



Summary of Qwest's 271 Performance Results

Jun - Sep 01 Results

(Based on Oct. 2000 to Sept. 2001 Performance Report)

State: Washington

Legend (based on number of "misses" in the 4-month period):

Classifications:	A		B		C	
0 to 1 miss =	Clearly Satisfies Checklist	2 misses or 1 miss in last mo. =	Range of <u>Results</u> 4-mo. Avg.	3 or 4 misses w/ analysis =	Range of <u>Results</u> 4-mo. Avg.	3 or 4 misses =
<u>Conclusions:</u>	Clearly Satisfies Checklist Item		SUPPORTS Satisfying Checklist		CONDITIONALLY Supports Checklist	

Low Volume Indications :

Cells that are color-coded per classifications B, C, or D above and have low monthly volumes are marked as shown at right:	Vol. < 30 =		Vol. < 10 =		No Activity =
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D

Range of <u>Results</u> 4-mo. Avg.
Adds No Support to Checklist

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CHECKLIST ITEM 1 - INTERCONNECTION

State: Washington

Jun - Sep 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					
	Zone 2					

3 circuits delayed in last 7 months; no delays on the retail side
Since no retail comparable, Qwest provides this notation

Product	Category	NI-1A To Tandem Ofcs	NI-1B To End Offices
LIS Trunks	Statewide		

TRUNK BLOCKING

REPAIR

Product	Category	MR-5 Cleared < 4 hours	MR-6 Mean Time Restore	MR-7 Repeat Reports	MR-8 Trouble Rate
LIS Trunks	Zone 1				0.0% - 0.0%
	Zone 2				0.0%

The 4 month average identified shows 0.0%. One has to go to the next decimal place to see any trouble whatsoever. 4 Mo. Avg. = 0.03% vs. 0.01% for retail

CHECKLIST ITEM 1 - COLLOCATION



State: Washington

Jun - Sep 01 Results

INSTALLATION

Product	Category	CP- 1	CP-2
		Installation Intervals	Installation Commitments
Collocation	Forecasted (A)		-
	Unforecasted (B)		
	Major Infrastructure (C)		

FEASIBILITY STUDIES

Product	Category	CP-3	CP-4
		Feasibility Intervals	Feasibility Commitments
Collocation	Statewide	7.0 - 11.5 10.1 days	40.0% - 100.0% 72.7%

ROC Performance Measure Audit discovered that Qwest initiated feasibility studies and ROC benchmarks were missed. Qwest has implemented a new process that resulted in 100% of feasibility studies met in an average interval of 7.0 days in August and 9.0 days in September, besting both ROC benchmarks in both months.

CHECKLIST ITEM 2 - UNE-PLATFORM (POTS)



State: Washington

Jun - Sep 01 Results

PROVISIONING

Product	Disaggreg.	OP-3	OP-4	OP-5	OP-6A	OP-6B
UNE-P(POTS)	Dispatch i/MSAs					
	Dispatch o/MSA					
	No Dispatch		2.0 - 2.9 days 2.7 days			

Last 2 Months at Parity
OP-3 = 100% Commitments Met

REPAIR Jun - Sep 01 Results

1 delayed order in last four months
with 9 day delay

Product	Disaggreg.	MR-3	MR-4	MR-6	MR-7	MR-8	MR-9
UNE-P(POTS)	Dispatch i/ MSAs	66.7% - 86.7% 81.6%	81.8% - 100.0% 92.2%				57.1% - 85.7% 73.4%
	Dispatch o/MSA	62.5% - 91.7% 77.8%					
	No Dispatch						

Sept. = first statistical
miss since March, 01

Sept. = first statistical miss since Feb., 01
5 of 8 Orders cleared in 24 hours

Like MR-3, Sept. = first statistical miss since
March, 01. 9 of 11 orders cleared on time.

CHECKLIST ITEM 2 - PRE-ORDER



State: Washington

Jun - Sep 01 Results

Query/Response		Pre-Order Transaction Types						
Indicators	Categ.	1-Appoint. Sched.	2-Service Avail.	3-Facility Check	4-Addr. Validation	5-Get CSR	6-Tel. No. Reserv.	7-Loop Qualif.
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		Benchmarks --Manual: 12 business hours Auto-rejects: 18 seconds
	(B) EDI		
	(C) Fax ----->		Benchmark: 24 hours

These orders constitute 4% of the total resale FOCs.
Upward Trend
Last 3 months:
July: 88.5%
August: 96.4%
September: 98.6%

Firm Order Confirmations

	A-Fully Electronic	B-Electronic/Manual	PO-5C FAX	PO-5D EXACT
PO-5 - FOC Timeliness	1 - IMA	2 - EDI	1 - IMA	2 - EDI
(a) Resale			79.4% - 98.6% 94.2%	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				
Standards:		Parity	Parity	Parity

