

OP-3 – Installation Commitments Met

<p>Purpose: Evaluates the extent to which Qwest installs services for Customers by the scheduled due date.</p>	
<p>Description: Measures the percentage of orders for which the scheduled due date is met.</p> <ul style="list-style-type: none"> All inward orders (Change, New, and Transfer order types) assigned a due date by Qwest and which are completed/closed during the reporting period are measured, subject to exclusions specified below. These include orders with customer-requested due dates longer than the standard interval. Completion date on or before original due date is counted as a met due date. 	
<p>Reporting Period: One month</p>	<p>Unit of Measure: Percent</p>
<p>Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results</p>	<p>Disaggregation Reporting: Statewide level.</p> <ul style="list-style-type: none"> Results for product/services listed in Product Reporting under "MSA-Type Disaggregation" will be reported according to orders involving: OP-3A Dispatches within MSAs; OP-3B Dispatches outside MSAs; and OP-3C No dispatches. Results for products/services listed in Product Reporting under "Zone-type Disaggregation" will be disaggregated according to installations: OP-3D In Interval Zone 1 areas; and OP-3E In Interval Zone 2 areas.
<p>Formula: $\left[\frac{\text{Total Orders completed on Original Due Date}}{\text{Total Orders Completed}} \right] \times 100$</p>	
<p>Explanation: The percent commitments met is obtained by dividing the total number of service orders completed on the original due date by the total number of service orders completed during the measurement period.</p>	
<p>Exclusions:</p> <ul style="list-style-type: none"> Disconnect, From (another form of disconnect) and Record order types. Due dates missed for standard categories of customer reasons. Standard categories of customer reasons are: previous service at the location did not have a customer-requested disconnect order issued, no access to customer premises, or customer requested a later due date when the technician arrived to do the work. 	

OP – 3 Installation Commitments Met (continued)

Product Reporting:	Standards:
MSA-Type Disaggregation -	
• Resale	
Residential single line service	Parity with retail service
Business single line service	Parity with retail service
Centrex	Parity with retail service
Centrex 21	Parity with retail service
PBX Trunks	Parity with retail service
Basic ISDN	Parity with retail service
Megabit ¹	Parity with retail service
• Unbundled Network Element – Platform (UNE-P) (POTS)	Parity with like retail service
• Shared Loop/Line Sharing	Diagnostic
• Sub-Loop Unbundling	Diagnostic
Zone-Type Disaggregation -	
• Resale	
Primary ISDN	Parity with retail service
DS0	Parity with retail service
DS1	Parity with retail service
DS3 and higher bit-rate services (aggregate)	Parity with retail service
Frame Relay	Parity with retail service
• LIS Trunks	Parity with Qwest Interoffice Trunks (separately reported)
• Unbundled Dedicated Interoffice Transport (UDIT)	
UDIT – DS1 level	Parity with retail DS1 Private Line
UDIT – Above DS1 level	Parity with retail Private Lines above DS1 level
Dark Fiber – IOF	Diagnostic
• Unbundled Loops:	
Analog Loop	90%
Non-loaded Loop (2-wire)	90%
Non-loaded Loop (4-wire)	Parity with retail DS1 Private Line
DS1-capable Loop	Parity with retail DS1 Private Line
ISDN-capable Loop	Parity with retail ISDN BRI
ADSL-qualified Loop	90%
Loop types of DS3 and higher bit-rates (aggregate)	Parity with retail DS3 and higher bit-rate Private Line services (aggregate)
Dark Fiber – Loop	Diagnostic
• E911/911 Trunks	Parity with retail E911/911 Trunks
• Enhanced Extended Links (EELs), including UNE-C	Diagnostic
Availability:	Notes:
<ul style="list-style-type: none"> • Available: Performance results and statistical parameters (except as noted below) • Under Development: <ul style="list-style-type: none"> – Resale Megabit combined under MSA type disaggregation – beginning with Jan 00 data on the Nov 00 report¹ – Retail comparable for unbundled loop and UDITs – beginning with Jun 00 data on Sep 00 report – Retail comparable for UNE-P (POTS) – beginning with Aug 00 data on the Sep 00 report 	1. On the Aug 00 (Jan-Jul) Report Resale Megabit will be reported under MSA type disaggregation for a number of orders and under Zone-type disaggregation for the remainder. Beginning on the Nov 00 report all Resale Megabit will be reported under MSA type disaggregation.

OP-4 – Installation Interval

<p>Purpose: Evaluates the timeliness of Qwest's installation of services for customers, focusing on the average time to install service.</p>	
<p>Description: Measures the average interval (in business days) between the application date and the completion date for service orders accepted and implemented.</p> <ul style="list-style-type: none"> • All inward orders (Change, New, and Transfer order types) assigned a due date by Qwest and which are completed/closed during the reporting period are measured, subject to exclusions specified below. • Intervals for each measured event are counted in whole days: the application date is day zero (0); the day following the application date is day one (1). 	
<p>Reporting Period: One month</p>	<p>Unit of Measure: Average Business Days</p>
<p>Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results</p>	<p>Disaggregation Reporting: Statewide level.</p> <ul style="list-style-type: none"> • Results for product/services listed in Product Reporting under "MSA-Type Disaggregation" will be reported according to orders involving: OP-4A Dispatches within MSAs; OP-4B Dispatches outside MSAs; and OP-4C No dispatches. • Results for products/services listed in Product Reporting under "Zone-type Disaggregation" will be disaggregated according to installations: OP-4D In Interval Zone 1 areas; and OP-4E In Interval Zone 2 areas.
<p>Formula: $\Sigma[(\text{Order Completion Date}) - (\text{Order Application Date})] / \text{Total Number of Orders Completed}$</p>	
<p>Explanation: The average installation interval is derived by dividing the sum of installation intervals for all orders (in business days) by total number of service orders completed in the reporting period.</p>	
<p>Exclusions:</p> <ul style="list-style-type: none"> • Orders with customer requested due dates greater than the current standard interval. (This exclusion does <u>not</u> apply to LIS trunks, ISDN capable unbundled loops, and products reported under "MSA-Type Disaggregation," for which orders for all requested intervals are included.) • Orders with intervals lengthened due to customer-caused delays. • Disconnect, From (another form of disconnect) and Record order types. 	

OP-4 – Installation Interval (continued)

Product Reporting:	Standards:
<u>MSA-Type Disaggregation -</u>	
• Resale	
Residential single line service	Parity with retail service
Business single line service	Parity with retail service
Centrex	Parity with retail service
Centrex 21	Parity with retail service
PBX Trunks	Parity with retail service
Basic ISDN	Parity with retail service
Megabit ¹	Parity with retail service
Unbundled Network Element – Platform (UNE-P) (POTS)	Parity with like retail service
• Shared Loop/Line Sharing	Diagnostic
• Sub-Loop Unbundling	Diagnostic
<u>Zone-Type Disaggregation -</u>	
• Resale	
Primary ISDN	Parity with retail service
DS0	Parity with retail service
DS1	Parity with retail service
DS3 and higher bit-rate services (aggregate)	Parity with retail service
Frame Relay	Parity with retail service
• LIS Trunks	Parity with Qwest Interoffice Trunks separately reported
• Unbundled Dedicated Interoffice Transport (UDIT)	
UDIT – DS1 level	Parity with DS1 Private Line Service
UDIT – Above DS1 level	Parity with Private Lines above DS1 level
Dark Fiber – IOF	Diagnostic
• Unbundled Loops:	
Analog Loop	Interval Zone 1 – 6 days Interval Zone 2 – 7 days
Non-loaded Loop (2-wire)	Interval Zone 1 – 6 days Interval Zone 2 – 7 days
Non-loaded Loop (4-wire)	Parity with retail DS1 Private Line
DS1-capable Loop	Parity with retail DS1 Private Line
ISDN-capable Loop	Parity with retail ISDN BRI
ADSL-qualified Loop	Interval Zone 1 – 6 days Interval Zone 2 – 7 days
Loop types of DS3 and higher bit-rates (aggregate)	Parity with retail DS3 and higher bit-rate services (aggregate)
Dark Fiber – Loop	Diagnostic
• E911/911 Trunks	Parity with retail E911/911 Trunks
• Enhanced Extended Links (EELs), including UNE-C	Diagnostic
Availability:	Notes:
<ul style="list-style-type: none"> • Available: Performance results and statistical parameters (except as noted below) • Under Development: <ul style="list-style-type: none"> – Resale Megabit combined under MSA type disaggregation – beginning with Jan 00 data on the Nov 00 report¹ – Retail comparable for unbundled loop and UDIT – beginning with Jun 00 data on the Sep 00 report 	1. On the Aug 00 (Jan-Jul) Report Resale Megabit will be reported under MSA type disaggregation for a number of orders and under Zone-type disaggregation for the remainder. Beginning on the Nov 00 report all Resale Megabit will be reported under MSA type disaggregation.

