36.46%	1.6	-0.03
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	3599	10439	34.48%	1.85	0.12



Checklist #14 - Resale - PBX Installation

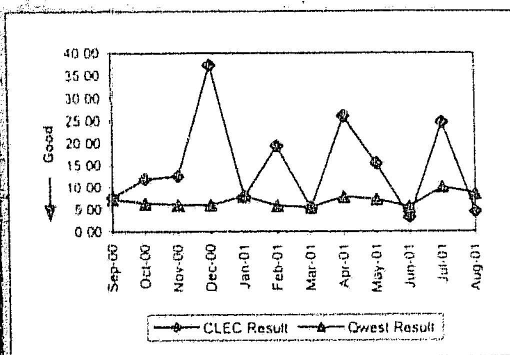
[illegible] -- Dispatches Within MSAs

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	330	82.80%	1.01	-1.61
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	427	87.12%	-0.16	-1.1
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	348	87.36%	8.21	3.09
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	343	85.42%	3.72	1.26
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	235	84.68%	1.05	-0.36
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	258	89.53%	-0.15	-1.09
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	277	91.70%	-0.84	-1.51
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	230	84.35%	0.14	-0.91
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	230	86.09%	-0.8	-1.48
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	201	85.07%	-0.83	-1.5
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	202	86.14%	-0.56	-1.34
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	196	87.44%	-0.75	-1.46



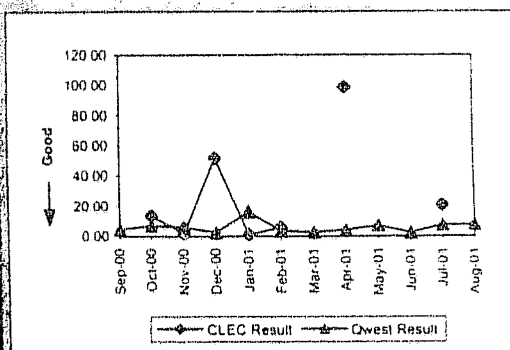
[illegible] -- Dispatches Within MSAs

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2434	535	7.31	0.05	-0.97
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	427	6.36	1.62	-0.01
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2129	348	7.12	2.14	0.3
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	343	6.01	2.37	0.44
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	235	8.01	-0.02	-1.01
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1564	258	5.83	1.83	0.11
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1523	277	3.50	-0.09	-1.06
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	230	7.90	1.96	0.19
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	230	7.26	2.23	0.35
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1134	201	5.84	-0.49	-1.3
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2227	221	10.08	2.23	0.35
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1644	213	8.66	-0.59	-1.36



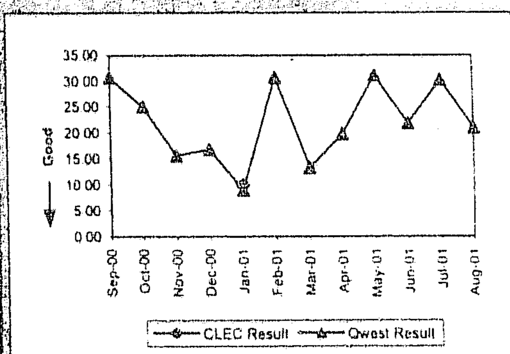
[illegible] -- Dispatches Within MSAs

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
[illegible]					106	41	4.63		
[illegible]	[illegible]	[illegible]	[illegible]		[illegible]	38	7.11	0.6	-0.63
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	160	78	6.00	-0.66	-1.4
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	75	31	2.56	3.72	1.28
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	349	21	16.62	-0.67	-1.41
[illegible]	[illegible]	[illegible]	[illegible]		74	21	3.52	0.88	-0.46
[illegible]					39	15	2.60		
[illegible]	[illegible]	[illegible]	[illegible]		74	18	4.11	3.72	1.26
[illegible]					158	22	7.18		
[illegible]					46	21	2.19		
[illegible]	[illegible]	[illegible]	[illegible]		277	36	7.69	1.47	-0.11
[illegible]					[illegible]	29	7.79		



[illegible] -- Dispatches Within MSAs

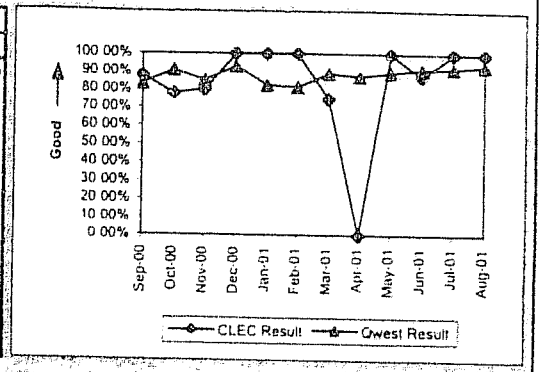
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
[illegible]					[illegible]	16	30.81		
[illegible]					[illegible]	17	25.06		
[illegible]					[illegible]	16	15.62		
[illegible]					[illegible]	19	16.84		
[illegible]	[illegible]	[illegible]	[illegible]		[illegible]	15	9.02	-0.01	-1.01
[illegible]					[illegible]	6	30.83		
[illegible]					[illegible]	8	13.38		
[illegible]					[illegible]	18	19.76		
[illegible]					[illegible]	10	31.20		
[illegible]					[illegible]	9	21.89		
[illegible]					[illegible]	11	30.36		
[illegible]					210	10	21.00		



Checklist #14 - Resale - PBX Installation

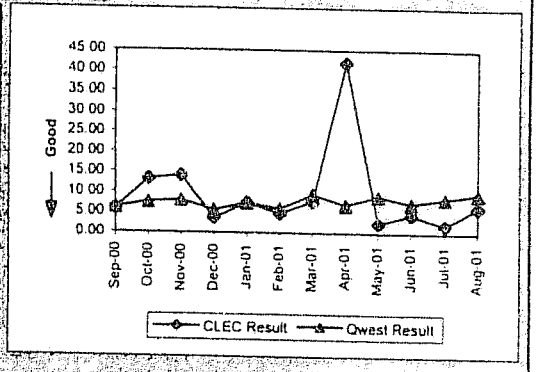
Installation Interval (Percent) (OP-3) -- Dispatches Outside MSAs

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	84	101	83.17%	-0.32	-1.19
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	118	130	90.77%	1.54	-0.06
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	125	148	85.14%	0.14	-0.91
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	92	99	92.93%	-0.66	-1.4
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	52	63	82.54%	-0.64	-1.39
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	40	49	81.63%	-1.01	-1.61
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	41	46	89.13%	0.89	-0.46
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	55	63	87.30%	7.94	3.83
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	43	48	89.58%	-0.73	-1.44
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	42	46	91.30%	0.12	-0.93
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	46	50	92.00%	-0.63	-1.38
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	45	48	93.75%	-0.36	-1.22



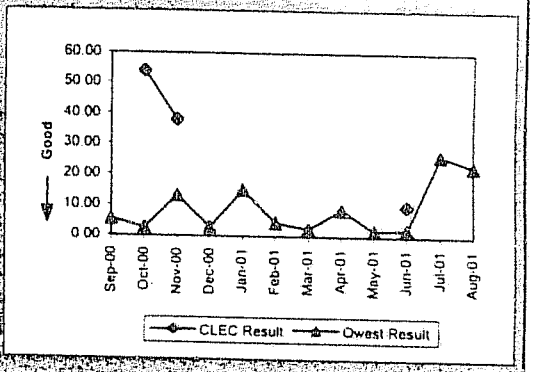
Installation Interval (Average Days) (OP-4) -- Dispatches Outside MSAs

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	619	101	6.13	-0.05	-1.03
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	980	130	7.54	1.05	-0.36
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1184	148	8.00	1.2	-0.27
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	554	99	5.60	-0.4	-1.24
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	473	63	7.51	0	-1
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	295	49	6.02	-0.26	-1.16
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	442	46	9.61	-0.15	-1.09
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	436	63	6.92	2.29	0.39
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	436	48	9.08	-0.8	-1.49
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	337	46	7.33	-0.45	-1.27
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	462	54	8.56	-0.95	-1.58
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	495	51	9.73	-0.28	-1.17



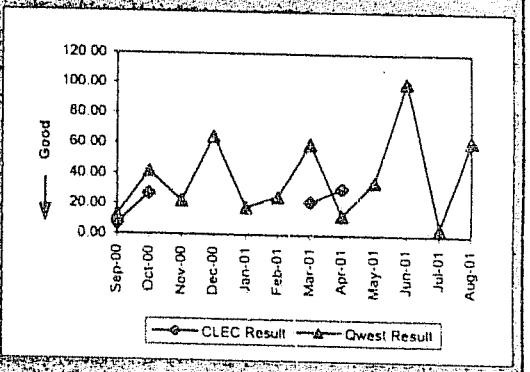
Installation Interval Excluding Customer Reasons (Average Days) (OP-6A) -- Dispatches Outside MSAs

[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	55	10	5.50		
[illegible]	[illegible]	[illegible]	54.00	[illegible]	16	6	2.67	23.01	12.99
[illegible]	[illegible]	[illegible]	58.00	[illegible]	188	14	13.43	1.16	-0.29
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	15	5	3.00		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	91	6	15.17		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	18	4	4.50		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	5	2	2.50		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	44	5	8.80		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2	1	2.00		
[illegible]	[illegible]	[illegible]	10.00	[illegible]	7	3	2.33	3.72	1.26
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	186	7	26.57		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	115	5	23.00		



Installation Interval Excluding Customer Reasons (Average Days) (OP-6B) -- Dispatches Outside MSAs

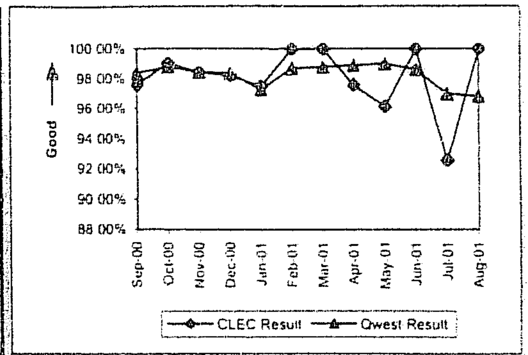
[illegible]	[illegible]	[illegible]	7.00	[illegible]	88	7	12.57	-0.66	-1.4
[illegible]	[illegible]	[illegible]	27.00	[illegible]	253	6	42.17	-0.26	-1.16
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	177	8	22.12		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	130	2	65.00		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	90	5	18.00		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	127	5	25.40		
[illegible]	[illegible]	[illegible]	22.00	[illegible]	182	3	60.67	-0.41	-1.25
[illegible]	[illegible]	[illegible]	31.00	[illegible]	39	3	13.00	0.39	-0.77
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	142	4	35.50		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	101	1	101.00		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	5	1	5.00		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	63	1	63.00		



Checklist #14 - Resale - PBX Installation

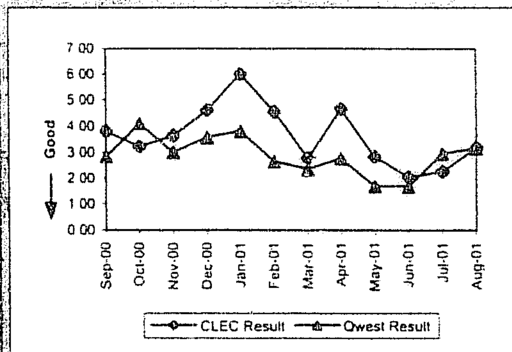
[illegible] (OP-3) -- No Dispatches

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1718	1746	98 40%	0 56	-0 66
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1878	1901	98 79%	-0 23	-1 14
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1638	1664	98 44%		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1329	1351	98 37%	0 06	-0 96
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1046	1075	97 30%	-0 11	-1 06
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	943	955	98 74%	-0 81	-1 49
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1255	1270	98 82%	-0 7	-1 42
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1198	1211	98 93%	0 93	-0 44
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1113	1124	99 02%	4 92	1 99
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1326	1344	98 66%	-0 85	-1 52
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	554	571	97 02%	2 08	0 26
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	124	128	96 88%	-0 86	-1 52



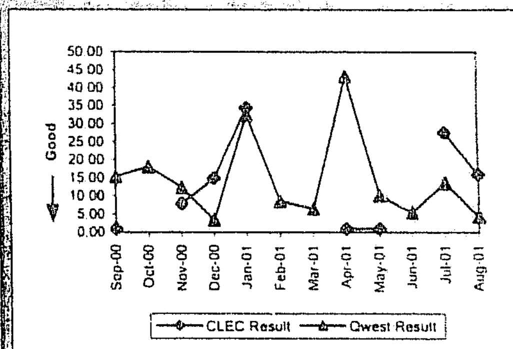
[illegible] (Average Days) (OP-4) -- No Dispatches

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	4963	1746	2 84	1 61	-0 02
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	7803	1901	4 10	-1 32	-1 8
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	5007	1664	3 01	0 98	-0 41
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	4837	1351	3 58	1 42	-0 14
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	4100	1075	3 81	1 45	-0 12
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2531	955	2 65	1 52	-0 07
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2990	1270	2 36	1 56	-0 05
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	3372	1211	2 78	1 63	-0 01
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1025	1066	1 71	1 93	0 17
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2133	1261	1 69	1 37	-0 17
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1587	532	2 95	-0 63	-1 38
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	196	62	3 16	0 26	-0 84



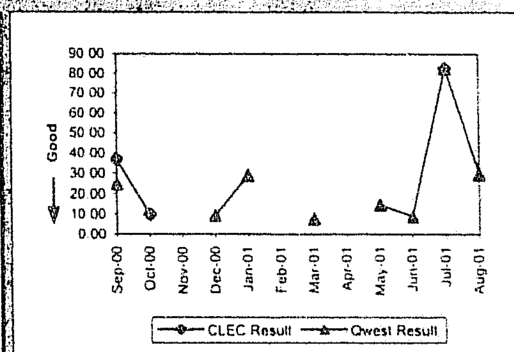
[illegible] (Average Days) (OP-6A) -- No Dispatches

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]		401	26	15 42	-0 66	-1 4
[illegible]					417	23	18 13		
[illegible]	[illegible]	[illegible]	[illegible]		374	28	12 46	-0 25	-1 15
[illegible]	[illegible]	[illegible]	[illegible]		70	20	3 50	5 02	2 05
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	782	24	32.58	0 74	-0 55
[illegible]					104	12	8.67		
[illegible]					92	14	6.57		
[illegible]	[illegible]	[illegible]	[illegible]		563	13	43.31	-0.29	-1 18
[illegible]	[illegible]	[illegible]	[illegible]	0.00	92	9	10.22	-0.59	-1.36
[illegible]					88	16	5 50		
[illegible]	[illegible]	[illegible]	[illegible]	41.00	805	59	13 64	1 55	-0.05
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	57	13	4.38	2	0.21



[illegible] (Average Days) (OP-6B) -- No Dispatches

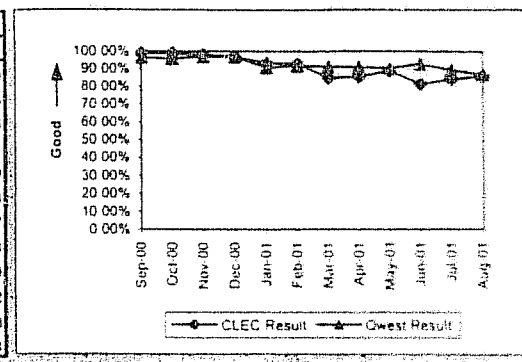
Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]		50	2	25 00	2.31	0 4
[illegible]	[illegible]	[illegible]	[illegible]						
[illegible]									
[illegible]					19	2	9 50		
[illegible]					147	5	29 40		
[illegible]									
[illegible]					8	1	8 00		
[illegible]									
[illegible]					30	2	15 00		
[illegible]					18	2	9 00		
[illegible]	[illegible]	[illegible]	[illegible]		83	1	83 00		
[illegible]					60	2	30 00		



Checklist #14 - Resale - PBX Installation

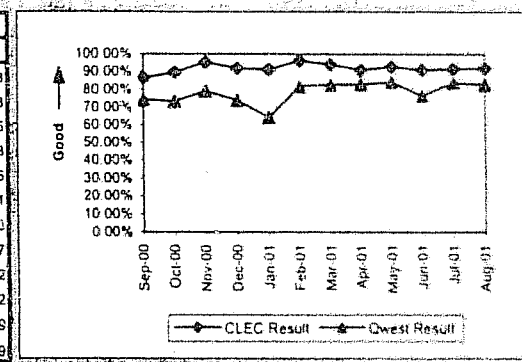
New Service Installation Quality (Percent) (OP-5)

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
[illegible]	200	202	99.01%	9.90%	3183	3304	96.34%	-1.96	-2.19
[illegible]	204	206	99.03%	9.61%	3265	3410	95.75%	-2.27	-2.38
[illegible]	189	193	97.93%	14.25%	3306	3409	96.98%	-0.75	-1.46
[illegible]	164	169	97.04%	16.94%	2906	3002	96.80%	-0.17	-1.1
[illegible]	177	190	93.16%	25.25%	2389	2635	90.66%	-1.14	-1.69
[illegible]	162	180	92.78%	25.89%	2108	2301	91.61%	-0.54	-1.33
[illegible]	113	133	84.98%	35.74%	2170	2375	91.37%	2.56	0.7
[illegible]	102	119	85.71%	34.99%	2226	2448	90.93%	1.94	0.24
[illegible]	124	136	88.97%	31.33%	2071	2292	90.36%	0.53	-0.69
[illegible]	142	151	89.46%	30.86%	2176	2349	92.64%	5.1	3.42
[illegible]	106	126	84.13%	36.54%	1781	1988	89.59%	1.95	0.23
[illegible]	93	107	86.98%	34.72%	1142	1313	86.98%	0.29	-0.84



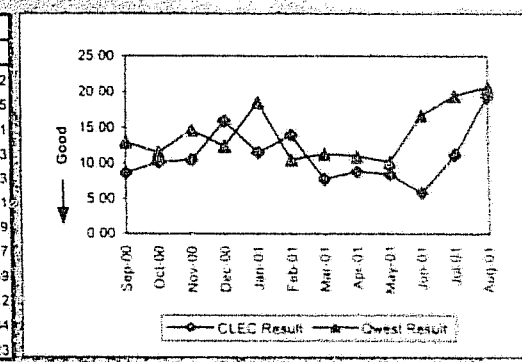
Installation Commitments Met (Percent) (OP-3) -- Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
[illegible]	29	30	96.67%	33.99%	195	262	74.43%	-1.46	-1.88
[illegible]	34	38	89.47%	30.69%	218	297	73.40%	-2.11	-2.28
[illegible]	40	42	95.24%	21.30%	229	289	79.24%	-2.39	-2.45
[illegible]	23	25	92.00%	27.13%	157	212	74.06%	-1.94	-2.18
[illegible]	52	57	91.23%	28.29%	174	271	64.21%	-3.87	-3.35
[illegible]	26	27	96.30%	18.89%	177	216	81.94%	-1.83	-2.11
[illegible]	16	17	94.12%	23.53%	240	290	82.76%	-1.21	-1.73
[illegible]	20	22	90.91%	28.75%	145	175	82.86%	-0.94	-1.57
[illegible]	26	28	92.86%	25.75%	202	240	84.17%	-1.19	-1.72
[illegible]	20	22	90.91%	28.75%	153	200	76.50%	-1.51	-1.92
[illegible]	22	24	91.67%	27.64%	145	173	83.82%	-0.98	-1.59
[illegible]	23	25	92.00%	27.13%	125	151	82.78%	-1.13	-1.69



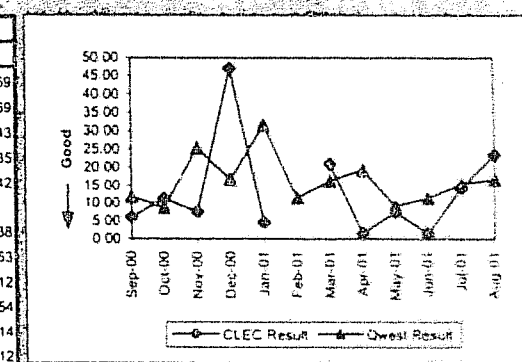
Installation Interval (Average Days) (OP-4) -- Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
[illegible]	247	28	8.64	5.70	3335	257	12.98	-1.35	-1.82
[illegible]	368	38	10.21	8.85	3326	288	11.55	-0.74	-1.45
[illegible]	410	39	10.51	8.43	4129	281	14.69	-1.17	-1.71
[illegible]	287	18	15.94	22.15	2582	208	12.41	1.09	-0.33
[illegible]	935	55	11.55	10.63	4988	269	18.54	-2.18	-2.33
[illegible]	350	25	14.00	13.34	2193	208	10.54	1.14	-0.31
[illegible]	124	16	7.75	3.64	3129	275	11.38	-0.96	-1.59
[illegible]	177	20	8.85	9.03	1728	157	11.01	-0.61	-1.37
[illegible]	211	25	8.44	5.97	2306	225	10.25	-0.65	-1.39
[illegible]	99	17	5.82	5.21	3228	193	16.73	-1.84	-2.12
[illegible]	348	31	11.23	10.47	7984	411	19.43	-2.21	-2.34
[illegible]	599	31	19.32	27.65	6827	330	20.69	-0.38	-1.23



Delayed Days for Non-Facility Reasons (Average Days) (OP-6A) -- Interval Zone One

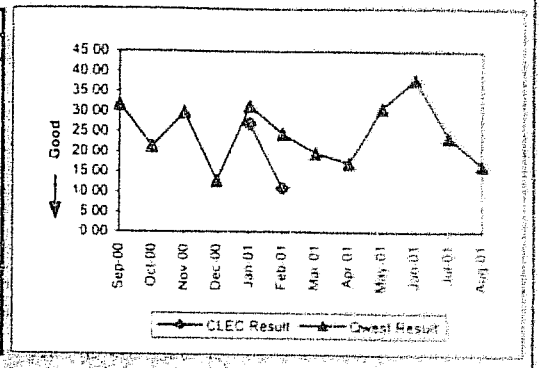
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
[illegible]	24	4	6.00	3.56	559	47	11.89	-0.97	-1.59
[illegible]	45	4	11.25	10.78	425	49	8.67	0.51	-0.69
[illegible]	15	2	7.50	9.19	1245	49	25.41	-0.7	-1.43
[illegible]	94	2	47.00	56.57	785	47	16.70	2.22	0.35
[illegible]	18	4	4.50	6.35	2857	90	31.74	-2.34	-2.42
[illegible]					311	27	11.52		
[illegible]	21	1	21.00		488	30	16.27	1.02	-0.38
[illegible]	3	2	1.50	0.71	389	20	19.45	-0.88	-1.53
[illegible]	15	2	7.50	6.36	228	25	9.12	-0.19	-1.12
[illegible]	3	2	1.50	0.71	150	13	11.54	-0.89	-1.54
[illegible]	275	19	14.47	15.68	4425	287	15.42	-0.23	-1.14
[illegible]	358	15	23.80	29.80	3790	226	16.77	1.45	-0.12



Checklist #14 - Resale - PBX Installation

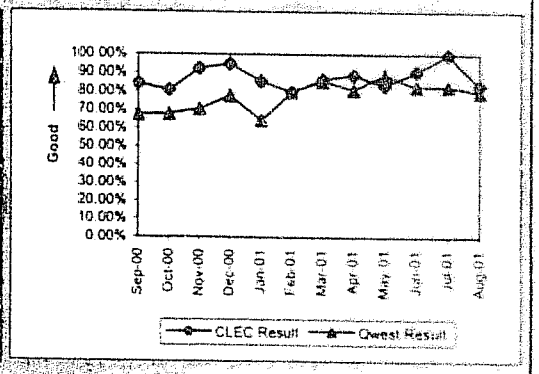
Delayed Days for Facility Reasons (Average Days) (OP-6B)-- Interval Zone One

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00					635	20	31 75		
Oct-00					645	30	21 50		
Nov-00					330	11	30 00		
Dec-00					103	8	12 88		
Jan-01	27	1	27 00		220	7	31 43	-0 19	-1 12
Feb-01	11	1	11 00		294	12	24 50	-0 45	-1 28
Mar-01					397	20	19 85		
Apr-01					173	10	17 30		
May-01					403	13	31 00		
Jun-01					1297	34	38 15		
Jul-01					311	13	23 92		
Aug-01					235	14	16 79		



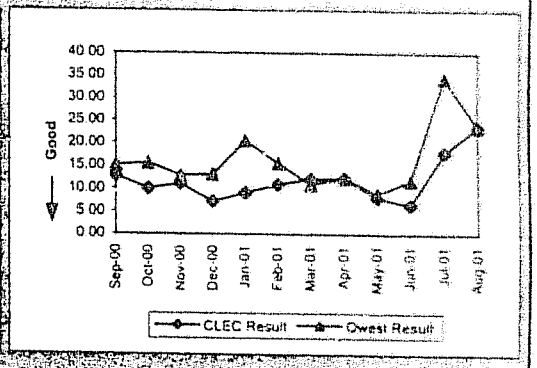
Installation Commitments Met (Percent) (OP-3)-- Interval Zone Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	32	38	84 21%	36 46%	102	151	67 55%	-1 96	-2 19
Oct-00	21	26	80 77%	39.41%	123	181	67 96%	-1.31	-1 8
Nov-00	24	26	92 31%	26 65%	104	147	70 75%	-2 23	-2 35
Dec-00	19	20	95 00%	21 79%	96	123	78 05%	-1 7	-2 03
Jan-01	18	21	85 71%	34 99%	140	217	64 52%	-1.94	-2.18
Feb-01	12	15	80 00%	40 00%	111	139	79 86%	-0 01	-1 01
Mar-01	13	15	86 67%	33 99%	115	134	85 82%	-0 09	-1 05
Apr-01	16	18	88 89%	31 43%	99	122	81 15%	-0.78	-1 48
May-01	20	24	83 33%	37 27%	124	139	89 21%	0 77	-0 53
Jun-01	20	22	90 91%	28 75%	87	105	82.86%	-0.91	-1 55
Jul-01	12	12	100 00%	0 00%	54	65	83 08%	-1 44	-1 87
Aug-01	15	18	83 33%	37 27%	68	85	80.00%	-0 32	-1 2



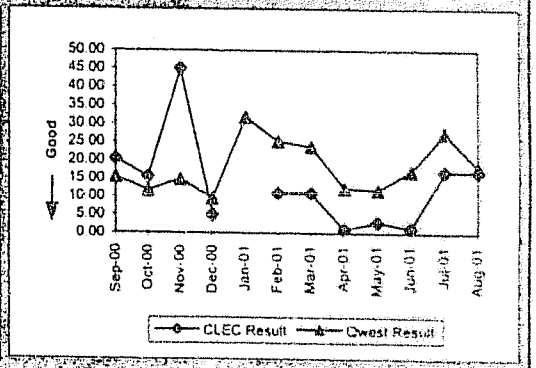
Installation Interval (Average Days) (OP-4)-- Interval Zone Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	436	34	12 82	15.50	2193	145	15 12	-0 73	-1 45
Oct-00	249	25	9 96	11 95	2680	172	15 58	-1 51	-1 92
Nov-00	288	26	11 08	18.46	1771	137	12 93	-0.57	-1.34
Dec-00	122	17	7 18	5 57	1447	110	13 15	-1 62	-1 99
Jan-01	174	19	9.16	9.52	4185	204	20 51	-2	-2.22
Feb-01	164	15	10 93	10.37	2092	134	15.61	-0 53	-1 32
Mar-01	183	15	12.20	9.14	1404	128	10.97	1 15	-0.3
Apr-01	173	14	12 36	10.26	1299	105	12.37	0	-1
May-01	168	21	8 00	6 48	1235	138	8 95	-0 55	-1 34
Jun-01	124	19	6 53	5.23	1137	96	11 84	-1 43	-1 87
Jul-01	360	20	18 00	15.60	8225	238	34.56	-1.98	-2.2
Aug-01	472	20	23.60	16.14	5193	219	23.71	-0 02	-1 01



Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)-- Interval Zone Two

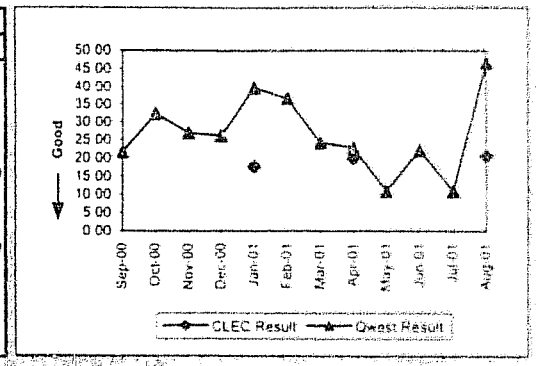
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	122	6	20 33	15.97	525	34	15 44	0 59	-0 64
Oct-00	77	5	15.40	17 73	452	39	11 59	0 73	-0.56
Nov-00	90	2	45 00	31 11	400	27	14.81	2.82	0.72
Dec-00	5	1	5 00		162	17	9 53	-0 57	-1 34
Jan-01					2178	68	32 03		
Feb-01	33	3	11 00	10 15	558	22	25 36	-0 52	-1 32
Mar-01	22	2	11 00	9.90	263	11	23.91	-0 44	-1.27
Apr-01	1	1	1 00		173	14	12.36	-0 96	-1 58
May-01	12	4	3.00	1 41	83	7	11.86	-1 43	-1.87
Jun-01	3	2	1 50	0 71	153	9	17.00	-0 88	-1.42
Jul-01	288	17	16 94	16.42	5612	203	27 65	-1 33	-1 81
Aug-01	239	14	17 07	13 36	3377	186	18 16	-0 2	-1 12



Checklist #14 - Resale - PBX Installation

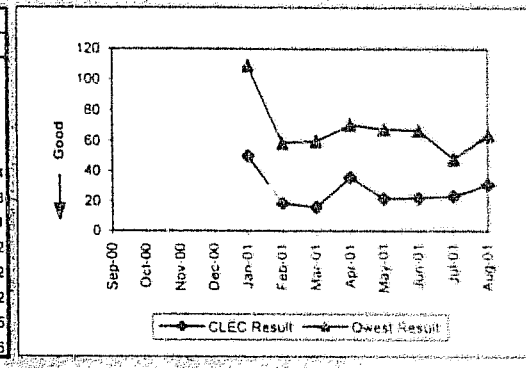
Delayed Days for Facility Reasons (Average Days) (OP-6B)-- Interval Zone Two

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Deni	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00					326	15	21 73		
Oct-00					618	19	32 53		
Nov-00					433	16	27 06		
Dec-00					263	10	26 30		
Jan-01	53	3	17 67	0 58	358	9	39 78	-0 97	-1 59
Feb-01					221	6	36 83		
Mar-01					195	8	24 38		
Apr-01	20	1	20 00		207	9	23 00	-0 15	-1 09
May-01					88	8	11 00		
Jun-01					200	9	22 22		
Jul-01					22	2	11 00		
Aug-01	62	3	20 67	15.82	468	10	46 80	-1	-1 61



Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A)

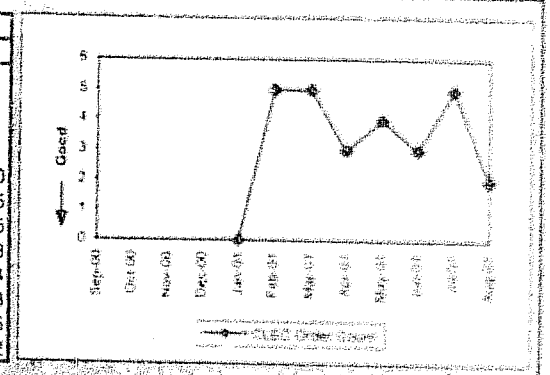
Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Dene	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00									
Oct-00									
Nov-00									
Dec-00									
Jan-01	300	6	50 00	18 45	36332	333	109 11	-1 88	-2 14
Feb-01	168	9	18 67	13.89	13842	236	58 65	-1 78	-2 08
Mar-01	256	16	16 00	21.22	16946	282	60 09	-2 48	-2.51
Apr-01	541	15	36 07	31 73	23198	328	70 73	-1.64	-2
May-01	305	14	21 79	21 69	17701	261	67 82	-1.97	-2.2
Jun-01	263	12	21 92	21 68	18167	272	66.79	-1 67	-2.02
Jul-01	377	16	23 56	19 54	11078	231	47 96	-1 24	-1 75
Aug-01	499	16	31 19	24.94	11623	182	63 80	-1 42	-1 86



Checklist #14 - Resale - PBX Installation

Count of Pending Orders Delayed for Facilities Reasons PBX (OP-15B)

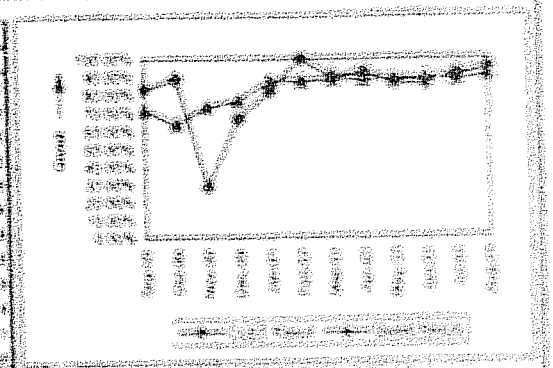
Date	CLEC Order Count
Sep-00	
Oct-00	
Nov-00	
Dec-00	
Jan-01	
Feb-01	0
Mar-01	5
Apr-01	5
May-01	3
Jun-01	4
Jul-01	3
Aug-01	5
	2



Checklist #14 - Resale - Part Repair

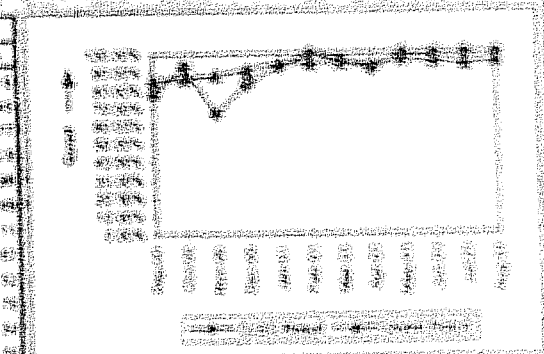
Out of Service Cleared within 24 hours (Percent) (MR-3 – Dispatched Within 48Hrs)

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Res	MSE Std Dev	[illegible]
Sep-00	5	6	83.33%	37.27%	254	366	69.40%	0.63	-0.38
Oct-00	8	9	88.89%	31.43%	208	325	64.00%	1.53	-1.31
Nov-00	2	7	28.57%	45.18%	270	367	73.57%	0.89	[illegible]
Dec-00	2	3	66.67%	47.14%	198	255	76.78%	0.53	[illegible]
Jan-01	9	11	81.82%	38.57%	534	604	88.41%	2.68	[illegible]
Feb-01	8	8	100.00%	0.00%	423	483	87.58%	1.86	[illegible]
Mar-01	17	19	89.47%	30.69%	410	453	88.53%	0.12	[illegible]
Apr-01	12	13	92.31%	26.63%	438	495	88.48%	0.47	[illegible]
May-01	19	22	86.36%	34.32%	493	558	88.35%	0.95	[illegible]
Jun-01	31	36	86.11%	34.58%	557	579	96.45%	0.95	[illegible]
Jul-01	11	12	91.67%	27.64%	499	564	88.48%	0.34	[illegible]
Aug-01	18	19	94.74%	22.33%	513	531	96.61%	[illegible]	[illegible]



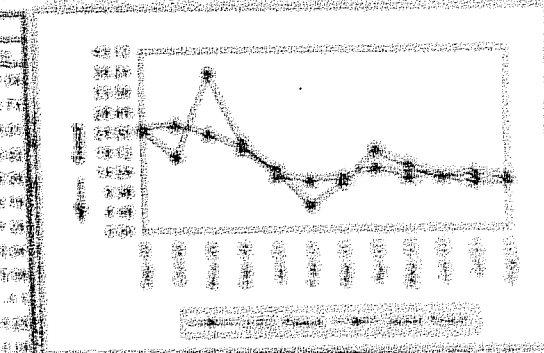
All Troubles Cleared within 48 hours (Percent) (MR-4 – Dispatched Within 48Hrs)

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Res	MSE Std Dev	[illegible]
Sep-00	7	9	77.78%	41.57%	467	543	86.00%	0.98	[illegible]
Oct-00	14	15	93.33%	24.94%	423	438	96.58%	0.51	[illegible]
Nov-00	6	9	66.67%	47.14%	421	475	88.63%	1.12	[illegible]
Dec-00	5	6	83.33%	37.27%	307	337	91.10%	0.16	[illegible]
Jan-01	13	14	92.86%	25.75%	663	694	95.39%	0.34	[illegible]
Feb-01	12	12	100.00%	0.00%	548	578	94.81%	0.3	[illegible]
Mar-01	25	26	96.15%	19.23%	535	561	95.37%	0.19	[illegible]
Apr-01	21	23	91.30%	28.18%	566	602	94.02%	0.78	[illegible]
May-01	25	25	100.00%	0.00%	625	641	97.55%	0.66	[illegible]
Jun-01	41	41	100.00%	0.00%	534	590	90.68%	1.78	[illegible]
Jul-01	13	13	100.00%	0.00%	603	642	94.02%	0.98	[illegible]
Aug-01	21	21	100.00%	0.00%	543	579	93.77%	0.93	[illegible]



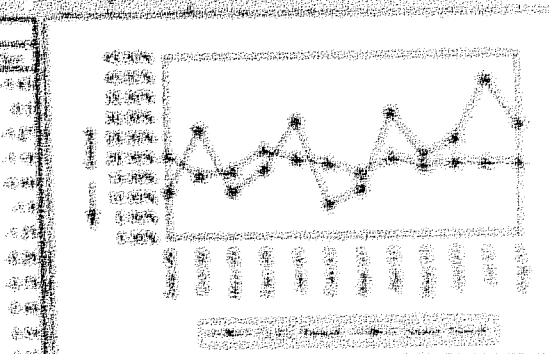
Mean Time to Restore (Hours:Minutes) (MR-6 – Dispatched Within 48Hrs)

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Res	MSE Std Dev	[illegible]
Sep-00	220:51	9	24:32	24:58	12874:13	543	23.71	0.67	[illegible]
Oct-00	267:42	15	17:51	18:42	12653:54	438	28.89	0.63	[illegible]
Nov-00	338:41	9	37:38	28:34	11236:51	475	23.67	0.63	[illegible]
Dec-00	126:53	6	21:09	23:36	8737:29	337	25.93	0.53	[illegible]
Jan-01	204:32	14	14:37	14:21	9361:39	694	13.49	0.55	[illegible]
Feb-01	71:13	12	5:56	6:47	7960:23	578	13.78	0.38	[illegible]
Mar-01	297:36	26	11:27	14:16	7225:20	561	12.88	0.35	[illegible]
Apr-01	441:21	23	19:11	22:15	9177:07	602	15.24	1.67	[illegible]
May-01	385:06	25	15:24	8:14	8315:21	641	12.98	0.95	[illegible]
Jun-01	519:52	41	12:47	11:05	8104:01	590	13.73	0.77	[illegible]
Jul-01	148:24	13	11:16	6:13	8733:06	642	13.60	0.70	[illegible]
Aug-01	238:35	21	11:22	10:06	8337:24	579	14.40	[illegible]	[illegible]



Repair Repeat Report Rate (Percent) (MR-7 – Dispatched Within 48Hrs)

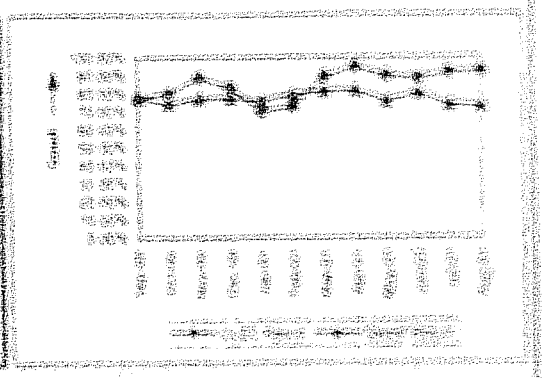
Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Res	MSE Std Dev	[illegible]
Sep-00	1	9	11.11%	31.43%	113	543	20.81%	0.61	[illegible]
Oct-00	4	15	26.67%	44.22%	79	511	15.46%	0.70	[illegible]
Nov-00	1	9	11.11%	31.43%	82	493	16.63%	0.44	[illegible]
Dec-00	1	6	16.67%	37.27%	78	354	21.47%	0.2	[illegible]
Jan-01	4	14	28.57%	45.18%	138	708	19.49%	0.93	[illegible]
Feb-01	1	13	7.69%	26.65%	108	548	19.71%	0.84	[illegible]
Mar-01	3	26	11.54%	31.95%	90	572	15.73%	0.57	[illegible]
Apr-01	7	23	30.43%	46.01%	122	625	19.52%	1.37	[illegible]
May-01	5	25	20.00%	40.00%	118	664	17.77%	0.94	[illegible]
Jun-01	10	42	23.81%	42.59%	124	671	18.48%	0.86	[illegible]
Jul-01	5	13	38.46%	48.65%	119	656	18.09%	0.71	[illegible]
Aug-01	6	22	27.27%	44.54%	128	698	18.34%	0.61	[illegible]



Checklist #14 - Resale - POP Repair

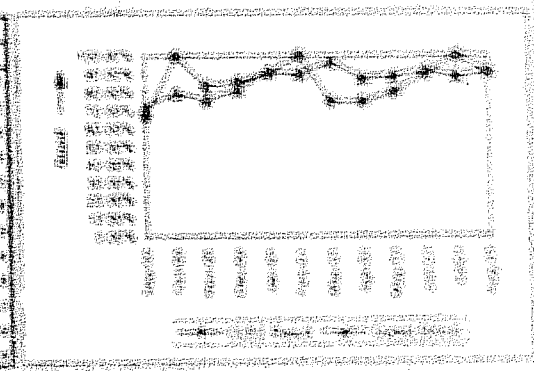
Repair Appointments Met (Percent) MR-9 -- Dispatches Within MSA's

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Result Z Score	Prob Sig
Sep-00	7	9	77.78%	41.57%	422	541	77.72%	[illegible]	[illegible]
Oct-00	12	15	80.00%	40.00%	380	511	74.38%	0.83	[illegible]
Nov-00	8	9	88.89%	31.43%	362	493	77.48%	0.61	[illegible]
Dec-00	5	6	83.33%	37.27%	274	354	77.33%	0.32	[illegible]
Jan-01	7	10	70.00%	45.83%	358	458	78.19%	[illegible]	[illegible]
Feb-01	8	11	72.73%	44.54%	302	374	79.68%	[illegible]	[illegible]
Mar-01	17	19	89.47%	30.89%	325	402	81.09%	[illegible]	[illegible]
Apr-01	19	20	95.00%	21.79%	343	417	82.25%	[illegible]	[illegible]
May-01	18	20	90.00%	30.00%	342	449	76.17%	[illegible]	[illegible]
Jun-01	31	35	88.57%	31.82%	382	473	80.78%	[illegible]	[illegible]
Jul-01	11	12	91.67%	27.64%	330	446	73.99%	[illegible]	[illegible]
Aug-01	12	13	92.31%	26.65%	334	456	73.25%	[illegible]	[illegible]



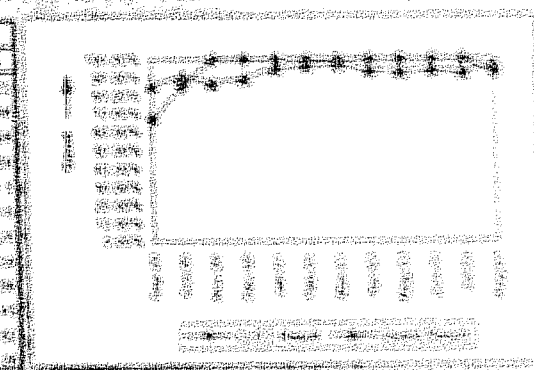
Out of Service Cleared within 24 hours (Percent) MR-3 -- Dispatches Within MSA's

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Result Z Score	Prob Sig
Sep-00	2	3	66.67%	47.14%	81	112	72.32%	[illegible]	[illegible]
Oct-00	3	3	100.00%	0.00%	72	90	80.00%	[illegible]	[illegible]
Nov-00	5	6	83.33%	37.27%	83	109	76.15%	[illegible]	[illegible]
Dec-00	6	7	85.71%	34.99%	77	97	79.41%	[illegible]	[illegible]
Jan-01	10	11	90.91%	28.75%	113	124	91.13%	[illegible]	[illegible]
Feb-01	2	2	100.00%	0.00%	83	103	80.58%	[illegible]	[illegible]
Mar-01	3	4	75.00%	43.30%	126	136	92.65%	[illegible]	[illegible]
Apr-01	3	4	75.00%	43.30%	125	143	87.41%	[illegible]	[illegible]
May-01	8	10	80.00%	40.00%	107	126	84.92%	[illegible]	[illegible]
Jun-01	9	10	90.00%	30.00%	119	128	92.97%	[illegible]	[illegible]
Jul-01	8	8	100.00%	0.00%	113	127	88.98%	[illegible]	[illegible]
Aug-01	10	11	90.91%	28.75%	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]



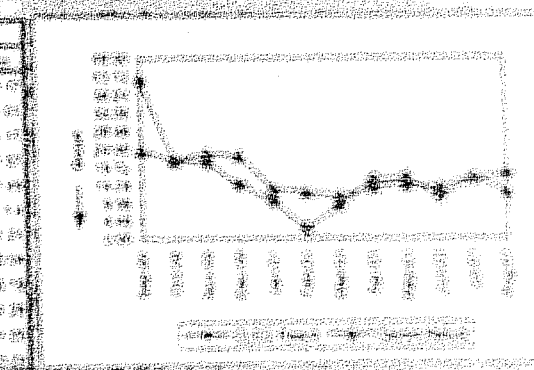
All Troubles Cleared within 48 hours (Percent) MR-4 -- Dispatches Within MSA's

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Result Z Score	Prob Sig
Sep-00	4	6	66.67%	47.14%	135	169	79.88%	[illegible]	[illegible]
Oct-00	6	7	85.71%	34.99%	138	152	90.79%	[illegible]	[illegible]
Nov-00	9	9	100.00%	0.00%	127	134	94.78%	[illegible]	[illegible]
Dec-00	9	9	100.00%	0.00%	135	151	89.74%	[illegible]	[illegible]
Jan-01	15	15	100.00%	0.00%	164	181	90.56%	[illegible]	[illegible]
Feb-01	2	2	100.00%	0.00%	119	133	94.73%	[illegible]	[illegible]
Mar-01	7	7	100.00%	0.00%	151	155	97.42%	[illegible]	[illegible]
Apr-01	7	7	100.00%	0.00%	129	137	94.16%	[illegible]	[illegible]
May-01	13	13	100.00%	0.00%	140	156	89.74%	[illegible]	[illegible]
Jun-01	10	10	100.00%	0.00%	153	162	94.44%	[illegible]	[illegible]
Jul-01	10	10	100.00%	0.00%	146	155	94.19%	[illegible]	[illegible]
Aug-01	13	14	92.86%	25.75%	142	147	96.58%	[illegible]	[illegible]



