QWEST CORPORATION
STATE: Washington
DOCKET NO: UT-013097
CASE DESCRIPTION: Tel West Communications Petition for Enforcement of its
Interconnection Agreement with Qwest
INTERVENOR: Tel West Communications, LLC
REQUEST NO: TEL 03-061S3

REQUEST:

Please provide a comparison of number of order errors that originate from IMA
compared with SONAR, by totals, percentages, and any other date available.

03/20/02 CLARIFICATION TO REQUEST

Responding to your letter of March 18, we clarify DR 61 to encompass the
following:

Both order entry and order processing errors.

Both orders that are being corrected and being rejected.

Refers to LSRs on wholesale side and refers to orders on retail side.

We want a response broken out at both entry levels, into SONAR and RSOLAR.

RESPONSE:

Objection: Qwest objects to this data request as vague. This request is
so vague that Qwest is unable to meaningfully respond. For instance, it is
unclear whether Tel West is inquiring about order entry errors, order
processing errors or both. It is unclear whether Tel West is asking about
errors that result in an LSR or retail order being rejected back to the
representative entering it initially, errors that are manually or
automatically corrected without being rejected or both. It is unclear from
Tel West's use of the word "orders" whether Tel West is asking about LSRs,
orders that have reached the SOP or both. In addition, the comparison you
appear to be asking about is not meaningful since some IMA LSRs are corrected
manually by Qwest personnel and then processed through SONAR. Others, after
being corrected by Qwest, are input directly into the SOP (RSOLAR).

Respondent: Legal

3/27/02 RESPONSE TO CLARIFIED REQUEST

Retail:

Qwest does not track order entry errors into SONAR. If the representative
makes an error in the order entry process, the system will respond with an
edit screen. The representative will need to fix the error before the order
can be issued. For that reason, the comparison of retail errors and wholesale
errors/rejections is not an apples-to-apples comparison. The wholesale data
includes both errors and order entry rejections. The retail data only

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includes order processing errors.

Qwest does track the errors that occur during the conversion process of SONAR to RSOLAR. For the month of February 2002, there were 406,369 orders issued in SONAR; 18,687 orders had errors occur during the conversion process. This data represents the western region, which includes Oregon, Washington and Northern Idaho. It includes all orders issued in SONAR during February, regardless of the customer classification. It does not include orders manually entered into RSOLAR.

Wholesale:

For the month of February, Flow Through Solutions ("FTS") received a grand total of 70,364 LSRs from all 14 states.

Out of that total, FTS rejected 2,031 or 2.9% of the LSRs and did not create an order. That left 68,333 LSRs that FTS created orders for. Out of 68,333 LSRs, FTS created 83,512 orders and sent them to the SOP (more than 1 order is created from some LSRs).

Out of 83,512 orders, 230 orders were only partially created and dropped out to the Center for manual completion.

20,950 LSRs had errors. 13,511 of the 20,950 orders had FIX only errors. 17,066 orders had the FIX error, plus additional errors.

If we subtract 13,511 from 20,950 (because FIX was the only error on the order, otherwise the order would have been error free), we get a total of 7,439 orders that had non-FIX errors.

In addition, PID PO-4 and its numerous submeasures monitor the extent to which LSRs are rejected (out of all LSRs). A description of this PID can be found in PID Version 4.0 (available at http://www.qwest.com/wholesale/downloads/2001/011127/10-221ROC271WkgPIDver4.0f inalapproved.pdf). Qwest's actual performance data on this measure can be viewed on a regional or state-by-state basis (available at http://www.qwest.com/wholesale/results/roc.html).

Retail and Wholesale:

RSOLAR is a service order repository for new and pending orders, which includes retail and wholesale orders. The information in RSOLAR fluctuates daily, due to the fact completed orders are not retained in RSOLAR, and that a number of new pending orders are added daily.

In order to respond to the information requested regarding RSOLAR errors, Qwest took a snapshot look as of close of business on March 20, 2002. There were 233,007 pending orders in RSOLAR for the entire Company. These include wholesale and retail orders as, once an order passes into RSOLAR, Qwest's provisioning systems do not distinguish between retail and wholesale orders. There were 9246 orders in error status. The error count represents the number of orders with errors. There could be one or more errors on each order.

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During the lifetime of an order, it passes through many systems. All orders in the RSOLAR application may appear simultaneoulsly in other applications, such as SONAR, FTS, etc. As such, an order in error status can be accounted for in multiple systems at the same time.

Respondents: Tina Colvin and Marie Larchick, Qwest

SUPPLEMENTAL RESPONSE dated 04/09/02

Without waiving the above objections, Qwest provides the following response.

This supplemental response updates and replaces the Wholesale section of Qwest's response 03-061S1.

Wholesale:

For the month of February, 135,159 LSRs were received by IMA-GUI or IMA-EDI for all 14 states. In February, 47,008 LSRs were rejected automatically or manually by IMA. Flow Through Solutions ("FTS") received a grand total of 70,364 LSRs in February.

Out of the 70,364 LSRs that reached FTS, FTS errored out 2,031 or 2.9% of the LSRs and did not create an order. Those 2,031 LSRs were dropped out of flow through for manual handling. That left 68,333 LSRs that FTS created orders for. Out of 68,333 LSRs, FTS created 83,512 orders and sent them to the SOP (more than 1 order is created from some LSRs).

20,950 of the 83,512 orders had errors. 13,511 of the 20,950 orders with errors had FIX errors only. 7,439 orders included non-FIX errors. A FIX "error" is not truly an error in the sense of a CLEC mistake or Qwest system deficiency. Instead, it refers to the situation when the FTS system adds a particular Field Identifier ("FID") to the order to cause the order to error out of the SOP so it can be manually reviewed. There are a number of reasons that this is done. A very common reason is that a pending order already exists in the SOP for the same account number. The new order is created with the FIX FID so that it will error out in the SOP for manual review to ensure that the multiple orders are handled consistently with the intentions of the CLEC.

In addition, PID PO-4 and its numerous submeasures monitor the extent to which LSRs are rejected (out of all LSRs). A description of this PID can be found in PID Version 4.0 (available at http://www.qwest.com/wholesale/downloads/2001/011127/10-221ROC271WkgPIDver4.0f inalapproved.pdf). Qwest's actual performance data on this measure can be viewed on a regional or state-by-state basis (available at http://www.qwest.com/wholesale/results/roc.html).

Respondent: Tina Colvin

SUPPLEMENTAL RESPONSE dated 05/14/02:

Qwest is submitting this third supplemental response to provide information that was inadvertently omitted from its prior responses. For the month of

February 2002, 38,689 LSRs submitted by CLECs were rejected back to the CLECs by the Business Process Layer ("BPL"). These rejects, known as BPL rejects, occur almost immediately after the CLEC submits the LSR. When this occurs, the LSR does not, until corrected by the CLEC, reach Flow Through Solutions. In that case, an electronic message is sent back to the CLEC and pops up in the IMA GUI informing the CLEC that the LSR contains an error requiring correction before the LSR may be submitted. Depending on the speed of a CLEC's internet connection, a BPL reject could be received by the CLEC within one minute of when the CLEC first submits the LSR.

Respondent: Tina Colvin

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