Exhibit

73-76

# CONTINUATION

1 -

ride the light
Qwest.

# Summary of Qwest's 271 Performance Results

## Nov. 01 - Feb. 02 Results

## State: South Dakota

EXHIBIT Qwest 73 CW

### .egend (based on number of "misses" in the 4-month period):

| :lassifications: | A | | B | | C | | D |
|---|---|---|---|---|---|---|---|
| 0 to 1 miss = | | 2 misses or 1 miss in last mo. w/ data = | Range of Results 4-mo. Avg. | 3 or 4 misses w/ analysis = | Range of Results 4-mo. Avg. | 3 or 4 misses = | Range of Results 4-mo. Avg. |
| Conclusions: | Clearly Satisfies Checklist Item | | SUPPORTS Satisfying Checklist | | CONDITIONALLY Supports Checklist | | Adds No Support to Checklist |

### ow Volume Indications:

| lls that are color-coded per issifications B, C, or D above and have v volumes are marked as shown at right: | Vol. < 30 = | | Vol. < 10 = | | No Activity = | - |
|---|---|---|---|---|---|---|

# CHECKLIST ITEM 1 - INTERCONNECTION

Qwest

State: South Dakota

## Nov. 01 - Feb. 02 Results

## PROVISIONING

| Product | Category | OP-3 Commitments | OP-4 Intervals | OP-5 New Svc Trouble | OP-6A Delays/Non-Facil. | OP-6B Delays/Facilities |
|---|---|---|---|---|---|---|
| LIS Trunks | Zone 1 | - | - | | - | - |
| | Zone 2 | | | | | |

| Product | Category | NI-1A To Tandem Ofcs | NI-1B To End Offices |
|---|---|---|---|
| LIS Trunks | Statewide | | |

## TRUNK BLOCKING

## REPAIR

| Product | Category | MR-5 Cleared < 4 hours | MR-6 Mean Time Restore | MR-7 Repeat Reports | MR-8 Trouble Rate |
|---|---|---|---|---|---|
| LIS Trunks | Zone 1 | - | - | - | 0.0% - 0.0% 0.0% |
| | Zone 2 | | | | |

Must go to additional decimal places to see any disparity at all. Qwest's performance equates to 3 in 5000 trunks or less with trouble each month. This is outstanding service.

# CHECKLIST ITEM 1 - COLLOCATION

te: South Dakota

Nov. 01 - Feb. 02 Results

Qwest

## INSTALLATION

| duct | Category | CP- 1 Installation Intervals | CP-2 Installation Commitments |
|---|---|---|---|
| location | Forecasted (A) | - | - |
| | Unforecasted (B) | - | - |
| | Major Infrastructure (C) | | |

## FEASIBILITY STUDIES

| luct | Category | CP-3 Feasibility Intervals | CP-4 Feasibility Commitments |
|---|---|---|---|
| ocation | Statewide | - | - |

# CHECKLIST ITEM 2 - Gateway Availability

State: South Dakota

Nov. 01 - Feb. 02 Results

Qwest

## Gateway Availability

| Measure | Description | Benchmark | Result |
|---|---|---|---|
| GA-1 A | IMA-GUI All | 99.25% | |
| GA-1 B | IMA-GUI Fetch-n-Stuff | 99.25% | |
| GA-1 C | IMA-GUI Data Arbiter | 99.25% | |
| GA-2 | IMA-EDI | 99.25% | |
| GA-3 | EB-TA | 99.25% | |
| GA-4 | EXACT | 99.25% | |
| GA-5 | FOM | 99.25% | |
| GA-6 | GUI Repair | 99.25% | |
| GA-7 | Timely Outage Resolution Following Software Releases | 95% within 48 hours | |

# CHECKLIST ITEM 2 - PRE-ORDER

Qwest

State: South Dakota

Nov. 01 - Feb. 02 Results

| Query/Response | | Pre-Order Transaction Types | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| Indicators | Categ. | 1-Appoint. Sched. | 2-Service Avail. | 3-Facility Check | 4-Addr. Validation | 5-Get CSR | 6-Tel. No. Reserv. | 7-Loop Qualif. | 8-DSL Loop |
| PO-1 | (A) IMA | | | | | | | | |
| | (B) EDI | | | | | | | | |
| | Benchmarks: | 10 sec | 25 sec | 25 sec | 10 sec | 12.5 sec | 10 sec | 20 sec | 20 sec |

| Timeouts | | Benchmarks: |
|---|---|---|
| PO-1C | (1) IMA | 0.5% |
| | (2) EDI | 0.5% |

| Reject Notifications | | 1-Manual | 2-Auto |
|---|---|---|---|
| PO-3 | (A) IMA | | |
| | (B) EDI | | |
| | (C) Fax | | |

Benchmarks: Manual: 12 business hours; Auto-rejects: 16 seconds; Benchmark: 24 hours

| Firm Order Confirmations | A-Fully Electronic | | B-Electronic/Manual | | PO-5C | | PO-5D |
|---|---|---|---|---|---|---|---|
| PO-5 - FOC Timeliness | 1 - IMA | 2 -EDI | 1 - IMA | 2 - EDI | FAX | | EXACT |
| (a) Resale | | - | | | | LIS: | |
| (b) Unbundled Loops | | | | | | | |
| (c) LNP | | - | | - | | | |
| Benchmarks: | 95% < 20 minutes | | 90% < standard intervals | | 90% < 24 hrs | | 85% < 8 bus. Days |

| Jeopardy Notifications | (A)POTS | (B) Loops | (C) LIS | (D)UNE-P |
|---|---|---|---|---|
| PO-8 Timeliness | | | - | |
| PO-9 Percent | | | - | |
| Standards: | Parity | Parity | Parity | Parity |

# CHECKLIST ITEM 2 - FLOW-THROUGH

Qwes

State: South Dakota

PO-2A (All LSRs) — Most recent month

| | IMA-GUI | IMA-EDI | TOTAL |
|---|---|---|---|
| RESALE | 51.36% | 0.0% | 50.65% |
| LOOPS | 31.76% | 62.96% | 43.88% |
| UNE-P | 38.71% | - | 38.71% |
| LNP | 58.02% | - | 58.02% |

PO-2B (Flow-through-eligible LSRs)

| | IMA-GUI | IMA-EDI | TOTAL |
|---|---|---|---|
| RESALE | | - | |
| LOOPS | | | |
| UNE-P | | - | |
| LNP | | - | |

1. The results show a general upward trend.
2. The FCC does not consider flow-through to be a "conclusive measure of nondiscriminatory access to ordering functic among many of the performance" of Qwest's OSS. Verizon Massachusetts Order at para. 77. The FCC recognizes tha heavily the flow-through rates that a BOC can achieve -- efficient CLECs can achieve high flow-through rates, while othe have lower flow-through rates. Id. at paras. 78, 80. Thus, the FCC has focused less on actual flow-through rates than c OSS are capable of flowing orders through. Id. paras. 77, 80.

3. Low volumes in certain areas suggest that the Commission should look to the regional results to see how Qwest per volumes.

# CHECKLIST ITEM 2 - Centers Access

State: South Dakota

Nov. 01 - Feb. 02 Results

## Pct of calls answered in 20 seconds

| Measure | Center | Result |
|---|---|---|
| OP-2 | Provisioning | |
| MR-2 | Repair | |

Standard: Parity with retail

# ECKLIST ITEM 2 - Billing

te: South Dakota

Nov. 01 - Feb. 02 Results

Qwest

ing

| asure | Description | Standard | Result |
|---|---|---|---|
| 1A | Time to provide usage records - UNE & Resale | Parity | |
| 1B | Time to provide usage records - Switched access | 95% | |
| 3A | Billing accuracy - adjustments for errors - UNE & Resale | Parity | 87.4% - 98.7%<br>95.7% |
| 3B | Billing accuracy - adjustments for errors - Reciprocal compensation | 95% | |
| 4A | Billing completeness - UNE & Resale | Parity | 86.6% - 98.4%<br>93.3% |
| 4B | Billing completeness - Reciprocal compensation | 95% | |
| 7A (IMA) | Billing completion notification timeliness | Parity | 86.6% - 98.4%<br>93.3% |
| 7B (EDI) | Billing completion notification timeliness | Parity | 68.0% - 96.7%<br>79.9% |

Qwest completed substantial "mapping" project in mid-January 2002 that ensured billed rates are appropriate rates. Billing accuracy and completeness has increased substantially (to above 98%) as a result.

A CRM system release that took place on September 29, 2001 had an error in its code that affected LSRs with multiple assoicated service orders. As a result, only the first service order to complete would receive a billing completion notice. When corrected and the missing notices were sent, PO-7 captured tham as misses (i.e., late), affecting Nov. and Dec. `01 PO-7 results. Going forward, the problem is corrected as the Jan - Feb data bears out.

# CHECKLIST ITEM 2 - UNE-PLATFORM

tate: South Dakota

Nov. 01 - Feb. 02 Results

Qwest

## PROVISIONING

| roduct | Disaggreg. | OP-3 Commitments | OP-4 Intervals | OP-5 New Svc Trouble | OP-6A Delays/Non-Facil. | OP-6B Delays/Facilities |
|---|---|---|---|---|---|---|
| NE-P(POTS) | Dispatch i/MSAs | | | | | |
| | Dispatch o/MSA | | | | | |
| | No Dispatch | | 2.7 - 3.0 days<br>2.7 days | | | |
| NE-P(Centrex) | Dispatch i/MSAs | | 5.4 - 6.3 days<br>5.2 days | | 1.5 - 4.5 days<br>2.1 days | |
| | Dispatch o/MSA | 77.8% - 100%<br>93.0% | 5.4 - 6.3 days<br>5.1 days | | 1.5 - 5.5 days<br>2.5 days | |
| | No Dispatch | | 4.3 - 4.8 days<br>4.6 days | | | |
| ELs | Zone 1 | - | | | | |
| | Zone 2 | - | | | | |

11 of 12 mos. at parity. 4 Mo. Avg. = 93.0% for CLECs vs. 94.1% for retail.

4 Mo. Avg. = 5.3 days for CLECs vs. 7.3 days for retail.

11 of 12 mos. at parity

4 Mo. Avg. = 2.7 days for both CLECs and retail

Iden tify out of an abundance of caution because no retail data to compare to.

## REPAIR

| oduct | Disaggreg. | MR-3 Out of Svc<24 hrs | MR-4 All Trbl < 48 hours | MR-6 Mean Time Restore | MR-7 Repeat Reports | MR-8 Trouble Rate | MR-9 Appointments |
|---|---|---|---|---|---|---|---|
| NE-P(POTS) | Dispatch I/ MSAs | | | | | | |
| | Dispatch o/MSA | | | | | | |
| | No Dispatch | | | | | | |
| NE-P(Centrex) | Dispatch I/ MSAs | | | | | 0.6% - 0.7%<br>0.6% | |
| | Dispatch o/MSA | | | | | | |
| | No Dispatch | | | | | | |
| Ls | Zone 1 | | | | | | |
| | Zone 2 | | | | | | |

# CHECKLIST ITEM 4 - UNBUNDLED LOOPS

Qwest

State: South Dakota

Nov. 01 - Feb. 02 Results

## PROVISIONING

Only 2 missed commitments in last 4 mos. 4 Mo. Avg. = better than 90% benchmark.

| Loop Type | Categ. | OP-3 Commitments | OP-4 Intervals | OP-5 New Svc Trouble | OP-6A Delays/Non-Facil | OP-6B Delays/Facilities |
|---|---|---|---|---|---|---|
| Analog | Zone 1 | - | - | | - | - |
| | Zone 2 | | | | | |
| 2-Wire NL | Zone 1 | - | - | | - | - |
| | Zone 2 | 68.7% - 100% 90.9% | | | | |
| ISDN-Cap. | Zone 1 | - | - | | - | - |
| | Zone 2 | | | | | |
| ADSL-Cmp. | Zone 1 | - | - | - | - | - |
| | Zone 2 | - | - | | - | - |
| 4-Wire NL | Zone 1 | - | - | | - | - |
| | Zone 2 | - | - | | - | - |
| DS1-Cap. | Zone 1 | - | - | | - | - |
| | Zone 2 | | | | | |
| DS3 + | Zone 1 | - | - | - | - | - |
| | Zone 2 | - | - | | - | - |
| Line Sharing | Dispatch i/MSAs | - | - | - | | |
| | Dispatch o/MSA | - | - | | | |
| | No Dispatch | - | - | | | |

# CHECKLIST ITEM 4 - UNBUNDLED LOOPS

State: South Dakota

Nov. 01 - Feb. 02 Results

## REPAIR

| Loop Type | Categ. | MR-3 Out of Svc<24 hrs | MR-4 All Trbl < 48 hours | MR-6 Mean Time Restore | MR-7 Repeat Reports | MR-8 Trouble Rate |
|---|---|---|---|---|---|---|
| Analog | Zone 1 | - | - | - | - | |
| | Zone 2 | | | | | |
| 2-Wire NL | Zone 1 | - | - | - | - | |
| | Zone 2 | | | | | |
| ISDN-Cap. | Zone 1 | - | - | - | - | 0.0% - 6.0% |
| | Zone 2 | | | | | |
| ADSL-Cmp. | Zone 1 | - | - | - | - | |
| | Zone 2 | - | - | - | - | - |
| Line Sharing | Dispatch i/ MSAs | - | - | - | | |
| | Dispatch o/MSA | - | - | - | | - |
| | No Dispatch | - | - | - | | |

Small volumes require 0.0% trouble or a statistical disparity is found.

| Loop Type | Categ. | MR-5 Cleared < 4 hours | MR-6 Mean Time Restore | MR-7 Repeat Reports | MR-8 Trouble Rate |
|---|---|---|---|---|---|
| 4-Wire NL | Zone 1 | - | - | - | |
| | Zone 2 | - | - | - | - |
| DS1-Cap. | Zone 1 | - | - | - | |
| | Zone 2 | - | - | - | |
| DS3 + | Zone 1 | - | - | - | |
| | Zone 2 | - | - | - | - |

# CHECKLIST ITEM 4 - Coordinated Cuts & Loop Conditioning

State: South Dakota

ride the light Qwest

## Nov. 01 - Feb. 02 Results

### Coordinated Cutover Timeliness

| Loop Type | OP-13A |
|---|---|
| Analog | |
| All Other | |
| | Benchmark: 95% |

### Loop Conditioning

| Category | OP-3 Commitments | OP-4 Intervals |
|---|---|---|
| Zone 1 | - | - |
| Zone 2 | | |
| Benchmarks: | 90% | 16.5 days |

# CHECKLIST ITEM 5 - UNBUNDLED TRANSPORT

State: South Dakota

Nov. 01 - Feb. 02 Results

ride the light Qwest.

## PROVISIONING

| Product | Categ. | OP-3 Commitments | OP-4 Intervals | OP-5 New Svc Trouble | OP-6A Delays/Non-Facil. | OP-6B Delays/Facilities |
|---|---|---|---|---|---|---|
| UDIT -DS1 | Zone 1 | - | - | - | - | - |
| | Zone 2 | - | - | | - | - |
| UDIT >DS1 | Zone 1 | - | - | - | - | - |
| | Zone 2 | - | - | | - | - |

## REPAIR

| Product | Categ. | MR-5 Cleared < 4 hours | MR-6 Mean Time Restore | MR-7 Repeat Reports | MR-8 Trouble Rate |
|---|---|---|---|---|---|
| UDIT -DS1 | Zone 1 | - | - | - | |
| | Zone 2 | - | - | - | |
| UDIT >DS1 | Zone 1 | - | - | - | |
| | Zone 2 | - | - | - | |

# CHECKLIST ITEM 7 - 911

State: South Dakota

Nov. 01 - Feb. 02 Results

## PROVISIONING

| Product | Categ. | OP-3 Commitments | OP-4 Intervals | OP-5 New Svc Trouble | OP-6A Delays/Non-Facil. | OP-6B Delays/Facilities |
|---|---|---|---|---|---|---|
| 911 | Zone 1 | - | - | | - | - |
| | Zone 2 | | | | | |

## REPAIR

| Product | Categ. | MR-5 Cleared < 4 hours | MR-6 Mean Time Restore | MR-7 Repeat Reports | MR-8 Trouble Rate |
|---|---|---|---|---|---|
| 911 | Zone 1 | - | - | - | |
| | Zone 2 | - | - | - | |

# CHECKLIST ITEMS 8 & 9

ride the light Qwest

tate: South Dakota

## Nov. 01 - Feb. 02 Results

### hecklist # 8 - Directory Listing

| oduct | Categ. | DB-1C-1 | |
|---|---|---|---|
| stings | Sub-region | | (Timeliness) |
| | | DB-2C-1 | |
| stings | Region | | (Accuracy) |

### ıecklist # 9 - NXX Code Activation

| oduct | Categ. | NP-1A | |
|---|---|---|---|
| X Code | State | | (Timeliness) |

# IECKLIST ITEM 10 & 11

te: South Dakota  Nov. 01 - Feb. 02 Results

Qwest ride the light

## ecklist # 10 - Databases and Signaling

| duct | Categ. | DB-1B |
|---|---|---|
| B | State | [redacted] |

(Timeliness)

## cklist # 11 - LNP (Local Number Portability)

### PROVISIONING

| duct | Categ. | OP-8B | OP-8C | OP-17 |
|---|---|---|---|---|
| P | State | [redacted] | | |

### REPAIR

| duct | Categ. | MR-11 | MR-12 |
|---|---|---|---|
| P | State | - | [redacted] |

# CHECKLIST ITEM 13

State: South Dakota

Nov. 01 - Feb. 02 Results

Qwest

## Checklist # 13 - Reciprocal Compensation

| Product | Categ. | BI-3B | BI-4B |
|---|---|---|---|
| Reciprocal Compensation | State | [redacted] | |

(Billing Accuracy and Completeness)

(against 95% Benchmarks)

# CHECKLIST ITEM 14 - RESALE: Non-designed Products

State: South Dakota

Nov. 01 - Feb. 02 Results

PROVISIONING

Qwest

11 of 12 mos. at parity

| Product | Disaggreg. | OP-3 Commitments | OP-4 Intervals | OP-5 New Svc Trouble | OP-6A Delays/Non-Facil. | OP-6B Delays/Facilities |
|---|---|---|---|---|---|---|
| Residence | Dispatch i/MSAs | 89.7% - 100% 94.8% | | | | |
| | Dispatch o/MSA | | | | | |
| | No Dispatch | 98.0% - 99.6% 98.7% | | | | |
| Business | Dispatch i/MSAs | | | | | |
| | Dispatch o/MSA | | ~~2.6 - 10.4 days~~ 7.7 days | | | |
| | No Dispatch | | 2.1 - 2.6 days ~~2.3 days~~ | | | |
| Centrex-21 | Dispatch i/MSAs | | | | | |
| | Dispatch o/MSA | - | - | | - | - |
| | No Dispatch | | ~~4.2 - 5.0 days~~ 4.4 days | | | |

As compared to 100% commitments met (OP-3)

10 of 12 mos. at parity.

# CHECKLIST ITEM 14 - RESALE: Non-designed Products

State: South Dakota

Nov. 01 - Feb. 02 Results

REPAIR

Qwest ride the light

| Product | Disaggreg. | MR-3 Out of Svc<24 hrs | MR-4 All Trbl < 48 hours | MR-6 Mean Time Restore | MR-7 Repeat Reports | MR-8 Trouble Rate | MR-9 Appointments |
|---|---|---|---|---|---|---|---|
| Residence | Dispatch I/ MSAs | | | | | 0.9% - 1.6% 1.2% | |
| | Dispatch o/MSA | | | | | | |
| | No Dispatch | | | | | | |
| Business | Dispatch I/ MSAs | | | | 12.6% - 37.8% 21.2% | 0.5% - 0.7% 0.5% | |
| | Dispatch o/MSA | | | | | | |
| | No Dispatch | | | | | | |
| Centrex-21 | Dispatch I/ MSAs | | | | | | |
| | Dispatch o/MSA | | | | | | |
| | No Dispatch | | | | | | |

Would be dark blue if "no troubles found" were excluded. See MR-7*

Would be dark blue if "no troubles found" were excluded. See MR-8*

ride the light
Qwest.

# Summary of Qwest's 271 Performance Results

## Nov - Feb 02 Results

## State: Regional

## Legend (based on number of "misses" in the 4-month period):

| Classifications: | A | B | | C | | D |
|---|---|---|---|---|---|---|
| 0 to 1 miss = | | 2 misses or miss last mo. w/ data = | Range of Results 4-mo. Avg. | 3 or 4 misses w/ analysis = | Range of Results 4-mo. Avg. | 3 or 4 misses = | Range of Results 4-mo. Avg. |
| Conclusions: | Clearly Satisfies Checklist Item | | SUPPORTS Satisfying Checklist | | CONDITIONALLY Supports Checklist | | Adds No Support to Checklist |

### Low Volume Indications:

| Cells that are color-coded per classifications B, C, or D above and have low volumes are marked as shown at right: | Vol. < 30 = | | Vol. < 10 = | | No Activity = | - |
|---|---|---|---|---|---|---|

# CHECKLIST ITEM 1 - INTERCONNECTION

Qwest

State: *Regional*

## Nov - Feb 02 Results

## PROVISIONING

| Product | Category | OP-3 Commitments | OP-4 Intervals | OP-5 New Svc Trouble | OP-6A Delays/Non-Facil. | OP-6B Delays/Facilities |
|---|---|---|---|---|---|---|
| LIS Trunks | Zone 1 | | | 96.1% - 99.0% | | 1.0 - ~~64.0 days~~ |
| | Zone 2 | | | 97.6% | | ~~82.5 days~~ |

Upward trend
Last 2 mos. at parity
Performance is very strong

Identify only because there is no retail comparable data. Only two circuits delayed for facility reasons anywhere in the region in the last six months.

| Product | Category | NI-1A To Tandem Ofcs | NI-1B To End Offices |
|---|---|---|---|
| LIS Trunks | Statewide | | |

## TRUNK BLOCKING

## REPAIR

| Product | Category | MR-5 Cleared < 4 hours | MR-6 Mean Time Restore | MR-7 Repeat Reports | MR-8 Trouble Rate |
|---|---|---|---|---|---|
| LIS Trunks | Zone 1 | | | | 0.0% - 0.0% |
| | Zone 2 | | | | 0.0% |

Must go to additional decimal places to see disparity between wholesale and retail performance. In Feb. where the disparity existed, CLECs experienced 2 troubles for every 10,000 trunks in service. On the other hand, retail experienced 1 trouble for every 10,000 trunks in service. This is oustanding performance.

# CHECKLIST ITEM 1 - COLLOCATION

Qwest

State: Regional

Nov - Feb 02 Results

## INSTALLATION

| Product | Category | CP- 1 Installation Intervals | CP-2 Installation Commitments |
|---|---|---|---|
| Collocation | Forecasted (A) | | |
| | Unforecasted (B) | | |
| | Major Infrastructure (C) | | |
| Benchmarks | | | 90% |

## FEASIBILITY STUDIES

| Product | Category | CP-3 Feasibility Intervals | CP-4 Feasibility Commitments |
|---|---|---|---|
| Collocation | Statewide | | |

# CHECKLIST ITEM 2 - Gateway Availability

State: Regional

Nov - Feb 02 Results

Qwest

## Gateway Availability

| Measure | Description | Benchmark | Result |
|---|---|---|---|
| CA-1 A | IMA-GUI All | 99.25% | |
| CA-1 B | IMA-GUI Fetch-n-Stuff | 99.25% | |
| CA-1 C | IMA-GUI Data Arbiter | 99.25% | |
| CA-2 | IMA-EDI | 99.25% | |
| CA-3 | EB-TA | 99.25% | |
| CA-4 | EXACT | 99.25% | |
| CA-5 | FOM | 99.25% | |
| CA-6 | GUI Repair | 99.25% | |

# CHECKLIST ITEM 2 - Change Management

Qwest

State: Regional

Nov - Feb 02 Results

## Change Management

| Measure | Description | Benchmark | Result |
|---|---|---|---|
| GA-7 | Timely Outage Resolution Following Software Releases | 95% within 48 hours | |
| PO-16 | Timely Release Notifications | 92.5% | |

# CHECKLIST ITEM 2 - PRE-ORDER

Qwest

State: Regional

Nov - Feb 02 Results

## Query/Response

| Indicators | Categ. | Pre-Order Transaction Types: 1-Appoint. Sched. | 2-Service Avail. | 3-Facility Check | 4-Addr. Validation | 5-Get CSR | 6-Tel. No. Reserv. | 7-Loop Qualif. | 8-DSL Loop |
|---|---|---|---|---|---|---|---|---|---|
| PO-1 | (A) IMA | | | | | | | | |
| | (B) EDI | | | | | | | | |
| | Benchmarks: | 10 sec | 25 sec | 25 sec | 10 sec | 12.5 sec | 10 sec | 20 sec | 20 sec |

## Timeouts

| | | Benchmarks: |
|---|---|---|
| PO-1C | (1) IMA | 0.5% |
| | (2) EDI | 0.5% |

## Reject Notifications

| | | 1-Manual | 2-Auto |
|---|---|---|---|
| PO-3 | (A) IMA | | |
| | (B) EDI | | |
| | (C) Fax ----------> | | |

Benchmarks: Manual: 12 business hours
Auto-rejects: 18 seconds
Benchmark: 24 hours

This interval must be assessed in the context of standard intervals. In each instance, a jeopardy notification is issued almost immediately. The short resale and UNE-P intervals prevent earlier jeopardy notification.

4 Mo. Avg. = 16.4% for CLECs vs. 15.3% for retail customers

## Firm Order Confirmations

| PO-5 - FOC Timeliness | A-Fully Electronic: 1 - IMA | A-Fully Electronic: 2 -EDI | B-Electronic/Manual: 1 - IMA | B-Electronic/Manual: 2 - EDI | PO-5C FAX | PO-5D EXACT |
|---|---|---|---|---|---|---|
| (a) Resale | | | | | | LIS: |
| (b) Unbundled Loops | | | | | | |
| (c) LNP | | | | | | |
| Benchmarks: | 95% < 20 minutes | | 90% < standard intervals | | 90% < 24 hrs | 85% < 8 bus. Days |

## Jeopardy Notifications

| | (A)POTS | (B) Loops | (C) LIS | (D)UNE-P |
|---|---|---|---|---|
| PO-8 Timeliness | 2.3 - 3.3 days 2.8 days | | | 3.3 - 10.9 days 6.3 days |
| PO-9 Percent | | 10.6% - 24.4% 16.4% | | 3.8% - 18.1% 9.3% |
| Standards: | Parity | Parity | Parity | Parity |

# CHECKLIST ITEM 2 - FLOW-THROUGH

Qwest

State: Regional

PO-2A (All LSRs) Most recent month

| | IMA-GUI | IMA-EDI | TOTAL |
|---|---|---|---|
| RESALE | 66.8% | 68.5% | 67.13% |
| LOOPS | 35.7% | 54.6% | 45.82% |
| UNE-P | 57.4% | 50.9% | 55.43% |
| LNP | 54.3% | 60.8% | 57.45% |

PO-2B (Flow-through-eligible LSRs)

| | IMA-GUI | IMA-EDI | TOTAL |
|---|---|---|---|
| RESALE | | | |
| LOOPS | | | |
| UNE-P | | | |
| LNP | | | |

1. The results show a general upward trend.
2. The FCC does not consider flow-through to be a "conclusive measure of nondiscriminatory ac functions, but as one indicium among many of the performance" of Qwest's OSS. Verizon Massa para. 77. The FCC recognizes that CLECs can impact heavily the flow-through rates that a BOC efficient CLECs can achieve high flow-through rates, while other, less-efficient CLECs have lowe rates. Id. at paras. 78, 80. Thus, the FCC has focused less on actual flow-through rates than on OSS are capable of flowing orders through. Id. paras. 77, 80.

# CHECKLIST ITEM 2 - Centers Access

Qwest ride the light

State: *Regional*

*Nov - Feb 02 Results*

## *Pct of calls answered in 20 seconds*

| Measure | Center | Result |
|---|---|---|
| *OP-2* | Provisioning | |
| *MR-2* | Repair | |

Standard: Parity with retail

# CHECKLIST ITEM 2 - Billing

State: Regional

Nov - Feb 02 Results

Qwest

Billing

| Measure | Description | Standard | Result |
|---|---|---|---|
| BI-1A | Time to provide usage records - UNE & Resale | Parity | |
| BI-1B | Time to provide usage records - Switched access | 95% | |
| BI-3A | Billing accuracy - adjustments for errors - UNE & Resale | Parity | 27.5% - 98.9%<br>76.2% |
| BI-3B | Billing accuracy - adjustments for errors - Reciprocal compensation | 95% | 0.0% - 99.3%<br>72.0% |
| BI-4A | Billing completeness - UNE & Resale | Parity | 96.1% - 98.0%<br>96.9% |
| BI-4B | Billing completeness - Reciprocal compensation | 95% | |
| PO-7A (IMA) | Billing completion notification timeliness | Parity | 74.0% - 97.8%<br>90.4% |
| PO-7B (EDI) | Billing completion notification timeliness | Parity | 62.5% - 97.5%<br>73.7% |

Between Oct. and mid- Jan., Qwest embarked upon a mapping project to ensure Qwest is billing CLECs the correct amount as determined in state commission cost dockets. This work is now complete as shown by the parity finding in 2002.

Last 2 mos. Above the 95% benchmark Nov. and Dec. below standard because Qwest made billing adjustments in those months to correct for historic issues. This issue is now corrected as Jan. Feb data is above the 95% benchmark

A CRM system release that took place on September 29, 2001 had an error in its code that affected LSRs with multiple assoicated service orders. As a result, only the first service order to complete would receive a billing completion notice. When corrected and the missing notices were sent, PO-7 captured them as misses (i.e., late), affecting Nov. and Dec. '01 PO-7 results. Going forward, the problem is corrected, as January and February 2002 results bear out.

# CHECKLIST ITEM 2 - UNE-PLATFORM

State: *Regional*

Qwest

*Nov - Feb 02 Results*

## PROVISIONING

| Product | Disaggreg. | OP-3 Commitments | OP-4 Intervals | OP-5 New Svc Trouble | OP-6A Delays/Non-Facil. | OP-6B Delays/Facilities |
|---|---|---|---|---|---|---|
| *UNE-P(POTS)* | Dispatch i/MSAs | | | | | |
| | Dispatch o/MSA | | | | | |
| | No Dispatch | | | | | |
| *UNE-P(Centrex)* | Dispatch i/MSAs | | 5.9 - 6.6 days<br>6.3 days | | | |
| | Dispatch o/MSA | | | | | 7.1 - 19.4 days<br>12.3 days |
| | No Dispatch | | 4.8 - 5.0 days<br>5.0 days | | | 6.0 - 21.0 days<br>9.0 days |
| *EELs* | Zone 1 | 72.9% - 91.2%<br>80.1% | | | | |
| | Zone 2 | 0.0% - 100%<br>66.7% | | | | |

4 Mo. Avg. = 5.0 days for CLECs vs. 4.8 days for retail

Very little retail comparative data; therefore, identify as a precutionary measure.

4 Mo. Avg. = 12.3 days for CLECs vs. 17.7 days for retail

Avg. OP-4 interval = 9.2 days, which is substantially faster than DS-1 private line

4 Mo. Avg. = 97.5% for CLECs vs. 98.3% for retail

Appears would be dark blue if "no troubles found" were excluded. See MR-7*

## REPAIR

| Product | Disaggreg. | MR-3 Out of Svc<24 hrs | MR-4 All Trbl < 48 hours | MR-6 Mean Time Restore | MR-7 Repeat Reports | MR-8 Trouble Rate | MR-9 Appointments |
|---|---|---|---|---|---|---|---|
| *UNE-P(POTS)* | Dispatch I/ MSAs | | | | | | 87.0% - 90.2%<br>88.8% |
| | Dispatch o/MSA | | | | | | |
| | No Dispatch | | | | 17.5% - 23.6%<br>20.5% | | 96.6% - 98.0%<br>97.5% |
| *UNE-P(Centrex)* | Dispatch I/ MSAs | | | | 12.6% - 16.0%<br>13.8% | 0.8% - 0.9%<br>0.8% | |
| | Dispatch o/MSA | | | | | | |
| | No Dispatch | | | | 14.5% - 17.5%<br>16.0% | | |
| *EELs* | Zone 1 | | | | | | |
| | Zone 2 | | | | | | |

# CHECKLIST ITEM 4 - UNBUNDLED LOOPS

ride the light Qwest

State: *Regional*

*Nov - Feb 02 Results*

## PROVISIONING

Last 2 mos. Below 6-day benchmark
7 of last 9 mos. below 6-day benchmark

4 Mo. Avg. = 93.6% for CLECs vs. 94.6% for retail

| Loop Type | Categ. | OP-3 Commitments | OP-4 Intervals | OP-5 New Svc Trouble | OP-6A Delays/Non-Facil. | OP-6B Delays/Facilities |
|---|---|---|---|---|---|---|
| *Analog* | Zone 1 | | | | 3.7 - 10.2 days<br>8.0 days | |
| | Zone 2 | | 5.1 - 7.0 days<br>6.0 days | | | |
| *2-Wire NL* | Zone 1 | | | | | |
| | Zone 2 | | | | | |
| *ISDN-Cap.* | Zone 1 | | | 92.9% - 94.5%<br>93.8% | | |
| | Zone 2 | | | | | |
| *ADSL-Cmp.* | Zone 1 | | | 95.2% - 100.0%<br>97.7% | | |
| | Zone 2 | | | | | |
| *4-Wire NL* | Zone 1 | | | | | |
| | Zone 2 | | | | | |
| *DS1-Cap.* | Zone 1 | 74.2% - 88.0%<br>84.6% | | | | |
| | Zone 2 | | | | | |
| *DS3 +* | Zone 1 | | | | | |
| | Zone 2 | - | - | | - | - |
| *Line Sharing* | No Dispatch | | | | | |

Avg. installation interval (OP-4) = 3-7 days shorter for CLECs in all mos.

# CHECKLIST ITEM 4 - UNBUNDLED LOOPS

Qwest rice the light

State: *Regional*

## Nov - Feb 02 Results

## REPAIR

| Loop Type | Categ. | MR-3 Out of Svc<24 hrs | MR-4 All Trbl < 48 hours | MR-6 Mean Time Restore | MR-7 Repeat Reports | MR-8 Trouble Rate |
|---|---|---|---|---|---|---|
| Analog | Zone 1 | | | | | |
| | Zone 2 | | | | | |
| 2-Wire NL | Zone 1 | | | | | |
| | Zone 2 | | | | | |
| ISDN-Cap. | Zone 1 | | | | | |
| | Zone 2 | | | | | |
| IDSL-Cmp. | Zone 1 | | | | | |
| | Zone 2 | | | | | |
| Line Sharing | Dispatch I/ MSAs | | 88.9% - 100.0%<br>94.0% | 13.3 - 28.1 hours<br>19.4 hours | | 1.1% - 2.1%<br>1.5% |
| | Dispatch o/MSA | | | 13.0 - 29.1 hours<br>23.2 hours | | |
| | No Dispatch | 75.0% - 90.5%<br>89.2% | 92.2% - 97.8%<br>95.7% | 8.6 - 15.7 hours<br>11.6 hours | | |

ll MR-4 and MR-6 for line sharing: Line Shared loops experience out of service trouble approximately 25% of the time while the retail omparative (POTS) experiences such troubles approximately 50% of the time. Line sharing troubles are also more complex to olate. Out of service troubles have a higher priority in the queue to clear; thus, it is not surprising that these metrics are out of arity. Nonetheless, the data still shows 94% of troubles cleared in an average of well under the 24-hour objective.

Would be dark blue if no troubles found" were excluded. See MR-8*

| oop Type | Categ. | MR-5 Cleared < 4 hours | MR-6 Mean Time Restore | MR-7 Repeat Reports | MR-8 Trouble Rate |
|---|---|---|---|---|---|
| -Wire NL | Zone 1 | | 1.6 - 9.1 hours<br>5.9 hours | | |
| | Zone 2 | - | - | - | |
| S1-Cap. | Zone 1 | 71.4% - 78.7%<br>75.7% | 2.9 - 4.4 hours<br>3.3 hours | | 2.3% - 4.0%<br>2.9% |
| | Zone 2 | | | | |
| S3 + | Zone 1 | - | - | - | - |
| | Zone 2 | - | - | - | |

# CHECKLIST ITEM 4 - Coordinated Cuts

State: *Regional*

ride the light Qwest

## *Nov - Feb 02 Results*

### *Coordinated Cutover Timeliness*

| Loop Type | OP-13A |
|---|---|
| *Analog* | |
| *All Other* | |
| Benchmark | 95% |

# CHECKLIST ITEM 5 - UNBUNDLED TRANSPORT

State: *Regional*

*Nov - Feb 02 Results*

Qwest. ride the light

## PROVISIONING

| Product | Categ. | OP-3 Commitments | OP-4 Intervals | OP-5 New Svc Trouble | OP-6A Delays/Non-Facil. | OP-6B Delays/Facilities |
|---|---|---|---|---|---|---|
| UDIT-DS1 | Zone 1 | | | | | |
| | Zone 2 | | | | | |
| UDIT >DS1 | Zone 1 | | | | | |
| | Zone 2 | | | | | |

## REPAIR

| Product | Categ. | MR-5 Cleared < 4 hours | MR-6 Mean Time Restore | MR-7 Repeat Reports | MR-8 Trouble Rate |
|---|---|---|---|---|---|
| UDIT-DS1 | Zone 1 | | | | |
| | Zone 2 | | | | |
| UDIT >DS1 | Zone 1 | | | | 1.9% - 2.2% |
| | Zone 2 | | | | 2.1% |

# CHECKLIST ITEM 7 - 911

State: *Regional*

Qwest. ride the light

*Nov - Feb 02 Results*

## PROVISIONING

| roduct | Categ. | OP-3 Commitments | OP-4 Intervals | OP-5 New Svc Trouble | OP-6A Delays/Non-Facil. | OP-6B Delays/Facilities |
|---|---|---|---|---|---|---|
| 11 | Zone 1 | | | | | |
| | Zone 2 | | | | | |

## REPAIR

| oduct | Categ. | MR-5 Cleared < 4 hours | MR-6 Mean Time Restore | MR-7 Repeat Reports | MR-8 Trouble Rate |
|---|---|---|---|---|---|
| 11 | Zone 1 | | | | 0.5% - 0.6% |
| | Zone 2 | | | | 0.6% |

# CHECKLIST ITEMS 8 & 9

ride the light
Qwest

State: *Regional*

*Nov - Feb 02 Results*

## *Checklist # 8 - Directory Listing*

| Product | Categ. | DB-1C-1 | |
|---|---|---|---|
| *Listings* | Sub-region | [redacted] | *(Timeliness)* |
| | | DB-2C-1 | |
| *Listings* | Region | [redacted] | *(Accuracy)* |

## *Checklist # 9 - NXX Code Activation*

| Product | Categ. | NP-1A | |
|---|---|---|---|
| *NXX Code* | State | [redacted] | *(Timeliness)* |

# CHECKLIST ITEM 10 & 11

State: Regional

Nov - Feb 02 Results

Qwest ride the light

## Checklist # 10 - Databases and Signaling

| Product | Categ. | DB-1B |
|---|---|---|
| LIDB | State | |

(Timeliness)

## Checklist # 11 - LNP (Local Number Portability)

### PROVISIONING

| Product | Categ. | OP-8B | OP-8C | OP-17 |
|---|---|---|---|---|
| L N P | State | | | |
| | | 95% | 95% | 98.25% |

### REPAIR

| Product | Categ. | MR-11 | MR-12 |
|---|---|---|---|
| | | Out of Svc<24 hrs | Mean Time Restore |
| L N P | State | | 3.2 - 7.8 hours<br>5.9 hours |
| | | Parity | Parity |

4 Mo. Avg. – 5.9 hours for CLECs vs. 6.4 hours for retail. Statistical differences are a matter of mere minutes.

# CHECKLIST ITEM 13

State: Regional

Nov - Feb 02 Results

Qwest ride the light

## Checklist # 13 - Reciprocal Compensation

| Product | Categ. | BI-3B | BI-4B |
|---|---|---|---|
| Reciprocal Compensation | State | 0.0% - 99.3%<br>72.0% | |

(Billing Accuracy and Completeness)

(against 95% Benchmarks)

Last 2 mos. Above the 95% benchmark
Nov. and Dec. below standard because Qwest made billing adjustments in those months to correct for historic issues. This issue is now corrected as Jan. Feb data is above the 95% benchmark.

# CHECKLIST ITEM 14 - RESALE: Non-designed Products

tate: Regional

## Nov - Feb 02 Results
## PROVISIONING

Qwest

Appears would be dark blue if "no troubles found" were excluded. See OP-5*

10 of 12 mos. at parity

| roduct | Disaggreg. | OP-3 Commitments | OP-4 Intervals | OP-5 New Svc Trouble | OP-6A Delays/Non-Facil. | OP-6B Delays/Facilities |
|---|---|---|---|---|---|---|
| esidence | Dispatch i/MSAs | | | | 2.0 - 23.7 days 7.4 days | |
| | Dispatch o/MSA | | | | | 8.5 - 26.8 days 12.6 days |
| | No Dispatch | | | | | |
| usiness | Dispatch i/MSAs | | | | | |
| | Dispatch o/MSA | | | | | |
| | No Dispatch | | | | | |
| entrex | Dispatch i/MSAs | | 3.7 - 5.2 days 4.8 days | | | |
| | Dispatch o/MSA | | | 70.0% - 87.9% 79.9% | | |
| | No Dispatch | | | | | |
| entrex-21 | Dispatch i/MSAs | | | | | |
| | Dispatch o/MSA | | | | | |
| | No Dispatch | | | | 2.0 - 49.0 days 32.4 days | |
| BX | Dispatch i/MSAs | | | | | |
| | Dispatch o/MSA | | | | | |
| | No Dispatch | | | | | |
| asic ISDN | Dispatch i/MSAs | | | | | |
| | Dispatch o/MSA | - | - | | - | - |
| | No Dispatch | | 3.0 - 5.8 days 3.9 days | | | |

Only 5 orders delayed in the last 4 mos.

100% of commitments met in each of the last 4 mos.

# CHECKLIST ITEM 14 - RESALE: Non-designed Products

State: *Regional*

*Nov - Feb 02 Results*

*REPAIR*

Qwest

Appears this would be dark blue if "no troubls found" were excluded. See MR-7*

7 of last 8 mos. at parity 4.1 hour avg. is outstanding as compared to objective

11 of 12 mos. at parity

| Product | Disaggreg. | MR-3 Out-of Svc<24 hrs | MR-4 All Trbl < 48 hours | MR-6 Mean Time Restore | MR-7 Repeat Reports | MR-8 Trouble Rate | MR-9 Appointments |
|---|---|---|---|---|---|---|---|
| *Residence* | Dispatch i/ MSAs | | | | | | |
| | Dispatch o/MSA | | | | | | |
| | No Dispatch | | | | | | |
| *Business* | Dispatch i/ MSAs | | | | | | |
| | Dispatch o/MSA | | | | | 0.6% - 0.8% 0.7% | |
| | No Dispatch | | | | 16.9% - 20.8% 19.1% | | |
| *Centrex* | Dispatch i/ MSAs | | | | | | |
| | Dispatch o/MSA | | | | | 0.6% - 0.7% 0.6% | |
| | No Dispatch | | | | 16.0% - 20.4% 17.4% | | |
| *Centrex-21* | Dispatch i/ MSAs | | | | | | |
| | Dispatch o/MSA | | | | | | |
| | No Dispatch | | | 2.9 - 6.5 hours 4.1 hours | | | |
| *PBX* | Dispatch i/ MSAs | | | | | | |
| | Dispatch o/MSA | | | | | | |
| | No Dispatch | | | | 14.9% - 24.2% 18.1% | | |
| *Basic ISDN* | Dispatch i/ MSAs | | | | | | - |
| | Dispatch o/MSA | | | | | | - |
| | No Dispatch | | | | | | - |
| *Qwest DSL* | Zone 1 | | | | | | |
| | Zone 2 | - | - | - | - | | |

10 of 12 mos. at parity

# CHECKLIST ITEM 14 - RESALE: Designed Products

State: *Regional*

## PROVISIONING

Qwest

## Nov - Feb 02 Results

4 Mo. Avg. = 39.3 days for CLECs vs. 37.3 days for retail

| Product | Categ. | OP-3 Commitments | OP-4 Intervals | OP-5 New Svc Trouble | OP-6A Delays/Non-Facil | OP-6B Delays/Facilities |
|---|---|---|---|---|---|---|
| *Pri ISDN* | Zone 1 | | | | | |
| | Zone 2 | | 7.3 - 54.3 days<br>39.3 days | - | | |
| *DS0* | Zone 1 | 46.2% - 100.0%<br>62.2% | | | | |
| | Zone 2 | | | | | |
| *DS1* | Zone 1 | | | 0.0% - 27.8%<br>12.3% | 1.7 - 17.7 days<br>7.5 days | |
| | Zone 2 | | | | | |
| *DS3* | Zone 1 | - | - | - | - | - |
| | Zone 2 | - | - | | - | - |
| *Frame Rel.* | Zone 1 | | - | | | |
| | Zone 2 | - | - | | - | - |
| *Qwest DSL* | Zone 1 | | | | | |
| | Zone 2 | | | | | |

11 of 12 mos. at parity

4 Mo. Avg. = 7.5 days for CLECs vs. 11.8 days for retail

# ITEM 14 - RESALE: Designed Products

State: *Regional*

## REPAIR

ride the light Qwest

### Nov - Feb 02 Results

| Product | Categ. | MR-5 Cleared < 4 hours | MR-6 Mean Time Restore | MR-7 Repeat Reports | MR-8 Trouble Rate |
|---|---|---|---|---|---|
| *Pri ISDN* | Zone 1 | | | | 0.0% - 0.3% |
| | Zone 2 | | | | 0.1% |
| *DS0* | Zone 1 | | | | |
| | Zone 2 | | 1.5 - 3.9 hours | | |
| | | | 2.7 hours | | |
| *DS1* | Zone 1 | | | | |
| | Zone 2 | | | 18.2% - 55.3% | 0.5% - 3.8% |
| | | | | 37.6% | 0.8% |
| *DS3* | Zone 1 | - | - | - | |
| | Zone 2 | - | - | - | - |
| *Frame Rel.* | Zone 1 | | | | |
| | Zone 2 | - | - | - | |

All mos. well within 4 hour objective

9 of 12 mos. at parity

# CONTINUATION

# [2]

Scan ~ ~ # Pgs [ ]

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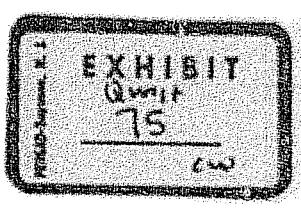
# Performance Results

## South Dakota

### April 2001 - March 2002

April 20, 2002



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- Delayed Days for Facility Reasons (Average Days) (OP-6B-S)-- Interval Zone Two
- New Service Installation Quality (Percent) (OP-5)-- Interval Zone One and Two
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- Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A)
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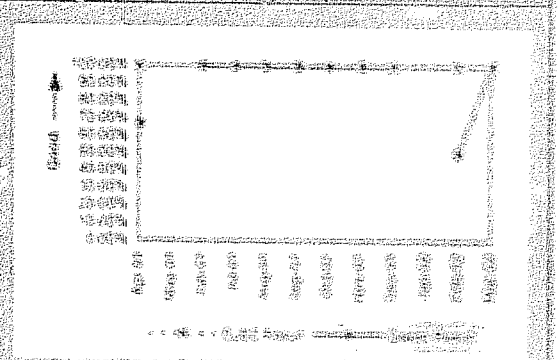
## Checklist #1 - Local Interconnection - UNE Installation

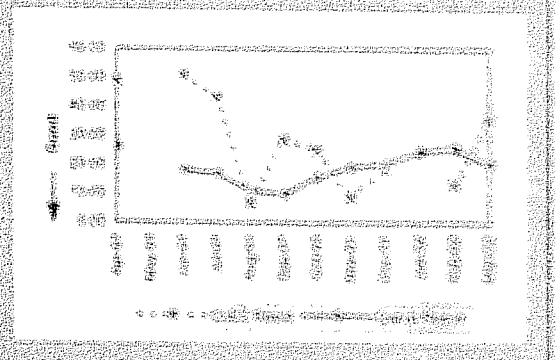
### Installation Commitments Met (Percent) (OP-3E)-- Interval Zone Two

| Date | CLEC Num | CLEC Den | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Stat | Parity Stat |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | 1 | 1 | 100.00% | 0.00% | 2 | 3 | 66.67% | -0.61 | -1.27 |
| May-01 | | | | | | | | | |
| Jun-01 | 1 | 1 | 100.00% | 0.00% | 6 | 6 | 100.00% | N/A | N/A |
| Jul-01 | 1 | 1 | 100.00% | 0.00% | 7 | 7 | 100.00% | N/A | N/A |
| Aug-01 | 1 | 1 | 100.00% | 0.00% | 7 | 7 | 100.00% | N/A | N/A |
| Sep-01 | 2 | 2 | 100.00% | 0.00% | 6 | 6 | 100.00% | N/A | N/A |
| Oct-01 | | | | | 5 | 5 | 100.00% | | |
| Nov-01 | 1 | 1 | 100.00% | 0.00% | 5 | 5 | 100.00% | N/A | N/A |
| Dec-01 | 2 | 2 | 100.00% | 0.00% | 4 | 4 | 100.00% | N/A | N/A |
| Jan-02 | | | | | | | | | |
| Feb-02 | 3 | 3 | 100.00% | 0.00% | 1 | 2 | 50.00% | -1.1 | -1.27 |
| Mar-02 | 1 | 1 | 100.00% | 0.00% | 5 | 5 | 100.00% | N/A | N/A |



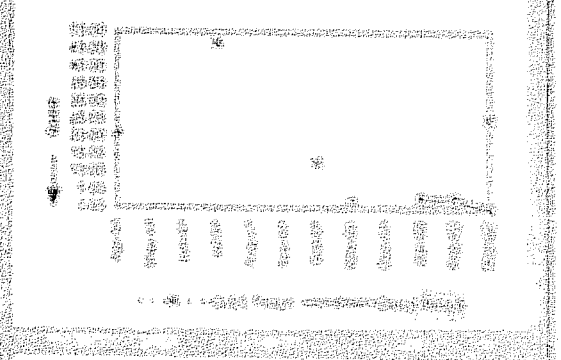
### Installation Interval (Average Days) (OP-4E)-- Interval Zone Two

| Date | CLEC Num | CLEC Den | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Stat | Parity Stat |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | 49 | 1 | 49.00 | | 79 | 3 | 26.33 | 0.93 | 0.93 |
| May-01 | | | | | | | | | |
| Jun-01 | 51 | 1 | 51.00 | | 110 | 6 | 18.33 | 1.3 | 0.97 |
| Jul-01 | 87 | 2 | 43.50 | 36.06 | 137 | 8 | 17.13 | 1.37 | 0.97 |
| Aug-01 | 7 | 1 | 7.00 | | 75 | 7 | 10.71 | 0.55 | 0.54 |
| Sep-01 | 58 | 2 | 29.00 | 0.00 | 69 | 7 | 9.86 | 0.93 | 0.66 |
| Oct-01 | 127 | 5 | 25.40 | 7.50 | 80 | 5 | 16.00 | 1.19 | 0.84 |
| Nov-01 | 9 | 1 | 9.00 | | 349 | 19 | 18.37 | 1.31 | 1.3 |
| Dec-01 | 38 | 2 | 19.00 | 1.41 | 83 | 4 | 20.75 | -0.09 | -0.06 |
| Jan-02 | | | | | 124 | 5 | 24.80 | | |
| Feb-02 | 41 | 3 | 13.67 | 5.13 | 78 | 3 | 26.00 | -0.3 | -0.21 |
| Mar-02 | 143 | 4 | 35.75 | 31.69 | 134 | 5 | 26.80 | 0.55 | 0.39 |



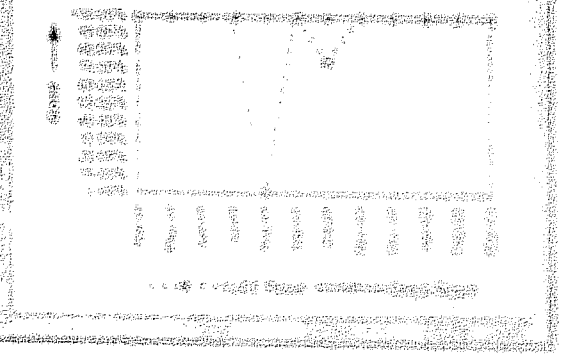
### Delayed Days for Non-Facility Reasons (Average Days) (OP-5E)-- Interval Zone Two

| Date | CLEC Num | CLEC Den | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Stat | Parity Stat |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | 21 | 3 | 7.00 | | |
| May-01 | | | | | | | | | |
| Jun-01 | | | | | | | | | |
| Jul-01 | 47 | 1 | 47.00 | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | 13 | 1 | 13.00 | | | | | | |
| Nov-01 | | | | | 28 | 4 | 7.00 | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | 18 | 3 | 6.00 | | |
| Feb-02 | | | | | 15 | 3 | 5.00 | | |
| Mar-02 | 76 | 3 | 25.33 | 29.02 | 0 | 0 | 0.00 | | |



### New Service Installation Quality (Percent) (OP-6)-- Interval Zone One and Two

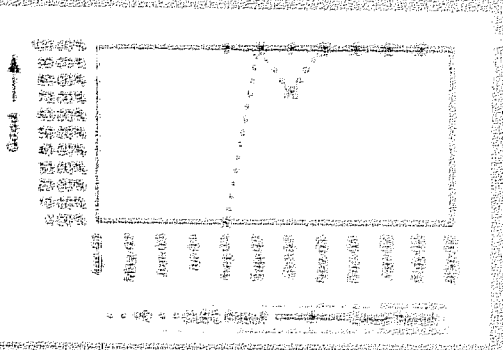
| Date | CLEC Num | CLEC Den | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Stat | Parity Stat |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | 5 | 5 | 100.00% | 0.00% | 5 | 5 | 100.00% | N/A | N/A |
| May-01 | 1 | 1 | 100.00% | 0.00% | 4 | 4 | 100.00% | N/A | N/A |
| Jun-01 | 1 | 1 | 100.00% | 0.00% | 4 | 4 | 100.00% | N/A | N/A |
| Jul-01 | 2 | 2 | 100.00% | 0.00% | 7 | 7 | 100.00% | N/A | N/A |
| Aug-01 | 0 | 2 | 0.00% | 0.00% | 8 | 8 | 100.00% | N/A | N/A |
| Sep-01 | 2 | 2 | 100.00% | 0.00% | 7 | 7 | 100.00% | N/A | N/A |
| Oct-01 | 3 | 4 | 75.00% | 43.30% | 5 | 5 | 100.00% | N/A | N/A |
| Nov-01 | 1 | 1 | 100.00% | 0.00% | 13 | 13 | 100.00% | N/A | N/A |
| Dec-01 | 2 | 2 | 100.00% | 0.00% | 11 | 11 | 100.00% | N/A | N/A |
| Jan-02 | 1 | 1 | 100.00% | 0.00% | 5 | 5 | 100.00% | N/A | N/A |
| Feb-02 | 2 | 2 | 100.00% | 0.00% | 4 | 4 | 100.00% | N/A | N/A |
| Mar-02 | 4 | 4 | 100.00% | 0.00% | 9 | 9 | 100.00% | N/A | N/A |



Checklist #1 - Local Interconnection - LIS Installation

New Service Installation Quality (Percent) (OP-5*) – Interval Zone One and Two

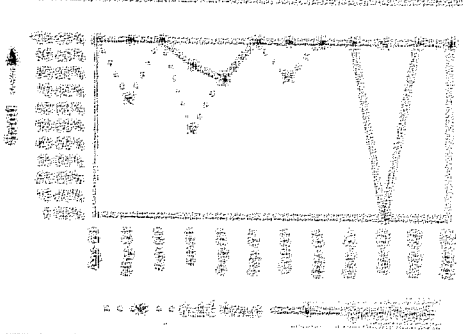
| Date | CLEC Num | CLEC Denom | CLEC Result | Std Dev | Qwest Num | Qwest Denom | Qwest Result | Mod Z Score | Parity Sat |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | | | | | |
| May-01 | | | | | | | | | |
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | 0 | 2 | 0.00% | 0.00% | 8 | 8 | 100.00% | N/A | 0.5 |
| Sep-01 | 2 | 2 | 100.00% | 0.00% | 7 | 7 | 100.00% | N/A | N/A |
| Oct-01 | 3 | 4 | 75.00% | 43.30% | 6 | 6 | 100.00% | N/A | 47.4% |
| Nov-01 | 3 | 3 | 100.00% | 0.00% | 12 | 12 | 100.00% | N/A | N/A |
| Dec-01 | 2 | 2 | 100.00% | 0.00% | 11 | 11 | 100.00% | N/A | N/A |
| Jan-02 | 1 | 1 | 100.00% | 0.00% | 5 | 5 | 100.00% | N/A | N/A |
| Feb-02 | 2 | 2 | 100.00% | 0.00% | 4 | 4 | 100.00% | N/A | N/A |
| Mar-02 | | | | | | | | | |



Checklist #1 - Local Interconnection - U.S. Region

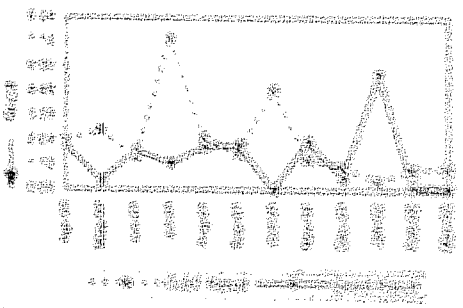
All Troubles Cleared within 4 hours (Percent) (MR-5-8) – Interval Zone Two

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Rate | Mod Z Sc | Flags Sc |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | 1 | 1 | 100.00% | 0.00% | 4 | 4 | 100.00% | N/A | N/A |
| May-01 | 4 | 6 | 66.67% | 47.14% | 1 | 1 | 100.00% | N/A | N/A |
| Jun-01 | 3 | 3 | 100.00% | 0.00% | 4 | 4 | 100.00% | N/A | N/A |
| Jul-01 | 2 | 4 | 50.00% | 50.00% | 6 | 7 | 85.71% | N/A | N/A |
| Aug-01 | 4 | 5 | 80.00% | 40.00% | 7 | 8 | 87.50% | N/A | N/A |
| Sep-01 | 1 | 1 | 100.00% | 0.00% | 1 | 1 | 100.00% | N/A | N/A |
| Oct-01 | 4 | 5 | 80.00% | 40.00% | 1 | 1 | 100.00% | N/A | N/A |
| Nov-01 | 1 | 1 | 100.00% | 0.00% | 4 | 4 | 100.00% | N/A | N/A |
| Dec-01 | 2 | 2 | 100.00% | 0.00% | 3 | 3 | 100.00% | N/A | N/A |
| Jan-02 | 2 | 2 | 100.00% | 0.00% | 0 | 1 | 0.00% | N/A | N/A |
| Feb-02 | 6 | 6 | 100.00% | 0.00% | 1 | 1 | 100.00% | N/A | N/A |
| Mar-02 | 2 | 2 | 100.00% | 0.00% | 1 | 1 | 100.00% | N/A | N/A |



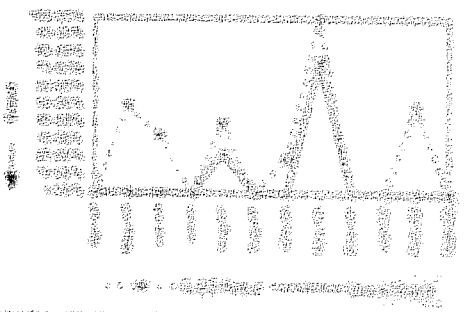
Mean Time to Restore (Hours:Minutes) (MR-8-2) – Interval Zone Two

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Rate | Mod Z Sc | Flags Sc |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | 2:25 | 1 | 2:25 | | 0:25 | 4 | 2:01 | 0.62 | N/A |
| May-01 | 17:38 | 6 | 2:56 | 2:10 | 0:25 | 1 | 0:25 | N/A | N/A |
| Jun-01 | 4:55 | 3 | 1:38 | 1:52 | 2:38 | 4 | 1:54 | 0.41 | N/A |
| Jul-01 | 29:41 | 4 | 7:25 | 10:05 | 0:01 | 1 | 0:01 | N/A | N/A |
| Aug-01 | 13:07 | 5 | 2:37 | 2:14 | 18:47 | 8 | 2:21 | 0.47 | N/A |
| Sep-01 | 1:46 | 1 | 1:46 | | 2:42 | 1 | 2:42 | N/A | N/A |
| Oct-01 | 24:45 | 5 | 4:57 | 7:32 | 0:01 | 1 | 0:01 | N/A | N/A |
| Nov-01 | 1:31 | 1 | 1:31 | | 0:33 | 4 | 0:23 | 0.39 | N/A |
| Dec-01 | 2:22 | 2 | 1:11 | 0:45 | 1:49 | 3 | 0:37 | N/A | N/A |
| Jan-02 | 0:56 | 2 | 0:28 | 0:24 | 0:42 | 1 | 0:42 | N/A | N/A |
| Feb-02 | 6:20 | 6 | 1:03 | 0:45 | 0:01 | 1 | 0:01 | N/A | N/A |
| Mar-02 | 2:10 | 2 | 1:05 | 0:08 | 0:01 | 1 | 0:01 | N/A | N/A |



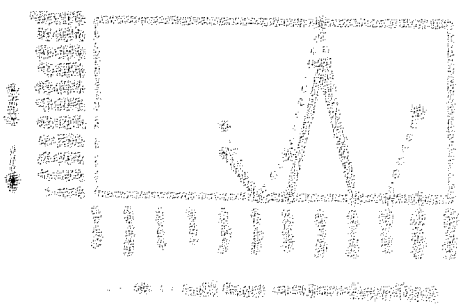
Repair Repeat Report Rate (Percent) (MR-7-2) – Interval Zone Two

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Rate | Mod Z Sc | Flags Sc |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | 0 | 1 | 0.00% | 0.00% | 0 | 1 | 0.00% | N/A | N/A |
| May-01 | 3 | 6 | 50.00% | 50.00% | 0 | 1 | 0.00% | N/A | N/A |
| Jun-01 | 1 | 3 | 33.33% | 47.14% | 0 | 4 | 0.00% | N/A | N/A |
| Jul-01 | 0 | 4 | 0.00% | 0.00% | 0 | 7 | 0.00% | N/A | N/A |
| Aug-01 | 2 | 5 | 40.00% | 48.99% | 1 | 8 | 12.50% | N/A | N/A |
| Sep-01 | 0 | 1 | 0.00% | 0.00% | 0 | 1 | 0.00% | N/A | N/A |
| Oct-01 | 1 | 5 | 20.00% | 40.00% | 0 | 1 | 0.00% | N/A | N/A |
| Nov-01 | 1 | 1 | 100.00% | 0.00% | 0 | 4 | 0.00% | N/A | N/A |
| Dec-01 | 0 | 2 | 0.00% | 0.00% | 0 | 3 | 0.00% | N/A | N/A |
| Jan-02 | 0 | 2 | 0.00% | 0.00% | 0 | 1 | 0.00% | N/A | N/A |
| Feb-02 | 3 | 6 | 50.00% | 50.00% | 0 | 1 | 0.00% | N/A | N/A |
| Mar-02 | 0 | 2 | 0.00% | 0.00% | 0 | 1 | 0.00% | N/A | N/A |



Repair Repeat Report Rate (Percent) (MR-7-2) – Interval Zone Two

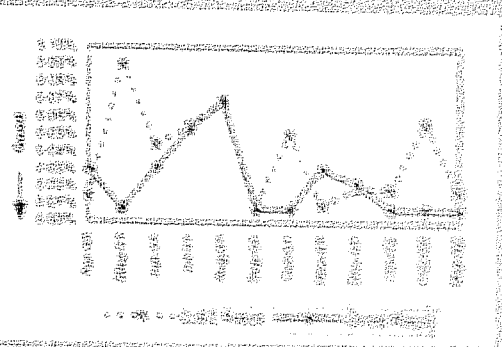
| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Rate | Mod Z Sc | Flags Sc |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | | | | | |
| May-01 | | | | | | | | | |
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | 2 | 5 | 40.00% | 48.99% | 1 | 8 | 12.50% | 0.52 | N/A |
| Sep-01 | 0 | 1 | 0.00% | 0.00% | 0 | 1 | 0.00% | N/A | N/A |
| Oct-01 | 1 | 4 | 25.00% | 43.30% | 0 | 1 | 0.00% | N/A | N/A |
| Nov-01 | 1 | 1 | 100.00% | 0.00% | 0 | 4 | 0.00% | N/A | N/A |
| Dec-01 | 0 | 2 | 0.00% | 0.00% | 0 | 3 | 0.00% | N/A | N/A |
| Jan-02 | 0 | 1 | 0.00% | 0.00% | 0 | 1 | 0.00% | N/A | N/A |
| Feb-02 | 2 | 4 | 50.00% | 50.00% | 0 | 1 | 0.00% | N/A | N/A |
| Mar-02 | | | | | | | | | |



Checklist #1 - Local Interconnection - UNE Report

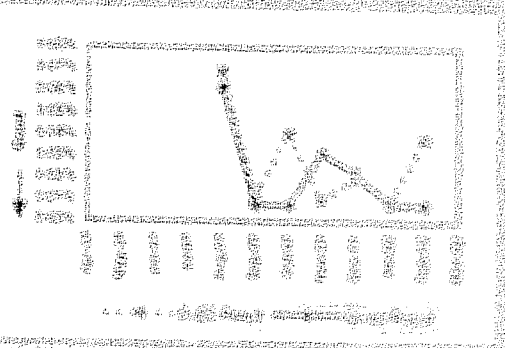
Trouble Rate (Percent) (MR-8) – Interval Zone One and Two

| Date | CLEC Num | CLEC Dend | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Res | Mod Z Sco | Parity Sta |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | 1 | 6649 | 0.02% | 1.23% | 4 | 13160 | 0.03% | 0.23 | In Parity |
| May-01 | 6 | 6649 | 0.09% | 3.00% | 1 | 12851 | 0.01% | 4.10 | Out of Parity |
| Jun-01 | 3 | 6649 | 0.05% | 2.12% | 4 | 12707 | 0.03% | 0.51 | In Parity |
| Jul-01 | 4 | 7129 | 0.06% | 2.37% | 7 | 13019 | 0.05% | 0.67 | In Parity |
| Aug-01 | 5 | 7201 | 0.07% | 2.63% | 9 | 12958 | 0.07% | 0.00 | In Parity |
| Sep-01 | 1 | 8667 | 0.01% | 1.07% | 1 | 12887 | 0.01% | 0.51 | In Parity |
| Oct-01 | 5 | 9700 | 0.05% | 2.27% | 1 | 13003 | 0.01% | 2.30 | Out of Parity |
| Nov-01 | 1 | 9749 | 0.01% | 1.01% | 4 | 12643 | 0.03% | 0.89 | In Parity |
| Dec-01 | 2 | 9894 | 0.02% | 1.42% | 3 | 13103 | 0.02% | 0.12 | In Parity |
| Jan-02 | 2 | 10205 | 0.02% | 1.40% | 1 | 12767 | 0.01% | 0.51 | In Parity |
| Feb-02 | 6 | 10398 | 0.06% | 2.40% | 1 | 12955 | 0.01% | 2.29 | Out of Parity |
| Mar-02 | 2 | 10518 | 0.02% | 1.38% | 1 | 12934 | 0.01% | 0.51 | In Parity |



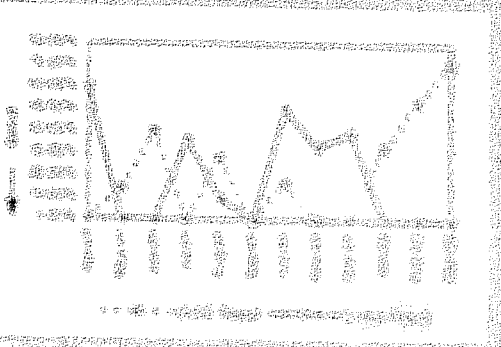
Trouble Rate (Percent) (MR-8) – Interval Zone One and Two

| Date | CLEC Num | CLEC Dend | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Res | Mod Z Sco | Parity Sta |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | | | | | |
| May-01 | | | | | | | | | |
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | 5 | 7201 | 0.07% | 2.63% | 9 | 12958 | 0.07% | 0.00 | In Parity |
| Sep-01 | 1 | 8667 | 0.01% | 1.07% | 1 | 12887 | 0.01% | 0.51 | In Parity |
| Oct-01 | 4 | 9700 | 0.04% | 2.03% | 1 | 13003 | 0.01% | 2.30 | Out of Parity |
| Nov-01 | 1 | 9749 | 0.01% | 1.01% | 4 | 12643 | 0.03% | 0.89 | In Parity |
| Dec-01 | 2 | 9894 | 0.02% | 1.42% | 3 | 13103 | 0.02% | 0.12 | In Parity |
| Jan-02 | 1 | 10205 | 0.01% | 0.99% | 1 | 12767 | 0.01% | 0.51 | In Parity |
| Feb-02 | 4 | 10398 | 0.04% | 1.96% | 1 | 12955 | 0.01% | 2.29 | Out of Parity |
| Mar-02 | | | | | | | | | |



Customer and Non-Qwest Related Trouble Reports (Percent) (MR-8) – Interval Zone One and Two

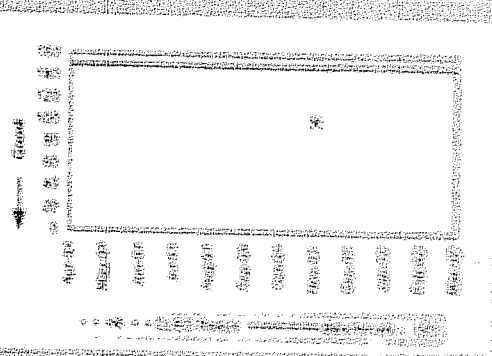
| Date | CLEC Num | CLEC Dend | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Res | Mod Z Sco | Parity Sta |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | 0 | 1 | 0.00% | 0.00% | 0 | 50 | 0.00% | 0.00 | In Parity |
| May-01 | 1 | 7 | 14.29% | 34.99% | 0 | 1 | 0.00% | 0.51 | In Parity |
| Jun-01 | 2 | 5 | 40.00% | 48.99% | 0 | 4 | 0.00% | 0.51 | In Parity |
| Jul-01 | 0 | 4 | 0.00% | 0.00% | 6 | 115 | 5.22% | 1.41 | In Parity |
| Aug-01 | 2 | 7 | 28.57% | 45.18% | 4 | 65 | 6.15% | 0.63 | In Parity |
| Sep-01 | 0 | 1 | 0.00% | 0.00% | 0 | 41 | 0.00% | 0.00 | In Parity |
| Oct-01 | 1 | 6 | 16.67% | 37.27% | 1 | 1 | 100.00% | 4.51 | Out of Parity |
| Nov-01 | 0 | 1 | 0.00% | 0.00% | 2 | 1 | 200.00% | 4.51 | Out of Parity |
| Dec-01 | 0 | 2 | 0.00% | 0.00% | 0 | 1 | 0.00% | 0.00 | In Parity |
| Jan-02 | 1 | 3 | 33.33% | 47.14% | 0 | 1 | 0.00% | 0.51 | In Parity |
| Feb-02 | 7 | 13 | 53.85% | 49.85% | 1 | 1 | 100.00% | 4.51 | Out of Parity |
| Mar-02 | 5 | 7 | 71.43% | 45.18% | 1 | 1 | 100.00% | 4.51 | Out of Parity |



## Checklist #1 - Collocation

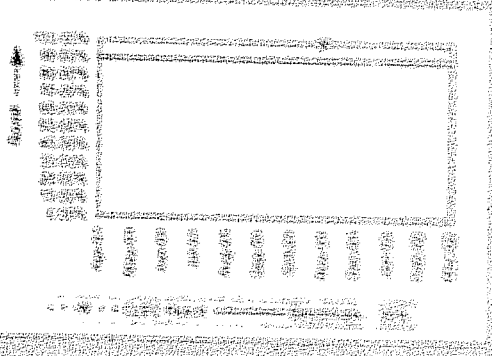
### Scheduled Interval 121 to 150 Calendar Days (Average Days) (CP-1C)

| Date | CLEC Num | CLEC Denom | CLEC Result | CLEC Std Dev |
|---|---|---|---|---|
| Apr-01 | | | | |
| May-01 | | | | |
| Jun-01 | | | | |
| Jul-01 | | | | |
| Aug-01 | | | | |
| Sep-01 | | | | |
| Oct-01 | | | | |
| Nov-01 | 101 | 1 | 101.00 | |
| Dec-01 | | | | |
| Jan-02 | | | | |
| Feb-02 | | | | |
| Mar-02 | | | | |



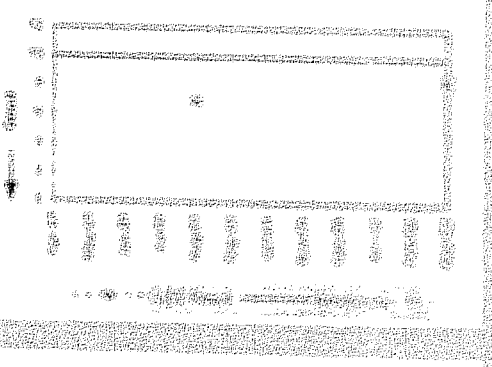
### Collocations with Intervals Longer than 120 Days (Percent) (CP-2C)

| Date | CLEC Num | CLEC Denom | CLEC Result | CLEC Std Dev |
|---|---|---|---|---|
| Apr-01 | | | | |
| May-01 | | | | |
| Jun-01 | | | | |
| Jul-01 | | | | |
| Aug-01 | | | | |
| Sep-01 | | | | |
| Oct-01 | | | | |
| Nov-01 | 1 | 1 | 100.00% | 0.00% |
| Dec-01 | | | | |
| Jan-02 | | | | |
| Feb-02 | | | | |
| Mar-02 | | | | |



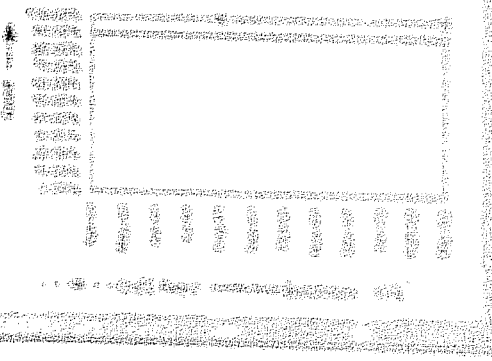
### Collocation Feasibility Study Interval (Average Days) (CP-3)

| Date | CLEC Num | CLEC Denom | CLEC Result | CLEC Std Dev |
|---|---|---|---|---|
| Apr-01 | | | | |
| May-01 | | | | |
| Jun-01 | | | | |
| Jul-01 | | | | |
| Aug-01 | 7 | 1 | 7.00 | |
| Sep-01 | | | | |
| Oct-01 | | | | |
| Nov-01 | | | | |
| Dec-01 | | | | |
| Jan-02 | | | | |
| Feb-02 | | | | |
| Mar-02 | 17 | 2 | 8.50 | |



### Collocation Feasibility Study Commitment Met (Percent) (CP-4)

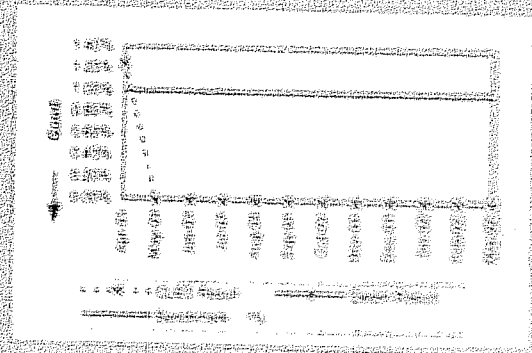
| Date | CLEC Num | CLEC Denom | CLEC Result | CLEC Std Dev |
|---|---|---|---|---|
| Apr-01 | | | | |
| May-01 | | | | |
| Jun-01 | | | | |
| Jul-01 | | | | |
| Aug-01 | 1 | 1 | 100.00% | 0.00% |
| Sep-01 | | | | |
| Oct-01 | | | | |
| Nov-01 | | | | |
| Dec-01 | | | | |
| Jan-02 | | | | |
| Feb-02 | | | | |
| Mar-02 | 2 | 2 | 100.00% | |



## Checklist #1 - Trunk Blocking

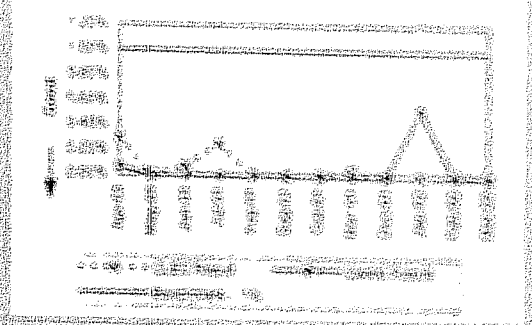
Trunk Blockage to Qwest Tandem Offices (Percent) (PO-1A)

| Date | CLEC Num | CLEC Denom | CLEC Result | Std Dev | Qwest Num | Qwest Denom | Qwest Result | Mod Z Test | Parity Stat |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | 5.13 | 408 | 1.26% | 0.81% | | | | | |
| May-01 | 0 | 408 | 0.00% | 0.00% | | | | | |
| Jun-01 | 0 | 408 | 0.00% | 0.00% | | | | | |
| Jul-01 | 0 | 408 | 0.00% | 0.00% | | | | | |
| Aug-01 | 0 | 408 | 0.00% | 0.00% | | | | | |
| Sep-01 | 0 | 408 | 0.00% | 0.00% | | | | | |
| Oct-01 | 0 | 408 | 0.00% | 0.00% | | | | | |
| Nov-01 | 0 | 408 | 0.00% | 0.00% | | | | | |
| Dec-01 | 0 | 408 | 0.00% | 0.00% | | | | | |
| Jan-02 | 0 | 408 | 0.00% | 0.00% | | | | | |
| Feb-02 | 0 | 408 | 0.00% | 0.00% | | | | | |
| Mar-02 | 0 | 408 | 0.00% | 0.00% | | | | | |



Trunk Blockage to Qwest End Offices (Percent) (PO-1B)

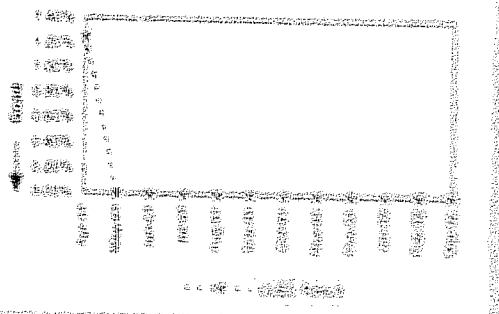
| Date | CLEC Num | CLEC Denom | CLEC Result | Std Dev | Qwest Num | Qwest Denom | Qwest Result | Mod Z Test | Parity Stat |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | 9.18 | 3096 | 0.30% | 0.85% | 2.89 | 4560 | 0.06% | 43.71 | Yes |
| May-01 | 0 | 3096 | 0.00% | 0.00% | 0 | 4560 | 0.00% | | |
| Jun-01 | 2.39 | 3096 | 0.08% | 0.32% | 0 | 4560 | 0.00% | | |
| Jul-01 | 7.56 | 2928 | 0.26% | 0.54% | 0 | 4560 | 0.00% | | |
| Aug-01 | 0.37 | 2928 | 0.01% | 0.09% | 0 | 4560 | 0.00% | | |
| Sep-01 | 0.37 | 4392 | 0.01% | 0.03% | 0 | 4560 | 0.00% | | |
| Oct-01 | 0.08 | 5496 | 0.00% | 0.01% | 0 | 4560 | 0.00% | | |
| Nov-01 | 2.57 | 5496 | 0.05% | 0.16% | 0 | 4560 | 0.00% | | |
| Dec-01 | 0.12 | 5592 | 0.00% | 0.01% | 0 | 4560 | 0.00% | | |
| Jan-02 | 0.24 | 5376 | 0.00% | 0.02% | 28.48 | 4560 | 0.62% | 38.75 | Out |
| Feb-02 | 1.37 | 5976 | 0.02% | 0.15% | 0 | 4560 | 0.00% | | |
| Mar-02 | 0 | 6192 | 0.00% | 0.00% | 0 | 4560 | 0.00% | | |



Checklist #1 - Trunk Blocking

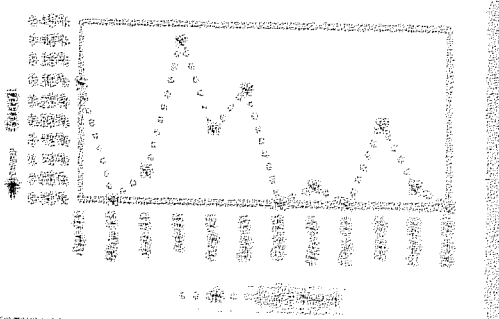
Trunk Blockage to Qwest Tandem Offices (Percent) (NI-1C)

| Date | CLEC Num | CLEC Denom | CLEC Result | CLEC Std Dev |
|---|---|---|---|---|
| Apr-01 | 5.13 | 408 | 1.26% | 0.51% |
| May-01 | 0 | 408 | 0.00% | 0.00% |
| Jun-01 | 0 | 408 | 0.00% | 0.00% |
| Jul-01 | 0 | 408 | 0.00% | 0.00% |
| Aug-01 | 0 | 408 | 0.00% | 0.00% |
| Sep-01 | 0 | 408 | 0.00% | 0.00% |
| Oct-01 | 0 | 408 | 0.00% | 0.00% |
| Nov-01 | 0 | 408 | 0.00% | 0.00% |
| Dec-01 | 0 | 408 | 0.00% | 0.00% |
| Jan-02 | 0 | 408 | 0.00% | 0.00% |
| Feb-02 | 0 | 408 | 0.00% | 0.00% |
| Mar-02 | 0 | 408 | 0.00% | 0.00% |



Trunk Blockage to Qwest End Offices (Percent) (NI-1D)

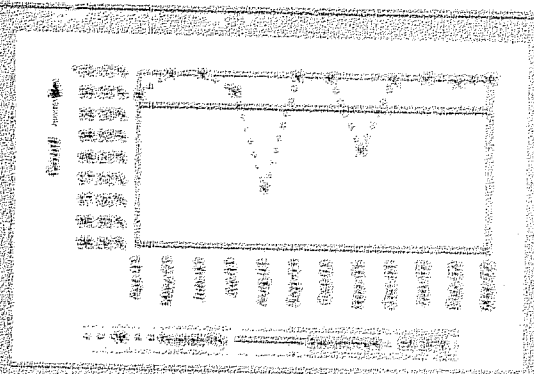
| Date | CLEC Num | CLEC Denom | CLEC Result | CLEC Std Dev |
|---|---|---|---|---|
| Apr-01 | 9.18 | 3096 | 0.30% | 0.55% |
| May-01 | 0 | 3096 | 0.00% | 0.00% |
| Jun-01 | 2.39 | 3096 | 0.08% | 0.32% |
| Jul-01 | 12.6 | 3096 | 0.41% | 0.91% |
| Aug-01 | 5.89 | 3096 | 0.19% | 0.75% |
| Sep-01 | 13.25 | 4560 | 0.29% | 1.44% |
| Oct-01 | 0.08 | 5496 | 0.00% | 0.00% |
| Nov-01 | 2.57 | 5496 | 0.05% | 0.15% |
| Dec-01 | 0.12 | 5592 | 0.00% | 0.01% |
| Jan-02 | 12.39 | 5880 | 0.21% | 0.69% |
| Feb-02 | 2.88 | 6072 | 0.05% | 0.21% |
| Mar-02 | 0 | 6192 | 0.00% | 0.00% |



Checklist #2 - Gateway Availability

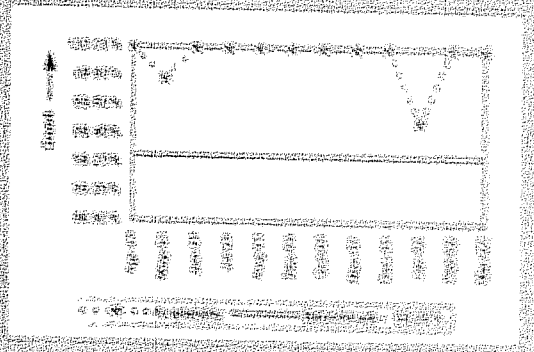
Gateway Availability - IMA-GUI (Percent) All (GA-1A)

| Date | Availability |
|---|---|
| Apr-01 | |
| May-01 | |
| Jun-01 | |
| Jul-01 | |
| Aug-01 | |
| Sep-01 | |
| Oct-01 | |
| Nov-01 | |
| Dec-01 | |
| Jan-02 | |
| Feb-02 | |
| Mar-02 | |



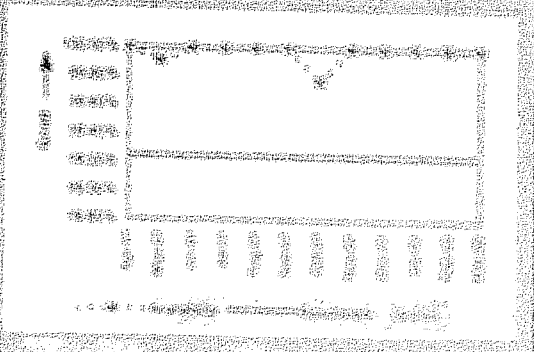
Gateway Availability - IMA-GUI (Percent) Fetch-n-Stuff (GA-1B)

| Date | Availability |
|---|---|
| Apr-01 | |
| May-01 | |
| Jun-01 | |
| Jul-01 | |
| Aug-01 | |
| Sep-01 | |
| Oct-01 | |
| Nov-01 | |
| Dec-01 | |
| Jan-02 | |
| Feb-02 | |
| Mar-02 | |



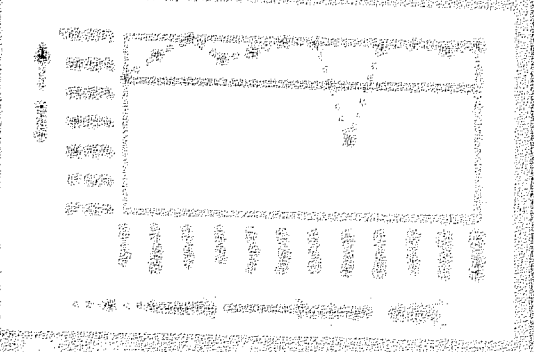
Gateway Availability - IMA-GUI (Percent) Data Archive (GA-1C)

| Date | Availability |
|---|---|
| Apr-01 | |
| May-01 | |
| Jun-01 | |
| Jul-01 | |
| Aug-01 | |
| Sep-01 | |
| Oct-01 | |
| Nov-01 | |
| Dec-01 | |
| Jan-02 | |
| Feb-02 | |
| Mar-02 | |



Gateway Availability - IMA-EDI (Percent) Direct (GA-1D)

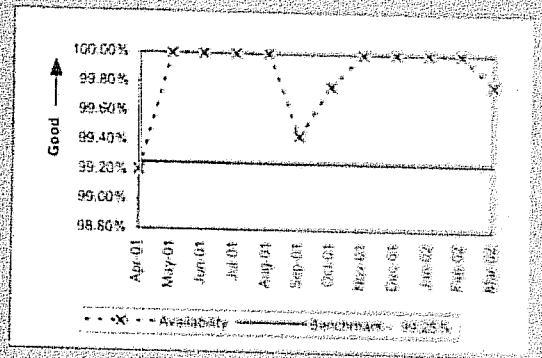
| Date | Availability |
|---|---|
| Apr-01 | |
| May-01 | |
| Jun-01 | |
| Jul-01 | |
| Aug-01 | |
| Sep-01 | |
| Oct-01 | |
| Nov-01 | |
| Dec-01 | |
| Jan-02 | |
| Feb-02 | |
| Mar-02 | |



## Checklist #2 - Gateway Availability

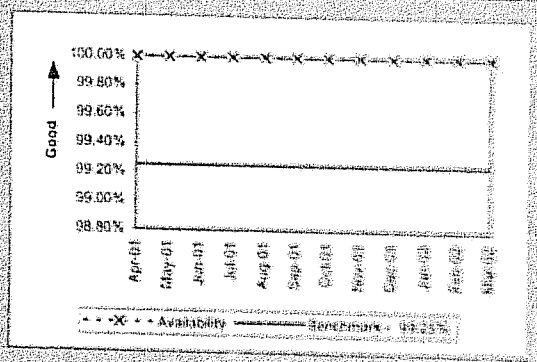
### Gateway Availability - EB-TA (Percent) Default (GA-3)

| Date | Availability |
|---|---|
| Apr-01 | 99.20% |
| May-01 | 100.00% |
| Jun-01 | 100.00% |
| Jul-01 | 100.00% |
| Aug-01 | 100.00% |
| Sep-01 | 99.44% |
| Oct-01 | 99.78% |
| Nov-01 | 100.00% |
| Dec-01 | 100.00% |
| Jan-02 | 100.00% |
| Feb-02 | 100.00% |
| Mar-02 | 99.79% |



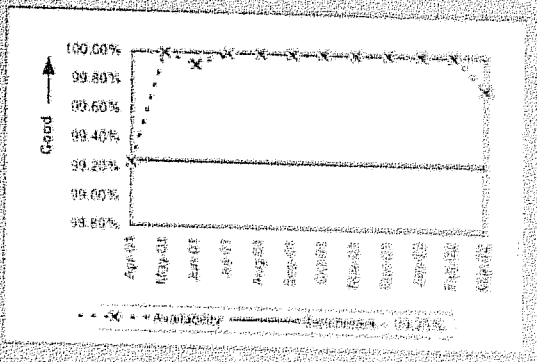

### System Availability - EXACT (Percent) Default (GA-4)

| Date | Availability |
|---|---|
| Apr-01 | 100.00% |
| May-01 | 100.00% |
| Jun-01 | 100.00% |
| Jul-01 | 100.00% |
| Aug-01 | 100.00% |
| Sep-01 | 100.00% |
| Oct-01 | 100.00% |
| Nov-01 | 100.00% |
| Dec-01 | 100.00% |
| Jan-02 | 100.00% |
| Feb-02 | 100.00% |
| Mar-02 | 100.00% |



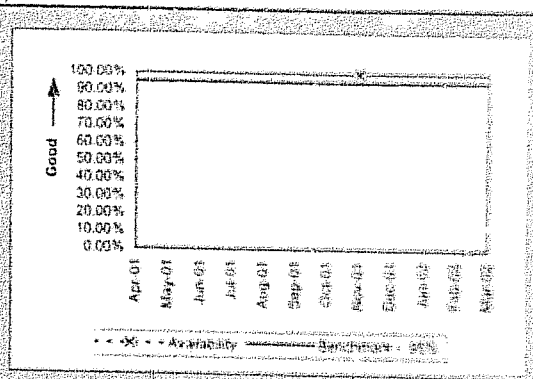

### Gateway Availability - GUI - Repair (Percent) Default (GA-6)

| Date | Availability |
|---|---|
| Apr-01 | 99.24% |
| May-01 | 100.00% |
| Jun-01 | 99.92% |
| Jul-01 | 100.00% |
| Aug-01 | 100.00% |
| Sep-01 | 100.00% |
| Oct-01 | 100.00% |
| Nov-01 | 100.00% |
| Dec-01 | 100.00% |
| Jan-02 | 100.00% |
| Feb-02 | 100.00% |
| Mar-02 | 99.77% |



## Checklist #2 - Gateway Availability

| Timely Outage Resolution following Software Releases (Percent) Default (GA-7) | |
|---|---|
| Date | Availability |
| Apr-01 | |
| May-01 | |
| Jun-01 | |
| Jul-01 | |
| Aug-01 | |
| Sep-01 | |
| Oct-01 | |
| Nov-01 | |
| Dec-01 | 100.00% |
| Jan-02 | |
| Feb-02 | |
| Mar-02 | |

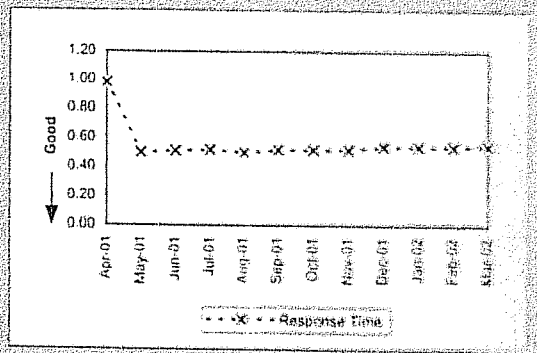



If the outage volume is less than 20 in the reporting month, the standard is 1 miss.

## Checklist #2 - Preorder Response Times - IMA

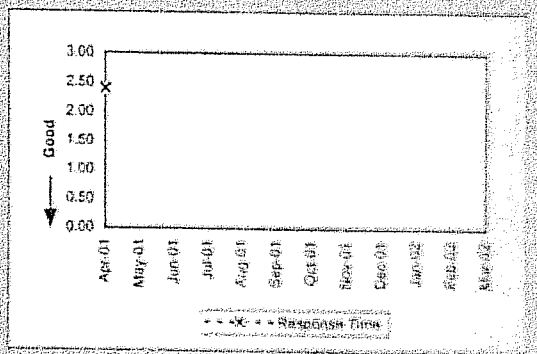
### Pre-Order Response Times (Appt. Scheduler) (Avg Sec) IMA Request (PO-1A-1(a))

| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| Apr-01 | 1538.6 | 1570 | 0.98 | 0.35 |
| May-01 | 1007.5 | 2015 | 0.50 | 0.09 |
| Jun-01 | 964.92 | 1892 | 0.51 | 0.14 |
| Jul-01 | 902.2 | 1735 | 0.52 | 0.09 |
| Aug-01 | 1187.5 | 2375 | 0.50 | 0.09 |
| Sep-01 | 1100.84 | 2117 | 0.52 | 0.14 |
| Oct-01 | 1233.44 | 2372 | 0.52 | 0.09 |
| Nov-01 | 1210.56 | 2328 | 0.52 | 0.15 |
| Dec-01 | 1598.4 | 2960 | 0.54 | 0.11 |
| Jan-02 | 1733.94 | 3211 | 0.54 | 0.15 |
| Feb-02 | 1540.62 | 2853 | 0.54 | 0.11 |
| Mar-02 | 1545.5 | 2810 | 0.55 | 0.11 |



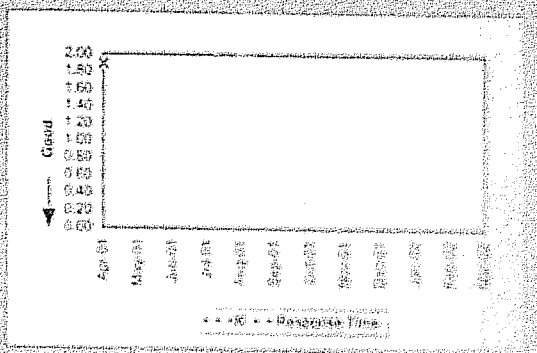

### Pre-Order Response Times (Appt. Scheduler) (Avg Sec) IMA Response (PO-1A-1(b))

| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| Apr-01 | 3768 | 1570 | 2.40 | 2.00 |
| May-01 | | | | |
| Jun-01 | | | | |
| Jul-01 | | | | |
| Aug-01 | | | | |
| Sep-01 | | | | |
| Oct-01 | | | | |
| Nov-01 | | | | |
| Dec-01 | | | | |
| Jan-02 | | | | |
| Feb-02 | | | | |
| Mar-02 | | | | |



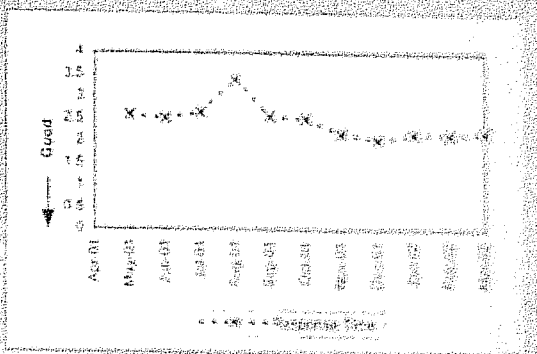

### Pre-Order Response Times (Appt. Scheduler) (Avg Sec) IMA Accept (PO-1A-1(c))

| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| Apr-01 | 2967.3 | 1570 | 1.89 | 1.45 |
| May-01 | | | | |
| Jun-01 | | | | |
| Jul-01 | | | | |
| Aug-01 | | | | |
| Sep-01 | | | | |
| Oct-01 | | | | |
| Nov-01 | | | | |
| Dec-01 | | | | |
| Jan-02 | | | | |
| Feb-02 | | | | |
| Mar-02 | | | | |




### Pre-Order Response Times (Appt. Scheduler) (Avg Sec) IMA Response/Accept (PO-1A-1(b,c))

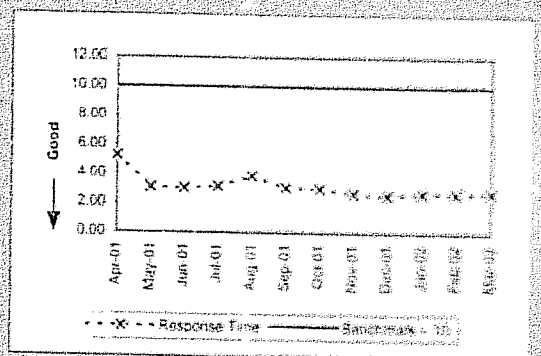
| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| Apr-01 | | | | |
| May-01 | 5218.85 | 2015 | 2.59 | 2.18 |
| Jun-01 | 4767.84 | 1892 | 2.52 | 0.96 |
| Jul-01 | 4597.75 | 1735 | 2.65 | 1.47 |
| Aug-01 | 8075 | 2375 | 3.40 | 3.20 |
| Sep-01 | 5440.69 | 2117 | 2.57 | 0.56 |
| Oct-01 | 5953.72 | 2372 | 2.51 | 1.13 |
| Nov-01 | 5051.76 | 2328 | 2.17 | 1.58 |
| Dec-01 | 6038.4 | 2960 | 2.04 | 1.39 |
| Jan-02 | 6967.87 | 3211 | 2.17 | 1.43 |
| Feb-02 | 6133.95 | 2853 | 2.15 | 1.55 |
| Mar-02 | 6182 | 2810 | 2.20 | 2.01 |



## Checklist #2 - Preorder Response Times - IMA

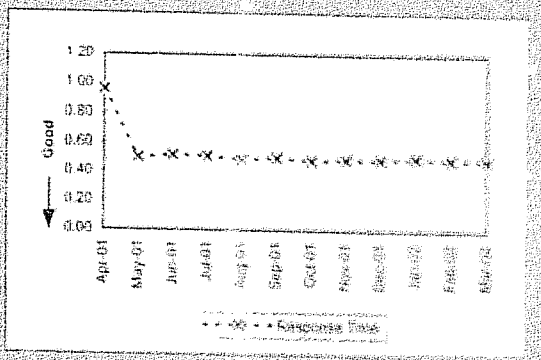
Pre-Order Response Times (Appt. Scheduler) (Avg Sec) IMA Aggregate (PO-1A-1 Total)

| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| Apr-01 | 8273.9 | 1570 | 5.27 | |
| May-01 | 6228.35 | 2015 | 3.09 | |
| Jun-01 | 5732.76 | 1892 | 3.03 | |
| Jul-01 | 5499.95 | 1735 | 3.17 | |
| Aug-01 | 9262.5 | 2375 | 3.90 | |
| Sep-01 | 6541.53 | 2117 | 3.09 | |
| Oct-01 | 7197.16 | 2372 | 3.03 | |
| Nov-01 | 6252.32 | 2328 | 2.69 | |
| Dec-01 | 7636.8 | 2960 | 2.58 | |
| Jan-02 | 8701.81 | 3211 | 2.71 | |
| Feb-02 | 7674.57 | 2853 | 2.69 | |
| Mar-02 | 7727.5 | 2810 | 2.75 | |



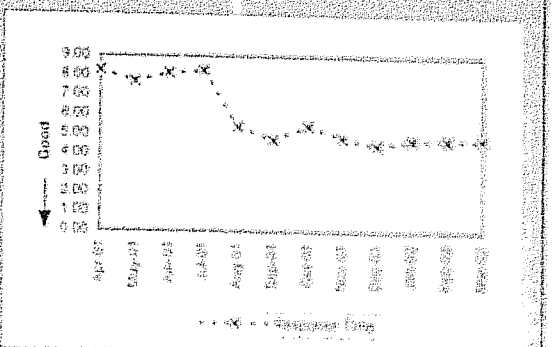

Pre-Order Response Times (Service Availability) (Avg Sec) IMA Request (PO-1A-2(a))

| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| Apr-01 | 1923.84 | 2004 | 0.96 | 0.37 |
| May-01 | 1436.5 | 2873 | 0.50 | 0.08 |
| Jun-01 | 1469 | 2825 | 0.52 | 0.19 |
| Jul-01 | 1386.18 | 2718 | 0.51 | 0.09 |
| Aug-01 | 1666 | 3400 | 0.49 | 0.06 |
| Sep-01 | 1635 | 3270 | 0.50 | 0.17 |
| Oct-01 | 1687.2 | 3515 | 0.48 | 0.08 |
| Nov-01 | 1614.65 | 3285 | 0.49 | 0.23 |
| Dec-01 | 1803.54 | 3706 | 0.49 | 0.06 |
| Jan-02 | 1915.18 | 3820 | 0.50 | 0.15 |
| Feb-02 | 1669.46 | 3379 | 0.49 | 0.06 |
| Mar-02 | 1935.43 | 3943 | 0.49 | 0.07 |



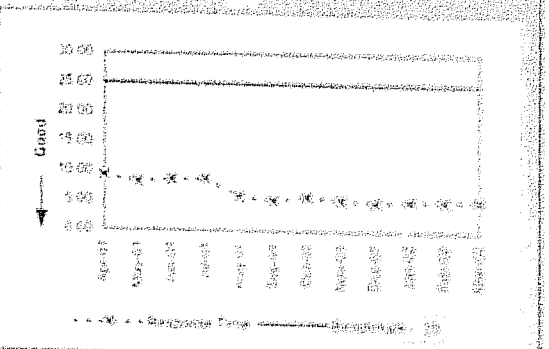

Pre-Order Response Times (Service Availability) (Avg Sec) IMA Response (PO-1A-2(b))

| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| Apr-01 | 16573.08 | 2004 | 8.27 | 3.18 |
| May-01 | 22150.83 | 2873 | 7.71 | 1.82 |
| Jun-01 | 23052 | 2825 | 8.16 | 2.59 |
| Jul-01 | 22477.86 | 2718 | 8.27 | 2.14 |
| Aug-01 | 18394 | 3400 | 5.41 | 2.96 |
| Sep-01 | 15565.2 | 3270 | 4.76 | 2.64 |
| Oct-01 | 19191.9 | 3515 | 5.46 | 3.56 |
| Nov-01 | 15973.07 | 3285 | 4.86 | 4.63 |
| Dec-01 | 16687.24 | 3706 | 4.50 | 4.16 |
| Jan-02 | 18228.93 | 3820 | 4.77 | 4.31 |
| Feb-02 | 16088.53 | 3379 | 4.76 | 4.03 |
| Mar-02 | 18980.72 | 3943 | 4.81 | 4.21 |




Pre-Order Response Times (Service Availability) (Avg Sec) IMA Aggregate (PO-1A-2 Total)

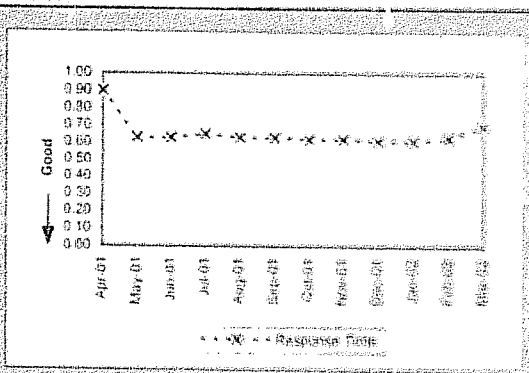
| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| Apr-01 | 18496.92 | 2004 | 9.23 | |
| May-01 | 23587.33 | 2873 | 8.21 | |
| Jun-01 | 24521 | 2825 | 8.68 | |
| Jul-01 | 23864.04 | 2718 | 8.78 | |
| Aug-01 | 20060 | 3400 | 5.90 | |
| Sep-01 | 17200.2 | 3270 | 5.26 | |
| Oct-01 | 20879.1 | 3515 | 5.94 | |
| Nov-01 | 17587.72 | 3285 | 5.35 | |
| Dec-01 | 18490.78 | 3706 | 4.99 | |
| Jan-02 | 20144.11 | 3820 | 5.27 | |
| Feb-02 | 17757.99 | 3379 | 5.26 | |
| Mar-02 | 20916.15 | 3943 | 5.30 | |



## Checklist #2 - Preorder Response Times - IMA

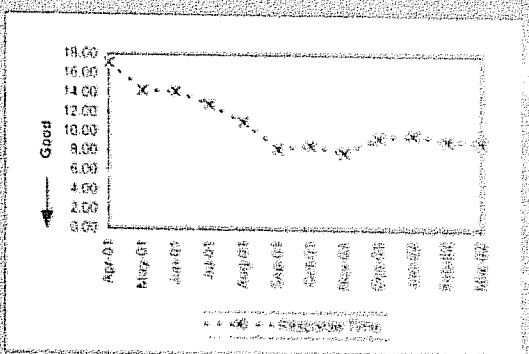
### Pre-Order Response Times (Facility Check) (Avg Sec) IMA Request (PO-1A-3(a))

| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| Apr-01 | 378 | 420 | 0.90 | 0.22 |
| May-01 | 298.62 | 474 | 0.63 | 0.44 |
| Jun-01 | 272.16 | 432 | 0.63 | 0.13 |
| Jul-01 | 251.55 | 387 | 0.65 | 0.07 |
| Aug-01 | 341.46 | 542 | 0.63 | 0.05 |
| Sep-01 | 304.29 | 483 | 0.63 | 0.06 |
| Oct-01 | 342.24 | 552 | 0.62 | 0.05 |
| Nov-01 | 326.74 | 527 | 0.62 | 0.06 |
| Dec-01 | 403.21 | 661 | 0.61 | 0.07 |
| Jan-02 | 430.66 | 706 | 0.61 | 0.06 |
| Feb-02 | 408.87 | 649 | 0.63 | 0.07 |
| Mar-02 | 502.6 | 718 | 0.70 | 0.07 |



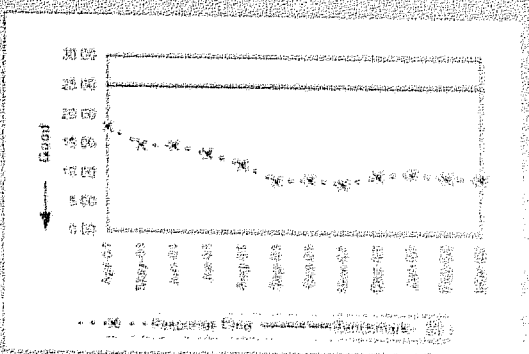

### Pre-Order Response Times (Facility Check) (Avg Sec) IMA Response (PO-1A-3(b))

| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| Apr-01 | 7198.8 | 420 | 17.14 | 10.11 |
| May-01 | 6797.16 | 474 | 14.34 | 2.95 |
| Jun-01 | 6156 | 432 | 14.25 | 5.95 |
| Jul-01 | 4992.3 | 387 | 12.90 | 3.63 |
| Aug-01 | 6005.36 | 542 | 11.08 | 7.05 |
| Sep-01 | 3994.41 | 483 | 8.27 | 2.86 |
| Oct-01 | 4763.76 | 552 | 8.63 | 5.16 |
| Nov-01 | 4147.49 | 527 | 7.87 | 2.26 |
| Dec-01 | 6220.01 | 661 | 9.41 | 3.87 |
| Jan-02 | 6862.32 | 706 | 9.72 | 3.59 |
| Feb-02 | 5905.9 | 649 | 9.10 | 3.16 |
| Mar-02 | 6390.2 | 718 | 8.90 | 3.93 |



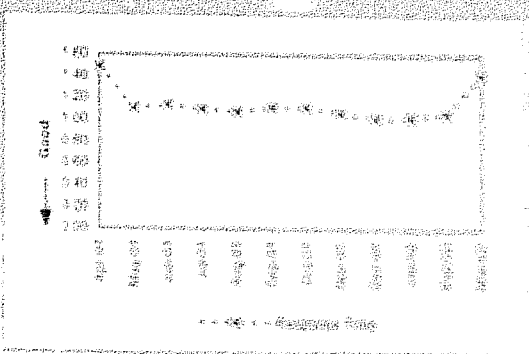

### Pre-Order Response Times (Facility Check) (Avg Sec) IMA Aggregate (PO-1A-3 Total)

| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| Apr-01 | 7576.8 | 420 | 18.04 | |
| May-01 | 7095.78 | 474 | 14.97 | |
| Jun-01 | 6428.16 | 432 | 14.88 | |
| Jul-01 | 5243.85 | 387 | 13.55 | |
| Aug-01 | 6346.82 | 542 | 11 [illegible] | |
| Sep-01 | 4298.7 | 483 | 8 [illegible] | |
| Oct-01 | 5106 | 552 | 9 [illegible] | |
| Nov-01 | 4474.23 | 527 | [illegible] | |
| Dec-01 | 6623.22 | 661 | [illegible] | |
| Jan-02 | 7292.98 | 706 | [illegible] | |
| Feb-02 | 6314.77 | 649 | 9.73 | |
| Mar-02 | 6892.8 | 718 | 9.60 | |




### Pre-Order Response Times (Address Validation) (Avg S[illegible]) IMA Request (PO-1A-4(a))

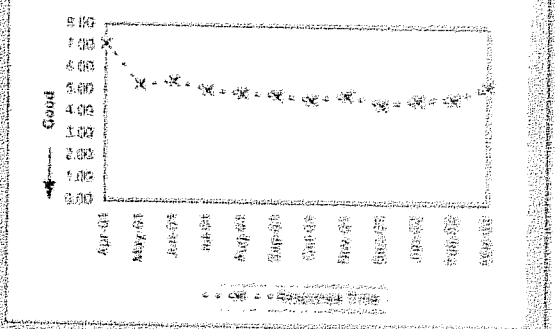
| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| Apr-01 | 5058.55 | 3395 | 1.49 | 0.39 |
| May-01 | 4642.02 | 4182 | 1.11 | 0.17 |
| Jun-01 | 4594.2 | 4030 | 1.14 | 0.25 |
| Jul-01 | 4216.3 | 3833 | 1.10 | 0.18 |
| Aug-01 | 5564.16 | 5152 | 1.08 | 0.16 |
| Sep-01 | 5418.56 | 4838 | 1.12 | 0.21 |
| Oct-01 | 5821.76 | 5198 | 1.12 | 0.25 |
| Nov-01 | 5664.41 | 5289 | 1.07 | 0.32 |
| Dec-01 | 5823.21 | 5688 | 1.02 | 0.13 |
| Jan-02 | 6055.01 | 5902 | 1.03 | 0.24 |
| Feb-02 | 5649.5 | 5271 | 1.07 | 0.23 |
| Mar-02 | 8691.4 | 6110 | 1.42 | 0.49 |



## Checklist #2 - Preorder Response Times - IMA

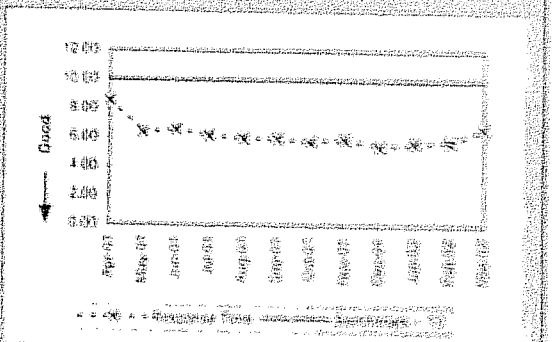
### Pre-Order Response Times (Address Validation) (Avg Sec) IMA Response (PO-1A-4(b))

| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| Apr-01 | 24070.55 | 3395 | 7.09 | 4.52 |
| May-01 | 22039.14 | 4182 | 5.27 | 2.90 |
| Jun-01 | 21963.5 | 4030 | 5.45 | 3.19 |
| Jul-01 | 19394.98 | 3833 | 5.06 | 4.32 |
| Aug-01 | 25347.84 | 5152 | 4.92 | 2.88 |
| Sep-01 | 23367.54 | 4838 | 4.83 | 2.84 |
| Oct-01 | 24170.7 | 5198 | 4.65 | 2.79 |
| Nov-01 | 25762.56 | 5289 | 4.87 | 2.54 |
| Dec-01 | 25264.91 | 5688 | 4.44 | 2.66 |
| Jan-02 | 27527.29 | 5902 | 4.66 | 3.08 |
| Feb-02 | 24920.7 | 5271 | 4.73 | 2.77 |
| Mar-02 | 32419.17 | 6110 | 5.31 | 3.27 |



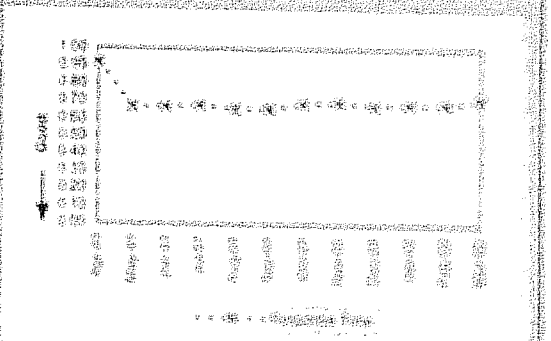

### Pre-Order Response Times (Address Validation) (Avg Sec) IMA Aggregate (PO-1A-4 Total)

| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| Apr-01 | 29129.1 | 3395 | 8.58 | |
| May-01 | 26681.16 | 4182 | 6.38 | |
| Jun-01 | 26557.7 | 4030 | 6.59 | |
| Jul-01 | 23611.28 | 3833 | 6.16 | |
| Aug-01 | 30912 | 5152 | 6.00 | |
| Sep-01 | 28786.1 | 4838 | 5.95 | |
| Oct-01 | 29992.46 | 5198 | 5.77 | |
| Nov-01 | 31426.97 | 5289 | 5.94 | |
| Dec-01 | 31088.12 | 5688 | 5.47 | |
| Jan-02 | 33582.3 | 5902 | 5.69 | |
| Feb-02 | 30570.2 | 5271 | 5.80 | |
| Mar-02 | 41110.57 | 6110 | 6.73 | |



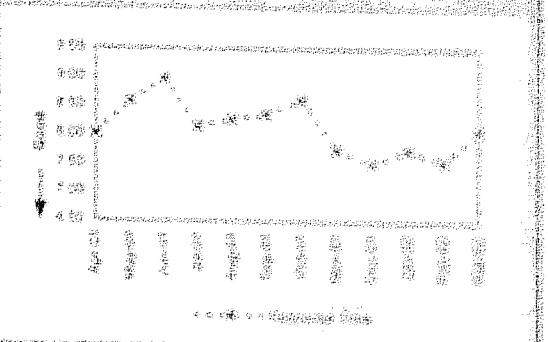

### Pre-Order Response Times (Get CSR) (Avg Sec) IMA Request (PO-1A-5(a))

| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| Apr-01 | 385.48 | 419 | 0.92 | 0.26 |
| May-01 | 298.82 | 446 | 0.67 | 0.08 |
| Jun-01 | 284.75 | 425 | 0.67 | 0.12 |
| Jul-01 | 261.8 | 385 | 0.68 | 0.08 |
| Aug-01 | 372.9 | 565 | 0.66 | 0.05 |
| Sep-01 | 331.32 | 502 | 0.66 | 0.05 |
| Oct-01 | 391.23 | 567 | 0.69 | 0.27 |
| Nov-01 | 450.21 | 643 | 0.7 | 0.31 |
| Dec-01 | 556.34 | 817 | 0.6 | 0.28 |
| Jan-02 | 606.01 | 884 | 0.6 | 0.22 |
| Feb-02 | 540.82 | 786 | 0.7 | 0.23 |
| Mar-02 | 677.06 | 936 | 0.72 | 0.23 |




