



Summary of Qwest's 271 Performance Results

Oct - Jan 02 Results

State: Washington

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.
<u>Conclusions:</u>	Clearly Satisfies Checklist Item		SUPPORTS Satisfying 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 =	X	No Activity =	-
--	-------------	---	-------------	---	---------------	---

CHECKLIST ITEM 1 - INTERCONNECTION



State: Washington

Oct - Jan 02 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		12.4 - 16.8 days 14.7 days			
	Zone 2					

4 Mo. Avg. = 14.7 days for CLECs vs. 17.2 days for retail
Jan. = first statistical miss since July 01

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				0.00 -0.01%
	Zone 2				

Missed statistical parity objective in October and November.

CHECKLIST ITEM 1 - COLLOCATION



State: Washington

Oct - Jan 02 Results

INSTALLATION

Product	Category	CP- 1		CP-2	
		Benchmarks	Installation Intervals	Benchmarks	Installation Commitments
Collocation	Forecasted (A)	90 days		90%	-
	Unforecasted (B)	120 days		90%	
	Major Infrastructure (C)	150 days	-	90%	

FEASIBILITY STUDIES

Product	Category	CP-3	CP-4
		Feasibility Intervals	Feasibility Commitments
Collocation	Statewide		

CHECKLIST ITEM 2 - Gateway Availability



State: Washington

Oct - Jan 02 Results

Gateway Availability

Measure	Description	Benchmark	Result
GA-1 A	IMA-GUI All	99.25%	
GA-1 B	IMA-GUI Fetch-n-Stuff	99.25%	
GA-1 C	IMA-GUI Data Arbiter	99.25%	
GA-2	IMA-EDI	99.25%	
GA-3	EB-TA	99.25%	
GA-4	EXACT	99.25%	
GA-5	FOM	99.25%	
GA-6	GUI Repair	99.25%	

CHECKLIST ITEM 2 - Change Management



State: Washington

Oct - Jan 02 Results

Change Management

Measure	Description	Benchmark	Result
GA-7	Timely Outage Resolution Following Software Releases	95% within 48 hours	
PO-16	Timely Release Notifications	92.5%	

CHECKLIST ITEM 2 - PRE-ORDER



State: Washington

Oct - Jan 02 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.	8-DSL Loop
PO-1	(A) IMA								
	(B) EDI								
	Benchmarks:	10 sec	25 sec	25 sec	10 sec	12.5 sec	10 sec	20 sec	20 sec

Timeouts		Benchmarks:	
PO-1C	(1) IMA		0.5%
	(2) EDI		0.5%

Reject Notifications		1-Manual	2-Auto	Benchmarks Manual: 12 business hours Auto-rejects: 18 seconds
PO-3	(A) IMA			
	(B) EDI			
	(C) Fax ----->			Benchmark: 24 hours

Firm Order Confirmation	A-Fully Electronic		B-Electronic/Manual		PO-5C	PO-5D
PO-5 - FOC Timeliness	1 - IMA	2 - EDI	1 - IMA	2 - EDI	FAX	EXACT
(a) Resale						LIS:
(b) Unbundled Loops						
(c) LNP						
Benchmarks:	95% < 20 minutes		90% < standard intervals		90% < 24 hrs	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	Parity

CHECKLIST ITEM 2 - FLOW-THROUGH



State: Washington

Oct - Jan 02 Results

PO-2A (All LSRs)

Most recent month

	<u>IMA-GUI</u>	<u>IMA-EDI</u>	<u>TOTAL</u>
RESALE	65.35%	10.34%	64.83%
LOOPS	30.32%	59.48%	46.59%
UNE-P	45.71%	51.60%	47.06%
LNP	53.85%	59.66%	57.33%

PO-2B (Flow-through-eligible LSRs)

	<u>IMA-GUI</u>	<u>IMA-EDI</u>	<u>TOTAL</u>	New Benchmarks
RESALE	90.82%	30.00%	90.54%	90%
LOOPS	78.07%	89.11%	85.63%	70%
UNE-P	75.29%	68.56%	73.48%	75%
LNP	96.45%	96.63%	96.56%	90%

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 2 - Centers Access



State: Washington

Oct - Jan 02 Results

Pct of calls answered in 20 seconds

Measure	Center	Result
<i>OP-2</i>	Provisioning	
<i>MR-2</i>	Repair	

Standard: Parity with retail

CHECKLIST ITEM 2 - Billing



State: Washington

Oct - Jan 02 Results

Billing

Measure	Description	Standard	Result
BI-1A	Time to provide usage records - UNE & Resale	Parity	
BI-1B	Time to provide usage records - Switched access	95%	
BI-3A	Billing accuracy - adjustments for errors - UNE & Resale	Parity	56.1% - 100.0% 78.9%
BI-4A	Billing Completeness - UNEs and Resale	Parity	89.4% - 97.3% 95.4%
PO-7A (IMA)	Billing completion notification timeliness	Parity	84.5% - 98.2% 94.5%
PO-7B (EDI)	Billing completion notification timeliness	Parity	90.8% - 99.0% 95.0%

During late 2001, Qwest completed mapping project that ensured Commission determined rates = rates Qwest actually charged
Completed Project in mid-January
Data in January at parity.

