

EXHIBIT A



QWEST CORPORATION

Section 272(e)(1) Nondiscrimination Measurements CC Docket No. 96-149

Description of 272 Measurement	Qwest Definition	Output Convention	Proposed Levels of Product Disaggregation	Measurement for BOC to BOC Affiliates	Measurement for BOC to Non-Affiliates
Installation Commitments Met (OP-3)	<u>Installation Commitments Met</u> – Measures the percentage of orders for which the scheduled due date is met within the reporting period. The formula for this measurement is: Total orders completed in the reporting period on or before the Applicable Due Date divided by total orders completed in the reporting period times 100.	% Commitments Met (X.XX%)	Special Access <ul style="list-style-type: none"> • DS0 • DS1 • DS3 & Higher 		
Firm Order Confirmations (FOC) On Time (PO-5)	<u>Firm Order Confirmations (FOC) On Time</u> – Measures the percentage of Firm Order Confirmations (FOCs) that are provided within the intervals as specified in the Standard Interval Guide (http://www.qwest.com/wholesale/guides/sig/index.html). The formula for this measurement is: Count of ASRs for which the original FOCs (FOC Notification Date & Time) minus application date & time is within the intervals specified divided by total number of original FOC Notifications transmitted in the reporting period times 100	% FOC On Time (X.XX%)	Special Access <ul style="list-style-type: none"> • DS0 • DS1 • DS3 		
% PIC Change Requests Processed within 24 hours	<u>% PIC Change Requests Met</u> – Measures the percentage of IXC initiated PIC change requests completed within 24 hours. The formula for this measurement is: Total IXC initiated PIC change requests, received before 10 P.M. Mountain Time and completed by 10 P.M. Mountain Time on the next business day, divided by the total number of IXC initiated PIC change requests completed in the measurement period times 100.	% Requests Processed (X.XX%)	IXC Initiated PIC Change Requests		
All Troubles Cleared within 4 hours (MR-5)	<u>All Troubles Cleared within 4 hours</u> – Measures the percentage of trouble reports that are cleared within 4 hours of receipt of trouble reports. The formula for this measurement is: Total trouble reports closed in the reporting period that are cleared within 4 hours divided by total trouble reports closed in the reporting period times 100	% Trouble Reports Cleared within 4 hours (X.XX%)	Special Access <ul style="list-style-type: none"> • DS0 • DS1 • DS3 & Higher 		
Mean Time to Restore (MR-6)	<u>Mean Time to Restore</u> - Measures the time actually taken to clear trouble reports from date and time of receipt to date and time trouble is cleared. The formula for this measurement is: Date and time trouble report cleared minus date and time trouble report opened divided by total number of trouble reports closed in the reporting period.	Mean Time to Restore Hours:Minutes	Special Access <ul style="list-style-type: none"> • DS0 • DS1 • DS3 & Higher 		
Trouble Rate (MR-8)	<u>Trouble Rate</u> - Measures the overall rate of trouble reports compared to the number of lines in service: The formula for the measurement is: Total number of trouble reports closed in the reporting period divided by total number of circuits in service in the reporting period times 100	Trouble Rate % (X.XX%)	Special Access <ul style="list-style-type: none"> • DS0 • DS1 • DS3 & Higher 		

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