

WT-030388

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STATE OF WASH.
UTIL. AND TRANSP.
COMMISSION



Qwest Corporation
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Seattle, Washington 98191
(206) 345-1568
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Mark S. Reynolds
Senior Director – Regulatory
Policy and Law

November 17, 2004

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

Dear Ms. Washburn:

Attached are the November payments for the Performance Assurance Plan (“PAP”) based upon September 2004 performance.

An electronic copy has also been sent to the Commission and Public Counsel.

Please contact Wayne Johnson on 515 286 2462 if you have any questions regarding this report.

Sincerely,

A handwritten signature in black ink, appearing to read "Mark S. Reynolds", is written over the typed name and title.

Mark S. Reynolds
Senior Director - Regulatory

Attachments

Qwest PAP State Supplemental Payment Report

Month: Sep 2004

State: WA

Washington

Tier II Fund

35,800.00

Gross Tier 2 Payment from Summary

Plus or Minus Adjustments

Interest (if Applicable)

-

-

Net Tier 2 Payment

35,800.00

Qwest PAP State Summary Payment Report

Month: Sep 2004

State: WA

| PID | Measure Description | Gross Tier 1 Payment | Gross Tier 2 Payment | Total Gross Tier 1 & 2 Payments |
|--------------|---------------------------------------|----------------------|----------------------|---------------------------------|
| GA-1 | Gateway Avail - IMA-GUI | - | - | - |
| GA-2 | Gateway Avail - IMA-EDI | - | - | - |
| GA-3 | Gateway Avail - EB-TA | - | - | - |
| GA-4 | Gateway Avail - EXACT | - | - | - |
| GA-6 | Gateway Avail - GUI Repair | - | - | - |
| GA-7 | Timely Outage Resolution | - | - | - |
| PO-1 | Pre-Order/Order Response Times | - | - | - |
| PO-2 | Electronic Flow Through | 2,810 | 14,500 | 17,310 |
| PO-3 | LSR Rejection Notice Interval | - | - | - |
| PO-5 | Firm Order Commit (FOCs) on Time | - | - | - |
| PO-6 | Wrk Compltn Notification Timeliness | 1 | - | 1 |
| PO-7 | Billing Compl Notification Timeliness | 25 | - | 25 |
| PO-8 | Jeopardy Notice Interval | - | - | - |
| PO-9 | Timely Jeopardy Notice | - | - | - |
| PO-16 | Release Notifications on Time | - | - | - |
| PO-20 | Manual Service Order Accuracy | 975 | - | 975 |
| OP-2 | Calls Ans w/in 20 Sec - Provisioning | - | - | - |
| OP-3 | Install Commit Met | 1,813 | 2,400 | 4,213 |
| OP-4 | Installation Interval | 33,651 | 11,100 | 44,751 |
| OP-5 | New Service Installation | 401 | - | 401 |
| OP-6 | Delayed Days | 1,164 | 2,100 | 3,264 |
| OP-8 | Number Portability Timeliness | - | - | - |
| OP-13 | Coordinated Cuts on Time | 168 | 300 | 468 |
| OP-17 | Timelines of Disconnects - LNP | - | - | - |
| MR-2 | Calls Ans w/in 20 Sec - Repair Cntr | - | - | - |
| MR-3 | Out of Svc Cleared w/in 24 Hours | 658 | - | 658 |
| MR-5 | Troubles Cleared w/in 4 Hours | 1,193 | - | 1,193 |
| MR-6 | Mean Time to Restore | 54 | - | 54 |
| MR-7 | Repair Repeat Reports | 732 | 900 | 1,632 |
| MR-8 | Trouble Rate | 2,874 | 4,500 | 7,374 |
| MR-11 | LNP Trouble Cleared w/in 24 Hours | - | - | - |
| BI-1 | Time to Provide Usage Records | - | - | - |
| BI-3 | Billing Accuracy - Adj for Errors | 5,000 | - | 5,000 |
| BI-4 | Billing Completeness | 62 | - | 62 |
| NI-1 | Trunking Blocking | - | - | - |
| NP-1 | NXX Code Activation | - | - | - |
| CP-1 | Collocation Completion Interval | - | - | - |
| CP-3 | Colocation Feasibility Study Interval | - | - | - |
| Total | | 51,581 | 35,800 | 87,381 |

