

BUSINESS OFFICE ACCESS - % CALLS ANSWERED WITHIN 30 SECONDS¹**Qwest Standard = 80% within 30 seconds****480-120-133 Standard = 60 second average wait time**

	Qwest	Verizon	Sprint	Century
January 2003	79.30%	No reporting required	No reporting required	No reporting required
February 2003	86.30%	No reporting required	No reporting required	No reporting required
March 2003	83.90%	No reporting required	No reporting required	No reporting required
April 2003	84.50%	No reporting required	No reporting required	No reporting required
May 2003	76.20%	No reporting required	No reporting required	No reporting required
June 2003	75.50%	No reporting required	No reporting required	No reporting required
July 2003	72.80%	No reporting required	No reporting required	No reporting required
August 2003	66.70%	No reporting required	No reporting required	No reporting required
September 2003	61.30%	No reporting required	No reporting required	No reporting required
October 2003	82.60%	No reporting required	No reporting required	No reporting required
November 2003	74.90%	No reporting required	No reporting required	No reporting required
December 2003	65.50%	No reporting required	No reporting required	No reporting required
# Months out of Compliance	8	Unknown	Unknown	Unknown
Total Paid	\$666,667	\$0	\$0	\$0

¹ For each month in 2003, Qwest performed at 84% or better for calls to the repair bureau. The call volumes and durations for these types of calls are very different than those to the business office. In addition, the repair bureau calls are not as subject to the "Monday morning" phenomenon discussed in MSR-4.