Mean Time to Restore (Hours:Minutes) MR-6 -- Dispatches Within MSA's

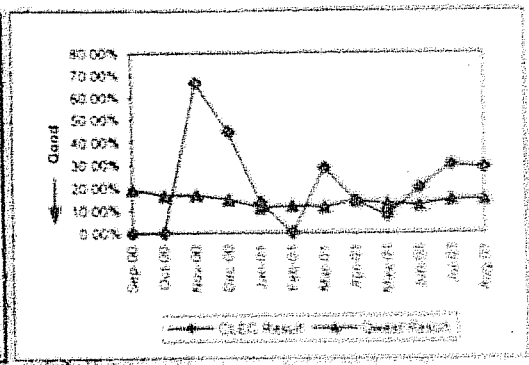
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Result Z Score	Prob Sig
Sep-00	252:19	6	42:03	21:45	4528:02	169	26:48	[illegible]	[illegible]
Oct-00	147:09	7	21:01	22:25	3397:56	152	22:09	[illegible]	[illegible]
Nov-00	184:53	9	20:33	15:16	3397:30	144	23:06	[illegible]	[illegible]
Dec-00	130:38	9	14:31	9:39	3612:46	151	23:79	[illegible]	[illegible]
Jan-01	153:03	15	10:12	11:50	2039:09	181	11:30	[illegible]	[illegible]
Feb-01	5:22	2	2:41	3:28	1554:18	133	11:38	[illegible]	[illegible]
Mar-01	62:10	7	8:53	9:07	1771:25	155	11:25	[illegible]	[illegible]
Apr-01	111:20	7	15:54	10:38	1824:04	137	13:32	[illegible]	[illegible]
May-01	210:13	13	16:10	11:39	2202:57	156	14:12	[illegible]	[illegible]
Jun-01	112:28	10	11:15	10:11	2242:45	162	13:51	[illegible]	[illegible]
Jul-01	161:29	10	16:09	9:03	2584:13	155	16:40	[illegible]	[illegible]
Aug-01	240:17	14	17:10	17:30	1844:11	147	12:54	[illegible]	[illegible]



Checklist #14 - Resale - PBX Repair

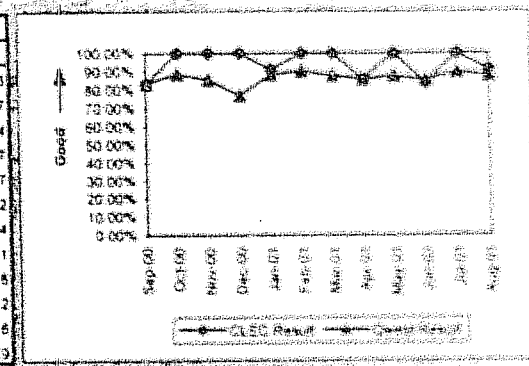
Repair Repeat Report Rate (Percent) (MR-7)– Dispatches Outside MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	0	6	0.00%	0.00%	33	169	19.53%	-1.19	-1.72
Oct-00	0	7	0.00%	0.00%	26	157	16.56%	-1.15	-1.7
Nov-00	6	9	66.67%	47.14%	25	149	16.78%	3.16	0.91
Dec-00	4	9	44.44%	49.69%	18	121	14.88%	2	0.22
Jan-01	2	15	13.33%	33.99%	17	152	11.18%	0.28	-0.83
Feb-01	0	2	0.00%	0.00%	15	125	12.00%	-0.52	-1.31
Mar-01	2	7	28.57%	45.18%	18	157	11.47%	1.19	-0.28
Apr-01	1	7	14.29%	34.99%	20	140	14.29%	0	-1
May-01	1	13	7.69%	26.65%	20	153	13.07%	-0.55	-1.34
Jun-01	2	10	20.00%	40.00%	20	163	12.27%	0.69	-0.58
Jul-01	3	10	30.00%	45.83%	23	156	14.74%	1.19	-0.28
Aug-01	4	14	28.57%	45.18%	22	149	14.77%	1.25	-0.23



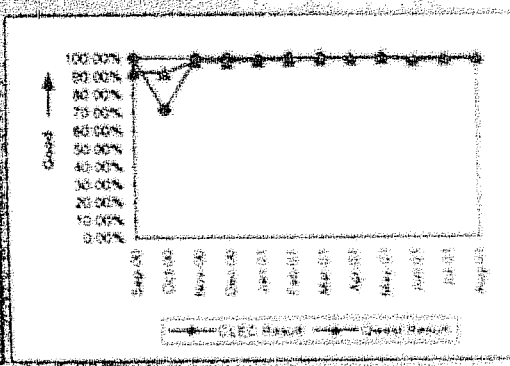
Repair Appointments Met (Percent) (MR-9)– Dispatches Outside MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	5	6	83.33%	37.27%	141	169	83.43%	-0.05	-1.03
Oct-00	7	7	100.00%	0.00%	139	157	88.54%	-0.93	-1.57
Nov-00	9	9	100.00%	0.00%	127	149	85.23%	-1.21	-1.74
Dec-00	9	9	100.00%	0.00%	93	121	76.86%	-1.59	-1.97
Jan-01	10	11	90.91%	28.75%	89	101	88.12%	-0.27	-1.17
Feb-01	1	1	100.00%	0.00%	73	81	90.12%	-0.33	-1.2
Mar-01	6	6	100.00%	0.00%	79	90	87.78%	-0.89	-1.54
Apr-01	6	7	85.71%	34.99%	84	98	85.71%	0	-1
May-01	12	12	100.00%	0.00%	90	103	87.38%	-1.25	-1.78
Jun-01	5	6	83.33%	37.27%	97	114	85.09%	0.12	-0.92
Jul-01	9	9	100.00%	0.00%	93	104	89.42%	-0.99	-1.6
Aug-01	10	11	90.91%	28.75%	92	105	87.62%	-0.32	-1.19



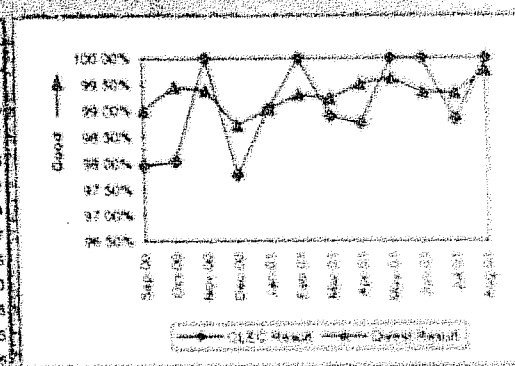
Out of Service Cleared within 24 hours (Percent) (MR-3)– No Dispatches

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	7	7	100.00%	0.00%	149	161	92.55%	-0.74	-1.45
Oct-00	5	7	71.43%	45.18%	137	149	91.95%	4.45	1.71
Nov-00	23	23	100.00%	0.00%	497	506	98.22%	-0.63	-1.38
Dec-00	17	17	100.00%	0.00%	496	507	97.83%	-0.8	-1.37
Jan-01	84	85	98.82%	10.78%	1358	1379	98.48%	-0.25	-1.15
Feb-01	60	60	100.00%	0.00%	1115	1131	98.59%	-0.9	-1.55
Mar-01	79	79	100.00%	0.00%	1091	1105	98.73%	-0.97	-1.59
Apr-01	72	73	98.63%	11.62%	1074	1084	99.08%	0.03	-0.98
May-01	72	72	100.00%	0.00%	1137	1143	99.48%	-0.6	-1.36
Jun-01	82	84	97.62%	15.25%	1046	1058	98.87%	1.03	-0.37
Jul-01	67	68	98.53%	12.04%	1029	1039	99.04%	0.05	-0.97
Aug-01	76	77	98.70%	11.32%	1154	1163	99.23%	0.14	-0.91



All Troubles Cleared within 48 hours (Percent) (MR-4)– No Dispatches

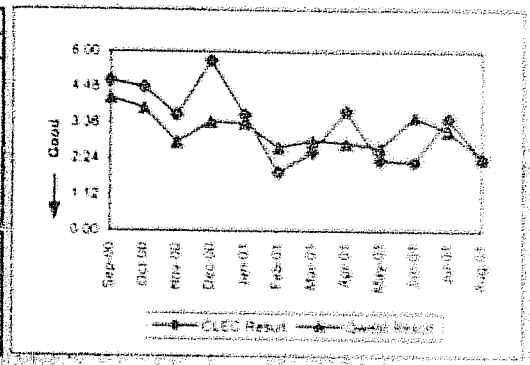
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	48	49	97.96%	14.14%	1195	1207	99.01%	0.56	-0.86
Oct-00	50	51	98.04%	13.88%	1286	1293	99.46%	3.44	1.09
Nov-00	52	52	100.00%	0.00%	1137	1144	99.39%	-0.55	-1.34
Dec-00	44	45	97.78%	14.74%	1001	1014	98.72%	0.07	-0.96
Jan-01	102	103	99.03%	9.81%	1622	1638	99.02%	-0.01	-1
Feb-01	65	65	100.00%	0.00%	1297	1306	99.31%	-0.86	-1.4
Mar-01	89	90	98.89%	10.48%	1295	1305	99.23%	0.05	-0.97
Apr-01	79	80	98.75%	11.11%	1238	1244	99.52%	1.38	-0.15
May-01	80	80	100.00%	0.00%	1306	1311	99.62%	-0.54	-1.33
Jun-01	95	95	100.00%	0.00%	1225	1233	99.35%	-0.76	-1.46
Jul-01	84	85	98.82%	10.78%	1184	1192	99.33%	0.25	-0.85
Aug-01	87	87	100.00%	0.00%	1306	1309	99.77%	-0.43	-1.26



Checklist #14 - Resale - PBX Repair

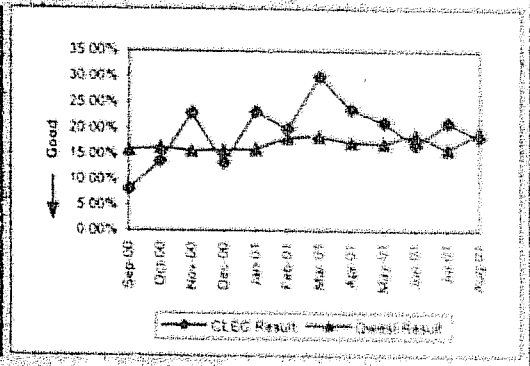
Mean Time to Restore (Hours:Minutes) (MR-6)-- No Dispatches

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	245:55	49	5:01	9:07	5357:33	1207	4:26	0:33	-0:8
Oct-00	244:35	51	4:48	9:02	5309:11	1293	4:06	0:28	-0:83
Nov-00	200:58	52	3:52	8:32	3388:47	1144	2:58	0:8	-0:52
Dec-00	256:31	45	5:42	11:17	3699:26	1014	3:39	1:38	-0:16
Jan-01	397:50	103	3:52	12:52	5893:44	1638	3:36	0:26	-0:84
Feb-01	127:16	65	1:57	4:22	3631:59	1306	2:47	-0:82	-1:5
Mar-01	237:01	90	2:38	10:03	3939:12	1305	3:01	-0:3	-1:18
Apr-01	320:38	80	4:00	19:00	3675:57	1244	2:57	1:54	-0:06
May-01	188:54	80	2:22	4:41	3652:55	1311	2:47	-0:42	-1:26
Jun-01	219:13	95	2:18	4:34	4712:39	1233	3:49	-0:68	-1:4
Jul-01	318:06	85	3:45	9:37	3964:22	1192	3:20	1:09	-0:33
Aug-01	212:02	87	2:26	5:48	3177:19	1309	2:26	1:17	-0:29



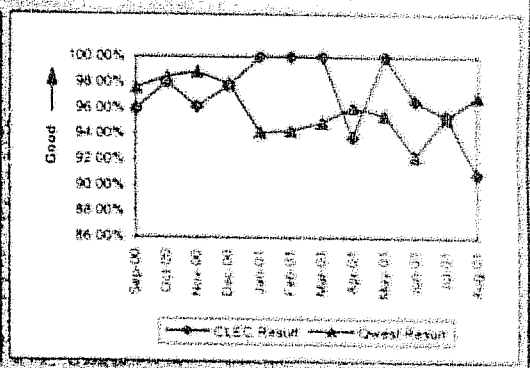
Repair Repeat Report Rate (Percent) (MR-7)-- No Dispatches

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	4	49	8.16%	27.38%	191	1207	15.82%	-1.44	-1.88
Oct-00	7	51	13.73%	34.41%	212	1293	16.40%	-0.51	-1.31
Nov-00	12	52	23.08%	42.13%	180	1144	15.73%	1.38	-0.16
Dec-00	6	45	13.33%	33.99%	161	1014	15.88%	-0.46	-1.28
Jan-01	24	103	23.30%	42.27%	263	1638	16.06%	1.85	0.13
Feb-01	13	65	20.00%	40.00%	239	1306	18.30%	0.37	-0.78
Mar-01	27	90	30.00%	45.83%	242	1305	18.54%	2.54	0.54
Apr-01	19	80	23.75%	42.56%	216	1244	17.36%	1.42	-0.14
May-01	17	80	21.25%	40.91%	225	1311	17.16%	0.93	-0.43
Jun-01	16	95	16.84%	37.42%	233	1233	18.90%	-0.49	-1.3
Jul-01	18	85	21.18%	40.86%	191	1192	16.02%	1.22	-0.26
Aug-01	15	87	18.39%	38.74%	255	1309	19.48%	-0.25	-1.15



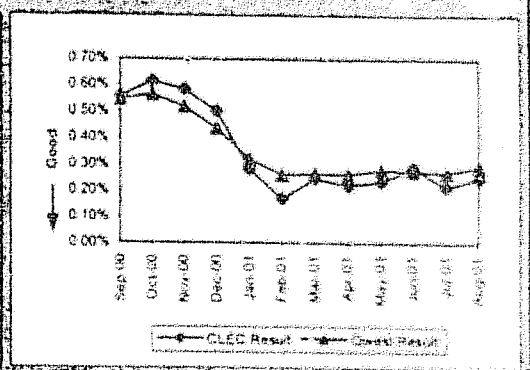
Repair Appointments Met (Percent) (MR-9)-- No Dispatches

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	47	49	95.92%	19.79%	1178	1207	97.60%	0.56	-0.66
Oct-00	50	51	98.04%	13.86%	1273	1293	98.45%	0.12	-0.93
Nov-00	50	52	96.15%	19.23%	1131	1144	98.88%	4.13	1.51
Dec-00	44	45	97.78%	14.74%	993	1014	97.93%	0.07	-0.96
Jan-01	24	24	100.00%	0.00%	456	495	94.14%	-1.19	-1.73
Feb-01	8	8	100.00%	0.00%	314	333	94.29%	-0.69	-1.42
Mar-01	22	22	100.00%	0.00%	319	336	94.94%	-1.05	-1.64
Apr-01	15	16	93.75%	24.21%	297	309	96.12%	0.04	-0.97
May-01	18	18	100.00%	0.00%	319	334	95.51%	-0.9	-1.54
Jun-01	28	29	96.55%	18.25%	312	338	92.31%	-0.82	-1.5
Jul-01	21	22	95.45%	20.83%	302	317	95.27%	-0.04	-1.02
Aug-01	20	22	90.91%	28.75%	320	330	96.97%	2.59	0.57



Trouble Rate (Percent) (MR-8)

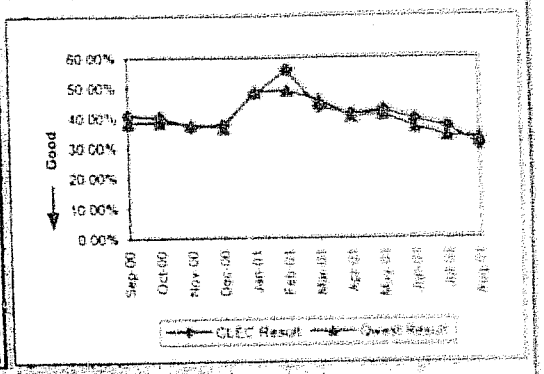
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	64	11518	0.56%	7.43%	1919	351212	0.55%	0.13	-0.92
Oct-00	73	11877	0.61%	7.82%	1961	348381	0.56%	0.74	-0.55
Nov-00	70	11982	0.58%	7.62%	1786	344343	0.52%	0.98	-0.4
Dec-00	60	11959	0.50%	7.07%	1493	342085	0.44%	1.06	-0.35
Jan-01	132	46358	0.28%	5.33%	2498	777979	0.32%	-1.34	-1.82
Feb-01	80	46841	0.17%	4.13%	2019	770592	0.26%	-3.75	-3.28
Mar-01	123	49605	0.25%	4.97%	2034	762904	0.27%	-0.78	-1.47
Apr-01	110	49795	0.22%	4.69%	2004	757255	0.28%	-1.84	-2.12
May-01	118	49981	0.24%	4.85%	2128	754573	0.28%	-1.87	-2.14
Jun-01	147	50658	0.29%	5.38%	2075	748765	0.28%	0.54	-0.67
Jul-01	108	49964	0.22%	4.64%	2006	739592	0.27%	-2.29	-2.39
Aug-01	123	49187	0.25%	4.99%	2156	726779	0.30%	-1.84	-2.12



Checklist #14 - Resale - PBX Repair

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

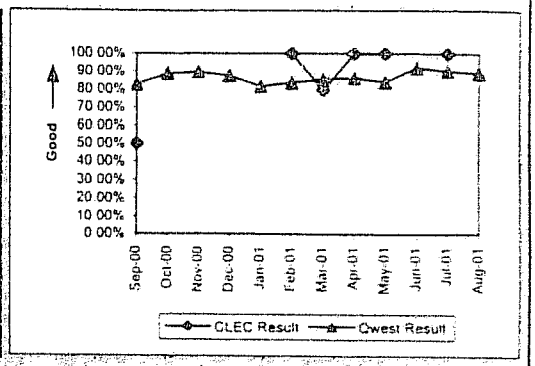
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	44	108	40 74%	49 14%	1198	3117	38 43%	0 5	-0 7
Oct-00	49	122	40 16%	49 02%	1234	3195	38 62%	0 35	-0 79
Nov-00	41	111	36 94%	48 26%	1079	2865	37 66%	-0 15	-1 09
Dec-00	36	96	37 50%	48 41%	865	2358	36 68%	0 18	-0 89
Jan-01	122	254	48 03%	49 96%	2368	4866	48 66%	-0 2	-1 12
Feb-01	101	181	55 80%	49 66%	1952	3971	49 16%	1 75	0 06
Mar-01	94	217	43 32%	49 55%	1719	3753	45 80%	-0 71	-1 43
Apr-01	76	186	40 86%	49 16%	1347	3351	40 20%	0 18	-0 89
May-01	87	205	42 44%	49 43%	1478	3606	40 99%	0 41	-0 75
Jun-01	95	242	39 26%	48 83%	1206	3281	36 76%	0 78	-0 53
Jul-01	63	171	36 84%	48 24%	1022	3028	33 75%	0 83	-0 49
Aug-01	54	177	30 51%	46 04%	1073	3229	33 23%	-0 75	-1 46



Checklist #14 - Resale - Basic ISDN Installation

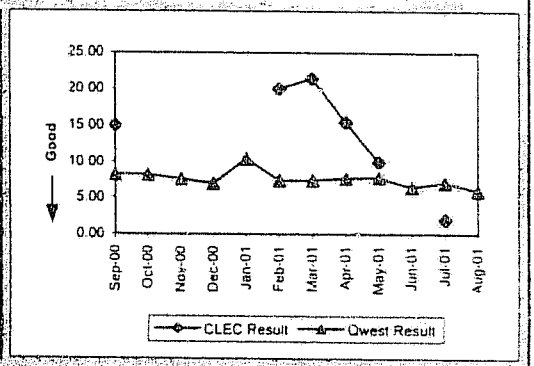
[illegible] Met (Percent) (OP-3) – Dispatches Within MSAs

					CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	50.00%	50.00%	414	500	82.80%	3.72	1.26
							538	605	88.93%		
							356	396	89.90%		
							339	387	87.60%		
							289	354	81.64%		
					100.00%	0.00%	325	388	83.76%	-0.44	-1.27
					40.00%	40.00%	320	373	85.79%	0.09	-0.94
					100.00%	0.00%	341	394	86.55%	-0.96	-1.58
					100.00%	0.00%	359	427	84.07%	-0.61	-1.37
							413	447	92.39%		
					100.00%	0.00%	377	416	90.63%	-0.32	-1.2
							537	600	89.50%		



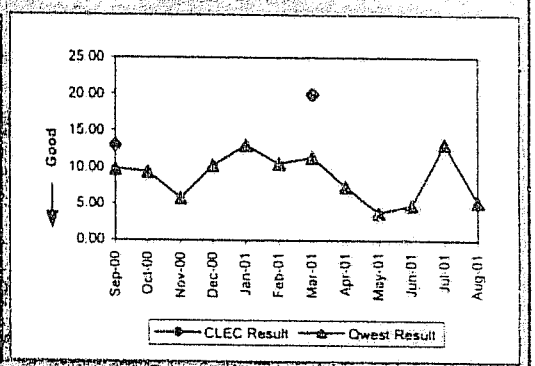
[illegible] Average Days) (OP-4) – Dispatches Within MSAs

					CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	16.30	16.97	4113	500	8.23	0.64	-0.61
							4973	605	8.22		
							3016	396	7.62		
							2712	387	7.01		
							3707	354	10.47		
					25.00		2891	388	7.45	2.2	0.34
					21.40	13.26	2773	373	7.43	2.07	0.26
					15.82	1.22	3033	394	7.70	2.05	0.25
					19.00	2.03	3341	427	7.82	2.33	0.41
							2899	447	6.49		
					2.00		3216	451	7.13	-0.33	-1.2
							3265	826	6.01		



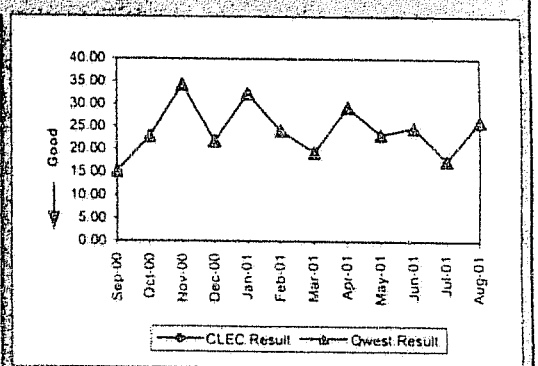
[illegible] Average Days) (OP-5A) – Dispatches Within MSAs

					CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	10.00		558	67	9.82	0.1	-0.94
							424	45	9.42		
							163	28	5.82		
							329	32	10.28		
							484	37	13.08		
							444	42	10.57		
					10.00		365	32	11.41	1.37	-0.17
							274	37	7.41		
							164	43	3.81		
							87	18	4.83		
							796	60	13.27		
							375	69	5.38		



[illegible] Average Days) (OP-5B) – Dispatches Within MSAs

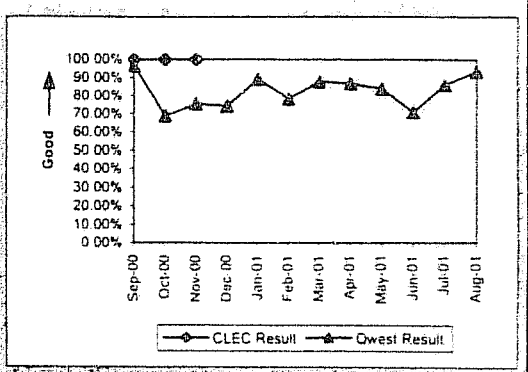
					CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]			290	19	15.26		
							502	22	22.82		
							415	12	34.42		
							349	16	21.81		
							806	25	32.36		
							509	21	24.24		
							407	21	19.38		
							470	16	29.38		
							581	25	23.24		
							399	16	24.75		
							247	14	17.64		
							525	20	26.25		



Checklist #14 - Resale - Basic ISDN Installation

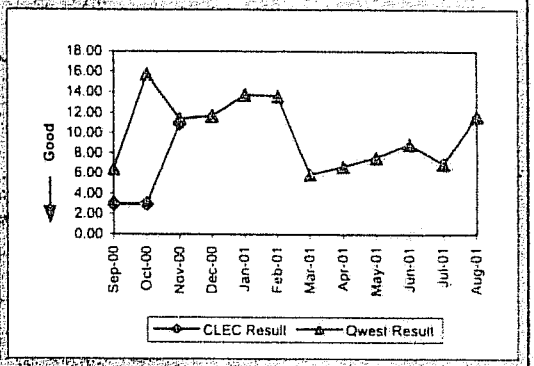
Installation Commitments Met (Percent) (OP-3)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Den	CLEC Res	Std Dev	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
		1	100.00%	0.00%	59	61	96.72%	-0.18	-1.11
		1	100.00%	0.00%	40	58	68.97%	-0.67	-1.4
		1	100.00%	0.00%	44	58	75.86%	-0.95	-1.58
					50	67	74.63%		
					17	19	89.47%		
					22	28	78.57%		
					22	25	88.00%		
					27	31	87.10%		
					21	25	84.00%		
					15	21	71.43%		
					19	22	86.36%		
					45	48	93.75%		



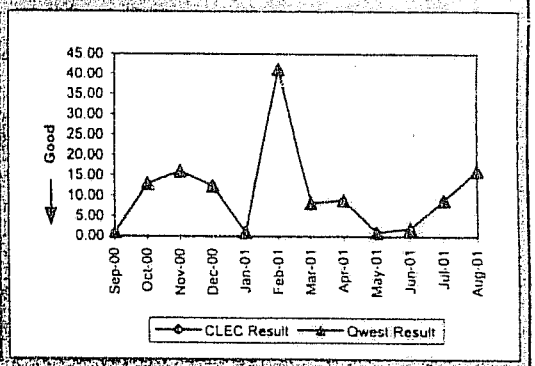
Average Days) (OP-4)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Den	CLEC Res	Std Dev	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
		1	3.00		394	61	6.46	-0.6	-1.37
		1	3.00		914	58	15.76	-0.59	-1.36
		1	11.00	5.20	661	58	11.40	-0.05	-1.03
					785	67	11.72		
					261	19	13.74		
					381	28	13.61		
					147	25	5.88		
					208	31	6.71		
					190	25	7.60		
					187	21	8.90		
					167	24	6.96		
					572	49	11.67		



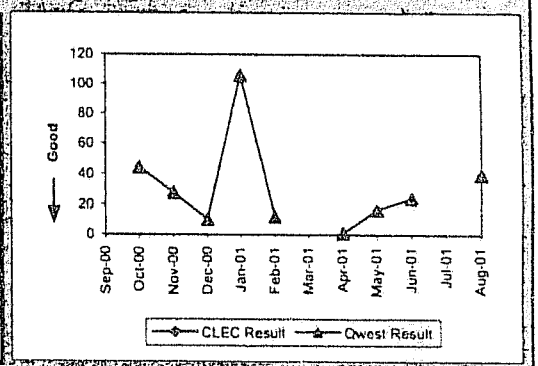
Average Days) (OP-6A)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Den	CLEC Res	Std Dev	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
					2	2	1.00		
					117	9	13.00		
					193	12	16.08		
					50	4	12.50		
					1	1	1.00		
					124	3	41.33		
					25	3	8.33		
					27	3	9.00		
					1	1	1.00		
					6	3	2.00		
					45	5	9.00		
					49	3	16.33		



Average Days for Facility Repairs (Average Days) (OP-6B)-- Dispatches Outside MSAs

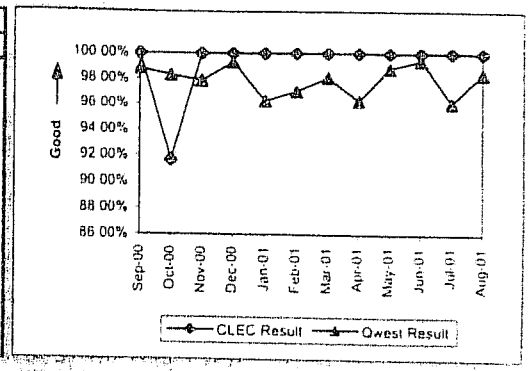
Date	CLEC Num	CLEC Den	CLEC Res	Std Dev	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
					402	9	44.67		
					56	2	28.00		
					133	13	10.23		
					106	1	106.00		
					36	3	12.00		
					1	1	1.00		
					50	3	16.67		
					73	3	24.33		
					40	1	40.00		



Checklist #14 - Resale - Basic ISDN Installation

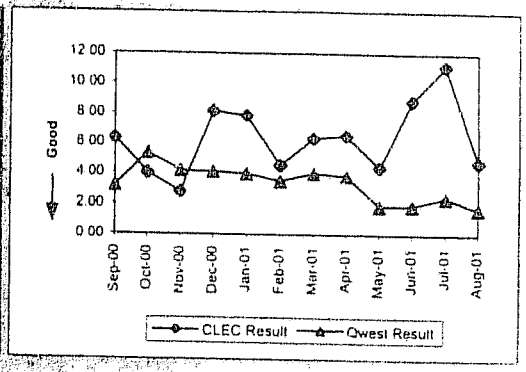
[illegible] (OP-3) -- No Dispatches

[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Den	Qwest Resl	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	1556	1575	98.79%	-0.27	-1.16
[illegible]	[illegible]	[illegible]	[illegible]	1987	2022	98.27%	8.08	3.91
[illegible]	[illegible]	[illegible]	[illegible]	2584	2640	97.88%	-0.44	-1.27
[illegible]	[illegible]	[illegible]	[illegible]	2638	2656	99.32%	-0.31	-1.19
[illegible]	[illegible]	[illegible]	[illegible]	950	987	96.25%	-0.76	-1.46
[illegible]	[illegible]	[illegible]	[illegible]	848	874	97.03%	-0.63	-1.38
[illegible]	[illegible]	[illegible]	[illegible]	784	799	98.12%	-0.39	-1.24
[illegible]	[illegible]	[illegible]	[illegible]	799	830	96.27%	-0.59	-1.36
[illegible]	[illegible]	[illegible]	[illegible]	770	779	98.84%	-0.4	-1.24
[illegible]	[illegible]	[illegible]	[illegible]	901	906	99.45%	-0.22	-1.14
[illegible]	[illegible]	[illegible]	[illegible]	124	129	96.12%	-0.48	-1.29
[illegible]	[illegible]	[illegible]	[illegible]	125	127	98.43%	-0.25	-1.15



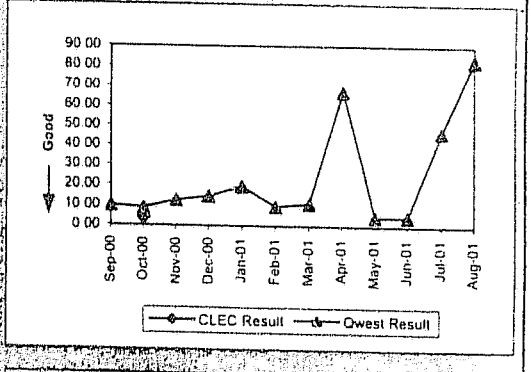
[illegible] (Average Days) (OP-4) -- No Dispatches

[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Den	Qwest Resl	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	5631	1575	3.19	2.05	0.25
[illegible]	[illegible]	[illegible]	[illegible]	10798	2022	5.34	-0.81	-1.5
[illegible]	[illegible]	[illegible]	[illegible]	11014	2640	4.17	-0.47	-1.28
[illegible]	[illegible]	[illegible]	[illegible]	10935	2656	4.12	3.09	0.88
[illegible]	[illegible]	[illegible]	[illegible]	3942	987	3.99	1.64	-0.01
[illegible]	[illegible]	[illegible]	[illegible]	3065	874	3.51	1.37	-0.17
[illegible]	[illegible]	[illegible]	[illegible]	3214	799	4.02	1.63	-0.01
[illegible]	[illegible]	[illegible]	[illegible]	3186	830	3.84	1.45	-0.12
[illegible]	[illegible]	[illegible]	[illegible]	1215	644	1.88	2.65	0.61
[illegible]	[illegible]	[illegible]	[illegible]	1429	748	1.91	3.09	0.88
[illegible]	[illegible]	[illegible]	[illegible]	253	104	2.43	1.76	0.07
[illegible]	[illegible]	[illegible]	[illegible]	132	80	1.71	2.65	0.61



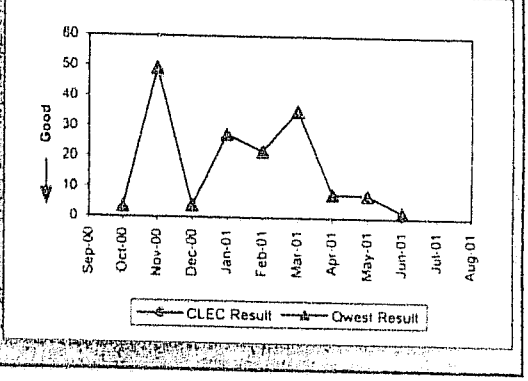
[illegible] (Average Days) (OP-6A) -- No Dispatches

[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Den	Qwest Resl	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	168	19	8.89		
[illegible]	[illegible]	[illegible]	[illegible]	296	33	8.94	-0.46	-1.28
[illegible]	[illegible]	[illegible]	[illegible]	485	38	12.76		
[illegible]	[illegible]	[illegible]	[illegible]	220	15	14.67		
[illegible]	[illegible]	[illegible]	[illegible]	652	33	19.76		
[illegible]	[illegible]	[illegible]	[illegible]	195	20	9.75		
[illegible]	[illegible]	[illegible]	[illegible]	90	8	11.25		
[illegible]	[illegible]	[illegible]	[illegible]	675	10	67.50		
[illegible]	[illegible]	[illegible]	[illegible]	24	5	4.80		
[illegible]	[illegible]	[illegible]	[illegible]	19	4	4.75		
[illegible]	[illegible]	[illegible]	[illegible]	752	16	47.00		
[illegible]	[illegible]	[illegible]	[illegible]	831	10	83.10		



[illegible] (Average Days) (OP-6B) -- No Dispatches

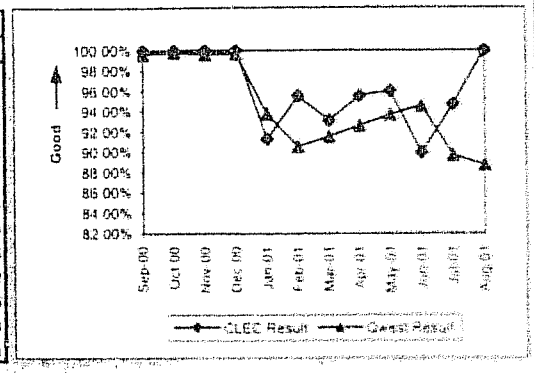
[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Den	Qwest Resl	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	7	2	3.50		
[illegible]	[illegible]	[illegible]	[illegible]	889	18	49.39		
[illegible]	[illegible]	[illegible]	[illegible]	12	3	4.00		
[illegible]	[illegible]	[illegible]	[illegible]	111	4	27.75		
[illegible]	[illegible]	[illegible]	[illegible]	132	6	22.00		
[illegible]	[illegible]	[illegible]	[illegible]	249	7	35.57		
[illegible]	[illegible]	[illegible]	[illegible]	167	21	7.95		
[illegible]	[illegible]	[illegible]	[illegible]	31	4	7.75		
[illegible]	[illegible]	[illegible]	[illegible]	2	1	2.00		



Checklist #14 - Resale - Basic ISDN Installation

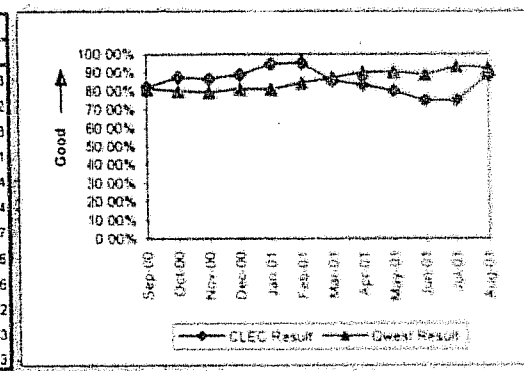
New Service Installation Quality (Percent) (OP-5)

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	31	31	100.00%	0.00%	4682	4697	99.68%	-0.31	-1.19
Oct-00	28	28	100.00%	0.00%	4911	4919	99.84%	-0.21	-1.13
Nov-00	31	31	100.00%	0.00%	5341	5360	99.65%	-0.33	-1.2
Dec-00	44	44	100.00%	0.00%	5348	5361	99.76%	-0.33	-1.2
Jan-01	74	81	91.36%	28.10%	4227	4506	93.81%	0.91	-0.47
Feb-01	87	91	95.60%	20.50%	3303	3645	90.62%	-1.61	-1.98
Mar-01	68	73	93.15%	25.26%	3369	3677	91.62%	-0.47	-1.28
Apr-01	65	68	95.59%	20.54%	3376	3643	92.67%	-0.91	-1.56
May-01	49	51	96.08%	19.41%	3201	3415	93.73%	-0.69	-1.42
Jun-01	27	30	90.00%	30.00%	3144	3322	94.64%	1.12	-0.45
Jul-01	18	19	94.74%	22.33%	2736	3049	89.73%	-0.72	-1.44
Aug-01	22	22	100.00%	0.00%	2562	2886	88.77%	-1.66	-2.01



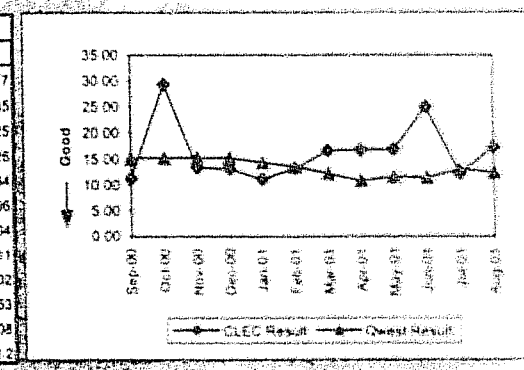
Installation Commitments Met (Percent) (OP-3)-- Interval Zone One

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	9	11	81.82%	38.57%	1197	1473	81.26%	-0.05	-1.03
Oct-00	7	8	87.50%	33.07%	1203	1502	80.09%	-0.52	-1.32
Nov-00	13	15	86.67%	33.99%	1070	1350	79.26%	-0.7	-1.43
Dec-00	16	18	88.89%	31.43%	981	1211	81.01%	-0.85	-1.51
Jan-01	52	55	94.55%	22.71%	1243	1538	80.82%	-2.54	-2.54
Feb-01	39	41	95.12%	21.54%	1233	1463	84.28%	-1.88	-2.14
Mar-01	30	35	85.71%	34.99%	1391	1594	87.26%	0.22	-0.87
Apr-01	25	30	83.33%	37.27%	1363	1509	90.32%	1.38	-0.15
May-01	12	15	80.00%	40.00%	1328	1469	90.40%	1.74	0.06
Jun-01	6	8	75.00%	43.30%	1077	1213	88.79%	2.99	0.82
Jul-01	3	4	75.00%	43.30%	1467	1570	93.44%	7.54	3.83
Aug-01	15	17	88.24%	32.22%	1332	1438	92.63%	0.51	-0.53



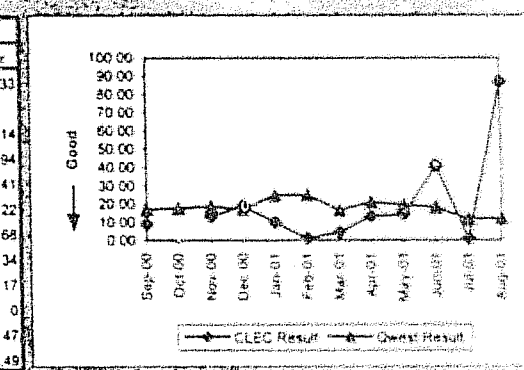
Installation Interval (Average Days) (OP-4)-- Interval Zone One

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	125	11	11.36	10.24	20918	1378	15.18	-0.61	-1.37
Oct-00	234	8	29.25	43.94	21428	1400	15.31	2.23	0.35
Nov-00	200	15	13.33	4.92	19415	1273	15.25	-0.41	-1.25
Dec-00	223	17	13.12	7.85	17250	1131	15.25	-0.43	-1.25
Jan-01	492	44	11.18	10.02	21391	1489	14.37	-1.06	-1.64
Feb-01	542	41	13.22	3.68	18705	1379	13.56	-0.11	-1.06
Mar-01	583	35	16.66	5.92	18643	1519	12.27	1.72	0.04
Apr-01	503	30	16.77	10.77	15653	1436	10.90	1.83	0.11
May-01	253	15	16.87	8.61	16380	1406	11.65	1.67	0.02
Jun-01	200	8	25.00	36.66	13318	1160	11.48	2.51	0.53
Jul-01	49	4	12.25	4.79	21143	1623	13.03	-0.13	-1.08
Aug-01	294	17	17.29	25.22	19970	1602	12.47	1.38	0.2



Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)-- Interval Zone One

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	18	2	9.00	11.31	2191	128	17.12	-0.55	-1.33
Oct-00					2132	120	17.77		
Nov-00	13	1	13.00		2387	128	18.65	-0.23	-1.14
Dec-00	38	2	19.00	2.83	1891	109	17.35	0.11	-0.94
Jan-01	20	2	10.00	11.31	3442	137	25.12	-0.67	-1.41
Feb-01	1	1	1.00		2302	91	25.30	-0.37	-1.22
Mar-01	18	4	4.50	4.04	1244	74	16.81	-1.11	-1.68
Apr-01	53	4	13.25	5.91	1043	49	21.29	-0.56	-1.34
May-01	43	3	14.33	12.22	1071	55	19.47	-0.27	-1.17
Jun-01	82	2	41.00	53.74	979	53	18.47	1.64	0
Jul-01	1	1	1.00		2014	169	11.92	-0.78	-1.47
Aug-01	87	1	87.00		3295	268	12.29	2.46	0.49



Good
CLEC Result
Qwest Result

Good
CLEC Result
Qwest Result

Good
CLEC Result
Qwest Result

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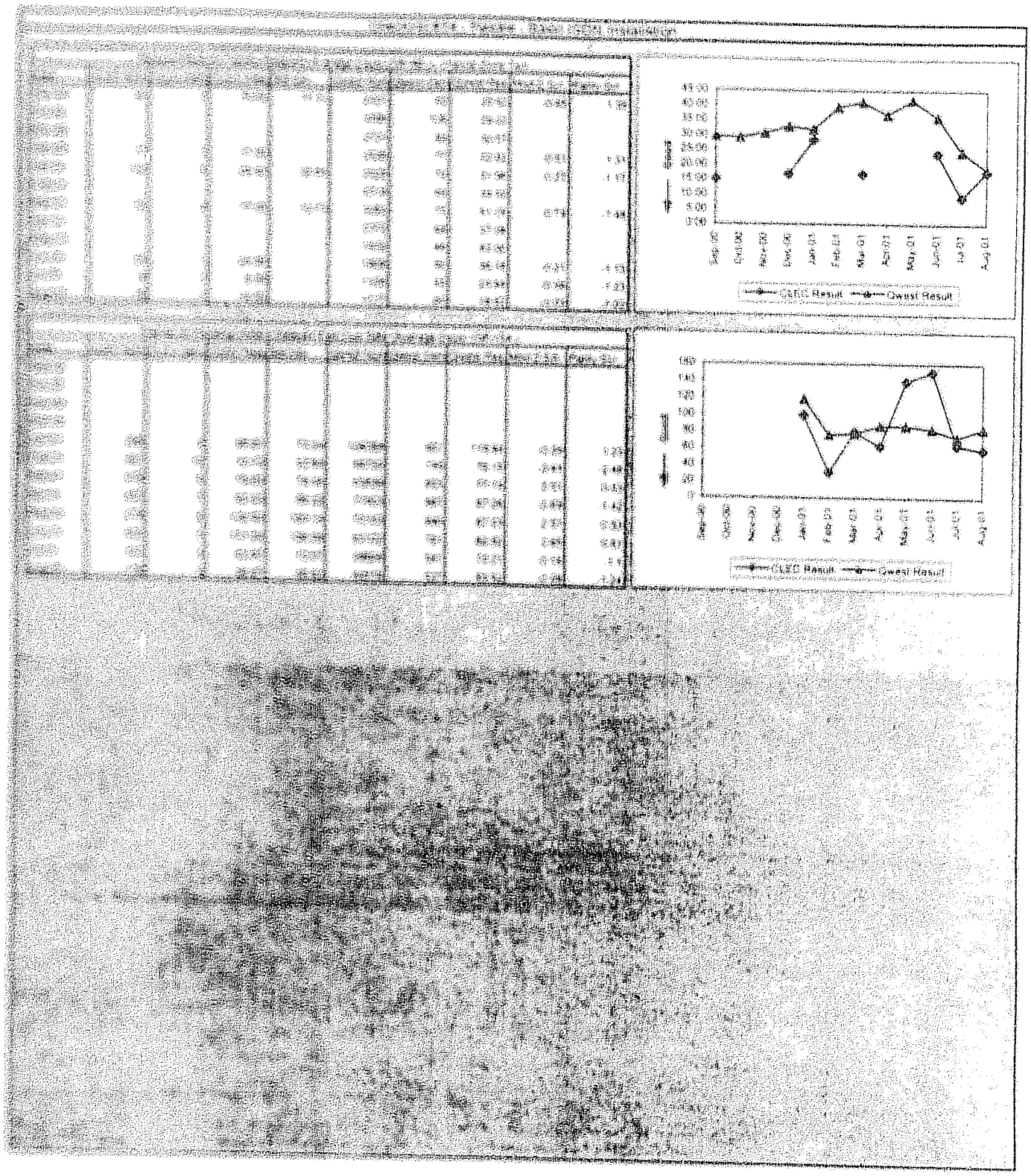
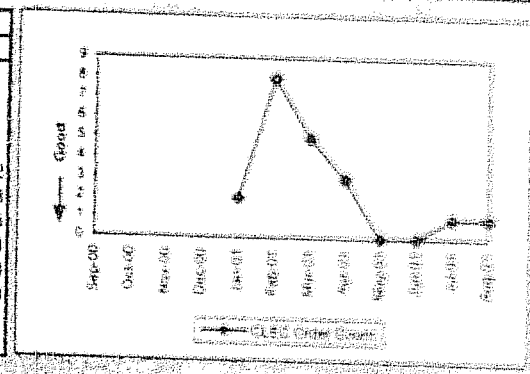
CLEC Result
Qwest Result


CLEC Result
Qwest Result
CLEC Result
Qwest Result

Checklist #14 - Resale - Basic ISDN Installation

Count of Pending Orders Delayed for Facilities Reasons Basic Rate ISDN (OP-15B)