General Upward Trend
During late 2001, Qwest completed mapping project that ensured Commission determined rates = rates Qwest actually charged
Completed Project in mid-January. January result was 97.29%.

A CRM system release that took place on September 29, 2001 had an error in its code that affected LSRs with multiple associated service orders. As a result, only the first service order to complete would receive a billing completion notice. When corrected and the missing notices were sent, PO-7 captured them as misses (i.e., late), affecting Nov and Dec 01 PO-7 results. Going forward, the problem is corrected, as January 2002 results bear out.

CHECKLIST ITEM 2 - UNE-PLATFORM



State: Washington

Oct - Jan 02 Results

Jan. = first reported month with disparity
11 of 12 mos. at parity

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			84.8% - 95.5% 92.2%		
	Dispatch o/MSA		4.7 - 8.9 days 6.4 days			
	No Dispatch		2.2 - 3.0 days 2.8 days			
UNE-P(Centrex)	Dispatch i/MSAs		3.9 - 5.3 days 4.8 days	44.4% - 83.3% 67.6%		
	Dispatch o/MSA	-	-		-	-
	No Dispatch					
EELs	Zone 1	50.0% - 100% 66.7%				
	Zone 2					

Only missed parity performance in Nov. once "no troubles found" were excluded. See OP-5*.

4 Mo. Avg. = 2.8 days for CLECs vs. 2.4 days for retail

Would be dark blue if "no troubles found" were excluded. See OP-5*

Jan. = first statistical miss since Sept. 01

Small volumes require perfection to meet 90% benchmark

Would be at parity (dark blue) if "no troubles found" were excluded.

Appears would be parity if "no troubles found" were excluded. See MR-7*

REPAIR

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				13.8% - 24.3% 19.6%		
UNE-P(Centrex)	Dispatch i/MSAs						
	Dispatch o/MSA	-	-	-	-	0.6% - 1.0% 0.8%	-
	No Dispatch				0.0% - 36.4% 23.7%		
EELs	Zone 1						
	Zone 2						

CHECKLIST ITEM 4 - UNBUNDLED LOOPS



State: Washington

Oct - Jan 02 Results

PROVISIONING

10 of 12 mos. at parity
Intervals 4-9 days shorter for
CLECs than retail (See OP-4)

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					
	Zone 2					
2-Wire NL	Zone 1					
	Zone 2					
ISDN-Cap.	Zone 1					
	Zone 2					
ADSL-Cmp.	Zone 1					
	Zone 2					
4-Wire NL	Zone 1					
	Zone 2					
DS1-Cap.	Zone 1					
	Zone 2	50.0% - 70.6% 63.2%				
DS3 +	Zone 1	-	-	-	-	-
	Zone 2	-	-	-	-	-
Line Sharing	No Dispatch					

CHECKLIST ITEM 4 - UNBUNDLED LOOPS



State: Washington

Oct - Jan 02 Results

REPAIR

4 Mo. Avg. = 3.0 hours for CLECs vs. 2.8 hours for retail
Jan. = first statistical miss since March 01

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			2.0 - 4.7 hours 3.0 hours		
	Zone 2					
ISDN-Cap.	Zone 1			3.0 - 4.1 hours 3.2 hours		
	Zone 2					
ADSL-Cmp.	Zone 1					
	Zone 2					
Line Sharing	Dispatch i/ MSAs					1.1% - 1.8% 1.4%
	Dispatch o/MSA					
	No Dispatch		87.5% - 100.0% 95.8%	6.1 - 13.7 hours 10.2 hours		

Jan. miss
It appears that all mos. Become parity when "no troubles found" excluded. See MR-8*

113 of 118 troubles cleared in last 4 mos.

