Summary of Notes on the Qwest Regional Performance Results Report
December 2000 through November 2001 – Dated December 22, 2001
January 10, 2001

General Comments:

- Notes are based on ROC 271 Working PID Version 4.0.
- The display of N/As and blanks in statistical results may not appear as outlined in the "Explanation for Display of Statistics" at the bottom of this document. Programming refinements are pending.
- Instances where no CLEC and/or Qwest results are reported for a particular month, and instances where no measurement is reported, are due to no activity.

	Notes/Comments on the Qwest Report of December 2000 – November 2001 Regional Results	
PID Numbers	**Products (if applicable)**	**Description of Note/Comment**
All Measurements	All Applicable Products	• Test CLEC IDs X99 and Y99 were removed from all measurements beginning with May 01 results. X99 is an internal IMA code and Y99 is an internal EDI code. • Updated USOC table was implemented beginning with May 01 results. • In response to a test incident, implemented programming to change the statistical proportion and permutation algorithms effective beginning with Aug 01 results with a rerun of Jan - Jul 01 results (first displayed in the Sep 00 - Aug 01 report).
All Provisioning And Maintenance Measurements	All Applicable Products	• In response to a test incident, the MSA translation table was updated beginning with Jun 01 results and any future reruns. This update resulted in changes or moves of some volumes between MSA and non-MSA categories. • In response to a test incident and TAG meetings, programming was changed with the Apr 00 - Mar 01 report to default all applicable orders for Montana, North Dakota, South Dakota and Wyoming to Zone 2 (low-density reporting) in all circumstances. This change was effective beginning with Mar 01 results, with a rerun of Apr 00 - Feb 01 results. • With the Oct 00 - Sep 01 report, programming was further enhanced to default all MSA-type reporting utilized in retail comparables and wholesale products with both designed and non-designed results to Interval Zone 2 for Montana, North Dakota, South Dakota and Wyoming. This change was effective beginning with Sep 01 results with a rerun of Jul - Aug 01 results. • Applied rerun of programming to default all MSA-type reporting for Montana, North Dakota, South Dakota and Wyoming to Zone 2 reporting to Jan - Jun 01 results with the Nov 00 - Oct 01 report. • In response to an Arizona IWO, Qwest implemented a change in the statistical programming. In doing so, Qwest also identified and corrected situations where the parity score was being calculated incorrectly for products reported as both designed and non-designed. These programming changes were effective with the Nov 00 - Oct 01 report beginning with Oct 01 results with a rerun of Jan - Sep 01 results.
GA-1 & -2	N/A	New, expanded hours of availability were implemented for IMA effective July 1, 2001.
GA-1A & -2	N/A	Due to the Code Red Worm Virus, Qwest shut down access to CLEC systems for an 11 hour period on August 7, 2001. This prompted Qwest to re-evaluate its interpretation of the PID's outage definition for Gateway Availability measurements. Rather than taking a narrow interpretation, involving only the

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		specific gateway, Qwest expanded its interpretation (still consistent with the PID) to include the effects of relevant firewall and computing network outages on specific gateway availability results. Accordingly, beginning with Jan 01 results and going forward, gateway availability results incorporate the effects of firewall and computing network outages, if any. Regarding the action taken in response to the Code Red Worm virus, had Qwest not been forced to shut down access to systems, results for Aug 01 would have been 100% for each of these measurements.
GA-1,-2, -3, -4 & -6	N/A	Revised reporting to include the effects of all relevant firewall and computing network outages on specific gateway availability results. This change is effective with this (Dec 00 - Nov 01) report beginning with Nov 01 results with a rerun of Jan - Oct 01 results.
GA-7	N/A	Implemented reporting beginning with Oct 01 results on the Nov 00 - Oct 01 report.
PO-1	N/A	Transaction type 8, Resale Loop Qualification, was added to reporting beginning with Jul 01 results.
PO-1A-1b, PO-1A-1c & PO-1A-1(b,c)	N/A	Implemented change to the report template to reorganize PO-1 graphical presentations in accordance with change made with the release of May 01 results. (See note 6 in PO-1 PID.) This eliminated separate reporting for the "accept" screen and combined the results with those for the "response" screen for appointment scheduler in GUI. Beginning with the Nov 00 - Oct 01 report, graphical presentations are now provided for results prior to this change and for combined reporting beginning with May 01 results.
PO-1C-1 & PO-1C-2	N/A	Results for Mar 01, previously reported with misplaced decimal points, were corrected with the Nov 00 - Oct 01 report.
PO-1A-9 & -10 PO-1B-9 & -10	N/A	Implemented programming to add two new transactions types – Connecting Facility Assignment and Meet Point Inquiry – to reporting effective with this (Dec 00 - Nov 01) report beginning with Nov 01 results.
PO-2	N/A	ROMS and OMS data were added to the retail comparable results beginning with May 01 results.
PO-2	Resale & UNE-P (POTS)	• Implemented programming to report under the UNE-P (POTS) product category the new UNE-P (Business) and UNE-P (Centrex 21) that was offered separately from Resale. Initial volumes of these two UNE-P (POTS) products were reported under Resale Business and Centrex, respectively. Therefore, this change also included re-running past results to move those initial volumes from Resale to UNE-P (POTS). • Implemented programming to remove UNE-P (Centrex) (i.e., "complex" Centrex that is neither Resale nor UNE-P (POTS)) that was offered separately from Resale. These changes were effective with the Nov 00 - Oct 01 report beginning with Oct 01 results with a rerun of Jan - Sep 01 results.
PO-2, -3, -4 & -5	N/A	Implemented programming to report the first instance of a duplicate LSR as determined by the REQPKID field. This change was effective beginning with Jul 01 results. This eliminated the need for Type 1 CRM Common Exclusion in accordance with Qwest's response to CGE&Y data request 59-231.

