



## Summary of Qwest's 271 Performance Results

*Jan - Apr 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 =	-
--	-------------	---	-------------	---	---------------	---

# CHECKLIST ITEM 1 - INTERCONNECTION



State: Washington

## Jan - Apr 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
<b>LIS Trunks</b>	<b>Zone 1</b>					
	<b>Zone 2</b>					

Product	Category	NI-1A To Tandem Ofcs	NI-1B To End Offices
<b>LIS Trunks</b>	<b>Statewide</b>		

## TRUNK BLOCKING

## REPAIR

Product	Category	MR-5 Cleared < 4 hours	MR-6 Mean Time Restore	MR-7 Repeat Reports	MR-8 Trouble Rate
<b>LIS Trunks</b>	<b>Zone 1</b>				
	<b>Zone 2</b>				

# CHECKLIST ITEM 1 - COLLOCATION



State: Washington

Jan - Apr 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

Jan - Apr 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

Jan - Apr 02 Results

### Change Management

Measure	Description	Benchmark	Result
<b>GA-7</b>	<b>Timely Outage Resolution Following Software Releases</b>	95% within 48 hours	-
<b>PO-16</b>	<b>Timely Release Notifications</b>	92.5%	

# CHECKLIST ITEM 2 - PRE-ORDER



State: Washington

Jan - Apr 02 Results

<u>Query/Response</u>		<u>Pre-Order Transaction Types</u>							
<u>Indicators</u>	<u>Categ.</u>	<u>1-Appoint. Sched.</u>	<u>2-Service Avail.</u>	<u>3-Facility Check</u>	<u>4-Addr. Validation</u>	<u>5-Get CSR</u>	<u>6-Tel. No. Reserv.</u>	<u>7-Loop Qualif.</u>	<u>8-DSL Loop</u>
<b>PO-1</b>	(A) IMA								
	(B) EDI								
<b>Benchmarks:</b>		10 sec	25 sec	25 sec	10 sec	12.5 sec	10 sec	20 sec	20 sec

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

<u>Reject Notifications</u>		<u>1-Manual</u>	<u>2-Auto</u>	<u>Benchmarks :</u> Manual: 12 business hours Auto-rejects: 18 seconds
<b>PO-3</b>	(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>	<u>1 - IMA</u>	<u>2 - EDI</u>	<u>1 - IMA</u>	<u>2 - EDI</u>	<u>FAX</u>	<u>EXACT</u>
(a) Resale						LIS
(b) Unbundled Loops						
(c) LNP						
<b>Benchmarks:</b>	95% < 20 minutes		90% < standard intervals		90% < 24 hrs	85% < 8 bus. Days

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

## CHECKLIST ITEM 2 - FLOW-THROUGH



State: Washington

Jan - Apr 02 Results

PO-2A (All LSRs)

*(4 Month Averages in Boxes)*

	<u>IMA-GUI</u>	<u>IMA-EDI</u>	<u>TOTAL</u>	<u>Perf. Obj.</u>
<b>RESALE</b>	65.45%	10.26%	65.02%	Diagnostic
<b>LOOPS</b>	18.69%	50.78%	33.97%	Diagnostic
<b>UNE-P</b>	52.46%	49.22%	51.70%	Diagnostic
<b>LNP</b>	51.28%	69.63%	62.08%	Diagnostic

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

	<u>IMA-GUI</u>	<u>IMA-EDI</u>	<u>TOTAL</u>	<u>Perf. Obj.</u>
<b>RESALE</b>	91.25%	<del>47.06%</del>	91.15%	90%
<b>LOOPS</b>	76.06%	81.12%	79.59%	70%
<b>UNE-P</b>	78.83%	71.68%	77.11%	75%
<b>LNP</b>	97.10%	97.26%	97.20%	90%

