

Exhibit B

UT-043007 Smith Direct  
Eschelon Telecom, Inc. July 23, 2004  
Exhibit No. \_\_\_\_\_ (RLS-7T)



**Service Performance Indicator Definitions (PID)**

**14-State 271 PID Version 5.0**

## OP-5 – New Service Installation Quality

### Purpose:

Evaluates quality of ordering and installation of services, focusing on the percentage of average monthly new order installations that were free of trouble reports for thirty (30) calendar days following installation, including the percentage of new service installations that experienced a trouble report on the installation date after the order is reported as work complete by the technician.

### Description:

OP-5 Measures the monthly average percentage of new installations that are free of trouble reports within 30 calendar days of Initial Installation.

- New installation orders used in calculating this performance indicator (appearing in the numerator and the denominator of the OP-5 formula shown below) are all inward orders for the current and previous reporting periods, including Change (C-type) orders for additional lines. Change order types included in this measurement consist of all C orders representing inward activity (with "I" and "T" action coded line USOCs), <sup>NOTE 1</sup> (The average monthly number of new installation orders calculated in the denominator of the formula shown below will be rounded up to the nearest integer whole number.)
- All trouble reports (for both out-of-service and service affecting conditions) closed within the reporting period, which were received within thirty (30) days of the original installation of service, including on the day the order is installed are measured (for use in the numerator of the formula shown below), subject to exclusions shown below.
- Because the trouble reports in the numerator of this measurement are reported on a per-line basis and therefore may exceed the number of orders it is possible for the numerator, and thus the reported result, to be negative. Accordingly, a lower limit of zero will be applied to the numerator of this measurement, reflecting that there cannot be a negative number of "new service installations."
- Includes both out of service and service affecting trouble reports, subject to exclusions shown below.

<b>Reporting Period:</b> One month (for trouble reports); Average of prior and current reporting month (for new installation activity)	<b>Unit of Measure:</b> Percent
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<b>Reporting Comparisons:</b> CLEC aggregate, individual CLEC and Qwest Retail results	<b>Disaggregation Reporting:</b> Statewide level
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### Formula:

$$\left[ \frac{((\text{Number of New Installation Orders completed in the [prior + current months]/2^*) - (\text{Total Number of New Installation-related Trouble Reports closed in the reporting period within 30 Calendar Days of Order Completion, including on the day the order is installed}))}{(\text{Number of New Installation Orders completed in the [prior + current months]/2^*)} \right] \times 100$$

\* The value of the two-month average New Installation Orders completed is rounded up to an integer value.

### Exclusions:

- Trouble reports coded as follows (applies to the trouble reports subtracted from the New Installation Orders in the numerator of OP-5):
  - For products measured from MTAS data trouble reports coded to disposition codes for: Customer Action (6); Non-Telco Plant (11); Trouble Beyond the Network Interface (12); and Miscellaneous – Non-Dispatch, non-Qwest (includes CPE, Customer Instruction, Carrier, Alternate Provider (13);
  - For products measured from WFA (Workforce Administration) data, trouble reports coded to trouble codes for Carrier Action (IEC) and Customer Provider Equipment (CPE)
- Subsequent trouble reports of any trouble on the installed service before the original trouble report is closed.
- Information tickets generated for internal Qwest system/network monitoring purposes.
- Trouble reports on the day of installation before the installation work is reported by the

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<ul style="list-style-type: none"> <li>• technician/installer as complete.</li> <li>• Disconnect, From: (another form of disconnect) and Record order types.</li> <li>• Records involving official company services.</li> <li>• Records with invalid due dates, application dates, or start dates.</li> <li>• Records with invalid completion, cleared, or closed dates.</li> <li>• Records with invalid product codes.</li> <li>• Records missing data essential to the calculation of the measurement per the PID.</li> </ul>	
<b>Product Reporting:</b>	<b>Standards:</b>
<ul style="list-style-type: none"> <li>• Resale</li> </ul>	
Residential single line service	Parity with retail service
Business single line service	Parity with retail service
Centrex	Parity with retail service
Centrex 21	Parity with retail service
PBX Trunks	Parity with retail service
Basic ISDN	Parity with retail service
Qwest DSL	Parity with retail service
Primary ISDN	Parity with retail service
DS0	Parity with retail service
DS1	Parity with retail service
DS3 and higher bit-rate services (aggregate)	Parity with retail service
Frame Relay	Parity with retail service
<ul style="list-style-type: none"> <li>• Unbundled Network Element – Platform (UNE-P) (POTS)</li> </ul>	Parity with like retail service
<ul style="list-style-type: none"> <li>• Unbundled Network Element – Platform (UNE-P) (Centrex 21)</li> </ul>	Parity with retail Centrex 21
<ul style="list-style-type: none"> <li>• Unbundled Network Element – Platform (UNE-P) (Centrex)</li> </ul>	Parity with retail Centrex
<ul style="list-style-type: none"> <li>• Shared Loop/Line Sharing</li> </ul>	Parity with retail RES & BUS POTS
<ul style="list-style-type: none"> <li>• Sub-Loop Unbundling</li> </ul>	Diagnostic
<ul style="list-style-type: none"> <li>• LIS Trunks</li> </ul>	Parity with Feature Group D (aggregate)
<ul style="list-style-type: none"> <li>• Unbundled Dedicated Interoffice Transport (UDIT)</li> </ul>	
UDIT – DS1 level	Parity with retail DS1 Private Lines
UDIT – Above DS1 level	Parity with retail Private Lines above DS1 level
Dark Fiber – IOF	Diagnostic
<ul style="list-style-type: none"> <li>• Unbundled Loops:</li> </ul>	
Analog Loop	Parity with retail Res & Bus POTS with dispatch
Non-loaded Loop (2-wire)	Parity with retail ISDN BRI
Non-loaded Loop (4-wire)	Parity with retail DS1
DS1-capable Loop	Parity with retail DS1
ISDN-capable Loop	Parity with retail ISDN BRI
ADSL-qualified Loop	Parity with retail Qwest DSL with dispatch
Loop types of DS3 and higher bit-rates (aggregate)	Parity with retail DS3 and higher bit-rate services (aggregate)
Dark Fiber – Loop	Diagnostic
<ul style="list-style-type: none"> <li>• E911/911 Trunks</li> </ul>	Parity with retail E911/911 Trunks
<ul style="list-style-type: none"> <li>• Enhanced Extended Links (EELs)</li> </ul>	Diagnostic
<b>Availability:</b>	<b>Notes:</b>
<ul style="list-style-type: none"> <li>• Available (except as noted below)</li> <li>• Under Development:</li> <li>• Reporting of UNE-P Centrex 21 =</li> </ul>	<ol style="list-style-type: none"> <li>1. Prior to Aug 01 results, the specified Change order types (i.e., with "I" &amp; "L" action codes) included some orders that do not strictly represent additional lines (in both wholesale and retail results). Specifically these include changes to existing lines, such as conversions, number changes, PIC changes, and class of service changes. Beginning with</li> </ol>

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beginning with Dec 01 data on Jun 02 report.	Aug 01 results Qwest developed the capability to exclude "Change" service orders that do not involve installation of lines.
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