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PO-2A & -2B; PO-4A & -4B		As a result of the IMA 7.0 release, Supplemental type 1 (LSR cancels) now flow though to the Flow Through System (FTS). Programming was changed to include these records in reporting beginning with Sep 01 results.
PO-2A & -2B; PO-5A & -5B	N/A	Added programming that uses corporate user IDs (CUID) to further identify fully-electronic flow-through LSRs. This change affected LSRs that were previously considered as full flow-through eligible and move volume from PO-2B to PO-2A and from PO-5A to PO-5B. This change was effective beginning with Jul 01 results.
PO-2A & -2B; PO-5A & -5B	All Applicable Products	• As a result of internal analysis, identified that Unbundled Loops with a REQTYP of AB and an NC of LX--, with an activity type of D and a "Pending in SOP" indicator actually flow through. Programming was changed to include these records in reporting beginning with Sep 01 results. • As a result of internal analysis, identified that POTS Resale LSRs with an activity type of B (Restorals) are flowing through to FTS. Programming was changed to include these records in reporting beginning with Sep 01 results.
PO-3A-1, -3B-2 PO-5A-1, -5A-2	N/A	New, expanded hours of availability were implemented for IMA effective July 1, 2001.
PO-3C	N/A	Regional results for Jul 01 include rejection notification intervals for 43 orders that should have been deleted, rather than given rejection notifications, because they were duplicates of orders already worked. As these orders had already been completed, and then erroneously rejected in July, their respective rejection notification intervals caused artificially-high average results for this measurement in July. With these orders excluded, CLEC aggregate results for Jul 01 would be 24:10 instead of 237:43.
PO-4A-1 & -2; PO-4B-1 & -2	N/A	Beginning with Jan 01 results, pursuant to TAG-approved PID changes, the denominator is total number of LSRs rejected or FOC'd both automatically and manually and the numerator is the total number of LSRs rejected via the specified method (i.e. auto or manual rejections).
PO-5A-1a PO-5A-2a PO-5B-1a PO-5B-2a PO-5C-a	Resale Services, UNE-P (POTS) and UNE-P (Centrex)	• Implemented programming to report under the "Resale Services and UNE-P (POTS)" product category the new UNE-P (Business) and UNE-P (Centrex 21) that was offered separately from Resale. This change did not affect what had been reported, because the PID calls for UNE-P(POTS) and Resale Services to be reported in the same category. These changes were effective with the Nov 00 - Oct 01 report beginning with Oct 01 results with a rerun of Jan - Sep 01 results. • A prior note for the Nov 00 - Oct 01 report indicated Qwest had implemented programming to remove UNE-P (Centrex) (i.e., "complex" Centrex that was neither Resale nor UNE-P (POTS)) that was offered separately from Resale with a rerun for Jan - Sep 01 results. In addition, the note indicated in the next report (Dec 00 - Nov 01) UNE-P (Centrex) would be included in results as proposed in a PID proposal to recognize this "non-POTS," "complex" new service by its own name, back to Jan 01. In fact, UNE-P (Centrex) was not removed from reporting.
PO-5B-1b PO-5B-2b	Unbundled Loops and Specified	Implemented programming to include reporting of unbundled products with 72-hour maximum FOC intervals. This change is