OP-4 – Installation Interval (continued)

<ul style="list-style-type: none">- Retail comparable for UNE-P (POTS) – beginning with Aug 00 data on the Sep 00 report- Statistical parameters for comparison of unbundled loop results with specified retail comparative - beginning with Jun 00 data on the Sep 00 report- Removal of exclusion for customer requested due dates > than standard from ISDN capable unbundled loops – beginning with Aug 00 data on the Sep 00 report- Shared Loop/Line Sharing, Sub-loop unbundling, EELs, Dark Fiber - TBD	
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OP-5 – New Service Installation Quality

<p>Purpose: Evaluates quality of ordering and installation of services, focusing on (A) the average monthly extent that new order installations were free of trouble reports for thirty (30) calendar days following installation and (B) The percentage of new service installations that experienced a trouble report during the period from the installation date to the date the order is posted complete.</p>	
<p>Description: OP-5A Measures the monthly average percentage of new installations that are free of trouble reports within 30 calendar days of initial installation.</p> <ul style="list-style-type: none"> • New installation orders used in calculating this performance indicator (appearing in the numerator and the denominator of the OP-5A formula shown below) are all inward orders for the current and previous reporting periods, including Change (C-type) orders for additional lines. • All trouble reports (for both out-of-service and service-affecting conditions) closed within the reporting period, which were received within thirty (30) days of the original installation of service, are measured (for use in the numerator of the formula shown below), subject to exclusions shown below. <p>OP-5B Measures the monthly average percentage of trouble reports reported by the CLEC on or after the day the order is installed and prior to the completion of the order in Qwest's service order processor.</p> <ul style="list-style-type: none"> • New installation orders used in calculating this performance indicator (appearing in the denominator of the OP-5B formula shown below) are all inward orders for the current reporting period, including change (C-type) orders for additional lines. • Includes both out of service and service affecting trouble reports, subject to exclusions shown below. 	
<p>Reporting Period: One month (for trouble reports); Average of prior and current reporting month (for new installation activity) in OP-5A); Current reporting month (for new installation activity in OP-5B).</p>	
<p>Unit of Measure: Percent of recently-completed orders</p>	
<p>Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results</p>	<p>Disaggregation Reporting: Statewide level.</p> <ul style="list-style-type: none"> • Results for products/services listed under Product Reporting under "MSA-type Disaggregation" will be reported for OP-5A and OP-5B according to orders involving: <ol style="list-style-type: none"> 1 Dispatches within MSAs; 2 Dispatches outside MSAs; and 3 No dispatches. • Results for products/services listed in Product Reporting under "Zone-type Disaggregation" will be disaggregated according to installations: <ol style="list-style-type: none"> 4 In Interval Zone 1 areas; and 5 In Interval Zone 2 areas.
<p>Formula: OP-5A = $\left[\frac{((\text{Number of New Installation Orders completed in the [prior + current months]/2) - (\text{Total Number of New Installation-related Trouble Reports received within 30 Calendar Days of Order Completion}))}{(\text{Number of New Installation Orders completed in the [prior + current months]/2)} \right] \times 100$ OP-5B = $\left[\frac{(\text{Count of troubles reported by CLEC on or after the day of installation and prior to the order being posted as complete})}{(\text{Number of New Installation Orders completed in the current reporting period})} \right] \times 100$</p>	
<p>Exclusions:</p> <ul style="list-style-type: none"> • Trouble reports found to be related to customer equipment, customer education (instruction on how to use product or service), and inside wire. • Subsequent trouble reports for the same trouble before it is closed. • Information tickets generated for internal Qwest system/network monitoring purposes. • For OP-5A reports of troubles received on day of installation before provisioning order is closed as complete. • For OP-5B: Trouble Reports for which Qwest has no record of a pending order. 	

OP-5 – New Service Installation Quality (Continued)

Product Reporting:	Standards:		
MSA-Type Disaggregation -	OP-5A	OP-5B	
• Resale			
Residential single line service	Parity with retail service	Diagnostic	
Business single line service	Parity with retail service		
Centrex	Parity with retail service		
Centrex 21	Parity with retail service		
PBX Trunks	Parity with retail service		
Basic ISDN	Parity with retail service		
Megabit	Parity with retail service		
• Unbundled Network Element – Platform (UNE-P) (POTS)	Parity with like retail service		
• Shared Loop/Line Sharing	Diagnostic		
• Sub-Loop Unbundling	Diagnostic		
Zone-type Disaggregation-			
• Resale			
Primary ISDN	Parity with retail service		
DS0	Parity with retail service		
DS1	Parity with retail service		
DS3 and higher bit-rate services (aggregate)	Parity with retail service		
Frame Relay	Parity with retail service		
• LIS Trunks	Parity with Qwest Interoffice Trunks (separately reported)		
• Unbundled Dedicated Interoffice Transport (UDIT)			
UDIT – DS1 level	Parity with retail DS1 Private Lines		
UDIT – Above DS1 level	Parity with retail Private Lines above DS1 level		
Dark Fiber – IOF	Diagnostic		
• Unbundled Loops:			
Analog Loop	Parity with retail Res and Bus POTS with dispatch		
Non-loaded Loop (2-wire)	Parity with retail ISDN BRI		
Non-loaded Loop (4-wire)	Parity with retail DS1		
DS1-capable Loop	Parity with retail DS1		
ISDN-capable Loop	Parity with retail ISDN BRI		
ADSL-qualified Loop	Parity with retail MegaBit with dispatch		
Loop types of DS3 and higher bit-rates (aggregate)	Parity with retail DS3 and higher bit-rate services (aggregate)		
Dark Fiber – Loop	Diagnostic		
• E911/911 Trunks	Parity with retail E911/911 Trunks		
• Enhanced Extended Links (EELs), including UNE-C	Diagnostic		
Availability:	Notes:		
• Available: OP-5A (except as noted below) *	1. In developing OP-5A for LIS Trunks Qwest has discovered there is no capability to measure the analogous results for Qwest IOF trunks. Accordingly Qwest will propose either a benchmark or an alternative retail analogue by Oct 15, 2000.		
• Under Development:			
– OP-5A – Resale Megabit and retail comparable – beginning with Jan 00 data on the Nov 00 report			
– OP-5A – Retail comparable for LIS Trunk			

OP-5 – New Service Installation Quality (Continued)

<ul style="list-style-type: none">- TBD*- OP-5A - Retail comparable for unbundled loop and UDIT – beginning with Jun 00 data on the Sep 00 report- OP-5A - Retail comparable for UNE-P (POTS) – beginning with Aug 00 data on the Sep 00 report- OP-5B – beginning with Sep 00 data on the Oct 00 report- Statistical parameters for comparison of unbundled loop results with specified retail comparative - beginning with Jun 00 data on the Sep 00 report- OP-5A – Unbundled Loop – Analog – beginning with Jun 00 data on the Sep 00 report- Shared Loop/Line Sharing, Sub-loop unbundling, EELs, Dark Fiber – TBD <p>*MSA and Zone-type disaggregations beginning with Aug 00 data on the Sep 00 report</p>	
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OP-6 – Delayed Days

