



Summary of Qwest's 271 Performance Results

Nov - Feb 02 Results

State: Regional

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 miss 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: Regional

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			96.1% - 99.0% 97.6%		1.0 - 64.0 days 32.5 days
	Zone 2					

Upward trend
Last 2 mos. at parity
Performance is very strong

Identify only because there is no retail comparable data. Only two circuits delayed for facility reasons anywhere in the region in the last six months.

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 performance.

CHECKLIST ITEM 1 - COLLOCATION



State: Regional

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: **Regional**

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: Regional

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: Regional

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

This interval must be assessed in the context of standard intervals. In each instance, a jeopardy notification is issued almost immediately. The short resale and UNE-P intervals prevent earlier jeopardy notification.

4 Mo. Avg. = 16.4% for CLECs vs. 15.3% for retail customers

<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	2.3 - 3.3 days 2.8 days			3.3 - 10.9 days 6.3 days
PO-9 Percent		10.6% - 24.4% 16.4%		3.8% - 18.1% 9.3%
Standards:	Parity	Parity	Parity	Parity

CHECKLIST ITEM 2 - FLOW-THROUGH



State: Regional

PO-2A (All LSRs)

Most recent month

	<u>IMA-GUI</u>	<u>IMA-EDI</u>	<u>TOTAL</u>
RESALE	66.8%	68.5%	67.13%
LOOPS	35.7%	54.6%	45.82%
UNE-P	57.4%	50.9%	55.43%
LNP	54.3%	60.8%	57.45%

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

	<u>IMA-GUI</u>	<u>IMA-EDI</u>	<u>TOTAL</u>
RESALE	92.3%	91.3%	92.14%
LOOPS	81.4%	88.4%	85.73%
UNE-P	87.8%	77.6%	84.68%
LNP	97.3%	97.0%	97.17%

1. The results show a general upward trend.
2. The FCC does not consider flow-through to be a "conclusive measure of nondiscriminatory access functions, but as one indicium among many of the performance" of Qwest's OSS. Verizon Massachusetts para. 77. The FCC recognizes that CLECs can impact heavily the flow-through rates that a BOC carrier CLECs can achieve high flow-through rates, while other, less-efficient CLECs have lower flow-through rates paras. 78, 80. Thus, the FCC has focused less on actual flow-through rates than on whether the BOC is capable of flowing orders through. Id. paras. 77, 80.

CHECKLIST ITEM 2 - Centers Access



State: Regional

Nov - Feb 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: Regional

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	27.5% - 98.9% 76.2%
BI-3B	Billing accuracy - adjustments for errors - Reciprocal compensation	95%	0.0% - 99.3% 72.0%
BI-4A	Billing completeness - UNE & Resale	Parity	96.1% - 98.0% 96.9%
BI-4B	Billing completeness - Reciprocal compensation	95%	
PO-7A (IMA)	Billing completion notification timeliness	Parity	74.0% - 97.8% 90.4%
PO-7B (EDI)	Billing completion notification timeliness	Parity	62.5% - 97.5% 73.7%

Between Oct. and mid- Jan., Qwest embarked upon a mapping project to ensure Qwest is billing CLECs the correct amount as determined in state commission cost dockets. This work is now complete as shown by the parity finding in 2002.

Last 2 mos. Above the 95% benchmark Nov. and Dec. below standard because Qwest made billing adjustments in those months to correct for historic issues. This issue is now corrected as Jan. Feb data is above the 95% benchmark

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 and February 2002 results bear out.

CHECKLIST ITEM 2 - UNE-PLATFORM



State: Regional

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					
UNE-P(Centrex)	Dispatch i/MSAs		5.9 - 6.6 days 6.3 days			
	Dispatch o/MSA					7.1 - 19.4 days 12.3 days
	No Dispatch		4.8 - 5.0 days 5.0 days			6.0 - 21.0 days 9.0 days
EELS	Zone 1	72.9% - 91.2% 80.1%				
	Zone 2	0.0% - 100% 66.7%				

4 Mo. Avg. = 5.0 days for CLECs vs. 4.8 days for retail

Very little retail comparative data; therefore, identify as a precautionary measure.