### Pre-Order Response Times (Get CSR) (Avg Sec) IMA Response (PO-1A-5(b))

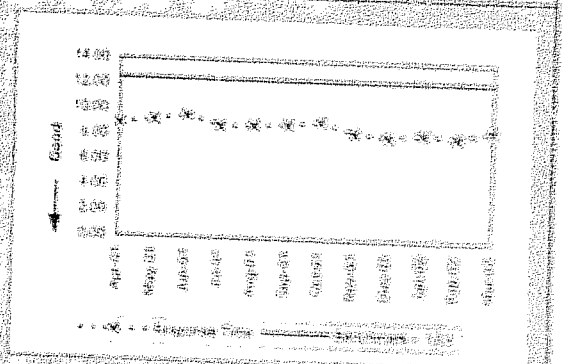
| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| Apr-01 | 3356.19 | 419 | 8.01 | 3.66 |
| May-01 | 3826.68 | 446 | 8.58 | 2.75 |
| Jun-01 | 3812.25 | 425 | 8.97 | 2.39 |
| Jul-01 | 3137.75 | 385 | 8.15 | 1.36 |
| Aug-01 | 4672.55 | 565 | 8.27 | 3.12 |
| Sep-01 | 4196.72 | 502 | 8.36 | 3.60 |
| Oct-01 | 4881.87 | 567 | 8.61 | 3.14 |
| Nov-01 | 4989.91 | 643 | 7.76 | 2.99 |
| Dec-01 | 6140.36 | 817 | 7.52 | 2.77 |
| Jan-02 | 6848 | 884 | 7.75 | 2.85 |
| Feb-02 | 5936.37 | 786 | 7.55 | 2.55 |
| Mar-02 | 7569.66 | 936 | 8.09 | 3.67 |



## Checklist #2 - Preorder Response Times - IMA

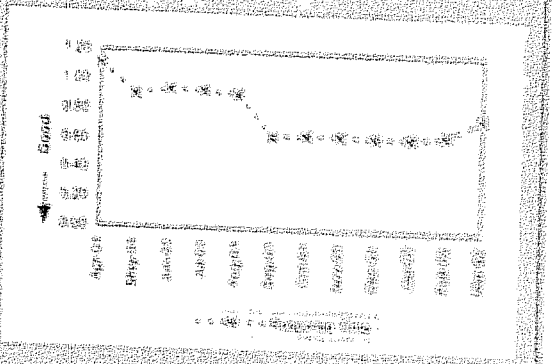
### Pre-Order Response Times (Get CSR) (Avg Sec) IMA Aggregate (PO-1A-5 Total)

| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| Apr-01 | 3741.67 | 419 | 8.93 | |
| May-01 | 4125.5 | 446 | 9.25 | |
| Jun-01 | 4097 | 425 | 9.64 | |
| Jul-01 | 3399.55 | 385 | 8.83 | |
| Aug-01 | 5045.45 | 565 | 8.93 | |
| Sep-01 | 4528.04 | 502 | 9.02 | |
| Oct-01 | 5273.1 | 567 | 9.30 | |
| Nov-01 | 5440.12 | 643 | 8.46 | |
| Dec-01 | 6696.7 | 817 | 8.20 | |
| Jan-02 | 7454.01 | 884 | 8.43 | |
| Feb-02 | 6477.19 | 786 | 8.24 | |
| Mar-02 | 8246.72 | 936 | 8.81 | |



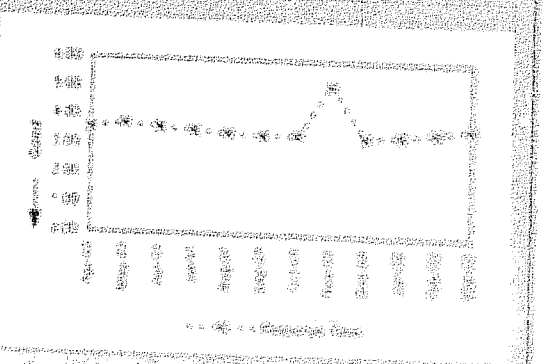
### Pre-Order Response Times (TN Reservation) (Avg Sec) IMA Request (PO-1A-6 Total)

| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| Apr-01 | 2738.37 | 2467 | 1.11 | 0.25 |
| May-01 | 5862.22 | 6442 | 0.91 | 0.19 |
| Jun-01 | 6193.05 | 6519 | 0.95 | 0.18 |
| Jul-01 | 7121.44 | 7576 | 0.94 | 0.16 |
| Aug-01 | 9027.04 | 9812 | 0.92 | 0.17 |
| Sep-01 | 926.72 | 1448 | 0.64 | 0.00 |
| Oct-01 | 1035.7 | 1578 | 0.65 | 0.16 |
| Nov-01 | 955.49 | 1465 | 0.65 | 0.16 |
| Dec-01 | 1002.16 | 1576 | 0.64 | 0.04 |
| Jan-02 | 996.11 | 1556 | 0.64 | 0.15 |
| Feb-02 | 946.51 | 1437 | 0.66 | 0.07 |
| Mar-02 | 1248.15 | 1602 | 0.78 | 0.65 |



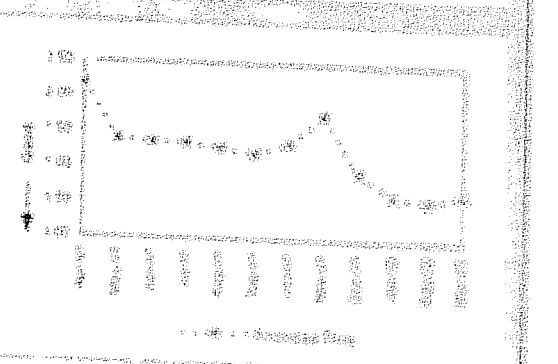
### Pre-Order Response Times (TN Reservation) (Avg Sec) IMA Response (PO-1A-6 Total)

| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| Apr-01 | 8807.19 | 2467 | 3.57 | 2.44 |
| May-01 | 24157.5 | 6442 | 3.75 | 2.10 |
| Jun-01 | 23729.16 | 6519 | 3.64 | 1.95 |
| Jul-01 | 26819.04 | 7576 | 3.54 | 1.32 |
| Aug-01 | 34047.64 | 9812 | 3.47 | 1.42 |
| Sep-01 | 4952.16 | 1448 | 3.42 | 1.31 |
| Oct-01 | 5428.32 | 1578 | 3.44 | 3.16 |
| Nov-01 | 7561.88 | 1465 | 5.16 | 4.92 |
| Dec-01 | 5306.52 | 1576 | 3.37 | 1.94 |
| Jan-02 | 5394.82 | 1556 | 3.47 | 1.79 |
| Feb-02 | 5178.67 | 1437 | 3.60 | 1.73 |
| Mar-02 | 5972.92 | 1602 | 3.73 | 1.12 |



### Pre-Order Response Times (TN Reservation) (Avg Sec) IMA Accept (PO-1A-6 Total)

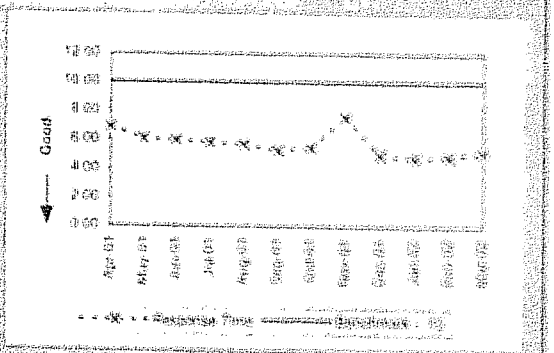
| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| Apr-01 | 5402.73 | 2467 | 2.19 | 1.51 |
| May-01 | 9018.8 | 6442 | 1.40 | 1.35 |
| Jun-01 | 8931.03 | 6519 | 1.37 | 1.29 |
| Jul-01 | 10303.36 | 7576 | 1.36 | 0.99 |
| Aug-01 | 12657.48 | 9812 | 1.29 | 0.75 |
| Sep-01 | 1766.56 | 1448 | 1.22 | 0.62 |
| Oct-01 | 2161.86 | 1578 | 1.37 | 2.87 |
| Nov-01 | 2585.74 | 1465 | 1.77 | 2.65 |
| Dec-01 | 1535.06 | 1576 | 0.97 | 1.13 |
| Jan-02 | 1007.34 | 1556 | 0.65 | 0.79 |
| Feb-02 | 854.51 | 1437 | 0.59 | 0.43 |
| Mar-02 | 1104.44 | 1602 | 0.69 | 0.22 |



## Checklist #2 - Preorder Response Times - IMA

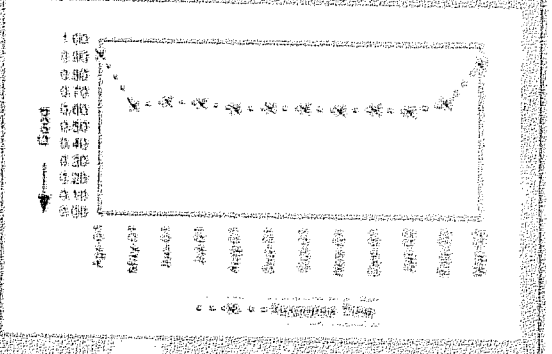
### Pre-Order Response Times (TN Reservation) (Avg Sec) IMA Aggregate (PO-1A-6 Total)

| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| Apr-01 | 16948.29 | 2467 | 6.87 | |
| May-01 | 39038.52 | 6442 | 6.06 | |
| Jun-01 | 38853.24 | 6519 | 5.96 | |
| Jul-01 | 44243.84 | 7576 | 5.84 | |
| Aug-01 | 55732.16 | 9812 | 5.68 | |
| Sep-01 | 7645.44 | 1448 | 5.28 | |
| Oct-01 | 8615.88 | 1578 | 5.46 | |
| Nov-01 | 11103.11 | 1465 | 7.58 | |
| Dec-01 | 7843.74 | 1576 | 4.98 | |
| Jan-02 | 7398.27 | 1556 | 4.75 | |
| Feb-02 | 6979.69 | 1437 | 4.86 | |
| Mar-02 | 8325.51 | 1602 | 5.20 | |



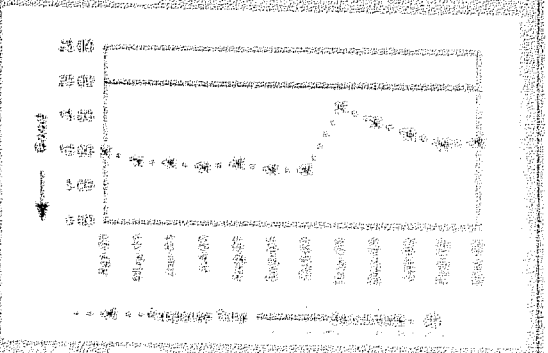
### Pre-Order Response Times (ADSL Loop Qualification) (Avg Sec) IMA Request (PO-1A-7(a))

| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| Apr-01 | 356.96 | 388 | 0.92 | 0.21 |
| May-01 | 253.26 | 402 | 0.63 | 0.07 |
| Jun-01 | 246.18 | 373 | 0.66 | 0.26 |
| Jul-01 | 219.05 | 337 | 0.65 | 0.07 |
| Aug-01 | 298.22 | 481 | 0.62 | 0.07 |
| Sep-01 | 290.43 | 461 | 0.63 | 0.14 |
| Oct-01 | 320.67 | 509 | 0.63 | 0.16 |
| Nov-01 | 301.92 | 487 | 0.62 | 0.13 |
| Dec-01 | 331.91 | 530 | 0.63 | 0.06 |
| Jan-02 | 338.37 | 544 | 0.62 | 0.11 |
| Feb-02 | 508.78 | 765 | 0.67 | 0.13 |
| Mar-02 | 803.28 | 897 | 0.90 | 0.04 |



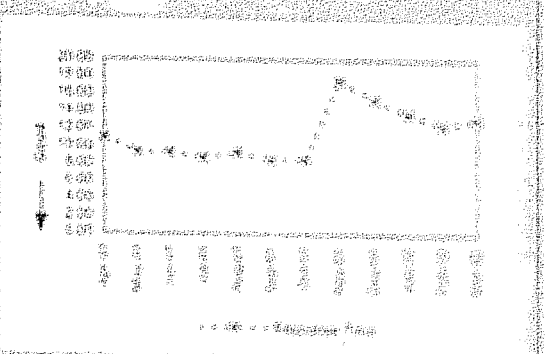
### Pre-Order Response Times (ADSL Loop Qualification) (Avg Sec) IMA Response (PO-1A-7(b))

| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| Apr-01 | 3918.8 | 388 | 10.10 | 8.25 |
| May-01 | 3509.46 | 402 | 8.7 | 1.60 |
| Jun-01 | 3230.18 | 373 | 8.6 | 2.13 |
| Jul-01 | 2733.07 | 337 | 8.1 | 2.06 |
| Aug-01 | 4237.61 | 481 | 8.1 | 4.65 |
| Sep-01 | 3632.68 | 461 | 7.88 | 4.16 |
| Oct-01 | 4066.91 | 509 | 7.99 | 2.97 |
| Nov-01 | 8284.03 | 487 | 17.01 | 15.37 |
| Dec-01 | 7861.73 | 530 | 14.83 | 11.63 |
| Jan-02 | 7216.95 | 544 | 13.27 | 7.79 |
| Feb-02 | 9093.54 | 765 | 11.89 | 5.40 |
| Mar-02 | 11166.66 | 897 | 12.45 | 4.79 |



### Pre-Order Response Times (ADSL Loop Qualification) (Avg Sec) IMA Aggregate (PO-1A-7 Total)

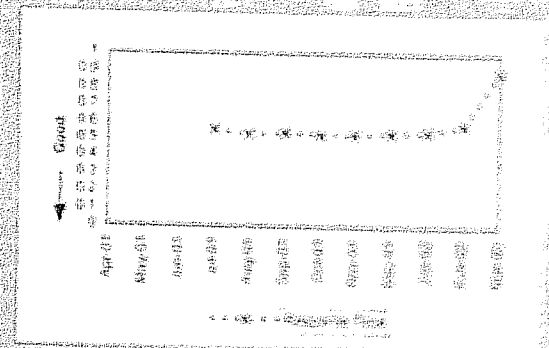
| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| Apr-01 | 4275.76 | 388 | 11.02 | |
| May-01 | 3762.72 | 402 | 9.36 | |
| Jun-01 | 3476.36 | 373 | 9.32 | |
| Jul-01 | 2952.12 | 337 | 8.76 | |
| Aug-01 | 4535.83 | 481 | 9.43 | |
| Sep-01 | 3923.11 | 461 | 8.51 | |
| Oct-01 | 4387.58 | 509 | 8.62 | |
| Nov-01 | 8585.95 | 487 | 17.63 | |
| Dec-01 | 8193.64 | 530 | 15.46 | |
| Jan-02 | 7555.32 | 544 | 13.89 | |
| Feb-02 | 9602.32 | 765 | 12.55 | |
| Mar-02 | 11969.94 | 897 | 13.34 | |



## Checklist #2 - Preorder Response Times - IMA

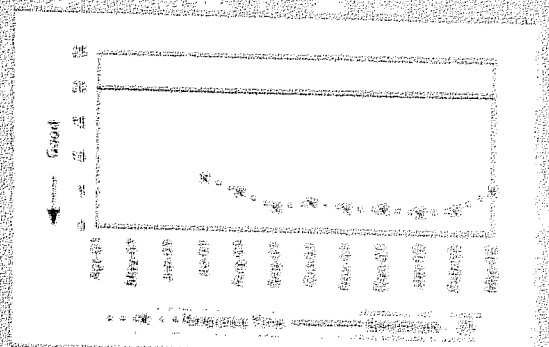
### Pre-Order Response Times (Resale of Qwest DSL Qualification) (Avg Sec) IMA Request (PO-1A-8a)

| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| Apr-01 | | | | |
| May-01 | | | | |
| Jun-01 | | | | |
| Jul-01 | 175.84 | 314 | 0.56 | 0.09 |
| Aug-01 | 228.96 | 432 | 0.53 | 0.07 |
| Sep-01 | 233.28 | 432 | 0.54 | 0.08 |
| Oct-01 | 240.62 | 454 | 0.53 | 0.06 |
| Nov-01 | 224.72 | 424 | 0.53 | 0.06 |
| Dec-01 | 237.06 | 439 | 0.54 | 0.07 |
| Jan-02 | 249.7 | 454 | 0.55 | 0.14 |
| Feb-02 | 240.13 | 407 | 0.59 | 0.14 |
| Mar-02 | 410.4 | 456 | 0.90 | 0.05 |



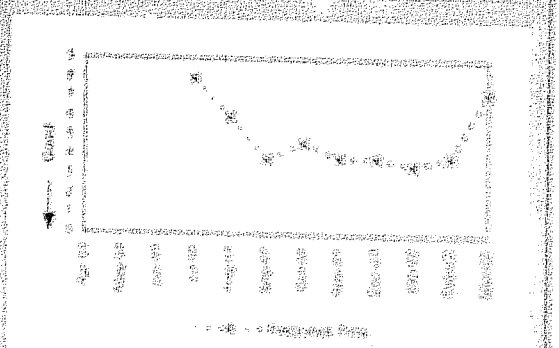
### Pre-Order Response Times (Resale of Qwest DSL Qualification) (Avg Sec) IMA Response (PO-1A-8b)

| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| Apr-01 | | | | |
| May-01 | | | | |
| Jun-01 | | | | |
| Jul-01 | 2336.16 | 314 | 7.44 | 5.34 |
| Aug-01 | 2376 | 432 | 5.50 | 4.14 |
| Sep-01 | 1447.2 | 432 | 3.35 | 2.77 |
| Oct-01 | 1920.42 | 454 | 4.23 | 3.88 |
| Nov-01 | 1450.08 | 424 | 3.42 | 2.80 |
| Dec-01 | 1510.16 | 439 | 3.44 | 3.15 |
| Jan-02 | 1389.24 | 454 | 3.06 | 2.25 |
| Feb-02 | 1416.36 | 407 | 3.48 | 4.48 |
| Mar-02 | 2936.64 | 456 | 6.44 | 15.43 |



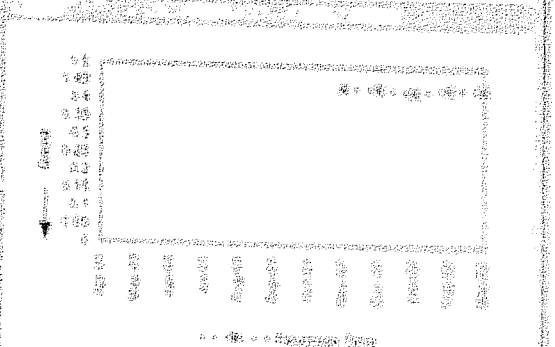
### Pre-Order Response Times (Resale of Qwest DSL Qualification) (Avg Sec) IMA Aggregate (PO-1A-8 Total)

| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| Apr-01 | | | | |
| May-01 | | | | |
| Jun-01 | | | | |
| Jul-01 | 2512 | 314 | 8.00 | |
| Aug-01 | 2604.96 | 432 | 6.03 | |
| Sep-01 | 1680.48 | 432 | 3.8 | |
| Oct-01 | 2161.04 | 454 | 4 | |
| Nov-01 | 1674.8 | 424 | 3.9 | |
| Dec-01 | 1747.22 | 439 | 3.9 | |
| Jan-02 | 1638.94 | 454 | 3.6 | |
| Feb-02 | 1656.49 | 407 | 07 | |
| Mar-02 | 3347.04 | 456 | 7.34 | |



### Pre-Order Response Times (Connecting Facility Assignment) (Avg Sec) IMA Request (PO-1A-8c)

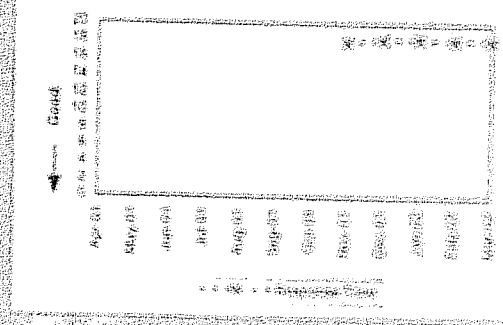
| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| Apr-01 | | | | |
| May-01 | | | | |
| Jun-01 | | | | |
| Jul-01 | | | | |
| Aug-01 | | | | |
| Sep-01 | | | | |
| Oct-01 | | | | |
| Nov-01 | 612.96 | 1401 | 0.44 | 0.03 |
| Dec-01 | 779.61 | 1760 | 0.44 | 0.02 |
| Jan-02 | 999.98 | 2303 | 0.43 | 0.03 |
| Feb-02 | 912.04 | 2052 | 0.44 | 0.02 |
| Mar-02 | 1015.1 | 2286 | 0.44 | 0.02 |



## Checklist #2 - Preorder Response Times - IMA

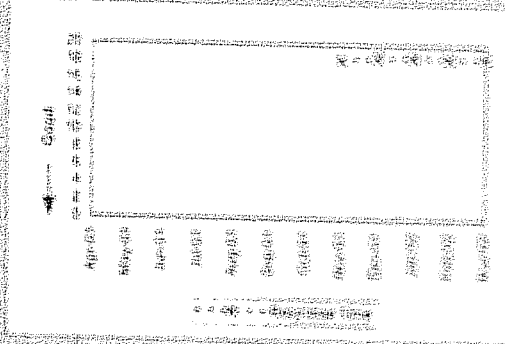
Pre-Order Response Times (Connecting Facility Assignment) (Avg Sec) IMA Response (PO-1A-[illegible])

| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| Apr-01 | | | | |
| May-01 | | | | |
| Jun-01 | | | | |
| Jul-01 | | | | |
| Aug-01 | | | | |
| Sep-01 | | | | |
| Oct-01 | | | | |
| Nov-01 | 25049.35 | 1401 | 17.88 | 6.59 |
| Dec-01 | 32078.54 | 1760 | 18.23 | 6.57 |
| Jan-02 | 42068.82 | 2303 | 18.27 | 6.36 |
| Feb-02 | 37187.13 | 2052 | 18.12 | 6.35 |
| Mar-02 | 41565.94 | 2286 | 18.18 | 6.29 |



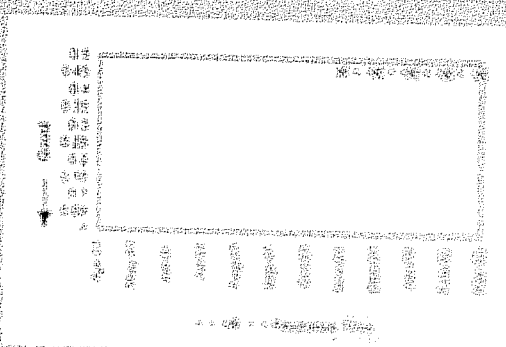
Pre-Order Response Times (Connecting Facility Assignment) (Avg Sec) IMA Aggregate (PO-1A-9 Total)

| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| Apr-01 | | | | |
| May-01 | | | | |
| Jun-01 | | | | |
| Jul-01 | | | | |
| Aug-01 | | | | |
| Sep-01 | | | | |
| Oct-01 | | | | |
| Nov-01 | 25662.31 | 1401 | 18.32 | |
| Dec-01 | 32858.15 | 1760 | 18.67 | |
| Jan-02 | 43068.8 | 2303 | 18.70 | |
| Feb-02 | 38099.17 | 2052 | 18.57 | |
| Mar-02 | 42581.04 | 2286 | 18.63 | |



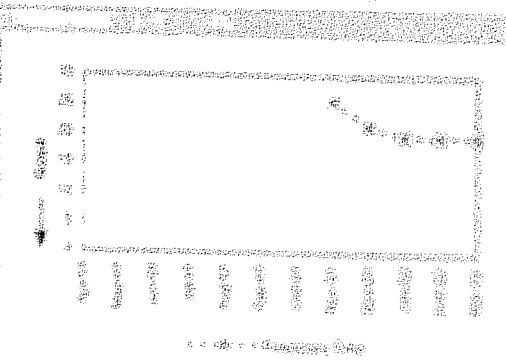
Pre-Order Response Times (Meet Point Inquiry) (Avg Sec) IMA Request (PO-1A-10 All

| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| Apr-01 | | | | |
| May-01 | | | | |
| Jun-01 | | | | |
| Jul-01 | | | | |
| Aug-01 | | | | |
| Sep-01 | | | | |
| Oct-01 | | | | |
| Nov-01 | 146.17 | 311 | [illegible] | [illegible] |
| Dec-01 | 169.2 | 360 | [illegible] | [illegible] |
| Jan-02 | 165.44 | 352 | [illegible] | [illegible] |
| Feb-02 | 228.88 | 488 | [illegible] | [illegible] |
| Mar-02 | 241.26 | 514 | [illegible] | [illegible] |



Pre-Order Response Times (Meet Point Inquiry) (Avg Sec) IMA Resp[illegible] (PO-1A-[illegible])

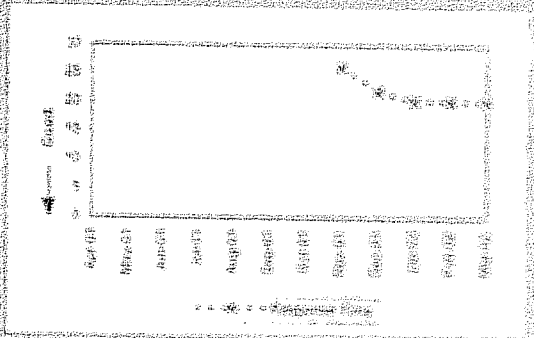
| Date | CLEC Num | CLEC Denom | Respon[illegible] Time | Std Dev |
|---|---|---|---|---|
| Apr-01 | | | | |
| May-01 | | | | |
| Jun-01 | | | | |
| Jul-01 | | | | |
| Aug-01 | | | | |
| Sep-01 | | | | |
| Oct-01 | | | | |
| Nov-01 | 8011.36 | 311 | 25.76 | 2.74 |
| Dec-01 | 7761.6 | 360 | 21.56 | 2.41 |
| Jan-02 | 7004.8 | 352 | 19.90 | 1.93 |
| Feb-02 | 9676.4 | 488 | 19.83 | 1.91 |
| Mar-02 | 10163.81 | 514 | 19.77 | 1.95 |



## Checklist #2 - Preorder Response Times - IMA

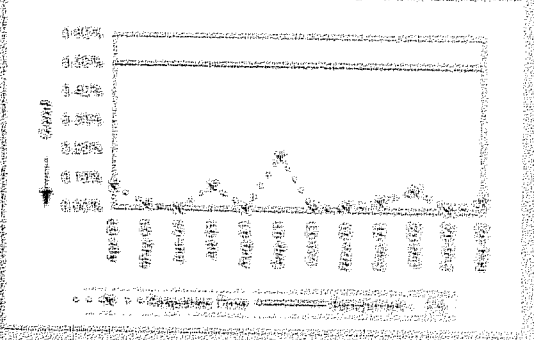
Pre-Order Response Times (Meet Point Inquiry) (Avg Sec) IMA Aggregate (PO-1A-10 Total)

| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| Apr-01 | | | | |
| May-01 | | | | |
| Jun-01 | | | | |
| Jul-01 | | | | |
| Aug-01 | | | | |
| Sep-01 | | | | |
| Oct-01 | | | | |
| Nov-01 | 8157.53 | 311 | 26.23 | |
| Dec-01 | 7930.8 | 360 | 22.03 | |
| Jan-02 | 7170.24 | 352 | 20.37 | |
| Feb-02 | 9905.28 | 488 | 20.30 | |
| Mar-02 | 10405.07 | 514 | 20.24 | |



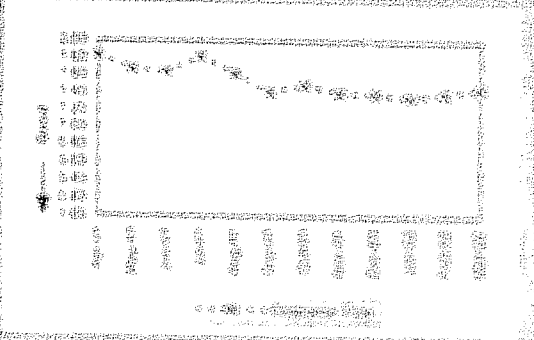
Pre-Order Response Times (Timeout) (Percent) IMA Total (PO-1C-1)

| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| Apr-01 | 8 | 10671 | 0.08% | 2.74% |
| May-01 | 2 | 16836 | 0.01% | 1.00% |
| Jun-01 | 0 | 16496 | 0.00% | 0.00% |
| Jul-01 | 14 | 17299 | 0.08% | 2.84% |
| Aug-01 | 1 | 22760 | 0.00% | 0.66% |
| Sep-01 | 25 | 13576 | 0.18% | 4.28% |
| Oct-01 | 1 | 14746 | 0.01% | 0.82% |
| Nov-01 | 2 | 16162 | 0.01% | 1.11% |
| Dec-01 | 6 | 18503 | 0.03% | 1.80% |
| Jan-02 | 14 | 19746 | 0.07% | 2.66% |
| Feb-02 | 1 | 18088 | 0.01% | 0.74% |
| Mar-02 | 8 | 20280 | 0.04% | 1.99% |



Pre-Order Response Times (Rejected Query) (Avg Sec) IMA Total (PO-1D-1)

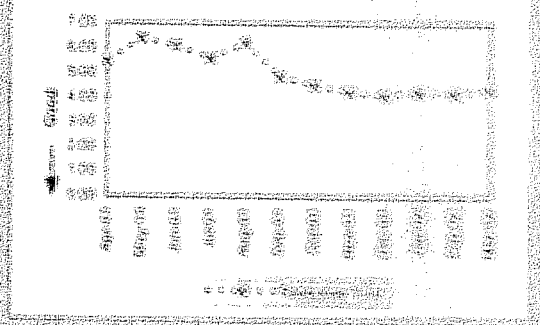
| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| Apr-01 | 5945.04 | 3231 | 1.84 | 2.54 |
| May-01 | 5614.56 | 3342 | 1.68 | 3.30 |
| Jun-01 | 5515.95 | 3343 | 1.65 | 1.91 |
| Jul-01 | 7462.74 | 4078 | 1.83 | 2.52 |
| Aug-01 | 6943.8 | 4260 | 1.63 | 2.13 |
| Sep-01 | 6066.24 | 4272 | 1.42 | 2.34 |
| Oct-01 | 6414 | 4276 | 1.50 | 2.36 |
| Nov-01 | 4633.26 | 3286 | 1.41 | 1.93 |
| Dec-01 | 5394.2 | 3853 | 1.40 | 1.79 |
| Jan-02 | 5204.72 | 3827 | 1.36 | 1.74 |
| Feb-02 | 4648 | 3320 | 1.40 | 1.94 |
| Mar-02 | 4914.36 | 3366 | 1.46 | 1.99 |



## Checklist #2 - Preorder Response Times - EDI

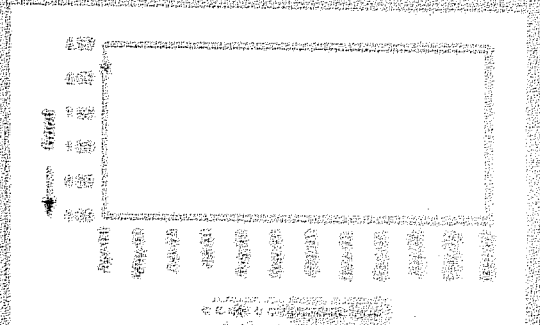
### Pre-Order Response Times (Appt. Scheduler) (Avg Sec) EDI Request/Response (PO-1B-1a,b)

| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| Apr-01 | 13303.04 | 2432 | 5.47 | 2.57 |
| May-01 | 23067.9 | 3610 | 6.39 | 3.55 |
| Jun-01 | 18245.64 | 2996 | 6.09 | 3.64 |
| Jul-01 | 16609.6 | 2966 | 5.60 | 7.07 |
| Aug-01 | 18995.88 | 3054 | 6.22 | 9.50 |
| Sep-01 | 16071 | 3300 | 4.87 | 4.18 |
| Oct-01 | 19845 | 4410 | 4.50 | 1.27 |
| Nov-01 | 19771 | 4652 | 4.25 | 1.87 |
| Dec-01 | 16990.88 | 4124 | 4.12 | 1.52 |
| Jan-02 | 18494.88 | 4362 | 4.24 | 1.30 |
| Feb-02 | 17011.4 | 4060 | 4.19 | 1.58 |
| Mar-02 | 22667.85 | 5211 | 4.35 | 2.58 |



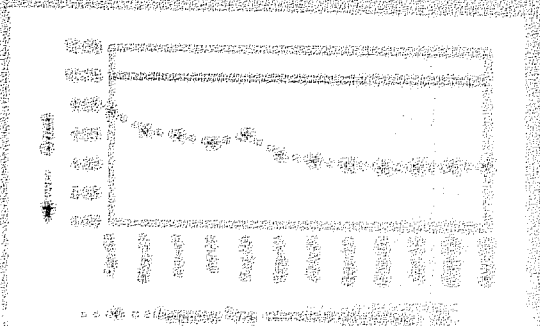
### Pre-Order Response Times (Appt. Scheduler) (Avg Sec) EDI Accept (PO-1B-1a,b)

| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| Apr-01 | 5253.12 | 2432 | 2.16 | 2.34 |
| May-01 | | | | |
| Jun-01 | | | | |
| Jul-01 | | | | |
| Aug-01 | | | | |
| Sep-01 | | | | |
| Oct-01 | | | | |
| Nov-01 | | | | |
| Dec-01 | | | | |
| Jan-02 | | | | |
| Feb-02 | | | | |
| Mar-02 | | | | |



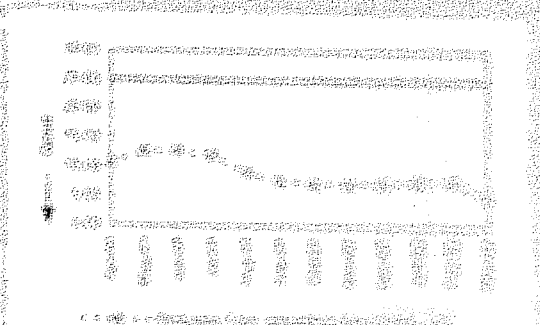
### Pre-Order Response Times (Appt. Scheduler) (Avg Sec) EDI Aggregate (PO-1B-1a,b)

| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| Apr-01 | 18556.16 | 2432 | 7.63 | |
| May-01 | 23067.9 | 3610 | 6.39 | |
| Jun-01 | 18245.64 | 2996 | [illegible] | |
| Jul-01 | 16609.6 | 2966 | [illegible] | |
| Aug-01 | 18995.88 | 3054 | [illegible] | |
| Sep-01 | 16071 | 3300 | [illegible] | |
| Oct-01 | 19845 | 4410 | [illegible] | |
| Nov-01 | 19771 | 4652 | [illegible] | |
| Dec-01 | 16990.88 | 4124 | [illegible] | |
| Jan-02 | 18494.88 | 4362 | [illegible] | |
| Feb-02 | 17011.4 | 4060 | [illegible] | |
| Mar-02 | 22667.85 | 5211 | [illegible] | |



### Pre-Order Response Times (Service Availability) (Avg Sec) EDI Response/Response (PO-2)

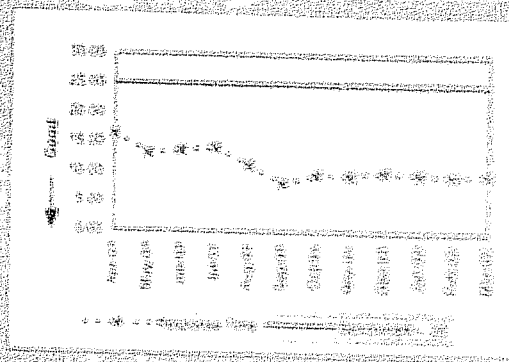
| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| Apr-01 | 38209.53 | 3561 | [illegible] | |
| May-01 | 65686.08 | 5164 | [illegible] | |
| Jun-01 | 51713.2 | 4015 | [illegible] | |
| Jul-01 | 57776.04 | 4767 | [illegible] | |
| Aug-01 | 40263.3 | 4410 | [illegible] | |
| Sep-01 | 38210.24 | 4924 | [illegible] | |
| Oct-01 | 41792.94 | 5563 | [illegible] | |
| Nov-01 | 45155.76 | 6140 | [illegible] | |
| Dec-01 | 38922.07 | 5212 | [illegible] | |
| Jan-02 | 36076.53 | 4923 | [illegible] | |
| Feb-02 | 32776.4 | 4124 | [illegible] | |
| Mar-02 | 23836.81 | 4504 | [illegible] | |



## Checklist #2 - Preorder Response Times - EDI

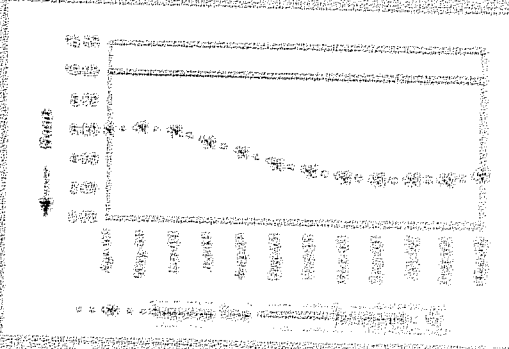
### Pre-Order Response Times (Facility Check) (Avg Sec) EDI Request/Response (PO-1B-3)

| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| Apr-01 | 7238 | 440 | 16.45 | 13.57 |
| May-01 | 7499.5 | 566 | 13.25 | 8.92 |
| Jun-01 | 6530.72 | 476 | 13.72 | 11.39 |
| Jul-01 | 7685.56 | 542 | 14.18 | 9.33 |
| Aug-01 | 6672.9 | 590 | 11.31 | 8.82 |
| Sep-01 | 4910.04 | 593 | 8.28 | 4.88 |
| Oct-01 | 4625.6 | 472 | 9.80 | 4.71 |
| Nov-01 | 5156.32 | 536 | 9.62 | 3.01 |
| Dec-01 | 4517.31 | 439 | 10.29 | 4.12 |
| Jan-02 | 4360.4 | 440 | 9.91 | 2.62 |
| Feb-02 | 3747.52 | 392 | 9.56 | 3.02 |
| Mar-02 | 4890.6 | 495 | 9.88 | 5.35 |



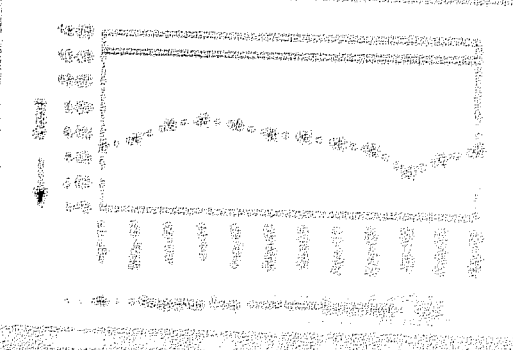
### Pre-Order Response Times (Address Validation) (Avg Sec) EDI Request/Response (PO-1B-4)

| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| Apr-01 | 32515.84 | 5348 | 6.08 | 4.76 |
| May-01 | 49240.8 | 7816 | 6.30 | 5.72 |
| Jun-01 | 39330.08 | 6416 | 6.13 | 5.95 |
| Jul-01 | 46278.54 | 8586 | 5.39 | 5.73 |
| Aug-01 | 41925.38 | 8771 | 4.78 | 5.14 |
| Sep-01 | 34542.14 | 8614 | 4.01 | 4.43 |
| Oct-01 | 29406.09 | 8237 | 3.57 | 3.34 |
| Nov-01 | 27382.81 | 8492 | 3.22 | 2.80 |
| Dec-01 | 23380.89 | 7537 | 3.10 | 2.46 |
| Jan-02 | 25136.98 | 7932 | 3.17 | 2.52 |
| Feb-02 | 22779.7 | 7189 | 3.17 | 2.53 |
| Mar-02 | 27069.48 | 7562 | 3.58 | 3.46 |



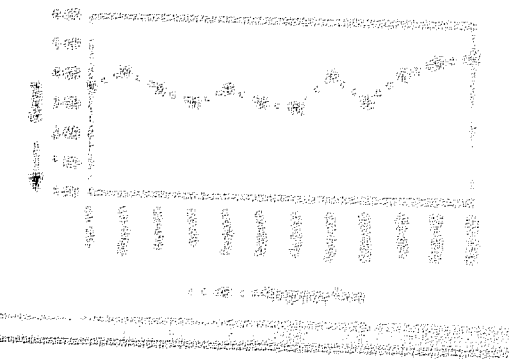
### Pre-Order Response Times (Get CSR) (Avg Sec) EDI Request/Response (PO-1B-5)

| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| Apr-01 | 1913.88 | 389 | 4.92 | 2.29 |
| May-01 | 2709.36 | 477 | 5.68 | 6.55 |
| Jun-01 | 2841.44 | 413 | 6.88 | 7.60 |
| Jul-01 | 3211.95 | 437 | 7.35 | 6.66 |
| Aug-01 | 3427.18 | 491 | 6.98 | 4.60 |
| Sep-01 | 3168.9 | 503 | 6.30 | 1.88 |
| Oct-01 | 2847.4 | 460 | 6.19 | 3.24 |
| Nov-01 | 3917 | 684 | 5.73 | 1.70 |
| Dec-01 | 3371.7 | 638 | 5.29 | 2.08 |
| Jan-02 | 2318.22 | 651 | 3.56 | 1.88 |
| Feb-02 | 2749.04 | 585 | 4.70 | 2.35 |
| Mar-02 | 3772.59 | 690 | 5.47 | 2.14 |



### Pre-Order Response Times (TN Reservation) (Avg Sec) EDI Request/Response (PO-1B-6)

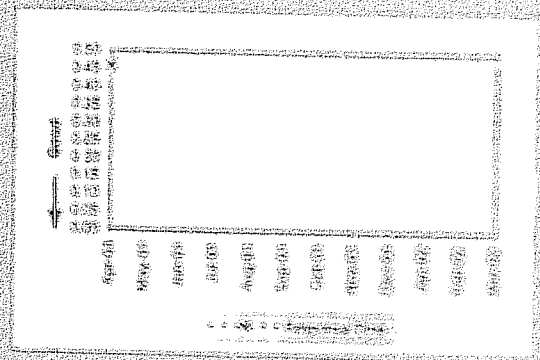
| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| Apr-01 | 34020.64 | 9424 | 3.61 | 4.74 |
| May-01 | 111322.4 | 27020 | 4.12 | 7.30 |
| Jun-01 | 81192.05 | 22871 | 3.55 | 5.75 |
| Jul-01 | 89799.84 | 28782 | 3.12 | 4.66 |
| Aug-01 | 81150.16 | 22294 | 3.64 | 6.58 |
| Sep-01 | 2800 | 875 | 3.20 | 3.29 |
| Oct-01 | 4889.88 | 1598 | 3.06 | 1.64 |
| Nov-01 | 17357.08 | 4138 | 4.19 | 3.66 |
| Dec-01 | 7532.29 | 2264 | 3.33 | 1.65 |
| Jan-02 | 10182.28 | 2384 | 4.27 | 1.79 |
| Feb-02 | 10299.6 | 2183 | 4.72 | 1.95 |
| Mar-02 | 12154.79 | 2466 | 4.93 | 2.13 |



## Checklist #2 - Preorder Response Times - EDI

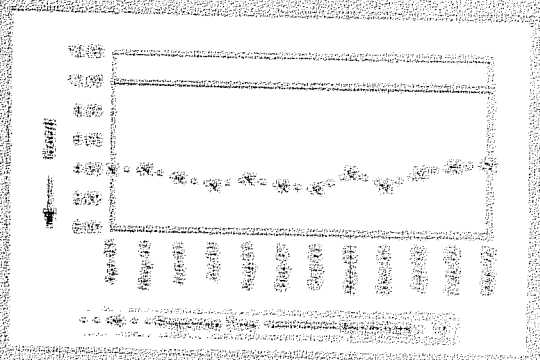
### Pre-Order Response Times (TN Reservation) (Avg Sec) EDI Accept (PO-1B-5(c))

| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| Apr-01 | 4335.04 | 9424 | 0.46 | 1.75 |
| May-01 | | | | |
| Jun-01 | | | | |
| Jul-01 | | | | |
| Aug-01 | | | | |
| Sep-01 | | | | |
| Oct-01 | | | | |
| Nov-01 | | | | |
| Dec-01 | | | | |
| Jan-02 | | | | |
| Feb-02 | | | | |
| Mar-02 | | | | |



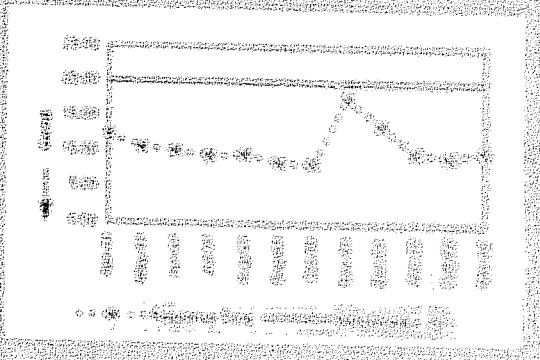
### Pre-Order Response Times (TN Reservation) (Avg Sec) EDI Aggregate (PO-1B-6 Total)

| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| Apr-01 | 38355.68 | 9424 | 4.07 | |
| May-01 | 111322.4 | 27020 | 4.12 | |
| Jun-01 | 81192.05 | 22871 | 3.55 | |
| Jul-01 | 89799.84 | 28782 | 3.12 | |
| Aug-01 | 81150.16 | 22294 | 3.64 | |
| Sep-01 | 2800 | 875 | 3.20 | |
| Oct-01 | 4889.88 | 1598 | 3.06 | |
| Nov-01 | 17357.08 | 4138 | 4.19 | |
| Dec-01 | 7532.29 | 2264 | 3.33 | |
| Jan-02 | 10182.28 | 2384 | 4.27 | |
| Feb-02 | 10299.6 | 2183 | 4.72 | |
| Mar-02 | 12154.79 | 2466 | 4.93 | |



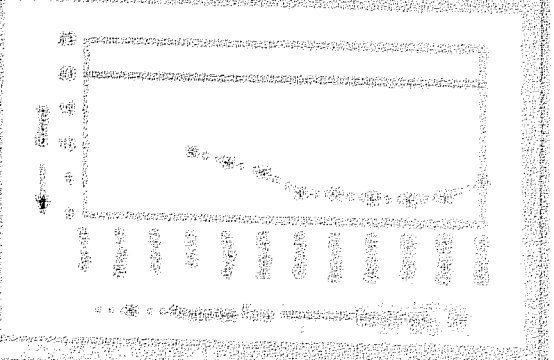
### Pre-Order Response Times (ADSL Loop Qualification) (Avg Sec) EDI Request/Response (PO-1B-7)

| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| Apr-01 | 5208.17 | 419 | 12.43 | 12.89 |
| May-01 | 5575.18 | 523 | 10.66 | 7.49 |
| Jun-01 | 4145.1 | 410 | 10.11 | 13.82 |
| Jul-01 | 5344.62 | 562 | 9.51 | 6.01 |
| Aug-01 | 5703.6 | 588 | 9.70 | 6.80 |
| Sep-01 | 4936.32 | 576 | 8.57 | 6.09 |
| Oct-01 | 4231.86 | 502 | 8.43 | 6.50 |
| Nov-01 | 9610.6 | 541 | 17.76 | 18.61 |
| Dec-01 | 7814.31 | 559 | 13.98 | 11.35 |
| Jan-02 | 5880.49 | 588 | 10.00 | 10.22 |
| Feb-02 | 6235.41 | 657 | 9.49 | 10.15 |
| Mar-02 | 7964.86 | 775 | 10.28 | 10.43 |



### Pre-Order Response Times (Resale of Qwest DSL Qualification) (Avg Sec) EDI Request/Response (PO-1B-8)

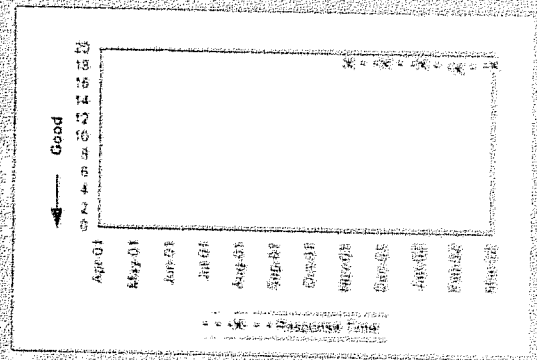
| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| Apr-01 | | | | |
| May-01 | | | | |
| Jun-01 | | | | |
| Jul-01 | 5493.04 | 577 | 9.52 | 11.15 |
| Aug-01 | 4886.36 | 604 | 8.09 | 11.30 |
| Sep-01 | 3842 | 565 | 6.80 | 3.43 |
| Oct-01 | 2869.44 | 732 | 3.92 | 7.02 |
| Nov-01 | 2870.82 | 736 | 3.90 | 5.56 |
| Dec-01 | 2114.84 | 637 | 3.32 | 4.90 |
| Jan-02 | 2287.71 | 687 | 3.33 | 3.64 |
| Feb-02 | 2386.8 | 612 | 3.90 | 4.36 |
| Mar-02 | 4228.12 | 692 | 6.11 | 12.17 |



## Checklist #2 - Preorder Response Times - EDI

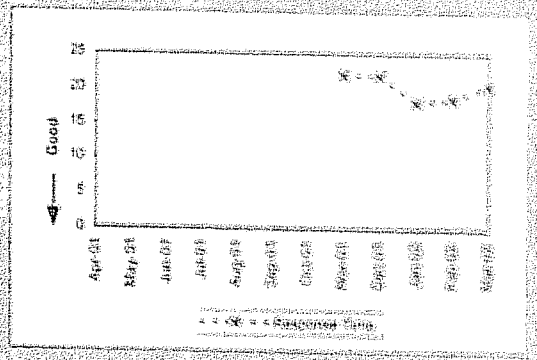
### Pre-Order Response Times (Connecting Facility Assignment) (Avg Sec) EDI Request/Response (PO-1B-9)

| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| Apr-01 | | | | |
| May-01 | | | | |
| Jun-01 | | | | |
| Jul-01 | | | | |
| Aug-01 | | | | |
| Sep-01 | | | | |
| Oct-01 | | | | |
| Nov-01 | 23409.4 | 1239 | 18.89 | 6.27 |
| Dec-01 | 21378.63 | 1128 | 18.95 | 6.27 |
| Jan-02 | 21897.45 | 1156 | 18.94 | 6.47 |
| Feb-02 | 17347.68 | 941 | 18.44 | 6.00 |
| Mar-02 | 21872.31 | 1156 | 18.92 | 6.89 |



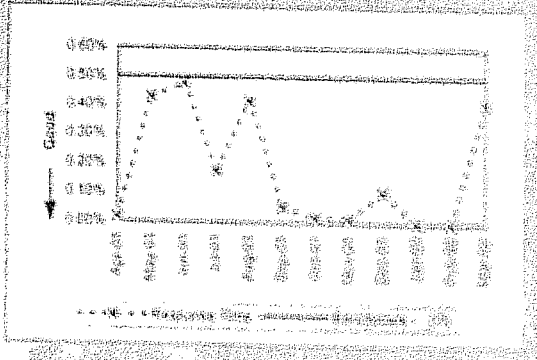

### Pre-Order Response Times (Meet Point Inquiry) (Avg Sec) EDI Request/Response (PO-1B-10)

| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| Apr-01 | | | | |
| May-01 | | | | |
| Jun-01 | | | | |
| Jul-01 | | | | |
| Aug-01 | | | | |
| Sep-01 | | | | |
| Oct-01 | | | | |
| Nov-01 | 9719.58 | 442 | 21.99 | 9.39 |
| Dec-01 | 8481.68 | 388 | 21.86 | 2.99 |
| Jan-02 | 8616.5 | 475 | 18.14 | 1.73 |
| Feb-02 | 16552.04 | 892 | 18.56 | 2.31 |
| Mar-02 | 16654.86 | 814 | 20.46 | 2.98 |



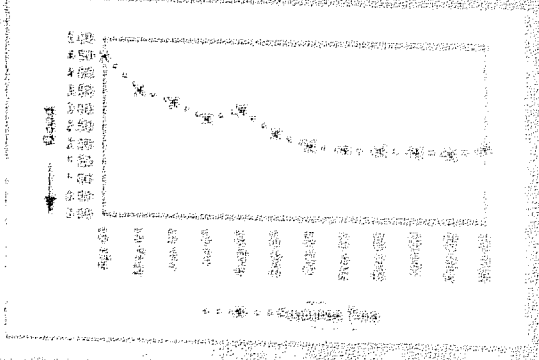

### Pre-Order Response Times (Timeout) (Percent) EDI Total (PO-1C-2)

| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| Apr-01 | 4 | 22017 | 0.02% | 1.35% |
| May-01 | 196 | 45372 | 0.43% | 6.56% |
| Jun-01 | 181 | 37778 | 0.48% | 6.91% |
| Jul-01 | 84 | 47303 | 0.18% | 4.21% |
| Aug-01 | 171 | 40973 | 0.4 % | 6.45% |
| Sep-01 | 11 | 19961 | 0 % | 2.35% |
| Oct-01 | 4 | 22078 | 0 .% | 1.35% |
| Nov-01 | 4 | 27606 | 0 1% | 1.20% |
| Dec-01 | 24 | 22950 | 1% | 3.23% |
| Jan-02 | 0 | 23298 | 00% | 0.00% |
| Feb-02 | 0 | 21635 | 0.00% | 0.00% |
| Mar-02 | 101 | 24466 | 0.41% | 6.41% |




### Pre-Order Response Times (Rejected Query) (Av , Sec) EDI Total (PO-1D-2)

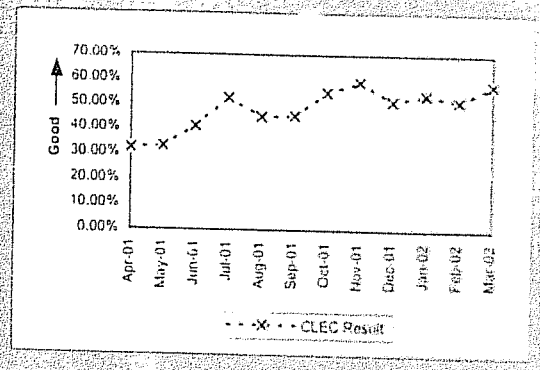
| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| Apr-01 | 16069.5 | 3571 | 4.50 | 7.83 |
| May-01 | 24450.93 | 6849 | 3.57 | 7.83 |
| Jun-01 | 17631.25 | 5425 | 3.25 | 7.27 |
| Jul-01 | 19569.2 | 6989 | 2.80 | 5.57 |
| Aug-01 | 21218.12 | 6889 | 3.08 | 8.92 |
| Sep-01 | 16359.08 | 6788 | 2.41 | 4.27 |
| Oct-01 | 15223.56 | 7284 | 2.09 | 2.48 |
| Nov-01 | 13622 | 6811 | 2.00 | 1.21 |
| Dec-01 | 13778.55 | 6855 | 2.01 | 2.45 |
| Jan-02 | 14314.07 | 7193 | 1.99 | 2.06 |
| Feb-02 | 14515.08 | 7482 | 1.94 | 2.01 |
| Mar-02 | 17379.76 | 8198 | 2.12 | 2.51 |



## Checklist #2 - Electronic Flow-through - Resale

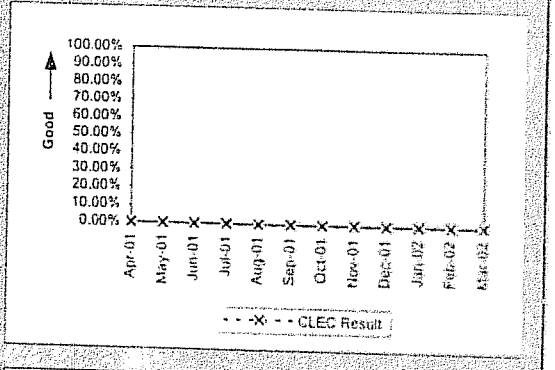
### Percent Flow-through for LSRs Received via IMA Resale Aggregate W/O UNE-P-POTS (Percent) (PO-2A-1)

| | CLEC Num | CLEC Denom | CLEC Result | Std Dev |
|---|---|---|---|---|
| | 268 | 835 | 32.10% | 46.68% |
| | 331 | 1002 | 33.03% | 47.03% |
| | 531 | 1301 | 40.81% | 49.15% |
| | 959 | 1832 | 52.35% | 49.94% |
| | 783 | 1747 | 44.82% | 49.73% |
| | 777 | 1720 | 45.17% | 49.77% |
| | 1159 | 2118 | 54.72% | 49.78% |
| | 1190 | 2019 | 58.94% | 49.19% |
| | 766 | 1496 | 51.20% | 49.99% |
| | 943 | 1753 | 53.79% | 49.86% |
| | 697 | 1357 | 51.36% | 49.98% |
| | 862 | 1489 | 57.89% | 49.37% |



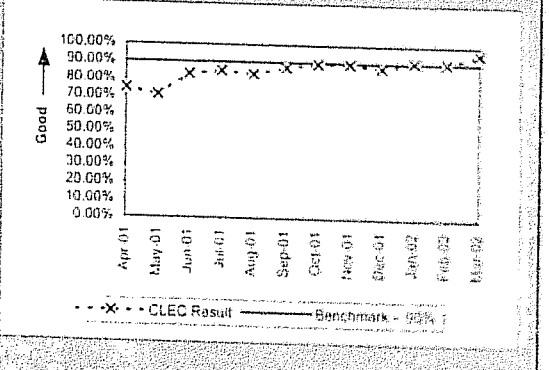

### Percent Flow-through for LSRs Received via EDI Resale Aggregate W/O UNE-P-POTS (Percent) (PO-2A-2)

| | CLEC Num | CLEC Denom | CLEC Result | Std Dev |
|---|---|---|---|---|
| | 0 | 435 | 0.00% | 0.00% |
| | 0 | 519 | 0.00% | 0.00% |
| | 0 | 548 | 0.00% | 0.00% |
| | 0 | 540 | 0.00% | 0.00% |
| | 0 | 502 | 0.00% | 0.00% |
| | 0 | 360 | 0.00% | 0.00% |
| | 0 | 28 | 0.00% | 0.00% |
| | 0 | 42 | 0.00% | 0.00% |
| | 0 | 20 | 0.00% | 0.00% |
| | 0 | 26 | 0.00% | 0.00% |
| | 0 | 19 | 0.00% | 0.00% |
| | 0 | 15 | 0.00% | 0.00% |




### Percent Flow-through for All Eligible LSRs Received via IMA POTS Resale (Percent) (PO-2B-1)

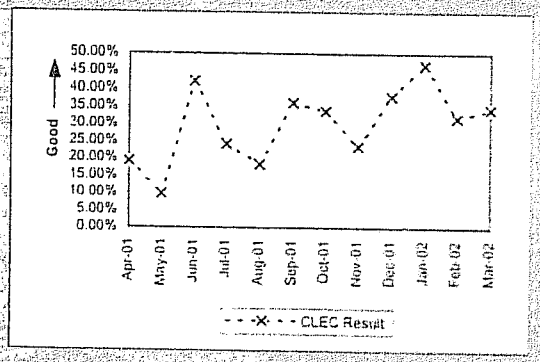
| | CLEC Num | CLEC Denom | CLEC Result | Std Dev |
|---|---|---|---|---|
| | 268 | 358 | 74.86% | 43.38% |
| | 331 | 466 | 71.03% | 45.36% |
| | 531 | 639 | 83.10% | 37.48% |
| | 959 | 1125 | 85.24 % | 35.47% |
| | 783 | 939 | 83.3 % | 37.22% |
| | 777 | 891 | 87.2 % | 33.40% |
| | 1159 | 1296 | 89 % | 30.75% |
| | 1190 | 1328 | 89 1% | 30.52% |
| | 766 | 877 | 34% | 33.25% |
| | 943 | 1040 | .67% | 29.08% |
| | 697 | 773 | 90.17% | 29.77% |
| | 862 | 901 | 95.67% | 20.35% |



## Checklist #2 - Electronic Flow-Through - Unbundled Loops

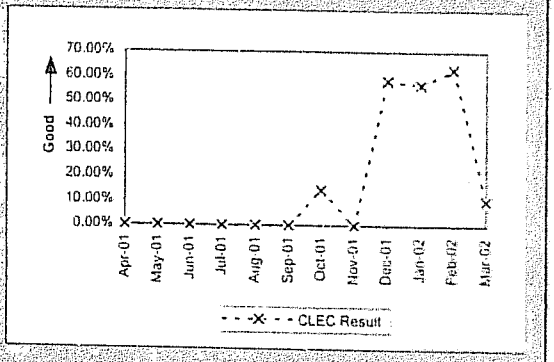
### Electronic Flow-through for LSRs Received via IMA (Percent) (PO-2A-1)

| CLEC Num | CLEC Denom | CLEC Result | CLEC Std Dev |
|---|---|---|---|
| 5 | 26 | 19.23% | 39.41% |
| 4 | 41 | 9.76% | 29.67% |
| 19 | 45 | 42.22% | 49.39% |
| 8 | 33 | 24.24% | 42.86% |
| 11 | 60 | 18.33% | 38.69% |
| 21 | 58 | 36.21% | 48.06% |
| 26 | 77 | 33.77% | 47.29% |
| 19 | 81 | 23.46% | 42.37% |
| 22 | 58 | 37.93% | 48.52% |
| 53 | 113 | 46.90% | 49.90% |
| 27 | 85 | 31.76% | 46.56% |
| 35 | 102 | 34.31% | 47.48% |



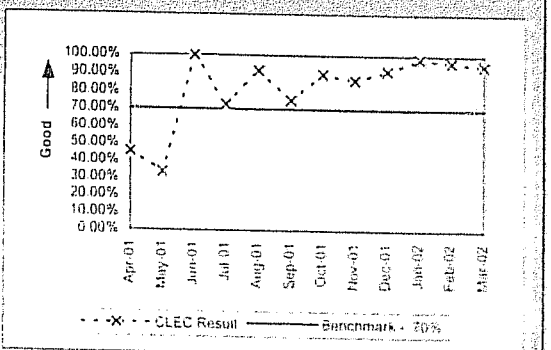

### Electronic Flow-through for LSRs Received via EDI (Percent) (PO-2A-2)

| CLEC Num | CLEC Denom | CLEC Result | CLEC Std Dev |
|---|---|---|---|
| 0 | 2 | 0.00% | 0.00% |
| 0 | 1 | 0.00% | 0.00% |
| 0 | 1 | 0.00% | 0.00% |
| 0 | 8 | 0.00% | 0.00% |
| 0 | 9 | 0.00% | 0.00% |
| 0 | 6 | 0.00% | 0.00% |
| 2 | 14 | 14.29% | 34.99% |
| 0 | 32 | 0.00% | 0.00% |
| 21 | 36 | 58.33% | 49.30% |
| 68 | 120 | 56.67% | 49.55% |
| 34 | 54 | 62.96% | 48.29% |
| 30 | 293 | 10.24% | 30.32% |



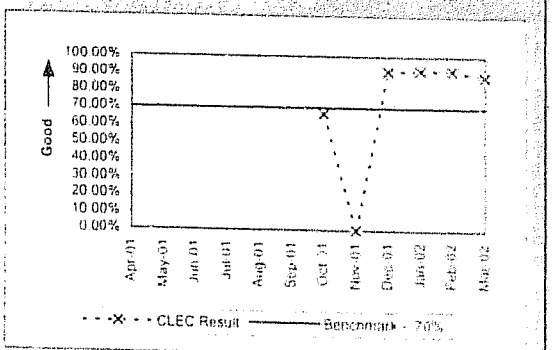

### Electronic Flow-through for All Eligible LSRs Received via IMA (Percent) (PO-2B-1)

| CLEC Num | CLEC Denom | CLEC Result | CLEC Std Dev |
|---|---|---|---|
| 5 | 11 | 45.45% | 49.79% |
| 4 | 12 | 33.33% | 47.14% |
| 19 | 19 | 100.00% | 0.00% |
| 8 | 11 | 72.73% | 44.54% |
| 11 | 12 | 91.67% | 27.64% |
| 21 | 28 | 75.00% | 43.30% |
| 26 | 29 | 89.66% | 30.45% |
| 19 | 22 | 86.36% | 34.32% |
| 22 | 24 | 91.67% | 27.64% |
| 53 | 54 | 98.15% | 13.48% |
| 27 | 28 | 96.43% | 18.56% |
| 35 | 37 | 94.59% | 22.61% |




### Electronic Flow-through for All Eligible LSRs Received via EDI (Percent) (PO-2B-2)

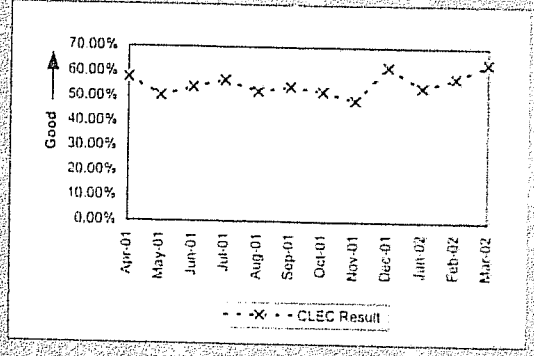
| CLEC Num | CLEC Denom | CLEC Result | CLEC Std Dev |
|---|---|---|---|
| 2 | 3 | 66.67% | 47.14% |
| 0 | 2 | 0.00% | 0.00% |
| 21 | 23 | 91.30% | 28.18% |
| 68 | 74 | 91.89% | 27.30% |
| 34 | 37 | 91.89% | 27.30% |
| 30 | 34 | 88.24% | 32.22% |



## Checklist #2 - Electronic Flow-through - LNP

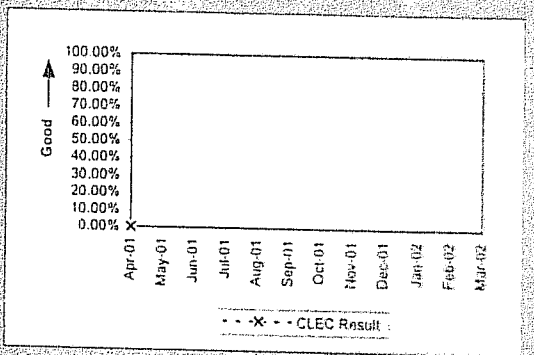
### Electronic Flow-through for LSRs Received via IMA LNP (Percent) (PO-2A-1)

| Date | CLEC Num | CLEC Denom | CLEC Result | CLEC Std Dev |
|---|---|---|---|---|
| Apr-01 | 481 | 831 | 57.88% | 49.37% |
| May-01 | 517 | 1022 | 50.59% | 50.00% |
| Jun-01 | 505 | 933 | 54.13% | 49.83% |
| Jul-01 | 504 | 886 | 56.88% | 49.52% |
| Aug-01 | 401 | 763 | 52.56% | 49.93% |
| Sep-01 | 394 | 725 | 54.34% | 49.81% |
| Oct-01 | 404 | 772 | 52.33% | 49.95% |
| Nov-01 | 265 | 540 | 49.07% | 49.99% |
| Dec-01 | 366 | 588 | 62.24% | 48.48% |
| Jan-02 | 403 | 743 | 54.24% | 49.82% |
| Feb-02 | 351 | 605 | 58.02% | 49.35% |
| Mar-02 | 529 | 831 | 63.66% | 48.10% |



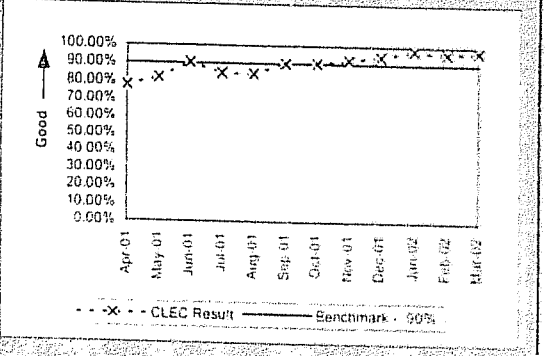

### Electronic Flow-through for LSRs Received via EDI LNP (Percent) (PO-2A-2)

| Date | CLEC Num | CLEC Denom | CLEC Result | CLEC Std Dev |
|---|---|---|---|---|
| Apr-01 | 0 | 3 | 0.00% | 0.00% |
| May-01 | | | | |
| Jun-01 | | | | |
| Jul-01 | | | | |
| Aug-01 | | | | |
| Sep-01 | | | | |
| Oct-01 | | | | |
| Nov-01 | | | | |
| Dec-01 | | | | |
| Jan-02 | | | | |
| Feb-02 | | | | |
| Mar-02 | | | | |




### Electronic Flow-through for All Eligible LSRs Received via IMA LNP (Percent) (PO-2B-1)

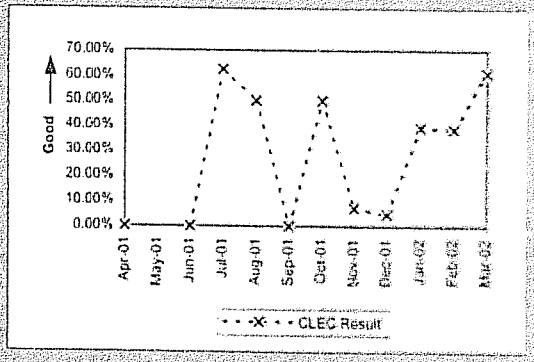
| Date | CLEC Num | CLEC Denom | CLEC Result | CLEC Std Dev |
|---|---|---|---|---|
| Apr-01 | 481 | 616 | 78.08% | 41.37% |
| May-01 | 517 | 629 | 82.19% | 38.26% |
| Jun-01 | 505 | 557 | 90.66% | 29.09% |
| Jul-01 | 504 | 593 | 84.99% | 35.72% |
| Aug-01 | 401 | 474 | 84.60% | 36.10% |
| Sep-01 | 394 | 437 | 90.16% | 29.79% |
| Oct-01 | 404 | 447 | 90.38% | 29.49% |
| Nov-01 | 265 | 287 | 92.33% | 26.60% |
| Dec-01 | 366 | 388 | 94.33% | 23.13% |
| Jan-02 | 403 | 412 | 97.82% | 14.62% |
| Feb-02 | 351 | 365 | 96.16% | 19.21% |
| Mar-02 | 529 | 543 | 97.42% | 15.85% |



## Checklist #2 - Electronic Flow-through - UNE-P-POTS

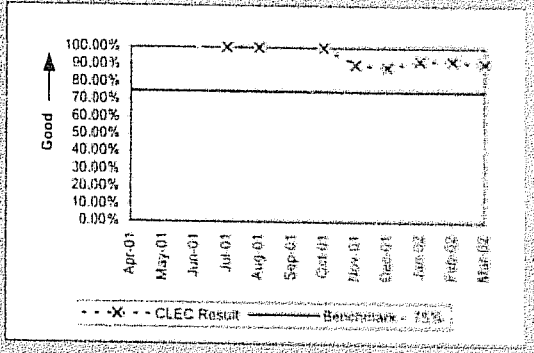
### Electronic Flow-through for LSRs Received via IMA (Percent) (PO-2A-1)

| Date | CLEC Num | CLEC Denom | CLEC Result | CLEC Std Dev |
|---|---|---|---|---|
| Apr-01 | 0 | 1 | 0.00% | 0.00% |
| May-01 | | | | |
| Jun-01 | 0 | 1 | 0.00% | 0.00% |
| Jul-01 | 5 | 8 | 62.50% | 48.41% |
| Aug-01 | 4 | 8 | 50.00% | 50.00% |
| Sep-01 | 0 | 2 | 0.00% | 0.00% |
| Oct-01 | 1 | 2 | 50.00% | 50.00% |
| Nov-01 | 56 | 780 | 7.18% | 25.81% |
| Dec-01 | 24 | 501 | 4.79% | 21.36% |
| Jan-02 | 50 | 127 | 39.37% | 48.86% |
| Feb-02 | 48 | 124 | 38.71% | 48.71% |
| Mar-02 | 101 | 165 | 61.21% | 48.73% |




### Electronic Flow-through for All Eligible LSRs Received via IMA (Percent) (PO-2B-1)

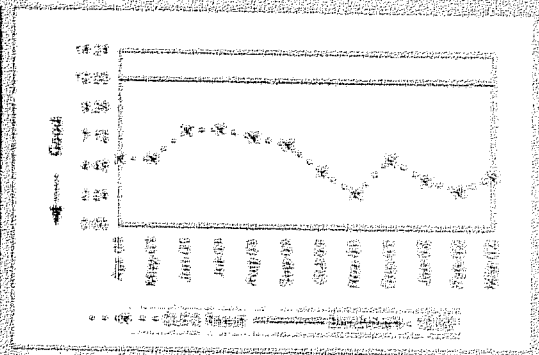
| Date | CLEC Num | CLEC Denom | CLEC Result | CLEC Std Dev |
|---|---|---|---|---|
| Apr-01 | | | | |
| May-01 | | | | |
| Jun-01 | | | | |
| Jul-01 | 5 | 5 | 100.00% | 0.00% |
| Aug-01 | 4 | 4 | 100.00% | 0.00% |
| Sep-01 | | | | |
| Oct-01 | 1 | 1 | 100.00% | 0.00% |
| Nov-01 | 56 | 62 | 90.32% | 29.57% |
| Dec-01 | 24 | 27 | 88.89% | 31.43% |
| Jan-02 | 50 | 54 | 92.59% | 26.19% |
| Feb-02 | 48 | 52 | 92.31% | 26.65% |
| Mar-02 | 101 | 111 | 90.99% | 28.63% |



## Checklist #2 - LSR Rejections

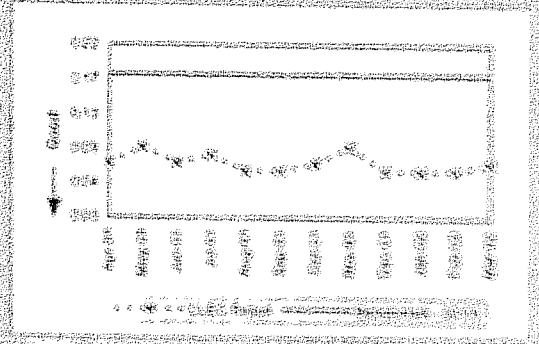
### LSR Rejection Notice Interval for IMA - Rejected Manually (Hours:Minutes) (PO-3A-1)

| Date | CLEC Num | CLEC Denom | CLEC Result |
|---|---|---|---|
| Apr-01 | 367:41 | 67 | 5:29 |
| May-01 | 570:53 | 103 | 5:33 |
| Jun-01 | 990:41 | 126 | 7:52 |
| Jul-01 | 983:32 | 123 | 8:00 |
| Aug-01 | 1056:51 | 144 | 7:20 |
| Sep-01 | 830:18 | 122 | 6:48 |
| Oct-01 | 654:34 | 143 | 4:35 |
| Nov-01 | 422:58 | 150 | 2:49 |
| Dec-01 | 645:54 | 115 | 5:37 |
| Jan-02 | 507:06 | 128 | 3:58 |
| Feb-02 | 343:08 | 112 | 3:04 |
| Mar-02 | 595:32 | 138 | 4:19 |



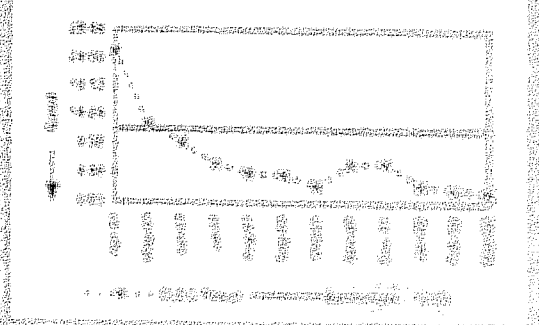
### LSR Rejection Notice Interval for IMA - Auto-Rejected (Minutes:Seconds) (PO-3A-2)

| Date | CLEC Num | CLEC Denom | CLEC Result |
|---|---|---|---|
| Apr-01 | 2601:07 | 20993 | 0:07 |
| May-01 | 3476:22 | 24033 | 0:09 |
| Jun-01 | 2646:25 | 22269 | 0:07 |
| Jul-01 | 3187:14 | 25302 | 0:08 |
| Aug-01 | 2619:12 | 24519 | 0:06 |
| Sep-01 | 2182:39 | 20332 | 0:06 |
| Oct-01 | 2821:41 | 25739 | 0:07 |
| Nov-01 | 3749:08 | 24670 | 0:09 |
| Dec-01 | 2975:07 | 28208 | 0:06 |
| Jan-02 | 2952:50 | 29785 | 0:06 |
| Feb-02 | 2612:21 | 25067 | 0:06 |
| Mar-02 | 3208:27 | 28421 | 0:07 |



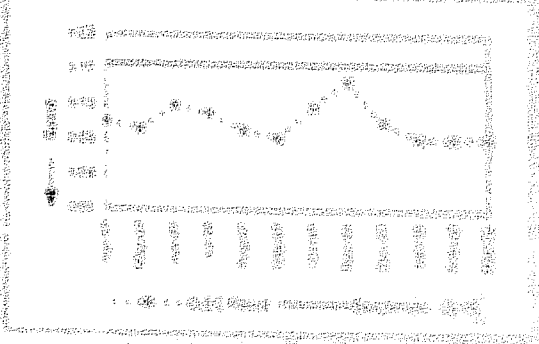
### LSR Rejection Notice Interval for EDI - Rejected Manually (Hours:Minutes) (PO-3A-1)

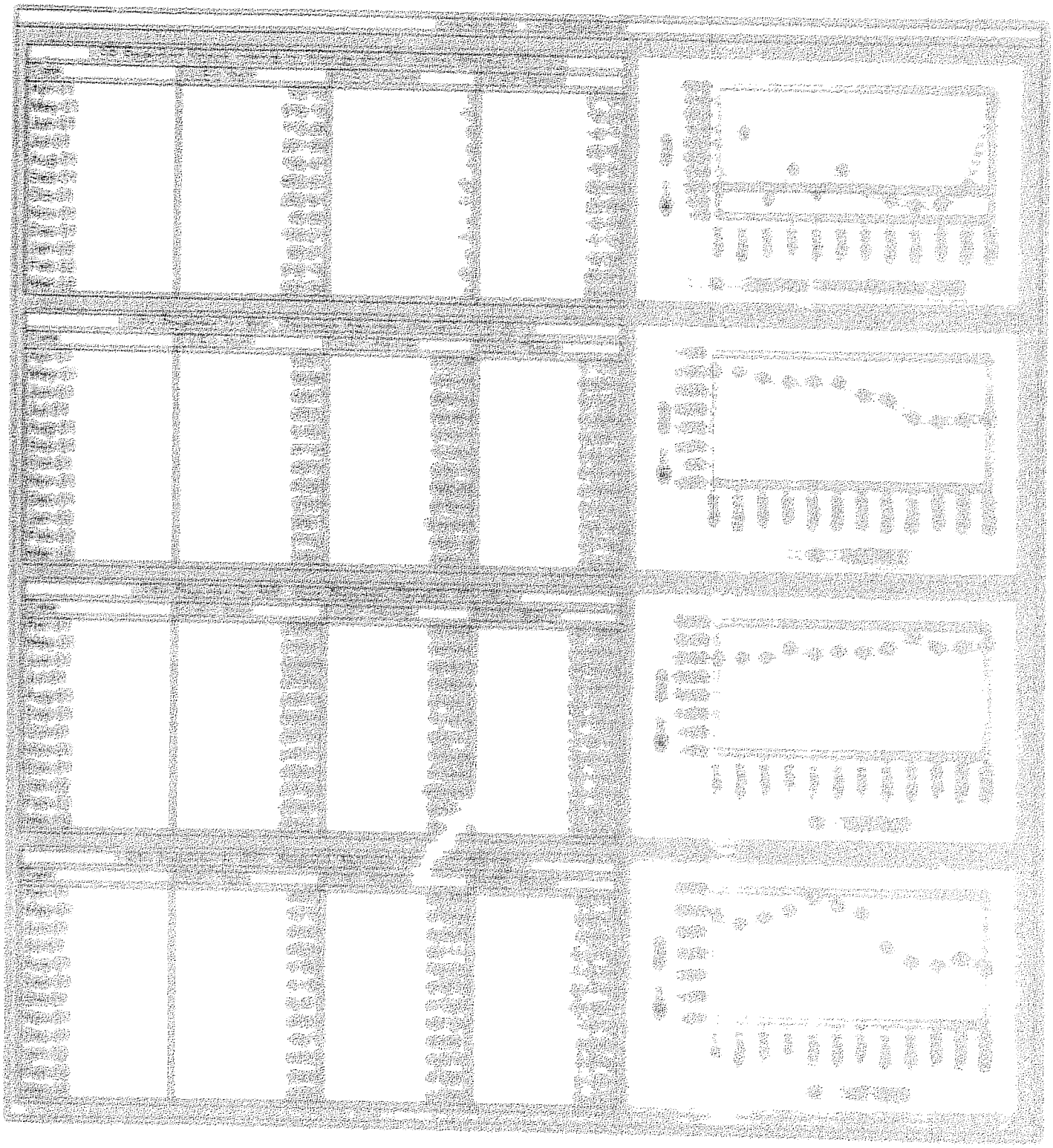
| Date | CLEC Num | CLEC Denom | CLEC Result |
|---|---|---|---|
| Apr-01 | 3431:28 | 136 | 25:14 |
| May-01 | 2058:52 | 159 | 12:57 |
| Jun-01 | 1280:59 | 136 | 9:25 |
| Jul-01 | 1003:05 | 157 | 6:23 |
| Aug-01 | 766:09 | 156 | 4:55 |
| Sep-01 | 593:01 | 136 | 4:21 |
| Oct-01 | 162:25 | 97 | 1:41 |
| Nov-01 | 375:32 | 92 | 4:05 |
| Dec-01 | 231:46 | 35 | 6:37 |
| Jan-02 | 159:24 | 64 | 2:29 |
| Feb-02 | 104:43 | 42 | 2:29 |
| Mar-02 | 122:55 | 1 | 1:59 |



### LSR Rejection Notice Interval for EDI - Auto-Rejected (Minutes:Seconds) (PO-3A-2)

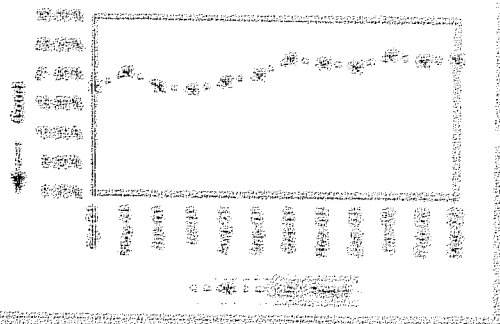
| Date | CLEC Num | CLEC Denom | CLEC Result |
|---|---|---|---|
| Apr-01 | 1478:45 | 9029 | 0:11 |
| May-01 | 1564:42 | 9845 | 0:09 |
| Jun-01 | 1628:21 | 7734 | 0:13 |
| Jul-01 | 1517:44 | 7819 | 0:12 |
| Aug-01 | 1657:46 | 10455 | 0:09 |
| Sep-01 | 1419:33 | 9927 | 0:08 |
| Oct-01 | 3215:15 | 15444 | 0:12 |
| Nov-01 | 4041:55 | 14716 | 0:16 |
| Dec-01 | 2841:34 | 10268 | 0:16 |
| Jan-02 | 2853:00 | 20153 | 0:08 |
| Feb-02 | 2013:05 | 13402 | 0:09 |
| Mar-02 | 1994:26 | 13023 | 0:09 |



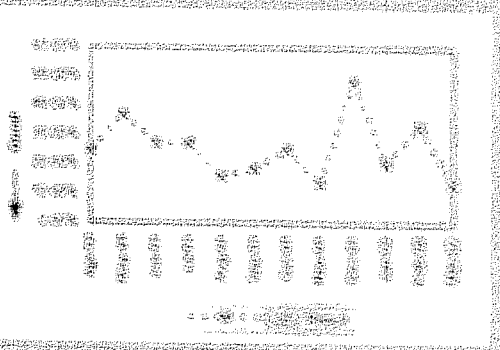


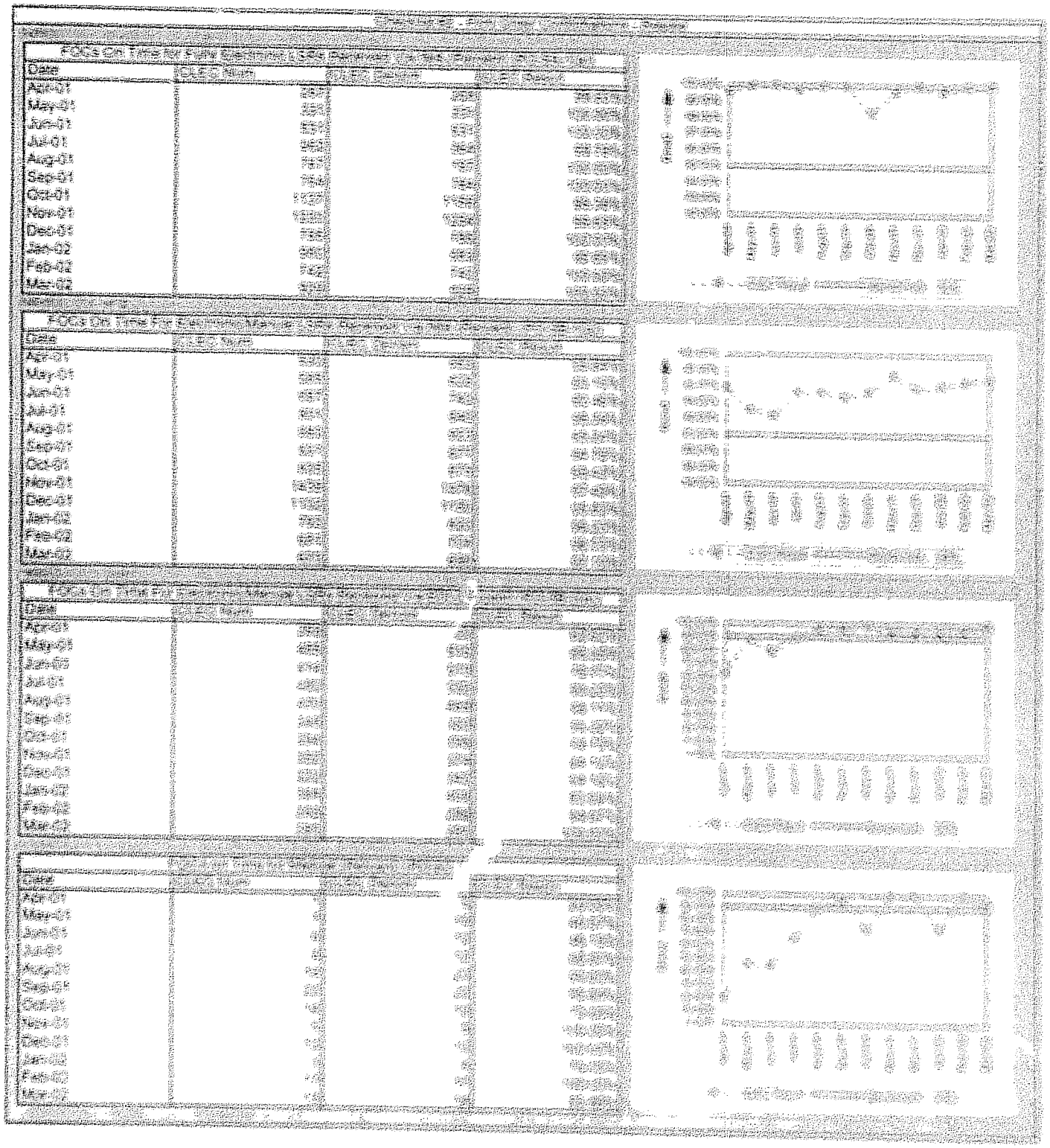
Checklist #2 - LSR Rejections

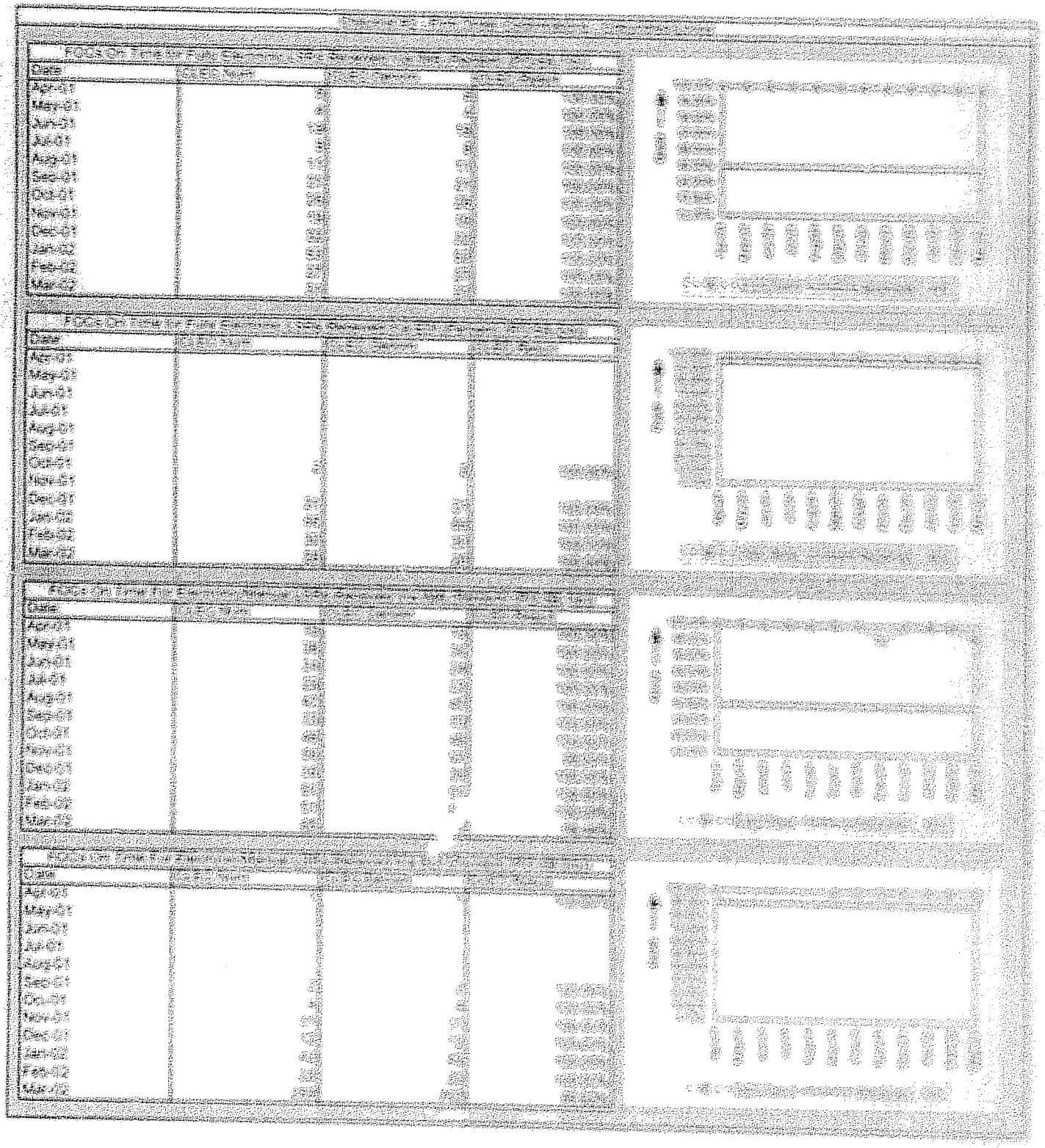
| LSRs Rejected for EDI - Auto-Rejected (Percent) (PO-4B-2) | | | |
|---|---|---|---|
| Date | CLEC Num | CLEC Denom | CLEC Result |
| Apr-01 | 8339 | 46389 | 17.98% |
| May-01 | 9845 | 47633 | 20.67% |
| Jun-01 | 7734 | 42364 | 18.25% |
| Jul-01 | 7819 | 44111 | 17.73% |
| Aug-01 | 10415 | 54234 | 19.20% |
| Sep-01 | 9822 | 47978 | 20.47% |
| Oct-01 | 14444 | 61932 | 23.32% |
| Nov-01 | 14716 | 65123 | 22.60% |
| Dec-01 | 15289 | 63357 | 24.13% |
| Jan-02 | 20133 | 90678 | 22.20% |
| Feb-02 | 13409 | 57937 | 23.14% |
| Mar-02 | 13392 | 57561 | 23.27% |

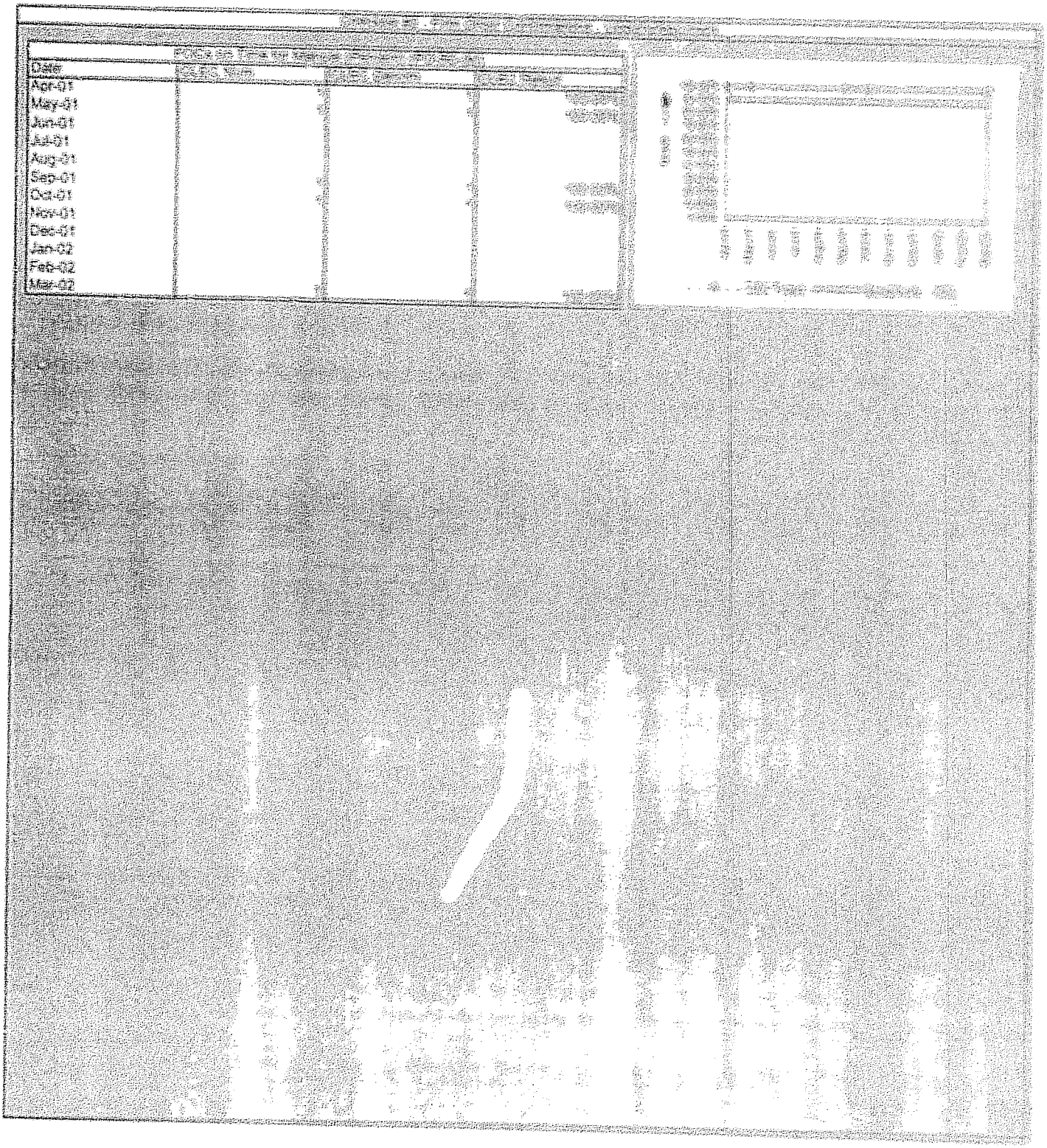


| LSRs Received via Facsimile (Percent) (PO-4C) | | | |
|---|---|---|---|
| Date | CLEC Num | CLEC Denom | CLEC Result |
| Apr-01 | 3 | 15 | 20.00% |
| May-01 | 13 | 82 | 15.85% |
| Jun-01 | 8 | 45 | 17.78% |
| Jul-01 | 9 | 48 | 18.75% |
| Aug-01 | 7 | 43 | 16.28% |
| Sep-01 | 12 | 62 | 19.35% |
| Oct-01 | 11 | 44 | 25.00% |
| Nov-01 | 3 | 21 | 14.29% |
| Dec-01 | 17 | 58 | 29.31% |
| Jan-02 | 5 | 46 | 10.87% |
| Feb-02 | 12 | 52 | 23.08% |
| Mar-02 | 4 | 20 | 20.00% |



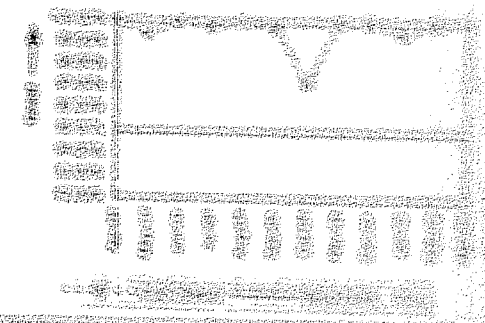





Date
Apr-01
May-01
Jun-01
Jul-01
Aug-01
Sep-01
Oct-01
Nov-01
Dec-01
Jan-02
Feb-02
Mar-02

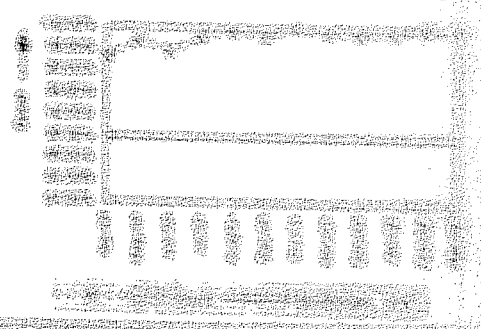
FOCs On Time for Full Electronic Mechanized Loop Conditioning (LSRs)

| Date | CLEC Total | [illegible] | [illegible] |
|---|---|---|---|
| Apr-01 | | | |
| May-01 | | | |
| Jun-01 | | | |
| Jul-01 | | | |
| Aug-01 | | | |
| Sep-01 | | | |
| Oct-01 | | | |
| Nov-01 | | | |
| Dec-01 | | | |
| Jan-02 | | | |
| Feb-02 | | | |
| Mar-02 | | | |



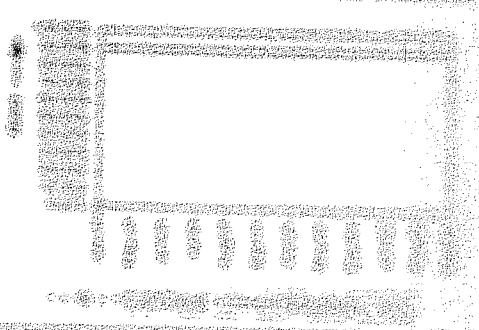
FOCs On Time For Electronic Mechanized LSRs (Non-Loop Conditioning)

| Date | CLEC Total | [illegible] | [illegible] |
|---|---|---|---|
| Apr-01 | | | |
| May-01 | | | |
| Jun-01 | | | |
| Jul-01 | | | |
| Aug-01 | | | |
| Sep-01 | | | |
| Oct-01 | | | |
| Nov-01 | | | |
| Dec-01 | | | |
| Jan-02 | | | |
| Feb-02 | | | |
| Mar-02 | | | |



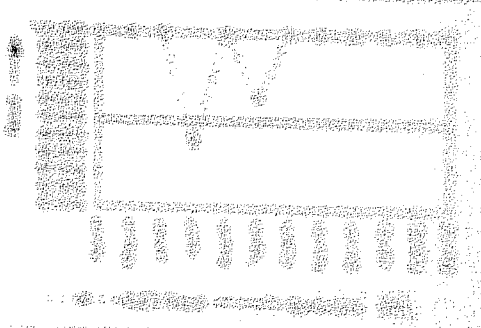
FOCs On Time For Electronic Manual LSRs (Non-Loop Conditioning)

| Date | CLEC Total | [illegible] | [illegible] |
|---|---|---|---|
| Apr-01 | | | |
| May-01 | | | |
| Jun-01 | | | |
| Jul-01 | | | |
| Aug-01 | | | |
| Sep-01 | | | |
| Oct-01 | | | |
| Nov-01 | | | |
| Dec-01 | | | |
| Jan-02 | | | |
| Feb-02 | | | |
| Mar-02 | | | |



[illegible] On Time For [illegible]

| Date | CLEC Total | [illegible] | [illegible] |
|---|---|---|---|
| Apr-01 | | | |
| May-01 | | | |
| Jun-01 | | | |
| Jul-01 | | | |
| Aug-01 | | | |
| Sep-01 | | | |
| Oct-01 | | | |
| Nov-01 | | | |
| Dec-01 | | | |
| Jan-02 | | | |
| Feb-02 | | | |
| Mar-02 | | | |



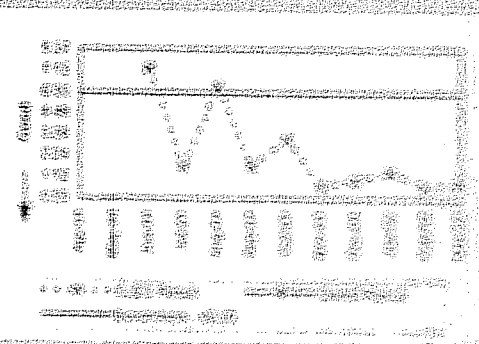
Firm Order Confirmations (FOC) on Time (Percent)

| Date | CLEC Avg | CLEC Parity | CLEC Parity |
|---|---|---|---|
| Apr-01 | | | |
| May-01 | | | |
| Jun-01 | | | |
| Jul-01 | | | |
| Aug-01 | | | |
| Sep-01 | | | |
| Oct-01 | | | |
| Nov-01 | | | |
| Dec-01 | | | |
| Jan-02 | | | |
| Feb-02 | | | |
| Mar-02 | | | |

## Checklist #2 - Completion Notifications

### Work Completion Notification Timeliness (Hours:Minutes) (PO-4A)

| Date | CLEC Num | CLEC Denom | CLEC Result | CLEC Std Dev | Qwest Num | Qwest Denom | Qwest Result | Num Diff | Denom Diff |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | | | | | |
| May-01 | | | | | | | | | |
| Jun-01 | 11471:26 | 1560 | 7:21 | 34:23 | | | | | |
| Jul-01 | 3693:18 | 2025 | 1:49 | 5:26 | | | | | |
| Aug-01 | 13826:36 | 2188 | 6:19 | 19:02 | | | | | |
| Sep-01 | 4027:42 | 2189 | 1:50 | 7:27 | | | | | |
| Oct-01 | 9482:26 | 2504 | 3:23 | 22:18 | | | | | |
| Nov-01 | 2233:27 | 2956 | 0:45 | 12:35 | | | | | |
| Dec-01 | 2902:54 | 2681 | 1:03 | 6:29 | | | | | |
| Jan-02 | 3428:01 | 2250 | 1:31 | 5:13 | | | | | |
| Feb-02 | 1372:15 | 1960 | 0:42 | 5:24 | | | | | |
| Mar-02 | 2052:33 | 2252 | 0:55 | 18:42 | | | | | |

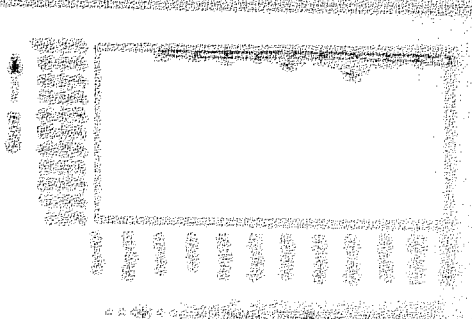


### Work Completion Notification Timeliness (Hours:Minutes) (PO-4B)

| Date | CLEC Num | CLEC Denom | CLEC Result | CLEC Std Dev | Qwest Num | Qwest Denom | Qwest Result | Num Diff | Denom Diff |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | | | | | |
| May-01 | | | | | | | | | |
| Jun-01 | 3542:19 | 366 | 9:41 | 38:28 | | | | | |
| Jul-01 | 1121:30 | 404 | 2:47 | 8:19 | | | | | |
| Aug-01 | 16072:30 | 508 | 31:38 | 105:48 | | | | | |
| Sep-01 | 1357:50 | 364 | 3:44 | 30:28 | | | | | |
| Oct-01 | 341:43 | 60 | 5:42 | 16:52 | | | | | |
| Nov-01 | 4327:18 | 393 | 11:01 | 74:55 | | | | | |
| Dec-01 | 2002:25 | 391 | 5:07 | 49:13 | | | | | |
| Jan-02 | 4859:38 | 482 | 10:05 | 75:05 | | | | | |
| Feb-02 | 10294:22 | 320 | 32:10 | 152:09 | | | | | |
| Mar-02 | 3304:33 | 560 | 5:54 | 52:42 | | | | | |

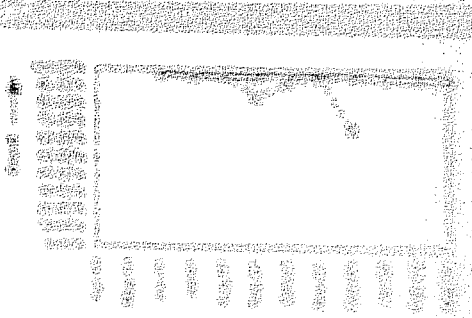
### Billing Completion Notification Timeliness (Percent) (PO-4C)

| Date | CLEC Num | CLEC Denom | CLEC Result | CLEC Std Dev | Qwest Num | Qwest Denom | Qwest Result | Num Diff | Denom Diff |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | | | | | |
| May-01 | | | | | | | | | |
| Jun-01 | 1202 | 1251 | 96.08% | 19.40% | | | | | |
| Jul-01 | 1266 | 1300 | 97.38% | 15.96% | | | | | |
| Aug-01 | 1644 | 1722 | 95.47% | 20.80% | | | | | |
| Sep-01 | 1575 | 1615 | 97.52% | 15.54% | | | | | |
| Oct-01 | 1629 | 1767 | 92.19% | 26.83% | | | | | |
| Nov-01 | 2104 | 2191 | 96.03% | 19.53% | | | | | |
| Dec-01 | 2469 | 2844 | 86.81% | 33.83% | | | | | |
| Jan-02 | 1827 | 1900 | 96.16% | 19.22% | | | | | |
| Feb-02 | 1394 | 1416 | 98.45% | 12.37% | | | | | |
| Mar-02 | 1885 | 1924 | 97.97% | 14.00% | | | | | |



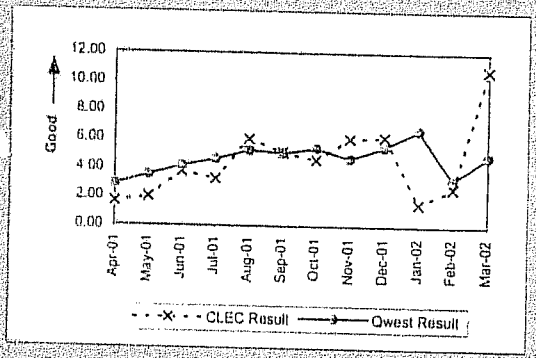
### Billing Completion Notification Timeliness (Percent) (PO-4D)

| Date | CLEC Num | CLEC Denom | CLEC Result | CLEC Std Dev | Qwest Num | Qwest Denom | Qwest Result | Num Diff | Denom Diff |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | | | | | |
| May-01 | | | | | | | | | |
| Jun-01 | 593 | 608 | 97.53% | 15.51% | | | | | |
| Jul-01 | 526 | 540 | 97.78% | 14.74% | | | | | |
| Aug-01 | 521 | 530 | 98.30% | 12.92% | | | | | |
| Sep-01 | 374 | 439 | 85.19% | 35.52% | | | | | |
| Oct-01 | 43 | 46 | 93.48% | 24.69% | | | | | |
| Nov-01 | 376 | 389 | 96.66% | 17.97% | | | | | |
| Dec-01 | 371 | 546 | 67.95% | 46.67% | | | | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | | | | | |

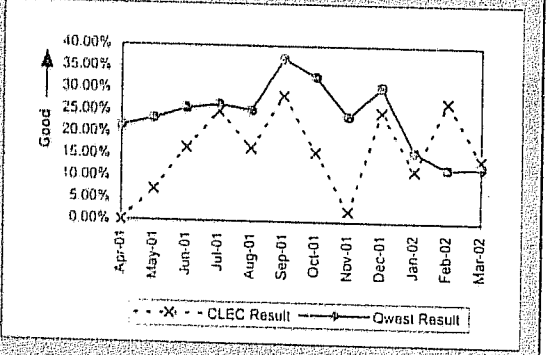


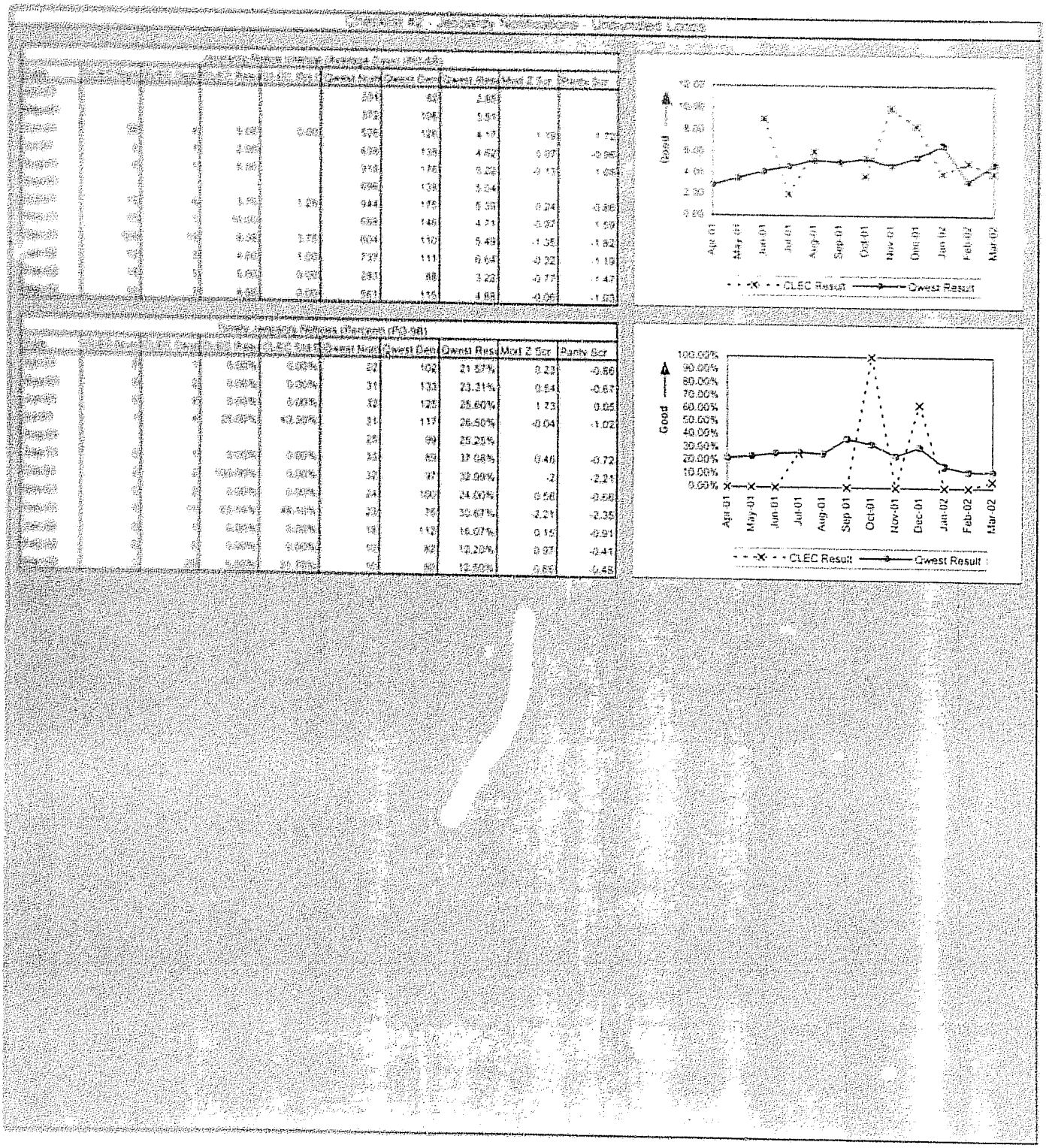
## 4.2 Jeopardy Notifications - Non-Designed Services

| | | | | | | | | | | | | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | 2.85 | 0.97 | -0.41 |
| | | | | | | | | | | | | 3.53 | 0.95 | -0.42 |
| | | | | | | | | | | | | 4.62 | -0.29 | -1.18 |
| | | | | | | | | | | | | 4.62 | 0.39 | -0.76 |
| | | | | | | | | | | | | 5.92 | -0.30 | -1.2 |
| | | | | | | | | | | | | 5.04 | -0.04 | -1.03 |
| | | | | | | | | | | | | 5.30 | 0.28 | -0.83 |
| | | | | | | | | | | | | 4.71 | -1.06 | -1.64 |
| | | | | | | | | | | | | 3.43 | -0.31 | -1.19 |
| | | | | | | | | | | | | 6.64 | 2.05 | 0.25 |
| | | | | | | | | | | | | 3.92 | 0.23 | -0.86 |
| | | | | | | | | | | | | 4.64 | -1.33 | -2.42 |




| | | | | | | | | | | | | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | | | 27.47% | 1.99 | -0.04 |
| | | | | | | | | | | | | 23.31% | 1.42 | -0.14 |
| | | | | | | | | | | | | 25.60% | 0.38 | -0.77 |
| | | | | | | | | | | | | 25.69% | -0.04 | -1.02 |
| | | | | | | | | | | | | 23.23% | 0.36 | -0.78 |
| | | | | | | | | | | | | 27.69% | 0.38 | -0.77 |
| | | | | | | | | | | | | 33.99% | 1.5 | -0.09 |
| | | | | | | | | | | | | 24.80% | 3.23 | 0.97 |
| | | | | | | | | | | | | 32.67% | 0.4 | -0.76 |
| | | | | | | | | | | | | 16.67% | 0.37 | -0.78 |
| | | | | | | | | | | | | 13.20% | -1.43 | -1.87 |
| | | | | | | | | | | | | 12.50% | -0.14 | -1.08 |





Parity Diagnostic Ratios (Percent) (FID-98)

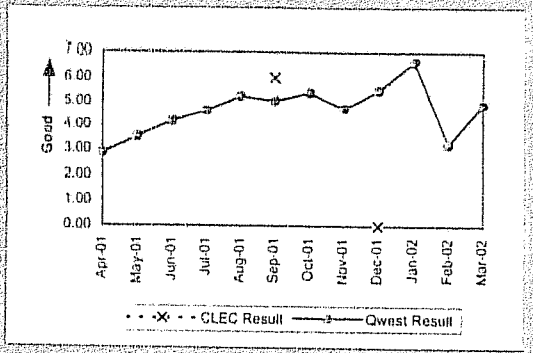
| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | | | | | Qwest Num | Qwest Den | Qwest Res | Mod Z Scr | Parity Scr |
| | | | | | 37 | 102 | 21.57% | 0.23 | -0.66 |
| | | | | | 31 | 133 | 23.31% | 0.54 | -0.67 |
| | | | | | 52 | 125 | 25.60% | 1.73 | 0.05 |
| | | | | | 31 | 117 | 26.50% | -0.04 | -1.02 |
| | | | | | 23 | 99 | 25.25% | | |
| | | | | | 33 | 83 | 37.08% | 0.46 | -0.72 |
| | | | | | 37 | 97 | 32.99% | -.2 | -2.21 |
| | | | | | 24 | 100 | 24.00% | 0.58 | -0.66 |
| | | | | | 23 | 76 | 30.67% | -2.21 | -2.35 |
| | | | | | 18 | 112 | 16.07% | 0.15 | -0.91 |
| | | | | | 19 | 92 | 19.20% | 0.97 | -0.41 |
| | | | | | 16 | 80 | 12.50% | -0.85 | -0.48 |

## Checklist #2 - Jeopardy Notifications - LIS

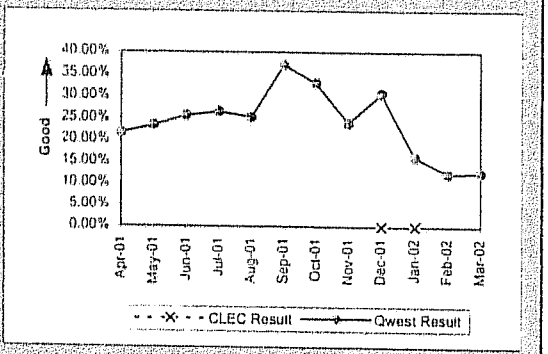
| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |

Checklist #2 - Jeopardy Notifications - UNE-P-POTS

| | | | | | | | | | | Qwest Num | Qwest Den | Qwest Res | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | 534 | 92 | 2.63 | | |
| | | | | | | | | | | 372 | 106 | 3.51 | | |
| | | | | | | | | | | 585 | 126 | 4.17 | | |
| | | | | | | | | | | 638 | 138 | 4.62 | | |
| | | | | | | | | | | 918 | 176 | 5.22 | | |
| | | | | | | | | | | 696 | 116 | 5.04 | -0.17 | -1.1 |
| | | | | | | | | | | 948 | 175 | 5.39 | | |
| | | | | | | | | | | 688 | 146 | 4.71 | | |
| | | | | | | | | | | 654 | 119 | 5.49 | 1.32 | -0.2 |
| | | | | | | | | | | 737 | 111 | 6.64 | | |
| | | | | | | | | | | 283 | 86 | 3.22 | | |
| | | | | | | | | | | 551 | 115 | 4.88 | | |



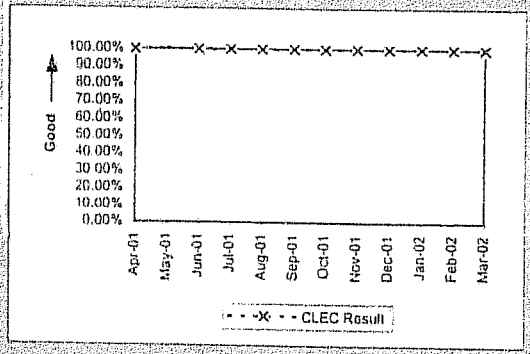

| | | | | | | | | | | Qwest Num | Qwest Den | Qwest Res | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | 33 | 182 | 21.87% | | |
| | | | | | | | | | | 31 | 133 | 23.31% | | |
| | | | | | | | | | | 32 | 125 | 25.60% | | |
| | | | | | | | | | | 31 | 117 | 26.50% | | |
| | | | | | | | | | | 25 | 99 | 25.25% | | |
| | | | | | | | | | | 28 | 89 | 37.08% | | |
| | | | | | | | | | | 32 | 97 | 32.99% | | |
| | | | | | | | | | | 24 | 100 | 24.00% | | |
| | | | | | | | | | | 23 | 76 | 30.67% | 0.96 | -0.78 |
| | | | | | | | | | | 18 | 112 | 16.07% | 0.15 | -0.01 |
| | | | | | | | | | | 10 | 82 | 12.20% | | |
| | | | | | | | | | | 10 | 80 | 12.50% | | |



Checklist #2 - LSR Accountability

LSR Accountability (Percent) (PO-10)

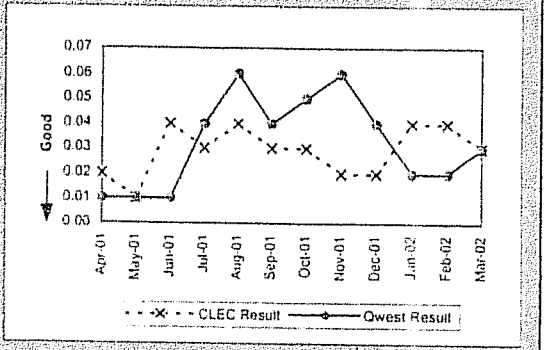
| | CLEC Num | CLEC Denom | CLEC Result |
|---|---|---|---|
| [illegible] | 61799 | 61773 | 100.04% |
| [illegible] | 76780 | 76408 | 100.49% |
| [illegible] | 78870 | 78870 | 100.00% |
| [illegible] | 73110 | 73110 | 100.00% |
| [illegible] | 84030 | 84030 | 100.00% |
| [illegible] | 65983 | 65983 | 100.00% |
| [illegible] | 85412 | 85412 | 100.00% |
| [illegible] | 81566 | 81566 | 100.00% |
| [illegible] | 83868 | 83868 | 100.00% |
| [illegible] | 96534 | 96534 | 100.00% |
| [illegible] | 75655 | 75655 | 100.00% |
| [illegible] | 82525 | 82525 | 100.00% |



## Checklist #2 - Due Date Changes

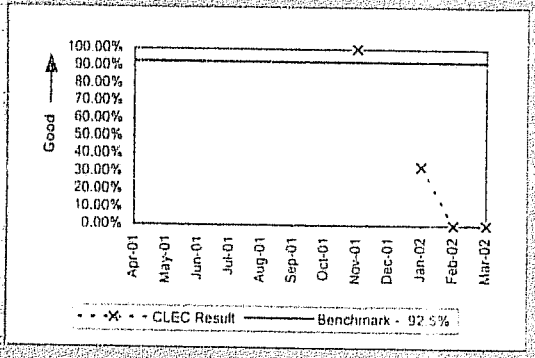
Number of Due Date Changes per Order (Average Days) (PO-15)

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| [illegible] | [illegible] | [illegible] | [illegible] | [illegible] | 0.14 | 181 | 15930 | 0.01 | 1.28 | -0.22 |
| [illegible] | [illegible] | [illegible] | [illegible] | [illegible] | 0.14 | 143 | 15622 | 0.01 | 1.54 | -0.06 |
| [illegible] | [illegible] | [illegible] | [illegible] | [illegible] | 0.28 | 216 | 16889 | 0.01 | 7.74 | 3.71 |
| [illegible] | [illegible] | [illegible] | [illegible] | [illegible] | 0.20 | 347 | 9260 | 0.04 | -0.6 | -1.36 |
| [illegible] | [illegible] | [illegible] | [illegible] | [illegible] | 0.22 | 394 | 6198 | 0.06 | -2.36 | -2.43 |
| [illegible] | [illegible] | [illegible] | [illegible] | [illegible] | 0.18 | 187 | 4602 | 0.04 | -1.49 | -1.9 |
| [illegible] | [illegible] | [illegible] | [illegible] | [illegible] | 0.16 | 219 | 4728 | 0.05 | -1.68 | -2.02 |
| [illegible] | [illegible] | [illegible] | [illegible] | [illegible] | 0.16 | 247 | 4147 | 0.06 | -4.59 | -3.79 |
| [illegible] | [illegible] | [illegible] | [illegible] | [illegible] | 0.19 | 126 | 3662 | 0.04 | -2.32 | -2.41 |
| [illegible] | [illegible] | [illegible] | [illegible] | [illegible] | 0.21 | 85 | 3755 | 0.02 | 2.6 | 0.58 |
| [illegible] | [illegible] | [illegible] | [illegible] | [illegible] | 0.23 | 79 | 3324 | 0.02 | 1.85 | 0.12 |
| [illegible] | [illegible] | [illegible] | [illegible] | [illegible] | 0.22 | 109 | 3576 | 0.03 | 0.34 | -0.79 |



Checklist #2 - Timely Release Notifications

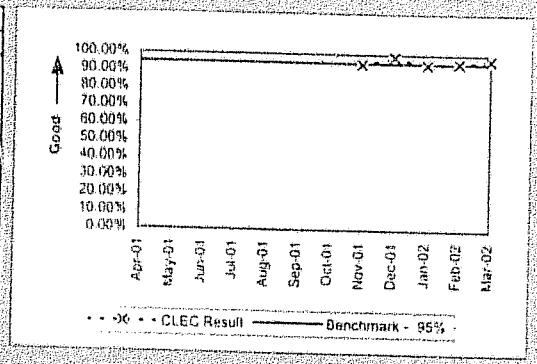
| | | CLEC Denom | CLEC Result |
|---|---|---|---|
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | 0 | 0 | |
| | 1 | 1 | 100.00% |
| | 0 | 0 | |
| | 1 | 3 | 33.33% |
| | 0 | 1 | 0.00% |
| | 0 | 1 | 0.00% |



Checklist #2 - Stand-Alone Test Environment (SATE) Accuracy

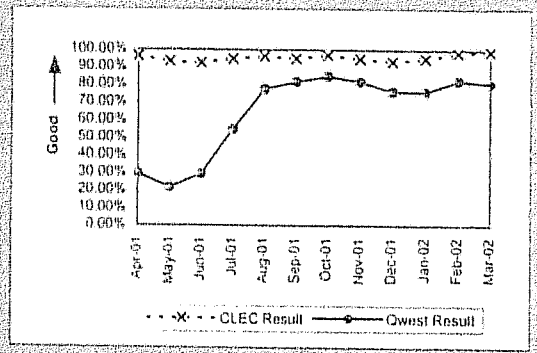
Stand-Alone Test Environment (SATE) Accuracy (Percent) (PO-19)

| | | CLEC Denom. | CLEC Result |
|---|---|---|---|
| | | 379 | 94.46% |
| | | 395 | 98.73% |
| | | 792 | 94.57% |
| | | 649 | 95.38% |
| | | 656 | 97.10% |

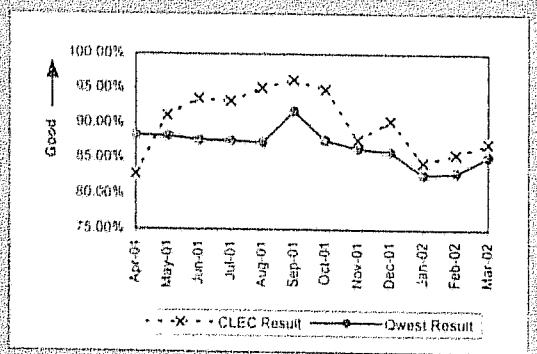


Checklist #2 - Access To Centers

| | | | | | | |
|---|---|---|---|---|---|---|
| | | | | | 3732735 | 29.44% |
| | | | | | 4177326 | 21.71% |
| | | | | | 4112707 | 29.50% |
| | | | | | 3902865 | 55.03% |
| | | | | | 4238019 | 77.68% |
| | | | | | 3852107 | 81.73% |
| | | | | | 4011312 | 84.96% |
| | | | | | 3441968 | 81.92% |
| | | | | | 3315622 | 76.29% |
| | | | | | 4152600 | 76.61% |
| | | | | | 2147543 | 82.38% |
| | | | | | 3273774 | 80.50% |



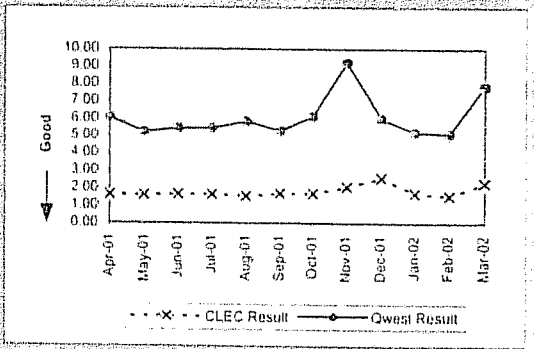

| | | | | | | |
|---|---|---|---|---|---|---|
| | | | | | 820411 | 88.29% |
| | | | | | 848004 | 88.18% |
| | | | | | 886147 | 87.57% |
| | | | | | 800726 | 87.48% |
| | | | | | 736282 | 87.23% |
| | | | | | 560881 | 91.72% |
| | | | | | 601761 | 87.53% |
| | | | | | 546396 | 86.39% |
| | | | | | 512088 | 85.93% |
| | | | | | 516511 | 82.66% |
| | | | | | 429847 | 82.95% |
| | | | | | 463413 | 85.30% |



## Checklist #2 - Billing

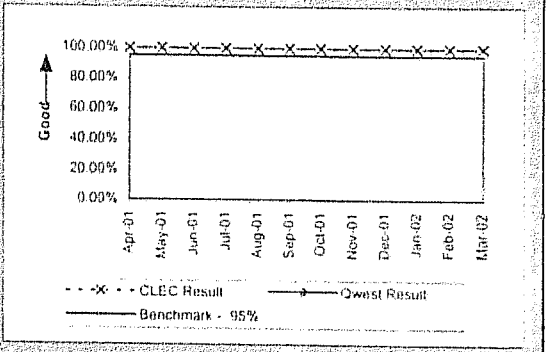
Time to Provide Usage Records (Percent) Qwest UNEs and Retail Aggregate (BI-1A)

| | | | CLEC Result | Qwest Num | Qwest Denom | Qwest Result |
|---|---|---|---|---|---|---|
| | | | 1.64 | 9901476 | 1642211 | 6.03 |
| | | | 1.61 | 8671092 | 1668772 | 5.20 |
| | | | 1.65 | 8340453 | 1537205 | 5.43 |
| | | | 1.65 | 8340453 | 1537205 | 5.43 |
| | | | 1.56 | 9688863 | 1661087 | 5.83 |
| | | | 1.71 | 6250356 | 1180749 | 5.29 |
| | | | 1.79 | 9383175 | 1366448 | 6.14 |
| | | | 2.09 | 12601114 | 1364053 | 9.24 |
| | | | 2.58 | 7782928 | 1296395 | 6.00 |
| | | | 1.72 | 6400431 | 1231384 | 5.20 |
| | | | 1.98 | 5123563 | 1005053 | 5.10 |
| | | | 2.31 | 9380089 | 1195215 | 7.85 |




Time to Provide Usage Records (Percent) Jointly-provided Switched Access (BI-1B)

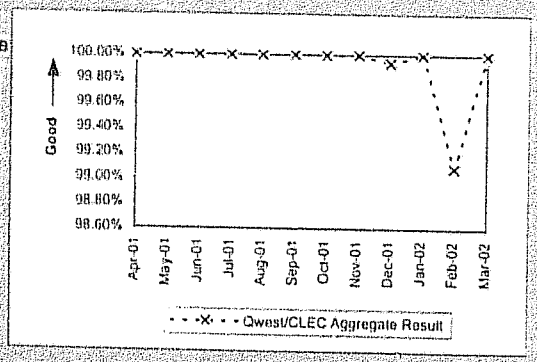
| | | | CLEC Result | Qwest Num | Qwest Denom | Qwest Result |
|---|---|---|---|---|---|---|
| | | | 100.00% | | | |
| | | | 100.00% | | | |
| | | | 100.00% | | | |
| | | | 99.99% | | | |
| | | | 99.99% | | | |
| | | | 100.00% | | | |
| | | | 100.00% | | | |
| | | | 100.00% | | | |
| | | | 100.00% | | | |
| | | | 100.00% | | | |
| | | | 100.00% | | | |



Checklist #2 - Billing

Billed Records Delivered In 10 Days (Percent) All (BI-2)

| Qwest/CLEC Aggregate | Qwest/CLEC Aggregate |
|---|---|
| 1205 | 100.00% |
| 1209 | 100.00% |
| 1174 | 100.00% |
| 1220 | 100.00% |
| 1359 | 100.00% |
| 1655 | 100.00% |
| 1665 | 100.00% |
| 1694 | 100.00% |
| 1537 | 99.93% |
| 1672 | 100.00% |
| 1645 | 99.09% |
| 1660 | 100.00% |



Checklist #2 - Billing

| | | | | | | | | | |
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Disaggregation Results - Percent Units and Parity Aggregate (BI-3A)

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
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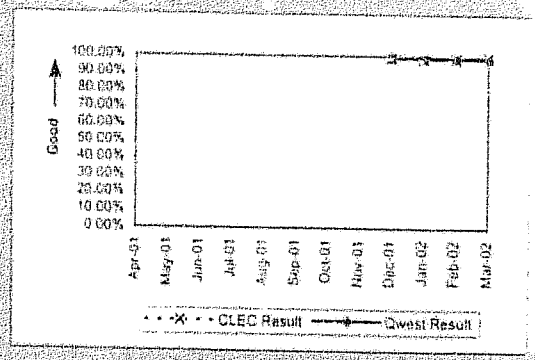
Checklist #2 - Billing

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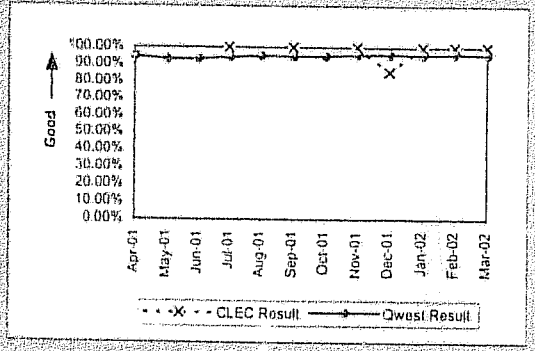
Checklist #2 - Unbundled Network Element - Platform (UNE-P) Installation

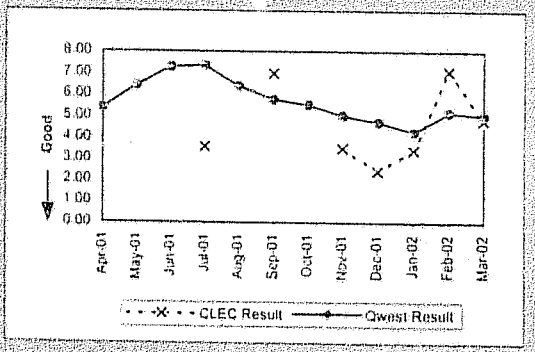
Mod Qwest Only - Dispatches Within MSAs

| | | | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|
| | | | 638 | 672 | 94.49% | | |
| | | | 732 | 853 | 92.85% | | |
| | | | 664 | 713 | 93.13% | | |
| | | | 793 | 788 | 94.06% | -0.61 | -1.37 |
| | | | 852 | 851 | 94.95% | | |
| | | | 628 | 663 | 94.72% | -0.34 | -1.14 |
| | | | 745 | 785 | 94.90% | | |
| | | | 674 | 706 | 95.75% | -0.51 | -1.31 |
| | | | 608 | 614 | 95.93% | 1.08 | -0.36 |
| | | | 614 | 642 | 95.64% | -0.56 | -1.34 |
| | | | 627 | 645 | 95.96% | -0.67 | -1.41 |
| | | | 638 | 666 | 95.62% | -0.71 | -1.43 |



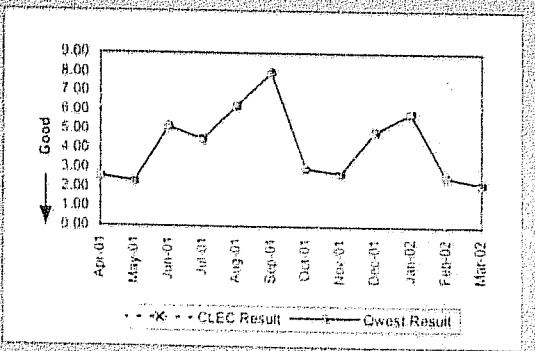

Mod Qwest Only - Dispatches Within MSAs

| | | | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|
| | | | 3854 | 423 | 5.38 | | |
| | | | 5468 | 553 | 6.43 | | |
| | | | 5063 | 710 | 7.27 | | |
| | | | 6775 | 786 | 7.35 | -1.55 | -1.94 |
| | | | 5823 | 680 | 6.39 | | |
| | | | 3063 | 675 | 5.78 | 0.74 | -0.55 |
| | | | 4946 | 733 | 5.62 | | |
| | | | 5934 | 716 | 5.67 | -0.66 | -1.4 |
| | | | 2446 | 624 | 4.74 | -1.08 | -1.66 |
| | | | 3763 | 645 | 4.29 | -0.42 | -1.25 |
| | | | 5661 | 552 | 5.18 | 1.05 | -0.36 |
| | | | 4536 | 542 | 5.06 | -0.14 | -1.09 |



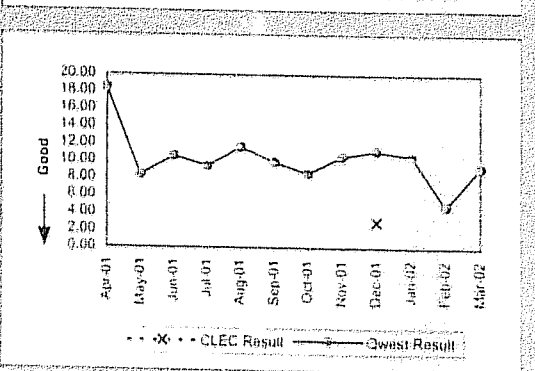

Mod Qwest Only - Dispatches Within MSAs

| | | | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|
| | | | 58 | 2 | 2.67 | | |
| | | | 90 | 26 | 2.31 | | |
| | | | 119 | 20 | 17 | | |
| | | | 72 | 16 | 50 | | |
| | | | 144 | 30 | 20 | | |
| | | | 129 | 16 | 00 | | |
| | | | 90 | 16 | 00 | | |
| | | | 77 | 28 | 2.75 | | |
| | | | 128 | 32 | 4.00 | | |
| | | | 141 | 24 | 5.88 | | |
| | | | 48 | 10 | 2.56 | | |
| | | | 40 | 9 | 2.22 | | |




Mod Qwest Only - Dispatches Within MSAs

| | | | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|
| | | | 550 | 30 | 18.43 | | |
| | | | 293 | 35 | 8.32 | | |
| | | | 276 | 26 | 10.62 | | |
| | | | 320 | 34 | 9.41 | | |
| | | | 353 | 32 | 11.03 | | |
| | | | 536 | 30 | 9.00 | | |
| | | | 233 | 26 | 8.56 | | |
| | | | 173 | 17 | 10.18 | | |
| | | | 146 | 13 | 11.23 | 1.22 | -1.74 |
| | | | 82 | 8 | 10.62 | | |
| | | | 46 | 10 | 4.60 | | |
| | | | 112 | 12 | 9.33 | | |



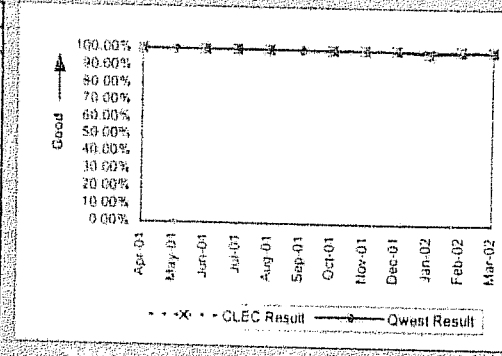
Good
CLEC Result
Qwest Result

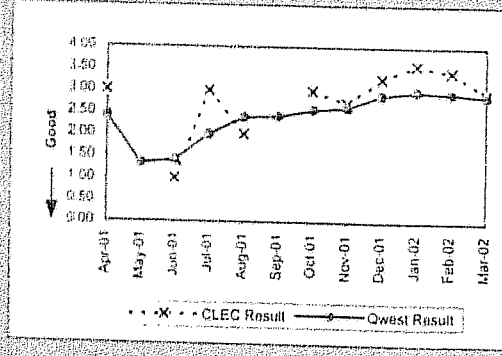

Good
CLEC Result
Qwest Result

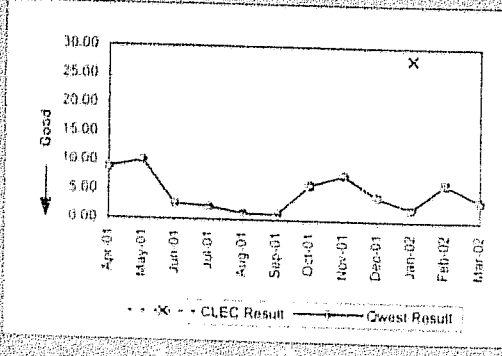

Good
CLEC Result
Qwest Result

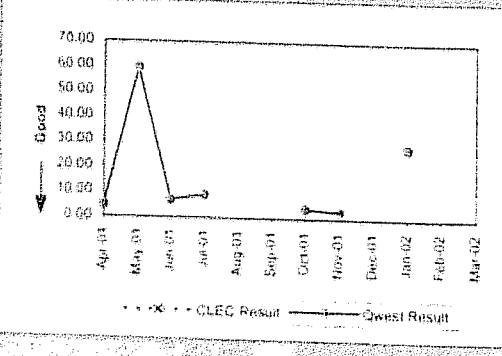

Good
CLEC Result
Qwest Result

Parity 57 - Unbundled Network Element - Platform (UNE-P) Installation



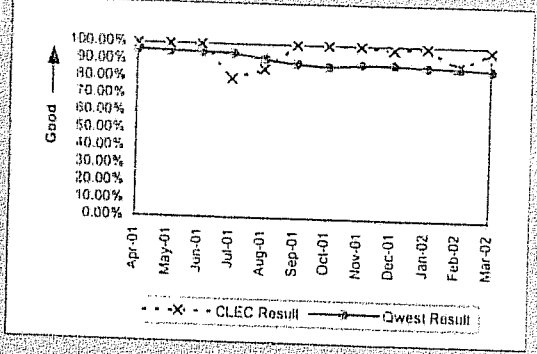



Product #2 - Unbundled Network Element - Platform (UNE-P) Installation

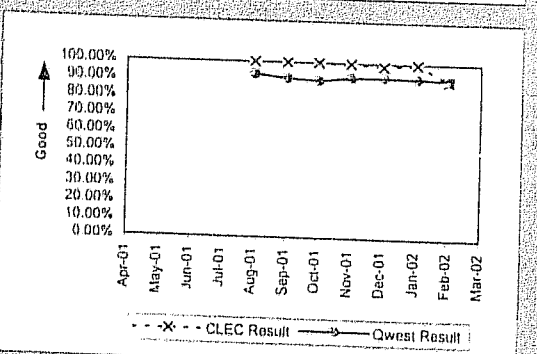
Service Installation Quality (Percent) (OP-5)

| Qwest Demo | Qwest Num | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|
| 13793 | 13255 | 96.96% | -0.21 | -1.12 |
| 12748 | 12145 | 95.26% | -0.22 | -1.14 |
| 13019 | 12357 | 94.94% | -0.29 | -1.14 |
| 10743 | 10163 | 94.57% | 1.1 | -0.33 |
| 6789 | 6210 | 91.47% | 0.55 | -0.67 |
| 4744 | 4219 | 88.93% | -0.61 | -1.37 |
| 4079 | 3540 | 87.77% | -0.53 | -1.32 |
| 3806 | 3346 | 89.20% | -5.29 | -4.21 |
| 3279 | 2925 | 89.20% | -6.24 | -4.79 |
| 3117 | 2744 | 88.03% | -6.22 | -4.78 |
| 2999 | 2638 | 87.96% | -0.10 | -1.11 |
| 2678 | 2500 | 86.87% | -2.83 | -2.72 |



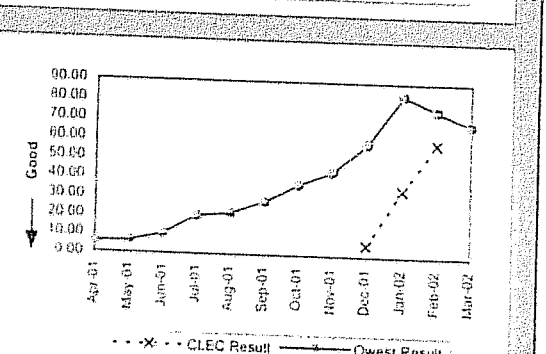

Service Installation Quality (Percent) (OP-5)

| Qwest Demo | Qwest Num | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|
| 6312 | 6280 | 92.97% | -0.73 | -1.44 |
| 4744 | 4390 | 90.83% | -0.55 | -1.33 |
| 4079 | 3680 | 88.73% | -0.48 | -1.29 |
| 3806 | 3468 | 91.64% | -4.54 | -3.76 |
| 3279 | 3012 | 91.86% | -5.10 | -4.15 |
| 3117 | 2863 | 91.83% | -5.33 | -4.24 |
| 2999 | 2720 | 90.70% | 0.15 | -0.91 |




Percent Past Due Days (Average Days) (OP-15A)

| Qwest Demo | Qwest Num | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|
| 32 | 185 | 5 | | |
| 49 | 317 | 6 | | |
| 42 | 804 | 10 | | |
| 86 | 1734 | 20 | | |
| 115 | 2435 | 21 | | |
| 125 | 2984 | 16 | | |
| 110 | 4073 | 23 | | |
| 132 | 5772 | 43.65 | | |
| 133 | 5716 | 58.78 | -1.01 | 1.61 |
| 91 | 5270 | 69.60 | -0.69 | 1.36 |
| 1 | 5555 | 76.03 | -0.3 | 1.12 |
| 141 | 6093 | 68.73 | | |



# CONTINUATION

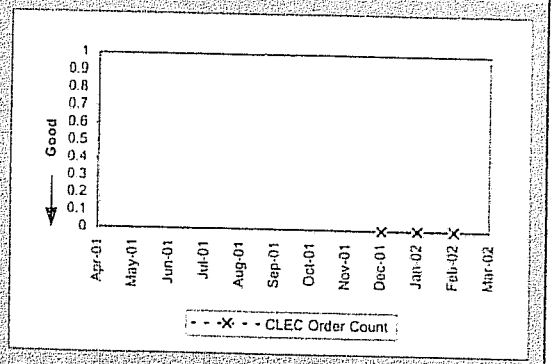
# [3]

Scan ~ ~ # Pgs [ ]

Checklist #2 - Unbundled Network Element - Platform (UNE-P) Installation

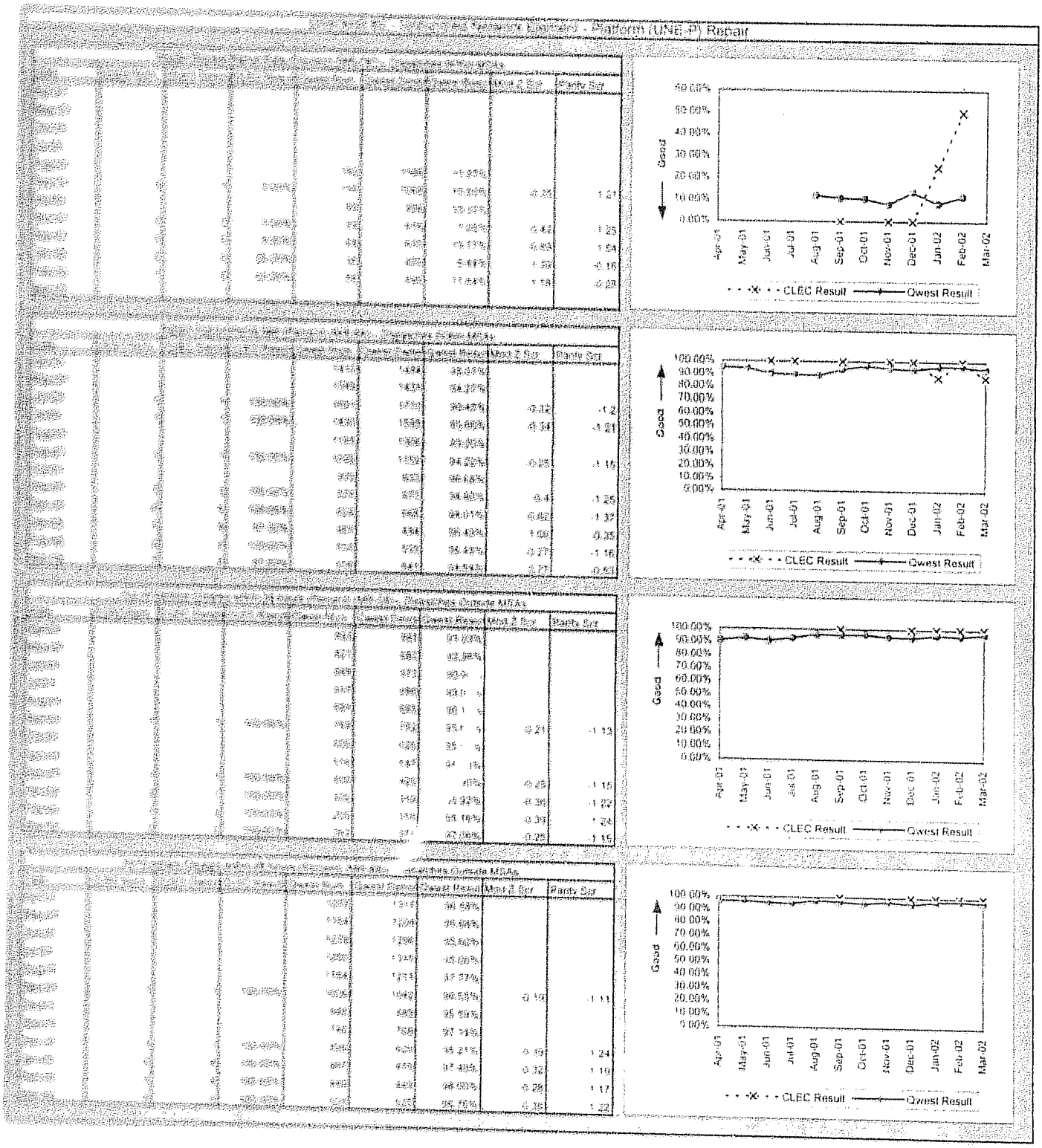
Percent Orders Delayed for Facilities Reasons UNE - P (POTS) (OP-15B)

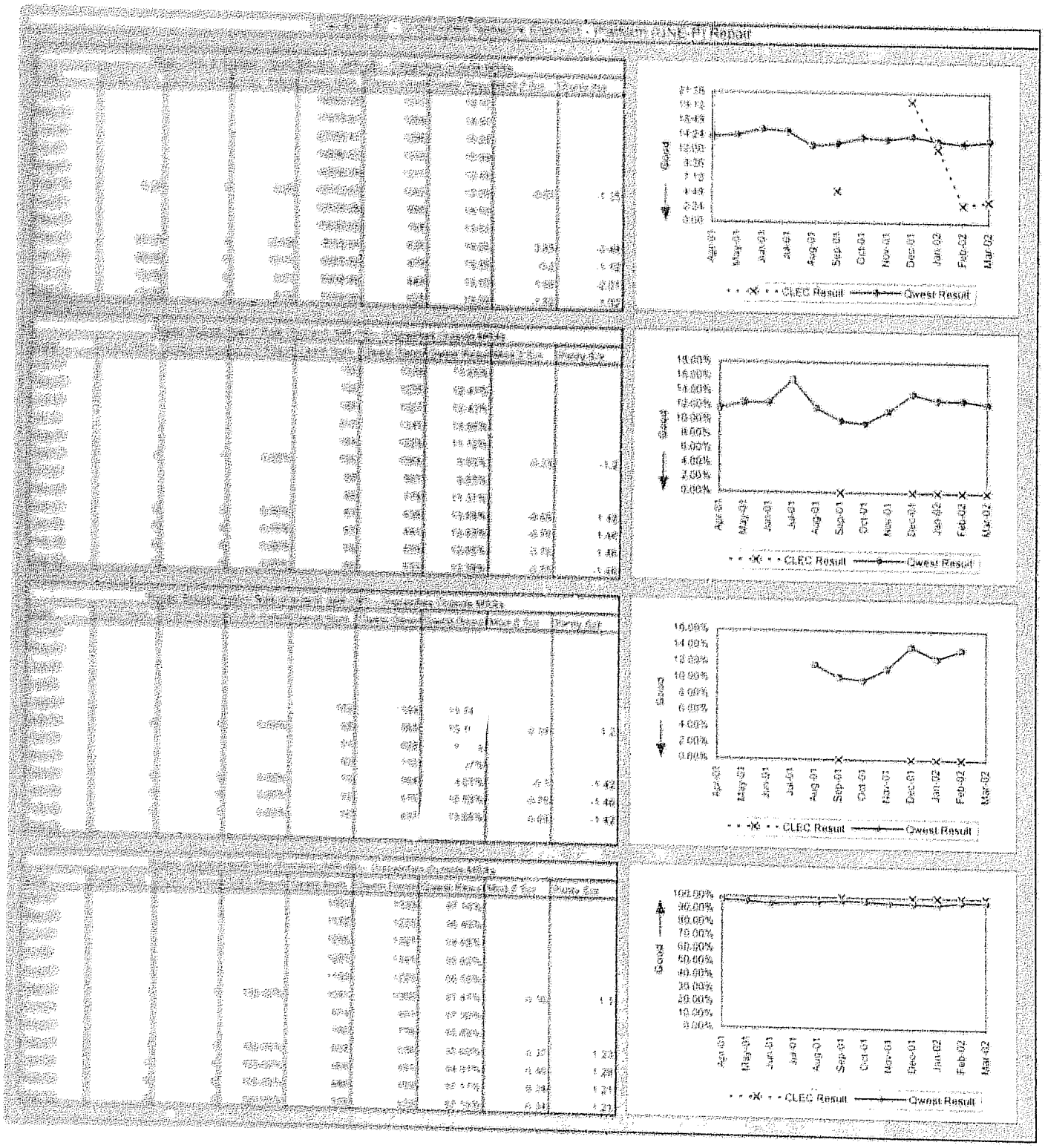
| | CLEC Order Count |
|---|---|
| | 0 |
| | 0 |
| | 0 |

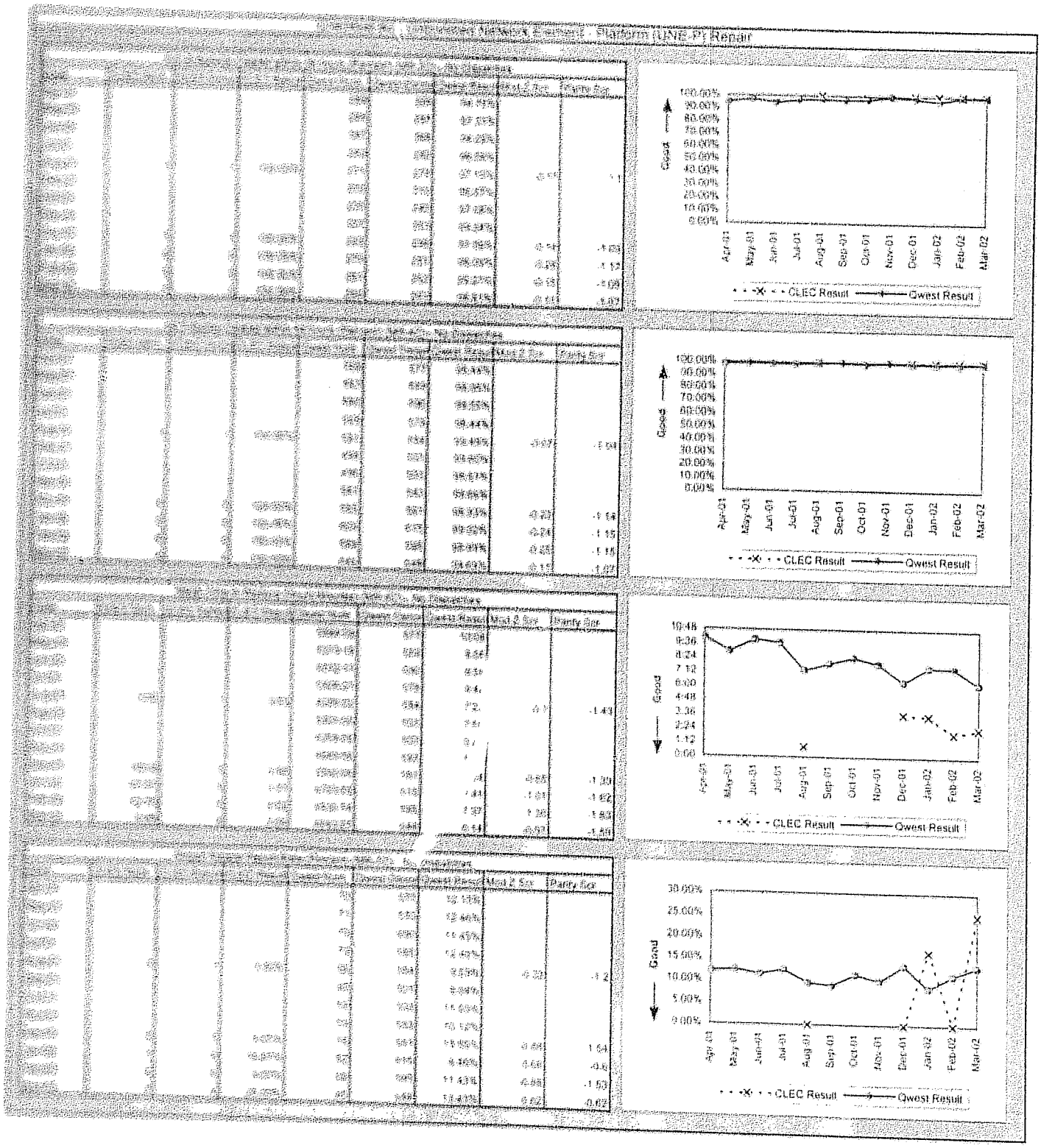


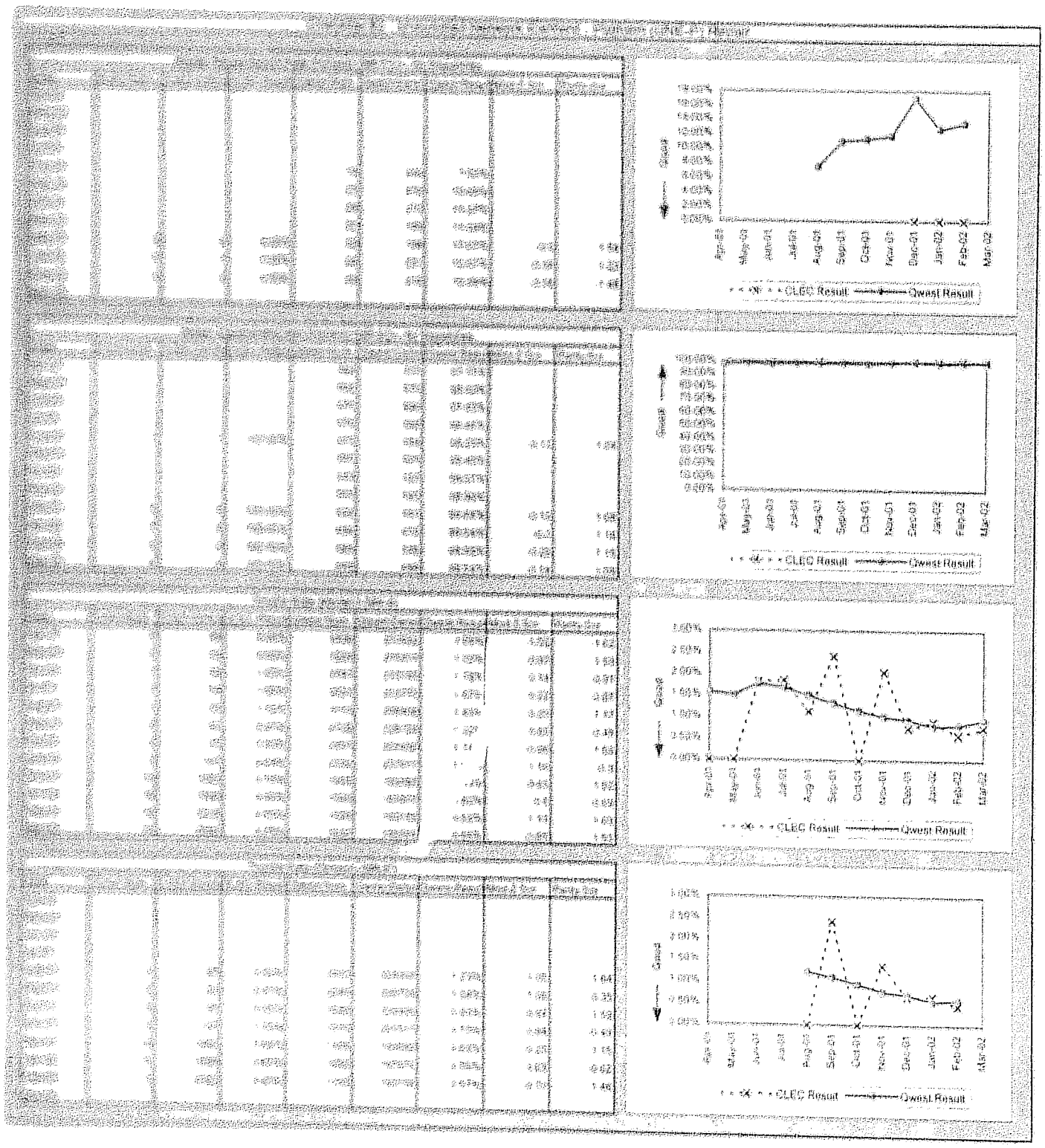
Checklist #2 - Unbundled Network Element - Platform (UNE-P) Repair

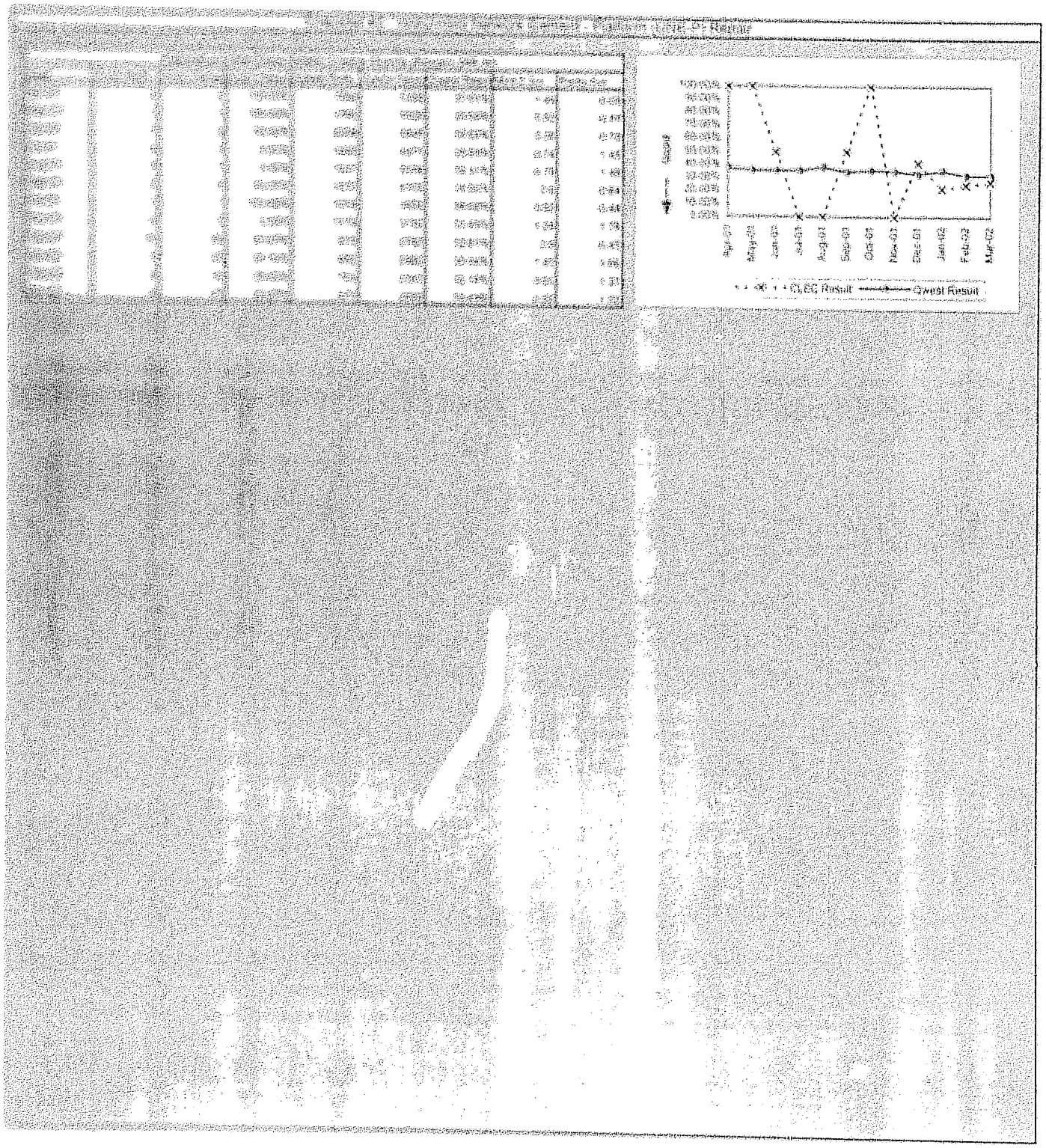
| | | | | | | |
|---|---|---|---|---|---|---|
| | | | | | | |
| | | | | | | |
| | | | | | | |

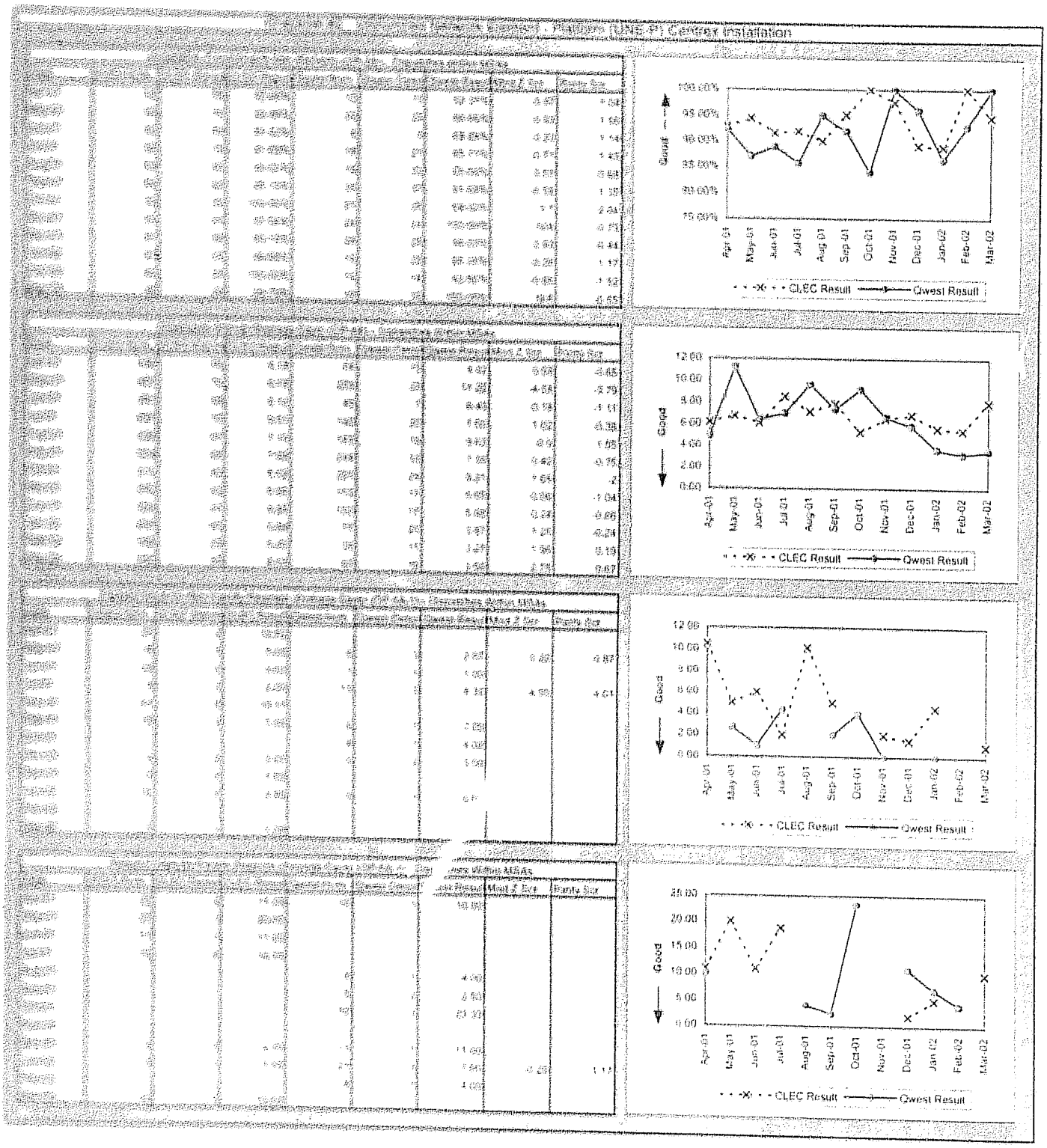

Good
CLEC Result
Qwest Result
Apr-01
May-01
Jun-01
Jul-01
Aug-01
Sep-01
Oct-01
Nov-01
Dec-01
Jan-02
Feb-02
Mar-02

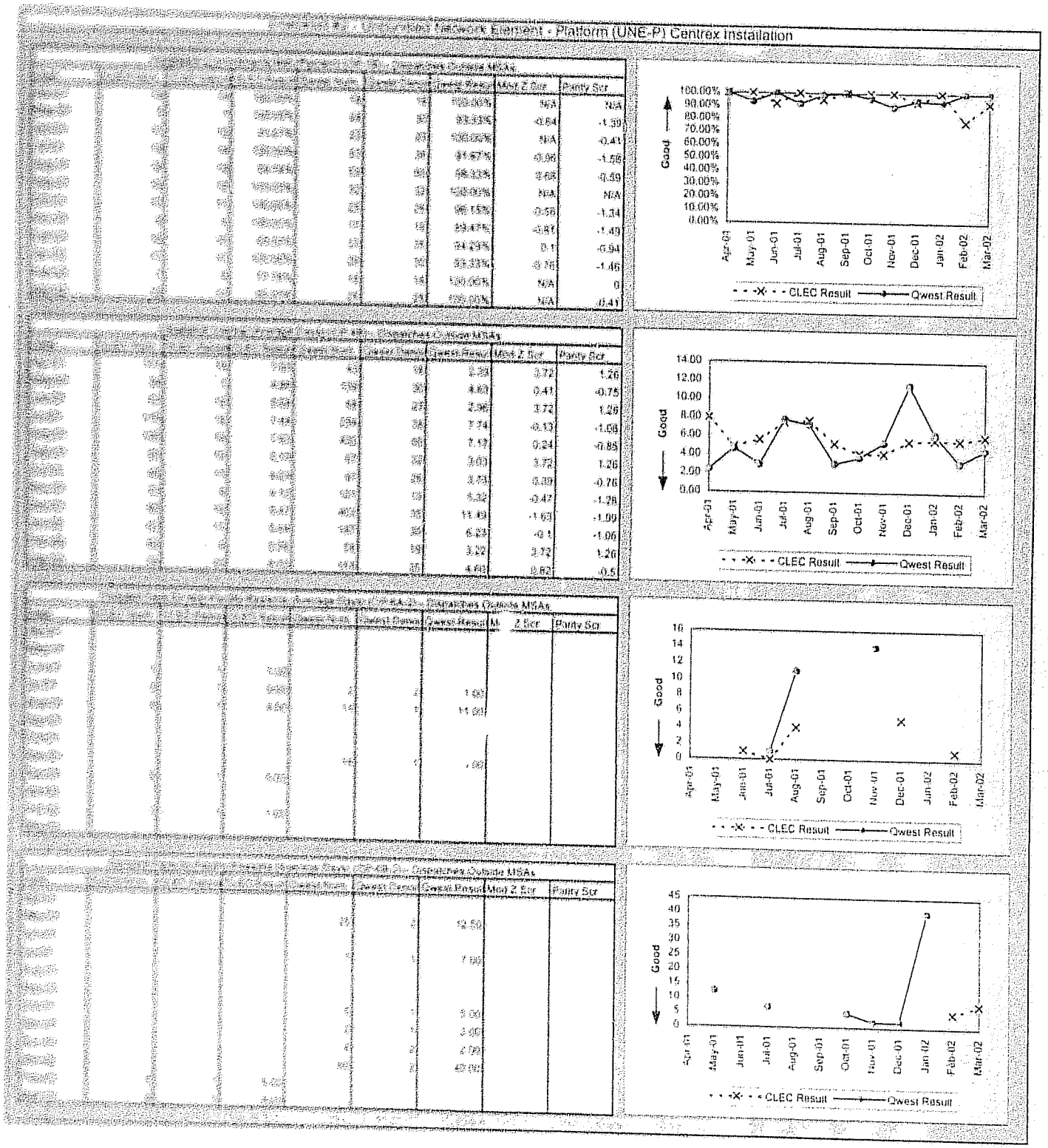

CLEC Result
Qwest Result

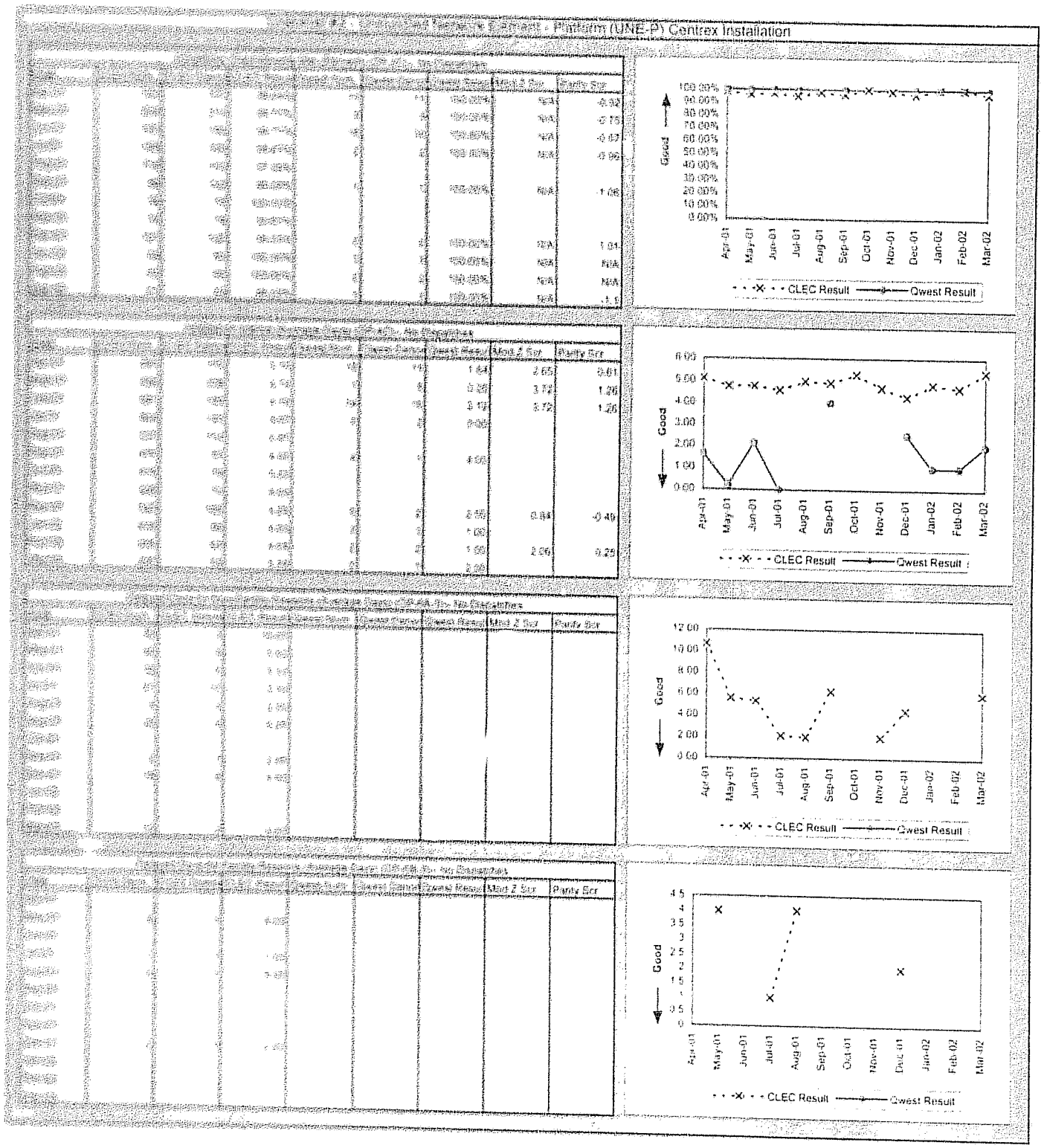

Platform (UNE-P) Repair
Qwest
CLEC Result
Qwest Result
Apr-01
May-01
Jun-01
Jul-01
Aug-01
Sep-01
Oct-01
Nov-01
Dec-01
Jan-02
Feb-02
Mar-02

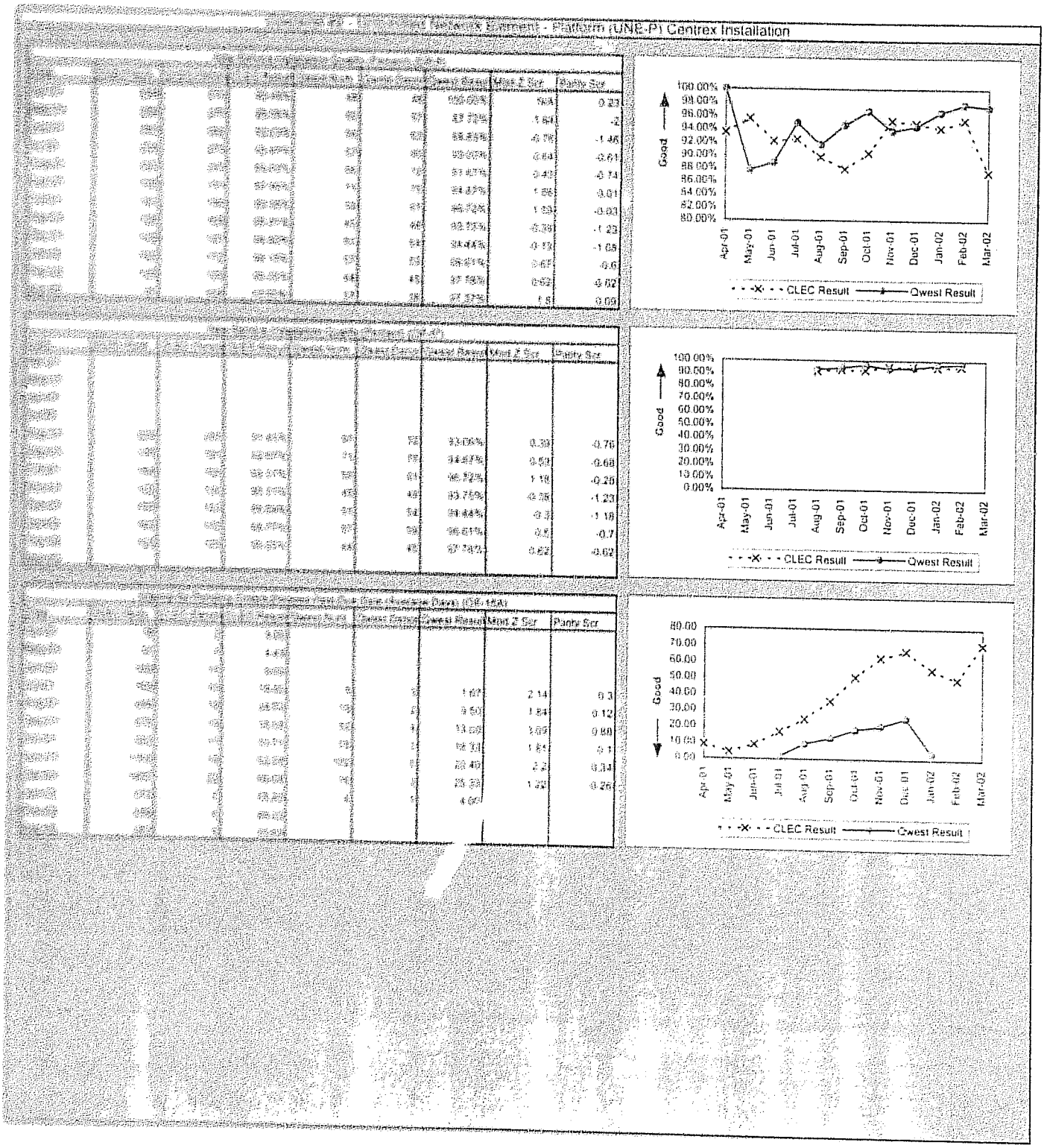




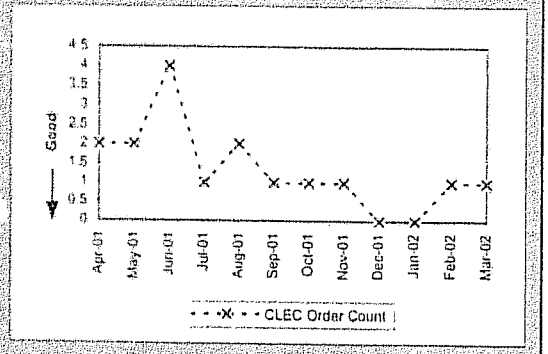

Apr-01
May-01
Jun-01
Jul-01
Aug-01
Sep-01
Oct-01
Nov-01
Dec-01
Jan-02
Feb-02
Mar-02
CLEC Result
Qwest Result


Network Element - Platform (UNE-P) Centrex Installation
Mod Z Scr
Parity Scr
Good
CLEC Result
Qwest Result


Platform (UNE-P) Centrex Installation
Good
Apr-01
May-01
Jun-01
Jul-01
Aug-01
Sep-01
Oct-01
Nov-01
Dec-01
Jan-02
Feb-02
Mar-02
CLEC Result
Qwest Result


Platform (UNE-P) Centrex Installation
Good
CLEC Result
Qwest Result
Apr-01
May-01
Jun-01
Jul-01
Aug-01
Sep-01
Oct-01
Nov-01
Dec-01
Jan-02
Feb-02
Mar-02

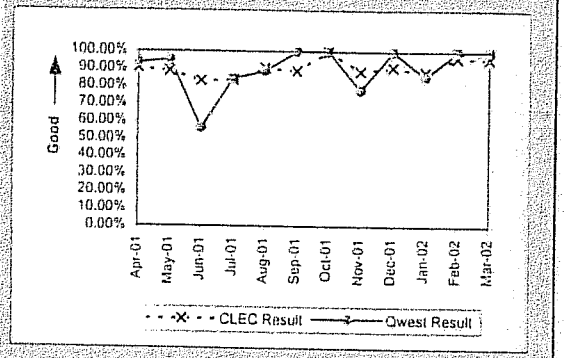
Network Element - Platform (UNE-P) Centrex Installation



Test #2 - Unbundled Network Element - Platform (UNE-P) Centrex Repair

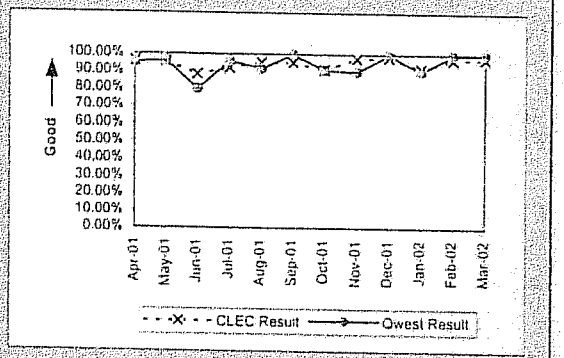
Percent (MR-4A) - Dispatches Within MSAs

| | | | Qwest Denom | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|
| | | | 15 | 93.33% | 0.2 | -0.88 |
| | | | 21 | 95.24% | 0.73 | -0.56 |
| | | | 16 | 68.25% | -2.01 | -2.22 |
| | | | 19 | 84.21% | -0.02 | -1.01 |
| | | | 18 | 88.89% | -0.19 | -1.11 |
| | | | 6 | 100.00% | N/A | -0.57 |
| | | | 9 | 100.00% | N/A | N/A |
| | | | 9 | 77.78% | -0.69 | -1.42 |
| | | | 6 | 100.00% | N/A | -0.66 |
| | | | 7 | 85.71% | -0.16 | -1.1 |
| | | | 3 | 100.00% | N/A | -1.06 |
| | | | 6 | 100.00% | N/A | -0.94 |



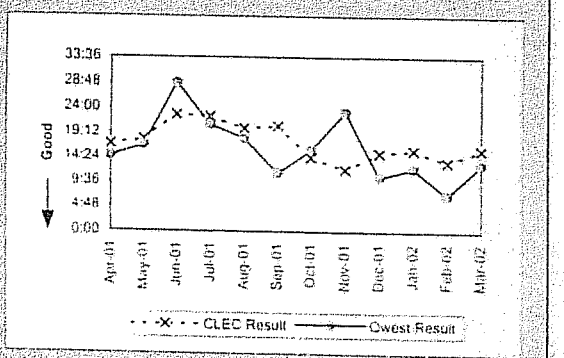

Percent (MR-4A) - Dispatches Within MSAs

| | | | Qwest Denom | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|
| | | | 20 | 95.00% | -0.19 | -1.12 |
| | | | 27 | 96.30% | -0.03 | -1.02 |
| | | | 25 | 80.00% | -0.97 | -1.59 |
| | | | 25 | 96.00% | 0.57 | -0.66 |
| | | | 24 | 91.67% | -0.6 | -1.36 |
| | | | 12 | 100.00% | N/A | -0.65 |
| | | | 11 | 90.91% | -0.05 | -1.03 |
| | | | 10 | 90.00% | -0.74 | -1.45 |
| | | | 8 | 100.00% | N/A | -1.02 |
| | | | 10 | 90.00% | -0.18 | -1.11 |
| | | | 4 | 100.00% | N/A | -1.05 |
| | | | 7 | 100.00% | N/A | -0.99 |



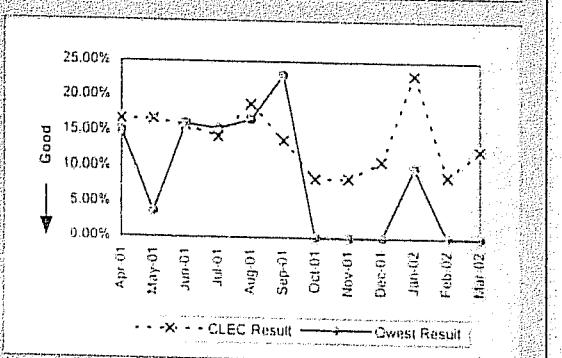

Percent (MR-4A) - Dispatches Within MSAs

| | | | Qwest Denom | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|
| | | | 20 | 14.42 | 0.57 | -0.65 |
| | | | 27 | 16.47 | 0.17 | -0.9 |
| | | | 25 | 28:48 | -1.66 | -1.64 |
| | | | 25 | 20:51 | 0.67 | -0.59 |
| | | | 24 | 18:10 | 0.56 | -0.65 |
| | | | 12 | 11:21 | 1.55 | -0.65 |
| | | | 11 | 15:57 | -0.23 | -1.14 |
| | | | 10 | 23:21 | -0.9 | -1.55 |
| | | | 8 | 10:36 | 1.26 | -0.23 |
| | | | 10 | 12:10 | 0.43 | -0.74 |
| | | | 4 | 7:01 | 0.97 | -0.41 |
| | | | 7 | 13:[illegible] | 0.29 | -0.82 |




Percent (MR-4A) - Dispatches Wit[illegible] MSAs

| | | | Qwest Denom | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|
| | | | 20 | 15.00% | 0.1 | -0.94 |
| | | | 27 | 3.70% | 1.79 | 0.09 |
| | | | 25 | 16.00% | -0.03 | -1.02 |
| | | | 26 | 15.38% | -0.14 | -1.08 |
| | | | 24 | 16.67% | 0.19 | -0.89 |
| | | | 13 | 23.08% | -0.74 | -1.45 |
| | | | 13 | 0.00% | N/A | -0.39 |
| | | | 11 | 0.00% | N/A | -0.46 |
| | | | 8 | 0.00% | N/A | -0.47 |
| | | | 10 | 10.00% | 0.79 | -0.52 |
| | | | 4 | 0.00% | N/A | -0.79 |
| | | | 7 | 0.00% | N/A | -0.37 |



Checklist #2 - Unbundled Network Element - Platform (UNE-P) Centrex Repair

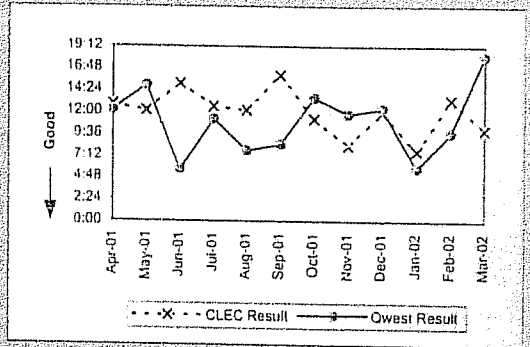
Provisioning Timeliness (MR-5A)– Dispatches Within MSAs

| | | |

Checklist 32 - Unbundled Network Element - Platform (UNE-P) Centrex Repair

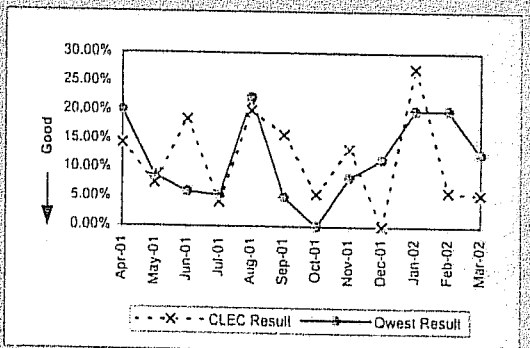
Qwest Mean Interval (MR-6B) - Dispatches Outside MSAs

| CLEC Result | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|
| [illegible] | [illegible] | 10 | 12:11 | 0.45 | -0.73 |
| [illegible] | [illegible] | 23 | 14:52 | -0.73 | -1.45 |
| [illegible] | [illegible] | 17 | 5:42 | 2.37 | 0.44 |
| [illegible] | [illegible] | 19 | 11:15 | 0.32 | -0.81 |
| [illegible] | [illegible] | 18 | 7:46 | 1.5 | -0.09 |
| [illegible] | [illegible] | 20 | 8:20 | 1.8 | 0.09 |
| [illegible] | [illegible] | 15 | 13:31 | -0.7 | -1.42 |
| [illegible] | [illegible] | 12 | 11:45 | -0.9 | -1.55 |
| [illegible] | [illegible] | 25 | 12:22 | -0.15 | -1.09 |
| [illegible] | [illegible] | 10 | 5:50 | 0.6 | -0.63 |
| [illegible] | [illegible] | 5 | 0:47 | 0.58 | -0.65 |
| [illegible] | [illegible] | 8 | 18:07 | -0.58 | -1.35 |



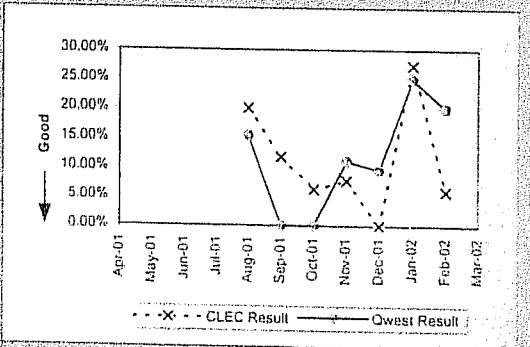

Qwest Repeat Report Rate (Percent) (MR-7B) - Dispatches Outside MSAs

| CLEC Result | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|
| [illegible] | [illegible] | 10 | 20.00% | -0.35 | -1.21 |
| [illegible] | [illegible] | 23 | 8.70% | -0.16 | -1.1 |
| [illegible] | [illegible] | 17 | 5.88% | 1.13 | -0.32 |
| [illegible] | [illegible] | 19 | 5.26% | -0.16 | -1.1 |
| [illegible] | [illegible] | 18 | 22.22% | -0.16 | -1.1 |
| [illegible] | [illegible] | 20 | 5.00% | 0.99 | -0.4 |
| [illegible] | [illegible] | 16 | 0.00% | N/A | -0.61 |
| [illegible] | [illegible] | 12 | 8.33% | 0.23 | -0.86 |
| [illegible] | [illegible] | 26 | 11.54% | -1.09 | -1.66 |
| [illegible] | [illegible] | 10 | 20.00% | 0.26 | -0.84 |
| [illegible] | [illegible] | 5 | 20.00% | -0.69 | -1.42 |
| [illegible] | [illegible] | 8 | 12.50% | -0.49 | -1.3 |



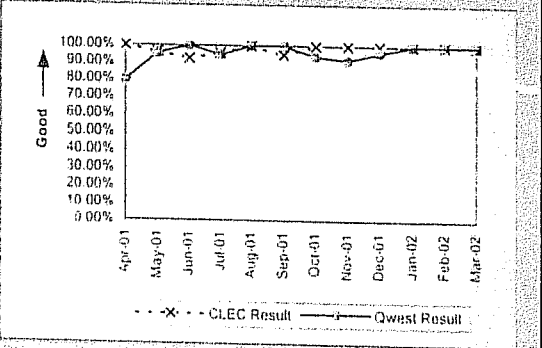

Qwest Repeat Report Rate (Percent) (MR-7B*) - Dispatches Outside MSAs

| CLEC Result | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|
| [illegible] | [illegible] | 13 | 15.38% | 0.24 | -0.86 |
| [illegible] | [illegible] | 14 | 0.00% | N/A | -0.31 |
| [illegible] | [illegible] | 13 | 0.00% | N/A | -0.64 |
| [illegible] | [illegible] | 9 | 11.11% | -0.25 | -1.15 |
| [illegible] | [illegible] | 21 | 9.52% | -0.92 | -1.56 |
| [illegible] | [illegible] | 8 | 25.00% | -0.01 | -1.01 |
| [illegible] | [illegible] | 5 | 20.00% | -0.69 | -1.42 |




Percent Appointments Met (Percent) (MR-9B) - Dispatches Outside MSAs

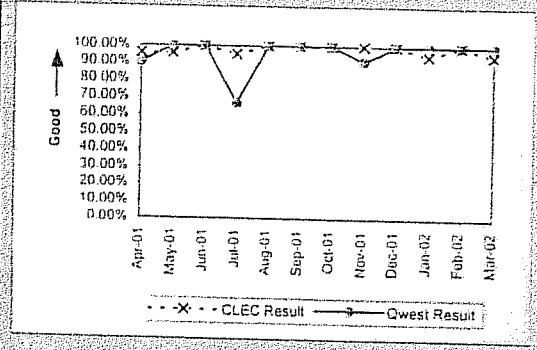
| CLEC Result | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|
| [illegible] | [illegible] | 10 | [illegible]00% | -1.21 | -1.73 |
| [illegible] | [illegible] | 23 | 95.65% | -0.11 | -1.07 |
| [illegible] | [illegible] | 17 | 100.00% | N/A | -0.42 |
| [illegible] | [illegible] | 19 | 94.74% | -0.16 | -1.1 |
| [illegible] | [illegible] | 18 | 100.00% | N/A | N/A |
| [illegible] | [illegible] | 20 | 100.00% | N/A | -0.61 |
| [illegible] | [illegible] | 16 | 93.75% | -0.75 | -1.46 |
| [illegible] | [illegible] | 12 | 91.67% | -0.78 | -1.47 |
| [illegible] | [illegible] | 26 | 96.15% | -0.6 | -1.37 |
| [illegible] | [illegible] | 10 | 100.00% | N/A | N/A |
| [illegible] | [illegible] | 5 | 100.00% | N/A | N/A |
| [illegible] | [illegible] | 8 | 100.00% | N/A | N/A |



Checkpoint #2 - Unbundled Network Element - Platform (UNE-P) Centrex Repair

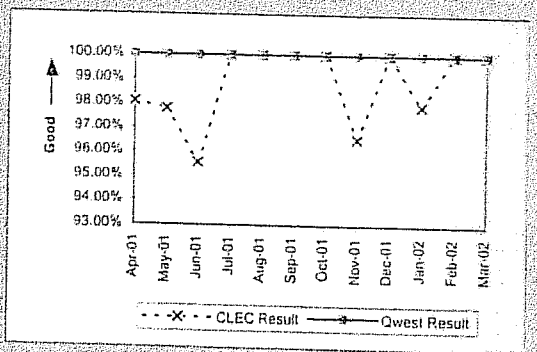
Percent Completed within 24 Hours (Percent) (MR-4C) – No Dispatches

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| | | | | 9 | 10 | 90.00% | -0.5 |
| | | | | 5 | 5 | 100.00% | N/A |
| | | | | 6 | 6 | 100.00% | N/A |
| | | | | 2 | 3 | 66.67% | -0.97 |
| | | | | 14 | 14 | 100.00% | N/A |
| | | | | 8 | 8 | 100.00% | N/A |
| | | | | 4 | 4 | 100.00% | N/A |
| | | | | 10 | 11 | 90.91% | -0.74 |
| | | | | 4 | 4 | 100.00% | N/A |
| | | | | 7 | 7 | 100.00% | N/A |
| | | | | 2 | 2 | 100.00% | N/A |
| | | | | 1 | 1 | 100.00% | N/A |



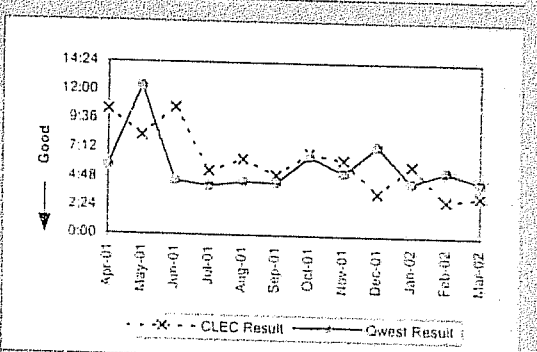

Percent Completed within 48 Hours (Percent) (MR-4C) – No Dispatches

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| | | | | 16 | 16 | 100.00% | N/A |
| | | | | 13 | 13 | 100.00% | N/A |
| | | | | 16 | 16 | 100.00% | N/A |
| | | | | 12 | 12 | 100.00% | N/A |
| | | | | 21 | 21 | 100.00% | N/A |
| | | | | 13 | 13 | 100.00% | N/A |
| | | | | 9 | 9 | 100.00% | N/A |
| | | | | 16 | 16 | 100.00% | N/A |
| | | | | 7 | 7 | 100.00% | N/A |
| | | | | 13 | 13 | 100.00% | N/A |
| | | | | 4 | 4 | 100.00% | N/A |
| | | | | 5 | 5 | 100.00% | N/A |



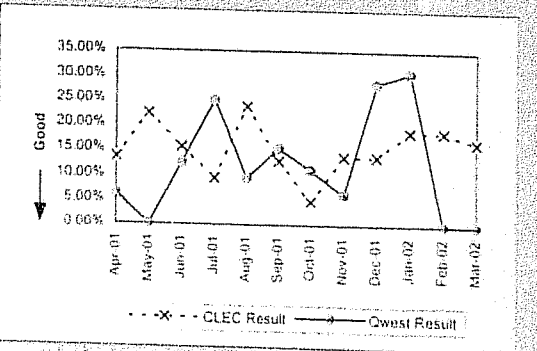

Mean Time to Restore Out of Service (MR-6C) – No Dispatches

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| | | | | 16 | 5:50 | 0.65 | -0.61 |
| | | | | 13 | 12:23 | -1.14 | -1.69 |
| | | | | 16 | 4:35 | 1.25 | -0.24 |
| | | | | 12 | 4:09 | 0.5 | -0.69 |
| | | | | 21 | 4:33 | 0.93 | -0.44 |
| | | | | 13 | 4:26 | 0.28 | -0.83 |
| | | | | 9 | 6:42 | 0.69 | -0.95 |
| | | | | 16 | 5:18 | 0.02 | -0.99 |
| | | | | 7 | 7:34 | 1.35 | -1.82 |
| | | | | 13 | 4:32 | 0.18 | -0.89 |
| | | | | 4 | 5:30 | -0.53 | -1.32 |
| | | | | 5 | 4:37 | -0.47 | -1.28 |




Repair Repeat Report Rate (Percent) (MR-7C) – No Dispatches

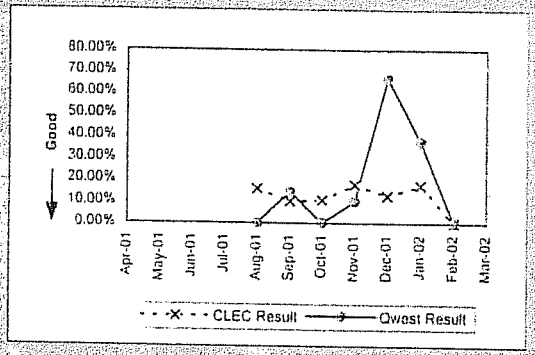
| | | | | | | | |
|---|---|---|---|---|---|---|---|
| | | | | 16 | [illegible] | 0.68 | -0.59 |
| | | | | 13 | [illegible]0% | N/A | 0.2 |
| | | | | 16 | [illegible]2.50% | 0.2 | -0.88 |
| | | | | 12 | 25.00% | -1.09 | -1.66 |
| | | | | 21 | 9.52% | 1.33 | -0.16 |
| | | | | 13 | 15.38% | -0.21 | 1.13 |
| | | | | 9 | 11.11% | -0.54 | 1.33 |
| | | | | 16 | 6.25% | 0.68 | -0.59 |
| | | | | 7 | 28.57% | -0.79 | 1.47 |
| | | | | 13 | 30.77% | -0.83 | 1.51 |
| | | | | 4 | 0.00% | N/A | -0.52 |
| | | | | 5 | 0.00% | N/A | -0.48 |



## Checklist #2 - Unbundled Network Element - Platform (UNE-P) Centrex Repair

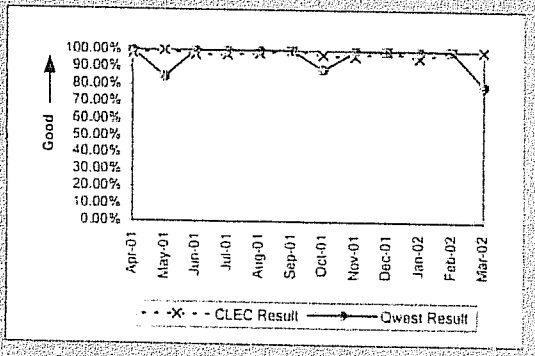
### Repair Repeat Report Rate (Percent) (MR-7C*) -- No Dispatches

| | CLEC Num | CLEC Denom | CLEC Result | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | 5 | 32 | 15.63% | 0 | 17 | 0.00% | N/A | 0 |
| | 4 | 13 | 30.77% | 1 | 7 | 14.29% | -0.35 | -1.15 |
| | 2 | 19 | 10.53% | 0 | 6 | 0.00% | N/A | -0.64 |
| | 3 | 17 | 17.65% | 1 | 10 | 10.00% | 0.41 | -0.75 |
| | 4 | 16 | 12.50% | 2 | 3 | 66.67% | -1.83 | -2.11 |
| | 5 | 29 | 17.24% | 3 | 8 | 37.50% | -1.05 | -1.64 |
| | 0 | 42 | 0.00% | 0 | 2 | 0.00% | N/A | N/A |



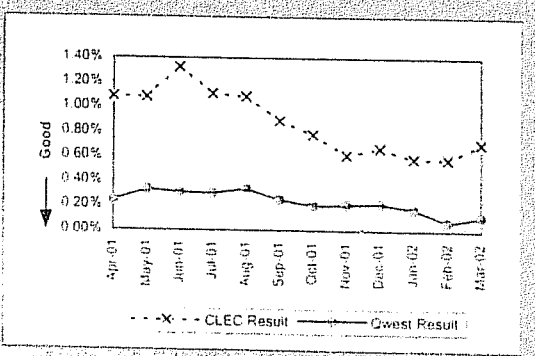

### Repair Appointments Met (Percent) (MR-9C) -- No Dispatches

| | CLEC Num | CLEC Denom | CLEC Result | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|
| | 51 | 52 | 98.08% | 16 | 16 | 100.00% | N/A | -0.88 |
| | 45 | 45 | 100.00% | 11 | 13 | 84.62% | -1.35 | -1.82 |
| | 44 | 45 | 97.78% | 16 | 16 | 100.00% | N/A | -0.85 |
| | 49 | 49 | 97.67% | 12 | 12 | 100.00% | N/A | -0.9 |
| | 58 | 59 | 98.31% | 21 | 21 | 100.00% | N/A | -0.85 |
| | 31 | 31 | 100.00% | 13 | 13 | 100.00% | N/A | N/A |
| | 45 | 46 | 97.83% | 8 | 9 | 88.89% | -0.75 | -1.46 |
| | 26 | 26 | 96.55% | 16 | 16 | 100.00% | N/A | -0.75 |
| | 29 | 29 | 100.00% | 7 | 7 | 100.00% | N/A | N/A |
| | 46 | 48 | 95.83% | 13 | 13 | 100.00% | N/A | -0.69 |
| | 32 | 32 | 100.00% | 4 | 4 | 100.00% | N/A | N/A |
| | 42 | 42 | 100.00% | 4 | 5 | 80.00% | -1.06 | -1.64 |



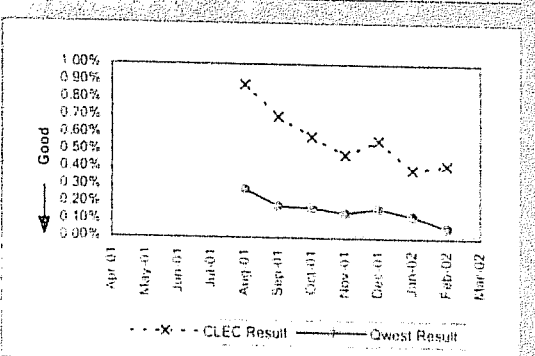

### Trouble Rate (Percent) (MR-8)

| | CLEC Num | CLEC Denom | CLEC Result | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|
| | 192 | 18506 | 1.08% | 46 | 19090 | 0.24% | 5.89 | 8.66 |
| | 196 | 18546 | 1.08% | 63 | 19026 | 0.33% | 2.07 | 6.34 |
| | 251 | 18500 | 1.32% | 58 | 18943 | 0.31% | 6.99 | 9.33 |
| | 171 | 18392 | 1.11% | 57 | 18978 | 0.30% | 3.65 | 7.3 |
| | 163 | 18482 | 1.08% | 63 | 18703 | 0.34% | 11.9 | 6.23 |
| | 121 | 18367 | 0.89% | 46 | 18763 | 0.25% | 12.01 | 6.3 |
| | 118 | 18137 | 0.76% | 38 | 18782 | 0.20% | 11.76 | 6.15 |
| | 91 | 14821 | 0.61% | 30 | 18783 | 0.21% | 8.13 | 3.94 |
| | 98 | 14834 | 0.67% | 41 | 18765 | 0.2 | 9.76 | 4.33 |
| | 85 | 14506 | 0.59% | 32 | 18784 | [illegible]% | 8.86 | 4.39 |
| | 62 | 14297 | 0.43% | 13 | 18810 | 07% | 17.54 | 9.66 |
| | 105 | 14864 | 0.71% | 22 | 18814 | 0.12% | 15.6 | 9.48 |



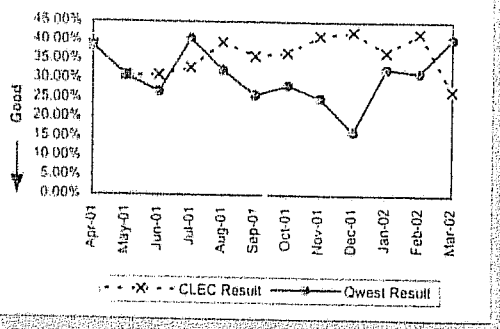

### Trouble Rate (Percent) (MR-8*)

| | CLEC Num | CLEC Denom | CLEC Result | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | 132 | 18562 | 0.68% | 52 | 18703 | 0.28% | 10.53 | 5.4 |
| | 127 | 18367 | 0.70% | 34 | 18763 | 0.18% | 11.13 | 5.77 |
| | 88 | 18137 | 0.65% | 32 | 18782 | 0.17% | 9.13 | 4.55 |
| | 78 | 14821 | 0.53% | 37 | 18783 | 0.14% | 8.06 | 3.9 |
| | 81 | 14834 | 0.55% | 32 | 18765 | 0.17% | 8.57 | 4.21 |
| | 43 | 14506 | 0.30% | 24 | 18784 | 0.13% | 6.72 | 3.08 |
| | 60 | 14297 | 0.42% | 11 | 18810 | 0.06% | 13.47 | 7.19 |
| | | | | | | | | |



Unbundled Network Element - Platform (UNE-P) Centrex Repair

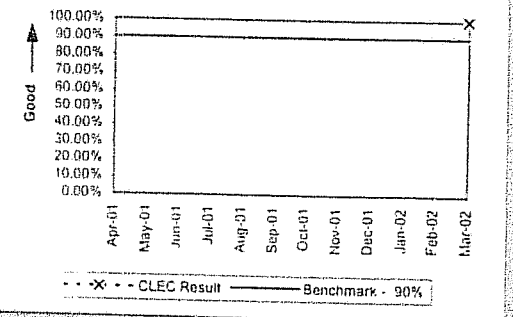
| | | | | | | Mod Z Sco | Parity Sco |
|---|---|---|---|---|---|---|---|
| | | | | | | -0.01 | -1.01 |
| | | | | | | 0 | -1 |
| | | | | | | -0.25 | -0.55 |
| | | | | | | -1.31 | -1.79 |
| | | | | | | 1.27 | -0.23 |
| | | | | | | 1.5 | -0.09 |
| | | | | | | 1.15 | -0.3 |
| | | | | | | 2.12 | 0.29 |
| | | | | | | 3.44 | 1.09 |
| | | | | | | 0.53 | -0.68 |
| | | | | | | 0.84 | -0.49 |
| | | | | | | -1.49 | -1.9 |



Checklist #2 - Enhanced Extended Loops (EELs) Installation

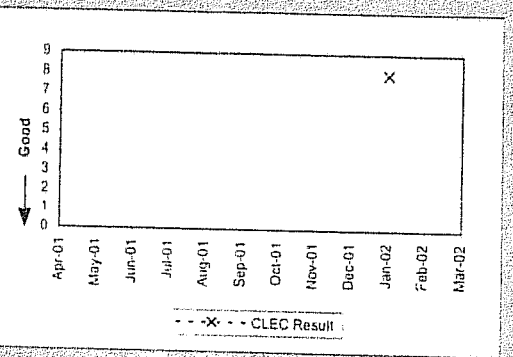
Installation Quality (Percent) (OP-5) - Interval Zone One and Two

| CLEC Domain | CLEC Result | Std Dev |
|---|---|---|
| | 100.00% | 0.00% |
| | 100.00% | 0.00% |
| | 100.00% | 0.00% |



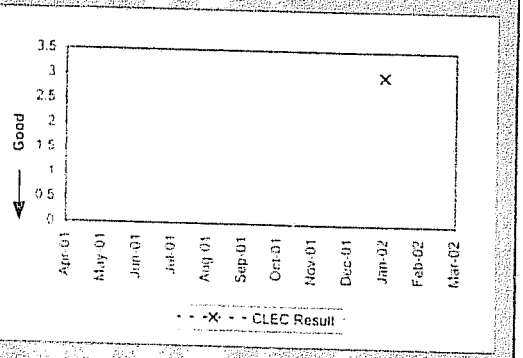

Average Days (OP-4) - Interval Zone Two

| CLEC Domain | CLEC Result | Std Dev |
|---|---|---|
| | 8.00 | |



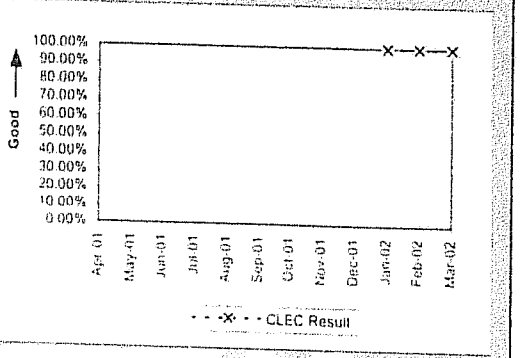

Average Days (OP-4) - Interval Zone Two

| CLEC Domain | CLEC Result | Std Dev |
|---|---|---|
| | 3.0 | |




Installation Quality (Percent) (OP-5) - Interval Zone One and Two

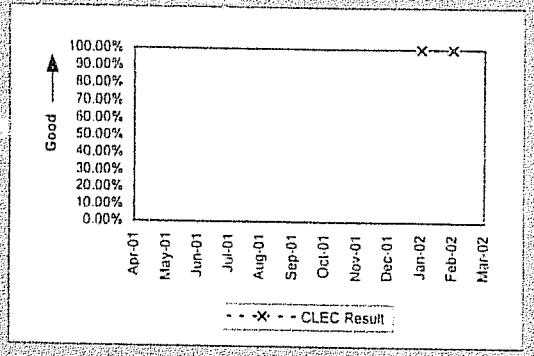
| CLEC Domain | CLEC Result | Std Dev |
|---|---|---|
| | 100.00% | 0.00% |
| | 100.00% | 0.00% |
| | 100.00% | 0.00% |



## Checklist #2 - Enhanced Extended Loops (EELs) Installation

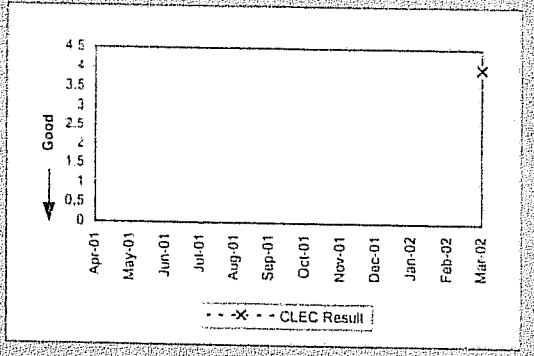
### Service Quality Percent (OP-5) - Interval Zone One and Two

| CLEC Num | CLEC Denom | CLEC Result | Std Dev |
|---|---|---|---|
| 1 | 1 | 100.00% | 0.00% |
| 3 | 1 | 100.00% | 0.00% |




### Service Provided Orders Delayed Past Due Date (Average Days) (OP-15A)

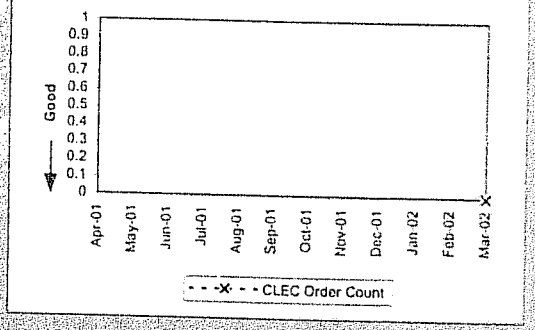
| CLEC Num | CLEC Denom | CLEC Result | Std Dev |
|---|---|---|---|
| 4 | 1 | 4.00 | |



## Checklist #2 - Enhanced Extended Loops (EELs) Installation

Percent Facility Orders Delayed for Facilities Reasons Enhanced Extended Loops (EELs) (OP-15B)

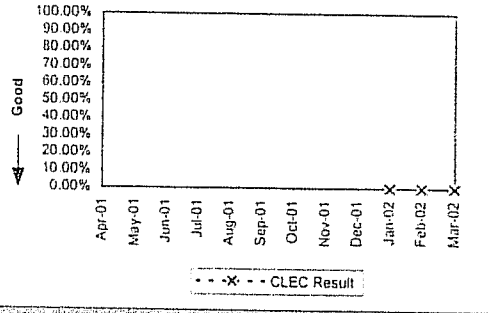
| | CLEC Order Count |
|---|---|
| | 0 |



Checklist #2 - Enhanced Extended Loops (EELs) Repair

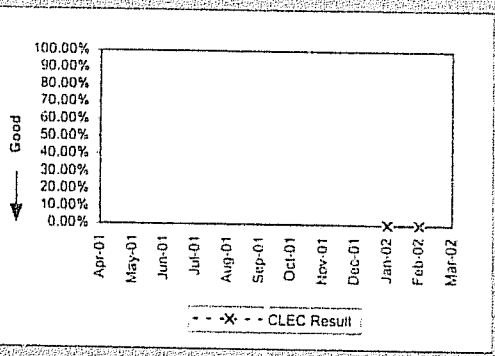
Missed Rate (Percent) (MR-8) -- Interval Zone One and Two

| CLEC Sample | CLEC Denom | CLEC Result | Std Dev |
|---|---|---|---|
| 0 | 1 | 0.00% | 0.00% |
| 0 | 1 | 0.00% | 0.00% |
| 0 | 2 | 0.00% | 0.00% |




Missed Rate (Percent) (MR-8*) -- Interval Zone One and Two

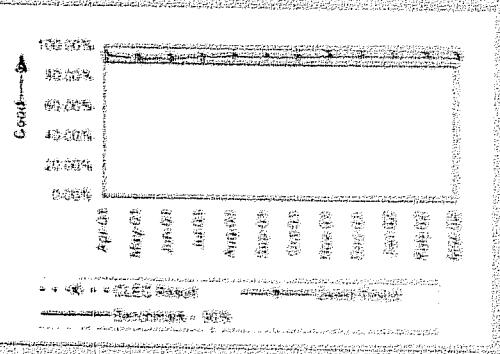
| CLEC Sample | CLEC Denom | CLEC Result | Std Dev |
|---|---|---|---|
| 0 | 1 | 0.00% | 0.00% |
| 0 | 1 | 0.00% | 0.00% |



## Checklist #4 - Unbundled Loop - Analog Installation

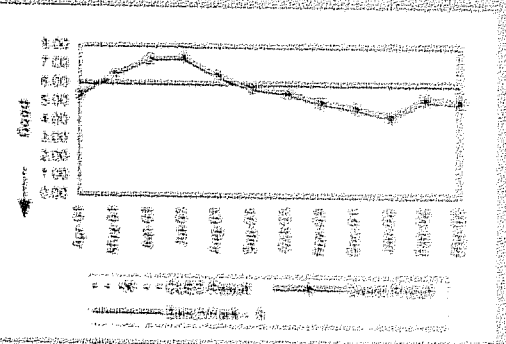
### Installation Commitments Met (Percent) (OP-3A)– Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | 635 | 672 | 94.49% | | |
| May-01 | | | | 792 | 853 | 92.85% | | |
| Jun-01 | | | | 664 | 713 | 93.13% | | |
| Jul-01 | | | | 713 | 758 | 94.06% | | |
| Aug-01 | | | | 809 | 852 | 94.95% | | |
| Sep-01 | | | | 628 | 663 | 94.72% | | |
| Oct-01 | | | | 745 | 785 | 94.90% | | |
| Nov-01 | | | | 676 | 706 | 95.75% | | |
| Dec-01 | | | | 589 | 614 | 95.93% | | |
| Jan-02 | | | | 614 | 642 | 95.64% | | |
| Feb-02 | | | | 523 | 545 | 95.96% | | |
| Mar-02 | | | | 512 | 536 | 95.52% | | |



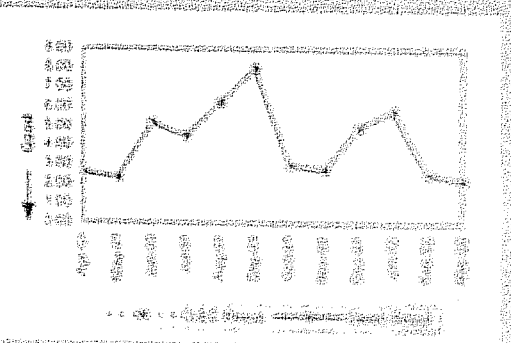

### Installation Interval (Average Days) (OP-4A)– Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | 3614 | 672 | 5.38 | | |
| May-01 | | | | 5485 | 853 | 6.43 | | |
| Jun-01 | | | | 5183 | 713 | 7.27 | | |
| Jul-01 | | | | 5775 | 786 | 7.35 | | |
| Aug-01 | | | | 5623 | 880 | 6.39 | | |
| Sep-01 | | | | 3903 | 675 | 5.78 | | |
| Oct-01 | | | | 4380 | 793 | 5.52 | | |
| Nov-01 | | | | 3594 | 716 | 5.02 | | |
| Dec-01 | | | | 2956 | 624 | 4.74 | | |
| Jan-02 | | | | 2765 | 645 | 4.29 | | |
| Feb-02 | | | | 2861 | 552 | 5.18 | | |
| Mar-02 | | | | 2736 | 542 | 5.05 | | |



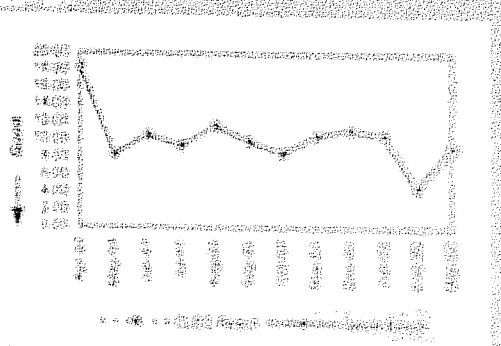

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-1)– Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | 18 | 7 | 2.57 | | |
| May-01 | | | | 60 | 26 | 2.31 | | |
| Jun-01 | | | | 119 | 23 | 5.17 | | |
| Jul-01 | | | | 72 | 16 | 4.50 | | |
| Aug-01 | | | | 144 | 23 | 6.26 | | |
| Sep-01 | | | | 128 | 16 | 8.00 | | |
| Oct-01 | | | | 54 | 18 | 3.00 | | |
| Nov-01 | | | | 77 | 28 | 2.75 | | |
| Dec-01 | | | | 109 | 22 | 4.95 | | |
| Jan-02 | | | | 141 | 24 | 5.88 | | |
| Feb-02 | | | | 49 | 10 | 4.90 | | |
| Mar-02 | | | | 40 | 18 | 2.22 | | |




### Delayed Days for Facility Reasons (Average Days) (OP-6B-1)– Dispatches Within MSAs

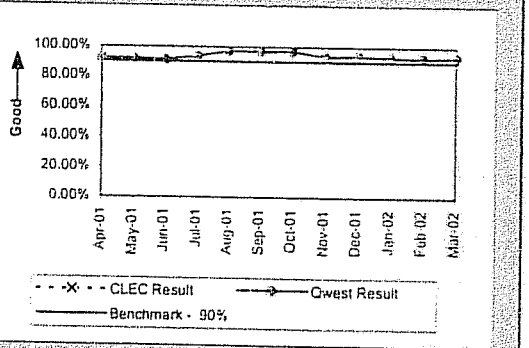
| Date | CLEC Num | CLEC Denom | CLEC Result | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | 553 | 30 | 18.43 | | |
| May-01 | | | | 293 | 35 | 8.37 | | |
| Jun-01 | | | | 276 | 26 | 10.62 | | |
| Jul-01 | | | | 320 | 34 | 9.41 | | |
| Aug-01 | | | | 257 | 22 | 11.68 | | |
| Sep-01 | | | | 198 | 20 | 9.90 | | |
| Oct-01 | | | | 223 | 26 | 8.58 | | |
| Nov-01 | | | | 127 | 12 | 10.58 | | |
| Dec-01 | | | | 146 | 13 | 11.23 | | |
| Jan-02 | | | | 85 | 8 | 10.62 | | |
| Feb-02 | | | | 48 | 10 | 4.80 | | |
| Mar-02 | | | | 112 | 12 | 9.33 | | |



## Checklist #4 - Unbundled Loop - Analog Installation

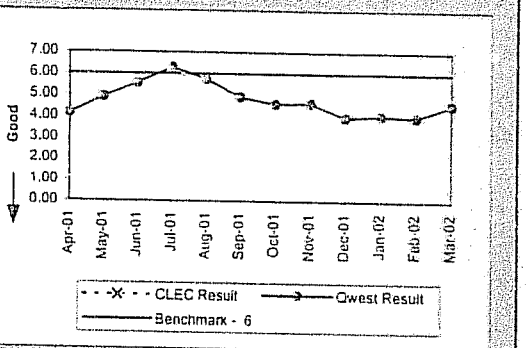
### Installation Commitments Met (Percent) (OP-3B)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | 473 | 514 | 92.02% | | |
| May-01 | | | | 581 | 633 | 91.79% | | |
| Jun-01 | | | | 536 | 588 | 91.16% | | |
| Jul-01 | | | | 680 | 726 | 93.66% | | |
| Aug-01 | | | | 860 | 888 | 96.85% | | |
| Sep-01 | | | | 525 | 543 | 96.69% | | |
| Oct-01 | | | | 635 | 655 | 96.95% | | |
| Nov-01 | | | | 545 | 584 | 93.32% | | |
| Dec-01 | | | | 436 | 465 | 93.76% | | |
| Jan-02 | | | | 449 | 483 | 92.96% | | |
| Feb-02 | | | | 369 | 399 | 92.48% | | |
| Mar-02 | | | | 405 | 435 | 93.10% | | |



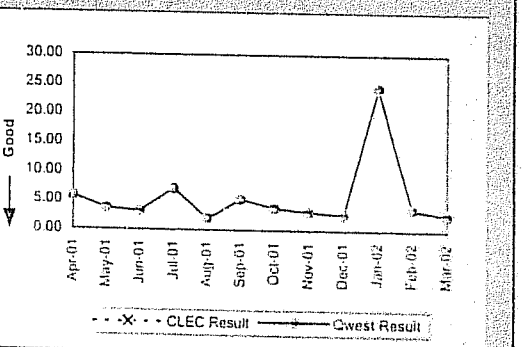

### Installation Interval (Average Days) (OP-4B)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | 2133 | 514 | 4.15 | | |
| May-01 | | | | 3099 | 633 | 4.90 | | |
| Jun-01 | | | | 3263 | 588 | 5.55 | | |
| Jul-01 | | | | 4626 | 736 | 6.29 | | |
| Aug-01 | | | | 5208 | 909 | 5.73 | | |
| Sep-01 | | | | 2715 | 554 | 4.90 | | |
| Oct-01 | | | | 3031 | 658 | 4.61 | | |
| Nov-01 | | | | 2714 | 586 | 4.63 | | |
| Dec-01 | | | | 1866 | 469 | 3.98 | | |
| Jan-02 | | | | 1983 | 487 | 4.07 | | |
| Feb-02 | | | | 1595 | 400 | 3.99 | | |
| Mar-02 | | | | 2011 | 439 | 4.58 | | |



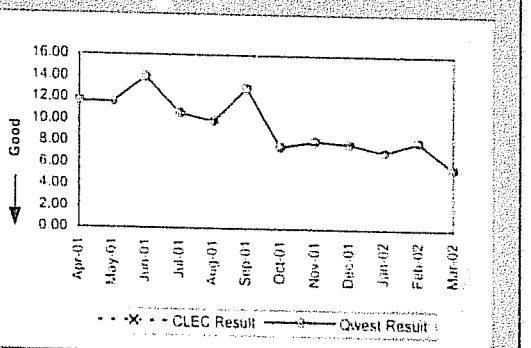

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-2)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | 52 | 9 | 5.78 | | |
| May-01 | | | | 69 | 19 | 3.63 | | |
| Jun-01 | | | | 41 | 13 | 3.15 | | |
| Jul-01 | | | | 120 | 17 | 7.06 | | |
| Aug-01 | | | | 48 | 25 | 1.92 | | |
| Sep-01 | | | | 58 | 11 | 5.27 | | |
| Oct-01 | | | | 38 | 10 | 3.8 | | |
| Nov-01 | | | | 63 | 20 | 3 | | |
| Dec-01 | | | | 40 | 15 | .97 | | |
| Jan-02 | | | | 608 | 25 | 4.32 | | |
| Feb-02 | | | | 54 | 15 | 3.60 | | |
| Mar-02 | | | | 55 | 21 | 2.62 | | |




### Delayed Days for Facility Reasons (Average Days) (OP-6B-2)-- Dispatches Outside MSAs

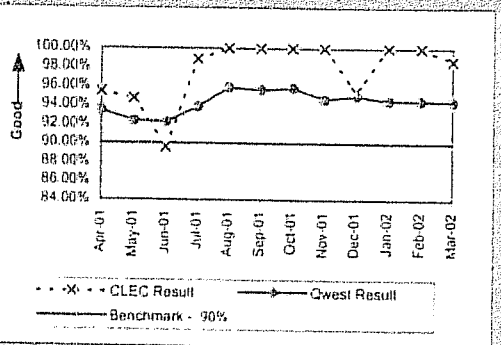
| Date | CLEC Num | CLEC Denom | CLEC Result | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | 374 | 32 | 11.69 | | |
| May-01 | | | | 383 | 33 | 11.61 | | |
| Jun-01 | | | | 546 | 39 | 14.00 | | |
| Jul-01 | | | | 330 | 31 | 10.65 | | |
| Aug-01 | | | | 89 | 9 | 9.89 | | |
| Sep-01 | | | | 130 | 10 | 13.00 | | |
| Oct-01 | | | | 91 | 12 | 7.58 | | |
| Nov-01 | | | | 171 | 21 | 8.14 | | |
| Dec-01 | | | | 142 | 18 | 7.89 | | |
| Jan-02 | | | | 93 | 13 | 7.15 | | |
| Feb-02 | | | | 130 | 16 | 8.12 | | |
| Mar-02 | | | | 73 | 13 | 5.62 | | |



Checklist #4 - Unbundled Loop - Analog Installation

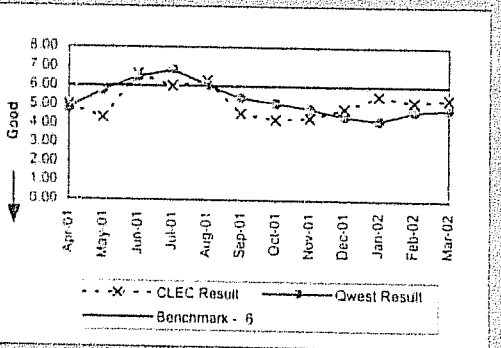
Interval Zone Two

| Qwest Result | Mod Z Scr | Parity Score |
|---|---|---|
| 93.42% | -0.38 | -1.23 |
| 92.40% | -0.38 | -1.23 |
| 92.34% | 0.84 | -0.49 |
| 93.87% | -1.85 | -2.13 |
| 95.92% | -1.42 | -1.87 |
| 95.61% | -1.74 | -2.06 |
| 95.83% | -1.64 | -2 |
| 94.65% | -2.11 | -2.28 |
| 96.80% | -0.25 | -1.15 |
| 94.49% | -3.08 | -2.87 |
| 94.49% | -3.04 | -2.85 |
| 94.44% | -3.52 | -3.14 |



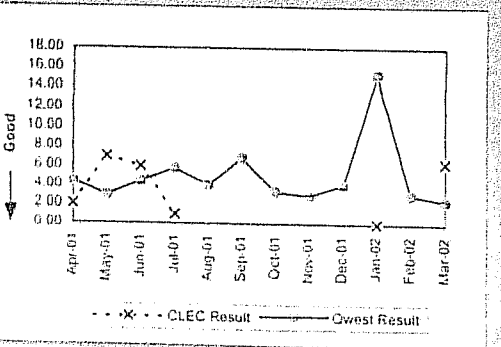

Interval Zone Two

| Qwest Result | Mod Z Scr | Parity Score |
|---|---|---|
| 4.85 | -0.62 | -0.62 |
| 5.78 | -0.37 | -1.23 |
| 6.49 | 0.3 | -0.82 |
| 6.83 | -0.64 | -1.39 |
| 6.05 | 0.27 | -0.84 |
| 5.38 | -0.66 | -1.41 |
| 5.11 | -0.54 | -1.33 |
| 4.84 | -0.5 | -1.31 |
| 4.41 | 0.69 | -0.98 |
| 4.59 | 2.43 | 0.48 |
| 4.68 | 0.75 | -0.52 |
| 4.64 | 1.29 | -0.31 |



