

V. PID Report of P-CLEC and Commercial Observation Results

1.0 Description

KPMG Consulting evaluated Qwest's Service Performance Indicator Definitions (PIDs) in accordance with Appendix G of the *Master Test Plan* (MTP). The purpose of this report section is two-fold: 1) to serve as reference to the statistical methods that were utilized for evaluating the PIDs and 2) to provide detailed results of the PID evaluation.

Below is a description of each analysis type, and the conditions under which that analysis was performed. The Results section is divided into three subsections:

- The first gives the results for PIDs that were evaluated according to a benchmark standard;
- The second gives the results for PIDs that were evaluated according to a parity standard; and
- The third gives the results for PIDs where no 'pass/fail' evaluation was performed, i.e. diagnostic PIDs.

2.0 Method

2.1 Benchmark Test Analysis

Appendix G specifies that benchmark standards be analyzed according to the method of 'stare and compare.' This means that if the test result meets or exceeds the benchmark, Qwest passes; and, if the test result falls short of the benchmark, Qwest fails. No statistical testing is performed. The first table gives test results for these types of comparisons.

2.2 Parity Test Analysis

For parity PIDs, MTP Appendix G specifies that a Dual Test be performed. The Dual test is the combination of two statistical tests. In the first test, the Null Hypothesis is parity between the test results and retail results. In the second test, the Null Hypothesis is that a difference exists between test results and retail results.

Each test conducted during the Dual Test carries a Type I error rate of 5%. The meaning of Type I error and the implications of this standard are described in Appendix G. Also in Appendix G is a chart that describes the four possible outcomes of the Dual Test. Three of these outcomes lead to a 'pass' or a 'fail' determination. The fourth leads to a "No Decision." No Decision results were referred to the TAG for resolution. There were a handful of instances during the test in which this occurred, and they are noted in the results section below.

In the second test, the Null Hypothesis difference is defined as 0.28 standard deviations for measures derived from averages, and 'twice as bad' for measures that are derived from proportions. The 'twice as bad' standard means that if, for example, retail is missing X% of orders, the second test Null Hypothesis is that the P-CLEC is missing 2X% of orders. As another

example, if Qwest is performing at a 90% on-time rate for retail orders, the second Null Hypothesis is that the data for the P-CLEC is performing no better than 80% on-time for test orders.

The 'twice as bad' difference is calibrated to a sample size of 134. This calibration is done by finding the percentage result that would allow the Type II error to be 5%, when the Null Hypothesis is parity, and the sample size is 134. This percentage is the Null Hypothesis percentage for the second test. When the retail result is 90%, this second test Null Hypothesis percentage is 80% ('twice as bad'). However, for other retail results, the second test's Null Hypothesis percentage is not exactly twice as bad.

The level at which results were reported, and the sample sizes required for retesting, were determined using Appendix K of the MTP and guidance from the TAG. In general, the PID tests required a sample size of 140 for initial testing. For retesting, the requirement was 35 for benchmark PIDs and 140 for parity PIDs.

The quantities reported in the following tables deviate from the targeted sample sizes due to four general reasons:

- 1) The PID definition excluded specific transactions that were executed for the test;
- 2) TAG agreements reduced the sample size due to lack of commercial volume (e.g., DS1);
- 3) A number of UNE-Loop orders experienced an issue with the WFA script; and
- 4) Sample sizes for some PIDs (e.g., Jeopardies, delay days) were beyond KPMG Consulting's control.

The breakdown of the PIDs by product and region was determined using the retest PID document, titled *Retest and PID Matrix*, distributed to the TAG on 9/10/2001. In some cases, the PID was disaggregated by product, but the test results were necessarily aggregated. The results in the table below reflect these disaggregations.

In order to perform the statistical tests for these PIDs, KPMG Consulting did the following for each of the two dual tests:

- Performed the required permutation simulation by product;
- Aggregated these product simulations into a single set of simulations; and
- Determined a single p-value for the test.

2.3 Diagnostic PID Analysis

For several PIDs, no evaluation was performed. KPMG Consulting has calculated the results for these PIDs, and is providing the results in a table below. In many of these cases, the PID standard was not established before the test. In other cases, KPMG Consulting had no method of directly calculating the result, but instead reported Qwest data and, thus, cannot evaluate the results.

3.0 Results Summary

The following three tables show results for Benchmark, Parity, and Diagnostic PIDs. As explained above, only the parity PIDs have statistical tests associated with them. The Benchmark PIDs are based on 'stare and compare,' and the Diagnostic PID results are for information only.

Table V-1: Benchmark Test Results

Metric Name and Description	Test Cross Reference	Numerator (for percentages)	Denominator or Count	Test Percent or Average	Benchmark	Pass/Fail	Comments
GA-1: Gateway Availability – IMA-GUI - All Regions	N/A					Not Tested	IMA GUI was not part of the PING test.
GA-2: Gateway Availability – IMA-EDI- All Regions	12-1-1	27,476	27,485	99.97%	99.25%	Pass	Jan and Feb 2002 'ping' data used for this test.
GA-6: Gateway Availability – CEMR - Repair-All Regions	N/A					Not Tested	CEMR was not included in the PING test
PO-1A: Average Pre-Order/Order Response Time- GUI by pre-order query type-All Regions	12-3-1-12-3-7					Pass	See Table 12-8 in the Test 12 report for details.
PO-1B: Average Pre-Order/Order Response Time- EDI by pre-order query type-All Regions	12-4-1-12-4-7					Pass	See Table 12-8 in the Test 12 report for details.
PO-1C: Percent Pre-Order/Order Timeouts-GUI -All Regions	12-2-2	0	4,058	0.0%	0.5%	Pass	
PO-1C: Percent Pre-Order/Order Timeouts-EDI-All Regions	12-2-3	74	17,486	0.42%	0.50%	Pass	
PO-3A-2: Average LSR Rejection Notice Interval - GUI (auto-rejected)-All Regions	12-6-6		74	4.8	18	Pass	in seconds
PO-3A-1: Average LSR Rejection Notice Interval-GUI (rejected manually)-All Regions	12-6-5		38	7.7	12	Pass	in hours
PO-3B-1: Average LSR Rejection Notice Interval - EDI (rejected manually)-All Regions	12-7-8		285	6.1	12	Pass	in hours

