

Exhibit 10: Testing Summary: Preliminary Live Trial

Service Delivery		QCCC				Central Office					
Activity	LSRs Received	Rec'd at WFA	Query & automated sort engine	Spreadsheet forwarded to CLEC & CO	Start Time at the CO	Elapsed Time for DT Checks	Elapsed Time to Install ICDF jumpers	Elapsed Time to Install MDF jumpers	Qwest & CLEC ANI Checks & Perform Lift & Lay	PDF DT Checks	WFA Updated that BHC is Complete (end time)
Trial 1	December 10, 2003	December 11, 2003			December 17, 2003						
	2:25- 2:41 PM	3:30 – 4:37 PM	51 minutes	11:24 AM	7:50 AM	9 minutes	69 minutes	32 minutes	32 minutes	7 minutes	2:27PM
Trial 2	December 11, 2003	December 12, 2003			December 18, 2003						
	12:13 – 12:15 PM	12:18 PM – 4:55 AM	38 minutes	9:50 AM	7:45 AM	10 minutes	76 minutes	47 minutes	40 minutes	11 minutes	12:10 PM

<i>Preliminary Live Trial 1</i>	<i>Preliminary Live Trial 2</i>
<ul style="list-style-type: none"> • Central Office <ul style="list-style-type: none"> - Time required to complete all process steps: 2 hrs 54 min (Note 3) - Elapsed time: 6 hrs 37 min (Note 6) • Automatic Flow Through: <ul style="list-style-type: none"> - Service Delivery: 24/25 (Note 1) - LPC: 25/25 (Note 2) - Design Services: 25/25 - QCCC: 23/25 (Note 2) • Commitments Met: 25/25 	<ul style="list-style-type: none"> • Central Office <ul style="list-style-type: none"> - Time required to complete all process steps: 3 hrs 29 min (Note 3) - Elapsed time: 4 hrs 25 min (Note 6) • Automatic Flow Through <ul style="list-style-type: none"> - Service Delivery: 24/25 (Note 4) - LPC: 25/25 (Note 5) - Design Services: 25/25 - QCCC: 20/25 (Note 5) • Commitments Met: 23/23

Exhibit 10: Testing Summary: Preliminary Live Trial

• Products – 24 UNE-P to UNE-Loop and 1 Resale to UNE-LOOP	• Products – 25 UNE-P to UNE-Loop
--	-----------------------------------

Reference	Details
Note 1	Pending Order Activity: An LSR fell out of the automated flow-through process due to order activity on the account. Order activity on an account causes the LSR to be routed to the “Submitted” queue of the IMA system where an SDC will pick up the LSR for manual handling. The pending order is reviewed to ensure that it is not associated with the same lines.
Note 2	QCCC Auto-flow through: QCCC noticed that Qwest was using a Universal Digital Channel Unit (UDC) which allows multiple customers on one line. Refer to Glossary for a definition of UDC. The problem with this arrangement is that it can not be shared between a CLEC and an ILEC. This resulted in a dispatch out and the issue was resolved before Due Date. Additionally, there was a facilities exception whereby a new facilities assignment was made by the system. This issue was caught and resolved by the LRAC.
Note 3	Time required to complete process steps: The time represented here reflects the elapsed time to complete all work steps in the CO. The time to close out the first order in WFA is included in the “lift and lay” measurement. Times for the review of the spreadsheet at the commencement of the work in the CO (7 minutes) and the updating of WFA (18 minutes) at the completion of the BHC were taken from the second round live trial as they were not recorded in the preliminary trial and can be viewed in detail in the section of the report titled “Test Results”.
Note 4	CNUM Exception: This issue was caused by a CNUM database error. Please refer to our glossary for a definition of CNUM database. Currently, TNs and their attributes are extracted from SWITCH and loaded into CNUM. Because of this conversion there are some database issues which resulted in a CNUM error on our service orders. The addresses and numbers are re-validated and updated when a CNUM error occurs. These errors can typically be corrected automatically. If not, then a group that oversees the CNUM database works to correct the error.
Note 5	QCCC Auto Flow Through: Facilities Exceptions: There were four exceptions. Three exceptions were caught by the QCCC who in turn notified the LPC to resolve the issues. The fourth exception was resolved by the LRAC before the QCCC could notify the LPC. Line Short: One line experienced a line short. A line short is an electrical fault that renders the line inoperable (another type of fault is an open circuit). A dispatch out was triggered by the QCCC which generated a trouble ticket. The issue was resolved by the due date.

Exhibit 10: Testing Summary: Preliminary Live Trial

<p>Note 6</p>	<p>CO Elapsed Times: The following factors contributed to the elapsed time:</p> <ul style="list-style-type: none">• A significant delay of approximately two hours caused by the incorrect sorting of the spreadsheet used on due date for trial 1. This had no impact on customer service as the issue was identified before performing the “lift and lay”. The total impact on elapsed time was approximately 2 hours. The potential human error has been eliminated from the process by making the sort an automated process.• The presence of many observers may have caused disruption to the test process in some cases.• COTS were not properly trained on all the changes in tasks and procedures resulting from BHC, requiring COTs to repeatedly seek instructions from their supervisors.• Routine breaks taken by the COTs are included in the elapsed time.
----------------------	--