OP-3 – Installation Commitments Met

Purpose: Evaluates the extent to which Qwest installs services for Customers by the scheduled due date.	

Description:
Measures the percentage of orders for which the scheduled due date is met.

- 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.

Reporting Period: One month	**Unit of Measure:** Percent

Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results	**Disaggregation Reporting:** Statewide level. • 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.

Formula:
[(Total Orders completed on Original Due Date) / (Total Orders Completed)] x 100

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.

Exclusions:
- 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:
• Available:
  Performance results and statistical parameters (except as noted below)
• Under Development:
  – Resale Megabit combined under MSA type disaggregation – beginning with Jan 00 data on the Nov 00 report[1]
  – 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
	Notes:
	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 – 3 Installation Commitments Met (continued)

– Statistical parameters for comparison of unbundled loop results with specified retail comparative – beginning with Jun 00 data on the Sep00 report – Shared Loop/Line Sharing, Sub-loop unbundling, EELs, Dark Fiber – TBD	

OP-4 – Installation Interval

Purpose:	
Evaluates the timeliness of Qwest's installation of services for customers, focusing on the average time to install service.	

Description:

Measures the average interval (in business days) between the application date and the completion date for service orders accepted and implemented.

- 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).

Reporting Period: One month	**Unit of Measure**: Average Business Days

Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results	**Disaggregation Reporting:** Statewide level.
	
	• 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.

Formula:

Σ[(Order Completion Date) – (Order Application Date)] / Total Number of Orders Completed

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.

Exclusions:

- Orders with customer requested due dates greater than the current standard interval. (This exclusion does not 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:
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 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 DS1Private 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:
• Available:
Performance results and statistical parameters (except as noted below)
• Under Development:
  – Resale Megabit combined 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
	Notes:
	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)

– 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	

OP-5 – New Service Installation Quality

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.

Description:
OP-5A Measures the monthly average percentage of new installations that are free of trouble reports within 30 calendar days of initial installation.

- 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.

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.

- 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.

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).	Unit of Measure: Percent of recently-completed orders

Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results	Disaggregation Reporting: Statewide level. - 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: 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: 4 In Interval Zone 1 areas; and 5 In Interval Zone 2 areas.

Formula:
OP-5A = [((Number of New Installation Orders completed in the [prior + current months]/2) - (Total Number of New Installation-related Trouble Reports received within 30 Calendar Days of Order Completion)) / (Number of New Installation Orders completed in the [prior + current months]/2)] x 100

OP-5B = [(Count of troubles reported by CLEC on or after the day of installation and prior to the order being posted as complete) / (Number of New Installation Orders completed in the current reporting period)] x 100

Exclusions:
- 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	
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)	Diagnostic
• 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:
• Available:
OP-5A (except as noted below) *
• 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
	Notes:
	1. In developing OP-5A for LIS Trunks Qwest has discovered there is no capability to measure the analagous results for Qwest IOF trunks. Accordingly Qwest will propose either a benchmark or an alternative retail analogue by Oct 15, 2000.	

OP-5 – New Service Installation Quality (Continued)

– TBD[1] – 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 *MSA and Zone-type disaggregations beginning with Aug 00 data on the Sep 00 report	

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.
	
	• 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:
	   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:
	   4. In Interval Zone 1 areas; and
	   5. In Interval Zone 2 areas.

Formula:

OP-6A $= \sum[($Actual Completion Date of late order for non-facility reasons$) - ($Original Due Date of late order$)] / ($Total Number of Late Orders for non-facility reasons$)$

OP-6B $= \sum[($Actual Completion Date of late order for facility reasons$) - ($Original Due Date of late order$)] / ($Total Number of Late Orders for facility reasons$)$

Exclusions: Orders delayed due to Customer reasons are excluded.

OP-6 – Delayed Days (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- 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:**

• Available:
Performance results and statistical parameters (except as noted below)
• Under Development:
  – Resale Megabit combined 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
  – 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)

- 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 – Shared Loop/Line Sharing, Sub-loop unbundling, EELs, Dark Fiber – TBD	

MR-5 – All Troubles Cleared within 4 hours

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~~ cleared within the standard estimate for specified services (i.e., 4 hours).	
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. • 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.	
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 products will be disaggregated according to trouble reports:
	     MR-5A In Interval Zone 1 areas; and
	     MR-5B In Interval Zone 2 areas.

Formula: [(Number of Trouble Reports ~~C~~closed in the reporting period that are cleared within 4 hours) / (Total Trouble Reports ~~Received~~closed in the reporting period)] x 100	
Exclusions: • Trouble reports coded as follows: – 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	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)
• Under Development:
  – 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. • 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.
	• Results for product/services listed in Product Reporting under "MSA-Type Disaggregation" will be reported according to trouble reports involving::
	  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:
	  MR-6D In Interval Zone 1 areas; and
	  MR-6E In Interval Zone 2 areas.