Purpose: Evaluates the extent Qwest is late in installing services for customers, focusing on the average number of days that late orders are completed beyond the committed due date.	
Description: OP-6A – Measures the average number of business days that service is delayed beyond the original due date provided to the customer for non-facility reasons attributed to Qwest. All inward orders (Change, New, and Transfer order types) that are completed/closed during the reporting period, but later than the original due date assigned by Qwest, are measured, subject to exclusions specified below. OP-6B – Measures the average number of business days that service is delayed beyond the original due date provided to the customer for facility reasons attributed to Qwest. All inward orders (Change, New, and Transfer order types) that are completed/closed during the reporting period, but later than the original due date assigned by Qwest due to facility reasons, are measured, subject to exclusions specified below.	
Reporting Period: One month	
Unit of Measure: Average Business Days	
Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results	Disaggregation Reporting: Statewide level. <ul style="list-style-type: none"> • Results for products/services listed under Product Reporting under "MSA-type Disaggregation" will be reported for OP-6A and OP-6B according to orders involving: <ol style="list-style-type: none"> 1. Dispatches within MSAs; 2. Dispatches outside MSAs; and 3. No dispatches. • Results for products/services listed in Product Reporting under "Zone-type Disaggregation" will be disaggregated according to installations: <ol style="list-style-type: none"> 4. In Interval Zone 1 areas; and 5. In Interval Zone 2 areas.
Formula: $OP-6A = \frac{\sum[(\text{Actual Completion Date of late order for non-facility reasons}) - (\text{Original Due Date of late order})]}{(\text{Total Number of Late Orders for non-facility reasons})}$ $OP-6B = \frac{\sum[(\text{Actual Completion Date of late order for facility reasons}) - (\text{Original Due Date of late order})]}{(\text{Total Number of Late Orders for facility reasons})}$	
Exclusions: Orders delayed due to Customer reasons are excluded.	

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OP-6 – Delayed Days (continued)

Product Reporting:	Standards:
<u>MSA-Type Disaggregation -</u>	
• Resale –	
Residential single line service	Parity with retail service
Business single line service	Parity with retail service
Centrex	Parity with retail service
Centrex 21	Parity with retail service
PBX Trunks	Parity with retail service
Basic ISDN	Parity with retail service
Megabit ¹	Parity with retail service
• Unbundled Network Element – Platform (UNE-P) (POTS)	Parity with like retail service
• Shared Loop/Line Sharing	Diagnostic
• Sub-Loop Unbundling	Diagnostic
<u>Zone-type Disaggregation -</u>	
• Resale	
Primary ISDN	Parity with retail service
DS0	Parity with retail service
DS1	Parity with retail service
DS3 and higher bit-rate services (aggregate)	Parity with retail service
Frame Relay	Parity with retail service
• LIS Trunks	Parity with Qwest Interoffice Trunks (separately reported)
• Unbundled Dedicated Interoffice Transport (UDIT)	
UDIT – DS1 level	Parity with retail DS1 Private Line- Service
UDIT – Above DS1 level	Parity with retail Private Line- Services above DS1 level
Dark fiber – IOF	Diagnostic
• Unbundled Loops:	
Analog Loop	Parity with retail Res and Bus POTS with dispatch
Non-loaded Loop (2-wire)	Parity with retail ISDN BRI
Non-loaded Loop (4-wire)	Parity with retail DS1 Private Line
DS1-capable Loop	Parity with retail DS1 Private Line
ISDN-capable Loop	Parity with retail ISDN BRI
ADSL-qualified Loop	Parity with retail MegaBit, with dispatch
Loop types of DS3 and higher bit-rates (aggregate)	Parity with retail DS3 and higher bit-rate Private Line services (aggregate)
Dark Fiber – Loop	Diagnostic
• E911/911 Trunks	Parity with retail E911/911 Trunks
• Enhanced Extended Links (EELs), including UNE-C	Diagnostic
Availability:	Notes:
<ul style="list-style-type: none"> • Available: Performance results and statistical parameters (except as noted below) • Under Development: <ul style="list-style-type: none"> – Resale Megabit combined under MSA type disaggregation – beginning with Jan 00 data on the Nov 00 report – Retail comparable for unbundled loop and UDIT – beginning with Jun 00 data on the Sep 00 report – Retail comparable for UNE-P (POTS) – 	1. On the Aug 00 (Jan-Jul) Report Resale Megabit will be reported under MSA type disaggregation for a number of orders and under Zone-type disaggregation for the remainder. Beginning on the Nov 00 report all Resale Megabit will be reported under MSA type disaggregation.

OP-6 – Delayed Days (continued)

<p>beginning with Aug 00 data on the Sep 00 report</p> <ul style="list-style-type: none">- Statistical parameters for comparison of unbundled loop results with specified retail comparative - beginning with Jun 00 data on the Sep 00 report- Shared Loop/Line Sharing, Sub-loop unbundling, EELs, Dark Fiber – TBD	
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OP-7 – Coordinated “Hot Cut” Interval – Unbundled Loop

Purpose: Evaluates the duration of completing coordinated “hot cuts” of unbundled loops, focusing on the time actually involved in disconnecting the loop from the Qwest network and connecting/testing the loop.	
Description: Measures the average time to complete coordinated “hot cuts” for unbundled loops, based on intervals beginning with the “lift” time and ending with the completion time of Qwest’s applicable tests for the loop. <ul style="list-style-type: none"> • Includes all coordinated hot cuts of unbundled loops that are completed/closed during the reporting period, subject to exclusions specified below. • “Hot cut” refers to moving the service of existing customers from Qwest’s switch/frames to the CLEC’s equipment, via unbundled loops, that will serve the customers. • “Lift” time is defined as when Qwest disconnects the existing loop. • “Completion time” is defined as when Qwest completes the applicable tests after connecting the loop to the CLEC. 	
Reporting Period: One month	Unit of Measure: Minutes and seconds
Reporting Comparisons: CLEC aggregate and individual CLEC results	Disaggregation Reporting: Statewide level.
Formula: $\frac{\sum[\text{Completion time} - \text{Lift time}]}{(\text{Total Number of unbundled loops with coordinated cutovers completed in the reporting period})}$	
Exclusions: Time intervals during the cutover process associated with CLEC-caused delays.	
Product Reporting: Coordinated Unbundled Loops – Reported separately for: <ul style="list-style-type: none"> • Analog Loops • All other Loop Types 	Standard: Diagnostic in light of OP-13 (Coordinated Cuts On Time)
Availability: Available	Notes:

OP-13 – Coordinated Cuts On Time – Unbundled Loop

<p>Purpose: Evaluates the percentage of coordinated cuts of unbundled loops that are completed on time, focusing on cuts completed within one hour of the committed order due time and the percent that were started without CLEC approval.</p>	
<p>Description:</p> <ul style="list-style-type: none"> • Includes all LSRs for coordinated cuts of unbundled loops that are completed/closed during the reporting period, subject to exclusions specified below. • OP-13A – Measures the percentage of LSRs (CLEC orders) for all coordinated cuts of unbundled loops that are started and completed on time. For coordinated loop cuts to be counted as "on time" in this measurement, the CLEC must agree to the start time, and Qwest must (1) receive verbal CLEC approval before starting the cut, (2) complete the physical work and appropriate tests, (3) complete the Qwest portion of any associated LNP orders and (4) call the CLEC with completion information, all within one hour of the committed order due time. • OP-13B – Measures the percentage of all LSRs for coordinated cuts of unbundled loops that are actually started without CLEC approval. • The "actual start" time is defined as the time Qwest "lifts" the loop. • "Scheduled start time" is defined as the confirmed appointment time (as stated on the FOC), or a newly negotiated time. • The "committed order due time" is based on the number and type of loops involved in the cut and is calculated by adding the applicable time interval from the following list to the scheduled start time: <ul style="list-style-type: none"> – Analog unbundled loops: <ul style="list-style-type: none"> 1 to 16 lines: 1 Hour 17 to 24 lines: 2 Hours 25+ lines: Project* – All other unbundled loops: <ul style="list-style-type: none"> 1 to 5 lines: 1 Hour 6 to 8 lines: 2 Hours 9 to 11 lines: 3 Hours 12 to 24 lines: 4 Hours 25+ lines: Project* <p>*For Projects, the committed order due times, scheduled due dates, and appointment times will be negotiated between CLEC and Qwest.</p> • "Actual end time" is defined as when Qwest notifies the CLEC that the Qwest physical work and the appropriate tests have been successfully accomplished, including the Qwest portion of any coordinated LNP orders. 	
<p>Reporting Period: One month</p>	<p>Unit of Measure: Percent</p>
<p>Reporting Comparisons: CLEC aggregate and individual CLEC results</p>	<p>Disaggregation Reporting: Statewide level. Results for this measurement will be reported according to: OP-13A Cuts Completed On Time OP-13B Cuts Started Without CLEC Approval</p>

OP-13 – Coordinated Cuts On Time – Unbundled Loop (continued)

<p>Formula:</p> <ul style="list-style-type: none"> OP-13A = (Count of LSRs for Coordinated Unbundled Loop cuts completed "On Time") / (Total Number of LSRs for Coordinated Unbundled Loop Cuts completed in the reporting period) x 100 OP-13B = (Count of LSRs for Coordinated Unbundled Loop cuts whose actual start time occurs without CLEC approval) / (Total Number of LSRs for Coordinated Unbundled Loop Cuts completed in the reporting period) x 100 	
<p>Exclusions: Applicable to OP-13A:</p> <ul style="list-style-type: none"> Time intervals during the cutover process associated with CLEC-caused delays; CLEC not ready by 30 minutes after the Appointment Time. Loop cuts that involve CLEC-requested non-standard methodologies, processes, or timelines. 	
<p>Product Reporting: Coordinated Unbundled Loops – Reported separately for:</p> <ul style="list-style-type: none"> Analog Loops All Other Loops 	<p>Standard: OP-13A: 95 Percent or more OP-13B: Diagnostic</p>
<p>Availability: Available</p>	<p>Notes:</p>

OP-15 - Interval for Pending Orders Delayed Past Due Date

Purpose: Evaluates the extent to which U S WEST's pending orders are late, focusing on the average number of days the pending orders are delayed past the due date, as of the end of the reporting period.		
Description: OP-15A – Measures the average number of business days that pending orders are delayed beyond the original due date for reasons attributed to Qwest. * Includes all pending inward orders (Change, New, and Transfer order types) for which the original due date assigned by Qwest has been missed, subject to exclusions specified below. Change order types for additional lines consist of all C orders with “I” and “T” action coded line USOCs, including changes to existing lines, such as conversions, number changes, PIC changes and class of service changes. OP-15B – Reports the number of pending orders measured in the numerator of OP-15A that were delayed for Qwest facility reasons.		
Reporting Period: One Month	Unit of Measure: (Average Days)	
Reporting Comparisons: CLEC aggregate, individual CLEC, Qwest retail	Disaggregation Reporting: Statewide level	
Formula: OP-15A $\text{Sum}[(\text{Last Day of Reporting Period}) - (\text{Original Due Date of Late Pending Order})] / (\text{Total Number of Pending Orders Delayed as of the last day of Reporting Period})$ OP-15B -Count of pending orders measured in numerator of OP-15A that were delayed for Qwest facility reasons.		
Exclusions: * Pending orders delayed due to Customer reasons are excluded. * Disconnect, From (another form of disconnect)and record order types. * Records involving official company services. * Records with invalid due dates, or application dates. * Records with invalid completion dates. * Records with invalid product codes. * Records missing data essential to the calculation of the measurement per the PID.		
Standard:	Products:	
	Business	1841
	Centrex	1842
	DS0	1793
	DS1	1794
	DS3	1795
	E911	1796
	Frame Relay	1797
	ISDN Primary	1798
	LIS Trunk	1800
	PBX	1844
	Residence	1840
	UBL - Analog	1807
	UBL ISDN Capable	1809
UDIT DS1	1810	

	UDIT Above DS1 Level	1811
	UDIT	1812
	Megabit	1846
	Basic Rate ISDN	1799
	Centrex 21	1843
	UBL - 2 Wire Analog	1803
	UBL - 2 Wire Non-Loaded	1805
	UBL - ADSL Qualified	1802
	UBL - 4 Wire Non-Loaded	1806
	UBL - DS1 Capable	1808
	UBL - 4 Wire Analog	1804
	UBL - DS3 Capable	1813
	UNE - P (POTS)	1847
	Basic Rate Designed ISDN	1845
	UBL Analog	1814
	Line Sharing	2051
	UBL - Feeder Loop	2104
	UBL - Distribution Loop	2105
	Enhanced Extended Links - DS0 Capable	2106
	Enhanced Extended Links - DS1 Capable	2107
	Enhanced Extended Links - DS3 Capable	2108
	Dark Fiber - IOF	2132
	Dark Fiber - Loop	2133
	Sub-Loop Unbundling	2157
	Enhanced Extended Links (EELs)	2158
Availability: Available (except as noted below)		
Under Development:		
- Shared Loop/Line Sharing - beginning with Dec 00 data on the Jan 01 report.		
- Sub-loop unbundling - beginning with Jan 01 data on the Feb 01 report.		
- EELs - TBD		
- Dark Fiber - beginning with Jan 01 data on the Feb 01 report.		
Notes:		

MR-3 – Out of Service Cleared within 24 Hours

<p>Purpose: Evaluates timeliness of repair for specified services, focusing on cases where the out-of-service cases were closed <u>cleared</u> within the standard estimate for specified services (i.e., 24 hours for out-of-service conditions).</p>	
<p>Description: Measures the percentage of out of service trouble reports, involving specified services, that are cleared within 24 hours of receipt of trouble reports from CLECs or from retail customers.</p> <ul style="list-style-type: none"> • Includes all trouble reports, closed during the reporting period, which involve a specified service that is out-of-service (i.e., unable to place or receive calls), subject to exclusions specified below. • Time measured is from date and time of receipt to date and time trouble is indicated as cleared. 	
<p>Reporting Period: One month</p>	<p>Unit of Measure: Percent</p>
<p>Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results</p>	<p>Disaggregation Reporting: Statewide level.</p> <ul style="list-style-type: none"> • Results for product/services listed in Product Reporting under "MSA-Type Disaggregation" will be disaggregated and reported according to trouble reports involving: <ul style="list-style-type: none"> MR-3A Dispatches within MSAs; MR-3B Dispatches outside MSAs; and MR-3C No dispatches. • Results for products/services listed in Product Reporting under "Zone-type Disaggregation" will be disaggregated according to trouble reports involving: <ul style="list-style-type: none"> MR-3D In Interval Zone 1 areas; and MR-3E In Interval Zone 2 areas.
<p>Formula: (Number of Out of Service Trouble Reports Closed <u>closed in the reporting period that are cleared within 24 hours</u>) / (Total Number of Out of Service Trouble Reports Received <u>closed in the reporting period</u>) x 100</p>	
<p>Explanation: Percentage is obtained by dividing the total number of OOS reports closed within 24 hours by the total number of OOS reports received during the measurement period.</p>	
<p>Exclusions:</p> <ul style="list-style-type: none"> • Trouble reports coded as follows: <ul style="list-style-type: none"> – For products measured from MTAS data (products listed for MSA-type disaggregation), trouble reports coded to disposition codes for: Customer Action (6); Non-Telco Plant (11); Trouble Beyond the Network Interface (12); and Miscellaneous – Non-Dispatch, non-Qwest (includes CPE, Customer Instruction, Carrier, Alternate Provider (13); – For products measured from WFA (Workforce Administration) data (products listed for Zone-type disaggregation) trouble reports coded to trouble codes for Carrier Action (IEC) and Customer Provided Equipment (CPE). • Subsequent trouble reports (i.e., redundant reports for the same trouble before it is closed). • Information tickets generated for internal Qwest system/network monitoring purposes. • Time delays due to "no access" are excluded from repair time for products/services listed in Product Reporting under "Zone-type Disaggregation". • For products measured from MTAS data (products listed for MSA-type disaggregation), trouble reports involving a "no access" delay. • Reports of problems received on day of installation before provisioning order is closed as complete. 	