Metric Name and Description	Test Cross Reference	Numerator (for percentages)	Denominator or Count	Test Percent or Average	Benchmark	Pass/Fail	Comments
PO-3B-2: Average LSR Rejection Notice Interval - EDI (auto-rejected)-All Regions	12-7-9		1,478	16.8	18	Pass	in seconds
PO-3C: Average LSR Rejection Notice Interval Statewide level - LSRs via facsimile-All Regions	12-8-3		30	6.5	24	Pass	in hours
<i>PO-5 A, B, and C All Regions</i>							
PO-5A-2: Firm Order Confirmations (FOCs) On Time-Electronic-EDI - LNP-All Regions	12-7-6	69	69	100%	95%	Pass	
PO-5B-2: Firm Order Confirmations (FOCs) On Time-Electronic/Manual-EDI - LNP-All Regions	12-7-7	46	47	97.9%	90%	Pass	
PO-5C: Firm Order Confirmations (FOCs) On Time-Facsimile-All Regions	12-8-1	22	23	95.7%	90%	Pass	
<i>PO-5 A and B Central Region</i>							
PO-5A-1: Firm Order Confirmations (FOCs) On Time-Electronic-GUI - resale POTS & UNE-P-POTS Central Region	12-6-1	23	24	95.8%	95%	Pass	
PO-5A-1: Firm Order Confirmations (FOCs) On Time-Electronic-GUI-resale & UNE-P- Other ¹⁹³ Central Region	12-6-1	1	1	100%	95%	Inconclusive	
PO-5A-1: Firm Order Confirmations (FOCs) On Time-Electronic-GUI-Unbundled loops-Central Region	12-6-3	18	18	100%	95%	Pass	

¹⁹³ Includes ISDN, PBX, Private Line and Centrex

Metric Name and Description	Test Cross Reference	Numerator (for percentages)	Denominator or Count	Test Percent or Average	Benchmark	Pass/Fail	Comments
PO-5A-2: Firm Order Confirmations (FOCs) On Time-Electronic-EDI-resale POTS and UNE-P-POTS Central Region	12-7-2	758	771	98.3%	95%	Pass	
PO-5A-2: Firm Order Confirmations (FOCs) On Time-Electronic-EDI-resale & UNE-P-Other ¹ Central Region	12-7-2	0	0	N/A	95%	Inconclusive	
PO-5A-2: Firm Order Confirmations (FOCs) On Time-Electronic-EDI-Unbundled loops-Central Region	12-7-4	282	283	99.7%	95%	Pass	
PO-5B-1: Firm Order Confirmations (FOCs) On Time-Electronic/Manual-GUI-resale POTS & UNE-P-POTS Central Region	12-6-2	7	7	100%	90%	Inconclusive	
PO-5B-1: Firm Order Confirmations (FOCs) On Time-Electronic/Manual-GUI-resale & UNE-P-Other ¹ Central Region	12-6-2	4	4	100%	90%	Inconclusive	
PO-5B-1: Firm Order Confirmations (FOCs) On Time-Electronic/Manual-GUI -Unbundled loops-Central Region	12-6-4	34	37	91.9%	90%	Pass	
PO-5B-2: Firm Order Confirmations (FOCs) On Time-Electronic/Manual-EDI- resale POTS & UNE-P-POTS Central Region	12-7-3	290	294	98.6%	90%	Pass	
PO-5B-2: Firm Order Confirmations (FOCs) On Time-Electronic/Manual-EDI- resale & UNE-P-Other ¹ Central Region	12-7-3	48	60	80.0%	90%	Fail	Exception 3061 closed unresolved

¹ Includes ISDN, PBX, Private Line, Centrex

Metric Name and Description	Test Cross Reference	Numerator (for percentages)	Denominator or Count	Test Percent or Average	Benchmark	Pass/Fail	Comments
PO-5B-2: Firm Order Confirmations (FOCs) On Time-Electronic/Manual-EDI- Unbundled loops-Central Region	12-7-5	476	483	98.6%	90%	Pass	
<i>PO-5 A and B Eastern Region</i>							
PO-5A-1: Firm Order Confirmations (FOCs) On Time-Electronic-GUI-resale POTS & UNE-P-POTS Eastern Region	12-6-1	30	30	100%	95%	Pass	
PO-5A-1: Firm Order Confirmations (FOCs) On Time-Electronic-GUI-resale & UNE-P-Other Eastern Region	12-6-1	0	0	N/A	95%	Inconclusive	
PO-5A-1: Firm Order Confirmations (FOCs) On Time-Electronic-GUI-Unbundled loops-Eastern Region	12-6-3	22	22	100%	95%	Pass	
PO-5A-2: Firm Order Confirmations (FOCs) On Time-Electronic-EDI-resale POTS and UNE-P-POTS Eastern Region	12-7-2	896	905	99.0%	95%	Pass	
PO-5A-2: Firm Order Confirmations (FOCs) On Time-Electronic-EDI-resale & UNE-P-Other ¹ Eastern Region	12-7-2	2	2	100%	95%	Inconclusive	
PO-5A-2: Firm Order Confirmations (FOCs) On Time-Electronic-EDI-Unbundled loops-Eastern Region	12-7-4	258	259	99.6%	95%	Pass	

¹ Includes ISDN, PBX, Private Line, Centrex

Metric Name and Description	Test Cross Reference	Numerator (for percentages)	Denominator or Count	Test Percent or Average	Benchmark	Pass/Fail	Comments
PO-5B-1: Firm Order Confirmations (FOCs) On Time-Electronic/Manual-GUI -resale POTS & UNE-P-POTS Eastern Region	12-6-2	33	33	100%	90%	Pass	
PO-5B-1: Firm Order Confirmations (FOCs) On Time-Electronic/Manual-GUI -resale & UNE-P Other ¹ - Eastern Region	12-6-2	3	4	75.0%	90%	Inconclusive	
PO-5B-1: Firm Order Confirmations (FOCs) On Time-Electronic/Manual-GUI -Unbundled loops-Eastern Region	12-6-4	49	54	90.7%	90%	Pass	
PO-5B-2: Firm Order Confirmations (FOCs) On Time-Electronic/Manual-EDI -resale POTS & UNE-P-POTS Eastern Region	12-7-3	363	374	97.1%	90%	Pass	
PO-5B-2: Firm Order Confirmations (FOCs) On Time-Electronic/Manual-EDI -resale & UNE-P-Other ¹ - Eastern Region	12-7-3	52	58	89.7%	90%	Fail	Exception 3061 closed unresolved
PO-5B-2: Firm Order Confirmations (FOCs) On Time-Electronic/Manual-EDI -Unbundled loops-Eastern Region	12-7-5	515	530	97.2%	90%	Pass	
<i>PO-5 A and B Western Region</i>							
PO-5A-1: Firm Order Confirmations (FOCs) On Time-Electronic-GUI -resale & UNE-P-Western Region	12-6-1	30	30	100%	95%	Pass	