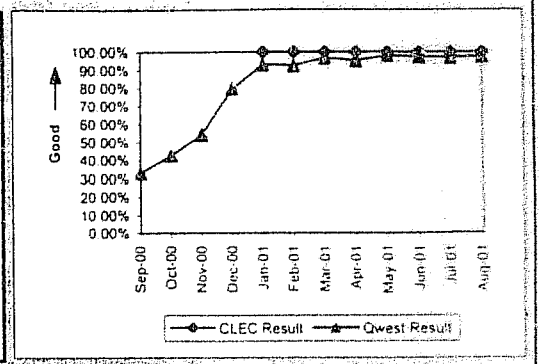
Date	CLEC Order Count
Sep-00	
Oct-00	
Nov-00	
Dec-00	
Jan-01	
Feb-01	
Mar-01	
Apr-01	
May-01	
Jun-01	
Jul-01	
Aug-01	



Checklist #14 - Resale - Basic ISDN Repair

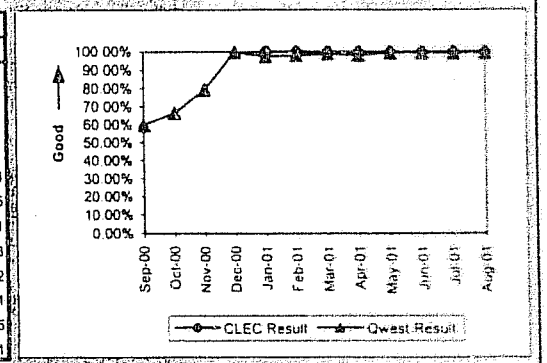
[illegible] (Percent) (MR-3)-- Dispatches Within MSAs

[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	4	12	33.33%		
[illegible]	[illegible]	[illegible]	[illegible]	3	7	42.86%		
[illegible]	[illegible]	[illegible]	[illegible]	13	24	54.17%		
[illegible]	[illegible]	[illegible]	[illegible]	8	10	80.00%		
[illegible]	[illegible]	[illegible]	[illegible]	734	787	93.27%	-0.66	-1.4
[illegible]	[illegible]	[illegible]	[illegible]	613	661	92.74%	-0.79	-1.48
[illegible]	[illegible]	[illegible]	[illegible]	797	824	96.72%	-0.55	-1.33
[illegible]	[illegible]	[illegible]	[illegible]	721	757	95.24%	-0.59	-1.36
[illegible]	[illegible]	[illegible]	[illegible]	838	855	98.01%	-0.38	-1.23
[illegible]	[illegible]	[illegible]	[illegible]	836	859	97.32%	-0.37	-1.22
[illegible]	[illegible]	[illegible]	[illegible]	856	882	97.05%	-0.46	-1.28
[illegible]	[illegible]	[illegible]	[illegible]	865	885	97.74%	-0.37	-1.23



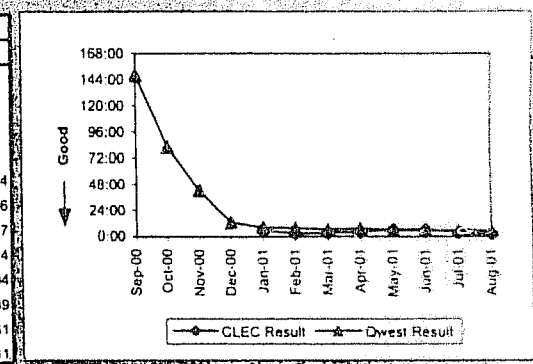
[illegible] 48 hours (Percent) (MR-4)-- Dispatches Within MSAs

[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	9	15	60.00%		
[illegible]	[illegible]	[illegible]	[illegible]	10	15	66.67%		
[illegible]	[illegible]	[illegible]	[illegible]	27	34	79.41%		
[illegible]	[illegible]	[illegible]	[illegible]	17	17	100.00%		
[illegible]	[illegible]	[illegible]	[illegible]	774	795	97.36%	-0.4	-1.24
[illegible]	[illegible]	[illegible]	[illegible]	652	666	97.90%	-0.41	-1.25
[illegible]	[illegible]	[illegible]	[illegible]	817	827	98.79%	-0.35	-1.21
[illegible]	[illegible]	[illegible]	[illegible]	746	761	98.03%	-0.37	-1.23
[illegible]	[illegible]	[illegible]	[illegible]	857	862	99.42%	-0.2	-1.12
[illegible]	[illegible]	[illegible]	[illegible]	859	864	99.42%	-0.17	-1.1
[illegible]	[illegible]	[illegible]	[illegible]	878	886	99.10%	-0.25	-1.15
[illegible]	[illegible]	[illegible]	[illegible]	880	885	99.44%	-0.18	-1.11



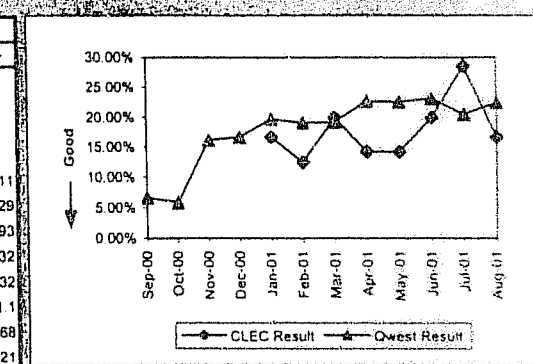
[illegible] Minutes) (MR-6)-- Dispatches Within MSAs

[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	2224:43	15	148:19		
[illegible]	[illegible]	[illegible]	[illegible]	1240:12	15	82:41		
[illegible]	[illegible]	[illegible]	[illegible]	1455:05	34	42:48		
[illegible]	[illegible]	[illegible]	[illegible]	229:35	17	13:30		
[illegible]	[illegible]	5:45	8:55	6095:37	795	8:48	-0.4	-1.24
[illegible]	[illegible]	2:48	3:34	5498:13	666	8:15	-0.92	-1.56
[illegible]	[illegible]	3:35	1:54	5327:09	827	6:26	-0.78	-1.47
[illegible]	[illegible]	3:58	1:51	5686:26	761	7:27	-0.39	-1.24
[illegible]	[illegible]	6:19	7:22	5072:01	862	5:53	1.71	0.04
[illegible]	[illegible]	6:19	8:11	4774:57	864	5:32	2.29	0.39
[illegible]	[illegible]	3:49	4:51	5064:04	886	5:43	-0.5	-1.31
[illegible]	[illegible]	1:25	1:43	4492:08	885	5:05	-0.67	-1.41



[illegible] Report Rate (Percent) (MR-7)-- Dispatches Within MSAs

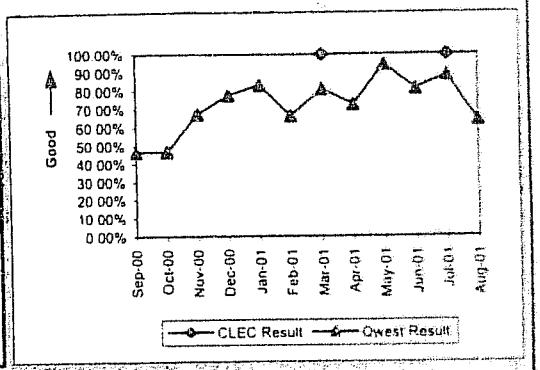
[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	1	15	6.67%		
[illegible]	[illegible]	[illegible]	[illegible]	1	17	5.88%		
[illegible]	[illegible]	[illegible]	[illegible]	6	37	16.22%		
[illegible]	[illegible]	[illegible]	[illegible]	3	18	16.67%		
[illegible]	[illegible]	[illegible]	37.27%	157	795	19.75%	-0.19	-1.11
[illegible]	[illegible]	[illegible]	33.07%	127	666	19.07%	-0.47	-1.29
[illegible]	[illegible]	[illegible]	40.00%	159	828	19.20%	0.11	-0.93
[illegible]	[illegible]	[illegible]	34.99%	173	763	22.67%	-0.53	-1.32
[illegible]	[illegible]	[illegible]	34.90%	195	863	22.60%	-0.52	-1.32
[illegible]	[illegible]	[illegible]	40.00%	200	864	23.15%	-0.17	-1.1
[illegible]	[illegible]	[illegible]	45.18%	182	887	20.52%	0.53	-0.68
[illegible]	[illegible]	[illegible]	37.27%	200	889	22.50%	-0.34	-1.21



Checklist #14 - Resale - Basic ISDN Repair

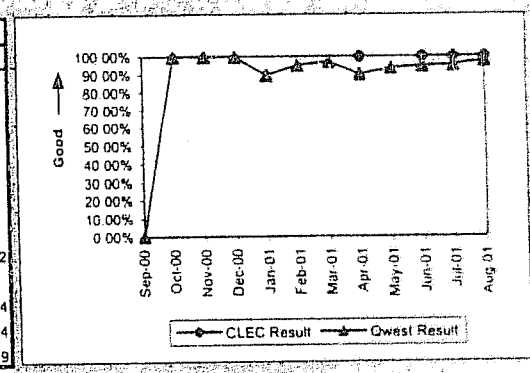
Trouble Assignments Met (Percent) (MR-9)-- Dispatches Within MSAs

					CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
							7	15	46.67%		
							8	17	47.06%		
							25	37	67.57%		
							14	18	77.78%		
							15	18	83.33%		
							8	12	66.67%		
					100.00%	0.00%	13	16	81.25%	-0.47	-1.28
							16	22	72.73%		
							17	18	94.44%		
							22	27	81.48%		
					100.00%	0.00%	16	18	88.89%	-0.34	-1.21
							9	14	64.29%		



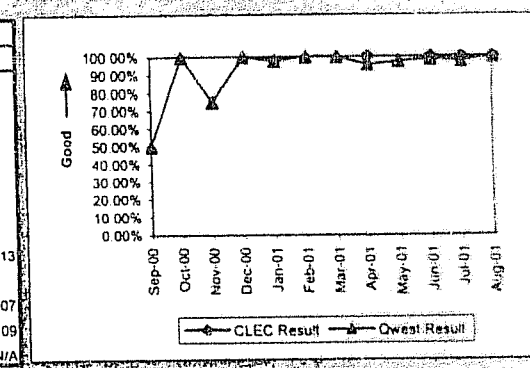
Trouble Reports Cleared within 24 hours (Percent) (MR-3)-- Dispatches Outside MSAs

					CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
							0	2	0.00%		
							1	1	100.00%		
							2	2	100.00%		
							1	1	100.00%		
							77	86	89.53%		
							59	62	95.16%		
							65	67	97.01%		
					100.00%	0.00%	63	70	90.00%	-0.33	-1.2
							74	79	93.67%		
					100.00%	0.00%	70	74	94.59%	-0.24	-1.14
					100.00%	0.00%	80	84	95.24%	-0.22	-1.14
					100.00%	0.00%	120	123	97.56%	-0.31	-1.19



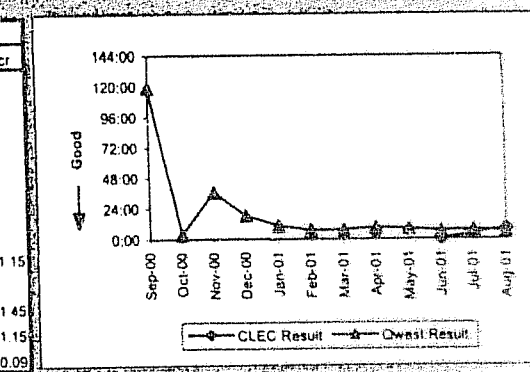
All Trouble Cleared within 48 hours (Percent) (MR-4)-- Dispatches Outside MSAs

					CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
							1	2	50.00%		
							1	1	100.00%		
							3	4	75.00%		
							2	2	100.00%		
							84	86	97.67%		
							62	62	100.00%		
							67	67	100.00%		
					100.00%	0.00%	67	70	95.71%	-0.21	-1.13
							77	79	97.47%		
					100.00%	0.00%	73	74	98.65%	-0.12	-1.07
					100.00%	0.00%	85	87	97.70%	-0.15	-1.09
					100.00%	0.00%	123	123	100.00%	N/A	N/A



Mean Time to Restore (Hours:Minutes) (MR-6)-- Dispatches Outside MSAs

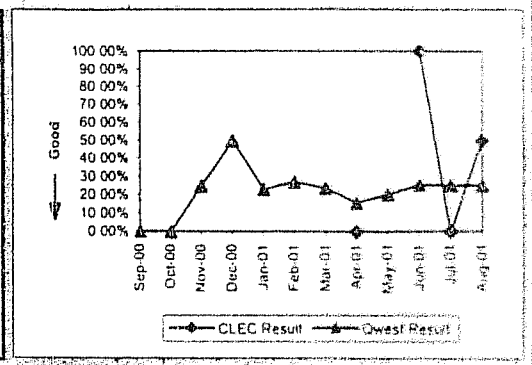
					CLEC Dev	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
								236:43	2	119:22		
								3:42	1	3:42		
								147:50	4	36:58		
								36:51	2	18:26		
								698:15	66	10:27		
								429:30	62	6:56		
								477:50	67	7:08		
						1	5.19	627:08	70	8:58	-0.24	-1.15
								631:31	79	8:00		
						1	0.18	466:30	74	6.34	-0.74	-1.45
						1	4.36	632:28	87	7:16	-0.25	-1.15
						4	8.01	697:56	123	5:40	1.8	0.09



Checklist #14 - Resale - Basic ISDN Repair

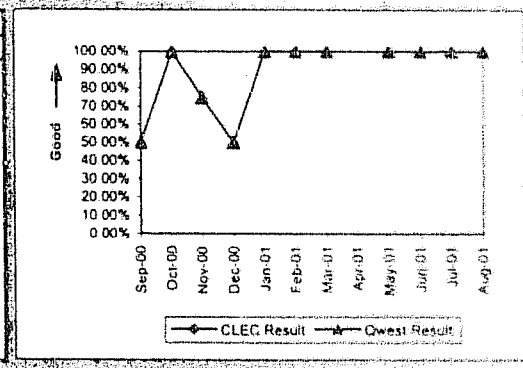
Repair Repeat Report Rate (Percent) (MR-7)-- Dispatches Outside MSAs

CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
				0	2	0.00%		
				0	1	0.00%		
				1	4	25.00%		
				1	2	50.00%		
				20	86	23.26%		
				17	62	27.42%		
				16	67	23.88%		
0	1	0.00%	0.00%	11	70	15.71%	-0.43	-1.26
				16	79	20.25%		
1	1	100.00%	0.00%	19	74	25.68%	1.13	-0.31
0	1	0.00%	0.00%	22	87	25.29%	-0.58	-1.35
1	1	50.00%	50.00%	31	123	25.20%	0.99	-0.4



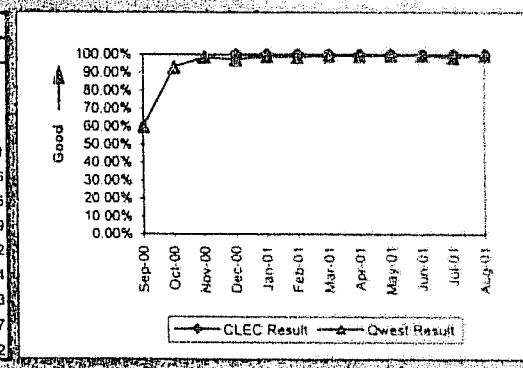
Repair Appointment(s Met (Percent) (MR-9)-- Dispatches Outside MSAs

CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
				1	2	50.00%		
				1	1	100.00%		
				3	4	75.00%		
				1	2	50.00%		
				2	2	100.00%		
				1	1	100.00%		
				2	2	100.00%		
				5	5	100.00%		
				4	4	100.00%		
				3	3	100.00%		
				1	1	100.00%		



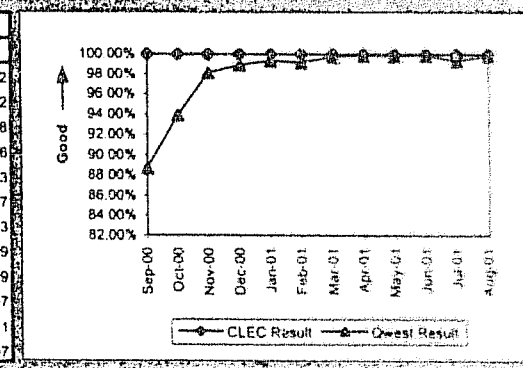
Out of Service Cleared within 24 hours (Percent) (MR-3)-- No Dispatches

CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
				3	5	60.00%		
				13	14	92.86%		
				76	77	98.70%		
1	1	100.00%	0.00%	71	73	97.26%	-0.17	-1.1
18	18	100.00%	0.00%	1642	1659	98.98%	-0.43	-1.26
25	25	100.00%	0.00%	1448	1469	98.57%	-0.6	-1.36
17	17	100.00%	0.00%	1489	1498	99.40%	-0.32	-1.19
17	17	100.00%	0.00%	1406	1415	99.36%	-0.33	-1.2
11	11	100.00%	0.00%	1367	1374	99.49%	-0.24	-1.14
11	11	100.00%	0.00%	1432	1438	99.58%	-0.21	-1.13
4	4	100.00%	0.00%	1457	1485	98.11%	-0.28	-1.17
12	12	100.00%	0.00%	1600	1605	99.69%	-0.19	-1.12



All Troubles Cleared within 48 hours (Percent) (MR-4)-- No Dispatches

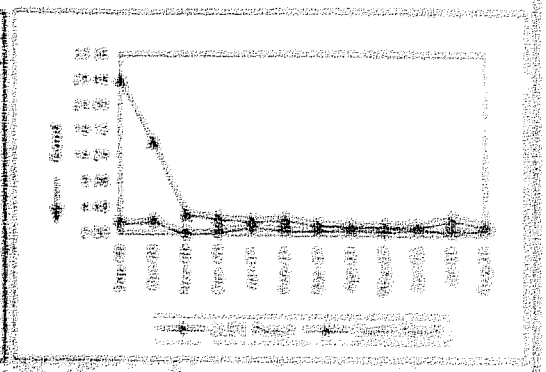
CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
1	1	100.00%	0.00%	158	178	88.76%	-0.35	-1.22
2	2	100.00%	0.00%	155	165	93.94%	-0.38	-1.22
1	1	100.00%	0.00%	210	214	98.13%	-0.14	-1.08
1	1	100.00%	0.00%	188	190	98.95%	-0.1	-1.06
23	23	100.00%	0.00%	1673	1684	99.35%	-0.38	-1.23
25	25	100.00%	0.00%	1488	1498	99.20%	-0.45	-1.27
17	17	100.00%	0.00%	1508	1512	99.74%	-0.21	-1.13
17	17	100.00%	0.00%	1426	1428	99.86%	-0.15	-1.09
11	11	100.00%	0.00%	1390	1393	99.78%	-0.15	-1.09
11	11	100.00%	0.00%	1453	1455	99.86%	-0.12	-1.07
4	4	100.00%	0.00%	1487	1497	99.33%	-0.18	-1.1
12	12	100.00%	0.00%	1612	1614	99.88%	-0.12	-1.07



Checklist #14 - Resale - Basic (SQM Report)

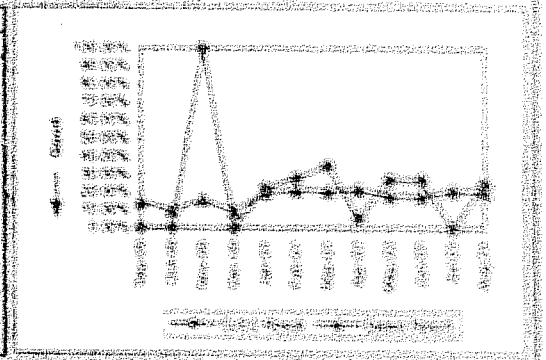
Mean Time to Restore (Hours:Minutes) (MR-6)-- No Dispatches

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Sta
Sep-00	1:58	1	1:58		5169:41	178	29:03	[illegible]	[illegible]
Oct-00	4:32	2	2:16	1:19	2828:12	165	17:08	[illegible]	[illegible]
Nov-00	0:04	1	0:04		803:15	214	3:45	[illegible]	[illegible]
Dec-00	0:23	1	0:23		559:51	190	2:57	[illegible]	[illegible]
Jan-01	34:39	22	1:35	1:48	4217:12	1684	2:30	[illegible]	[illegible]
Feb-01	20:31	25	0:49	1:28	4217:48	1498	2:49	[illegible]	[illegible]
Mar-01	14:17	17	0:50	0:50	2896:25	1512	1:55	[illegible]	[illegible]
Apr-01	18:52	17	1:07	1:39	2338:05	1428	1:38	[illegible]	[illegible]
May-01	7:07	11	0:39	0:47	2305:13	1393	1:39	[illegible]	[illegible]
Jun-01	13:39	11	1:14	1:35	2028:56	1455	1:24	[illegible]	[illegible]
Jul-01	2:10	4	0:32	0:30	4240:21	1497	2:50	[illegible]	[illegible]
Aug-01	11:54	12	0:59	1:12	2668:19	1614	1:39	[illegible]	[illegible]



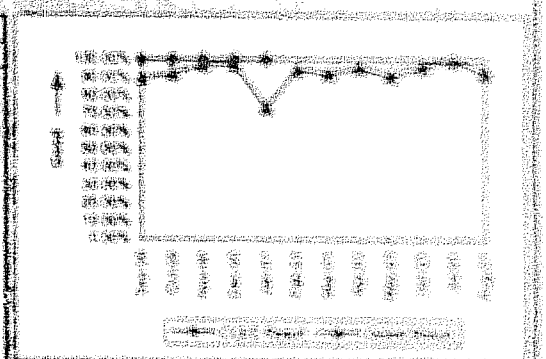
Repair Repeat Report Rate (Percent) (MR-7)-- No Dispatches

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Sta
Sep-00	0	1	0.00%	0.00%	26	178	14.61%	[illegible]	[illegible]
Oct-00	0	2	0.00%	0.00%	16	165	9.70%	[illegible]	[illegible]
Nov-00	1	1	100.00%	0.00%	34	214	15.89%	[illegible]	[illegible]
Dec-00	0	1	0.00%	0.00%	18	190	9.47%	[illegible]	[illegible]
Jan-01	5	22	22.73%	41.91%	334	1684	19.83%	[illegible]	[illegible]
Feb-01	7	25	28.00%	44.90%	323	1498	21.56%	[illegible]	[illegible]
Mar-01	6	17	35.29%	47.79%	320	1512	21.16%	[illegible]	[illegible]
Apr-01	1	17	5.88%	23.53%	315	1428	22.06%	[illegible]	[illegible]
May-01	3	11	27.27%	44.54%	258	1393	18.52%	[illegible]	[illegible]
Jun-01	3	11	27.27%	44.54%	265	1455	18.21%	[illegible]	[illegible]
Jul-01	0	4	0.00%	0.00%	320	1497	21.38%	[illegible]	[illegible]
Aug-01	3	12	25.00%	43.30%	337	1614	20.88%	[illegible]	[illegible]



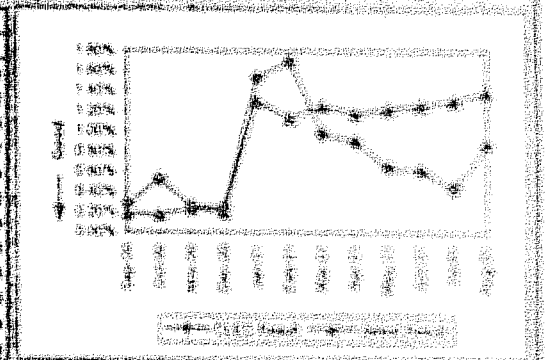
Repair Appointments Met (Percent) (MR-9)-- No Dispatches

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Sta
Sep-00	1	1	100.00%	0.00%	160	178	89.89%	[illegible]	[illegible]
Oct-00	2	2	100.00%	0.00%	152	165	92.12%	[illegible]	[illegible]
Nov-00	1	1	100.00%	0.00%	208	214	97.20%	[illegible]	[illegible]
Dec-00	1	1	100.00%	0.00%	185	190	97.37%	[illegible]	[illegible]
Jan-01	3	3	100.00%	0.00%	28	38	73.68%	[illegible]	[illegible]
Feb-01					36	38	94.74%		
Mar-01					24	26	92.31%		
Apr-01					23	24	93.83%		
May-01					22	24	91.67%		
Jun-01					28	29	96.55%		
Jul-01					27	27	100.00%		
Aug-01					14	15	93.33%		



Trouble Rate (Percent) (MR-5)

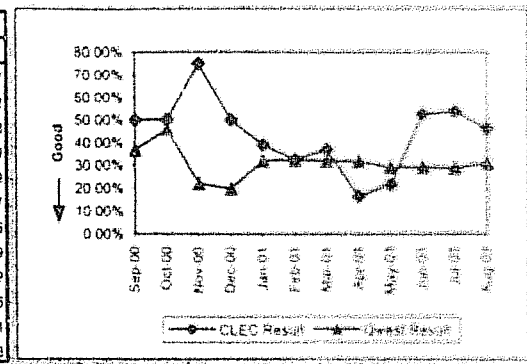
Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Sta
Sep-00	1	356	0.28%	5.29%	195	103672	0.19%	[illegible]	[illegible]
Oct-00	2	377	0.53%	7.26%	183	104342	0.18%	[illegible]	[illegible]
Nov-00	1	386	0.26%	5.08%	255	104950	0.24%	[illegible]	[illegible]
Dec-00	1	401	0.25%	4.99%	210	105413	0.20%	[illegible]	[illegible]
Jan-01	28	1827	1.53%	12.28%	2565	195816	1.31%	[illegible]	[illegible]
Feb-01	33	1943	1.70%	12.92%	2226	196204	1.13%	[illegible]	[illegible]
Mar-01	27	2753	0.98%	9.85%	2407	191052	1.26%	[illegible]	[illegible]
Apr-01	25	2769	0.90%	9.46%	2261	190786	1.19%	[illegible]	[illegible]
May-01	18	2766	0.65%	8.04%	2335	190136	1.23%	[illegible]	[illegible]
Jun-01	17	2772	0.61%	7.81%	2393	188686	1.27%	[illegible]	[illegible]
Jul-01	12	2701	0.44%	6.65%	2471	187909	1.32%	[illegible]	[illegible]
Aug-01	22	2533	0.87%	9.28%	2626	187280	1.40%	[illegible]	[illegible]



Checklist #14 - Resale - Basic ISDN Repair

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

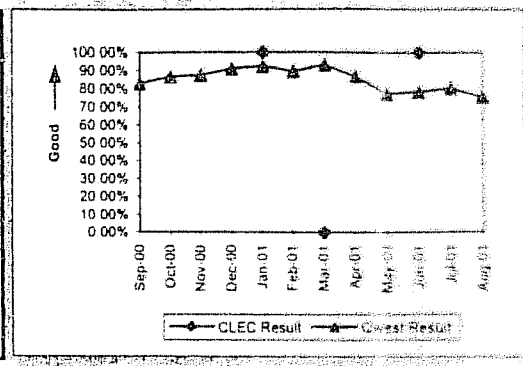
Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
[illegible]	1	2	50.00%	50.00%	114	309	36.89%	0.37	-0.77
[illegible]	2	4	50.00%	50.00%	156	339	46.02%	0.13	-0.92
[illegible]	3	4	75.00%	43.30%	72	327	22.02%	2.1	0.28
[illegible]	1	2	50.00%	50.00%	52	262	19.85%	0.84	-0.49
[illegible]	15	46	39.13%	48.80%	1214	3779	32.12%	1	-0.39
[illegible]	16	49	32.65%	46.89%	1067	3293	32.40%	0.05	-0.97
[illegible]	16	43	37.21%	48.34%	1136	3543	32.06%	0.72	-0.56
[illegible]	5	30	16.67%	37.27%	1061	3322	31.94%	-1.79	-2.09
[illegible]	5	23	21.74%	41.25%	972	3307	29.39%	-0.8	-1.49
[illegible]	19	36	52.78%	49.92%	1001	3394	29.49%	2.89	0.76
[illegible]	14	26	53.85%	49.85%	1000	3471	28.81%	2.65	0.61
[illegible]	19	41	46.34%	49.97%	1186	3812	31.11%	2.03	0.23



Checklist #14 - Resale - Qwest DSL Installation

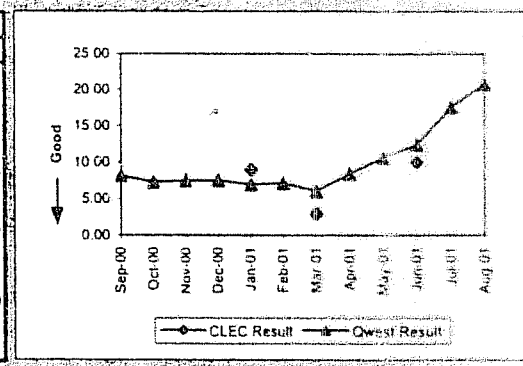
Installation Commitments Met (Percent) (OP-3)-- Dispatches Within MSAs

			CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
					570	687	82.97%		
					670	772	86.79%		
					717	820	87.44%		
					715	784	91.20%		
	2	2	100.00%	0.00%	827	894	92.51%	-0.4	-1.24
					794	885	89.72%		
	0	1	0.00%	0.00%	796	853	93.32%	7.94	3.83
					1096	1264	86.71%		
					1719	2218	77.50%		
	1	1	100.00%	0.00%	1820	2318	78.52%	-0.52	-1.32
					3333	4137	80.57%		
					5011	6598	75.95%		



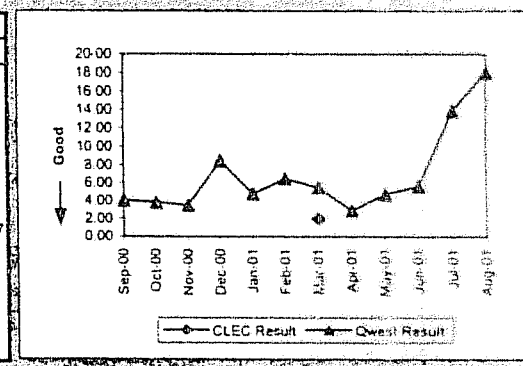
Installation Interval (Average Days) (OP-4)-- Dispatches Within MSAs

			CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
					5608	687	8.16		
					5679	772	7.36		
					6185	820	7.54		
					5922	784	7.55		
	11	2	9.00	8.49	6231	894	6.97	2.26	0.37
					6357	885	7.18		
	3	1	3.00		5208	853	6.11	-0.62	-1.38
					10704	1264	8.47		
					23584	2218	10.63		
	10	1	10.00		28815	2318	12.43	-0.32	-1.19
					105180	5975	17.60		
					182484	8815	20.70		



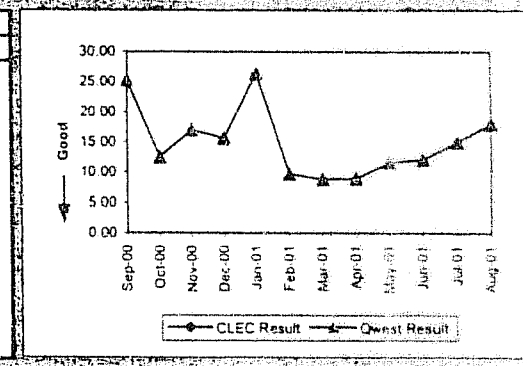
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)-- Dispatches Within MSAs

			CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
					413	102	4.05		
					322	84	3.83		
					321	92	3.49		
					432	51	8.47		
					215	45	4.78		
					358	55	6.51		
	2	1	2.00		258	47	5.49	-0.61	-1.37
					439	150	2.93		
					2050	432	4.75		
					2526	451	5.60		
					33698	2424	13.90		
					51818	2874	18.03		



Delayed Days for Facility Reasons (Average Days) (OP-6B)-- Dispatches Within MSAs

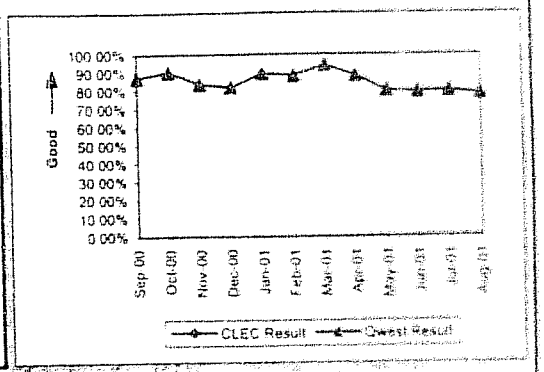
			CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
					378	15	25.20		
					225	18	12.50		
					187	11	17.00		
					282	18	15.67		
					581	22	26.41		
					352	36	9.78		
					89	10	8.90		
					162	18	9.00		
					778	67	11.61		
					569	47	12.11		
					3268	218	14.98		
					18754	930	18.02		



Checklist #14 - Resale - Qwest DSL Installation

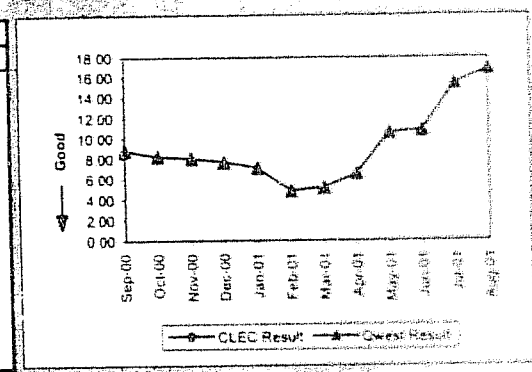
Installation Commitments Met (Percent) (OP-3)-- Dispatches Outside MSAs

Qwest Num	Qwest Dem	Qwest Resu	Mod Z Scr	Parity Scr
41	47	87 23%		
37	41	90 24%		
31	37	83 78%		
36	44	81 82%		
17	19	89 47%		
15	17	88 24%		
16	17	94 12%		
23	26	88 46%		
65	81	80 25%		
58	73	79 45%		
75	94	79 79%		
61	78	78 21%		



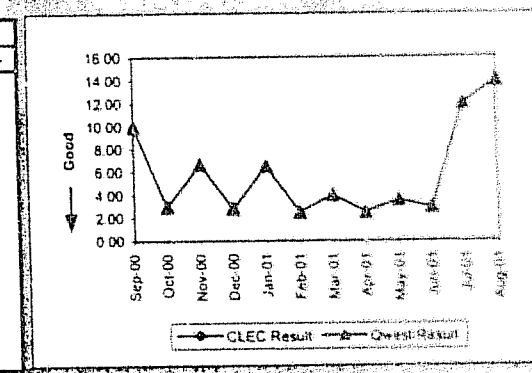
Installation Interval (Average Days) (OP-4)-- Dispatches Outside MSAs

CLEC Num	CLEC Dem	CLEC Resu	Std Dev	Qwest Num	Qwest Dem	Qwest Resu	Mod Z Scr	Parity Scr
				415	47	8 83		
				338	41	8 24		
				298	37	8 05		
				337	44	7 66		
				135	19	7 11		
				82	17	4 82		
				88	17	5 18		
				170	26	6 54		
				852	81	10 52		
				786	73	10 77		
				1949	127	15 35		
				1831	109	16 80		



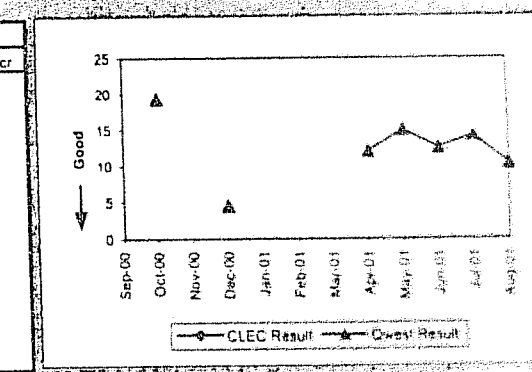
Missed Dates for Non-Facility Reasons (Average Days) (OP-6A)-- Dispatches Outside MSAs

CLEC Num	CLEC Dem	CLEC Resu	Std Dev	Qwest Num	Qwest Dem	Qwest Resu	Mod Z Scr	Parity Scr
				60	6	10 00		
				3	1	3 00		
				40	6	6 67		
				17	6	2 83		
				13	2	6 50		
				5	2	2 50		
				4	1	4 00		
				5	2	2 50		
				50	14	3 57		
				32	11	2 91		
				552	46	12 00		
				630	45	14 00		



Delayed Days for Facility Reasons (Average Days) (OP-6B)-- Dispatches Outside MSAs

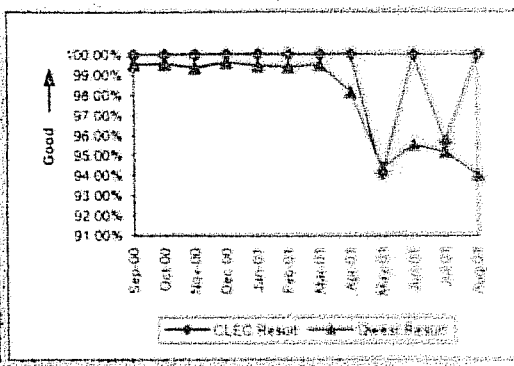
CLEC Num	CLEC Dem	CLEC Resu	Std Dev	Qwest Num	Qwest Dem	Qwest Resu	Mod Z Scr	Parity Scr
				58	3	19 33		
				9	2	4 50		
				12	1	12 00		
				30	2	15 00		
				50	4	12 50		
				85	6	14 17		
				31	3	10 33		



Checklist #14 - Resale - Qwest DSL Installation

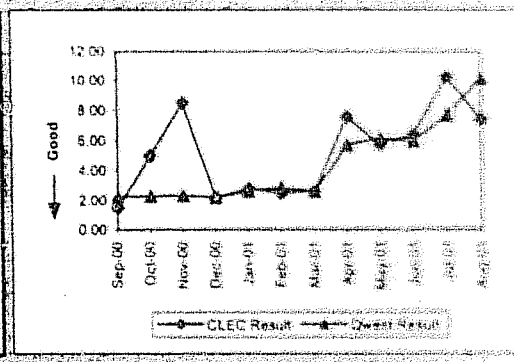
Installation Commitments Met (Percent) (OP-3)-- No Dispatches

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	4	4	100.00%	0.00%	11117	11167	99.55%	-0.13	-1.08
Oct-00	2	2	100.00%	0.00%	12967	13024	99.56%	-0.09	-1.06
Nov-00	2	2	100.00%	0.00%	12309	12388	99.36%	-0.11	-1.07
Dec-00	6	6	100.00%	0.00%	11591	11637	99.60%	-0.15	-1.09
Jan-01	17	17	100.00%	0.00%	12664	12733	99.46%	-0.3	-1.18
Feb-01	13	13	100.00%	0.00%	12960	13037	99.41%	-0.28	-1.17
Mar-01	8	8	100.00%	0.00%	14742	14814	99.51%	-0.2	-1.12
Apr-01	9	9	100.00%	0.00%	21467	21866	98.18%	-0.41	-1.25
May-01	16	17	94.12%	23.53%	31617	33493	94.40%	0.32	-0.81
Jun-01	15	15	100.00%	0.00%	32640	34157	95.56%	-0.83	-1.51
Jul-01	22	23	95.65%	20.39%	36343	38182	95.18%	-0.1	-1.06
Aug-01	21	21	100.00%	0.00%	20863	22185	94.04%	-1.15	-1.7



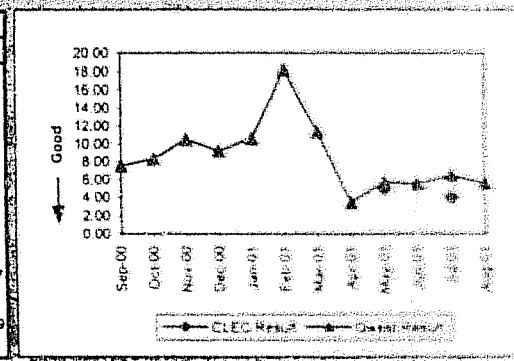
Installation Interval (Average Days) (OP-4)-- No Dispatches

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	5	4	1.50	1.29	24762	11167	2.22	-0.49	-1.3
Oct-00	10	2	5.00	5.66	29593	13024	2.27	1.28	-0.22
Nov-00	17	2	8.50	3.54	28556	12388	2.31	2.73	0.66
Dec-00	13	6	2.17	0.75	25479	11637	2.19	-0.02	-1.01
Jan-01	47	17	2.76	2.08	32962	12733	2.59	2.17	0.32
Feb-01	32	13	2.46	1.66	36995	13037	2.84	-0.36	-1.22
Mar-01	21	8	2.62	1.19	38288	14814	2.58	2	0.21
Apr-01	68	9	7.56	7.37	125136	21866	5.72	2.88	0.75
May-01	96	17	5.76	4.07	158174	25706	6.15	-0.33	-1.2
Jun-01	96	15	6.40	3.46	154342	25886	5.96	3.09	0.88
Jul-01	225	22	10.23	2.67	200669	26143	7.68	3.72	1.26
Aug-01	118	16	7.38	2.47	147019	14523	10.12	-3.64	-3.21



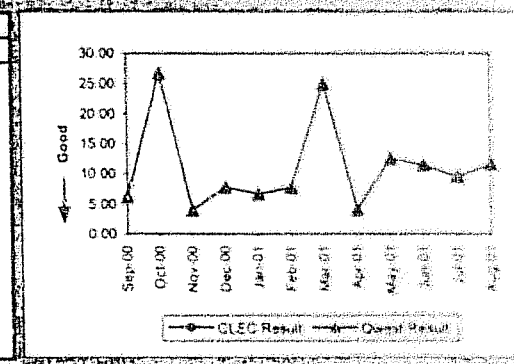
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)-- No Dispatches

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00					347	46	7.54		
Oct-00					451	54	8.35		
Nov-00					822	78	10.54		
Dec-00					370	40	9.25		
Jan-01					700	66	10.61		
Feb-01					1329	73	18.21		
Mar-01					808	71	11.38		
Apr-01					1288	371	3.47		
May-01	5	1	5.00		8444	1458	5.79	-0.12	-1.07
Jun-01					7763	1391	5.58		
Jul-01	4	1	4.00		13372	2051	6.52	-0.31	-1.19
Aug-01					8450	1498	5.64		



Delayed Days for Facility Reasons (Average Days) (OP-6B)-- No Dispatches

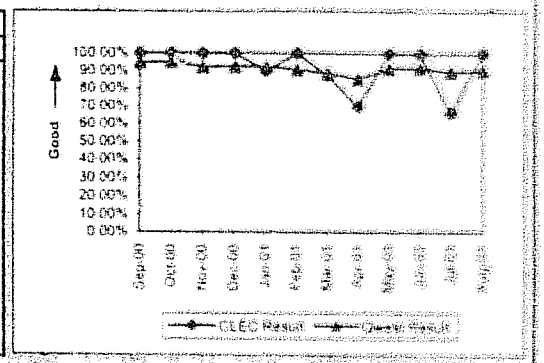
Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00					25	4	6.25		
Oct-00					80	3	26.67		
Nov-00					4	1	4.00		
Dec-00					47	6	7.83		
Jan-01					20	3	6.67		
Feb-01					31	4	7.75		
Mar-01					25	1	25.00		
Apr-01					114	28	4.07		
May-01					5277	418	12.62		
Jun-01					1446	126	11.48		
Jul-01					2094	220	9.52		
Aug-01					3605	310	11.63		



Checklist #14 - Resale - Qwest DSL Installation

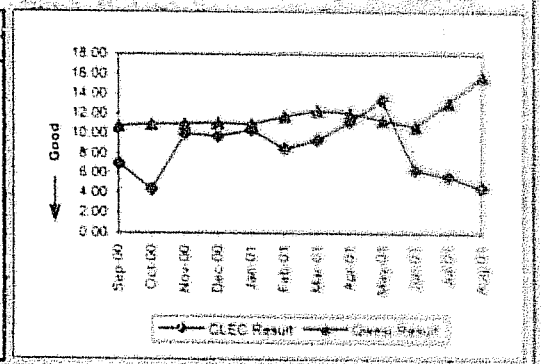
Installation Commitments Met (Percent) (OP-3)-- Interval Zone One

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Dene	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	3	3	100.00%	0.00%	13953	14697	94.94%	-0.4	-1.24
Oct-00	3	3	100.00%	0.00%	16439	17275	95.16%	-0.39	-1.24
Nov-00	4	4	100.00%	0.00%	14855	16122	92.14%	-0.58	-1.36
Dec-00	4	4	100.00%	0.00%	15082	16260	92.76%	-0.56	-1.34
Jan-01	9	10	90.00%	30.00%	21053	22844	92.16%	0.15	-0.91
Feb-01	8	8	100.00%	0.00%	18094	19910	90.88%	-0.9	-1.54
Mar-01	7	8	87.50%	33.07%	18941	21361	88.67%	0.3	-0.82
Apr-01	7	10	70.00%	45.83%	16366	19091	85.73%	5.89	2.58
May-01	8	8	100.00%	0.00%	7466	8147	91.64%	-0.85	-1.52
Jun-01	7	7	100.00%	0.00%	6103	6630	92.05%	-0.78	-1.47
Jul-01	4	6	66.67%	47.14%	826	919	89.88%	7.94	3.83
Aug-01	2	2	100.00%	0.00%	532	586	90.79%	-0.45	-1.27



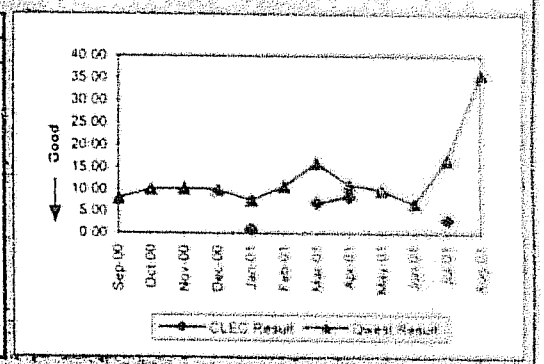
Installation Interval (Average Days) (OP-4)-- Interval Zone One

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Dene	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	21	3	7.00	3.46	157213	14559	10.80	-1.39	-1.85
Oct-00	13	3	4.33	1.15	188318	17161	10.97	-1.97	-2.2
Nov-00	40	4	10.00	0.82	176143	15989	11.02	-0.37	-1.22
Dec-00	39	4	9.75	3.20	178540	16104	11.09	-0.55	-1.34
Jan-01	104	10	10.40	6.40	247115	22495	10.99	-0.4	-1.24
Feb-01	68	8	8.50	5.18	229448	19521	11.75	-1.56	-1.95
Mar-01	75	8	9.38	3.46	257359	20867	12.33	-1.09	-1.66
Apr-01	112	10	11.20	10.04	227425	18787	12.11	-0.38	-1.23
May-01	107	8	13.38	24.13	91512	8070	11.34	3.09	0.88
Jun-01	44	7	6.29	3.73	70760	6602	10.72	-2.49	-2.51
Jul-01	28	5	5.60	2.30	15704	1197	13.12	-1.1	-1.67
Aug-01	9	2	4.50	0.71	10929	691	15.82	-0.7	-1.43