Not surprising given higher percentage of out of service troubles on the retail side. 5 of 7 reported mos. at parity

Jan. = first statistical miss since July 01

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	68.0% - 81.4% 16.9 hours	3.3 - 4.0 hours 3.5 hours	13.6% - 44.0% 28.6%	1.7% - 3.6% 2.5%
	Zone 2				
DS3 +	Zone 1	-	-	-	-
	Zone 2	-	-	-	-

Jan. = first statistical miss since July 01

Jan. = only statistical miss
11 of 12 mos. at parity

CHECKLIST ITEM 4 - Coordinated Cuts & Loop Conditioning

State: Washington



Oct - Jan 02 Results

Coordinated Cutover Timeliness

Loop Type	OP-13A
<i>Analog</i>	
<i>All Other</i>	
Benchmark: 95%	

Loop Conditioning

Category	OP-3	OP-4
	Commitments	Intervals
Zone 1		
Zone 2		

Benchmarks:

90%

16.5 days

CHECKLIST ITEM 5 - UNBUNDLED TRANSPORT

State: Washington

Oct - Jan 02 Results



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 1					
	Zone 2					
UDIT >DS1	Zone 1			66.7% - 100.0% 88.6%		
	Zone 2					

REPAIR

Product	Categ.	MR-5 Cleared < 4 hours	MR-6 Mean Time Restore	MR-7 Repeat Reports	MR-8 Trouble Rate
UDIT-DS1	Zone 1				
	Zone 2	-	-	-	
UDIT >DS1	Zone 1				0.5% - 4.1%
	Zone 2				1.9%

Missed in Oct. and Nov. only. Dec. and January at parity with retail performance.

Missed in Oct. and Nov. only. Dec. and January at parity with retail performance.

CHECKLIST ITEM 7 - 911



State: Washington

Oct - Jan 02 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	-	-		-	-

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 Oct - Jan 02 Results

Checklist # 8 - Directory Listing

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

Oct - Jan 02 Results



Checklist # 10 - Databases and Signaling

Product	Categ.	DB-1B
LIDB	State	

(Timeliness)

Checklist # 11 - LNP (Local Number Portability)

PROVISIONING

Product	Categ.	OP-8B	OP-8C	OP-17
L N P	State			

95%

95%

98.25%

REPAIR

Product	Categ.	MR-11	MR-12
L N P	State	Out of Svc<24 hrs	Mean Time Restore
		40.0% - 100.0% 55.6%	

Parity

Parity

Only 9 (0.03%) out of service troubles of 27,640 numbers ported in last 4

CHECKLIST ITEM 13



State: Washington

Oct - Jan 02 Results

Checklist # 13 - Reciprocal Compensation

Product	Categ.	BI-3B	BI-4B
<i>Reciprocal Compensation</i>	State	0% - 100.0% 53.5%	

(Billing Accuracy and Completeness)

(against 95% Benchmarks)

During Nov. and Dec. Qwest made reciprocal compensation billing adjustments to true up historical errors. Oct. and Jan. are both 100% accurate

CHECKLIST ITEM 14 - RESALE: Non-designed Products

State: Washington

Oct - Jan 02 Results PROVISIONING



One order delayed 27 days caused disparity

		OP-3	OP-4	OP-5	OP-6A	OP-6B
Product	Disaggreg.	Commitments	Intervals	New Svc Trouble	Delays/Non-Facil.	Delays/Facilities
Residence	Dispatch i/MSAs					
	Dispatch o/MSA					
	No Dispatch					
Business	Dispatch i/MSAs		4.7 - 9.6 days 6.8 days	0.0% - 92.3% 41.7%	0.5 - 27.0 days 7.8 days	
	Dispatch o/MSA					
	No Dispatch					
Centrex	Dispatch i/MSAs		3.5 - 5.6 days 4.8 days			10.0 - 10.0 days 10.0 days
	Dispatch o/MSA					
	No Dispatch		3.0 - 3.8 days 3.4 days			
Centrex-21	Dispatch i/MSAs	-	-		-	-
	Dispatch o/MSA	-	-	-	-	-
	No Dispatch	-	-		-	-
PBX	Dispatch i/MSAs					
	Dispatch o/MSA					
	No Dispatch	0.0% - 100.0% 9.1%	4.0 - 8.0 days 7.5 days			

The OP-5* results (excluding NTF tickets) indicate that only Dec 01 (and likely Jan 01) miss parity. These results appear to be anomalous and are under investigation.

One order delayed 27 days caused disparity

One order delayed 10 days caused disparity. Only 1 order delayed in last 5 mos.

8 problem orders in Dec caused disparity. 2 statistical misses in last 12 mos.

Same 8 orders in Dec. caused disparity. Only statistical miss in last 12 mos.

CHECKLIST ITEM 14 - RESALE: Non-designed Products

State: Washington

Oct - Jan 02 Results



REPAIR

Dec. = first reported miss
11 of 12 mos. at parity

Jan. = first reported miss
since Mar 01
10 of 12 mos. at parity

		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		88.2% - 100% 94.4%				
	Dispatch o/MSA						
	No Dispatch						
Centrex	Dispatch i/ MSAs				9.7% - 21.1% 16.1%	0.4% - 0.7% 0.5%	
	Dispatch o/MSA						
	No Dispatch						
Centrex-21	Dispatch i/ MSAs						
	Dispatch o/MSA						
	No Dispatch	-	-	-	-		-
PBX	Dispatch i/ MSAs						
	Dispatch o/MSA						
	No Dispatch						