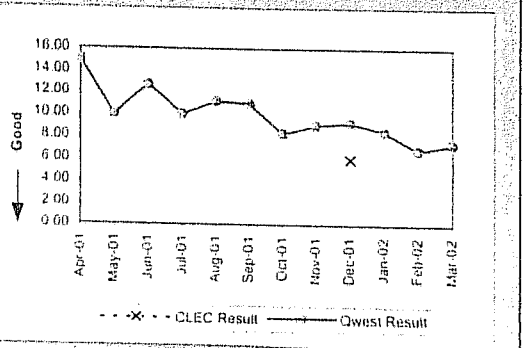

Interval Zone Two

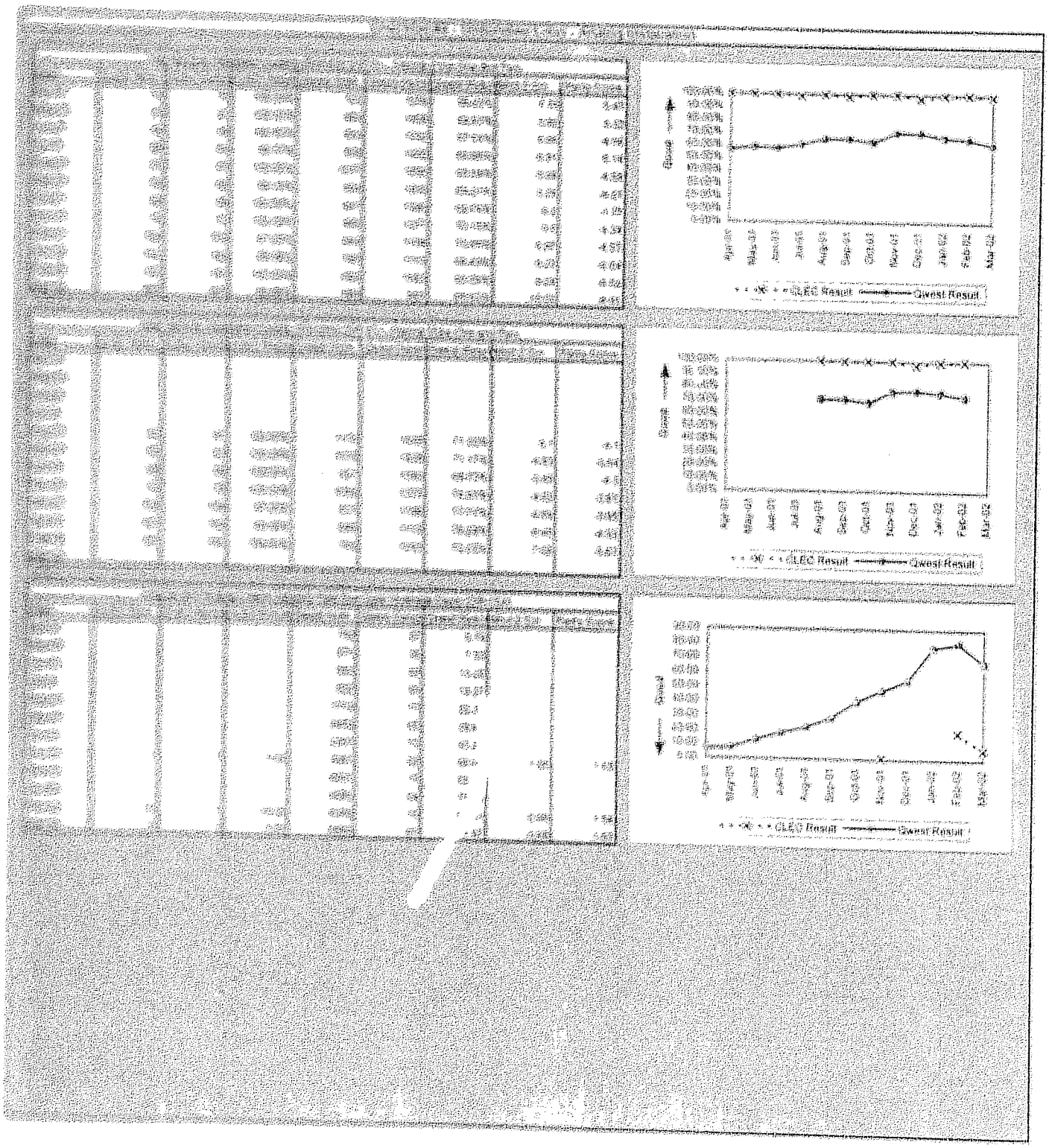
| Qwest Result | Mod Z Scr | Parity Score |
|---|---|---|
| 4.38 | -0.24 | -1.15 |
| 2.87 | 1.28 | -0.22 |
| 4.44 | 0.50 | -0.64 |
| 5.82 | -0.44 | -1.27 |
| 4.0 | | |
| 6.6 | | |
| 3. | | |
| 2: | | |
| 4: | | |
| 15 | -0.3 | -1.18 |
| | | |
| .44 | 1.88 | 0.14 |

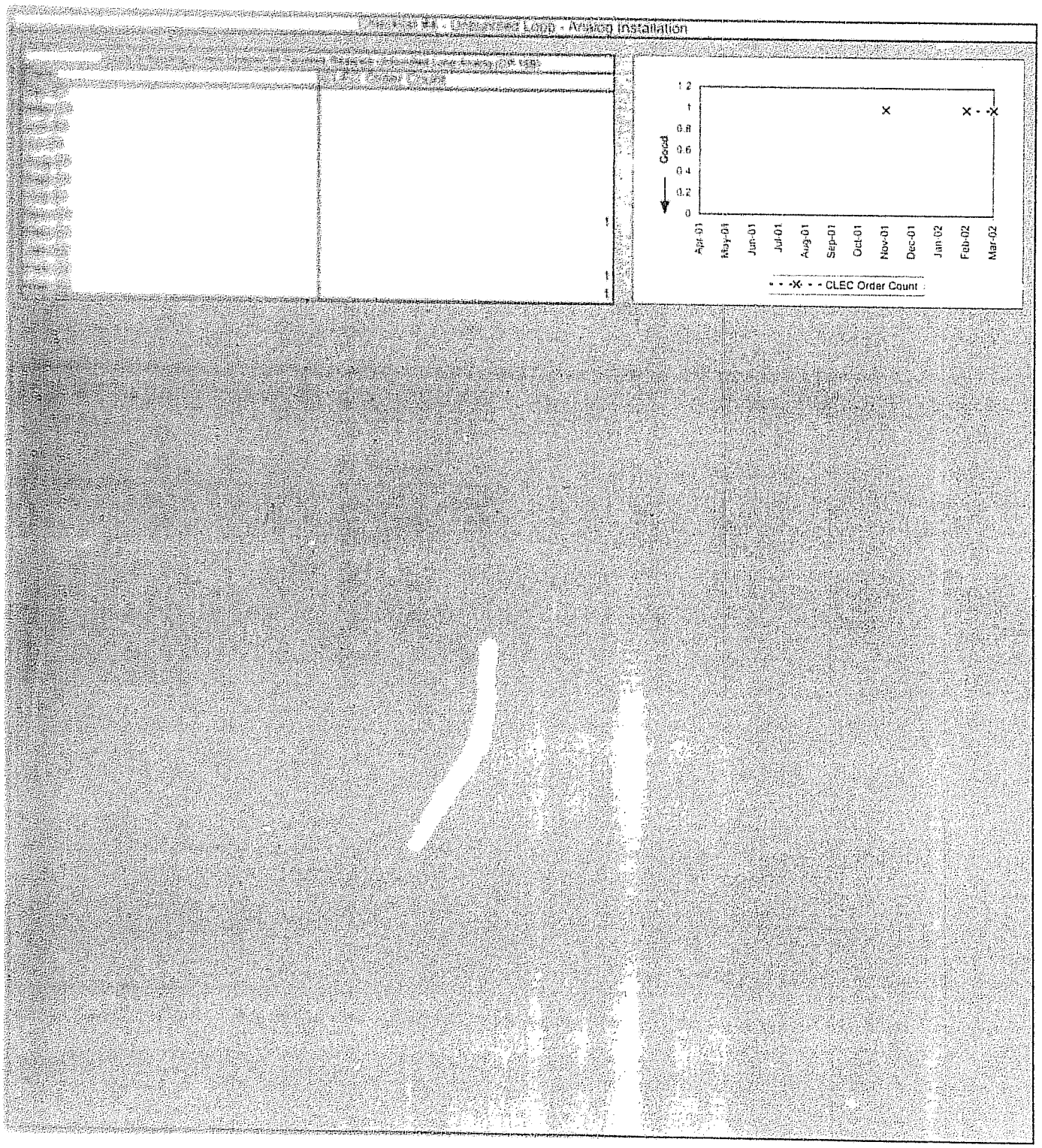



Interval Zone Two

| Qwest Result | Mod Z Scr | Parity Score |
|---|---|---|
| 14.95 | | |
| 9.04 | | |
| 12.65 | | |
| 10.00 | | |
| 11.16 | | |
| 10.93 | | |
| 6.26 | | |
| 9.03 | | |
| 9.29 | -0.97 | -1.55 |
| 8.48 | | |
| 6.85 | | |
| 7.40 | | |

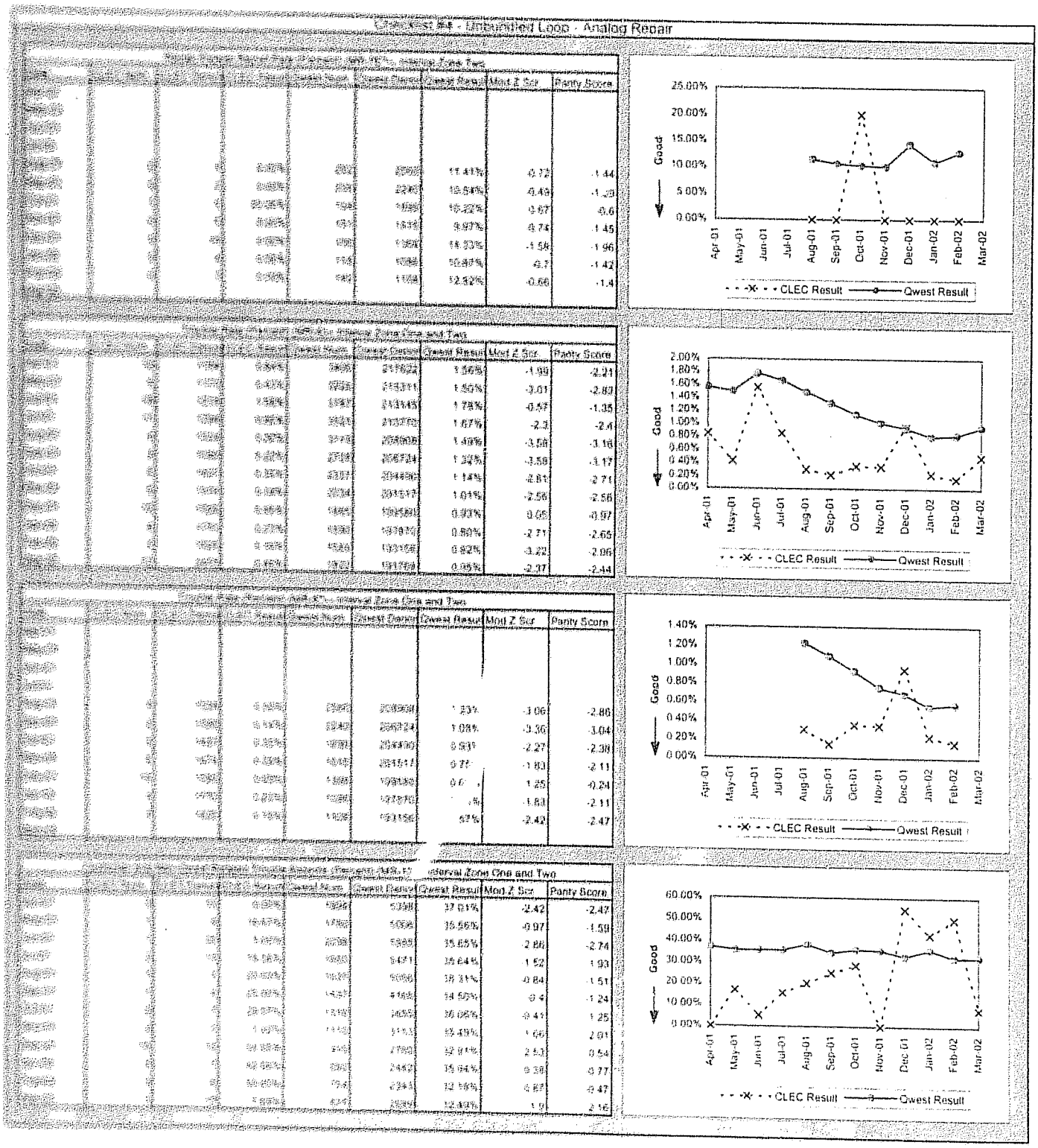


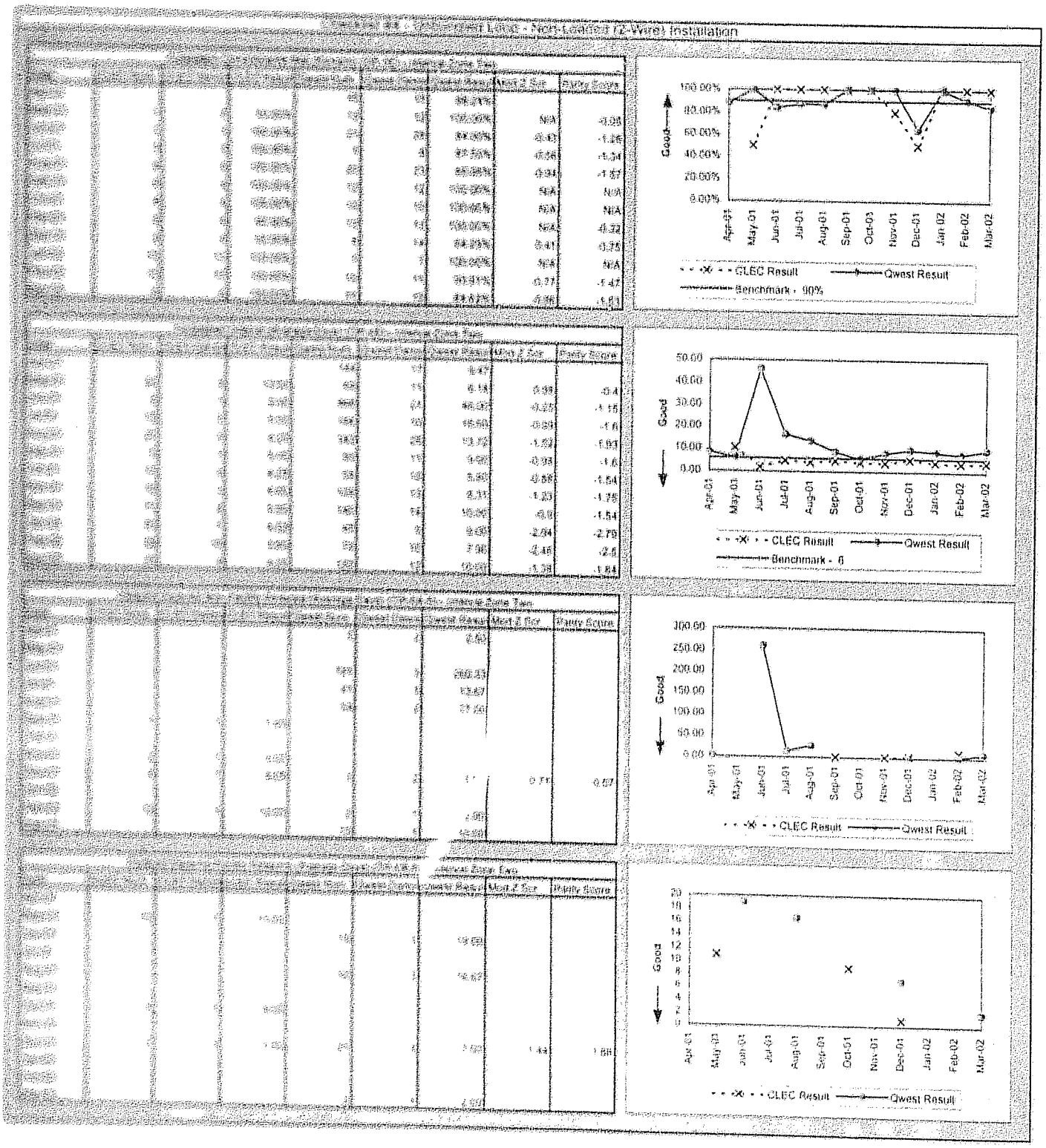


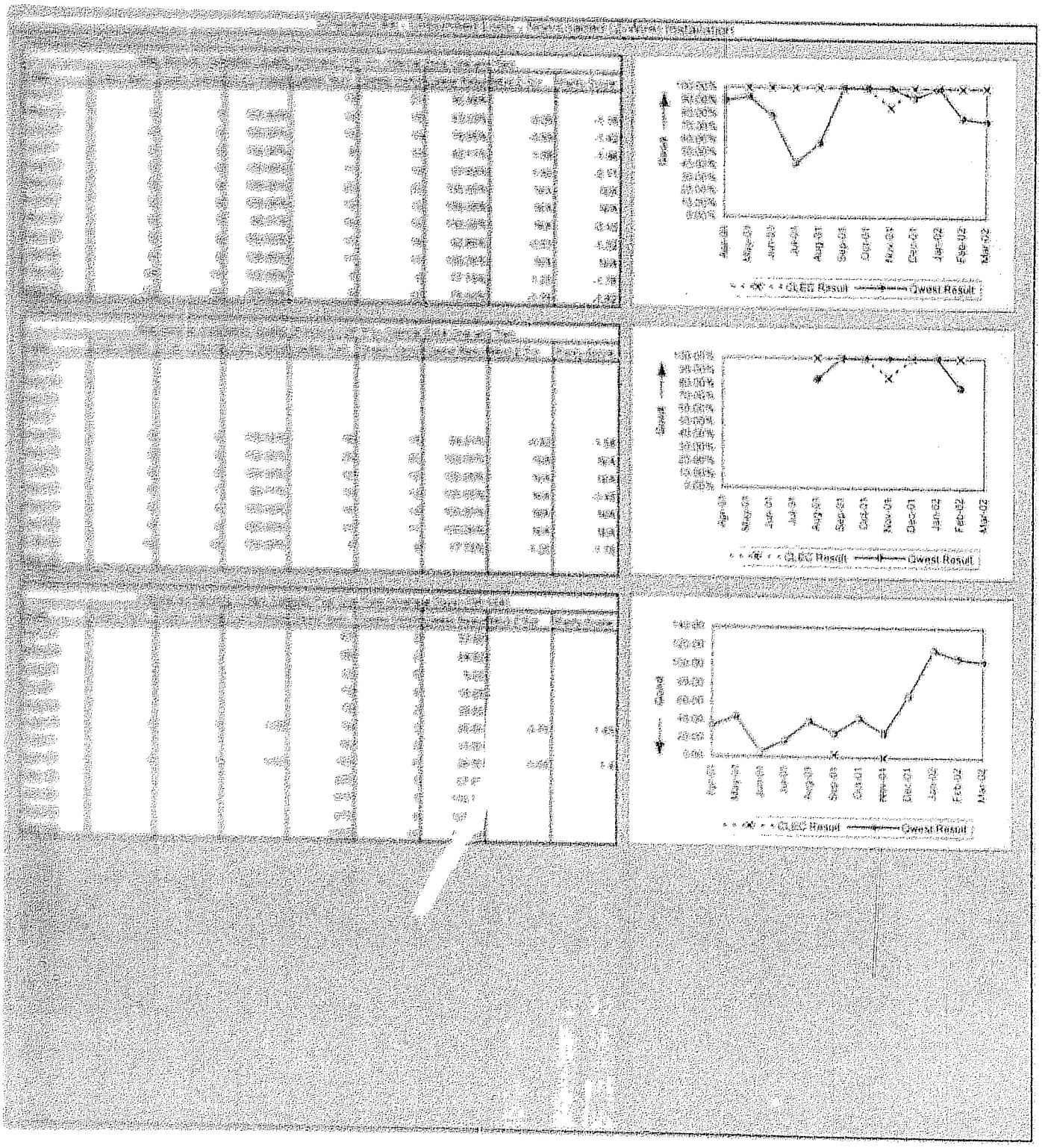

Count
1.2
1
0.8
0.6
0.4
0.2
0
Apr-01
May-01
Jun-01
Jul-01
Aug-01
Sep-01
Oct-01
Nov-01
Dec-01
Jan-02
Feb-02
Mar-02
CLEC Order Count

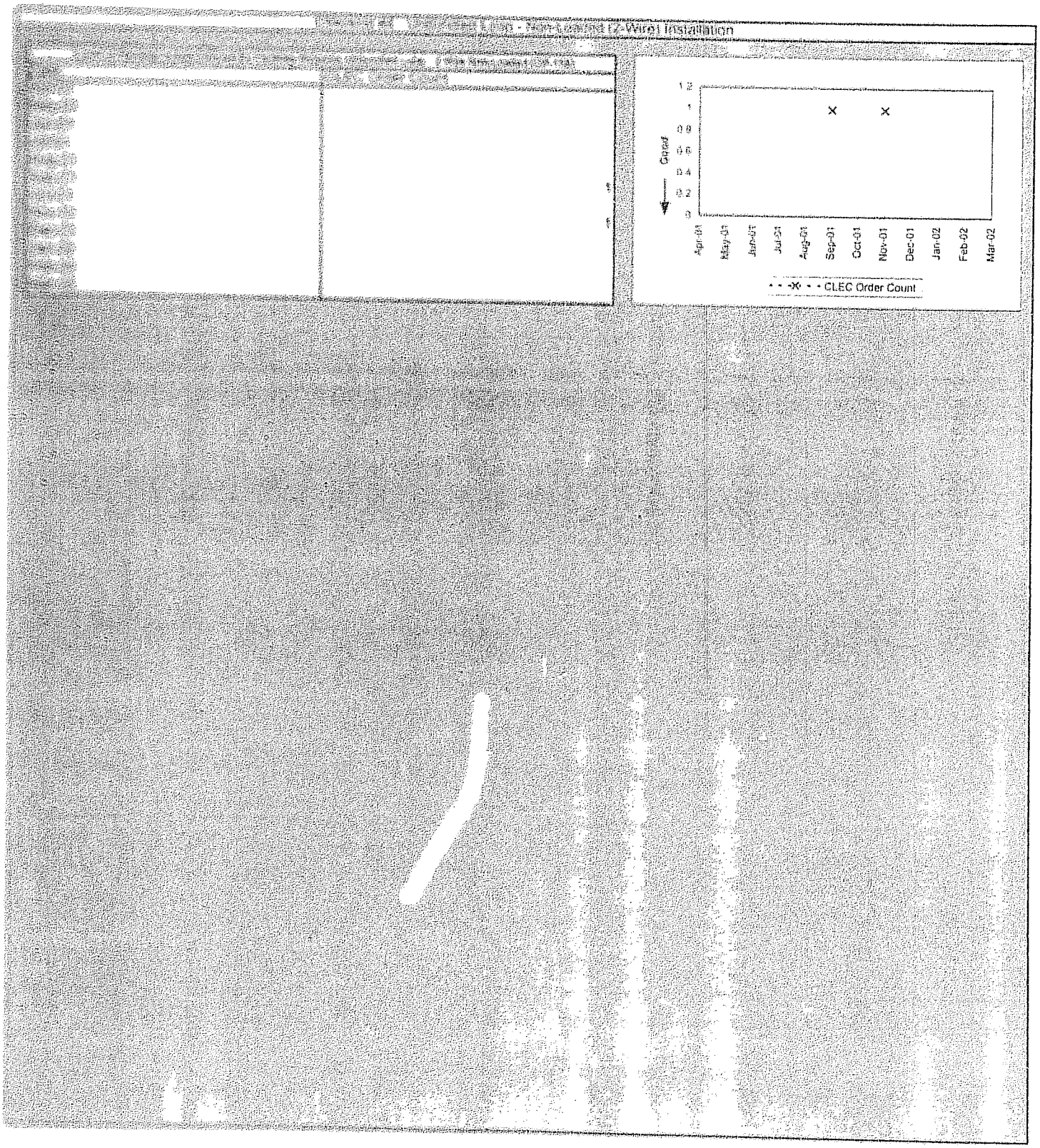
Checklist #4 - Unbundled Loop - Analog Repair

| | | |


Test #5 - Unbundled Loop - Analog Repair
Mod Z Scr
Parity Score
Good
CLEC Result
Qwest Result
Apr-01
May-01
Jun-01
Jul-01
Aug-01
Sep-01
Oct-01
Nov-01
Dec-01
Jan-02
Feb-02
Mar-02


Good
Apr-01
May-01
Jun-01
Jul-01
Aug-01
Sep-01
Oct-01
Nov-01
Dec-01
Jan-02
Feb-02
Mar-02
CLEC Result
Qwest Result
Benchmark - 90%
Benchmark - 6


Qwest Result
Qwest Result
Qwest Result


Apr-01
May-01
Jun-01
Jul-01
Aug-01
Sep-01
Oct-01
Nov-01
Dec-01
Jan-02
Feb-02
Mar-02
CLEC Order Count

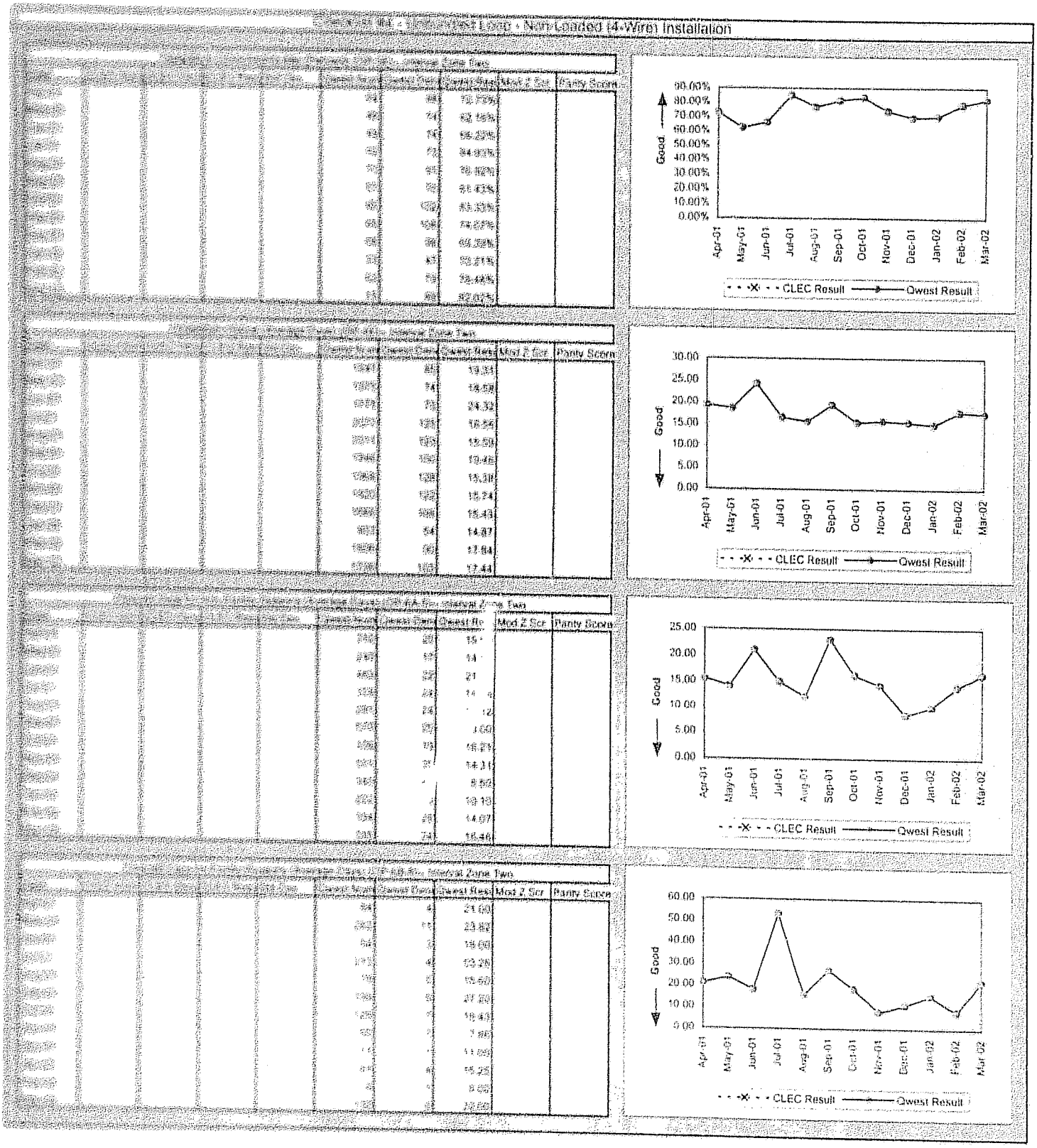
Qwest
CLEC Result
Qwest Result

Apr-01
May-01
Jun-01
Jul-01
Aug-01
Sep-01
Oct-01
Nov-01
Dec-01
Jan-02
Feb-02
Mar-02
CLEC Result
Qwest Result


Apr-01
May-01
Jun-01
Jul-01
Aug-01
Sep-01
Oct-01
Nov-01
Dec-01
Jan-02
Feb-02
Mar-02
CLEC Result
Qwest Result


Apr-01
May-01
Jun-01
Jul-01
Aug-01
Sep-01
Oct-01
Nov-01
Dec-01
Jan-02
Feb-02
Mar-02
CLEC Result
Qwest Result

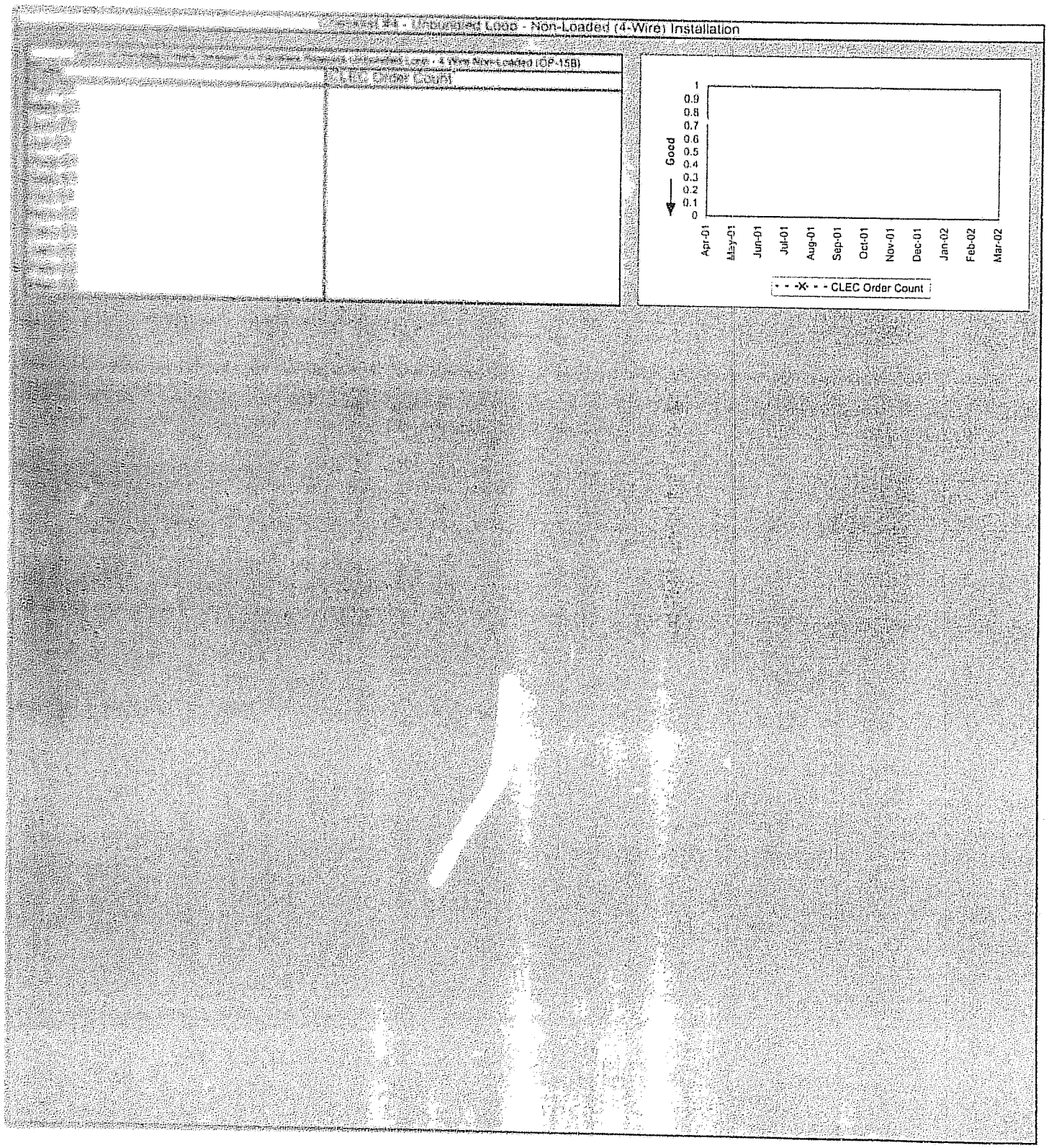

Apr-01
May-01
Jun-01
Jul-01
Aug-01
Sep-01
Oct-01
Nov-01
Dec-01
Jan-02
Feb-02
Mar-02
CLEC Result
Qwest Result

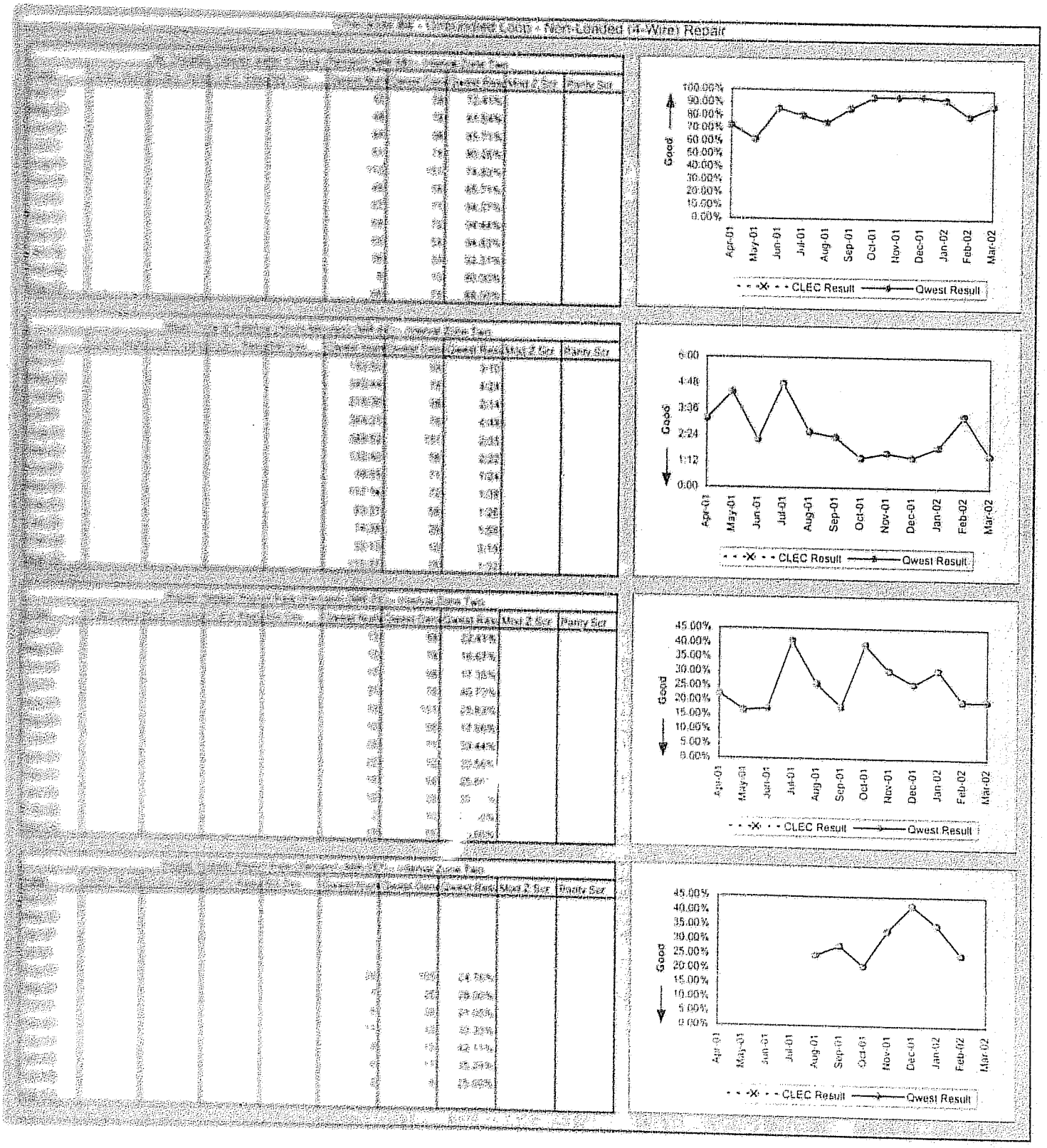

Good
CLEC Result
Qwest Result
Apr-01
May-01
Jun-01
Jul-01
Aug-01
Sep-01
Oct-01
Nov-01
Dec-01
Jan-02
Feb-02
Mar-02

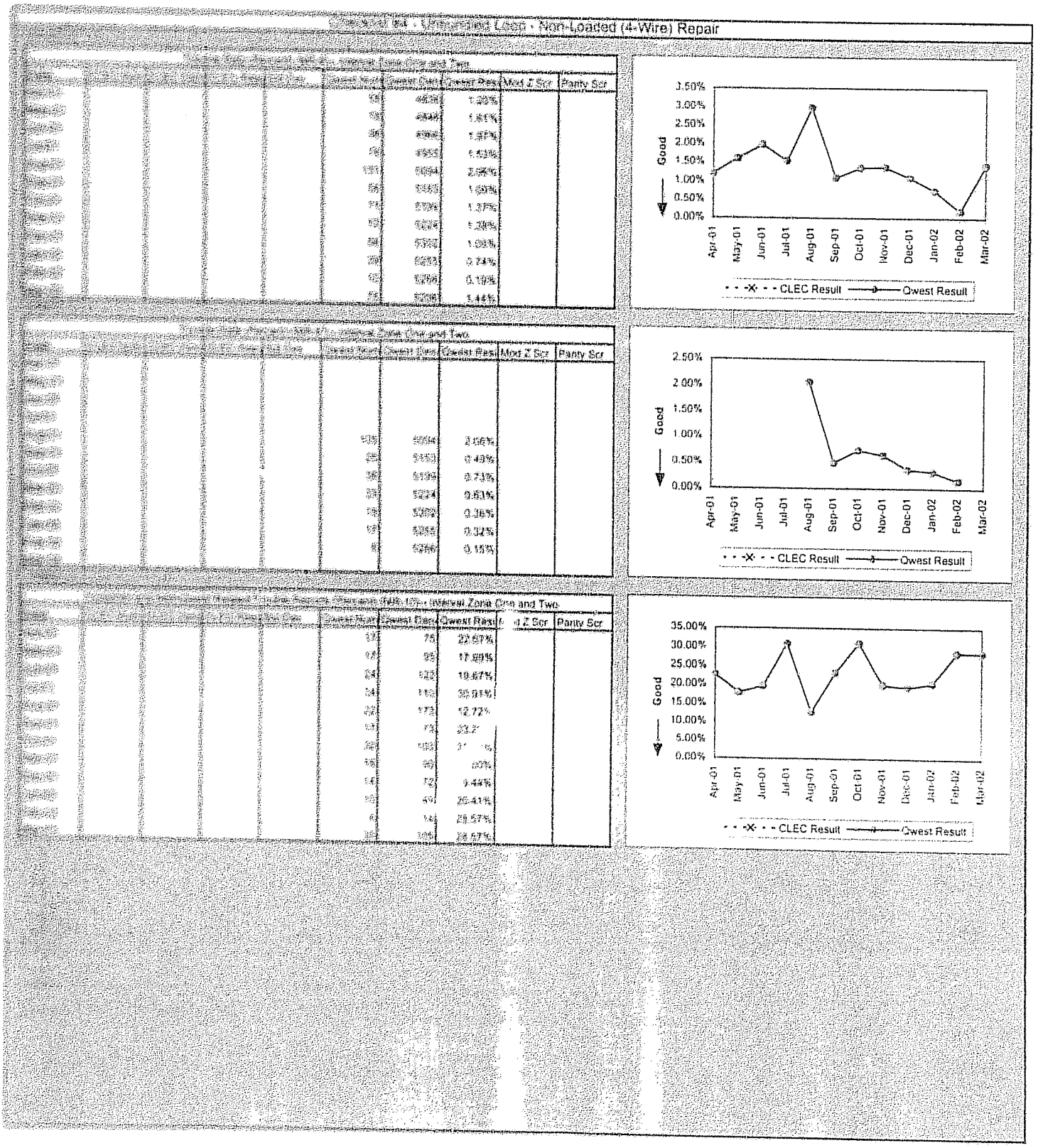
Good
100.00%
90.00%
80.00%
70.00%
60.00%
50.00%
40.00%
30.00%
20.00%
10.00%
0.00%
Apr-01
May-01
Jun-01
Jul-01
Aug-01
Sep-01
Oct-01
Nov-01
Dec-01
Jan-02
Feb-02
Mar-02
CLEC Result
Qwest Result

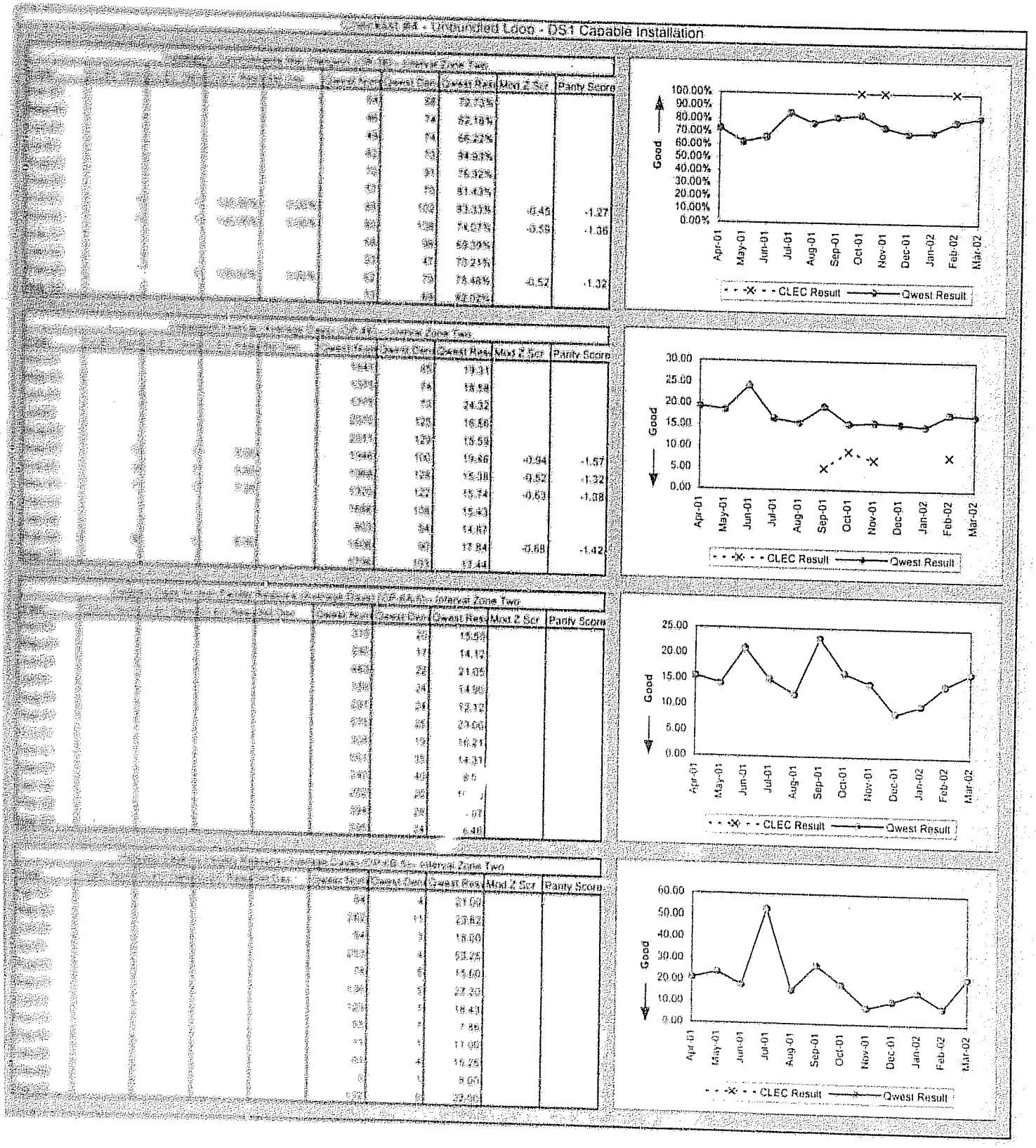

Good
100.00%
90.00%
80.00%
70.00%
60.00%
50.00%
40.00%
30.00%
20.00%
10.00%
0.00%
Apr-01
May-01
Jun-01
Jul-01
Aug-01
Sep-01
Oct-01
Nov-01
Dec-01
Jan-02
Feb-02
Mar-02
CLEC Result
Qwest Result


Good
45.00
40.00
35.00
30.00
25.00
20.00
15.00
10.00
5.00
0.00
Apr-01
May-01
Jun-01
Jul-01
Aug-01
Sep-01
Oct-01
Nov-01
Dec-01
Jan-02
Feb-02
Mar-02
CLEC Result
Qwest Result


Test #4 - Unbundled Loop - Non-Loaded (4-Wire) Installation
Good
1
0.9
0.8
0.7
0.6
0.5
0.4
0.3
0.2
0.1
0
Apr-01
May-01
Jun-01
Jul-01
Aug-01
Sep-01
Oct-01
Nov-01
Dec-01
Jan-02
Feb-02
Mar-02
CLEC Order Count


Unbundled Loop - Non-Loaded (4-Wire) Repair
Good
CLEC Result
Qwest Result
Apr-01
May-01
Jun-01
Jul-01
Aug-01
Sep-01
Oct-01
Nov-01
Dec-01
Jan-02
Feb-02
Mar-02

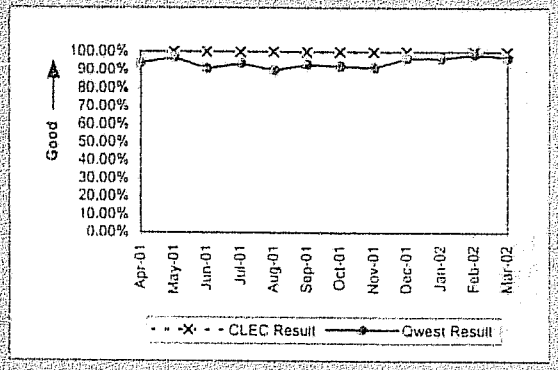

Good
CLEC Result
Qwest Result
Apr-01
May-01
Jun-01
Jul-01
Aug-01
Sep-01
Oct-01
Nov-01
Dec-01
Jan-02
Feb-02
Mar-02


Test #4 - Unbundled Loop - DS1 Capable Installation
Interval Zone Two
Qwest Res
Mod Z Scr
Parity Score
-0.46
-1.27
-0.58
-1.06
-0.52
-1.32
-0.94
-1.67
-0.82
-1.32
-0.63
-1.08
-0.68
-1.42
Good
CLEC Result
Qwest Result
Apr-01
May-01
Jun-01
Jul-01
Aug-01
Sep-01
Oct-01
Nov-01
Dec-01
Jan-02
Feb-02
Mar-02

Checklist #4 - Unbundled Loop - DS1 Capable Installation

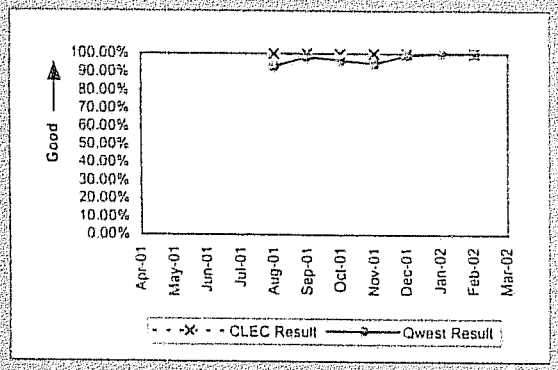
Percent Missed Due Date - Interval Zone One and Two

| | | | Qwest Num | Qwest Den | Qwest Res | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|
| | | | 128 | 133 | 93.98% | | |
| | | | 99 | 102 | 97.06% | -0.17 | -1.11 |
| | | | 88 | 97 | 90.72% | -0.32 | -1.19 |
| | | | 105 | 112 | 93.75% | -0.26 | -1.16 |
| | | | 116 | 129 | 89.92% | -0.33 | -1.2 |
| | | | 106 | 113 | 93.81% | -0.27 | -1.16 |
| | | | 106 | 115 | 92.17% | -0.41 | -1.25 |
| | | | 115 | 126 | 91.27% | -0.43 | -1.26 |
| | | | 112 | 116 | 96.55% | -0.19 | -1.11 |
| | | | 80 | 83 | 96.39% | | |
| | | | 73 | 74 | 98.65% | -0.12 | -1.07 |
| | | | 94 | 97 | 96.91% | -0.18 | -1.11 |



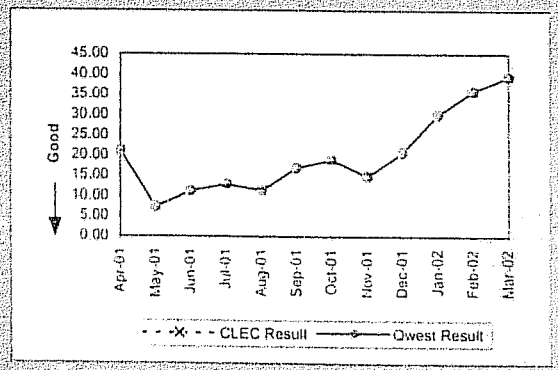

Percent Missed Due Date - Interval Zone One and Two

| | | | Qwest Num | Qwest Den | Qwest Res | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|
| | | | 120 | 128 | 93.02% | -0.27 | -1.17 |
| | | | 114 | 116 | 98.28% | -0.13 | -1.08 |
| | | | 111 | 115 | 96.52% | -0.27 | -1.16 |
| | | | 119 | 126 | 94.44% | -0.34 | -1.21 |
| | | | 115 | 116 | 99.14% | -0.09 | -1.06 |
| | | | 83 | 83 | 100.00% | | |
| | | | 74 | 74 | 100.00% | N/A | N/A |

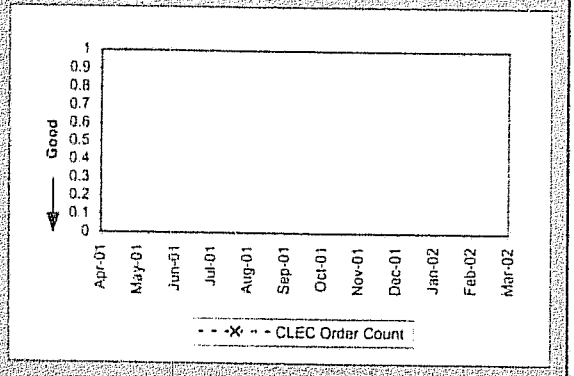



Average Duration - Interval Zone One and Two - Missed Due Date (Average Days) (OP-15A)

| | | | Qwest Num | Qwest Den | Qwest Res | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|
| | | | 190 | 9 | 21.20 | | |
| | | | 80 | 11 | 7.27 | | |
| | | | 156 | 14 | 11.14 | | |
| | | | 270 | 21 | 12.86 | | |
| | | | 304 | 27 | 11.26 | | |
| | | | 420 | 25 | 16.92 | | |
| | | | 438 | 23 | 18.9 | | |
| | | | 518 | 35 | 14 | | |
| | | | 942 | 26 | 65 | | |
| | | | 984 | 32 | 0.16 | | |
| | | | 576 | 16 | 36.00 | | |
| | | | 672 | 17 | 39.53 | | |



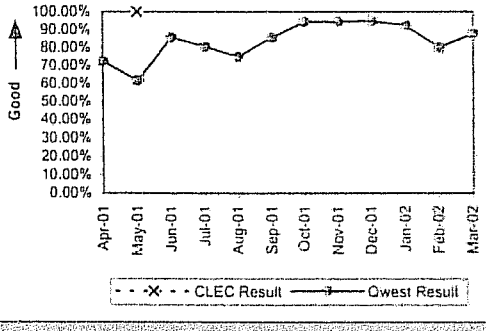
Checklist #4 - Unbundled Loop - DS1 Capable Installation



## Checklist #4 - Unbundled Loop - DS1 Capable Repair

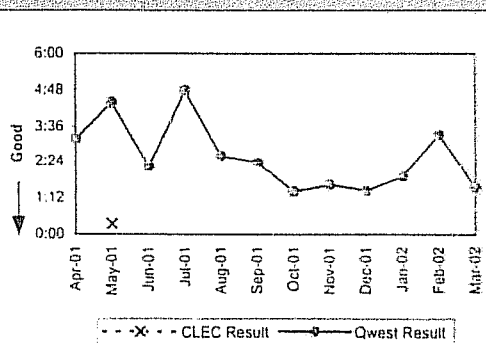
### Out of Service Cleared within 4 Hours (Percent) (MR-5B)-- Interval Zone Two

| Qwest Num | Qwest Den | Qwest Resl | Mod Z Scr | Parity Score |
|---|---|---|---|---|
| 42 | 58 | 72.41% | | |
| 48 | 78 | 61.54% | -0.79 | -1.48 |
| 84 | 98 | 85.71% | | |
| 61 | 76 | 80.26% | | |
| 113 | 151 | 74.83% | | |
| 48 | 56 | 85.71% | | |
| 67 | 71 | 94.37% | | |
| 68 | 72 | 94.44% | | |
| 55 | 58 | 94.83% | | |
| 36 | 39 | 92.31% | | |
| 8 | 10 | 80.00% | | |
| 66 | 75 | 88.00% | | |



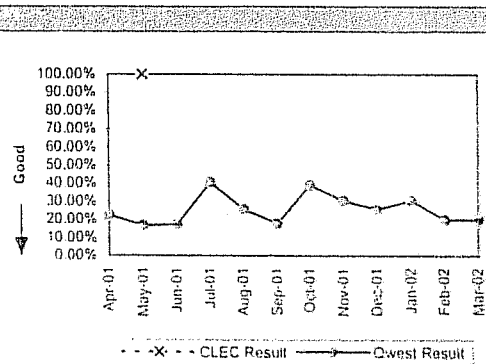

### Mean Time to Restore (Hours:Minutes) (MR-6E)-- Interval Zone Two

| Qwest Num | Qwest Den | Qwest Resl | Mod Z Scr | Parity Score |
|---|---|---|---|---|
| 183:50 | 58 | 3:10 | | |
| 342:44 | 78 | 4:24 | -0.6 | -1.36 |
| 210:30 | 98 | 2:14 | | |
| 364:21 | 76 | 4:48 | | |
| 389:52 | 151 | 2:35 | | |
| 132:40 | 56 | 2:22 | | |
| 99:55 | 71 | 1:24 | | |
| 117:14 | 72 | 1:38 | | |
| 63:31 | 58 | 1:26 | | |
| 74:38 | 39 | 1:55 | | |
| 33:13 | 10 | 3:19 | | |
| 110:37 | 75 | 1:32 | | |



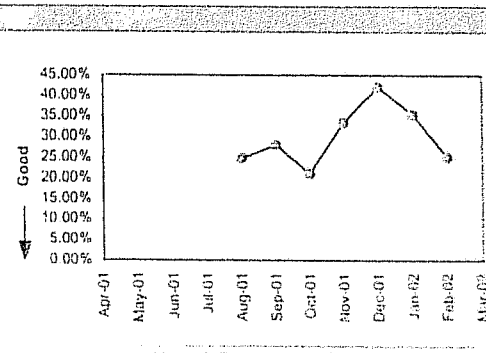

### Repair Repeat Report Rate (Percent) (MR-7E)-- Interval Zone Two

| Qwest Num | Qwest Den | Qwest Resl | Mod Z Scr | Parity Score |
|---|---|---|---|---|
| 13 | 58 | 22.41% | | |
| 13 | 78 | 16.67% | 1.38 | -0.16 |
| 17 | 98 | 17.35% | | |
| 31 | 76 | 40.79% | | |
| 39 | 151 | 25.83% | | |
| 10 | 56 | 17.86% | | |
| 28 | 71 | 39.44 | | |
| 22 | 72 | 30.[illegible]% | | |
| 15 | 58 | [illegible]% | | |
| 12 | 39 | [illegible]% | | |
| 2 | 10 | 20.00% | | |
| 15 | 75 | 20.00% | | |




### Repair Repeat Report Rate (Percent) (MR-7E*)-- Interval Zone Two

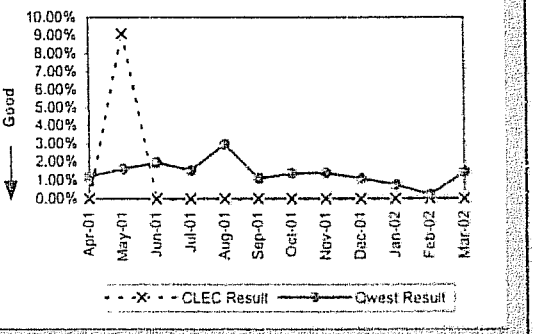
| Qwest Num | Qwest Den | Qwest Resl | Mod Z Scr | Parity Score |
|---|---|---|---|---|
| 26 | 105 | 24.76% | | |
| 7 | 25 | 28.00% | | |
| 8 | 38 | 21.05% | | |
| 11 | 33 | 33.33% | | |
| 8 | 19 | 42.11% | | |
| 6 | 17 | 35.29% | | |
| 2 | 8 | 25.00% | | |



## Checklist #4 - Unbundled Loop - DS1 Capable Repair

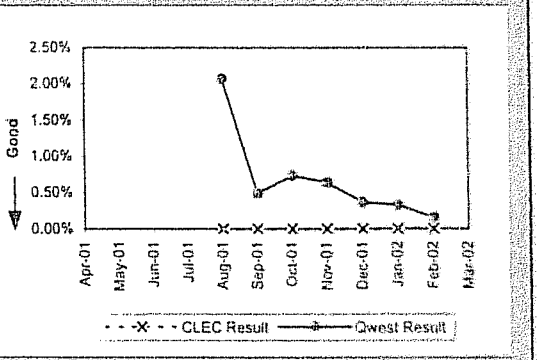
### Trouble Rate (Percent) (MR-8)– Interval Zone One and Two

| [illegible] | [illegible] | CLEC Num | CLEC Den | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|---|
| [illegible] | 0 | 11 | 11 | 0.00% | 0.00% | 58 | 4836 | 1.20% | -0.37 | -1.22 |
| [illegible] | 1 | 11 | 11 | 9.09% | 28.75% | 78 | 4846 | 1.61% | 1.35 | -0.18 |
| [illegible] | 0 | 12 | 12 | 0.00% | 0.00% | 98 | 4966 | 1.97% | -0.49 | -1.3 |
| [illegible] | 0 | 13 | 13 | 0.00% | 0.00% | 76 | 4955 | 1.53% | -0.45 | -1.27 |
| [illegible] | 0 | 13 | 13 | 0.00% | 0.00% | 151 | 5094 | 2.96% | -0.63 | -1.38 |
| [illegible] | 0 | 15 | 15 | 0.00% | 0.00% | 56 | 5153 | 1.09% | -0.41 | -1.25 |
| [illegible] | 0 | 17 | 17 | 0.00% | 0.00% | 71 | 5199 | 1.37% | -0.48 | -1.29 |
| [illegible] | 0 | 17 | 17 | 0.00% | 0.00% | 72 | 5224 | 1.38% | -0.49 | -1.3 |
| [illegible] | 0 | 17 | 17 | 0.00% | 0.00% | 58 | 5302 | 1.09% | -0.43 | -1.26 |
| [illegible] | 0 | 17 | 17 | 0.00% | 0.00% | 39 | 5255 | 0.74% | -0.36 | -1.22 |
| [illegible] | 0 | 10 | 10 | 0.00% | 0.00% | 10 | 5266 | 0.19% | -0.18 | -1.11 |
| [illegible] | 0 | 15 | 15 | 0.00% | 0.00% | 75 | 5206 | 1.44% | -0.51 | -1.31 |



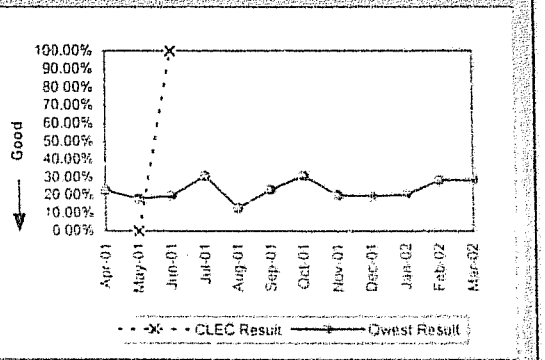

### Trouble Rate (Percent) (MR-8)– Interval Zone One and Two

| [illegible] | [illegible] | CLEC Num | CLEC Den | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|---|
| [illegible] | 0 | 13 | 13 | 0.00% | 0.00% | 105 | 5094 | 2.06% | -0.52 | -1.32 |
| [illegible] | 0 | 15 | 15 | 0.00% | 0.00% | 25 | 5153 | 0.49% | -0.27 | -1.16 |
| [illegible] | 0 | 17 | 17 | 0.00% | 0.00% | 38 | 5199 | 0.73% | -0.35 | -1.21 |
| [illegible] | 0 | 17 | 17 | 0.00% | 0.00% | 33 | 5224 | 0.63% | -0.33 | -1.2 |
| [illegible] | 0 | 17 | 17 | 0.00% | 0.00% | 19 | 5302 | 0.36% | -0.25 | -1.15 |
| [illegible] | 0 | 17 | 17 | 0.00% | 0.00% | 17 | 5255 | 0.32% | -0.23 | -1.14 |
| [illegible] | 0 | 10 | 10 | 0.00% | 0.00% | 8 | 5266 | 0.15% | -0.17 | -1.1 |




### Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10)-- Interval Zone One and Two

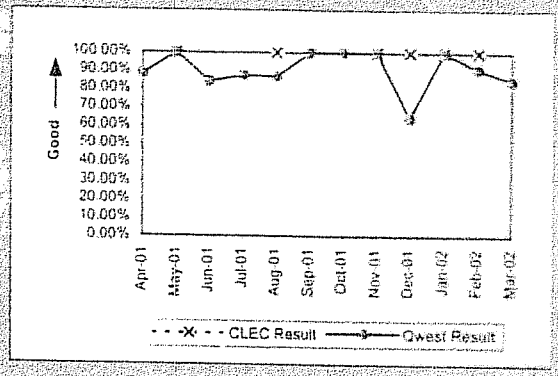
| [illegible] | [illegible] | CLEC Num | CLEC Den | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|---|
| [illegible] | [illegible] | | | | | 17 | 75 | 22.67% | | |
| [illegible] | 0 | 1 | 1 | 0.00% | 0.00% | 17 | 95 | 17.89% | 46 | -1.28 |
| [illegible] | 1 | 1 | 1 | 100.00% | 0.00% | 24 | 122 | 19.67% | 29 | -0.21 |
| [illegible] | [illegible] | | | | | 34 | 110 | 30.91% | | |
| [illegible] | [illegible] | | | | | 22 | 173 | 12.72% | | |
| [illegible] | [illegible] | | | | | 17 | 73 | 23.29% | | |
| [illegible] | [illegible] | | | | | 32 | 103 | 31.07% | | |
| [illegible] | [illegible] | | | | | 18 | 90 | 20.00% | | |
| [illegible] | [illegible] | | | | | 14 | 72 | 19.44 | | |
| [illegible] | [illegible] | | | | | 10 | 49 | 20 % | | |
| [illegible] | [illegible] | | | | | 4 | 14 | 7 .7% | | |
| [illegible] | [illegible] | | | | | 30 | 105 | 28.57% | | |



## Checklist #4 - Unbundled Loop - ISDN Capable Installation

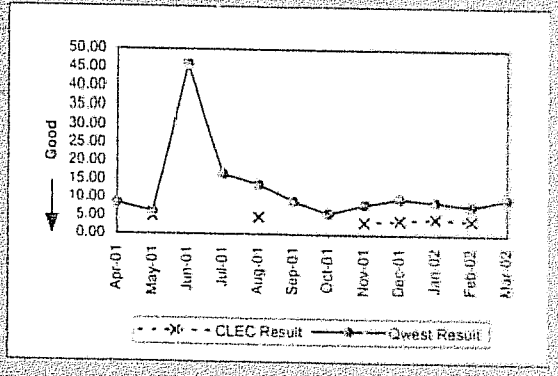
### Installation Commitments Met (Percent) (OP-3E)– Interval Zone Two

| | CLEC Num | CLEC Den | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| | | | | | 15 | 17 | 88.24% | | |
| | 1 | 1 | 100.00% | 0.00% | 12 | 12 | 100.00% | N/A | N/A |
| | | | | | 21 | 25 | 84.00% | | |
| | | | | | 7 | 8 | 87.50% | | |
| | 4 | 4 | 100.00% | 0.00% | 20 | 23 | 86.96% | -0.71 | -1.43 |
| | | | | | 12 | 12 | 100.00% | | |
| | | | | | 10 | 10 | 100.00% | | |
| | 2 | 2 | 100.00% | 0.00% | 13 | 13 | 100.00% | N/A | N/A |
| | 2 | 2 | 100.00% | 0.00% | 9 | 14 | 64.29% | -0.99 | -1.6 |
| | 4 | 4 | 100.00% | 0.00% | 7 | 7 | 100.00% | N/A | N/A |
| | 5 | 5 | 100.00% | 0.00% | 10 | 11 | 90.91% | -0.62 | -1.38 |
| | | | | | 11 | 13 | 84.62% | | |



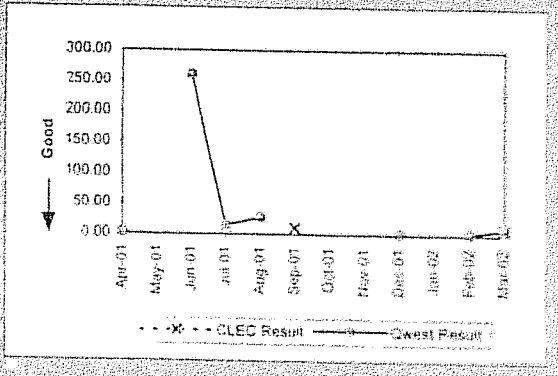

### Installation Interval (Average Days) (OP-4E)– Interval Zone Two

| | CLEC Num | CLEC Den | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| | | | | | 144 | 17 | 8.47 | | |
| | 5 | 1 | 5.00 | | 68 | 11 | 6.18 | -0.31 | -1.19 |
| | | | | | 966 | 21 | 46.00 | | |
| | | | | | 166 | 10 | 16.60 | | |
| | 14 | 3 | 4.67 | 0.58 | 343 | 25 | 13.72 | -1.16 | -1.71 |
| | | | | | 99 | 11 | 9.00 | | |
| | | | | | 58 | 10 | 5.80 | | |
| | 7 | 2 | 3.50 | 0.71 | 108 | 13 | 8.31 | -1.16 | -1.71 |
| | 8 | 2 | 4.00 | 1.41 | 140 | 14 | 10.00 | -1.19 | -1.73 |
| | 18 | 4 | 4.50 | 0.58 | 45 | 5 | 9.00 | -2.45 | -2.49 |
| | 20 | 5 | 4.00 | 1.00 | 79 | 10 | 7.90 | -1.96 | -2.19 |
| | | | | | 120 | 12 | 10.00 | | |



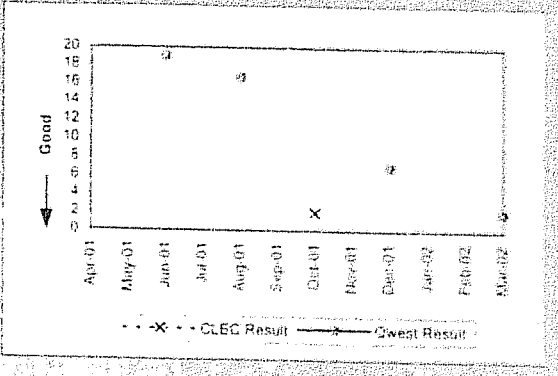

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5)– Interval Zone Two

| | CLEC Num | CLEC Den | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| | | | | | 5 | 2 | 2.50 | | |
| | | | | | | | | | |
| | | | | | 781 | 3 | 260.33 | | |
| | | | | | 41 | 3 | 13.67 | | |
| | | | | | 54 | 2 | 27.00 | | |
| | 19 | 1 | 19.00 | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | 3 | 2 | 1.50 | | |
| | | | | | | | | | |
| | | | | | 2 | 1 | 2.00 | | |
| | 10 | 1 | 9.00 | | 10 | 1 | 10.00 | | |




### Delayed Days for Facility Reasons (Average Days) (OP-6B-5)– Interval Zone Two

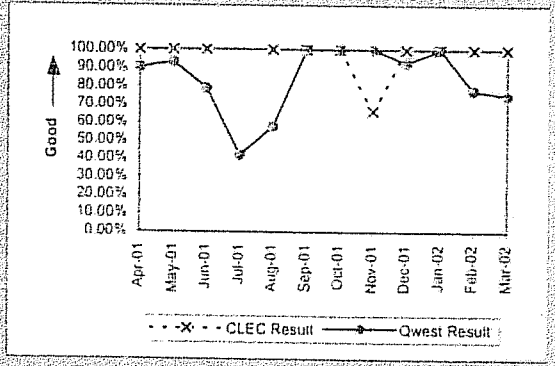
| | CLEC Num | CLEC Den | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | |
| | | | | | 19 | 1 | 19.00 | | |
| | | | | | | | | | |
| | | | | | 50 | 3 | 16.67 | | |
| | | | | | | | | | |
| | 21 | 1 | 21.00 | | | | | | |
| | | | | | | | | | |
| | | | | | 21 | 3 | 7.00 | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | 2 | 1 | 2.00 | | |



## Checklist #4 - Unbundled Loop - ISDN Capable Installation

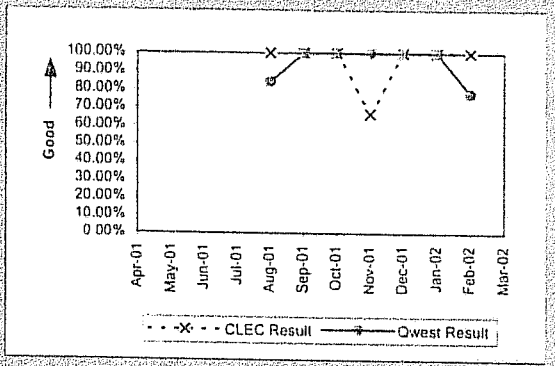
### Interval Zone One and Two

| | | | Qwest Num | Qwest Dem | Qwest Result | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|
| | | | 19 | 21 | 90.48% | -0.32 | -1.19 |
| | | | 14 | 15 | 93.33% | -0.26 | -1.16 |
| | | | 15 | 19 | 78.95% | -0.5 | -1.31 |
| | | | 8 | 19 | 42.11% | | |
| | | | 11 | 19 | 57.89% | -1.15 | -1.7 |
| | | | 20 | 20 | 100.00% | N/A | N/A |
| | | | 12 | 12 | 100.00% | N/A | N/A |
| | | | 12 | 12 | 100.00% | N/A | -0.18 |
| | | | 13 | 14 | 92.86% | -0.37 | -1.22 |
| | | | 11 | 11 | 100.00% | N/A | N/A |
| | | | 7 | 9 | 77.78% | -0.96 | -1.58 |
| | | | 9 | 12 | 75.00% | -1 | -1.61 |



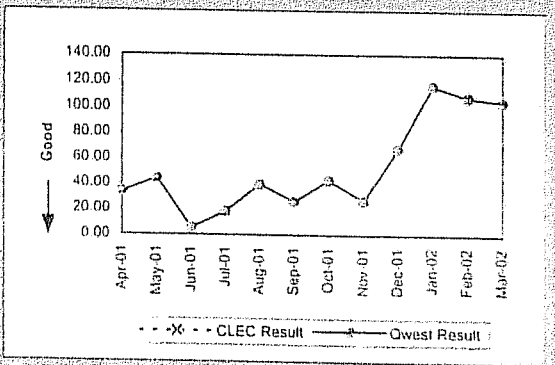

### Interval Zone One and Two

| | | | Qwest Num | Qwest Dem | Qwest Result | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|
| | | | 16 | 19 | 84.21% | -0.58 | -1.35 |
| | | | 20 | 20 | 100.00% | N/A | N/A |
| | | | 12 | 12 | 100.00% | N/A | N/A |
| | | | 12 | 12 | 100.00% | N/A | -0.18 |
| | | | 14 | 14 | 100.00% | N/A | N/A |
| | | | 11 | 11 | 100.00% | N/A | N/A |
| | | | 7 | 9 | 77.78% | -0.96 | -1.58 |




### Qwest Delayed Past Due Date (Average Days) (OP-15A)

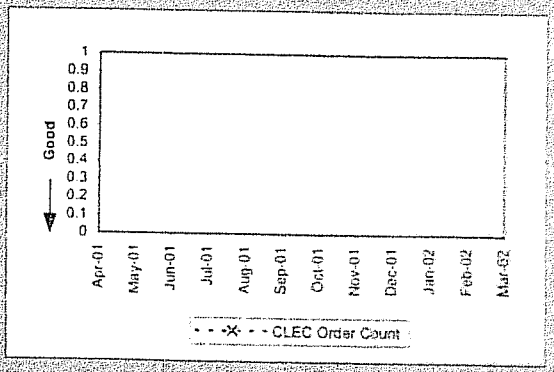
| | | | Qwest Num | Qwest Dem | Qwest Result | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|
| | | | 67 | 2 | 33.50 | | |
| | | | 89 | 2 | 44.50 | | |
| | | | 33 | 6 | 5.50 | | |
| | | | 73 | 4 | 18.25 | | |
| | | | 79 | 2 | 39.50 | | |
| | | | 78 | 3 | 26.00 | | |
| | | | 86 | 2 | 43.00 | | |
| | | | 159 | 6 | 26.50 | | |
| | | | 203 | 3 | 67.67 | | |
| | | | 917 | 7 | 131 | | |
| | | | 970 | 9 | 107.78 | | |
| | | | 1153 | 11 | 4.82 | | |



## Checklist #4 - Unbundled Loop - ISDN Capable Installation

Percent of Pending Orders Delayed for Facilities Reasons Unbundled Loop ISDN Capable (OP-15B)

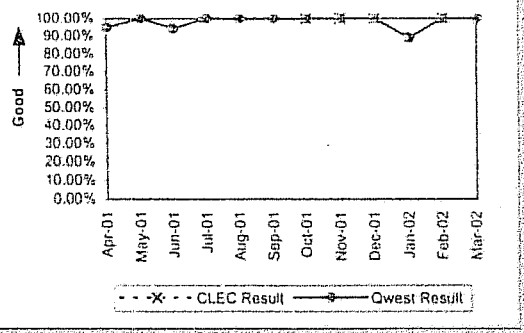
| Date | CLEC Order Count |
|---|---|
| Apr-01 | |
| May-01 | |
| Jun-01 | |
| Jul-01 | |
| Aug-01 | |
| Sep-01 | |
| Oct-01 | |
| Nov-01 | |
| Dec-01 | |
| Jan-02 | |
| Feb-02 | |
| Mar-02 | |



## Checklist #4 - Unbundled Loop - ISDN Capable Repair

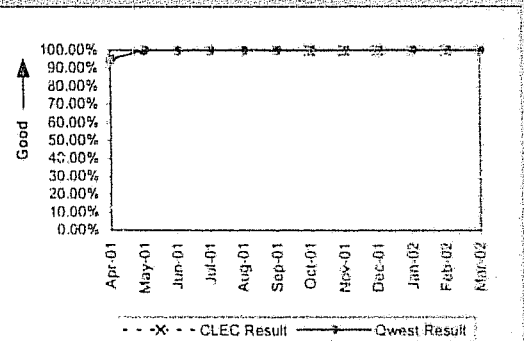
### [illegible] Percent (MR-3E)-- Interval Zone Two

| | | | | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|
| | | | | 18 | 19 | 94.74% | | |
| | | | | 17 | 17 | 100.00% | | |
| | | | | 16 | 17 | 94.12% | | |
| | | | | 22 | 22 | 100.00% | | |
| | | | | 23 | 23 | 100.00% | | |
| | | | | 14 | 14 | 100.00% | | |
| | | [illegible] | [illegible] | 19 | 19 | 100.00% | N/A | N/A |
| | | [illegible] | [illegible] | 14 | 14 | 100.00% | N/A | N/A |
| | | [illegible] | [illegible] | 12 | 12 | 100.00% | N/A | N/A |
| | | | | 8 | 9 | 88.89% | | |
| | | [illegible] | [illegible] | 8 | 8 | 100.00% | N/A | N/A |
| | | | | 18 | 18 | 100.00% | | |



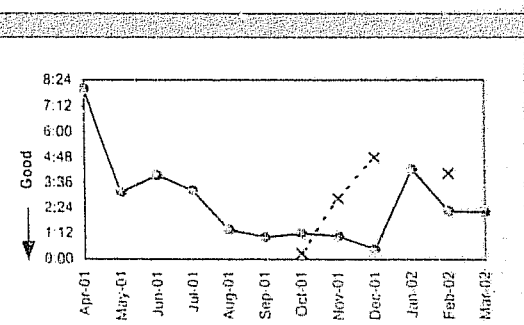

### [illegible] Percent (MR-4E)-- Interval Zone Two

| | | | | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|
| | | | | 19 | 20 | 95.00% | | |
| | | | | 17 | 17 | 100.00% | | |
| | | | | 17 | 17 | 100.00% | | |
| | | | | 22 | 22 | 100.00% | | |
| | | | | 23 | 23 | 100.00% | | |
| | | | | 14 | 14 | 100.00% | | |
| | | [illegible] | [illegible] | 19 | 19 | 100.00% | N/A | N/A |
| | | [illegible] | [illegible] | 14 | 14 | 100.00% | N/A | N/A |
| | | [illegible] | [illegible] | 12 | 12 | 100.00% | N/A | N/A |
| | | | | 9 | 9 | 100.00% | | |
| | | [illegible] | [illegible] | 8 | 8 | 100.00% | N/A | N/A |
| | | | | 18 | 18 | 100.00% | | |



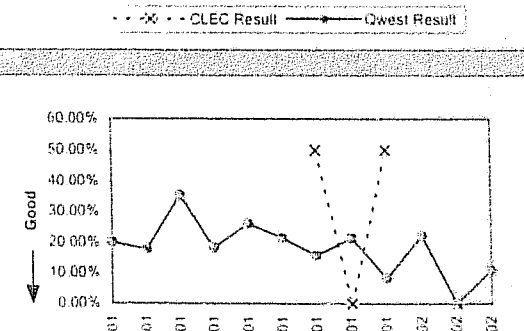

### [illegible] Time to Restore (Hour:Minutes) (MR-6E)-- Interval Zone Two

| | | | | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|
| | | | | 159:33 | 20 | 7:59 | | |
| | | | | 53:27 | 17 | 3:09 | | |
| | | | | 67:14 | 17 | 3:57 | | |
| | | | | 79:52 | 22 | [illegible] | | |
| | | | | 31:25 | 23 | 1:22 | | |
| | | | | 14:30 | 14 | 1:02 | | |
| | | [illegible] | [illegible] | 32:56 | 19 | 1:12 | -0.8 | -1.48 |
| | | [illegible] | [illegible] | 14:55 | 14 | 1:04 | 1.56 | -0.04 |
| | | [illegible] | [illegible] | 5:42 | 12 | 0:28 | 2.41 | 0.46 |
| | | | | 38:12 | 9 | 4:15 | | |
| | | [illegible] | [illegible] | 18:02 | 8 | 2:15 | 0.75 | -0.54 |
| | | | | 40:02 | 18 | 2:13 | | |




### [illegible] Repeat Report Rate (Percent) (MR-7E)-- Interval Zone Two

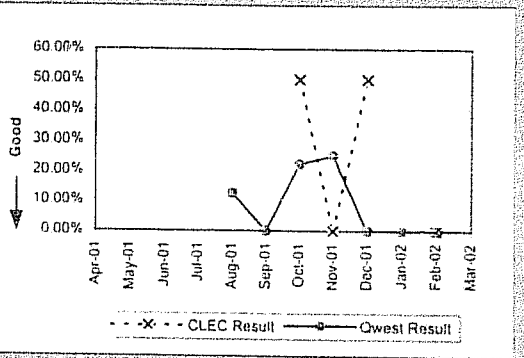
| | | | | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|
| | | | | 4 | 20 | 20.00% | | |
| | | | | 3 | 17 | 17.65% | | |
| | | | | 6 | 17 | 35.29% | | |
| | | | | 4 | 22 | 18.18% | | |
| | | | | 6 | 23 | 26.09% | | |
| | | | | 3 | 14 | 21.43% | | |
| | | [illegible] | [illegible] | 3 | 19 | 15.79% | 0.88 | -0.47 |
| | | [illegible] | [illegible] | 3 | 14 | 21.43% | -0.69 | -1.42 |
| | | [illegible] | [illegible] | 1 | 12 | 8.33% | 1.1 | -0.33 |
| | | | | 2 | 9 | 22.22% | | |
| | | [illegible] | [illegible] | 0 | 8 | 0.00% | N/A | N/A |
| | | | | 2 | 18 | 11.11% | | |



## Checklist #4 - Unbundled Loop - ISDN Capable Repair

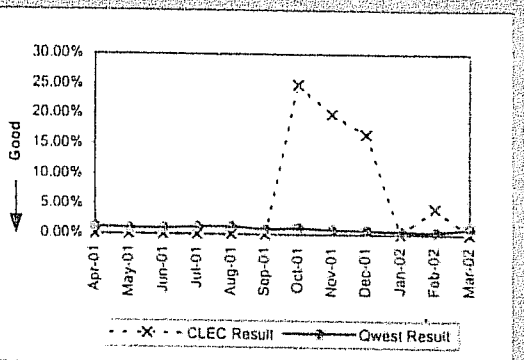
### Trouble Report Receipt Rate (Percent) (MR-7)-- Interval Zone Two

| | | | | Qwest Num | Qwest Dene | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|
| | | | | 1 | 8 | 12.50% | | |
| | | | | 0 | 1 | 0.00% | | |
| | | | | 2 | 9 | 22.22% | 0.56 | -0.66 |
| | | | | 2 | 8 | 25.00% | -0.73 | -1.44 |
| | | | | 0 | 2 | 0.00% | N/A | -0.63 |
| | | | | 0 | 4 | 0.00% | | |
| | | | | 0 | 5 | 0.00% | N/A | N/A |



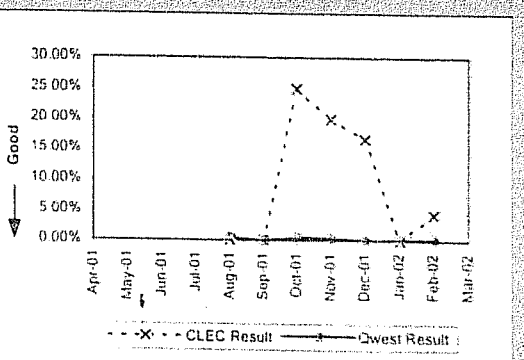

### Trouble Rate (Percent) (MR-8)-- Interval Zone One and Two

| | | | | Qwest Num | Qwest Dene | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|
| | | 0.00% | 0.00% | 20 | 1710 | 1.17% | -0.11 | -1.07 |
| | | 0.00% | 0.00% | 17 | 1723 | 0.99% | -0.14 | -1.09 |
| | | 0.00% | 0.00% | 17 | 1730 | 0.98% | -0.14 | -1.09 |
| | | 0.00% | 0.00% | 22 | 1760 | 1.25% | -0.19 | -1.12 |
| | | 0.00% | 0.00% | 23 | 1795 | 1.28% | -0.32 | -1.2 |
| | | 0.00% | 0.00% | 14 | 1796 | 0.78% | -0.25 | -1.15 |
| | | 25.00% | 43.30% | 19 | 1777 | 1.07% | 2.97 | 0.8 |
| | | 20.00% | 40.00% | 14 | 1831 | 0.76% | 3.02 | 0.84 |
| | | 16.67% | 37.27% | 12 | 1848 | 0.65% | 3 | 0.82 |
| | | 0.00% | 0.00% | 9 | 1866 | 0.48% | -0.29 | -1.18 |
| | | 4.35% | 20.39% | 8 | 1879 | 0.43% | 1.63 | -0.01 |
| | | 0.00% | 0.00% | 15 | 1884 | 0.96% | -0.47 | -1.28 |



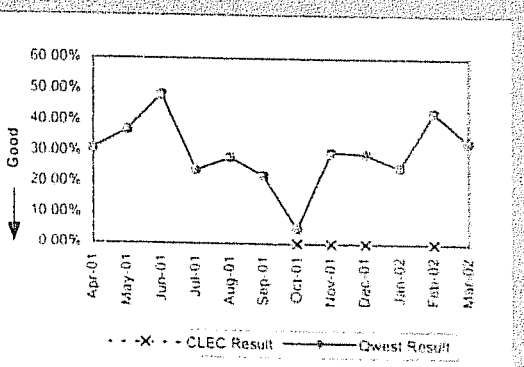

### Trouble Rate (Percent) (MR-8)-- Interval Zone One and Two

| | | | | Qwest Num | Qwest Dene | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|
| | | 0.00% | 0.00% | 9 | 1795 | 0.45% | -0.19 | -1.11 |
| | | 0.00% | 0.00% | 1 | 1796 | 0.06% | -0.07 | -1.04 |
| | | 21.00% | 43.30% | 9 | 1777 | 0.51 | 3.38 | 1.05 |
| | | 20.00% | 40.00% | 6 | 1831 | 0.4 | 3.32 | 1.02 |
| | | 16.67% | 37.27% | 7 | 1848 | 1% | 3.79 | 1.31 |
| | | 0.00% | 0.00% | 4 | 1866 | .21% | -0.2 | -1.12 |
| | | 4.35% | 20.39% | 5 | 1879 | 0.27% | 1.83 | 0.11 |




### Customer Trouble Reports Cleared Trouble Reports (Percent) (MR-10)-- Interval Zone One and Two

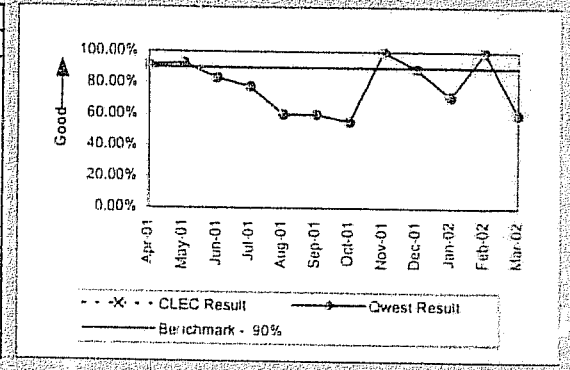
| | | | | Qwest Num | Qwest Dene | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|
| | | | | 9 | 29 | 31.03% | | |
| | | | | 10 | 27 | 37.04% | | |
| | | | | 16 | 33 | 48.48% | | |
| | | | | 7 | 29 | 24.14% | | |
| | | | | 9 | 32 | 28.13% | | |
| | | | | 4 | 18 | 22.22% | | |
| | | 0.00% | 0.00% | 1 | 20 | 5.00% | -0.31 | -1.19 |
| | | 0.00% | 0.00% | 6 | 20 | 30.00% | -0.88 | -1.54 |
| | | 5.00% | 0.00% | 5 | 17 | 29.41% | -0.86 | -1.52 |
| | | | | 3 | 12 | 25.00% | | |
| | | 0.00% | 0.00% | 6 | 14 | 42.86% | -0.84 | -1.51 |
| | | | | 9 | 27 | 33.33% | | |



## Checklist #4 - Unbundled Loop - ADSL Qualified Installation

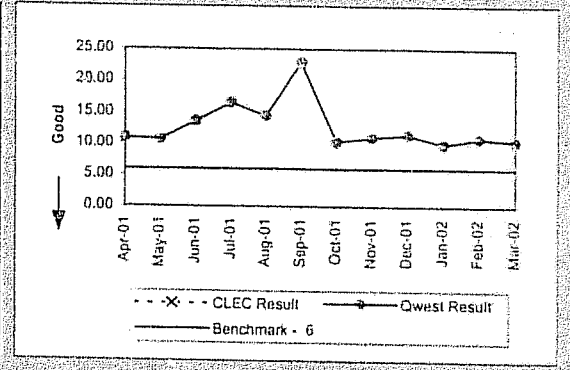
### Mod Percent (OP-3E) -- Interval Zone Two

| | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|
| | 127 | 139 | 91.37% | | |
| | 76 | 82 | 92.68% | | |
| | 45 | 54 | 83.33% | | |
| | 7 | 9 | 77.78% | | |
| | 6 | 10 | 60.00% | | |
| | 3 | 5 | 60.00% | | |
| | 5 | 9 | 55.56% | | |
| | 4 | 4 | 100.00% | | |
| | 8 | 9 | 88.89% | | |
| | 5 | 7 | 71.43% | | |
| | 8 | 8 | 100.00% | | |
| | 3 | 5 | 60.00% | | |



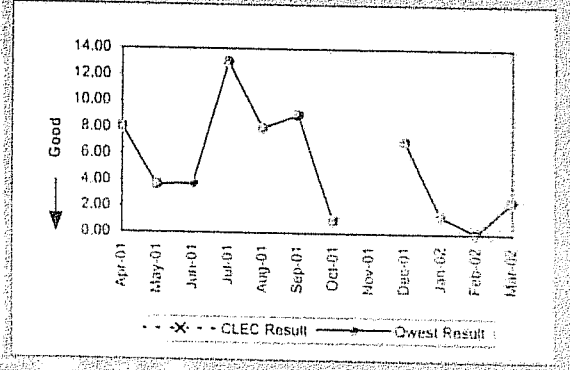

### Mod Average Days (OP-4E) -- Interval Zone Two

| | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|
| | 1486 | 136 | 10.93 | | |
| | 876 | 82 | 10.68 | | |
| | 735 | 54 | 13.61 | | |
| | 165 | 10 | 16.50 | | |
| | 159 | 11 | 14.45 | | |
| | 137 | 6 | 22.83 | | |
| | 103 | 10 | 10.30 | | |
| | 44 | 4 | 11.00 | | |
| | 103 | 9 | 11.44 | | |
| | 79 | 8 | 9.88 | | |
| | 98 | 9 | 10.89 | | |
| | 52 | 5 | 10.40 | | |



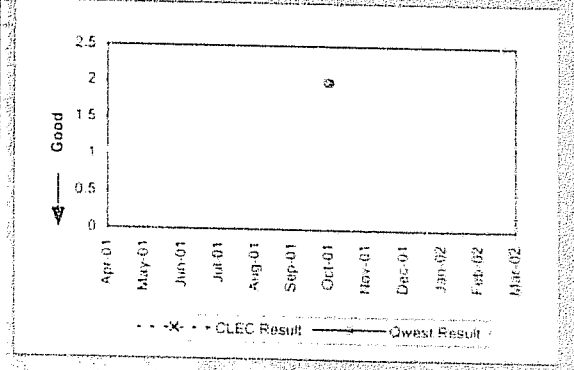

### Mod Average Repairs (Average Days) (OP-6A-5) -- Interval Zone Two

| | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|
| | 97 | 12 | 8.08 | | |
| | 22 | 6 | 3.67 | | |
| | 34 | 9 | 3.78 | | |
| | 26 | 2 | 13.00 | | |
| | 40 | 5 | 8.00 | | |
| | 27 | 3 | 9.00 | | |
| | 4 | 4 | 1.00 | | |
| | 7 | 1 | 7.00 | | |
| | 4 | 3 | 1.33 | | |
| | 0 | 1 | 0.00 | | |
| | 5 | 2 | 2.50 | | |




### Mod Out of Service Repairs (Average Days) (OP-6B-5) -- Interval Zone Two

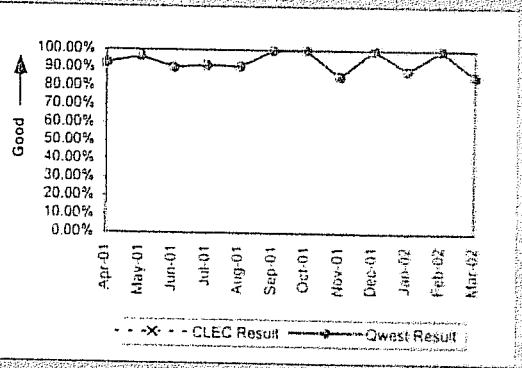
| | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|
| | 2 | 1 | 2.00 | | |



## Checklist #4 - Unbundled Loop - ADSL Qualified Installation

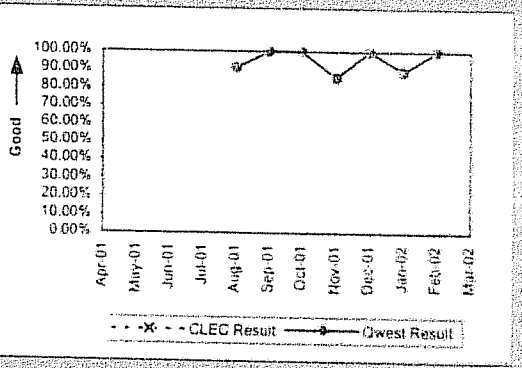
New Service Installation Quality (Percent) (OP-5)-- Interval Zone One and Two

| | | | | CLEC Result | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| | | | | | 146 | 157 | 92.99% | | |
| | | | | | 109 | 113 | 96.46% | | |
| | | | | | 66 | 73 | 90.41% | | |
| | | | | | 33 | 36 | 91.67% | | |
| | | | | | 10 | 11 | 90.91% | | |
| | | | | | 9 | 9 | 100.00% | | |
| | | | | | 8 | 8 | 100.00% | | |
| | | | | | 6 | 7 | 85.71% | | |
| | | | | | 7 | 7 | 100.00% | | |
| | | | | | 8 | 9 | 88.89% | | |
| | | | | | 9 | 9 | 100.00% | | |
| | | | | | 6 | 7 | 85.71% | | |




New Service Installation Quality (Percent) (OP-5)-- Interval Zone One and Two

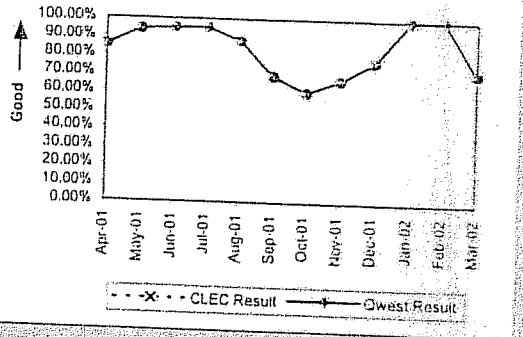
| | | | | CLEC Result | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | 10 | 11 | 90.91% | | |
| | | | | | 9 | 9 | 100.00% | | |
| | | | | | 8 | 8 | 100.00% | | |
| | | | | | 6 | 7 | 85.71% | | |
| | | | | | 7 | 7 | 100.00% | | |
| | | | | | 8 | 9 | 88.89% | | |
| | | | | | 9 | 9 | 100.00% | | |



## Checklist #4 - Unbundled Loop - ADSL Qualified Repair

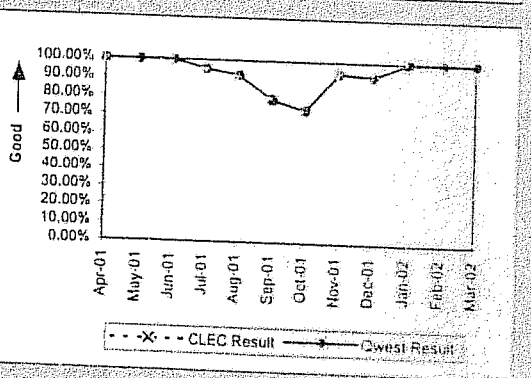
### All Trouble Cleared within 24 hours (Percent) (MR-3E)– Interval Zone Two

| CLEC Denom | CLEC Result | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|
| | | 35 | 41 | 85.37% | | |
| | | 16 | 17 | 94.12% | | |
| | | 38 | 40 | 95.00% | | |
| | | 20 | 21 | 95.24% | | |
| | | 22 | 25 | 88.00% | | |
| | | 13 | 19 | 68.42% | | |
| | | 9 | 15 | 60.00% | | |
| | | 10 | 15 | 66.67% | | |
| | | 10 | 13 | 76.92% | | |
| | | 13 | 13 | 100.00% | | |
| | | 2 | 2 | 100.00% | | |
| | | 5 | 7 | 71.43% | | |



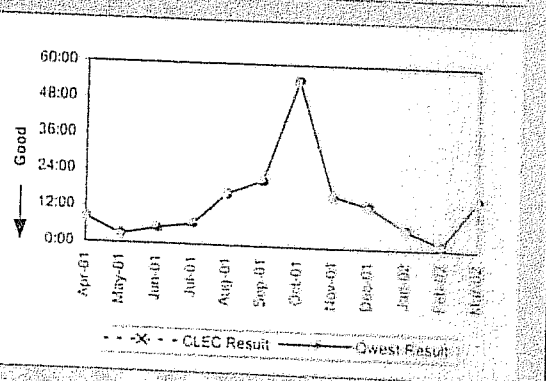

### All Trouble Cleared within 48 hours (Percent) (MR-4E)– Interval Zone Two

| CLEC Denom | CLEC Result | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|
| | | 41 | 41 | 100.00% | | |
| | | 17 | 17 | 100.00% | | |
| | | 40 | 40 | 100.00% | | |
| | | 20 | 21 | 95.24% | | |
| | | 23 | 25 | 92.00% | | |
| | | 15 | 19 | 78.95% | | |
| | | 11 | 15 | 73.33% | | |
| | | 15 | 16 | 93.75% | | |
| | | 12 | 13 | 92.31% | | |
| | | 13 | 13 | 100.00% | | |
| | | 2 | 2 | 100.00% | | |
| | | 7 | 7 | 100.00% | | |



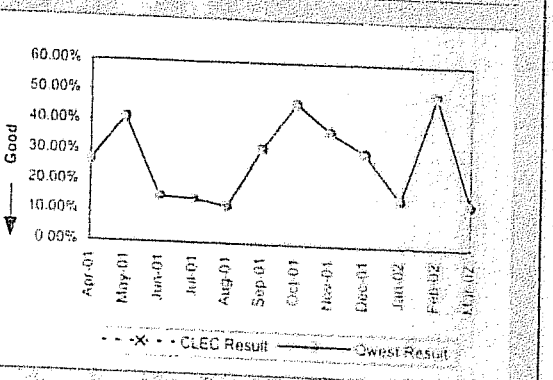

### Mean Time to Restore (Hours:Minutes) (MR-6E)– Interval Zone Two

| CLEC Denom | CLEC Result | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|
| | | 338:09 | 41 | 8:15 | | |
| | | 49:06 | 17 | 2:53 | | |
| | | 208:17 | 40 | 5:12 | | |
| | | 141:22 | 21 | 6:44 | | |
| | | 428:50 | 25 | 17:09 | | |
| | | 412:46 | 19 | 21:4 | | |
| | | 819:43 | 15 | 5[illegible] | | |
| | | 273:44 | 16 | :07 | | |
| | | 180:11 | 13 | 13:52 | | |
| | | 83:23 | 13 | 6:25 | | |
| | | 2:56 | 2 | 1:28 | | |
| | | 116:57 | 7 | 16:42 | | |




### Repair Repeat Report Rate (Percent) (MR-7E)– Interval Zone Two

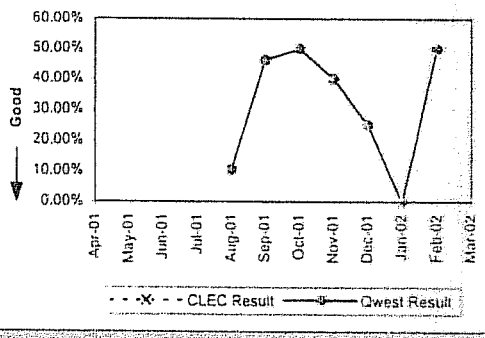
| CLEC Denom | CLEC Result | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|
| | | 11 | 41 | 26.83% | | |
| | | 7 | 17 | 41.18% | | |
| | | 6 | 40 | 15.00% | | |
| | | 3 | 21 | 14.29% | | |
| | | 3 | 25 | 12.00% | | |
| | | 6 | 19 | 31.58% | | |
| | | 7 | 15 | 46.67% | | |
| | | 6 | 16 | 37.50% | | |
| | | 4 | 13 | 30.77% | | |
| | | 2 | 13 | 15.38% | | |
| | | 1 | 2 | 50.00% | | |
| | | 1 | 7 | 14.29% | | |



## Checklist #4 - Unbundled Loop - ADSL Qualified Repair

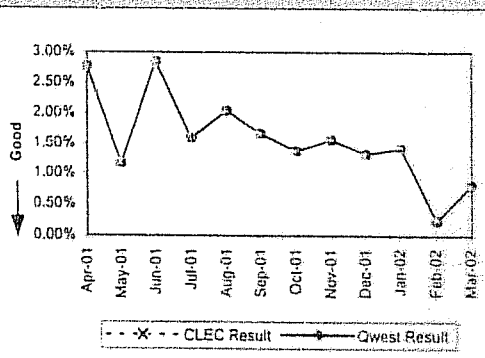
### Service Request Report Rate (Percent) (MR-7E*) -- Interval Zone Two

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| | CLEC Denom | CLEC Result | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Score |
| | | | 2 | 19 | 10.53% | | |
| | | | 6 | 13 | 46.15% | | |
| | | | 5 | 10 | 50.00% | | |
| | | | 4 | 10 | 40.00% | | |
| | | | 2 | 8 | 25.00% | | |
| | | | 0 | 7 | 0.00% | | |
| | | | 1 | 2 | 50.00% | | |



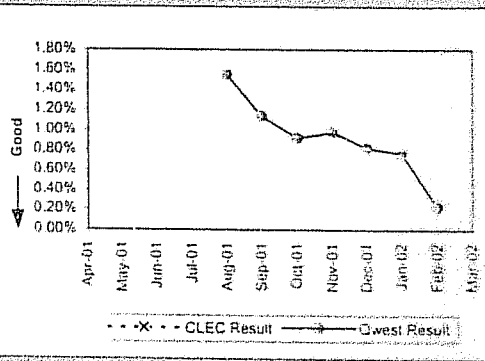

### Trouble Rate (Percent) (MR-6) -- Interval Zone One and Two

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| | CLEC Denom | CLEC Result | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Score |
| | | | 41 | 1482 | 2.77% | | |
| | | | 17 | 1455 | 1.17% | | |
| | | | 40 | 1405 | 2.85% | | |
| | | | 21 | 1315 | 1.60% | | |
| | | | 25 | 1224 | 2.04% | | |
| | | | 19 | 1140 | 1.67% | | |
| | | | 15 | 1089 | 1.38% | | |
| | | | 16 | 1024 | 1.56% | | |
| | | | 13 | 981 | 1.33% | | |
| | | | 13 | 917 | 1.42% | | |
| | | | 2 | 880 | 0.23% | | |
| | | | 7 | 858 | 0.82% | | |



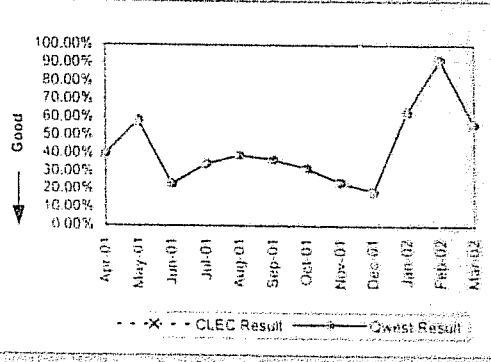

### Trouble Rate (Percent) (MR-6*) -- Interval Zone One and Two

| | | | | | | | |
|---|---|---|---|---|---|---|---|
| | CLEC Denom | CLEC Result | Qwest Num | Qwest Denom | Qwest Result | od Z Scr | Parity Score |
| | | | 19 | 1224 | 1.55% | | |
| | | | 13 | 1140 | 1.14% | | |
| | | | 10 | 1089 | [illegible]% | | |
| | | | 10 | 1024 | 98% | | |
| | | | 8 | 981 | 0.82% | | |
| | | | 7 | 917 | 0.76% | | |
| | | | 2 | 880 | 0.23% | | |




### Percent Out-of-Service Qwest Repaired Trouble Reports (Percent) (MR-10) -- Interval Zone One and Two

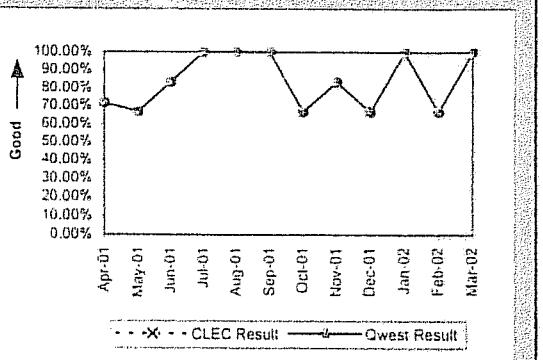
| | | | | | | | |
|---|---|---|---|---|---|---|---|
| | CLEC Denom | CLEC Result | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Score |
| | | | 27 | 68 | 39.71% | | |
| | | | 24 | 41 | 58.54% | | |
| | | | 12 | 52 | 23.08% | | |
| | | | 11 | 32 | 34.38% | | |
| | | | 16 | 41 | 39.02% | | |
| | | | 11 | 30 | 36.67% | | |
| | | | 7 | 22 | 31.82% | | |
| | | | 5 | 21 | 23.81% | | |
| | | | 3 | 16 | 18.75% | | |
| | | | 22 | 35 | 62.86% | | |
| | | | 23 | 25 | 92.00% | | |
| | | | 9 | 16 | 56.25% | | |



## Checklist #4 - Unbundled Loop - Installation for DS3 and Higher

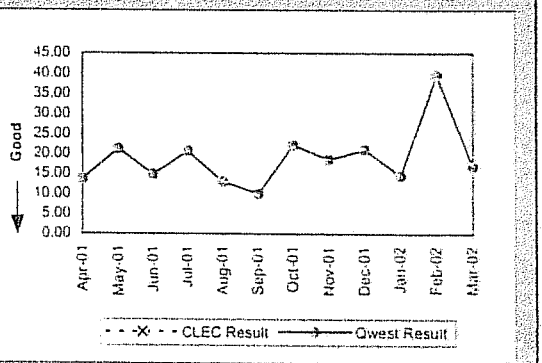
### Installation Commitments Met (Percent) (OP-3E)-- Interval Zone Two

| CLEC Num | CLEC Den | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|
| | | | | 5 | 7 | 71.43% | | |
| | | | | 2 | 3 | 66.67% | | |
| | | | | 5 | 6 | 83.33% | | |
| | | | | 3 | 3 | 100.00% | | |
| | | | | 1 | 1 | 100.00% | | |
| | | | | 2 | 2 | 100.00% | | |
| | | | | 2 | 3 | 66.67% | | |
| | | | | 5 | 6 | 83.33% | | |
| | | | | 2 | 3 | 66.67% | | |
| | | | | 4 | 4 | 100.00% | | |
| | | | | 2 | 3 | 66.67% | | |
| | | | | 4 | 4 | 100.00% | | |



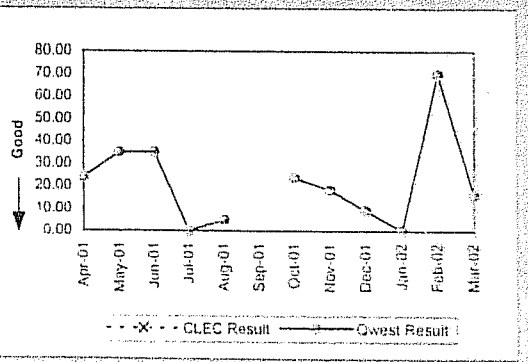

### Installation Interval (Average Days) (OP-4E)-- Interval Zone Two

| CLEC Num | CLEC Den | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|
| | | | | 96 | 7 | 13.71 | | |
| | | | | 64 | 3 | 21.33 | | |
| | | | | 89 | 6 | 14.83 | | |
| | | | | 83 | 4 | 20.75 | | |
| | | | | 65 | 5 | 13.00 | | |
| | | | | 20 | 2 | 10.00 | | |
| | | | | 133 | 6 | 22.17 | | |
| | | | | 167 | 9 | 18.56 | | |
| | | | | 211 | 10 | 21.10 | | |
| | | | | 145 | 10 | 14.50 | | |
| | | | | 119 | 3 | 39.67 | | |
| | | | | 84 | 5 | 16.80 | | |



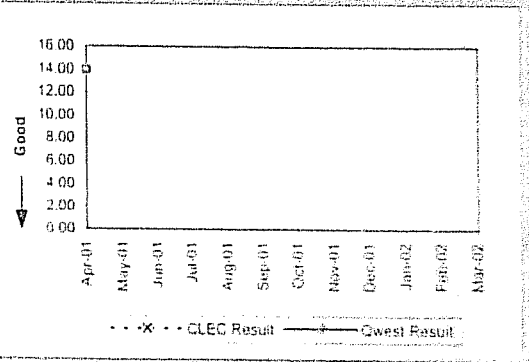

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5)-- Interval Zone Two

| CLEC Num | CLEC Den | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|
| | | | | 24 | 1 | 24.00 | | |
| | | | | 35 | 1 | 35.00 | | |
| | | | | 35 | 1 | 35.00 | | |
| | | | | 0 | 1 | 0.00 | | |
| | | | | 10 | 2 | 5 | | |
| | | | | 71 | 3 | 23.67 | | |
| | | | | 73 | 4 | 18.25 | | |
| | | | | 73 | 8 | 9.12 | | |
| | | | | 0 | 1 | 0.00 | | |
| | | | | 70 | 1 | 70.00 | | |
| | | | | 16 | 1 | 16.00 | | |




### Delayed Days for Facility Reasons (Average Days) (OP-6B-5)-- Interval Zone Two

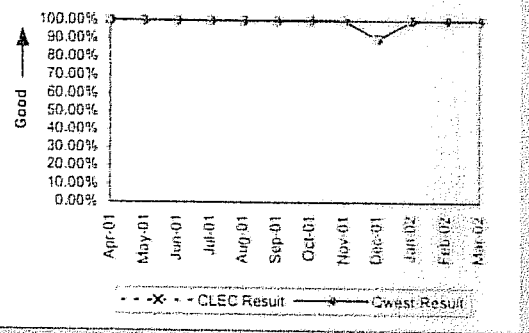
| CLEC Num | CLEC Den | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|
| | | | | 14 | 1 | 14.00 | | |



## Checklist #4 - Unbundled Loop - Installation for DS3 and Higher

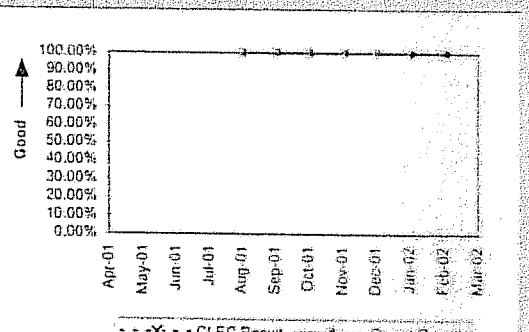
### New Service Installation Quality (Percent) (OP-5)– Interval Zone One and Two

| Date | CLEC Num | CLEC Den | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | 11 | 11 | 100.00% | | |
| May-01 | | | | | 9 | 9 | 100.00% | | |
| Jun-01 | | | | | 8 | 8 | 100.00% | | |
| Jul-01 | | | | | 7 | 7 | 100.00% | | |
| Aug-01 | | | | | 5 | 5 | 100.00% | | |
| Sep-01 | | | | | 4 | 4 | 100.00% | | |
| Oct-01 | | | | | 4 | 4 | 100.00% | | |
| Nov-01 | | | | | 8 | 8 | 100.00% | | |
| Dec-01 | | | | | 9 | 10 | 90.00% | | |
| Jan-02 | | | | | 10 | 10 | 100.00% | | |
| Feb-02 | | | | | 7 | 7 | 100.00% | | |
| Mar-02 | | | | | 4 | 4 | 100.00% | | |



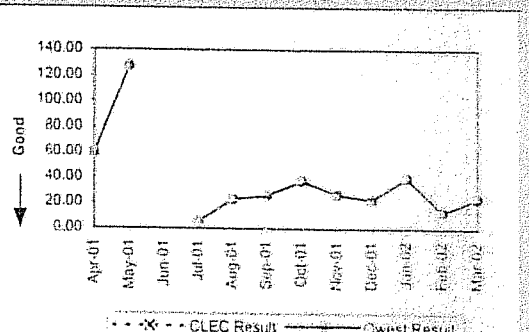

### New Service Installation Quality (Percent) (OP-5*)– Interval Zone One and Two

| Date | CLEC Num | CLEC Den | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | | | | | |
| May-01 | | | | | | | | | |
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 5 | 5 | 100.00% | | |
| Sep-01 | | | | | 4 | 4 | 100.00% | | |
| Oct-01 | | | | | 4 | 4 | 100.00% | | |
| Nov-01 | | | | | 8 | 8 | 100.00% | | |
| Dec-01 | | | | | 10 | 10 | 100.00% | | |
| Jan-02 | | | | | 10 | 10 | 100.00% | | |
| Feb-02 | | | | | 7 | 7 | 100.00% | | |
| Mar-02 | | | | | | | | | |




### Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-[illegible]A)

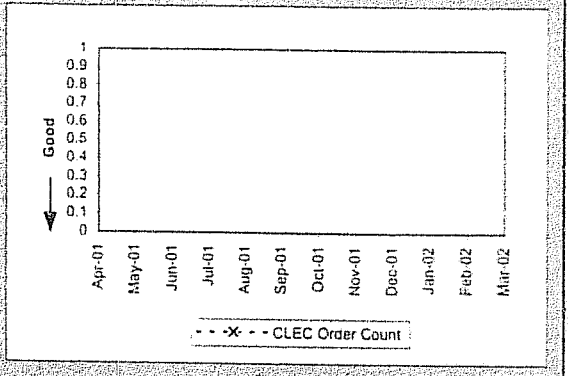
| Date | CLEC Num | CLEC Den | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | 119 | 2 | 59 | | |
| May-01 | | | | | 127 | 1 | 127 | | |
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | 11 | 2 | 5.50 | | |
| Aug-01 | | | | | 92 | 4 | 23.00 | | |
| Sep-01 | | | | | 52 | 2 | 26.00 | | |
| Oct-01 | | | | | 75 | 2 | 37.50 | | |
| Nov-01 | | | | | 53 | 2 | 26.50 | | |
| Dec-01 | | | | | 45 | 2 | 22.50 | | |
| Jan-02 | | | | | 80 | 2 | 40.00 | | |
| Feb-02 | | | | | 13 | 1 | 13.00 | | |
| Mar-02 | | | | | 47 | 2 | 23.50 | | |



## Checklist #4 - Unbundled Loop - Installation for DS3 and Higher

Count of Pending Orders Delayed for Facilities Reasons Unbundled Loop - DS3 Capable (OP-15B)

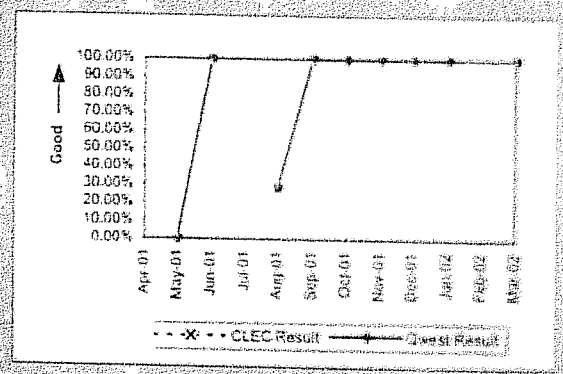
| Date | CLEC Order Count |
|---|---|
| Apr-01 | |
| May-01 | |
| Jun-01 | |
| Jul-01 | |
| Aug-01 | |
| Sep-01 | |
| Oct-01 | |
| Nov-01 | |
| Dec-01 | |
| Jan-02 | |
| Feb-02 | |
| Mar-02 | |



## Checklist #4 - Unbundled Loop - Repair for DS3 and Higher

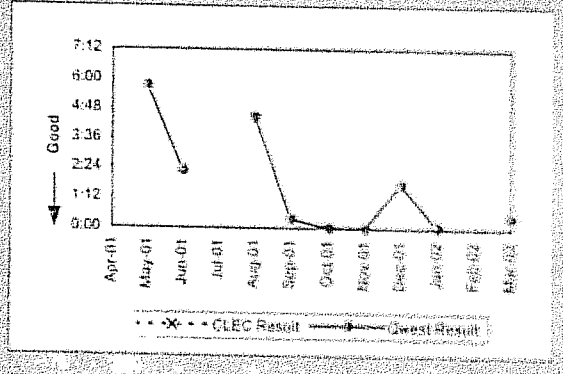
All Troubles Cleared within 4 hours (Percent) (MR-5B)-- Interval Zone Two

| Date | CLEC Num | CLEC Den | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | | | | | |
| May-01 | | | | | 0 | 2 | 0.00% | | |
| Jun-01 | | | | | 2 | 2 | 100.00% | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 2 | 7 | 28.57% | | |
| Sep-01 | | | | | 1 | 1 | 100.00% | | |
| Oct-01 | | | | | 1 | 1 | 100.00% | | |
| Nov-01 | | | | | 1 | 1 | 100.00% | | |
| Dec-01 | | | | | 1 | 1 | 100.00% | | |
| Jan-02 | | | | | 1 | 1 | 100.00% | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | 4 | 4 | 100.00% | | |