MR-3 – Out of Service Cleared within 24 Hours (Continued)

Product Reporting:	Standards:
MSA-Type Disaggregation -	
• Resale	
Residential single line service	Parity with retail service
Business single line service	Parity with retail service
Centrex	Parity with retail service
Centrex 21	Parity with retail service
PBX Trunks	Parity with retail service
Basic ISDN	Parity with retail service
Megabit ¹	Parity with retail service
• Unbundled Network Element – Platform (UNE-P) (POTS)	Parity with appropriate retail service
• Shared Loop/Line Sharing	Diagnostic
• Sub-Loop Unbundling	Diagnostic
Zone-type Disaggregation -	
• Unbundled Loops:	
Analog Loop	Parity with retail Res and Bus POTS
Non-loaded Loop (2 wire)	Parity with retail ISDN-BRI
ISDN-capable Loop	Parity with ISDN-BRI
ADSL-qualified Loop	Parity with retail MegaBit
•	
Availability: Available Performance results and statistical parameters (except as noted below) • Under Development: – Resale Megabit under MSA type disaggregation – beginning with Jan 00 data on the Nov 00 report ¹ – Retail comparable for unbundled loop and UDIT – beginning with Jun 00 data on the Sep 00 report – Statistical parameters for comparison of unbundled loop results with specified retail comparative - beginning with Jun 00 data on the Sep 00 report – UNE-P (POTS) beginning with Aug 00 data on the Sep 00 report – Shared Loop/Line Sharing and Sub-loop unbundling - TBD	Notes: 1. On the Aug 00 (Jan-Jul) Report Resale Megabit will be reported under Zone-type disaggregation. Beginning on the Nov 00 report Resale Megabit will be reported under MSA type disaggregation.

MR-4 – All Troubles Cleared within 48 hours

<p>Purpose: Evaluates timeliness of repair for specified services, focusing on trouble cases of all types (both out of service and service affecting) and on the number of such cases closedcleared within the standard estimate for specified services (i.e., 48 hours for service-affecting conditions).</p>	
<p>Description: Measures the percentage of trouble reports, for specified services, that are cleared within 48 hours of receipt of trouble reports from CLECs or from retail customers.</p> <ul style="list-style-type: none"> • Includes all trouble reports, closed during the reporting period, which involve a specified service, subject to exclusions specified below. • Time measured is from date and time of receipt to date and time trouble is indicated as cleared. 	
<p>Reporting Period: One month</p>	<p>Unit of Measure: Percent</p>
<p>Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results</p>	<p>Disaggregation Reporting: Statewide level.</p> <ul style="list-style-type: none"> • Results for product/services listed in Product Reporting under "MSA-Type Disaggregation" will be disaggregated and reported according to trouble reports involving: <ul style="list-style-type: none"> MR-4A Dispatches within MSAs; MR-4B Dispatches outside MSAs; and MR-4C No dispatches. • Results for products/services listed in Product Reporting under "Zone-type Disaggregation" will be disaggregated according to trouble reports involving: <ul style="list-style-type: none"> MR-4D In Interval Zone 1 areas; and MR-4E In Interval Zone 2 areas
<p>Formula: $\left[\frac{\text{Total } \del{\text{Maintenance-Trouble}} \text{ Reports } \del{\text{Completed}} \text{ closed in the reporting period that are cleared within 48 hours}}{\text{Total } \del{\text{Maintenance-Trouble}} \text{ Reports } \del{\text{Closed}} \text{ closed in the reporting period}} \right] \times 100$</p>	
<p>Exclusions:</p> <ul style="list-style-type: none"> • Trouble reports coded as follows: <ul style="list-style-type: none"> – For products measured from MTAS data (products listed for MSA-type disaggregation), trouble reports coded to disposition codes for: Customer Action (6); Non-Telco Plant (11); Trouble Beyond the Network Interface (12); and Miscellaneous – Non-Dispatch, non-Qwest (includes CPE, Customer Instruction, Carrier, Alternate Provider (13); – For products measured from WFA (Workforce Administration) data (products listed for Zone-type disaggregation) trouble reports coded to trouble codes for Carrier Action (IEC) and Customer Provided Equipment (CPE). • Subsequent trouble reports (i.e., redundant reports for the same trouble before it is closed). • Information tickets generated for internal Qwest system/network monitoring purposes. • Time delays due to "no access" are excluded from repair time for products/services listed in Product Reporting under "Zone-type Disaggregation". • For products measured from MTAS data (products listed for MSA-type disaggregation), trouble reports involving a "no access" delay. • Reports of problems received on day of installation before provisioning order is closed as complete. 	

MR-4 – All Troubles Cleared within 48 Hours (Continued)

Product Reporting:	Standards:
MSA-Type Disaggregation -	
• Resale	
Residential single line service	Parity with retail service
Business single line service	Parity with retail service
Centrex	Parity with retail service
Centrex 21	Parity with retail service
PBX Trunks	Parity with retail service
Basic ISDN	Parity with retail service
Megabit ¹	Parity with retail service
• Unbundled Network Element – Platform (UNE-P) (POTS)	Parity with appropriate retail service
• Shared Loop/Line Sharing	Diagnostic
• Sub-Loop Unbundling	Diagnostic
Zone-Type Disaggregation -	
• Unbundled Loops:	
Analog Loop	Parity with retail Res and Bus POTS
Non-loaded Loop (2 wire)	Parity with retail ISDN-BRI
ISDN-capable Loop	Parity with retail ISDN-BRI
ADSL-qualified Loop	Parity with retail MegaBit
•	
Availability: <ul style="list-style-type: none"> • Available – Performance results and statistical parameters (except as noted below) • Under Development: <ul style="list-style-type: none"> – Resale Megabit under MSA type disaggregation – beginning with Jan 00 data on the Nov 00 report¹ – Retail comparable for unbundled loop – beginning with Jun 00 data on the Sep 00 report – Statistical parameters for comparison of unbundled loop results with specified retail comparative - beginning with Jun 00 data on the Sep report – UNE-P (POTS) beginning with Aug 00 data on the Sep 00 report – Shared Loop/Line Sharing and Sub-loop unbundling - TBD 	Notes: <ol style="list-style-type: none"> 1. On the Aug 00 (Jan-Jul) Report Resale Megabit is reported under Zone-type disaggregation. Beginning on the Nov 00 report Resale Megabit will be reported under MSA type disaggregation.