Qwest PAP State Aggregate PID-Product Report

Month: Sep 2004
 State: WA

| Product | Category | Value | Unit |
|---------|------------|-------|------|
| GA-1 | ALL | | |
| GA-1 | SIA | | |
| GA-2 | DEFAULT | | |
| GA-3 | DEFAULT | | |
| GA-4 | DEFAULT | | |
| GA-6 | DEFAULT | | |
| GA-7 | DEFAULT | | |
| PO-1A | IMAGUIAZ | | |
| PO-1B | IMAEADIAZ | | |
| PO-2B-1 | LNP | | |
| PO-2B-1 | RES2_AGG | | |
| PO-2B-1 | UBL_AGG | | |
| PO-2B-1 | UNEPPTSA | | |
| PO-2B-2 | LNP | | |
| PO-2B-2 | RES2_AGG | | |
| PO-2B-2 | UBL_AGG | | |
| PO-2B-2 | UNEPPTSA | | |
| PO-3A-1 | CRM_AGG | | |
| PO-3B-1 | CRM_AGG | | |
| PO-3C | CRM_AGG | | |
| PO-5A-1 | LNP | | |
| PO-5A-1 | RES_AGG | | |
| PO-5A-1 | UBL_AGG | | |
| PO-5A-2 | LNP | | |
| PO-5A-2 | RES_AGG | | |
| PO-5A-2 | UBL_AGG | | |
| PO-5B-1 | LNP | | |
| PO-5B-1 | RES_AGG | | |
| PO-5B-1 | UBLAGGEELS | | |
| PO-5B-2 | LNP | | |
| PO-5B-2 | RES_AGG | | |
| PO-5B-2 | UBLAGGEELS | | |
| PO-5C | LNP | | |
| PO-5C | RES_AGG | | |
| PO-5C | UBLAGGEELS | | |
| PO-5D | LIS | | |
| PO-6A | ALL | | |
| PO-6B | ALL | | |
| PO-7A | ALL | | |
| PO-7B | ALL | | |
| PO-8 | JEOP_AGG | | |
| PO-8 | UNE_P_POTS | | |
| PO-9 | JEOP_AGG | | |
| PO-9 | NON_DESIGN | | |
| PO-9 | UNE_P_POTS | | |
| PO-16 | DEFAULT | | |
| PO-20 | RSL_POTUNE | | |
| PO-20 | UBLANL2WNL | | |

Qwest PAP State Aggregate PID-Product Report

Month: Sep 2004

State: WA

| Product | Description | Count | Percentage | Count | Percentage |
|---------|-------------|-------|------------|-------|------------|
| OP-5A | UBL_2W_NL | | | | |
| OP-5A | UBL_4W_NL | | | | |
| OP-5A | UBL_ANAAGG | | | | |
| OP-5A | UBL_DS1 | 176 | | | 176 |
| OP-5A | UBL_ISDN | | | | |
| OP-5A | UDIT_ABV_1 | | | | |
| OP-5A | UDIT_DS1 | | | | |
| OP-5A | UNE_P_CTX | 75 | | | 75 |
| OP-5A | UNE_P_POTS | | | | |
| OP-5A | UNE_PCTX21 | | | | |
| OP-6-1 | LINE_SHARE | | | | |
| OP-6-1 | MBIT | | | | |
| OP-6-1 | RES | | | | |
| OP-6-1 | UNE_P_POTS | | | | |
| OP-6-2 | RES | | | | |
| OP-6-2 | UNE_P_POTS | | | | |
| OP-6-3 | LINE_SHARE | | | | |
| OP-6-3 | UNE_P_POTS | | | | |
| OP-6-4 | UBL_ADSL | | | | |
| OP-6-4 | UBL_2W_NL | | | | |
| OP-6-4 | UBL_ANAAGG | | | | |
| OP-6-4 | UBL_DS1 | 998 | | 2,100 | 3,098 |
| OP-6-4 | UBL_ISDN | 166 | | | 166 |
| OP-6-4 | UBL_XDSL | | | | |
| OP-6-5 | UBL_ADSL | | | | |
| OP-6-5 | UBL_2W_NL | | | | |
| OP-6-5 | UBL_ANAAGG | | | | |
| OP-6-5 | UBL_DS1 | | | | |
| OP-6-5 | UBL_ISDN | | | | |
| OP-6-5 | UDIT_DS1 | | | | |
| OP-6-X | UBL_DS1 | | | | |
| OP-6-X | UDIT_DS1 | | | | |
| OP-6A-4 | EEL_DS1 | | | | |
| OP-6A-5 | EEL_DS1 | | | | |
| OP-8 | LNP | | | | |
| OP-8C | LNP | | | | |
| OP-13A | UBL_ANALOG | | | | |
| OP-13A | UBL_OTHER | | | | |
| OP-17A | LNP | 168 | | 300 | 468 |
| MR-2 | DEFAULT | | | | |
| MR-3A | BUS | | | | |
| MR-3A | CTX | | | | |
| MR-3A | CTX 21 | | | | |
| MR-3A | LINE_SHARE | | | | |
| MR-3A | LINE_SPLIT | | | | |
| MR-3A | RES | 658 | | | 658 |
| MR-3A | UNE_P_CTX | | | | |
| MR-3A | UNE_P_POTS | | | | |