1. The results show a general upward trend.
2. PO-2A 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.

## CHECKLIST ITEM 2 - Centers Access



State: Washington

Jan - Apr 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: Washington

Jan - Apr 02 Results

### Billing

Measure	Description	Standard	Result
<b>BI-1A</b>	Time to provide usage records - UNE & Resale	Parity	
<b>BI-1B</b>	Time to provide usage records - Switched access	95%	
<b>BI-3A</b>	Billing accuracy - adjustments for errors - UNE & Resale	Parity	
<b>BI-3B</b>	Billing accuracy - adjustments for errors - Reciprocal compensation	95%	
<b>BI-4A</b>	Billing completeness - UNE & Resale	Parity	
<b>BI-4B</b>	Billing completeness - Reciprocal compensation	95%	92.5% - 100.0% 97.9%
<b>PO-7A (IMA)</b>	Billing completion notification timeliness	Parity	
<b>PO-7B (EDI)</b>	Billing completion notification timeliness	Parity	-

Apr 02 is only month not at 100%, due to SS7 problem, affecting long-duration calls, caused by software problem of outside vendor. Letter from vendor now on file explaining issue steps to insure no repetition. 7 of last 8 mos. above 95% benchmark.

# CHECKLIST ITEM 2 - UNE-PLATFORM



State: Washington

Jan - Apr 02 Results

March and April at parity. Jan. and Feb. below parity because of conservative assumptions made in calculating interval.

## PROVISIONING

Product		Disaggreg.	OP-3	OP-4	OP-5	OP-6A	OP-6B
			Commitments	Intervals	New Svc Trouble	Delays/Non-Facil.	Delays/Facilities
<b>UNE-P(POTS)</b>	Dispatch i/MSAs						
	Dispatch o/MSA						
	No Dispatch			3.1 - 3.6 days 3.4 days			
<b>UNE-P(Centrex)</b>	Dispatch i/MSAs			2.7 - 31.5 days 7.3 days			
	Dispatch o/MSA		-	-		-	-
	No Dispatch						
<b>EELs</b>	Zone 1		66.7% - 95.0%				
	Zone 2		89.7%				

One 54-day delay for facility reasons drove the disparity.

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

Clear upward trend. above the 90% benchmark in March and April.

## REPAIR

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
<b>UNE-P(POTS)</b>	Dispatch I/MSAs							
	Dispatch o/MSA							
	No Dispatch					12.9% - 23.2% 18.6%		
<b>UNE-P(Centrex)</b>	Dispatch I/MSAs							
	Dispatch o/MSA		-	-	-	-	0.5% - 0.8% 0.6%	-
	No Dispatch							
<b>EELs</b>	Zone 1							
	Zone 2							

# CHECKLIST ITEM 4 - UNBUNDLED LOOPS



State: Washington

Jan - Apr 02 Results

## PROVISIONING

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

10 of 12 mos. at parity

9 of 12 mos. at parity

OP-3 always greater than 98%. 4 Mo. Avg. = 4.5 days for CLECs vs. 3.9 days for retail.

Loop Type	Categ.	OP-3	OP-4	OP-5	OP-6A	OP-6B
		Commitments	Intervals	New Svc Trouble	Delays/Non-Facil.	Delays/Facilities
<b>Analog</b>	Zone 1				2.9 - 6.5 days 4.5 days	
	Zone 2					
<b>2-Wire NL</b>	Zone 1			95.5% - 99.2%		
	Zone 2			97.8%		
<b>ISDN-Cap.</b>	Zone 1			85.0% - 96.5%		
	Zone 2			92.8%		
<b>ADSL-Cmp.</b>	Zone 1			88.0% - 100.0%		
	Zone 2	89.5% - 100.0% 96.8%		95.7%		
<b>4-Wire NL</b>	Zone 1	-	-	-	-	-
	Zone 2	-	-	-	-	-
<b>DS1-Cap.</b>	Zone 1					
	Zone 2					
<b>DS3 +</b>	Zone 1	-	-	-	-	-
	Zone 2	-	-	-	-	-
<b>Line Sharing</b>	No Dispatch					

April (89.5%) was first month below the 90% benchmark since

# CHECKLIST ITEM 4 - UNBUNDLED LOOPS



State: Washington

Jan - Apr 02 Results

## REPAIR

Troubles cleared well within the 24-hour objective.