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PO-C-b	Unbundled Network Elements	effective with this (Dec 00 – Nov 01) report beginning with Nov 01 results.
PO-5C	All Applicable Products	Due to a CLEC-requested FOC arrangement different from the standard FOC arrangements, excluded associated LSR records beginning with Jun 01 results.
PO-6	N/A	Reporting was changed from service order level to the LSR level, per TAG-approved PID change, beginning with Apr 01 results.
PO-6 & PO-7	N/A	Results were removed for Apr 01 and May 01 due to problems with data recovery in CRM files utilized to calculate results. Qwest will report revised results for these months at a future date when valid date can be obtained.
PO-7	N/A	Due to a problem with implementation of functionality for billing completion notification with the February 23, 2001 IMA release, Qwest did not send notifications from February 23 through April 10. On August 6, approximately 26,000 notifications from the February 23 through April 10 timeframe were sent in error throughout the region. Qwest has excluded these notifications from Aug 01 results.
PO-8 & PO-9	All Applicable Products	Removed JEOP exclusion type 17, which was originally implemented to capture five USOCs (LWI, LFV, SFO, RAU and LML) believed to be "grandfathered." In fact, only two of the five were actually grandfather, while the other three had very little activity. This change was effective beginning with Aug 01 results with a rerun of Mar - Jul 01 results. (This change was previously reported to have been made effective with Mar 01 results with revised results reported for Jul 00 - Feb 01. An internal review, however, determined this change was not actually implemented.)
PO-8A & PO-9A	Non-Designed Services	In connection with efforts to implement programming addressing UNE-P(Centrex 21) (as explained under PO-2 and PO-5 above), Implemented programming to include Resale Centrex 21 reporting under the Non-Designed Services category of PO-8A and PO-9A. This change reports data not previously captured and was effective with the Nov 00 - Oct 01 report beginning with the Oct 01 results with a rerun of Jan - Sep 01 results.
PO-8A & -8D PO-9A & -9D	• Non-Designed Services • UNE-P (POTS)	Implemented programming to report under the "UNE-P (POTS)" product category the new UNE-P (Business) and UNE-P (Centrex 21) that have been recently offered separately from Resale (Non-Designed Services). Initial volumes of these two UNE-P (POTS) products were reported under the Non-Designed Services category in PO-8 and PO-9. Therefore, this change also included re-running past results to move those initial volumes from the Non-Designed Services category to the UNE-P (POTS) category. This change was effective with the Nov 00 - Oct 01 report beginning with Oct 01 results with a rerun of Jan - Sep 01 results.
PO-9	• Non-Designed Services • Unbundled Loops • LIS Trunks • UNE-P (POTS)	As a result of internal analysis, identified a problem where, in the process of implementing the concept of "Applicable Due Date," as recently approved by the TAG for OP-3, -4, -6 and -15 (which first appeared in the Sep 00 - Aug 01 report with a rerun of Jul 01 results), the ability to correctly exclude customer-caused misses in PO-9 was inadvertently lost. Corrected programming to restore the original ability to exclude customer-caused misses, as before. This change was effective with the Nov 00 -

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		Oct 01 report beginning with Oct 01 results with a rerun of Jul-Sep 01 results.
PO-9C	LIS Trunks	In response to a test incident, changed data source for the calculation of denominator to PANS/RSOR to be consistent with the missed orders measured in OP-3. This change was effective beginning with Jun 01 results.
PO-15	N/A	• Implemented programming to exclude "C" orders with "features-only" changes in order to allow better identification of inward line activity consistent with the PID. This change reduced volumes reported and was effective beginning with Aug 01 results. • Due to a test incident, changed programming to compare the supplemental due date with due date of the supplemental record immediately previous beginning with Jan 01 results. • Due to a test incident, changed programming to default wholesale only products (UNE-P, UDIT, Line Sharing, UBL, EUDIT, EELS) with a retail MCN to be counted in the wholesale denominator. This change was effective beginning with Apr 01 results. • As the result of an internal review, identified a programming problem where all "C" orders matched to line level data pulled from PANS Oracle were excepted from results due to usage of incompatible PANS data sets. This was corrected effective beginning with Jan 01 results. • Implemented programming to add new "SI" Missed Function Code to the Missed Function Code Table for customer caused misses. This change was functionally effective beginning with process implementation on November 5, 2001 to be reflected in Nov 01 results.
PO-19	N/A	Implemented programming to add PO-19 (Stand-Alone Test Environment) reporting effective with this (Dec 00 - Nov 01) report beginning with Nov 01 results.
OP-2	N/A	• Beginning in Jan 01, Qwest changed the way calls from its 14-state Region are distributed to its Retail Business Offices. Previously, each Retail Business Office handled calls from a specified sub-region. Now, calls from any state can be directed to any Retail Business Office. As a result, Qwest's Retail results for this measurement may be temporarily worse as the Business Offices adjust to the new process. Also as a result, state-specific reporting reflects Regional Retail results beginning with Jan 01 data. State-specific reporting for prior months, up through Dec 00 reflect sub-regional results applicable to the state. • Due to a change in Retail Markets, retail comparable results now include calls answered in the Care Centers (outside vendor activity). This change was effective beginning with Apr 01 results.
OP-3	Enhanced Extended Loops (EEL)	Displays new standard of 90%, as approved by TAG, effective with the Nov 00 - Oct 01 report.
OP-3 & -4	Unbundled Loops: Loops with Conditioning	Implemented reporting, pursuant to this newly-approved PID product category, beginning with Sep 01 results.
OP-3, -4 & -5	Shared Loop/Line Sharing	Applied new standards, as approved by the TAG, effective with the Nov 00 - Oct 01 report.
OP-3, -4 & -6	E911/911	As a result of internal analysis, a problem was identified in the