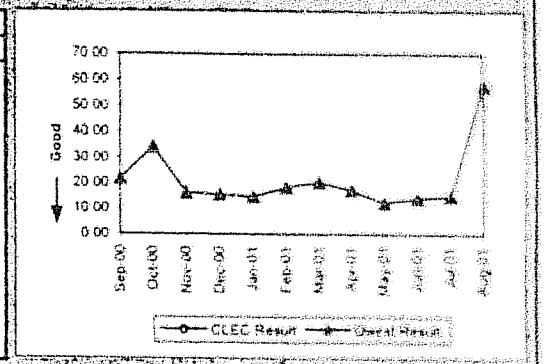
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)-- Interval Zone One

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Dene	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00					3844	479	8.03		
Oct-00					6510	643	10.12		
Nov-00					10940	1061	10.31		
Dec-00					9968	1000	9.97		
Jan-01	1	1	1.00		11736	1529	7.68	-0.65	-1.4
Feb-01					12921	1195	10.81		
Mar-01	7	1	7.00		22024	1360	16.19	-0.7	-1.43
Apr-01	25	3	8.33	8.74	19676	1764	11.15	-0.4	-1.24
May-01					5234	528	9.91		
Jun-01					2802	407	6.88		
Jul-01	6	2	3.00	2.83	6005	358	16.77	-1.03	-1.63
Aug-01					5728	160	35.80		



Delayed Days for Facility Reasons (Average Days) (OP-6B)-- Interval Zone One

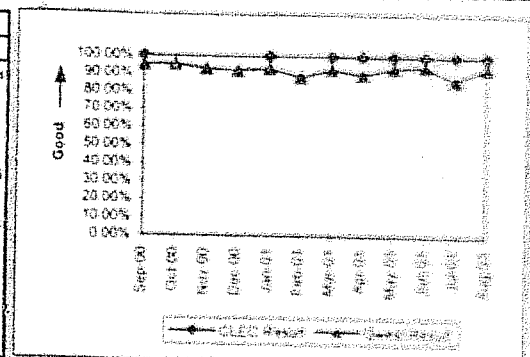
Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Dene	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00					5774	265	21.79		
Oct-00					6607	193	34.23		
Nov-00					3362	206	16.32		
Dec-00					2781	178	15.62		
Jan-01					3877	262	14.80		
Feb-01					11506	621	18.53		
Mar-01					21874	1060	20.64		
Apr-01					16743	961	17.42		
May-01					1906	153	12.46		
Jun-01					1713	120	14.28		
Jul-01					347	23	15.09		
Aug-01					116	2	58.00		



Checklist #14 - Resale - Qwest DSL Installation

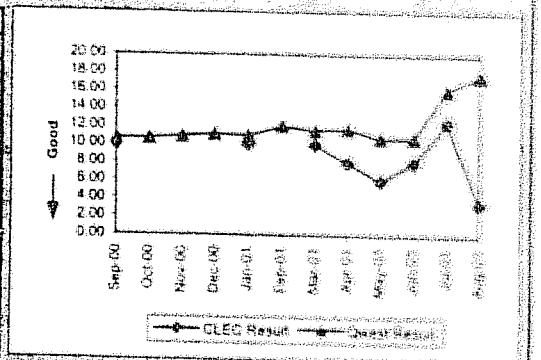
Installation Commitments Met (Percent) (OP-3)-- Interval Zone Two

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	1	1	100.00%	0.00%	2471	2598	95.11%	-0.39	-1.24
Oct-00					2700	2825	95.58%		
Nov-00					3188	3426	93.05%		
Dec-00					3412	3706	92.07%		
Jan-01	1	1	100.00%	0.00%	4486	4808	93.30%	-0.27	-1.16
Feb-01					3869	4384	88.25%		
Mar-01	2	2	100.00%	0.00%	3901	4196	92.97%	-0.39	-1.24
Apr-01	1	1	100.00%	0.00%	3443	3833	89.83%	-0.34	-1.2
May-01	1	1	100.00%	0.00%	2001	2132	93.86%	-0.26	-1.16
Jun-01	1	1	100.00%	0.00%	1511	1598	94.56%	-0.24	-1.15
Jul-01	2	2	100.00%	0.00%	163	188	86.70%	-0.55	-1.33
Aug-01	2	2	100.00%	0.00%	113	120	94.17%	-0.35	-1.21



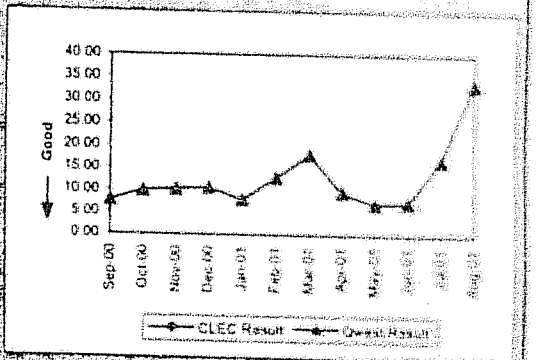
Installation Interval (Average Days) (OP-4)-- Interval Zone Two

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	30	3	10.00	0.00	27501	2585	10.64	-0.29	-1.17
Oct-00					29983	2816	10.65		
Nov-00					37165	3412	10.89		
Dec-00					41011	3685	11.13		
Jan-01	10	1	10.00		52256	4763	10.97	-0.24	-1.15
Feb-01					52500	4346	12.08		
Mar-01	20	2	10.00	0.00	47839	4124	11.60	-0.34	-1.21
Apr-01	8	1	8.00		44516	3781	11.77	-0.47	-1.28
May-01	8	1	8.00		22683	2117	10.71	-1.29	-1.79
Jun-01	8	1	8.00		17119	1591	10.76	-0.53	-1.33
Jul-01	25	2	12.50	2.12	3858	239	16.14	-0.26	-1.16
Aug-01	7	2	3.50	0.71	2873	162	17.73	-0.95	-1.58



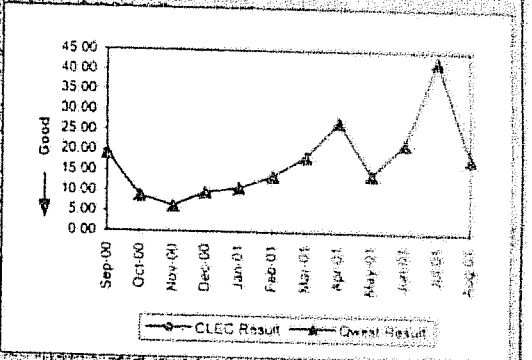
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)-- Interval Zone Two

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00					861	112	7.69		
Oct-00					1172	118	9.93		
Nov-00					2281	223	10.23		
Dec-00					2849	269	10.59		
Jan-01					2345	297	7.90		
Feb-01					4950	382	12.96		
Mar-01					4115	227	18.13		
Apr-01					2393	251	9.53		
May-01					805	115	7.00		
Jun-01					608	83	7.33		
Jul-01					1202	71	16.93		
Aug-01					1583	47	33.68		



Delayed Days for Facility Reasons (Average Days) (OP-6B)-- Interval Zone Two

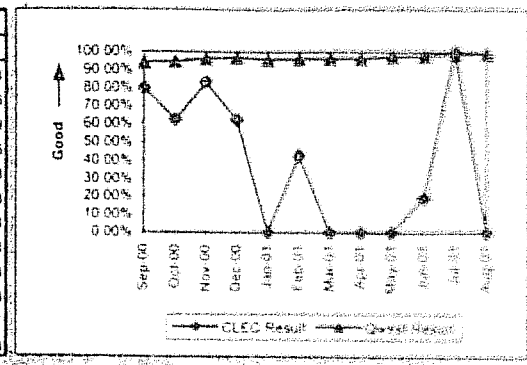
Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00					288	15	19.20		
Oct-00					62	7	8.86		
Nov-00					95	15	6.33		
Dec-00					243	25	9.72		
Jan-01					273	25	10.92		
Feb-01					1841	133	13.84		
Mar-01					1268	68	18.65		
Apr-01					3787	139	27.24		
May-01					230	16	14.38		
Jun-01					88	4	22.00		
Jul-01					298	7	42.57		
Aug-01					37	2	18.50		



Checklist #14 - Resale - Qwest DSL Installation

New Service Installation Quality (Percent) (OP-5)– Interval Zone One and Two

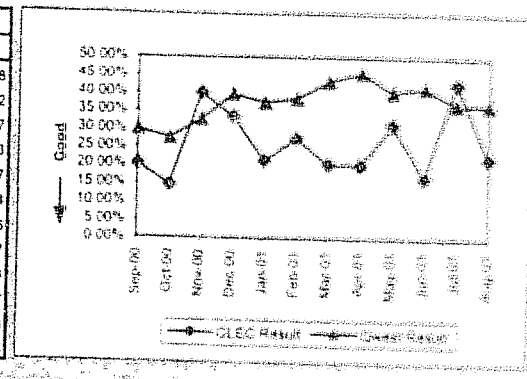
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
[illegible]	5	10	80 00%	40 00%	28253	29977	94 25%	1 94	3 94
[illegible]	5	8	62 50%	48 41%	30876	32613	94 67%	4 05	1 26
[illegible]	5	6	83 33%	37 27%	33496	34736	96 43%	1 73	3 99
[illegible]	5	8	62 50%	48 41%	33475	34500	97 03%	5 75	1 26
[illegible]	0	22	0 00%	0 00%	37739	39287	96 06%	23 15	3 83
[illegible]	12	28	42 86%	49 49%	41440	43021	96 33%	15 03	3 83
[illegible]	0	21	0 00%	0 00%	42056	43574	96 52%	24 11	3 83
[illegible]	0	21	0 00%	0 00%	45521	47239	96 36%	23 58	3 83
[illegible]	0	25	0 00%	0 00%	47784	48943	97 63%	32 1	3 83
[illegible]	5	26	19 23%	39 41%	47287	48255	97 99%	28 64	3 83
[illegible]	28	28	100 00%	0 00%	46542	47147	98 72%	-0 6	-1 37
[illegible]	0	28	0 00%	0 00%	39097	39308	99 46%	72	3 83



Checklist #14 - Resale - Qwest DSL Repair

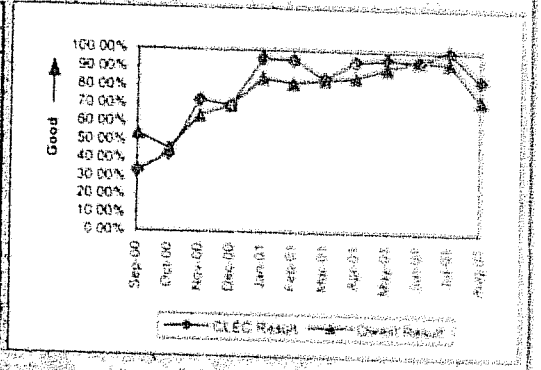
Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10)-- Interval Zone One and Two

Date	CLEC Num	CLEC Denr	CLEC Resu	Std Dev	Qwest Num	Qwest Dene	Qwest Resu	Mod Z Scr	Panty Scr
Sep-00	10	49	20.41%	40.30%	3410	11397	29.92%	-1.45	-1.88
Oct-00	6	41	14.63%	35.34%	3116	11320	27.53%	-1.84	-2.12
Nov-00	8	20	40.00%	48.99%	2052	6302	32.56%	0.71	-0.57
Dec-00	5	15	33.33%	47.14%	2335	5886	39.67%	-0.5	-1.3
Jan-01	13	61	21.31%	40.95%	2666	7127	37.41%	-2.59	-2.57
Feb-01	8	29	27.59%	44.69%	2882	7461	38.63%	-1.22	-1.74
Mar-01	9	44	20.45%	40.34%	3764	8674	43.39%	-3.06	-2.86
Apr-01	14	69	20.29%	40.22%	3959	8661	45.71%	-4.22	-3.57
May-01	33	105	31.43%	46.42%	3785	9361	40.43%	-1.87	-2.14
Jun-01	13	77	16.88%	37.46%	3373	8098	41.65%	-4.39	-3.67
Jul-01	6	14	42.86%	49.49%	2498	6730	37.12%	0.44	-0.73
Aug-01	15	67	22.39%	41.68%	3429	9259	37.03%	-2.47	-2.5



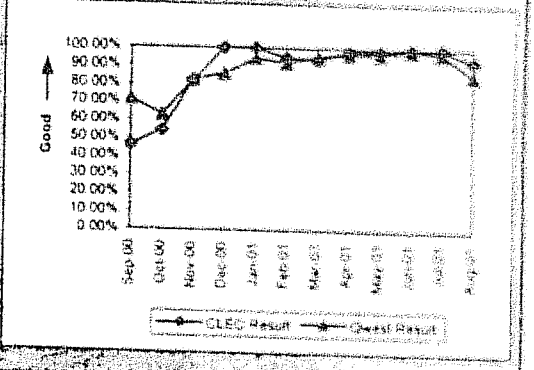
Out of Service Cleared within 24 hours (Percent) (MR-3)-- Interval Zone One

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dene	Qwest Resu	Mod Z Scr	Panty Scr
Sep-00	13	39	33.33%	47.14%	3839	7083	54.20%	2.65	0.61
Oct-00	15	35	42.86%	49.49%	3372	7346	45.90%	0.37	-0.77
Nov-00	8	11	72.73%	44.54%	2427	3779	64.22%	-0.59	-1.36
Dec-00	7	10	70.00%	45.83%	2115	3028	69.85%	-0.01	-1.01
Jan-01	43	45	95.56%	20.61%	3261	3837	84.99%	-1.97	-2.2
Feb-01	18	19	94.74%	22.33%	3184	3871	82.25%	-1.42	-1.86
Mar-01	28	33	84.85%	35.86%	3545	4212	84.16%	-0.11	-1.07
Apr-01	49	52	94.23%	23.32%	3517	4110	85.57%	-1.77	-2.07
May-01	66	69	95.65%	20.39%	4375	4820	90.77%	-1.39	-1.85
Jun-01	55	58	94.83%	22.15%	3636	4040	94.95%	0.02	-0.99
Jul-01	8	8	100.00%	0.00%	3350	3573	93.76%	-0.73	-1.44
Aug-01	38	45	84.44%	36.24%	3691	5006	73.73%	-1.63	-1.99



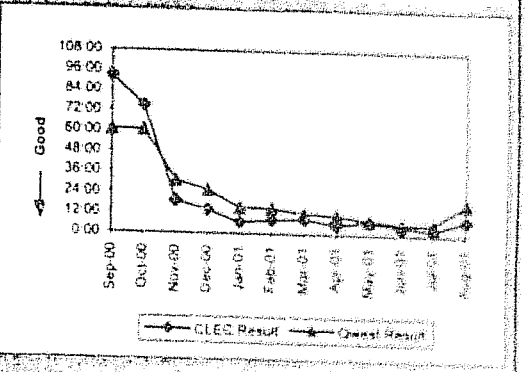
All Troubles Cleared within 48 hours (Percent) (MR-4)-- Interval Zone One

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dene	Qwest Resu	Mod Z Scr	Panty Scr
Sep-00	18	39	46.15%	49.85%	5060	7083	71.44%	4	1.43
Oct-00	19	35	54.29%	49.82%	4629	7346	63.01%	1.07	-0.35
Nov-00	9	11	81.82%	38.57%	3109	3779	82.27%	0.19	-0.88
Dec-00	10	10	100.00%	0.00%	2605	3028	86.03%	-1.27	-1.77
Jan-01	45	45	100.00%	0.00%	3627	3837	94.53%	-1.6	-1.98
Feb-01	18	19	94.74%	22.33%	3563	3871	92.04%	-0.43	-1.26
Mar-01	31	33	93.94%	23.86%	4016	4212	95.35%	0.1	-0.94
Apr-01	51	52	98.08%	13.73%	3992	4110	97.13%	-0.41	-1.25
May-01	69	70	98.57%	11.87%	4678	4820	97.05%	-0.75	-1.45
Jun-01	59	59	100.00%	0.00%	3997	4040	98.94%	-0.79	-1.48
Jul-01	8	8	100.00%	0.00%	3490	3573	97.68%	-0.44	-1.26
Aug-01	44	47	93.62%	24.44%	4308	5006	86.06%	-1.49	-1.91



Mean Time to Restore (Hours:Minutes) (MR-6)-- Interval Zone One

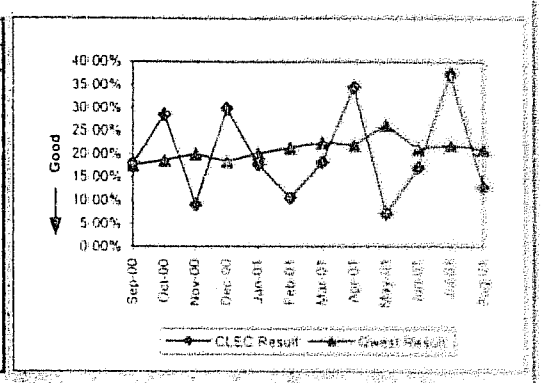
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dene	Qwest Resu	Mod Z Scr	Panty Scr
Sep-00	3610:56	39	92:35	127:11	432668:54	7083	51:05	2.12	0.29
Oct-00	2631:26	35	75:11	84:42	446886:56	7346	60:50	1.01	-0.39
Nov-00	212:31	11	19:19	25:27	117357:30	3779	31:03	-0.73	-1.44
Dec-00	140:47	10	14:05	16:46	77335:23	3028	25:32	-0.86	-1.52
Jan-01	300:10	45	6:40	8:17	59763:09	3837	15:35	-0.41	-1.25
Feb-01	154:32	19	8:08	21:30	58464:22	3871	15:06	-1.03	-1.63
Mar-01	294:51	33	8:58	18:52	50993:38	4212	12:06	-0.84	-1.51
Apr-01	291:37	52	5:36	12:00	45789:19	4110	11:08	-2.29	-2.39
May-01	519:04	70	7:25	16:49	40647:09	4820	8:26	-0.48	-1.29
Jun-01	265:52	59	4:30	6:36	25543:30	4040	6:19	-1.14	-1.69
Jul-01	27:00	8	3:23	5:46	22866:02	3573	6:24	-0.58	-1.35
Aug-01	424:45	47	9:02	16:33	95521:49	5006	19:05	-2.05	-2.25



Checklist #14 - Resale - Qwest DSL Repair

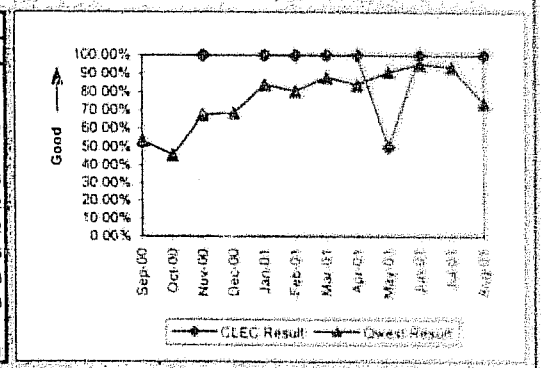
Repair Repeat Report Rate (Percent) (MR-7)-- Interval Zone One

	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
	7	39	17.95%	38.38%	1242	7083	17.53%	0.12	-0.93
	10	35	28.57%	45.18%	1365	7346	18.58%	1.44	-0.12
	1	11	9.09%	28.75%	758	3779	20.06%	-0.91	-1.55
	3	10	30.00%	45.83%	558	3028	18.43%	0.9	-0.45
	8	45	17.78%	38.23%	774	3837	20.17%	-0.4	-1.24
	2	19	10.53%	30.69%	828	3871	21.39%	-1.15	-1.7
	6	33	18.18%	38.57%	950	4212	22.55%	-0.6	-1.36
	18	52	34.62%	47.57%	904	4110	22.00%	2.08	0.26
	5	70	7.14%	25.75%	1275	4820	26.45%	-3.64	-3.21
	10	59	16.95%	37.52%	855	4040	21.16%	-0.79	-1.48
	3	8	37.50%	48.41%	783	3573	21.91%	0.99	-0.4
	5	42	12.27%	33.37%	1052	5006	21.01%	-1.38	-1.84



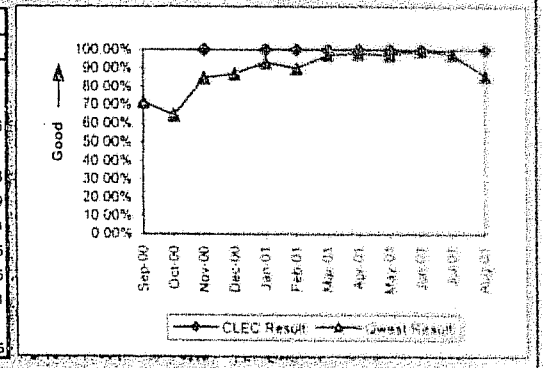
Out of Service Cleared within 24 hours (Percent) (MR-3)-- Interval Zone Two

	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
					486	903	53.82%		
					392	858	45.69%		
	1	1	100.00%	0.00%	319	471	67.73%	-0.69	-1.42
					359	523	68.64%		
	3	3	100.00%	0.00%	525	624	84.13%	-0.75	-1.46
	2	2	100.00%	0.00%	569	708	80.37%	-0.7	-1.42
	2	2	100.00%	0.00%	615	698	88.11%	-0.52	-1.32
	3	3	100.00%	0.00%	497	592	83.95%	-0.76	-1.46
	1	2	50.00%	50.00%	689	756	91.14%	7.94	3.83
	5	5	100.00%	0.00%	653	685	95.33%	-0.49	-1.3
					618	659	93.78%		
	5	5	100.00%	0.00%	609	824	73.91%	-1.32	-1.81



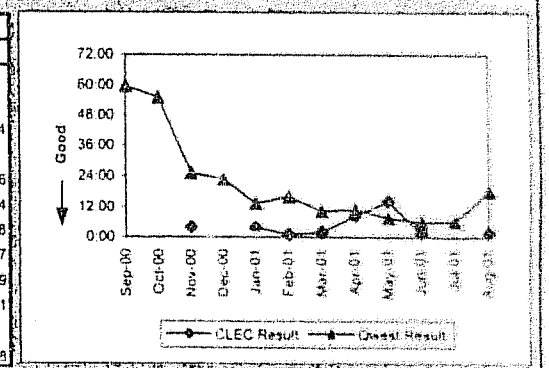
All Troubles Cleared within 48 hours (Percent) (MR-4)-- Interval Zone Two

	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
					648	904	71.68%		
					552	858	64.34%		
	1	1	100.00%	0.00%	399	471	84.71%	-0.42	-1.26
					455	523	87.00%		
	3	3	100.00%	0.00%	582	624	93.27%	-0.46	-1.28
	2	2	100.00%	0.00%	637	708	89.97%	-0.47	-1.29
	2	2	100.00%	0.00%	679	698	97.28%	-0.24	-1.14
	3	3	100.00%	0.00%	580	592	97.97%	-0.25	-1.15
	2	2	100.00%	0.00%	735	756	97.22%	-0.24	-1.15
	5	5	100.00%	0.00%	681	685	99.42%	-0.17	-1.1
					643	659	97.57%		
	5	5	100.00%	0.00%	709	824	86.04%	-0.9	-1.55



Mean Time to Restore (Hours:Minutes) (MR-6)-- Interval Zone Two

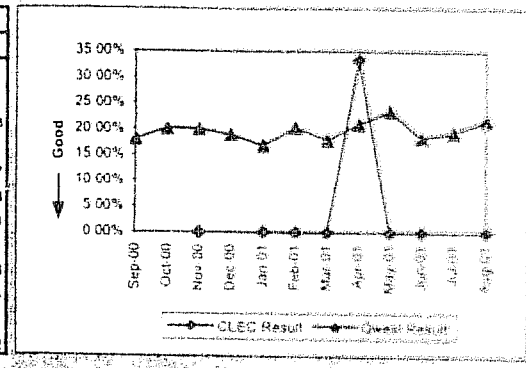
	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
					53897:54	904	59:37		
					47393:58	858	55:14		
	3:53	1	3:53		11926:27	471	25:19	-0.56	-1.34
					12000:09	523	22:57		
	11:00	3	3:47	3:58	8295:32	624	13:18	-0.76	-1.46
	2:07	2	1:04	0:50	11401:13	708	16:06	-0.72	-1.44
	4:03	2	2:01	2:50	7199:19	698	10:19	-0.63	-1.38
	25:48	3	8:36	8:59	6577:47	592	11:07	-0.29	-1.17
	28:44	2	14:22	19:59	5835:38	756	7:43	2.46	0.49
	8:58	5	1:48	2:09	4070:00	885	5:56	-1	-1.61
					4130:57	659	6:16		
	9:34	5	1:55	1:22	15226:27	824	18:29	-1.12	-1.66



Checklist #14 - Resale - Qwest DSL Repair

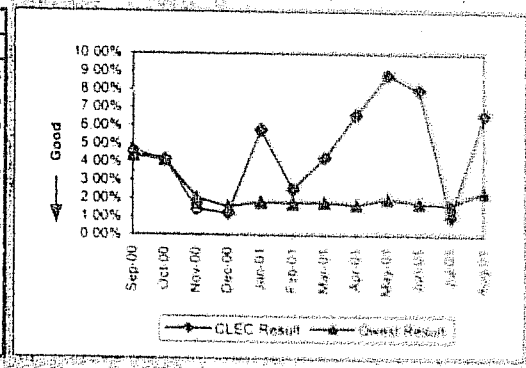
Repair Repeat Report Rate (Percent) (MR-7)– Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
[illegible]					163	904	18 03%		
[illegible]					173	858	20 16%		
[illegible]	0	1	0 00%	0 00%	94	471	19 96%	-0 5	-1 3
[illegible]					99	523	18 93%		
[illegible]	0	3	0 00%	0 00%	105	624	16 83%	-0 78	-1 47
[illegible]	0	2	0 00%	0 00%	144	708	20 34%	-0 71	-1 43
[illegible]	0	2	0 00%	0 00%	125	698	17 91%	-0 66	-1 4
[illegible]	1	3	33 33%	47 14%	124	592	20 95%	0 48	-0 71
[illegible]	0	2	0 00%	0 00%	178	756	23 55%	-0 78	-1 48
[illegible]	0	5	0 00%	0 00%	126	685	18 39%	-1 06	-1 64
[illegible]					128	659	19 42%		
[illegible]	0	5	0 00%	0 00%	180	824	21 84%	-1 18	-1 72

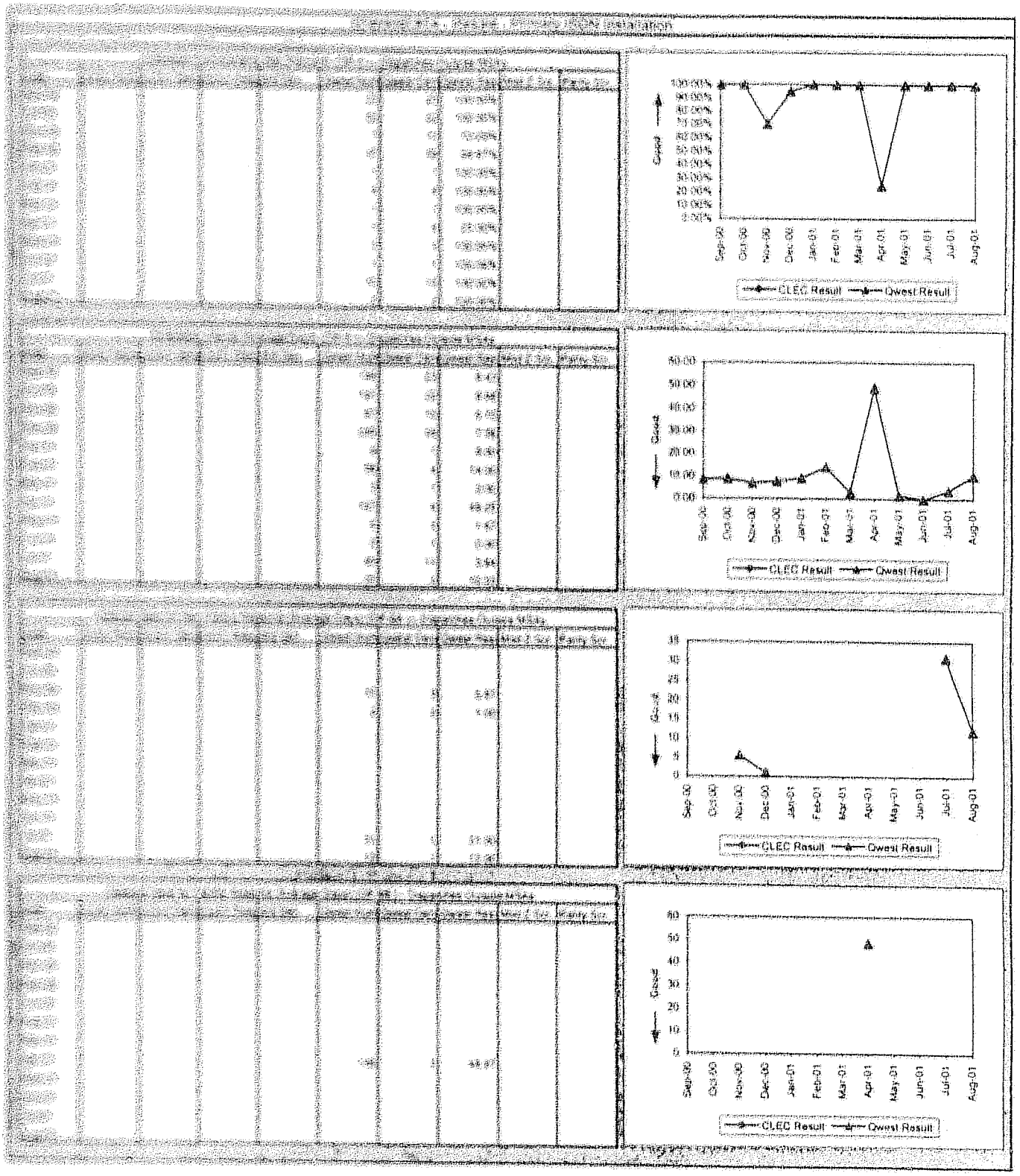


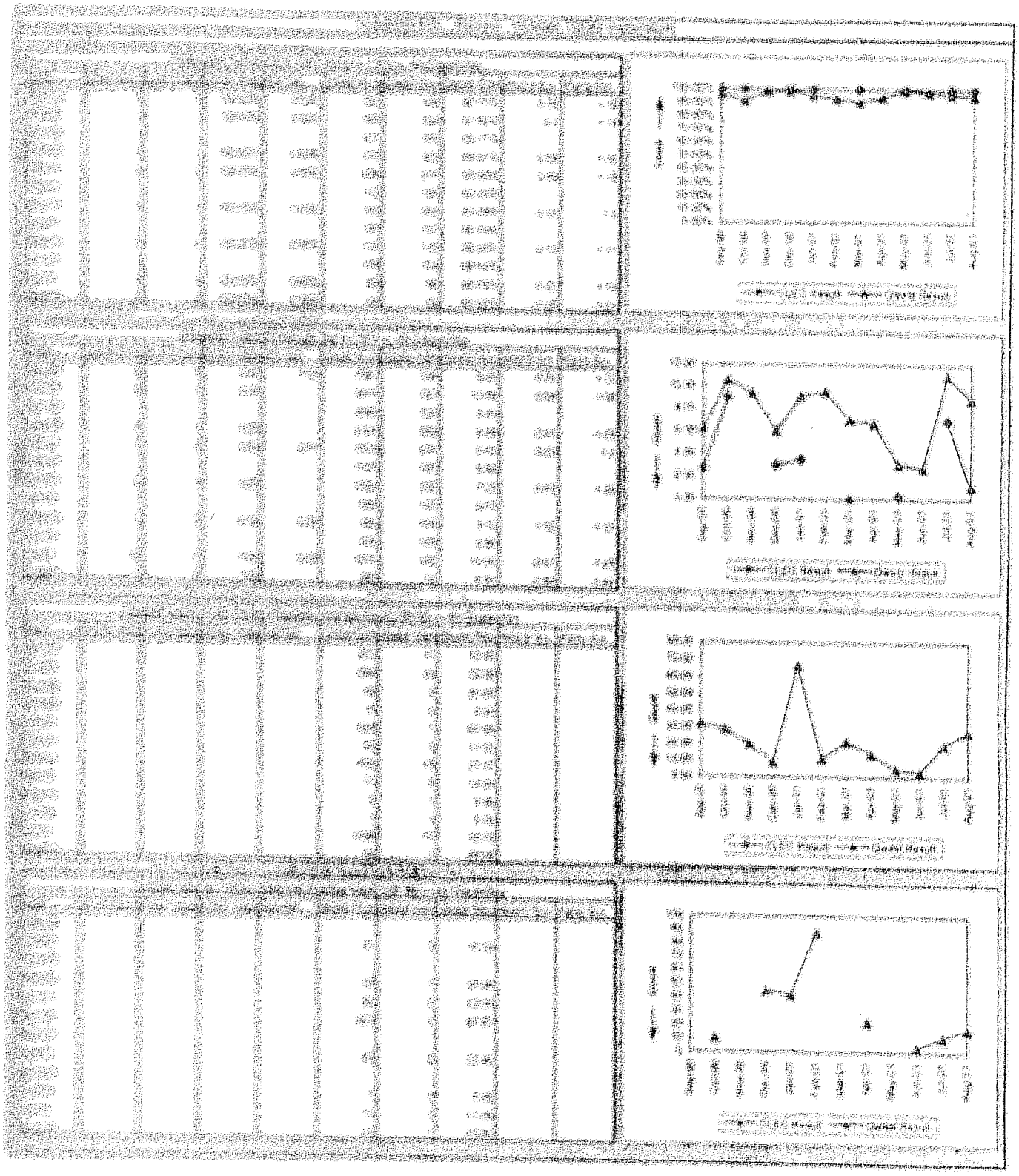
Trouble Rate (Percent) (MR-8)– Interval Zone One and Two

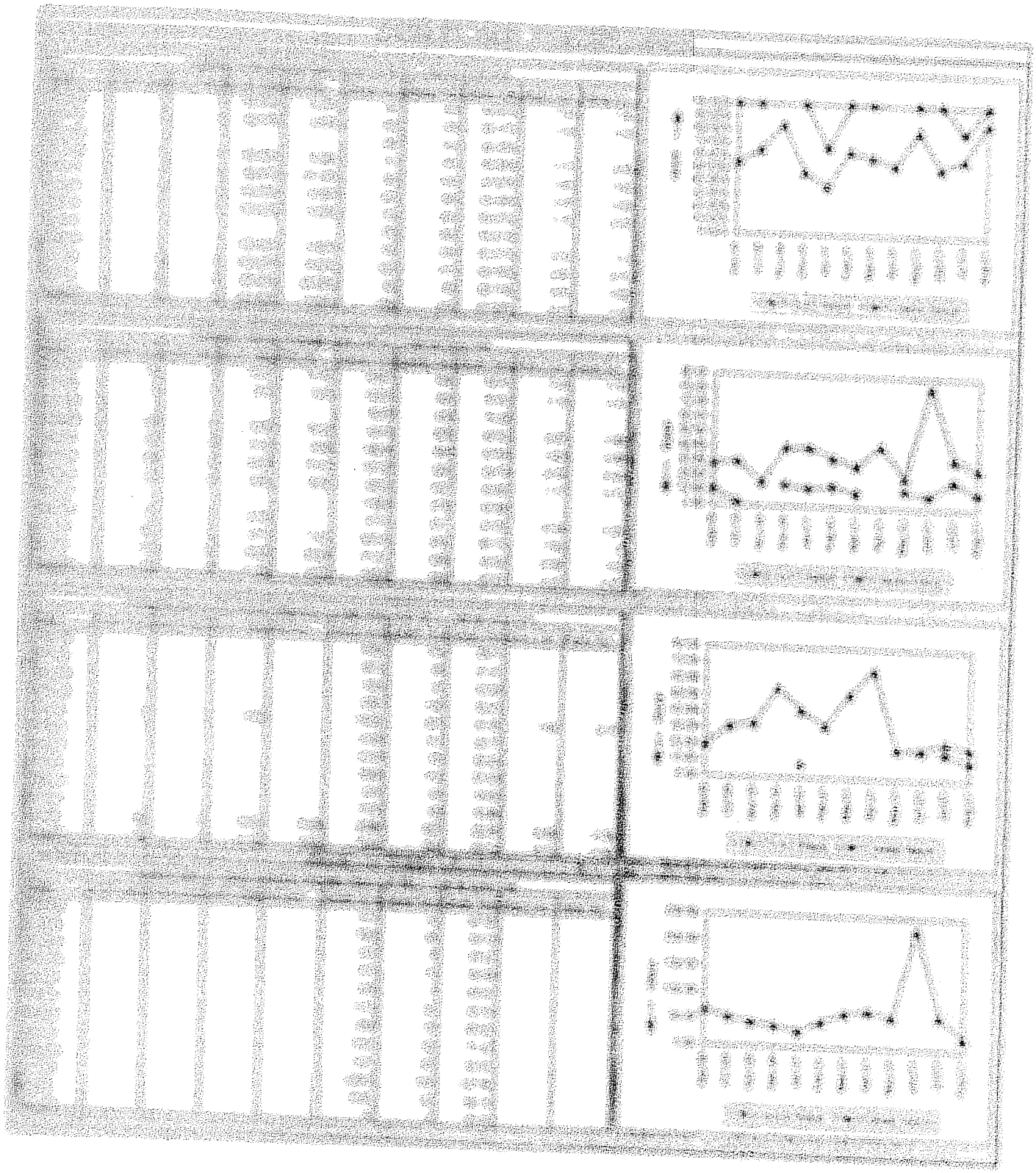
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
[illegible]	39	843	4 63%	21 01%	7987	182743	4 37%	0 36	-0 78
[illegible]	35	838	4 18%	20 01%	8204	197393	4 16%	0 03	-0 98
[illegible]	12	836	1 44%	11 89%	4250	208310	2 04%	-1 23	-1 75
[illegible]	10	831	1 20%	10 90%	3551	223445	1 59%	-0 89	-1 54
[illegible]	46	825	5 82%	23 41%	4461	240365	1 86%	8 42	4 12
[illegible]	21	832	2 52%	15 69%	4579	255916	1 79%	1 6	-0 03
[illegible]	35	820	4 27%	20 21%	4910	267200	1 84%	5 17	2 15
[illegible]	55	828	6 64%	24 90%	4702	279790	1 68%	11 09	5 74
[illegible]	72	814	8 85%	28 40%	5576	274534	2 03%	13 76	7 37
[illegible]	64	795	8 05%	27 21%	4725	266282	1 77%	13 38	7 14
[illegible]	8	786	1 02%	10 04%	4232	252102	1 68%	-1 44	-1 88
[illegible]	52	783	6 64%	24 90%	5830	238364	2 45%	7 59	3.61



CLEC Result
Qwest Result


Sep-00
Oct-00
Nov-00
Dec-00
Jan-01
Feb-01
Mar-01
Apr-01
May-01
Jun-01
Jul-01
Aug-01
CLEC Result
Qwest Result

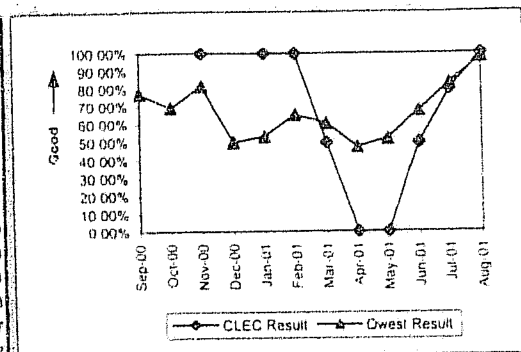




[illegible] #14 - Resale - Primary ISDN Installation

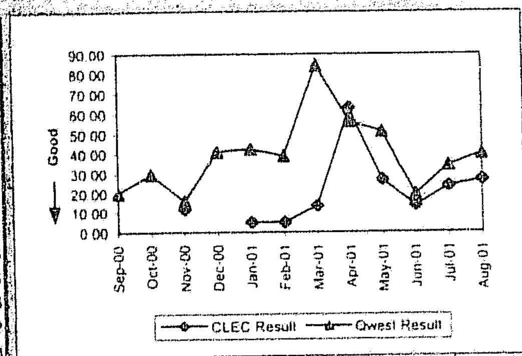
[illegible] Interval Zone Two

[illegible]	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	77.46%		
[illegible]	[illegible]	255	69.41%		
[illegible]	[illegible]	152	81.58%	-0.94	-1.57
[illegible]	[illegible]	100	50.00%		
[illegible]	[illegible]	242	53.31%	-1.61	-1.98
[illegible]	[illegible]	569	65.77%	-1.42	-1.87
[illegible]	[illegible]	241	60.66%	0.34	-0.79
[illegible]	[illegible]	221	47.32%	0.12	-0.93
[illegible]	[illegible]	92	53.17%	1.09	-0.34
[illegible]	[illegible]	[illegible]	69.06%	0.11	-0.93
[illegible]	[illegible]	102	85.18%	0.21	-0.87
[illegible]	[illegible]	253	98.91%	-0.28	-1.17



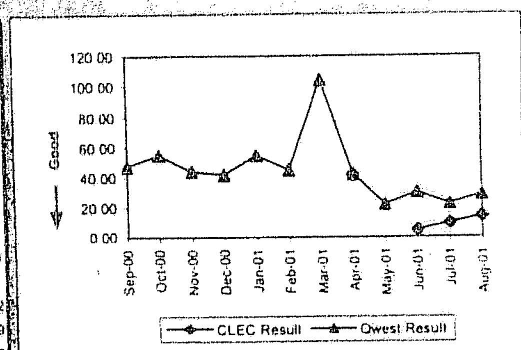
[illegible] Interval Zone Two

[illegible]	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
[illegible]	[illegible]	143	20.58		
[illegible]	[illegible]	253	29.88		
[illegible]	2280	141	16.03	-0.41	-1.25
[illegible]	4216	102	41.33		
[illegible]	[illegible]	213	42.65	-0.9	-1.55
[illegible]	[illegible]	128	39.06	-1.28	-1.78
[illegible]	[illegible]	221	84.43	-1.07	-1.65
[illegible]	[illegible]	223	56.29	2.20	0.35
[illegible]	[illegible]	97	51.57	-0.42	-1.26
[illegible]	[illegible]	68	19.41	-0.43	-1.26
[illegible]	[illegible]	551	34.19	-0.52	-1.32
[illegible]	[illegible]	744	40.06	-0.98	-1.58



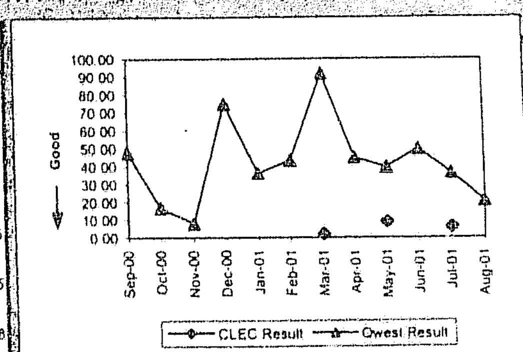
[illegible] (OP-6A) - Interval Zone Two

[illegible]	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
[illegible]	[illegible]	27	47.74		
[illegible]	[illegible]	63	55.16		
[illegible]	[illegible]	18	44.17		
[illegible]	[illegible]	39	42.18		
[illegible]	[illegible]	103	55.00		
[illegible]	[illegible]	39	45.03		
[illegible]	[illegible]	65	104.60		
[illegible]	[illegible]	101	42.88	-0.02	-1.01
[illegible]	[illegible]	26	22.31		
[illegible]	[illegible]	20	30.80	-2.01	-2.22
[illegible]	[illegible]	501	22.72	-0.97	-1.59
[illegible]	[illegible]	607	29.02	-1.91	-2.16



[illegible] (OP-6B) - Interval Zone Two

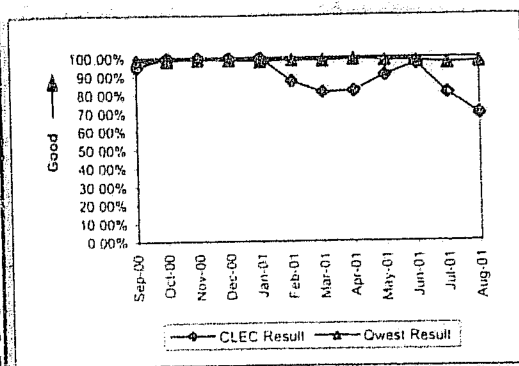
[illegible]	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
[illegible]	[illegible]	6	48.00		
[illegible]	[illegible]	15	16.87		
[illegible]	[illegible]	10	8.20		
[illegible]	[illegible]	21	74.90		
[illegible]	[illegible]	10	36.10		
[illegible]	[illegible]	12	43.17		
[illegible]	[illegible]	31	91.81	-1.73	-2.05
[illegible]	[illegible]	17	45.00		
[illegible]	[illegible]	18	39.56	-1.57	-1.95
[illegible]	[illegible]	3	50.00		
[illegible]	[illegible]	3	36.33	-0.62	-1.38
[illegible]	[illegible]	1	21.00		



[illegible] #14 - Resale - Primary ISDN Installation

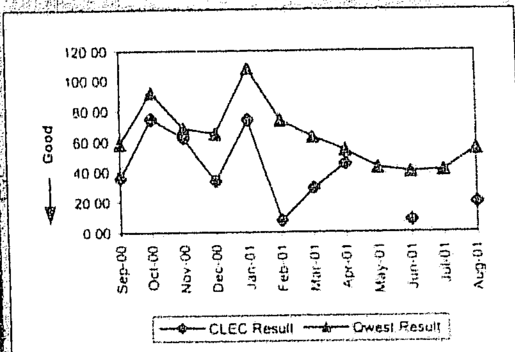
[illegible] Zone One and Two

					Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2101	98 76%	1 45	3 60
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2200	98 64%	-0 35	-1 21
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2320	99 27%	-0 21	-1 13
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2475	98 91%	-0 28	-1 17
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2724	98 31%	-0 45	-1 28
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2555	98 98%	4 56	3 83
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2755	98 82%	5 94	3 83
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	3092	99 26%	6 72	3 83
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2814	98 56%	3 25	3 83
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2116	98 25%	0 56	-1 05
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1701	97 00%	4 82	3 83
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1430	97 69%	8 91	3 83



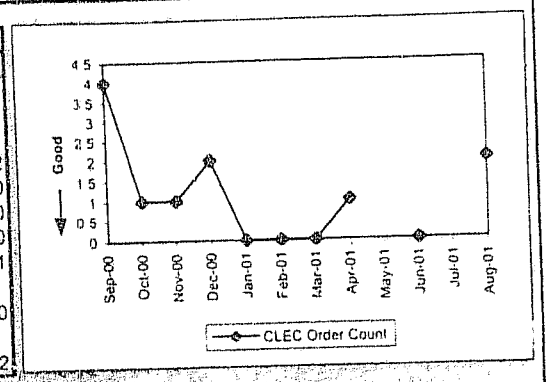
[illegible] Past Due Date (Average Days) (OP-15A)

					Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	10037	58 71	-1 4	-1 85
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	4328	92 10	-0 49	-1 3
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	5732	68 65	-0 15	-1 00
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	6653	65 35	-1 2	-1 73
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2047	108 29	-1 02	-1 62
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	991	74 11	-5 35	-4 25
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1294	63 20	-2 58	-2 57
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1357	54 44	-0 68	-1 42
[illegible]					[illegible]	2082	42 85		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2043	40 11	-1 18	-1 72
[illegible]					[illegible]	1661	40 80		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1503	55 10	-1.24	-1 76



Checklist #14 - Resale - Primary ISDN Installation

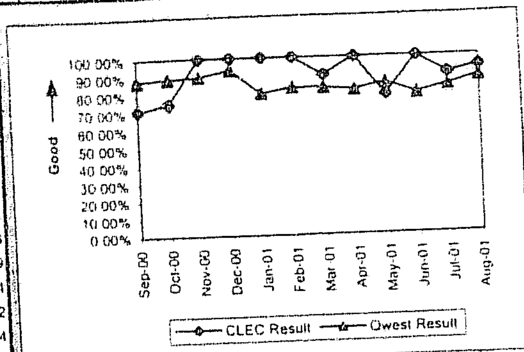
Reasons ISDN Primary (OP-15B)	CLEC Order Count
	4
	1
	1
	2
	0
	0
	0
	1
	0
	2



[illegible] #14 - Resale - Primary ISDN Repair

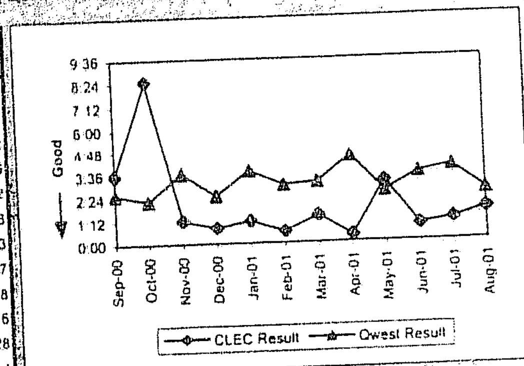
[illegible] -- Interval Zone One

[illegible]	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
[illegible]	141	87.94%	1.82	0.1
[illegible]	183	89.07%	1.47	-0.14
[illegible]	138	83.86%	-0.47	-1.29
[illegible]	181	93.79%	-0.87	-1.41
[illegible]	239	83.33%	-1.38	-1.84
[illegible]	180	83.33%	-1.44	-1.88
[illegible]	204	82.84%	-0.59	-1.36
[illegible]	169	81.66%	-1.14	-1.69
[illegible]	185	85.41%	0.59	-0.64
[illegible]	174	79.71%	-1.64	-2
[illegible]	197	83.25%	-0.56	-1.34
[illegible]	160	88.13%	-0.66	-1.4



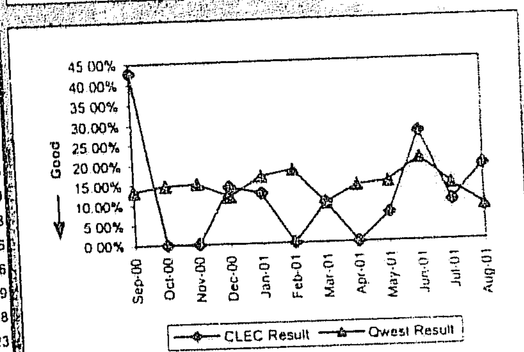
[illegible] -- Interval Zone One

[illegible]	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
[illegible]	141	2.35	0.3	-0.82
[illegible]	183	2.16	1.18	-0.28
[illegible]	138	3.39	-0.10	-1.12
[illegible]	181	2.30	-0.42	-1.26
[illegible]	239	3.47	-0.69	-1.42
[illegible]	180	3.01	-0.96	-1.58
[illegible]	204	3.09	-0.88	-1.53
[illegible]	169	4.30	-0.93	-1.57
[illegible]	185	2.37	1.02	-0.38
[illegible]	174	3.34	-0.99	-1.6
[illegible]	197	3.53	-0.46	-1.28
[illegible]	160	2.38	-0.65	-1.4



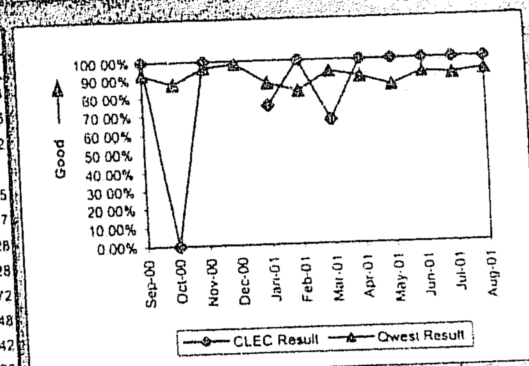
[illegible] (Percent) (MR-7) -- Interval Zone One

[illegible]	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
[illegible]	19	141	13.48%	1.82	0.11
[illegible]	27	183	14.75%	-0.82	-1.5
[illegible]	21	138	15.22%	-0.59	-1.36
[illegible]	19	161	11.80%	0.23	-0.86
[illegible]	40	239	16.74%	-0.32	-1.19
[illegible]	33	180	18.33%	-1.53	-1.93
[illegible]	20	204	9.80%	0.07	-0.96
[illegible]	24	169	14.20%	-0.98	-1.6
[illegible]	28	186	15.05%	-0.8	-1.49
[illegible]	36	174	20.69%	0.52	-0.68
[illegible]	28	197	14.21%	-0.37	-1.23
[illegible]	14	161	8.70%	1.2	-0.27



[illegible] (Percent) [illegible] -- Interval Zone Two

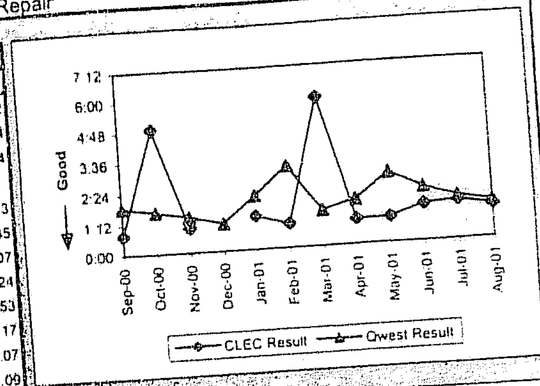
[illegible]	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
[illegible]	52	56	92.86%	-0.59	-1.36
[illegible]	62	71	87.32%	3.72	1.26
[illegible]	54	56	96.43%	-0.32	-1.2
[illegible]	58	59	98.31%		
[illegible]	83	95	87.37%	0.4	-0.75
[illegible]	63	76	82.89%	-0.77	-1.47
[illegible]	86	92	93.48%	5.39	2.28
[illegible]	84	93	90.32%	-0.46	-1.28
[illegible]	57	67	85.07%	-1.18	-1.72
[illegible]	82	89	92.13%	-0.79	-1.48
[illegible]	79	87	90.80%	-0.69	-1.42
[illegible]	95	102	93.14%	-0.59	-1.36



Checklist #14 - Resale - Primary ISDN Repair

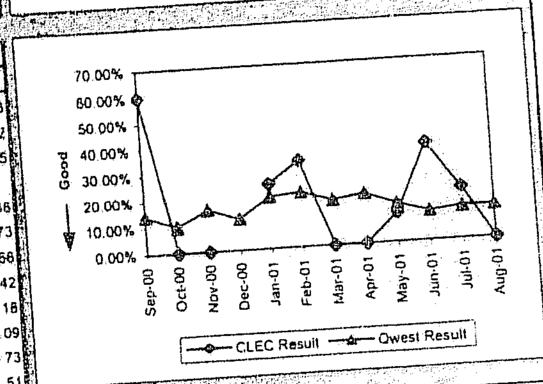
Interval Zone Two

[illegible]	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
[illegible]	56	1.53	-0.69	-1.42
[illegible]	71	1.41	1.08	-0.34
[illegible]	56	1.26	-0.23	-1.14
[illegible]	59	1.07		
[illegible]	95	2.10	-0.49	-1.3
[illegible]	76	3.16	-0.58	-1.35
[illegible]	92	1.26	1.52	-0.07
[illegible]	93	1.48	-0.39	-1.24
[illegible]	67	2.47	-0.87	-1.53
[illegible]	89	2.09	-0.28	-1.17
[illegible]	87	1.44	-0.12	-1.07
[illegible]	102	1.30	-0.15	-1.09



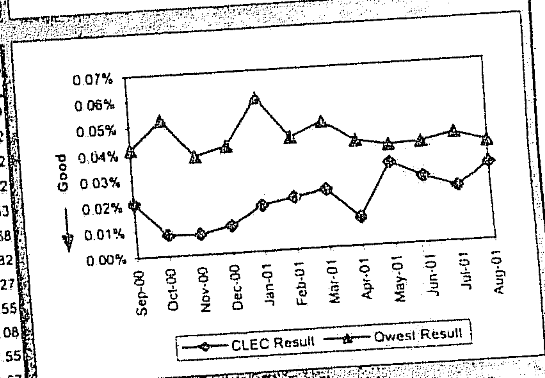
(MR-7) — Interval Zone Two

[illegible]	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
[illegible]	[illegible]	56	14.29%	2.26	0.38
[illegible]	[illegible]	71	9.86%	-0.33	-1.2
[illegible]	[illegible]	56	18.07%	-0.74	-1.45
[illegible]	[illegible]	59	11.86%		
[illegible]	[illegible]	95	20.00%	0.24	-0.86
[illegible]	[illegible]	76	21.05%	0.44	-0.73
[illegible]	[illegible]	92	17.39%	-1.09	-1.66
[illegible]	[illegible]	93	19.35%	-0.89	-1.42
[illegible]	[illegible]	67	14.93%	-0.3	-1.18
[illegible]	[illegible]	89	11.24%	1.79	0.09
[illegible]	[illegible]	87	12.64%	0.44	-0.73
[illegible]	[illegible]	102	12.75%	-0.83	-1.51



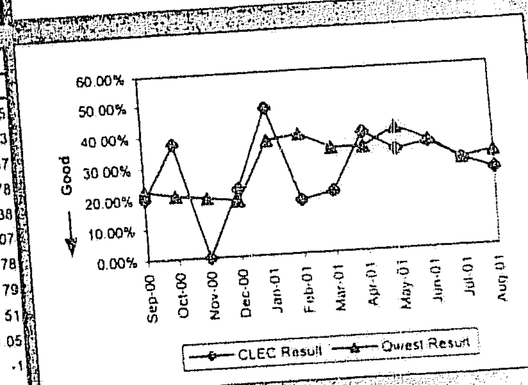
(MR-8) — Interval Zone One and Two

[illegible]	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
[illegible]	197	471280	0.04%	-2.28	-2.39
[illegible]	204	482618	0.05%	-4.47	-3.72
[illegible]	194	507784	0.04%	-3.61	-3.2
[illegible]	320	529335	0.04%	-3.85	-3.22
[illegible]	334	562082	0.06%	-4.18	-3.53
[illegible]	256	548047	0.04%	-2.76	-2.68
[illegible]	298	606054	0.05%	-2.99	-2.82
[illegible]	262	640057	0.04%	-3.74	-3.27
[illegible]	253	654144	0.04%	-0.91	-1.55
[illegible]	283	607442	0.04%	-1.77	-2.08
[illegible]	284	674336	0.04%	-2.55	-2.55
[illegible]	263	685034	0.04%	-1.1	-1.67



(Percent) (MR-10) — Interval Zone One and Two

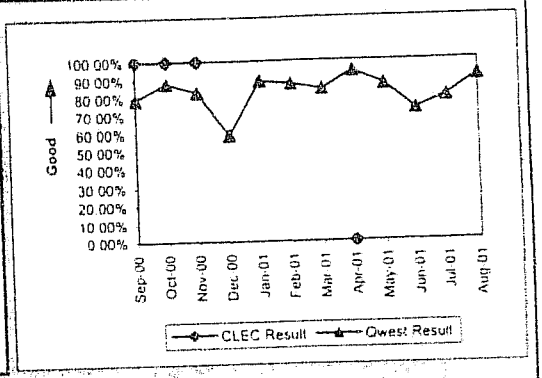
[illegible]	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
[illegible]	58	255	22.75%	-0.25	-1.15
[illegible]	87	321	20.87%	1.1	-0.33
[illegible]	48	242	19.83%	-1.1	-1.67
[illegible]	50	270	18.52%	0.38	-0.78
[illegible]	198	532	37.22%	1.01	-0.38
[illegible]	163	419	38.90%	-1.76	-2.07
[illegible]	152	448	33.93%	-1.29	-1.78
[illegible]	134	396	33.84%	0.35	-0.79
[illegible]	166	419	39.62%	-0.83	-1.51
[illegible]	143	406	35.22%	-0.08	-1.05
[illegible]	114	398	28.64%	-0.01	-1
[illegible]	116	379	30.61%	-0.62	-1.38



Qwest #14 - Resale - DS0 Installation

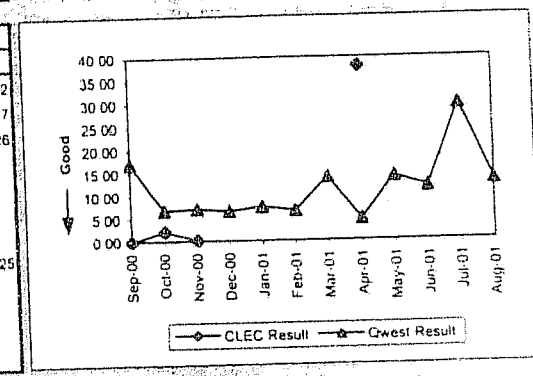
Dispatches Within MSAs

Qwest Num	Qwest Dem	Qwest Res	Mod Z Scr	Parity Scr
49	62	79.03%	1.88	-2.14
144	44	68.19%	-0.96	-1.57
76	76	82.89%	-1.77	-2.08
521	52	58.68%		
28	28	89.29%		
43	48	87.50%		
39	39	84.62%		
54	54	94.44%	7.94	3.83
39	39	87.18%		
41	41	73.17%		
35	35	80.00%		
35	35	91.43%		



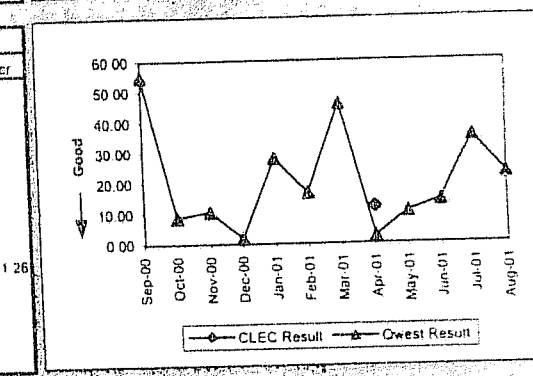
Dispatches Within MSAs

Qwest Num	Qwest Dem	Qwest Res	Mod Z Scr	Parity Scr
62	62	17.26	-1.34	-1.82
144	144	6.88	-1.16	-1.7
76	76	7.16	-3.72	-3.26
421	421	6.66		
38	38	7.57		
48	48	6.73		
39	39	14.08		
54	54	4.78	2.05	0.25
39	39	14.21		
41	41	11.85		
39	39	29.77		
43	43	13.23		



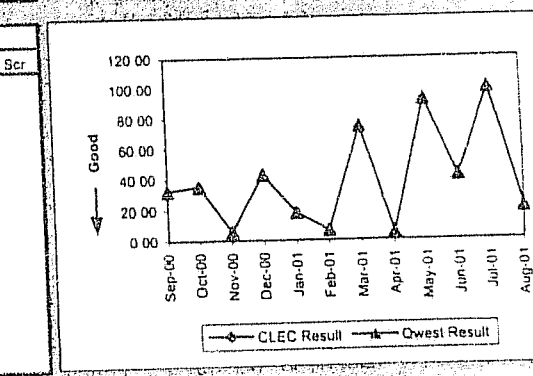
Dispatches Within MSAs

Qwest Num	Qwest Dem	Qwest Res	Mod Z Scr	Parity Scr
554	10	35.10		
113	13	8.89		
84	8	10.50		
88	46	1.91		
56	2	28.00		
67	4	16.75		
184	4	46.00		
5	2	2.50	3.72	1.26
21	2	10.50		
141	10	14.10		
565	16	35.31		
318	14	22.79		



Dispatches Within MSAs

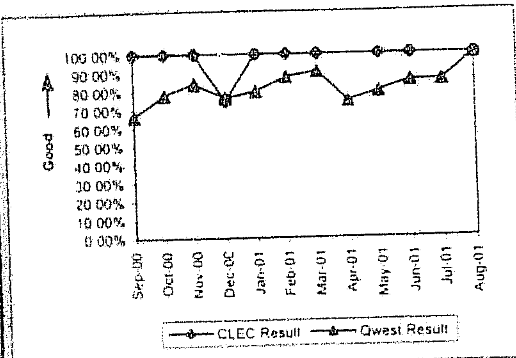
Qwest Num	Qwest Dem	Qwest Res	Mod Z Scr	Parity Scr
98	3	32.67		
142	4	35.50		
29	5	5.80		
172	4	43.00		
18	1	18.00		
13	2	6.50		
149	2	74.50		
5	1	5.00		
276	3	92.00		
42	1	42.00		
298	3	99.33		
21	1	21.00		



Checklist #14 - Resale - DS0 Installation

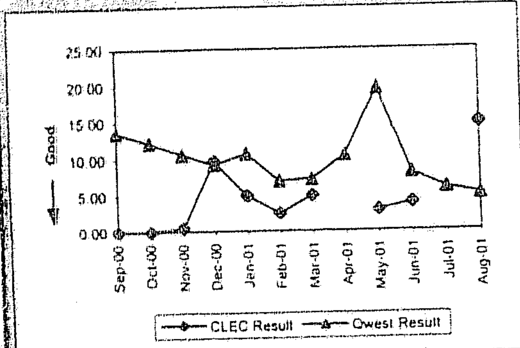
[illegible] - Dispatches Outside MSAs

[illegible]	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
[illegible]	[illegible]	66.67%	-2	-2.22
[illegible]	[illegible]	78.26%	-1.48	-1.9
[illegible]	25	84.00%	-1.45	-1.88
[illegible]	31	75.47%	-0.01	-1.02
[illegible]	30	80.00%	-0.49	-1.3
[illegible]	[illegible]	87.50%	-0.5	-1.31
[illegible]	32	90.63%	-0.32	-1.19
[illegible]	[illegible]	75.00%		
[illegible]	[illegible]	80.00%	-0.48	-1.29
[illegible]	7	85.71%	-0.51	-1.31
[illegible]	7	85.71%		
[illegible]	8	100.00%	N/A	N/A



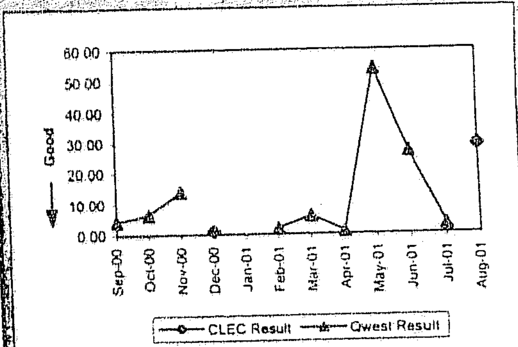
[illegible] - Dispatches Outside MSAs

[illegible]	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
[illegible]	24	13.67	-2.46	-2.5
[illegible]	20	12.25	-2.28	-2.39
[illegible]	25	10.64	-2.99	-2.87
[illegible]	34	9.24	0.08	-0.96
[illegible]	20	10.75	-0.89	-1.42
[illegible]	18	7.00	-1.55	-1.94
[illegible]	37	7.28	-0.38	-1.23
[illegible]	17	10.50		
[illegible]	10	19.60	-0.43	-1.26
[illegible]	5	8.14	-0.49	-1.29
[illegible]	5	6.00		
[illegible]	8	5.12	1.72	1.26



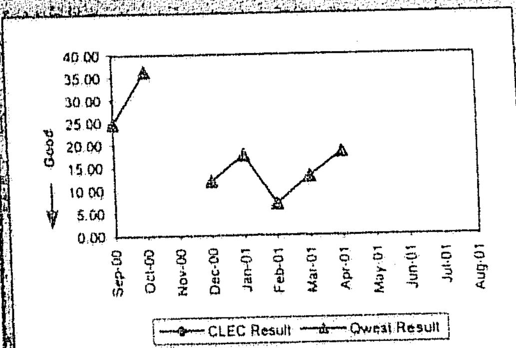
[illegible] - Dispatches Outside MSAs

Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
[illegible]	3	4.33		
[illegible]	2	6.50		
[illegible]	4	14.00		
[illegible]	1	2.00		
[illegible]	2	8.00		
[illegible]	1	1.00		
[illegible]	[illegible]	54.00		
[illegible]	1	27.00		
[illegible]	2	3.00		



[illegible] - Dispatches Outside MSAs

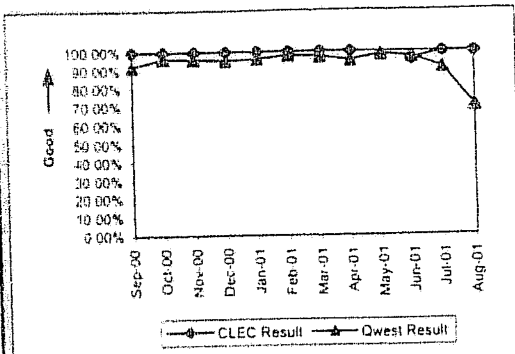
Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
[illegible]	5	24.80		
[illegible]	3	34.33		
[illegible]	4	12.00		
[illegible]	4	17.75		
[illegible]	1	7.00		
[illegible]	1	13.50		
[illegible]	2	18.50		



[illegible] #14 - Resale - DS0 Installation

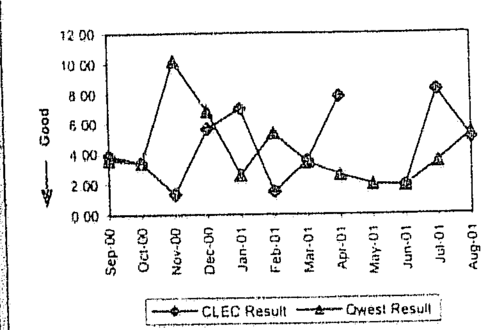
[illegible] -- No Dispatches

[illegible]	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	91.99%	0.82	-1.5
[illegible]	[illegible]	[illegible]	98.30%	-0.55	-1.33
[illegible]	[illegible]	[illegible]	95.98%	-0.5	-1.3
[illegible]	[illegible]	[illegible]	95.41%	-0.38	-1.23
[illegible]	[illegible]	[illegible]	95.84%	-0.21	-1.12
[illegible]	[illegible]	[illegible]	97.34%	-0.28	-1.17
[illegible]	[illegible]	[illegible]	97.17%	-0.24	-1.15
[illegible]	[illegible]	[illegible]	95.13%	-0.54	-1.33
[illegible]	[illegible]	[illegible]	98.42%		
[illegible]	[illegible]	32	97.22%	0.03	-0.98
[illegible]	[illegible]	35	91.63%	-0.58	-1.35
[illegible]	[illegible]	54	70.37%	-0.9	-1.55



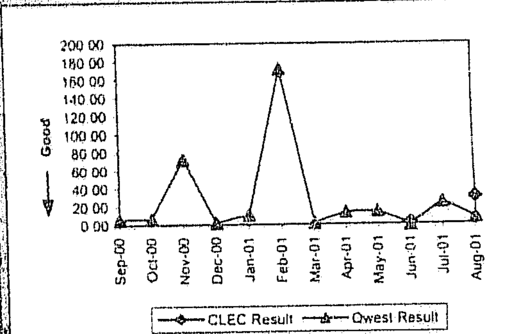
[illegible] -- No Dispatches

[illegible]	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
[illegible]	[illegible]	237	3.85	0.12	-0.93
[illegible]	[illegible]	351	3.40	-0.01	-1.01
[illegible]	[illegible]	348	10.20	-1	-1.61
[illegible]	[illegible]	370	6.66	-0.28	-1.17
[illegible]	[illegible]	123	2.59	1.43	-0.13
[illegible]	[illegible]	97	5.37	-0.23	-1.14
[illegible]	[illegible]	106	3.40	0.77	-0.53
[illegible]	[illegible]	104	2.89	1.56	-0.05
[illegible]	[illegible]	120	1.56		
[illegible]	[illegible]	71	1.89	-0.03	-1.02
[illegible]	[illegible]	33	3.45	1.41	-0.15
[illegible]	[illegible]	44	5.36	-0.06	-1.04



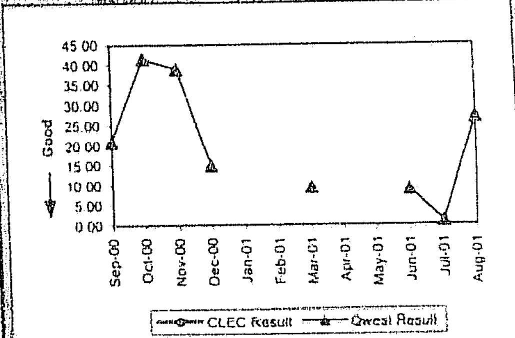
[illegible] (OP-6A) -- No Dispatches

[illegible]	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
[illegible]	[illegible]	18	8.33		
[illegible]	49	7	7.00		
[illegible]	876	12	73.00		
[illegible]	[illegible]	[illegible]	2.37		
[illegible]	56	5	11.20		
[illegible]	344	2	172.00		
[illegible]	2	1	2.00		
[illegible]	70	5	14.00		
[illegible]	44	3	14.67		
[illegible]	0	1	0.00		
[illegible]	122	5	24.40		
[illegible]	145	20	7.25	3.72	1.26



[illegible] (OP-6B) -- No Dispatches

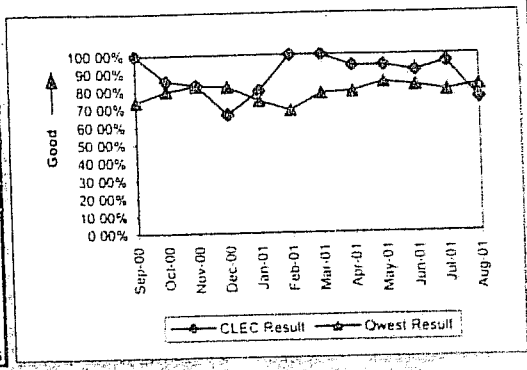
[illegible]	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
[illegible]	126	6	21.00		
[illegible]	250	6	41.67		
[illegible]	[illegible]	7	30.00		
[illegible]	30	2	15.00		
[illegible]					
[illegible]					
[illegible]	19	2	9.50		
[illegible]					
[illegible]					
[illegible]	9	1	9.00		
[illegible]	3	2	1.50		
[illegible]	27	1	27.00		



Checklist #14 - Resale - DS0 Installation

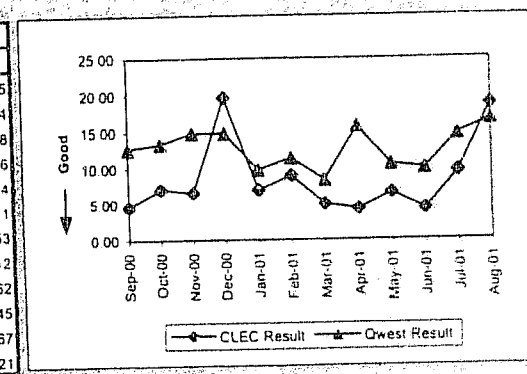
[illegible] Met (Percent) (OP-3)-- Interval Zone One

[illegible]	[illegible]	[illegible]	CLEC Res	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	0.00%	719	970	74.12%	-2.12	-2.29
[illegible]	[illegible]	[illegible]	[illegible]	34.99%	874	1091	80.11%	-0.37	-1.23
[illegible]	[illegible]	[illegible]	[illegible]	37.27%	1019	1230	82.85%	-0.03	-1.02
[illegible]	[illegible]	[illegible]	[illegible]	47.14%	785	952	82.46%	0.54	-0.67
[illegible]	[illegible]	[illegible]	[illegible]	40.00%	98	132	74.24%	-0.4	-1.24
[illegible]	[illegible]	[illegible]	[illegible]	0.00%	86	125	68.80%	-0.67	-1.41
[illegible]	[illegible]	[illegible]	[illegible]	0.00%	117	149	78.52%	-1.52	-1.93
[illegible]	[illegible]	[illegible]	[illegible]	23.97%	108	136	79.41%	-2.15	-2.31
[illegible]	[illegible]	[illegible]	[illegible]	23.53%	133	157	84.71%	-1.02	-1.62
[illegible]	[illegible]	[illegible]	[illegible]	28.75%	90	109	82.57%	-0.94	-1.57
[illegible]	[illegible]	[illegible]	[illegible]	19.98%	70	88	79.55%	-1.75	-2.07
[illegible]	[illegible]	[illegible]	[illegible]	43.30%	143	173	82.66%	0.56	-0.66



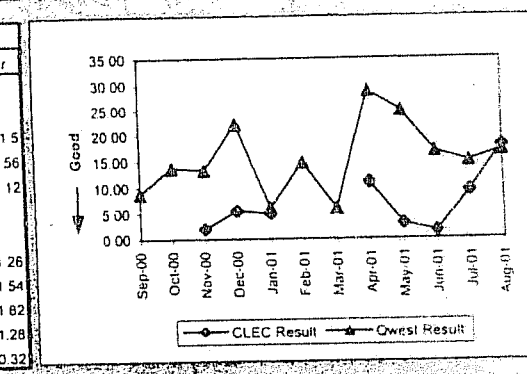
[illegible] (Average Days) (OP-4)-- Interval Zone One

[illegible]	[illegible]	[illegible]	CLEC Res	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	4.62	2.06	12067	949	12.72	-2.22	-2.35
[illegible]	[illegible]	[illegible]	[illegible]	4.63	14181	1059	13.39	-0.89	-1.54
[illegible]	[illegible]	[illegible]	8.67	5.39	17875	1199	14.91	-1.45	-1.88
[illegible]	[illegible]	[illegible]	[illegible]	11.03	13738	924	14.87	0.65	-0.6
[illegible]	[illegible]	[illegible]	7.00	4.99	1237	126	9.82	-0.67	-1.4
[illegible]	[illegible]	[illegible]	0.00		1381	121	11.41	-0.18	-1.11
[illegible]	[illegible]	[illegible]	5.00	0.00	1160	138	8.41	-0.87	-1.53
[illegible]	[illegible]	[illegible]	4.33	4.04	2033	129	15.76	-1.84	-2.12
[illegible]	[illegible]	[illegible]	5.62	2.96	1605	152	10.56	-1.02	-1.62
[illegible]	[illegible]	[illegible]	6.30	1.78	1068	107	9.98	-2.39	-2.45
[illegible]	[illegible]	[illegible]	9.55	4.80	1900	130	14.62	-1.11	-1.67
[illegible]	[illegible]	[illegible]	18.31	14.71	4075	245	16.63	1.3	-0.21



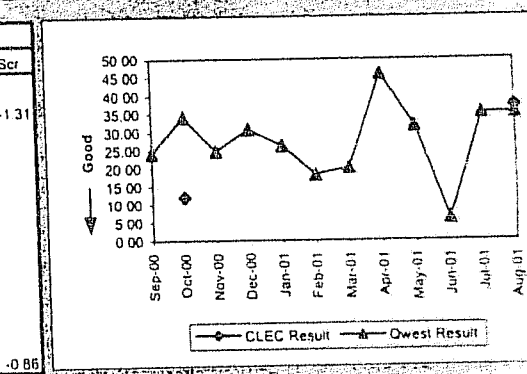
[illegible] Days for Non-Facility Reasons (Average Days) (OP-6A)-- Interval Zone One

[illegible]	[illegible]	[illegible]	CLEC Res	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]			1548	175	8.85		
[illegible]	[illegible]	[illegible]			1769	129	13.71		
[illegible]	[illegible]	[illegible]	4.50		1781	134	13.29	-0.83	-1.5
[illegible]	[illegible]	[illegible]	5.50	2.12	2594	117	22.17	-0.92	-1.56
[illegible]	[illegible]	[illegible]	5.00	0.00	145	24	6.04	-0.2	-1.12
[illegible]	[illegible]	[illegible]			340	23	14.78		
[illegible]	[illegible]	[illegible]			108	18	6.00		
[illegible]	[illegible]	[illegible]	11.00	0.00	517	18	28.72	-0.43	-1.26
[illegible]	[illegible]	[illegible]	3.00		348	14	24.86	-0.89	-1.54
[illegible]	[illegible]	[illegible]	1.50	0.71	220	13	16.92	-1.35	-1.82
[illegible]	[illegible]	[illegible]	9.33	10.41	853	57	14.96	-0.46	-1.28
[illegible]	[illegible]	[illegible]	17.86	14.41	1617	95	17.02	1.12	-0.32



[illegible] Days for Facility Reasons (Average Days) (OP-6B)-- Interval Zone One

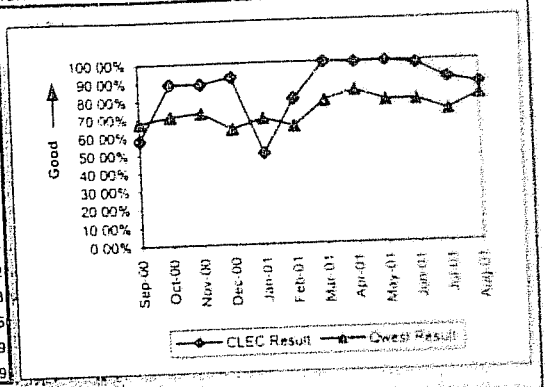
[illegible]	[illegible]	[illegible]	CLEC Res	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]			1840	76	24.21		
[illegible]	[illegible]	[illegible]	12.00		3013	88	34.24	-0.51	-1.31
[illegible]	[illegible]	[illegible]			1903	77	24.71		
[illegible]	[illegible]	[illegible]			1543	50	30.86		
[illegible]	[illegible]	[illegible]			263	10	26.30		
[illegible]	[illegible]	[illegible]			292	16	18.25		
[illegible]	[illegible]	[illegible]			283	14	20.21		
[illegible]	[illegible]	[illegible]			460	10	46.00		
[illegible]	[illegible]	[illegible]			318	10	31.80		
[illegible]	[illegible]	[illegible]			37	6	6.17		
[illegible]	[illegible]	[illegible]			317	9	35.22		
[illegible]	[illegible]	[illegible]	32.00		492	14	35.14	0.24	-0.86



Checklist #14 - Resale - DS0 Installation

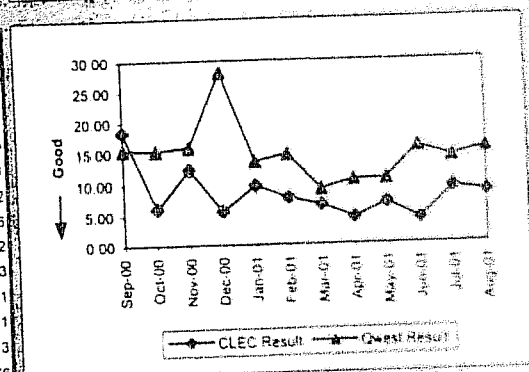
Installation Commitments Met (Percent) (OP-3)-- Interval Zone Two

		CLEC Resu	Std Dev	Qwest Num	Qwest Dens	Qwest Resu	Mod Z Scr	Parity Scr
	19	57.89%	49.37%	563	830	67.83%	0.88	-0.46
	23	39.29%	30.93%	609	854	71.31%	-2.07	-2.26
	18	88.89%	31.43%	704	965	72.95%	-1.51	-1.92
	26	92.31%	26.65%	558	874	63.84%	-2.98	-2.81
	20	50.00%	50.00%	107	154	69.48%	1.81	0.1
	35	80.00%	40.00%	74	114	64.91%	-1.43	-1.87
	22	100.00%	0.00%	149	189	78.84%	-2.3	-2.4
	224	99.55%	6.67%	174	206	84.47%	-4.31	-3.62
	37	100.00%	0.00%	122	155	78.71%	-2.84	-2.73
	62	98.39%	12.60%	89	113	78.76%	-3.04	-2.85
	31	90.32%	29.57%	85	117	72.65%	-1.96	-2.19
	33	87.10%	33.52%	162	200	81.00%	-0.81	-1.49



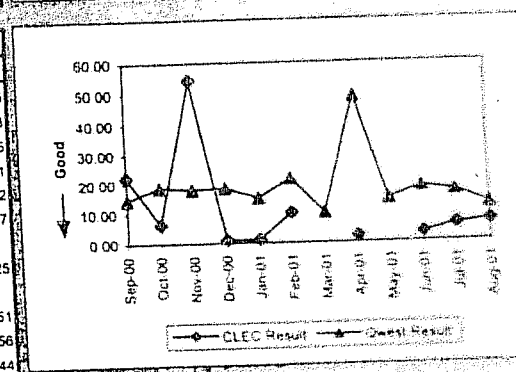
Installation Interval (Average Days) (OP-4)-- Interval Zone Two

		CLEC Resu	Std Dev	Qwest Num	Qwest Dens	Qwest Resu	Mod Z Scr	Parity Scr
	19	18.42	19.00	12577	814	15.45	0.69	-0.58
	28	6.14	3.34	12720	832	15.29	-2.75	-2.67
	18	12.28	26.87	15127	956	15.82	-0.79	-1.48
	26	5.58	2.90	23843	849	28.08	-2.98	-2.81
	20	9.70	11.26	1968	146	13.48	-1.02	-1.62
	23	7.72	6.82	1596	109	14.64	-1.59	-1.96
	22	6.55	7.68	1655	182	9.09	-1.68	-2.02
	224	4.40	1.58	2086	198	10.54	-3.67	-3.23
	35	6.80	6.23	1619	152	10.65	-1.5	-1.91
	57	4.11	1.41	1745	111	15.72	-1.33	-1.81
	63	9.13	10.09	2051	147	13.95	-1.86	-2.13
	32	8.28	5.39	3697	241	15.34	-1.24	-1.76



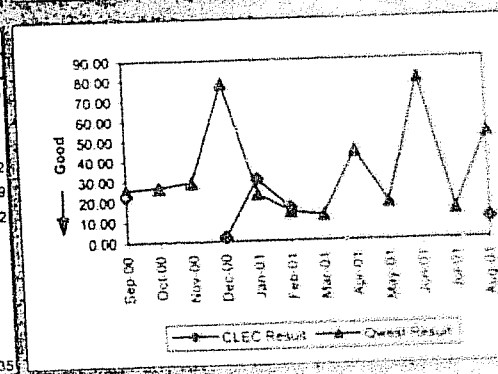
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)-- Interval Zone Two

		CLEC Resu	Std Dev	Qwest Num	Qwest Dens	Qwest Resu	Mod Z Scr	Parity Scr
	7	22.29	19.58	2962	203	14.59	0.82	-0.5
	3	6.33	5.51	3276	174	18.83	-0.88	-1.53
	2	54.50	75.66	3507	194	18.08	1.89	0.15
	1	1.00		3181	171	18.60	-0.68	-1.41
	2	1.14	0.90	391	26	15.04	-1.64	-2
	4	10.00	13.04	499	23	21.70	-0.93	-1.57
				336	34	9.88		
	1	2.00		980	20	49.00	-0.42	-1.25
				319	22	14.50		
	1	3.00		280	15	18.67	-0.84	-1.51
	39	5.74	10.36	1025	60	17.08	-2.57	-2.56
	5	6.75	7.96	1006	81	12.42	-0.73	-1.44



Delayed Days for Facility Reasons (Average Days) (OP-6B)-- Interval Zone Two

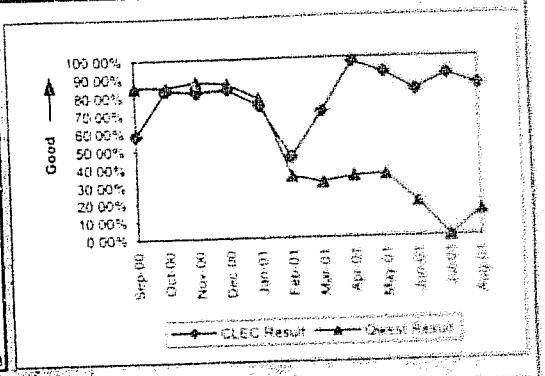
		CLEC Resu	Std Dev	Qwest Num	Qwest Dens	Qwest Resu	Mod Z Scr	Parity Scr
	1	23.00		1637	64	25.58	-0.09	-1.05
				1899	71	26.75		
				1939	67	28.94		
	1	2.00		11388	145	78.54	-1.64	-2
	3	30.33	5.69	485	21	23.10	1	-0.39
	1	16.00		242	17	14.24	1.12	-0.32
				74	6	12.33		
				528	12	44.00		
				204	11	18.55		
				720	9	80.00		
				130	9	14.44		
	2	10.00	7.07	474	9	52.67	-0.58	-1.35



Checklist #14 - Resale - DS0 Installation

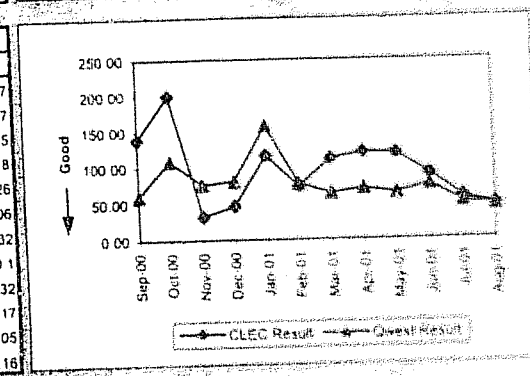
New Service Installation Quality (Percent) (OP-5)-- Interval Zone One and Two

Date	CLEC Num	CLEC Dene	CLEC Resu	Std Dev	Qwest Num	Qwest Dene	Qwest Resu	Mod Z Scr	Parity Scr
[illegible]	45	77	58.44%	49.28%	2804	3281	85.46%	6.65	1.26
[illegible]	60	72	83.33%	37.27%	2685	3161	84.94%	0.38	-0.78
[illegible]	59	72	81.94%	38.47%	2907	3311	87.80%	1.5	-0.05
[illegible]	51	61	83.61%	37.02%	2737	3161	86.59%	0.68	-0.61
[illegible]	29	39	74.36%	43.67%	1398	1789	78.14%	0.57	-0.68
[illegible]	15	33	45.45%	49.79%	207	592	34.97%	-1.23	-1.75
[illegible]	29	41	70.73%	45.50%	207	660	31.36%	-5.27	-4.21
[illegible]	164	168	97.62%	15.25%	250	722	34.63%	-15.46	-10.4
[illegible]	159	173	91.91%	27.27%	244	688	35.47%	-13.87	-9.43
[illegible]	73	89	82.02%	38.40%	113	579	19.52%	-13.85	-9.42
[illegible]	98	108	90.74%	28.99%	0	422	0.00%	N/A	
[illegible]	56	78	84.62%	36.08%	71	497	14.29%	-16.5	-11.03



Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A)

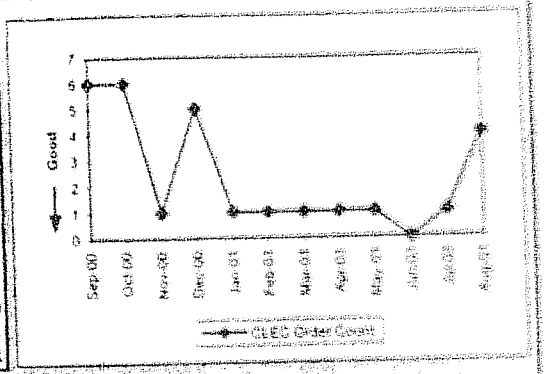
Date	CLEC Num	CLEC Dene	CLEC Resu	Std Dev	Qwest Num	Qwest Dene	Qwest Resu	Mod Z Scr	Parity Scr
[illegible]	3208	23	139.48	95.61	219516	3626	60.54	2.58	0.57
[illegible]	3200	16	200.00	86.44	139936	1283	109.07	2.26	0.37
[illegible]	125	4	32.00	36.08	101401	1336	75.90	-1.23	-1.75
[illegible]	419	9	46.56	73.66	112476	1387	81.09	-1.32	-1.8
[illegible]	233	2	116.50	130.81	23889	151	158.21	-0.43	-1.26
[illegible]	292	4	73.00	130.03	9185	119	77.18	-0.09	-1.06
[illegible]	334	3	111.33	155.19	9787	155	63.14	2.17	0.32
[illegible]	599	5	119.80	157.37	12194	175	69.68	1.81	0.1
[illegible]	356	3	118.67	185.73	11658	184	63.36	2.17	0.32
[illegible]	445	5	89.00	148.51	11520	156	73.85	1.93	0.17
[illegible]	511	9	56.78	120.09	6848	138	49.62	1.56	-0.05
[illegible]	695	15	46.33	99.48	8889	197	45.12	1.39	-0.16



Checklist #14 - Resale - DS0 Installation

Count of Pending Orders Delayed for Facilities Reasons DS0 (OP-15B)

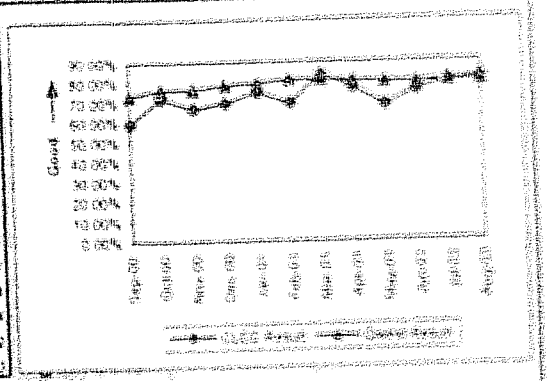
Date	CLEC Order Count
Sep-00	6
Oct-00	6
Nov-00	1
Dec-00	5
Jan-01	1
Feb-01	1
Mar-01	1
Apr-01	1
May-01	1
Jun-01	0
Jul-01	1
Aug-01	4



Checklist #14 - Resale - DS0 Repair

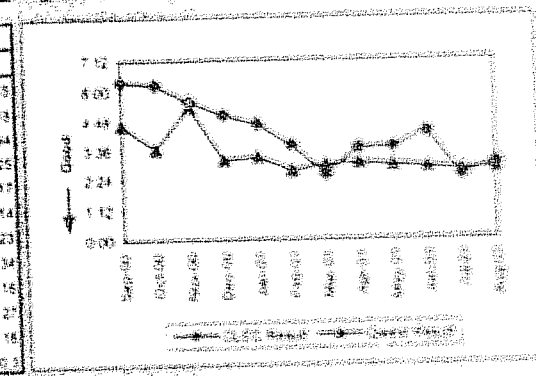
All Troubles Cleared within 4 hours (Percent) (MR-5)-- Interval Zone One