Qwest PAP State Aggregate PID-Product Report

Month: Sep 2004

State: WA

| | | | | |
|-------|------------|--|-------|-------|
| MR-3A | UNE_PCTX21 | Out of Service Cleared within 24 hours (UNE P (Centrex 21))(Percent) | - | - |
| MR-3B | UNE_P_POTS | Out of Service Cleared within 24 hours (UNE - P (POTS))(Percent) | - | - |
| MR-3C | BUS | Out of Service Cleared within 24 hours (Business)(Percent) | - | - |
| MR-3C | CTX | Out of Service Cleared within 24 hours (Centrex)(Percent) | - | - |
| MR-3C | LINE_SHARE | Out of Service Cleared within 24 hours (Line Sharing)(Percent) | - | - |
| MR-3C | RES | Out of Service Cleared within 24 hours (Residence)(Percent) | - | - |
| MR-3C | UNE_P_CTX | Out of Service Cleared within 24 hours (UNE P (Centrex))(Percent) | - | - |
| MR-3C | UNE_P_POTS | Out of Service Cleared within 24 hours (UNE - P (POTS))(Percent) | - | - |
| MR-3C | UNE_PCTX21 | Out of Service Cleared within 24 hours (UNE P (Centrex 21))(Percent) | - | - |
| MR-3D | UBL_2W_NL | Out of Service Cleared within 24 hours (Unbundled Loop - 2 Wire Non-Loaded)(Percent) | - | - |
| MR-3D | UBL_ANAAGG | Out of Service Cleared within 24 hours (Unbundled Loop Analog)(Percent) | - | - |
| MR-3D | UBL_ISDN | Out of Service Cleared within 24 hours (Unbundled Loop ISDN Capable)(Percent) | - | - |
| MR-3D | UBL_XDSL | Out of Service Cleared within 24 hours (Unbundled Loop - XDSL)(Percent) | - | - |
| MR-3E | UBL_2W_NL | Out of Service Cleared within 24 hours (Unbundled Loop - 2 Wire Non-Loaded)(Percent) | - | - |
| MR-3E | UBL_ANAAGG | Out of Service Cleared within 24 hours (Unbundled Loop Analog)(Percent) | - | - |
| MR-3E | UBL_ISDN | Out of Service Cleared within 24 hours (Unbundled Loop ISDN Capable)(Percent) | - | - |
| MR-5A | DS0 | All Troubles Cleared within 4 hours (DS0)(Percent) | - | - |
| MR-5A | E911 | All Troubles Cleared within 4 hours (E911)(Percent) | - | - |
| MR-5A | EEL_DS1 | All Troubles Cleared within 4 hours (Enhanced Extended Loops - DS1 Capable)(Percent) | - | - |
| MR-5A | LIS | All Troubles Cleared within 4 hours (LIS Trunk)(Percent) | - | - |
| MR-5A | UBL_4W_NL | All Troubles Cleared within 4 hours (Unbundled Loop - 4 Wire Non-Loaded)(Percent) | - | - |
| MR-5A | UBL_DS1 | All Troubles Cleared within 4 hours (Unbundled Loop - DS1 Capable)(Percent) | - | - |