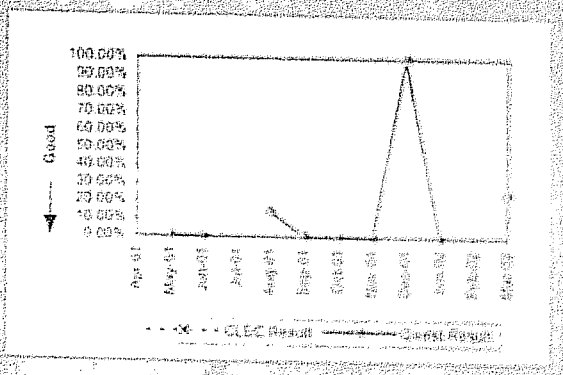

Mean Time to Restore (Hours:Minutes) (MR-6E)-- Interval Zone Two

| Date | CLEC Num | CLEC Den | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | | | | | |
| May-01 | | | | | 11:30 | 2 | 5:45 | | |
| Jun-01 | | | | | 4:36 | 2 | 2:18 | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 31:08 | 7 | 4:27 | | |
| Sep-01 | | | | | 0:22 | 1 | 0:22 | | |
| Oct-01 | | | | | 0:01 | 1 | 0:01 | | |
| Nov-01 | | | | | 0:01 | 1 | 0:01 | | |
| Dec-01 | | | | | 1:46 | 1 | 1:46 | | |
| Jan-02 | | | | | 0:03 | 1 | 0:03 | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | 1:47 | 4 | 0:27 | | |



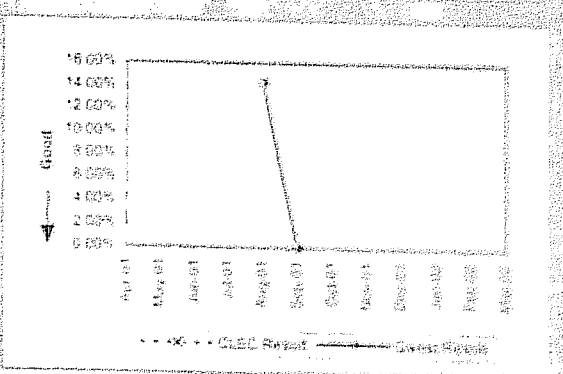

Repair Repeat Report Rate (Percent) (MR-7E)-- Interval Zone Two

| Date | CLEC Num | CLEC Den | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Re | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | | | | | |
| May-01 | | | | | 0 | 2 | 0.0 | | |
| Jun-01 | | | | | 0 | 2 | 0 | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 1 | 7 | 14.29% | | |
| Sep-01 | | | | | 0 | 1 | 0.00% | | |
| Oct-01 | | | | | 0 | | 0.00% | | |
| Nov-01 | | | | | 0 | | 0.00% | | |
| Dec-01 | | | | | 1 | 1 | 100.00% | | |
| Jan-02 | | | | | 0 | 1 | 0.00% | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | 1 | 4 | 25.00% | | |




Repair Repeat Report Rate (Percent) (MR-7E*)-- Interval Zone Two

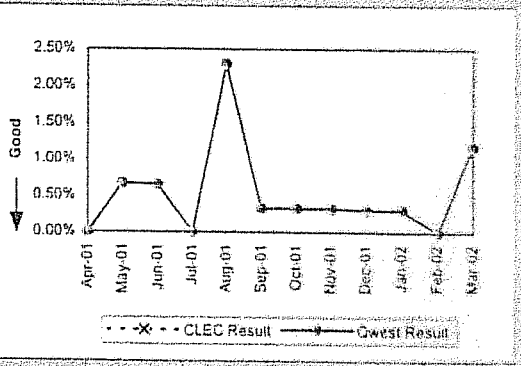
| Date | CLEC Num | CLEC Den | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | | | | | |
| May-01 | | | | | | | | | |
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 1 | 7 | 14.29% | | |
| Sep-01 | | | | | 0 | 1 | 0.00% | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | | | | | |



## Checklist #4 - Unbundled Loop - Repair for DS3 and Higher

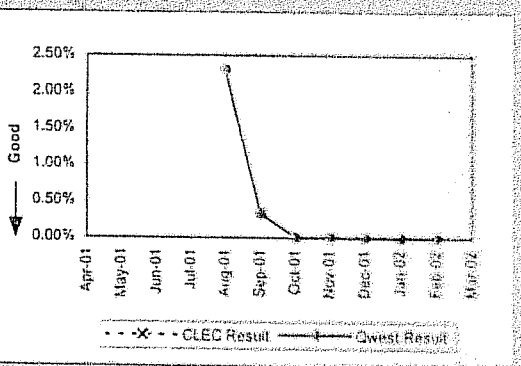
Trouble Rate (Percent) (MR-8)– Interval Zone One and Two

| Date | CLEC Num | CLEC Den | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| | | | | | 0 | 295 | 0.00% | | |
| | | | | | 2 | 298 | 0.67% | | |
| | | | | | 2 | 306 | 0.65% | | |
| | | | | | 0 | 305 | 0.00% | | |
| | | | | | 7 | 304 | 2.30% | | |
| | | | | | 1 | 306 | 0.33% | | |
| | | | | | 1 | 309 | 0.32% | | |
| | | | | | 1 | 312 | 0.32% | | |
| | | | | | 1 | 331 | 0.30% | | |
| | | | | | 1 | 334 | 0.30% | | |
| | | | | | 0 | 336 | 0.00% | | |
| | | | | | 4 | 341 | 1.17% | | |



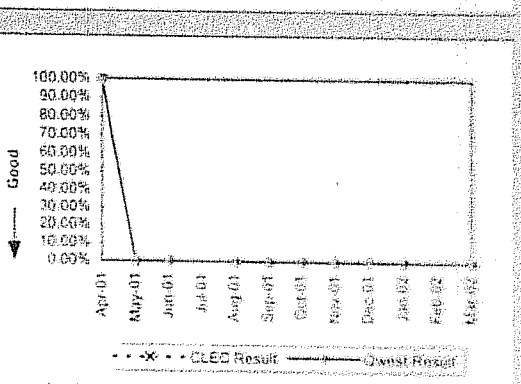

Trouble Rate (Percent) (MR-8*)– Interval Zone One and Two

| Date | CLEC Num | CLEC Den | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | 7 | 304 | 2.30% | | |
| | | | | | 1 | 306 | 0.33% | | |
| | | | | | 0 | 309 | 0.00% | | |
| | | | | | 0 | 312 | 0.00% | | |
| | | | | | 0 | 331 | 0.00% | | |
| | | | | | 0 | 334 | 0.00% | | |
| | | | | | 0 | 336 | 0.00% | | |




Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10)– Interval Zone One and Two

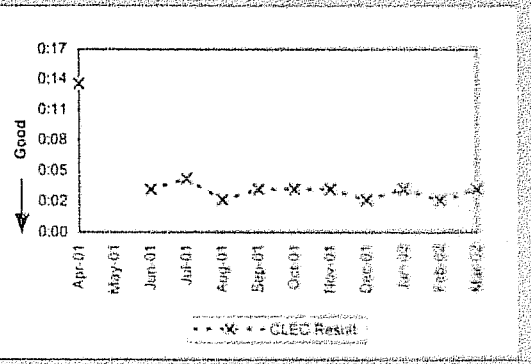
| Date | CLEC Num | CLEC Den | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest R | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| | | | | | 1 | 1 | 100.0 | | |
| | | | | | 0 | 2 | 0.0 | | |
| | | | | | 0 | 2 | 0.0 | | |
| | | | | | | | | | |
| | | | | | 0 | 7 | 0% | | |
| | | | | | 0 | 1 | 00% | | |
| | | | | | 0 | 1 | 0.00% | | |
| | | | | | 0 | | 0.00% | | |
| | | | | | 0 | | 0.00% | | |
| | | | | | 0 | 1 | 0.00% | | |
| | | | | | | | | | |
| | | | | | 0 | 4 | 0.00% | | |



## Checklist #4 - Unbundled Loop Cutovers

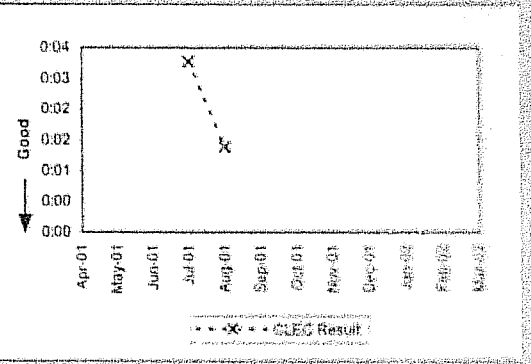
OP-7 - Coordinated "Hot Cut" Interval - Unbundled Loops (Hours:Minutes) Unbundled Loop - Analog (OP-7)

| Date | CLEC Num | CLEC Denom | CLEC Result |
|---|---|---|---|
| Apr-01 | 2:16 | 10 | 0:14 |
| May-01 | | | |
| Jun-01 | 3:15 | 51 | 0:04 |
| Jul-01 | 4:34 | 58 | 0:05 |
| Aug-01 | 1:57 | 42 | 0:03 |
| Sep-01 | 0:42 | 11 | 0:04 |
| Oct-01 | 2:28 | 41 | 0:04 |
| Nov-01 | 2:54 | 45 | 0:04 |
| Dec-01 | 3:33 | 83 | 0:03 |
| Jan-02 | 4:05 | 68 | 0:04 |
| Feb-02 | 4:00 | 94 | 0:03 |
| Mar-02 | 16:55 | 282 | 0:04 |



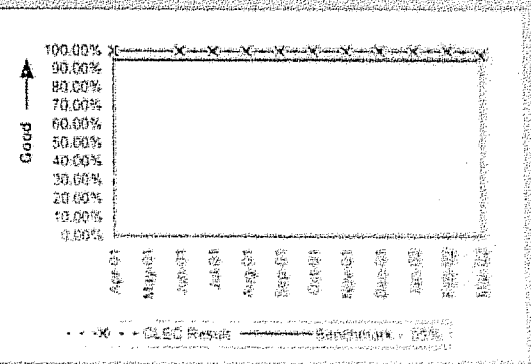

OP-7 - Coordinated "Hot Cut" Interval - Unbundled Loops (Hours:Minutes) Unbundled Loop Other (OP-7)

| Date | CLEC Num | CLEC Denom | CLEC Result |
|---|---|---|---|
| Apr-01 | | | |
| May-01 | | | |
| Jun-01 | | | |
| Jul-01 | 0:14 | 4 | 0:04 |
| Aug-01 | 0:02 | 1 | 0:02 |
| Sep-01 | | | |
| Oct-01 | | | |
| Nov-01 | | | |
| Dec-01 | | | |
| Jan-02 | | | |
| Feb-02 | | | |
| Mar-02 | | | |



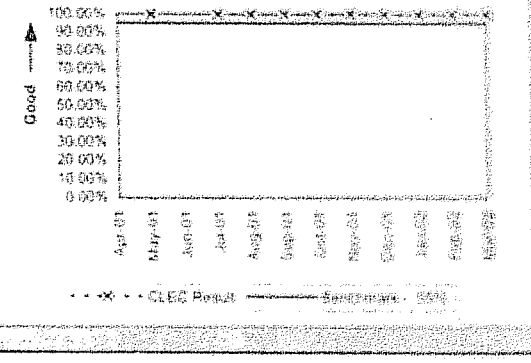

Coordinated Cuts Completed on Time (Percent) Unbundled Loop - Analog (OP-13A)

| Date | CLEC Num | CLEC Denom | CLEC Result |
|---|---|---|---|
| Apr-01 | 5 | 5 | 100.00% |
| May-01 | | | |
| Jun-01 | 15 | 15 | 100.00% |
| Jul-01 | 11 | 11 | 100.00% |
| Aug-01 | 10 | 10 | 100.00% |
| Sep-01 | 5 | 5 | 100.00% |
| Oct-01 | 19 | 19 | 100.00% |
| Nov-01 | 13 | 13 | 100.00% |
| Dec-01 | 28 | 28 | 100.00% |
| Jan-02 | 21 | 21 | 100.00% |
| Feb-02 | 26 | 26 | 100.00% |
| Mar-02 | 78 | 80 | 97.50% |




Coordinated Cuts Completed on Time (Percent) Unbundled Loop Other (OP-13A)

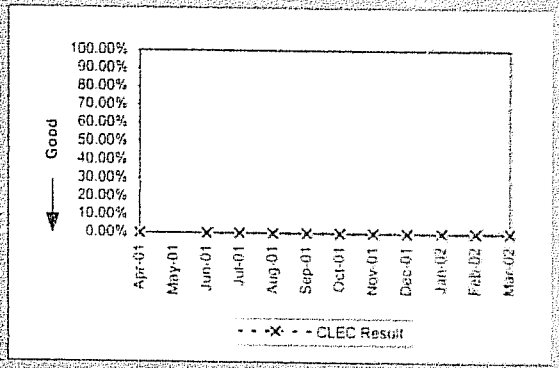
| Date | CLEC Num | CLEC Denom | CLEC Result |
|---|---|---|---|
| Apr-01 | | | |
| May-01 | 1 | 1 | 100.00% |
| Jun-01 | | | |
| Jul-01 | 3 | 3 | 100.00% |
| Aug-01 | 15 | 15 | 100.00% |
| Sep-01 | 5 | 5 | 100.00% |
| Oct-01 | 11 | 11 | 100.00% |
| Nov-01 | 3 | 3 | 100.00% |
| Dec-01 | 6 | 6 | 100.00% |
| Jan-02 | 13 | 13 | 100.00% |
| Feb-02 | 3 | 3 | 100.00% |
| Mar-02 | 2 | 2 | 100.00% |



## Checklist #4 - Unbundled Loop Cutovers

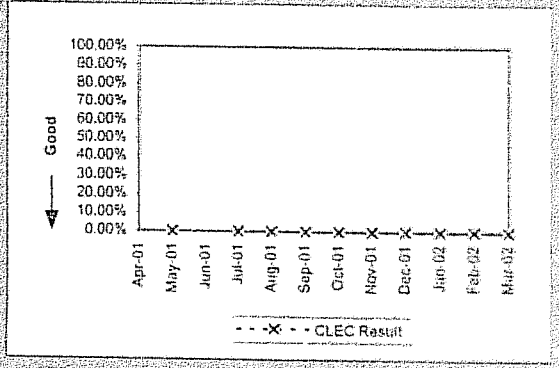
Coordinated Cuts Started Without CLEC Approval (Percent) Unbundled Loop - Analog (OP-13B)

| Date | CLEC Num | CLEC Denom | CLEC Result |
|---|---|---|---|
| Apr-01 | 0 | 6 | 0.00% |
| May-01 | | | |
| Jun-01 | 0 | 15 | 0.00% |
| Jul-01 | 0 | 11 | 0.00% |
| Aug-01 | 0 | 10 | 0.00% |
| Sep-01 | 0 | 5 | 0.00% |
| Oct-01 | 0 | 19 | 0.00% |
| Nov-01 | 0 | 13 | 0.00% |
| Dec-01 | 0 | 28 | 0.00% |
| Jan-02 | 0 | 21 | 0.00% |
| Feb-02 | 0 | 26 | 0.00% |
| Mar-02 | 0 | 80 | 0.00% |




Coordinated Cuts Started Without CLEC Approval (Percent) Unbundled Loop Other (OP-13B)

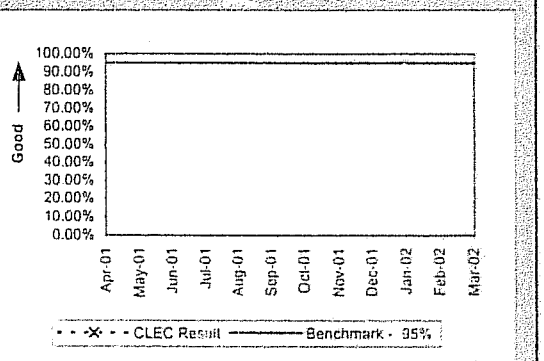
| Date | CLEC Num | CLEC Denom | CLEC Result |
|---|---|---|---|
| Apr-01 | | | |
| May-01 | 0 | 1 | 0.00% |
| Jun-01 | | | |
| Jul-01 | 0 | 3 | 0.00% |
| Aug-01 | 0 | 15 | 0.00% |
| Sep-01 | 0 | 5 | 0.00% |
| Oct-01 | 0 | 11 | 0.00% |
| Nov-01 | 0 | 3 | 0.00% |
| Dec-01 | 0 | 6 | 0.00% |
| Jan-02 | 0 | 13 | 0.00% |
| Feb-02 | 0 | 3 | 0.00% |
| Mar-02 | 0 | 2 | 0.00% |



## Checklist #4 - Line Sharing Installation

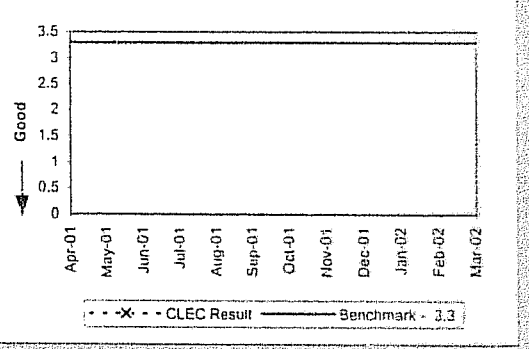
### Installation Commitments Met (Percent) (OP-3A)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | Std Dev |
|---|---|---|---|---|
| Apr-01 | | | | |
| May-01 | | | | |
| Jun-01 | | | | |
| Jul-01 | | | | |
| Aug-01 | | | | |
| Sep-01 | | | | |
| Oct-01 | | | | |
| Nov-01 | | | | |
| Dec-01 | | | | |
| Jan-02 | | | | |
| Feb-02 | | | | |
| Mar-02 | | | | |



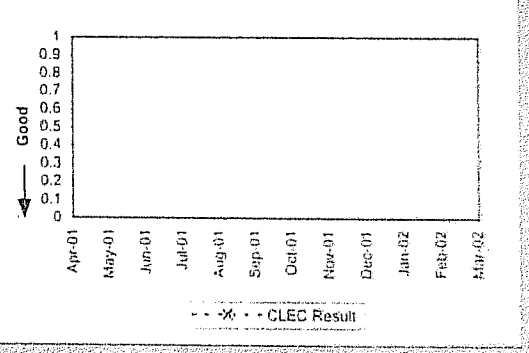

### Installation Interval (Average Days) (OP-4A)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | Std Dev |
|---|---|---|---|---|
| Apr-01 | | | | |
| May-01 | | | | |
| Jun-01 | | | | |
| Jul-01 | | | | |
| Aug-01 | | | | |
| Sep-01 | | | | |
| Oct-01 | | | | |
| Nov-01 | | | | |
| Dec-01 | | | | |
| Jan-02 | | | | |
| Feb-02 | | | | |
| Mar-02 | | | | |



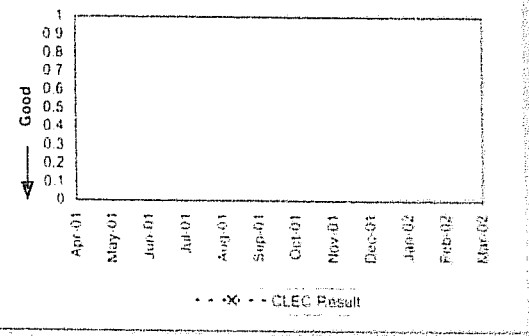

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-1)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | Std Dev |
|---|---|---|---|---|
| Apr-01 | | | | |
| May-01 | | | | |
| Jun-01 | | | | |
| Jul-01 | | | | |
| Aug-01 | | | | |
| Sep-01 | | | | |
| Oct-01 | | | | |
| Nov-01 | | | | |
| Dec-01 | | | | |
| Jan-02 | | | | |
| Feb-02 | | | | |
| Mar-02 | | | | |




### Delayed Days for Facility Reasons (Average Days) (OP-6B-1)-- Dispatches Within MSAs

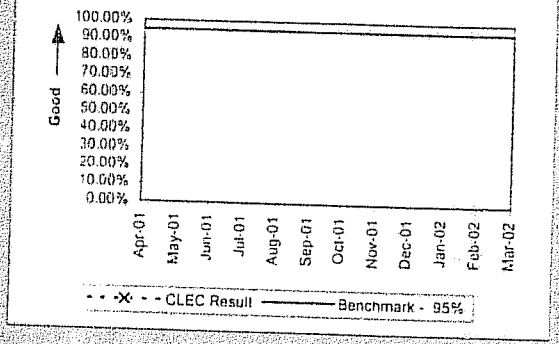
| Date | CLEC Num | CLEC Denom | CLEC Result | Std Dev |
|---|---|---|---|---|
| Apr-01 | | | | |
| May-01 | | | | |
| Jun-01 | | | | |
| Jul-01 | | | | |
| Aug-01 | | | | |
| Sep-01 | | | | |
| Oct-01 | | | | |
| Nov-01 | | | | |
| Dec-01 | | | | |
| Jan-02 | | | | |
| Feb-02 | | | | |
| Mar-02 | | | | |



## Checklist #4 - Line Sharing Installation

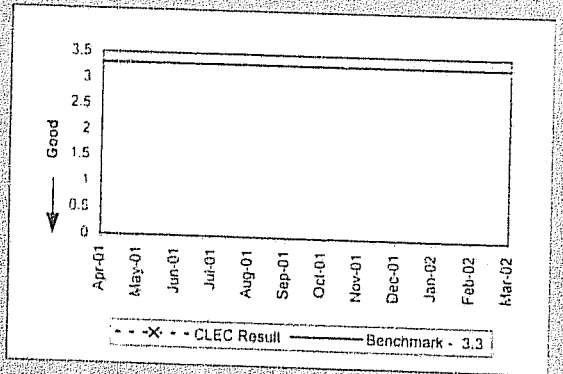
### Due Percent (OP-4B) -- Dispatches Outside MSAs

| CLEC Denom | CLEC Result | Std Dev |
|---|---|---|



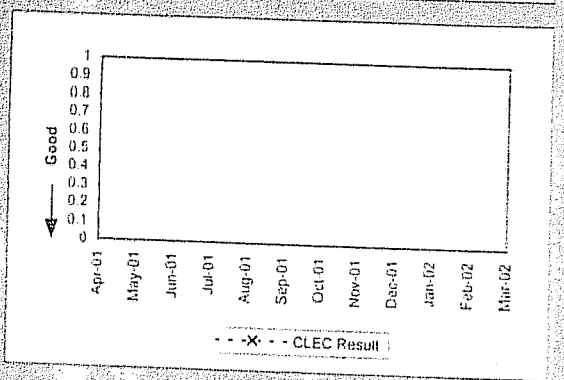

### Average Delay (Average Days) (OP-4B) -- Dispatches Outside MSAs

| CLEC Denom | CLEC Result | Std Dev |
|---|---|---|



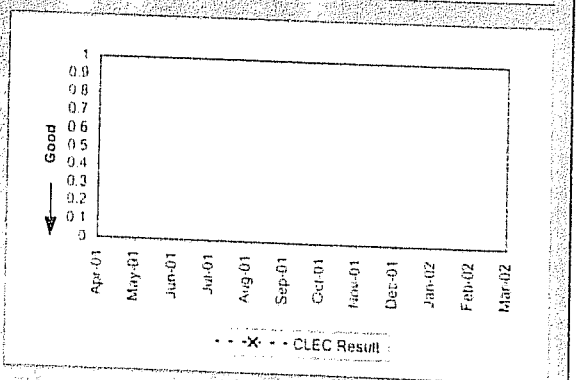

### Average Delay (Average Days) (OP-6A-2) -- Dispatches Outside MSAs

| CLEC Denom | CLEC Result | Std Dev |
|---|---|---|




### Average Delay (Average Days) (OP-6B-2) -- Dispatches Outside MSAs

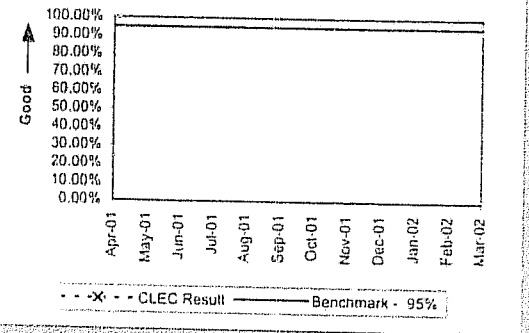
| CLEC Denom | CLEC Result | Std Dev |
|---|---|---|



## Checklist #4 - Line Sharing Installation

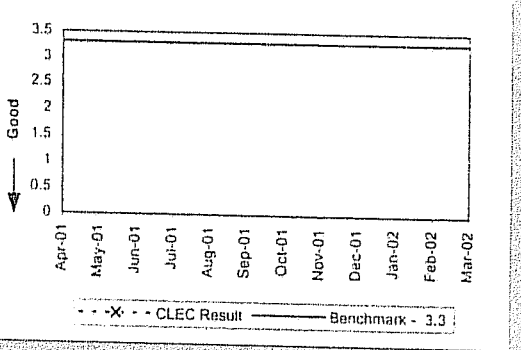
### Installation Quality - Met Percent (OP-3C) -- No Dispatches

| Sub-Measure | CLEC Denom | CLEC Result | Std Dev |
|---|---|---|---|



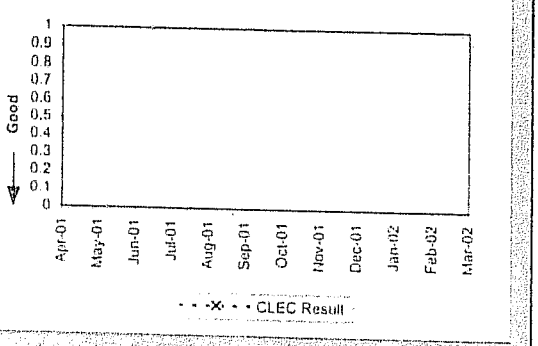

### Installation Interval - Average Days (OP-4C) -- No Dispatches

| Sub-Measure | CLEC Denom | CLEC Result | Std Dev |
|---|---|---|---|



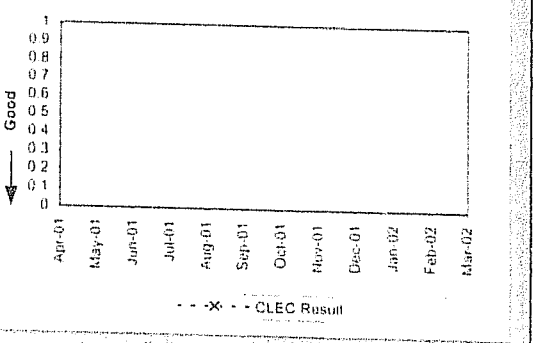

### Provisioning - Facility Readiness (Average Days) (OP-6A-3) -- No Dispatches

| Sub-Measure | CLEC Denom | CLEC Result | Std Dev |
|---|---|---|---|



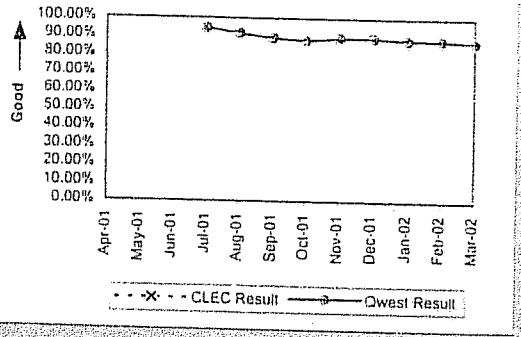

### Provisioning - Facility Readiness (Average Days) (OP-6B-3) -- No Dispatches

| Sub-Measure | CLEC Denom | CLEC Result | Std Dev |
|---|---|---|---|

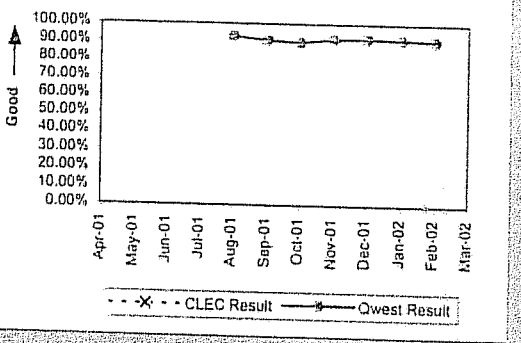


## Checklist #4 - Line Sharing Installation

| | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|
| | 10183 | 10747 | 94.57% | | |
| | 6210 | 6789 | 91.47% | | |
| | 4219 | 4744 | 88.93% | | |
| | 3580 | 4079 | 87.77% | | |
| | 3395 | 3806 | 89.20% | | |
| | 2925 | 3279 | 89.20% | | |
| | 2744 | 3117 | 88.03% | | |
| | 2638 | 2999 | 87.96% | | |
| | 2560 | 2878 | 86.87% | | |



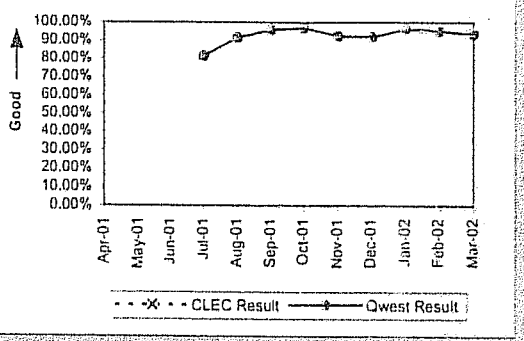

| | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|
| | 6312 | 6789 | 92.97% | | |
| | 4309 | 4744 | 90.83% | | |
| | 3660 | 4070 | 89.73% | | |
| | 3488 | 3806 | 91.64% | | |
| | 3012 | 3279 | 91.86% | | |
| | 2863 | 3117 | 91.53% | | |
| | 2720 | 2999 | 90.70% | | |



## Checklist #4 - Line Sharing Repair

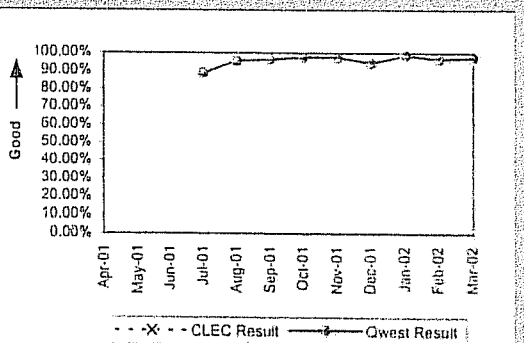
### [illegible] Within 24 Hours (Percent (MR-3A)-- Dispatches Within MSAs

| CLEC Result | CLEC Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|
| | | 931 | 1143 | 81.45% | | |
| | | 842 | 918 | 91.72% | | |
| | | 763 | 796 | 95.85% | | |
| | | 628 | 648 | 96.91% | | |
| | | 424 | 458 | 92.58% | | |
| | | 403 | 438 | 92.01% | | |
| | | 336 | 349 | 96.28% | | |
| | | 334 | 351 | 95.16% | | |
| | | 414 | 443 | 93.45% | | |



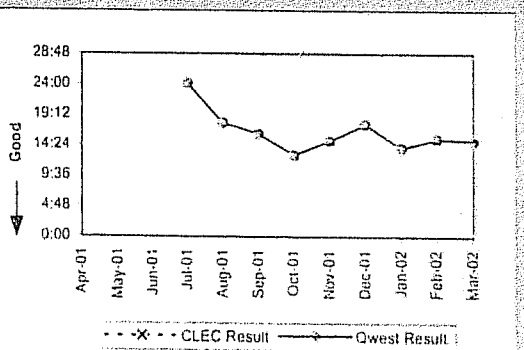

### [illegible] Within 48 hours (Percent (MR-4A)-- Dispatches Within MSAs

| CLEC Result | CLEC Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|
| | | 1369 | 1542 | 88.78% | | |
| | | 1213 | 1270 | 95.51% | | |
| | | 1086 | 1128 | 96.28% | | |
| | | 888 | 910 | 97.58% | | |
| | | 635 | 651 | 97.54% | | |
| | | 597 | 633 | 94.31% | | |
| | | 466 | 473 | 98.52% | | |
| | | 501 | 519 | 96.53% | | |
| | | 603 | 620 | 97.26% | | |




### Mean Time to Restore (Hours:Minutes) (MR-6A)-- Dispatches Within MSA

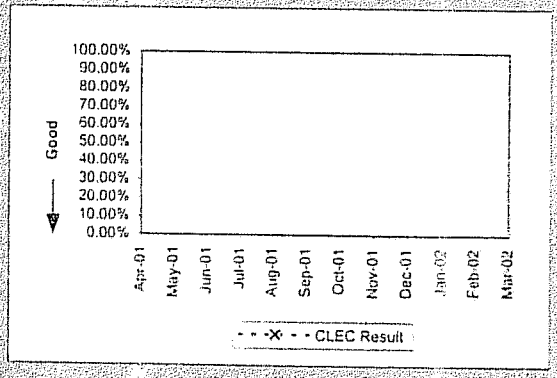
| CLEC Result | CLEC Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|
| | | 37252:39 | 1542 | 24 | | |
| | | 22705:39 | 1270 | [illegible]3 | | |
| | | 18262:31 | 1128 | 0:11 | | |
| | | 11669:27 | 910 | 12:49 | | |
| | | 9829:34 | 651 | 15:06 | | |
| | | 11199:06 | 62 | 17:42 | | |
| | | 6568:23 | 473 | 13:56 | | |
| | | 7902:50 | 519 | 15:24 | | |
| | | 9360:52 | 620 | 15:06 | | |



Checklist #4 - Line Sharing Repair

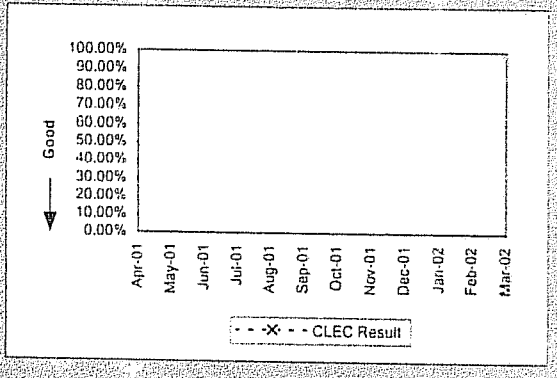
Missed Repair Report Rate (Percent) (MR-7A)– Dispatches Within MSAs

| CLEC Num | CLEC Denom | CLEC Result | Std Dev |
|---|---|---|---|
| | | | |




Missed Repair Report Rate (Percent) (MR-7A*)– Dispatches Within MSAs

| CLEC Num | CLEC Denom | CLEC Result | Std Dev |
|---|---|---|---|
| | | | |



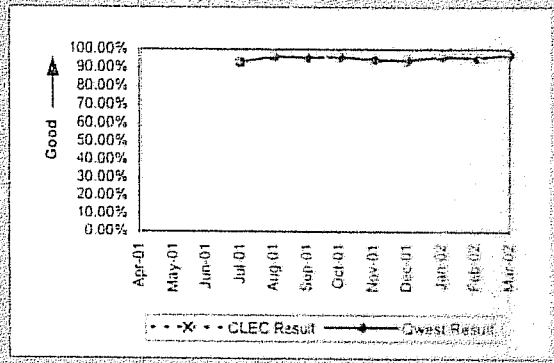
# CONTINUATION

# [4]

Scan ~ ~ # Pgs [ ]

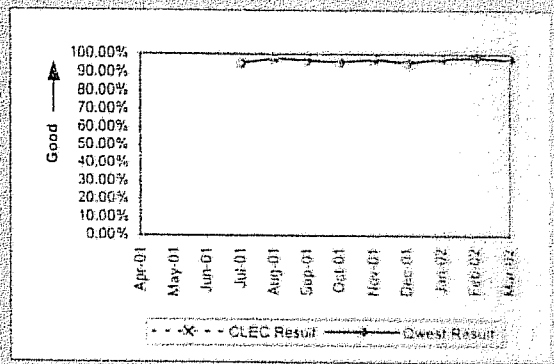
Service Centers Cleared within 24 hours (Percent) (MR-3B)-- Dispatches Outside MSAs

| | CLEC Num | CLEC Den | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| | | | | | 917 | 986 | 93.00% | | |
| | | | | | 851 | 885 | 96.16% | | |
| | | | | | 748 | 782 | 95.65% | | |
| | | | | | 600 | 626 | 95.85% | | |
| | | | | | 516 | 547 | 94.33% | | |
| | | | | | 400 | 426 | 93.90% | | |
| | | | | | 306 | 319 | 95.92% | | |
| | | | | | 295 | 310 | 95.16% | | |
| | | | | | 363 | 374 | 97.06% | | |



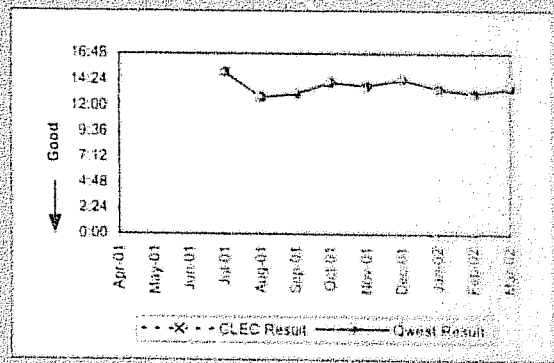

All Troubles Cleared within 48 hours (Percent) (MR-4B)-- Dispatches Outside MSAs

| | CLEC Num | CLEC Den | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| | | | | | 1250 | 1315 | 95.06% | | |
| | | | | | 1184 | 1211 | 97.77% | | |
| | | | | | 1006 | 1042 | 96.55% | | |
| | | | | | 846 | 885 | 95.59% | | |
| | | | | | 746 | 768 | 97.14% | | |
| | | | | | 596 | 626 | 95.21% | | |
| | | | | | 467 | 479 | 97.49% | | |
| | | | | | 440 | 449 | 98.00% | | |
| | | | | | 508 | 525 | 96.76% | | |



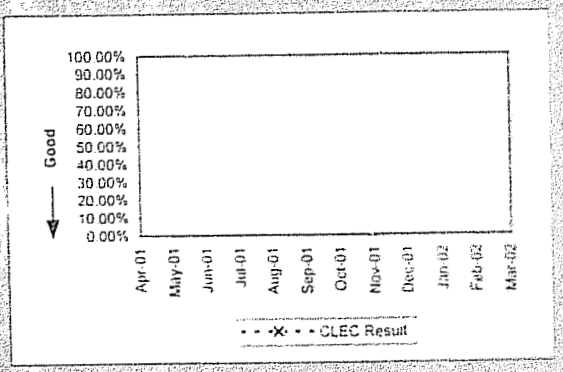

Mean Time to Restore (Hours:Minutes) (MR-6B)-- Dispatches Outside MSAs

| | CLEC Num | CLEC Den | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| | | | | | 19896:33 | 1315 | 15:08 | | |
| | | | | | 15506:05 | 1211 | 12:48 | | |
| | | | | | 13710:23 | 1042 | 13:09 | | |
| | | | | | 12539:28 | 885 | 14:1[illegible] | | |
| | | | | | 10633:05 | 768 | 13:5[illegible] | | |
| | | | | | 9032:04 | 626 | 14[illegible] | | |
| | | | | | 6503:52 | 479 | [illegible]5 | | |
| | | | | | 5908:48 | 449 | [illegible].10 | | |
| | | | | | 7164:30 | 525 | 13:39 | | |



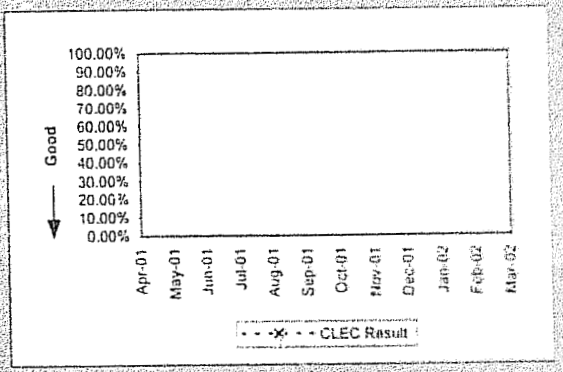
Repair Repeat Report Rate (Percent) (MR-7B)– Dispatches Outside MSAs

| | CLEC Num | CLEC Denom | CLEC Result | Std Dev |
|---|---|---|---|---|
| Apr-01 | | | | |
| May-01 | | | | |
| Jun-01 | | | | |
| Jul-01 | | | | |
| Aug-01 | | | | |
| Sep-01 | | | | |
| Oct-01 | | | | |
| Nov-01 | | | | |
| Dec-01 | | | | |
| Jan-02 | | | | |
| Feb-02 | | | | |
| Mar-02 | | | | |




Repair Repeat Report Rate (Percent) (MR-7B*)– Dispatches Outside MSAs

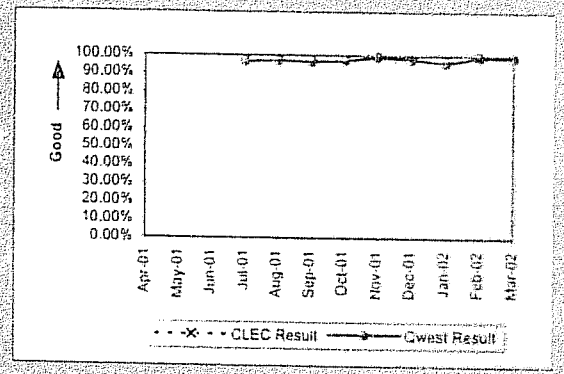
| | CLEC Num | CLEC Denom | CLEC Result | Std Dev |
|---|---|---|---|---|
| Apr-01 | | | | |
| May-01 | | | | |
| Jun-01 | | | | |
| Jul-01 | | | | |
| Aug-01 | | | | |
| Sep-01 | | | | |
| Oct-01 | | | | |
| Nov-01 | | | | |
| Dec-01 | | | | |
| Jan-02 | | | | |
| Feb-02 | | | | |
| Mar-02 | | | | |



## Checklist #4 - Line Sharing Repair

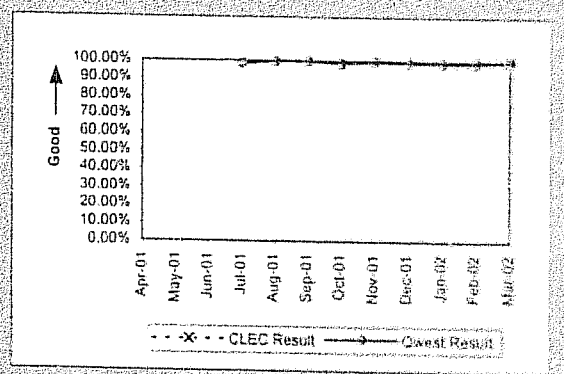
Out of Service Cleared within 24 hours (Percent) (MR-3C)-- No Dispatches

| CLEC Num | CLEC Den | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|
| | | | | 282 | 292 | 96.58% | | |
| | | | | 271 | 279 | 97.13% | | |
| | | | | 203 | 210 | 96.67% | | |
| | | | | 233 | 240 | 97.08% | | |
| | | | | 301 | 303 | 99.34% | | |
| | | | | 292 | 298 | 97.99% | | |
| | | | | 270 | 281 | 96.09% | | |
| | | | | 251 | 253 | 99.21% | | |
| | | | | 250 | 253 | 98.81% | | |



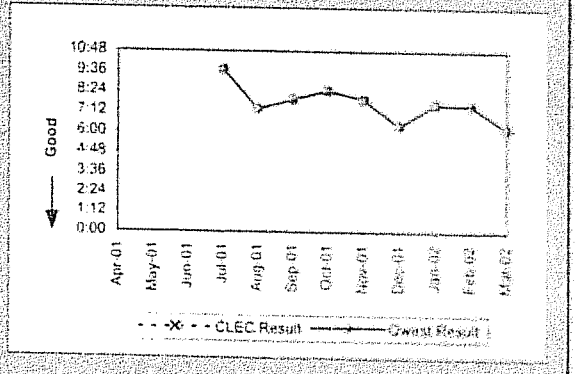

All Troubles Cleared within 48 hours (Percent) (MR-4C)-- No Dispatches

| CLEC Num | CLEC Den | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|
| | | | | 569 | 578 | 98.44% | | |
| | | | | 581 | 584 | 99.49% | | |
| | | | | 499 | 501 | 99.60% | | |
| | | | | 496 | 503 | 98.61% | | |
| | | | | 581 | 583 | 99.66% | | |
| | | | | 555 | 561 | 98.93% | | |
| | | | | 609 | 615 | 99.02% | | |
| | | | | 589 | 595 | 98.99% | | |
| | | | | 646 | 648 | 99.69% | | |




Mean Time to Restore (Hours:Minutes) (MR-6C)-- No Dispatches

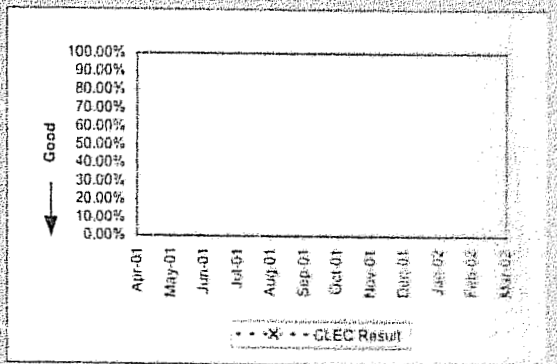
| CLEC Num | CLEC Den | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|
| | | | | 5606:21 | 578 | 9:42 | | |
| | | | | 4299:02 | 584 | 7:21 | | |
| | | | | 3991:00 | 501 | 7:[illegible] | | |
| | | | | 4264:09 | 503 | [illegible] | | |
| | | | | 4640:56 | 583 | 58 | | |
| | | | | 3593:06 | 561 | 6:24 | | |
| | | | | 4720:58 | 615 | 7:41 | | |
| | | | | 4536:14 | 595 | 7:37 | | |
| | | | | 4043:21 | 64[illegible] | 6:14 | | |



## Checklist #4 - Line Sharing Repair

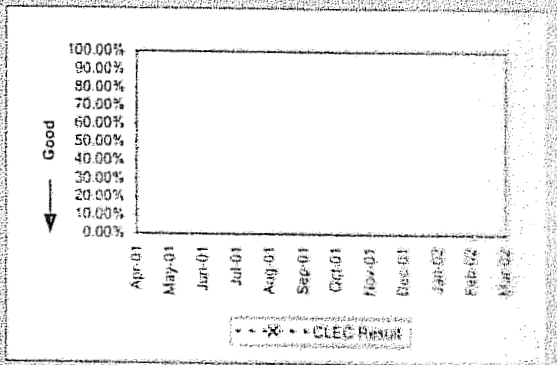
Repair Repeat Report Rate (Percent) (MR-7C)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | Std Dev |
|---|---|---|---|---|
| Apr-01 | | | | |
| May-01 | | | | |
| Jun-01 | | | | |
| Jul-01 | | | | |
| Aug-01 | | | | |
| Sep-01 | | | | |
| Oct-01 | | | | |
| Nov-01 | | | | |
| Dec-01 | | | | |
| Jan-02 | | | | |
| Feb-02 | | | | |
| Mar-02 | | | | |




Repair Repeat Report Rate (Percent) (MR-7C*)-- No Dispatches

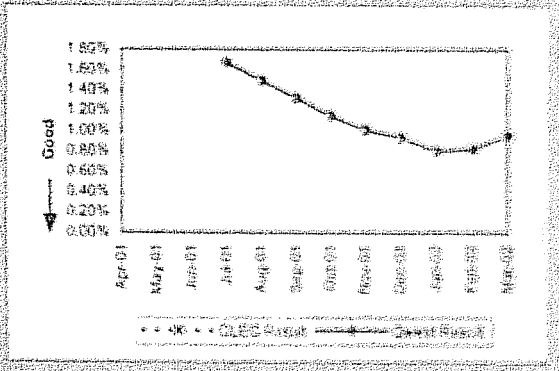
| Date | CLEC Num | CLEC Denom | CLEC Result | Std Dev |
|---|---|---|---|---|
| Apr-01 | | | | |
| May-01 | | | | |
| Jun-01 | | | | |
| Jul-01 | | | | |
| Aug-01 | | | | |
| Sep-01 | | | | |
| Oct-01 | | | | |
| Nov-01 | | | | |
| Dec-01 | | | | |
| Jan-02 | | | | |
| Feb-02 | | | | |
| Mar-02 | | | | |



## Checklist #4 - Line Sharing Repair

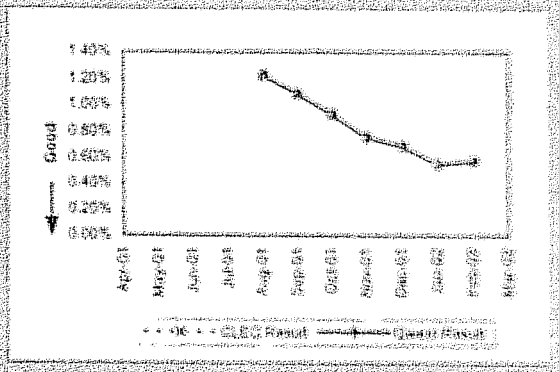
Trouble Rate (Percent) (MR-8)

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | | | | | |
| May-01 | | | | | | | | | |
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | 3521 | 210770 | 1.67% | | |
| Aug-01 | | | | | 3119 | 208908 | 1.49% | | |
| Sep-01 | | | | | 2728 | 206724 | 1.32% | | |
| Oct-01 | | | | | 2337 | 204490 | 1.14% | | |
| Nov-01 | | | | | 2034 | 201517 | 1.01% | | |
| Dec-01 | | | | | 1865 | 199580 | 0.93% | | |
| Jan-02 | | | | | 1590 | 197870 | 0.80% | | |
| Feb-02 | | | | | 1589 | 193156 | 0.82% | | |
| Mar-02 | | | | | 1622 | 191768 | 0.95% | | |




Trouble Rate (Percent) (MR-8")

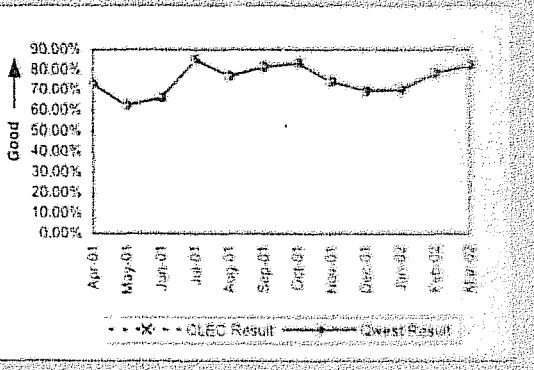
| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | | | | | |
| May-01 | | | | | | | | | |
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 2560 | 208908 | 1.23% | | |
| Sep-01 | | | | | 2240 | 206724 | 1.08% | | |
| Oct-01 | | | | | 1699 | 204490 | 0.93% | | |
| Nov-01 | | | | | 1515 | 201517 | 0.75% | | |
| Dec-01 | | | | | 1368 | 199580 | 0.69% | | |
| Jan-02 | | | | | 1086 | 197870 | 0.55% | | |
| Feb-02 | | | | | 1108 | 193156 | 0.57% | | |
| Mar-02 | | | | | | | | | |



## Checklist #5 - Unbundled Transport (UDIT) DS1 Level Installation

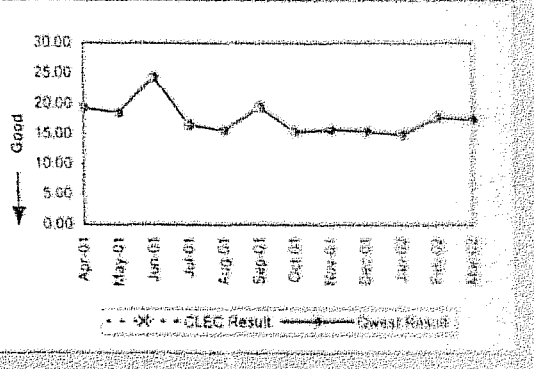
### Installation Commitments Met (Percent) (OP-3E)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | 64 | 88 | 72.73% | | |
| May-01 | | | | 46 | 74 | 62.16% | | |
| Jun-01 | | | | 49 | 74 | 66.22% | | |
| Jul-01 | | | | 62 | 73 | 84.93% | | |
| Aug-01 | | | | 70 | 91 | 76.92% | | |
| Sep-01 | | | | 57 | 70 | 81.43% | | |
| Oct-01 | | | | 85 | 102 | 83.33% | | |
| Nov-01 | | | | 80 | 108 | 74.07% | | |
| Dec-01 | | | | 68 | 98 | 69.39% | | |
| Jan-02 | | | | 33 | 47 | 70.21% | | |
| Feb-02 | | | | 62 | 79 | 78.48% | | |
| Mar-02 | | | | 73 | 89 | 82.02% | | |



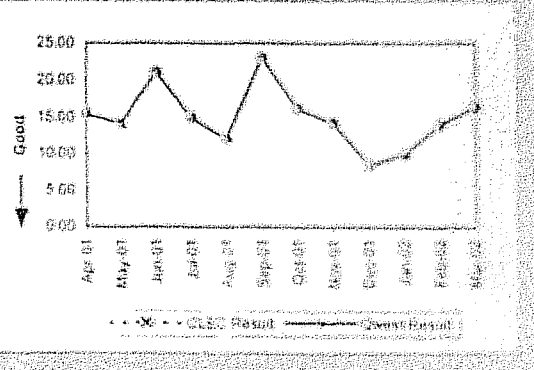

### Installation Interval (Average Days) (OP-4E)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | 1641 | 85 | 19.31 | | |
| May-01 | | | | 1375 | 74 | 18.58 | | |
| Jun-01 | | | | 1775 | 73 | 24.32 | | |
| Jul-01 | | | | 2070 | 125 | 16.56 | | |
| Aug-01 | | | | 2011 | 129 | 15.59 | | |
| Sep-01 | | | | 1946 | 100 | 19.46 | | |
| Oct-01 | | | | 1968 | 128 | 15.38 | | |
| Nov-01 | | | | 1920 | 122 | 15.74 | | |
| Dec-01 | | | | 1666 | 108 | 15.43 | | |
| Jan-02 | | | | 803 | 54 | 14.87 | | |
| Feb-02 | | | | 1606 | 90 | 17.84 | | |
| Mar-02 | | | | 1796 | 103 | 17.44 | | |



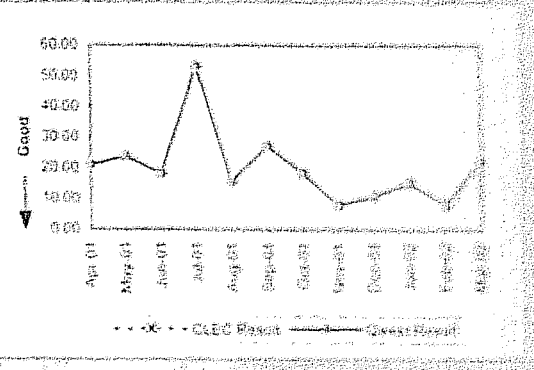

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | 310 | 20 | 15.50 | | |
| May-01 | | | | 240 | 17 | 14.12 | | |
| Jun-01 | | | | 463 | 22 | 21.05 | | |
| Jul-01 | | | | 359 | 24 | 14.96 | | |
| Aug-01 | | | | 291 | 24 | 12.12 | | |
| Sep-01 | | | | 575 | 25 | 23.00 | | |
| Oct-01 | | | | 308 | 19 | 16.21 | | |
| Nov-01 | | | | 501 | 35 | 14.31 | | |
| Dec-01 | | | | 340 | 40 | 8.50 | | |
| Jan-02 | | | | 202 | 20 | 10.10 | | |
| Feb-02 | | | | 394 | 28 | 4.07 | | |
| Mar-02 | | | | 395 | 24 | 16.46 | | |




### Delayed Days for Facility Reasons (Average Days) (OP-6B-5)-- Interval Zone Two

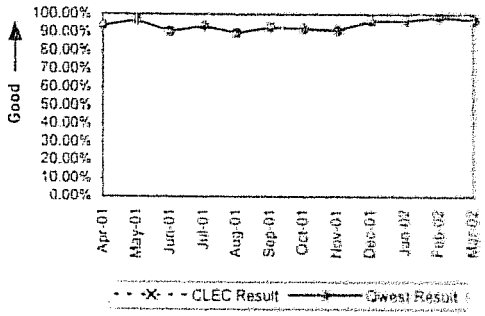
| Date | CLEC Num | CLEC Denom | CLEC Result | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | 84 | 4 | 21.00 | | |
| May-01 | | | | 262 | 11 | 23.82 | | |
| Jun-01 | | | | 54 | 3 | 18.00 | | |
| Jul-01 | | | | 213 | 4 | 53.25 | | |
| Aug-01 | | | | 78 | 5 | 15.60 | | |
| Sep-01 | | | | 136 | 5 | 27.20 | | |
| Oct-01 | | | | 129 | 7 | 18.43 | | |
| Nov-01 | | | | 55 | 7 | 7.86 | | |
| Dec-01 | | | | 11 | 1 | 11.00 | | |
| Jan-02 | | | | 61 | 4 | 15.25 | | |
| Feb-02 | | | | 8 | 1 | 8.00 | | |
| Mar-02 | | | | 132 | 6 | 22.00 | | |



## Checklist #5 - Unbundled Transport (UDIT) DS1 Level Installation

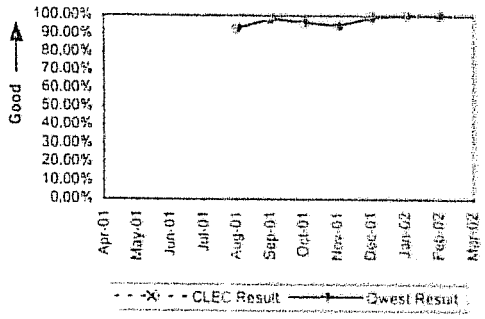
New Service Installation Quality (Percent) (OP-5)– Interval Zone One and Two

| Date | CLEC Num | CLEC Denom | CLEC Result | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | 125 | 133 | 93.99% | | |
| May-01 | | | | 99 | 102 | 97.06% | | |
| Jun-01 | | | | 88 | 97 | 90.72% | | |
| Jul-01 | | | | 105 | 112 | 93.75% | | |
| Aug-01 | | | | 116 | 129 | 89.92% | | |
| Sep-01 | | | | 108 | 116 | 93.10% | | |
| Oct-01 | | | | 106 | 115 | 92.17% | | |
| Nov-01 | | | | 115 | 126 | 91.27% | | |
| Dec-01 | | | | 112 | 116 | 96.55% | | |
| Jan-02 | | | | 80 | 83 | 96.39% | | |
| Feb-02 | | | | 73 | 74 | 98.65% | | |
| Mar-02 | | | | 94 | 97 | 96.91% | | |



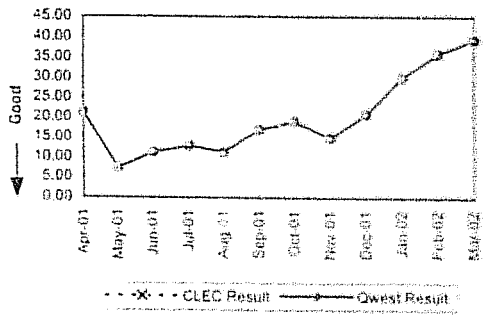

New Service Installation Quality (Percent) (OP-5*)– Interval Zone One and Two

| Date | CLEC Num | CLEC Denom | CLEC Result | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | | | | |
| May-01 | | | | | | | | |
| Jun-01 | | | | | | | | |
| Jul-01 | | | | | | | | |
| Aug-01 | | | | 120 | 129 | 93.02% | | |
| Sep-01 | | | | 114 | 116 | 98.28% | | |
| Oct-01 | | | | 111 | 115 | 96.52% | | |
| Nov-01 | | | | 119 | 126 | 94.44% | | |
| Dec-01 | | | | 115 | 116 | 99.14% | | |
| Jan-02 | | | | 83 | 83 | 100.00% | | |
| Feb-02 | | | | 74 | 74 | 100.00% | | |
| Mar-02 | | | | | | | | |




Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A)

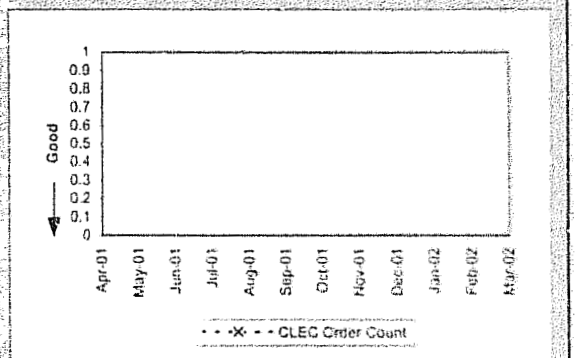
| Date | CLEC Num | CLEC Denom | CLEC Result | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | 106 | 5 | 21.20 | | |
| May-01 | | | | 80 | 11 | 7.27 | | |
| Jun-01 | | | | 156 | 14 | 11.14 | | |
| Jul-01 | | | | 270 | 21 | 12.86 | | |
| Aug-01 | | | | 304 | 27 | 11.26 | | |
| Sep-01 | | | | 423 | 25 | 16.92 | | |
| Oct-01 | | | | 436 | 23 | 18 | | |
| Nov-01 | | | | 518 | 35 | [illegible] | | |
| Dec-01 | | | | 542 | 26 | 3.85 | | |
| Jan-02 | | | | 965 | 32 | 30.16 | | |
| Feb-02 | | | | 576 | 16 | 36.00 | | |
| Mar-02 | | | | 672 | 17 | 39.53 | | |



## Checklist #5 - Unbundled Transport (UDIT) DS1 Level Installation

Count of Pending Orders Delayed for Facilities Reasons UDIT DS1 (OP-15B)

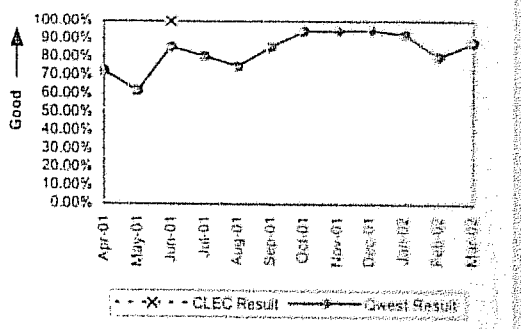
| Date | CLEC Order Count |
|---|---|
| Apr-01 | |
| May-01 | |
| Jun-01 | |
| Jul-01 | |
| Aug-01 | |
| Sep-01 | |
| Oct-01 | |
| Nov-01 | |
| Dec-01 | |
| Jan-02 | |
| Feb-02 | |
| Mar-02 | |



## Checklist #5 - Unbundled Transport (UDIT) DS1 Level Repair

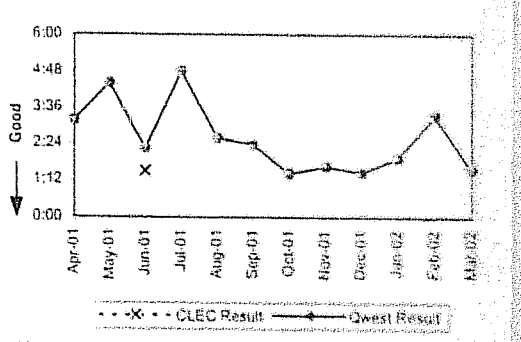
### All Troubles Cleared within 4 hours (Percent) (MR-5B)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | 42 | 58 | 72.41% | | |
| May-01 | | | | 48 | 78 | 61.54% | | |
| Jun-01 | 1 | 1 | 100.00% | 84 | 98 | 85.71% | -0.41 | -1.25 |
| Jul-01 | | | | 61 | 76 | 80.26% | | |
| Aug-01 | | | | 113 | 151 | 74.83% | | |
| Sep-01 | | | | 48 | 56 | 85.71% | | |
| Oct-01 | | | | 67 | 71 | 94.37% | | |
| Nov-01 | | | | 68 | 72 | 94.44% | | |
| Dec-01 | | | | 55 | 58 | 94.83% | | |
| Jan-02 | | | | 36 | 39 | 92.31% | | |
| Feb-02 | | | | 8 | 10 | 80.00% | | |
| Mar-02 | | | | 66 | 75 | 88.00% | | |



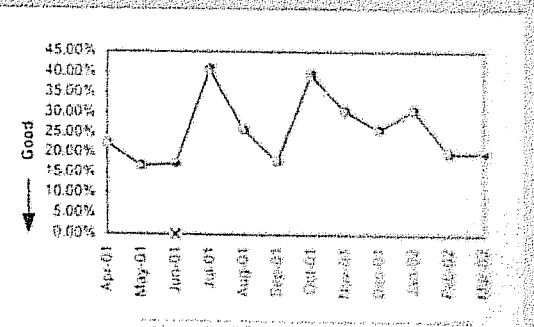

### Mean Time to Restore (Hours:Minutes) (MR-6E)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | 183:50 | 58 | 3:10 | | |
| May-01 | | | | 342:44 | 78 | 4:24 | | |
| Jun-01 | 1:30 | 1 | 1:30 | 218:30 | 98 | 2:14 | -0.25 | -1.15 |
| Jul-01 | | | | 364:21 | 76 | 4:48 | | |
| Aug-01 | | | | 389:52 | 151 | 2:35 | | |
| Sep-01 | | | | 132:40 | 56 | 2:22 | | |
| Oct-01 | | | | 99:55 | 71 | 1:24 | | |
| Nov-01 | | | | 117:14 | 72 | 1:38 | | |
| Dec-01 | | | | 83:31 | 58 | 1:26 | | |
| Jan-02 | | | | 74:38 | 39 | 1:55 | | |
| Feb-02 | | | | 33:13 | 10 | 3:19 | | |
| Mar-02 | | | | 115:37 | 75 | 1:32 | | |



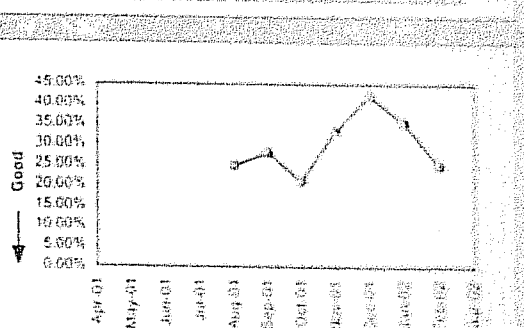

### Repair Repeat Report Rate (Percent) (MR-7E)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | 13 | 58 | 22.41% | | |
| May-01 | | | | 13 | 78 | 16.67% | | |
| Jun-01 | 0 | 1 | 0.00% | 17 | 98 | 17.35% | -0.46 | -1.28 |
| Jul-01 | | | | 31 | 76 | 40.79% | | |
| Aug-01 | | | | 39 | 151 | 25.83% | | |
| Sep-01 | | | | 10 | 56 | 17.86% | | |
| Oct-01 | | | | 28 | 71 | 39.44% | | |
| Nov-01 | | | | 22 | 72 | 30.56% | | |
| Dec-01 | | | | 15 | 58 | 25.86% | | |
| Jan-02 | | | | 12 | 39 | 30.77% | | |
| Feb-02 | | | | 2 | 10 | 20.00% | | |
| Mar-02 | | | | 15 | 75 | 20.00% | | |




### Repair Repeat Report Rate (Percent) (MR-7E*)-- Interval Zone Two

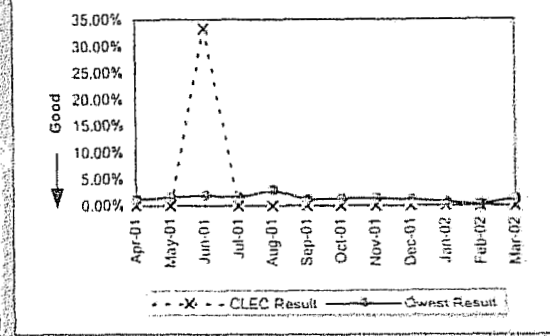
| Date | CLEC Num | CLEC Denom | CLEC Result | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | | | | |
| May-01 | | | | | | | | |
| Jun-01 | | | | | | | | |
| Jul-01 | | | | | | | | |
| Aug-01 | | | | 26 | 105 | 24.76% | | |
| Sep-01 | | | | 7 | 25 | 28.00% | | |
| Oct-01 | | | | 8 | 38 | 21.05% | | |
| Nov-01 | | | | 11 | 33 | 33.33% | | |
| Dec-01 | | | | 8 | 19 | 42.11% | | |
| Jan-02 | | | | 6 | 17 | 35.29% | | |
| Feb-02 | | | | 2 | 8 | 25.00% | | |
| Mar-02 | | | | | | | | |



## Checklist #5 - Unbundled Transport (UDIT) DS1 Level Repair

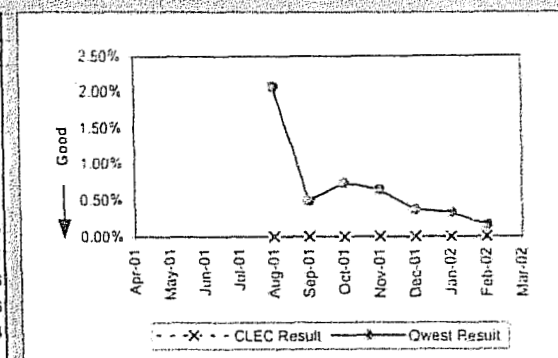
Percent Trouble Reports (MR-8) – Interval Zone One and Two

| | | | | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|
| | | | | 58 | 4836 | 1.20% | -0.19 | -1.12 |
| | | | | 78 | 4846 | 1.61% | -0.22 | -1.13 |
| | | | | 98 | 4966 | 1.97% | 1.89 | 0.15 |
| | | | | 76 | 4955 | 1.53% | -0.22 | -1.13 |
| | | | | 151 | 5094 | 2.96% | -0.3 | -1.18 |
| | | | | 56 | 5153 | 1.09% | -0.21 | -1.13 |
| | | | | 71 | 5199 | 1.37% | -0.2 | -1.12 |
| | | | | 72 | 5224 | 1.38% | -0.2 | -1.12 |
| | | | | 58 | 5302 | 1.09% | -0.18 | -1.11 |
| | | | | 39 | 5255 | 0.74% | -0.15 | -1.09 |
| | | | | 10 | 5266 | 0.19% | -0.08 | -1.05 |
| | | | | 73 | 5266 | 1.44% | -0.21 | -1.13 |



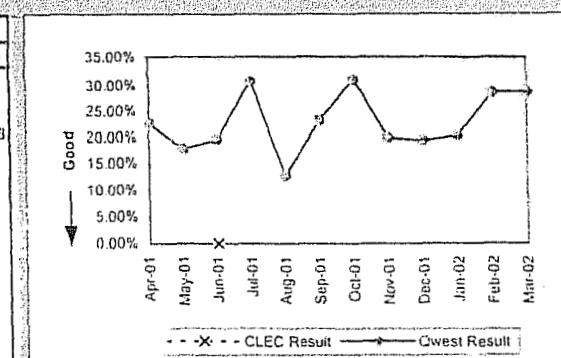

Percent Trouble Reports (MR-8) – Interval Zone One and Two

| | | | | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|
| | | | | 155 | 5094 | 2.06% | -0.25 | -1.15 |
| | | | | 25 | 5153 | 0.49% | -0.14 | -1.08 |
| | | | | 38 | 5199 | 0.73% | -0.15 | -1.09 |
| | | | | 33 | 5224 | 0.63% | -0.14 | -1.08 |
| | | | | 19 | 5302 | 0.36% | -0.1 | -1.06 |
| | | | | 17 | 5255 | 0.32% | -0.1 | -1.06 |
| | | | | 8 | 5266 | 0.15% | -0.07 | -1.04 |




Percent Trouble Reports (MR-10) – Interval Zone One and Two

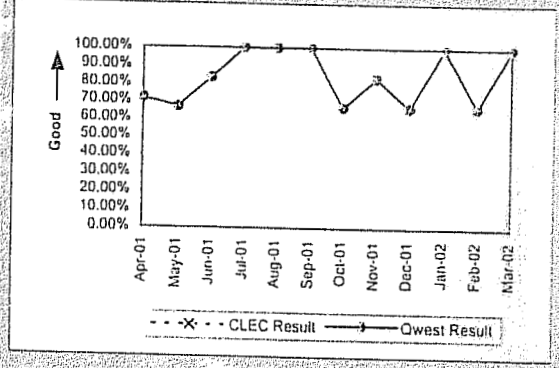
| | | | | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|
| | | | | 17 | 75 | 22.67% | | |
| | | | | 17 | 95 | 17.89% | | |
| | | | | 24 | 122 | 19.67% | -0.49 | -1.3 |
| | | | | 34 | 110 | 30.91% | | |
| | | | | 22 | 173 | 12.72% | | |
| | | | | 17 | 73 | 23.29% | | |
| | | | | 32 | 103 | 31.07% | | |
| | | | | 18 | 90 | 20.00% | | |
| | | | | 14 | 72 | 19.44% | | |
| | | | | 10 | 49 | 20.41% | | |
| | | | | 4 | 14 | 28.57% | | |
| | | | | 30 | 105 | 28.57% | | |



## Checklist #5 - Unbundled Transport (UDIT) Above DS1 Level Installation

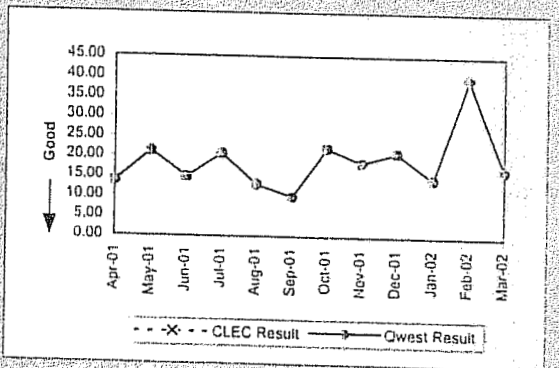
### Percent Installation Met (Percent) (OP-3E) -- Interval Zone Two

| CLEC Result | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|
| | 5 | 7 | 71.43% | | |
| | 2 | 3 | 66.67% | | |
| | 5 | 6 | 83.33% | | |
| | 3 | 3 | 100.00% | | |
| | 1 | 1 | 100.00% | | |
| | 2 | 2 | 100.00% | | |
| | 2 | 3 | 66.67% | | |
| | 5 | 6 | 83.33% | | |
| | 2 | 3 | 66.67% | | |
| | 4 | 4 | 100.00% | | |
| | 2 | 3 | 66.67% | | |
| | 4 | 4 | 100.00% | | |



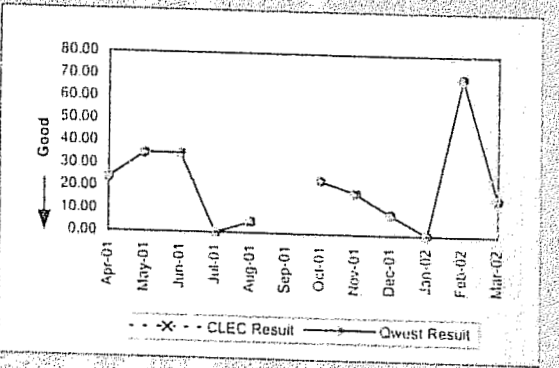

### Percent Installation Interval (Average Days) (OP-4E) -- Interval Zone Two

| CLEC Result | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|
| | 96 | 7 | 13.71 | | |
| | 64 | 3 | 21.33 | | |
| | 89 | 6 | 14.83 | | |
| | 83 | 4 | 20.75 | | |
| | 65 | 5 | 13.00 | | |
| | 20 | 2 | 10.00 | | |
| | 133 | 6 | 22.17 | | |
| | 167 | 9 | 18.56 | | |
| | 211 | 10 | 21.10 | | |
| | 145 | 10 | 14.50 | | |
| | 119 | 3 | 39.67 | | |
| | 84 | 5 | 16.80 | | |



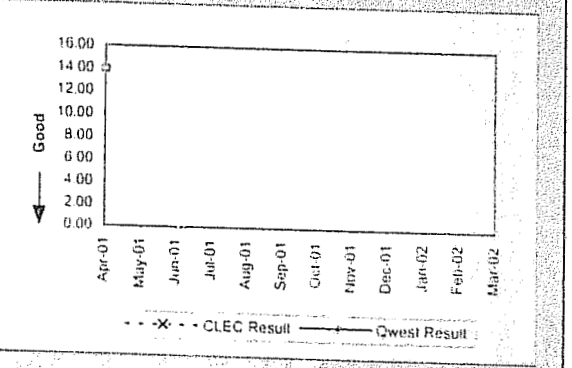

### Percent Installation Interval Exceeds Customer Requested Date Due to Facility Reasons (Average Days) (OP-6A-5) -- Interval Zone Two

| CLEC Result | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|
| | 24 | 1 | 24.00 | | |
| | 35 | 1 | 35.00 | | |
| | 35 | 1 | 35.00 | | |
| | 0 | 1 | 0.00 | | |
| | 10 | 2 | 5.00 | | |
| | | | | | |
| | 71 | 3 | 23.67 | | |
| | 73 | 4 | 18 | | |
| | 73 | 6 | 12 | | |
| | 0 | 6 | 0.00 | | |
| | 70 | 1 | 70.00 | | |
| | 16 | 1 | 16.00 | | |




### Percent Installation Interval Exceeds Customer Requested Date Due to Facility Reasons (Average Days) (OP-6B-5) -- Interval Zone Two

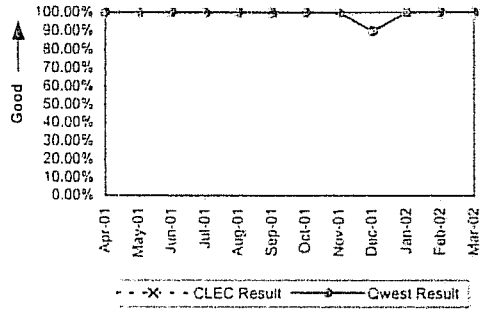
| CLEC Result | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|
| | 14 | 1 | 14.00 | | |



## Checklist #5 - Unbundled Transport (UDIT) Above DS1 Level Installation

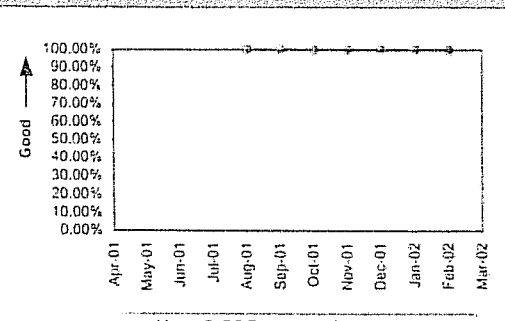
### Due Dates Missed Non-Facility (Percent) (OP-5) – Interval Zone One and Two

| CLEC Num | CLEC Denom | CLEC Result | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|
| | | | 11 | 11 | 100.00% | | |
| | | | 9 | 9 | 100.00% | | |
| | | | 8 | 8 | 100.00% | | |
| | | | 7 | 7 | 100.00% | | |
| | | | 5 | 5 | 100.00% | | |
| | | | 4 | 4 | 100.00% | | |
| | | | 4 | 4 | 100.00% | | |
| | | | 8 | 8 | 100.00% | | |
| | | | 9 | 10 | 90.00% | | |
| | | | 10 | 10 | 100.00% | | |
| | | | 7 | 7 | 100.00% | | |
| | | | 4 | 4 | 100.00% | | |



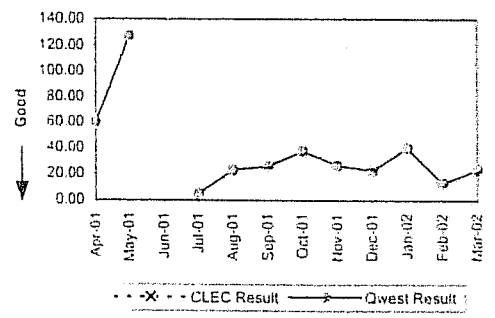

### Due Dates Missed Non-Facility (Percent) (OP-5) – Interval Zone One and Two

| CLEC Num | CLEC Denom | CLEC Result | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|
| | | | 5 | 5 | 100.00% | | |
| | | | 4 | 4 | 100.00% | | |
| | | | 4 | 4 | 100.00% | | |
| | | | 8 | 8 | 100.00% | | |
| | | | 10 | 10 | 100.00% | | |
| | | | 10 | 10 | 100.00% | | |
| | | | 7 | 7 | 100.00% | | |




### Facility or Equipment Orders Delayed Past Due Date (Average Days) (OP-15A)

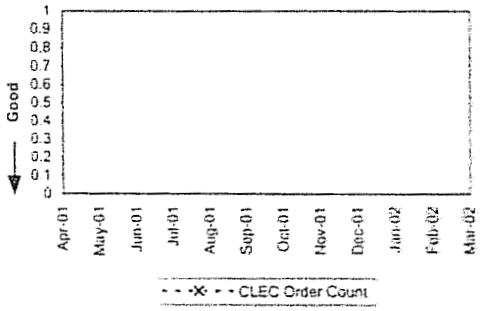
| CLEC Num | CLEC Denom | CLEC Result | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|
| | | | 119 | 2 | 59.50 | | |
| | | | 127 | 1 | 127.00 | | |
| | | | 11 | 2 | 5.50 | | |
| | | | 92 | 4 | 23.00 | | |
| | | | 52 | 2 | 26.00 | | |
| | | | 75 | 2 | 37.50 | | |
| | | | 53 | 2 | 26.50 | | |
| | | | 45 | 2 | 22.50 | | |
| | | | 80 | 2 | 40.[illegible] | | |
| | | | 13 | 1 | [illegible].00 | | |
| | | | 47 | 2 | [illegible].50 | | |



Checklist #5 - Unbundled Transport (UDIT) Above DS1 Level Installation

Percent Provisioning Orders Delayed for Facilities Reasons UDIT Above DS1 Level (OP-15B)

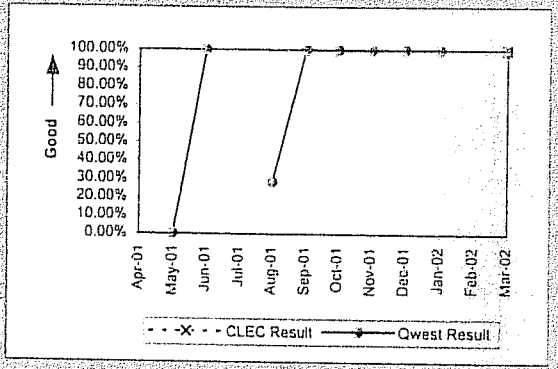
| | CLEC Order Count |
|---|---|
| | |



## Checklist #5 - Unbundled Transport (UDIT) Above DS1 Level Repair

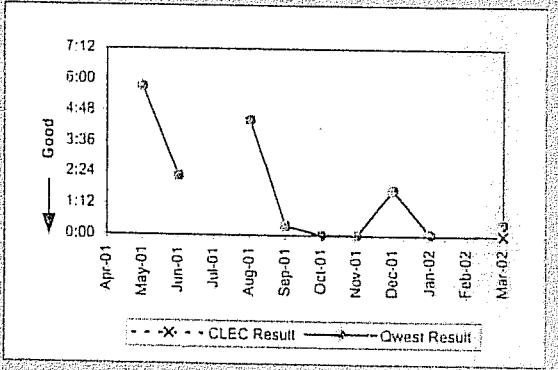
### Missed Repair Appointments (Percent) (MR-5B) -- Interval Zone Two

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | | | | | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Score |
| | | | | | 0 | 2 | 0.00% | | |
| | | | | | 2 | 2 | 100.00% | | |
| | | | | | 2 | 7 | 28.57% | | |
| | | | | | 1 | 1 | 100.00% | | |
| | | | | | 1 | 1 | 100.00% | | |
| | | | | | 1 | 1 | 100.00% | | |
| | | | | | 1 | 1 | 100.00% | | |
| | | | | | 1 | 1 | 100.00% | | |
| | | | | | 4 | 4 | 100.00% | N/A | N/A |



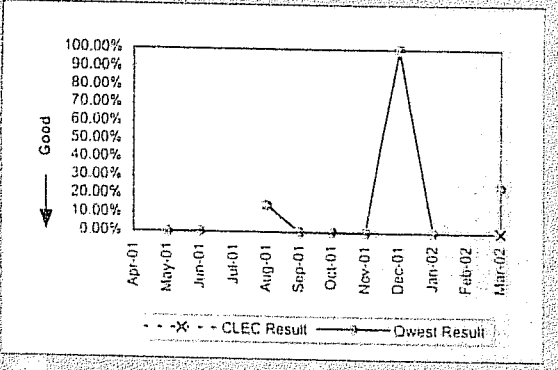

### Mean Time to Restore (Hours:Minutes) (MR-6E) -- Interval Zone Two

| | | | | | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| | | | | | 11:30 | 2 | 5:45 | | |
| | | | | | 4:36 | 2 | 2:18 | | |
| | | | | | 31:08 | 7 | 4:27 | | |
| | | | | | 0:22 | 1 | 0:22 | | |
| | | | | | 0:01 | 1 | 0:01 | | |
| | | | | | 0:01 | 1 | 0:01 | | |
| | | | | | 1:46 | 1 | 1:46 | | |
| | | | | | 0:03 | 1 | 0:03 | | |
| | | | | | 1:47 | 4 | 0:27 | -1.55 | -1.94 |



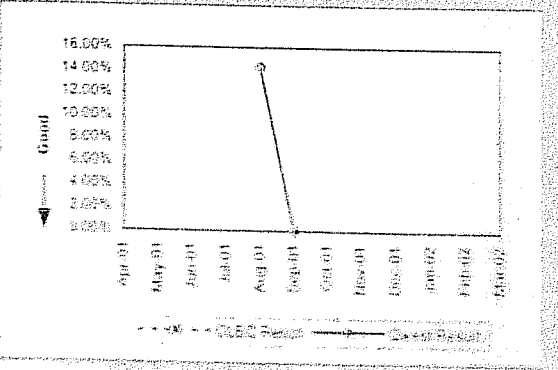

### Repair Interval Report Rate (Percent) (MR-7E) -- Interval Zone Two

| | | | | | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| | | | | | 0 | 2 | 0.00% | | |
| | | | | | 0 | 2 | 0.00% | | |
| | | | | | 1 | 7 | 14.29% | | |
| | | | | | 0 | 1 | 0.00% | | |
| | | | | | 0 | 1 | 0.00% | | |
| | | | | | 0 | 1 | 0.00% | | |
| | | | | | 1 | 1 | 100.00% | | |
| | | | | | 0 | 1 | 0.00% | | |
| | | | | | 2 | 4 | 50.00% | -3.52 | -1.31 |




### [illegible] Repair Interval Report Rate (Percent) (MR-7E) -- Interval Zone Two

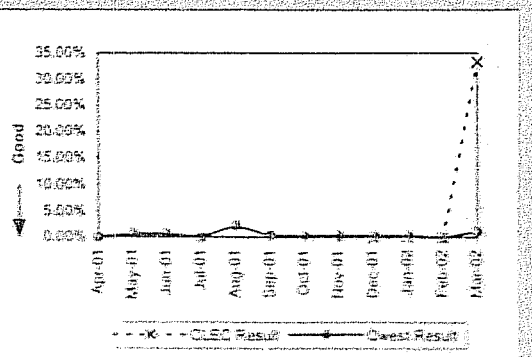
| | | | | | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| | | | | | [illegible] | [illegible] | [illegible] | | |
| | | | | | [illegible] | [illegible] | [illegible] | | |
| | | | | | [illegible] | [illegible] | [illegible] | | |
| | | | | | [illegible] | [illegible] | [illegible] | | |
| | | | | | [illegible] | [illegible] | [illegible] | | |
| | | | | | [illegible] | [illegible] | [illegible] | | |
| | | | | | [illegible] | [illegible] | [illegible] | | |
| | | | | | [illegible] | [illegible] | [illegible] | | |
| | | | | | [illegible] | [illegible] | [illegible] | | |



## Checklist #6 - Unbundled Transport (UDIT) Above DS1 Level Repair

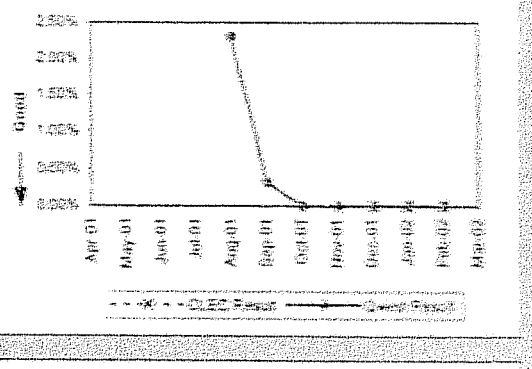
Trouble Rate Parity (MR-4) - Interval Zone One and Two

| | | | | | Qwest Denom | Qwest Result | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|
| | | | | 0 | 295 | 0.00% | | |
| | | | | 0 | 298 | 0.67% | | |
| | | | | 2 | 306 | 0.65% | | |
| | | | | 0 | 305 | 0.00% | | |
| | | | | 1 | 304 | 2.30% | | |
| | | | | 1 | 308 | 0.33% | | |
| | | | | 0 | 309 | 0.00% | | |
| | | | | 0 | 310 | 0.00% | | |
| | | | 0.00% | 0 | 337 | 0.00% | -0.05 | -1.06 |
| | | | 0.00% | 0 | 334 | 0.00% | -0.05 | -1.06 |
| | | | 0.00% | 0 | 336 | 0.00% | N/A | N/A |
| | | | 25.00% | 1 | 344 | 1.17% | 2.25 | 2.25 |



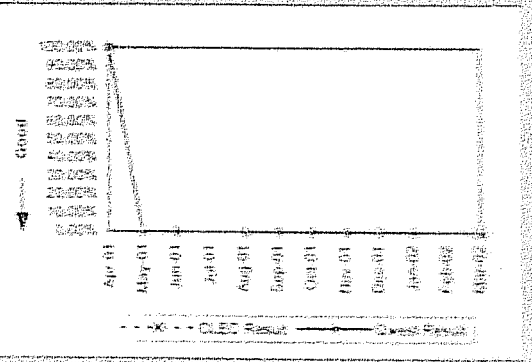

Trouble Rate Parity (MR-4) - Interval Zone One and Two

| | | | | | Qwest Denom | Qwest Result | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|
| | | | | 1 | 334 | 1.50% | | |
| | | | | 1 | 336 | 0.33% | | |
| | | | | 2 | 338 | 0.00% | | |
| | | | | 0 | 340 | 0.00% | | |
| | | | 0.00% | 0 | 337 | 0.00% | N/A | N/A |
| | | | 0.00% | 0 | 334 | 0.00% | N/A | N/A |
| | | | 0.00% | 0 | 336 | 0.00% | N/A | N/A |



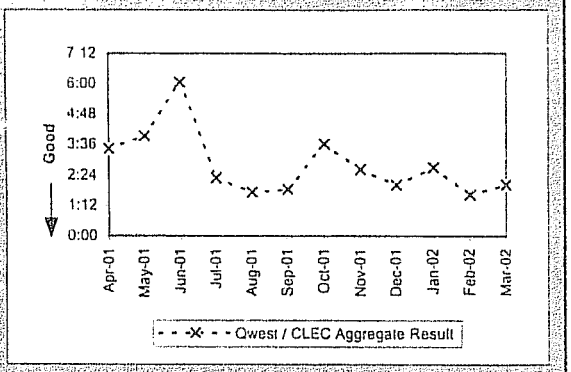

Trouble Rate Parity (MR-4) - Interval Zone One and Two

| | | | | | Qwest Denom | Qwest Result | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|
| | | | | 1 | 1 | 100.00% | | |
| | | | | 0 | 0 | 0.00% | | |
| | | | | 0 | 0 | 0.00% | | |
| | | | | 0 | 0 | 0.00% | | |
| | | | | 0 | 0 | 0.00% | | |
| | | | | 0 | 0 | 0.00% | | |
| | | | | 0 | 0 | 0.00% | | |
| | | | | 0 | 0 | 0.00% | | |
| | | | | 0 | 0 | 0.00% | | |
| | | | 0.00% | 0 | 1 | 0.00% | N/A | N/A |



Checklist #7 - E911

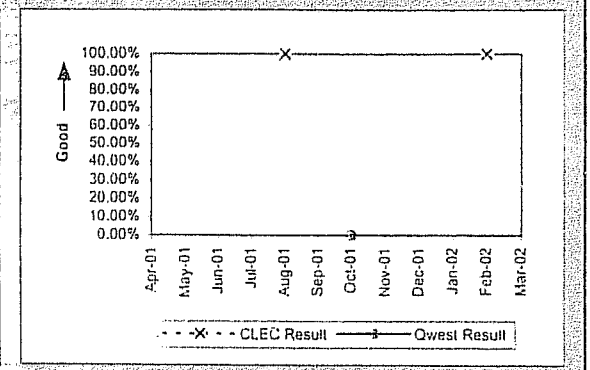
| Time to Update Databases (Hours:Minutes) (DB-1A) | |
|---|---|
| | Qwest / CLEC Aggregate Result |
| | 3:25 |
| | 3:56 |
| | 6:04 |
| | 2:18 |
| | 1:44 |
| | 1:51 |
| | 3:37 |
| | 2:38 |
| | 2:01 |
| | 2:42 |
| | 1:38 |
| | 2:02 |



## Checklist #7 - E911/911 Trunk Installation

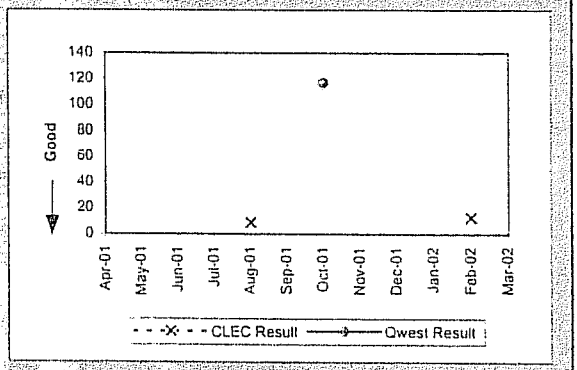
### Installation Commitments Met (Percent) (OP-3E)-- Interval Zone Two

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | | | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | 100.00% | 0.00% | | | | | |
| | | | | | | | | | |
| | | | | | 0 | 1 | 0.00% | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | 100.00% | 0.00% | | | | | |
| | | | | | | | | | |



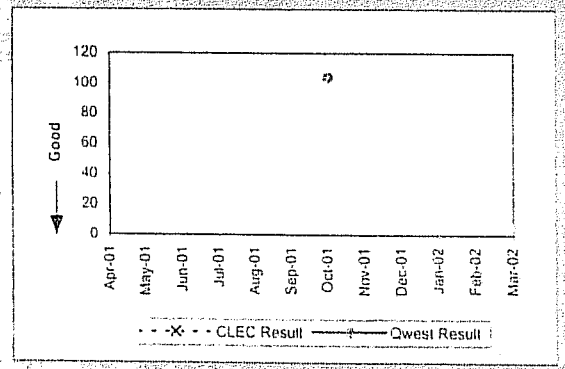

### Installation Interval (Average Days) (OP-4E)-- Interval Zone Two

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | | | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | 9.00 | | | | | | |
| | | | | | | | | | |
| | | | | | 117 | 1 | 117.00 | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | 13.00 | | | | | | |



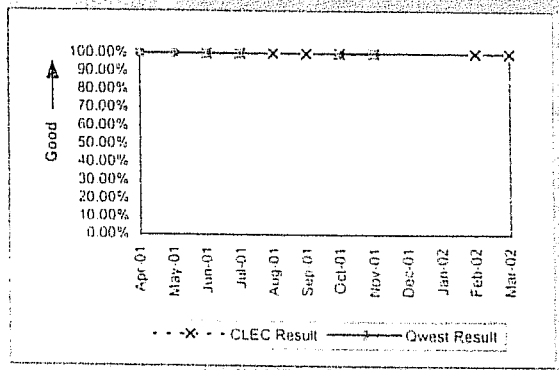

### Percent Days Slip Non-Facility Reasons (Average Days) (OP-0A-5)-- Interval Zone Two

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | | | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | 104 | 1 | 10 0 | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |




### New Service Installation Quality (Percent) (OP-5)-- Interval Zone One and Two

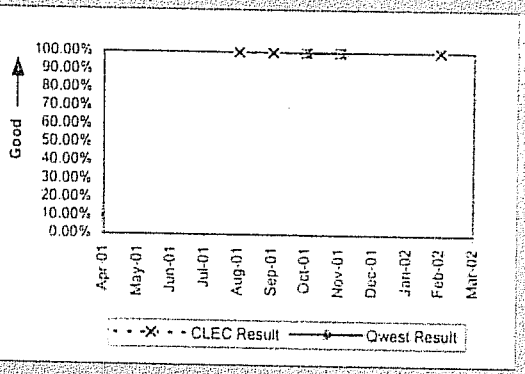
| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | | | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
| | | | | | 1 | 1 | 100.00% | | |
| | | | | | 1 | 1 | 100.00% | | |
| | | | 100.00% | 0.00% | 1 | 1 | 100.00% | N/A | N/A |
| | | | 100.00% | 0.00% | 1 | 1 | 100.00% | N/A | N/A |
| | | | 100.00% | 0.00% | | | | | |
| | | | 100.00% | 0.00% | | | | | |
| | | | 100.00% | 0.00% | 2 | 2 | 100.00% | N/A | N/A |
| | | | 100.00% | 0.00% | 2 | 2 | 100.00% | N/A | N/A |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | 100.00% | 0.00% | | | | | |
| | | | 100.00% | 0.00% | | | | | |



## Checklist #7 - E911/911 Trunk Installation

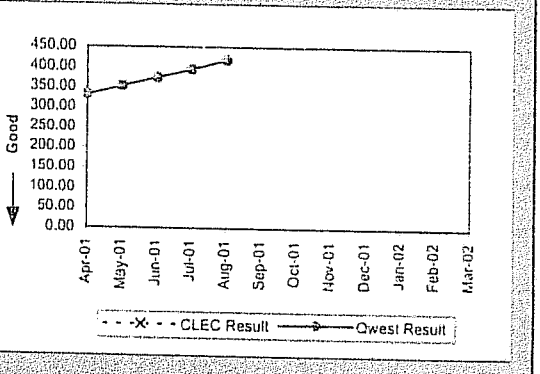
Trunk Group Installation Quality (Percent) (OP-5*) – Interval Zone One and Two

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | 2 | 2 | 100.00% | 0.00% | | | | |
| | 2 | 2 | 100.00% | 0.00% | | | | |
| | 1 | 1 | 100.00% | 0.00% | 2 | 2 | 100.00% | N/A | N/A |
| | 1 | 1 | 100.00% | 0.00% | 2 | 2 | 100.00% | N/A | N/A |
| | | | | | | | | |
| | | | | | | | | |
| | 1 | 1 | 100.00% | 0.00% | | | | |



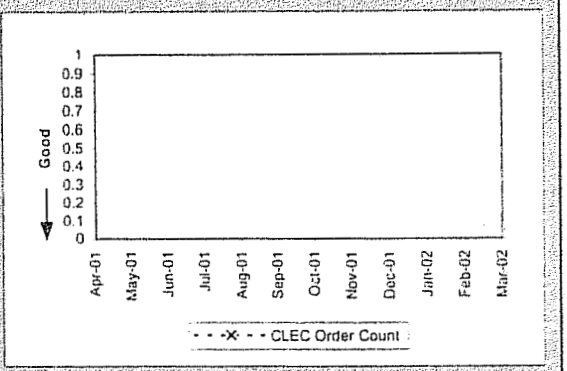

Average for Pending Orders Delayed Past Due Date (Average Days) (OP-15A)

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | | | | | 994 | 3 | 331.33 | | |
| | | | | | 1060 | 3 | 353.33 | | |
| | | | | | 1123 | 3 | 374.33 | | |
| | | | | | 1186 | 3 | 395.33 | | |
| | | | | | 1255 | 3 | 418.33 | | |



Checklist #7 - E911/911 Trunk Installation

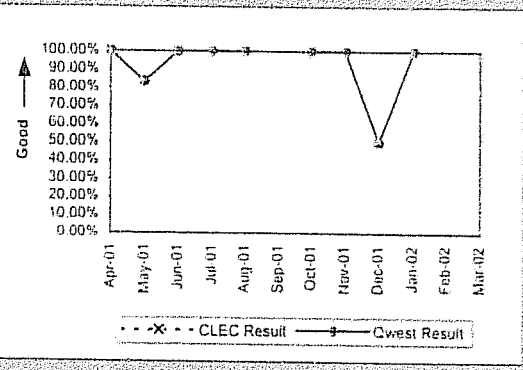
| Count of Pending Orders Delayed for Facilities Reasons E911 (OP-15B) | |
|---|---|
| | CLEC Order Count |
| Apr-01 | |
| May-01 | |
| Jun-01 | |
| Jul-01 | |
| Aug-01 | |
| Sep-01 | |
| Oct-01 | |
| Nov-01 | |
| Dec-01 | |
| Jan-02 | |
| Feb-02 | |
| Mar-02 | |



## Checklist #7 - E911/911 Trunk Repair

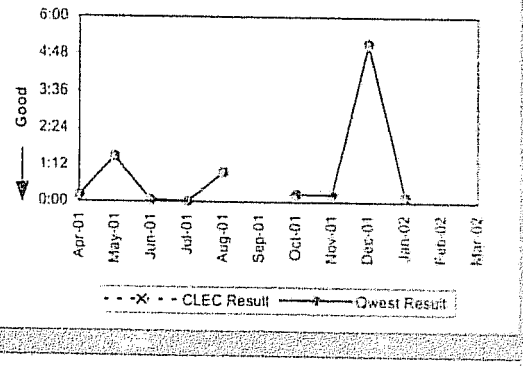
### % Trunks Cleared within 4 Hours (Percent) (MR-5B) -- Interval Zone Two

| Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Score |
|---|---|---|---|---|
| 5 | 5 | 100.00% | | |
| 5 | 6 | 83.33% | | |
| 1 | 1 | 100.00% | | |
| 1 | 1 | 100.00% | | |
| 2 | 2 | 100.00% | | |
| 6 | 6 | 100.00% | | |
| 1 | 1 | 100.00% | | |
| 1 | 2 | 50.00% | | |
| 1 | 1 | 100.00% | | |



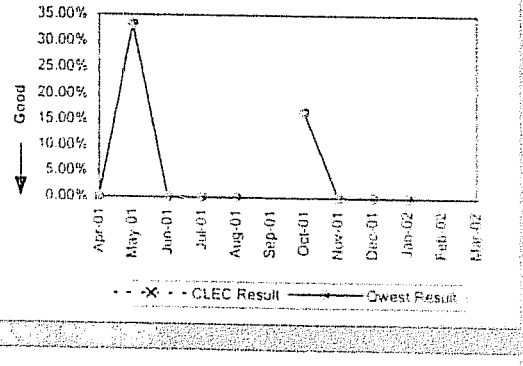

### Mean Time to Restore (Hours:Minutes) (MR-8E) -- Interval Zone Two

| Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Score |
|---|---|---|---|---|
| 1:03 | 5 | 0:13 | | |
| 9:03 | 6 | 1:30 | | |
| 0:03 | 1 | 0:03 | | |
| 0:01 | 1 | 0:01 | | |
| 1:59 | 2 | 0:59 | | |
| 1:36 | 6 | 0:16 | | |
| 0:15 | 1 | 0:15 | | |
| 10:16 | 2 | 5:08 | | |
| 0:10 | 1 | 0:10 | | |



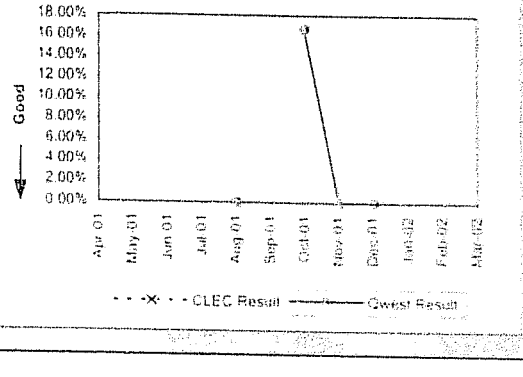

### Trouble Repeat Report Rate (Percent) (MR-7E) -- Interval Zone Two

| Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Score |
|---|---|---|---|---|
| 0 | 5 | 0.00% | | |
| 2 | 6 | 33.33% | | |
| 0 | 1 | 0.00% | | |
| 0 | 1 | 0.00% | | |
| 0 | 2 | 0.00% | | |
| 1 | 6 | 16.67% | | |
| 0 | 1 | 0.00% | | |
| 0 | 2 | 0.00% | | |
| 0 | 1 | 0.00% | | |




### Trouble Repeat Report Rate (Percent) (MR-7E1) -- Interval Zone Two

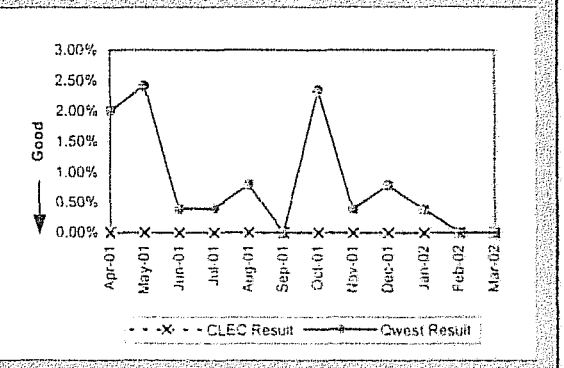
| Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Score |
|---|---|---|---|---|
| 0 | 1 | 0.00% | | |
| 1 | 6 | 16.67% | | |
| 0 | 1 | 0.00% | | |
| 0 | 2 | 0.00% | | |



## Checklist #7 - E911/911 Trunk Repair

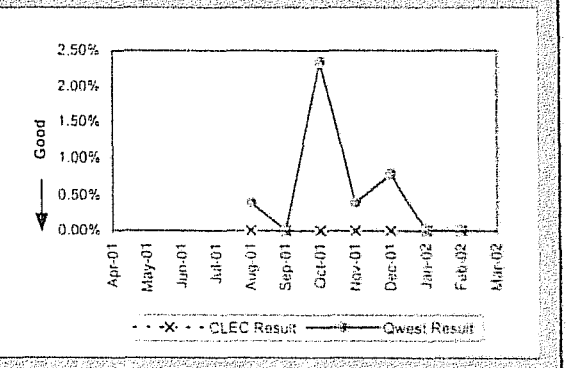
Trouble Rate (Percent) (MR-8)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Den | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| [illegible] | 0 | 18 | 0.00% | 0.00% | 5 | 249 | 2.01% | -0.59 | -1.36 |
| [illegible] | 0 | 19 | 0.00% | 0.00% | 6 | 248 | 2.42% | -0.65 | -1.39 |
| [illegible] | 0 | 20 | 0.00% | 0.00% | 1 | 251 | 0.40% | -0.27 | -1.17 |
| [illegible] | 0 | 20 | 0.00% | 0.00% | 1 | 251 | 0.40% | -0.27 | -1.17 |
| [illegible] | 0 | 28 | 0.00% | 0.00% | 2 | 251 | 0.80% | -0.45 | -1.27 |
| [illegible] | 0 | 29 | 0.00% | 0.00% | 0 | 249 | 0.00% | N/A | N/A |
| [illegible] | 0 | 32 | 0.00% | 0.00% | 6 | 256 | 2.34% | -0.83 | -1.5 |
| [illegible] | 0 | 32 | 0.00% | 0.00% | 1 | 253 | 0.40% | -0.34 | -1.2 |
| [illegible] | 0 | 32 | 0.00% | 0.00% | 2 | 253 | 0.79% | -0.48 | -1.29 |
| [illegible] | 0 | 32 | 0.00% | 0.00% | 1 | 259 | 0.39% | -0.33 | -1.2 |
| [illegible] | 0 | 34 | 0.00% | 0.00% | 0 | 259 | 0.00% | N/A | N/A |
| [illegible] | 0 | 34 | 0.00% | 0.00% | 0 | 259 | 0.00% | N/A | N/A |



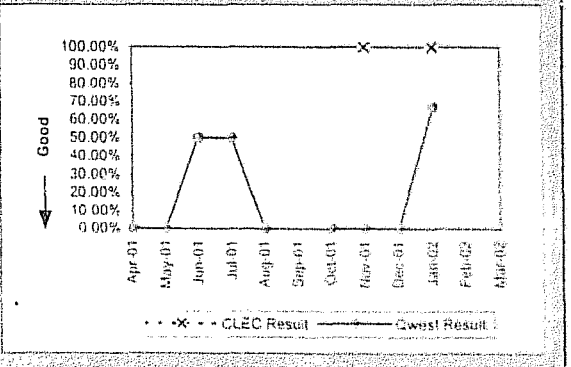

Trouble Rate (Percent) (MR-8*)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Den | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| [illegible] | | | | | | | | | |
| [illegible] | | | | | | | | | |
| [illegible] | | | | | | | | | |
| [illegible] | | | | | | | | | |
| [illegible] | 0 | 28 | 0.00% | 0.00% | 1 | 251 | 0.40% | -0.32 | -1.19 |
| [illegible] | 0 | 28 | 0.00% | 0.00% | 0 | 249 | 0.00% | N/A | N/A |
| [illegible] | 0 | 32 | 0.00% | 0.00% | 6 | 256 | 2.34% | -0.83 | -1.5 |
| [illegible] | 0 | 32 | 0.00% | 0.00% | 1 | 253 | 0.40% | -0.34 | -1.2 |
| [illegible] | 0 | 32 | 0.00% | 0.00% | 2 | 253 | 0.79% | -0.48 | -1.29 |
| [illegible] | 0 | 32 | 0.00% | 0.00% | 0 | 259 | 0.00% | N/A | N/A |
| [illegible] | 0 | 34 | 0.00% | 0.00% | 0 | 259 | 0.00% | N/A | N/A |
| [illegible] | | | | | | | | | |




Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10)-- Interval Zone One and Two

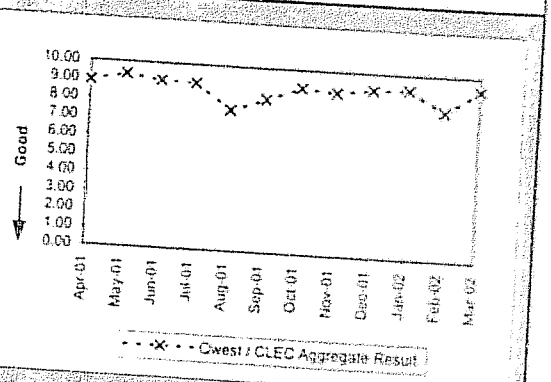
| Date | CLEC Num | CLEC Den | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| [illegible] | | | | | 0 | 5 | 0.00% | | |
| [illegible] | | | | | 0 | 6 | 0.00% | | |
| [illegible] | | | | | 1 | 2 | 50.00% | | |
| [illegible] | | | | | 1 | 2 | 50.00% | | |
| [illegible] | | | | | 0 | 2 | 0.00% | | |
| [illegible] | | | | | | | | | |
| [illegible] | | | | | 0 | 6 | 0.00% | | |
| [illegible] | 1 | 1 | 100.00% | 0.00% | 0 | 1 | 0.00% | N/A | -0.59 |
| [illegible] | | | | | 0 | 2 | 0.0 % | | |
| [illegible] | 1 | 1 | 100.00% | 0.00% | 2 | 3 | 6 .1% | 0.61 | -0.63 |
| [illegible] | | | | | | | | | |
| [illegible] | | | | | | | | | |



## Checklist #7 - Operator Services - Directory Assistance

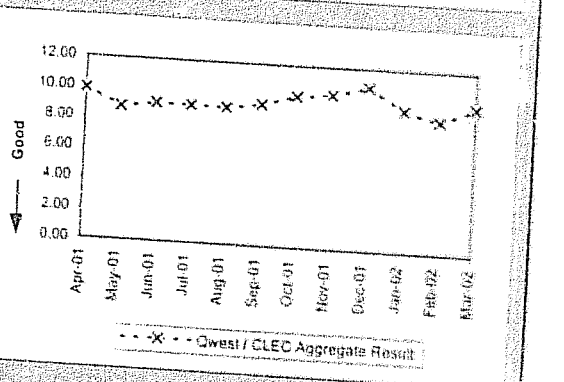
### Speed of Answer - Directory Assistance (Avg Sec) (DA-1)

| Date | Qwest / CLEC Aggregate Result |
|---|---|
| Apr-01 | 8.95 |
| May-01 | 9.37 |
| Jun-01 | 9.07 |
| Jul-01 | 9.00 |
| Aug-01 | 7.65 |
| Sep-01 | 8.32 |
| Oct-01 | 9.03 |
| Nov-01 | 8.86 |
| Dec-01 | 9.11 |
| Jan-02 | 9.18 |
| Feb-02 | 8.06 |
| Mar-02 | 9.29 |




### Speed of Answer - Operator Services (Avg Sec) (OS-1)

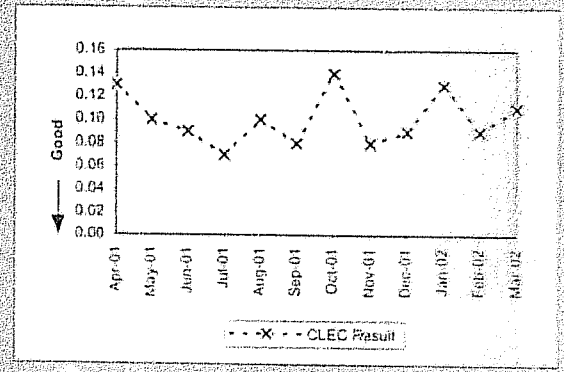
| Date | Qwest / CLEC Aggregate Result |
|---|---|
| Apr-01 | 9.92 |
| May-01 | 8.80 |
| Jun-01 | 9.10 |
| Jul-01 | 9.07 |
| Aug-01 | 9.03 |
| Sep-01 | 9.34 |
| Oct-01 | 9.99 |
| Nov-01 | 10.19 |
| Dec-01 | 10.78 |
| Jan-02 | 9.35 |
| Feb-02 | 8.72 |
| Mar-02 | 9.69 |



## Checklist #8 - Directory Listings

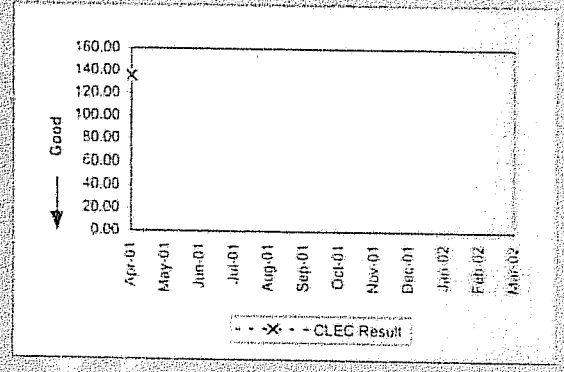
### Time to Update Databases (Avg Sec) (DB-1C-1)

| CLEC Result |
|---|
| 0.13 |
| 0.10 |
| 0.09 |
| 0.07 |
| 0.10 |
| 0.08 |
| 0.14 |
| 0.08 |
| 0.09 |
| 0.13 |
| 0.09 |
| 0.11 |



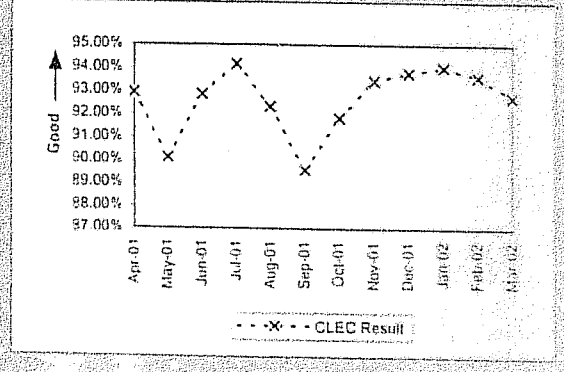

### Time to Update Databases (Avg Sec) (DB-1C-2)

| CLEC Result |
|---|
| 135.73 |




### Accurate Database Updates (Percent) (DB-2C-1)

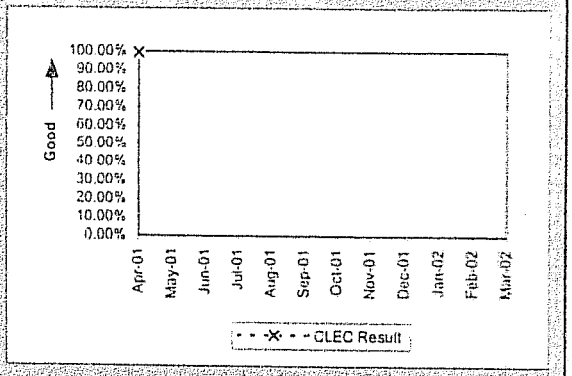
| CLEC Result |
|---|
| 92.92% |
| 90.11% |
| 92.84% |
| 94.17% |
| 92.33% |
| 89.59% |
| 91.86% |
| 93.45% |
| 93.79% |
| 94.04% |
| 93.62% |
| 92.76% |



