UT-043007 Smith Direct
Eschelon Telecom, Inc. July 23, 2004
Exhibit No. ______ (RLS-8T)



Service Performance Indicator Definitions (PID)

14-State 271 PID Version 7.1

OP-5 - New Service Quality

Purpose:

Evaluates the quality of ordering and installing new services (inward line service orders), focusing on the percentage of newly-installed service orders that are free of CLEC/customer-initiated trouble reports during the previsioning process and within 30 calendar days following installation completion, and focusing on the quality of Qwest's resolution of such conditions with respect to multiple reports.

Description:

Measures two components of new service provisioning quality (OP-5A and -5B) and also reports a combined result (OP-5T), as described below, each as a percentage of all inward line service orders completed in the reporting period that are free of CLEC/customer-reported provisioning and repair trouble reports, as described below. Also measures the percentage of all provisioning and repair trouble reports that constitute multiple trouble reports for the affected service orders, (OP-5R)

- Orders for new services considered in calculating all components of this performance indicator are all inward line service orders completed in the reporting period, including Change (C-type) orders for additional lines/circuits, subject to exclusions shown below. Change order types considered in these measurements consist of all C orders representing inward activity.
- Orders for new service installations include conversions (Refail to CLEC, CLEC to CLEC, and same CLEC converting between products).
- Provisioning or repair trouble reports include both out of service and other service affecting conditions, such as features on a line that are missing or do not function properly upon conversion, subject to exclusions shown below.

OP-5A: New Service Installation Quality Reported to Repair

- Measures the percentage of inward line service orders that are free of repair trouble reports NOTE 2 within 30 calendar days of installation completion, subject to exclusions below.
- Repair trouble reports are defined as CLEC/customer notifications to Qwest of cut-of-service and other service affecting conditions for which Cwest opens repair tickets in its maintenance and repair management and tracking systems NOTE 3 that are closed in the reporting period or the following month, NOTE 4 subject to exclusions shown below.
- Qwest is able to open repair tickets for repair trouble reports received from CLECs/customers once the service order is completed in Qwest's systems.

OP-5B: New Service Provisioning Quality

- Measures the percentage of inward line service orders that are free of provisioning trouble reports during the provisioning process and within 30 calendar days of installation completion, subject to exclusions shown below.
- Provisioning trouble reports are defined as CLEC notifications to Qwest of out of service or other service affecting conditions that are attributable to provisioning activities, including but not limited to LSR/service order mismatches and conversion cutages. For provisioning trouble reports, Owest creates call center tickets in its call center database. Subject to exclusions shown below, call center tickets closed in the reporting period or the following month. **DTE 4** are captured in this measurement. Call center tickets closed to Network reasons will not be counted in OP-53 when a repair trouble report for that order is captured in OP-5A. Notes, 6

OP-5T: New Service Installation Quality Total

Measures the percentage of inward fine service orders that are free of repair or provisioning trouble. reports during the provisioning process and within 30 calendar days of installation completion, subject to exclusion shown below.

OP-5R: New Service Quality Multiple Report Rate

- Evaluates the quality of Qwest's responses to repair and provisioning trouble reports for inward line service orders completed in the reporting period. This measurement reports, for those service orders that were not free of repair or provisioning trouble reports in CP-5A or OP-5B, the percentage of trouble reports affecting the same service orders that were followed by additional repair and provisioning trouble reports, as specified below.
- Measures the percentage of all repair and provisioning trouble reports considered in OP-5A and OP-5B that are additional repair or provisioning trouble reports received by Qwest for the same service order during the provisioning process or within 30 catendar days following installation completion.

Additional repair or provisioning trouble reports are defined as all such reports that are received following the first report (whether the first report is represented by a call center ticket or a repair ticket) relating to the same service order during the provisioning process or within 30 calendar days following installation completion. In all cases, the trouble reports counted are those that are defined for OP-5A and OP-5B above.

