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**Qwest Corporation**  
1600 Seventh Avenue Room 3206  
Seattle, Washington 98191  
Phone 206-345-1568

STATE OF WASH.  
UTIL. AND TRANSP.  
COMMISSION

**Mark S. Reynolds**  
Senior Director  
Public Policy

February 23, 2004

Ms. Carole Washburn  
Executive Secretary  
Washington Utilities and Transportation Commission  
1300 S. Evergreen Park Drive S.W.  
P.O. Box 47250  
Olympia, WA. 98504-7250

RE: Docket No. UT-030388

Dear Ms. Washburn:

Attached is the February report for the Performance Assurance Plan ("PAP") based upon December 2003, performance.

Sincerely,

A handwritten signature in cursive script that reads "Mark S. Reynolds".

Attachment

**Qwest PAP State Supplemental Payment Report**

**Month: Dec 2003**

**State: WA**

**Washington  
Tier II Fund**

Gross Tier 2 Payment from Summary

14,700

Plus or Minus Adjustments

-

Interest (if Applicable)

-

**Net Tier 2 Payment**

**14,700**

**Qwest PAP State Summary Payment Report**

Month: Dec 2003

State: WA

PID	Measure Description	Gross Tier 1 Payment	Gross Tier 2 Payment	Total Gross Tier 1 & 2 Payments
GA-1	Gateway Avail - IMA-GUI	-	-	-
GA-2	Gateway Avail - IMA-EDI	-	-	-
GA-3	Gateway Avail - EB-TA	-	-	-
GA-4	Gateway Avail - EXACT	-	-	-
GA-6	Gateway Avail - GUI Repair	-	-	-
GA-7	Timely Outage Resolution	-	-	-
PO-1	Pre-Order/Order Response Times	-	-	-
PO-2	Electronic Flow Through	8,099	4,500	12,599
PO-3	LSR Rejection Notice Interval	-	-	-
PO-5	Firm Order Commit (FOCs) on Time	-	-	-
PO-6	Wrk Compltn Notification Timeliness	-	-	-
PO-7	Billing Compl Notification Timeliness	525	-	525
PO-8	Jeopardy Notice Interval	-	-	-
PO-9	Timely Jeopardy Notice	-	-	-
PO-16	Release Notifications on Time	-	-	-
PO-20	Manual Service Order Accuracy	-	-	-
OP-2	Calls Ans w/in 20 Sec - Provisioning	-	-	-
OP-3	Install Commit Met	729	-	729
OP-4	Installation Interval	1,456	3,600	5,056
OP-5	New Service Installation	291	600	891
OP-6	Delayed Days	-	-	-
OP-8	Number Portability Timeliness	-	-	-
OP-13	Coordinated Cuts on Time	-	-	-
OP-17	Timelines of Disconnects - LNP	-	-	-
MR-2	Calls Ans w/in 20 Sec - Repair Cntr	-	-	-
MR-3	Out of Svc Cleared w/in 24 Hours	148	-	148
MR-5	Troubles Cleared w/in 4 Hours	1,136	-	1,136
MR-6	Mean Time to Restore	431	-	431
MR-7	Repair Repeat Reports	673	-	673
MR-8	Trouble Rate	9,184	6,000	15,184
MR-11	LNP Trouble Cleared w/in 24 Hours	-	-	-
BI-1	Time to Provide Usage Records	-	-	-
BI-3	Billing Accuracy - Adj for Errors	38,481	-	38,481
BI-4	Billing Completeness	-	-	-
NI-1	Trunking Blocking	-	-	-
NP-1	NXX Code Activation	-	-	-
<b>Total</b>		<b>61,153</b>	<b>14,700</b>	<b>75,853</b>