Formula: Σ[(Date & Time Trouble Report ~~Repair Ticket Closed~~ Cleared) – (Date & Time ~~of Repair~~ Trouble Report Opened)] / (Total number of ~~repair~~ Trouble ~~reports~~ Reports closed in the reporting period)	

Exclusions:
• Trouble reports coded as follows:
  – 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)
 • 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
	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.

MR-6 – Mean Time to Restore (Continued)

the Sept 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, Sub-loop unbundling, EELs and Dark Fiber – TBD	

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.
- 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.
	• Results for product/services listed in Product Reporting under "MSA-Type Disaggregation" will be reported according to trouble reports involving:
	    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:
	    MR-7D In Interval Zone 1 areas; and
	    MR-7E In Interval Zone 2 areas.

Formula:
([(Total repeated repair reports occurring within 30 calendar days of initial trouble report) / (Total number of Trouble Reports in the reporting period)] x 100).

Exclusions:
- Trouble reports coded as follows:
  - 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[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 (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)

Availability:	Notes:

• 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
  – 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
	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-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. • 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: [(Total number of trouble reports involving the specified service grouping) / (Total number of the specified services that are in service in the reporting period)] x 100	

Exclusions:
 • Trouble reports coded as follows:
    – 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:
• 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
• Unbundled Network Element – Platform (UNE-P) (POTS)	Parity with like retail service
• Shared Loop/Line Sharing	Diagnostic
• Sub-Loop Unbundling	Diagnostic
• LIS Trunks	Parity with Qwest Interoffice Trunks (reported separately)
• 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
• 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
• 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)
• Under Development:
  – Resale DS0 – 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)

– 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	

MR-10 – Customer and Non-Qwest Related Trouble Reports

Purpose:	
Evaluates the extent that trouble reports were customer related, and provides diagnostic information to help address potential issues that might be raised by the core maintenance and repair performance indicators.	
Description:	
Measures the percentage of all trouble reports that are attributed to the customer as a percentage of all trouble reports resolved during the reporting period, subject to exclusions specified below. Includes trouble reports closed during the reporting period coded as follows:	

- 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); and trouble reports involving a "no access" delay for MSA type disaggregated products.
- For products measured from WFA (Workforce Administration) data trouble reports coded to trouble codes for Carrier Action (IEC) and Customer Provided Equipment (CPE).

Reporting Period: One month	**Unit of Measure:** Percent
Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results	**Disaggregation Reporting:** Statewide level.

Formula:

(Number of Trouble Reports coded to disposition codes specified above) / (Total Number of Trouble Reports Closed in the Reporting Period)

Exclusions:

- Subsequent trouble reports (i.e., redundant reports for the same trouble before it is resolved).
- Information tickets generated for internal Qwest system/network monitoring purposes.
- Records involving official company services.
- Records with invalid trouble receipt dates.
- Records with invalid cleared or closed dates.
- Records with invalid product codes.
- Records missing data essential to the calculation of the measurement per the PID.

MR-10 Customer and Non-Qwest Related Trouble Reports (continued)

Product Reporting:	Standards:
• Resale	
Residential single line service	Diagnostic
Business single line service	Diagnostic
Centrex	Diagnostic
Centrex 21	Diagnostic
PBX Trunks	Diagnostic
Basic ISDN	Diagnostic
Megabit	Diagnostic
• Unbundled Network Element – Platform (UNE-P) (POTS)	Diagnostic
• Resale	
Primary ISDN	Diagnostic
DS0	Diagnostic
DS1	Diagnostic
DS3 and higher bit-rate services (aggregate)	Diagnostic
Frame Relay	Diagnostic
• LIS Trunks	Diagnostic
• Unbundled Dedicated Interoffice Transport (UDIT)	
UDIT – DS1 level	Diagnostic
UDIT – Above DS1 level	Diagnostic
• Unbundled Loops:	
Analog Loop	Diagnostic
Non-loaded Loop (2-wire)	Diagnostic
Non-loaded Loop (4-wire)	Diagnostic
DS1-capable Loop	Diagnostic
ISDN-capable Loop	Diagnostic
ADSL-qualified Loop	Diagnostic
Loop types of DS3 and higher bit-rates (aggregate)	Diagnostic
• E911/911 Trunks	Diagnostic
Availability:	**Notes:**
• Available: Performance results and statistical parameters (except as noted below) • Under Development: – UNE-P (POTS) beginning with Aug 00 data on the Sep 00 report – Unbounded loops and Megabit – beginning with July 00 data on the Aug 00 report	