



Summary of Qwest's 271 Performance Results

Nov - Feb 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. w/ data =	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 =	-
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CHECKLIST ITEM 1 - INTERCONNECTION



State: Washington

Nov - Feb 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					
	Zone 2					

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% 0.0%
	Zone 2				

Must go to additional decimal places to see disparity between wholesale and retail performance. In Feb. where the disparity existed, CLECs experienced 2 troubles for every 10,000 trunks in service. On the other hand, retail experienced 1 trouble for every 10,000 trunks in service. This is outstanding

CHECKLIST ITEM 1 - COLLOCATION



State: Washington

Nov - Feb 02 Results

INSTALLATION

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

Benchmarks

90%

FEASIBILITY STUDIES

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

CHECKLIST ITEM 2 - Gateway Availability



State: Washington

Nov - Feb 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

Nov - Feb 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

Nov - Feb 02 Results

<u>Query/Response</u>		<u>Pre-Order Transaction Types</u>							
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

<u>Timeouts</u>		<u>Benchmarks:</u>	
PO-1C	(1) IMA		0.5%
	(2) EDI		0.5%

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

<u>Firm Order Confirmations</u>	<u>A-Fully Electronic</u>		<u>B-Electronic/Manual</u>		<u>PO-5C</u>	<u>PO-5D</u>
<u>PO-5 - FOC Timeliness</u>	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

<u>Jeopardy Notifications</u>	(A)POTS	(B) Loops	(C) LIS	(D)UNE-P
PO-8 Timeliness			0.0 - 0.0 days 0.0 days	
PO-9 Percent				
Standards:	Parity	Parity	Parity	Parity

Very low volumes. In February, Qwest provided one jeopardy notification on the actual due date, while the one retail jeopardy had a 20-day advanced warning.

CHECKLIST ITEM 2 - FLOW-THROUGH



State: Washington

PO-2A (All LSRs)

Most recent month

	<u>IMA-GUI</u>	<u>IMA-EDI</u>	<u>TOTAL</u>	<u>Perf. Obj.</u>
RESALE	65.2%	4.3%	64.53%	Diagnostic
LOOPS	27.7%	51.1%	40.82%	Diagnostic
UNE-P	45.3%	48.3%	45.96%	Diagnostic
LNP	55.1%	64.2%	60.35%	Diagnostic

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

1 of 2 orders flowed through

	<u>IMA-GUI</u>	<u>IMA-EDI</u>	<u>TOTAL</u>	<u>Perf. Obj.</u>
RESALE	92.7%	50.0%	92.75%	90%
LOOPS	75.4%	78.4%	77.44%	70%
UNE-P	78.1%	71.4%	76.36%	75%
LNP	97.3%	97.9%	97.69%	90%

Only 25% of orders submitted through the EDI interface.

- The results show a general upward trend.
- 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.
- Qwest shows the "total" volume column because of the very low volumes with the EDI interface for some products.

CHECKLIST ITEM 2 - Centers Access



State: Washington

Nov - Feb 02 Results

Percent 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

Nov - Feb 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% 86.4%
BI-3B	Billing accuracy - adjustments for errors - Reciprocal compensation	95%	0.0% - 100.0% 50.0%
BI-4A	Billing completeness - UNE & Resale	Parity	95.7% - 98.6% 97.0%
BI-4B	Billing completeness - Reciprocal compensation	95%	
PO-7A (IMA)	Billing completion notification timeliness	Parity	84.5% - 99.4% 94.9%
PO-7B (EDI)	Billing completion notification timeliness	Parity	90.8% - 98.9% 94.0%

During the later part of 2001 until January 15, 2001, Qwest completed mapping project to ensure it was billing Commission approved rates. That work is now complete as reflected by the fact that the data has come into parity in 2002.

Nov. and Dec. below standard because Qwest made billing adjustments in those months to correct for historic issues

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

Nov - Feb 02 Results

PROVISIONING

		OP-3	OP-4	OP-5	OP-6A	OP-6B
Product	Disaggreg.	Commitments	Intervals	New Svc Trouble	Delays/Non-Facil.	Delays/Facilities
UNE-P(POTS)	Dispatch i/MSAs					
	Dispatch o/MSA					
	No Dispatch		2.5 - 3.0 days 2.9 days			
UNE-P(Centrex)	Dispatch i/MSAs					
	Dispatch o/MSA	-	-		-	-
	No Dispatch					
EELS	Zone 1	50.0% - 100% 66.7%				
	Zone 2	0.0% - 100% 33.3%				

Only 17 EELs ordered in the last 4 mos. in Zone 1 and Zone 2 combined. Met a total of 64.7% of these EEL orders.