¹ Includes ISDN, Centrex, Private Line and PBX

Metric Name and Description	Test Cross Reference	Numerator (for percentages)	Denominator or Count	Test Percent or Average	Benchmark	Pass/Fail	Comments
PO-5A-1: Firm Order Confirmations (FOCs) On Time-Electronic-- GUI - resale & UNE-P-Other ¹ - Western Region	12-6-1	0	0	N/A	95%	Inconclusive	
PO-5A-1: Firm Order Confirmations (FOCs) On Time-Electronic-GUI- Unbundled loops- Western Region	12-6-3	23	23	100%	95%	Pass	
PO-5A-2: Firm Order Confirmations (FOCs) On Time-Electronic-EDI- resale POTS and UNE-P- POTS- Western Region	12-7-2	902	903	99.9%	95%	Pass	
PO-5A-2: Firm Order Confirmations (FOCs) On Time-Electronic-EDI- resale and UNE-P-Other ¹ - Western Region	12-7-2	0	0	N/A	95%	Inconclusive	
PO-5A-2: Firm Order Confirmations (FOCs) On Time-Electronic-EDI- Unbundled loops- Western Region	12-7-4	215	216	99.5%	95%	Pass	
PO-5B-1: Firm Order Confirmations (FOCs) On Time-Electronic/Manual- GUI-resale POTS & UNE- P-POTS Western Region	12-6-2	25	25	100%	90%	Pass	
PO-5B-1: Firm Order Confirmations (FOCs) On Time-Electronic/Manual- GUI-resale & UNE-P- Other ¹ - Western Region	12-6-2	3	3	100%	90%	Inconclusive	
PO-5B-1: Firm Order Confirmations (FOCs) On Time-Electronic/Manual- GUI -Unbundled loops- Western Region	12-6-4	54	55	98.2%	90%	Pass	

¹ Includes ISDN, Centrex, Private Line and PBX

Metric Name and Description	Test Cross Reference	Numerator (for percentages)	Denominator or Count	Test Percent or Average	Benchmark	Pass/Fail	Comments
PO-5B-2: Firm Order Confirmations (FOCs) On Time-Electronic/Manual-EDI -resale POTS & UNE-P-POTS- Western Region	12-7-3	355	363	97.8%	90%	Pass	
PO-5B-2: Firm Order Confirmations (FOCs) On Time-Electronic/Manual-EDI -resale & UNE-P-Other ¹ -Western Region	12-7-3	39	48	81.3%	90%	Fail	Exception 3061 closed unresolved
PO-5B-2: Firm Order Confirmations (FOCs) On Time-Electronic/Manual-EDI-Unbundled loops-Western Region	12-7-5	493	504	97.8%	90%	Pass	
OP-3							
OP-3C: Installation Commitments Met Analog Loops-Eastern Region	14-1-16	168	170	98.8%	90%	Pass	
OP-3C: Installation Commitments Met Analog Loops-Central Region	14-1-16	167	180	92.8%	90%	Pass	
OP-3C: Installation Commitments Met Analog Loops-Western Region	14-1-16	157	166	94.6%	90%	Pass	
OP-3C: Installation Commitments Met Non-Loaded Loops-Eastern Region	14-1-17	56	57	98.2%	90%	Pass	
OP-3C: Installation Commitments Met Non-Loaded Loops-Central Region	14-1-17	52	52	100%	90%	Pass	
OP-3C: Installation Commitments Met Non-Loaded Loops-Western Region	14-1-17	63	64	98.4%	90%	Pass	
OP-3A, B, D & E: Installation Commitments Met-Eastern Region	14-1-18	358	376	95.2%	90%	Pass	Tested using commercial observations.

¹ Includes ISDN, PBX, Private Line, Centrex

Metric Name and Description	Test Cross Reference	Numerator (for percentages)	Denominator or Count	Test Percent or Average	Benchmark	Pass/Fail	Comments
OP-3A, B, D & E: Installation Commitments Met-Central Region	14-1-18	271	273	99.3%	90%	Pass	Tested using commercial observations.
OP-3A, B, D & E: Installation Commitments Met-Western Region	14-1-18	232	238	97.5%	90%	Pass	Tested using commercial observations.
<i>OP-4</i>							
OP-4C: Installation Interval -Analog Loops-Eastern Region	14-1-19		142	5.5	6	Pass	in days
OP-4C: Installation Interval-Analog Loops-Central Region	14-1-19		103	5.7	6	Pass	in days
OP-4C: Installation Interval-Analog Loops-Western Region	14-1-19		128	5.9	6	Pass	in days
OP-4C: Installation Interval-Non-Loaded Loops-Eastern Region	14-1-20		52	5.1	6	Pass	in days
OP-4C: Installation Interval-Non-Loaded Loops-Central Region	14-1-20		44	5.1	6	Pass	in days
OP-4C: Installation Interval-Non-Loaded Loops-Western Region	14-1-20		48	5.2	6	Pass	in days
OP-4A, B, D & E: Installation Interval-Eastern Region	14-1-21		253	5.8	6	Pass	in days. Tested using commercial observations.
OP-4A, B, D & E: Installation Interval-Central Region	14-1-21		190	4.9	6	Pass	in days. Tested using commercial observations.

Metric Name and Description	Test Cross Reference	Numerator (for percentages)	Denominator or Count	Test Percent or Average	Benchmark	Pass/Fail	Comments
OP-4A, B, D & E: Installation Interval-Western Region	14-1-21		115	5.2	6	Pass	in days. Tested using commercial observations. Exception 3103 was issued. This Exception was closed based on Qwest data documenting exclusions.
<i>OP-8 B and C</i>							
OP-8B: Number Portability Timeliness with coordination-Eastern Region	14-1-22	129	129	100%	95%	Pass	Tested using commercial and test bed observations.
OP-8B: Number Portability Timeliness with coordination-Central Region	14-1-22	96	96	100%	95%	Pass	Tested using commercial and test bed observations.
OP-8B: Number Portability Timeliness with coordination-Western Region	14-1-22	76	76	100%	95%	Pass	Tested using commercial and test bed observations.
OP-8C: Number Portability Timeliness without coordination-All Regions	14-1-23	15	15	100%	95%	Pass	Tested using commercial observations.
<i>OP-13</i>							
OP-13 A: Coordinated Cuts On Time – Unbundled Loop-Eastern Region	14-1-24	259	259	100%	95%	Pass	Tested using commercial observations and test bed orders.
OP-13 A: Coordinated Cuts On Time – Unbundled Loop-Central Region	14-1-24	244	244	100%	95%	Pass	Tested using commercial observations and test bed orders.
OP-13 A: Coordinated Cuts On Time – Unbundled Loop-Western Region	14-1-24	185	186	99.5%	95%	Pass	Tested using commercial observations and test bed orders.

