Summary of Qwest's 271 Performance Results

Jan - Apr 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 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.**
Conclusions:	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 =		No Activity =	-

CHECKLIST ITEM 1 - INTERCONNECTION

ride the light
Qwest.

State: _Regional_

Jan - Apr 02 Results
P R O V I S I O N I N G

> 8 of 12 mos. at parity

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				1.6 - 5.3 days 3.2 days	32.0 -32.0 days 32.0 day
	Zone 2					64.0 -64.0 days 64.0 day

> In the last 5 mos., Qwest has had two circuits delayed for facility reasons. One delay in Zone 1 lasted 64 days and 1 in Zone 2 lasted 32 days.

	Category	NI-1A To Tandem Ofcs	NI-1B To End Offices
LIS Trunks	Statewide		

TRUNK BLOCKING

R E P A I R

> Must go to additional decimal places to see disparity at all. Service is outstanding with no more than 2 in 10,000 CLEC trunks experiencing trouble.

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				

CHECKLIST ITEM 1 - COLLOCATION

State: _Regional_   _Jan - Apr 02 Results_

INSTALLATION

Product	Category	CP- 1 Installation Intervals	CP-2 Installation Commitments
	Forecasted (A)		-
Collocation	**_Unforecasted_ (B)**		
	Major Infrastructure (C)		

Benchmarks   **90%**

FEASIBILITY STUDIES

Product	Category	CP-3 Feasibility Intervals	CP-4 Feasibility Commitments
Collocation	**_Statewide_**		

CHECKLIST ITEM 2 - Gateway Availability

State: *Regional*   *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: _Regional_   **_Jan - Apr 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

ride the light
Qwest

State: _Regional_   _Jan - Apr 02 Results_

Query/Response

Indicators	Categ.	Pre-Order Transaction Types							
		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

Timeouts   **Benchmarks:**

PO-1C		
PO-1C	(1) IMA	0.5%
	(2) EDI	0.5%

> This interval compares well against the 3-5 day standard intervals for POTS resale.

Reject Notifications

		1-Manual	2-Auto	
PO-3	(A) IMA			**Benchmarks** : Manual: 12 business hours
	(B) EDI			Auto-rejects: 18 seconds
	(C) Fax ->			**Benchmark:** 24 hours

> 4 Mo. Avg. = 16.6% for CLECs vs. 15.5% for retail.

Firm Order Confirmations

PO-5 - FOC Timeliness	A-Fully Electronic		B-Electronic/Manual		PO-5C	PO-5D
	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

Jeopardy Notifications

	(A)POTS	(B) Loops	(C) LIS	(D)UNE-P
PO-8 Timeliness	2.3 - 3.3 days 2.7 days			3.5 - 12.1 days 6.5 days
PO-9 Percent		7.5% - 24.4% 16.6%		
Standards:	Parity	Parity	Parity	Parity

> 4 Mo. Avg. = 6.5 days for CLECs vs. 4.8 days for retail.

CHECKLIST ITEM 2 - FLOW-THROUGH

State: _Regional_   **_Jan - Apr 02 Results_**

PO-2A (All LSRs)   *(4-Month Averages Shown)*

	__IMA-GUI__	__IMA-EDI__	__TOTAL__	__Perf. Obj.__
RESALE	69.26%	74.05%	70.28%	Diagnostic
LOOPS	34.41%	53.99%	45.45%	Diagnostic
UNE-P	57.2%	53.1%	54.84%	Diagnostic
LNP	57.46%	62.77%	60.02%	Diagnostic

PO-2B (Flow-through-eligible LSRs)   *(4-Month Averages Shown)*

	__IMA-GUI__	__IMA-EDI__	__TOTAL__	__Perf. Obj.__
RESALE	92.71%	93.95%	92.99%	90%
LOOPS	86.10%	86.33%	86.25%	70%
UNE-P	87.1%	81.5%	84.10%	75%
LNP	96.6%	97.2%	96.87%	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: *Regional*   *Jan - Apr 02 Results*

Pct of calls answered in 20 seconds

Measure	Center	Result
OP-2	Provisioning	
MR-2	Repair	

Standard: Parity with retail

CHECKLIST ITEM 2 - Billing

State: _Regional_   _Jan - Apr 02 Results_

ride the light
Qwest.