Checklist #8 - Directory Listings

Accurate Database Updates (Percent) (DB-2C-2)

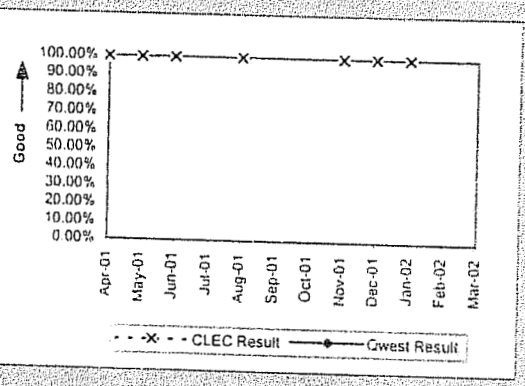
| | CLEC Result |
|---|---|
| | 99.44% |



## Checklist #9 - NXX Code Activation

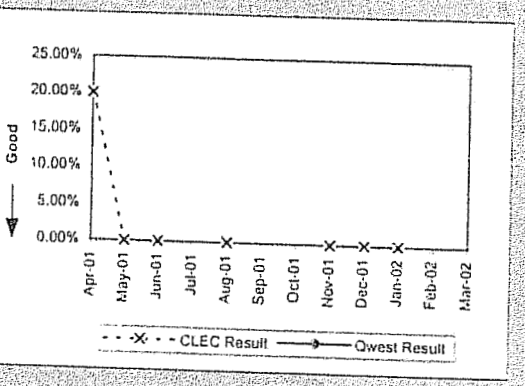
### NXX Code Activation (Percent) (NP-1A)

| | CLEC Result | Qwest Num | Qwest Denom | Qwest Result |
|---|---|---|---|---|
| | 100.00% | | | |
| | 100.00% | | | |
| | 100.00% | | | |
| | 100.00% | | | |
| | 100.00% | | | |
| | 100.00% | | | |
| | 100.00% | | | |




### NXX Code Activation - Facility Delays (Percent) (NP-1B)

| | CLEC Result | Qwest Num | Qwest Denom | Qwest Result |
|---|---|---|---|---|
| | 0.00% | | | |
| | 0.00% | | | |
| | 0.00% | | | |
| | 0.00% | | | |
| | 0.00% | | | |
| | 0.00% | | | |
| | 0.00% | | | |



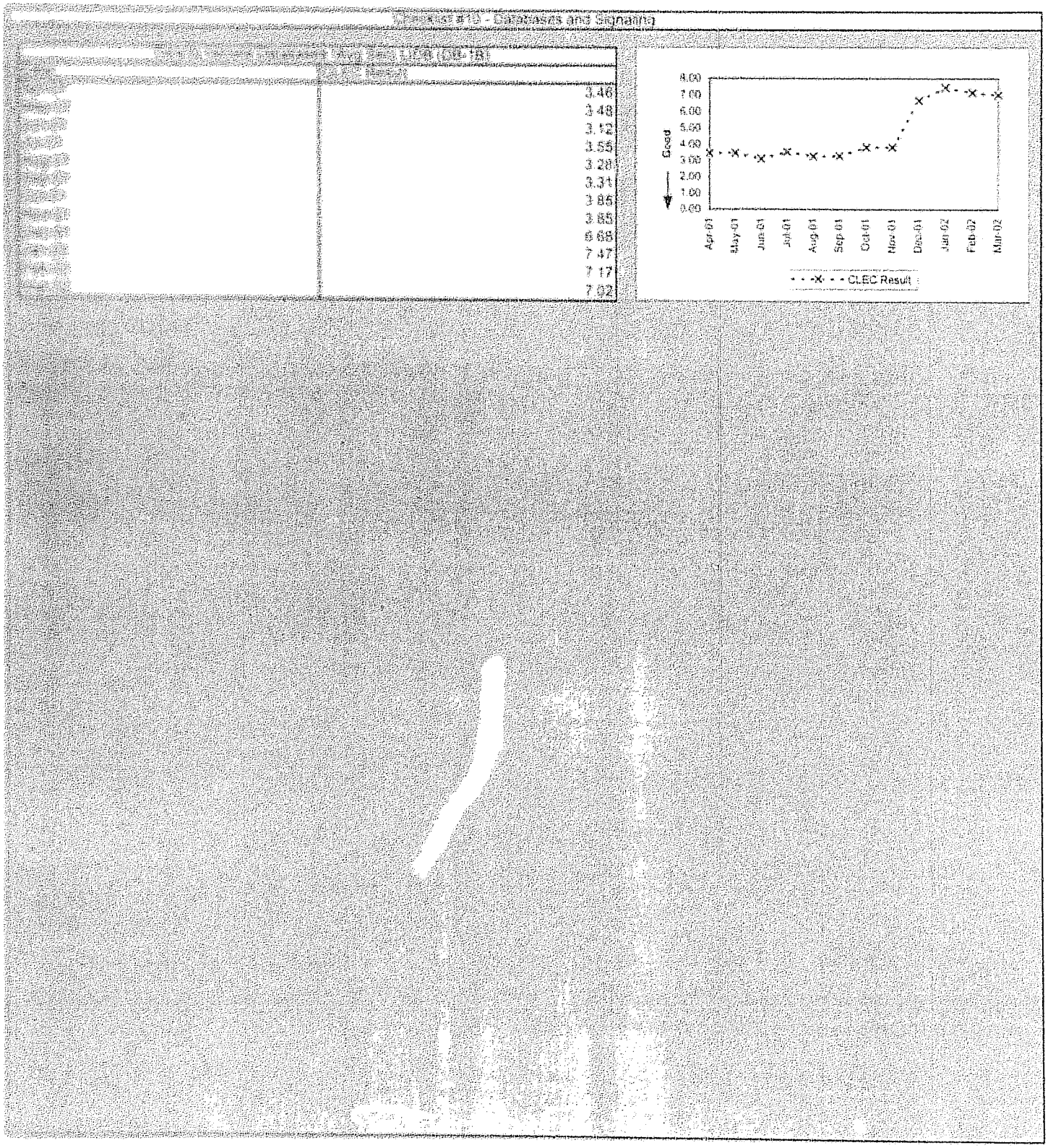
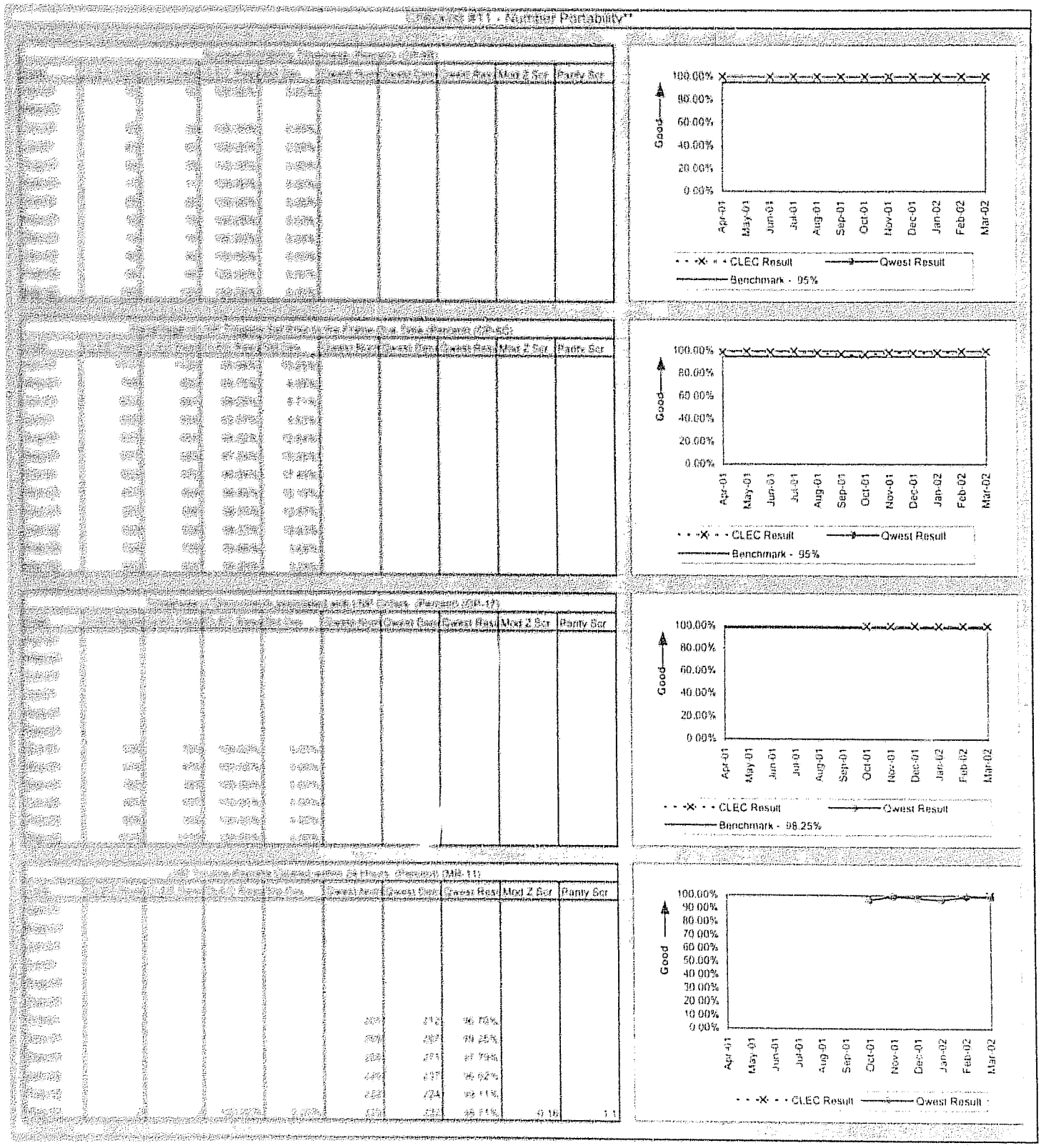


Exhibit #10 - Databases and Signaling
3.46
3.48
3.15
3.55
3.28
3.31
3.86
3.85
5.68
7.47
7.17
7.02
8.00
7.00
6.00
5.00
4.00
3.00
2.00
1.00
0.00
Good
Apr-01
May-01
Jun-01
Jul-01
Aug-01
Sep-01
Oct-01
Nov-01
Dec-01
Jan-02
Feb-02
Mar-02
CLEC Result

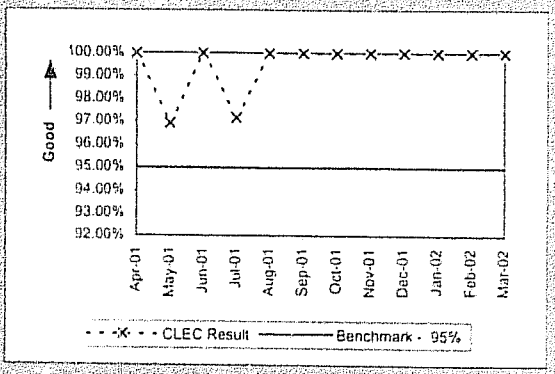

Apr-01
May-01
Jun-01
Jul-01
Aug-01
Sep-01
Oct-01
Nov-01
Dec-01
Jan-02
Feb-02
Mar-02
Good
CLEC Result
Qwest Result
Benchmark - 95%
Benchmark - 98.25%

Checklist #11 - Number Portability**

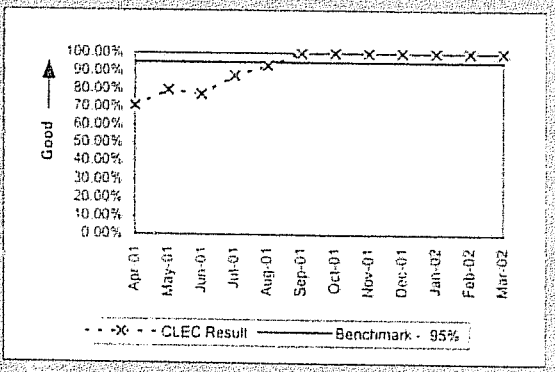
| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |

## Checklist #13 - Reciprocal Compensation

| | CLEC Denom | CLEC Result |
|---|---|---|
| | 6448.69 | 100.00% |
| | 5238.35 | 96.92% |
| | 6179.97 | 100.00% |
| | 5915.05 | 97.16% |
| | 4634.19 | 100.00% |
| | 5708.83 | 100.00% |
| | 7883.47 | 100.00% |
| | 7690.54 | 100.00% |
| | 8886.01 | 100.00% |
| | 4779.51 | 100.00% |
| | 8745.28 | 100.00% |
| | 8063.44 | 100.00% |

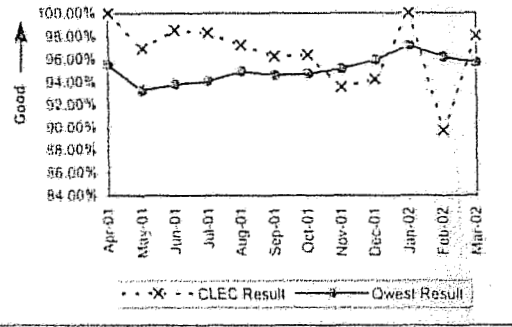



| | CLEC Denom | CLEC Result |
|---|---|---|
| | 6448.69 | 70.93% |
| | 5238.35 | 79.55% |
| | 6179.97 | 77.39% |
| | 5915.05 | 87.63% |
| | 4634.19 | 93.31% |
| | 5708.83 | 100.00% |
| | 7883.47 | 100.00% |
| | 7690.54 | 100.00% |
| | 8886.01 | 100.00% |
| | 4779.51 | 100.00% |
| | 8745.28 | 100.00% |
| | 8063.44 | 100.00% |

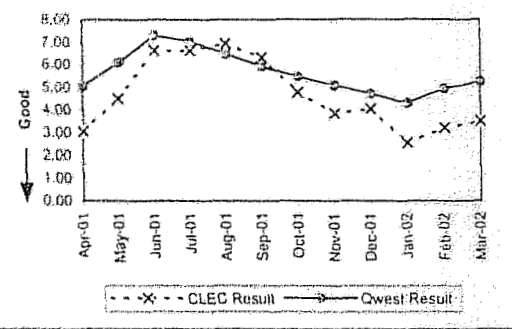


Checklist #14 - Resale - Residence Installation

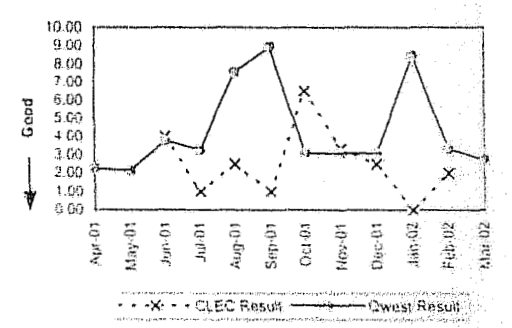
| Qwest Num | Qwest Den | Qwest Res | Mod Z Scr | Parity Scr |
|---|---|---|---|---|
| 1,[illegible] | 532 | 95.49% | -1.18 | -1.72 |
| [illegible] | 667 | 93.25% | -1.13 | -1.68 |
| [illegible] | 564 | 93.79% | -1.55 | -1.94 |
| [illegible] | 441 | 94.97% | -1.78 | -2.05 |
| [illegible] | 576 | 94.62% | -1.03 | -1.63 |
| [illegible] | 535 | 94.95% | -0.61 | -1.37 |
| [illegible] | 665 | 94.74% | -0.62 | -1.32 |
| [illegible] | 582 | 95.19% | 0.59 | -0.64 |
| [illegible] | 491 | 95.93% | 0.6 | -0.64 |
| [illegible] | 499 | 97.19% | -1.22 | -1.74 |
| [illegible] | 419 | 96.18% | 1.67 | 0.01 |
| [illegible] | 395 | 95.70% | -0.78 | -1.47 |



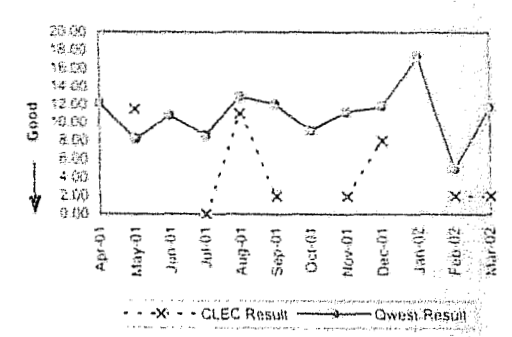

| Qwest Num | Qwest Den | Qwest Res | Mod Z Scr | Parity Scr |
|---|---|---|---|---|
| [illegible] | 532 | 6.03 | -1.88 | -2.14 |
| [illegible] | 667 | 6.59 | -2.34 | -2.42 |
| [illegible] | 564 | 7.21 | -0.81 | -1.49 |
| [illegible] | 665 | 7.07 | -0.73 | -1.44 |
| [illegible] | 732 | 6.42 | 0.08 | -0.59 |
| [illegible] | 587 | 6.81 | 0.61 | -0.63 |
| [illegible] | 611 | 6.44 | -0.82 | -1.5 |
| [illegible] | 588 | 6.66 | -1.71 | -2.04 |
| [illegible] | 500 | 4.71 | -0.89 | -1.54 |
| [illegible] | 500 | 4.20 | -2.4 | -2.46 |
| [illegible] | 424 | 4.01 | -1.88 | -2.02 |
| [illegible] | 199 | 5.25 | -2.11 | -2.28 |




| Qwest Num | Qwest Den | Qwest Res | Mod Z Scr | Parity Scr |
|---|---|---|---|---|
| 1 | 4 | 3.25 | | |
| 43 | 25 | 2 | | |
| 45 | 13 | 3 | 0.12 | -0.93 |
| 36 | 11 | 3 | -0.54 | -1.35 |
| [illegible] | 18 | 7 | -0.85 | -1.52 |
| [illegible] | 14 | 6 | -0.68 | -1.53 |
| [illegible] | 12 | 6 | 1.48 | -0.1 |
| [illegible] | 23 | 9 | 0.43 | -0.74 |
| [illegible] | 15 | 3.66 | -0.13 | -1.08 |
| [illegible] | 13 | 8.46 | -0.72 | -1.44 |
| [illegible] | 9 | 3.33 | -0.51 | -1.31 |
| 30 | | 2.73 | | |



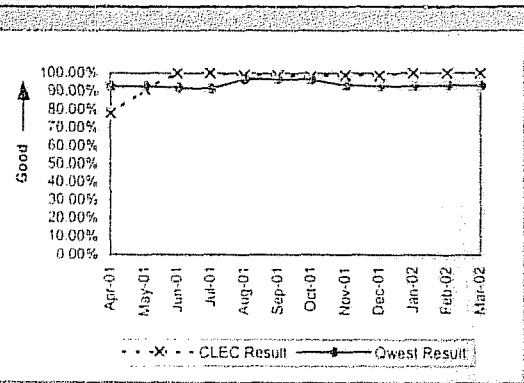

| Qwest Num | Qwest Den | Qwest Res | Mod Z Scr | Parity Scr |
|---|---|---|---|---|
| 244 | 20 | 12.30 | | |
| [illegible] | 25 | 8.20 | 0.56 | -0.66 |
| [illegible] | 22 | 10.82 | | |
| [illegible] | 20 | 8.52 | -1.19 | -1.73 |
| [illegible] | 19 | 12.69 | -0.1 | -1.06 |
| [illegible] | 16 | 12.56 | -0.09 | -1.6 |
| [illegible] | 25 | 8.03 | | |
| [illegible] | 11 | 11.96 | 1.43 | -1.87 |
| [illegible] | 11 | 11.73 | -0.76 | -1.46 |
| 52 | 3 | 17.33 | | |
| [illegible] | 9 | 4.69 | -0.91 | -1.56 |
| [illegible] | 8 | 11.62 | -0.57 | -1.35 |



## Checklist #14 - Resale - Residence Installation

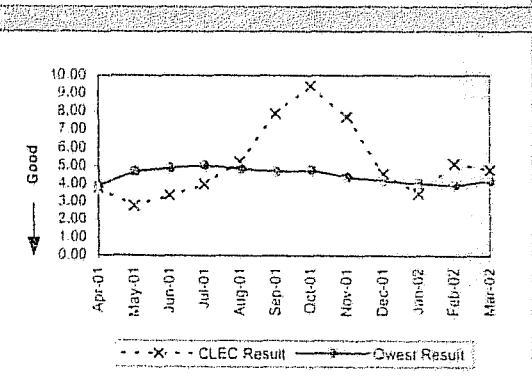
### [illegible] - Dispatches Outside MSAs

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | | | | | | | | |
| | | | | | 256 | 387 | 92.51% | 1.38 | -0.16 |
| | | | | | 463 | 600 | 92.60% | 0.34 | -0.79 |
| | | | | | 435 | 477 | 91.82% | -1.77 | -2.08 |
| | | | | | 406 | 445 | 91.24% | -2.4 | -2.46 |
| | | | | | 515 | 539 | 96.66% | -0.55 | -1.58 |
| | | | | | 420 | 435 | 96.55% | -0.97 | -1.59 |
| | | | | | 474 | 492 | 96.34% | -0.65 | -1.4 |
| | | | | | 442 | 474 | 93.25% | -1.75 | -2.07 |
| | | | | | 334 | 357 | 92.72% | -1.72 | -2.05 |
| | | | | | 343 | 373 | 92.49% | -1.87 | -2.14 |
| | | | | | 293 | 314 | 93.31% | -1.56 | -1.96 |
| | | | | | 301 | 327 | 93.12% | -1.67 | -2.01 |



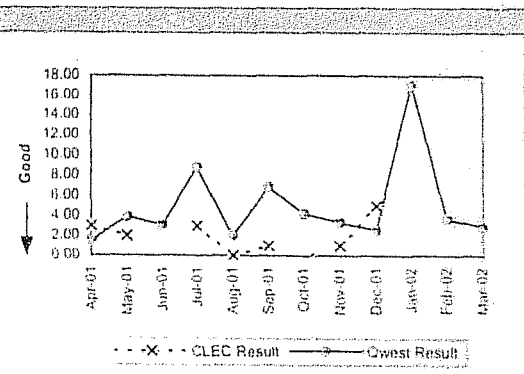

### [illegible] - Dispatches Outside MSAs

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | | | | | 1551 | 387 | 3.88 | -0.07 | -1.04 |
| | | | | | 2344 | 600 | 4.69 | -1.22 | -1.74 |
| | | | | | 2372 | 477 | 4.89 | -1.79 | -2.09 |
| | | | | | 2454 | 447 | 5.04 | -1.34 | -1.81 |
| | | | | | 2974 | 643 | 4.85 | 0.62 | -0.62 |
| | | | | | 2084 | 444 | 4.69 | 2.88 | 0.75 |
| | | | | | 2350 | 494 | 4.77 | 3.72 | 1.26 |
| | | | | | 2050 | 476 | 4.39 | 3.72 | 1.26 |
| | | | | | 1504 | 361 | 4.17 | 0.83 | -0.5 |
| | | | | | 1506 | 375 | 4.02 | -0.73 | -1.45 |
| | | | | | 1230 | 314 | 3.92 | 1.16 | -0.3 |
| | | | | | 1264 | 325 | 4.26 | 0.98 | -0.41 |



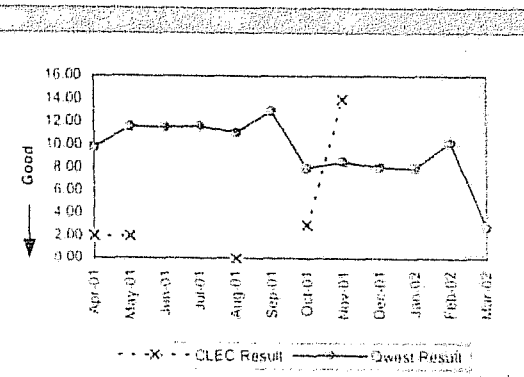

### [illegible] - Dispatches Outside MSAs

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | | | | | 9 | 6 | 1.50 | 0.75 | -0.54 |
| | | | | | 47 | 12 | 3.9 | -0.28 | -1.17 |
| | | | | | 34 | 11 | 3.0 | | |
| | | | | | 115 | 13 | 8.8 | -0.39 | -1.23 |
| | | | | | 32 | 16 | 2.0 | -1.16 | -1.7 |
| | | | | | 65 | 8 | 6.5 | -0.69 | -1.42 |
| | | | | | 36 | 9 | 4 | | |
| | | | | | 97 | 10 | .8 | -0.82 | -1.5 |
| | | | | | 73 | 13 | 5.54 | 1.3 | -0.21 |
| | | | | | 342 | 20 | 17.10 | | |
| | | | | | 37 | 10 | 3.70 | | |
| | | | | | 47 | 16 | 2.94 | | |




### [illegible] - Dispatches Outside MSAs

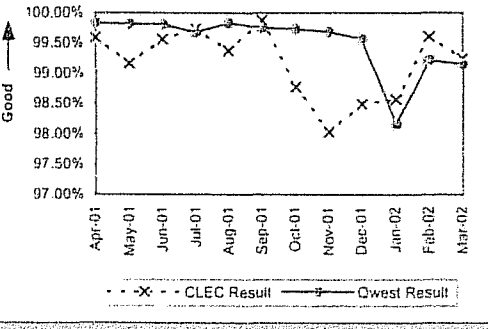
| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | | | | | 235 | 24 | 9.79 | -0.84 | -1.51 |
| | | | | | 291 | 25 | 11.64 | -0.53 | -1.32 |
| | | | | | 324 | 28 | 11.57 | | |
| | | | | | 303 | 26 | 11.65 | | |
| | | | | | 60 | 6 | 11.12 | 1.43 | -1.87 |
| | | | | | 117 | 9 | 13.00 | | |
| | | | | | 80 | 10 | 8.00 | -0.79 | 1.48 |
| | | | | | 154 | 18 | 8.56 | 0.92 | 0.44 |
| | | | | | 136 | 17 | 8.12 | | |
| | | | | | 80 | 10 | 8.00 | | |
| | | | | | 111 | 11 | 10.27 | | |
| | | | | | 25 | 3 | 2.78 | | |



## Checklist #14 - Resale - Residence Installation

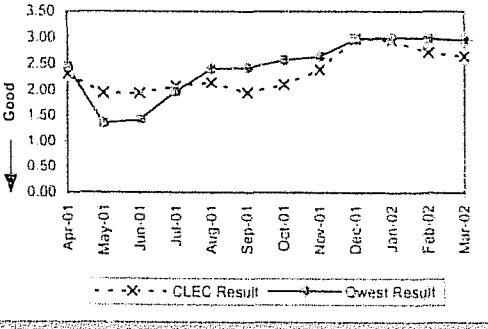
### Percent Commitments Met (Parity) (OP-1C) – No Dispatches

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | | | | | | Qwest Num | Qwest Den | Qwest Res | Mod Z Scr | Parity Scr |
| | | | | | | 10625 | 10644 | 99.83% | 0.6 | -0.51 |
| | | | | | | 10195 | 10214 | 99.81% | 1.72 | 0.04 |
| | | | | | | 10996 | 11017 | 99.81% | 1.06 | -0.36 |
| | | | | | | 6447 | 6468 | 99.68% | -0.19 | -1.12 |
| | | | | | | 3537 | 3543 | 99.83% | 1.7 | 0.03 |
| | | | | | | 2718 | 2765 | 99.75% | -0.61 | -1.37 |
| | | | | | | 2568 | 2575 | 99.73% | 4.71 | 1.87 |
| | | | | | | 2155 | 2192 | 99.68% | 7.56 | 3.6 |
| | | | | | | 1850 | 1866 | 99.57% | 3.62 | 1.14 |
| | | | | | | 1981 | 2016 | 98.17% | -0.63 | -1.38 |
| | | | | | | 1775 | 1792 | 99.22% | -0.87 | -1.53 |
| | | | | | | 1865 | 1885 | 99.15% | -0.2 | -1.12 |



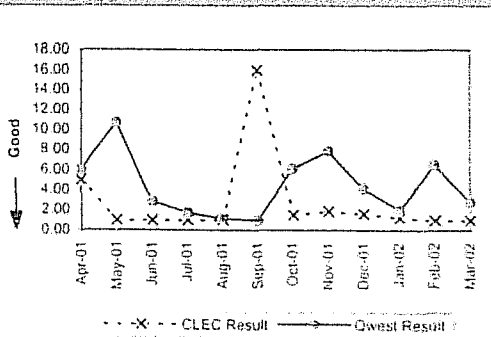

### Average Completion Average Days (OP-4C) – No Dispatches

| | | | | | | Qwest Num | Qwest Den | Qwest Res | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | 26231 | 10644 | 2.46 | -0.78 | -1.47 |
| | | | | | | 11732 | 8740 | 1.35 | 3.23 | 0.96 |
| | | | | | | 12786 | 8974 | 1.42 | 6.84 | 3.16 |
| | | | | | | 9974 | 5035 | 1.98 | 1.36 | -0.17 |
| | | | | | | 6655 | 2774 | 2.40 | -5.31 | -4.23 |
| | | | | | | 5490 | 2261 | 2.42 | -13.15 | -9 |
| | | | | | | 5309 | 2070 | 2.57 | -9.33 | -6.67 |
| | | | | | | 4671 | 1769 | 2.64 | -6.65 | -5.04 |
| | | | | | | 4482 | 1502 | 2.97 | -0.01 | -1.01 |
| | | | | | | 5025 | 1674 | 3.00 | -1.1 | -1.67 |
| | | | | | | 4363 | 1463 | 2.98 | -2.46 | -2.5 |
| | | | | | | 4313 | 1459 | 2.94 | -3.84 | -3.33 |



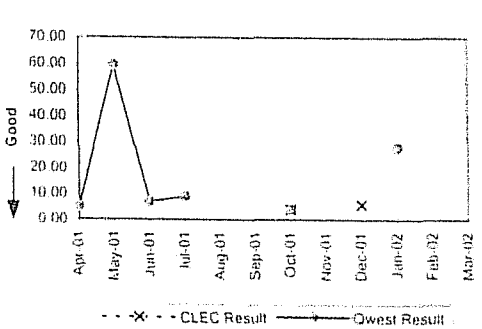

### Percent Troubles Found Parity Reasons (Average Days) (OP-6A-3) – No Dispatches

| | | | | | | | Qwest Num | Qwest Den | Qwest Res | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | 102 | 17 | 6.00 | -0.06 | -1.04 |
| | | | | | | | 161 | 15 | 10.73 | -0.52 | -1.32 |
| | | | | | | | 97 | 20 | 2.85 | -0.67 | -1.4 |
| | | | | | | | 34 | 20 | 1.7 | -0.7 | -1.42 |
| | | | | | | | 6 | 7 | 1.14 | -0.3 | -1.18 |
| | | | | | | | 6 | 6 | 1.0 | | |
| | | | | | | | 49 | 8 | 6 | -0.81 | -1.49 |
| | | | | | | | 63 | 8 | 8 | -1.47 | -1.89 |
| | | | | | | | 37 | 9 | 4.11 | -1.13 | -1.69 |
| | | | | | | | 70 | 36 | 1.94 | -1.34 | -1.61 |
| | | | | | | | 88 | 15 | 5.53 | -0.52 | -1.31 |
| | | | | | | | 44 | 16 | 2.75 | -1.04 | -1.63 |




### Percent Troubles Found Parity Reasons (Average Days) (OP-6B-3) – No Dispatches

| | | | | | | | Qwest Num | Qwest Den | Qwest Res | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | 5 | 1 | 5.00 | | |
| | | | | | | | 239 | 4 | 59.50 | | |
| | | | | | | | 7 | 1 | 7.00 | | |
| | | | | | | | 9 | 1 | 9.00 | | |
| | | | | | | | | | | | |
| | | | | | | | | | | | |
| | | | | | | | 4 | 1 | 4.00 | | |
| | | | | | | | | | | | |
| | | | | | | | | | | | |
| | | | | | | | 28 | 1 | 28.00 | | |



## Checklist #14 - Resale - Residence Installation

### New Service Installation Quality (Percent) (OP-5)

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | |
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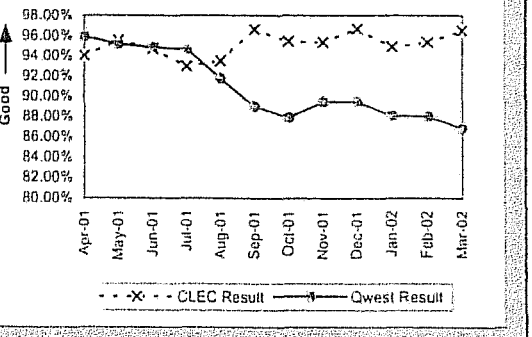
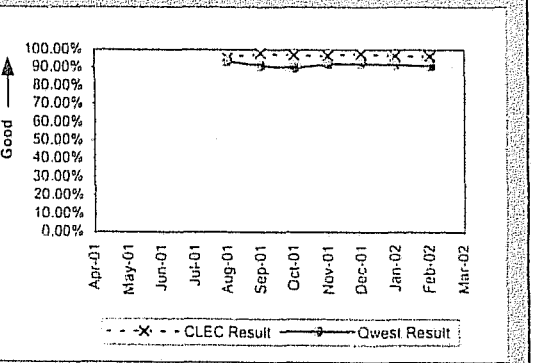
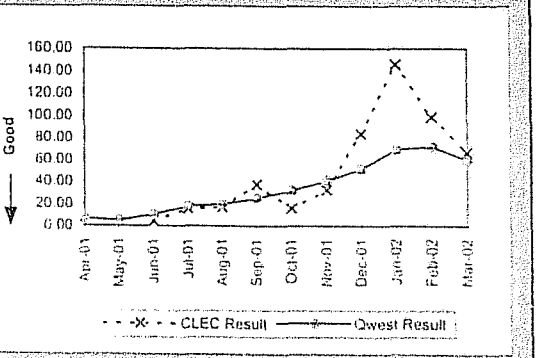
| | | | | | | | | | |

### Percent Provisioning Orders Delayed Past Due Date (Average Days) (OP-1

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | | | | | 167 | 26 | 6 | | |
| | | | | | 119 | 24 | 6 | | |
| | | | | | 685 | 65 | 0.54 | -0.44 | -1.27 |
| | | | | | 872 | 49 | 17.80 | -0.31 | -1.19 |
| | | | | | 1658 | 60 | 19.48 | -0.41 | -1.25 |
| | | | | | 2250 | 9 | 25.00 | 1.21 | -0.26 |
| | | | | | 2727 | 84 | 32.46 | -1.32 | -1.8 |
| | | | | | 3919 | 96 | 40.82 | -0.42 | -1.26 |
| | | | | | 4849 | 94 | 51.59 | 0.8 | -0.51 |
| | | | | | 5795 | 76 | 69.67 | 1.06 | -0.35 |
| | | | | | 6193 | 86 | 72.01 | 0.6 | -0.63 |
| | | | | | 5672 | 95 | 59.71 | 0.32 | -0.81 |



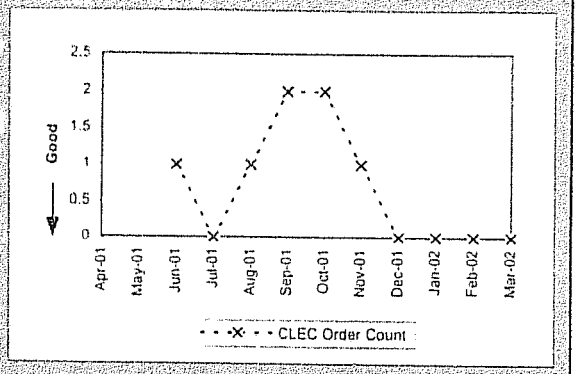



Checklist #14 - Resale - Residence Installation

Percentage Orders Missed for Facilities Reasons Residence (OP-15B)

CLEC Order Count

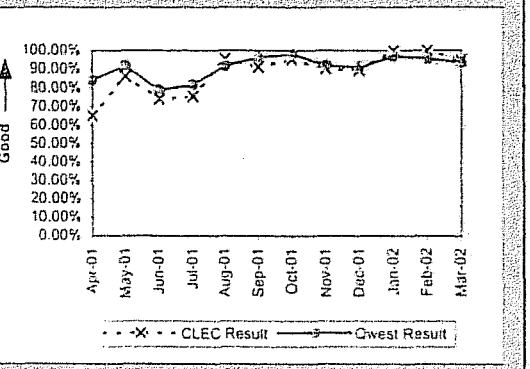
| | |
|---|---|
| | 1 |
| | 0 |
| | 1 |
| | 2 |
| | 2 |
| | 1 |
| | 0 |
| | 0 |
| | 0 |
| | 0 |



## Checklist #14 - Resale - Residence Repair

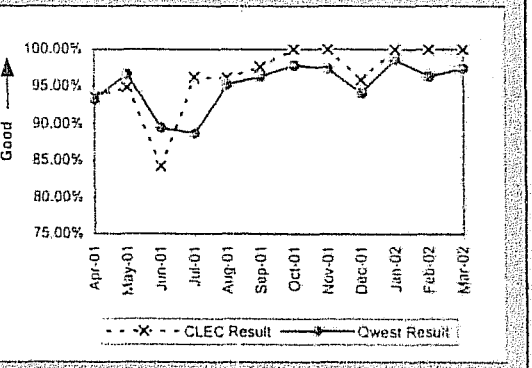
### Out of Service Cleared within 24 hours (Percent) (MR-3A)-- Dispatches Within MSAs

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | | 33 | 33 | 65.72% | 47.63% | 784 | 930 | 84.30% | 2.23 | 0.35 |
| | | 39 | 39 | 66.21% | 34.48% | 844 | 919 | 91.84% | 1.04 | -0.37 |
| | | 20 | 27 | 74.07% | 43.82% | 878 | 1114 | 78.82% | 0.61 | -0.63 |
| | | 37 | 45 | 75.61% | 42.94% | 839 | 1026 | 81.77% | 0.99 | -0.4 |
| | | 42 | 43 | 95.35% | 21.06% | 771 | 839 | 91.90% | -0.81 | -1.49 |
| | | 31 | 34 | 91.18% | 28.36% | 711 | 740 | 96.08% | 1.28 | -0.22 |
| | | 40 | 42 | 95.24% | 21.30% | 569 | 581 | 97.93% | 1.05 | -0.36 |
| | | 28 | 31 | 90.32% | 29.57% | 385 | 418 | 92.11% | 0.39 | -0.76 |
| | | 16 | 16 | 89.47% | 30.69% | 349 | 384 | 90.89% | 0.26 | -0.84 |
| | | 27 | 27 | 100.00% | 0.00% | 307 | 317 | 96.85% | -0.9 | -1.55 |
| | | 25 | 25 | 100.00% | 0.00% | 294 | 308 | 95.45% | -1.05 | -1.64 |
| | | 18 | 19 | 94.74% | 22.33% | 383 | 410 | 93.41% | -0.23 | -1.14 |



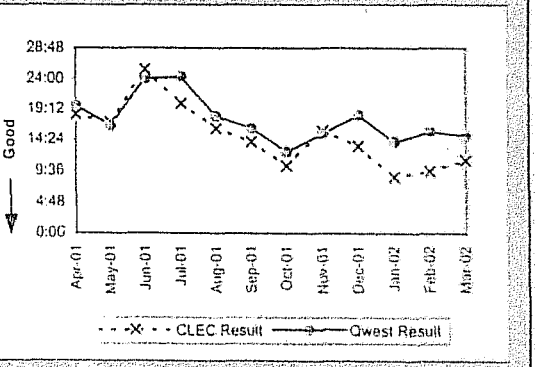

### All Troubles Cleared within 48 hours (Percent) (MR-4A)-- Dispatches Within MSAs

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | | 31 | 31 | 93.55% | 24.67% | 1205 | 1292 | 93.27% | -0.06 | -1.04 |
| | | 32 | 33 | 94.87% | 22.06% | 1225 | 1268 | 96.61% | 0.61 | -0.63 |
| | | 28 | 28 | 84.21% | 36.48% | 1390 | 1554 | 89.45% | 1.01 | -0.38 |
| | | 51 | 53 | 96.23% | 19.06% | 1231 | 1388 | 88.69% | -1.7 | -2.03 |
| | | 45 | 51 | 90.08% | 19.41% | 1110 | 1165 | 95.28% | -0.26 | -1.16 |
| | | 41 | 42 | 97.62% | 15.35% | 1007 | 1046 | 96.27% | -0.45 | -1.27 |
| | | 53 | 53 | 100.00% | 0.00% | 796 | 814 | 97.79% | -1.06 | -1.64 |
| | | 39 | 39 | 100.00% | 0.00% | 581 | 597 | 97.32% | -1 | -1.61 |
| | | 23 | 24 | 95.83% | 19.98% | 523 | 556 | 94.06% | -0.36 | -1.22 |
| | | 37 | 37 | 100.00% | 0.00% | 417 | 423 | 98.58% | -0.65 | -1.4 |
| | | 32 | 32 | 100.00% | 0.00% | 440 | 457 | 96.28% | -1.07 | -1.65 |
| | | 28 | 28 | 100.00% | 0.00% | 558 | 573 | 97.38% | -0.85 | -1.52 |



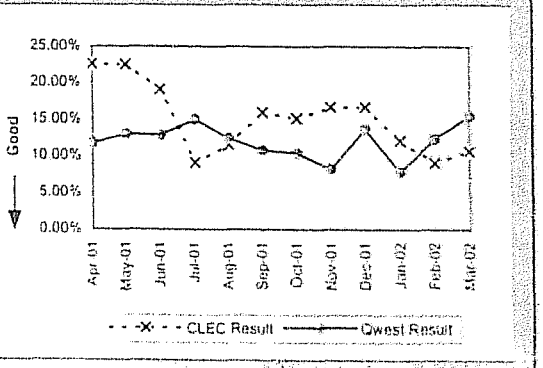

### Mean Time to Restore (Hours:Minutes) (MR-6A)-- Dispatches Within MSAs

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | | 31 | 31 | 18:19 | 15:41 | 25502:58 | 1292 | 19:44 | -0.46 | -1.28 |
| | | 39 | 39 | 17:06 | 15:45 | 21182:30 | 1268 | 16:39 | 0.36 | -0.78 |
| | | 28 | 28 | 25:26 | 21:43 | 37386:53 | 1554 | 24:04 | 0.58 | -0.65 |
| | | 53 | 53 | 20:06 | 13:35 | 33708:16 | 1388 | 24:17 | -1.34 | -1.82 |
| | | 51 | 51 | 16:10 | 13:03 | 21077:35 | 1165 | 18:06 | -0.9 | -1.55 |
| | | 42 | 42 | 14:06 | 11:56 | 16915:15 | 1046 | 16:10 | -0.84 | -1.51 |
| | | 53 | 53 | 10:24 | 9:17 | 10230:05 | 814 | 12:34 | -1.07 | -1.65 |
| | | 39 | 39 | 15:50 | 9:39 | 9187:58 | 597 | 15:23 | 0.35 | -0.79 |
| | | 24 | 24 | 13:25 | 15:18 | 10167:15 | 556 | 18:1 | -1.32 | -1.8 |
| | | 32 | 32 | 5:41 | 7:27 | 5943:04 | 423 | 1 :3 | -2.45 | -2.49 |
| | | 32 | 32 | 9:36 | 7:22 | 7156:07 | 457 | :40 | -2.18 | -2.33 |
| | | 28 | 28 | 11:16 | 10:20 | 8580:44 | 573 | 14:59 | -1.38 | -1.84 |



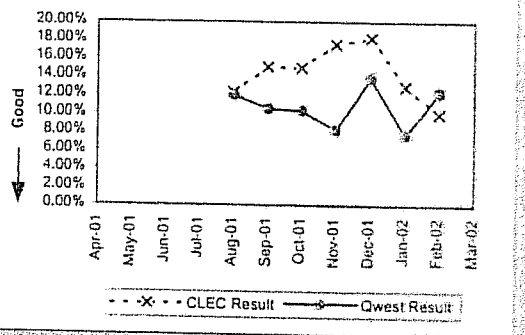

### Repeat Report Rate (Percent) (MR-7A)-- Dispatches Within MSAs

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | | 31 | 31 | 22.58% | 41.81% | 154 | 1316 | 11.68% | 1.71 | 0.04 |
| | | 40 | 40 | 22.50% | 41.76% | 168 | 1294 | 12.98% | 1.65 | 0 |
| | | 42 | 42 | 19.05% | 39.27% | 205 | 1600 | 12.81% | 1.16 | -0.3 |
| | | 55 | 55 | 9.09% | 28.75% | 215 | 1436 | 14.97% | -1.2 | -1.73 |
| | | 52 | 52 | 11.54% | 31.95% | 148 | 1198 | 12.35% | -0.17 | -1.11 |
| | | 44 | 44 | 15.91% | 36.58% | 116 | 1076 | 10.78% | 1.05 | -0.36 |
| | | 53 | 53 | 15.09% | 35.86% | 87 | 837 | 10.39% | 1.06 | -0.36 |
| | | 42 | 42 | 16.67% | 37.27% | 51 | 619 | 8.24% | 1.72 | 0.05 |
| | | 24 | 24 | 16.67% | 37.27% | 80 | 586 | 13.65% | 0.45 | -0.73 |
| | | 33 | 33 | 12.12% | 32.64% | 34 | 434 | 7.83% | 0.86 | -0.48 |
| | | 33 | 33 | 9.09% | 28.75% | 58 | 469 | 12.37% | -0.55 | -1.34 |
| | | 32 | 32 | 18.71% | 30.93% | 92 | 594 | 15.49% | -0.68 | -1.41 |



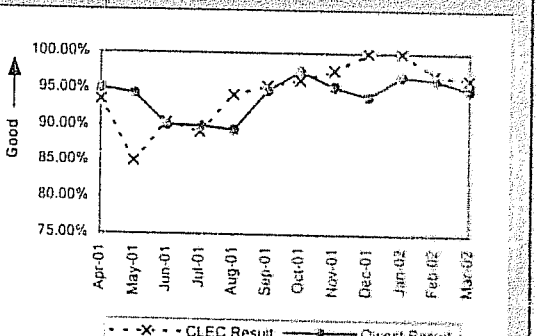
Repair Repeat Report Rate (Percent) (MR-7A*)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Den | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Aug-01 | 6 | 49 | 12.24% | 32.78% | 132 | 1106 | 11.93% | 0.11 | -0.93 |
| Sep-01 | 6 | 40 | 15.00% | 35.71% | 105 | 997 | 10.53% | 0.89 | -0.46 |
| Oct-01 | 7 | 47 | 14.89% | 35.60% | 80 | 775 | 10.32% | 0.98 | -0.41 |
| Nov-01 | 7 | 40 | 17.50% | 38.00% | 47 | 571 | 8.23% | 1.83 | 0.11 |
| Dec-01 | 4 | 22 | 18.18% | 38.57% | 74 | 537 | 13.78% | 0.6 | -0.63 |
| Jan-02 | 4 | 31 | 12.90% | 33.52% | 31 | 405 | 7.65% | 1 | -0.39 |
| Feb-02 | 3 | 30 | 10.00% | 30.00% | 53 | 432 | 12.27% | -0.37 | -1.22 |
| Mar-02 | | | | | | | | | |



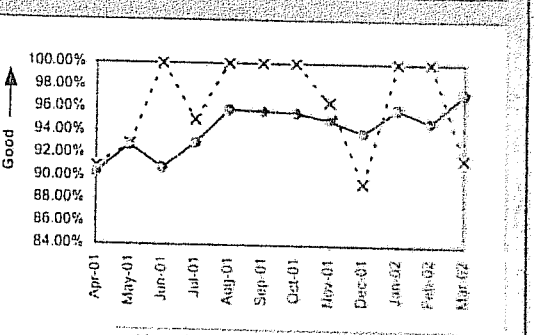

Repair Appointments Met (Percent) (MR-9A)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Den | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | 29 | 31 | 93.55% | 24.57% | 1253 | 1318 | 95.07% | 0.44 | -0.74 |
| May-01 | 34 | 40 | 85.00% | 35.71% | 1221 | 1294 | 94.36% | 2.15 | 0.3 |
| Jun-01 | 38 | 42 | 90.48% | 29.35% | 1441 | 1600 | 90.06% | -0.09 | -1.05 |
| Jul-01 | 49 | 55 | 89.09% | 31.18% | 1291 | 1436 | 89.90% | 0.24 | -0.85 |
| Aug-01 | 49 | 52 | 94.23% | 23.32% | 1071 | 1198 | 89.40% | 1.11 | -1.67 |
| Sep-01 | 42 | 44 | 95.45% | 20.83% | 1020 | 1076 | 94.80% | -0.19 | -1.12 |
| Oct-01 | 51 | 53 | 96.23% | 19.06% | 816 | 837 | 97.49% | 0.59 | -0.64 |
| Nov-01 | 41 | 42 | 97.62% | 15.25% | 590 | 619 | 95.32% | -0.68 | -1.42 |
| Dec-01 | 24 | 24 | 100.00% | 0.00% | 551 | 586 | 94.03% | -1.21 | -1.74 |
| Jan-02 | 33 | 33 | 100.00% | 0.00% | 420 | 434 | 96.77% | -1.01 | -1.61 |
| Feb-02 | 32 | 33 | 96.97% | 17.14% | 452 | 469 | 96.38% | -0.18 | -1.11 |
| Mar-02 | 37 | 38 | 86.43% | 18.56% | 564 | 594 | 94.95% | -0.35 | -1.21 |



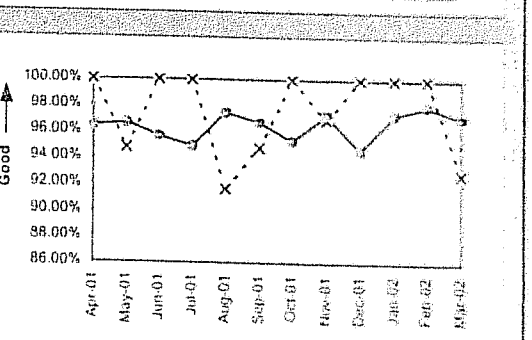

Out of Service Cleared within 24 hours (Percent) (MR-3B)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Den | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | 10 | 11 | 90.91% | 28.75% | 806 | 894 | 90.38% | -0.06 | -1.04 |
| May-01 | 13 | 14 | 92.86% | 25.75% | 728 | 785 | 92.74% | -0.02 | -1.01 |
| Jun-01 | 9 | 9 | 100.00% | 0.00% | 797 | 878 | 90.77% | -0.95 | -1.58 |
| Jul-01 | 19 | 20 | 95.00% | 21.79% | 810 | 871 | 93.00% | -0.35 | -1.21 |
| Aug-01 | 18 | 18 | 100.00% | 0.00% | 743 | 775 | 95.87% | -0.89 | -1.54 |
| Sep-01 | 16 | 16 | 100.00% | 0.00% | 677 | 707 | 95.76% | -0.83 | -1.51 |
| Oct-01 | 13 | 13 | 100.00% | 0.00% | 543 | 568 | 95.60% | -0.76 | -1.47 |
| Nov-01 | 20 | 20 | 96.55% | 18.25% | 472 | 497 | 94.97% | -0.38 | -1.23 |
| Dec-01 | 17 | 19 | 89.47% | 30.69% | 352 | 375 | 93.87% | 0.75 | -0.54 |
| Jan-02 | 24 | 24 | 100.00% | 0.00% | 263 | 274 | 95.99% | -0.96 | -1.58 |
| Feb-02 | 9 | 9 | 100.00% | 0.00% | 256 | 270 | 94.81% | -0.69 | -1.42 |
| Mar-02 | 11 | 12 | 91.67% | 27.64% | 333 | 342 | 97.37% | 0.97 | -0.41 |




All Troubles Cleared within 48 hours (Percent) (MR-4B)-- Dispatches Outside MSAs

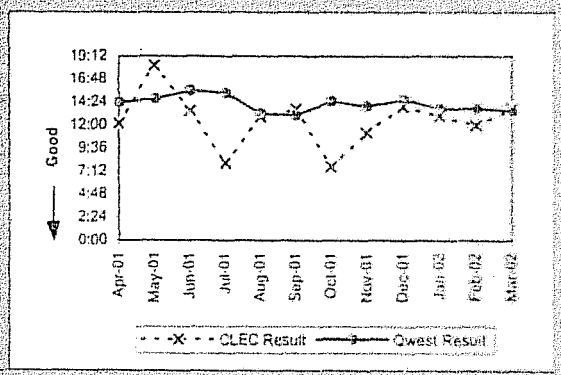
| Date | CLEC Num | CLEC Den | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | 13 | 13 | 100.00% | 0.00% | 1150 | 1193 | 96.40% | -0.69 | -1.42 |
| May-01 | 19 | 19 | 94.74% | 22.33% | 1021 | 1057 | 96.59% | 0.47 | -0.71 |
| Jun-01 | 15 | 15 | 100.00% | 0.00% | 1116 | 1167 | 95.63% | -0.82 | -1.5 |
| Jul-01 | 23 | 23 | 100.00% | 0.00% | 1107 | 1167 | 94.86% | -1.11 | -1.67 |
| Aug-01 | 22 | 24 | 91.67% | 27.64% | 1025 | 1052 | 97.43% | 1.44 | -0.13 |
| Sep-01 | 18 | 19 | 94.74% | 22.33% | 898 | 929 | 96.66% | 0.49 | -0.71 |
| Oct-01 | 17 | 17 | 100.00% | 0.00% | 767 | 805 | 95.28% | -0.91 | -1.55 |
| Nov-01 | 31 | 32 | 96.88% | 17.40% | 672 | 691 | 97.25% | 0.19 | -0.89 |
| Dec-01 | 20 | 20 | 100.00% | 0.00% | 522 | 552 | 94.57% | -1.05 | -1.64 |
| Jan-02 | 27 | 27 | 100.00% | 0.00% | 396 | 407 | 97.30% | 0.84 | -1.51 |
| Feb-02 | 14 | 14 | 100.00% | 0.00% | 384 | 392 | 97.96% | 0.53 | -1.32 |
| Mar-02 | 13 | 14 | 92.86% | 25.75% | 462 | 476 | 97.06% | 0.8 | -0.51 |



## Checklist #14 - Resale - Residence Repair

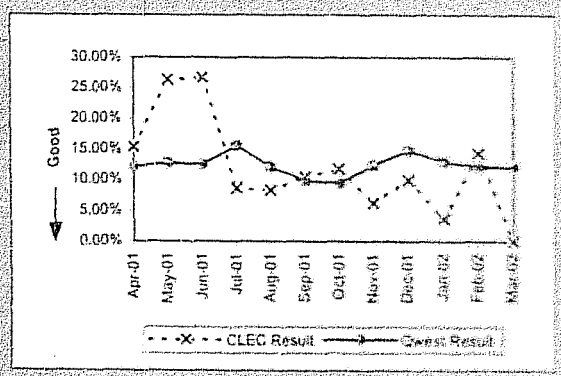
Mean Time to Restore (Hours:Minutes) (MR-6B)-- Dispatches Outside MSAs

| | | CLEC Dem | CLEC Resu | Std Dev | Qwest Num | Qwest Dem | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| [illegible] | [illegible] | 13 | 12:09 | 9:25 | 17092:27 | 1193 | 14:20 | -0.55 | -1.34 |
| [illegible] | [illegible] | 19 | 18:12 | 19:08 | 15584:12 | 1057 | 14:45 | 1.11 | -0.32 |
| [illegible] | [illegible] | 15 | 13:30 | 7:47 | 18180:35 | 1167 | 15:35 | -0.48 | -1.29 |
| [illegible] | [illegible] | 23 | 8:02 | 8:03 | 17884:39 | 1167 | 15:20 | -2.12 | -2.29 |
| [illegible] | [illegible] | 24 | 12:52 | 18:57 | 13862:33 | 1052 | 13:11 | -0.09 | -1.06 |
| [illegible] | [illegible] | 18 | 10:41 | 11:52 | 12120:40 | 929 | 13:03 | 0.36 | -0.78 |
| [illegible] | [illegible] | 17 | 7:40 | 7:22 | 11678:30 | 805 | 14:30 | -1.78 | -2.08 |
| [illegible] | [illegible] | 32 | 11:13 | 13:19 | 9653:26 | 691 | 13:58 | -0.95 | -1.58 |
| [illegible] | [illegible] | 20 | 13:55 | 12:16 | 8090:03 | 552 | 14:39 | -0.16 | -1.1 |
| [illegible] | [illegible] | 27 | 12:59 | 9:10 | 5584:49 | 407 | 13:43 | -0.29 | -1.17 |
| [illegible] | [illegible] | 14 | 12:02 | 9:05 | 5397:49 | 392 | 13:46 | -0.52 | -1.32 |
| [illegible] | [illegible] | 14 | 13:47 | 16:30 | 6436:08 | 476 | 13:31 | 0.13 | -0.92 |



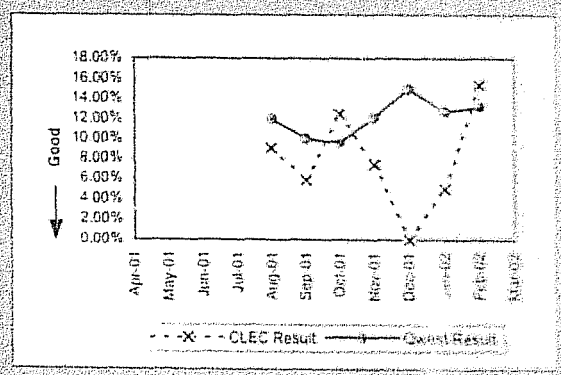

Repair Repeat Report Rate (Percent) (MR-7B)-- Dispatches Outside MSAs

| | | CLEC Dem | CLEC Resu | Std Dev | Qwest Num | Qwest Dem | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| [illegible] | [illegible] | 13 | 15.38% | 36.08% | 147 | 1215 | 12.10% | 0.4 | -0.75 |
| [illegible] | [illegible] | 19 | 26.32% | 44.03% | 137 | 1078 | 12.71% | 1.6 | -0.03 |
| [illegible] | [illegible] | 15 | 26.67% | 44.22% | 149 | 1195 | 12.47% | 1.49 | -0.09 |
| [illegible] | [illegible] | 23 | 8.70% | 28.18% | 185 | 1188 | 15.57% | -0.9 | -1.55 |
| [illegible] | [illegible] | 24 | 8.33% | 27.64% | 129 | 1070 | 12.06% | -0.55 | -1.34 |
| [illegible] | [illegible] | 19 | 10.53% | 30.69% | 94 | 953 | 9.86% | 0.16 | -0.9 |
| [illegible] | [illegible] | 17 | 11.76% | 32.22% | 78 | 820 | 9.51% | 0.36 | -0.78 |
| [illegible] | [illegible] | 32 | 6.25% | 24.21% | 86 | 701 | 12.27% | -1.01 | -1.62 |
| [illegible] | [illegible] | 20 | 10.00% | 30.00% | 83 | 562 | 14.77% | -0.59 | -1.36 |
| [illegible] | [illegible] | 27 | 3.70% | 18.89% | 54 | 419 | 12.89% | -1.38 | -1.84 |
| [illegible] | [illegible] | 14 | 14.29% | 34.99% | 49 | 402 | 12.19% | 0.28 | -0.83 |
| [illegible] | [illegible] | 14 | 0.00% | 0.00% | 58 | 483 | 12.01% | -1.36 | -1.83 |



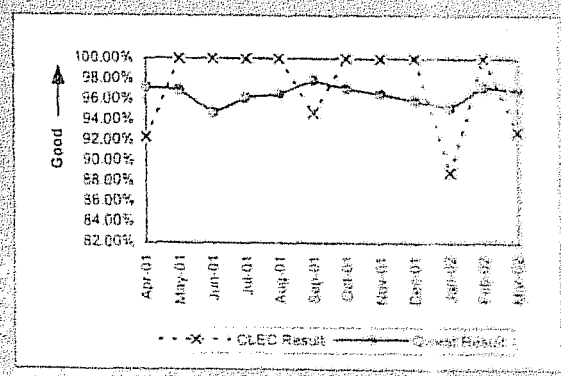

Repair Repeat Report Rate (Percent) (MR-7B*)-- Dispatches Outside MSAs

| | | CLEC Dem | CLEC Resu | Std Dev | Qwest Num | Qwest Dem | Qwest Resu | od Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| [illegible] | [illegible] | | | | | | | | |
| [illegible] | [illegible] | | | | | | | | |
| [illegible] | [illegible] | | | | | | | | |
| [illegible] | [illegible] | | | | | | | | |
| [illegible] | [illegible] | 23 | 9.09% | 28.75% | 119 | 988 | 12 [illegible]% | -0.42 | -1.26 |
| [illegible] | [illegible] | 19 | 5.88% | 23.53% | 87 | 867 | [illegible]03% | -0.56 | -1.34 |
| [illegible] | [illegible] | 16 | 12.50% | 33.07% | 73 | 758 | 9.63% | 0.43 | -0.74 |
| [illegible] | [illegible] | 27 | 7.41% | 26.19% | 78 | 641 | 12.17% | -0.74 | -1.45 |
| [illegible] | [illegible] | 17 | 0.00% | 0.00% | 75 | 50[illegible] | 15.00% | -1.7 | -2.04 |
| [illegible] | [illegible] | 20 | 5.00% | 21.79% | 46 | 361 | 12.74% | -1.01 | -1.61 |
| [illegible] | [illegible] | 13 | 15.38% | 36.08% | 47 | 355 | 13.24% | 0.27 | -0.84 |



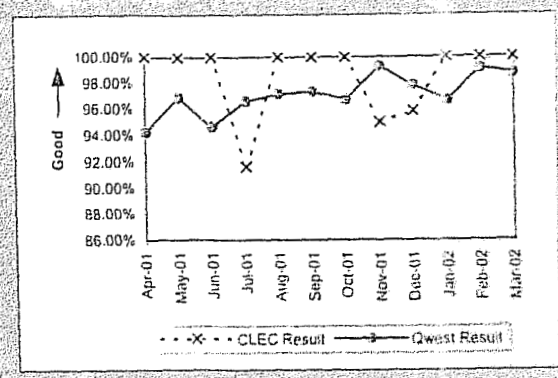

Repair Appointments Met (Percent) (MR-9B)-- Dispatches Outside MSAs

| | | CLEC Dem | CLEC Resu | Std Dev | Qwest Num | Qwest Dem | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| [illegible] | [illegible] | 13 | 92.31% | 26.65% | 1181 | 1215 | 97.20% | 0.9 | -0.45 |
| [illegible] | [illegible] | 19 | 100.00% | 0.00% | 1045 | 1078 | 96.94% | -0.77 | -1.47 |
| [illegible] | [illegible] | 15 | 100.00% | 0.00% | 1132 | 1195 | 94.73% | -0.91 | -1.55 |
| [illegible] | [illegible] | 23 | 100.00% | 0.00% | 1143 | 1188 | 96.21% | -0.94 | -1.57 |
| [illegible] | [illegible] | 24 | 100.00% | 0.00% | 1033 | 1070 | 96.54% | -0.92 | -1.56 |
| [illegible] | [illegible] | 18 | 94.74% | 22.33% | 933 | 953 | 97.90% | 0.83 | -0.49 |
| [illegible] | [illegible] | 17 | 100.00% | 0.00% | 796 | 820 | 97.07% | -0.71 | -1.43 |
| [illegible] | [illegible] | 32 | 100.00% | 0.00% | 677 | 701 | 96.58% | -1.04 | -1.63 |
| [illegible] | [illegible] | 20 | 100.00% | 0.00% | 539 | 562 | 95.91% | -0.91 | -1.55 |
| [illegible] | [illegible] | 27 | 88.89% | 31.43% | 399 | 419 | 95.23% | 1.31 | -0.2 |
| [illegible] | [illegible] | 14 | 100.00% | 0.00% | 391 | 402 | 97.26% | -0.62 | -1.38 |
| [illegible] | [illegible] | 13 | 92.86% | 25.75% | 468 | 483 | 96.89% | 0.76 | -0.54 |



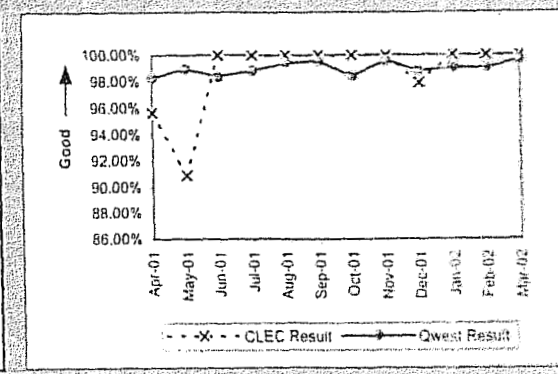
Percent Service Cleared within 24 hours (Percent) (MR-3C)-- No Dispatches

| Date | CLEC Num | CLEC Den | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| [illegible] | [illegible] | 10 | 100.00% | 0.00% | 261 | 277 | 94.22% | -0.77 | -1.47 |
| [illegible] | [illegible] | 5 | 100.00% | 0.00% | 247 | 255 | 96.86% | -0.44 | -1.26 |
| [illegible] | [illegible] | 7 | 100.00% | 0.00% | 317 | 335 | 94.63% | -0.62 | -1.38 |
| [illegible] | [illegible] | 12 | 91.67% | 27.64% | 255 | 264 | 96.59% | 0.78 | -0.52 |
| [illegible] | [illegible] | 14 | 100.00% | 0.00% | 239 | 246 | 97.15% | -0.62 | -1.38 |
| [illegible] | [illegible] | 6 | 100.00% | 0.00% | 181 | 186 | 97.31% | -0.46 | -1.28 |
| [illegible] | [illegible] | 19 | 100.00% | 0.00% | 205 | 212 | 96.70% | -0.77 | -1.47 |
| [illegible] | [illegible] | 20 | 95.00% | 21.79% | 265 | 267 | 99.25% | 1.29 | -0.22 |
| [illegible] | [illegible] | 24 | 95.83% | 19.98% | 265 | 271 | 97.79% | 0.56 | -0.66 |
| [illegible] | [illegible] | 9 | 100.00% | 0.00% | 229 | 237 | 96.62% | -0.55 | -1.33 |
| [illegible] | [illegible] | 6 | 100.00% | 0.00% | 222 | 224 | 99.11% | -0.23 | -1.14 |
| [illegible] | [illegible] | 13 | 100.00% | 0.00% | 229 | 232 | 98.71% | -0.4 | -1.24 |



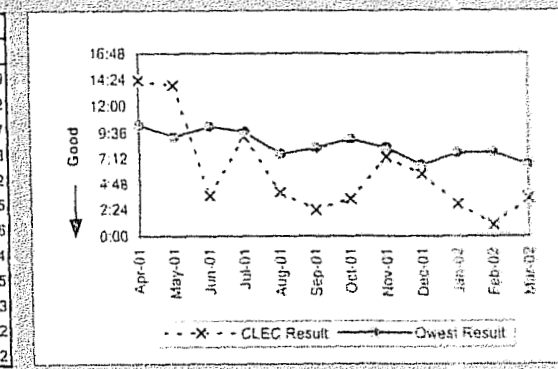

48 Troubles Cleared within 48 hours (Percent) (MR-4C)-- No Dispatches

| Date | CLEC Num | CLEC Den | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| [illegible] | [illegible] | 23 | 95.65% | 20.39% | 514 | 523 | 98.28% | 0.81 | -0.51 |
| [illegible] | [illegible] | 18 | 94.91% | 28.75% | 474 | 479 | 98.96% | 1.53 | -0.07 |
| [illegible] | [illegible] | 15 | 100.00% | 0.00% | 612 | 622 | 98.39% | -0.49 | -1.3 |
| [illegible] | [illegible] | 33 | 100.00% | 0.00% | 505 | 511 | 98.83% | -0.51 | -1.31 |
| [illegible] | [illegible] | 28 | 100.00% | 0.00% | 504 | 507 | 99.41% | -0.4 | -1.25 |
| [illegible] | [illegible] | 37 | 100.00% | 0.00% | 436 | 438 | 99.54% | -0.34 | -1.21 |
| [illegible] | [illegible] | 38 | 100.00% | 0.00% | 436 | 443 | 98.42% | -0.75 | -1.46 |
| [illegible] | [illegible] | 46 | 100.00% | 0.00% | 504 | 506 | 99.60% | -0.41 | -1.25 |
| [illegible] | [illegible] | 48 | 97.92% | 14.28% | 498 | 504 | 98.81% | 0.51 | -0.69 |
| [illegible] | [illegible] | 37 | 100.00% | 0.00% | 532 | 537 | 99.07% | -0.57 | -1.35 |
| [illegible] | [illegible] | 28 | 100.00% | 0.00% | 510 | 515 | 99.03% | -0.51 | -1.31 |
| [illegible] | [illegible] | 44 | 100.00% | 0.00% | 567 | 569 | 99.65% | -0.38 | -1.23 |



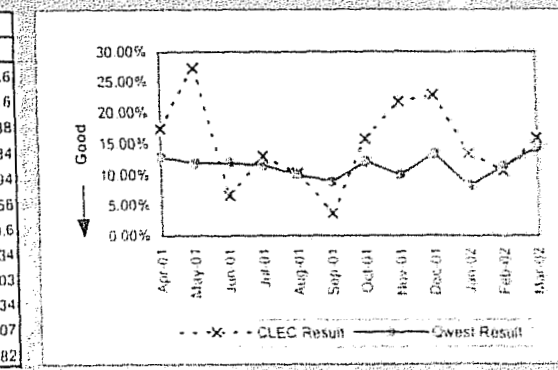

Mean Time to Restore (Hours:Minutes) (MR-6C)-- No Dispatches

| Date | CLEC Num | CLEC Den | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| [illegible] | [illegible] | 23 | 14:17 | 20:02 | 5398:44 | 523 | 10:19 | 1.33 | -0.19 |
| [illegible] | [illegible] | 11 | 13:53 | 27:38 | 4421:56 | 479 | 9:14 | 1.28 | -0.22 |
| [illegible] | [illegible] | 15 | 3:44 | 5:58 | 6327:40 | 622 | 10:10 | -1.6 | -1.97 |
| [illegible] | [illegible] | 20 | 9:11 | 11:06 | 4964:13 | 511 | 9:43 | -0.22 | -1.13 |
| [illegible] | [illegible] | 29 | 4:01 | 6:29 | 3866:43 | 507 | 7:38 | -1.98 | -2.2 |
| [illegible] | [illegible] | 37 | 3:23 | 4:44 | 3577:46 | 438 | 8:10 | -3.04 | -2.85 |
| [illegible] | [illegible] | 38 | 3:26 | 5:44 | 3998:24 | 443 | 9:02 | -2.39 | -2.46 |
| [illegible] | [illegible] | 46 | 7:19 | 9:37 | 4162:00 | 506 | 8:14 | -0.66 | -1.4 |
| [illegible] | [illegible] | 48 | 5:44 | 10:34 | 3321:53 | 504 | 6:35 | -0.58 | -1.35 |
| [illegible] | [illegible] | 37 | 2:57 | 4:25 | 4142:42 | 537 | 7:4 | -2.84 | -2.73 |
| [illegible] | [illegible] | 28 | 1:01 | 2:44 | 4008:04 | 515 | 7 | -3.65 | -3.22 |
| [illegible] | [illegible] | 44 | 3:26 | 5:42 | 3779:04 | 569 | 38 | -2.5 | -2.52 |




Repair Repeat Report Rate (Percent) (MR-7C)-- No Dispatches

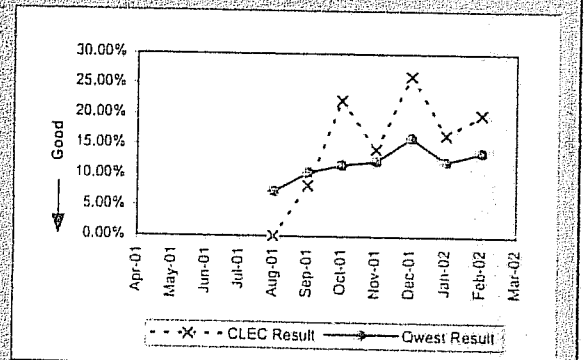
| Date | CLEC Num | CLEC Den | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| [illegible] | 4 | 23 | 17.39% | 37.90% | 67 | 52 | 12.81% | 0.65 | -0.6 |
| [illegible] | [illegible] | 11 | 27.27% | 44.54% | 57 | 480 | 11.88% | 1.38 | -0.16 |
| [illegible] | [illegible] | 15 | 6.67% | 24.94% | 74 | 622 | 11.90% | -0.62 | -1.38 |
| [illegible] | [illegible] | 22 | 13.64% | 33.68% | 60 | 517 | 11.61% | 0.26 | -0.84 |
| [illegible] | [illegible] | 20 | 10.34% | 30.45% | 51 | 507 | 10.06% | 0.1 | -0.94 |
| [illegible] | [illegible] | 37 | 3.70% | 18.86% | 39 | 438 | 8.90% | -0.92 | -1.56 |
| [illegible] | [illegible] | 78 | 15.79% | 36.46% | 54 | 443 | 12.19% | 0.66 | -0.6 |
| [illegible] | [illegible] | 46 | 21.74% | 41.26% | 51 | 506 | 10.08% | 2.2 | 0.34 |
| [illegible] | [illegible] | 48 | 22.92% | 42.03% | 68 | 504 | 13.49% | 1.69 | 0.03 |
| [illegible] | [illegible] | 37 | 13.51% | 34.19% | 44 | 537 | 8.19% | 1.08 | -0.34 |
| [illegible] | [illegible] | 28 | 10.71% | 30.93% | 59 | 515 | 11.46% | -0.12 | -1.07 |
| [illegible] | [illegible] | 44 | 15.91% | 36.58% | 82 | 569 | 14.41% | 0.3 | -0.82 |



## Checklist #14 - Resale - Residence Repair

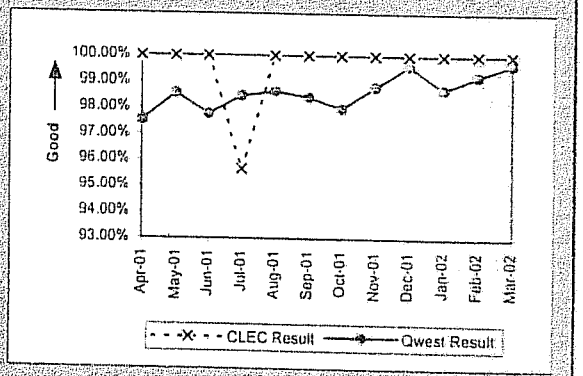
### Trouble Report Rate (Percent) (MR-7C*) – No Dispatches

| | | | | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|---|
| | | | | 0.00% | 0.00% | 15 | 205 | 7.32% | -0.91 | -1.55 |
| | | | | 5.31% | 27.64% | 18 | 173 | 10.40% | -0.23 | -1.14 |
| | | | | 22.22% | 41.57% | 22 | 188 | 11.70% | 1.21 | -0.26 |
| | | | | 14.29% | 34.99% | 20 | 162 | 12.35% | 0.24 | -0.85 |
| | | | | 26.32% | 44.03% | 28 | 173 | 16.19% | 1.07 | -0.35 |
| | | | | 19.67% | 37.27% | 23 | 187 | 12.30% | 0.46 | -0.72 |
| | | | | 20.00% | 40.00% | 26 | 188 | 13.83% | 0.66 | -0.6 |



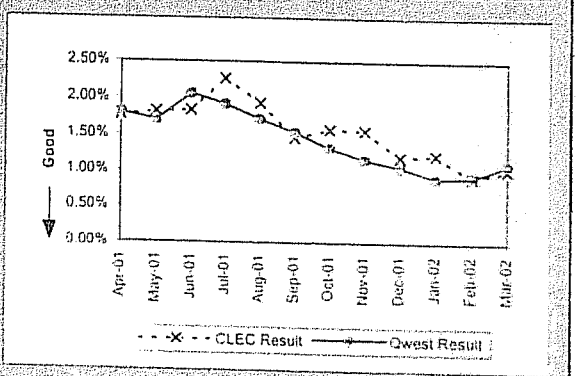

### Trouble Resolution Met (Percent) (MR-9C) – No Dispatches

| | | | | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|---|
| | | | | 100.00% | 0.00% | 510 | 523 | 97.51% | -0.75 | -1.46 |
| | | | | 100.00% | 0.00% | 473 | 480 | 98.54% | -0.4 | -1.24 |
| | | | | 100.00% | 0.00% | 608 | 622 | 97.75% | -0.58 | -1.35 |
| | | | | 96.85% | 20.37% | 509 | 517 | 98.45% | 0.88 | -0.47 |
| | | | | 100.00% | 0.00% | 500 | 507 | 98.62% | -0.62 | -1.38 |
| | | | | 100.00% | 0.00% | 431 | 438 | 98.40% | -0.64 | -1.39 |
| | | | | 100.00% | 0.00% | 434 | 443 | 97.97% | -0.85 | -1.52 |
| | | | | 100.00% | 0.00% | 500 | 506 | 98.81% | -0.71 | -1.43 |
| | | | | 100.00% | 0.00% | 502 | 504 | 99.60% | -0.42 | -1.25 |
| | | | | 100.00% | 0.00% | 530 | 537 | 98.70% | -0.68 | -1.41 |
| | | | | 100.00% | 0.00% | 511 | 515 | 99.22% | -0.46 | -1.28 |
| | | | | 100.00% | 0.00% | 567 | 569 | 99.65% | -0.38 | -1.23 |



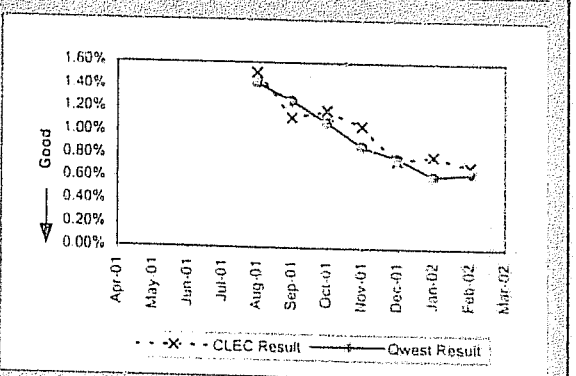

### Trouble Rate (Percent) (MR-8)

| | | | | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|---|
| | | | | 1.76% | 13.16% | 3056 | 169303 | 1.81% | -0.2 | -1.12 |
| | | | | 1.82% | 13.37% | 2852 | 167400 | 1.70% | 0.55 | -0.67 |
| | | | | 1.84% | 13.43% | 3417 | 165743 | 2.06% | -0.98 | -1.6 |
| | | | | 2.27% | 14.88% | 3141 | 163765 | 1.92% | 1.67 | 0.02 |
| | | | | 1.54% | 13.78% | 2775 | 161870 | 1.71% | 1.24 | -0.25 |
| | | | | 1.47% | 12.09% | 2467 | 160099 | 1.54% | -0.46 | -1.28 |
| | | | | 1.58% | 12.49% | 2160 | 158577 | 1.32% | 1.84 | 0.12 |
| | | | | 1.56% | 12.41% | 1826 | 156452 | 1.17% | 3.17 | 0.93 |
| | | | | 1.20% | 10.90% | 1552 | 155007 | 1.07% | 1.14 | -0.31 |
| | | | | 1.33% | 11.14% | 1390 | 153731 | 0.90% | 3.01 | 0.83 |
| | | | | 0.92% | 9.53% | 1386 | 150260 | 0.92% | -0.05 | -1.03 |
| | | | | 1.12% | 10.07% | 1646 | 149171 | 1.10% | -0.68 | -1.41 |




### Trouble Rate (Percent) (MR-8*)

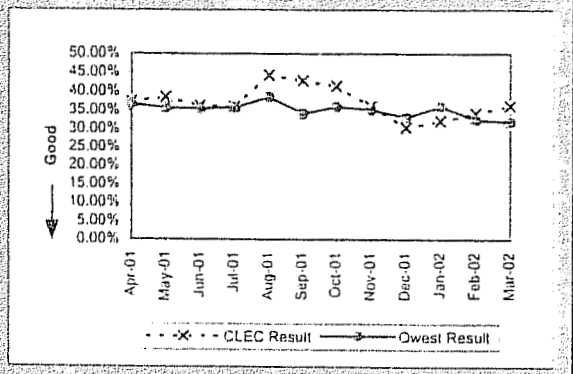
| | | | | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|---|
| | | | | 1.61% | 12.20% | 2299 | 161870 | 1.42% | 0.56 | -0.66 |
| | | | | 1.13% | 10.55% | 2037 | 160099 | 1.27% | -1.01 | -1.61 |
| | | | | 1.19% | 10.84% | 1721 | 158577 | 1.09% | 0.8 | -0.51 |
| | | | | 1.08% | 10.32% | 1374 | 156452 | 0.88% | 1.63 | -0.01 |
| | | | | 0.78% | 8.87% | 1210 | 155007 | 0.78% | -0.22 | -1.13 |
| | | | | 0.89% | 9.41% | 953 | 153731 | 0.62% | 1.99 | 0.21 |
| | | | | 0.73% | 8.39% | 975 | 150260 | 0.65% | 0.66 | -0.6 |



## Checklist #14 - Resale - Residence Repair

Performance Measurements Qwest Related Trouble Reports (Percent) (MR-10)

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | | | | Std Dev | Qwest Num | Qwest Dom | Qwest Resu | Mod Z Scr | Parity Scr |
| | | | | | 1781 | 4837 | 36.82% | 0.13 | -0.92 |
| | | | | | 1573 | 4425 | 35.55% | 0.67 | -0.59 |
| | | | | | 1879 | 5295 | 35.47% | 0.19 | -0.89 |
| | | | | | 1747 | 4888 | 35.74% | 0.09 | -0.94 |
| | | | | | 1746 | 4521 | 38.62% | 1.6 | -0.03 |
| | | | | | 1280 | 3747 | 34.16% | 2.27 | 0.38 |
| | | | | | 1180 | 3280 | 35.98% | 1.54 | -0.06 |
| | | | | | 993 | 2818 | 35.20% | 0.27 | -0.83 |
| | | | | | 817 | 2469 | 33.09% | -0.66 | -1.4 |
| | | | | | 785 | 2175 | 36.09% | -0.95 | -1.58 |
| | | | | | 667 | 2053 | 32.49% | 0.39 | -0.76 |
| | | | | | 769 | 2415 | 31.84% | 1.07 | -0.35 |



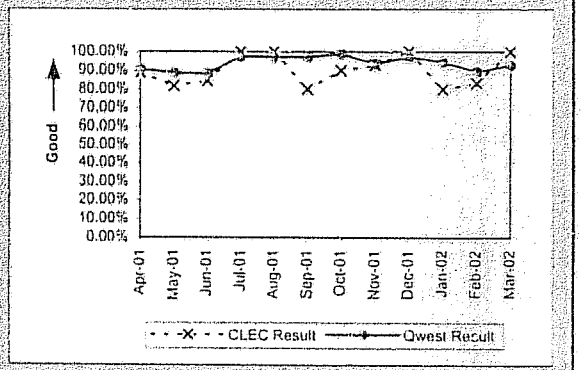
Checklist #14 - Resale - Business Installation

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |

## Checklist #14 - Resale - Business Installation

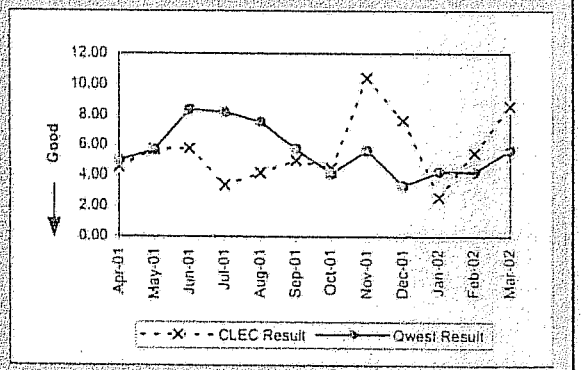
### Percent Provisioning Troubles (OP-5) - Dispatches Outside MSAs

| | | | | Qwest Num | Qwest Den | Qwest Res | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|
| | | | | 115 | 127 | 90.55% | 0.10 | -0.85 |
| | | | | 118 | 133 | 88.72% | 0.66 | -0.6 |
| | | | | 89 | 111 | 80.29% | 0.4 | -0.76 |
| | | | | 274 | 281 | 97.51% | -0.64 | -1.39 |
| | | | | 251 | 259 | 97.33% | -0.52 | -1.32 |
| | | | | 105 | 108 | 97.22% | 2.28 | 0.38 |
| | | | | 161 | 163 | 98.77% | 1.4 | -0.15 |
| | | | | 103 | 110 | 93.64% | 0.13 | -0.92 |
| | | | | 105 | 108 | 97.22% | -0.4 | -1.25 |
| | | | | 104 | 110 | 94.55% | 1.04 | -0.37 |
| | | | | 86 | 85 | 89.41% | 0.43 | -0.74 |
| | | | | 105 | 113 | 92.92% | -0.6 | -1.37 |



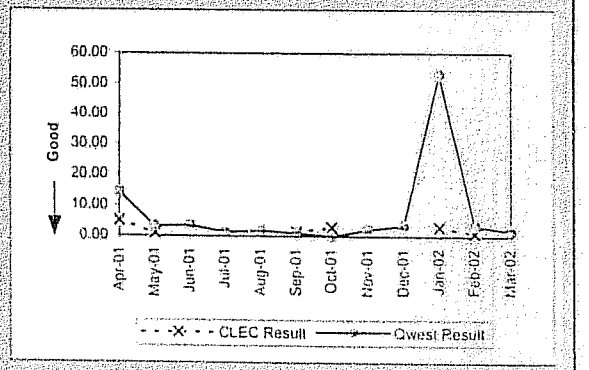

### Percent Provisioning Troubles Within 30 Days (OP-4B) - Dispatches Outside MSAs

| | | | | Qwest Num | Qwest Den | Qwest Res | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|
| | | | | 622 | 127 | 4.08 | -0.14 | -1.09 |
| | | | | 755 | 133 | 5.68 | 0.35 | -0.79 |
| | | | | 931 | 111 | 8.39 | -0.52 | -1.32 |
| | | | | 3312 | 269 | 8.21 | -2.29 | -2.39 |
| | | | | 2254 | 296 | 7.55 | -1.16 | -1.7 |
| | | | | 631 | 110 | 5.74 | -0.52 | -1.32 |
| | | | | 675 | 164 | 4.12 | 0.39 | -0.76 |
| | | | | 624 | 110 | 5.67 | 2.1 | 0.27 |
| | | | | 362 | 108 | 3.35 | 2.12 | 0.29 |
| | | | | 477 | 112 | 4.26 | -0.87 | -1.53 |
| | | | | 365 | 86 | 4.24 | 0.78 | -0.52 |
| | | | | 647 | 114 | 5.68 | 0.87 | -0.47 |



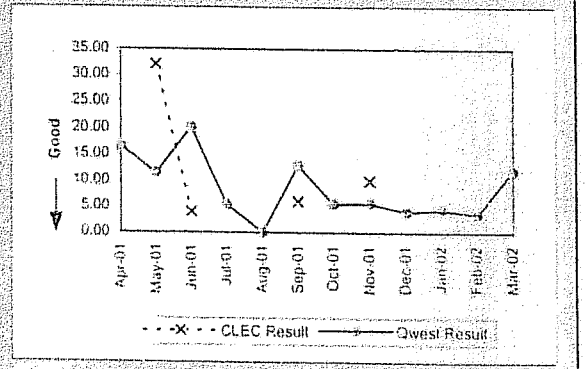

### Percent Provisioning Troubles Within 3 Business Days (Average Days) (OP-6A-2) - Dispatches Outside MSAs

| | | | | Qwest Num | Qwest Den | Qwest Res | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|
| | | | | 43 | 3 | 14.33 | -0.36 | -1.22 |
| | | | | 22 | 7 | 3.14 | -0.38 | -1.23 |
| | | | | 2 | 2 | 3 | | |
| | | | | 4 | 4 | 1 | | |
| | | | | 16 | 9 | 1 | | |
| | | | | 2 | 2 | 1 | 0.11 | -0.94 |
| | | | | 0 | 1 | 0 | | |
| | | | | 9 | 4 | 2.25 | | |
| | | | | 3 | 2 | 1.50 | | |
| | | | | 368 | 6 | 58.20 | -2.41 | -1.25 |
| | | | | 17 | 4 | 3.49 | -0.62 | -1.38 |
| | | | | 8 | | 1.60 | | |




### Percent Provisioning Troubles Within 3 Business Days (Average Days) (OP-6B-2) - Dispatches Outside MSAs

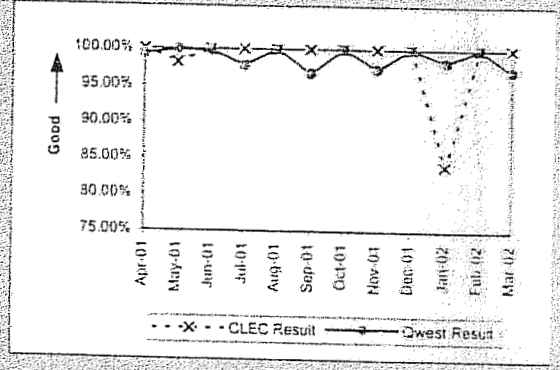
| | | | | Qwest Num | Qwest Den | Qwest Res | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|
| | | | | 149 | 9 | 16.56 | | |
| | | | | 92 | 8 | 11.50 | 0.83 | -0.47 |
| | | | | 228 | 11 | 20.18 | -1.06 | -1.65 |
| | | | | 27 | 5 | 5.40 | | |
| | | | | 6 | 1 | 0.00 | | |
| | | | | 13 | 1 | 13.00 | | |
| | | | | 11 | 2 | 5.50 | | |
| | | | | 17 | 3 | 5.67 | 1.04 | -0.37 |
| | | | | 4 | 1 | 4.00 | | |
| | | | | 13 | 3 | 4.33 | | |
| | | | | 17 | 5 | 3.40 | | |
| | | | | 48 | 4 | 12.00 | | |



## Checklist #14 - Resale - Business Installation

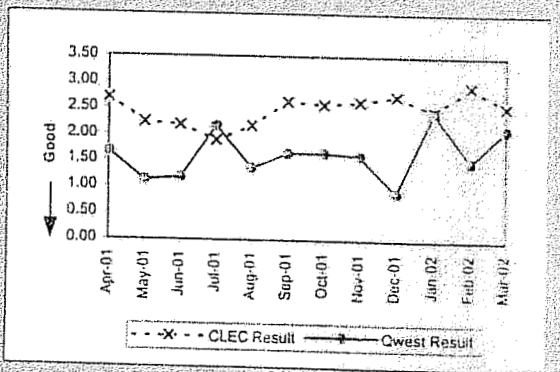
### Percent Met (Percent) (OP-3C)-- No Dispatches

| | | | | Std Dev | Qwest Num | Qwest Den | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| | | | | 0.00% | 787 | 793 | 99.24% | -0.67 | -1.41 |
| | | | | 13.54% | 721 | 722 | 99.86% | 2.04 | 0.24 |
| | | | | 0.00% | 706 | 708 | 99.72% | -0.51 | -1.31 |
| | | | | 0.00% | 172 | 176 | 97.73% | -0.79 | -1.48 |
| | | | | 0.00% | 42 | 42 | 100.00% | N/A | N/A |
| | | | | 0.00% | 29 | 30 | 96.67% | -0.74 | -1.45 |
| | | | | 0.00% | 51 | 51 | 100.00% | N/A | N/A |
| | | | | 0.00% | 36 | 37 | 97.30% | -0.58 | -1.35 |
| | | | | 0.00% | 65 | 65 | 100.00% | N/A | N/A |
| | | | | 35.66% | 55 | 56 | 98.21% | 2.13 | 0.29 |
| | | | | 0.00% | 44 | 44 | 100.00% | N/A | N/A |
| | | | | 0.00% | 98 | 101 | 97.03% | -0.63 | -1.38 |



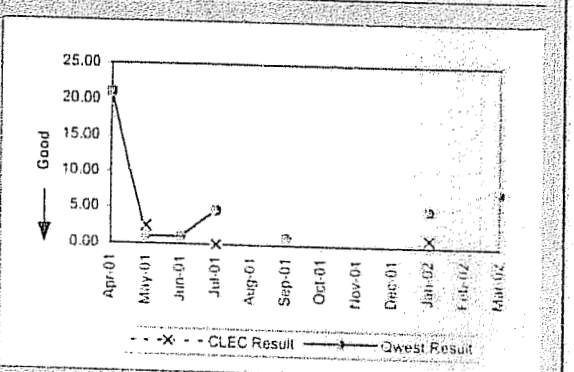

### Installation Intervals (Average Days) (OP-4C)-- No Dispatches

| | | | | Std Dev | Qwest Num | Qwest Den | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| | | | | 1.66 | 1324 | 793 | 1.67 | 1.46 | -0.11 |
| | | | | 1.10 | 764 | 672 | 1.12 | 3.72 | 1.26 |
| | | | | 1.43 | 753 | 644 | 1.17 | 3.72 | 1.26 |
| | | | | 1.23 | 271 | 125 | 2.17 | -0.64 | -1.39 |
| | | | | 0.67 | 38 | 28 | 1.36 | 2.75 | 0.67 |
| | | | | 0.61 | 43 | 26 | 1.65 | 3.72 | 1.26 |
| | | | | 2.45 | 61 | 37 | 1.65 | 2.23 | 0.35 |
| | | | | 0.50 | 48 | 30 | 1.60 | 2.51 | 0.53 |
| | | | | 0.93 | 49 | 55 | 0.89 | 3.72 | 1.26 |
| | | | | 1.36 | 100 | 41 | 2.44 | -0.07 | -1.04 |
| | | | | 0.97 | 52 | 35 | 1.49 | 2.75 | 0.67 |
| | | | | 2.02 | 165 | 78 | 2.12 | 0.56 | -0.66 |



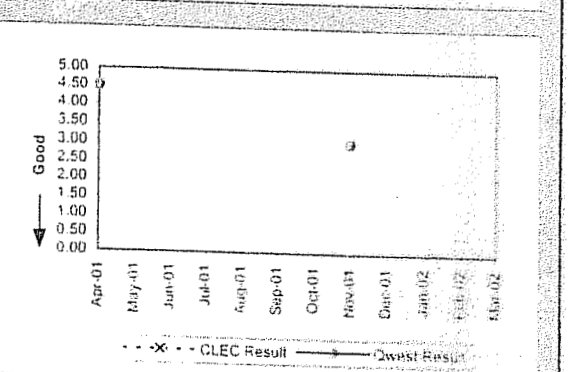

### Installation Intervals for Non-Facility Reasons (Average Days) (OP-6A-3)-- No Dispatches

| | | | | Std Dev | Qwest Num | Qwest Den | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| | | | | | 84 | 4 | 21.00 | | |
| | | | | | 1 | 1 | 1.00 | | |
| | | | | | 2 | 2 | 1.00 | | |
| | | | | | 19 | 4 | 4.75 | -1.1 | -1.67 |
| | | | | | 1 | 1 | 1.00 | | |
| | | | | 0.00 | 10 | 2 | 5.00 | -0.65 | -1.4 |
| | | | | | 23 | 3 | 7.67 | | |




### Installation Intervals for Facility Reasons (Average Days) (OP-6B-3)-- No Dispatches

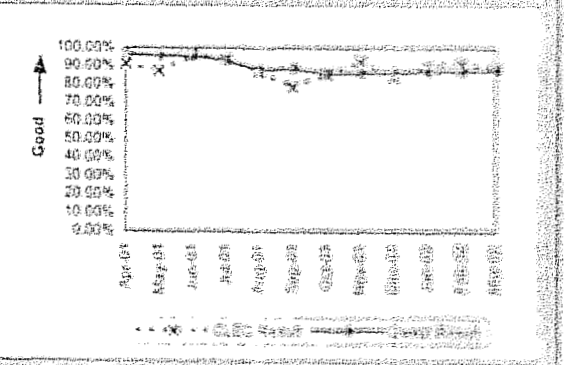
| | | | | Std Dev | Qwest Num | Qwest Den | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| | | | | | 9 | 2 | 4.50 | | |
| | | | | | 3 | 1 | 3.00 | | |



## Checklist #14 - Resale - Business Installation

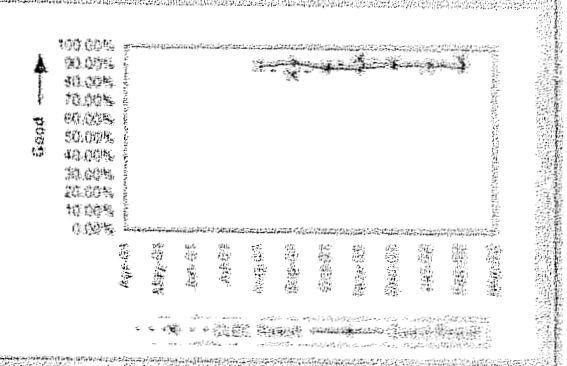
### New Service Installation Quality (Percent) (OP-5)

| Date | CLEC Num | CLEC Den | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | 93 | 102 | 91.18% | 28.36% | 1154 | 1196 | 96.49% | 2.35 | 0.43 |
| May-01 | 98 | 112 | 87.50% | 33.07% | 1045 | 1090 | 95.87% | 3.36 | 1.05 |
| Jun-01 | 128 | 133 | 96.24% | 19.02% | 1001 | 1046 | 95.70% | -0.29 | -1.18 |
| Jul-01 | 92 | 98 | 93.88% | 23.97% | 740 | 794 | 93.20% | -0.25 | -1.15 |
| Aug-01 | 53 | 61 | 86.89% | 33.76% | 472 | 537 | 87.90% | 0.26 | -0.64 |
| Sep-01 | 48 | 61 | 78.69% | 40.95% | 335 | 378 | 88.62% | 2.03 | 0.24 |
| Oct-01 | 62 | 72 | 86.11% | 34.58% | 288 | 334 | 86.23% | 0.04 | -0.97 |
| Nov-01 | 53 | 57 | 92.98% | 25.54% | 291 | 336 | 86.61% | -1.31 | -1.79 |
| Dec-01 | 32 | 38 | 84.21% | 36.46% | 248 | 286 | 86.71% | 0.44 | -0.73 |
| Jan-02 | 36 | 40 | 90.00% | 30.00% | 268 | 306 | 87.58% | -0.44 | -1.27 |
| Feb-02 | 32 | 35 | 91.43% | 27.99% | 250 | 286 | 87.41% | -0.66 | -1.41 |
| Mar-02 | 24 | 27 | 88.89% | 31.43% | 271 | 309 | 87.70% | -0.18 | -1.11 |



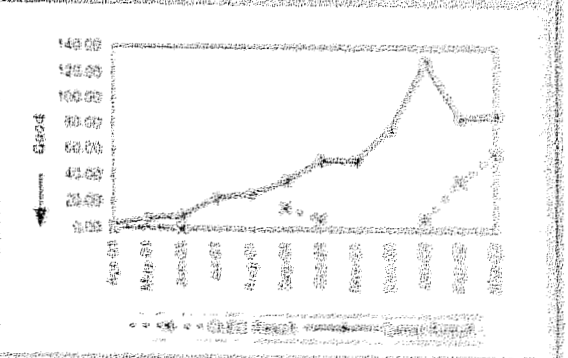

### New Service Installation Quality (Percent) (OP-5*)

| Date | CLEC Num | CLEC Den | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | | | | | |
| May-01 | | | | | | | | | |
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | 55 | 61 | 90.16% | 29.78% | 485 | 537 | 90.32% | 0.07 | -0.96 |
| Sep-01 | 52 | 61 | 85.25% | 35.46% | 347 | 378 | 91.80% | 1.57 | -0.05 |
| Oct-01 | 65 | 72 | 90.28% | 29.63% | 298 | 334 | 89.22% | -0.26 | -1.16 |
| Nov-01 | 54 | 57 | 94.74% | 22.33% | 300 | 336 | 89.29% | -1.23 | -1.75 |
| Dec-01 | 35 | 38 | 92.11% | 26.97% | 261 | 286 | 91.26% | -0.17 | -1.11 |
| Jan-02 | 36 | 40 | 90.00% | 30.00% | 280 | 306 | 91.50% | 0.35 | -0.79 |
| Feb-02 | 33 | 35 | 94.29% | 23.21% | 257 | 286 | 89.86% | -0.82 | -1.5 |
| Mar-02 | | | | | | | | | |



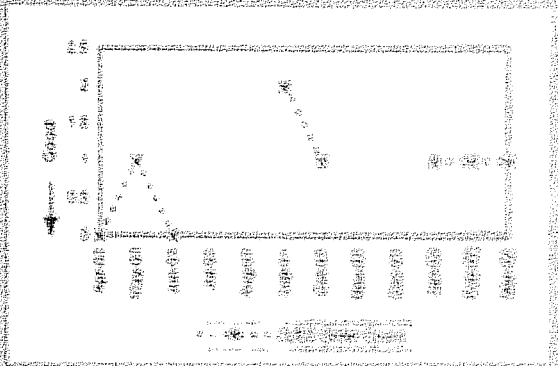

### Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A)

| Date | CLEC Num | CLEC Den | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | 0 | 1 | 0.00 | | 18 | 6 | 3.00 | -0.94 | -1.57 |
| May-01 | 3 | 1 | 3.00 | | 193 | 25 | 7.72 | -0.55 | -1.34 |
| Jun-01 | 0 | 1 | 0.00 | | 219 | 22 | 9.95 | -0.92 | -1.56 |
| Jul-01 | | | | | 862 | 37 | 23.30 | | |
| Aug-01 | | | | | 938 | 35 | 26.80 | | |
| Sep-01 | 33 | 2 | 16.50 | 0.71 | 1214 | 33 | 36.79 | -0.86 | -1.52 |
| Oct-01 | 6 | 1 | 6.00 | | 1368 | 26 | 52.62 | -1.05 | -1.64 |
| Nov-01 | | | | | 1781 | 34 | 52.38 | | |
| Dec-01 | | | | | 2969 | 39 | 76.13 | | |
| Jan-02 | 17 | 2 | 8.50 | 12.02 | 2981 | 23 | 129.61 | -1.26 | -1.76 |
| Feb-02 | 37 | 1 | 37.00 | | 3387 | 4 | 84.68 | -0.39 | -1.20 |
| Mar-02 | 58 | 1 | 58.00 | | 4019 | 46 | 87.37 | -0.24 | -1.14 |



Checklist #14 - Resale - Business Installation

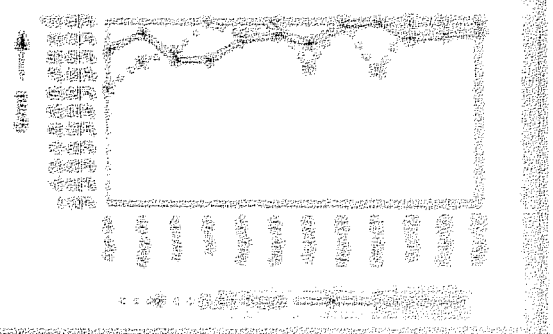
| Count of Pending Orders Delayed for Facilities Reasons Business (OP-15B) | |
|---|---|
| Date | CLEC Order Count |
| Apr-01 | |
| May-01 | |
| Jun-01 | |
| Jul-01 | |
| Aug-01 | |
| Sep-01 | |
| Oct-01 | |
| Nov-01 | |
| Dec-01 | |
| Jan-02 | |
| Feb-02 | |
| Mar-02 | |



Checklist #14 - Resale - Business Rules

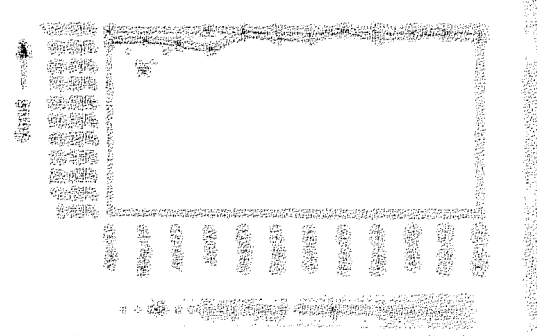
Out of Service Cleared within 24 hours (Percent) (MR-3A) - Disaggregation Within MSA

| Date | CLEC Num | CLEC Dend | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Re | Diff | Sig |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | 7 | 11 | 63.64% | 48.10% | 96 | 114 | 84.21% | -20 | -0.41 |
| May-01 | 7 | 9 | 77.78% | 41.57% | 82 | 95 | 82.46% | -5 | -0.11 |
| Jun-01 | 5 | 6 | 83.33% | 37.27% | 101 | 123 | 78.91% | 4.42 | 0.12 |
| Jul-01 | 9 | 9 | 100.00% | 0.00% | 92 | 117 | 78.63% | 21.37 | 0.56 |
| Aug-01 | 12 | 13 | 92.31% | 26.65% | 71 | 72 | 98.61% | -6.31 | -0.24 |
| Sep-01 | 12 | 12 | 100.00% | 0.00% | 53 | 58 | 91.38% | 8.62 | 0.23 |
| Oct-01 | 3 | 4 | 75.00% | 43.30% | 59 | 67 | 88.06% | -13.06 | -0.30 |
| Nov-01 | 7 | 7 | 100.00% | 0.00% | 35 | 40 | 87.50% | 12.50 | 0.36 |
| Dec-01 | 8 | 11 | 72.73% | 44.54% | 54 | 54 | 100.00% | -27.27 | -0.61 |
| Jan-02 | 4 | 4 | 100.00% | 0.00% | 33 | 33 | 100.00% | 0.00 | 0.00 |
| Feb-02 | 5 | 5 | 100.00% | 0.00% | 40 | 40 | 100.00% | 0.00 | 0.00 |
| Mar-02 | 1 | 1 | 100.00% | 0.00% | 31 | 33 | 93.94% | 6.06 | 0.14 |



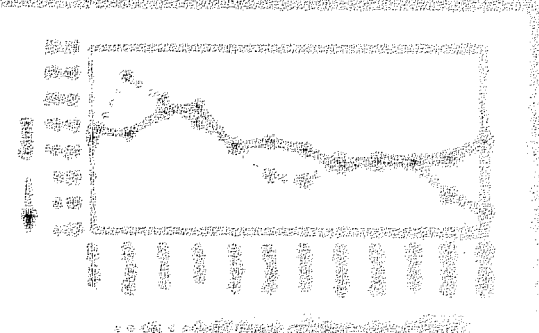
All Troubles Cleared within 48 hours (Percent) (MR-4A) - Disaggregation Within MSA

| Date | CLEC Num | CLEC Dend | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Re | Diff | Sig |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | 14 | 14 | 100.00% | 0.00% | 156 | 164 | 95.12% | 4.88 | 0.24 |
| May-01 | 15 | 19 | 78.95% | 40.77% | 125 | 135 | 94.81% | -15.85 | -0.39 |
| Jun-01 | 12 | 13 | 92.31% | 26.65% | 150 | 162 | 92.59% | -0.28 | -0.01 |
| Jul-01 | 11 | 11 | 100.00% | 0.00% | 118 | 134 | 88.06% | 11.94 | 0.34 |
| Aug-01 | 17 | 17 | 100.00% | 0.00% | 102 | 105 | 97.14% | 2.86 | 0.09 |
| Sep-01 | 15 | 15 | 100.00% | 0.00% | 79 | 82 | 96.34% | 3.66 | 0.10 |
| Oct-01 | 7 | 7 | 100.00% | 0.00% | 92 | 96 | 95.83% | 4.17 | 0.11 |
| Nov-01 | 8 | 8 | 100.00% | 0.00% | 54 | 54 | 100.00% | 0.00 | 0.00 |
| Dec-01 | 11 | 11 | 100.00% | 0.00% | 74 | 77 | 96.10% | 3.90 | 0.10 |
| Jan-02 | 5 | 5 | 100.00% | 0.00% | 49 | 50 | 98.00% | 2.00 | 0.06 |
| Feb-02 | 8 | 8 | 100.00% | 0.00% | 61 | 62 | 98.39% | 1.61 | 0.04 |
| Mar-02 | 2 | 2 | 100.00% | 0.00% | 45 | 47 | 95.74% | 4.26 | 0.11 |



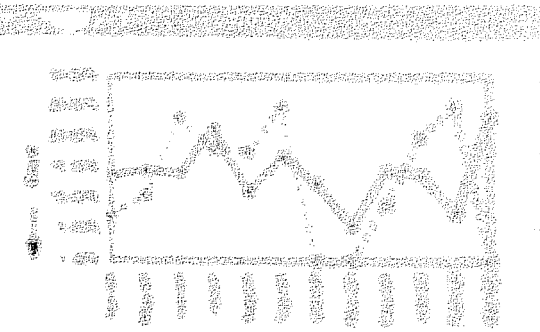
Mean Time to Restore (Hours:Minutes) (MR-5A) - Disaggregation Within MSA

| Date | CLEC Num | CLEC Dend | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest R | Diff | Sig |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | 234:36 | 14 | 16:45 | 11:48 | 2974:44 | 184 | 16:10 | 0:35 | 0.05 |
| May-01 | 536:49 | 19 | 28:15 | 22:21 | 2396:19 | 135 | 17:45 | 10:30 | 0.47 |
| Jun-01 | 312:45 | 13 | 24:03 | 16:23 | 3588:19 | 162 | 22:09 | 1:54 | 0.12 |
| Jul-01 | 220:15 | 11 | 20:01 | 16:25 | 3644:23 | 134 | 27:11 | -7:10 | -0.44 |
| Aug-01 | 369:58 | 17 | 15:53 | 11:48 | 1625:54 | 105 | 15:29 | 0:24 | 0.02 |
| Sep-01 | 153:16 | 15 | 10:13 | 9:46 | 1347:16 | 82 | 16:26 | -6:13 | -0.64 |
| Oct-01 | 65:16 | 7 | 9:19 | 9:26 | 1439:22 | 96 | 14:59 | -5:40 | -0.60 |
| Nov-01 | 106:01 | 8 | 13:15 | 9:21 | 841:36 | 54 | 15:35 | -2:20 | -0.25 |
| Dec-01 | 137:27 | 11 | 12:30 | 10:21 | 1031:51 | 77 | 13:24 | -0:54 | -0.09 |
| Jan-02 | 63:45 | 5 | 12:45 | 5:53 | 646:19 | 50 | 12:55 | -0:10 | -0.02 |
| Feb-02 | 54:41 | 8 | 6:50 | 6:52 | 826:47 | 62 | 13:20 | -6:30 | -0.95 |
| Mar-02 | 7:33 | 2 | 3:46 | 0:19 | 780:02 | 47 | 16:36 | -12:50 | -3.37 |



Repair Repeat Report Rate (Percent) (MR-7A) - Disaggregation Within MSA

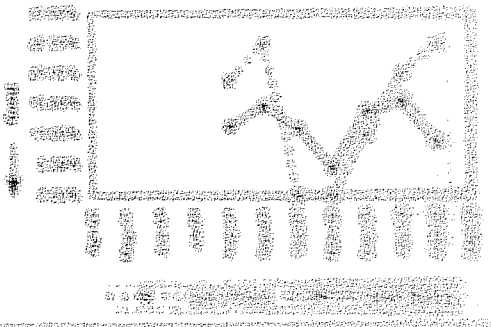
| Date | CLEC Num | CLEC Dend | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Re | Diff | Sig |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | 1 | 14 | 7.14% | 25.75% | 23 | 184 | 12.50% | -5.36 | -0.21 |
| May-01 | 2 | 19 | 10.53% | 30.69% | 25 | 135 | 18.52% | -7.99 | -0.26 |
| Jun-01 | 3 | 13 | 23.08% | 42.13% | 24 | 162 | 14.81% | 8.27 | 0.20 |
| Jul-01 | 2 | 11 | 18.18% | 38.57% | 34 | 134 | 25.37% | -7.19 | -0.19 |
| Aug-01 | 3 | 17 | 17.65% | 38.13% | 21 | 105 | 20.00% | -2.35 | -0.06 |
| Sep-01 | 4 | 16 | 25.00% | 43.38% | 14 | 82 | 17.07% | 7.93 | 0.18 |
| Oct-01 | 0 | 7 | 0.00% | 0.00% | 12 | 96 | 12.50% | -12.50 | -0.29 |
| Nov-01 | 0 | 8 | 0.00% | 0.00% | 7 | 54 | 12.96% | -12.96 | -0.36 |
| Dec-01 | 1 | 11 | 9.09% | 28.75% | 12 | 77 | 15.58% | -6.49 | -0.18 |
| Jan-02 | 1 | 5 | 20.00% | 40.00% | 7 | 50 | 14.00% | 6.00 | 0.14 |
| Feb-02 | 2 | 8 | 25.00% | 43.30% | 9 | 62 | 14.52% | 10.48 | 0.24 |
| Mar-02 | 0 | 2 | 0.00% | 0.00% | 11 | 47 | 23.40% | -23.40 | -0.54 |



Checklist #14 - Repair - Business Data

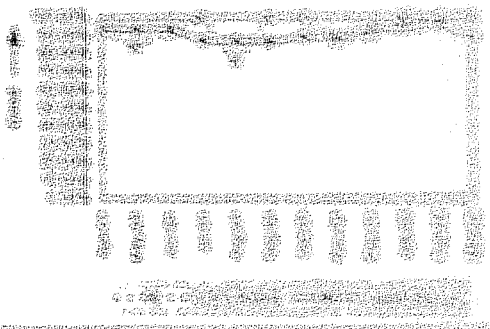
Repair Repeat Report Rate (Percent) (MR-3A*) - Designed Service Offices

| Date | CLEC Num | CLEC Dend | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Resu | Std Dev | Z Score |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | | | | | |
| May-01 | | | | | | | | | |
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | 3 | 16 | 18.75% | 39.03% | [illegible] | [illegible] | [illegible] | [illegible] | [illegible] |
| Sep-01 | 3 | 12 | 25.00% | 43.30% | [illegible] | [illegible] | [illegible] | [illegible] | [illegible] |
| Oct-01 | 0 | 6 | 0.00% | 0.00% | [illegible] | [illegible] | [illegible] | [illegible] | [illegible] |
| Nov-01 | 0 | 7 | 0.00% | 0.00% | [illegible] | [illegible] | [illegible] | [illegible] | [illegible] |
| Dec-01 | 1 | 10 | 10.00% | 30.00% | [illegible] | [illegible] | [illegible] | [illegible] | [illegible] |
| Jan-02 | 1 | 5 | 20.00% | 40.00% | [illegible] | [illegible] | [illegible] | [illegible] | [illegible] |
| Feb-02 | 2 | 8 | 25.00% | 43.30% | [illegible] | [illegible] | [illegible] | [illegible] | [illegible] |
| Mar-02 | | | | | | | | | |



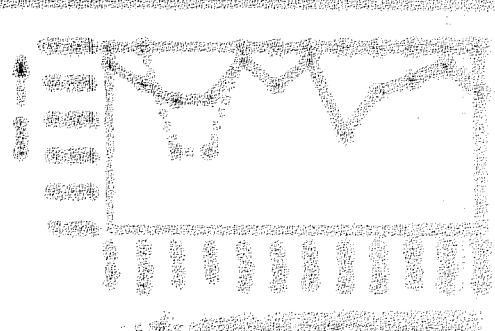
Repair Appointments Met (Percent) (MR-4A*) - Designed Service Offices

| Date | CLEC Num | CLEC Dend | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Resu | Std Dev | Z Score |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | 13 | 14 | 92.86% | 25.75% | [illegible] | [illegible] | [illegible] | [illegible] | [illegible] |
| May-01 | 16 | 19 | 84.21% | 36.46% | [illegible] | [illegible] | [illegible] | [illegible] | [illegible] |
| Jun-01 | 12 | 13 | 92.31% | 26.65% | [illegible] | [illegible] | [illegible] | [illegible] | [illegible] |
| Jul-01 | 11 | 11 | 100.00% | 0.00% | [illegible] | [illegible] | [illegible] | [illegible] | [illegible] |
| Aug-01 | 13 | 17 | 76.47% | 42.42% | [illegible] | [illegible] | [illegible] | [illegible] | [illegible] |
| Sep-01 | 16 | 16 | 100.00% | 0.00% | [illegible] | [illegible] | [illegible] | [illegible] | [illegible] |
| Oct-01 | 7 | 7 | 100.00% | 0.00% | [illegible] | [illegible] | [illegible] | [illegible] | [illegible] |
| Nov-01 | 7 | 8 | 87.50% | 33.07% | [illegible] | [illegible] | [illegible] | [illegible] | [illegible] |
| Dec-01 | 10 | 11 | 90.91% | 28.75% | [illegible] | [illegible] | [illegible] | [illegible] | [illegible] |
| Jan-02 | 5 | 5 | 100.00% | 0.00% | [illegible] | [illegible] | [illegible] | [illegible] | [illegible] |
| Feb-02 | 8 | 8 | 100.00% | 0.00% | [illegible] | [illegible] | [illegible] | [illegible] | [illegible] |
| Mar-02 | 2 | 2 | 100.00% | 0.00% | [illegible] | [illegible] | [illegible] | [illegible] | [illegible] |



