

September 2001 Performance Results\*\*

	PID	PID Title	Sept. Rept. Page	Benchmark	CLEC Result	Qwest Result	Mod Z Score	Parity Score
1	OP-5	Local Interconnection -- New Service Installation Quality -- Zones 1 and 2 -- LIS	3	Parity	95.24%	99.09%	2.57	-0.1
2	MR-8	Local Interconnection- LIS Repair Trouble Rate	7	Parity	0.02%	0.01%	4.16	1.53
3	BI-4A	Billing Completeness UNEs and Resale	50	Parity	89.95%	96.58%	33.38	19.29
4	OP-6A	UNE-P Delayed Days for Non-Facility Reasons - No Dispatches	53	Parity	9.0 days	3.08 days	1.71	0.04
5	MR-3	UNE-P Out of Service Cleared within 24 hours - Dispatches within MSAs	56	Parity	66.67%	88.62%	1.72	0.05
6	MR-4	UNE-P All Troubles Cleared within 48 hours - Dispatches within MSAs	56	Parity	81.82%	97.88%	2.28	0.39
7	MR-3	UNE-P Out of Service Cleared within 24 hours - Dispatches outside MSAs	57	Parity	62.50%	90.42%	2.09	0.27
8	OP-4	Unbundled Loop - Analog Installation Interval - Zone 2	67	6 days	6.08 days	n/a	n/a	n/a
9	MR-3	Unbundled Loop - Non-Loaded 2-wire Out of Service Cleared within 24 hours - Zone 1	79	Parity	96.30%	100%	N/A	0.04
10	OP-3	DS1 Installation Commitments Met- Zone 1	90	Parity	66.67%	85.39%	2.59	0.57
11	OP-6B	DS1 Delayed Days for Facility Reasons - Zone 2	91	Parity	48 days	16.07 days	1.91	0.16
12	MR-7	DS1 Repair Repeat Report Rate - Zone 2	95	Parity	50%	20.66%	2.19	0.33
13	MR-8	DS1 Trouble Rate	96	Parity	3.23%	1.78%	4.75	1.89
14	MR-3	ISDN Out of Service Cleared within 24 hours - Zone 1	101	Parity	96%	100%	N/A	0.06
15	MR-4	ISDN All Troubles Cleared within 48 hours - Zone 1	101	Parity	96%	100%	N/A	0.06
16	MR-6	ISDN Mean Time to Restore - Zone 1	101	Parity	7:17	2:06	1.74	0.06
17	OP-3	Unbundled Loop with Conditioning - Installation Commitments Met	121	90%	89.55%	n/a	n/a	n/a
18	OP-3	Unbundled Loop with Conditioning - Installation Commitments Met	121	90%	87.50%	n/a	n/a	n/a
19	MR-6	DS1 UDIT Mean Time to Restore - Zone 1	135	Parity	23:42	2:10	3.72	1.26
20	OP-8B	Number Portability Timeliness	160	95%	92.81%	n/a	n/a	n/a
21	OP-8C	Number Portability % of LNP Triggers Set Prior to the Frame Due Time	160	95%	93.70%			
22	OP-4	Residence Resale Installation Interval- No Dispatches	164	Parity	2.72 days	2.31 days	6.57	2.99
23	MR-7	Business Resale Repair Repeat Report Rate	180	Parity	36.36%	12.94%	2.69	0.63
24	MR-8	Centrex Resale- Trouble Rate	193	Parity	0.51%	0.36%	3.58	1.17

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<b>25</b>	OP-5	DSL Resale New Service Installation Quality	236	Parity	77.78%	99.69%	11.8	1.18
<b>26</b>	MR-8	DSL Resale Trouble Rate	239	Parity	10%	1.65%	2.93	0.21
<b>27</b>	MR-5	DSO Resale All Troubles Cleared within 4 hours - Zone 1	258	Parity	33.33%	88.01%	2.06	0.25
<b>28</b>	MR-6	DS0 Resale Mean Time to Restore - Zone 2	259	Parity	6:06	2:29	1.96	0.19
<b>29</b>	MR-7	DS0 Resale Repair Repeat Report Rate - Zone 2	260	Parity	60%	21.69%	1.76	0.07
<b>30</b>	OP-5	DS1 Resale New Service Installation Quality	264	Parity	0%	92.02%	3.39	0.07
<b>31</b>	MR-7	DS3 Resale Repeat Repair Report Rate - Zone 2	274	Parity	100.00%	27.27%	1.65	0

\*\* Based on performance results summarized in the October 25, 2001 Qwest Performance Results Washington (October 2000 -- September 2001) report submitted as Exhibit 1 to Qwest's Performance Data for Washington pleading dated November 16, 2001.

\*\*This report only identifies measures with defined performance standards. Diagnostic measures are excluded from this report.

<b>Facts</b>
60 of 63 CLEC trunks installed w/o trouble; 109 of 110 retail trunks
40 of 167,105 CLEC trunks with troubles; 11 of 121,760 trunks with troubles
7,712 of 8,574 CLEC bills; 317,116 of 328,341 retail bills
1 CLEC order delayed nine days; 212 retail orders delayed
3 of 9 CLEC reports not cleared; 1,262 of 11,091 retail reports not cleared
2 of 11 CLEC reports not cleared; 328 of 15,474 retail reports not cleared
3 of 8 CLEC reports not cleared; 231 of 2,411 retail reports not cleared
38 CLEC orders
1 of 27 CLEC reports not cleared
11 of 33 CLEC commitments missed; 70 of 479 retail commitments missed
1 CLEC order delayed; 14 retail orders delayed
6 CLEC repeat reports; 69 retail repeat reports
63 of 1,950 CLEC circuits with trouble; 828 of 46,541 retail circuits with trouble
1 of 25 CLEC trouble reports not cleared
1 of 25 CLEC trouble reports not cleared
25 total CLEC reports - 1 missed inflated result?
Met 120 of 134 commitments
Met 35 of 40 commitments
1 CLEC trouble report; 494 retail trouble reports
82 of 1,140 missed
205 of 3,256 missed
387 CLEC orders; 25,045 retail orders
8 of 22 CLEC reports; 51 of 394 retail reports
120 of 23,390 CLEC Centrex lines; 341 of 95,421 retail Centrex Lines

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Facts
2 of 9 CLEC installations with trouble; 17 of 5,470 retail installations with trouble
2 of 20 CLEC DSL lines; 771 of 46,676 retail DSL lines
2 of 3 CLEC reports missed; 50 of 417 retail reports missed
5 CLEC reports; 332 retail reports
3 of 5 CLEC DS0 lines; 72 of 332 retail lines
0 of 1 CLEC installation; 78 of 977 retail installations
2 of 2 CLEC repeats; 3 of 11 retail repeats