Table V-2: Parity Test Results

Metric Name	Test Cross Reference	Test Average	Retail Average	Test Sample Size	p-value test 1	p-value test 2	Pass/Fail/No Decision	Comments
PO-8-Jeopardy Notice Interval-Resale-Eastern	12-9-1						Unable to Determine	No Data
PO-8-Jeopardy Notice Interval-Resale-Central	12-9-1						Unable to Determine	No Data
PO-8-Jeopardy Notice Interval-Resale-Western	12-9-1						Unable to Determine	No Data
PO-8-Jeopardy Notice Interval-UNE-L-Eastern	12-9-3	4.3	3.9	25	0.3070	0.2251	Pass	
PO-8-Jeopardy Notice Interval-UNE-L-Central	12-9-3	5.4	8.6	12	0.4482	0.0944	No Decision	Observation 3104 issued. The TAG decided it should be a PASS, and the Observation was closed.
PO-8-Jeopardy Notice Interval-UNE-L-Western	12-9-3	6.3	3.6	12	0.0622	0.6861	Pass	
PO-8-Jeopardy Notice Interval-UNE-P-Eastern	12-9-2						Unable to Determine	No Data
PO-8-Jeopardy Notice Interval-UNE-P-Central	12-9-2						Unable to Determine	No Data
PO-8-Jeopardy Notice Interval-UNE-P-Western	12-9-2						Unable to Determine	No Data
PO-9-Timely Jeopardy Notices-Resale-Eastern	12-9-4						Unable to Determine	No Data
PO-9-Timely Jeopardy Notices-Resale-Central	12-9-4						Unable to Determine	No Data
PO-9-Timely Jeopardy Notices-Resale-Western	12-9-4						Unable to Determine	No Data
PO-9-Timely Jeopardy Notices-UNE-L-Eastern	12-9-6	14%	10%	49	0.8640	0.0006	Pass	Results based on commercial observations.
PO-9-Timely Jeopardy Notices-UNE-L-Central	12-9-6	100%	19%	2	1.0000	0.0081	Pass	Results based on commercial observations.
PO-9-Timely Jeopardy Notices-UNE-L-Western	12-9-6	8%	8%	12	0.7568	0.2153	No Decision	Results based on commercial observations. Observation 3104 was issued from the No Decision result. The TAG decided it should be a PASS, and the Observation was

Metric Name	Test Cross Reference	Test Average	Retail Average	Test Sample Size	p-value test 1	p-value test 2	Pass/Fail/No Decision	Comments
								closed.
PO-9-Timely Jeopardy Notices-UNE-P-Eastern	12-9-5						Unable to Determine	No Data
PO-9-Timely Jeopardy Notices-UNE-P-Central	12-9-5						Unable to Determine	No Data
PO-9-Timely Jeopardy Notices-UNE-P-Western	12-9-5						Unable to Determine	No Data
<i>OP-3 A, B, D, & E</i>								
OP-3A, B, D & E- Installation Commitments Met-All products-Eastern	14-1-25	88.5%	91%	87	0.2010	0.0281	Unable to Determine	Tested using commercial observations. Based on Observation 3080 and Exception 3106, the TAG asked for retesting with resale POTS and UNE-P observations. The passing results shown here reflect that retesting. Qwest has since changed its processes. Liberty Consulting, as PMA, has not completed an audit of Qwest's new process for capturing data and calculating retail results for PID OP-3. Consequently, KPMG Consulting is unable to determine a result for this criterion.
OP-3A, B, D & E- Installation Commitments Met-All products-Central	14-1-25	93.3%	89%	120	0.9433	0.0001	Unable to Determine	Tested using commercial observations. Based on Observation 3080 and Exception 3106, the TAG asked for retesting with resale POTS and UNE-P observations. The passing results shown here reflect that retesting. Qwest has since changed its processes. Liberty Consulting, as PMA,

Metric Name	Test Cross Reference	Test Average	Retail Average	Test Sample Size	p-value test 1	p-value test 2	Pass/Fail/No Decision	Comments
								has not completed an audit of Qwest's new process for capturing data and calculating retail results for PID OP-3. Consequently, KPMG Consulting is unable to determine a result for this criterion.
OP-3A, B, D & E- Installation Commitments Met-All products-Western	14-1-25	96.6%	92%	28	0.9226	0.0276	Unable to Determine	Tested using commercial observations. Based on Observation 3080 and Exception 3106, the TAG asked for retesting with resale POTS and UNE-P observations. The passing results shown here reflect that retesting. KPMG Consulting's initial results included 31 orders, but Qwest provided information showing that 3 of the orders should be excluded. Qwest has since changed its processes. Liberty Consulting, as PMA, has not completed an audit of Qwest's new process for capturing data and calculating retail results for PID OP-3. Consequently, KPMG Consulting is unable to determine a result for this criterion.
OP-3A, B, D & E- Installation Commitments Met-DS1-All	14-1-26	77%	79%	135	0.3537	0.0008	Unable to Determine	Initial test results indicated a pass. However, Qwest has since changed its processes. Liberty Consulting, as PMA, has not completed an audit of Qwest's new

Metric Name	Test Cross Reference	Test Average	Retail Average	Test Sample Size	p-value test 1	p-value test 2	Pass/Fail/No Decision	Comments
								process for capturing data and calculating retail results for PID OP-3. Consequently, KPMG Consulting is unable to determine a result for this criterion.
<i>OP-3 C</i>								
OP-3C-Installation Commitments Met-Business POTS-Eastern	14-1-31	100%	98.5%	252	1.0000	0.0000	Unable to Determine	Initial test results indicated a pass. However, Qwest has since changed its processes. Liberty Consulting, as PMA, has not completed an audit of Qwest's new process for capturing data and calculating retail results for PID OP-3C. Consequently, KPMG Consulting is unable to determine a result for this criterion.
OP-3C-Installation Commitments Met-Business POTS-Central	14-1-31	97.7%	98.6%	128	0.2537	0.0476	Unable to Determine	Initial test results indicated a pass. However, Qwest has since changed its processes. Liberty Consulting, as PMA, has not completed an audit of Qwest's new process for capturing data and calculating retail results for PID OP-3C. Consequently, KPMG Consulting is unable to determine a result for this criterion.
OP-3C-Installation Commitments Met-Business POTS-Western	14-1-31	100%	97.5%	228	1.0000	0.0000	Unable to Determine	Initial test results indicated a pass. However, Qwest has since changed its processes. Liberty Consulting, as PMA, has not completed an audit of Qwest's new process for capturing data and calculating

Metric Name	Test Cross Reference	Test Average	Retail Average	Test Sample Size	p-value test 1	p-value test 2	Pass/Fail/No Decision	Comments
								retail results for PID OP-3C. Consequently, KPMG Consulting is unable to determine a result for this criterion.
OP-3C-Installation Commitments Met-Residential POTS-Eastern	14-1-32	100%	97.8%	238	1.0000	0.0000	Unable to Determine	Exception 3085 was opened based on initial test results. Retest results indicated a pass. Qwest has since changed its processes. Liberty Consulting, as PMA, has not completed an audit of Qwest's new process for capturing data and calculating retail results for PID OP-3C. Consequently, KPMG Consulting is unable to determine a result for this criterion.
OP-3C-Installation Commitments Met-Residential POTS-Central	14-1-32	100%	96.5%	205	1.0000	0.0000	Unable to Determine	Initial test results indicated a pass. However, Qwest has since changed its processes. Liberty Consulting, as PMA, has not completed an audit of Qwest's new process for capturing data and calculating retail results for PID OP-3C. Consequently, KPMG Consulting is unable to determine a result for this criterion.
OP-3C-Installation Commitments Met-Residential POTS-Western	14-1-32	100%	98.1%	274	1.0000	0.0000	Unable to Determine	Initial test results indicated a pass. However, Qwest has since changed its processes. Liberty Consulting, as PMA, has not completed an audit of Qwest's new process for capturing data and calculating retail results for PID