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		implementation of counting CLEC-caused misses, which was corrected beginning with Mar 01 results.
OP-3, -4 & -6	Qwest DSL	Implemented programming to identify Qwest DSL to the line level. This allows better identification of the Qwest DSL product and its related inward order activity. This change was effective beginning with Aug 01 results.
OP-3, -4 & -6	All Applicable Products	• Implemented programming to use billing USOCs (NW1 and NW2) to further identify dispatched service orders for appropriate disaggregation reporting. This change was effective beginning with Jul 01 results. • Implemented programming to add new "SI" Missed Function Code to the Missed Function Code Table for customer caused misses. This change was functionally effective beginning with process implementation on November 5, 2001 to be reflected in Nov 01 results.
OP-3, -4, -6 & -15	All Applicable Products	• Implemented programming to utilize new missed function code (MFC) "C30" (consistent with the PID) which went into effect in late July 2001. This MFC is used to identify and exclude all unbundled loop orders that were missed due to a "working-left-in" (WLI) situation. This change was effective beginning with Aug 01 results. • In responding to a data request, Qwest discovered circumstances where completion status codes show in separate months resulting in duplicate reporting of some orders. Programming was implemented to identify and eliminate duplicate counts. This change was effective beginning with Aug 01 results (with a rerun of Jan – Jul 01 results first displayed in the Sep 00 - Aug 01 report). • Implemented programming to exclude "C" orders with "features-only" changes in order to allow better identification of inward line activity consistent with the PID. This change reduced volumes reported and was effective beginning with Aug 01 results. • Removed RSOR exclusion type 20 and PEND exclusion type 25, which were originally implemented to capture five USOCs (LW!, LFV, SFO, RAU and LML) believed to be "grandfathered." In fact, only two of the five were actually grandfather while the other three had very little activity. This change was effective beginning with Aug 01 results with a rerun of Mar - Jul 01 results. (This change was previously reported to have been made effective with Mar 01 results with revised results reported for Jul 00 - Feb 01. An internal review, however, determined this change was not actually implemented.) • As a result of internal analysis, identified two classes of service (WBL and WRL) that are wireless main lines that were incorrectly included in the product table, and therefore in performance results. Implemented programming to properly identify these as wireless and not include with results. This change was effective beginning with Aug 01 results (with a rerun of Jan - Jul 01 results first appearing in the Sep 00 - Aug 01 report). • Implemented programming to measure results to the current customer requested due date utilizing supplemental due dates, instead of the original due date, consistent with recently-approved PID changes. This change was effective beginning

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OP-3, -4, -6 & -15	All Applicable Products	with Aug 01 results (with a rerun of Jul 01 results first appearing in the Sep 00 - Aug 01 report.) • As a results of internal analysis, changed programming to exclude orders with the "HD" (disaster recovery) missed function code from reporting beginning with Sep 01 results. • As a result of internal analysis, determined it is not sufficient to simply try to identify the WBL and WRL classes of service as wireless in order to properly not include in results. This is because these classes of service are also USOCs, which are sometimes used in conjunction with other classes of service (i.e. Residence or Business) that should be included in reporting. Implemented programming to remove WBL and WRL USOCs from the product table. Analysis shows the impact of this change is minimal. This change was effective with the Nov 00 - Oct 01 report beginning with Oct 01 results with a rerun of Jan - Sep 01 results. • Implemented programming to omit PORXX, PORPX and PORNX from the USOC table. These are LNP USOCs used for billing "port-out" activity. Where these USOCs and feature activity were included on the same "C" order with inward activity, they resulted in the related non-inward activities being incorrectly included in results. This change was effective with the Nov 00 - Oct 01 report beginning with Oct 01 results with a rerun of Jan - Sep 01 results. • As a result of internal analysis, identified a situation in line level programming that if the "string" of USOCs exceeds 200 characters on a "C" order with outward line activity, the record could be counted in results as inward activity. Corrected programming to not include outward activity in results where this situation exists. This change was effective with the Nov 00 - Oct 01 report beginning with Oct 01 results with a rerun of Jan - Sep 01 results. • As a result of internal analysis, identified that in circumstances where the original due date is supplemented with a future date and then changed to a date earlier than the original, the calculations for "current customer-requested" due date have been inaccurate. Implemented programming to correct the calculations. This change is effective with this (Dec 00 – Nov 01 report) report beginning with Nov 01 results. A rerun of Jul - Oct 01 results is planned for the next (Jan - Dec 01) report. The impact of this change on results is minimal.
OP-3, -4, -5, -6 & -15	All Applicable Products	• Implemented programming to identify PIC change service orders (PSP, PAE, and NR9R2) and exclude those with no associated inward line activity. This change was effective beginning with Jul 01 results. • Implemented programming to add three new Missed Function Codes for customer-caused misses (A05, I05, and M05) to MISS_CD Table effective with this (Dec 00 - Nov 01) report beginning with Nov 01 results with a rerun of Jul - Oct 01 results.
OP-3, -4, -5, -6 & -15	Centrex, Centrex 21, UNE-P (POTS), UNE-P (Centrex)	Implemented programming to report UNE-P (Centrex 21) (i.e., POTS Centrex) results under UNE-P(POTS), separate from results for Resale Business and Centrex 21 where they were previously reported. This change also implemented separate reporting for UNE-P (Centrex) (i.e., non-POTS, or "complex," Centrex) under its own product heading, consisting of results