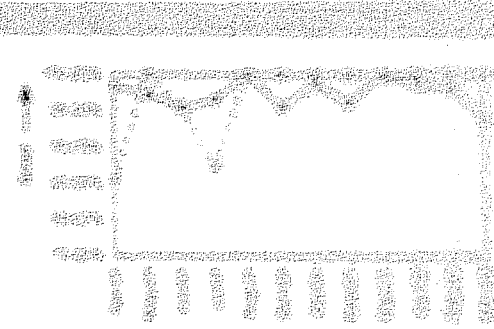
Out of Service Cleared within 24 hours (Percent) (MR-5*) - Designed Service Offices

| Date | CLEC Num | CLEC Dend | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Resu | Std Dev | Z Score |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | 18 | 18 | 100.00% | 0.00% | [illegible] | [illegible] | [illegible] | [illegible] | [illegible] |
| May-01 | 17 | 17 | 100.00% | 0.00% | [illegible] | [illegible] | [illegible] | [illegible] | [illegible] |
| Jun-01 | 12 | 14 | 85.71% | 34.99% | [illegible] | [illegible] | [illegible] | [illegible] | [illegible] |
| Jul-01 | 6 | 7 | 85.71% | 34.99% | [illegible] | [illegible] | [illegible] | [illegible] | [illegible] |
| Aug-01 | 6 | 6 | 100.00% | 0.00% | [illegible] | [illegible] | [illegible] | [illegible] | [illegible] |
| Sep-01 | 15 | 15 | 100.00% | 0.00% | [illegible] | [illegible] | [illegible] | [illegible] | [illegible] |
| Oct-01 | 18 | 18 | 100.00% | 0.00% | [illegible] | [illegible] | [illegible] | [illegible] | [illegible] |
| Nov-01 | 8 | 8 | 100.00% | 0.00% | [illegible] | [illegible] | [illegible] | [illegible] | [illegible] |
| Dec-01 | 6 | 6 | 100.00% | 0.00% | [illegible] | [illegible] | [illegible] | [illegible] | [illegible] |
| Jan-02 | 3 | 3 | 100.00% | 0.00% | [illegible] | [illegible] | [illegible] | [illegible] | [illegible] |
| Feb-02 | 7 | 7 | 100.00% | 0.00% | [illegible] | [illegible] | [illegible] | [illegible] | [illegible] |
| Mar-02 | 3 | 3 | 100.00% | 0.00% | [illegible] | [illegible] | [illegible] | [illegible] | [illegible] |



All Troubles Cleared within 48 hours (Percent) (MR-6*) - Designed Service Offices

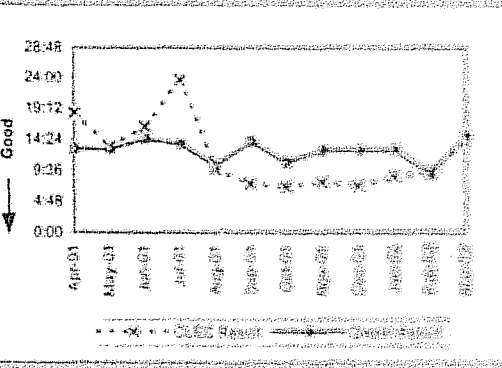
| Date | CLEC Num | CLEC Dend | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Resu | Std Dev | Z Score |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | 24 | 28 | 85.71% | 34.99% | [illegible] | [illegible] | [illegible] | [illegible] | [illegible] |
| May-01 | 27 | 27 | 100.00% | 0.00% | [illegible] | [illegible] | [illegible] | [illegible] | [illegible] |
| Jun-01 | 22 | 23 | 95.65% | 20.39% | [illegible] | [illegible] | [illegible] | [illegible] | [illegible] |
| Jul-01 | 14 | 16 | 87.50% | 33.07% | [illegible] | [illegible] | [illegible] | [illegible] | [illegible] |
| Aug-01 | 12 | 12 | 100.00% | 0.00% | [illegible] | [illegible] | [illegible] | [illegible] | [illegible] |
| Sep-01 | 20 | 20 | 100.00% | 0.00% | [illegible] | [illegible] | [illegible] | [illegible] | [illegible] |
| Oct-01 | 22 | 22 | 100.00% | 0.00% | [illegible] | [illegible] | [illegible] | [illegible] | [illegible] |
| Nov-01 | 12 | 12 | 100.00% | 0.00% | [illegible] | [illegible] | [illegible] | [illegible] | [illegible] |
| Dec-01 | 9 | 9 | 100.00% | 0.00% | [illegible] | [illegible] | [illegible] | [illegible] | [illegible] |
| Jan-02 | 4 | 4 | 100.00% | 0.00% | [illegible] | [illegible] | [illegible] | [illegible] | [illegible] |
| Feb-02 | 8 | 8 | 100.00% | 0.00% | [illegible] | [illegible] | [illegible] | [illegible] | [illegible] |
| Mar-02 | 5 | 5 | 100.00% | 0.00% | [illegible] | [illegible] | [illegible] | [illegible] | [illegible] |



## Checklist #14 - Resale - Business Repair

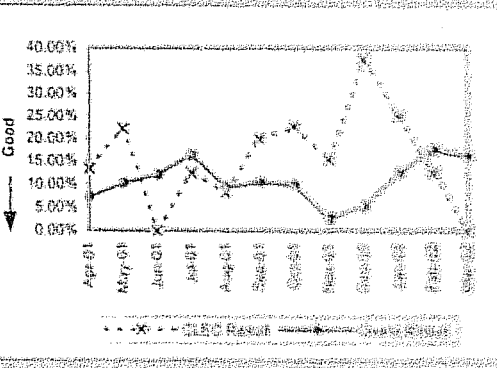
Mean Time to Restore (Hours:Minutes) (MR-6B)-- Dispatches Outside MSAs

| | CLEC Num | CLEC Den | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| | | 78 | 18:29 | 19:30 | 1600:08 | 124 | 12:54 | 0.89 | -0.46 |
| | | 27 | 13:16 | 8:38 | 1893:49 | 147 | 12:53 | 0.19 | -0.89 |
| | | 33 | 16:25 | 17:22 | 1870:12 | 129 | 14:30 | 0.56 | -0.66 |
| | | 16 | 23:04 | 20:43 | 2011:54 | 148 | 13:36 | 2.17 | 0.32 |
| | | 12 | 9:51 | 8:49 | 1643:32 | 159 | 10:20 | -0.18 | -1.11 |
| | | 25 | 7:30 | 6:45 | 1589:43 | 113 | 14:04 | -1.83 | -2.11 |
| | | 23 | 7:04 | 7:04 | 860:58 | 80 | 10:46 | -1.3 | -1.79 |
| | | 12 | 7:49 | 6:51 | 979:39 | 77 | 12:43 | -1.05 | -1.64 |
| | | 5 | 7:08 | 7:46 | 942:01 | 74 | 12:44 | -1.58 | -1.96 |
| | | 4 | 9:43 | 10:13 | 919:03 | 72 | 12:46 | -0.67 | -1.41 |
| | | 5 | 9:21 | 8:40 | 510:59 | 57 | 8:58 | 0.25 | -0.85 |
| | | 3 | 14:11 | 7:41 | 728:22 | 49 | 14:52 | -0.09 | -1.05 |



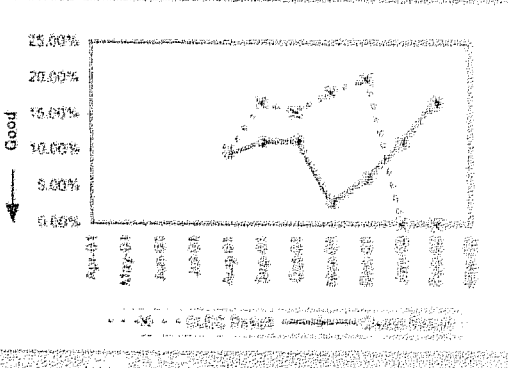

Repair Repeat Report Rate (Percent) (MR-7B)-- Dispatches Outside MSAs

| | CLEC Num | CLEC Den | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| | | 30 | 10.00% | 33.99% | 9 | 124 | 7.26% | 1.03 | -0.38 |
| | | 27 | 22.22% | 41.67% | 15 | 147 | 10.20% | 1.64 | 0 |
| | | 33 | 0.00% | 0.00% | 16 | 132 | 12.12% | -1.64 | -2 |
| | | 16 | 12.50% | 33.07% | 25 | 153 | 16.34% | -0.4 | -1.24 |
| | | 12 | 6.33% | 27.64% | 15 | 159 | 9.43% | -0.13 | -1.08 |
| | | 25 | 20.00% | 40.00% | 12 | 115 | 10.43% | 1.16 | -0.3 |
| | | 22 | 22.73% | 41.91% | 8 | 81 | 9.88% | 1.5 | -0.09 |
| | | 13 | 15.38% | 36.08% | 2 | 77 | 2.60% | 1.66 | 0.01 |
| | | 8 | 37.50% | 48.41% | 4 | 74 | 5.41% | 2.41 | 0.47 |
| | | 4 | 25.00% | 43.30% | 9 | 72 | 12.50% | 0.62 | -0.62 |
| | | 6 | 12.50% | 33.07% | 10 | 57 | 17.54% | -0.35 | -1.21 |
| | | 5 | 0.00% | 0.00% | 8 | 50 | 16.00% | -0.93 | -1.57 |



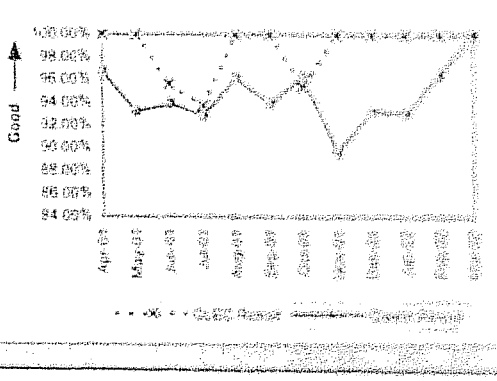

Repair Repeat Report Rate (Percent) (MR-7B*)-- Dispatches Outside MSAs

| | CLEC Num | CLEC Den | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | 1 | 10 | 10.00% | 30.00% | 13 | 136 | 9.56% | 0.08 | -0.95 |
| | 3 | 18 | 16.67% | 37.27% | 11 | 98 | 11.22% | 0.64 | -0.61 |
| | 5 | 13 | 15.38% | 36.08% | 8 | 7[illegible] | 11.43% | 0.4 | -0.75 |
| | 2 | 11 | 18.18% | 38.57% | 2 | [illegible] | 2.90% | 1.72 | 0.04 |
| | 1 | 5 | 20.00% | 40.00% | 4 | 64 | 6.25% | 0.92 | -0.44 |
| | 0 | 2 | 0.00% | 0.00% | 6 | 54 | 11.11% | -0.49 | -1.3 |
| | 0 | 7 | 0.00% | 0.00% | 8 | 48 | 16.67% | -1.11 | -1.67 |




Repair Appointments Met (Percent) (MR-9B)-- Dispatches Outside MSAs

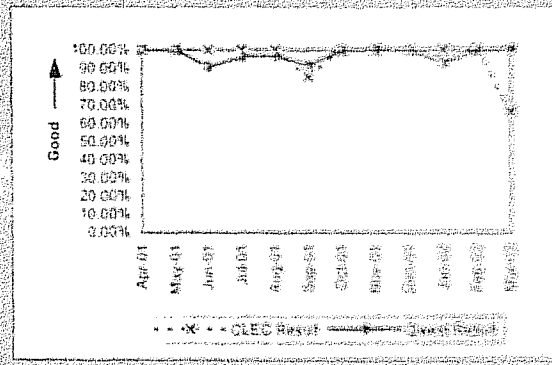
| | CLEC Num | CLEC Den | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| | | 30 | 100.00% | 0.00% | 120 | 124 | 96.77% | -0.9 | -1.55 |
| | | 27 | 100.00% | 0.00% | 137 | 147 | 93.20% | -1.29 | -1.78 |
| | | 23 | 95.65% | 20.39% | 124 | 132 | 93.94% | -0.32 | -1.19 |
| | | 16 | 93.75% | 24.21% | 142 | 153 | 92.81% | -0.14 | -1.08 |
| | | 12 | 100.00% | 0.00% | 153 | 159 | 96.23% | -0.66 | -1.4 |
| | | 25 | 100.00% | 0.00% | 108 | 115 | 93.91% | -1.05 | -1.64 |
| | | 22 | 95.45% | 20.83% | 78 | 81 | 96.30% | 0.17 | -0.9 |
| | | 13 | 100.00% | 0.00% | 69 | 77 | 89.61% | -1.14 | -1.69 |
| | | 8 | 100.00% | 0.00% | 69 | 74 | 93.24% | -0.72 | -1.44 |
| | | 4 | 100.00% | 0.00% | 67 | 72 | 93.06% | -0.53 | -1.32 |
| | | 5 | 100.00% | 0.00% | 55 | 57 | 96.49% | -0.51 | -1.31 |
| | | 5 | 100.00% | 0.00% | 50 | 50 | 100.00% | N/A | N/A |



## Checklist #14 - Resale - Business Repair

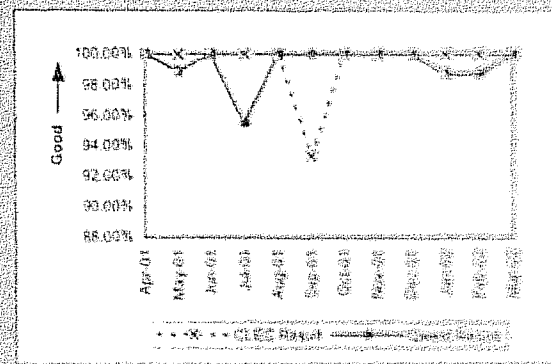
### Out of Service Cleared within 24 hours (Percent) (MR-3C)-- No Dispatches

| | | | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| | | | 100.00% | 0.00% | 28 | 28 | 100.00% | N/A | N/A |
| | | | 100.00% | 0.00% | 42 | 42 | 100.00% | N/A | N/A |
| | | | 100.00% | 0.00% | 30 | 33 | 90.91% | -0.66 | -1.4 |
| | | | 100.00% | 0.00% | 27 | 28 | 96.43% | -0.32 | -1.19 |
| | | | 100.00% | 0.00% | 32 | 33 | 96.97% | -0.29 | -1.19 |
| | | | 95.71% | 24.99% | 22 | 24 | 91.67% | 0.37 | -0.77 |
| | | | 100.00% | 0.00% | 28 | 28 | 100.00% | N/A | N/A |
| | | | 100.00% | 0.00% | 36 | 36 | 100.00% | N/A | N/A |
| | | | 100.00% | 0.00% | 27 | 27 | 100.00% | N/A | N/A |
| | | | 100.00% | 0.00% | 41 | 44 | 93.18% | -0.45 | -1.28 |
| | | | 100.00% | 0.00% | 29 | 29 | 100.00% | N/A | N/A |
| | | | 86.67% | 47.14% | 21 | 21 | 100.00% | N/A | -0.01 |



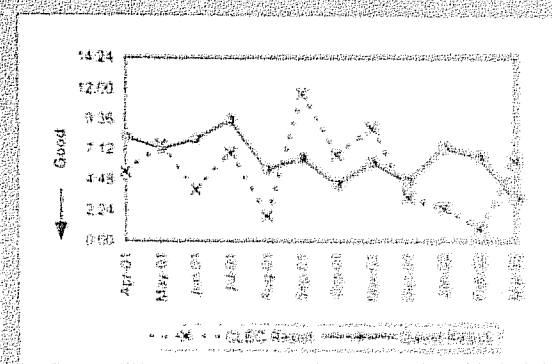

### All Troubles Cleared within 48 hours (Percent) (MR-4C)-- No Dispatches

| | | | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| | | | 100.00% | 0.00% | 54 | 54 | 100.00% | N/A | N/A |
| | | | 100.00% | 0.00% | 89 | 90 | 98.89% | -0.43 | -1.26 |
| | | | 100.00% | 0.00% | 68 | 68 | 100.00% | N/A | N/A |
| | | | 100.00% | 0.00% | 64 | 67 | 95.52% | -0.67 | -1.4 |
| | | | 100.00% | 0.00% | 77 | 77 | 100.00% | N/A | N/A |
| | | | 93.33% | 24.94% | 63 | 63 | 100.00% | N/A | -0.17 |
| | | | 100.00% | 0.00% | 60 | 60 | 100.00% | N/A | N/A |
| | | | 100.00% | 0.00% | 77 | 77 | 100.00% | N/A | N/A |
| | | | 100.00% | 0.00% | 57 | 57 | 100.00% | N/A | N/A |
| | | | 100.00% | 0.00% | 77 | 78 | 98.72% | -0.37 | -1.22 |
| | | | 100.00% | 0.00% | 79 | 80 | 98.75% | -0.35 | -1.21 |
| | | | 100.00% | 0.00% | 79 | 79 | 100.00% | N/A | N/A |



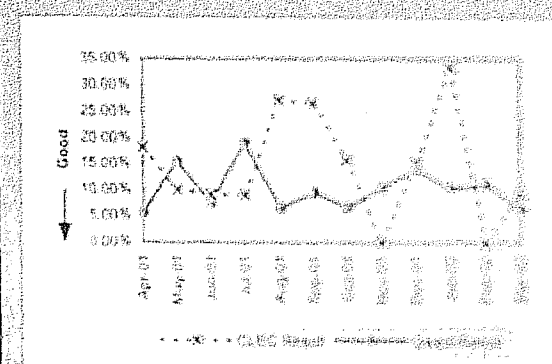

### Mean Time to Restore (Hours:Minutes) (MR-6C)-- No Dispatches

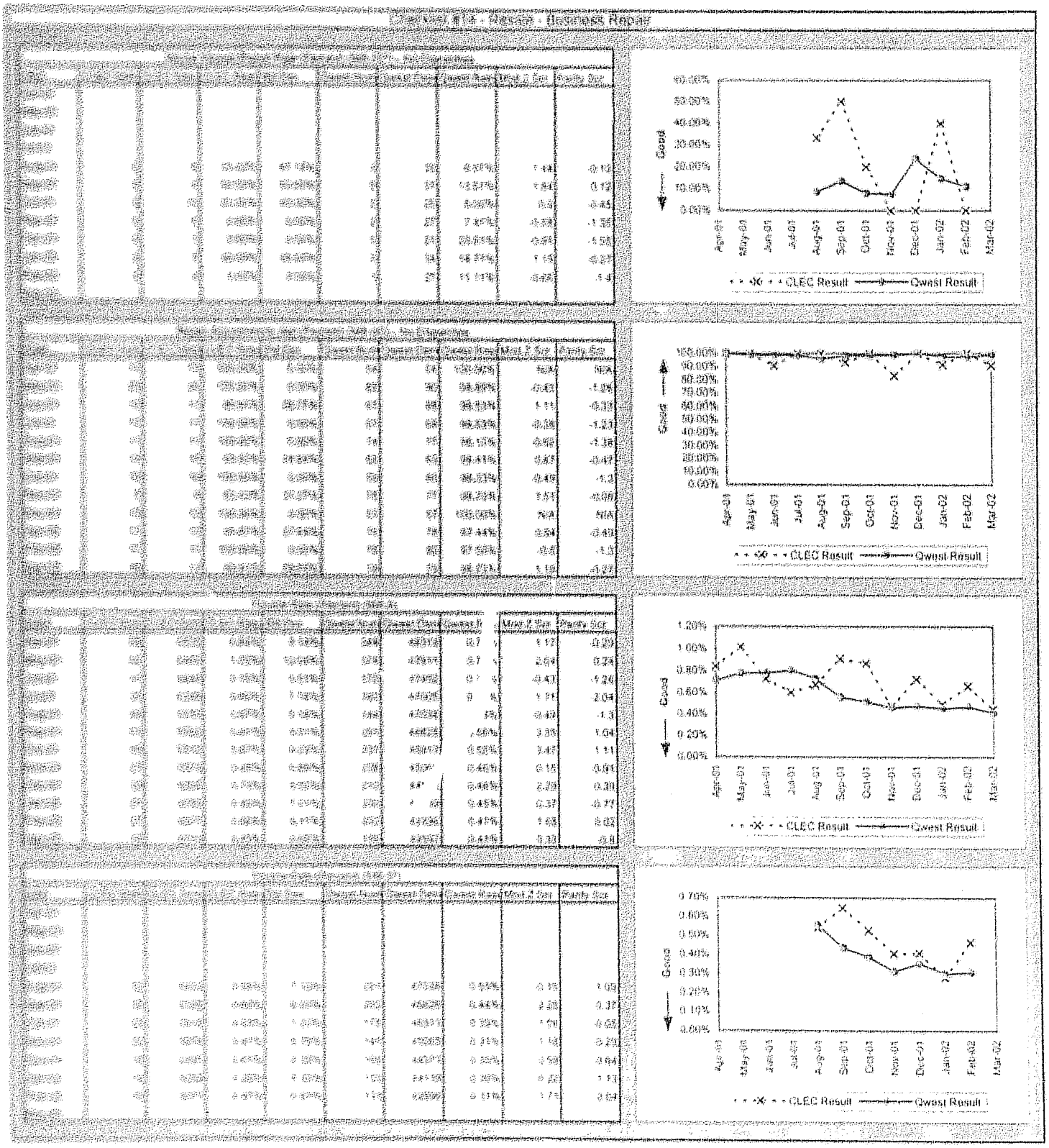
| | | | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| | | | 5:26 | 6:02 | 445:25 | 54 | 8:15 | -0.52 | -1.56 |
| | | | 7:39 | 7:58 | 657:22 | 90 | 7:18 | 0.23 | -0.86 |
| | | | 4:03 | 6:46 | 544:37 | 68 | 8 | -1.18 | -1.71 |
| | | | 6:59 | 7:36 | 642:08 | 67 | [illegible] | -0.45 | -1.27 |
| | | | 1:59 | 2:03 | 432:19 | 77 | [illegible] | -1.55 | -1.94 |
| | | | 11:39 | 35:35 | 413:14 | 63 | [illegible] | 0.92 | -0.44 |
| | | | 6:47 | 8:36 | 265:45 | 60 | :6 | 1.34 | -0.18 |
| | | | 9:56 | 10:48 | 478:56 | 77 | 13 | 0.79 | -0.52 |
| | | | 3:28 | 4:54 | 271:13 | 57 | 4:45 | -0.67 | -1.41 |
| | | | 2:38 | 2:15 | 576:16 | 78 | 7:25 | -1.41 | -1.86 |
| | | | 0:59 | 1:01 | 528:10 | 80 | 6:36 | -1.4 | -1.85 |
| | | | 6:19 | 9:44 | 264:17 | [illegible] | 3:21 | 1.76 | 0.07 |

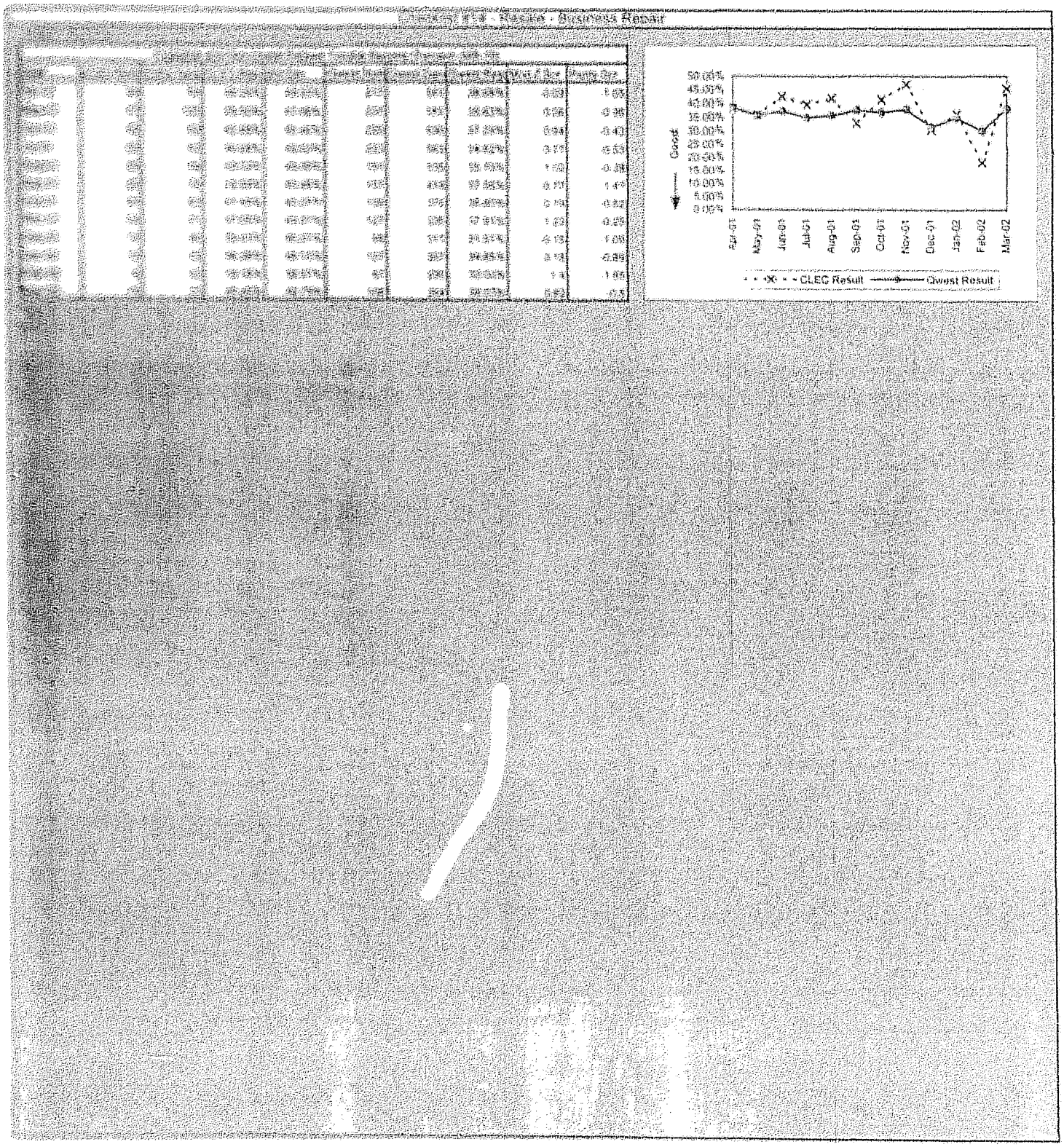


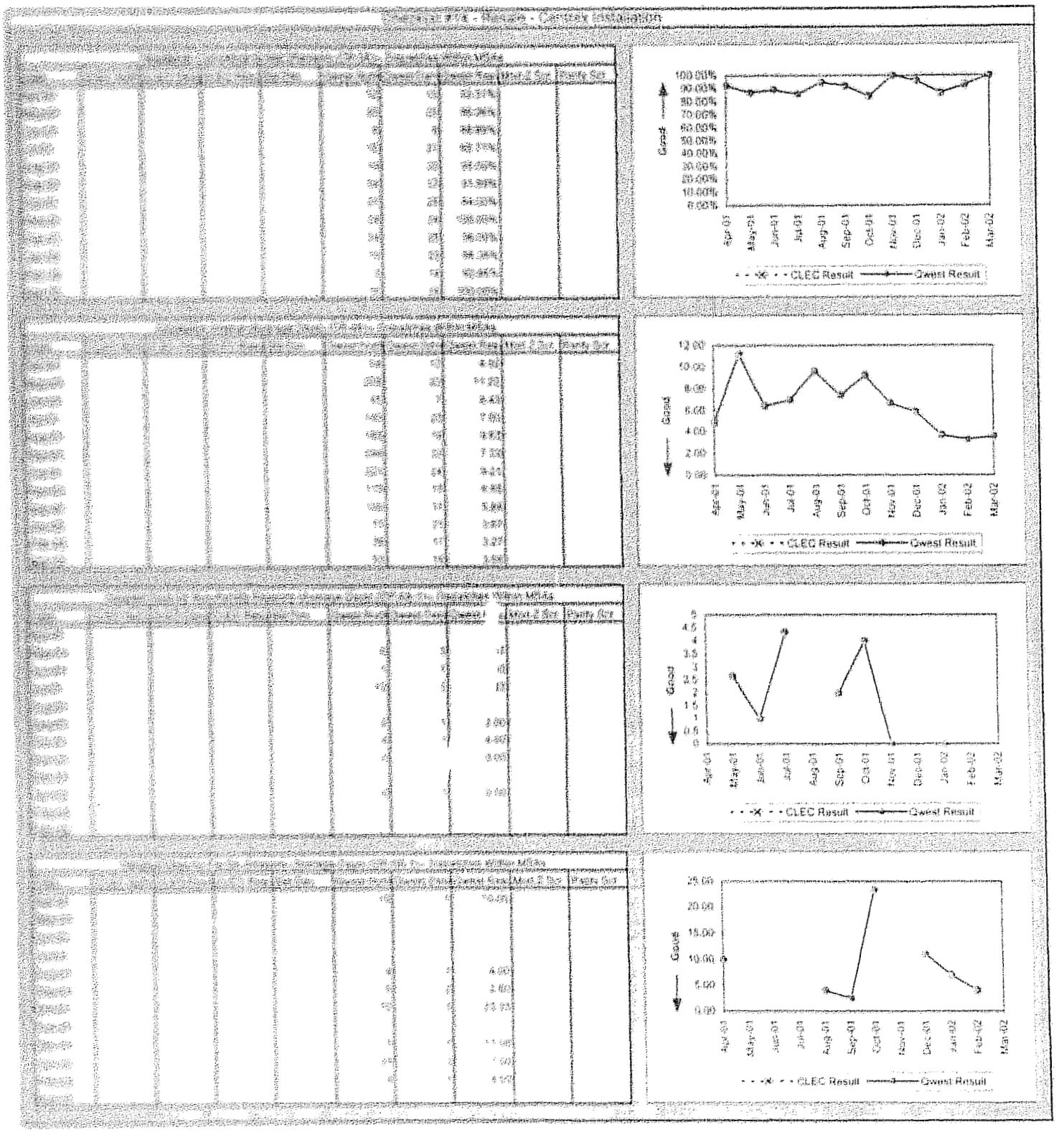

### Service Repeat Report Rate (Percent) (MR-7C)-- No Dispatches

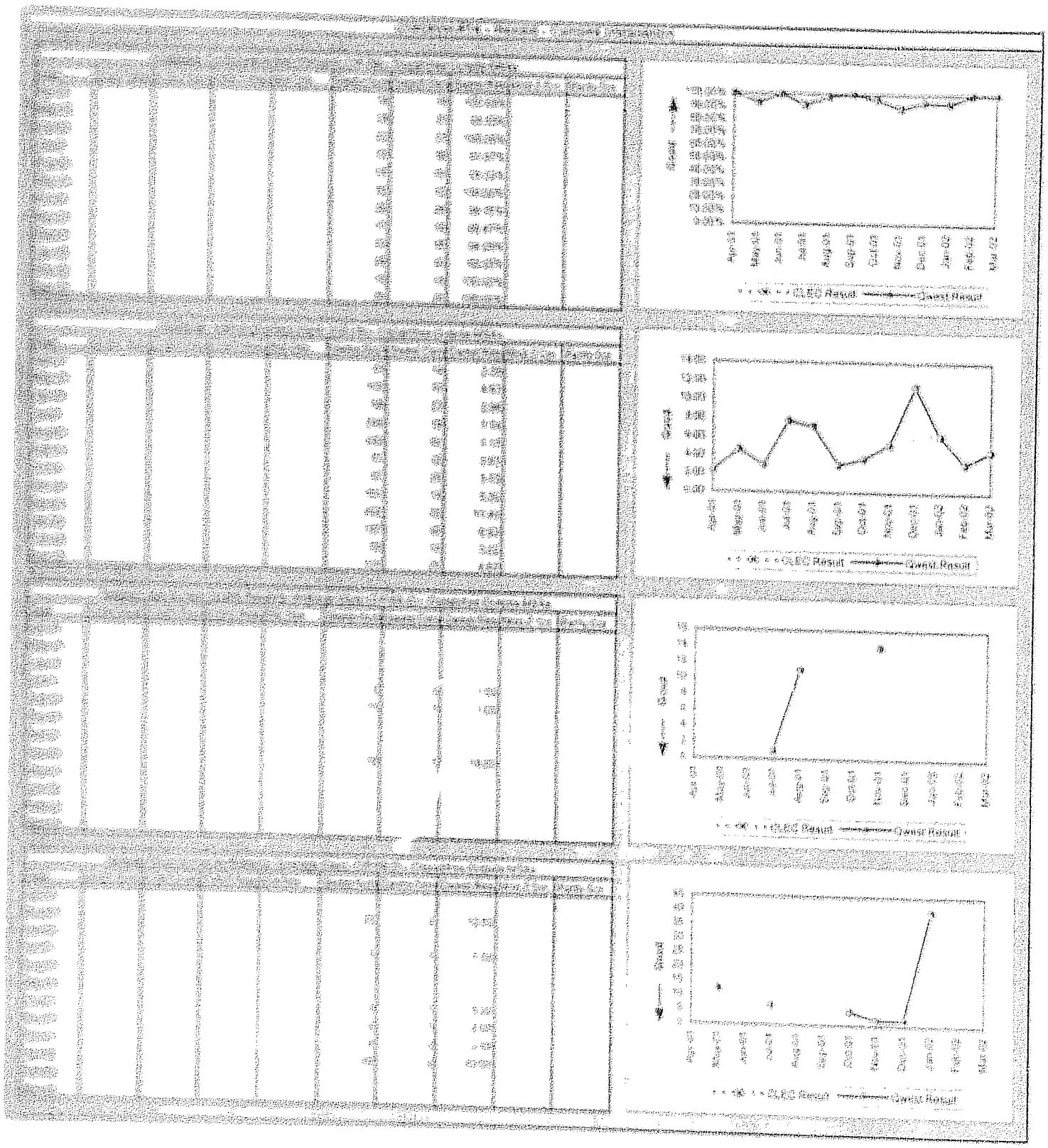
| | | | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| | | | 18.18% | 38.57% | 3 | 54 | 5.56% | 1.24 | -0.25 |
| | | | 10.00% | 30.00% | 14 | 90 | 15.56% | -0.62 | -1.38 |
| | | | 9.09% | 28.75% | 5 | 68 | 7.35% | 0.19 | -0.68 |
| | | | 9.09% | 28.75% | 13 | 68 | 19.12% | -0.78 | -1.48 |
| | | | 27.27% | 44.54% | 5 | 77 | 6.49% | 1.88 | 0.15 |
| | | | 26.67% | 44.22% | 6 | 63 | 9.52% | 1.61 | -0.02 |
| | | | 15.79% | 36.46% | 4 | 60 | 6.67% | 1.12 | -0.32 |
| | | | 0.00% | 0.00% | 8 | 77 | 10.39% | -0.8 | -1.49 |
| | | | 15.38% | 36.08% | 8 | 57 | 14.04% | 0.14 | -0.92 |
| | | | 33.33% | 47.14% | 8 | 78 | 10.26% | 1.92 | 0.17 |
| | | | 0.00% | 0.00% | 9 | 80 | 11.25% | -1.11 | -1.67 |
| | | | 9.09% | 28.75% | 5 | 79 | 6.33% | 0.33 | -0.8 |

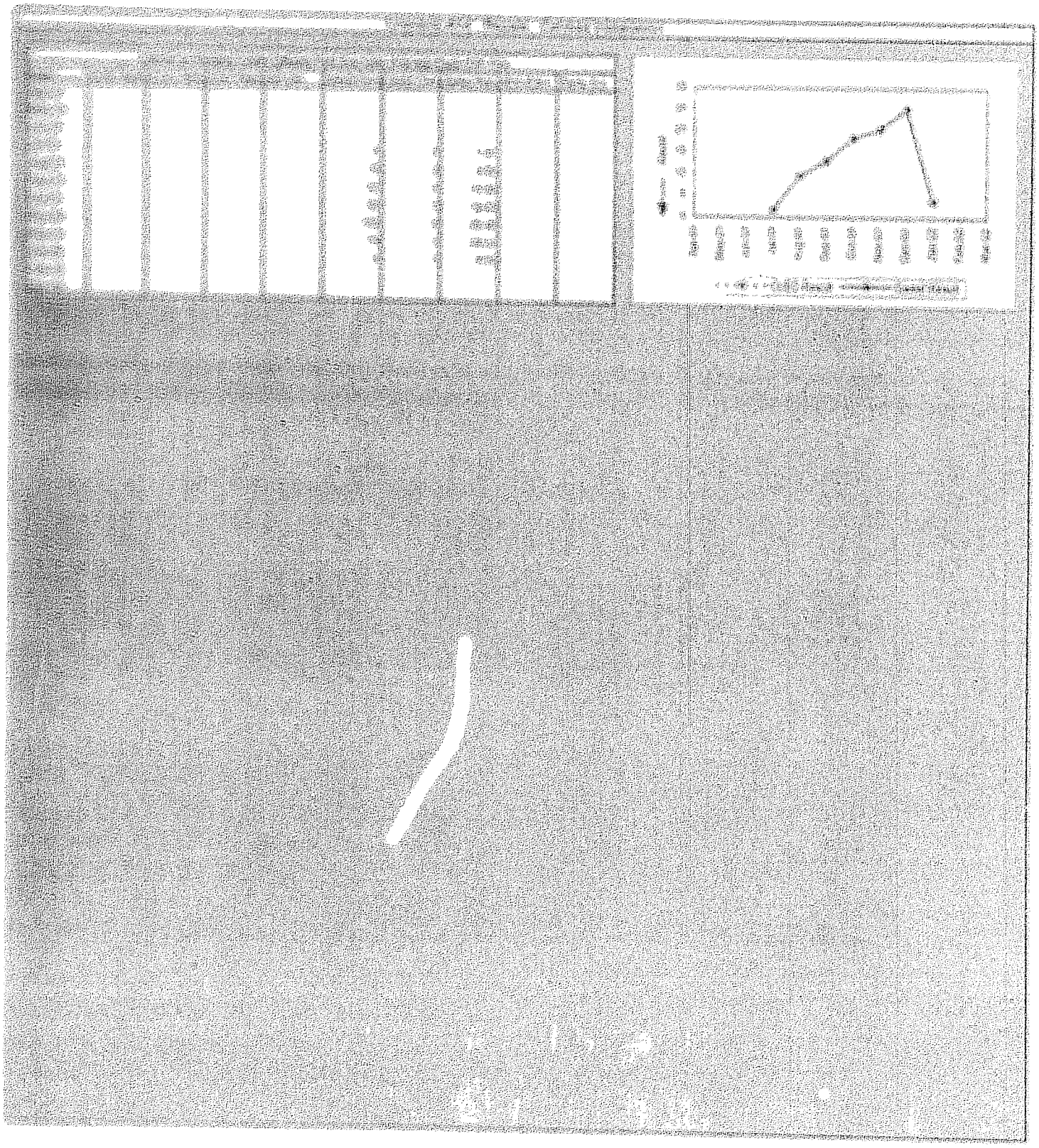


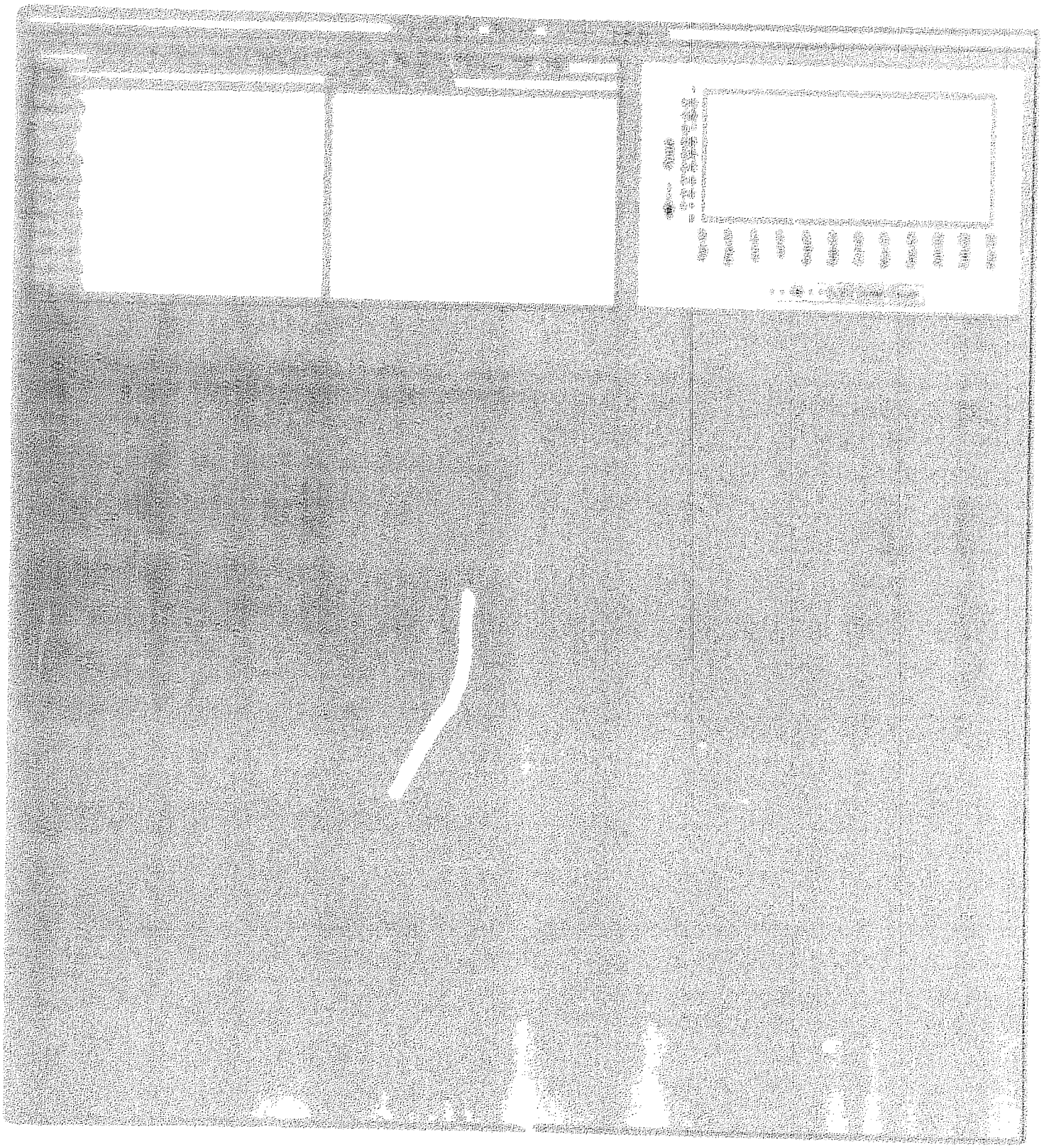

CLEC Result
Qwest Result

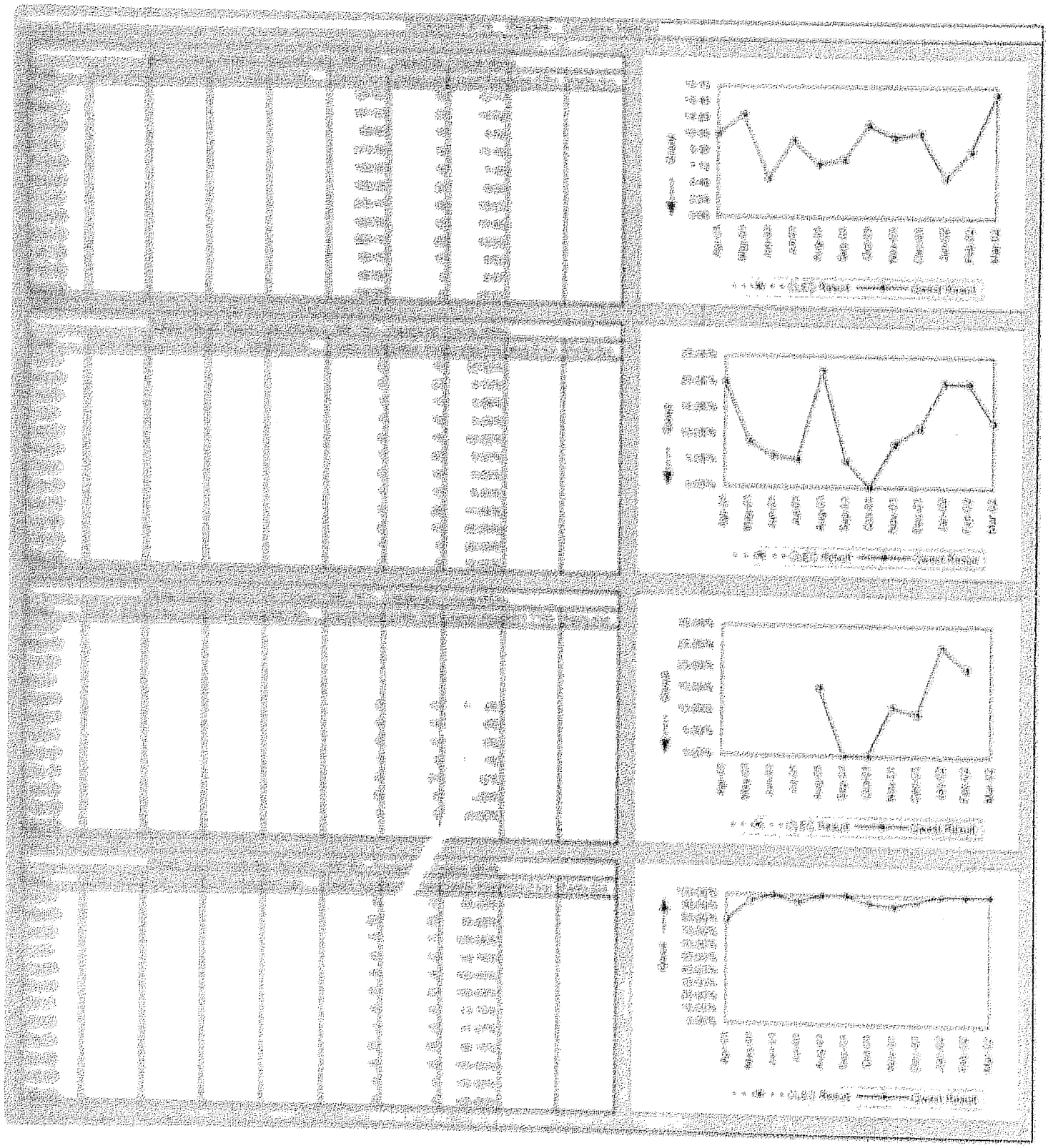

Qwest
50.00%
45.00%
40.00%
35.00%
30.00%
25.00%
20.00%
15.00%
10.00%
5.00%
0.00%
Apr-01
May-01
Jun-01
Jul-01
Aug-01
Sep-01
Oct-01
Nov-01
Dec-01
Jan-02
Feb-02
Mar-02
CLEC Result
Qwest Result

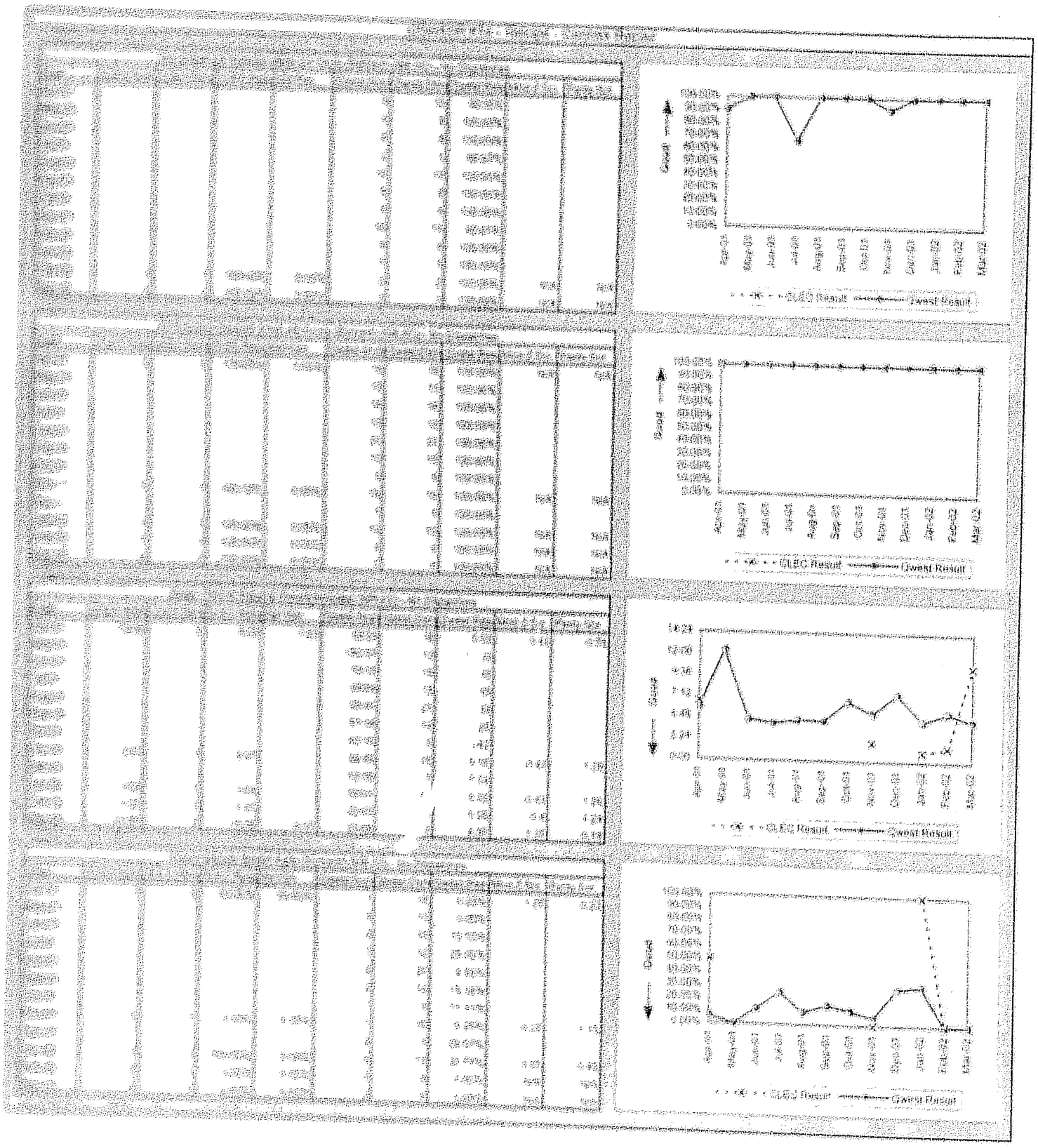

Grade
CLEC Result
Qwest Result

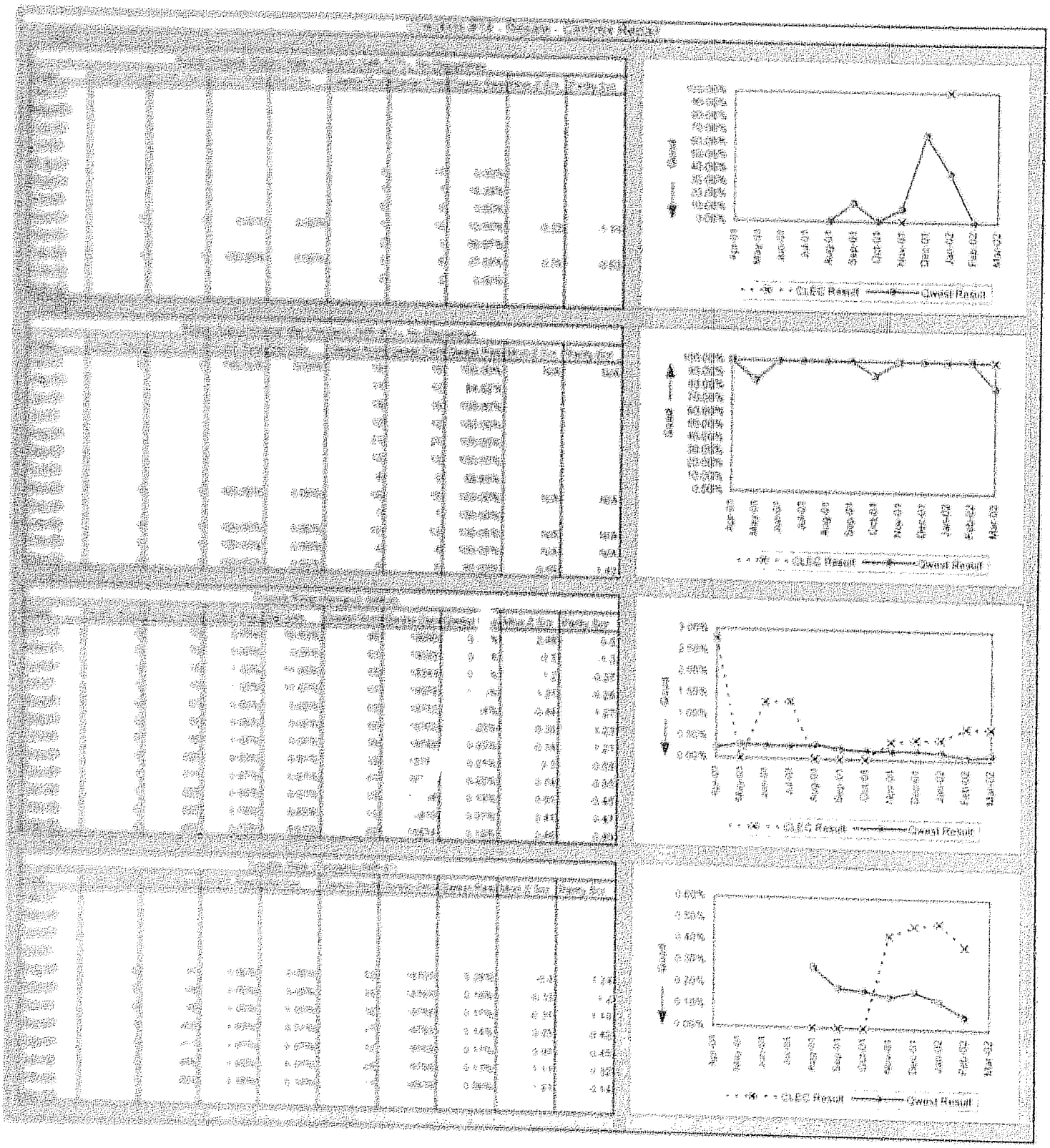








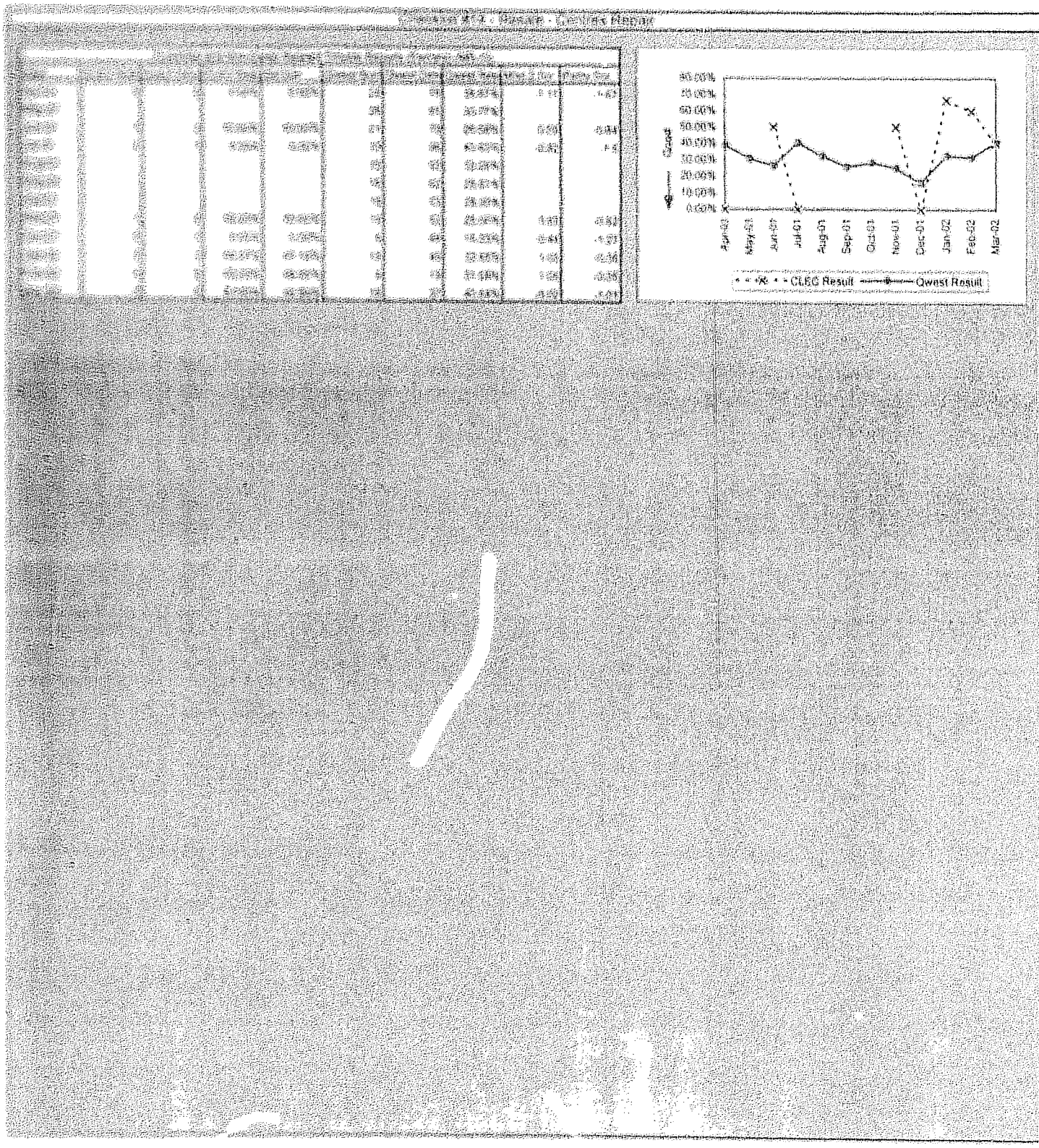


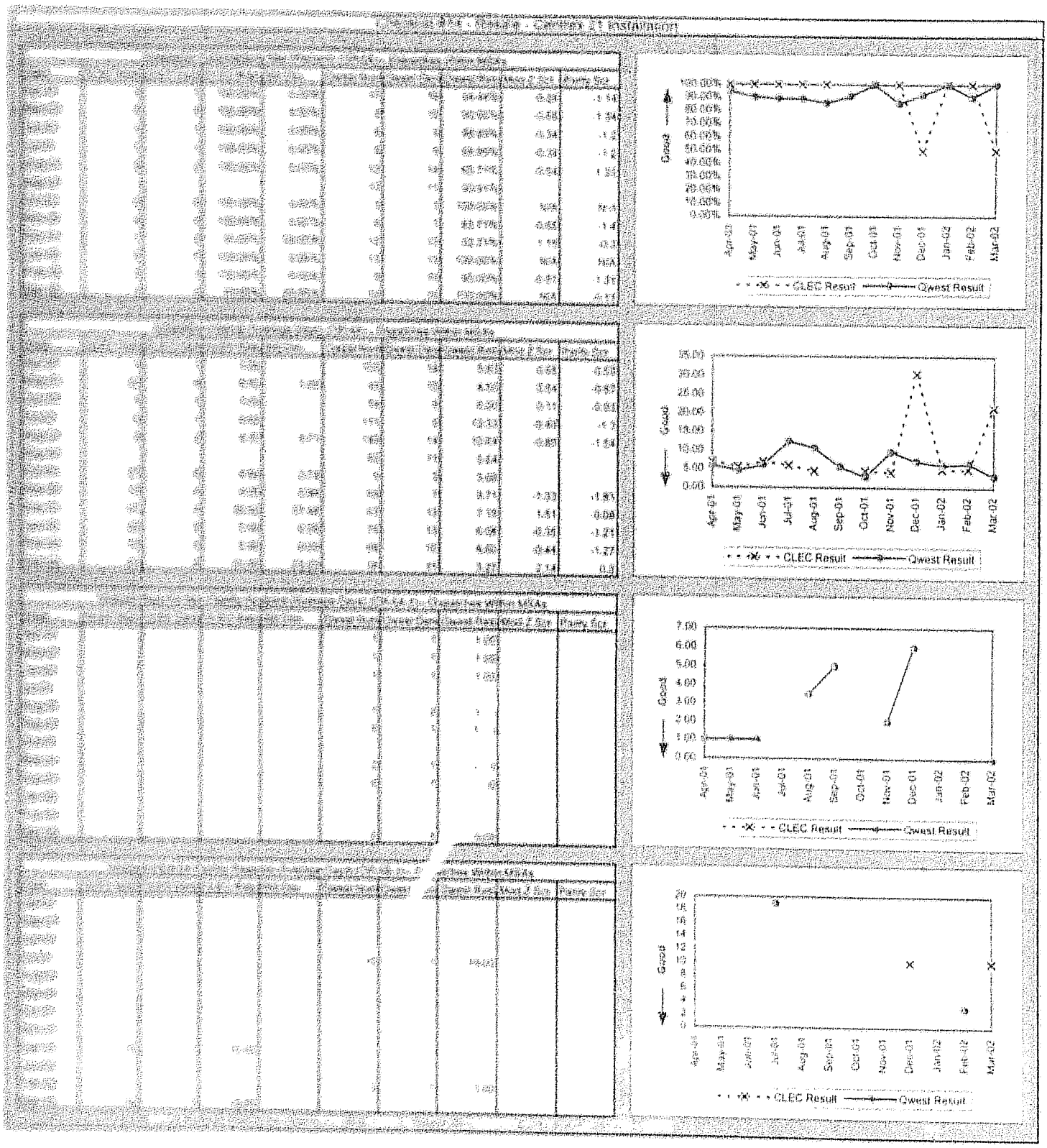


# CONTINUATION

# [5]

Scan ~ ~ # Pgs [ ]

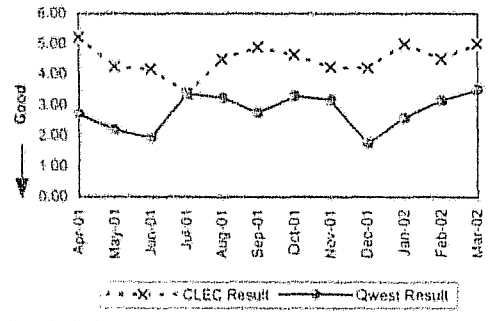

CLEC Result
Qwest Result

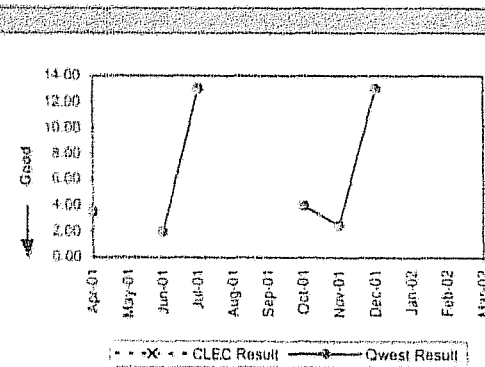

Apr-01
May-01
Jun-01
Jul-01
Aug-01
Sep-01
Oct-01
Nov-01
Dec-01
Jan-02
Feb-02
Mar-02
CLEC Result
Qwest Result

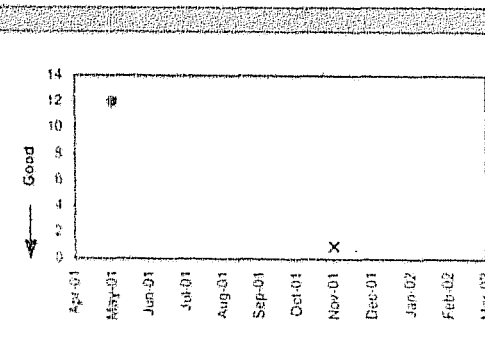
Checklist #14 - Resale - Centrex 21 Installation

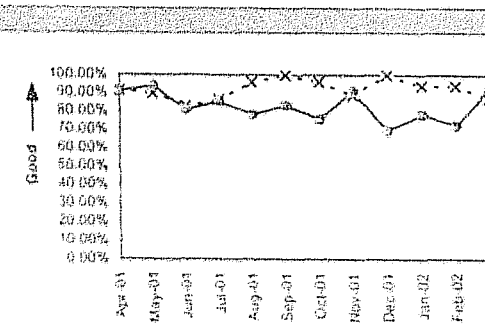
| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |

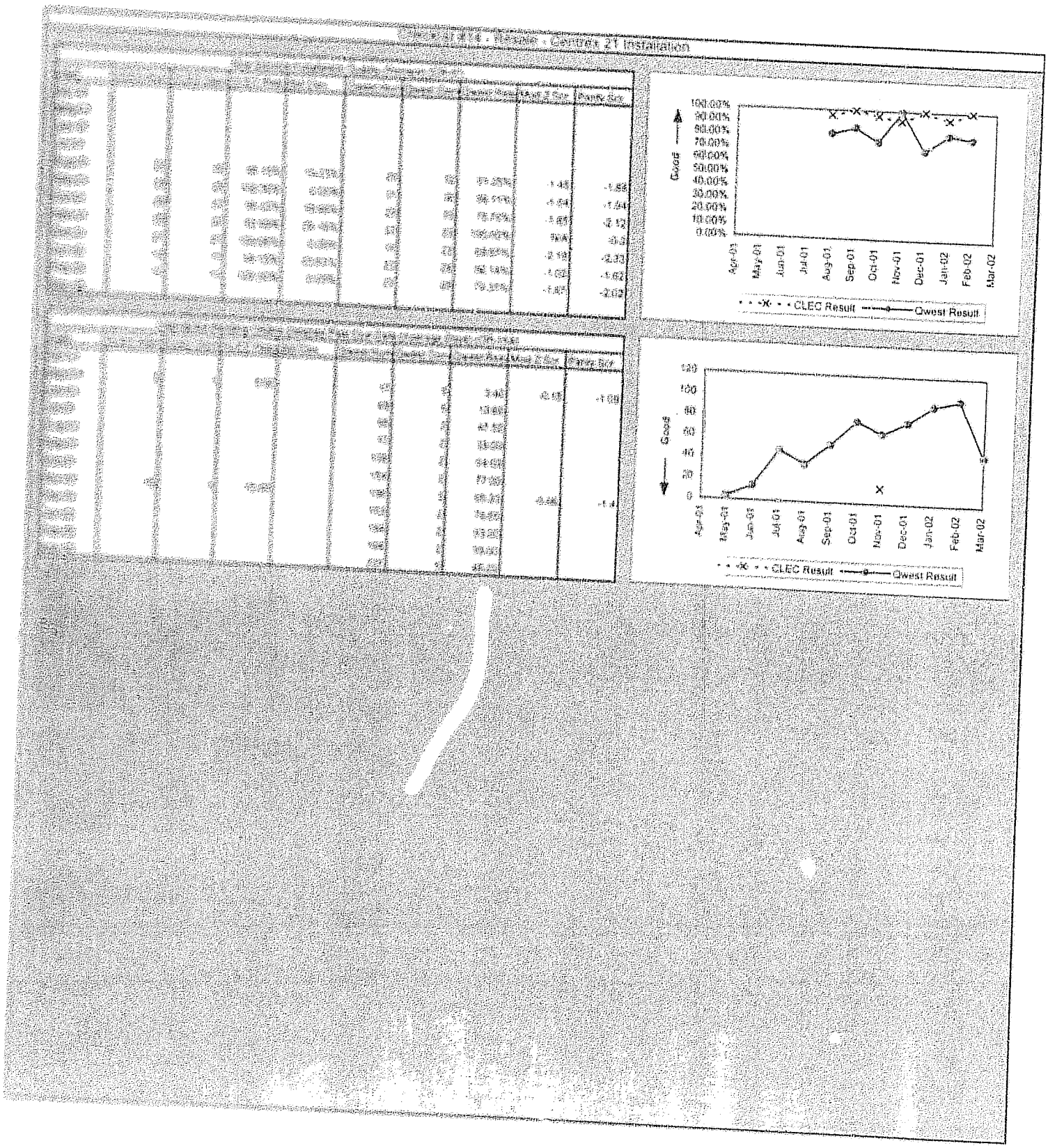
Checklist #14 - Resale - Centrex 21 Installation



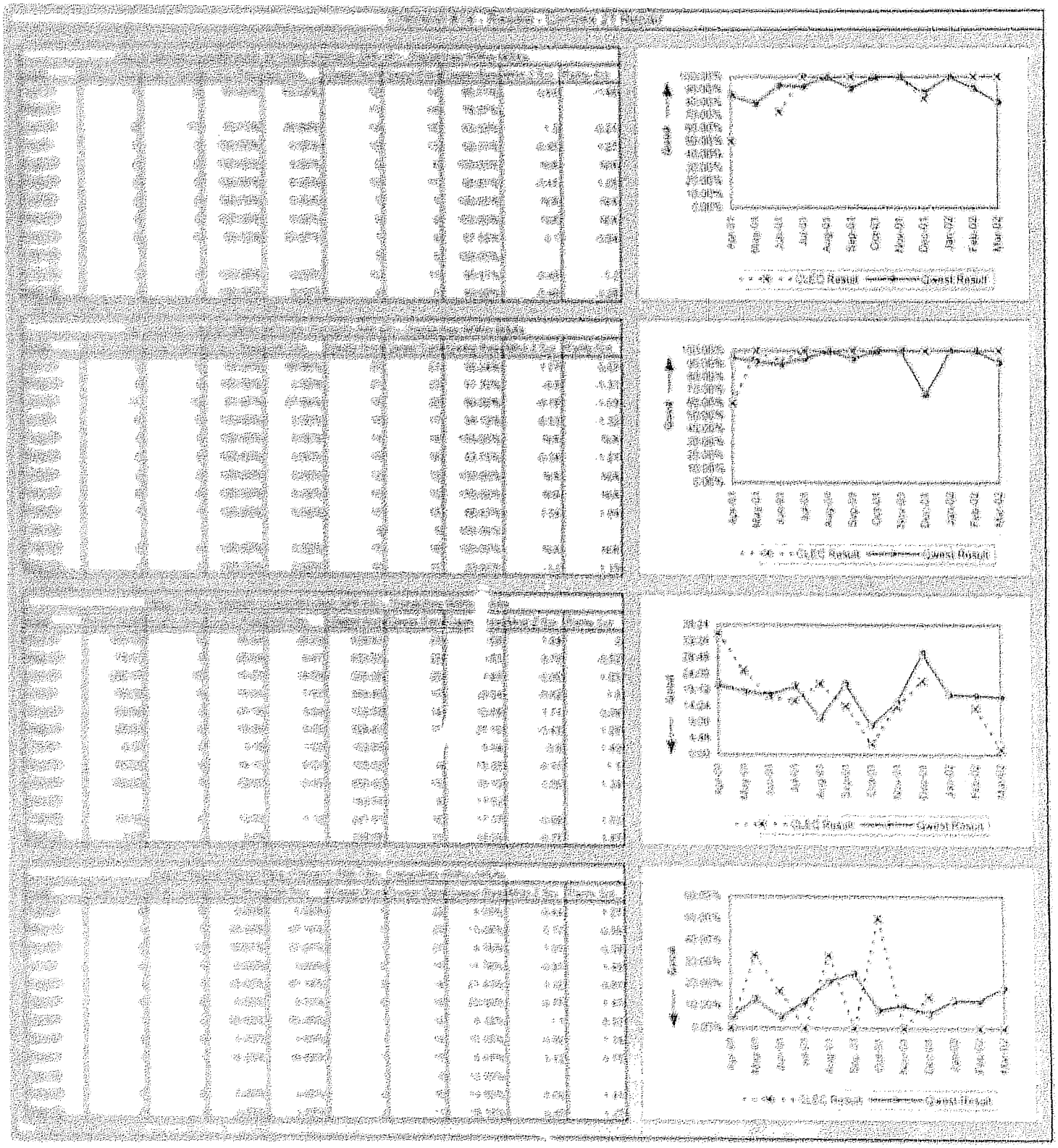



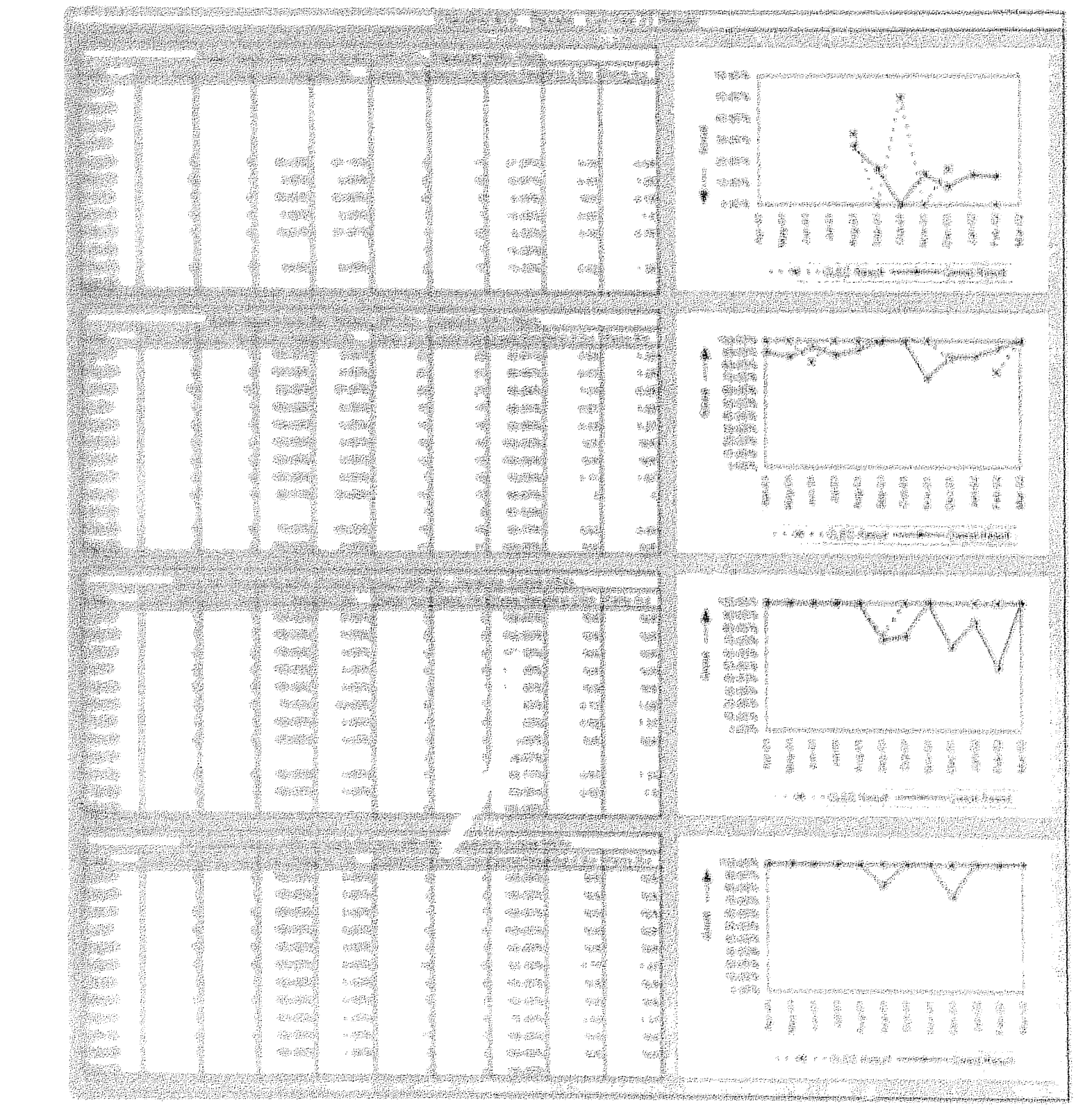



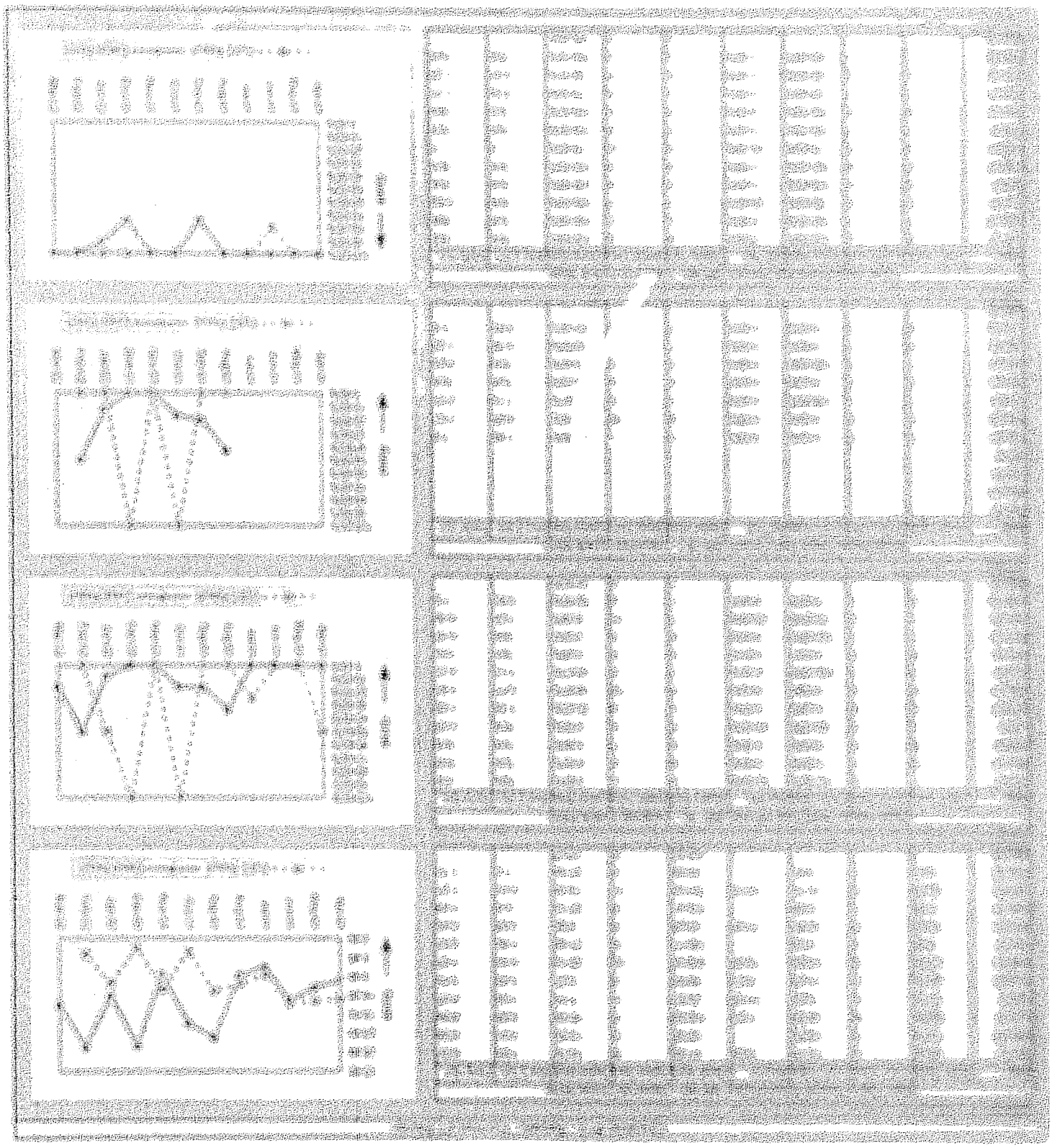





Count
Apr-01
May-01
Jun-01
Jul-01
Aug-01
Sep-01
Oct-01
Nov-01
Dec-01
Jan-02
Feb-02
Mar-02
CLEC Order Count



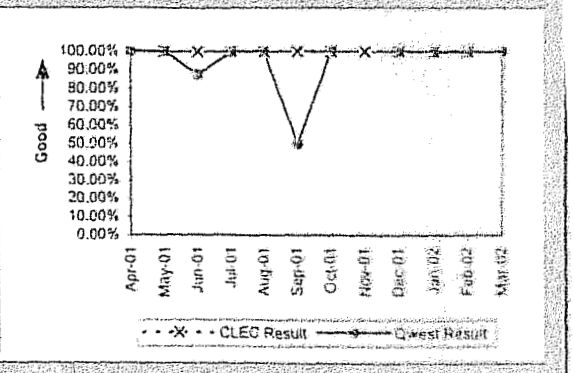




## Checklist #14 - Resale - Centrex 21 Repair

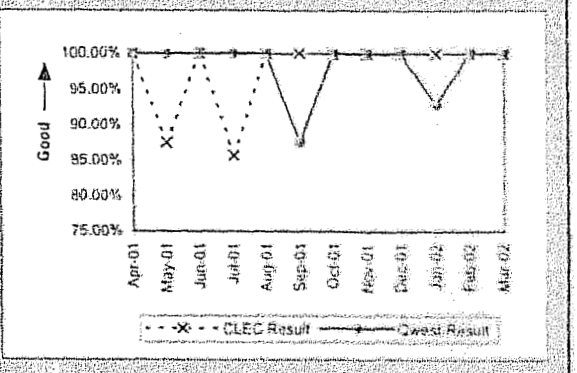
### Out of Service Cleared within 24 hours (Percent) (MR-3C)– No Dispatches

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Dens | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | 4 | 4 | 100.00% | | |
| May-01 | 2 | 2 | 100.00% | 0.00% | 1 | 1 | 100.00% | N/A | N/A |
| Jun-01 | 4 | 4 | 100.00% | 0.00% | 7 | 8 | 87.50% | -0.62 | -1.38 |
| Jul-01 | 2 | 2 | 100.00% | 0.00% | 4 | 4 | 100.00% | N/A | N/A |
| Aug-01 | 3 | 3 | 100.00% | 0.00% | 6 | 6 | 100.00% | N/A | N/A |
| Sep-01 | 4 | 4 | 100.00% | 0.00% | 1 | 2 | 50.00% | -1.15 | -1.7 |
| Oct-01 | 2 | 2 | 100.00% | 0.00% | 3 | 3 | 100.00% | N/A | N/A |
| Nov-01 | 3 | 3 | 100.00% | 0.00% | | | | | |
| Dec-01 | 2 | 2 | 100.00% | 0.00% | 4 | 4 | 100.00% | N/A | N/A |
| Jan-02 | 3 | 3 | 100.00% | 0.00% | 6 | 6 | 100.00% | N/A | N/A |
| Feb-02 | 3 | 3 | 100.00% | 0.00% | 4 | 4 | 100.00% | N/A | N/A |
| Mar-02 | | | | | 3 | 3 | 100.00% | | |



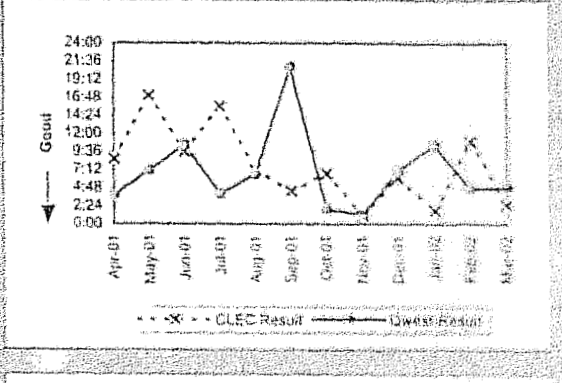

### All Troubles Cleared within 48 hours (Percent) (MR-4C)– No Dispatches

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Dens | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | 6 | 6 | 100.00% | 0.00% | 10 | 10 | 100.00% | N/A | N/A |
| May-01 | 7 | 8 | 87.50% | 33.07% | 8 | 8 | 100.00% | N/A | -0.62 |
| Jun-01 | 10 | 10 | 100.00% | 0.00% | 20 | 20 | 100.00% | N/A | N/A |
| Jul-01 | 6 | 7 | 85.71% | 34.99% | 12 | 12 | 100.00% | N/A | -0.45 |
| Aug-01 | 3 | 3 | 100.00% | 0.00% | 19 | 19 | 100.00% | N/A | N/A |
| Sep-01 | 5 | 5 | 100.00% | 0.00% | 7 | 8 | 87.50% | -0.66 | -1.4 |
| Oct-01 | 5 | 5 | 100.00% | 0.00% | 5 | 5 | 100.00% | N/A | N/A |
| Nov-01 | 9 | 9 | 100.00% | 0.00% | 4 | 4 | 100.00% | N/A | N/A |
| Dec-01 | 4 | 4 | 100.00% | 0.00% | 8 | 8 | 100.00% | N/A | N/A |
| Jan-02 | 9 | 9 | 100.00% | 0.00% | 13 | 14 | 92.86% | -0.65 | -1.39 |
| Feb-02 | 7 | 7 | 100.00% | 0.00% | 10 | 10 | 100.00% | N/A | N/A |
| Mar-02 | 4 | 4 | 100.00% | 0.00% | 17 | 17 | 100.00% | N/A | N/A |



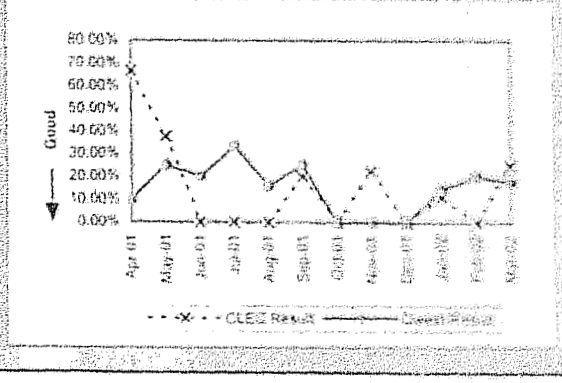

### Mean Time to Restore (Hours:Minutes) (MR-6C)– No Dispatches

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Dens | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | 52:13 | 6 | 8:42 | 11:58 | 38:45 | 10 | 3:52 | 1.12 | -0.32 |
| May-01 | 136:49 | 8 | 17:06 | 23:02 | 57:12 | 8 | 7:09 | 0.81 | -0.51 |
| Jun-01 | 96:12 | 10 | 9:37 | 10:20 | 210:44 | 20 | 10:32 | -0.25 | -1.15 |
| Jul-01 | 109:19 | 7 | 15:37 | 25:28 | 47:51 | 12 | 3:59 | 1.3 | -0.21 |
| Aug-01 | 21:40 | 3 | 7:13 | 7:01 | 127:08 | | 6:41 | 0.32 | -0.8 |
| Sep-01 | 21:59 | 5 | 4:24 | 6:56 | 166:47 | | 20:51 | -0.6 | -1.37 |
| Oct-01 | 33:41 | 5 | 6:44 | 8:28 | 9:54 | 5 | 1:59 | 0.64 | -0.61 |
| Nov-01 | 10:05 | 9 | 1:07 | 0:49 | 4:42 | 4 | 1:11 | -0.07 | -1.04 |
| Dec-01 | 24:46 | 4 | 6:11 | 8:11 | 56:55 | 8 | 7:07 | -0.17 | -1.1 |
| Jan-02 | 16:22 | 9 | 1:49 | 1:50 | 146:53 | 14 | 10:30 | -1.04 | -1.64 |
| Feb-02 | 77:21 | 7 | 11:03 | 8:51 | 46:52 | 10 | 4:41 | 1.02 | -0.38 |
| Mar-02 | 10:27 | 4 | 2:37 | 1:34 | 84:27 | 17 | 4:58 | -0.69 | -1.42 |




### Repair Repeat Report Rate (Percent) (MR-7C)– No Dispatches

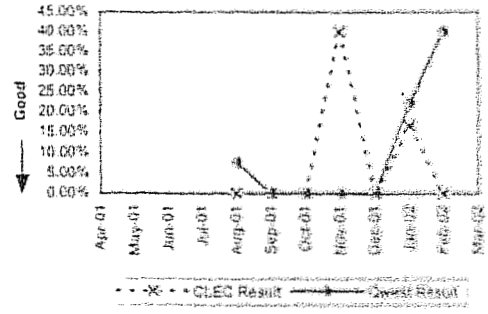
| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Dens | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | 4 | 6 | 66.67% | 47.14% | 1 | 10 | 10.00% | 2.2 | 0.34 |
| May-01 | 3 | 8 | 37.50% | 48.41% | 2 | 8 | 25.00% | 0.27 | -0.84 |
| Jun-01 | 0 | 10 | 0.00% | 0.00% | 4 | 20 | 20.00% | -1.29 | -1.78 |
| Jul-01 | 0 | 7 | 0.00% | 0.00% | 4 | 12 | 33.33% | -1.49 | -1.9 |
| Aug-01 | 0 | 3 | 0.00% | 0.00% | 3 | 19 | 15.79% | -0.7 | -1.42 |
| Sep-01 | 1 | 5 | 20.00% | 40.00% | 2 | 8 | 25.00% | -0.2 | -1.12 |
| Oct-01 | 0 | 5 | 0.00% | 0.00% | 0 | 5 | 0.00% | N/A | N/A |
| Nov-01 | 2 | 9 | 22.22% | 41.57% | 0 | 4 | 0.00% | N/A | -0.52 |
| Dec-01 | 0 | 4 | 0.00% | 0.00% | 0 | 8 | 0.00% | N/A | N/A |
| Jan-02 | 1 | 9 | 11.11% | 31.43% | 2 | 14 | 14.29% | -0.21 | -1.13 |
| Feb-02 | 0 | 7 | 0.00% | 0.00% | 2 | 10 | 20.00% | -1.01 | -1.62 |
| Mar-02 | 1 | 4 | 25.00% | 43.30% | 3 | 17 | 17.65% | 0.24 | -0.85 |



## Checklist #14 - Resale - Centrex 21 Repair

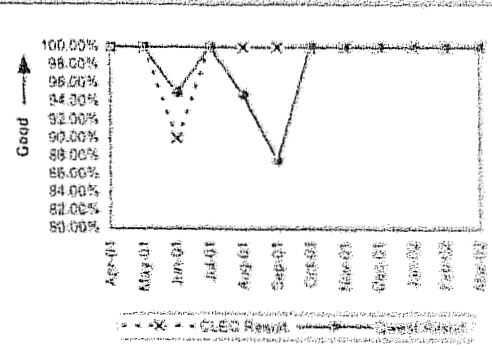
### Repair Repeat Report Rate (Percent) (MR-7C*)-- No Dispatches

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | | | | | |
| May-01 | | | | | | | | | |
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | 0 | 1 | 0.00% | 0.00% | 1 | 13 | 7.69% | -0.28 | -1.17 |
| Sep-01 | 0 | 2 | 0.00% | 0.00% | 0 | 3 | 0.00% | N/A | N/A |
| Oct-01 | 0 | 3 | 0.00% | 0.00% | 0 | 2 | 0.00% | N/A | N/A |
| Nov-01 | 2 | 5 | 40.00% | 48.99% | 0 | 1 | 0.00% | N/A | -0.78 |
| Dec-01 | 0 | 1 | 0.00% | 0.00% | 0 | 7 | 0.00% | N/A | N/A |
| Jan-02 | 1 | 6 | 16.67% | 37.27% | 2 | 9 | 22.22% | -0.25 | -1.15 |
| Feb-02 | 0 | 1 | 0.00% | 0.00% | 2 | 5 | 40.00% | -0.75 | -1.45 |
| Mar-02 | | | | | | | | | |



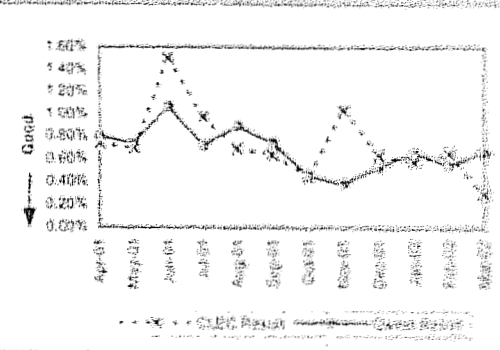

### Repair Appointments Met (Percent) (MR-9C)-- No Dispatches

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | 6 | 6 | 100.00% | 0.00% | 10 | 10 | 100.00% | N/A | N/A |
| May-01 | 8 | 8 | 100.00% | 0.00% | 8 | 8 | 100.00% | N/A | N/A |
| Jun-01 | 9 | 10 | 90.00% | 30.00% | 19 | 20 | 95.00% | 0.37 | -0.77 |
| Jul-01 | 7 | 7 | 100.00% | 0.00% | 12 | 12 | 100.00% | N/A | N/A |
| Aug-01 | 3 | 3 | 100.00% | 0.00% | 18 | 19 | 94.74% | -0.38 | -1.23 |
| Sep-01 | 5 | 5 | 100.00% | 0.00% | 7 | 8 | 87.50% | -0.66 | -1.4 |
| Oct-01 | 5 | 5 | 100.00% | 0.00% | 5 | 5 | 100.00% | N/A | N/A |
| Nov-01 | 9 | 9 | 100.00% | 0.00% | 4 | 4 | 100.00% | N/A | N/A |
| Dec-01 | 4 | 4 | 100.00% | 0.00% | 8 | 8 | 100.00% | N/A | N/A |
| Jan-02 | 9 | 9 | 100.00% | 0.00% | 14 | 14 | 100.00% | N/A | N/A |
| Feb-02 | 7 | 7 | 100.00% | 0.00% | 10 | 10 | 100.00% | N/A | N/A |
| Mar-02 | 4 | 4 | 100.00% | 0.00% | 17 | 17 | 100.00% | N/A | N/A |



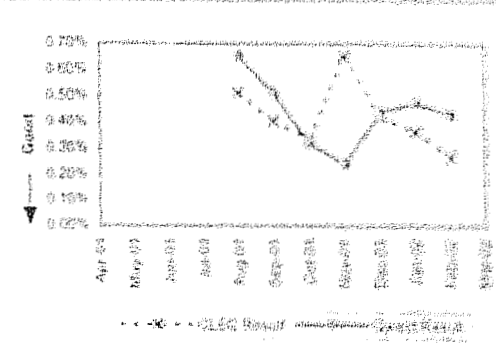

### Trouble Rate (Percent) (MR-8)

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | 13 | 1775 | 0.73% | 8.53% | 36 | 4534 | 79% | -0.25 | -1.15 |
| May-01 | 12 | 1735 | 0.69% | 8.29% | 33 | 4489 | 74% | -0.18 | -1.11 |
| Jun-01 | 27 | 1798 | 1.50% | 12.16% | 48 | 4514 | 06% | 1.53 | -0.07 |
| Jul-01 | 18 | 1852 | 0.97% | 9.81% | 33 | 4613 | 72% | 1.11 | -0.33 |
| Aug-01 | 12 | 1750 | 0.69% | 8.25% | 42 | 4733 | 89% | -0.77 | -1.47 |
| Sep-01 | 11 | 1727 | 0.64% | 7.96% | 36 | 4874 | 0.74% | -0.42 | -1.26 |
| Oct-01 | 8 | 1784 | 0.45% | 6.68% | 23 | 4998 | 0.46% | -0.06 | -1.04 |
| Nov-01 | 19 | 1837 | 1.03% | 10.12% | 19 | 494 | 0.38% | 3.85 | 1.34 |
| Dec-01 | 12 | 1892 | 0.63% | 7.94% | 27 | 5 | 0.54% | 0.48 | -0.71 |
| Jan-02 | 11 | 1906 | 0.58% | 7.57% | 33 | 28 | 0.66% | -0.36 | -1.22 |
| Feb-02 | 12 | 1846 | 0.65% | 8.04% | 28 | 108 | 0.55% | 0.51 | -0.69 |
| Mar-02 | 5 | 1680 | 0.30% | 5.45% | 34 | 5139 | 0.66% | -1.6 | -1.92 |




### Trouble Rate (Percent) (MR-8*)

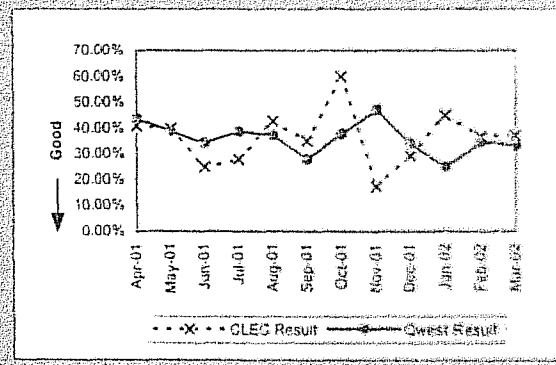
| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | | | | | |
| May-01 | | | | | | | | | |
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | 9 | 1750 | 0.51% | 7.15% | 31 | 4733 | 0.66% | -0.62 | -1.38 |
| Sep-01 | 7 | 1727 | 0.41% | 6.35% | 25 | 4874 | 0.51% | -0.54 | -1.33 |
| Oct-01 | 6 | 1784 | 0.34% | 5.79% | 16 | 4998 | 0.32% | 0.1 | -0.94 |
| Nov-01 | 12 | 1837 | 0.65% | 8.06% | 12 | 4947 | 0.24% | 3.86 | 0.86 |
| Dec-01 | 8 | 1892 | 0.42% | 6.49% | 22 | 5001 | 0.44% | -0.1 | 1.05 |
| Jan-02 | 7 | 1906 | 0.37% | 6.05% | 24 | 5028 | 0.48% | -0.59 | -1.36 |
| Feb-02 | 5 | 1846 | 0.27% | 5.20% | 22 | 5108 | 0.43% | -0.9 | -1.55 |
| Mar-02 | | | | | | | | | |



## Checklist #14 - Resale - Centrex 21 Repair

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

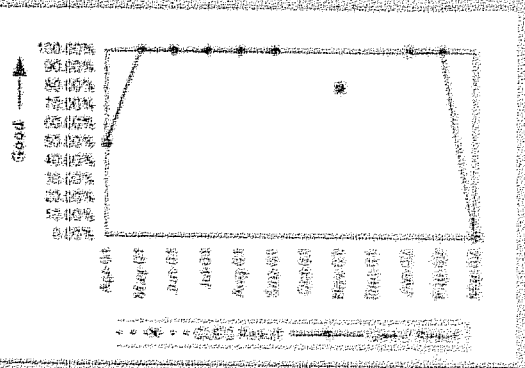
| Date | CLEC Num | CLEC Den | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | 9 | 22 | 40.91% | 49.17% | 28 | 64 | 43.75% | -0.23 | -1.14 |
| May-01 | 8 | 20 | 40.00% | 48.99% | 21 | 54 | 38.89% | 0.07 | -0.96 |
| Jun-01 | 9 | 36 | 25.00% | 43.30% | 25 | 73 | 34.25% | -0.96 | -1.58 |
| Jul-01 | 7 | 25 | 28.00% | 44.90% | 21 | 54 | 38.89% | -0.92 | -1.56 |
| Aug-01 | 9 | 21 | 42.86% | 49.49% | 25 | 67 | 37.31% | 0.44 | -0.73 |
| Sep-01 | 6 | 17 | 35.29% | 47.79% | 14 | 50 | 28.00% | 0.54 | -0.67 |
| Oct-01 | 12 | 20 | 60.00% | 48.99% | 14 | 37 | 37.84% | 1.57 | -0.05 |
| Nov-01 | 4 | 23 | 17.39% | 37.90% | 17 | 36 | 47.22% | -2.24 | -2.36 |
| Dec-01 | 5 | 17 | 29.41% | 45.56% | 14 | 41 | 34.15% | -0.35 | -1.21 |
| Jan-02 | 9 | 20 | 45.00% | 49.75% | 11 | 44 | 25.00% | 1.55 | -0.06 |
| Feb-02 | 7 | 19 | 36.84% | 48.24% | 15 | 43 | 34.88% | 0.13 | -0.92 |
| Mar-02 | 3 | 8 | 37.50% | 48.41% | 17 | 51 | 33.33% | 0.21 | -0.87 |



# Checklist #14 - Resale - PBX Installation

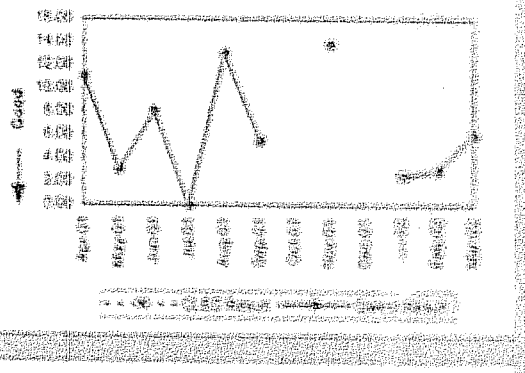
## Installation Commitments Met (Percent) (OP-3A)– Dispatches Within MSAs

| Date | CLEC Num | CLEC Den | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | 1 | 2 | 50.00% | | |
| May-01 | | | | | 7 | 7 | 100.00% | | |
| Jun-01 | | | | | 2 | 2 | 100.00% | | |
| Jul-01 | | | | | 1 | 1 | 100.00% | | |
| Aug-01 | | | | | 2 | 2 | 100.00% | | |
| Sep-01 | | | | | 2 | 2 | 100.00% | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | 4 | 5 | 80.00% | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | 2 | 2 | 100.00% | | |
| Feb-02 | | | | | 1 | 1 | 100.00% | | |
| Mar-02 | | | | | 0 | 1 | 0.00% | | |



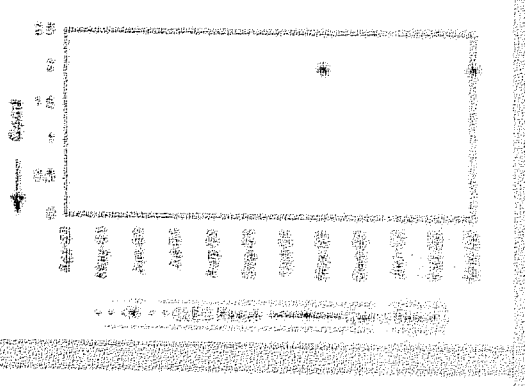

## Installation Interval (Average Days) (OP-4A)– Dispatches Within MSAs

| Date | CLEC Num | CLEC Den | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | 22 | 2 | 11.00 | | |
| May-01 | | | | | 21 | 7 | 3.00 | | |
| Jun-01 | | | | | 16 | 2 | 8.00 | | |
| Jul-01 | | | | | 0 | 1 | 0.00 | | |
| Aug-01 | | | | | 26 | 2 | 13.00 | | |
| Sep-01 | | | | | 11 | 2 | 5.50 | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | 69 | 5 | 13.80 | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | 5 | 2 | 2.50 | | |
| Feb-02 | | | | | 3 | 1 | 3.00 | | |
| Mar-02 | | | | | 6 | 1 | 6.00 | | |



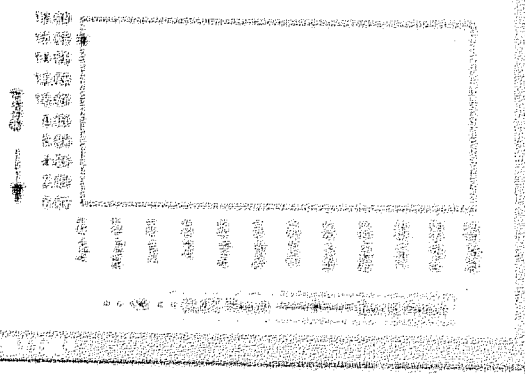

## Delayed Days for Non-Facility Reasons (Average Days) (OP-5A-1)– Dispatches Within MSAs

| Date | CLEC Num | CLEC Den | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | | | | | |
| May-01 | | | | | | | | | |
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | 2 | 1 | 2.00 | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | 2 | 1 | 2.00 | | |




## Delayed Days for Facility Reasons (Average Days) (OP-6B-1)– Dispatches Within MSAs

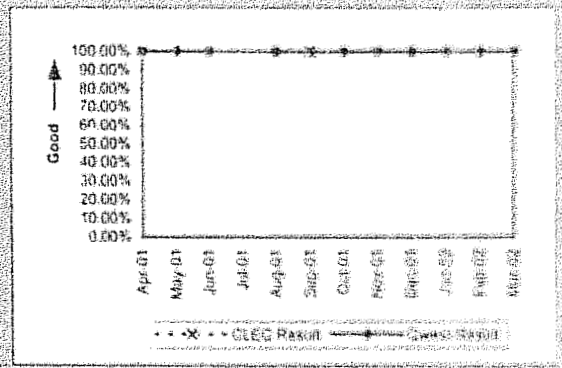
| Date | CLEC Num | CLEC Den | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | 16 | 1 | 16.00 | | |
| May-01 | | | | | | | | | |
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | | | | | |



## Checklist #14 - Resale - PBX Installation

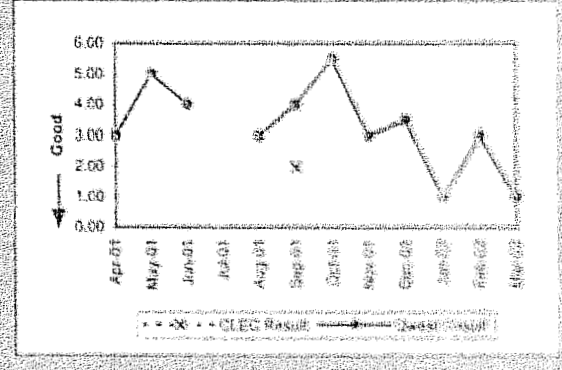
### Installation Commitments Met (Percent) (OP-3B)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | 1 | 1 | 100.00% | | |
| May-01 | | | | | 1 | 1 | 100.00% | | |
| Jun-01 | | | | | 1 | 1 | 100.00% | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 1 | 1 | 100.00% | | |
| Sep-01 | 1 | 1 | 100.00% | 0.00% | 1 | 1 | 100.00% | N/A | N/A |
| Oct-01 | | | | | 2 | 2 | 100.00% | | |
| Nov-01 | | | | | 2 | 2 | 100.00% | | |
| Dec-01 | | | | | 2 | 2 | 100.00% | | |
| Jan-02 | | | | | 1 | 1 | 100.00% | | |
| Feb-02 | | | | | 1 | 1 | 100.00% | | |
| Mar-02 | | | | | 1 | 1 | 100.00% | | |



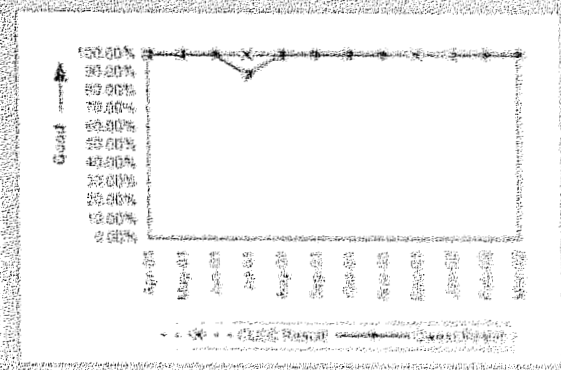

### Installation Interval (Average Days) (OP-4B)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | 3 | 1 | 3.00 | | |
| May-01 | | | | | 5 | 1 | 5.00 | | |
| Jun-01 | | | | | 4 | 1 | 4.00 | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 3 | 1 | 3.00 | | |
| Sep-01 | 2 | 1 | 2.00 | | 4 | 1 | 4.00 | | |
| Oct-01 | | | | | 11 | 2 | 5.50 | | |
| Nov-01 | | | | | 6 | 2 | 3.00 | | |
| Dec-01 | | | | | 7 | 2 | 3.50 | | |
| Jan-02 | | | | | 1 | 1 | 1.00 | | |
| Feb-02 | | | | | 3 | 1 | 3.00 | | |
| Mar-02 | | | | | 1 | 1 | 1.00 | | |



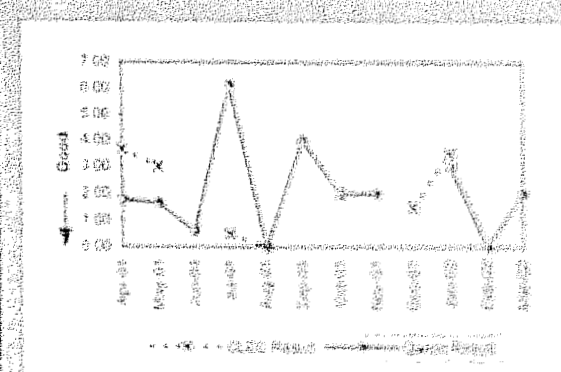

### Installation Commitments Met (Percent) (OP-3C)-- No Dispatches

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | 3 | 3 | 100.00% | 0.00% | 27 | 27 | 100.00% | N/A | N/A |
| May-01 | 3 | 3 | 100.00% | 0.00% | 39 | 39 | 100.00% | N/A | N/A |
| Jun-01 | | | | | 13 | 13 | 100.00% | | |
| Jul-01 | 2 | 2 | 100.00% | 0.00% | 8 | 9 | 88.89% | -0.45 | -11.11 |
| Aug-01 | 1 | 1 | 100.00% | 0.00% | 2 | 2 | 100.00% | N/A | N/A |
| Sep-01 | | | | | 2 | 2 | 100.00% | | |
| Oct-01 | 2 | 2 | 100.00% | 0.00% | 2 | 2 | 100.00% | N/A | N/A |
| Nov-01 | | | | | 2 | 2 | 100.00% | | |
| Dec-01 | 2 | 2 | 100.00% | 0.00% | | | | | |
| Jan-02 | 2 | 2 | 100.00% | 0.00% | 1 | | 100.00% | N/A | N/A |
| Feb-02 | | | | | 1 | 1 | 100.00% | | |
| Mar-02 | | | | | 1 | 1 | 100.00% | | |




### Installation Interval (Average Days) (OP-4C)-- No Dispatches

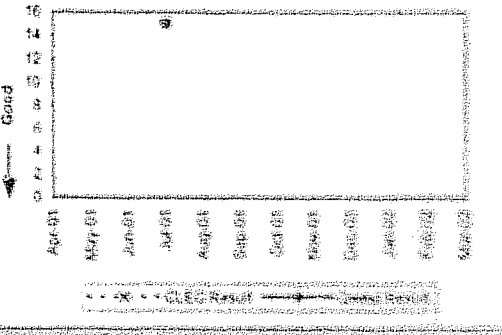
| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | 11 | 3 | 3.67 | 2.31 | 48 | 27 | 1.78 | 1.42 | -0.11 |
| May-01 | 9 | 3 | 3.00 | 1.73 | 59 | 36 | 1.64 | 2.25 | -0.27 |
| Jun-01 | | | | | 6 | 10 | 0.60 | | |
| Jul-01 | 1 | 2 | 0.50 | 0.71 | 43 | 7 | 6.14 | -1.64 | 1.63 |
| Aug-01 | 0 | 1 | 0.00 | | 0 | 1 | 0.00 | | |
| Sep-01 | | | | | 8 | 2 | 4.00 | | |
| Oct-01 | 2 | 1 | 2.00 | | 4 | 2 | 2.00 | | |
| Nov-01 | | | | | 4 | 2 | 2.00 | | |
| Dec-01 | 3 | 2 | 1.50 | 0.71 | | | | | |
| Jan-02 | 7 | 2 | 3.50 | 2.12 | 3 | 1 | 3.00 | | |
| Feb-02 | | | | | 0 | 1 | 0.00 | | |
| Mar-02 | | | | | 2 | 1 | 2.00 | | |



## Checklist #14 - Resale - PBX Installation

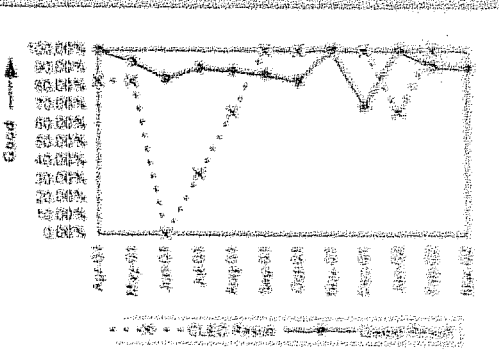
### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-3)-- No Dispatches

| Date | CLEC Num | CLEC Den | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | | | | | |
| May-01 | | | | | | | | | |
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | 15 | 1 | 15.00 | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | | | | | |



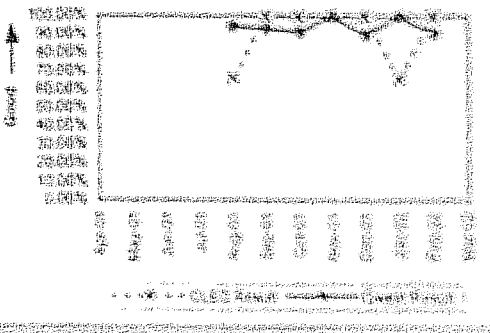

### New Service Installation Quality (Percent) (OP-5)

| Date | CLEC Num | CLEC Den | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | 5 | 6 | 83.33% | 37.27% | 49 | 49 | 100.00% | N/A | 0.63 |
| May-01 | 5 | 6 | 83.33% | 37.27% | 46 | 49 | 93.88% | 0.77 | -0.53 |
| Jun-01 | 0 | 3 | 0.00% | 0.00% | 33 | 39 | 84.62% | 2.83 | 0.72 |
| Jul-01 | 1 | 3 | 33.33% | 47.14% | 19 | 21 | 90.48% | 1.96 | 0.19 |
| Aug-01 | 2 | 3 | 66.67% | 47.14% | 16 | 18 | 88.89% | 0.78 | -0.63 |
| Sep-01 | 2 | 2 | 100.00% | 0.00% | 13 | 15 | 86.67% | -0.52 | -1.32 |
| Oct-01 | 2 | 2 | 100.00% | 0.00% | 10 | 12 | 83.33% | -0.59 | -1.36 |
| Nov-01 | 1 | 1 | 100.00% | 0.00% | 13 | 13 | 100.00% | N/A | N/A |
| Dec-01 | 1 | 1 | 100.00% | 0.00% | 7 | 10 | 70.00% | -0.62 | -1.58 |
| Jan-02 | 2 | 3 | 66.67% | 47.14% | 8 | 8 | 100.00% | N/A | -0.31 |
| Feb-02 | 2 | 2 | 100.00% | 0.00% | 10 | 11 | 90.91% | -0.41 | -1.25 |
| Mar-02 | | | | | 9 | 10 | 90.00% | | |



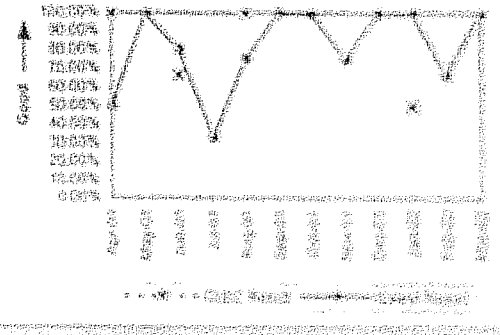

### New Service Installation Quality (Percent) (OP-5*)

| Date | CLEC Num | CLEC Den | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | | | | | |
| May-01 | | | | | | | | | |
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | 2 | 3 | 66.67% | 47.14% | 17 | 18 | 94.44% | 1.63 | -0.34 |
| Sep-01 | 2 | 2 | 100.00% | 0.00% | 14 | 15 | 93.33% | -0.36 | -1.52 |
| Oct-01 | 2 | 2 | 100.00% | 0.00% | 11 | 12 | 91.67% | -0.39 | -1.24 |
| Nov-01 | 1 | 1 | 100.00% | 0.00% | 13 | 13 | 100.00% | N/A | N/A |
| Dec-01 | 1 | 1 | 100.00% | 0.00% | 9 | 10 | 90.00% | -0.32 | -1.19 |
| Jan-02 | 2 | 3 | 66.67% | 47.14% | 8 | 8 | 100.00% | N/A | -0.31 |
| Feb-02 | 2 | 2 | 100.00% | 0.00% | 10 | 11 | 90.91% | -0.41 | -1.25 |
| Mar-02 | | | | | | | | | |