Metric Name	Test Cross Reference	Test Average	Retail Average	Test Sample Size	p-value test 1	p-value test 2	Pass/Fail/No Decision	Comments
								OP-3C. Consequently, KPMG Consulting is unable to determine a result for this criterion.
OP-3C-Installation Commitments Met-UNE-P-Eastern	14-1-33	100%	98.5%	246	1.0000	0.0000	Unable to Determine	Initial test results indicated a pass. However, Qwest has since changed its processes. Liberty Consulting, as PMA, has not completed an audit of Qwest's new process for capturing data and calculating retail results for PID OP-3C. Consequently, KPMG Consulting is unable to determine a result for this criterion.
OP-3C-Installation Commitments Met-UNE-P-Central	14-1-33	100%	99.3%	274	1.0000	0.0000	Unable to Determine	Exception 3085 was opened based on initial test results. The retest results indicated a pass, but Qwest has since changed its processes. Liberty Consulting, as PMA, has not completed an audit of Qwest's new process for capturing data and calculating retail results for PID OP-3C. Consequently, KPMG Consulting is unable to determine a result for this criterion. This Exception was closed based on the retest results presented here.
OP-3C-Installation Commitments Met-UNE-P-Western	14-1-33	100%	97.6%	273	1.0000	0.0000	Unable to Determine	Exception 3085 was opened based on initial test results. The retest results indicated a pass, but Qwest has since changed its processes. Liberty Consulting, as PMA, has not completed an audit of

Metric Name	Test Cross Reference	Test Average	Retail Average	Test Sample Size	p-value test 1	p-value test 2	Pass/Fail/No Decision	Comments
								Qwest's new process for capturing data and calculating retail results for PID OP-3C. Consequently, KPMG Consulting is unable to determine a result for this criterion.
<i>OP-4 A, B, D, & E</i>								
OP-4A, B, D & E- Installation Interval-All products-Eastern	14-1-27	5.8	6.2	87	0.2924	0.0030	Unable to Determine	Tested using commercial observations. Based on Observation 3081, the TAG suggested retesting with resale POTS and UNE-P observations, which resulted in a pass result. Qwest has since changed its processes. Liberty Consulting, as PMA, has not completed an audit of Qwest's new process for capturing data and calculating retail results for PID OP-4. Consequently, KPMG Consulting is unable to determine a result for this criterion.
OP-4A, B, D & E- Installation Interval-All products-Central	14-1-27	5.6	6.1	120	0.6870	0.0001	Unable to Determine	Tested using commercial observations. Based on Observation 3081, the TAG suggested retesting with resale POTS and UNE-P observations, which resulted in a pass result. Qwest has since changed its processes. Liberty Consulting, as PMA, has not completed an audit of Qwest's new process for capturing data and calculating retail results

Metric Name	Test Cross Reference	Test Average	Retail Average	Test Sample Size	p-value test 1	p-value test 2	Pass/Fail/No Decision	Comments
								for PID OP-4. Consequently, KPMG Consulting is unable to determine a result for this criterion.
OP-4A, B, D & E-Installation Interval-All products-Western	14-1-27	4.0	4.9	28	0.8648	0.0000	Unable to Determine	Tested using commercial observations. Based on Observation 3081, the TAG suggested retesting with resale POTS and UNE-P observations. The initial results showed a "Fail," but Qwest provided information about 5 of the orders, showing that 3 should have been excluded and 2 of the intervals were incorrect. Upon re-analysis, this result changed to a "Pass." Qwest has since changed its processes. Liberty Consulting, as PMA, has not completed an audit of Qwest's new process for capturing data and calculating retail results for PID OP-4. Consequently, KPMG Consulting is unable to determine a result for this criterion.
OP-4A, B, D & E-Installation Commitments Met-DS1-All	14-1-28	9.1	18.6	135	1.0000	0.0000	Unable to Determine	The initial test results indicate a pass, but Qwest has since changed its processes. Liberty Consulting, as PMA, has not completed an audit of Qwest's new process for capturing data and calculating retail results for PID OP-4. Consequently, KPMG

Metric Name	Test Cross Reference	Test Average	Retail Average	Test Sample Size	p-value test 1	p-value test 2	Pass/Fail/No Decision	Comments
								Consulting is unable to determine a result for this criterion.
<i>OP-4 C</i>								
OP-4C-Installation Interval-Residential POTS-Eastern	14-1-35	2.4	2.6	150	0.9941	0.0000	Unable to Determine	Exception 3086 was opened based on initial test results. The result of the retest was a pass, but Qwest has since made changes to its processes. Liberty Consulting, as PMA, has not completed an audit of Qwest's new process for capturing data and calculating retail results for PID OP-4C. Consequently, KPMG Consulting is unable to determine a result for this criterion.
OP-4C-Installation Interval-Residential POTS-Central	14-1-35	2.3	2.9	137	1.0000	0.0000	Unable to Determine	Exception 3086 was opened based on initial test results. The result of the retest was a pass, but Qwest has since made changes to its processes. Liberty Consulting, as PMA, has not completed an audit of Qwest's new process for capturing data and calculating retail results for PID OP-4C. Consequently, KPMG Consulting is unable to determine a result for this criterion.
OP-4C-Installation Interval-Residential POTS-Western	14-1-35	2.4	2.8	143	1.0000	0.0000	Unable to Determine	Exception 3086 was opened based on initial test results. The result of the retest was a pass, but Qwest has since made changes to its processes. Liberty Consulting, as PMA, has not completed an audit of Qwest's new

Metric Name	Test Cross Reference	Test Average	Retail Average	Test Sample Size	p-value test 1	p-value test 2	Pass/Fail/No Decision	Comments
								process for capturing data and calculating retail results for PID OP-4C. Consequently, KPMG Consulting is unable to determine a result for this criterion.
OP-4C-Installation Interval-Business POTS-Eastern	14-1-34	2.2	1.5	145	0.0001	0.8183	Unable to Determine	Exception 3086 was opened based on initial test results. The result of the retest was a fail, but Qwest has since made changes to its processes. Liberty Consulting, as PMA, has not completed an audit of Qwest's new process for capturing data and calculating retail results for PID OP-4C. Consequently, KPMG Consulting is unable to determine a result for this criterion.
OP-4C-Installation Interval-Business POTS-Central	14-1-34	2.3	2.0	128	0.0751	0.0009	Unable to Determine	The original test results shown here indicated a pass. Qwest has since made changes to its processes. Liberty Consulting, as PMA, has not completed an audit of Qwest's new process for capturing data and calculating retail results for PID OP-4C. Consequently, KPMG Consulting is unable to determine a result for this criterion.
OP-4C-Installation Interval-Business POTS-Western	14-1-34	2.5	2.2	160	0.0727	0.0090	Unable to Determine	Exception 3086 was opened based on initial test results. The result of the retest was a pass, but Qwest has since made changes to its processes. Liberty Consulting, as PMA, has not completed an