MR-5 – All Troubles Cleared within 4 hours

<p>Purpose: Evaluates timeliness of repair for specified services, focusing on all trouble cases of all types (including out of service and service affecting troubles) and on the number of such cases closed <u>cleared</u> within the standard estimate for specified services (i.e., 4 hours).</p>	
<p>Description: Measures the percentage of trouble reports for specified services that are cleared within 4 hours of receipt of trouble reports from CLECs or from retail customers.</p> <ul style="list-style-type: none"> • Includes all trouble reports, closed during the reporting period, which involve a specified service, subject to exclusions specified below. • Time measured is from date and time of receipt to date and time trouble is cleared. 	
<p>Reporting Period: One month</p>	<p>Unit of Measure: Percent</p>
<p>Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results</p>	<p>Disaggregation Reporting: Statewide level. Results for listed products will be disaggregated according to trouble reports: MR-5A In Interval Zone 1 areas; and MR-5B In Interval Zone 2 areas.</p>
<p>Formula: $\left[\frac{\text{Number of Trouble Reports } \cancel{\text{Closed}} \text{ in the reporting period that are cleared within 4 hours}}{\text{Total Trouble Reports } \cancel{\text{Received}} \text{ closed in the reporting period}} \right] \times 100$</p>	
<p>Exclusions:</p> <ul style="list-style-type: none"> • Trouble reports coded as follows: <ul style="list-style-type: none"> – For products measured using WFA (Workforce Administration) data (products listed for Zone-type disaggregation) trouble reports coded to trouble codes for Carrier Action (IEC) and Customer Provided Equipment (CPE). • Subsequent trouble reports (i.e., redundant reports for the same trouble before it is closed). • Information tickets generated for internal Qwest system/network monitoring purposes. • Time delays due to "no access" are excluded from repair time. • Reports of problems received on day of installation before provisioning order is closed as complete. 	

MR-5 – All Troubles Cleared within 4 hours (continued)

Product Reporting:	Standards:
Zone-Type Disaggregation -	
• Resale:	
Primary ISDN	Parity with retail service
DS0	Parity with retail service
DS1	Parity with retail service
DS3 and higher bit-rate services (aggregate)	Parity with retail service
Frame Relay	Parity with retail service
• LIS Trunks	Parity with Qwest Interoffice Trunks (reported separately)
• Unbundled Dedicated Interoffice Transport (UDIT)	
UDIT – DS1 level	Parity with DS1 Private Line Service
UDIT – Above DS1 level	Parity with Private Line- Services above DS1 level
• Unbundled Loops:	
Non-loaded Loop (4-wire)	Parity with retail DS1
DS1-capable Loop	Parity with retail DS1
Loop types of DS3 and higher bit-rates (aggregate)	Parity with retail DS3 and higher bit-rate services (aggregate)
• E911/911 Trunks	
• Enhanced Extended Links (EELs), including UNE-C	Diagnostic
Availability: <ul style="list-style-type: none"> • Available — Performance results and statistical parameters (except as noted below) • Under Development: <ul style="list-style-type: none"> – Retail comparable for unbundled loop, LIS Trunks, and UDIT – beginning with Jun 00 data on the Sep 00 report – Interval Zone1/Zone 2 disaggregation for Qwest Interoffice Trunks – Aug data on the Sept 00 report – Statistical parameters for comparison of unbundled loop results with specified retail comparative - beginning with Jun 00 data on the Sep 00 report – EELs - TBD 	Notes:

MR-6 – Mean Time to Restore

Purpose: Evaluates timeliness of repair, focusing how long it takes to restore services to proper operation.	
Description: Measures the time actually taken to resolve-clear requests for repair. <ul style="list-style-type: none"> Includes all trouble reports closed during the reporting period, subject to exclusions specified below. Includes customer direct reports, customer-relayed reports, and test assist reports. Time measured is from date and time of receipt to date and time trouble is cleared. 	
Reporting Period: One month	
Unit of Measure: Hours and Minutes	
Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results	Disaggregation Reporting: Statewide level. <ul style="list-style-type: none"> Results for product/services listed in Product Reporting under "MSA-Type Disaggregation" will be reported according to trouble reports involving:: <ul style="list-style-type: none"> MR-6A Dispatches within MSAs; MR-6B Dispatches outside MSAs; and MR-6C No dispatches. Results for products/services listed in Product Reporting under "Zone-type Disaggregation" will be disaggregated according to trouble reports involving: <ul style="list-style-type: none"> MR-6D In Interval Zone 1 areas; and MR-6E In Interval Zone 2 areas.
Formula: $\frac{\sum [(\text{Date \& Time } \del{\text{Trouble Report}} \del{\text{Repair Ticket Closed/Cleared}}) - (\text{Date \& Time } \del{\text{of Repair}} \del{\text{Trouble Report Opened}})]}{(\text{Total number of } \del{\text{repair}} \del{\text{Trouble reports}} \del{\text{Reports closed in the reporting period}})}$	
Exclusions: <ul style="list-style-type: none"> Trouble reports coded as follows: <ul style="list-style-type: none"> For products measured from MTAS data (products listed for MSA-type disaggregation), trouble reports coded to disposition codes for: Customer Action (6); Non-Telco Plant (11); Trouble Beyond the Network Interface (12); and Miscellaneous – Non-Dispatch, non-Qwest (includes CPE, Customer Instruction, Carrier, Alternate Provider (13); For products measured from WFA (Workforce Administration) data (products listed for Zone-type disaggregation) trouble reports coded to trouble codes for Carrier Action (IEC) and Customer Provided Equipment (CPE). Subsequent trouble reports (i.e., redundant reports for the same trouble before it is closed). Information tickets generated for internal Qwest system/network monitoring purposes. Time delays due to "no access" are excluded from repair time for products/services listed in Product Reporting under "Zone-type Disaggregation". For products measured from MTAS data (products listed for MSA-type disaggregation), trouble reports involving a "no access" delay. Reports of problems received on day of installation before provisioning order is closed as complete. 	

MR-6 – Mean Time to Restore (Continued)

Product Reporting:	Standards:
MSA-Type Disaggregation -	
• Resale	
Residential single line service	Parity with retail service
Business single line service	Parity with retail service
Centrex	Parity with retail service
Centrex 21	Parity with retail service
PBX Trunks	Parity with retail service
Basic ISDN	Parity with retail service
Megabit ¹	Parity with retail service
• Unbundled Network Element – Platform (UNE-P) (POTS)	Parity with like retail service
• Shared Loop/Line Sharing	Diagnostic
• Sub-Loop Unbundling	Diagnostic
Zone-Type Disaggregation -	
• Resale	
Primary ISDN	Parity with retail service
DS0	Parity with retail service
DS1	Parity with retail service
DS3 and higher bit-rate services (aggregate)	Parity with retail service
Frame Relay	Parity with retail service
• LIS Trunks	Parity with Qwest Interoffice Trunks
• Unbundled Dedicated Interoffice Transport (UDIT)	
UDIT – DS1 level	Parity with retail DS1 Private Line
UDIT – Above DS1 level	Parity with retail Private Lines above DS1 level
Dark Fiber – IOF	Diagnostic
• Unbundled Loops:	
Analog Loop	Parity with retail Res and Bus POTS
Non-loaded Loop (2-wire)	Parity with retail ISDN BRI
Non-loaded Loop (4-wire)	Parity with retail DS1 Private Line
DS1-capable Loop	Parity with retail DS1 Private Line
ISDN-capable Loop	Parity with retail ISDN BRI
ADSL-qualified Loop	Parity with retail MegaBit
Loop types of DS3 and higher bit-rates (aggregate)	Parity with retail DS3 and higher bit-rate Private Line services (aggregate)
Dark Fiber - Loop	Diagnostic
• E911/911 Trunks	Parity with retail E911/911 Trunks
• Enhanced Extended Links (EELs), including UNE-C	Diagnostic
Availability: Available – Performance results and statistical parameters (except as noted below)	Notes: 1. On the Aug 00 (Jan-Jul) Report Resale Megabit is reported under Zone-type disaggregation. Beginning on the Nov 00 report Resale Megabit will be reported under MSA type disaggregation.
• Under Development: – Resale Megabit under MSA type disaggregation – beginning with Jan 00 data on the Nov 00 report ¹ – Retail comparable for unbundled loop, and UDIT – beginning with Jun 00 data on the Sep 00 report – Interval Zone1/Zone 2 disaggregation for Qwest Interoffice Trunks – Aug data on	