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	94.6% - 98.9% 97.0%
BI-3B	**Billing accuracy - adjustments for errors - Reciprocal compensation**	95%	
BI-4A	**Billing completeness - UNE & Resale**	Parity	96.1% - 98.1% 97.4%
BI-4B	**Billing completeness - Reciprocal compensation**	95%	84.2% - 100.0% 95.3%
PO-7A (IMA)	**Billing completion notification timeliness**	Parity	
PO-7B (EDI)	**Billing completion notification timeliness**	Parity	-

> 4 Mo. Avg. = 97.0% for CLECs vs. 98.2% for retail.

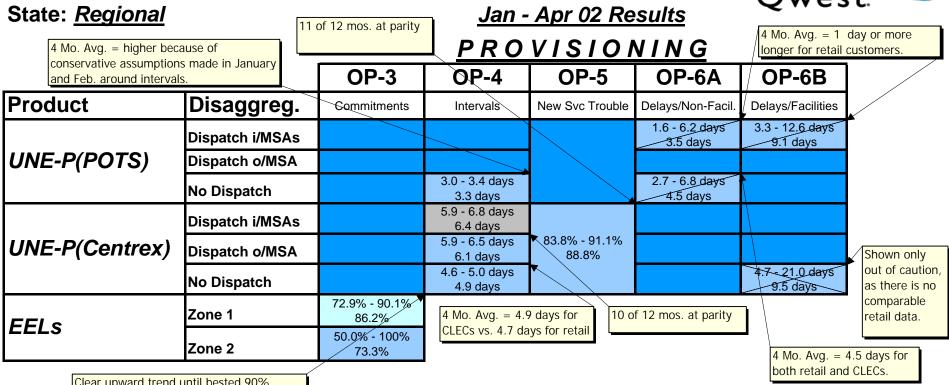> 3 of the last 4 months at parity. Just April outside and it shows 96.1% for CLECs vs. 96.7% for retail. The 4 Mo. Avg. = identical for both retail and CLECs.

> 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.
> 11 of 12 mos. above 95%

9

CHECKLIST ITEM 2 - UNE-PLATFORM

State: _Regional_

ride the light
Qwest

Jan - Apr 02 Results

11 of 12 mos. at parity

4 Mo. Avg. = higher because of conservative assumptions made in January and Feb. around intervals.

4 Mo. Avg. = 1 day or more longer for retail customers.

P R O V I S I O N I N G

Product	Disaggreg.	OP-3 Commitments	OP-4 Intervals	OP-5 New Svc Trouble	OP-6A Delays/Non-Facil.	OP-6B Delays/Facilities
UNE-P(POTS)	Dispatch i/MSAs				1.6 - 6.2 days 3.5 days	3.3 - 12.6 days 9.1 days
	Dispatch o/MSA					
	No Dispatch		3.0 - 3.4 days 3.3 days		2.7 - 6.8 days 4.5 days	
UNE-P(Centrex)	Dispatch i/MSAs		5.9 - 6.8 days 6.4 days	83.8% - 91.1% 88.8%		
	Dispatch o/MSA		5.9 - 6.5 days 6.1 days			
	No Dispatch		4.6 - 5.0 days 4.9 days			4.7 - 21.0 days 9.5 days
EELs	Zone 1	72.9% - 90.1% 86.2%				
	Zone 2	50.0% - 100% 73.3%				

4 Mo. Avg. = 4.9 days for CLECs vs. 4.7 days for retail

10 of 12 mos. at parity

Shown only out of caution, as there is no comparable retail data.