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		previously reported under Resale Centrex. This change was effective with the Nov 00 - Oct 01 report beginning with Oct 01 results with a rerun of Jan - Sep 01 results. A PID update proposal has been submitted to the TAG and is under consideration as of 29 Nov 01 (ROC) and 03 Dec 01 (AZ).
OP-3, -4, -5, -6 & -15	UDIT - Above DS1 Level	As a result of internal analysis, determined that some records were following a non-designed flow and were therefore not being reported under the PID-specified Zone-type reporting for this product. Implemented programming to correct the UDIT DS3 designation in the PROD_DES table. Correcting this table allowed Qwest to identify all UDIT-Above DS1 records and include them in Zone-type reporting as required by the PID. This change was effective with the Nov 00 - Oct 01 report beginning with Oct 01 results with a rerun of Jan - Sep 01 results.
OP-3, -4, -5, -6 & -15	Sub-Loop	As a result of internal analysis, determined that the two Sub-Loop USOCs originally included in the product table were inadvertently omitted at some point in early Spring 2001 during routine updates of the table. Implemented programming to return these two Sub-Loop USOCs to the product table along with several new Sub-Loop USOCs. This change was effective with the Nov 00 - Oct 01 report beginning with Oct 01 results (for all USOCs) with a rerun of Jan - Sep 01 results (for the two original USOCs).
OP-3, -4, -5, -6 & -15	UNE-P (POTS)	As a result of internal analysis, identified that data for UNE-P (POTS) follows either a designed or a non-designed order flow, but that only the non-designed data had been reported under the PID-specified MSA-type reporting. Implemented programming to report all activity under MSA-type reporting. This change was effective with the Nov 00 - Oct 01 report beginning with Oct 01 results with a rerun of Jan - Sep 01 results.
OP-3, -4, -5, -6 & -15	Shared Loop/Line Sharing	• Implemented programming to identify and exclude from results "N" orders that contain the Line Sharing USOCs for billing only. • Implemented programming to identify and include in results those "C" orders on the retail side with inward retail activity that also include the Line Sharing USOCs for billing. These changes potentially decrease the volume of activity reported for Line Sharing while increasing some retail comparables. These changes are effective with this (Dec 00 - Nov 01) report beginning with Nov 01 results with a rerun of Jul-Oct 01 results. A rerun of Jan - Jun 01 results is planned for the next (Jan - Dec 01) report.
OP-3, -4, -5, -6 & -15	Unbundled Loops: Dark Fiber - Loop	As a result of internal analysis, identified situations where the product designation for unbundled Dark Fiber was truncated as "UDF_LOO" in error. Implemented programming to extend the field length and correct to "UDF_LOOP." This change is effective with this (Dec 00 - Nov 01) report beginning with Nov 01 results with a rerun of Jul - Oct 01 results. The impact of this change on results is minimal.
OP-3, -4, -5, -6 & -15	Enhanced Extended Loops (EELs)	Implemented programming to add four class-of-service USOCs and three line USOCs to the product table. These USOCs allow for gathering and reporting data on DSO EELs and Multiplexing EELs not previously captured for reporting. This change is effective with this (Dec 00 - Nov 01) report beginning with Nov 01 results with a rerun of Jul - Oct 01 results.

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OP-3, -4, -5, -6, -7 & -15	All Applicable Products	Implemented exclusion of "I NPP" USOC indicating service interruption due to non-payment beginning with Jan 01 results.
OP-4C	All Applicable Products	Due to internal analysis, implemented exclusion for customer requested longer than standard intervals for non-dispatched orders to accurately determine intervals beginning with May 01 results.
OP-4C	Business & UNE-P (POTS)	Updated the Standard Interval Table at state-specific levels only effective with the Nov 00 - Oct 01 report beginning with Oct 01 results.
OP-4, -6 & 15	All Applicable Products	• Following of internal analysis, implemented code to accurately report intervals when the application date and completion date both fall on Saturdays. Previously, this situation has been calculated as one day since the implementation of current customer due date programming. This correction is effective with this (Dec 00 - Nov 01) report beginning with Nov 01 results with a rerun of Jul - Oct 01 results. The impact of this change on results is minimal. • Following internal analysis, identified situations where the Missed Function Code (MFC) was not populated when the record had one supplemental due date. Implemented programming to accurately identify the MFC instead of defaulting to a company miss. This change is effective with this (Dec 00 - Nov 01) report beginning with Nov 01 results with a rerun of Jul - Oct 01 results.
OP-5	All Applicable Products	• As a result of internal analysis, identified a rounding problem with programming. In some cases when volumes were low, results were reported in fractions of a repair ticket. This rounding problem was corrected beginning with Aug 01 results (with a rerun of Jan - Jul 01 results first appearing in the Sep 00 - Aug 01 report). • Implemented programming to exclude disposition code 10XX, internally referred-out tickets (except 1001), for non-designed services. This change was effective beginning with Jul 01 results. • In addition to PID-defined reporting for OP-5, also implemented separate reporting, for information purposes, which excludes repair tickets coded with "Test OK," or "No Trouble Found" (TOK/NTF) which are not followed within 30 days by trouble tickets involving valid trouble, beginning with Aug 01 results. The additional results thus reported are designated as OP-5* (i.e., with the asterisk). (OP-5* results for the latest month are not reported until the next report, in order to allow 30 days to verify there are no later trouble reports for the same service involving valid trouble.)
OP-5	Basic ISDN, Primary ISDN, Centrex & PBX	In response to test incidents, implemented programming to report all data whether non-designed (MTAS) or designed (WFA-C). The results are reported in the appropriate disaggregation (MSA-type or Zone-type) level for the product as noted in the PID, but include all data. This change was effective beginning with Aug 01 results.
OP-7 & -13	All Unbundled Loops	• Results for Nov 00 - Dec 00 reflect the exclusion of *orders* with CLEC-caused delays. Results for all subsequent months reflect the exclusion of *time intervals* associated with CLEC-caused delays, consistent with TAG-approved PID change. • As a result of internal analysis, Identified that a specific