CHECKLIST ITEM 2 - FLOW-THROUGH



State: Washington

Jun - Sep 01 Results

PO-2B (Washington)

Most recent month

	<u>IMA-GUI</u>	<u>IMA-EDI</u>
RESALE	78.94%	50.56%
LOOPS	75.07%	56.82%
UNE-P	80.17%	83.33%
LNP	94.41%	95.75%

PO-2B (Regional)

	<u>IMA-GUI</u>	<u>IMA-EDI</u>
RESALE	85.78%	60.53%
LOOPS	80.42%	57.63%
UNE-P	76.06%	76.79%
LNP	89.13%	90.68%

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.
3. In Qwest's case, the FCC's point is borne out by the fact that only one CLEC contributes significantly to PO-2B results. This CLEC has had a problem on its side of the latest version of the EDI interface that prevents certain LSRs from flowing through. They did not plan to resolve this defect until the next EDI release, which was at the end of October 2001.

CHECKLIST ITEM 4 - UNBUNDLED LOOPS



State: Washington

Jun - Sep 01 Results

PROVISIONING

Loop Type	Categ.	OP-3	OP-4	OP-5	OP-6A	OP-6B	
		Commitments	Intervals	New Svc Trouble	Delays/Non-Facil.	Delays/Facilities	
Analog	Zone 1						Downward Trend Sept. = 6.08 days against 6.0 day benchmark
	Zone 2		6.1 - 8.1 days 7.5 days				
2-Wire NL	Zone 1						4 Mo. Avg of 6.2 days vs. 6.0 day ROC benchmark
	Zone 2						
ISDN-Cap.	Zone 1						Average interval always shorter for CLECs
	Zone 2						
ADSL-Cmp.	Zone 1						Average Installation Interval during this 4 months = 13.2 days for CLECs vs. 16.7 days for Qwest retail
	Zone 2		4.0 - 9.5 days 6.2 days				
4-Wire NL	Zone 1						1 delay in Sept. led to only reported miss
	Zone 2	-	-			-	
DS1-Cap.	Zone 1	54.3% - 78.4% 67.4%					1.0 - 48.0 days 16.9 days
	Zone 2						

CHECKLIST ITEM 4 - UNBUNDLED LOOPS



State: Washington

Jun - Sep 01 Results

REPAIR

Sept. = first miss since April, 01
In Sept., cleared 26 of 27

Failure to clear 1 of 25 troubles in Sept. within 48 hours led to all 3 misses

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 1					
	Zone 2					
2-Wire NL	Zone 1	93.8% - 100.0% 96.5%				
	Zone 2					
ISDN-Cap.	Zone 1	95.2% - 100.0% 97.0%	96.0% - 100.0% 99.0%	4.1 - 7.3 hours 5.8 hours		
	Zone 2					
ADSL-Cmp.	Zone 1					
	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 1				
	Zone 2	-	-	-	
DS1-Cap.	Zone 1				2.2% - 3.2% 2.8%
	Zone 2			0.0% - 50.0% 42.9%	

4 Mo. Avg. = 2.8% for CLECs vs. 2.0% for Qwest retail

CHECKLIST ITEM 4 - UNB. LOOPS: Coordinated Cuts

State: Washington



Date

Coordinated Cutover Jun - Sep 01 Results

Loop Type	OP-13A
<i>Analog</i>	
<i>All Other</i>	

Benchmark= 95%

CHECKLIST ITEM 4 - LINE SHARING

State: Washington



4 month averages

Jun - Sep 01 Results

OP-3

OP-4

<u>Line Sharing</u>	<u>Commitments Met</u>	<u>Average Interval</u>
<i>Dispatch i/ MSA</i>	97.3%	4.1 days
<i>Dispatch o/ MSA</i>	-	-
<i>No Dispatch</i>	99.4%	1.9 days
<i>Overall</i>	99.3%	2.0 days

<u>Qwest Retail DSL</u>	<u>Commitments Met</u>	<u>Average Interval</u>
<i>Zone 1</i>	94.48%	10.0 days
<i>Zone 2</i>	95.24%	10.2 days
<i>Overall</i>	94.55%	10.0 days

Note: The FCC's Line Sharing Order requires ILECs to provision line sharing at parity with retail DSL.

CHECKLIST ITEM 5 - UNBUNDLED TRANSPORT

State: Washington

Jun - Sep 01 Results



PROVISIONING

Product	Categ.	OP-3	OP-4	OP-5	OP-6A	OP-6B
		Commitments	Intervals	New Svc Trouble	Delays/Non-Facil.	Delays/Facilities
UDIT -DS1	Zone 1					
	Zone 2					
UDIT >DS1	Zone 1			70.0% - 100.0%		
	Zone 2			80.6%		

REPAIR

Product	Categ.	MR-5	MR-6	MR-7	MR-8
		Cleared < 4 hours	Mean Time Restore	Repeat Reports	Trouble Rate
UDIT -DS1	Zone 1		23.7 - 23.7 23.7 hours		
	Zone 2				
UDIT >DS1	Zone 1		2.2 - 14.6 7.0 hours		0.0% - 4.3%
	Zone 2				2.3%

August data shows that the 2 installation troubles reported actually did not experience any trouble. Excluding these "non-troubles" would have turned box blue.