4 Mo. Avg. = 12.3 days for CLECs vs. 17.7 days for retail

4 Mo. Avg. = 97.5% for CLECs vs. 98.3% for retail

Avg. OP-4 interval = 9.2 days, which is substantially faster than DS-1 private line

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						87.0% - 90.2% 88.8%
	Dispatch o/MSA						
	No Dispatch				17.5% - 23.8% 20.5%		96.6% - 98.0% 97.5%
UNE-P(Centrex)	Dispatch I/MSAs				12.6% - 16.0% 13.8%		
	Dispatch o/MSA					0.8% - 0.9% 0.8%	
	No Dispatch				14.5% - 17.5% 16.0%		
EELS	Zone 1						
	Zone 2						

CHECKLIST ITEM 4 - UNBUNDLED LOOPS



State: Regional

Nov - Feb 02 Results

PROVISIONING

Last 2 mos. Below 6-day benchmark
7 of last 9 mos. below 6-day benchmark

4 Mo. Avg. = 93.8% for CLECs vs. 94.6% for retail

Loop Type	Categ.	OP-3 Commitments	OP-4 Intervals	OP-5 New Svc Trouble	OP-6A Delays/Non-Facil.	OP-6B Delays/Facilities
Analog	Zone 1				3.7 - 10.2 days 8.0 days	
	Zone 2		5.1 - 7.0 days 6.0 days			
2-Wire NL	Zone 1					
	Zone 2					
ISDN-Cap.	Zone 1			92.9% - 94.5%		
	Zone 2			93.8%		
ADSL-Cmp.	Zone 1			95.2% - 100.0%		
	Zone 2			97.7%		
4-Wire NL	Zone 1					
	Zone 2					
DS1-Cap.	Zone 1	74.2% - 88.0%				
	Zone 2	84.6%				
DS3 +	Zone 1					
	Zone 2	-	-		-	-
Line Sharing	No Dispatch					

Avg. installation interval (OP-4) = 3-7 days shorter for CLECs in all mos.

CHECKLIST ITEM 4 - UNBUNDLED LOOPS



State: Regional

Nov - Feb 02 Results

REPAIR

Loop Type	Categ.	MR-3	MR-4	MR-6	MR-7	MR-8
		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		88.9% - 100.0% 94.0%	13.3 - 28.1 hours 19.4 hours		1.1% - 2.1% 1.5%
	Dispatch o/MSA			13.0 - 29.1 hours 23.2 hours		
	No Dispatch	75.0% - 90.5% 89.2%	92.2% - 97.8% 95.7%	8.6 - 15.7 hours 11.6 hours		

All MR-4 and MR-6 for line sharing: Line Shared loops experience out of service trouble approximately 25% of the time while the retail comparative (POTS) experiences such troubles approximately 50% of the time. Line sharing troubles are also more complex to isolate. Out of service troubles have a higher priority in the queue to clear; thus, it is not surprising that these metrics are out of parity. Nonetheless, the data still shows 94% of troubles cleared in an average of well under the 24-hour objective.

Would be dark blue if no troubles found" were excluded. See MR-8*

Loop Type	Categ.	MR-5	MR-6	MR-7	MR-8
		Cleared < 4 hours	Mean Time Restore	Repeat Reports	Trouble Rate
4-Wire NL	Zone 1		1.6 - 9.1 hours 5.9 hours		
	Zone 2	-	-	-	
DS1-Cap.	Zone 1	71.4% - 78.7% 76.7%	2.9 - 4.4 hours 3.3 hours		2.3% - 4.0% 2.9%
	Zone 2				
DS3 +	Zone 1	-	-	-	-
	Zone 2	-	-	-	-

9 of 12 mos. at parity

Avg. restoration time well within the 4.0 hour objective

CHECKLIST ITEM 4 - Coordinated Cuts

State: Regional



Nov - Feb 02 Results

Coordinated Cutover Timeliness

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

CHECKLIST ITEM 5 - UNBUNDLED TRANSPORT

State: Regional

Nov - Feb 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					
	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				1.9% - 2.2%
	Zone 2				2.1%

CHECKLIST ITEM 7 - 911



State: Regional

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					

REPAIR

		MR-5	MR-6	MR-7	MR-8
Product	Categ.	Cleared < 4 hours	Mean Time Restore	Repeat Reports	Trouble Rate
911	Zone 1				0.5% - 0.6% 0.6%
	Zone 2				

CHECKLIST ITEMS 8 & 9



State: Regional

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: Regional

Nov - Feb 02 Results



Checklist # 10 - Databases and Signaling

Product	Categ.	DB-1B
<i>LIDB</i>	State	

(Timeliness)

Checklist # 11 - LNP (Local Number Portability)

PROVISIONING

Product	Categ.	OP-8B	OP-8C	OP-17
<i>L N P</i>	State			

95%

95%

98.25%

REPAIR

Product	Categ.	MR-11	MR-12
<i>L N P</i>	State	Out of Svc<24 hrs	Mean Time Restore
			3.2 - 7.8 hours 5.9 hours

Parity

Parity

4 Mo. Avg. = 5.9 hours for CLECs vs. 6.4 hours for retail. Statistical differences are a matter of mere minutes.

CHECKLIST ITEM 13



State: Regional

Nov - Feb 02 Results

Checklist # 13 - Reciprocal Compensation

Product	Categ.	BI-3B	BI-4B
Reciprocal Compensation	State	0.0% - 99.3% 72.0%	

(Billing Accuracy and Completeness)

(against 95% Benchmarks)

Last 2 mos. Above the 95% benchmark
Nov. and Dec. below standard because Qwest made billing adjustments in those months to correct for historic issues. This issue is now corrected as Jan. Feb data is above the 95% benchmark.

