

UT-043007 Smith Direct
 Eschelon Telecom, Inc. July 23, 2004
 Exhibit No. _____ (RLS-10T)

	Manual PO-20	Phase 1 PO-20	% Increase	Phase 2 PO-20	Phase 3 PO-20
Potential Number of Fields Reviewed	11	29*	164%	33*	34*
Potential Number of Feature Details Reviewed				29	29
Number of Products	4	12	200%	12	12
Approximate Number of Orders Reviewed per Month	932	12,000 LSRs x 1.5 orders per LSR = 18,000	1831%	Order Volume is expected to increase over time, based on CLEC conversions to 15.0 EDI.	

* In addition to the number of fields reviewed in the mechanized PO-20 process, with the safety net provisions of PO-20, if Qwest corrects an error on any field in its Service Order(s) as a result of contacts received from CLECs no earlier than one business day prior to the original due date, the order is counted as inaccurate. In addition, if the error is not captured in PO-20 and the CLEC calls because the error results in an installation problem on or after the due date on an inward line activity order, the CLEC call will be captured in OP-5 as an LSR/SD mismatch. Thus, all customer impacting errors can be captured and accounted for in the Phase 1 PO-20 or the OP-5 measurement as soon as Phase 1 is implemented.

	Manual PO-20	Phase 1 PO-20	% Increase	Phase 2 PO-20	Phase 3 PO-20
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