Only 1 reported trouble in last 5 months, cleared in 23 hours 42 minutes

CHECKLIST ITEM 7 - 911



State: Washington

Jun - Sep 01 Results

PROVISIONING

		OP-3	OP-4	OP-5	OP-6A	OP-6B
Product	Categ.	Commitments	Intervals	New Svc Trouble	Delays/Non-Facil.	Delays/Facilities
911	Zone 1	-	-	-	-	-
	Zone 2	-	-	-	-	-

1 delay caused miss. Qwest retail experienced similar delay in Zone 2
 Low Volumes (1 Order) lead to results
 Same comment for OP-4 & OP-6

REPAIR

		MR-5	MR-6	MR-7	MR-8
Product	Categ.	Cleared < 4 hours	Mean Time Restore	Repeat Reports	Trouble Rate
911	Zone 1	-	-	-	-
	Zone 2	-	-	-	-

CHECKLIST ITEMS 8 & 9



State: Washington Jun - Sep 01 Results

Checklist # 8 - Directory Listing

Product	Categ.	DB-1C-1	DB-1C-2
<i>Listings</i>	Sub-region		
		DB-2C-2	
<i>Listings</i>	Region		

(Timeliness)

(Accuracy)

Checklist # 9 - NXX Code Activation

Product	Categ.	NP-1A
<i>NXX Code</i>	State	

(Timeliness)

CHECKLIST ITEM 10 & 11

State: Washington

Jun - Sep 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	92.8% - 96.3% 95.7%	93.7% - 98.8% 97.5%

(Timeliness)

Same Comment for both
 Sept. = first miss since
 January, 01
 4 Mo. Avg. above ROC
 95% benchmark

Benchmark = 95% Benchmark = 95%

CHECKLIST ITEM 13



State: Washington

Jun - Sep 01 Results

Checklist # 13 - Reciprocal Compensation

Product	Categ.	BI-3B	BI-4B
Reciprocal Compensation	State		92.9% - 100.0% 95.4%

(Billing Accuracy and Completeness)

(against 95% Benchmarks)

4 Mo. Avg. above
ROC 95% benchmark
Upward Trend
100% met in Sept.



CHECKLIST ITEM 14 - RESALE: Non-designed Products

State: Washington

Jun - Sep 01 Results
PROVISIONING



Product		OP-3	OP-4	OP-5	OP-6A	OP-6B
Disaggreg.		Commitments	Intervals	New Svc Trouble	Delays/Non-Facil.	Delays/Facilities
Residence	Dispatch i/MSAs					
	Dispatch o/MSA					
	No Dispatch		2.6 - 2.8 days 2.6 days			
Business	Dispatch i/MSAs			82.2% - 90.0% 87.4%		
	Dispatch o/MSA					
	No Dispatch		2.3 - 2.5 days 2.4 days			
Centrex	Dispatch i/MSAs	84.1% - 100.0% 91.8%	3.9 - 4.7 days 4.4 days			
	Dispatch o/MSA					
	No Dispatch					
Centrex-21	Dispatch i/MSAs					
	Dispatch o/MSA	-	-		-	-
	No Dispatch					

Upward Trend
Met Last 2 months

New OP-5 data that excludes reported troubles with no trouble found would have resulted in parity for August (Currently data only available for August)

CHECKLIST ITEM 14 - RESALE: Non-designed Products

State: Washington

Jun - Sep 01 Results
REPAIR



		MR-3	MR-4	MR-6	MR-7	MR-8	MR-9
Product	Disaggreg.	Out of Svc < 24 hrs	All Trbl < 48 hours	Mean Time Restore	Repeat Reports	Trouble Rate	Appointments
Residence	Dispatch i/ MSAs						
	Dispatch o/MSA						
	No Dispatch						
Business	Dispatch i/ MSAs						
	Dispatch o/MSA				17.9% - 36.4% 26.8%	0.7% - 1.1% 0.9%	
	No Dispatch						
Centrex	Dispatch i/ MSAs						
	Dispatch o/MSA					0.5% - 0.6% 0.6%	
	No Dispatch						
Centrex-21	Dispatch i/ MSAs						
	Dispatch o/MSA					0.6% - 1.1% 0.9%	
	No Dispatch						

Parity last 2 months
4 Mo. Avg. = 0.9% for
CLECs vs. 0.8% for retail

4 Mo. Avg. = 0.6% for
Qwest vs. 0.4% for retail

4 Mo. Avg. = 0.9% for
CLECs vs. 0.7% for retail