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
<b>Analog</b>	Zone 1					
	Zone 2					
<b>2-Wire NL</b>	Zone 1					
	Zone 2					
<b>ISDN-Cap.</b>	Zone 1			2.8 - 4.1 hours 3.1 hours		
	Zone 2					
<b>ADSL-Cmp.</b>	Zone 1					
	Zone 2					
<b>Line Sharing</b>	Dispatch i/ MSAs		75.0% - 100.0% 93.5%	10.9 - 30.7 hours 17.2 hours		
	Dispatch o/MSA	-				
	No Dispatch			2.1 - 12.5 hours 10.2 hours		

The percentage of out of service troubles is 2-5 times higher on the retail side. Out of service troubles have a higher priority in the repair queue. Thus, it is not surprising that MR-4 & MR-6 are disparate. Qwest has begun steps (e.g., CMP) necessary to change process to treat all CLEC Line Sharing troubles as out-of-service.

Loop Type	Categ.	MR-5	MR-6	MR-7	MR-8
		Cleared < 4 hours	Mean Time Restore	Repeat Reports	Trouble Rate
<b>4-Wire NL</b>	Zone 1				
	Zone 2	-	-	-	
<b>DS1-Cap.</b>	Zone 1	68.0% - 76.5% 71.5%	2.8 - 5.1 hours 3.9 hours		1.0% - 2.6% 1.8%
	Zone 2				
<b>DS3 +</b>	Zone 1	-	-	-	-
	Zone 2	-	-	-	-

March and April at parity.

Avg. MTTR within 4-Hour objective

# CHECKLIST ITEM 4 - Coordinated Cuts & Loop Conditioning

State: Washington



## Jan - Apr 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		
Benchmark	90%	16.5 Days

# CHECKLIST ITEM 5 - UNBUNDLED TRANSPORT

State: Washington

Jan - Apr 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
<b>UDIT-DS1</b>	Zone 1					
	Zone 2					
<b>UDIT &gt;DS1</b>	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
<b>UDIT-DS1</b>	Zone 1				
	Zone 2				
<b>UDIT &gt;DS1</b>	Zone 1				0.5% - 2.3% 1.5%
	Zone 2				

# CHECKLIST ITEM 7 - 911



State: Washington

Jan - Apr 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
<b>911</b>	Zone 1	-	-		-	-
	Zone 2	<del>0.0% - 0.0%</del> 0.0%	<del>17.0 - 17.0 days</del> 17.0 days		<del>7.0 - 7.0 days</del> 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
<b>911</b>	Zone 1				0.0% - 1.6%
	Zone 2				0.6%

# CHECKLIST ITEMS 8 & 9



State: Washington     Jan - Apr 02 Results

## Checklist # 8 - Directory Listing

<b>Product</b>	<b>Categ.</b>	<b>DB-1C-1</b>
<b>Listings</b>	<b>Sub-region</b>	
		<b>DB-2C-1</b>
<b>Listings</b>	<b>Region</b>	

*(Timeliness)*

*(Accuracy)*

## Checklist # 9 - NXX Code Activation

<b>Product</b>	<b>Categ.</b>	<b>NP-1A</b>
<b>NXX Code</b>	<b>State</b>	

*(Timeliness)*



# CHECKLIST ITEM 10 & 11

State: Washington

Jan - Apr 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-17A
<i>L N P</i>	State			

95%

95%

98.25%

### REPAIR

Product	Categ.	MR-11A	MR-11B
<i>L N P</i>	State	Out of Svc<24 hrs	All Trbl < 48 hours

Parity

Parity

# CHECKLIST ITEM 13



State: Washington

Jan - Apr 02 Results

## Checklist # 13 - Reciprocal Compensation

Product	Categ.	BI-3B	BI-4B
<i>Reciprocal Compensation</i>	State		92.5% - 100.0% 97.9%

*(Billing Accuracy and Completeness)*

(against 95% Benchmarks)

Apr 02 is only month not at 100%, due to SS7 problem, affecting long-duration calls, caused by software problem of outside vendor. Letter from vendor now on file explaining issue steps to insure no repetition. 7 of last 8 mos. above 95% benchmark.

# CHECKLIST ITEM 14 - RESALE: Non-designed Products

State: Washington

Jan - Apr 02 Results  
**PROVISIONING**



Improving trend. Last 2 mos. at parity.

Only 1 order delayed 27 days in the last 4 mos.