Metric Name	Test Cross Reference	Test Average	Retail Average	Test Sample Size	p-value test 1	p-value test 2	Pass/Fail/No Decision	Comments
								audit of Qwest's new process for capturing data and calculating retail results for PID OP-4C. Consequently, KPMG Consulting is unable to determine a result for this criterion.
OP-4C-Installation Interval-UNE-P-Eastern	14-1-36	2.8	1.5	145	0.0000	1.0000	Unable to Determine	Exception 3086 was opened based on initial test results. The result of the retest was a fail, but Qwest has since made changes to its processes. Liberty Consulting, as PMA, has not completed an audit of Qwest's new process for capturing data and calculating retail results for PID OP-4C. Consequently, KPMG Consulting is unable to determine a result for this criterion.
OP-4C-Installation Interval-UNE-P-Central	14-1-36	2.6	2.1	140	0.0058	0.5471	Unable to Determine	Exception 3086 was opened based on initial test results. The result of the retest was a fail, but Qwest has since made changes to its processes. Liberty Consulting, as PMA, has not completed an audit of Qwest's new process for capturing data and calculating retail results for PID OP-4C. Consequently, KPMG Consulting is unable to determine a result for this criterion.
OP-4C-Installation Interval-UNE-P-Western	14-1-36	2.9	2.2	141	0.0021	0.6430	Unable to Determine	Exception 3086 was opened based on initial test results. The result of the retest was a fail, but Qwest has since made changes to its

Metric Name	Test Cross Reference	Test Average	Retail Average	Test Sample Size	p-value test 1	p-value test 2	Pass/Fail/No Decision	Comments
								processes. Liberty Consulting, as PMA, has not completed an audit of Qwest's new process for capturing data and calculating retail results for PID OP-4C. Consequently, KPMG Consulting is unable to determine a result for this criterion.
<i>OP-5</i>								
OP-5 -New Service Installation Quality-All products -Western	14-1-29	96.9%	76%	319	1.0000	0.0000	Pass	Tested using commercial observations.
OP-5 -New Service Installation Quality-All products -Central	14-1-29	96.2%	74%	372	1.0000	0.0000	Pass	Tested using commercial observations.
OP-5 -New Service Installation Quality-All products -Eastern	14-1-29	98.2%	72%	450	1.0000	0.0000	Pass	Tested using commercial observations.
<i>OP-6</i>								
OP 6A-Delayed Days-Business POTS-Western	14-1-37			0			Unable to Determine	This could not be tested because there were no delays.
OP 6A-Delayed Days-Business POTS-Central	14-1-37	1.0	9.4	3	1.0000	0.0000	Unable to Determine	The original test result, presented here, was a pass. Qwest has since changed their processes. Liberty Consulting, as PMA, has not completed an audit of Qwest's new process for capturing data and calculating retail results for PID OP-6. Consequently, KPMG Consulting is unable to determine a result for this criterion.
OP 6A-Delayed Days-Business POTS-Eastern	14-1-37			0			Unable to Determine	This could not be tested because there were no delays in the retest.
OP 6A-Delayed Days-Residential POTS-Western	14-1-38			0			Unable to Determine	This could not be tested because there were no

Metric Name	Test Cross Reference	Test Average	Retail Average	Test Sample Size	p-value test 1	p-value test 2	Pass/Fail/No Decision	Comments
								delays.
OP 6A-Delayed Days-Residential POTS-Central	14-1-38			0			Unable to Determine	This could not be tested because there were no delays.
OP 6A-Delayed Days-Residential POTS-Eastern	14-1-38			0			Unable to Determine	This could not be tested because there were no delays.
OP 6A-Delayed Days-UNE-P-Western	14-1-39			0			Unable to Determine	This could not be tested because there were no delays.
OP 6A-Delayed Days-UNE-P-Central	14-1-39			0			Unable to Determine	This could not be tested because there were no delays.
OP 6A-Delayed Days-UNE-P-Eastern	14-1-39			0			Unable to Determine	This could not be tested because there were no delays.
OP 6A-Delayed Days-UNE-L-All Regions	14-1-40	7.4	10.5	24	0.7216	0.0161	Unable to Determine	This PID was not tested regionally due to the small amount of data (see comments on OP6B below). The original test result, presented here, was a pass. Liberty Consulting, as PMA, has not completed an audit of Qwest's new process for capturing data and calculating retail results for PID OP-6. Consequently, KPMG Consulting is unable to determine a result for this criterion.
OP 6B-Delayed Days-All Products-Western	14-1-30	8.0	19.6	12	0.9970	0.0000	Unable to Determine	The original Dual Test transformed test data mean for some products to a negative number. Observation 3084 was issued as a result. After analysis of all regions, the TAG decided all three regions should be considered as having passed. Qwest has since changed their

Metric Name	Test Cross Reference	Test Average	Retail Average	Test Sample Size	p-value test 1	p-value test 2	Pass/Fail/No Decision	Comments
								processes. Liberty Consulting, as PMA, has not completed an audit of Qwest's new process for capturing data and calculating retail results for PID OP-6. Consequently, KPMG Consulting is unable to determine a result for this criterion.
OP 6B-Delayed Days-All Products-Central	14-1-30	11.0	23.8	1	0.5413	0.0078	Unable to Determine	The original Dual Test transformed test data mean for some products to a negative number. Observation 3084 was issued as a result. After analysis of all regions, the TAG decided all three regions should be determined as passing. Qwest has since changed their processes. Liberty Consulting, as PMA, has not completed an audit of Qwest's new process for capturing data and calculating retail results for PID OP-6. Consequently, KPMG Consulting is unable to determine a result for this criterion.
OP 6B-Delayed Days-All Products-Eastern	14-1-30	19.4	14.6	12	0.1449	0.5957	Unable to Determine	The original Dual Test transformed test data mean for some products to a negative number, resulting in a No Decision. Observation 3084 was issued as a result. After analysis of all regions, the TAG decided all three regions should be determined as passing. Qwest has since changed its processes.

