

## Comparison of Credit Amounts Under Current and Proposed Alternatives

### Credit Amounts Under Current Measure, 2001

Measurement Period 2001	Total # of Out Of Service Tickets	# Reported as Missed	Qwest Exclusion of Tickets Left Open in Error	Qwest Exception for Customer at Fault	Qwest Exception for Major Cable Outage	# Missed, After Exclusions and Exceptions	Percent Missed, After Exclusions and Exceptions	Customer Credit Amount
January	23,505	210	NA	NA	NA	210	0.89%	\$83,333
February	19,483	442	NA	NA	NA	442	2.27%	\$83,333
March	20,754	62	NA	NA	NA	62	0.30%	\$83,333
April	20,372	44	NA	NA	NA	44	0.22%	\$83,333
May	19,953	45	NA	NA	NA	45	0.23%	\$83,333
June	20,334	102	NA	NA	NA	102	0.50%	\$83,333
July	18,873	114	NA	NA	NA	114	0.60%	\$83,333
August	21,006	89	NA	NA	NA	89	0.42%	\$83,333
September	16,343	66	NA	NA	NA	66	0.40%	\$83,333
October	17,931	56	NA	NA	NA	56	0.31%	\$83,333
November	17,748	51	NA	NA	NA	51	0.29%	\$83,333
December	16,934	154	NA	NA	NA	154	0.91%	\$83,333
<b>Total</b>	<b>233,236</b>	<b>1,435</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>1,435</b>	<b>0.62%</b>	<b>\$1,000,000</b>

### Qwest Proposal, Applied to 2001 Results

Measurement Period 2001	Total # of Out Of Service Tickets	# Reported as Missed, Before Qwest Exclusions and Exceptions	Qwest Exclusion of Tickets Left Open in Error	Qwest Exception for Customer at Fault	Qwest Exception for Major Cable Outage	# Missed, After Exclusions and Exceptions	Percent Missed, After Exclusions and Exceptions	Customer Credit Amount @ Qwest Proposal of 0.5%
January	23,505	210	87	26	-	97	0.41%	\$0
February	19,483	442	16	20	372	34	0.17%	\$0
March	20,754	62	4	32	-	26	0.13%	\$0
April	20,372	44	5	8	-	31	0.15%	\$0
May	19,953	45	3	16	-	26	0.13%	\$0
June	20,334	102	17	20	27	38	0.19%	\$0
July	18,873	114	9	25	-	80	0.42%	\$0
August	21,006	89	31	21	-	37	0.18%	\$0
September	16,343	66	14	21	8	23	0.14%	\$0
October	17,931	56	12	17	9	18	0.10%	\$0
November	17,748	51	4	15	-	32	0.18%	\$0
December	16,934	154	9	21	70	54	0.32%	\$0
<b>Total</b>	<b>233,236</b>	<b>1,435</b>	<b>211</b>	<b>242</b>	<b>486</b>	<b>496</b>	<b>0.21%</b>	<b>\$0</b>

**Staff Alternative A (\$500 per miss, no change in exclusions), Applied to 2001 Results**

Measurement Period 2001	Total # of Out Of Service Tickets	# Reported as Missed	Qwest Exclusion of Tickets Left Open in Error	Qwest Exception for Customer at Fault	Qwest Exception for Major Cable Outage	# Missed, After Exclusions and Exceptions	Percent Missed, After Exclusions and Exceptions	Customer Credit Amount @ \$500 per Miss
January	23,505	210	NA	NA	NA	210	0.89%	\$105,000
February	19,483	442	NA	NA	NA	442	2.27%	\$221,000
March	20,754	62	NA	NA	NA	62	0.30%	\$31,000
April	20,372	44	NA	NA	NA	44	0.22%	\$22,000
May	19,953	45	NA	NA	NA	45	0.23%	\$22,500
June	20,334	102	NA	NA	NA	102	0.50%	\$51,000
July	18,873	114	NA	NA	NA	114	0.60%	\$57,000
August	21,006	89	NA	NA	NA	89	0.42%	\$44,500
September	16,343	66	NA	NA	NA	66	0.40%	\$33,000
October	17,931	56	NA	NA	NA	56	0.31%	\$28,000
November	17,748	51	NA	NA	NA	51	0.29%	\$25,500
December	16,934	154	NA	NA	NA	154	0.91%	\$77,000
<b>Total</b>	<b>233,236</b>	<b>1,435</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>1,435</b>	<b>0.62%</b>	<b>\$717,500</b>

**Staff Alternative B (\$25 per miss, use OSS Measure MR-3, with exclusions), Applied to 2000-01 Results**

Measurement Period 2001	Total # of Out Of Service Tickets	# Reported as Missed	Qwest Exclusion of Tickets Left Open in Error	Qwest Exception for Customer at Fault	Qwest Exception for Major Cable Outage	# Missed, After Exclusions and Exceptions	Percent Missed, After Exclusions and Exceptions	Customer Credit Amount @ \$25 per Miss
Nov-00	23,568	2,586	NA	NA	NA	2,586	10.97%	\$64,650
Dec-00	22,031	3,443	NA	NA	NA	3,443	15.63%	\$86,075
Jan-01	23,580	3,163	NA	NA	NA	3,163	13.41%	\$79,075
Feb-01	19,562	1,986	NA	NA	NA	1,986	10.15%	\$49,650
Mar-01	20,956	1,454	NA	NA	NA	1,454	6.94%	\$36,350
Apr-01	20,572	1,688	NA	NA	NA	1,688	8.21%	\$42,200
May-01	20,519	1,577	NA	NA	NA	1,577	7.69%	\$39,425
Jun-01	22,156	1,968	NA	NA	NA	1,968	8.88%	\$49,200
Jul-01	20,534	1,767	NA	NA	NA	1,767	8.61%	\$44,175
Aug-01	22,809	2,944	NA	NA	NA	2,944	12.91%	\$73,600
Sep-01	17,606	1,627	NA	NA	NA	1,627	9.24%	\$40,675
Oct-01	19,499	1,880	NA	NA	NA	1,880	9.64%	\$47,000
<b>Total</b>	<b>253,392</b>	<b>26,083</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>26,083</b>	<b>10.29%</b>	<b>\$652,075</b>

NOTE: Exclusions are already made in the "Reported" Results for MR-3 data.