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	48	81	59.26%	49.14%	3374	4597	73.40%	3.01	0.83
Oct-00	56	78	71.79%	45.00%	3737	4882	76.55%	0.97	-0.41
Nov-00	34	51	66.67%	47.14%	3269	4283	76.33%	1.65	0
Dec-00	43	62	69.35%	46.10%	2930	3737	78.41%	1.77	0.08
Jan-01	47	63	74.60%	43.53%	3232	4093	78.96%	0.83	-0.49
Feb-01	38	55	69.09%	46.21%	2946	3631	81.13%	2.45	0.49
Mar-01	45	54	83.33%	37.27%	3365	4160	80.89%	-0.45	-1.23
Apr-01	30	39	76.92%	42.13%	3146	3912	80.42%	0.48	-0.71
May-01	34	50	68.00%	46.65%	3319	4157	79.84%	2.2	0.34
Jun-01	43	57	75.44%	43.05%	3436	4312	79.68%	0.76	-0.54
Jul-01	49	61	80.33%	39.75%	3182	3969	80.17%	-0.03	-1.02
Aug-01	40	49	81.63%	38.72%	3446	4285	80.42%	-0.21	-1.33



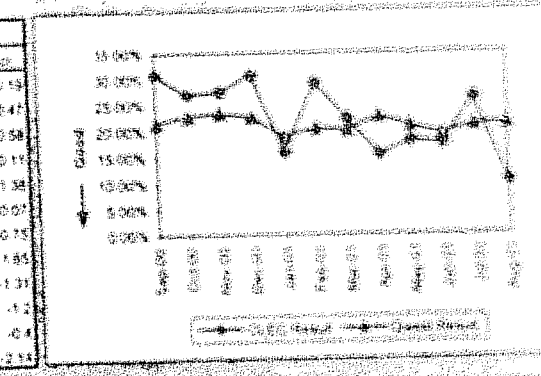
Mean Time to Restore (Hours:Minutes) (MR-6)-- Interval Zone One

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	515:26	81	6:22	10:18	21351:16	4597	4:39	0.9	-0.45
Oct-00	487:46	78	6:15	13:42	17836:07	4882	3:39	1.94	0.13
Nov-00	264:48	51	5:35	13:32	23041:51	4283	5:23	0.09	-0.94
Dec-00	313:32	62	5:03	12:39	11911:29	3737	3:11	2.05	0.25
Jan-01	293:56	63	4:40	12:31	13585:25	4093	3:19	1.93	0.17
Feb-01	208:35	55	3:48	5:13	9974:44	3631	2:45	1.88	0.14
Mar-01	139:20	54	2:35	4:38	12426:13	4160	2:59	-0.38	-1.23
Apr-01	143:07	39	3:40	6:15	11903:47	3912	3:03	2.2	0.34
May-01	184:53	50	3:42	4:10	12260:59	4157	2:57	1.91	0.15
Jun-01	244:42	57	4:18	8:36	12325:43	4312	2:52	2.1	0.25
Jul-01	153:58	61	2:31	2:54	10709:42	3969	2:42	-0.27	-1.18
Aug-01	145:10	49	2:59	4:21	11964:42	4285	2:48	2.14	0.3



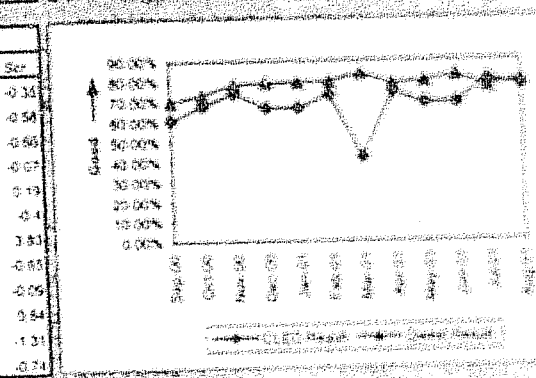
Repair Repeat Report Rate (Percent) (MR-7)-- Interval Zone One

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	25	81	30.86%	46.19%	988	4597	21.49%	1.96	0.19
Oct-00	21	78	26.92%	44.36%	1114	4882	22.82%	0.86	-0.41
Nov-00	14	51	27.45%	44.63%	1001	4283	23.37%	0.69	-0.58
Dec-00	19	62	30.65%	46.10%	843	3737	22.56%	1.47	-0.11
Jan-01	10	63	15.87%	36.54%	776	4093	18.96%	-0.62	-1.58
Feb-01	16	55	29.09%	45.42%	742	3631	20.44%	1.53	-0.07
Mar-01	12	54	22.22%	41.57%	834	4160	20.05%	0.42	-0.75
Apr-01	6	39	15.38%	36.08%	885	3912	22.62%	-1.08	-1.85
May-01	9	50	18.00%	38.42%	869	4157	20.90%	-0.5	-1.31
Jun-01	10	57	17.54%	38.03%	831	4312	19.27%	-0.33	-1.2
Jul-01	16	61	26.23%	43.99%	833	3969	20.99%	0.99	-0.4
Aug-01	5	49	10.20%	30.27%	910	4285	21.24%	-1.88	-2.14



All Troubles Cleared within 4 hours (Percent) (MR-5)-- Interval Zone Two

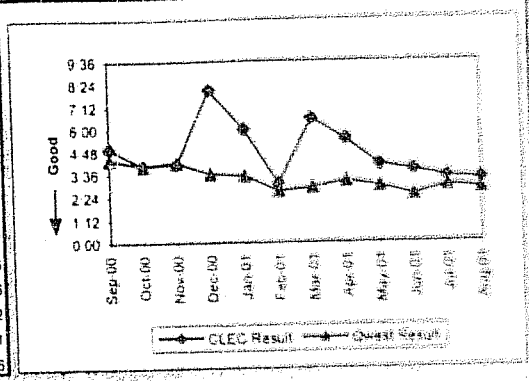
Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	17	28	60.71%	48.84%	2647	3787	69.90%	1.01	-0.34
Oct-00	21	31	67.74%	46.75%	2506	3423	73.21%	0.65	-0.54
Nov-00	20	27	74.07%	43.82%	2288	2923	78.28%	0.56	-0.66
Dec-00	16	24	66.67%	47.14%	1981	2502	79.18%	1.53	-0.07
Jan-01	22	33	66.67%	47.14%	2291	2886	79.34%	1.96	0.19
Feb-01	27	37	72.97%	44.41%	2086	2618	79.68%	0.98	-0.4
Mar-01	8	19	42.11%	49.37%	2396	2869	83.51%	7.94	3.83
Apr-01	20	27	74.07%	43.82%	2469	3145	78.51%	0.57	-0.65
May-01	22	32	68.75%	46.35%	2438	3064	79.50%	1.5	-0.09
Jun-01	31	45	68.89%	46.29%	2770	3355	82.56%	2.71	0.64
Jul-01	36	45	80.00%	40.00%	2627	3423	76.75%	-0.51	-1.31
Aug-01	37	48	77.08%	42.03%	2938	3681	79.82%	0.43	-0.24



Checklist #14 - Resale - DS0 Repair

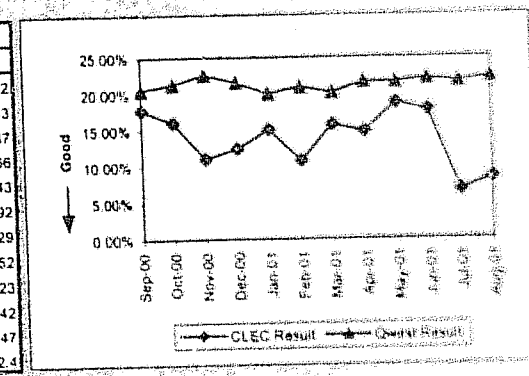
Mean Time to Restore (Hours:Minutes) (MR-6)-- Interval Zone Two

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	139:29	28	4:59	6:13	16604.05	3787	4:23	0.29	-0.82
Oct-00	124:48	31	4:02	5:14	13818.15	3423	4:02	0	-1
Nov-00	111:53	27	4:09	6:37	12307.52	2923	4:13	-0.03	-1.02
Dec-00	194:07	24	8:05	22:12	9065.53	2502	3:37	1.66	0.01
Jan-01	197:25	33	5:59	16:54	10162.41	2886	3:31	1.55	-0.05
Feb-01	114:55	37	3:06	3:57	7074:49	2618	2:42	1.63	-0.01
Mar-01	124:24	19	6:33	6:55	8336:40	2869	2:54	1.93	0.17
Apr-01	147:29	27	5:28	8:50	10166:21	3145	3:14	1.91	0.16
May-01	130:54	32	4:05	6:24	9060:49	3064	2:57	1.75	0.06
Jun-01	171:52	45	3:49	5:22	8406.27	3355	2:30	1.62	-0.02
Jul-01	154:13	45	3:26	4:45	10196:18	3423	2:59	1.63	-0.01
Aug-01	159:20	48	3:19	5:13	10404:49	3681	2:50	1.75	0.06



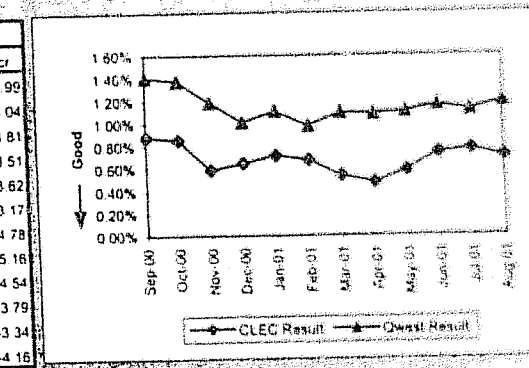
Repair Repeat Report Rate (Percent) (MR-7)-- Interval Zone Two

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	5	28	17.86%	38.30%	780	3787	20.60%	-0.36	-1.22
Oct-00	5	31	16.13%	36.78%	732	3423	21.38%	-0.71	-1.43
Nov-00	3	27	11.11%	31.43%	662	2923	22.65%	-1.43	-1.87
Dec-00	3	24	12.50%	33.07%	541	2502	21.62%	-1.08	-1.66
Jan-01	5	33	15.15%	35.86%	579	2886	20.06%	-0.7	-1.43
Feb-01	4	37	10.81%	31.05%	549	2618	20.97%	-1.51	-1.92
Mar-01	3	19	15.79%	36.48%	578	2869	20.15%	-0.47	-1.29
Apr-01	4	27	14.81%	35.52%	680	3145	21.62%	-0.86	-1.52
May-01	6	32	18.75%	39.03%	661	3064	21.57%	-0.39	-1.23
Jun-01	8	45	17.78%	38.23%	740	3355	22.06%	-0.69	-1.42
Jul-01	3	45	6.67%	24.94%	740	3423	21.62%	-2.42	-2.47
Aug-01	4	48	8.33%	27.64%	820	3681	22.28%	-2.31	-2.4



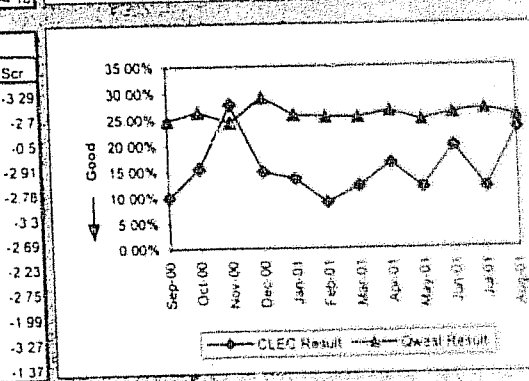
Trouble Rate (Percent) (MR-8)-- Interval Zone One and Two

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	109	12393	0.88%	9.34%	8384	596352	1.41%	-4.93	-3.99
Oct-00	109	12758	0.85%	9.20%	8305	603877	1.38%	-5	-4.04
Nov-00	78	13234	0.59%	7.65%	7206	607481	1.19%	-6.27	-4.81
Dec-00	86	13262	0.65%	8.03%	6239	617385	1.01%	-4.12	-3.51
Jan-01	96	13413	0.72%	8.43%	6979	628651	1.11%	-4.31	-3.62
Feb-01	92	13626	0.68%	8.19%	6249	638052	0.98%	-3.57	-3.17
Mar-01	73	13612	0.54%	7.30%	7029	641029	1.10%	-6.21	-4.78
Apr-01	66	13844	0.48%	6.89%	7057	649502	1.09%	-6.85	-5.16
May-01	82	14024	0.58%	7.62%	7221	654098	1.10%	-5.82	-4.54
Jun-01	102	13804	0.74%	8.56%	7667	659770	1.16%	-4.59	-3.79
Jul-01	106	13798	0.77%	8.73%	7392	662275	1.12%	-3.85	-3.34
Aug-01	97	13745	0.71%	8.37%	7966	668737	1.19%	-5.19	-4.16



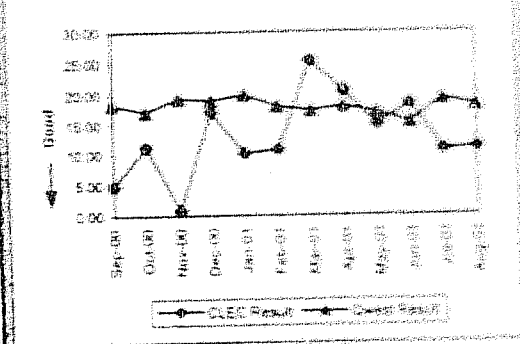
Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10)-- Interval Zone One and Two

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	12	121	9.92%	29.89%	2757	11141	24.75%	-3.76	-3.29
Oct-00	20	129	15.50%	36.19%	2981	11286	26.41%	-2.79	-2.7
Nov-00	30	108	27.78%	44.79%	2318	9524	24.34%	0.83	-0.5
Dec-00	15	101	14.85%	35.56%	2565	8804	29.13%	-3.14	-2.91
Jan-01	15	111	13.51%	34.19%	2423	9402	25.77%	-2.94	-2.78
Feb-01	9	101	8.91%	28.49%	2125	8374	25.38%	-3.78	-3.3
Mar-01	10	83	12.05%	32.55%	2392	9421	25.39%	-2.78	-2.69
Apr-01	13	79	16.46%	37.08%	2546	9603	26.51%	-2.02	-2.23
May-01	11	93	11.83%	32.29%	2375	9596	24.75%	-2.87	-2.75
Jun-01	25	127	19.69%	39.76%	2705	10372	26.08%	-1.63	-1.99
Jul-01	14	120	11.67%	32.10%	2711	10103	26.83%	-3.73	-3.27
Aug-01	29	126	23.02%	42.09%	2715	10681	25.42%	-0.62	-1.37



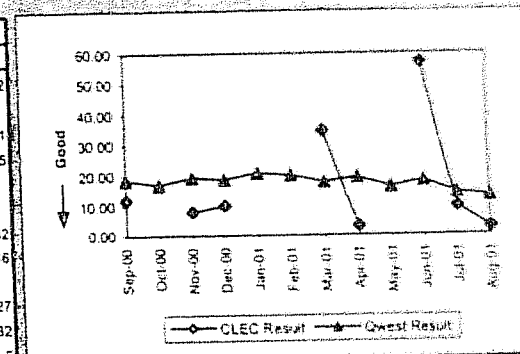
Installation Interval (Average Days) (OP-4)-- Interval Zone One

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	67	14	4.79	5.19	55458	3019	18.37	-2.75	-2.68
Oct-00	135	12	11.25	10.71	56684	3308	17.14	-1.15	-1.7
Nov-00	18	22	0.82	3.84	59804	3616	19.29	-4.64	-3.82
Dec-00	68	4	17.00	10.46	60484	3191	18.95	-0.25	-1.13
Jan-01	41	4	10.25	9.50	62680	3147	19.92	-0.9	-1.55
Feb-01	76	7	10.86	4.67	56807	3147	18.05	-0.95	-1.58
Mar-01	228	9	25.33	26.82	65624	3785	17.34	2.41	0.46
Apr-01	82	4	20.50	17.52	65430	3632	18.01	2.25	0.37
May-01	135	9	15.00	30.20	48609	2864	16.97	-0.38	-1.23
Jun-01	147	8	18.38	23.69	48643	3174	15.33	2.05	0.25
Jul-01	75	7	10.71	9.76	83253	4349	19.14	-1.22	-1.74
Aug-01	77	7	11.00	6.61	87329	4846	18.02	-1.09	-1.66



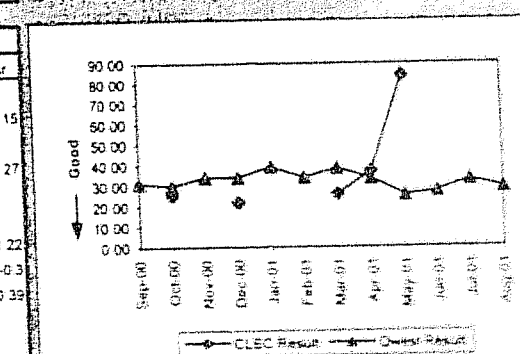
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A)-- Interval Zone One

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00	12	1	12.00		11013	590	18.67	-0.37	-1.22
Oct-00					11893	700	16.99		
Nov-00	8	1	8.00		10509	542	19.39	-0.51	-1.31
Dec-00	10	1	10.00		11034	592	18.64	-0.41	-1.25
Jan-01					13093	627	20.88		
Feb-01					11165	554	20.15		
Mar-01	104	3	34.67	23.09	11724	656	17.87	2.17	0.32
Apr-01	3	1	3.00		12579	648	19.41	-0.75	-1.46
May-01					6831	423	16.15		
Jun-01	57	1	57.00		7788	425	18.32	2.1	0.27
Jul-01	38	4	9.50	3.00	24420	1712	14.26	-0.53	-1.32
Aug-01	5	2	2.50	3.54	23524	1798	13.08	-0.82	-1.5



Delayed Days for Facility Reasons (Average Days) (OP-6B)-- Interval Zone One

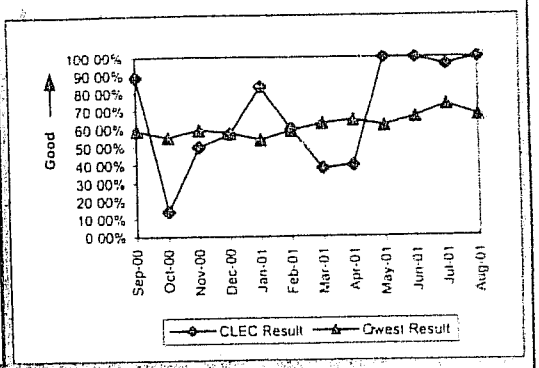
Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
Sep-00					11849	377	31.43		
Oct-00	51	2	25.50	0.71	11110	369	30.11	-0.25	-1.15
Nov-00					12158	355	34.25		
Dec-00	22	1	22.00		12076	354	34.11	-0.44	-1.27
Jan-01					13830	351	39.40		
Feb-01					9637	283	34.05		
Mar-01	26	1	26.00		10664	276	38.64	-0.35	-1.22
Apr-01	37	1	37.00		7975	236	33.79	1.16	-0.3
May-01	84	1	84.00		5335	209	25.53	2.29	0.39
Jun-01					4929	179	27.54		
Jul-01					5664	172	32.93		
Aug-01					5028	172	29.23		



Checklist #14 - Resale - DS1 Installation

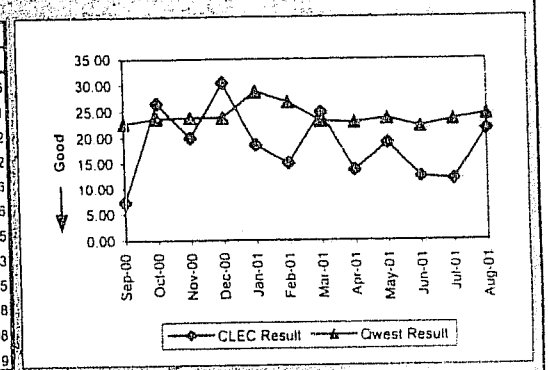
[illegible] Met (Percent) (OP-3)-- Interval Zone Two

[illegible]	[illegible]	[illegible]	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	49.89%	31.43%	827	1398	59.16%	-1.81	-2.1
[illegible]	[illegible]	[illegible]	53.29%	34.99%	887	1600	55.44%	2.15	0.31
[illegible]	[illegible]	[illegible]	50.00%	50.00%	943	1586	59.46%	0.77	-0.53
[illegible]	[illegible]	[illegible]	57.14%	49.49%	871	1506	57.84%	0.21	-0.87
[illegible]	[illegible]	[illegible]	63.33%	37.27%	877	1620	54.14%	-1.43	-1.87
[illegible]	[illegible]	[illegible]	65.00%	48.99%	917	1548	59.24%	-0.03	-1.02
[illegible]	[illegible]	[illegible]	38.46%	48.65%	1285	2032	63.24%	2.02	0.23
[illegible]	[illegible]	[illegible]	40.00%	48.99%	1095	1682	65.10%	1.19	-0.27
[illegible]	[illegible]	[illegible]	100.00%	0.00%	909	1463	62.13%	-3.2	-2.95
[illegible]	[illegible]	[illegible]	100.00%	0.00%	1218	1817	67.03%	-1.21	-1.74
[illegible]	[illegible]	[illegible]	95.92%	19.79%	1330	1804	73.73%	-3.48	-3.12
[illegible]	[illegible]	[illegible]	100.00%	0.00%	1231	1822	67.56%	-1.2	-1.73



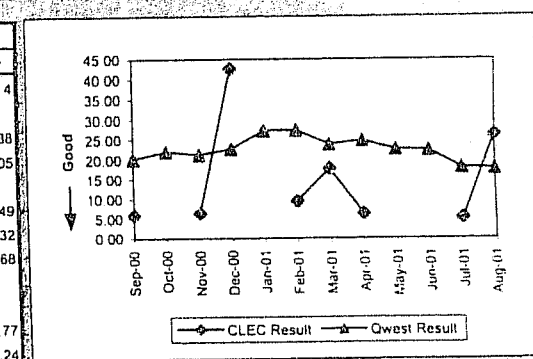
[illegible] Interval (Average Days) (OP-4)-- Interval Zone Two

[illegible]	[illegible]	[illegible]	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	7.33	2.65	31356	1382	22.69	-2.07	-2.26
[illegible]	[illegible]	[illegible]	26.57	9.07	37305	1578	23.64	0.32	-0.81
[illegible]	[illegible]	[illegible]	19.92	8.11	37129	1562	23.77	-0.52	-1.32
[illegible]	[illegible]	[illegible]	30.43	26.71	35514	1489	23.85	0.79	-0.52
[illegible]	[illegible]	[illegible]	18.60	5.37	46220	1607	28.76	-0.75	-1.46
[illegible]	[illegible]	[illegible]	18.00	9.41	40976	1527	26.83	-0.93	-1.56
[illegible]	[illegible]	[illegible]	24.82	20.50	46692	2020	23.11	1.73	0.05
[illegible]	[illegible]	[illegible]	13.60	7.13	37654	1846	22.88	-0.87	-1.53
[illegible]	[illegible]	[illegible]	14.00	5.55	34135	1441	23.69	-0.75	-1.45
[illegible]	[illegible]	[illegible]	12.33	9.24	39754	1799	22.10	-0.79	-1.48
[illegible]	[illegible]	[illegible]	11.82	13.09	61394	2620	23.43	-1.78	-2.08
[illegible]	[illegible]	[illegible]	21.57	33.02	66994	2741	24.44	-0.32	-1.19



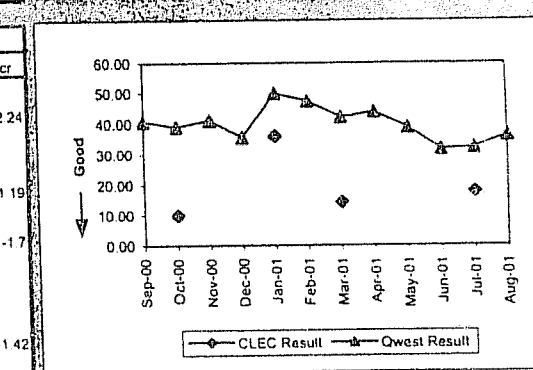
[illegible] Days for Area Facility Reasons (Average Days) (OP-6A)-- Interval Zone Two

[illegible]	[illegible]	[illegible]	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	9.00		8826	426	20.25	-0.66	-1.4
					11201	506	22.14		
[illegible]	[illegible]	[illegible]	8.50	15.92	8821	415	21.26	-1.45	-1.88
[illegible]	[illegible]	[illegible]	42.67	28.29	9755	429	22.74	1.56	-0.05
					13434	492	27.30		
[illegible]	[illegible]	[illegible]	9.50	0.71	12490	454	27.51	-0.8	-1.49
[illegible]	[illegible]	[illegible]	17.60	15.35	13362	559	23.90	-0.53	-1.32
[illegible]	[illegible]	[illegible]	6.33	4.62	11905	479	24.85	-1.13	-1.68
					9279	409	22.69		
					9817	437	22.46		
[illegible]	[illegible]	[illegible]	5.20	5.31	22063	1225	18.03	-1.27	-1.77
[illegible]	[illegible]	[illegible]	28.25	37.91	25260	1425	17.73	2.03	0.24



[illegible] Days for Facility Reasons (Average Days) (OP-6B)-- Interval Zone Two

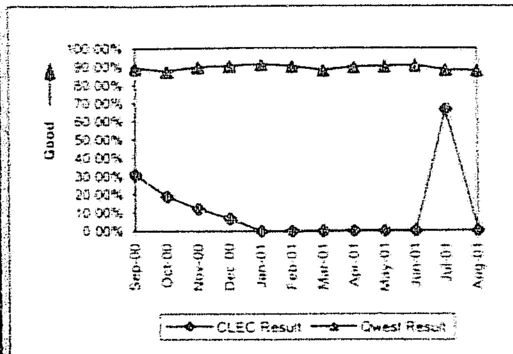
[illegible]	[illegible]	[illegible]	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
					5921	145	40.83		
[illegible]	[illegible]	[illegible]	10.00	0.00	8087	207	39.07	-2.04	-2.24
					9392	228	41.19		
					7342	206	35.64		
[illegible]	[illegible]	[illegible]	36.00		12560	251	50.04	-0.31	-1.19
					8421	177	47.58		
[illegible]	[illegible]	[illegible]	14.33	6.66	7942	188	42.24	-1.16	-1.7
					4750	108	43.98		
					5643	145	38.92		
					5160	162	31.85		
[illegible]	[illegible]	[illegible]	19.00	7.07	3759	116	32.41	-0.69	-1.42
					5782	159	36.38		



Checklist #14 - Resale - DS1 Installation

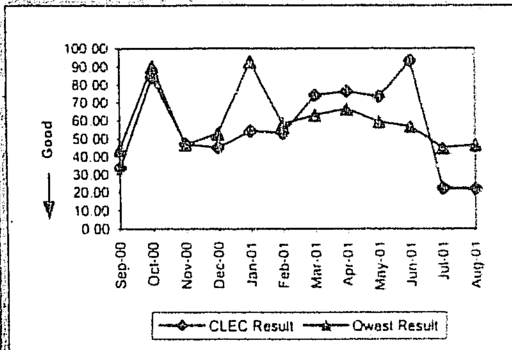
[illegible] Zone One and Two

[illegible]	[illegible]	[illegible]	[illegible]	Std Dev	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	11.77	1.25
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	7602	87.79%	12.77	3.89
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	8195	89.77%	16.35	3.99
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	7751	90.12%	15.20	3.86
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	7286	91.07%	14.56	3.83
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	6360	7055	90.15%	15.98	3.83
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	6897	7834	87.99%	15.04	3.83
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	7412	8259	89.74%	14.17	3.83
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	6361	7038	90.38%	14.99	3.83
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	6103	6737	90.59%	16.09	3.83
[illegible]	[illegible]	[illegible]	[illegible]	47.14%	6226	7053	88.27%	4.34	3.83
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	6514	7415	87.85%	16.75	3.83



[illegible] Delayed Past Due Date (Average Days) (OP-15A)

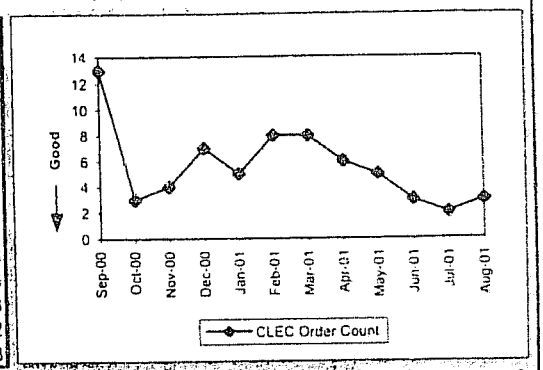
[illegible]	[illegible]	[illegible]	[illegible]	Std Dev	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	33.92	42.86	536034	12094	44.32	-1.12	-1.68
[illegible]	[illegible]	[illegible]	[illegible]	88.27	296721	3280	90.46	-0.19	-1.12
[illegible]	[illegible]	[illegible]	[illegible]	30.39	208469	4439	46.96	0.01	-0.99
[illegible]	[illegible]	[illegible]	[illegible]	38.15	228416	4303	53.08	-0.38	-1.23
[illegible]	[illegible]	[illegible]	[illegible]	34.22	217520	2336	93.12	-1.4	-1.85
[illegible]	[illegible]	[illegible]	[illegible]	52.44	153470	2627	58.42	-0.24	-1.15
[illegible]	[illegible]	[illegible]	[illegible]	58.99	165774	2621	63.25	2	0.21
[illegible]	[illegible]	[illegible]	[illegible]	67.71	162211	2427	68.84	1.91	0.16
[illegible]	[illegible]	[illegible]	[illegible]	88.90	118979	1998	59.55	2.05	0.25
[illegible]	[illegible]	[illegible]	[illegible]	104.69	108988	1917	58.84	2.23	0.35
[illegible]	[illegible]	[illegible]	[illegible]	27.58	71186	1588	44.83	-0.46	-1.28
[illegible]	[illegible]	[illegible]	[illegible]	25.65	72449	1557	46.53	-0.74	-1.45



Checklist #14 - Resale - DS1 Installation

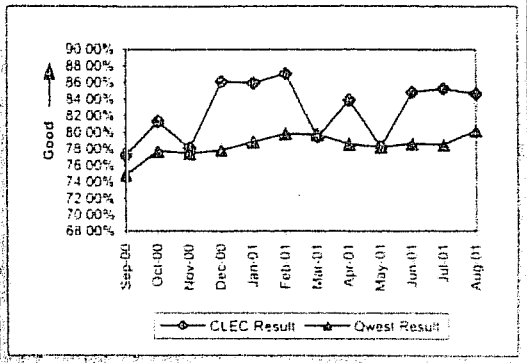
Percent Pending Orders Delayed for Facilities Reasons DS1 (OP-15B)

	CLEC Order Count
	13
	3
	4
	7
	5
	8
	8
	6
	5
	3
	2
	3

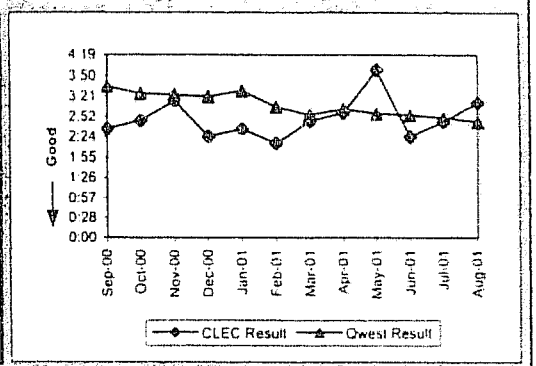


Checklist #14 - Resale - DS1 Repair

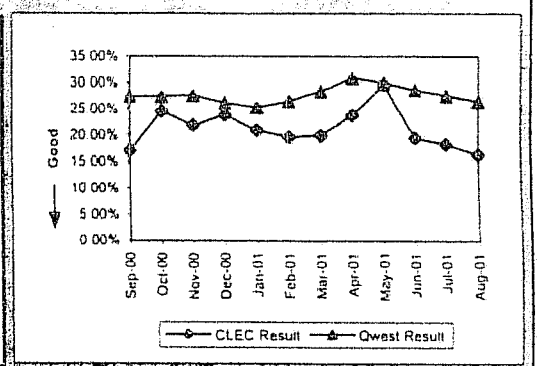
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	77.15%	81.93%	3579	4780	74.87%	-0.6	-1.36
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	3958	5089	77.78%	-0.92	-1.56
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	3478	4491	77.44%	-0.18	-1.11
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	3327	4271	77.90%	-2.23	-2.36
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	3603	4566	78.91%	-2.05	-2.25
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	3409	4265	79.93%	-1.93	-2.17
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	4104	5142	79.81%	0.1	-0.94
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	3853	4900	78.63%	-1.76	-2.07
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	4156	5312	78.24%	-0.02	-1.01
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	4211	5355	78.64%	-2.02	-2.23
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	3996	5089	78.52%	-1.71	-2.04
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	4204	5237	80.28%	-1.48	-1.9



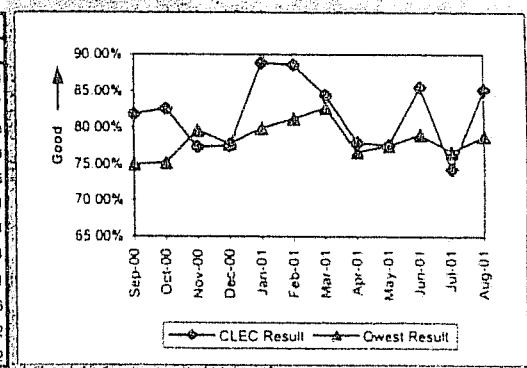
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	17172.45	4780	3.36	-0.96	-1.59
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	17435.12	5089	3.26	-0.79	-1.48
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	15248.53	4491	3.24	-0.16	-1.09
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	14353.41	4271	3.22	-1.62	-1.99
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	15972.32	4566	3.50	-1.15	-1.7
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	13292.23	4265	3.07	-1.2	-1.73
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	15006.32	5142	2.55	-0.36	-1.22
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	15316.10	4900	3.04	-0.25	-1.15
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	15682.19	5312	2.57	2.65	0.61
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	13916.40	5355	2.55	-1.37	-1.83
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	14516.42	5089	2.51	-0.21	-1.13
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	13306.05	5237	2.45	0.68	-0.59



[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1308	4780	27.36%	-2.53	-2.54
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1394	5089	27.39%	-0.68	-1.41
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1237	4491	27.54%	-1.42	-1.86
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1120	4271	26.22%	-0.61	-1.37
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1156	4566	25.32%	-1.17	-1.71
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1132	4265	26.54%	-1.66	-2.01
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1461	5142	28.41%	-2.53	-2.54
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1515	4900	30.92%	-2.09	-2.27
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1592	5312	29.97%	-0.1	-1.06
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1534	5355	28.65%	-2.65	-2.61
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1402	5089	27.55%	-2.13	-2.29
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1390	5237	26.54%	-3.06	-2.86

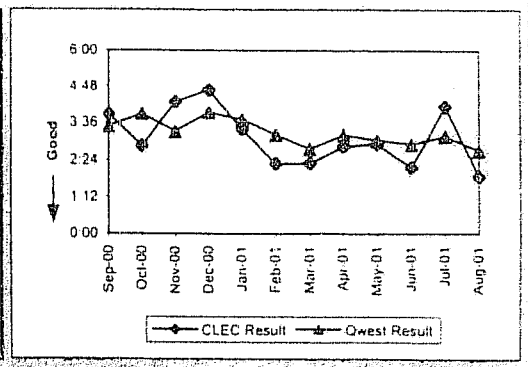


[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1633	2177	75.01%	-1.03	-1.63
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1628	2165	75.20%	-1.15	-1.7
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1523	1912	79.65%	0.37	-0.78
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1441	1852	77.81%	0.01	-0.99
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1581	1978	79.93%	-1.75	-2.06
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1598	1967	81.24%	-1.54	-1.94
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1915	2315	82.72%	-0.39	-1.24
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1909	2486	76.73%	-0.22	-1.14
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1873	2416	77.52%	-0.02	-1.01
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2036	2574	79.10%	-1.42	-1.86
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2142	2792	76.72%	0.46	-0.72
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2276	2885	78.89%	-1.51	-1.92

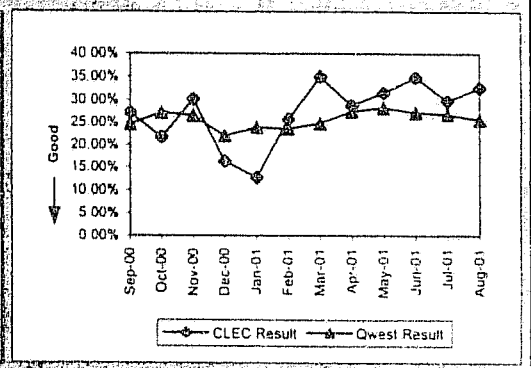


Checklist #14 - Resale - DS1 Repair

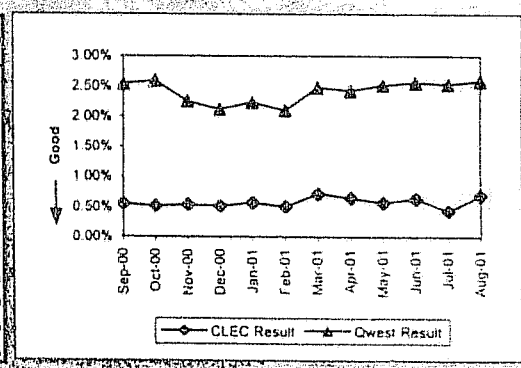
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Den	Qwest Resl	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2177	3.29	0.41	-0.75
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2165	3.54	-0.31	-1.19
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1912	3.20	0.83	-0.5
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1852	3.57	0.54	-0.67
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1978	3.43	-0.2	-1.12
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1962	3.14	-0.9	-1.55
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2315	2.47	-0.69	-1.42
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2488	3.14	-0.55	-1.33
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2416	3.04	-0.18	-1.11
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2574	2.56	-1.36	-1.83
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2792	3.11	1.55	-0.05
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2885	2.43	-2.1	-2.27



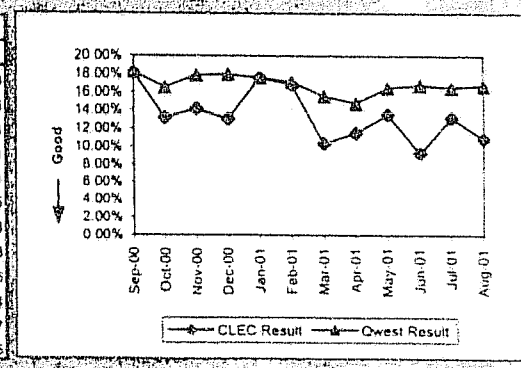
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Den	Qwest Resl	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2177	24.67%	0.42	-0.74
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2165	27.30%	-0.84	-1.51
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1912	26.57%	0.6	-0.63
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1852	22.03%	-0.95	-1.58
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1978	23.96%	-2.06	-2.25
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1962	23.59%	0.43	-0.74
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2315	24.84%	1.97	0.2
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2488	27.45%	0.25	-0.85
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2416	28.31%	0.63	-0.62
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2574	27.20%	1.53	-0.07
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2792	26.83%	0.57	-0.66
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	2885	25.38%	1.57	-0.04



[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Den	Qwest Resl	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	273688	2.54%	-20.81	-13.65
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	278875	2.60%	-22.01	-14.38
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	283758	2.26%	-19.96	-13.13
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	288121	2.13%	-19.0	-12.91
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	292643	2.24%	-20.12	-13.23
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	296565	2.10%	-20.04	-13.18
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	300105	2.48%	-20.69	-13.58
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	304350	2.43%	-21.47	-14.05
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	306456	2.52%	-23.33	-15.18
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	309092	2.57%	-23.17	-15.09
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	310586	2.54%	-25.67	-16.6
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	312688	2.60%	-22.78	-14.85



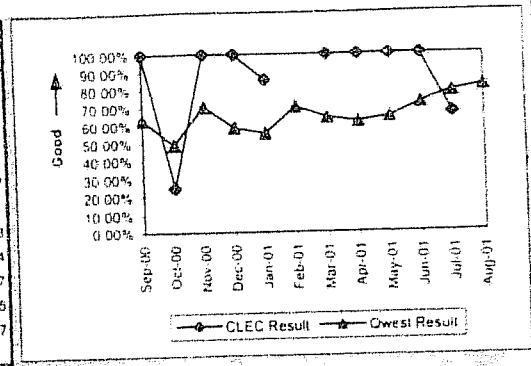
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Num	Qwest Den	Qwest Resl	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	8512	18.27%	-0.05	-1.03
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	8690	16.52%	-1.21	-1.73
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	7759	17.90%	-1.38	-1.84
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	7468	16.01%	-1.81	-2.1
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	7446	17.64%	-0.02	-1.01
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	7319	17.12%	-0.09	-1.05
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	8835	15.60%	-2.43	-2.48
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	8877	14.86%	-1.53	-1.93
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	9257	16.52%	-1.24	-1.76
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	9533	16.83%	-3.35	-3.04
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	9442	16.53%	-1.26	-1.77
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	9735	16.74%	-2.72	-2.65



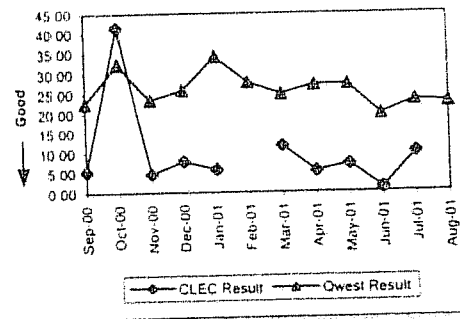
Owest Performance Results (PO/C 271 PID 3.0)

Owest #14 - Resale - Installation for DS3 and Higher

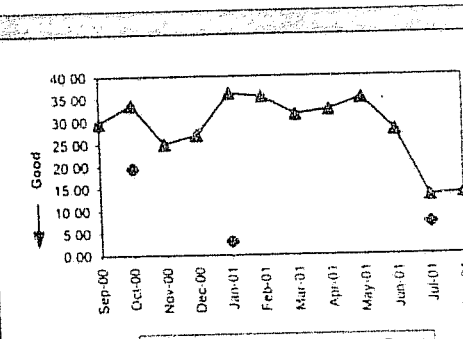
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Owest Res	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	63.41%	-1.87	-2.02
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	49.20%	0.73	-0.56
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	78.51%	2.18	-2.33
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	58.55%	-1.67	-2.01
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	55.21%	-1.59	-1.97
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	70.50%		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	84.14%	-1.29	-1.78
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	61.57%	-2.31	-2.4
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	64.47%	-1.27	-1.77
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	72.40%	-1.06	-1.65
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	78.69%	0.04	-0.97
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	41.99%		



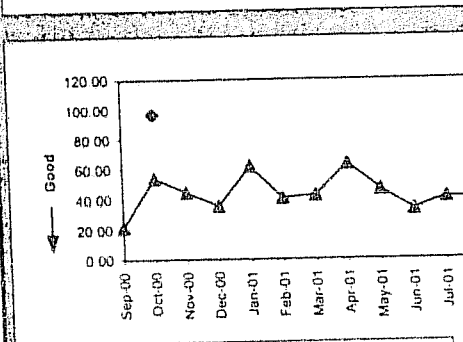
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Owest Res	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	22.63	-1.5	-1.91
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	32.40	0.5	-0.69
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	23.43	-2.55	-2.55
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	25.91	-1.48	-1.9
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	34.19	-1.66	-2.01
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	23.90		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	24.93	-0.81	-1.49
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	27.27	-1.98	-2.2
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	27.38	-1.13	-1.68
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	19.81	-1.3	-1.79
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	23.18	-1	-1.61
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	22.58		



[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Owest Res	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	29.71		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	33.73	-0.53	-1.32
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	24.98		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	26.91		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	36.17	-0.71	-1.43
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	35.51		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	31.39		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	32.43		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	35.19		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	27.95		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	13.06	-0.31	-1.19
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	13.69		



[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Owest Res	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	21.60		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	54.17	1.14	-0.31
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	44.76		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	35.79		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	62.00		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	41.12		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	42.81		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	63.54		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	46.78		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	33.20		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	41.29		
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	40.00		



