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BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

In the Matter of the Petition by Qwest Corporation  
to Modify its SGAT

Docket No.  
  
QWEST CORPORATION'S NOTICE OF  
UPDATED EXHIBIT K TO THE SGAT AND  
REQUEST FOR APPROVAL

Qwest Corporation ("Qwest") submits this filing of its revised Qwest Performance Plan ("QPAP") for Washington to modify the QPAP to reflect agreed-to changes stemming from the Long Term PID Administration ("LTPA"). Attached to this notice is the revised QPAP.<sup>1</sup> In support of this notice Qwest states as follows:

1. Exhibit B to the SGAT, Service Performance Indicator Definitions ("PIDs"), Version 5.0, was updated with Version 5.0(a) pursuant to Section 20 of the SGAT. This revised version of the PIDs was filed with this Commission on October 2, 2003. Version 5.0(a) reflected the modification of OP-5 pursuant to agreement reached in the LTPA.

2. The modifications to OP-5 were negotiated and agreed to with participating CLECs and State Commission State Staffs in the LTPA collaborative forum. Discussions began in December, 2002. After diligent collaboration, unanimous agreement was reached on August 6, 2003, resulting in a revised

<sup>1</sup> The QPAP is Exhibit K to Qwest's Statement of Generally Available Terms and Conditions ("SGAT").

1 OP-5 now entitled "*New Service Quality*".<sup>2</sup> The revised OP-5 includes four sub-measures, A, B, T  
2 and R. Similar to the previous OP-5, sub-measure A to the revised OP-5 measures the percentage of  
3 repair trouble reports, but with more exacting matches of trouble reports to service orders. Specifically,  
4 the reporting of the measurement changed from reporting a rolling two-month average of results to the  
5 new method where each month is now reported separately, one month in arrears. This change allows any  
6 trouble reports that occur within thirty (30) days of completion of the service order to be matched with  
7 the original service order and to be reported in a more timely fashion. The additional sub-measures (OP-  
8 5B, T and R) are diagnostic and focus on provisioning trouble reports, repair trouble reports or both on a  
9 combined basis. Because these new sub-measures are diagnostic, they do not affect the PAP.

10 3. With this filing and pursuant to section 16 of the Qwest Performance Assurance Plan  
11 (QPAP), Qwest has modified Exhibit K, Attachment 1, to reflect the change from OP-5 to OP-5A. The  
12 new OP-5A measurement will become effective beginning with November 2003 data, reported in  
13 January, 2004. For ease of review, Qwest has attached a red-lined Exhibit K and a clean Exhibit K.

14 4. In accordance with the 46<sup>th</sup> Supplemental Order in Docket Nos. UT-003022/003040,  
15 Qwest makes this filing in a new docket. This filing relates to the October 2, 2003 filing made in Docket  
16 No. UT-033041. Qwest requests that the Commission approve the second amended Exhibit K, as  
17 revised and modified, to its current SGAT (dated June 25, 2002, 8<sup>th</sup> revision), to make it effective no  
18 later than December 1, 2003.

19 5. Pursuant to section 16 of the QPAP, the changes shall automatically apply to and modify  
20 all existing interconnection agreements that currently contain Exhibit K, the QPAP, as an exhibit. Qwest  
21 respectfully requests that pursuant to section 16.1.1, the changes automatically apply to and modify the  
22 SGAT and existing interconnection agreements that currently contain Exhibit K, the QPAP, as an exhibit.

23 Dated this 31st day of October, 2003.

24 QWEST CORPORATION

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26 <sup>2</sup> The existing OP-5 is titled "*New Service Installation Quality*".

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