CHECKLIST ITEM 14 - RESALE: Non-designed Products

State: Regional

Nov - Feb 02 Results PROVISIONING



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

10 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				2.9 - 23.7 days 7.4 days	
	Dispatch o/MSA					6.2 - 26.8 days 12.6 days
	No Dispatch					
Business	Dispatch i/MSAs					
	Dispatch o/MSA					
	No Dispatch					
Centrex	Dispatch i/MSAs		3.7 - 5.2 days 4.8 days			
	Dispatch o/MSA			70.0% - 87.9% 79.9%		
	No Dispatch					
Centrex-21	Dispatch i/MSAs					
	Dispatch o/MSA					
	No Dispatch				2.0 - 49.0 days 32.4 days	
PBX	Dispatch i/MSAs					
	Dispatch o/MSA					
	No Dispatch					
Basic ISDN	Dispatch i/MSAs					
	Dispatch o/MSA	-	-		-	-
	No Dispatch		3.0 - 5.8 days 3.9 days			

Only 5 orders delayed in the last 4 mos.

100% of commitments met in each of the last 4 mos.

CHECKLIST ITEM 14 - RESALE: Non-designed Products

State: Regional

Nov - Feb 02 Results



REPAIR

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

7 of last 8 mos. at parity
4.1 hour avg. is outstanding as compared to objective

11 of 12 mos. at parity

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
Residence	Dispatch i/ MSAs						
	Dispatch o/MSA						
	No Dispatch						
Business	Dispatch i/ MSAs					0.6% - 0.8% 0.7%	
	Dispatch o/MSA						
	No Dispatch				16.9% - 20.8% 19.1%		
Centrex	Dispatch i/ MSAs					0.6% - 0.7% 0.6%	
	Dispatch o/MSA						
	No Dispatch				16.0% - 20.4% 17.4%		
Centrex-21	Dispatch i/ MSAs						
	Dispatch o/MSA						
	No Dispatch			2.9 - 6.5 hours 4.1 hours			
PBX	Dispatch i/ MSAs						
	Dispatch o/MSA						
	No Dispatch				14.9% - 24.2% 18.1%		
Basic ISDN	Dispatch i/ MSAs						-
	Dispatch o/MSA						-
	No Dispatch						-
Qwest DSL	Zone 1						
	Zone 2	-	-	-	-		

10 of 12 mos. at parity

CHECKLIST ITEM 14 - RESALE: Designed Products

State: Regional

PROVISIONING



Nov - Feb 02 Results

4 Mo. Avg. = 39.3 days for CLECs vs. 37.3 days for retail

Product	Categ.	OP-3	OP-4	OP-5	OP-6A	OP-6B
		Commitments	Intervals	New Svc Trouble	Delays/Non-Facil.	Delays/Facilities
Pri ISDN	Zone 1					
	Zone 2		7.3 - 54.3 days 39.3 days			
DS0	Zone 1	46.2% - 100.0% 62.2%				
	Zone 2					
DS1	Zone 1			0.0% - 27.8% 12.3%		
	Zone 2				1.7 - 17.7 days 7.5 days	
DS3	Zone 1	-	-	-	-	-
	Zone 2	-	-	-	-	-
Frame Rel.	Zone 1		-			
	Zone 2	-	-		-	-
Qwest DSL	Zone 1					
	Zone 2					

11 of 12 mos. at parity

4 Mo. Avg. = 7.5 days for CLECs vs. 11.8 days for retail

CHECKLIST ITEM 14 - RESALE: Designed Products

State: Regional

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
Pri ISDN	Zone 1				0.0% - 0.3% 0.1%
	Zone 2				
DS0	Zone 1				
	Zone 2		1.5 - 3.9 hours 2.7 hours		
DS1	Zone 1				0.5% - 3.8% 0.8%
	Zone 2			18.2% - 55.3% 37.6%	
DS3	Zone 1	-	-	-	-
	Zone 2	-	-	-	
Frame Rel.	Zone 1				
	Zone 2	-	-	-	

All mos. well within 4 hour objective

9 of 12 mos. at parity