Good
CLEC Result
Qwest Result

Good
CLEC Result
Qwest Result

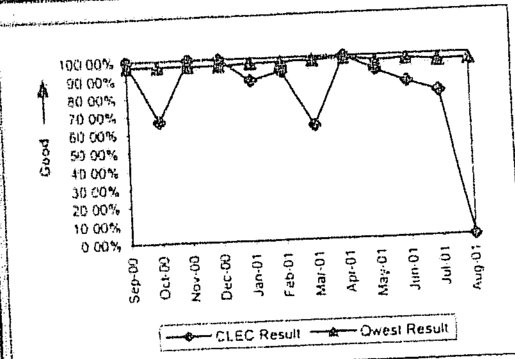
Good
CLEC Result
Qwest Result

Good
CLEC Result
Qwest Result

[illegible] #14 - Resale - Installation for DS3 and Higher

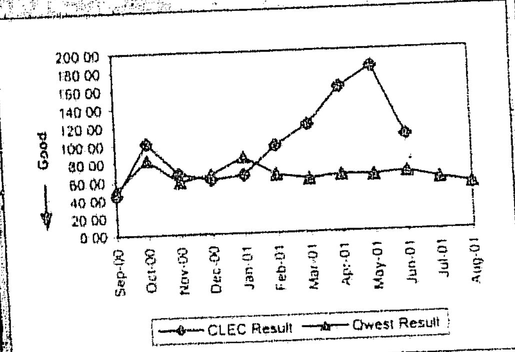
[illegible] Zone One and Two

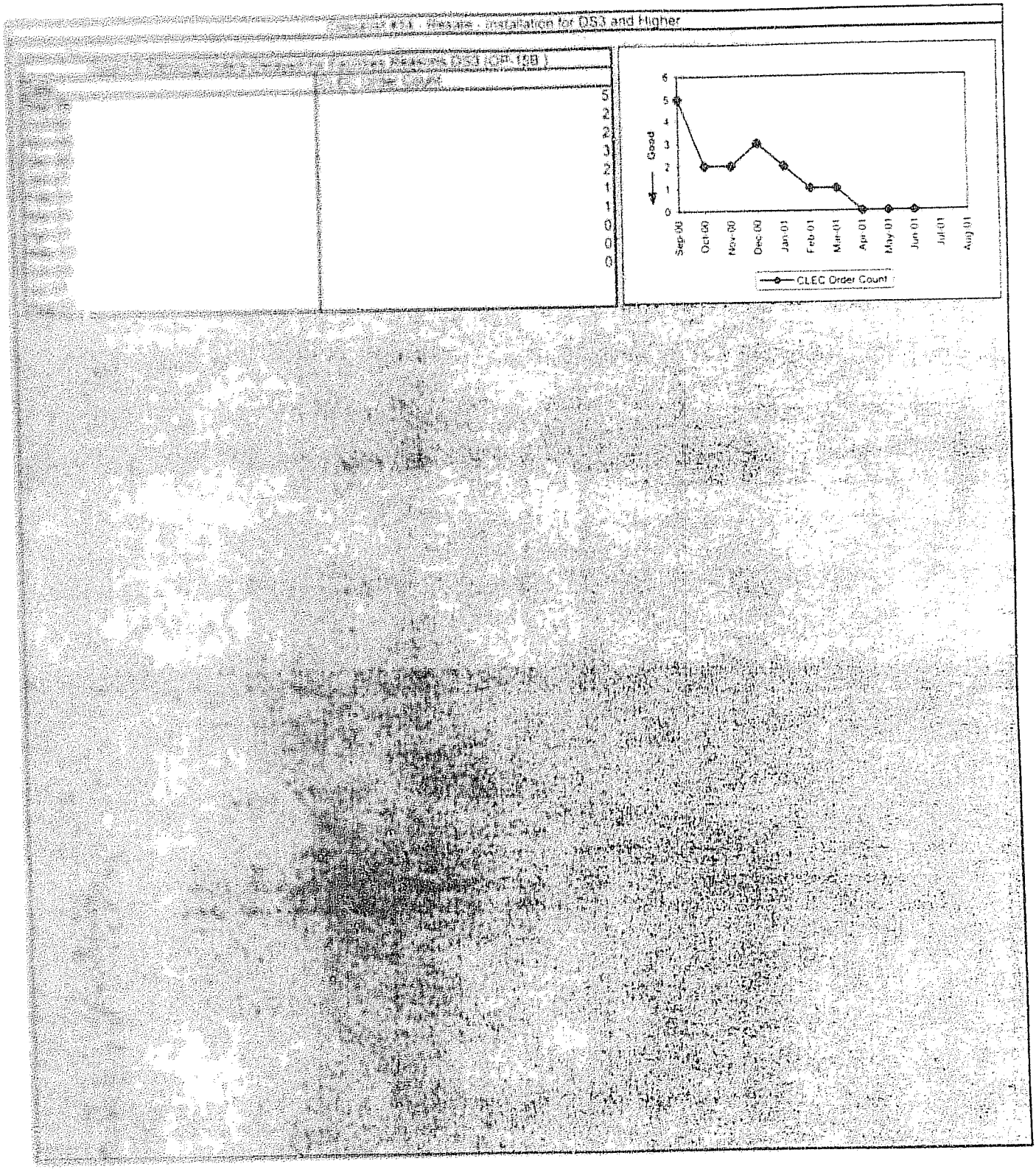
Month	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	559	97.24%	-0.41	-1.25
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	623	98.95%	5.74	3.89
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	773	96.92%	-0.75	-1.45
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	643	98.74%	-0.55	-1.4
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	343	97.61%	2.49	3.62
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	336	97.95%	1.33	1.49
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	630	98.25%	7.67	3.83
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	633	99.85%	-0.37	1.23
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	535	97.22%	1.08	0.55
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	529	97.92%	2.25	3.83
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	556	95.50%	2.03	3.83
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	552	97.10%	4.17	3.83



[illegible] Due Date (Average Days) (OP-15A)

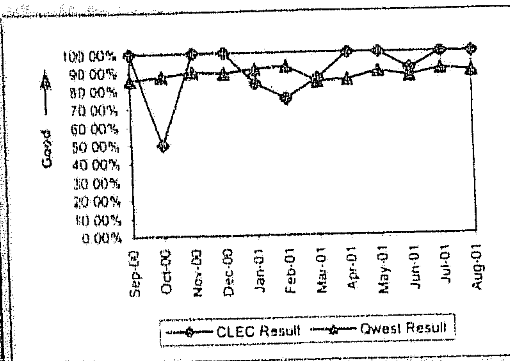
Month	[illegible]	[illegible]	[illegible]	[illegible]	Qwest Sum	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	1022	50.99	-0.69	-1.42
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	571	83.36	0.92	-0.44
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	347	59.26	0.42	-0.74
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	530	66.10	-0.27	-1.18
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	429	85.00	-1.17	-1.71
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	371	84.91	1.72	0.04
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	453	60.01	1.74	0.08
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	418	83.33	1.98	0.2
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	375	82.21	2.03	0.24
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	341	85.11	2.1	0.27
[illegible]					[illegible]	214	87.21		
[illegible]					[illegible]	243	91.25		



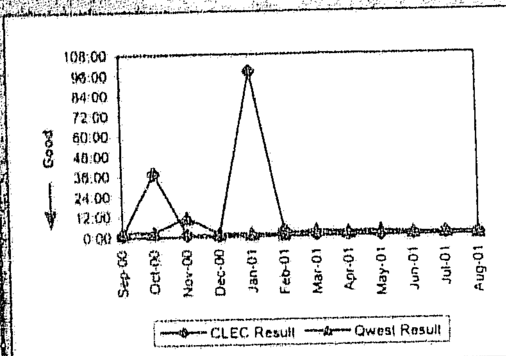

Installation for DS3 and Higher
Good
0
1
2
3
4
5
6
Sep-00
Oct-00
Nov-00
Dec-00
Jan-01
Feb-01
Mar-01
Apr-01
May-01
Jun-01
Jul-01
Aug-01
CLEC Order Count

... Repair for DS3 and Higher

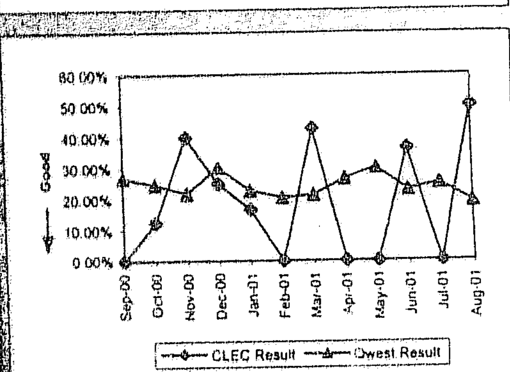
Qwest Res	Mod Z Scr	Parity Scr
[illegible]	-0.34	-1.35
[illegible]	7.09	3.31
[illegible]	-0.74	-1.45
[illegible]	-0.69	-1.42
[illegible]	0.23	-0.86
[illegible]	1.2	0.95
[illegible]	-0.12	-1.07
[illegible]	-0.59	-1.36
[illegible]	-0.58	-1.35
[illegible]	-0.38	-1.23
[illegible]	-0.31	-1.19
[illegible]	-0.47	-1.41



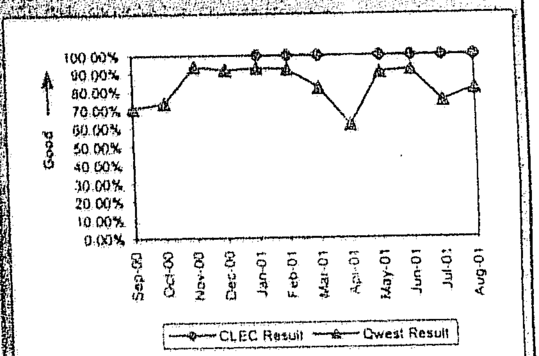
Qwest Res	Mod Z Scr	Parity Scr
2.26	-0.34	-1.21
2.51	2.88	0.75
11.42	-0.21	-1.10
1.43	-0.87	-1.5
1.44	2.75	0.67
1.32	1.31	0.1
3.33	-0.64	-1.51
2.35	-0.4	-1.24
2.57	-0.24	-1.15
1.47	-0.97	-1.59
2.01	-0.13	-1.08
1.26	-0.18	-1.11



Qwest Res	Mod Z Scr	Parity Scr
26.31%	-0.85	-1.52
23.83%	-0.79	-1.48
21.60%	0.94	-0.43
30.28%	-0.23	-1.14
22.81%	-0.33	-1.21
20.50%	-1	-1.61
21.37%	1.22	-0.26
26.60%	-0.84	-1.51
30.16%	-1.12	-1.60
22.99%	0.96	-0.42
25.25%	-0.58	-1.35
19.30%	1.29	-0.22



Qwest Res	Mod Z Scr	Parity Scr
82.97%		
73.68%		
93.75%		
91.87%		
92.86%	-0.38	-1.23
92.33%	-0.29	-1.17
83.82%	-0.47	-1.28
63.79%		
90.63%	-0.32	-1.19
92.11%	-0.29	-1.18
74.51%	-0.58	-1.35
83.40%	-0.47	-1.29



CLEC Result
Qwest Result

CONTINUATION

[11]

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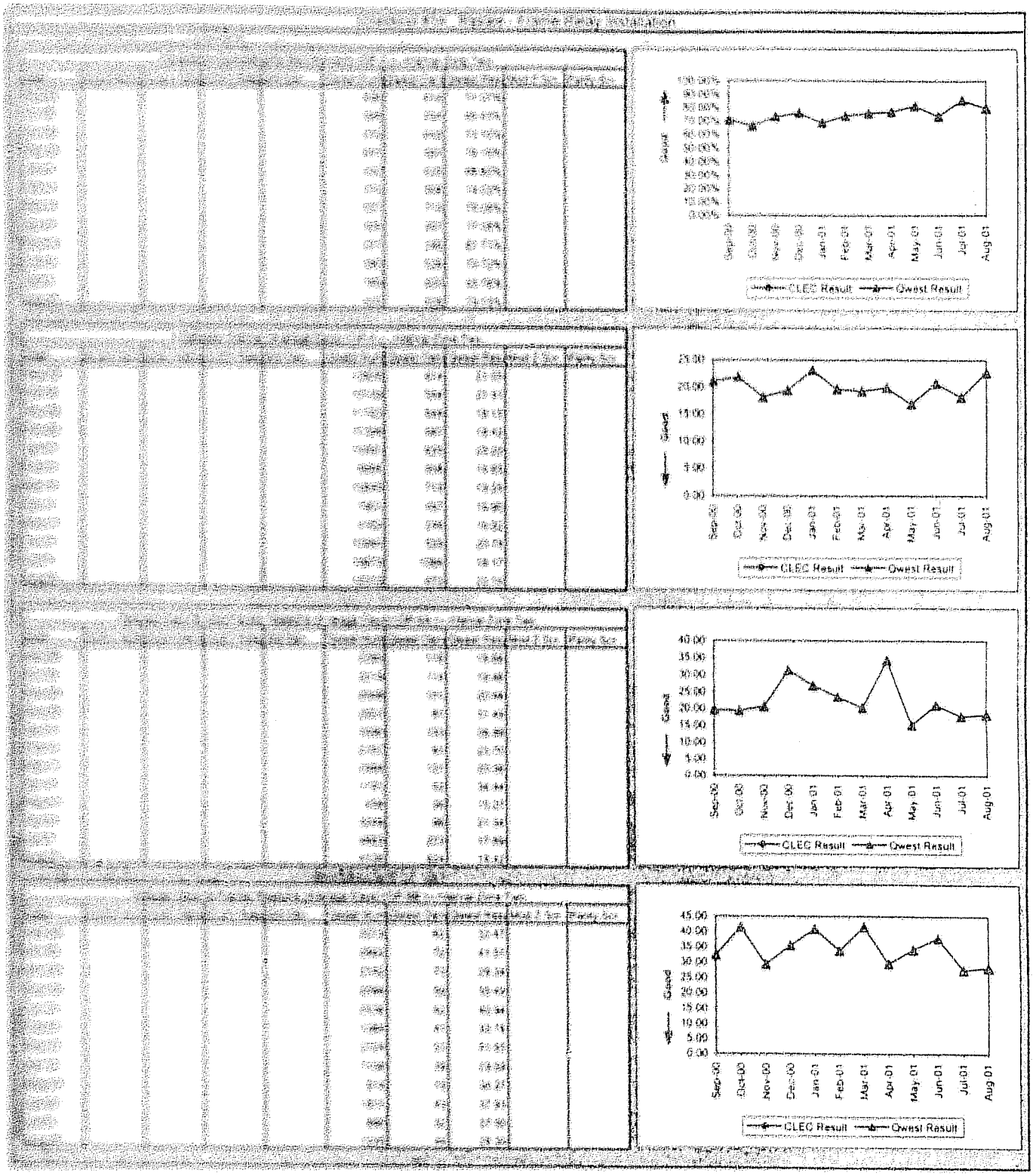
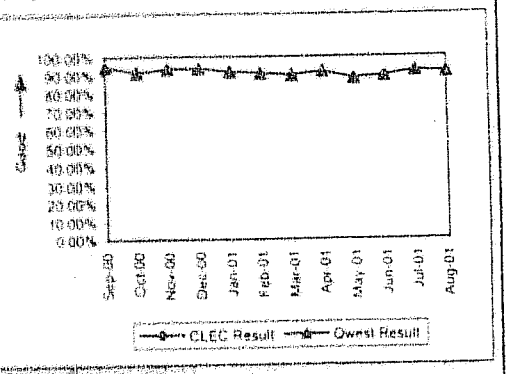
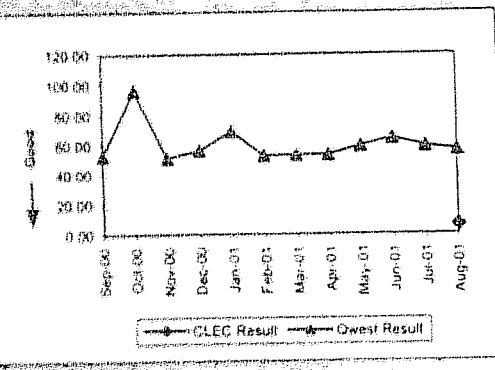
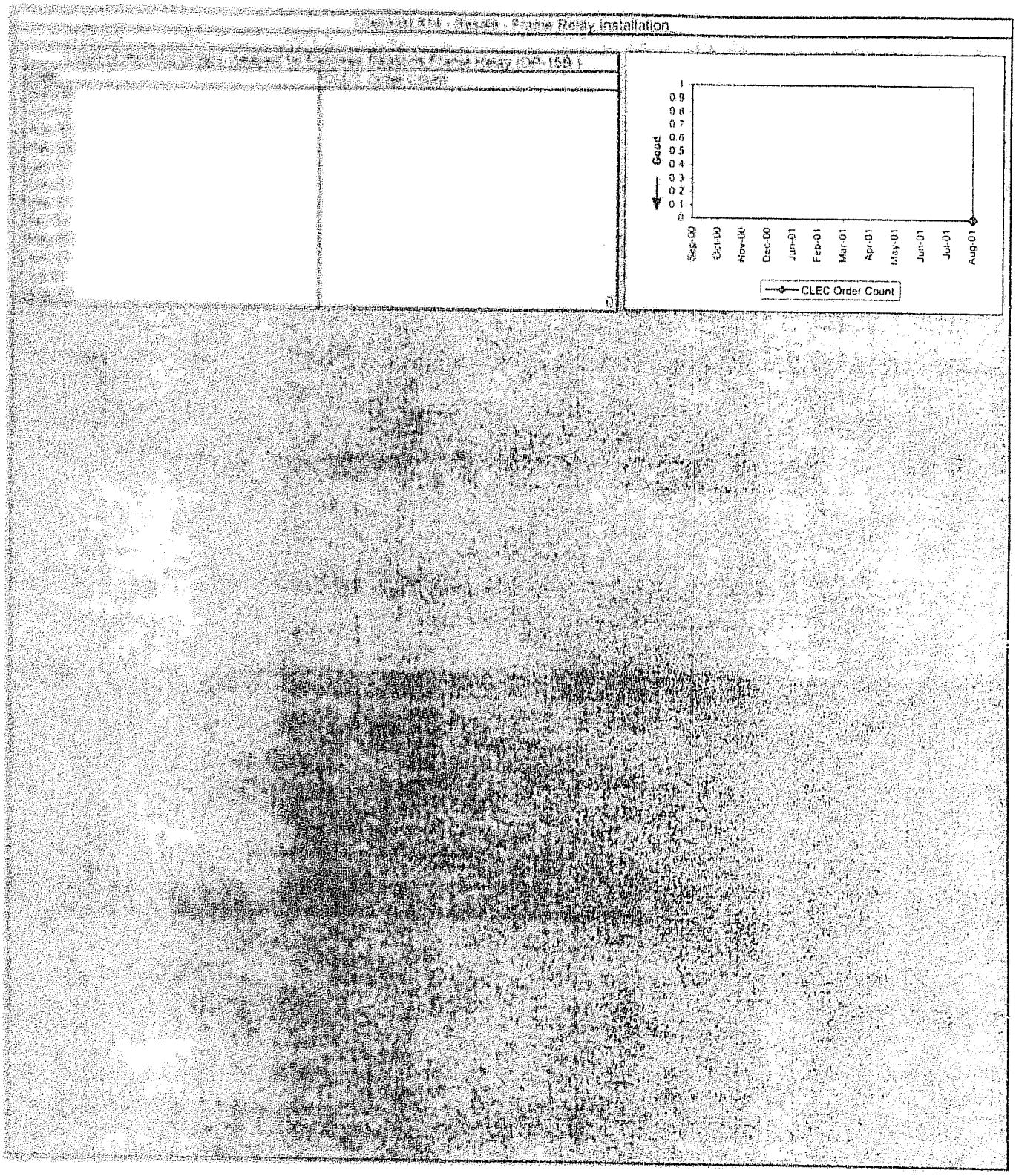
CLEC Result
Qwest Result
CLEC Result
Qwest Result
CLEC Result
Qwest Result
CLEC Result
Qwest Result


CLEC Result
Qwest Result
Sep-00
Oct-00
Nov-00
Dec-00
Jan-01
Feb-01
Mar-01
Apr-01
May-01
Jun-01
Jul-01
Aug-01


100.00%
90.00%
80.00%
70.00%
60.00%
50.00%
40.00%
30.00%
20.00%
10.00%
0.00%
Sep-00
Oct-00
Nov-00
Dec-00
Jan-01
Feb-01
Mar-01
Apr-01
May-01
Jun-01
Jul-01
Aug-01
CLEC Result
Qwest Result


120.00
100.00
80.00
60.00
40.00
20.00
0.00
Sep-00
Oct-00
Nov-00
Dec-00
Jan-01
Feb-01
Mar-01
Apr-01
May-01
Jun-01
Jul-01
Aug-01
CLEC Result
Qwest Result


Frame Relay Installation
Good
1
0.9
0.8
0.7
0.6
0.5
0.4
0.3
0.2
0.1
0
Sep-00
Oct-00
Nov-00
Dec-00
Jan-01
Feb-01
Mar-01
Apr-01
May-01
Jun-01
Jul-01
Aug-01
CLEC Order Count

CLEC Result
Qwest Result

CLEC Result
Qwest Result

CONTINUATION

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Qwest

Summary of Qwest's 271 Performance Results

May - Aug 01 Results

South Dakota

Legend (based on number of "misses" in the 4-month period):

Classifications:	A		B		C		D
0 to 1 miss =	Clearly Satisfies Checklist	2 misses or 1 miss in last mo. =	Range of Results 4-mo. Avg.	3 or 4 misses w/ analysis =	Range of Results 4-mo. Avg.	3 or 4 misses =	Range of Results 4-mo. Avg.
Conclusions:	Clearly Satsifies Checklist Item		SUPPORTS Satsifying Checklist		CONDITIONALLY Supports Checklist		Adds No Support to Checklist

Low Volume Indications:

Cells that are color-coded per classifications B, C, or D above and have low volumes are marked as shown at right:	Vol. < 30 =		Vol. < 10 =		No Activity =		-

CHECKLIST ITEM 1 - INTERCONNECTION

Qwest

State: South Dakota

May - Aug 01 Results

PROVISIONING

Product	Category	OP-3 Commitments	OP-4 Intervals	OP-5 New Svc Trouble	OP-6A Delays/Non Facil	OP-6B Delays/Facilities
LIS Trunks	Zone 1	-	-	0.0% 100.0%	-	-
	Zone 2					

3 of 4 months = 100%

TRUNK BLOCKING

Product	Category	NI-1A To Tandem Ofcs	NI-1B To End Offices
LIS Trunks	Statewide		

REPAIR

Product	Category	MR-5 Cleared < 4 hours	MR-6 Mean Time Restor	MR-7 Repeat Reports	MR-8 Trouble Rate
LIS Trunks	Zone 1				
	Zone 2				

CHECKLIST ITEM 1 - COLLOCATION

Qwest

State: South Dakota

May - Aug 01 Results

INSTALLATION

Product	Category	CP-1 Installation Intervals	CP-2 Installation Commitments
Collocation	Forecasted (A)	-	-
	Unforecasted (B)	-	-
	Major Infrastructure (C)	-	-

FEASIBILITY STUDIES

Product	Category	CP-3 Feasibility Intervals	CP-4 Feasibility Commitments
Collocation	Statewide		

CHECKLIST ITEM 2 - UNE-PLATFORM (POTS)

State: South Dakota

May - Aug 01 Results

Qwest

PROVISIONING

Product	Disaggreg.	OP-3 Commitments	OP-4 Intervals	OP-5 New Svc Trouble	OP-6A Delays/Non-Facil.	OP-6B Delays/Facilities
UNE-P(POTS)	Dispatch i/MSAs					
	Dispatch o/MSA					
	No Dispatch					

(Generally very low volumes of UNE-P(POTS), < 2 per month)

In light of low volumes of UNE-P in South Dakota, please see also Regionwide results for UNE-P.

REPAIR

May - Aug 01 Results

Product	Disaggreg.	MR-3 Out of Svc<24 hrs	MR-4 All Trbl < 48 hours	MR-6 Mean Time Restore	MR-7 Repeat Reports	MR-8 Trouble Rate	MR-9 Appointments
UNE-P(POTS)	Dispatch I/ MSAs	-	-	-	-		-
	Dispatch o/MSA	-	-	-	-		-
	No Dispatch						

(Generally very low volumes of UNE-P(POTS), < 2 per month)

In light of low volumes of UNE-P in South Dakota, please see also Regionwide results for UNE-P.

CHECKLIST ITEM 2 - UNE-PLATFORM (POTS)

[redacted]

State: REGIONWIDE

May - Aug 01 Results

Qwest

PROVISIONING

Only 4 orders in 4 months delayed for facilities; last 2 months with no such delays.

Product	Disaggreg.	OP-3	OP-4	OP-5	OP-6A	OP-6B
UNE-P(POTS)	Dispatch i/MSAs	54.3%-91.0% 83.2%				
	Dispatch o/MSA					
	No Dispatch	98.0%-99.7% 99.4%	2.13 - 2.25 2.2 days		1.9 - 6.6 5.2 days	0.0 - 43.0 14.5 days

Less than 1% of 5,000 CLEC orders went held; Per 4-mo. Average, 5.2 Delayed Days for CLECs vs. 4.2 Delayed Days for Retail

REPAIR

May - Aug 01 Results

Product	Disaggreg.	MR-3	MR-4	MR-6	MR-7	MR-8	MR-9
UNE-P(POTS)	Dispatch I/ MSAs						82.6%-90.5% 85.3%
	Dispatch o/MSA						
	No Dispatch		92.5%-96.8% 94.7%				

85.3% CLEC Repair Appointments Met versus 91.4% Met for Retail.

CHECKLIST ITEM 2 - PRE-ORDER

State: South Dakota

May - Aug 01 Results

Qwest — ride the light

Query/Response

Indicators	Categ.	1-Appoint. Sched.	2-Service Avail.	3-Facility Check	4-Addr. Validation	5-Get CSR .	6-Tel. No. Reserv.	7-Loop Qualif.
		Pre-Order Transaction Types						
PO-1	(A) IMA							
	(B) EDI							
	Benchmarks:	10 sec	25 sec	25 sec	10 sec	12.5 sec	10 sec	20 sec

Timeouts

PO-1C	(1) IMA		Benchmark: 0.5%
	(2) EDI		Benchmark: 0.5%

Reject Notifications

		1-Manual	2-Auto
PO-3	(A) IMA		
	(B) EDI		
	(C) Fax ---------->		14.11 - 70.24 ~~41.4 hours~~

Benchmarks -- Manual: 12 business hours

Auto-rejects: 18 seconds

Benchmark: 24 hours

Trend is downward with Aug 01 at 19:32.

Jul & Aug meet benchmark

Trend is sharply upward with Aug at 90%

Firm Order Confirmations

PO-5 - FOC Timeliness	A-Fully Electronic: 1 - IMA	A-Fully Electronic: 2 -EDI	B-Electronic/Manual: 1 - IMA	B-Electronic/Manual: 2 - EDI	PO-5C FAX		PO-5D EXACT
(a) Resale		-		79.8% -96.1% 89.5%	~~46.2% -90.8%~~ ~~65.0%~~	LIS:	
(b) Unbundled Loops		-		-			
(c) LNP		-		-			
Benchmarks:	95% < 20 minutes		90% < standard intervals		90% < 24 hours		85% < 8 bus. Days

Jeopardy Notifications

	(A)POTS	(B) Loops	(C) LIS	(D)UNE-P
PO-8 Timeliness			-	-
PO-9 Percent	Parity in Jul-Aug Miss in May-Jun		~~0.0%~~ ~~0.0%~~	
Standards:	Parity	Parity	Parity	Parity

Trend is toward maintaining parity.

Context of 100% OP-3 Commitments Met

CHECKLIST ITEM 2 - FLOW-THROUGH

State: South Dakota August 2001 Results Qwest

PO-2B (Flow-through-eligible LSRs) -- Standard = "diagnostic"

UTAH	1 - IMA-GUI	2 - IMA-EDI
RESALE	83.4%	(no activity)
LOOPS	91.7%	(no activity)
UNE-P	84.6%	(no activity)
LNP	100.0%	(no activity)

REGIONWIDE	1 - IMA-GUI	2 - IMA-EDI
RESALE	86.8%	49.3%
LOOPS	80.5%	51.6%
UNE-P	77.1%	75.3%
LNP	89.1%	88.8%

Comments:

1. The results show a general upward trend.

2. PO-2 is a diagnostic measurement. The FCC does not consider flow-through to be a "conclusive measure of nondiscriminatory access to ordering functions, but as one indicium among many of the performance" of Qwest's OSS. Verizon Massachusetts Order at para. 77. The FCC recognizes that CLECs can impact heavily the flow-through rates that a BOC can achieve -- efficient CLECs can achieve high flow-through rates, while other, less-efficient CLECs have lower flow-through rates. Id. at paras. 78, 80. Thus, the FCC has focused less on actual flow-through rates than on whether the BOC's OSS are capable of flowing orders through. Id. paras. 77, 80.

CHECKLIST ITEM 4 - UNBUNDLED LOOPS

State: South Dakota

May - Aug 01 Results

Qwest

PROVISIONING

Loop Type	Categ.	OP-3 Commitments	OP-4 Intervals	OP-5 New Svc Trouble	OP-6A Delays/Non-Facil	OP-6B Delays/Facilities
Analog	Zone 2					
2-Wire NL	Zone 2					
ISDN-Cap.	Zone 2					
ADSL-Cmp.	Zone 2	-	-	-	-	-
4-Wire NL	Zone 2	-	-	-	-	-
DS1-Cap.	Zone 2	-	-			
DS3 +	Zone 2	-	-		-	-

CHECKLIST ITEM 4 - UNBUNDLED LOOPS

Qwest

State: South Dakota

May - Aug 01 Results
REPAIR

Loop Type	Categ.	MR-3 Out of Svc<24 hrs	MR-4 All Trbl < 48 hours	MR-6 Mean Time Restore	MR-7 Repeat Reports	MR-8 Trouble Rate
Analog	Zone 2					
2-Wire NL	Zone 2					
ISDN-Cap.	Zone 2					
ADSL-Cmp.	Zone 2	-	-	-	-	-

Loop Type	Categ.	MR-5 Cleared < 4 hours	MR-6 Mean Time Restore	MR-7 Repeat Reports	MR-8 Trouble Rate
4-Wire NL	Zone 2	-	-	-	
DS1-Cap.	Zone 2				
DS3 +	Zone 2	-	-	-	

CHECKLIST ITEM 4 - UNB. LOOPS: Coordinated Cuts

ride the light
Qwest.

State: South Dakota

May - Aug 01 Results

Loop Type	OP-13A
Analog	
All Other	

CHECKLIST ITEM 5 - UNBUNDLED TRANSPORT

[redacted]

State: South Dakota

May - Aug 01 Results

Qwest

PROVISIONING

Product	Categ.	OP-3 Commitments	OP-4 Intervals	OP-5 New Svc Trouble	OP-6A Delays/Non-Facil	OP-6B Delays/Facilities
UDIT -DS1	Zone 2	-	-	-	-	-
UDIT >DS1	Zone 2	-	-	-	-	-

REPAIR

Product	Categ.	MR-5 Cleared < 4 hours	MR-6 Mean Time Restor	MR-7 Repeat Reports	MR-8 Trouble Rate
UDIT -DS1	Zone 2	[redacted]			
UDIT >DS1	Zone 2	-	-	-	

CHECKLIST ITEM 7 - 911

State: South Dakota

May - Aug 01 Results

Qwest into the light

PROVISIONING

Product	Categ.	OP-3 Commitments	OP-4 Intervals	OP-5 New Svc Trouble	OP-6A Delays/Non-Facil.	OP-6B Delays/Facilities
911	Zone 2					

REPAIR

Product	Categ.	MR-5 Cleared < 4 hours	MR-6 Mean Time Restore	MR-7 Repeat Reports	MR-8 Trouble Rate
911	Zone 2				

CHECKLIST ITEMS 8 & 9

Qwest

State: South Dakota May - Aug 01 Results

Checklist # 8 - Directory Listing

Product	Categ.	DB-1C-1	DB-1C-2
Listings	Sub-region		-
		DB-2C-2	
Listings	Region	-	

(Timeliness)

(Accuracy)

Checklist # 9 - NXX Code Activation

Product	Categ.	NP-1A
NXX Code	State	

(Timeliness)

CHECKLIST ITEM 10 & 11

Qwest

State: South Dakota May - Aug 01 Results

Checklist # 10 - Databases and Signaling

Product	Categ.	DB-1B
LIDB	State	

(Timeliness)

Checklist # 11 - LNP (Local Number Portability)

Product	Categ.	OP-8B	OP-8C
L N P	State		

(Timeliness)

CHECKLIST ITEM 13

State: South Dakota

May - Aug 01 Results

Qwest. ride the light

Checklist # 13 - Reciprocal Compensation

Product	Categ.	BI-3B	BI-4B
Reciprocal Compensation	State		77.4% - 93.3% 84.0%

(against 95% Benchmarks)

Distinct upward trend, with Aug at 93.3%.

(Billing Accuracy and Completeness)

CHECKLIST ITEM 14 - RESALE: Non-designed Products

State: *South Dakota*

May - Aug 01 Results
PROVISIONING

ride the light Qwest.

Resale at 2.0 days compared to Retail at 1.7 days, with OP-3 > 99% in all months.

Product	Disaggreg.	OP-3 Commitments	OP-4 Intervals	OP-5 New Svc Trouble	OP-6A Delays/Non-Facil.	OP-6B Delays/Facilities
Residence	Dispatch i/MSAs					
	Dispatch o/MSA					
	No Dispatch	99.5% - 99.8% 99.4%	1.6 - 2.2 2.0 days			
Business	Dispatch i/MSAs					
	Dispatch o/MSA					
	No Dispatch		2.2 - 2.3 2.25 days			
Centrex	Dispatch i/MSAs					
	Dispatch o/MSA					
	No Dispatch					
Centrex-21	Dispatch i/MSAs					
	Dispatch o/MSA					
	No Dispatch		3.4 - 4.5 4.1 days			
PBX	Dispatch i/MSAs	-	-	0.0% - 82.3% 53.3%	-	-
	Dispatch o/MSA	-	-		-	-
	No Dispatch					
Qwest DSL	Dispatch i/MSAs	-	-		-	-
	Dispatch o/MSA	-	-		-	-
	No Dispatch				-	

Context = OP-3 commitments met at 100% in last three months.

Context = OP-3 commitments met at 100% in

CHECKLIST ITEM 14 - RESALE: Non-designed Products

State: South Dakota

May - Aug 01 Results
REPAIR

ride the light Qwest.

Product	Disaggreg.	MR-3 Out of Svc<24 hrs	MR-4 All Trbl < 48 hours	MR-6 Mean Time Restore	MR-7 Repeat Reports	MR-8 Trouble Rate	MR-9 Appointments
Residence	Dispatch I/ MSAs						
	Dispatch o/MSA		15.0% - 15.0% 15.3%				
	No Dispatch						-
Business	Dispatch I/ MSAs						-
	Dispatch o/MSA						
	No Dispatch						-
Centrex	Dispatch I/ MSAs				8.1% - 27.3% 13.2%		-
	Dispatch o/MSA						
	No Dispatch					1.1% - 1.3% 1.2%	
Centrex-21	Dispatch I/ MSAs						-
	Dispatch o/MSA						-
	No Dispatch						
PBX	Dispatch I/ MSAs						-
	Dispatch o/MSA	4.0% - 100.0% 66.7%	20.0% - 100.0% 80.0%				
	No Dispatch						-
Qwest DSL	Dispatch I/ MSAs	-	-	-	-		-
	Dispatch o/MSA	-	-	-	-		-
	No Dispatch	-	-	-	-	-	-

Aug is only miss in six months.

No out-of-service trouble reports in May-Jun; only 3 total trouble reports in Jul-Aug. Jul 01 = 100% cleared in 24 hours.

No trouble reports in May-Jun; in addition to the 3 all-3 troubles, there were only 3 service-affecting troubles in Jul-Aug. Jul 01 = 100% cleared in 48

CHECKLIST ITEM 14 - RESALE: Designed Products

State: South Dakota

PROVISIONING

May - Aug 01 Results

Qwest. ride the light

Product	Categ.	OP-3 Commitments	OP-4 Intervals	OP-5 New Svc Trouble	OP-6A Delays/Non Facil	OP-6B Delays/Facilities
ISDN-Pri	Zone 1	*	*	*	*	*
	Zone 2	*	*		*	*
DS0	Zone 1	*	*		*	*
	Zone 2					
DS1	Zone 1	*	*		*	*
	Zone 2					
DS3	Zone 1	*	*	*	*	*
	Zone 2	*	*		*	*

CHECKLIST ITEM 14 - RESALE: Designed Products

State: South Dakota

REPAIR

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May - Aug 01 Results

Product	Categ.	MR-5	MR-6	MR-7	MR-8
ISDN-Pri	Zone 2	[redacted]	[redacted]	[redacted]	[redacted]
DS0	Zone 2	[redacted]	[redacted]	[redacted]	[redacted]
DS1	Zone 2	[redacted]	[redacted]	[redacted]	[redacted]
DS3	Zone 2	[redacted]	[redacted]	[redacted]	[redacted]

Aug is only miss in 12 months reported

Only one trouble report in 12 months

CONTINUATION

[12]

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Exhibit No. ___ (___)
Docket UT-[illegible]
Exhibit to the Affidavit of Richard D. Gilbert
Performance Measures
Docket UT-[illegible] &
Docket UT-[illegible]

ride the light

Qwest

Service Performance Indicator Definitions (PID)

ROC 271 Working PID Version 4.0

October 23, 2001

QWEST'S SERVICE PERFORMANCE INDICATOR DEFINITIONS (PID)

ROC 271 Working PID Version 4.0

Introduction

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

Qwest's Service Performance Indicator Definitions

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Electronic Gateway Availability

GA-1 – Gateway Availability – IMA-GUI

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

Description:

GA-1A: Measures the availability of the IMA (Interconnect Mediated Access- graphical user interface), and reports the percentage of Scheduled Availability Time the IMA interface is available for view and/or input.[NOTE 1]

- 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/cicmp/ossHours.html.

GA-1B: Measures the availability of the "Fetch-N-Stuff" system, which facilitates access for the IMA-GUI interface and the IMA-EDI interface (see GA-2), and reports the percentage of scheduled time the Fetch-N-Stuff system is available. Scheduled times will be no less than the same hours as listed for IMA and EDI.

GA-1C: Measures the availability of the Data Arbiter system, which facilitates access for the IMA-GUI interface and the IMA-EDI interface (see GA-2), and reports the percentage of scheduled time the Data Arbiter system is available. Scheduled times will be no less than the same hours as listed for IMA and EDI.

- 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, Fetch-N-Stuff, or Data Arbiter), affecting Qwest's ability to serve its customers. An outage is determined by Qwest technicians through the use of verifiable data, collected from the affected customer(s) and/or from mechanized event management systems.

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-1B "Fetch–N-Stuff" system GA-1C Data Arbiter 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 EDI electronic gateway, focusing on the extent the gateway is actually available to CLECs.

Description:

Measures the availability of EDI (Electronic Data Interchange) interface and reports the percentage of scheduled availability time the EDI Interface is available for view and/or input. All times during which the interface is scheduled to be operating during the reporting period are measured.

- Scheduled Up Time hours for EDI based on the currently published hours of availability found on the following website: http://www.qwest.com/wholesale/cicmp/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-1 for reporting of "Fetch-n-Stuff" and Data Arbiter systems 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/cicmp/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/cicmp/ossHours.html. NOTE 1
- 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:** 1. For Jan-Nov 00 results, hours were 6 a.m. to 7 p.m. MT, Monday through Friday. For Dec 00 forward, hours were 6 a.m. to 9 p.m. MT, Monday through Friday.

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/cicmp/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 [NOTE 2] Exchange Access, Control, & Tracking (EXACT) [NOTE 3], Electronic Bonding - Trouble Administration (EB -TA) [NOTE 4]
- 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 5] on the Qwest side of the interface. An outage is determined by Qwest technicians through the use of reliable 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: Individual CLEC	**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 reported in the Reporting Period) x 100)

Exclusions:

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

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

Availability:

TBD

Notes:

1. "Resolved" means that service is restored to the reporting CLEC, as experienced by the CLEC.
2. CEMR replaced CTAS in April 01. CTAS has been retired.
3. EXACT is a Telecordia system. Only releases for changes initiated by Qwest for hardware or connectivity will be included in this measurement.
4. Outages reported under EB-TA are the same as outages in MEDIACC.
5. 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 5

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 PO-1B Pre-Order/Order Response Time for EDI Results are reported separately for each of the following transaction types: NOTE 1 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. ADSL Loop Qualification 8. Resale of Qwest DSL Qualification For PO-1A (transactions via IMA), in addition to reporting total response time, response times for each of the above transactions will be reported in two parts: (a) time to access the request screen, and (b) time to receive the response for the specified transaction. For PO-1B (transactions via EDI), request/response will be reported as a combined number. For PO-1A 6. Telephone Number, a third part (c) accept screen, will be reported. NOTE 6 PO-1C Results for PO-1C will be reported according to the gateway interface used: 1. Percent of Preorder Transactions that Timeout IMA 2. Percent of Preorder Transactions that Timeout EDI PO-1D Results for PO-1D will be reported according to the gateway interface used: 1. Rejected Response Times for IMA 2. Rejected Response Times for 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)*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	**Standard:** Total Response Time: 1. Appointment Scheduling 2. Service Availability Information 3. Facility Availability 4. Street Address Validation 5. Customer Service Records 6. Telephone Number 7. ADSL Loop Qualification 8. Resale of Qwest DSL Qualification	IMA <10 seconds <25 seconds[2] <25 seconds[3] <10 seconds <12.5 seconds[3] <10 seconds = 20 seconds[4] = 20 seconds[4]	EDI <10 seconds <25 seconds[2] <25 seconds[3] <10 seconds <12.5 seconds[3] <10 seconds = 20 seconds = 20 seconds
	PO-1C-1 PO-1C-2	0.5% 0.5%	
	PO-1D-1 & 2	Diagnostic	
Availability: Available	**Notes:** 1. As additional transactions, currently done manually, are mechanized, they will be measured and added to or included in the above list of transactions, as applicable. 2. Effective 9/1/00 Qwest reduced the Service Availability Benchmark from 30 seconds to 25 seconds. 3. Times reflect non-complex services, including residential, simple business, or POTS account. Does not include ADSL or accounts >25 lines. 4. Benchmark applies to response time only. Request time and Total time will also be reported. 5. As agreed to in the January 25 & 26 PID workshop, rejected query types used in PO-1D will be those developed for internal Qwest diagnostic purposes. 6. With IMA 7.0, effective April 23, 2001, Appointment Scheduling for GUI and EDI and Telephone Number for EDI no longer include an accept screen. Therefore beginning with April 2001 results, the accept screen results will no longer be reported.		

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 and Qwest Retail results	**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 2 LSRs received via EDI

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, 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.

Product Reporting: * Resale * Unbundled Loops (with or without Local Number Portability) * Local Number Portability * UNE-P (POTS)	**Standard:** PO-2A: Diagnostic PO-2B: Resale: TBD Unbundled Loops: TBD LNP: TBD UNE-P (POTS): TBD
Availability: Available	**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.

PO-2 – Electronic Flow-through (continued)

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/cicmp/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: 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-3A-1 LSRs received via IMA and rejected manually – state wide level PO-3A -2 LSRs received via IMA and auto-rejected – region wide level PO-3B-1 LSRs received via EDI and rejected manually – state wide level PO-3B -2 LSRs received via EDI and auto-rejected – region wide level PO-3C LSRs received via facsimile - Statewide level

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).	**Standard:** • 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:
Measures 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 error/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 and rejected manually – region wide level PO-4A -2 LSRs received via IMA and auto-rejected – region wide level PO-4B-1 LSRs received via EDI and rejected manually – region wide level PO-4B -2 LSRs received via EDI and auto-rejected – region wide level PO-4C LSRs received via facsimile - Statewide level.

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 or 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 or 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 <u>fully electronic</u> LSRs received via: – PO-5A-1 IMA – PO-5A-2 EDI • PO-5B:* FOCs provided for <u>electronic/manual</u> LSRs received via: – PO-5B-1 IMA – PO-5B-2 EDI • PO-5C: * FOCs provided for <u>manual</u> 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 FOCs "(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).

PO-5B, 5C & 5D - [Count of LSRs/ASRs for which the original FOCs "(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).

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.

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

Product Reporting:	Standards:	
	* For PO-5A (all):	**95%** within 20 minutes NOTE 2
* For PO-5A, -5B and -5C (a) Resale services and UNE-P (POTS) (b) Unbundled Loops and specified Unbundled Network Elements (c) LNP	* 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	* 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 Residence and Business POTS ISDN-Basic Conversion As Is Adding/Changing features Add primary directory listing to established loop Add call appearance Centrex Non-Design with no Common Block Configuration Centrex line feature changes/adds/removals (all)	1-39 lines 1-10 lines 1-19 lines	**24 hours**
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	
Shared-loop/Line-sharing [included in product reporting group (b)]	1-24 shared loops	
Unbundled Network Element–Platform (UNE-P POTS) UNE-P to UNE-P conversion and Resale to UNE-P conversion)	1-39 lines	

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

Resale ISDN-Basic Conversion As Specified New Installs Address Changes Change to add Loop ISDN-PRI (Facility) PBX DS0 or Voice Grade Equivalent DS1 Facility DS3 Facility	1-10 lines 1-3 1-24 trunks 1-24 1-24 1-3	**48 hours**
LNP	25-49 lines	
Resale Centrex (including Centrex 21, Non-design, Centrex 21 Basic ISDN, Centrex-Plus, Centron, Centrex Primes) - 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	1-10 lines	**72 hours**
Unbundled Loops with Facility Check (NOTE 2, 3) - 2/4 wire Non-loaded - ADSL compatible - ISDN capable - XDSL-I capable - DS1 capable	1 – 24 loops	
Resale ISDN-PRI (Trunks)	1-12 trunks	**96 hours**
For PO-5D: LIS Trunks	1-240 trunk circuits	**8 business days**

Availability
- Available (except as noted below)
- Under Development
  - Inclusion of Unbundled Loop with Facility Check – beginning with Sep 01 data on the Oct 01 report

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

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

	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) NOTE 1 or transmitted NOTE 1 (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: Min.

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

Formula:
<u>For completion notifications generated from LSRs received via IMA-GUI:</u>
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)
<u>For completion notifications generated from LSRs received via IMA-EDI:</u>
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 section)	Diagnostic

PO-6 – Work Completion Notification Timeliness (continued)

[illegible] [illegible] as noted below) [illegible] • PO-6B – Calculated based on EDI [illegible] date and time - TBD	**Notes:** 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. 2. Initially the end time for PO-6B will be the time a notice is "made available" via IMA-EDI. This is the time Qwest completes processing for the completion notice in IMA immediately prior to transmission. As Qwest develops the ability to capture the transmission date and time from EDI, the end time will be based on the EDI transmit date and time.

PO-7 – Billing Completion Notification Timeliness

Purpose:
To measure the timeliness with which electronic billing completion notifications are made available to CLECs, based on the percentage of notifications that are made available (for CLECs) or posted in the billing system (for Qwest retail) within five business days.

Description:
PO-7A & 7B

- The measurement includes all orders posted in the CRIS billing system for which billing completion notices are made available 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 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 screen.
  - The time a notice is "made available" via IMA-EDI consists of the time Qwest completes processing for the completion notice in IMA immediately prior to transmission of the EDI notification. If a CLEC is certified and setup to receive the notices, the notice is immediately transmitted to the CLEC via EDI. NOTE 1
- 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

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

Formula:
For all service orders Qwest generates for LSRs received via IMA:
PO-7A & 7B - (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-7 – Billing Completion Notification Timeliness (continued)

[illegible] 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)	
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. • LSRs submitted via EXACT.	
Product Reporting: Aggregate reporting for all products ordered through IMA-GUI and, separately, IMA-EDI (see disaggregation reporting)	**Standard:** PO-7A and -7B: Parity with PO-7C
Availability: Available (except as noted below) Under Development: • PO-7B – Calculated based on EDI transmission date and time - TBD	**Notes:** 1. As Qwest develops the ability to capture the transmission date and time from EDI, the end time will be based on the EDI transmit date and time and the PID will be modified accordingly.

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
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:
[(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 US Trunks D UNE-P (POTS)	**Standard:** 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:**

PO-9 – Timely Jeopardy Notices

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

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

* Includes all orders completed in the reporting period that missed original due date.
* Missed due date orders with jeopardy notifications provided on or after the original due date is not to 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) * 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: A Non-Designed Services B Unbundled Loops (with or without Number Portability) C UG Trunks (available) D UNE-P (POTS)	**Standard:** 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:**

PO-10 – LSR Accountability

Purpose:
Evaluates the degree to which Qwest can account for all LSRs received electronically.

Description:
Measures the number of LSRs received via IMA-GUI and IMA-EDI interfaces that Qwest has issued confirmed or accounted for in specific status categories, as a percentage of all LSRs received in the reporting period.