MR-6 – Mean Time to Restore (Continued)

<p>the Sept report</p> <ul style="list-style-type: none">- Statistical parameters for comparison of unbundled loop results with specified retail comparative - beginning with Jun 00 data on the Sep 00 report- UNE-P (POTS) – beginning with Aug 00 data on the Sep 00 report- Shared Loop/Line Sharing, Sub-loop unbundling, EELs and Dark Fiber – TBD	
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MR-7 – Repair Repeat Report Rate

Purpose: Evaluates the accuracy of repair actions, focusing on the number of repeated trouble reports received for the same trouble within a specified period (30 calendar days).	
Description: Measures the percentage of repair reports that are repeated within 30 days. <ul style="list-style-type: none"> • Includes all trouble reports closed during the reporting period that are received within thirty (30) days of the previous trouble report for the same service (regardless of whether the report is about the same type of trouble for that service), subject to exclusions specified below. • Includes reports due to Qwest network or system causes, customer-direct and customer-relayed reports. • The period measured is from date and time of last report completed to date and time of next report. 	
Reporting Period: One month	Unit of Measure: Percent
Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results	Disaggregation Reporting: Statewide level. <ul style="list-style-type: none"> • Results for product/services listed in Product Reporting under "MSA-Type Disaggregation" will be reported according to trouble reports involving: <ul style="list-style-type: none"> MR-7A Dispatches within MSAs; MR-7B Dispatches outside MSAs; and MR-7C No dispatches. • Results for products/services listed in Product Reporting under "Zone-type Disaggregation" will be disaggregated according to trouble reports involving: <ul style="list-style-type: none"> MR-7D In Interval Zone 1 areas; and MR-7E In Interval Zone 2 areas.
Formula: $\left(\frac{\text{Total repeated repair reports occurring within 30 calendar days of initial trouble report}}{\text{Total number of Trouble Reports in the reporting period}} \right) \times 100$	
Exclusions: <ul style="list-style-type: none"> • Trouble reports coded as follows: <ul style="list-style-type: none"> – For products measured from MTAS data (products listed for MSA-type disaggregation), trouble reports coded to disposition codes for: Customer Action (6); Non-Telco Plant (11); Trouble Beyond the Network Interface (12); and Miscellaneous – Non-Dispatch, non-Qwest (includes CPE, Customer Instruction, Carrier, Alternate Provider (13); – For products measured from WFA (Workforce Administration) data (products listed for Zone-type disaggregation) trouble reports coded to trouble codes for Carrier Action (IEC) and Customer Provided Equipment (CPE). • Subsequent trouble reports (i.e., redundant reports for the same trouble before it is closed). • Information tickets generated for internal Qwest system/network monitoring purposes. • Reports of problems received on day of installation before provisioning order is closed as complete. 	

MR-7 – Repair Repeat Report Rate (Continued)

Product Reporting:	Standards:
MSA-Type Disaggregation -	
• Resale	
Residential single line service	Parity with retail service
Business single line service	Parity with retail service
Centrex	Parity with retail service
Centrex 21	Parity with retail service
PBX Trunks	Parity with retail service
Basic ISDN	Parity with retail service
Megabit	Parity with retail service
• Unbundled Network Element – Platform (UNE-P) (POTS)	Parity with like retail service
• Shared Loop/Line Sharing	Diagnostic
• Sub-Loop Unbundling	Diagnostic
Zone-Type Disaggregation -	
• Resale	
Primary ISDN	Parity with retail service
DS0	Parity with retail service
DS1	Parity with retail service
DS3 and higher bit-rate services (aggregate)	Parity with retail service
Frame Relay	Parity with retail service
• LIS Trunks	Parity with Qwest Interoffice Trunks (reported separately)
• Unbundled Dedicated Interoffice Transport (UDIT)	
UDIT – DS1 level	Parity with retail DS1 Private Line
UDIT – Above DS1 level	Parity with retail Private Lines above DS1 level
Dark Fiber – IOF	Diagnostic
• Unbundled Loops:	
Analog Loop	Parity with retail Res and Bus POTS
Non-loaded Loop (2-wire)	Parity with retail ISDN BRI
Non-loaded Loop (4-wire)	Parity with retail DS1 Private Line
DS1-capable Loop	Parity with retail DS1 Private Line
ISDN-capable Loop	Parity with retail ISDN BRI
ADSL-qualified Loop	Parity with retail MegaBit
Loop types of DS3 and higher bit-rates (aggregate)	Parity with retail DS3 and higher bit-rate Private Line services (aggregate)
Dark Fiber – Loop	Diagnostic
• E911/911 Trunks	Parity with retail E911/911 Trunks
• Enhanced Extended Links (EELs), including UNE-C	Diagnostic

MR-7 – Repair Repeat Report Rate (Continued)

<p>Availability:</p> <ul style="list-style-type: none">• Available – Performance results and statistical parameters (except as noted below)• Under Development:<ul style="list-style-type: none">– Resale Megabit under MSA type disaggregation – beginning with Jan 00 data on the Nov 00 report¹– Retail comparable for unbundled loop and UDIT – beginning with Jun 00 data on the Sep 00 report– Interval Zone1/Zone 2 disaggregation for Qwest Interoffice Trunks – Aug data on the Sept report– UNE-P (POTS) – beginning with Aug 00 data on the Sep 00 report– Shared Loop/Line Sharing, Sub-loop unbending, EELs and Dark Fiber – TBD– Statistical parameters for comparison of unbundled loop results with specified retail comparative – beginning with Jun 00 data on the Sep 00 report	<p>Notes:</p> <ol style="list-style-type: none">1. On the Aug 00 (Jan – Jul) Report Resale Megabit is reported under Zone-type disaggregation. Beginning on the Nov 00 report Resale Megabit will be reported under MSA type disaggregation.
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MR-8 – Trouble Rate

Purpose: Evaluates the overall rate of trouble reports as a percentage of the total installed base of the service or element.	
Description: Measures trouble reports by product and compares them to the number of lines in service. <ul style="list-style-type: none"> • Includes all trouble reports closed during the reporting period, subject to exclusions specified below. • Includes all applicable trouble reports, including those that are out of service and those that are only service-affecting. 	
Reporting Period: One month	Unit of Measure: Percent
Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results	Disaggregation Reporting: Statewide level.
Formula: $\left[\frac{\text{Total number of trouble reports involving the specified service grouping}}{\text{Total number of the specified services that are in service in the reporting period}} \right] \times 100$	
Exclusions: <ul style="list-style-type: none"> • Trouble reports coded as follows: <ul style="list-style-type: none"> – For products measured from MTAS data, trouble reports coded to disposition codes for: Customer Action (6); Non-Telco Plant (11); Trouble Beyond the Network Interface (12); and Miscellaneous – Non-Dispatch, non-Qwest (includes CPE, Customer Instruction, Carrier, Alternate Provider (13); – For products measured from WFA data (products listed for Zone-type disaggregation) trouble reports coded to trouble codes for Carrier Action (IEC) and Customer Provided Equipment (CPE). • Subsequent trouble reports (i.e., redundant reports for the same trouble before it is closed). • Information tickets generated for internal Qwest system/network monitoring purposes. • Reports of problems received on day of installation before provisioning order is closed as complete. 	