Metric Name	Test Cross Reference	Test Average	Retail Average	Test Sample Size	p-value test 1	p-value test 2	Pass/Fail/No Decision	Comments
								Liberty Consulting, as PMA, has not completed an audit of Qwest's new process for capturing data and calculating retail results for PID OP-6. Consequently, KPMG Consulting is unable to determine a result for this criterion.
<i>MR Measures</i>								
MR-3-Out of Service Cleared within 24 Hours-Dispatch out -13 states	18-1-1	93.0%	90%	213	0.9809	0.0191	Pass	
MR-3-Out of Service Cleared within 24 Hours-No dispatch-13 states	18-1-2	93.8%	96%	161	0.0425	0.0421	No Decision	Observation 3078 was issued from the No Decision result. The TAG decided this should be a pass.
MR-4-All Troubles Cleared within 48 hours-Dispatch out -13 states	18-2-1	98.2%	97%	219	0.9651	0.0349	Pass	
MR-4-All Troubles Cleared within 48 hours-No dispatch-13 states	18-2-2	99.0%	99%	196	1.0000	0.0007	Pass	
MR-5-All Troubles Cleared within 4 hours-Dispatch In and out combined-13 states	18-3-1	84.6%	80%	13	0.7548	0.1398	No Decision	Observation 3079 was issued based on conflicting results when calculated separately for Dispatch In and Dispatch Out. The TAG asked KPMG Consulting to combine the analysis for Dispatch In and Dispatch Out, but the statistical test still conflicted. The TAG then decided this should be a PASS.
MR-6-Mean Time to Restore-Dispatch out-13 states	18-4-1	9.6	13	182	1.0000	0.0000	Pass	
MR-6-Mean Time to Restore-No dispatch-13	18-4-2	5.2	6	196	0.8793	0.0000	Pass	

Metric Name	Test Cross Reference	Test Average	Retail Average	Test Sample Size	p-value test 1	p-value test 2	Pass/Fail/No Decision	Comments
states								
MR-9-Repair Appointments Met-Dispatch out-13 states	18-5-1	89.0%	88%	200	0.5715	0.0001	Pass	
MR-9-Repair Appointments Met- No dispatch-13 states	18-5-2	98.0%	98%	149	0.8279	0.0000	Pass	
<i>BI Measures</i>								
BI-1A-Time to Provide Recorded Usage Records - Statewide level - Average business days-13 states	19-1-6	2.5	7.1	8888	1.0000	0.0000	Pass	in days
BI-2- Invoices Delivered within 10 Days –All Regions	20-3-4	100%	N/A ²	47			Pass	
BI-3A-Billing Accuracy – Adjustments for Errors - Statewide level - UNEs and Resale-13 states	20-3-3	100%	99%	5106	1.0000	0.0000	Pass	These results are based on original and retest activity. In total, 5106 charges were examined on 420 bills totaling \$56,406. The statistical test is based on the total charges tested, not the total dollar amount.
BI-4A Billing Completeness – All Regions	20-3-1	99.7%	97.1	351	1.0000	0.0000	Pass	

Table V-3: Diagnostic Test Results

Metric Name	Test Cross Reference	Numerator	Denominator or Count	Percent or Average	Comments
<i>PO-1 D</i>					
PO-1D-Avg. response time of rejected pre-order queries-GUI-13 state	12-3-11		655	2.43	in seconds
PO-1D-Avg. response time of rejected pre-order queries-EDI-13 state	12-4-11		1554	5.37	in seconds
<i>PO-2A</i>					

² Parity by design – retail results not reported separately

Metric Name	Test Cross Reference	Numerator	Denominator or Count	Percent or Average	Comments
PO-2A-% actually flowing through of all orders-GUI-Central-All Products	13-1-7	46	88	52.3%	
PO-2A-% actually flowing through of all orders-GUI-Central-Resale	13-1-7	17	24	70.8%	
PO-2A-% actually flowing through of all orders-GUI-Central-UNE-P	13-1-7	8	8	100%	
PO-2A-% actually flowing through of all orders-GUI-Central-UNE-L	13-1-7	17	52	32.7%	
PO-2A-% actually flowing through of all orders-GUI-Central-LNP	13-1-7	4	4	100%	
PO-2A-% actually flowing through of all orders-GUI-Eastern-All Products	13-1-7	62	127	48.8%	
PO-2A-% actually flowing through of all orders-GUI-Eastern-Resale	13-1-7	15	31	48.4%	
PO-2A-% actually flowing through of all orders-GUI-Eastern-UNE-P	13-1-7	15	17	88.2%	
PO-2A-% actually flowing through of all orders-GUI-Eastern-UNE-L	13-1-7	24	71	33.8%	
PO-2A-% actually flowing through of all orders-GUI-Eastern-LNP	13-1-7	8	8	100%	
PO-2A-% actually flowing through of all orders-GUI-Western-All Products	13-1-7	59	116	50.9%	
PO-2A-% actually flowing through of all orders-GUI-Western-Resale	13-1-7	19	35	54.3%	
PO-2A-% actually flowing through of all orders-GUI-Western-UNE-P	13-1-7	12	14	85.7%	
PO-2A-% actually flowing through of all orders-GUI-Western-UNE-L	13-1-7	24	63	38.1%	

Metric Name	Test Cross Reference	Numerator	Denominator or Count	Percent or Average	Comments
PO-2A-% actually flowing through of all orders-GUI-Western-LNP	13-1-7	4	4	100%	
PO-2A-% actually flowing through of all orders-EDI-Central-All Products	13-1-2	754	1305	57.8%	
PO-2A-% actually flowing through of all orders-EDI-Central-Resale	13-1-2	252	395	63.8%	
PO-2A-% actually flowing through of all orders-EDI-Central-UNE-P	13-1-2	179	221	81.0%	
PO-2A-% actually flowing through of all orders-EDI-Central-UNE-L	13-1-2	303	669	45.3%	
PO-2A-% actually flowing through of all orders-EDI-Central-LNP	13-1-2	20	20	100%	
PO-2A-% actually flowing through of all orders-EDI-Eastern-All Products	13-1-2	613	1244	49.2%	
PO-2A-% actually flowing through of all orders-EDI-Eastern-Resale	13-1-2	203	338	60.1%	
PO-2A-% actually flowing through of all orders-EDI-Eastern-UNE-P	13-1-2	115	167	68.9%	
PO-2A-% actually flowing through of all orders-EDI-Eastern-UNE-L	13-1-2	260	697	37.3%	
PO-2A-% actually flowing through of all orders-EDI-Eastern-LNP	13-1-2	35	42	83.3%	
PO-2A-% actually flowing through of all orders-EDI-Western-All Products	13-1-2	526	1101	47.8%	
PO-2A-% actually flowing through of all orders-EDI-Western-Resale	13-1-2	175	282	62.1%	
PO-2A-% actually flowing through of all orders-EDI-Western-UNE-P	13-1-2	111	164	67.7%	