| MR-5A | UDIT_ABV_1 | All Troubles Cleared within 4 hours (UDIT Above DS1 Level)(Percent) | - | - |
| MR-5B | EEL_DS1 | All Troubles Cleared within 4 hours (Enhanced Extended Loops - DS1 Capable)(Percent) | - | - |
| MR-5B | UBL_DS1 | All Troubles Cleared within 4 hours (Unbundled Loop - DS1 Capable)(Percent) | - | - |
| MR-5X | LIS | All Troubles Cleared within 4 hours (LIS Trunk)(Percent) | - | - |
| MR-5X | UBL_DS1 | All Troubles Cleared within 4 hours (Unbundled Loop - DS1 Capable)(Percent) | - | - |
| MR-5X | UDIT_ABV_1 | All Troubles Cleared within 4 hours (UDIT Above DS1 Level)(Percent) | - | - |
| MR-6A | BUS | Mean Time to Restore (Business)(Hours:Minutes) | 1,145 | 1,145 |
| MR-6A | CTX | Mean Time to Restore (Centrex)(Hours:Minutes) | - | - |
| MR-6A | CTX 21 | Mean Time to Restore (Centrex 21)(Hours:Minutes) | - | - |
| MR-6A | LINE_SHARE | Mean Time to Restore (Line Sharing)(Hours:Minutes) | - | - |
| MR-6A | LINE_SPLIT | Mean Time to Restore (Line Splitting)(Hours:Minutes) | - | - |
| MR-6A | RES | Mean Time to Restore (Residence)(Hours:Minutes) | - | - |
| MR-6A | UNE_P_CTX | Mean Time to Restore (UNE P (Centrex))(Hours:Minutes) | - | - |
| MR-6A | UNE_P_POTS | Mean Time to Restore (UNE - P (POTS))(Hours:Minutes) | - | - |
| MR-6A | UNE_PCTX21 | Mean Time to Restore (UNE P (Centrex 21))(Hours:Minutes) | - | - |
| MR-6B | UNE_P_POTS | Mean Time to Restore (UNE - P (POTS))(Hours:Minutes) | - | - |
| MR-6C | BUS | Mean Time to Restore (Business)(Hours:Minutes) | - | - |
| MR-6C | CTX | Mean Time to Restore (Centrex)(Hours:Minutes) | - | - |
| MR-6C | LINE_SHARE | Mean Time to Restore (Line Sharing)(Hours:Minutes) | - | - |
| MR-6C | RES | Mean Time to Restore (Residence)(Hours:Minutes) | - | - |
| MR-6C | UNE_P_CTX | Mean Time to Restore (UNE P (Centrex))(Hours:Minutes) | - | - |
| MR-6C | UNE_P_POTS | Mean Time to Restore (UNE - P (POTS))(Hours:Minutes) | - | - |
| MR-6C | UNE_PCTX21 | Mean Time to Restore (UNE P (Centrex 21))(Hours:Minutes) | - | - |
| MR-6D | EEL_DS1 | Mean Time to Restore (Enhanced Extended Loops - DS1 Capable)(Hours:Minutes) | - | - |
| MR-6D | UBL_XDSL | Mean Time to Restore (Unbundled Loop - XDSL)(Hours:Minutes) | - | - |
| MR-6E | EEL_DS1 | Mean Time to Restore (Enhanced Extended Loops - DS1 Capable)(Hours:Minutes) | - | - |