MR-8 – Trouble Rate (continued)

Product Reporting:	Standards:
<ul style="list-style-type: none"> Resale 	
Residential single line service	Parity with retail service
Business single line service	Parity with retail service
Centrex	Parity with retail service
Centrex 21	Parity with retail service
PBX Trunks	Parity with retail service
Basic ISDN	Parity with retail service
Megabit	Parity with MegaBit service
Primary ISDN	Parity with retail service
DS0	Parity with retail service
DS1	Parity with retail service
DS3 and higher bit-rate services (aggregate)	Parity with retail service
Frame Relay	Parity with retail service
<ul style="list-style-type: none"> Unbundled Network Element – Platform (UNE-P) (POTS) 	Parity with like retail service
<ul style="list-style-type: none"> Shared Loop/Line Sharing 	Diagnostic
<ul style="list-style-type: none"> Sub-Loop Unbundling 	Diagnostic
<ul style="list-style-type: none"> LIS Trunks 	Parity with Qwest Interoffice Trunks (reported separately)
<ul style="list-style-type: none"> Unbundled Dedicated Interoffice Transport (UDIT) 	
UDIT – DS1 level	Parity with retail DS1 Private Line Service
UDIT – Above DS1 level	Parity with retail Private Lines above DS1 level
Dark Fiber – IOF	Diagnostic
<ul style="list-style-type: none"> Unbundled Loops: 	
Analog Loop	Parity with retail Res and Bus POTS
Non-loaded Loop (2-wire)	Parity with retail ISDN BRI
Non-loaded Loop (4-wire)	Parity with retail DS1 Private Line
DS1-capable Loop	Parity with retail DS1 Private Line
ISDN-capable Loop	Parity with retail ISDN BRI
ADSL-qualified Loop	Parity with retail MegaBit
Loop types of DS3 and higher bit-rates (aggregate)	Parity with retail DS3 and higher bit-rate services (aggregate)
Dark Fiber – Loop	Diagnostic
<ul style="list-style-type: none"> E911/911 Trunks 	Parity with retail E911/911 Trunks
<ul style="list-style-type: none"> Enhanced Extended Links (EELs), including UNE-C 	Diagnostic
Availability: <ul style="list-style-type: none"> Available – Performance results and statistical parameters (except as noted below) Under Development: <ul style="list-style-type: none"> Resale DSO – beginning with Jan 00 data on the Sep 00 report Retail comparable for unbundled loop and UDIT – beginning with Jun 00 data on the Sep 00 report Centrex 21, and Resale Basic ISDN – beginning with Aug 00 data on the Sep 00 report 	Notes:

MR-8 – Trouble Rate (continued)

<ul style="list-style-type: none">- Qwest Retail Interoffice trunks – beginning with Aug 00 data on the Sep 00 report- UNE-P (POTS) – beginning with Aug 00 data on the Sep 00 report- Shared Loop/Line Sharing, Sub-loop unbundling, EELs and Dark Fiber – TBD- Statistical parameters for comparison of unbundled loop results with specified retail comparative - beginning with Jun 00 data on the Sep 00 report	
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MR-9 – Repair Appointments Met

Purpose: Evaluates the extent to which Qwest repairs services for Customers by the appointment date and time.	
Description: Measures the percentage of repair reports for which the appointment date and time is met. <ul style="list-style-type: none"> Includes all trouble reports closed during the reporting period, subject to exclusions specified below. Time measured is from date and time of receipt to date and time trouble is indicated as closed. 	
Reporting Period: One month	Unit of Measure: Percent
Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results	Disaggregation Reporting: Statewide level. Results for listed services will be disaggregated and reported according to trouble reports involving: MR-9A Dispatches within MSAs; MR-9B Dispatches outside MSAs; and MR-9C No dispatches.
Formula: $\left[\frac{\text{Total Maintenance Trouble Reports Closed by appointment date and time}}{\text{Total Maintenance Trouble Reports Received/Closed}} \right] \times 100$	
Exclusions: <ul style="list-style-type: none"> Trouble reports coded as follows: <ul style="list-style-type: none"> For products measured from MTAS data, trouble reports coded to disposition codes for: Customer Action (6); Non-Telco Plant (11); Trouble Beyond the Network Interface (12); and Miscellaneous – Non-Dispatch, non-Qwest (includes CPE, Customer Instruction, Carrier, Alternate Provider (13); Subsequent trouble reports (i.e., redundant reports for the same trouble before the ticket is closed). Information tickets generated for internal Qwest system/network monitoring purposes. Reports of problems received on day of installation before provisioning order is closed as complete. 	
Product Reporting: Resale: Residential single line service Business single line service Centrex PBX Trunks Basic ISDN Unbundled Elements – Platform (UNE-P) (POTS)	Standard: Parity
Availability: <ul style="list-style-type: none"> Available: <ul style="list-style-type: none"> Performance results and statistical parameters (except as noted below) Under Development: <ul style="list-style-type: none"> UNE-P (POTS) beginning with Aug 00 data on the Sep 00 report 	Notes:

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Product Reporting:	Standards: OP-15B = diagnostic only
MSA-type Disaggregation -	For OP-15A:
• Resale	
Residential single line service	Diagnostic (Expectation: Parity with retail service)
Business single line service	Diagnostic (Expectation: Parity with retail service)
Centrex	Diagnostic (Expectation: Parity with retail service)
Centrex 21	Diagnostic (Expectation: Parity with retail service)
PBX Trunk	Diagnostic (Expectation: Parity with retail service)
Basic ISDN	Diagnostic (Expectation: Parity with retail service)
Megabit	Diagnostic (Expectation: Parity with retail service)
• Unbundled Network Element – Platform (UNE-P) (POTS)	Diagnostic (Expectation: Parity with retail service)
• Shared Loop/Line Sharing	Diagnostic
• Sub-Loop Unbundling	Diagnostic
Zone-type Disaggregation -	
• Resale	
Primary ISDN	Diagnostic (Expectation: Parity with retail service)
DS0	Diagnostic (Expectation: Parity with retail service)
DS1	Diagnostic (Expectation: Parity with retail service)
DS3 and higher bit-rate services (aggregate)	Diagnostic (Expectation: Parity with retail service)
Frame Relay	Diagnostic (Expectation: Parity with retail service)
• LIS Trunks	Diagnostic (Expectation: Parity with Qwest Interoffice Trunks) (separately reported)
• Unbundled Dedicated Interoffice Transport (UDIT)	
UDIT – DS1 level	Diagnostic (Expectation: Parity with DS1 Private Line- Service)
UDIT – Above DS1 level	Diagnostic (Expectation: Parity with Private Line-Services above DS1 level)
Dark Fiber – IOF	Diagnostic
• Unbundled Loops:	
Analog Loop	Diagnostic (Expectation: Parity with retail Res and Bus POTS with dispatch)
Non-loaded Loop (2-wire)	Diagnostic (Expectation: Parity with retail ISDN BRI)
Non-loaded Loop (4-wire)	Diagnostic (Expectation: Parity with retail DS1)
DS1-capable Loop	Diagnostic (Expectation: Parity with retail DS1)
ISDN-capable Loop	Diagnostic (Expectation: Parity with ISDN-BRI)
ADSL-qualified Loop	Diagnostic (Expectation: Parity with retail MegaBit with dispatch)
Loop types of DS3 or higher bit rate (aggregate)	Diagnostic (Expectation: Parity with retail DS3 and higher bit-rate services (aggregate))
Dark Fiber – Loop	Diagnostic
• E911/911 Trunks	Diagnostic (Expectation: Parity with retail E911/911 Trunks)
• Enhanced Extended Links (EELs), including UNE-C	Diagnostic
Availability: Available: Performance results and statistical parameters (except as noted below)	Notes:
• Under Development – – Products reported with MSA-type Disaggregation - beginning with Apr 00 data on the Sep 00 report – Shared Loop/Line Sharing, Sub-loop	

OP-15 – Interval for Pending Orders Delayed Past Due Date (continued)

unbundling, EELs, Dark Fiber – TBD	
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