4 Mo. Avg. = 4.5 days for both retail and CLECs.

Clear upward trend until bested 90% benchmark with increasing demand in April

R E P A I R

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
UNE-P(POTS)	Dispatch I/ MSAs						88.7% - 91.6% 90.0%
	Dispatch o/MSA						
	No Dispatch				17.8% - 21.9% 19.8%		97.4% - 98.0% 97.8%
UNE-P(Centrex)	Dispatch I/ MSAs				12.6% - 16.0% 14.4%	0.8% - 0.9% 0.8%	
	Dispatch o/MSA						
	No Dispatch				16.6% - 17.5% 17.1%		
EELs	Zone 1						
	Zone 2						

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

CHECKLIST ITEM 4 - UNBUNDLED LOOPS

State: _Regional_   *Jan - Apr 02 Results*

PROVISIONING

Delays are rare as Qwest meets over 97% of its analog loop commitments each

Loop Type	Categ.	OP-3	OP-4	OP-5	OP-6A	OP-6B
		Commitments	Intervals	New Svc Trouble	Delays/Non-Facil.	Delays/Facilities
Analog	Zone 1				4.5 - 8.8 days 7.1 days	
	Zone 2					
2-Wire NL	Zone 1					
	Zone 2					
ISDN-Cap.	Zone 1			90.8% - 94.1% 92.3%		
	Zone 2					
ADSL-Cmp.	Zone 1			95.0% - 99.4% 96.7%	1.2 - 9.0 days 2.8 days	
	Zone 2					
4-Wire NL	Zone 1					
	Zone 2					
DS1-Cap.	Zone 1					
	Zone 2					
DS3 +	Zone 1					
	Zone 2	-	-		-	-
Line Sharing	No Dispatch					

4 Mo. Avg. = 2.8 days for CLECs vs. 5.0 days for retail.

11

CHECKLIST ITEM 4 - UNBUNDLED LOOPS

State: _Regional_

Jan - Apr 02 Results

R E P A I R

Loop Type	Categ.	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
Analog	Zone 1					
Analog	Zone 2					
2-Wire NL	Zone 1					
2-Wire NL	Zone 2					
ISDN-Cap.	Zone 1					0.9% - 1.4% 1.1%
ISDN-Cap.	Zone 2					
ADSL-Cmp.	Zone 1					
ADSL-Cmp.	Zone 2					
Line Sharing	Dispatch i/ MSAs		76.0% - 96.3% 87.5%	15.3 - 30.3 hours 23.2 hours	(Diagnostic)	
Line Sharing	Dispatch o/MSA			13.0 - 24.7 hours 18.7 hours	(Diagnostic)	
Line Sharing	No Dispatch	75.0% - 100.0% 88.2%	92.2% - 97.5% 94.8%	8.6 - 15.7 hours 11.6 hours	(Diagnostic)	

> 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.

> Improving trend until at parity in April.

> Improving trend and 4-Mo. Avg = well within 4-hour objective.

Loop Type	Categ.	MR-5 Cleared < 4 hours	MR-6 Mean Time Restore	MR-7 Repeat Reports	MR-8 Trouble Rate
4-Wire NL	Zone 1				
4-Wire NL	Zone 2	-	-	-	
DS1-Cap.	Zone 1	71.4% - 80.7% 77.7%	2.5 - 4.4 hours 3.2 hours		2.3% - 3.1% 2.7%
DS1-Cap.	Zone 2				
DS3 +	Zone 1	-	-	-	-
DS3 +	Zone 2	-	-	-	

12

CHECKLIST ITEM 4 - Coordinated Cuts & Loop Conditioning

State: _Regional_

ride the light
Qwest.

Jan - Apr 02 Results

Coordinated Cutover Timeliness

Loop Type	OP-13A
Analog	
All Other	
Benchmark	95%

Loop Conditioning

Category	OP-3 Commitments	OP-4 Intervals
Zone 1		
Zone 2	69.6% - 89.6% 76.8%	
Benchmark	90%	16.5 Days

> Improving trend.
> Overall, eliminating the Zone distinctions, Qwest meets more than the 90% objective each month.