Metric Name	Test Cross Reference	Numerator	Denominator or Count	Percent or Average	Comments
PO-2A-% actually flowing through of all orders-EDI-Western-UNE-L	13-1-2	226	641	35.3%	
PO-2A-% actually flowing through of all orders-EDI-Western-LNP	13-1-2	14	14	100%	
<i>PO-2B</i>					
PO-2B-% flowing through of those eligible-GUI-Central-All Products	None	44	46	95.7%	
PO-2B-% flowing through of those eligible-GUI-Central-Resale	13-1-8	17	17	100%	
PO-2B-% flowing through of those eligible-GUI-Central-UNE-P	13-1-9	6	6	100%	
PO-2B-% flowing through of those eligible-GUI-Central-UNE-L	13-1-10	17	19	89.5%	
PO-2B-% flowing through of those eligible-GUI-Central-LNP	13-1-11	4	4	100%	
PO-2B-% flowing through of those eligible-GUI-Eastern-All Products	None	57	62	91.9%	
PO-2B-% flowing through of those eligible-GUI-Eastern-Resale	13-1-8	15	17	88.2%	
PO-2B-% flowing through of those eligible-GUI-Eastern-UNE-P	13-1-9	14	14	100%	
PO-2B-% flowing through of those eligible-GUI-Eastern-UNE-L	13-1-10	20	23	87.0%	
PO-2B-% flowing through of those eligible-GUI-Eastern-LNP	13-1-11	8	8	100%	
PO-2B-% flowing through of those eligible-GUI-Western-All Products	None	55	60	91.7%	
PO-2B-% flowing through of those eligible-GUI-Western-Resale	13-1-8	19	20	95.0%	

Metric Name	Test Cross Reference	Numerator	Denominator or Count	Percent or Average	Comments
PO-2B-% flowing through of those eligible-GUI-Western-UNE-P	13-1-9	11	12	91.7%	
PO-2B-% flowing through of those eligible-GUI-Western-UNE-L	13-1-10	21	24	87.5%	
PO-2B-% flowing through of those eligible-GUI-Western-LNP	13-1-11	4	4	100%	
PO-2B-% flowing through of those eligible-EDI-Central-All Products	None	731	789	92.6%	
PO-2B-% flowing through of those eligible-EDI-Central-Resale	13-1-3	237	248	95.6%	
PO-2B-% flowing through of those eligible-EDI-Central-UNE-P	13-1-4	174	179	97.2%	
PO-2B-% flowing through of those eligible-EDI-Central-UNE-L	13-1-5	300	342	87.7%	
PO-2B-% flowing through of those eligible-EDI-Central-LNP	13-1-6	20	20	100%	
PO-2B-% flowing through of those eligible-EDI-Eastern-All Products	None	596	647	92.1%	
PO-2B-% flowing through of those eligible-EDI-Eastern-Resale	13-1-3	196	205	95.6%	
PO-2B-% flowing through of those eligible-EDI-Eastern-UNE-P	13-1-4	110	117	94.0%	
PO-2B-% flowing through of those eligible-EDI-Eastern-UNE-L	13-1-5	255	290	87.9%	
PO-2B-% flowing through of those eligible-EDI-Eastern-LNP	13-1-6	35	35	100%	
PO-2B-% flowing through of those eligible-EDI-Western-All Products	None	519	610	85.1%	

Metric Name	Test Cross Reference	Numerator	Denominator or Count	Percent or Average	Comments
PO-2B-% flowing through of those eligible-EDI-Western-Resale	13-1-3	173	179	96.6%	
PO-2B-% flowing through of those eligible-EDI-Western-UNE-P	13-1-4	109	118	92.4%	
PO-2B-% flowing through of those eligible-EDI-Western-UNE-L	13-1-5	223	299	74.6%	
PO-2B-% flowing through of those eligible-EDI-Western-LNP	13-1-6	14	14	100%	
PO-4					
PO-4A-% LSRs Rejected - LSRs via GUI-Eastern	12-5-5	50	197	25.4%	
PO-4A-% LSRs Rejected - LSRs via GUI-Central	12-5-5	27	120	22.5%	
PO-4A-% LSRs Rejected - LSRs via GUI-Western	12-5-5	35	173	20.2%	
PO-4B-% LSRs Rejected - LSRs via EDI-Eastern	12-5-6	1119	3340	33.5%	
PO-4B-% LSRs Rejected - LSRs via EDI-Central	12-5-6	1318	3261	40.4%	
PO-4B-% LSRs Rejected - LSRs via EDI-Western	12-5-6	982	3068	32.0%	
PO-4C-% LSRs Rejected - Statewide level - LSRs via facsimile-13 state	12-5-7	30	86	34.9%	
PO-6A-Work Completion Notification Timeliness-GUI-13 state	12-10-2				Not Tested. KPMG Consulting did not have access to GUI SOC receipt times, which are a critical component for the calculation of this PID.

Metric Name	Test Cross Reference	Numerator	Denominator or Count	Percent or Average	Comments
PO-6B-Work Completion Notification Timeliness-EDI-13 state	12-10-3		3927	262	in minutes The reported number of Work Completion Notifications received via the interface represents a subset of WCNs received over the course of this testing. This calculation cannot be performed solely using P-CLEC data. Qwest service order completion dates and times were derived using Qwest-provided data. This data was used to calculate the result for this performance measure.
PO-7A Billing Completion Notification Timeliness-IMA GUI	12-10-4	800	960	83.3%	For the purpose of this test, this is a diagnostic PID. This is Qwest reported data from its P22 report. BCN data was not available to KPMG Consulting for the calculation of this PID.
PO-7B Billing Completion Notification Timeliness-IMA EDI	12-10-5	5214	5555	93.9%	For the purpose of this test, this is a diagnostic PID. This is Qwest reported data from its P22 report. BCN data was not available to KPMG Consulting for the calculation of this PID.
PO-10-LSR Accountability-Region wide level-13 state	12-5-10	10,402	10,453	99.5%	
PO-15- Number of Due Date Changes per Order-Statewide level-13 state	12-5-9	307	6204	5%	Measured as number of orders with due date changes. Measured for EDI only.
OP-7-Coordinated "Hot Cut" Interval – Unbundled Loop - Statewide level-Eastern	14-1-41		50	6.2	in minutes
OP-7-Coordinated "Hot Cut" Interval – Unbundled Loop - Statewide level-Central	14-1-41		76	6.6	in minutes
OP-7-Coordinated "Hot Cut" Interval – Unbundled Loop - Statewide level-Western	14-1-41		42	8.2	in minutes

Metric Name	Test Cross Reference	Numerator	Denominator or Count	Percent or Average	Comments
OP-13 B-Coordinated Cuts On Time - Unbundled loop-Statewide level-Eastern	14-1-42	259	259	100%	
OP-13 B-Coordinated Cuts On Time - Unbundled loop-Statewide level-Central	14-1-42	241	244	99%	
OP-13 B-Coordinated Cuts On Time - Unbundled loop-Statewide level-Western	14-1-42	186	186	100%	
OP-15-Interval for Pending Orders Delayed Past Due Date-by Product-13 state	14-1-43				Unable to Determine No pending orders delayed past the due date.