11 of 12 mos. at parity

5 of last 7 mos. at parity

10 of 12 mos. at parity

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

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
UNE-P(POTS)	Dispatch I/ MSAs						
	Dispatch o/MSA		89.3% - 100.0% 92.8%		5.0% - 24.2% 16.5%		
	No Dispatch				13.8% - 23.2% 19.0%		93.0% - 97.2% 95.2%
UNE-P(Centrex)	Dispatch I/ MSAs						
	Dispatch o/MSA	-	-	-	-	0.5% - 0.9% 0.6%	-
	No Dispatch						
EELS	Zone 1						
	Zone 2						

10 of 12 mos. at parity
4 Mo. Avg. > 95% of repair commitments met

CHECKLIST ITEM 4 - UNBUNDLED LOOPS



State: Washington

Nov - Feb 02 Results

During the 4 months in question, avg. installation interval = 3.5 to 8 days shorter for CLECs. 10 of 12 reported mos. at parity

8 of 11 mos. with reported data below the 6.0 day benchmark

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					
	Zone 2					
2-Wire NL	Zone 1					
	Zone 2					
ISDN-Cap.	Zone 1					
	Zone 2					
ADSL-Cmp.	Zone 1			88.0% - 100.0%		
	Zone 2		3.0 - 13.0 days 6.9 days	97.1%		
4-Wire NL	Zone 1	-	-	80.5% - 94.7%	-	-
	Zone 2			90.7%		
DS1-Cap.	Zone 1					
	Zone 2	50.0% - 68.8% 62.5%				
DS3 +	Zone 1	-	-	-	-	-
	Zone 2	-	-	-	-	-
Line Sharing	No Dispatch					

Compares well to FCC's test for loop installation. See NY Order para. 309

CHECKLIST ITEM 4 - UNBUNDLED LOOPS



State: Washington

Nov - Feb 02 Results

REPAIR

Not surprising since most line shared troubles are service affecting, not out of service situations and therefore have a lower priority in the queue to repair.

		MR-3	MR-4	MR-6	MR-7	MR-8
Loop Type	Categ.	Out of Svc < 24 hrs	All Trbl < 48 hours	Mean Time Restore	Repeat Reports	Trouble Rate
Analog	Zone 1					
	Zone 2					
2-Wire NL	Zone 1					
	Zone 2					
ISDN-Cap.	Zone 1					
	Zone 2					
ADSL-Cmp.	Zone 1					
	Zone 2					
Line Sharing	Dispatch i/ MSAs					
	Dispatch o/MSA				0.0% - 75.0% 57.1%	
	No Dispatch			6.1 - 12.5 hours 9.6 hours	15.8% - 33.3% 28.0%	

Would be dark blue if "no troubles found" were excluded. See MR-7*

4 Mo. Avg. = below 4 hour objective.

		MR-5	MR-6	MR-7	MR-8
Loop Type	Categ.	Cleared < 4 hours	Mean Time Restore	Repeat Reports	Trouble Rate
4-Wire NL	Zone 1				
	Zone 2	-	-	-	
DS1-Cap.	Zone 1	68.0% - 81.4% 73.8%	3.3 - 4.4 hours 3.6 hours		1.0% - 3.6% 2.3%
	Zone 2				
DS3 +	Zone 1	-	-	-	
	Zone 2	-	-	-	-

CHECKLIST ITEM 4 - Coordinated Cuts & Loop Conditioning

State: Washington



Nov - Feb 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

Nov - Feb 02 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					12.0 - 12.0 days 12.0 days
	Zone 2					

REPAIR

Only one circuit delayed 12 days in the last 12 mos. Retail delays have averaged well over 30 days. Identify here because no retail comparable data in Feb. when the miss occurred.

Product	Categ.	MR-5	MR-6	MR-7	MR-8
		Cleared < 4 hours	Mean Time Restore	Repeat Reports	Trouble Rate
UDIT-DS1	Zone 1				
	Zone 2				
UDIT >DS1	Zone 1				0.5% - 2.0%
	Zone 2				1.3%

CHECKLIST ITEM 7 - 911



State: Washington

Nov - Feb 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	0.0% - 0.0% 0.0%	17.0 - 17.0 days 17.0 days		7.0 - 7.0 days 7.0 days	

Only one 911 trunk ordered in Zone 2 in the last 9 mos. Qwest provided that order in 17-days, 7-days late. This interval compares well against retail results in prior months; however, Qwest reports this out of an abundance of caution as there was no retail data in Feb., when the miss occurred.