CHECKLIST ITEM 5 - UNBUNDLED TRANSPORT

State: *Regional*   ***Jan - Apr 02 Results***

P R O V I S I O N I N G

10 of 12 mos. at parity

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		7.7 - 15.1 days 10.3 days			
	Zone 2					
UDIT >DS1	Zone 1					
	Zone 2					

R E P A I R

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			7.1% - 50.0% 32.8%	1.7% - 2.2% 1.9%
	Zone 2				

CHECKLIST ITEM 7 - 911

State: _Regional_   *Jan - Apr 02 Results*

P R O V I S I O N I N G

Product	Categ.	OP-3 Commitments	OP-4 Intervals	OP-5 New Svc Trouble	OP-6A Delays/Non-Facil.	OP-6B Delays/Facilities
911	Zone 1					
	Zone 2					

R E P A I R

Product	Categ.	MR-5 Cleared < 4 hours	MR-6 Mean Time Restore	MR-7 Repeat Reports	MR-8 Trouble Rate
911	Zone 1				0.3% - 0.6% 0.5%
	Zone 2				

CHECKLIST ITEMS 8 & 9

State: _Regional_   _Jan - Apr 02 Results_

Checklist # 8 - Directory Listing

Product	Categ.	DB-1C-1	
Listings	Sub-region		*(Timeliness)*
		DB-2C-1	
Listings	Region		*(Accuracy)*

Checklist # 9 - NXX Code Activation

Product	Categ.	NP-1A	
NXX Code	State		*(Timeliness)*

CHECKLIST ITEM 10 & 11

State: _Regional_   **_Jan - Apr 02 Results_**

Checklist # 10 - Databases and Signaling

Product	Categ.	DB-1B
LIDB	**State**	

(Timeliness)

Checklist # 11 - LNP (Local Number Portability)

PROVISIONING

Product	Categ.	OP-8B	OP-8C	OP-17B
L N P	**State**			
		95%	95%	98.25%

REPAIR

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

CHECKLIST ITEM 13

State: _Regional_   **_Jan - Apr 02 Results_**

Checklist # 13 - Reciprocal Compensation

Product	Categ.	BI-3B	BI-4B
Reciprocal Compensation	**State**		84.2% - 100.0% 95.3%

(against 95% Benchmarks)

(Billing Accuracy and Completeness)

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.
11 of 12 mos. above 95% benchmark.

CHECKLIST ITEM 14 - RESALE: Non-designed Products

State: *Regional*

Jan - Apr 02 Results
P R O V I S I O N I N G

ride the light
Qwest

10 of 12 mos. at parity

7 of last 8 mos. at parity.

Delays are infrequent as OP-3 always exceeds 95% commitments met.

Product	Disaggreg.	OP-3 Commitments	OP-4 Intervals	OP-5 New Svc Trouble	OP-6A Delays/Non-Facil.	OP-6B Delays/Facilities
Residence	Dispatch i/MSAs				3.0 - 23.9 days 8.7 days	
	Dispatch o/MSA					4.7 - 38.0 days 18.4 days
	No Dispatch		2.4 - 3.6 days 2.8 days			
Business	Dispatch i/MSAs				0.5 - 128.0 days 34.0 days	
	Dispatch o/MSA					
	No Dispatch					
Centrex	Dispatch i/MSAs		5.0 - 6.1 days 5.3 days	58.7% - 86.3% 79.0%		
	Dispatch o/MSA					
	No Dispatch		3.9 - 4.9 days 4.4 days			
Centrex-21	Dispatch i/MSAs					
	Dispatch o/MSA					
	No Dispatch		4.5 - 5.2 days 4.9 days			
PBX	Dispatch i/MSAs		4.0 - 9.2 days 7.5 days			
	Dispatch o/MSA					
	No Dispatch					
Basic ISDN	Dispatch i/MSAs					
	Dispatch o/MSA	-	-		-	-
	No Dispatch		3.0 - 7.7 days 5.1 days			
Qwest DSL	Dispatch i/MSAs					
	Dispatch o/MSA	-	-		-	-
	No Dispatch					

4 Mo. Avg. = 5.3 days for CLECs vs. 5.1 days for retail.

11 of 12 mos. at parity
4 Mo. Avg. = 4.4 days for CLECs vs.

7 of last 9 mos. at parity.

OP-3 = 100% commitments met in virtually every month

19

CHECKLIST ITEM 14 - RESALE: Non-designed Products

State: _Regional_

Jan - Apr 02 Results

R E P A I R

ride the light
Qwest.