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		pseudo CLEC was being calculated as "unknown" because of identification in the CUSTNAME field. Programming was changed to examine the last 3 fields in the MCN, and if blank, to check the CUSTNAME field, to identify the CLEC. This change was effective beginning with May 01 results. (Previous notes indicated this change was effective beginning with Jan 01 results.)
OP-7	All Unbundled Loops	Due to the increasing number of records with a combination of new loops and existing loops, programming was modified to be PID compliant by including only the count of existing loops (i.e., "hot cuts") to determine the interval. This change was effective beginning with May 01 results.
OP-13	All Unbundled Loops	Programming was modified to include multiple CLEC-delayed intervals during an individual coordinated cut, which are now captured as a result of a process improvement. This change was effective beginning with May 01 results.
OP-15	All Applicable Products	• As a result of internal analysis, identified that the INTREVMC field had truncated miss codes. Three character codes such as "C01" appeared as "C0" and therefore were defaulted to a company miss. This was corrected beginning with Aug 01 results (with a rerun of Jan - Jul 01 results first appearing in the Sep 00 - Aug 01 report). • Due to a problem with the Integrated Data Repository (IDR) business-day macro utilized to calculate this measurement, in cases where the last day of the month had fallen on Saturday, the interval was calculated one day short. This problem was corrected beginning with Aug 01 results (with a rerun of Mar 01 and Jun 01 results first appearing in the Sep 00 - Aug 01 report).
MR-2	N/A	Beginning in Jan 01, Qwest changed the way calls from its 14-state Region are distributed to its Retail Repair Centers. Previously, each Retail Repair Center handled calls from a specified sub-region. Now, calls from any state can be directed to any Retail Repair Center. As a result, Qwest's Retail results for this measurement may be temporarily worse as Repair Centers adjust to the new process. Also as a result, state-specific reporting reflects Regional Retail results beginning with Jan 01 data. State-specific reporting for prior months, up through Dec 00 reflect sub-regional results applicable to the state.
MR-3, -4, -6, -7, -8, -9 & -10	All Applicable Products	Implemented code to exclude disposition code 10XX, internally referred out tickets (except 1001) for non-designed services. This change was effective beginning with Jul 01 results.
MR-3, -4, -6, -7, -8, -9 & -10	Centrex, Centrex 21, UNE-P (POTS), UNE-P (Centrex)	Implemented programming to reporting UNE-P (Centrex 21) (i.e., POTS Centrex) results under UNE-P(POTS), separate from Resale Business and Centrex 21 results, where they were previously reported. This change also implemented separate reporting UNE-P (Centrex) (i.e., "non-POTS," or "complex," Centrex) under its own product heading, consisting of results previously reported under Resale Centrex. This change was effective with the Nov 00 - Oct 01 report beginning with Oct 01 results with a rerun of Jan - Sep 01 results. A PID update proposal covering this change, similar to that which has been submitted to the TAG for the OP-n measurements was submitted to the TAG.