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 Nov - Feb 02 Results

Checklist # 8 - Directory Listing

Product	Categ.	DB-1C-1
Listings	Sub-region	
		DB-2C-1
Listings	Region	

(Timeliness)

(Accuracy)

Checklist # 9 - NXX Code Activation

Product	Categ.	NP-1A
NXX Code	State	

(Timeliness)

CHECKLIST ITEM 10 & 11

State: Washington

Nov - Feb 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

Parity

Parity

CHECKLIST ITEM 13



State: Washington

Nov - Feb 02 Results

Checklist # 13 - Reciprocal Compensation

Product	Categ.	BI-3B	BI-4B
<i>Reciprocal Compensation</i>	State	0.0% - 100% 50.0%	

(Billing Accuracy and Completeness)

(against 95% Benchmarks)

Nov. and Dec. below standard because Qwest made billing adjustments in those months to correct for historic issues

CHECKLIST ITEM 14 - RESALE: Non-designed Products

State: Washington

Nov - Feb 02 Results
PROVISIONING



4 Mo. Avg = substantially shorter for CLECs than for retail customers

8 of 12 mos. at parity

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		1.4 - 2.9 days 2.0 days			
Business	Dispatch i/MSAs			50.0% - 75.0% 56.0%	0.5 - 27 days 8.8 days	
	Dispatch o/MSA					
	No Dispatch					
Centrex	Dispatch i/MSAs		3.5 - 5.2 days 4.2 days			10.0 - 10.0 days 10.0 days
	Dispatch o/MSA					
	No Dispatch		3.4 - 3.6 days 3.5 days			
Centrex-21	Dispatch i/MSAs	-	-		-	-
	Dispatch o/MSA	-	-	-	-	-
	No Dispatch	-	-		-	-
PBX	Dispatch i/MSAs					
	Dispatch o/MSA					
	No Dispatch					
Basic ISDN	Dispatch i/MSAs	-	-		-	-
	Dispatch o/MSA	-	-		-	-
	No Dispatch	-	-		-	-
Qwest DSL	Dispatch i/MSAs					
	Dispatch o/MSA	-	-	-	-	-
	No Dispatch					

1 delayed order of 27 days led to disparity

Only 1 order delayed in the last 6 mos. for facility reasons.

CHECKLIST ITEM 14 - RESALE: Non-designed Products

State: Washington

Nov - Feb 02 Results
REPAIR



8 of last 9 mos. at parity

10 of 12 mos. at parity

Product	Disaggreg.	MR-3	MR-4	MR-6	MR-7	MR-8	MR-9
		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					0.5% - 1.0% 0.7%	
	Dispatch o/MSA						
	No Dispatch				11.1% - 25.0% 19.5%		
Centrex	Dispatch I/ MSAs				15.8% - 30.8% 20.0%	0.4% - 0.7% 0.6%	
	Dispatch o/MSA						
	No Dispatch						
Centrex-21	Dispatch I/ MSAs	-					
	Dispatch o/MSA						
	No Dispatch	-	-	-	-		-
PBX	Dispatch I/ MSAs	-	-	-			
	Dispatch o/MSA	-					
	No Dispatch						
Basic ISDN	Dispatch I/ MSAs	-	-	-	-		-
	Dispatch o/MSA	-	-	-	-		-
	No Dispatch	-	-	-	-		-
Qwest DSL	Zone 1						
	Zone 2	-	-	-	-		

CHECKLIST ITEM 14 - RESALE: Designed Products

State: Washington

PROVISIONING



Nov - Feb 02 Results

Product	Categ.	OP-3	OP-4	OP-5	OP-6A	OP-6B
		Commitments	Intervals	New Svc Trouble	Delays/Non-Facil.	Delays/Facilities
ISDN PRI	Zone 1	-		0.0% - 100.0%		
	Zone 2	-	-	66.7%	-	-
DS0	Zone 1	0.0% - 0.0%				
	Zone 2	0.0%				
DS1	Zone 1			0.0% - 100.0%		
	Zone 2			55.6%		
DS3	Zone 1	-	-	-	-	-
	Zone 2	-	-	-	-	-
Frame Rel.	Zone 1	-	-	-	-	-
	Zone 2	-	-	-	-	-

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

1 commitment missed in Dec. drove disparity

CHECKLIST ITEM 14 - RESALE: Designed Products

State: Washington

REPAIR



Nov - Feb 02 Results

Product	Categ.	MR-5 Cleared < 4 hours	MR-6 Mean Time Restore	MR-7 Repeat Reports	MR-8 Trouble Rate
ISDN PRI	Zone 1				
	Zone 2	-	-	-	
DS0	Zone 1				
	Zone 2				
DS1	Zone 1				0.3% - 12.3%
	Zone 2				0.7%
DS3	Zone 1	-	-	-	-
	Zone 2	-	-	-	-
Frame Rel.	Zone 1	-	-	-	-
	Zone 2	-	-	-	-