Notes:
- 11 of 12 mos. at parity
- 9 of 12 mos. at parity / 4 Mo. Avg. = over 2 hours shorter for CLECs.
- Would be dark blue if "no troubles found" were excluded. See MR-7*
- 8 of 12 mos. at parity
- 1 trouble cleared in 22.8 hours -- within the 24 hour objective -- caused the disparity.
- Appears would be dark blue if "no troubles found" were excluded. See MR-7*
- 9 of 12 mos. at parity
- 10 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						
Residence	Dispatch o/MSA						
Residence	No Dispatch						
Business	Dispatch I/ MSAs						
Business	Dispatch o/MSA					0.8% - 0.9% 0.8%	
Business	No Dispatch	94.1% - 100.0% 97.1%			15.8% - 24.5% 19.8%		
Centrex	Dispatch I/ MSAs				11.1% - 20.8% 17.9%	0.6% - 0.7% 0.6%	
Centrex	Dispatch o/MSA						
Centrex	No Dispatch						
Centrex-21	Dispatch I/ MSAs					0.6% - 0.8% 0.7%	
Centrex-21	Dispatch o/MSA			6.0 - 13.8 hours 10.0 hours			
Centrex-21	No Dispatch						
PBX	Dispatch I/ MSAs			8.3 - 17.0 hours 12.6 hours			
PBX	Dispatch o/MSA			4.0 - 22.8 hours 14.8 hours			
PBX	No Dispatch				18.4% - 24.2% 21.0%		
Basic ISDN	Dispatch I/ MSAs						-
Basic ISDN	Dispatch o/MSA			3.0 - 22.8 hours 7.0 hours			-
Basic ISDN	No Dispatch			0.4 - 3.5 hours 1.7 hours			-
Qwest DSL	Zone 1						
Qwest DSL	Zone 2	-	-	-	-		

20

CHECKLIST ITEM 14 - RESALE: Designed Products

State: _Regional_

P R O V I S I O N I N G

Qwest *ride the light*

Jan - Apr 02 Results

> 4 Mo. Avg. = 10 days longer for retail than CLECs.

Product	Categ.	OP-3 Commitments	OP-4 Intervals	OP-5 New Svc Trouble	OP-6A Delays/Non-Facil.	OP-6B Delays/Facilities
Basic ISDN	Zone 1					
	Zone 2					
Pri ISDN	Zone 1					
	Zone 2		7.3 - 54.3 days 31.6 days		0.0 - 34.5 days 29.4 days	
DS0	Zone 1					
	Zone 2					
DS1	Zone 1		4.3 - 19.2 days 15.6 days	0.0% - 27.8% 8.1%		
	Zone 2					
DS3	Zone 1	-	-		-	-
	Zone 2		-			
Frame Rel.	Zone 1	-	-		-	-
	Zone 2	-	-		-	-
Qwest DSL	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 satsifying the standard, but if not, this measurement cannot conclusively indicate that Qwest is not satisfying the

CHECKLIST ITEM 14 - RESALE: Designed Products

State: _Regional_

_R E P A I R_

ride the light
Qwest.

Jan - Apr 02 Results

4 Mo. Avg. = 2.1 hours for both CLECs and retail.

Product	Categ.	MR-5 Cleared < 4 hours	MR-6 Mean Time Restore	MR-7 Repeat Reports	MR-8 Trouble Rate
Basic ISDN	Zone 1	-	-	-	
	Zone 2	-	-	-	
Pri ISDN	Zone 1				0.1% - 0.3%
	Zone 2				0.2%
DS0	Zone 1				
	Zone 2		1.5 - 2.7 hours 2.1 hours		
DS1	Zone 1			-	3.6% - 4.6%
	Zone 2			41.0% - 55.3% 46.0%	3.9%
DS3	Zone 1	-	-	-	
	Zone 2	-	-	-	
Frame Rel.	Zone 1		3.3 - 3.3 hours 3.3 hours		
	Zone 2	-	-	-	

1 trouble cleared within the 4-hour objectrive caused the disparity.

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

Trouble rate drops 2% when "no troubles found" are excluded. See MR-8*