Notes/Comments on the Qwest Report of December 2000 – November 2001 Regional Results		
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MR-3, -4, -5, -6, -7, -8, & -9	Basic ISDN, Primary ISDN, Centrex & PBX	In response to test incidents, implemented programming to report all data whether non-designed (MTAS) or designed (WFA-C). The results are reported in the appropriate disaggregation (MSA-type or Zone-type) level for the product as noted in the PID, but include all data. This change was effective beginning with Aug 01 results.
MR-3, -4, -5, -6, -7, -8, & -9	Qwest DSL & Unbundled ISDN-Capable Loop	As a result of internal analysis, identified an NC code in the product table that was incorrectly shown as "Megabit" (Qwest DSL) when it should have been "UBL_ISDN" (Unbundled ISDN-Capable Loop). Implemented programming to correct the table. This change was effective with the Nov 00 - Oct 01 report beginning with Oct 01 results with a rerun of Jan - Sep 01 results.
MR-5, -6, -7 & -8	Enhanced Extended Loops (EELs)	Implemented programming to report repair activity for EELs. This change is effective with this (Dec 00 - Nov 01) report beginning with Nov 01 results with a rerun of Jul - Oct 01 results.
MR-7 & -8	All Applicable Products	In addition to PID-defined reporting for MR-7 and MR-8, also implemented separate reporting, for information purposes, which excludes repair tickets coded with "Test OK," or "No Trouble Found" (TOK/NTF) which are not followed within 30 days by trouble tickets involving valid trouble, beginning with Aug 01 results. The additional results thus reported are designated as MR-7* and MR-8* (i.e., with the asterisk). (MR-7* and MR-8* results for the latest month are not reported until the next report, in order to allow 30 days to verify there are no later trouble reports for the same service involving valid trouble.)
MR-8	All Applicable Products	• In cases where the denominator is shown as zero, programming is being developed to identify the total number of products in service and will be reported when available. • Implemented programming to identify PIC change service orders (PSP, PAE, and NR9R2) and exclude those with no associated inward line activity. This change was effective beginning with Jul 01 results.
BI-1B	Jointly-Provided Switched Access	Results for Sep 01 – temporarily withheld from reporting on the Oct 00 - Sep 01 report pending correction of a problem with the data set – were provided with the Nov 00 - Oct 01 report. The problem, which consisted of duplicated records in the files due to header problems, was corrected for results going forward.
BI-2	UNEs and Resale	• As a result of an audit data request, Frame Relay was added to this measurement beginning with Jun 01 results. • As a result of internal analysis, identified problem with programming where Apr 01 IABS data was used to not only determine the total number of invoices for Apr 01, but also for Jun - Aug 01. Programming was corrected beginning with Sep 01 results with a rerun of May - Aug 01 results with the Oct 00 - Sep 01 report. • Following internal analysis, identified that results have been provided at the record level in error. Implemented programming to change reporting to the invoice level per the PID. This change is effective with this (Dec 00 - Nov 01) report beginning with Nov 01 results with a rerun of Feb - Oct 01 results.
BI-3A	UNEs and Resale	• Qwest has developed an interim capability to distinguish CLEC-caused reasons for bill adjustments from Qwest-caused reasons. This capability is temporarily limited to Qwest's five

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Notes/Comments on the Qwest Report of December 2000 – November 2001 Regional Results		
PID Numbers	**Products (if applicable)**	**Description of Note/Comment**
		Eastern states (ND, SD, NE, MN & IA), for Jan 01 results and forward. Accordingly, the Regional results reflect this change being applied to the five specified states, while results for the other states continue to be reported on the previous basis. All results for Dec 00 and prior are also reported on the previous basis. The new capability is being developed for the other states and will be reported when available. • CLEC identification is now determined by extracting the ACNA code from the first three characters of the Customer ID in IABS records. This change was effective beginning Apr 01 results. • As a result of internal analysis, identified that some CRIS adjustment records were being improperly excluded. This was corrected beginning with Apr 01 results. • Implemented programming for new data exception "10" to exclude records with both revenue and adjustment values of zero from calculations. This change was effective beginning with Jul 01 results with no historical rerun or impact. • As a result of internal analysis, identified a problem with the summary files delivered from PANS for the revenue portion of this measurement. The summary files from PANS have correct programming effective beginning with Aug 01 results (with a rerun of May - Jul 01 results first appearing in the Sep 00 - Aug 01 report). • As a result of internal analysis, identified that records for Idaho IP (Malheur Bell) are billed via Western CRIS and therefore have related adjustment codes. Programming has been changed to read Western CRIS for the correct adjustment code detail and then move the impacted records back to Central CRIS for Idaho reporting. This change was effective with the Oct 00 - Sep 01 report beginning with Sep 01 results. There was no impact to prior results.
BI-3B	Reciprocal Compensation	• Implemented programming to change the data source to allow for identification and omission of Transit Bill and Keep Records from reporting beginning with Sep 01 results. All prior results were omitted from the Oct 00 - Sep 01 report. A rerun of Apr - Aug 01 results is pending. • As noted above, a rerun of Apr - Aug 01 results is reflected on this (Dec 00 - Nov 01) report to implement programming to change the data source to allow for identification and omission of Transit Bill and Keep Records from reporting.
BI-3A, -1B & -3B	All Applicable Products	Programming was implemented to mechanize reporting beginning with Apr 01 results.
BI-3A, -3B & -4B	All Applicable Products	To comply with the intent of these measurements and in concert with adjustment values, programming was implemented to use the absolute value in revenue calculations. This change was effective beginning with Jul 01 results.
BI-4A	UNEs and Resale	• As a result of internal analysis, implemented programming to add Frame Relay data from IABS to results reported. This change was effective beginning with Aug 01 results. The impact of this change is minimal, as volumes are low in comparison to data reported from CRIS. • A rerun of results for Apr - Jul 01 to capture programming change referenced above adding Frame Relay data from IABS was reflected in the Oct 00 - Sep 01 report. • As a result of internal analysis, identified a problem where a