Qwest PAP State Aggregate PID-Product Report

Month: Sep 2004

State: WA

| MR-7A | BUS | Repair Repeat Report Rate (Business)(Percent) | 372 | 300 | 672 |
|-------|------------|--|-------|-----|-------|
| MR-7A | CTX | Repair Repeat Report Rate (Centrex)(Percent) | - | - | - |
| MR-7A | LINE_SPLIT | Repair Repeat Report Rate (Line Splitting)(Percent) | - | - | - |
| MR-7A | RES | Repair Repeat Report Rate (Residence)(Percent) | - | - | - |
| MR-7A | UNE_P_CTX | Repair Repeat Report Rate (UNE P (Centrex))(Percent) | - | - | - |
| MR-7A | UNE_P_POTS | Repair Repeat Report Rate (UNE - P (POTS))(Percent) | - | - | - |
| MR-7A | UNE_PCTX21 | Repair Repeat Report Rate (UNE P (Centrex 21))(Percent) | - | - | - |
| MR-7B | BUS | Repair Repeat Report Rate (Business)(Percent) | - | - | - |
| MR-7B | RES | Repair Repeat Report Rate (Residence)(Percent) | - | - | - |
| MR-7B | UNE_P_POTS | Repair Repeat Report Rate (UNE - P (POTS))(Percent) | - | - | - |
| MR-7C | BUS | Repair Repeat Report Rate (Business)(Percent) | - | - | - |
| MR-7C | CTX | Repair Repeat Report Rate (Centrex)(Percent) | - | - | - |
| MR-7C | LINE_SPLIT | Repair Repeat Report Rate (Line Splitting)(Percent) | - | - | - |
| MR-7C | RES | Repair Repeat Report Rate (Residence)(Percent) | - | - | - |
| MR-7C | UNE_P_CTX | Repair Repeat Report Rate (UNE P (Centrex))(Percent) | - | - | - |
| MR-7C | UNE_P_POTS | Repair Repeat Report Rate (UNE - P (POTS))(Percent) | - | - | - |
| MR-7C | UNE_PCTX21 | Repair Repeat Report Rate (UNE P (Centrex 21))(Percent) | - | - | - |
| MR-7D | DS0 | Repair Repeat Report Rate (DS0)(Percent) | - | - | - |
| MR-7D | DS1 | Repair Repeat Report Rate (DS1)(Percent) | - | - | - |
| MR-7D | EEL_DS1 | Repair Repeat Report Rate (Enhanced Extended Loops - DS1 Capable)(Percent) | - | - | - |
| MR-7D | FRAMERELAY | Repair Repeat Report Rate (Frame Relay)(Percent) | - | - | - |
| MR-7D | LIS | Repair Repeat Report Rate (LIS Trunk)(Percent) | - | - | - |
| MR-7D | MBIT | Repair Repeat Report Rate (Qwest DSL)(Percent) | - | - | - |
| MR-7D | UBL_ADSL | Repair Repeat Report Rate (Unbundled Loop - ADSL Qualified)(Percent) | - | - | - |
| MR-7D | UBL_2W_NL | Repair Repeat Report Rate (Unbundled Loop - 2 Wire Non-Loaded)(Percent) | - | - | - |
| MR-7D | UBL_4W_NL | Repair Repeat Report Rate (Unbundled Loop - 4 Wire Non-Loaded)(Percent) | - | - | - |
| MR-7D | UBL_ANAAGG | Repair Repeat Report Rate (Unbundled Loop Analog)(Percent) | - | - | - |
| MR-7D | UBL_DS1 | Repair Repeat Report Rate (Unbundled Loop - DS1 Capable)(Percent) | - | - | - |
| MR-7D | UBL_ISDN | Repair Repeat Report Rate (Unbundled Loop ISDN Capable)(Percent) | - | - | - |
| MR-7D | UDIT_ABV_1 | Repair Repeat Report Rate (UDIT Above DS1 Level)(Percent) | - | - | - |
| MR-7E | DS1 | Repair Repeat Report Rate (DS1)(Percent) | - | - | - |
| MR-7E | EEL_DS1 | Repair Repeat Report Rate (Enhanced Extended Loops - DS1 Capable)(Percent) | - | - | - |
| MR-7E | LIS | Repair Repeat Report Rate (LIS Trunk)(Percent) | - | - | - |
| MR-7E | UBL_2W_NL | Repair Repeat Report Rate (Unbundled Loop - 2 Wire Non-Loaded)(Percent) | - | - | - |
| MR-7E | UBL_ANAAGG | Repair Repeat Report Rate (Unbundled Loop Analog)(Percent) | - | - | - |
| MR-7E | UBL_DS1 | Repair Repeat Report Rate (Unbundled Loop - DS1 Capable)(Percent) | - | - | - |
| MR-7E | UBL_ISDN | Repair Repeat Report Rate (Unbundled Loop ISDN Capable)(Percent) | - | - | - |
| MR-7X | DS1 | Repair Repeat Report Rate (DS1)(Percent) | - | - | - |
| MR-7X | LIS | Repair Repeat Report Rate (LIS Trunk)(Percent) | - | - | - |
| MR-7X | UBL_DS1 | Repair Repeat Report Rate (Unbundled Loop - DS1 Capable)(Percent) | - | - | - |
| MR-7X | UDIT_ABV_1 | Repair Repeat Report Rate (UDIT Above DS1 Level)(Percent) | - | - | - |
| MR-8 | BUS | Trouble Rate (Business)(Percent) | - | - | - |
| MR-8 | CTX | Trouble Rate (Centrex)(Percent) | - | - | - |
| MR-8 | CTX 21 | Trouble Rate (Centrex 21)(Percent) | 20 | - | 20 |
| MR-8 | DS0 | Trouble Rate (DS0)(Percent) | 255 | - | 255 |
| MR-8 | DS1 | Trouble Rate (DS1)(Percent) | - | - | - |
| MR-8 | E911 | Trouble Rate (E911)(Percent) | 134 | - | 134 |
| MR-8 | EEL_DS1 | Trouble Rate (Enhanced Extended Loops - DS1 Capable)(Percent) | 1,264 | 300 | 1,564 |