- Includes all LSRs that are received via the IMA-GUI and IMA-EDI interfaces, subject to exclusions specified below.
- Status categories accounted for include:
  - Pending (i.e., assigned to a center representative for handling);
  - Supplemented (i.e., subsequent version of request that has not been confirmed or rejected at time of reporting);
  - Canceled (by the CLEC prior to Qwest returning confirmation to the CLEC);
  - Rejected (i.e., rejection notice has been sent to the CLEC);
  - Issued (i.e., the order has been processed and confirmation has been returned to the CLEC);
  - Error (i.e., auto-logging error indicating a field value mismatch between the electronic interface and the Customer Request Management (CRM) system, at time of reporting, in parallel with the ordering processing in a manner that does not impede timeliness);
  - Project (i.e., routed to project management for handling);

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

Formula:
(Count of all LSRs issued or in status categories specified above) / (Total number of LSRs received in reporting period) x 100 NOTE 1

Exclusions:

- Front-end rejects (e.g., 997notifications) that would not be eligible for confirmation or rejection

Product Reporting: None	**Standard:** Diagnostic NOTE 2
Availability: Available	**Notes:** 1. Results that nominally exceed 100 percent may be due to timing differences in obtaining the quantities for the status categories (numerator) and for the total LSRs received (denominator). It is also possible for results to nominally fall short of 100 percent for the same reason. 2. Because Qwest has a mechanized auto-logging process for tracking LSRs, Qwest believes the ROC TAG will determine this measurement to be unnecessary after being audited in the ROC Test. Accordingly, Qwest may approach the TAG to withdraw this measurement after the Test, after reporting multiple consecutive months demonstrating that

	Qwest adequately tracks and accounts for LSRs.

PO-15 (ROC) – 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 (with "I" and "T" action coded for USOCs.[Note 1])
- 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:
(Volume 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:** 1. Prior to Aug 01 results the specified Change order types (i.e., with "I" & "T" action codes) included some orders that do not strictly represent additional lines (in both wholesale and retail results). Specifically these include changes to existing lines, such as conversions, number changes, PIC changes, and class of service changes. Beginning with Aug 01 results Qwest developed the capability to exclude "Change" service orders that do not involve installation of lines.

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 specified within the change management plan found on Qwest's Change Management Process, (CMP) website.

Description:

* Measures the percent of timely release notices: Draft Developer Worksheets (Initial Requirements), Disclosure Documents (Final Requirements) and/or Release Notes, (collectively "release notifications") sent by Qwest within the intervals/timeframes prescribed by the release notification procedure on Qwest's CMP website [NOTE 1] for the following OSS interfaces: IMA-GUI, IMA-EDI, and CEMR, [NOTE 2] Exchange Access, Control, & Tracking (EXACT), [NOTE 3] Electronic Bonding - Trouble Administration (EB -TA), [NOTE 4] and IABS and CRIS Summary Bill Outputs, Retail Product Database , Loss and Completion Records.
  - 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 OSS interface release notifications by Qwest to CLECs, specified in Qwest's Change Management Process. [NOTE 5]
  - 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.
* 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) * 100

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.

Product Reporting: None	**Standard:** Diagnostic for 6 months; address benchmark at the end of completing 6 months of data
Availability: Under Development TBD	**Notes:** 1. The Change Management Process (CMP) specifies the intervals for release notifications by type of notification. These intervals are

PO-16 Timely Release Notifications (continued)

	documented in the change management plan. 2. CEMR replaced CTAS in April 01. CTAS will not be included in this measure because it is scheduled for retirement at the end of May 01. 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. Qwest is collaborating with CLECs in CMP on updates to the change management plan that will specify the types of OSS interface release notifications. The current proposal includes: Type 1: Production Support Change Type 2: Regulatory Change Type 3: Industry Guideline Change Type 4: Qwest Originated Change Type 5: CLEC Originated Change The intent is for this measure to include the notifications specified in the CMP.

Ordering and Provisioning

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 are counted as missed. • 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 Explanation: Percentage is derived from total number of calls answered within 20 seconds divided by total number of calls received.	
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 (with "I" and "T" action coded line USOCs). NOTE 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

Explanation: The percent commitments met is obtained by dividing the total number of service orders completed on or before the Applicable Due Date (as defined in the description above) by the total number of service orders completed during the measurement period.

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 Loops:	
Analog Loop (non-designed provisioning)	90%
• Shared Loop/Line Sharing	Diagnostic
• 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
UDIT – Above DS1 level	Parity with retail Private Lines above DS1 level
Dark Fiber – IOF	Diagnostic
• Unbundled Loops:	
Analog Loop (designed provisioning)	90%
Non-loaded Loop (2-wire)	90%
Non-loaded Loop (4-wire)	Parity with retail DS1 Private Line
DS1-capable Loop	Parity with retail DS1 Private Line
ISDN-capable Loop	Parity with retail ISDN BRI
ADSL-qualified Loop	90%
Loop types of DS3 and higher bit-rates (aggregate)	Parity with retail DS3 and higher bit-rate Private Line services (aggregate)
Dark Fiber – Loop	Diagnostic
Loops with Conditioning	90%
• E911/911 Trunks	Parity with retail E911/911 Trunks
• Enhanced Extended Links (EELs)	Diagnostic
Availability:	**Notes:**

OP – 3 Installation Commitments Met (continued)

Available	1. Prior to Aug 01 results the specified Change order types (i.e., with "I" & "T" action codes) included some orders that do not strictly represent additional lines (in both wholesale and retail results). Specifically these include changes to existing lines, such as conversions, number changes, PIC changes, and class of service changes. Beginning with Aug 01 results Qwest developed the capability to exclude "Change" service orders that do not involve installation of lines.

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 (with "I" and "T" action coded line USOCs). NOTE 2
- 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 3
- 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 3

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.

OP-4 – Installation Interval (continued)

Exclusions:

- Orders with customer requested original due dates greater than the current standard interval. (This exclusion does not apply to LIS trunks, E911 and products involving dispatches reported under "MSA-Type Disaggregation," for which orders for all requested intervals are included. These exceptions to this exclusion will be removed as Qwest develops the corresponding measurement capability, at which time this definition will be updated.)
- 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 Loops:	
Analog Loop (non-designed provisioning)	6 days
* Shared Loop/Line Sharing	Diagnostic
* 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 DS1 Private Line Service
UDIT – Above DS1 level	Parity with Private Lines above DS1 level
Dark Fiber – IOF	Diagnostic
* Unbundled Loops:	
Analog Loop (designed provisioning)	6 days

OP-4 – Installation Interval (continued)

Non-loaded Loop (2-wire)	6 days
Non-loaded Loop (4-wire)	Parity with retail DS1 Private Line
DS1-capable Loop	Parity with retail DS1 Private Line
ISDN-capable Loop	Parity with retail ISDN BRI
ADSL-qualified Loop	6 days
Loop types of DS3 and higher bit-rates (aggregate)	Parity with retail DS3 and higher bit-rate services (aggregate)
Dark Fiber – Loop	Diagnostic
Loops with Conditioning	16.5 days
• E911/911 Trunks	Parity with retail E911/911 Trunks
• Enhanced Extended Links (EELs)	Diagnostic

Availability:

Available:

Notes:

1. Saturday is counted as a business day when the service order is completed on Saturday.
2. Prior to Aug 01 results the specified Change order types (i.e., with "I" & "T" action codes) included some orders that do not strictly represent additional lines (in both wholesale and retail results). Specifically these include changes to existing lines, such as conversions, number changes, PIC changes, and class of service changes. Beginning with Aug 01 results Qwest developed the capability to exclude "Change" service orders that do not involve installation of lines.
3. According to this definition, the Applicable Due Date can change, per successive customer-initiated due date changes or delays, up to the point when a Qwest-initiated due date change occurs. At that point, the Applicable Due Date becomes fixed (i.e., with no further changes) as the date on which it was set prior to the first Qwest-initiated due date change, if any. Following the first Qwest-initiated due date change, any further customer-initiated due date changes or delays are measured as time intervals that are subtracted as indicated in the formula. These delay time intervals are calculated as stated in the description. (Though infrequent, in cases where multiple Qwest-initiated due date changes occur, the stated method for calculating delay intervals is applied to each pair of Qwest-initiated due date change and subsequent customer-initiated due date change or delay. The intervals thus calculated from each pairing of Qwest and customer-initiated due dates are summed and then subtracted as indicated in the formula.) The result of this approach is that Qwest-initiated impacts on intervals are counted in the reported interval, and customer-initiated impacts on intervals are not counted in the reported interval.

OP-5 – New Service Installation Quality

Purpose:
Evaluates quality of ordering and installation of services, focusing on the percentage of average monthly new order installations that were free of trouble reports for thirty (30) calendar days following installation, including the percentage of new service installations that experienced a trouble report on the installation date after the order is reported as work complete by the technician.

Description:
OP-5 Measures the monthly average percentage of new installations that are free of trouble reports within 30 calendar days of initial installation.

* New installation orders used in calculating this performance indicator (appearing in the numerator and the denominator of the OP-5 formula shown below) are all inward orders for the current and previous reporting periods, including Change (C-type) orders for additional lines. Change order types for additional lines consist of all C orders with "I" and "T" action coded line USOCs, including changes to existing lines, such as conversions, number changes, PIC changes and class of service changes. (The average monthly number of new installation orders calculated in the denominator of the formula shown below will be rounded up to the nearest integer whole number.)
* All trouble reports (for both out-of-service and service-affecting conditions) closed within the reporting period, which were received within thirty (30) days of the original installation of service, including on the day the order is installed are measured (for use in the numerator of the formula shown below), subject to exclusions shown below.
* Because the trouble reports in the numerator of this measurement are reported on a per-line basis and therefore may exceed the number of orders it is possible for the numerator, and thus the reported result, to be negative. Accordingly, a lower limit of zero will be applied to the numerator of this measurement, reflecting that there cannot be a negative number of "new service installations."
* Includes both out of service and service affecting trouble reports, subject to exclusions shown below.

Reporting Period: One month (for trouble reports); Average of prior and current reporting month (for new installation activity)	**Unit of Measure:** Percent
Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results	**Disaggregation Reporting:** Statewide level

Formula:
[(Number of New Installation Orders completed in the [prior + current months]/2*) - (Total Number of New Installation-related Trouble Reports closed in the reporting period within 30 Calendar Days of Order Completion, including on the day the order is installed)) / (Number of New Installation Orders completed in the [prior + current months]/2*)] x 100

* The value of the two-month average New Installation Orders completed is rounded up to an integer value.

Exclusions:

* Trouble reports coded as follows (applies to the trouble reports subtracted from the New Installation Orders in the numerator of OP-5):
  - For products measured from MTAS data trouble reports coded to disposition codes for: Customer Action (6); Non-Telco Plant (11); Trouble Beyond the Network Interface (12); and Miscellaneous – Non-Dispatch, non-Qwest (includes CPE, Customer Instruction, Carrier, Alternate Provider (13);
  - For products measured from WFA (Workforce Administration) data, trouble reports coded to trouble codes for Carrier Action (IEC) and Customer Provided Equipment (CPE)
* Subsequent trouble reports of any trouble on the installed service before the original trouble report

OP-5 – New Service Installation Quality (Continued)

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

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 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
• Unbundled Network Element – Platform (UNE-P) (POTS)	Parity with like retail service
• Shared Loop/Line Sharing	Diagnostic
• Sub-Loop Unbundling	Diagnostic
• LIS Trunks	Parity with Feature Group D (aggregate)
• Unbundled Dedicated Interoffice Transport (UDIT)	
UDIT – DS1 level	Parity with retail DS1 Private Lines
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 with dispatch
Non-loaded Loop (2-wire)	Parity with retail ISDN BRI
Non-loaded Loop (4-wire)	Parity with retail DS1
DS1-capable Loop	Parity with retail DS1
ISDN-capable Loop	Parity with retail ISDN BRI
ADSL-qualified Loop	Parity with retail Qwest DSL with dispatch
Loop types of DS3 and higher bit-rates (aggregate)	Parity with retail DS3 and higher bit-rate services (aggregate)
Dark Fiber – Loop	Diagnostic

OP-5 – New Service Installation Quality (Continued)

* E911/911 Trunks	Parity with retail E911/911 Trunks
* Enhanced Extended Links (EELs)	Diagnostic
Availability: Available:	**Notes:**

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 with "I" and "T" action coded line USOCs. [NOTE 2]
- 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 3]
- 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 3]

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 = Σ[(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 = Σ[(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:

- 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-6 – Delayed Days (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 Loops:	
Analog Loop (non-designed provisioning)	Parity with retail Res and Bus POTS with dispatch
* Shared Loop/Line Sharing	Diagnostic
* 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 (designed provisioning)	Parity with retail Res and Bus POTS with dispatch
Non-loaded Loop (2-wire)	Parity with retail ISDN BRI
Non-loaded Loop (4-wire)	Parity with retail DS1 Private Line
DS1-capable Loop	Parity with retail DS1 Private Line
ISDN-capable Loop	Parity with retail ISDN BRI
ADSL-qualified Loop	Parity with retail Qwest DSL, with dispatch
Loop types of DS3 and higher bit-rates (aggregate)	Parity with retail DS3 and higher bit-rate Private Line services (aggregate)
Dark Fiber – Loop	Diagnostic

OP-6 – Delayed Days (continued)

• E911/911 Trunks	Parity with retail E911/911 Trunks
• Enhanced Extended Links (EELs)	Diagnostic

Availability: Available	**Notes:** 1. Saturday is counted as a business day when the service order is completed on Saturday. 2. Prior to Aug 01 results the specified Change order types (i.e., with "I" & "T" action codes) included some orders that do not strictly represent additional lines (in both wholesale and retail results). Specifically these include changes to existing lines, such as conversions, number changes, PIC changes, and class of service changes. Beginning with Aug 01 results Qwest developed the capability to exclude "Change" service orders that do not involve installation of lines. 3. According to this definition, the Applicable Due Date can change, per successive customer-initiated due date changes or delays, up to the point when a Qwest-initiated due date change occurs. At that point, the Applicable Due Date becomes fixed (i.e., with no further changes) as the date on which it was set prior to the first Qwest-initiated due date change, if any. Following the first Qwest-initiated due date change, any further customer-initiated due date changes or delays are measured as time intervals that are subtracted as indicated in the formula. These delay time intervals are calculated as stated in the description. (Though infrequent, in cases where multiple Qwest-initiated due date changes occur, the stated method for calculating delay intervals is applied to each pair of Qwest-initiated due date change and subsequent customer-initiated due date change or delay. The intervals thus calculated from each pairing of Qwest and customer-initiated due dates are summed and then subtracted as indicated in the formula.) The result of this approach is that Qwest-initiated impacts on intervals are counted in the reported interval, and customer-initiated impacts on intervals are not counted in the reported interval.

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:** 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.
- Records involving 25 or more lines.

Product Reporting: Coordinated Unbundled Loops – Reported separately for: • Analog Loops • All Other Loops	**Standard:** **OP-13A**: 95 Percent or more **OP-13B**: Diagnostic
Availability: Available	**Notes:** 1. In results from Aug 00 to Dec 00 orders with CLEC caused delays are excluded. Beginning with Jan 01 results, only CLEC caused delay time is excluded from the measure.

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

Purpose:
Evaluate 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 (with "I" and "T" action codes and USOCs). NOTE 2
- 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 3
- 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 3

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 OP-15B – Number of orders pending facilities
Reporting Comparisons: CLEC aggregate, individual CLEC,Qwest retail	**Disaggregation Reporting:** Statewide level.

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
• [illegible]	
[illegible] single line service	Diagnostic (Expectation: Parity with retail service)
[illegible] single line service	Diagnostic (Expectation: Parity with retail service)
[illegible]	Diagnostic (Expectation: Parity with retail service)
[illegible]	Diagnostic (Expectation: Parity with retail service)
[illegible]	
[illegible]	Diagnostic (Expectation: Parity with retail service)
[illegible]	Diagnostic (Expectation: Parity with retail service
[illegible]	Diagnostic (Expectation: Parity with retail service)
[illegible]	Diagnostic (Expectation: Parity with retail service)
[illegible]	Diagnostic (Expectation: Parity with retail service)
[illegible]	Diagnostic (Expectation: Parity with retail service)
[illegible] and higher bit-rate services	Diagnostic (Expectation: Parity with retail service)
[illegible]	
[illegible]	Diagnostic (Expectation: Parity with retail service)
• Unbundled Network Element – Platform [illegible]	Diagnostic (Expectation: Parity with retail service)
• [illegible] Line Sharing	Diagnostic
• [illegible] Loop Splitting	Diagnostic
• [illegible]	
• [illegible] Trunks	Diagnostic (Expectation: Parity with Feature Group D (aggregate)) (separately reported)
• Unbundled Dedicated Interoffice Transport [illegible]	
[illegible] – DS1 level	Diagnostic (Expectation: Parity with DS1 Private Line- Service)
[illegible] – Above DS1 level	Diagnostic (Expectation: Parity with Private Line-Services above DS1 level)
[illegible]	Diagnostic
• [illegible]	
[illegible] Loop	Diagnostic (Expectation: Parity with retail Res and Bus POTS with dispatch)
[illegible] Loop (Copper)	Diagnostic (Expectation: Parity with retail ISDN BRI)
[illegible] Loop (Fiber)	Diagnostic (Expectation: Parity with retail DS1)
[illegible] Loop	Diagnostic (Expectation: Parity with retail DS1)
[illegible] Loop	Diagnostic (Expectation: Parity with ISDN-BRI)
[illegible] Loop	Diagnostic (Expectation: Parity with retail Qwest DSL with dispatch)
Line sizes of DS3 or higher bit rate [illegible]	Diagnostic (Expectation: Parity with retail DS3 and higher bit-rate services (aggregate)
[illegible]	Diagnostic
• [illegible]	Diagnostic (Expectation: Parity with retail E911/911 Trunks)
• [illegible] Lines (EELs)	Diagnostic
[illegible]	Notes: 1. Through Jan 01 results reported include products that flow through the design

[illegible] Interval for Pending Orders Delayed Past Due Date (continued)

process only. Beginning with Feb 01, results reported include both design flow and non-design flow for products.

2. Prior to Aug 01 results the specified Change order types (i.e., with "I" & "T" action codes) included some orders that do not strictly represent additional lines (in both wholesale and retail results). Specifically these include changes to existing lines, such as conversions, number changes, PIC changes, and class of service changes. Beginning with Aug 01 results Qwest developed the capability to exclude "Change" service orders that do not involve installation of lines.

3. According to this definition, the Applicable Due Date can change, per successive customer-initiated due date changes or delays, up to the point when a Qwest-initiated due date change occurs. At that point, the Applicable Due Date becomes fixed (i.e., with no further changes) as the date on which it was set prior to the first Qwest-initiated due date change, if any. Following the first Qwest-initiated due date change, any further customer-initiated due date changes or delays are measured as time intervals that are subtracted as indicated in the formula. These delay time intervals are calculated as stated in the description. (Though infrequent, in cases where multiple Qwest-initiated due date changes occur, the stated method for calculating delay intervals is applied to each pair of Qwest-initiated due date change and subsequent customer-initiated due date change or delay. The intervals thus calculated from each pairing of Qwest and customer-initiated due dates are summed and then subtracted as indicated in the formula.) The result of this approach is that Qwest-initiated impacts on intervals are counted in the reported interval, and customer-initiated impacts on intervals are not counted in the reported interval.

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:

* 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.
  - 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. on the current due date of the LNP order recorded by Qwest.
* 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 96 clock hours of the actual disconnect time/date, that are confirmed to be caused by disconnects being made before to 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: 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

Exclusions:

* Trouble reports notifying Qwest of early disconnects associated with situations for which the CLEC has failed to submit timely requests, by 8:00 p.m. on the LNP due date, to have disconnects held for later implementation.
* 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.

Product Reporting: LNP	**Standard:** 98.25%
Availability: Under Development: Beginning with Oct 01 data on the Nov 01 report.	**Notes:**

Maintenance and Repair

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

Purpose:
Evaluates Customer access to Qwest's Interconnection and/or Retail Repair Center(s), focusing on the number of calls answered within 20 seconds.

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 not answered within 20 seconds.

Reporting Period: One month	**Unit of Measure:** Percent
Reporting Comparisons: CLEC aggregate and Qwest Retail levels.	**Disaggregation Reporting:** Region-wide level.

Formula:
[(Total Calls Answered by Center within 20 seconds) / (Total Calls received by Center)] x 100

Explanation: Percentage is derived from total number of calls answered within 20 seconds divided by total number of calls received.

Exclusions: Time spent in the VRU (Voice Response Unit) is not counted.

Product Reporting: None	**Standard:** Parity
Availability: Available	**Notes:**

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 of receipt to date and time trouble is indicated as 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

Explanation: Percentage is obtained by dividing the total number of OOS reports cleared within 24 hours by the total number of OOS reports closed during the measurement period.

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 (8); Non-Telco Plant (11); Trouble Beyond the Network Interface (12); and Miscellaneous – Non-Dispatch, non-Qwest (includes CPE, Customer Instruction, Carrier, Alternate Provider (13);
  - For products measured from WFA (Workforce Administration) data (products listed for Zone-type disaggregation) trouble reports coded to trouble codes for Carrier Action (ESC) 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.

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

- 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
• Shared Loop/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
ISDN-capable Loop	Parity with ISDN-BRI
ADSL-qualified Loop	Parity with retail Qwest DSL
Availability: • Available (except as noted below) • Under Development Retail comparable for Shared Loop/Line Sharing - TBD	**Notes:**

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 of receipt to date and time trouble is indicated as 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 (6); Non-Telco Plant (11); Trouble Beyond the Network Interface (12); and Miscellaneous – Non-Dispatch, non-Qwest (includes CPE, Customer Instruction, Carrier, Alternate Provider (13).
  - For products measured from WFA (Workforce Administration) data (products listed for Zone-type disaggregation) trouble reports coded to trouble codes for Carrier Action (RSO) 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
• Shared Loop/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
ISDN-capable Loop	Parity with retail ISDN-BRI
ADSL-qualified Loop	Parity with retail Qwest DSL
Availability: • Available (except as noted below) • Under Development: Retail comparable for Shared Loop/Line Sharing - TBD	**Notes:**

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 of receipt 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:
Form 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
* UNE Trunks	Parity with Feature Group D (aggregate)
* Unbundled Dedicated Interoffice Transport (UDIT)	
UDIT – DS1 level	Parity with DS1 Private Line Service
UDIT – Above DS1 level	Parity with Private Line- Services above DS1 level
* Unbundled Loops:	
Non-Loaded Loop (4-wire)	Parity with retail DS1
DS1-capable Loop	Parity with retail DS1
Loop types of DS3 and higher bit-rates (aggregate)	Parity with retail DS3 and higher bit-rate services (aggregate)
* E911/911 Trunks	Parity with retail E911/911 Trunks
* Enhanced Extended Links (EELs)	Diagnostic
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 of receipt 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:
∑ (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 (6); Non-Telco Plant (11); Trouble Beyond the Network Interface (12); and Miscellaneous – Non-Dispatch, non-Qwest (includes CPE, Customer Instruction, Carrier, Alternate Provider (13);
  - 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
* Shared Loop/Line Sharing	Parity with RES and BUS POTS
* Sub-Loop Unbundling	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
* IXC Trunks	Parity with Feature Group D (aggregate)
* Unbundled Dedicated Interoffice Transport (UDIT)	
UDIT – DS1 level	Parity with retail DS1 Private Line
UDIT – Above DS1 level	Parity with retail Private Lines above DS1 level
Dark Fiber – IOF	Diagnostic
* Unbundled Loops:	
Analog Loop	Parity with retail Res and Bus POTS
Non-loaded Loop (2-wire)	Parity with retail ISDN BRI
Non-loaded Loop (4-wire)	Parity with retail DS1 Private Line
DS1-capable Loop	Parity with retail DS1 Private Line
ISDN-capable Loop	Parity with retail ISDN BRI
ADSL-qualified Loop	Parity with retail Qwest DSL
Loop types of DS3 and higher bit-rates (aggregate)	Parity with retail DS3 and higher bit-rate Private Line services (aggregate)
Dark Fiber – Loop	Diagnostic
* E911/911 Trunks	Parity with retail E911/911 Trunks
* Enhanced Extended Links (EELs)	Diagnostic
Availability: * Available (except as noted below) * Under Development: Retail comparable for Shared Loop/Line Sharing - TBD	Notes: 1. Saturday is counted as a business day when the repair is completed on Saturday.

MR-6 – Mean Time to Restore (Continued)

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 trouble 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 are received within thirty (30) days of the previous trouble report for the same service (regardless of whether the report is about the same type of trouble for that service), subject to exclusions specified below.
- In determining same service Qwest will compare the end user telephone number or circuit number of the trouble reports with reports received in the prior 30 days.
- 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 immediately-preceding 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	**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 repeated trouble reports closed within the reporting period that were received within 30 calendar days of when the preceding 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 (6); Non-Telco Plant (11); Trouble Beyond the Network Interface (12); and Miscellaneous – Non-Dispatch, non-Qwest (includes CPE, Customer Instruction, Carrier, Alternate Provider (13);
  - 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.
- Records with invalid cleared or closed dates.

MR-7 – Repair Repeat Report Rate (Continued)

- Records with invalid product codes.
- Records missing data essential to the calculation of the measurement per the PID.

MR-7 – Repair Repeat Report Rate (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
* Shared Loop/Line Sharing	Diagnostic
* Sub-Loop Unbundling	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
ISDN-capable Loop	Parity with retail ISDN BRI
ADSL-qualified Loop	Parity with retail Qwest DSL
Loop types of DS3 and higher bit-rates (aggregate)	Parity with retail DS3 and higher bit-rate Private Line services (aggregate)
Dark Fiber – Loop	Diagnostic
* E911/911 Trunks	Parity with retail E911/911 Trunks
* Enhanced Extended Links (EELs)	Diagnostic
Availability: Available	Notes:

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 (6); Non-Telco Plant (11); Trouble Beyond the Network Interface (12); and Miscellaneous – Non-Dispatch, non-Qwest (includes CPE, Customer Instruction, Carrier, Alternate Provider (13);
  - 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 NOTE 1	Parity with retail service
Centrex 21 NOTE 1	Parity with retail service
PBX Trunks	Parity with retail service
Basic ISDN NOTE 2	Parity with retail service
Qwest DSL	Parity with Qwest DSL service
Primary ISDN NOTE 2	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
• Shared Loop/Line Sharing	Parity with RES and BUS POTS
• Sub-Loop Unbundling	Diagnostic
• LIS Trunks	Parity with Feature Group D (aggregate)
• Unbundled Dedicated Interoffice Transport (UDIT)	
UDIT – DS1 level	Parity with retail DS1 Private Line Service
UDIT – Above DS1 level	Parity with retail Private Lines above DS1 level
Dark Fiber – IOF	Diagnostic
• Unbundled Loops:	
Analog Loop	Parity with retail Res and Bus POTS
Non-loaded Loop (2-wire)	Parity with retail ISDN BRI
Non-loaded Loop (4-wire)	Parity with retail DS1 Private Line
DS1-capable Loop	Parity with retail DS1 Private Line
ISDN-capable Loop	Parity with retail ISDN BRI
ADSL-qualified Loop	Parity with retail Qwest DSL
Loop types of DS3 and higher bit-rates (aggregate)	Parity with retail DS3 and higher bit-rate services (aggregate)
Dark Fiber – Loop	Diagnostic
• E911/911 Trunks	Parity with retail E911/911 Trunks
• Enhanced Extended Links (EELs)	Diagnostic
Availability: • Available (except as noted below) • Under Development: – Retail comparable for Shared Loop/Line Sharing - TBD	**Notes:** 1. Prior to Mar 01 data Centrex and Centrex 21 results were reported combined under the Centrex heading. 2. Prior to Mar 01 data Resale Basic and Primary ISDN results were reported combined under the Resale ISDN POTS heading.

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 of receipt to date and time trouble is indicated as 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 (6); Non-Telco Plant (11); Trouble Beyond the Network Interface (12); and Miscellaneous – Non-Dispatch, non-Qwest (includes CPE, Customer Instruction, Carrier, Alternate Provider (13);
- 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.

Product Reporting:	**Standard:** Parity
Resale: Residential single line service Business single line service Centrex 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 (6); Non-Telco Plant (11), Trouble Beyond the Network Interface (12), and Miscellaneous – Non-Dispatch, non-Qwest (includes CPE, Customer Instruction, Carrier, Alternate Provider (13), and trouble reports involving a "no access" delay for MSA type disaggregated products.
- 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)

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
• Resale	
Primary ISDN	Diagnostic
DS0	Diagnostic
DS1	Diagnostic
DS3 and higher bit-rate services (aggregate)	Diagnostic
Frame Relay	Diagnostic
• LIS Trunks	Diagnostic
• Unbundled Dedicated Interoffice Transport (UDIT)	
UDIT – DS1 level	Diagnostic
UDIT – Above DS1 level	Diagnostic
• Unbundled Loops:	
Analog Loop	Diagnostic
Non-loaded Loop (2-wire)	Diagnostic
Non-loaded Loop (4-wire)	Diagnostic
DS1-capable Loop	Diagnostic
ISDN-capable Loop	Diagnostic
ADSL-qualified Loop	Diagnostic
Loop types of DS3 and higher bit-rates (aggregate)	Diagnostic
• E911/911 Trunks	Diagnostic
Availability:	**Notes**
Available	

MR-11 – LNP Trouble Reports Cleared within 24 Hours

Purpose:
Evaluates timeliness of clearing LNP trouble reports, focusing on the degree to which LNP trouble reports are cleared within 24 hours.

Description:
Measures the percentage of specified LNP trouble reports that are cleared within 24 hours of LNP trouble reports from CLECs.

- Includes all LNP trouble reports, received within 96 clock hours of the actual disconnect date/time, that are closed during the reporting period, subject to exclusions specified below.
- 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: Individual CLEC compared against specified retail standard	**Disaggregation Reporting:** Statewide level (all are "non-dispatched").

Formula:
(Number of specified LNP Trouble Reports closed in the reporting period that were cleared within 24 hours) / (Total Number of specified LNP Trouble Reports closed in the reporting period) x 100

Exclusions:

- Trouble reports attributed to customer or non-Qwest reasons. For products measured from MTAS data, trouble reports coded to disposition codes for: Customer Action, Non-Telco Plant, Trouble Beyond the Network Interface, and Miscellaneous – Non-Dispatch, non-Qwest (includes CPE, Customer Instruction, Carrier, Alternate Provider.
- 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.
- 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.

Product Reporting: LNP	**Standards:** Parity with MR-3C results for Retail Residence
Availability: TBD	**Notes:**

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

Purpose: Evaluates timeliness of clearing LNP Trouble Reports, focusing how long it takes to clear the trouble.	
Description: Measures the time actually taken to clear trouble reports. • Includes all LNP trouble reports, received within 96 clock hours of the actual disconnect date/time, that are closed during the reporting period, subject to exclusions specified below. • Time measured is from date and time of receipt to date and time trouble is cleared.	
Reporting Period: One month	**Unit of Measure:** Hours and Minutes
Reporting Comparisons: Individual CLEC compared against specified retail standard	**Disaggregation Reporting:** Statewide level (all are "non-dispatched").
Formula: Σ[(Date & Time specified LNP Trouble Reports Cleared) – (Date & Time specified LNP Trouble Reports Opened)] / (Total number of specified LNP Trouble Reports closed in the reporting period)	
Exclusions: • Trouble reports attributed to customer or non-Qwest reasons. For products measured from MTAS data, trouble reports coded to disposition codes for: Customer Action, Non-Telco Plant, Trouble Beyond the Network Interface, and Miscellaneous – Non-Dispatch, non-Qwest (includes CPE, Customer Instruction, Carrier, Alternate Provider. • 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. • 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.	
Product Reporting: LNP	**Standards:** Parity with MR-6C results for Retail Residence
Availability: TBD	**Notes:**

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 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.

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

Formula:
BI-1A - $\sum$(Date Record Transmitted or made available – Date Usage Recorded)/(Total number of records) NOTE 2

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)]x100

Exclusions:
Instances where the CLEC requests other than daily usage transmission or availability.

Product Reporting: • UNEs and Resale • Jointly-provided Switched Access	**Standard:** **BI-1A** - Parity with Qwest retail. **BI-1B** - 95% within 4 business days
Availability: Available	**Notes:** 1. BI-1B will not be reported until it can be reported as specified in Reporting Comparisons section. 2. Results for BI-1A prior to Dec 00 used source data manually reported in increments of <2, 2, 3, 4, 5, 6, and >6 day categories. For the >6 day category an average number of days was derived by multiplying the number of records by the average number of days from the BK8223 report. Effective with Dec 00 results on the Mar 01 report the mechanization of measurement data from CRIS was completed allowing results from Dec 00 forward to be calculated using the PID formula for all usage records including the >6 day category.

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

Purpose: Evaluates the accuracy with which Qwest bills CLECs, focusing on the percentage of billed revenue adjusted due to errors.	
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.)	
Reporting Period: One month	**Unit of Measure:** Percent
Reporting Comparisons: CLEC aggregate, individual CLECs, and Qwest Retail results	**Disaggregation Reporting:** State level.
Formula: Σ(Revenue Billed without Error)/(Total Billed Revenue billed in Reporting Period) x 100	
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	
Product Reporting: • BI-3A - UNEs and Resale • BI-3B - Reciprocal Compensation Minutes of Use (MOU)	**Standard:** • BI-3A – UNEs and Resale: Parity with Qwest retail bills. • BI-3B – Reciprocal Compensation (MOU) – 95%
Availability: Available •	**Notes:**

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:** State 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: • UNEs and Resale • Reciprocal Compensation (MOU)	**Standard:** **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 Listing Services System (LSS).

Description:

- Measures the average time required to update the databases of E911, LIDB, and LSS.
- 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 DB-1C-2 Listings – Combined results for all Provider types including Qwest Retail, Reseller CLEC, CLEC Aggregate for Facilities-based, ILEC, and Unknown Provider Manually Processed updates. 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 DB-1C-2 – Listings for all Provider types including Qwest Retail, Reseller CLEC, Facilities-Based CLEC, ILEC and Unknown Provider – Manually Processed – region-wide level

Formula:
[(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]

Exclusions:
Invalid start/stop dates/times.

Product Reporting:	**Standard:**

[illegible] By (database type)	DB-1A-E911 – Parity by design DB-1B-LIDB – Parity by design DB-1C-1– Listings – Parity by design DB-1C-2 – Listings – Parity with DB-1C-1 results for all Provider types combined Qwest Retail, Reseller CLEC, Facilities Based, ILEC, and Unknown Provider, Electronically Submitted, Electronically Processed, updates
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

Purpose: Measure the accuracy of database updates completed without errors in the reporting period.	
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.	
Reporting Period: One month	**Unit of Measure:** Percent
Reporting Comparisons: DB-2C-1 Listings – Combined results for all Qwest Retail, Reseller CLEC and Facilities Based CLEC Electronically Submitted, Electronically Processed updates DB-2C-2 Listings – CLEC Aggregate for Reseller and Facilities Based CLEC – Manually Processed updates	**Disaggregation Reporting:** DB-2C-1 – Listings for Qwest Retail, Reseller CLEC, and Facilities Based CLEC Electronically Submitted, Electronically Processed updates – state-wide level DB-2C-2 – Facilities-Based and Reseller CLEC – Manually Processed updates – state-wide level NOTE 1
Formula: Good 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	
Comment: Based upon business date/times	
Product Reporting: Not applicable (Reported by database type)	**Standard:** DB-2C-1 – Listings – Parity by design NOTE 2 DB-2C-2 – Listings – Parity with DB-2C-1 results for combined Qwest Retail, Reseller CLEC, and Facilities Based and Reseller CLEC Electronically Submitted, Electronically Processed updates
Availability: Available	**Notes:** 1. Because the data cannot be separated, Qwest is including in this measurement updates submitted through facsimile as well as updates submitted electronically. However, Qwest will discontinue reporting this disaggregation when Qwest begins electronically updating electronic submissions and will not separately report faxed submissions. 2. Qwest retail and Reseller CLECs are parity by design. Because Facilities based CLEC Electronically Submitted, Electronically Processed cannot be separated out from Reseller CLECs they are reported combined within this disaggregation.

Directory Assistance

DA-1 – Speed of Answer – Directory Assistance

Purpose:
Evaluate conditions of customer access to Qwest's Directory Assistance operators, focusing on how long it takes for calls to be answered.

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 on queue.
- Measurements are taken by sampling calls from the network queue at 10-second intervals. A count of calls on 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 omission 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: Results for Qwest and all CLECs are combined.	**Disaggregation Reporting:** Sub-region applicable to state

Formula:
[(Date and Time of Call Answer) – (Date and Time of First Ring)] / (Total Calls Answered by Center)

Calculation: Average speed of answer is obtained by dividing the sum of all answer times recorded (in seconds) by the total number of calls answered at the center in a given month.

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:**

Operator Services

OS-1 – Speed of Answer – Operator Services

Purpose: Measures timeliness of customer access to Qwest's operators, focusing on how long it takes for calls to be answered.	
Measures the time between 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. • Observations 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 distortion 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 Competitors: Qwest and all CLECs This measure is a parity measure.	**Disaggregation Reporting:** Sub-region applicable to state
Formula: [(Date and Time of Call Answer) – (Date and Time of First Ring)] / (Total Calls Answered by Center) Example: Average speed of answer is obtained by dividing the sum of all answer times recorded in seconds by the total number of calls answered at the center in a given month. Exclusions: Abandoned calls are not included in the total number of calls answered by the center.	
Product Reporting Type	**Standard:** Parity by design
Availability Available	**Notes:**

Network Performance

[illegible] Trunk Blocking

Purpose: [illegible] of calls from Qwest end offices to CLEC end offices, compared with [illegible] of calls from Qwest end offices to other Qwest end offices, focusing on average busy-hour [illegible] interconnection or interoffice final trunks.	
Definition: [illegible] of trunks blocking in interconnection and interoffice final trunks. • [illegible] on all direct final and alternate final interconnection and interoffice trunk [illegible] during the reporting period, subject to exclusions specified below.	
Reporting Period: One [illegible]	**Unit of Measure:** Percent Blockage
Reporting Center Level: [illegible]	**Disaggregation Reporting:** Statewide level. 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: [illegible] Percentage of Final Trunk Group of Specified Type)(Number of Circuits in Trunk Group)] / (Total Number of [illegible] Circuits in all Final Trunk Groups) [illegible] Overall average percentage of trunk blockage is calculated by dividing the equivalent average [illegible] Circuits Blocking by the total number of trunk circuits in final trunks of the type being [illegible]	

[illegible] - Trunk Blocking (Continued)

[illegible]

[illegible]

- [illegible] exceeds a [illegible] of one percent in the reporting period, for which:
  - A Trunk Group Service Request (TGSR) NOTE 1 & 2 has been issued in the reporting period; or
  - CLECs do not submit, within 20 calendar days of receiving a TGSR:
    - Supporting ASRs or have ASRs pending that are delayed for CLEC reasons NOTE 3);
    - Trouble Tickets, or
    - Notification of traffic re-routing (as described in Note 1 below).

[illegible]

- [illegible] exceeds a [illegible] of one percent in the reporting period, for which Qwest can identify, in [illegible] of the regular reporting of this measurement, the cause as being attributable to:
  - [illegible] 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 [illegible] facility availability OR up to five months after the month the LIS requests could not be fulfilled, whichever is sooner NOTE 4 & 5; or
  - Blocked instances of blocking, about which Qwest provides notification to the CLEC, that (a) are [illegible] 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.
- [illegible] that have not been in service for a full "20-high-day, busy hour" review period.
- [illegible], [illegible], and trunks that are not connected to the public switched network.
- [illegible] originating at CLEC end offices.
- [illegible] trunks, local interoffice operator and directory assistance trunks, and local [illegible] trunks.
- [illegible] toll-free prefix codes.
- [illegible] data as specified in the calculation of the measurement per the PID.

[illegible]	Standard:	
[illegible]	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

[illegible]	Notes
[illegible]	1. Qwest uses TGSRs to notify CLECs when trunk blocking exceeds standard [illegible] as 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,

[illegible] Trunk Blocking (Continued)

any trunk group exceeded in one month will not be excluded in the next month, unless there is an 8-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 occurred, 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.

- CLEC delays are reflected by CLEC-initiated order supplements that move the due date.
  - 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.
  - 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.
  - 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.
- The language 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.
  - Given that forecast advance intervals are currently six months, this provision allows the exclusion to apply for no longer than that period of time.
  - Nevertheless, this limitation to the exclusion also recognizes that facilities may become available sooner and, if so, reduces the limitation accordingly. In that event, the 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.
  - This limitation may change depending on the outcome of separate workshops dealing with issues of interconnection forecasting.
- NI-1E and NI-1D will be reported for information purposes only, with no standard to be applied.

NP-1 – NXX Code Activation

Purpose:

Measures 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 self-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 provided.

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

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 activation 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 activation less than 25 days prior to the LERG due date or Revised due date.

Product Reporting: None	**Standard:** NP1-A – Parity NP1-B – Diagnostic
Parity 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 process 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: NOTE 2
  - **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 60 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.

- **When Collocation Applications with Late Quote Acceptance and Late Equipment Ready** – for other 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 60 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 quote, 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, collocation intervals will be individually negotiated. These collocation arrangements will be subject to 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 level.

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

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	**Standard:** CP-1A 90 calendar days CP-1B 120 calendar days CP-1C 150 calendar days
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). 2. The criteria set forth in the Description above, under "Establishment of RFS Dates," may be changed depending upon the outcome of workshops on interconnection and collocation

CP-2 – Collocations Completed within Scheduled Intervals

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

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

- Includes all collocations of types specified herein that are assigned a Ready for Service RFS date by Qwest and that are completed within the reporting period, including those with CLEC-requested RFS dates longer than the standard interval and those with extended RFS dates negotiated with the CLEC (including supplemental 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. NOTE 2
  - **Collocation Applications with Timely Quote Acceptance and, for Virtual Collocations, also with Timely Equipment Ready** – for collocation applications where the CLEC accepts the quote in seven or fewer calendar days after the quote date and, for virtual collocations, where the CLEC provides the equipment to be collocated to Qwest 53 calendar days or less after the Collocation Application Date, the RFS date shall be:
    - Forecasted Collocations: **90 calendar days after the Collocation Application Date** for physical collocations for which the CLEC provides a complete forecast to Qwest 60 or more calendar days in advance of the Collocation Application Date.
    - Unforecasted Collocations: **120 calendar days after the Collocation Application Date** for physical collocations for which the CLEC does not provide a forecast to Qwest 60 or more calendar days in advance of the Collocation Application Date.
  - **Collocation Applications with Late Quote Acceptance and, for Virtual Collocations, also with Timely Equipment Ready** – for collocation applications where the CLEC accepts the quote in eight or more calendar days after the quote date and, for virtual collocations, where the CLEC provides the equipment to be collocated to Qwest 53 calendar days or less after the Collocation Application Date, the RFS date shall be:
    - Forecasted Collocations: **90 calendar days after the quote acceptance date** for collocations for which the CLEC provides a complete forecast to Qwest 60 or more calendar days in advance of the Collocation Application Date.
    - Unforecasted Collocations: **120 calendar days after the quote acceptance date** for collocations for which the CLEC does not provide a forecast to Qwest 60 or more calendar days in advance of the Collocation Application Date.
  - **Virtual Collocation Applications with Timely Quote Acceptance and Late Equipment Ready** – for virtual collocation applications where the CLEC (1) accepts the quote in seven or fewer calendar days after the quote date and (2) provides the equipment to be collocated to Qwest more than 53 calendar days after the Collocation Application Date, the RFS date shall be:
    - Forecasted Collocations: **45 calendar days after the equipment is provided to Qwest**, for

collocations for which the CLEC provides a complete forecast to Qwest 60 or more calendar days in advance of the Collocation Application Date.

- **Unforecasted Collocations: 75 calendar days after the equipment is provided to Qwest**, for collocations for which the CLEC does not provide a forecast to Qwest 60 or more calendar days in advance of the Collocation Application Date.

* **Virtual Collocation Applications with Late Quote Acceptance and Late Equipment Ready** – for virtual collocation applications where the CLEC (1) accepts the quote in eight or more calendar days after the quote date and (2) provides the equipment to be collocated to Qwest more than 53 calendar 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)
(Number 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	**Standard:** CP-2A & -2B: 90 percent or more CP-2C: TBD

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). 2. The criteria set forth in the Description above, under "Establishment of RFS Dates," may be changed depending upon the outcome of workshops on interconnection and collocation

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 caged, physical-line sharing, cageless-line sharing, and cageless, physical caged, shared physical caged, physical-line sharing, cageless-line sharing, and virtual.
* 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: 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).

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.

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 database.

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

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 active.

DEFINITION OF TERMS (continued)

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 occurred on a customer's line. It is likely attributable to the service activity (within a defined time period).

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

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

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

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

DEFINITION OF TERMS (continued)

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.

DEFINITION OF TERMS (continued)

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/OFA 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 dialtone).

DEFINITION OF TERMS (continued)

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 Links
ES	Emergency Services (for 911/E911)
FOC	Firm Order Confirmation
GUI	Graphical User Interface
HDSL	High-bit-rate Digital Subscriber Line
HICAP	High Capacity Digital Service
IEC	Interexchange Carrier
ILEC	Incumbent Local Exchange Carrier
INP	Interim Number Portability
IOF	Interoffice Facilities (refers to trunk facilities located between Qwest central offices)
ISDN	Integrated Services Digital Network
IMA	Interconnect Mediated Access
LATA	Local Access Transport Area
LERG	Local Exchange Routing Guide
LIDB	Line Identification Database
LIS	Local Interconnection Service Trunks
LNP	Long Term Number Portability
LSR	Local Service Request
N, T, C	Service Order Types - - N (new), T (to or transfer), C (change)
NANP	North American Numbering Plan
NDM	Network Data Mover

Glossary of Acronyms (continued)

ACRONYM	DESCRIPTION
NPAC	Number Portability Administration Center
NXX	Telephone number prefix
OBF	Ordering and Billing Forum

OOS	Out of service (type of trouble condition)
OSS	Operations-al Support Systems
PBX	Private Branch Exchange
PON	Purchase Order Number
POTS	Plain Old Telephone Service
PRI	Primary Rate Interface (type of ISDN service)
RFS	Ready for Service (refers to collocation projects)
SOP	Service Order Processor
SOT	Service Order Type
SS7	Signaling System 7
STP	Signaling Transfer Point
TN	Telephone Number
UDIT	Unbundled Dedicated Interoffice Transport
UNE	Unbundled Network Element
UNE-P	Unbundled Network Element – Platform
VRU	Voice Response Unit
WFA	Work Force Administration
xDSL	(x) Digital Subscriber Line. (The "x" prefix refers to DSL generically. An "x" replaced by an "A" refers to Asymmetric DSL, and by an "H" refers to High-bit-rate DSL.)

[1] Graphical User Interface