Reporting Period: One monto, reported in arrears (i.e., results first appear in reports one month later than results for measurements that are not reported in arrears), in order to cover the 30-day period following installation. Unit of Measure: Percent

Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results

Disaggregation Reporting: Statewide level

Formulas:

- OP-5A = (Number inward line service orders completed in the reporting period Number of inward line service orders with any repair trouble reports as specified above) + (Number of inward line service orders completed in the reporting period) x 100
- OP-5B = (Number of inward line service orders, completed in the reporting period Number of inward line service orders with any provisioning trouble reports as specified above) ϵ (Number of inward line service orders completed in the reporting period) x 100
- **OP-ST** = ([Number of inward line service orders completed in the reporting period] Number of inward line service orders with repair or provisioning trouble reports as defined above under OP-5A or OP-5B, as applicable) + (Number of inward line service orders completed in the reporting period) x 100
- OP-5R = (Number of all repair and provisioning trouble reports, relating to inward line service orders closed in the reporting period as defined above under OP-5A or OP-53, that constitute additional repair and provisioning trouble reports, within 30 calendar days following the installation date + Number of all repair and provisioning trouble reports relating to inward line service orders closed in the reporting period, as defined above under OP-5A or CP-5B) x 100

Exclusions:

Applicable to OP-5A, OP 6T and OP-5R:

- Repair trouble reports attributable to CLEC or coded to non-Qwest reasons as follows:
 - For products measured from MTAS data, repair trouble reports coded to disposition codes for:
 - Customer Action; Non-Te co Plant; Trouble Beyond the Network Interface; and Miscellaneous -Non-Dispatch, non-Gwest (includes CPE, Customer Instruction, Carrier, Alternate Provider); and Reports from other than the CLEC/customer that result in a charge 1 dispatched.
 - For products measured from WFA (Workforce Administration) data, repair reports coded to codes for:
 - Carrier Action (IEC); Customer Provided Equipment (CPE); Commercial power failure; Customer requested service order activity; and Other non-Qwest.
 - Repair reports coded to disposition codes for referral to another department (i.e., for non-repair ticket resolutions of non-installation-related problems, except cable cuts, which are not excluded).

Applicable to OP-5B, OP-5T and OP-5R only;

- Provisioning trouble reports attributable to CLEC or non Qwest causes.
- Call center tickets relating to activities that occur as part of the normal process of conversion (i.e., while Qwest is actively and properly engaged in process of converting or installing the service). Provisioning trouble reports involving service orders that, at the time of the calls, have fallen out for manual handling and been disassociated from the related service order, as applicable, will be considered as not in the normal process of conversion and will not be excluded.

Applicable to OP-5A, OP-5B, OP-5T and OP-5R:

- Repair or provisioning trouble reports related to service orders captured as misses under measurements OP-13 (Coordinated Cuts Timeliness) or OP-17 (LNP Timeliness).
- Subsequent repair or provisioning trouble reports of any trouble on the installed service before the criginal repair or provisioning trouble report is closed.
- Service orders closed in the reporting period with App Dates ear er than eight months prior to the beginning of the reputing period.
- Information tickets generated for internal Cwest system/network monitoring purposes.

- Disconnect, From (another form of disconnect) and Record order types. When out of service or service affecting problems are reported to the call center on conversion and move requests, the resulting call center ticket will be included in the calculation of the numerator in association with the related inward order type even when the call center ticket reflects the problem was caused by the Disconnect or From çrder.
- Records involving official Owest company services.

ords missing data essential to the calculation of the measurement as defined herein.

Product Reporting Categories: • As specified below – on≥ percentage result reported for each bulleted category under	Standards:	Parity with retail service Diagnostic for six months following first reporting. After six months Benchmark (TBD)
the sub-measurements shown.	(Where parit product cate be used if no different pro	Diagnostic Diagnostic for six months following first reporting. Possible standard (TBD) by comparisons involve multiple service varieties in a segory, weighting based on the retail analogue volumes may eccessary to create a comparison that is not affected by portions of wholesale and retail analogue volumes in the ing category.)

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