Qwest PAP State Aggregate PID-Product Report

Month: Sep 2004

State: WA

| Code | Product | Value | Value | Value | Value |
|--------------|------------|---------------|---------------|-------|---------------|
| MR-8 | FRAMERELAY | - | - | - | - |
| MR-8 | ISDN BRS | - | - | - | - |
| MR-8 | ISDN PRI | - | - | - | - |
| MR-8 | LINE_SHARE | - | - | - | - |
| MR-8 | LINE_SPLIT | - | - | - | - |
| MR-8 | LIS | - | - | - | - |
| MR-8 | MBIT | - | - | - | - |
| MR-8 | PBX | - | - | - | - |
| MR-8 | RES | 149 | 2,100 | - | 2,249 |
| MR-8 | UBL ADSL | - | - | - | - |
| MR-8 | UBL_2W_NL | - | - | - | - |
| MR-8 | UBL_4W_NL | - | - | - | - |
| MR-8 | UBL_ANAAGG | - | - | - | - |
| MR-8 | UBL_DS1 | 704 | - | - | 704 |
| MR-8 | UBL_ISDN | 57 | - | - | 57 |
| MR-8 | UBL_XDSL1 | - | - | - | - |
| MR-8 | UDIT_ABV_1 | 291 | - | - | 291 |
| MR-8 | UDIT_DS1 | - | - | - | - |
| MR-8 | UNE_P_CTX | - | 2,100 | - | 2,100 |
| MR-8 | UNE_P_POTS | - | - | - | - |
| MR-8 | UNE_PCTX21 | - | - | - | - |
| MR-8 | UNE_RESAGG | - | - | - | - |
| BI-1A | JPSA | - | - | - | - |
| BI-1B | UNE_RESAGG | - | - | - | - |
| BI-3A | RECIP_COMP | 5,000 | - | - | 5,000 |
| BI-3B | UNE_RESAGG | - | - | - | - |
| BI-4A | RECIP_COMP | 62 | - | - | 62 |
| BI-4B | LIS | - | - | - | - |
| NI-1A | LIS | - | - | - | - |
| NI-1B | LIS | - | - | - | - |
| CP-1 | C4WLP16 | - | - | - | - |
| CP-1 | C4WLP17 | - | - | - | - |
| CP-1 | C4WLP18 | - | - | - | - |
| CP-1 | C4WLP19 | - | - | - | - |
| CP-3 | C4WLP24 | - | - | - | - |
| Total | | 51,581 | 35,800 | | 87,381 |