		OP-3	OP-4	OP-5	OP-6A	OP-6B
Product	Disaggreg.	Commitments	Intervals	New Svc Trouble	Delays/Non-Facil.	Delays/Facilities
<b>Residence</b>	Dispatch i/MSAs					
	Dispatch o/MSA					
	No Dispatch					
<b>Business</b>	Dispatch i/MSAs			66.0% - 87.0% 80.9%	27.0 - 27.0 days	
	Dispatch o/MSA				27.0 days	
	No Dispatch					
<b>Centrex</b>	Dispatch i/MSAs					
	Dispatch o/MSA					
	No Dispatch					
<b>Centrex-21</b>	Dispatch i/MSAs	-	-		-	-
	Dispatch o/MSA	-	-		-	-
	No Dispatch					
<b>PBX</b>	Dispatch i/MSAs					
	Dispatch o/MSA					
	No Dispatch				-	
<b>Qwest DSL</b>	Dispatch i/MSAs					
	Dispatch o/MSA	-	-		-	-
	No Dispatch					

# CHECKLIST ITEM 14 - RESALE: Non-designed Products

State: Washington

Jan - Apr 02 Results



## REPAIR

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

10 of 12 mos. at parity

		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
<b>Residence</b>	Dispatch I/ MSAs						
	Dispatch o/MSA						
	No Dispatch						
<b>Business</b>	Dispatch I/ MSAs					0.8% - 1.2% 1.0%	
	Dispatch o/MSA						
	No Dispatch				16.3% - 34.8% 26.5%		
<b>Centrex</b>	Dispatch I/ MSAs				0.0% - 30.8% 22.7%	0.4% - 0.6% 0.5%	
	Dispatch o/MSA						
	No Dispatch						
<b>Centrex-21</b>	Dispatch I/ MSAs	-	-	-	-		-
	Dispatch o/MSA	-	-	-	-		-
	No Dispatch	-	-	-	-		-
<b>PBX</b>	Dispatch I/ MSAs					0.2% - 0.4% 0.3%	
	Dispatch o/MSA						
	No Dispatch						
<b>Qwest DSL</b>	Zone 1						
	Zone 2	-	-	-	-		

# CHECKLIST ITEM 14 - RESALE: Designed Products

State: Washington

PROVISIONING



Jan - Apr 02 Results

Product	Categ.	OP-3	OP-4	OP-5	OP-6A	OP-6B
		Commitments	Intervals	New Svc Trouble	Delays/Non-Facil.	Delays/Facilities
<b>Basic ISDN</b>	Zone 1					
	Zone 2	-	-		-	-
<b>DS0</b>	Zone 1					
	Zone 2					
<b>DS1</b>	Zone 1	-	-	0.0% - 75.0%	-	-
	Zone 2			38.5%		
<b>DS3</b>	Zone 1	-	-	-	-	-
	Zone 2	-	-	-	-	-
<b>Frame Rel.</b>	Zone 1	-	-	-	-	-
	Zone 2	-	-	-	-	-

1. OP-5 has inherent limitations that cause it to understate new service quality where there are multiple lines installed per order. The reason is that the numerator is driven by troubles that are reported per circuit, whereas the denominator is on a per-order basis. This situation is significantly compounded where, as with DS1s, there are multiple circuits per DS1. Hence, for DS1s and higher, OP-5 can indicate if Qwest is satisfying the standard, but if not, this measurement cannot conclusively indicate that Qwest is not satisfying the standard.

# CHECKLIST ITEM 14 - RESALE: Designed Products

State: Washington

REPAIR

Jan - Apr 02 Results



Product	Categ.	MR-5 Cleared < 4 hours	MR-6 Mean Time Restore	MR-7 Repeat Reports	MR-8 Trouble Rate
<b>Basic ISDN</b>	Zone 1	-	-	-	
	Zone 2	-	-	-	
<b>DS0</b>	Zone 1				
	Zone 2				
<b>DS1</b>	Zone 1				4.9% - 12.3% 7.8%
	Zone 2				
<b>DS3</b>	Zone 1	-	-	-	-
	Zone 2	-	-	-	
<b>Frame Rel.</b>	Zone 1	-	-	-	-
	Zone 2	-	-	-	