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PID Numbers	**Products (if applicable)**	**Description of Note/Comment**
		CRIS table had been updated via a streamlined process which caused a reduction in volumes reported for Aug and Sep 01 (primarily Sep 01). Revised files were created in MTAS and the Nov 00 - Oct 01 report reflected a rerun of Aug and Sep 01 results. • In responding to an Arizona IWO, identified that the CRIS/MCAS input files for the Central Region (AZ, CO, ID, MT, NM, UT and WY) contained a rolling 20 days of detail instead of 30 days. This has been corrected with this (Dec 00 - Nov 01) report beginning with Nov 01 results. Because CRIS/MCAS is unable to provide corrected files for prior months, Regional results prior to Nov 01 include IA, OR, MN, ND, NE, SD and WA only. The impact of this change on results is minimal.
DB-1A	N/A	Mechanized reporting of the E911 measurement was effective beginning with Sep 01 results.
DB-1B	N/A	Mechanized reporting of the LIDB measurement was effective beginning with Aug 01 results.
DB-1C-2 & -2C-2	N/A	With the implementation of electronic (EDI) capability for Directory Listing updates, previously measured as manual updates under these measurements, results are no longer reported for these sub-measurements, consistent with PID notes, beginning with May 01 results.
DA-1	N/A	Beginning with Feb 01 results going forward, the "Sub-region applicable to state" (as called for in the PID) has changed in reporting results for Qwest's Central and Western Regions (WA, OR, MT, ID, WY UT, CO, AZ & NM), with all nine states reported as one "sub-region." Accordingly, results reported for each of the specified states are the same. Feb 01 results going forward also reflect data for both National and Local Directory Assistance. Prior months reflect data for Local Directory Assistance only.
NI-1A & B	N/A	TGSR related exclusions and exclusions for specified out-of-service conditions are reflected in Mar 01 results forward, in accordance with TAG-approved PID changes.
NI-1C & D	N/A	Exclusions for specified out-of-service conditions are reflected in Mar 01 results forward, in accordance with TAG-approved PID changes. Results prior to Mar 01 do not reflect these exclusions.
CP-1 & -2	N/A	The Oct 00 - Sep 01 report reflected a rerun of Aug 01 results due to incorrect data on feasibility start dates found during the Liberty audit.
CP-1C & CP-2C	N/A	Implemented standards as agreed in 271 Workshops effective with the Nov 00 - Oct 01 report.
CP-1, -2, -3 & -4	N/A	• Results for the period prior to Qwest's collocation process change (prior to Apr 01) were removed from reporting beginning with the Sep 00 - Aug 01 report. Results for Apr 01 forward are provided in accordance with TAG-approved PIDs. • Programming was implemented to mechanize reporting beginning with Apr 01 results. • In response to a Test Incident, start times were corrected in COMET. This change was effective beginning with Apr 01 results. • Added new collocation type "K" Direct Connection (physical XXX) to reporting. This change was effective with the Nov 00 - Oct 01 report beginning with Oct 01 results.

Explanation for Display of Statistics:
    Percentage-type Measurements
- N/A is displayed when the statistic is not defined and cannot be calculated; i.e., there is no variance.
    - Z-score - N/A is displayed when all Qwest observations have the same value. Note that the Qwest standard deviation is not displayed on the report.
    - Parity score - N/A is displayed when all observations from both the CLEC and Qwest samples have the same value, e.g., both results are 100% or 0%. Note that this is a parity condition, however a parity score can't be calculated.
- A Blank is displayed when there are no data available on which to calculate the statistic.
    - If there are no CLEC data, the CLEC fields are blank, and the z-score and parity fields are blank.
    - If there are no Qwest data, the Qwest fields are blank, and the z-score and parity fields are blank.

Interval-type Measurements
- A blank is displayed when the statistic is not defined and cannot be calculated; i.e., there is no variance, or when there are no data available on which to calculate the statistic.
    - Z-score – A blank is displayed when all Qwest observations have the same value. Note that the Qwest standard deviation is not displayed on the report.
    - Parity score – A blank is displayed when all observations from both the CLEC and Qwest samples have the same value, e.g., both results are 100% or 0%. (Note that this is a parity condition, however a parity score can't be calculated.)
    - If there are no CLEC data, the CLEC fields are blank, and the z-score and parity fields are blank.
    - If there are no Qwest data, the Qwest fields are blank, and the z-score and parity fields are blank.

Please see also the document, "Reading Reports," also on Qwest's Wholesale 271 Performance Results reporting website (http://www.qwest.com/wholesale/results/readreports.html).