### Installation Commitments Met (Percent) (OP-3E)-- Interval Zone Two

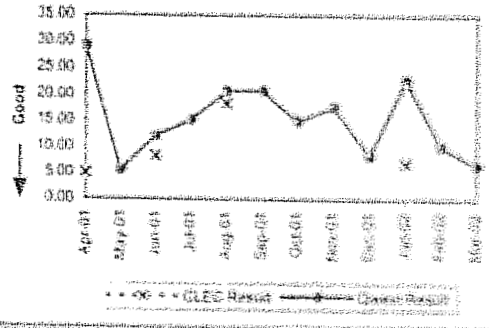
| Date | CLEC Num | CLEC Den | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | 1 | 1 | 100.00% | 0.00% | 2 | 4 | 50.00% | -0.89 | -1.54 |
| May-01 | | | | | 3 | 3 | 100.00% | | |
| Jun-01 | 2 | 3 | 66.67% | 47.14% | 4 | 5 | 80.00% | 0.27 | -0.46 |
| Jul-01 | | | | | 1 | 3 | 33.33% | | |
| Aug-01 | 1 | 1 | 100.00% | 0.00% | 3 | 4 | 75.00% | -0.52 | -1.34 |
| Sep-01 | | | | | 4 | 4 | 100.00% | | |
| Oct-01 | | | | | 5 | 5 | 100.00% | | |
| Nov-01 | | | | | 3 | 4 | 75.00% | | |
| Dec-01 | | | | | 3 | 3 | 100.00% | | |
| Jan-02 | 1 | 2 | 50.00% | 50.00% | 3 | 3 | 100.00% | N/A | -0.49 |
| Feb-02 | | | | | 4 | 6 | 66.67% | | |
| Mar-02 | | | | | 2 | 2 | 100.00% | | |



## Checklist #14 - Resale - PBX Installation

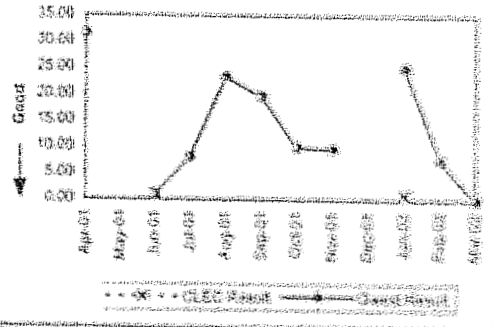
### Installation Interval (Average Days) (OP-4E)– Interval Zone Two

| Date | CLEC Num | CLEC Den | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | 5 | 1 | 5.00 | | 116 | 4 | 29.00 | -0.92 | -1.56 |
| May-01 | | | | | 17 | 3 | 5.67 | | |
| Jun-01 | 25 | 3 | 8.33 | 4.51 | 61 | 5 | 12.20 | -1.09 | -1.66 |
| Jul-01 | | | | | 122 | 8 | 15.25 | | |
| Aug-01 | 37 | 2 | 18.50 | 10.61 | 208 | 10 | 20.80 | -0.16 | -1.1 |
| Sep-01 | | | | | 146 | 7 | 20.86 | | |
| Oct-01 | | | | | 60 | 4 | 15.00 | | |
| Nov-01 | | | | | 107 | 6 | 17.83 | | |
| Dec-01 | | | | | 17 | 2 | 8.50 | | |
| Jan-02 | 14 | 2 | 7.00 | 2.83 | 160 | 7 | 22.86 | -1.92 | -2.17 |
| Feb-02 | | | | | 62 | 6 | 10.33 | | |
| Mar-02 | | | | | 39 | 6 | 6.50 | | |



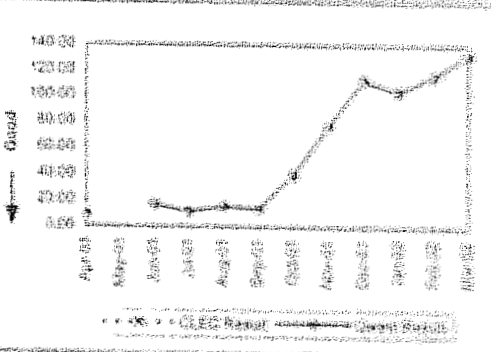

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5)– Interval Zone Two

| Date | CLEC Num | CLEC Den | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | 63 | 2 | 31.50 | | |
| May-01 | | | | | | | | | |
| Jun-01 | 1 | 1 | 1.00 | | 1 | 1 | 1.00 | | |
| Jul-01 | | | | | 49 | 6 | 8.17 | | |
| Aug-01 | | | | | 140 | 6 | 23.33 | | |
| Sep-01 | | | | | 59 | 3 | 19.67 | | |
| Oct-01 | | | | | 10 | 1 | 10.00 | | |
| Nov-01 | | | | | 29 | 3 | 9.67 | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | 1 | 1 | 1.00 | | 100 | 4 | 25.00 | | |
| Feb-02 | | | | | 23 | 3 | 7.67 | | |
| Mar-02 | | | | | 0 | 4 | 0.00 | | |



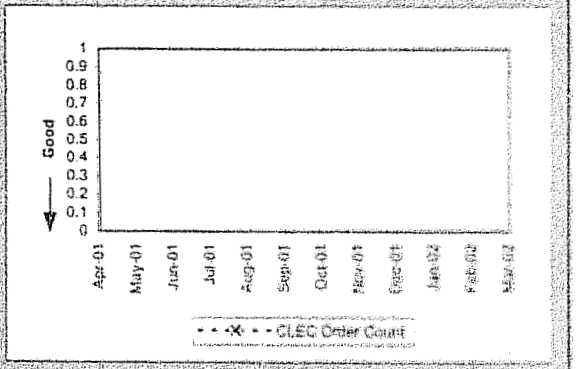

### Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A)

| Date | CLEC Num | CLEC Den | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | 27 | 3 | 9.00 | | |
| May-01 | | | | | | | | | |
| Jun-01 | | | | | 17 | 1 | 00 | | |
| Jul-01 | | | | | 23 | 2 | 50 | | |
| Aug-01 | | | | | 48 | 3 | 00 | | |
| Sep-01 | | | | | 69 | 5 | 80 | | |
| Oct-01 | | | | | 120 | 3 | 00 | | |
| Nov-01 | | | | | 154 | 3 | 7.00 | | |
| Dec-01 | | | | | 338 | 3 | 12.67 | | |
| Jan-02 | | | | | 414 | 4 | 103.50 | | |
| Feb-02 | | | | | 465 | 4 | 116.25 | | |
| Mar-02 | | | | | 531 | 4 | 132.75 | | |



Checklist #14 - Resale - PBX Installation

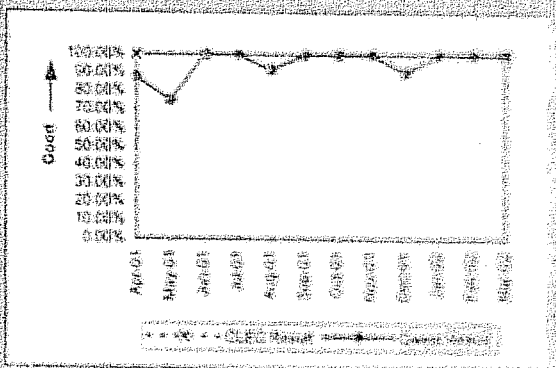
| Count of Pending Orders Delayed for Facilities Reasons PBX (OP-15B) | |
|---|---|
| Date | CLEC Order Count |
| Apr-01 | |
| May-01 | |
| Jun-01 | |
| Jul-01 | |
| Aug-01 | |
| Sep-01 | |
| Oct-01 | |
| Nov-01 | |
| Dec-01 | |
| Jan-02 | |
| Feb-02 | |
| Mar-02 | |



| Mar-02 | 1 | 1 | 100.00% | 0.00% | 2 | 2 | 100.00% | N/A | N/A |
|---|---|---|---|---|---|---|---|---|---|

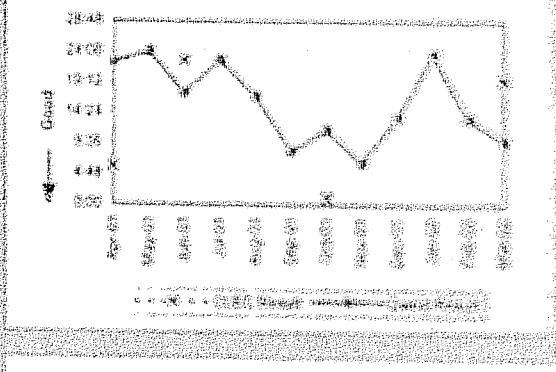
All Troubles Cleared within 48 hours (Percent) (MR-4A)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Dend | CLEC Resu | Std Dev | Qwest Num | Qwest Dend | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | 1 | 1 | 100.00% | 0.00% | 7 | 8 | 87.50% | -0.36 | -1.22 |
| May-01 | | | | | 3 | 4 | 75.00% | | |
| Jun-01 | 4 | 4 | 100.00% | 0.00% | 6 | 6 | 100.00% | N/A | N/A |
| Jul-01 | | | | | 5 | 5 | 100.00% | | |
| Aug-01 | | | | | 11 | 12 | 91.67% | | |
| Sep-01 | | | | | 7 | 7 | 100.00% | | |
| Oct-01 | 1 | 1 | 100.00% | 0.00% | 2 | 2 | 100.00% | N/A | N/A |
| Nov-01 | | | | | 1 | 1 | 100.00% | | |
| Dec-01 | | | | | 9 | 10 | 90.00% | | |
| Jan-02 | | | | | 1 | 1 | 100.00% | | |
| Feb-02 | | | | | 3 | 3 | 100.00% | | |
| Mar-02 | 1 | 1 | 100.00% | 0.00% | 2 | 2 | 100.00% | N/A | N/A |



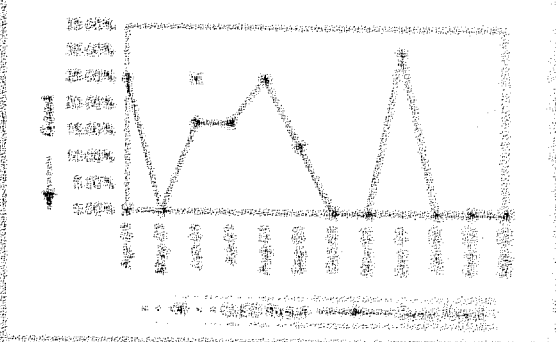

Mean Time to Restore (Hours:Minutes) (MR-6A)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Dend | CLEC Resu | Std Dev | Qwest Num | Qwest Dend | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | 5:59 | 1 | 5:59 | | 179:24 | 8 | 22:25 | -0.5 | -1.31 |
| May-01 | | | | | 96:13 | 4 | 24:03 | | |
| Jun-01 | 90:47 | 4 | 22:42 | 11:35 | 105:29 | 6 | 17:35 | 0.69 | -0.58 |
| Jul-01 | | | | | 113:30 | 5 | 22:42 | | |
| Aug-01 | | | | | 204:38 | 12 | 03 | | |
| Sep-01 | | | | | 58:56 | 7 | 25 | | |
| Oct-01 | 1:07 | 1 | 1:07 | | 23:32 | 2 | 46 | -0.64 | -1.35 |
| Nov-01 | | | | | 6:36 | 1 | 36 | | |
| Dec-01 | | | | | 137:33 | 10 | 45 | | |
| Jan-02 | | | | | 23:46 | 1 | 3:46 | | |
| Feb-02 | | | | | 40:44 | 3 | 13:35 | | |
| Mar-02 | 19:48 | 1 | 19:48 | | 20:10 | 2 | 10:05 | 3.72 | 5.26 |




Repair Repeat Report Rate (Percent) (MR-7A)-- Dispatches Within MSAs

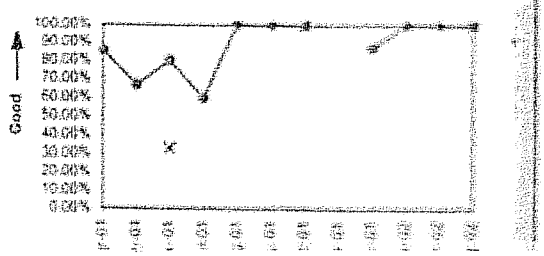
| Date | CLEC Num | CLEC Dend | CLEC Resu | Std Dev | Qwest Num | Qwest | Qwest Res | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | 0 | 1 | 0.00% | 0.00% | 2 | 8 | 25.00% | -0.54 | -1.01 |
| May-01 | | | | | 0 | 5 | 0.00% | | |
| Jun-01 | 1 | 4 | 25.00% | 43.30% | 1 | 6 | 16.67% | 0.17 | -0.3 |
| Jul-01 | | | | | 1 | 6 | 16.67% | | |
| Aug-01 | | | | | 3 | 12 | 25.00% | | |
| Sep-01 | | | | | 1 | 8 | 12.50% | | |
| Oct-01 | 0 | 1 | 0.00% | 0.00% | 0 | 2 | 0.00% | N/A | N/A |
| Nov-01 | | | | | 0 | 1 | 0.00% | | |
| Dec-01 | | | | | 3 | 10 | 30.00% | | |
| Jan-02 | | | | | 0 | 1 | 0.00% | | |
| Feb-02 | | | | | 0 | 3 | 0.00% | | |
| Mar-02 | 0 | 1 | 0.00% | 0.00% | 0 | 2 | 0.00% | N/A | N/A |



## Checklist #14 - Resale - PBX Repair

Out of Service Cleared within 24 hours (Percent) (MR-3A)-- Dispatches Within MSAs

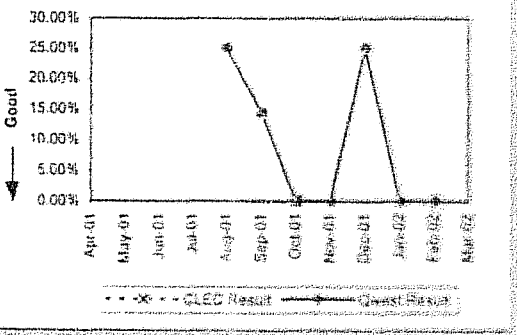
| Date | CLEC Num | CLEC Den | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | 6 | 7 | 85.71% | | |
| May-01 | | | | | 2 | 3 | 66.67% | | |
| Jun-01 | 1 | 3 | 33.33% | 47.14% | 4 | 5 | 80.00% | 1.09 | -0.34 |
| Jul-01 | | | | | 3 | 5 | 60.00% | | |
| Aug-01 | | | | | 9 | 9 | 100.00% | | |
| Sep-01 | | | | | 7 | 7 | 100.00% | | |
| Oct-01 | 1 | 1 | 100.00% | 0.00% | 1 | 1 | 100.00% | N/A | N/A |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | 7 | 8 | 87.50% | | |



## Checklist #14 - Resale - PBX Repair

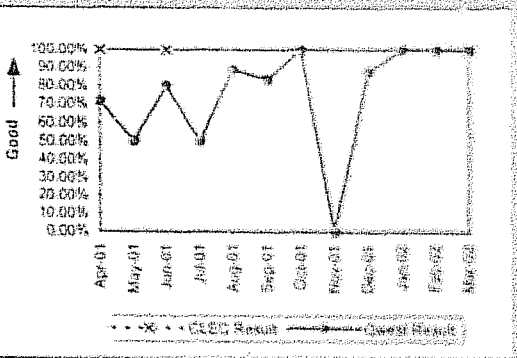
### Repair Repeat Report Rate (Percent) (MR-7A*)– Dispatches Within MSAs

| Date | CLEC Num | CLEC Dem | CLEC Result | Std Dev | Qwest Num | Qwest Dem | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | | | | | |
| May-01 | | | | | | | | | |
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 3 | 12 | 25.00% | | |
| Sep-01 | | | | | 1 | 7 | 14.29% | | |
| Oct-01 | 0 | 1 | 0.00% | 0.00% | 0 | 2 | 0.00% | N/A | N/A |
| Nov-01 | | | | | 0 | 1 | 0.00% | | |
| Dec-01 | | | | | 2 | 8 | 25.00% | | |
| Jan-02 | | | | | 0 | 1 | 0.00% | | |
| Feb-02 | | | | | 0 | 3 | 0.00% | | |
| Mar-02 | | | | | | | | | |



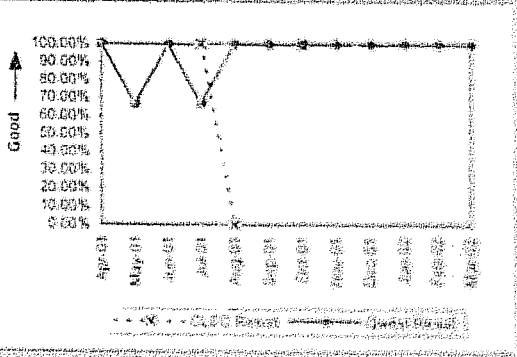

### Repair Appointments Met (Percent) (MR-9A)– Dispatches Within MSAs

| Date | CLEC Num | CLEC Dem | CLEC Result | Std Dev | Qwest Num | Qwest Dem | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | 1 | 1 | 100.00% | 0.00% | 5 | 7 | 71.43% | -0.59 | -1.35 |
| May-01 | | | | | 2 | 4 | 50.00% | | |
| Jun-01 | 4 | 4 | 100.00% | 0.00% | 4 | 5 | 80.00% | -0.75 | -1.45 |
| Jul-01 | | | | | 2 | 4 | 50.00% | | |
| Aug-01 | | | | | 8 | 9 | 88.89% | | |
| Sep-01 | | | | | 5 | 6 | 83.33% | | |
| Oct-01 | | | | | 2 | 2 | 100.00% | | |
| Nov-01 | | | | | 0 | 1 | 0.00% | | |
| Dec-01 | | | | | 7 | 8 | 87.50% | | |
| Jan-02 | | | | | 1 | 1 | 100.00% | | |
| Feb-02 | | | | | 2 | 2 | 100.00% | | |
| Mar-02 | 1 | 1 | 100.00% | 0.00% | 1 | 1 | 100.00% | N/A | N/A |



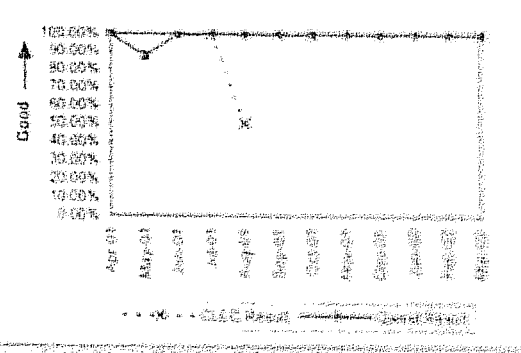

### Out of Service Cleared within 24 hours (Percent) (MR-3B)– Dispatches Outside MSAs

| Date | CLEC Num | CLEC Dem | CLEC Result | Std Dev | Qwest Num | Qwest Dem | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | 1 | 1 | 100.00% | | |
| May-01 | | | | | 4 | 6 | 66.67% | | |
| Jun-01 | | | | | 3 | 3 | 100.00% | | |
| Jul-01 | 2 | 2 | 100.00% | 0.00% | 2 | 3 | 66.67% | -0.77 | -1.47 |
| Aug-01 | 0 | 1 | 0.00% | 0.00% | 4 | 4 | 100.00% | N/A | -0.15 |
| Sep-01 | | | | | 4 | 4 | 100.00% | | |
| Oct-01 | 1 | 1 | 100.00% | 0.00% | 1 | 1 | 100.00% | N/A | N/A |
| Nov-01 | | | | | 2 | 2 | 100.00% | | |
| Dec-01 | | | | | 6 | 6 | 100.00% | | |
| Jan-02 | | | | | 1 | 1 | 100.00% | | |
| Feb-02 | | | | | 1 | 1 | 100.00% | | |
| Mar-02 | | | | | 1 | 1 | 100.00% | | |




### All Troubles Cleared within 48 hours (Percent) (MR-4B)– Dispatches Outside MSAs

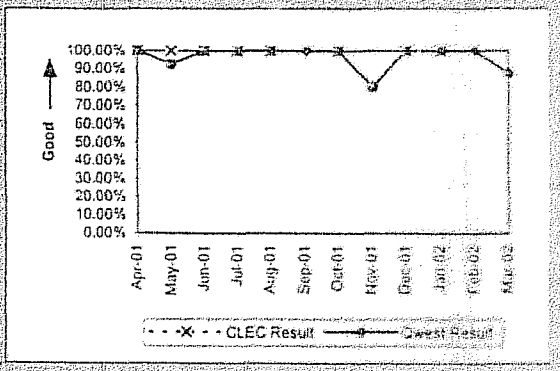
| Date | CLEC Num | CLEC Dem | CLEC Result | Std Dev | Qwest Num | Qwest Dem | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | 2 | 2 | 100.00% | | |
| May-01 | | | | | 7 | 8 | 87.50% | | |
| Jun-01 | | | | | 7 | 7 | 100.00% | | |
| Jul-01 | 3 | 3 | 100.00% | 0.00% | 3 | 3 | 100.00% | N/A | N/A |
| Aug-01 | 1 | 2 | 50.00% | 50.00% | 7 | 7 | 100.00% | N/A | -0.22 |
| Sep-01 | | | | | 4 | 4 | 100.00% | | |
| Oct-01 | 1 | 1 | 100.00% | 0.00% | 1 | 1 | 100.00% | N/A | N/A |
| Nov-01 | | | | | 2 | 2 | 100.00% | | |
| Dec-01 | | | | | 6 | 6 | 100.00% | | |
| Jan-02 | | | | | 1 | 1 | 100.00% | | |
| Feb-02 | | | | | 1 | 1 | 100.00% | | |
| Mar-02 | 1 | 1 | 100.00% | 0.00% | 1 | 1 | 100.00% | N/A | N/A |



# Checklist #14 - Resale - PBX Repair

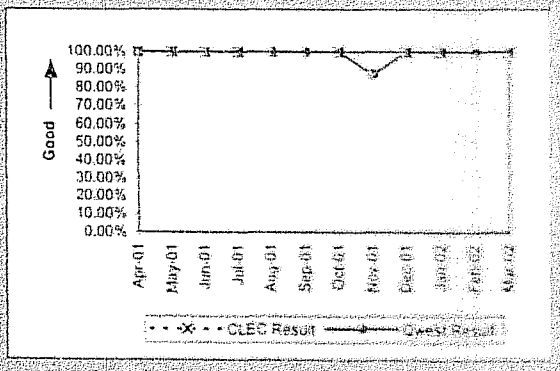
Out of Service Cleared within 24 hours (Percent) (MR-3C)-- No Dispatches

| Date | CLEC Num | CLEC Den | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | 2 | 2 | 100.00% | 0.00% | 12 | 12 | 100.00% | N/A | N/A |
| May-01 | 2 | 2 | 100.00% | 0.00% | 12 | 13 | 92.31% | -0.38 | -1.23 |
| Jun-01 | 8 | 8 | 100.00% | 0.00% | 18 | 18 | 100.00% | N/A | N/A |
| Jul-01 | 2 | 2 | 100.00% | 0.00% | 12 | 12 | 100.00% | N/A | N/A |
| Aug-01 | 4 | 4 | 100.00% | 0.00% | 20 | 20 | 100.00% | N/A | N/A |
| Sep-01 | | | | | 15 | 15 | 100.00% | | |
| Oct-01 | 4 | 4 | 100.00% | 0.00% | 18 | 18 | 100.00% | N/A | N/A |
| Nov-01 | | | | | 4 | 5 | 80.00% | | |
| Dec-01 | 1 | 1 | 100.00% | 0.00% | 9 | 9 | 100.00% | N/A | N/A |
| Jan-02 | 1 | 1 | 100.00% | 0.00% | 6 | 6 | 100.00% | N/A | N/A |
| Feb-02 | | | | | 7 | 7 | 100.00% | | |
| Mar-02 | | | | | 7 | 8 | 87.50% | | |



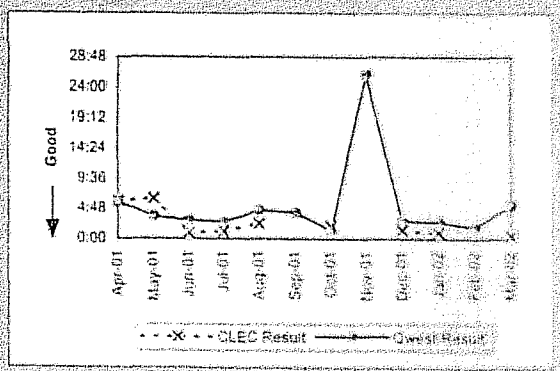

All Trouble Cleared within 48 hours (Percent) (MR-4C)-- No Dispatches

| Date | CLEC Num | CLEC Den | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | 2 | 2 | 100.00% | 0.00% | 14 | 14 | 100.00% | N/A | N/A |
| May-01 | 3 | 3 | 100.00% | 0.00% | 15 | 15 | 100.00% | N/A | N/A |
| Jun-01 | 8 | 8 | 100.00% | 0.00% | 20 | 20 | 100.00% | N/A | N/A |
| Jul-01 | 3 | 3 | 100.00% | 0.00% | 14 | 14 | 100.00% | N/A | N/A |
| Aug-01 | 5 | 5 | 100.00% | 0.00% | 21 | 21 | 100.00% | N/A | N/A |
| Sep-01 | | | | | 21 | 21 | 100.00% | | |
| Oct-01 | 4 | 4 | 100.00% | 0.00% | 22 | 22 | 100.00% | N/A | N/A |
| Nov-01 | | | | | 7 | 8 | 87.50% | | |
| Dec-01 | 1 | 1 | 100.00% | 0.00% | 11 | 11 | 100.00% | N/A | N/A |
| Jan-02 | 1 | 1 | 100.00% | 0.00% | 8 | 8 | 100.00% | N/A | N/A |
| Feb-02 | | | | | 9 | 9 | 100.00% | | |
| Mar-02 | 3 | 3 | 100.00% | 0.00% | 12 | 12 | 100.00% | N/A | N/A |



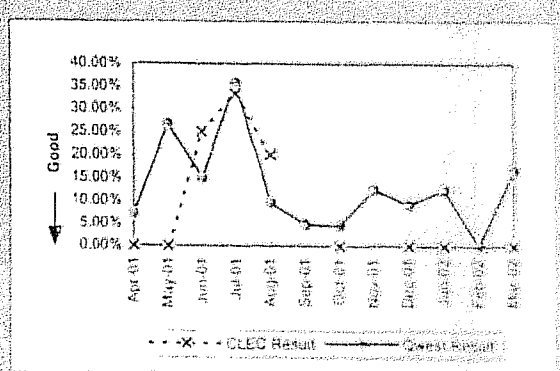

Mean Time to Restore (Hours:Minutes) (MR-6C)-- No Dispatches

| Date | CLEC Num | CLEC Den | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | 11:39 | 2 | 5:59 | 5:51 | 81:12 | 14 | 5:48 | 0.27 | -0.83 |
| May-01 | 19:05 | 3 | 6:22 | 9:51 | 53:03 | 15 | 3:32 | 0.59 | -0.64 |
| Jun-01 | 7:31 | 8 | 0:56 | 1:07 | 56:06 | 20 | 2:54 | -1.09 | -1.66 |
| Jul-01 | 2:26 | 3 | 1:09 | 0:03 | 37:21 | 14 | 2:40 | -0.49 | -1.3 |
| Aug-01 | 11:40 | 5 | 2:23 | 2:39 | 96:01 | 21 | 4:34 | -0.8 | -1.49 |
| Sep-01 | | | | | 87:19 | 21 | 4:09 | | |
| Oct-01 | 8:09 | 4 | 2:02 | 2:03 | 28:32 | 22 | 1:18 | 0.79 | -0.52 |
| Nov-01 | | | | | 207:42 | 8 | 5:58 | | |
| Dec-01 | 1:23 | 1 | 1:23 | | 30:34 | 11 | 2:47 | -0.29 | -1.18 |
| Jan-02 | 0:58 | 1 | 0:58 | | 20:53 | 8 | 2:37 | -0.79 | -1.48 |
| Feb-02 | | | | | 16:03 | 9 | 1:47 | | |
| Mar-02 | 1:05 | 3 | 0:32 | 0:23 | 64:11 | 12 | 5:21 | -0.73 | -1.44 |




Repair Repeat Report Rate (Percent) (MR-7C)-- No Dispatches

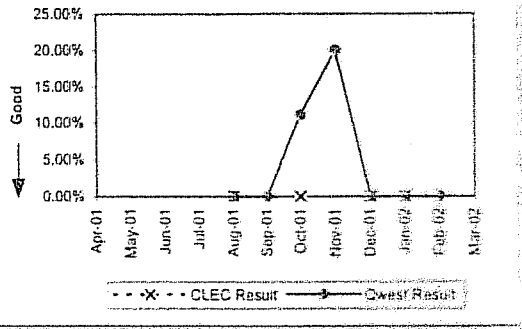
| Date | CLEC Num | CLEC Den | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | 0 | 2 | 0.00% | 0.00% | 1 | 14 | 7.14% | -0.37 | -1.22 |
| May-01 | 0 | 3 | 0.00% | 0.00% | 4 | 15 | 26.67% | -0.95 | -1.58 |
| Jun-01 | 2 | 8 | 25.00% | 43.30% | 3 | 20 | 15.00% | 0.56 | -0.66 |
| Jul-01 | 1 | 3 | 33.33% | 47.14% | 5 | 14 | 35.71% | -0.08 | -1.05 |
| Aug-01 | 1 | 5 | 20.00% | 40.00% | 2 | 21 | 9.52% | 0.52 | -0.68 |
| Sep-01 | | | | | 1 | 21 | 4.76% | | |
| Oct-01 | 0 | 4 | 0.00% | 0.00% | 1 | 22 | 4.55% | -0.4 | -1.24 |
| Nov-01 | | | | | 1 | 8 | 12.50% | | |
| Dec-01 | 0 | 1 | 0.00% | 0.00% | 1 | 11 | 9.09% | -0.3 | -1.18 |
| Jan-02 | 0 | 1 | 0.00% | 0.00% | 1 | 8 | 12.50% | -0.36 | -1.22 |
| Feb-02 | | | | | 0 | 9 | 0.00% | | |
| Mar-02 | 0 | 3 | 0.00% | 0.00% | 2 | 12 | 16.67% | -0.59 | -1.36 |



## Checklist #14 - Resale - PBX Repair

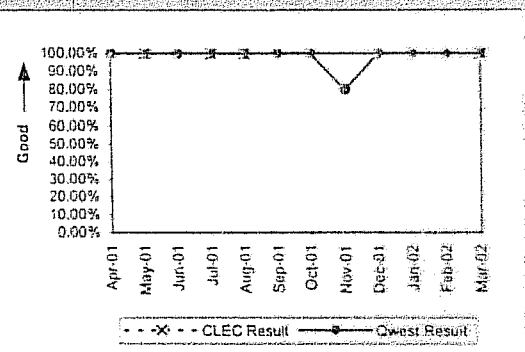
### Repair Repeat Report Rate (Percent) (MR-7C*) – No Dispatches

| | | | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | 3 | 2 | 0.00% | 0.00% | 0 | 12 | 0.00% | N/A | N/A |
| | | | | | 0 | 8 | 0.00% | | |
| | 3 | 2 | 0.00% | 0.00% | 1 | 9 | 11.11% | -0.45 | -1.27 |
| | | | | | 1 | 5 | 20.00% | | |
| | 3 | 1 | 0.00% | 0.00% | 0 | 4 | 0.00% | N/A | N/A |
| | 2 | 1 | 0.00% | 0.00% | 0 | 4 | 0.00% | N/A | N/A |
| | | | | | 0 | 6 | 0.00% | | |



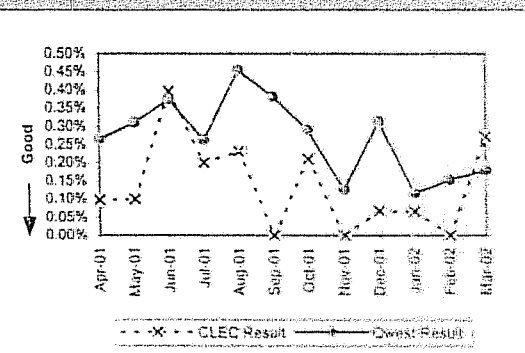

### Repair Appointments Met (Percent) (MR-9C) – No Dispatches

| | | | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| | | | | | 4 | 4 | 100.00% | | |
| | 3 | 2 | 100.00% | 0.00% | 4 | 4 | 100.00% | N/A | N/A |
| | | | | | 3 | 3 | 100.00% | | |
| | 1 | 1 | 100.00% | 0.00% | 6 | 6 | 100.00% | N/A | N/A |
| | 2 | 2 | 100.00% | 0.00% | 5 | 5 | 100.00% | N/A | N/A |
| | | | | | 11 | 11 | 100.00% | | |
| | | | | | 4 | 4 | 100.00% | | |
| | | | | | 4 | 5 | 80.00% | | |
| | | | | | 5 | 5 | 100.00% | | |
| | | | | | 3 | 3 | 100.00% | | |
| | | | | | 6 | 6 | 100.00% | | |
| | 2 | 2 | 100.00% | 0.00% | 7 | 7 | 100.00% | N/A | N/A |



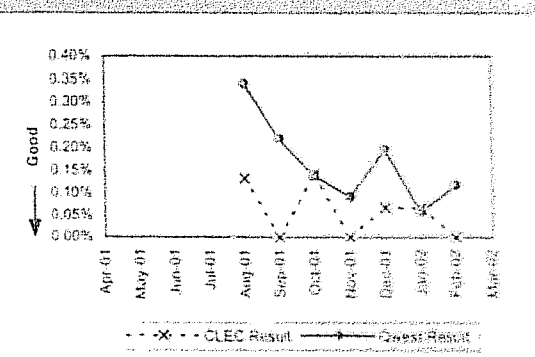

### Trouble Rate (Percent) (MR-8)

| | | | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| | 3 | 3079 | 0.10% | 3.12% | 24 | 9050 | 27% | -1.56 | -1.95 |
| | 3 | 2992 | 0.10% | 3.16% | 28 | 9030 | 31% | -1.79 | -2.09 |
| | 10 | 3004 | 0.40% | 6.28% | 33 | 8836 | 37% | 0.17 | -0.9 |
| | 6 | 2996 | 0.20% | 4.47% | 23 | 8756 | 26% | -0.58 | -1.35 |
| | 3 | 3017 | 0.23% | 4.81% | 40 | 8796 | 45% | -1.57 | -1.95 |
| | 1 | 3004 | 0.03% | 0.00% | 33 | 8682 | 0.38% | -2.92 | -2.77 |
| | 6 | 2844 | 0.21% | 4.59% | 25 | 8623 | 0.29% | -0.68 | -1.41 |
| | 0 | 2830 | 0.00% | 0.00% | 11 | 86 | 0.13% | -1.65 | -2 |
| | 4 | 1473 | 0.27% | 2.60% | 27 | 21 | 0.31% | -1.56 | -1.95 |
| | 1 | 1504 | 0.07% | 2.58% | 10 | 561 | 0.12% | -0.53 | -1.32 |
| | 0 | 1445 | 0.00% | 0.00% | 13 | 8464 | 0.15% | -1.38 | -1.84 |
| | 15 | 1466 | 0.27% | 5.22% | 15 | 8391 | 0.18% | 0.79 | -0.52 |




### Trouble Rate (Percent) (MR-8*)

| | | | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | 4 | 3041 | 0.13% | 3.64% | 30 | 8796 | 0.34% | -1.69 | -2.03 |
| | 3 | 3004 | 0.00% | 0.00% | 19 | 8682 | 0.22% | -2.21 | -2.35 |
| | 4 | 2845 | 0.14% | 3.75% | 12 | 8623 | 0.14% | 0.02 | -0.99 |
| | 0 | 2836 | 0.00% | 0.00% | 8 | 8688 | 0.09% | -1.4 | -1.85 |
| | 4 | 1473 | 0.27% | 2.60% | 17 | 8621 | 0.20% | -1.03 | -1.63 |
| | 1 | 1504 | 0.07% | 2.58% | 5 | 8561 | 0.06% | 0.12 | -0.93 |
| | 0 | 1445 | 0.00% | 0.00% | 10 | 8464 | 0.12% | -1.21 | -1.73 |

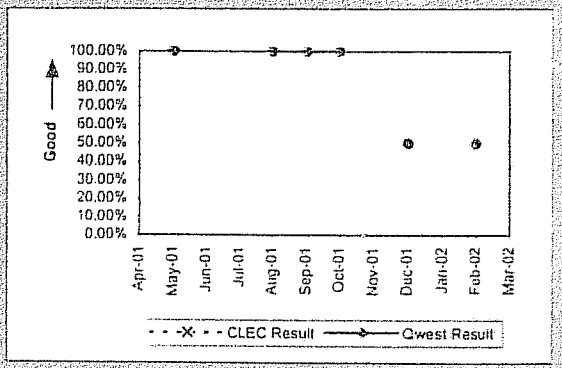


Checklist #14 - Resale - PBX Repair

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |

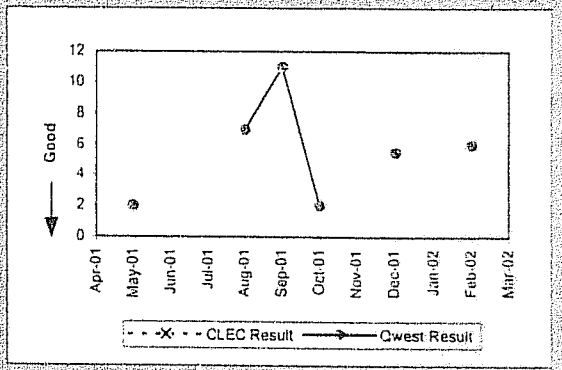
Installation Commitments Met (Percent) (OP-3A)-- Dispatches Within MSAs

| CLEC Num | CLEC Den | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|
| | | | | 1 | 1 | 100.00% | | |
| | | | | 2 | 2 | 100.00% | | |
| | | | | 1 | 1 | 100.00% | | |
| | | | | 1 | 1 | 100.00% | | |
| | | | | 1 | 2 | 50.00% | | |
| | | | | 1 | 2 | 50.00% | | |



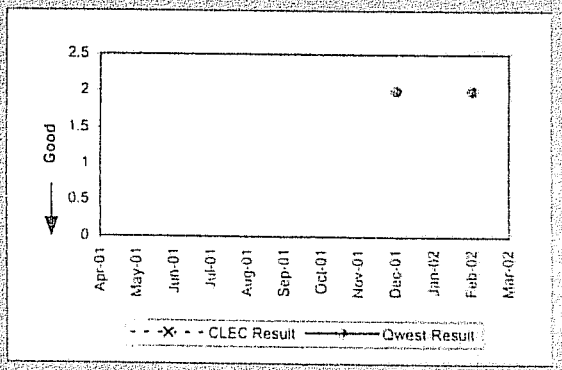

Installation Interval (Average Days) (OP-4A)-- Dispatches Within MSAs

| CLEC Num | CLEC Den | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|
| | | | | 2 | 1 | 2.00 | | |
| | | | | 14 | 2 | 7.00 | | |
| | | | | 11 | 1 | 11.00 | | |
| | | | | 2 | 1 | 2.00 | | |
| | | | | 11 | 2 | 5.50 | | |
| | | | | 12 | 2 | 6.00 | | |



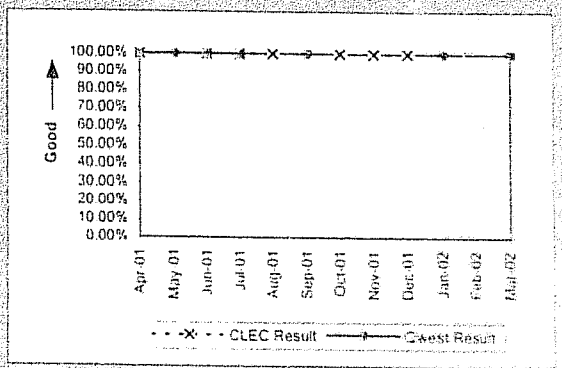

Customer Trouble Report Rate (Average Days) (OP-6A-1)-- Dispatches Within MSAs

| CLEC Num | CLEC Den | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|
| | | | | 2 | 1 | 2.00 | | |
| | | | | 2 | 1 | 2.00 | | |




Installation Commitments Met (Percent) (OP-3C)-- Dispatches

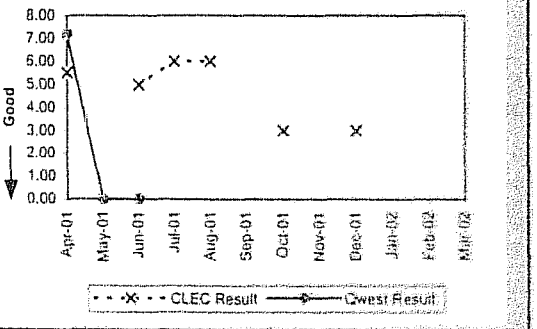
| CLEC Num | CLEC Den | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|
| | | 100.00% | 0.00% | 6 | 6 | 100.00% | N/A | N/A |
| | | | | 1 | 1 | 100.00% | | |
| | | 100.00% | 0.00% | 5 | 5 | 100.00% | N/A | N/A |
| | | 100.00% | 0.00% | 1 | 1 | 100.00% | N/A | N/A |
| | | 100.00% | 0.00% | | | | | |
| | | | | 1 | 1 | 100.00% | | |
| | | 100.00% | 0.00% | | | | | |
| | | 100.00% | 0.00% | | | | | |
| | | 100.00% | 0.00% | | | | | |
| | | | | 2 | 2 | 100.00% | | |
| | | | | 1 | 1 | 100.00% | | |



## Checklist #14 - Resale - Basic ISDN Installation

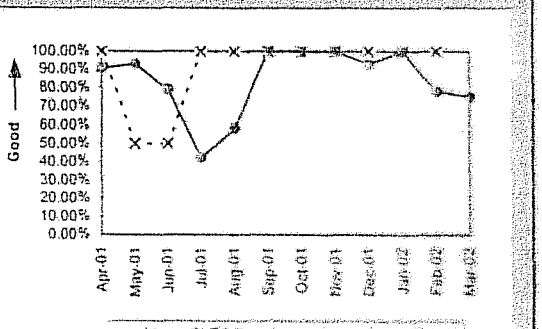
### Installation Interval (Average Days) (OP-4C)-- No Dispatches

| | | CLEC Den | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| | 11 | 2 | 5.50 | 3.54 | 43 | 6 | 7.17 | -0.19 | -1.12 |
| | | | | | 0 | 1 | 0.00 | | |
| | 3 | 3 | 0.00 | 0.00 | 0 | 3 | 0.00 | | |
| | 5 | 5 | 6.00 | 4.24 | | | | | |
| | 1 | 1 | 6.00 | | | | | | |
| | | | | | | | | | |
| | 3 | 3 | 1.00 | 1.00 | | | | | |
| | | | | | | | | | |
| | 1 | 1 | 3.00 | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |



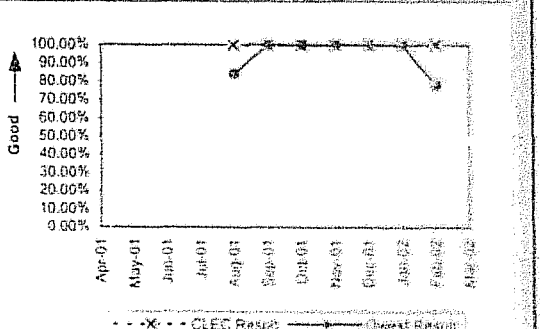

### New Service Installation Quality (Percent) (OP-5)

| | | CLEC Den | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| | 2 | 2 | 100.00% | 0.00% | 19 | 21 | 90.48% | -0.53 | -1.32 |
| | 2 | 2 | 50.00% | 50.00% | 14 | 15 | 93.33% | 1.23 | -0.25 |
| | 2 | 2 | 50.00% | 50.00% | 15 | 19 | 78.95% | 0.7 | -0.58 |
| | 4 | 4 | 100.00% | 0.00% | 8 | 19 | 42.11% | -2.13 | -2.3 |
| | 5 | 5 | 100.00% | 0.00% | 11 | 19 | 57.89% | -1.15 | -1.7 |
| | 1 | 1 | 100.00% | 0.00% | 20 | 20 | 100.00% | N/A | N/A |
| | 5 | 5 | 100.00% | 0.00% | 12 | 12 | 100.00% | N/A | N/A |
| | 3 | 3 | 100.00% | 0.00% | 12 | 12 | 100.00% | N/A | N/A |
| | 2 | 2 | 100.00% | 0.00% | 13 | 14 | 92.86% | -0.37 | -1.22 |
| | 2 | 2 | 100.00% | 0.00% | 11 | 11 | 100.00% | N/A | N/A |
| | 1 | 1 | 100.00% | 0.00% | 7 | 9 | 77.78% | -0.51 | -1.31 |
| | | | | | 9 | 12 | 75.00% | | |



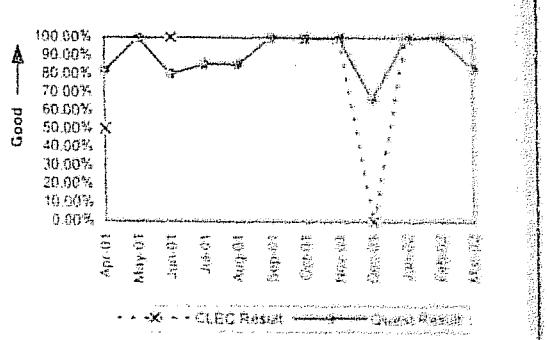

### New Service Installation Quality (Percent) (OP-5*)

| | | CLEC Den | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | 3 | 3 | 100.00% | 0.00% | 16 | 19 | 84.21% | -0.58 | -1.35 |
| | 1 | 1 | 100.00% | 0.00% | 20 | 20 | 100.00% | N/A | N/A |
| | 5 | 5 | 100.00% | 0.00% | 12 | | 100.00% | N/A | N/A |
| | 3 | 3 | 100.00% | 0.00% | 12 | 12 | 100.00% | N/A | N/A |
| | 2 | 2 | 100.00% | 0.00% | 14 | 14 | 100.00% | N/A | N/A |
| | 2 | 2 | 100.00% | 0.00% | 11 | 11 | 100.00% | N/A | N/A |
| | 1 | 1 | 100.00% | 0.00% | 7 | 9 | 77.78% | -0.51 | -1.31 |




### Installation Commitments Met (Percent) (OP-3E)-- Interval Zone Two

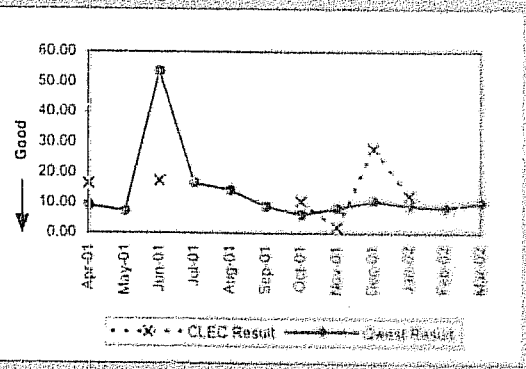
| | | CLEC Den | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| | 2 | 2 | 50.00% | 50.00% | 9 | 11 | 81.82% | 0.72 | -0.56 |
| | | | | | 10 | 10 | 100.00% | | |
| | 3 | 3 | 100.00% | 0.00% | 16 | 20 | 80.00% | -0.67 | -1.41 |
| | | | | | 6 | 7 | 85.71% | | |
| | | | | | 18 | 21 | 85.71% | | |
| | | | | | 10 | 10 | 100.00% | | |
| | 3 | 3 | 100.00% | 0.00% | 9 | 9 | 100.00% | N/A | N/A |
| | 1 | 1 | 100.00% | 0.00% | 13 | 13 | 100.00% | N/A | N/A |
| | 1 | 1 | 0.00% | 0.00% | 6 | 12 | 50.67% | 0.89 | -0.46 |
| | 1 | 1 | 100.00% | 0.00% | 5 | 5 | 100.00% | N/A | N/A |
| | | | | | 9 | 9 | 100.00% | | |
| | | | | | 10 | 12 | 83.33% | | |



## Checklist #14 - Resale - Basic ISDN Installation

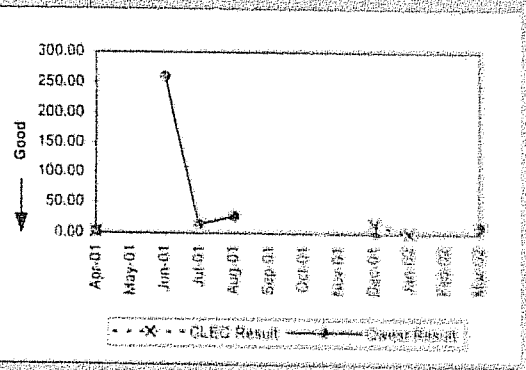
### Installation Interval (Average Days) (OP-4E)-- Interval Zone Two

| | CLEC Num | CLEC Dend | CLEC Resu | Std Dev | Qwest Num | Qwest Dend | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | 33 | 3 | 16.50 | 2.12 | 101 | 11 | 9.18 | 1.72 | 0.04 |
| May-01 | | | | | 65 | 9 | 7.33 | | |
| Jun-01 | 33 | 2 | 17.50 | 0.71 | 966 | 18 | 53.67 | -0.26 | -1.16 |
| Jul-01 | | | | | 166 | 10 | 16.60 | | |
| Aug-01 | | | | | 329 | 23 | 14.30 | | |
| Sep-01 | | | | | 88 | 10 | 8.80 | | |
| Oct-01 | 32 | 3 | 10.67 | 3.21 | 56 | 9 | 6.22 | 1.72 | 0.04 |
| Nov-01 | 1 | 1 | 2.00 | | 108 | 13 | 8.31 | -1.11 | -1.68 |
| Dec-01 | 28 | 1 | 28.00 | | 129 | 12 | 10.75 | 1.7 | 0.03 |
| Jan-02 | 25 | 2 | 12.50 | 0.71 | 45 | 5 | 9.00 | 1.1 | -0.33 |
| Feb-02 | | | | | 67 | 8 | 8.38 | | |
| Mar-02 | | | | | 120 | 12 | 10.00 | | |



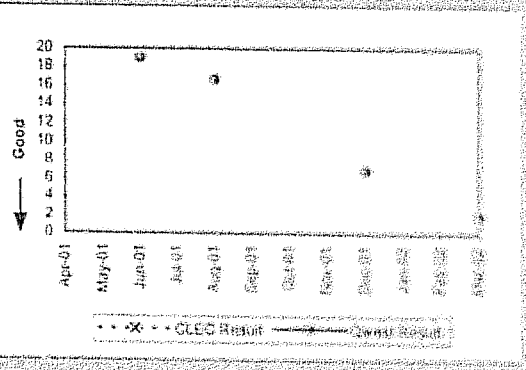

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5)-- Interval Zone Two

| | CLEC Num | CLEC Dend | CLEC Resu | Std Dev | Qwest Num | Qwest Dend | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | 2 | 1 | 2.00 | | 5 | 2 | 2.50 | -0.19 | -1.12 |
| May-01 | | | | | | | | | |
| Jun-01 | | | | | 781 | 3 | 260.33 | | |
| Jul-01 | | | | | 41 | 3 | 13.67 | | |
| Aug-01 | | | | | 54 | 2 | 27.00 | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | 15 | 1 | 15.00 | | 1 | 1 | 1.00 | | |
| Dec-01 | 0 | 1 | 0.00 | | | | | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | 10 | 1 | 10.00 | | |



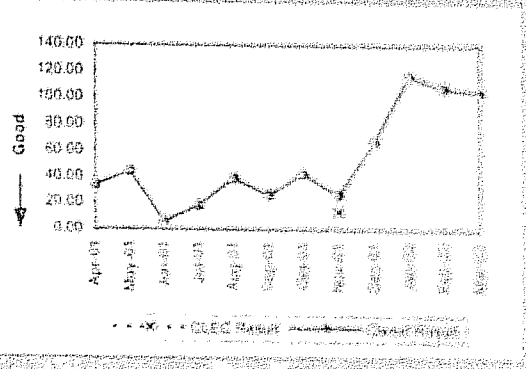

### Delayed Days for Facility Reasons (Average Days) (OP-6B-5)-- Interval Zone Two

| | CLEC Num | CLEC Dend | CLEC Resu | Std Dev | Qwest Num | Qwest Dend | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | | | | | |
| May-01 | | | | | | | | | |
| Jun-01 | | | | | 19 | 1 | 19.00 | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 50 | 3 | 16.67 | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | 21 | 3 | 7.00 | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | 2 | 1 | 2.00 | | |



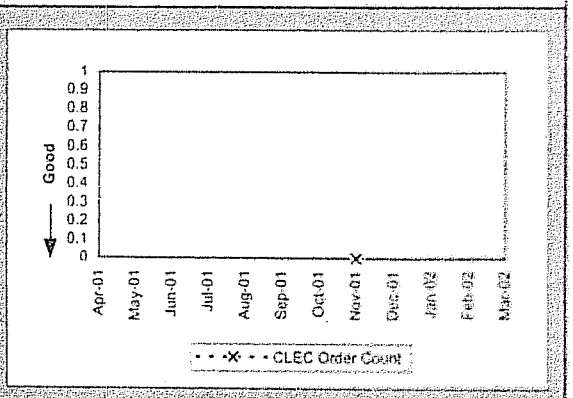

### Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A)

| | CLEC Num | CLEC Dend | CLEC Resu | Std Dev | Qwest Num | Qwest Dend | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | 67 | 2 | 33.50 | | |
| May-01 | | | | | 89 | 2 | 44.50 | | |
| Jun-01 | | | | | 33 | 6 | 5.50 | | |
| Jul-01 | | | | | 73 | 4 | 18.25 | | |
| Aug-01 | | | | | 79 | 2 | 39.50 | | |
| Sep-01 | | | | | 78 | 3 | 26.00 | | |
| Oct-01 | | | | | 86 | 2 | 43.00 | | |
| Nov-01 | 14 | 1 | 14.00 | | 159 | 6 | 26.50 | -0.31 | -1.19 |
| Dec-01 | | | | | 203 | 3 | 67.67 | | |
| Jan-02 | | | | | 817 | 7 | 116.71 | | |
| Feb-02 | | | | | 970 | 9 | 107.78 | | |
| Mar-02 | | | | | 1153 | 11 | 104.82 | | |



Checklist #14 - Resale - Basic ISDN Installation

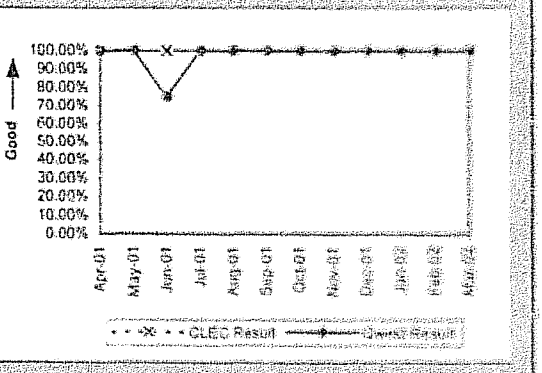
| Percentage Orders Delayed for Facilities Reasons Basic Rate ISDN (OP-15B) | |
|---|---|
| | CLEC Order Count |
| | 0 |



## Checklist #14 - Resale - Basic ISDN Repair

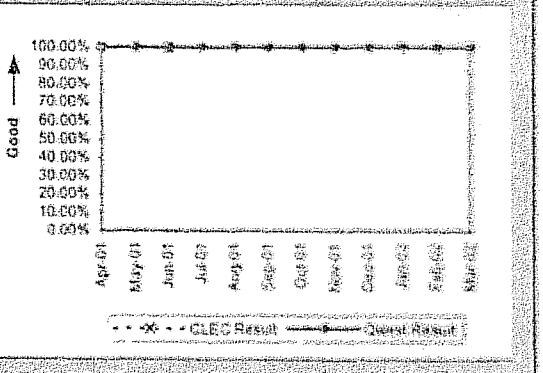
### Out of Service Cleared within 24 hours (Percent) (MR-3A)– Dispatches Within MSAs

| Date | CLEC Num | CLEC Den | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | 4 | 4 | 100.00% | | |
| May-01 | | | | | 2 | 2 | 100.00% | | |
| Jun-01 | 1 | 1 | 100.00% | 0.00% | 3 | 4 | 75.00% | -0.52 | -1.31 |
| Jul-01 | | | | | 6 | 6 | 100.00% | | |
| Aug-01 | | | | | 7 | 7 | 100.00% | | |
| Sep-01 | | | | | 1 | 1 | 100.00% | | |
| Oct-01 | | | | | 8 | 8 | 100.00% | | |
| Nov-01 | | | | | 2 | 2 | 100.00% | | |
| Dec-01 | | | | | 3 | 3 | 100.00% | | |
| Jan-02 | | | | | 1 | 1 | 100.00% | | |
| Feb-02 | | | | | 2 | 2 | 100.00% | | |
| Mar-02 | | | | | 5 | 5 | 100.00% | | |



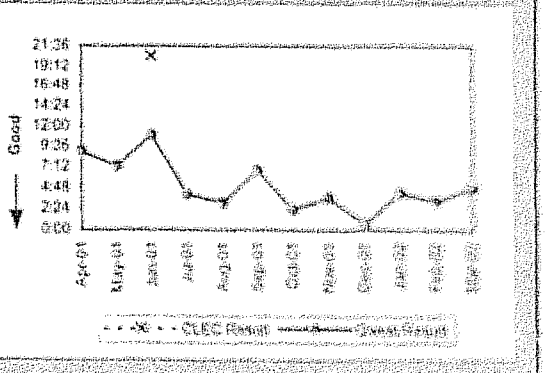

### All Troubles Cleared within 48 hours (Percent) (MR-4A)– Dispatches Within MSAs

| Date | CLEC Num | CLEC Den | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | 4 | 4 | 100.00% | | |
| May-01 | | | | | 2 | 2 | 100.00% | | |
| Jun-01 | 1 | 1 | 100.00% | 0.00% | 4 | 4 | 100.00% | N/A | N/A |
| Jul-01 | | | | | 6 | 6 | 100.00% | | |
| Aug-01 | | | | | 7 | 7 | 100.00% | | |
| Sep-01 | | | | | 1 | 1 | 100.00% | | |
| Oct-01 | | | | | 8 | 8 | 100.00% | | |
| Nov-01 | | | | | 2 | 2 | 100.00% | | |
| Dec-01 | | | | | 3 | 3 | 100.00% | | |
| Jan-02 | | | | | 1 | 1 | 100.00% | | |
| Feb-02 | | | | | 2 | 2 | 100.00% | | |
| Mar-02 | | | | | 5 | 5 | 100.00% | | |



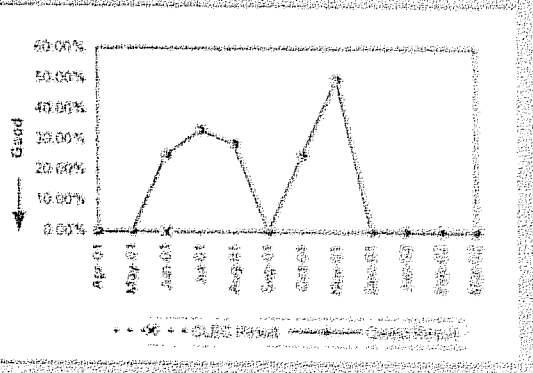

### Mean Time to Restore (Hours:Minutes) (MR-6A)– Dispatches Within MSAs

| Date | CLEC Num | CLEC Den | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | 35:50 | 4 | 8:58 | | |
| May-01 | | | | | 14:34 | 2 | 7:17 | | |
| Jun-01 | 20:26 | 1 | 20:26 | | 43:46 | 4 | 10:[illegible] | 0.3 | -0.82 |
| Jul-01 | | | | | 24:06 | 6 | 4:[illegible] | | |
| Aug-01 | | | | | 21:51 | 7 | 3:[illegible] | | |
| Sep-01 | | | | | 6:51 | 1 | 4:[illegible] | | |
| Oct-01 | | | | | 18:16 | 8 | 2:[illegible] | | |
| Nov-01 | | | | | 7:29 | 2 | 3:44 | | |
| Dec-01 | | | | | 2:05 | 3 | 0:42 | | |
| Jan-02 | | | | | 4:16 | 1 | 4:16 | | |
| Feb-02 | | | | | 6:37 | 2 | 3:18 | | |
| Mar-02 | | | | | 24:14 | 5 | 4:51 | | |




### Repair Repeat Report Rate (Percent) (MR-7A)– Dispatches Within MSAs

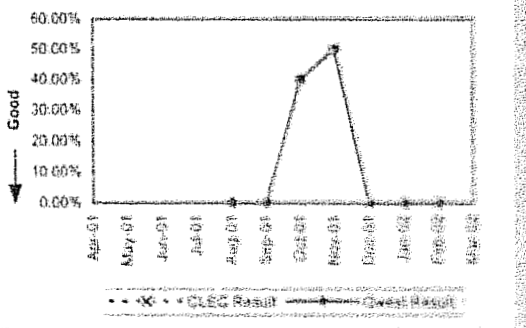
| Date | CLEC Num | CLEC Den | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | 0 | 4 | 0.00% | | |
| May-01 | | | | | 0 | 2 | 0.00% | | |
| Jun-01 | 0 | 1 | 0.00% | 0.00% | 1 | 4 | 25.00% | -0.52 | -1.31 |
| Jul-01 | | | | | 2 | 6 | 33.33% | | |
| Aug-01 | | | | | 2 | 7 | 28.57% | | |
| Sep-01 | | | | | 0 | 1 | 0.00% | | |
| Oct-01 | | | | | 2 | 8 | 25.00% | | |
| Nov-01 | | | | | 1 | 2 | 50.00% | | |
| Dec-01 | | | | | 0 | 3 | 0.00% | | |
| Jan-02 | | | | | 0 | 1 | 0.00% | | |
| Feb-02 | | | | | 0 | 2 | 0.00% | | |
| Mar-02 | | | | | 0 | 5 | 0.00% | | |



## Checklist #14 - Resale - Basic ISDN Repair

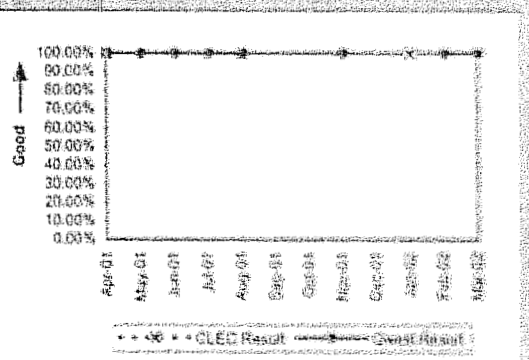
### Repair Repeat Report Rate (Percent) (MR-7A*)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Dend | CLEC Resu | Std Dev | Qwest Num | Qwest Dend | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | | | | | |
| May-01 | | | | | | | | | |
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 0 | 1 | 0.00% | | |
| Sep-01 | | | | | 0 | 1 | 0.00% | | |
| Oct-01 | | | | | 2 | 5 | 40.00% | | |
| Nov-01 | | | | | 1 | 2 | 50.00% | | |
| Dec-01 | | | | | 0 | 2 | 0.00% | | |
| Jan-02 | | | | | 0 | 1 | 0.00% | | |
| Feb-02 | | | | | 0 | 2 | 0.00% | | |
| Mar-02 | | | | | | | | | |



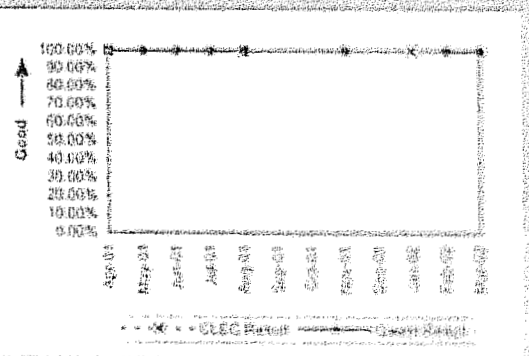

### Out of Service Cleared within 24 hours (Percent) (MR-3B)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Dend | CLEC Resu | Std Dev | Qwest Num | Qwest Dend | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | 1 | 1 | 100.00% | 0.00% | 2 | 2 | 100.00% | N/A | N/A |
| May-01 | | | | | 1 | 1 | 100.00% | | |
| Jun-01 | | | | | 1 | 1 | 100.00% | | |
| Jul-01 | | | | | 1 | 1 | 100.00% | | |
| Aug-01 | 2 | 2 | 100.00% | 0.00% | 3 | 3 | 100.00% | N/A | N/A |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | 2 | 2 | 100.00% | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | 4 | 4 | 100.00% | 0.00% | | | | | |
| Feb-02 | | | | | 1 | 1 | 100.00% | | |
| Mar-02 | | | | | 2 | 2 | 100.00% | | |



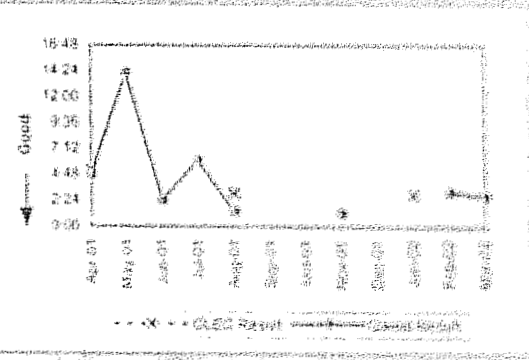

### All Troubles Cleared within 48 hours (Percent) (MR-4B)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Dend | CLEC Resu | Std Dev | Qwest Num | Qwest Dend | Qwest Re | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | 1 | 1 | 100.00% | 0.00% | 2 | 2 | 100.00 | N/A | N/A |
| May-01 | | | | | 1 | 1 | 100.00 | | |
| Jun-01 | | | | | 1 | 1 | 100.0 | | |
| Jul-01 | | | | | 1 | 1 | 100 | | |
| Aug-01 | 2 | 2 | 100.00% | 0.00% | 3 | 3 | 10 0% | N/A | N/A |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | 2 | | 100.00% | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | 4 | 4 | 100.00% | 0.00% | | | | | |
| Feb-02 | | | | | 1 | 1 | 100.00% | | |
| Mar-02 | | | | | 2 | 2 | 100.00% | | |




### Mean Time to Restore (Hours:Minutes) (MR-6B)-- Dispatches Outside MSAs

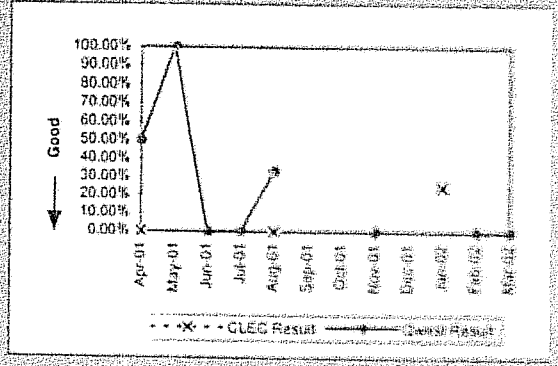
| Date | CLEC Num | CLEC Dend | CLEC Resu | Std Dev | Qwest Num | Qwest Dend | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | 5:19 | 1 | 5:19 | | 9:43 | 2 | 4:52 | 0:65 | -0:97 |
| May-01 | | | | | 14:13 | 1 | 14:13 | | |
| Jun-01 | | | | | 2:27 | 1 | 2:27 | | |
| Jul-01 | | | | | 6:08 | 1 | 6:08 | | |
| Aug-01 | 6:11 | 2 | 3:06 | 4:04 | 4:14 | 3 | 1:25 | 0:52 | -0:68 |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | 2:30 | 2 | 1:15 | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | 12:04 | 4 | 3:01 | 0:11 | | | | | |
| Feb-02 | | | | | 3:14 | 1 | 3:14 | | |
| Mar-02 | | | | | 5:40 | 2 | 2:50 | | |



## Checklist #14 - Resale - Basic ISDN Repair

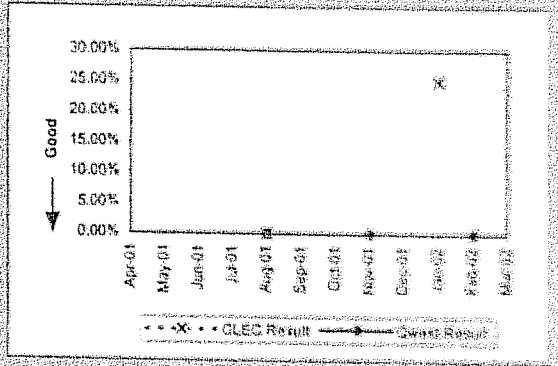
Repair Repeat Report Rate (Percent) (MR-7B)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Dend | CLEC Resu | Std Dev | Qwest Num | Qwest Dend | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | 0 | 1 | 0.00% | 0.00% | 1 | 2 | 50.00% | -0.82 | -1.5 |
| May-01 | | | | | 1 | 1 | 100.00% | | |
| Jun-01 | | | | | 0 | 1 | 0.00% | | |
| Jul-01 | | | | | 0 | 1 | 0.00% | | |
| Aug-01 | 0 | 2 | 0.00% | 0.00% | 1 | 3 | 33.33% | -0.77 | -1.47 |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | 0 | 2 | 0.00% | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | 1 | 4 | 25.00% | 43.30% | | | | | |
| Feb-02 | | | | | 0 | 1 | 0.00% | | |
| Mar-02 | | | | | 0 | 2 | 0.00% | | |



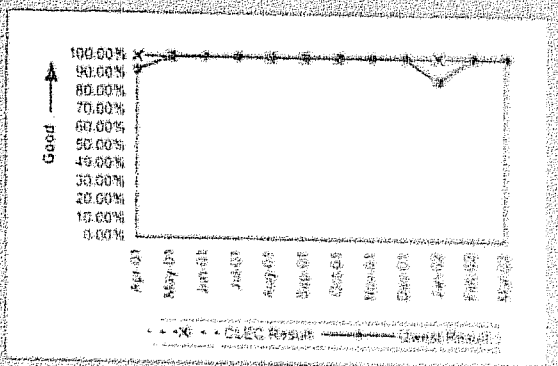

Repair Repeat Report Rate (Percent) (MR-7B*)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Dend | CLEC Resu | Std Dev | Qwest Num | Qwest Dend | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | | | | | |
| May-01 | | | | | | | | | |
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | 0 | 2 | 0.00% | 0.00% | 0 | 1 | 0.00% | N/A | N/A |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | 0 | 2 | 0.00% | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | 1 | 4 | 25.00% | 43.30% | | | | | |
| Feb-02 | | | | | 0 | 1 | 0.00% | | |
| Mar-02 | | | | | | | | | |



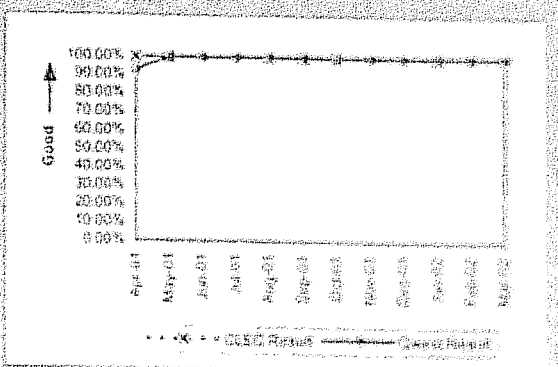

Out of Service Cleared within 24 hours (Percent) (MR-3C)-- No Dispatches

| Date | CLEC Num | CLEC Dend | CLEC Resu | Std Dev | Qwest Num | Qwest Dend | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | 2 | 2 | 100.00% | 0.00% | 12 | 13 | 92.31% | -0.38 | -1.23 |
| May-01 | 1 | 1 | 100.00% | 0.00% | 14 | 14 | 100.00% | N/A | N/A |
| Jun-01 | | | | | 12 | 12 | 100.00% | | |
| Jul-01 | | | | | 15 | 15 | 100.0 % | | |
| Aug-01 | 2 | 2 | 100.00% | 0.00% | 13 | 13 | 100.( % | N/A | N/A |
| Sep-01 | 1 | 1 | 100.00% | 0.00% | 13 | 13 | 100 ( % | N/A | N/A |
| Oct-01 | 1 | 1 | 100.00% | 0.00% | 11 | 11 | 100 ( % | N/A | N/A |
| Nov-01 | | | | | 10 | 10 | 100 % | | |
| Dec-01 | | | | | 9 | 9 | 100 0% | | |
| Jan-02 | 1 | 1 | 100.00% | 0.00% | 7 | 8 | 50% | -0.36 | -1.22 |
| Feb-02 | | | | | 5 | 5 | .0.00% | | |
| Mar-02 | | | | | 11 | 11 | 100.00% | | |




All Troubles Cleared within 48 hours (Percent) (MR-4C) -- o Dispatches

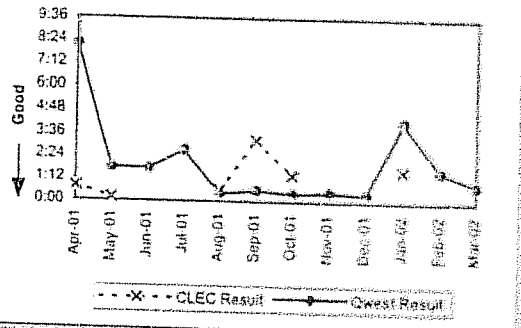
| Date | CLEC Num | CLEC Dend | CLEC Resu | Std Dev | Qwest Num | Qwes- ..end | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | 2 | 2 | 100.00% | 0.00% | 13 | 14 | 92.86% | -0.37 | -1.22 |
| May-01 | 1 | 1 | 100.00% | 0.00% | 14 | 14 | 100.00% | N/A | N/A |
| Jun-01 | | | | | 12 | 12 | 100.00% | | |
| Jul-01 | | | | | 15 | 15 | 100.00% | | |
| Aug-01 | 2 | 2 | 100.00% | 0.00% | 13 | 13 | 100.00% | N/A | N/A |
| Sep-01 | 1 | 1 | 100.00% | 0.00% | 13 | 13 | 100.00% | N/A | N/A |
| Oct-01 | 1 | 1 | 100.00% | 0.00% | 11 | 11 | 100.00% | N/A | N/A |
| Nov-01 | | | | | 10 | 10 | 100.00% | | |
| Dec-01 | | | | | 9 | 9 | 100.00% | | |
| Jan-02 | 1 | 1 | 100.00% | 0.00% | 8 | 8 | 100.00% | N/A | N/A |
| Feb-02 | | | | | 5 | 5 | 100.00% | | |
| Mar-02 | | | | | 11 | 11 | 100.00% | | |



## Checklist #14 - Resale - Basic ISDN Repair

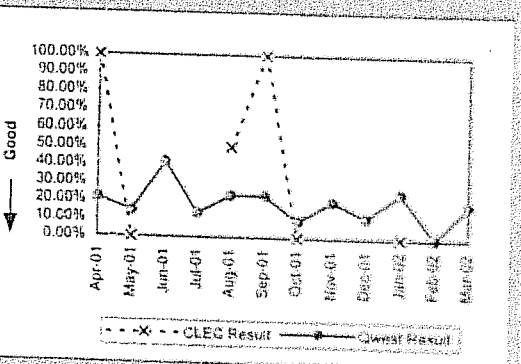
Mean Time to Restore (Hours:Minutes) (MR-6C)-- No Dispatches

| Date | CLEC Num | CLEC Dend | CLEC Resu | Std Dev | Qwest Num | Qwest Dend | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | 1:32 | 2 | 0:46 | 1:02 | 114:00 | 14 | 8:09 | -0.51 | -1.31 |
| May-01 | 0:10 | 1 | 0:10 | | 24:40 | 14 | 1:46 | -1.06 | -1.64 |
| Jun-01 | | | | | 20:59 | 12 | 1:45 | | |
| Jul-01 | | | | | 40:38 | 15 | 2:43 | | |
| Aug-01 | 1:12 | 2 | 0:36 | 0:06 | 5:20 | 13 | 0:25 | 0.59 | -0.64 |
| Sep-01 | 3:16 | 1 | 3:16 | | 7:39 | 13 | 0:35 | 1.77 | 0.08 |
| Oct-01 | 1:25 | 1 | 1:25 | | 4:40 | 11 | 0:25 | 1.1 | -0.33 |
| Nov-01 | | | | | 4:56 | 10 | 0:30 | | |
| Dec-01 | | | | | 3:37 | 9 | 0:24 | | |
| Jan-02 | 1:41 | 1 | 1:41 | | 33:56 | 8 | 4:15 | -0.24 | -1.14 |
| Feb-02 | | | | | 8:09 | 5 | 1:38 | | |
| Mar-02 | | | | | 10:08 | 11 | 0:55 | | |



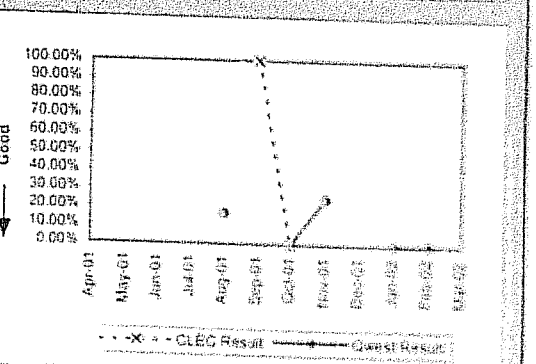

Repair Repeat Report Rate (Percent) (MR-7C)-- No Dispatches

| Date | CLEC Num | CLEC Dend | CLEC Resu | Std Dev | Qwest Num | Qwest Dend | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | 2 | 2 | 100.00% | 0.00% | 3 | 14 | 21.43% | 1.87 | 0.13 |
| May-01 | 0 | 1 | 0.00% | 0.00% | 2 | 14 | 14.29% | -0.39 | -1.24 |
| Jun-01 | | | | | 5 | 12 | 41.67% | | |
| Jul-01 | | | | | 2 | 15 | 13.33% | | |
| Aug-01 | 1 | 2 | 50.00% | 50.00% | 3 | 13 | 23.08% | 0.59 | -0.64 |
| Sep-01 | 1 | 1 | 100.00% | 0.00% | 3 | 13 | 23.08% | 1.11 | -0.32 |
| Oct-01 | 0 | 1 | 0.00% | 0.00% | 1 | 11 | 9.09% | -0.3 | -1.18 |
| Nov-01 | | | | | 2 | 10 | 20.00% | | |
| Dec-01 | | | | | 1 | 9 | 11.11% | | |
| Jan-02 | 0 | 1 | 0.00% | 0.00% | 2 | 8 | 25.00% | -0.54 | -1.33 |
| Feb-02 | | | | | 0 | 5 | 0.00% | | |
| Mar-02 | | | | | 2 | 11 | 18.18% | | |



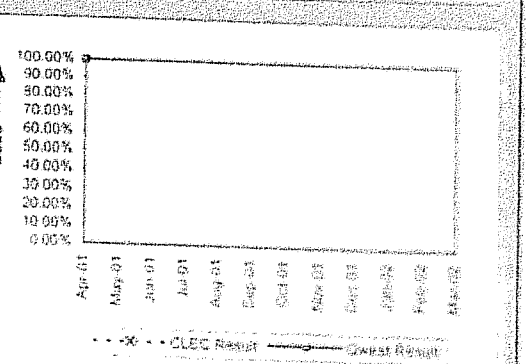

Repair Repeat Report Rate (Percent) (MR-7C)-- No Dispatches

| Date | CLEC Num | CLEC Dend | CLEC Resu | Std Dev | Qwest Num | Qwest Dend | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | | | | | |
| May-01 | | | | | | | | | |
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | 1 | 1 | 100.00% | 0.00% | 1 | 6 | 16.67% | | |
| Oct-01 | 0 | 1 | 0.00% | 0.00% | 0 | 4 | 0.0 % | N/A | N/A |
| Nov-01 | | | | | 1 | 4 | 25.0 % | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | 0 | 3 | 0 % | | |
| Feb-02 | | | | | 0 | 2 | 0 % | | |
| Mar-02 | | | | | | | | | |




Repair Appointments Met (Percent) (MR-9C)-- No Dispatches

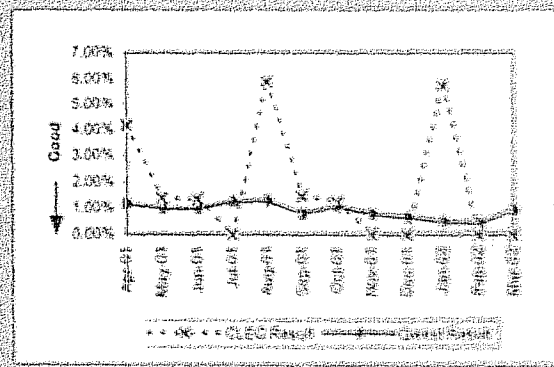
| Date | CLEC Num | CLEC Dend | CLEC Resu | Std Dev | Qwest Num | Qwest De | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | 1 | 1 | 100.00% | | |
| May-01 | | | | | | | | | |
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | | | | | |



## Checklist #14 - Resale - Basic ISDN Repair

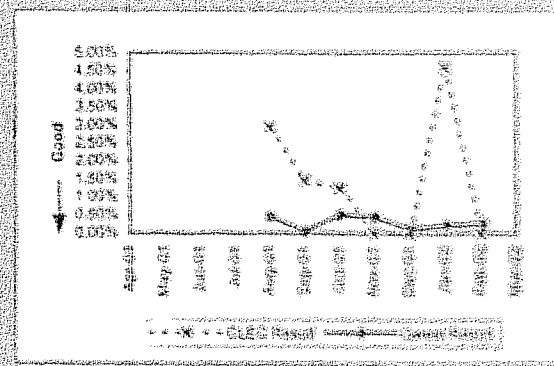
### Trouble Rate (Percent) (MR-8)

| Date | CLEC Num | CLEC Den | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | 3 | 72 | 4.17% | 19.98% | 20 | 1710 | 1.17% | 1.92 | 0.11 |
| May-01 | 1 | 72 | 1.39% | 11.70% | 17 | 1723 | 0.99% | 0.38 | -0.77 |
| Jun-01 | 1 | 74 | 1.35% | 11.55% | 17 | 1730 | 0.98% | 0.36 | -0.78 |
| Jul-01 | 0 | 69 | 0.00% | 0.00% | 22 | 1760 | 1.25% | -0.92 | -1.56 |
| Aug-01 | 4 | 68 | 5.88% | 23.53% | 23 | 1795 | 1.28% | 2.43 | 0.48 |
| Sep-01 | 1 | 68 | 1.47% | 12.04% | 14 | 1796 | 0.78% | 0.61 | -0.63 |
| Oct-01 | 1 | 80 | 1.25% | 11.11% | 19 | 1777 | 1.07% | 0.22 | -0.87 |
| Nov-01 | 0 | 83 | 0.00% | 0.00% | 14 | 1831 | 0.76% | -0.78 | -1.48 |
| Dec-01 | 0 | 76 | 0.00% | 0.00% | 12 | 1848 | 0.65% | -0.69 | -1.42 |
| Jan-02 | 5 | 87 | 5.75% | 23.27% | 9 | 1866 | 0.48% | 3.73 | 1.27 |
| Feb-02 | 0 | 86 | 0.00% | 0.00% | 8 | 1879 | 0.43% | -0.59 | -1.36 |
| Mar-02 | 0 | 82 | 0.00% | 0.00% | 18 | 1884 | 0.96% | -0.87 | -1.53 |



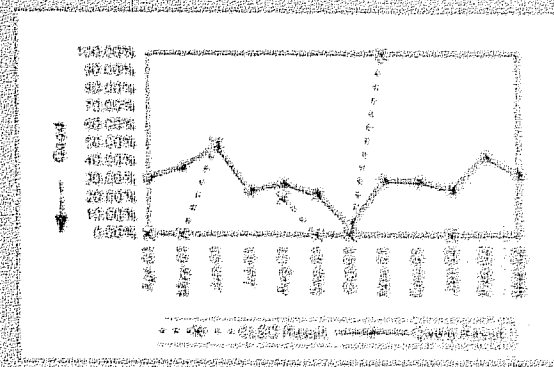

### Trouble Rate (Percent) (MR-8*)

| Date | CLEC Num | CLEC Den | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | | | | | |
| May-01 | | | | | | | | | |
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | 2 | 68 | 2.94% | 16.90% | 8 | 1795 | 0.45% | 1.99 | 0.21 |
| Sep-01 | 1 | 68 | 1.47% | 12.04% | 1 | 1796 | 0.06% | 1.86 | 0.53 |
| Oct-01 | 1 | 80 | 1.25% | 11.11% | 9 | 1777 | 0.51% | 0.79 | -0.52 |
| Nov-01 | 0 | 83 | 0.00% | 0.00% | 8 | 1831 | 0.44% | -0.59 | -1.36 |
| Dec-01 | 0 | 76 | 0.00% | 0.00% | 2 | 1848 | 0.11% | -0.28 | -1.17 |
| Jan-02 | 4 | 87 | 4.60% | 20.94% | 4 | 1866 | 0.21% | 3.76 | 1.29 |
| Feb-02 | 0 | 86 | 0.00% | 0.00% | 5 | 1879 | 0.27% | -0.47 | -1.28 |
| Mar-02 | | | | | | | | | |




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

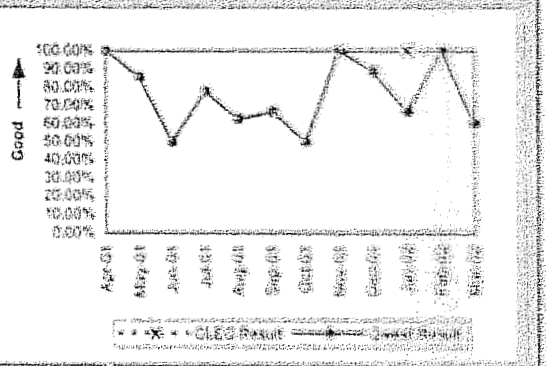
| Date | CLEC Num | CLEC Den | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | 0 | 3 | 0.00% | 0.00% | 9 | 29 | 31.0[illegible]% | -1.11 | -1.65 |
| May-01 | 0 | 1 | 0.00% | 0.00% | 10 | 27 | 37.0[illegible]% | -0.75 | -1.46 |
| Jun-01 | 1 | 2 | 50.00% | 50.00% | 16 | 33 | 48.4[illegible]% | -0.05 | -1.03 |
| Jul-01 | | | | | 7 | 29 | 24.1[illegible]% | | |
| Aug-01 | 1 | 5 | 20.00% | 40.00% | 9 | 32 | 28.1[illegible]% | -0.38 | -1.23 |
| Sep-01 | 0 | 1 | 0.00% | 0.00% | 4 | 18 | 22.2[illegible]% | -0.52 | -1.33 |
| Oct-01 | 0 | 1 | 0.00% | 0.00% | 1 | 20 | .0% | -0.22 | -1.14 |
| Nov-01 | 1 | 1 | 100.00% | 0.00% | 6 | 20 | .00% | 1 | -0.33 |
| Dec-01 | | | | | 5 | 17 | 29.41% | | |
| Jan-02 | 0 | 5 | 0.00% | 0.00% | 3 | [illegible] | 25.00% | -1.08 | -1.66 |
| Feb-02 | | | | | 6 | [illegible] | 42.86% | | |
| Mar-02 | | | | | 9 | 27 | 33.33% | | |



## Checklist #14 - Resale - Qwest DSL Installation

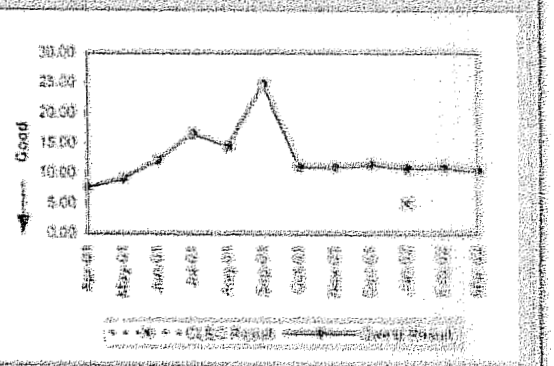
### Installation Commitments Met (Percent) (OP-3A)– Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | Std Dev | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | 4 | 4 | 100.00% | | |
| May-01 | | | | | 6 | 7 | 85.71% | | |
| Jun-01 | | | | | 3 | 6 | 50.00% | | |
| Jul-01 | | | | | 7 | 9 | 77.78% | | |
| Aug-01 | | | | | 5 | 8 | 62.50% | | |
| Sep-01 | | | | | 2 | 3 | 66.67% | | |
| Oct-01 | | | | | 4 | 8 | 50.00% | | |
| Nov-01 | | | | | 4 | 4 | 100.00% | | |
| Dec-01 | | | | | 8 | 9 | 88.89% | | |
| Jan-02 | 1 | 1 | 100.00% | 0.00% | 4 | 6 | 66.67% | -0.65 | -1.4 |
| Feb-02 | | | | | 8 | 8 | 100.00% | | |
| Mar-02 | | | | | 3 | 5 | 60.00% | | |



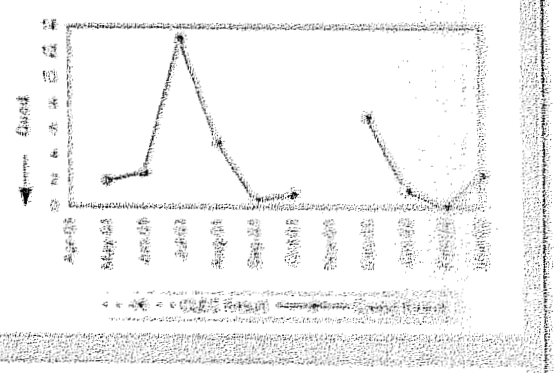

### Installation Interval (Average Days) (OP-4A)– Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | Std Dev | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | 31 | 4 | 7.75 | | |
| May-01 | | | | | 64 | 7 | 9.14 | | |
| Jun-01 | | | | | 73 | 6 | 12.17 | | |
| Jul-01 | | | | | 165 | 10 | 16.50 | | |
| Aug-01 | | | | | 130 | 9 | 14.44 | | |
| Sep-01 | | | | | 99 | 4 | 24.75 | | |
| Oct-01 | | | | | 100 | 9 | 11.11 | | |
| Nov-01 | | | | | 44 | 4 | 11.00 | | |
| Dec-01 | | | | | 103 | 9 | 11.44 | | |
| Jan-02 | 5 | 1 | 5.00 | | 76 | 7 | 10.86 | -1.03 | -1.63 |
| Feb-02 | | | | | 98 | 9 | 10.89 | | |
| Mar-02 | | | | | 52 | 5 | 10.40 | | |



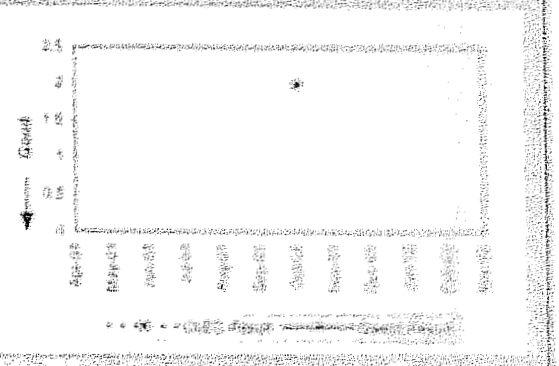

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-1)– Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | Std Dev | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | | | | | |
| May-01 | | | | | 2 | 1 | 2.00 | | |
| Jun-01 | | | | | 8 | 3 | 2.67 | | |
| Jul-01 | | | | | 26 | 2 | 13.00 | | |
| Aug-01 | | | | | 20 | 4 | 5.00 | | |
| Sep-01 | | | | | 1 | 2 | 0.50 | | |
| Oct-01 | | | | | 4 | 4 | 1.00 | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | 7 | 1 | 7.00 | | |
| Jan-02 | | | | | 4 | 3 | 1.33 | | |
| Feb-02 | | | | | 0 | 1 | 0.00 | | |
| Mar-02 | | | | | 5 | 2 | 2.50 | | |




### Delayed Days for Facility Reasons (Average Days) (OP-6B-1)– Dispatches Within MSAs

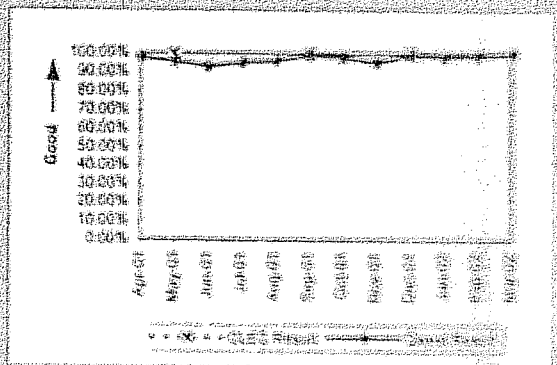
| Date | CLEC Num | CLEC Denom | CLEC Result | Std Dev | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | | | | | |
| May-01 | | | | | | | | | |
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | 2 | 1 | 2.00 | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | | | | | |



## Checklist #14 - Resale - Qwest DSL Installation

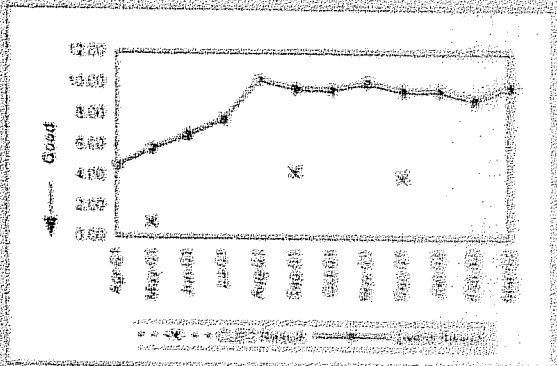
### Installation Commitments Met (Percent) (OP-3C)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | Std Dev | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | 134 | 137 | 97.81% | | |
| May-01 | 1 | 1 | 100.00% | 0.00% | 159 | 166 | 95.78% | -0.21 | -1.13 |
| Jun-01 | | | | | 183 | 197 | 92.89% | | |
| Jul-01 | | | | | 171 | 180 | 95.00% | | |
| Aug-01 | | | | | 97 | 101 | 96.04% | | |
| Sep-01 | 3 | 3 | 100.00% | 0.00% | 86 | 87 | 98.85% | -0.18 | -1.11 |
| Oct-01 | | | | | 177 | 181 | 97.79% | | |
| Nov-01 | | | | | 102 | 107 | 95.33% | | |
| Dec-01 | 1 | 1 | 100.00% | 0.00% | 202 | 203 | 99.51% | -0.07 | -1.04 |
| Jan-02 | | | | | 175 | 178 | 98.31% | | |
| Feb-02 | | | | | 176 | 178 | 98.88% | | |
| Mar-02 | | | | | 208 | 208 | 100.00% | | |



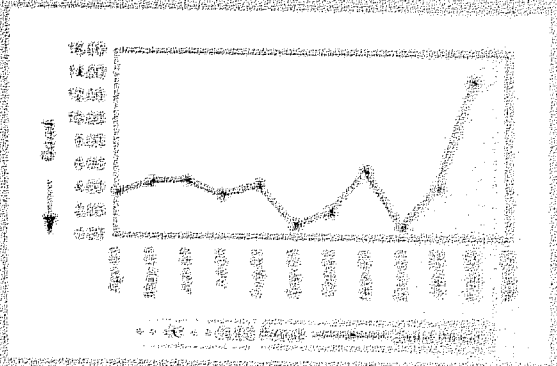

### Installation Interval (Average Days) (OP-4C)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | Std Dev | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | 642 | 137 | 4.69 | | |
| May-01 | 1 | 1 | 1.00 | | 755 | 130 | 5.81 | -0.59 | -1.6 |
| Jun-01 | | | | | 1110 | 166 | 6.69 | | |
| Jul-01 | | | | | 1117 | 145 | 7.70 | | |
| Aug-01 | | | | | 706 | 69 | 10.23 | | |
| Sep-01 | 13 | 3 | 4.33 | 3.21 | 655 | 68 | 9.63 | -5.07 | -4.63 |
| Oct-01 | | | | | 1287 | 134 | 9.60 | | |
| Nov-01 | | | | | 503 | 50 | 10.06 | | |
| Dec-01 | 4 | 1 | 4.00 | | 800 | 84 | 9.52 | -3.35 | -3.04 |
| Jan-02 | | | | | 829 | 87 | 9.53 | | |
| Feb-02 | | | | | 1298 | 145 | 8.95 | | |
| Mar-02 | | | | | 1470 | 150 | 9.80 | | |



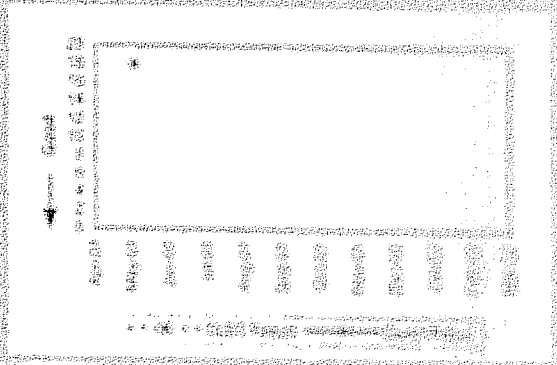

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-3)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | Std Dev | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | 11 | 3 | 3.67 | | |
| May-01 | | | | | 28 | 6 | 4.67 | | |
| Jun-01 | | | | | 67 | 14 | 4.79 | | |
| Jul-01 | | | | | 32 | 6 | 5.33 | | |
| Aug-01 | | | | | 18 | 4 | 4.50 | | |
| Sep-01 | | | | | 1 | 1 | 1.00 | | |
| Oct-01 | | | | | 9 | 4 | 2.25 | | |
| Nov-01 | | | | | 34 | 6 | 5.67 | | |
| Dec-01 | | | | | 1 | 1 | 1.00 | | |
| Jan-02 | | | | | 13 | 3 | 4.33 | | |
| Feb-02 | | | | | 27 | 2 | 13.50 | | |
| Mar-02 | | | | | | | | | |




### Delayed Days for Facility Reasons (Average Days) (OP-6B-3)-- No Dispatches

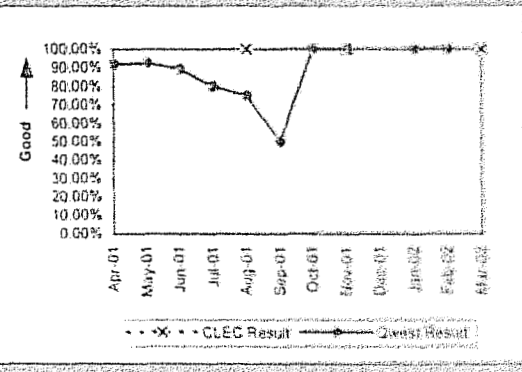
| Date | CLEC Num | CLEC Denom | CLEC Result | Std Dev | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | | | | | |
| May-01 | | | | | 18 | 1 | 18.00 | | |
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | | | | | |



## Checklist #14 - Resale - Qwest DSL Installation

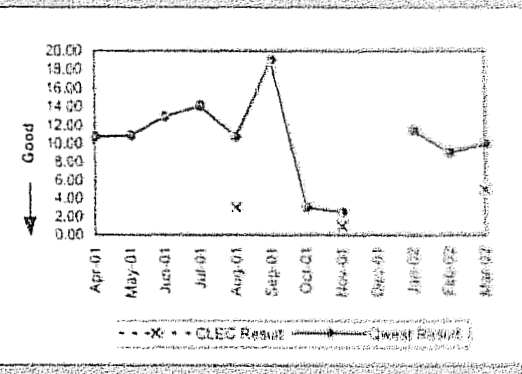
### Installation Commitments Met (Percent) (OP-3E)-- Interval Zone Two

| Date | CLEC Num | CLEC Den | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| | | | | | 135 | 147 | 91.84% | | |
| | | | | | 75 | 81 | 92.59% | | |
| | | | | | 50 | 56 | 89.29% | | |
| | | | | | 4 | 5 | 80.00% | | |
| | 1 | 1 | 100.00% | 0.00% | 3 | 4 | 75.00% | -0.52 | -1.31 |
| | | | | | 1 | 2 | 50.00% | | |
| | | | | | 1 | 1 | 100.00% | | |
| | 1 | 1 | 100.00% | 0.00% | 2 | 2 | 100.00% | N/A | N/A |
| | | | | | | | | | |
| | | | | | 2 | 2 | 100.00% | | |
| | | | | | 1 | 1 | 100.00% | | |
| | 1 | 1 | 100.00% | 0.00% | | | | | |



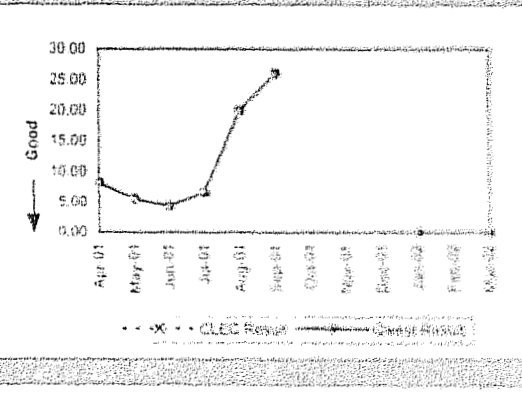

### Installation Interval (Average Days) (OP-4E)-- Interval Zone Two

| Date | CLEC Num | CLEC Den | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| | | | | | 1541 | 144 | 10.70 | | |
| | | | | | 883 | 81 | 10.90 | | |
| | | | | | 724 | 56 | 12.93 | | |
| | | | | | 99 | 7 | 14.14 | | |
| | 1 | 1 | 3.00 | | 43 | 4 | 10.75 | -0.7 | -1.43 |
| | | | | | 38 | 2 | 19.00 | | |
| | | | | | 3 | 1 | 3.00 | | |
| | 1 | 1 | 1.00 | | 5 | 2 | 2.50 | -0.58 | -1.35 |
| | | | | | | | | | |
| | | | | | 57 | 5 | 11.40 | | |
| | | | | | 9 | 1 | 9.00 | | |
| | 5 | 1 | 5.00 | | 10 | 1 | 10.00 | | |



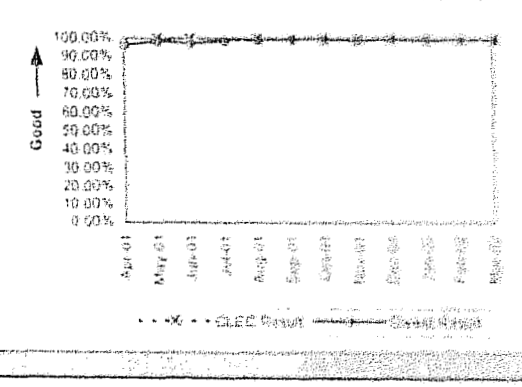

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5)-- Interval Zone Two

| Date | CLEC Num | CLEC Den | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| | | | | | 97 | 12 | 8.08 | | |
| | | | | | 33 | 6 | 5.50 | | |
| | | | | | 26 | 6 | 4.33 | | |
| | | | | | 20 | 3 | 6.67 | | |
| | | | | | 20 | 1 | 20.00 | | |
| | | | | | 26 | 1 | 26.00 | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | 0 | 1 | 0.00 | | |
| | | | | | | | | | |
| | | | | | 0 | 1 | 0.00 | | |




### New Service Installation Quality (Percent) (OP-5)-- Interval Zone One and Two

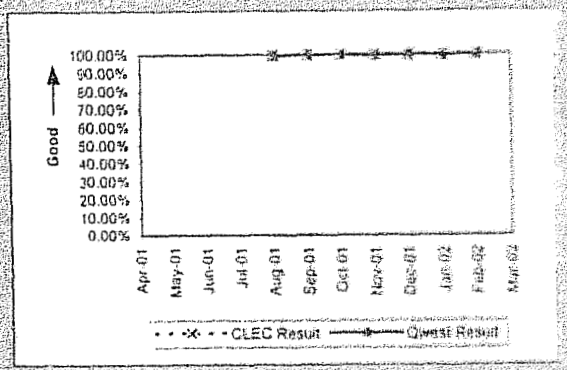
| Date | CLEC Num | CLEC Den | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| | | | | | 291 | 302 | 96.36% | | |
| | 1 | 1 | 100.00% | 0.00% | 273 | 277 | 98.56% | -0.12 | -1.07 |
| | 1 | 1 | 100.00% | 0.00% | 259 | 266 | 97.37% | -0.16 | -1.1 |
| | | | | | 231 | 234 | 98.72% | | |
| | 1 | 1 | 100.00% | 0.00% | 155 | 156 | 99.36% | -0.08 | -1.05 |
| | 2 | 2 | 100.00% | 0.00% | 104 | 104 | 100.00% | N/A | N/A |
| | 2 | 2 | 100.00% | 0.00% | 142 | 142 | 100.00% | N/A | N/A |
| | 1 | 1 | 100.00% | 0.00% | 152 | 153 | 99.35% | -0.08 | -1.05 |
| | 1 | 1 | 100.00% | 0.00% | 163 | 163 | 100.00% | N/A | N/A |
| | 1 | 1 | 100.00% | 0.00% | 200 | 201 | 99.50% | -0.07 | -1.04 |
| | 1 | 1 | 100.00% | 0.00% | 189 | 189 | 100.00% | N/A | N/A |
| | 1 | 1 | 100.00% | 0.00% | 200 | 201 | 99.50% | -0.07 | -1.04 |



## Checklist #14 - Resale - Qwest DSL Installation

New Service Installation Quality (Percent) (OP-5)– Interval Zone One and Two

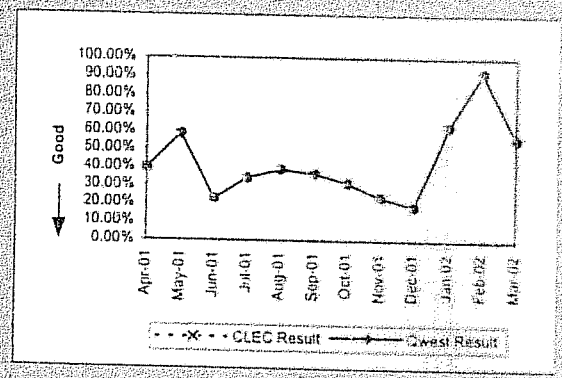
| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | | | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Resu | Mod Z Scr | Panty Scr |
| | | | 100.00% | 0.00% | 155 | 156 | 99.36% | -0.08 | -1.05 |
| | | | 100.00% | 0.00% | 104 | 104 | 100.00% | N/A | N/A |
| | | | 100.00% | 0.00% | 142 | 142 | 100.00% | N/A | N/A |
| | | | 100.00% | 0.00% | 152 | 153 | 99.35% | -0.08 | -1.05 |
| | | | 100.00% | 0.00% | 163 | 163 | 100.00% | N/A | N/A |
| | | | 100.00% | 0.00% | 200 | 201 | 99.50% | -0.07 | -1.04 |
| | | | 100.00% | 0.00% | 189 | 189 | 100.00% | N/A | N/A |



## Checklist #14 - Resale - Qwest DSL Repair

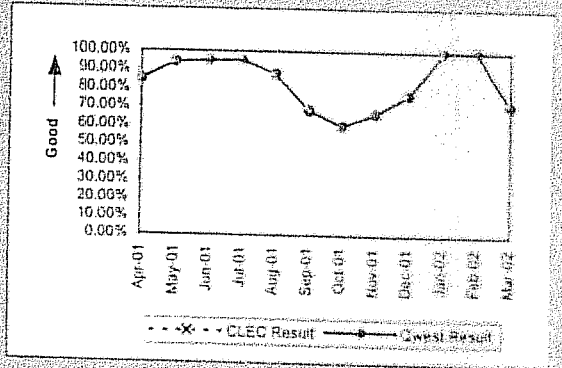
Customer Not Now Qwest Related Trouble Reports (Percent) (MR-10)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Den | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| | | | | | 27 | 68 | 39.71% | | |
| | | | | | 24 | 41 | 58.54% | | |
| | | | | | 12 | 52 | 23.08% | | |
| | | | | | 11 | 32 | 34.38% | | |
| | | | | | 16 | 41 | 39.02% | | |
| | | | | | 11 | 30 | 36.67% | | |
| | | | | | 7 | 22 | 31.82% | | |
| | | | | | 5 | 21 | 23.81% | | |
| | | | | | 3 | 16 | 18.75% | | |
| | | | | | 22 | 35 | 62.86% | | |
| | | | | | 23 | 25 | 92.00% | | |
| | | | | | 9 | 16 | 56.25% | | |



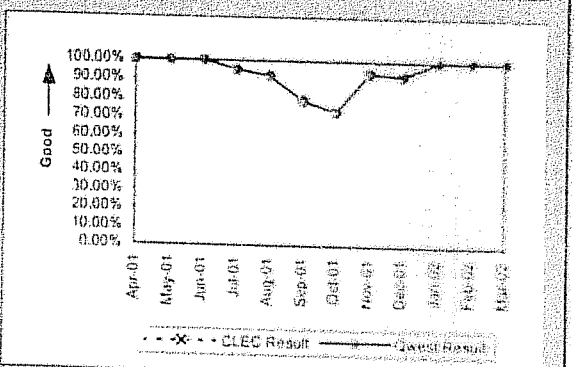

Out of Service Cleared within 24 hours (Percent) (MR-3E)-- Interval Zone Two

| Date | CLEC Num | CLEC Den | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| | | | | | 35 | 41 | 85.37% | | |
| | | | | | 16 | 17 | 94.12% | | |
| | | | | | 38 | 40 | 95.00% | | |
| | | | | | 20 | 21 | 95.24% | | |
| | | | | | 22 | 25 | 88.00% | | |
| | | | | | 13 | 19 | 68.42% | | |
| | | | | | 9 | 15 | 60.00% | | |
| | | | | | 10 | 15 | 66.67% | | |
| | | | | | 10 | 13 | 76.92% | | |
| | | | | | 13 | 13 | 100.00% | | |
| | | | | | 2 | 2 | 100.00% | | |
| | | | | | 5 | 7 | 71.43% | | |



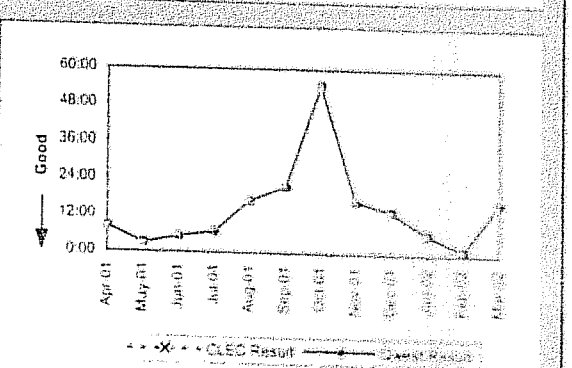

All Troubles Cleared within 48 hours (Percent) (MR-4E)-- Interval Zone Two

| Date | CLEC Num | CLEC Den | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| | | | | | 41 | 41 | 100.00% | | |
| | | | | | 17 | 17 | 100.00% | | |
| | | | | | 40 | 40 | 100.00% | | |
| | | | | | 20 | 21 | 5.24% | | |
| | | | | | 23 | 25 | 2.00% | | |
| | | | | | 15 | 19 | 8.95% | | |
| | | | | | 11 | 15 | 3.33% | | |
| | | | | | 15 | 16 | 93.75% | | |
| | | | | | 12 | 13 | 92.31% | | |
| | | | | | 13 | 13 | 100.00% | | |
| | | | | | 2 | | 100.00% | | |
| | | | | | 7 | 7 | 100.00% | | |




Mean Time to Restore (Hours:Minutes) (MR-6E)-- Interval Zone Two

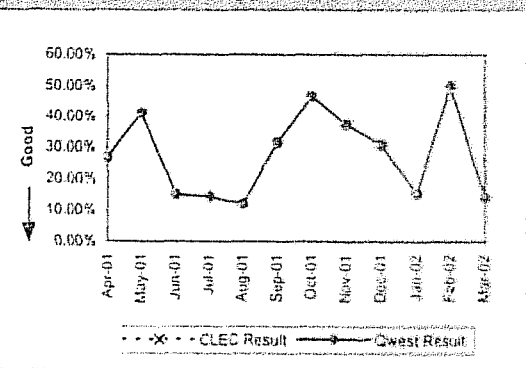
| Date | CLEC Num | CLEC Den | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| | | | | | 338:09 | 41 | 8:15 | | |
| | | | | | 49:06 | 17 | 2:53 | | |
| | | | | | 208:17 | 40 | 5:12 | | |
| | | | | | 141:22 | 21 | 6:44 | | |
| | | | | | 428:50 | 25 | 17:09 | | |
| | | | | | 412:46 | 19 | 21:43 | | |
| | | | | | 819:43 | 15 | 54:39 | | |
| | | | | | 273:44 | 16 | 17:07 | | |
| | | | | | 180:11 | 13 | 13:52 | | |
| | | | | | 83:23 | 13 | 6:25 | | |
| | | | | | 2:56 | 2 | 1:28 | | |
| | | | | | 116:57 | 7 | 16:42 | | |



## Checklist #14 - Resale - Qwest DSL Repair

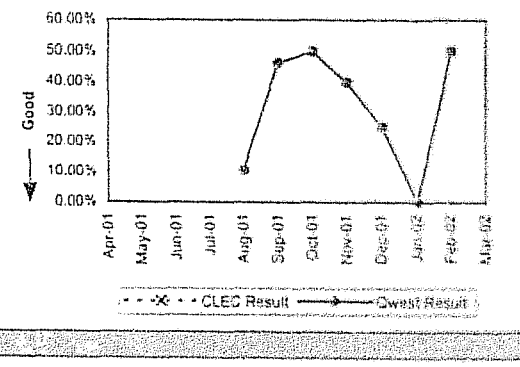
### Repair Repeat Report Rate (Percent) (MR-7E)-- Interval Zone Two

| Date | CLEC Num | CLEC Den | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | 11 | 41 | 26.83% | | |
| May-01 | | | | | 7 | 17 | 41.18% | | |
| Jun-01 | | | | | 6 | 40 | 15.00% | | |
| Jul-01 | | | | | 3 | 21 | 14.29% | | |
| Aug-01 | | | | | 3 | 25 | 12.00% | | |
| Sep-01 | | | | | 6 | 19 | 31.58% | | |
| Oct-01 | | | | | 7 | 15 | 46.67% | | |
| Nov-01 | | | | | 6 | 16 | 37.50% | | |
| Dec-01 | | | | | 4 | 13 | 30.77% | | |
| Jan-02 | | | | | 2 | 13 | 15.38% | | |
| Feb-02 | | | | | 1 | 2 | 50.00% | | |
| Mar-02 | | | | | 1 | 7 | 14.29% | | |



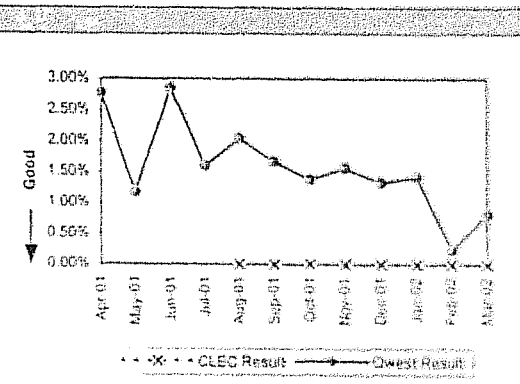

### Repair Repeat Report Rate (Percent) (MR-7E*)-- Interval Zone Two

| Date | CLEC Num | CLEC Den | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | | | | | |
| May-01 | | | | | | | | | |
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 2 | 19 | 10.53% | | |
| Sep-01 | | | | | 6 | 13 | 46.15% | | |
| Oct-01 | | | | | 5 | 10 | 50.00% | | |
| Nov-01 | | | | | 4 | 10 | 40.00% | | |
| Dec-01 | | | | | 2 | 8 | 25.00% | | |
| Jan-02 | | | | | 0 | 7 | 0.00% | | |
| Feb-02 | | | | | 1 | 2 | 50.00% | | |
| Mar-02 | | | | | | | | | |



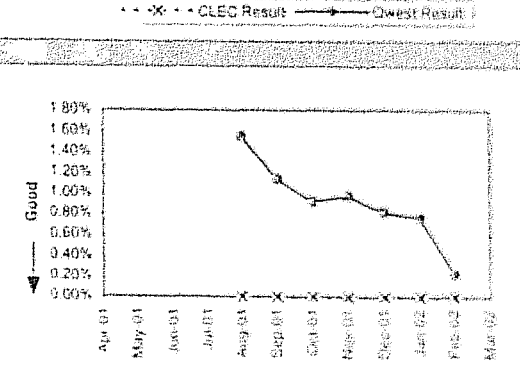

### Trouble Rate (Percent) (MR-8)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Den | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | 41 | 1482 | 2.77% | | |
| May-01 | | | | | 17 | 1455 | 17% | | |
| Jun-01 | | | | | 40 | 1405 | .85% | | |
| Jul-01 | | | | | 21 | 1315 | 60% | | |
| Aug-01 | 0 | 2 | 0.00% | 0.00% | 25 | 1224 | .04% | -0.2 | -1.12 |
| Sep-01 | 0 | 2 | 0.00% | 0.00% | 19 | 1140 | 1.67% | -0.18 | -1.11 |
| Oct-01 | 0 | 2 | 0.00% | 0.00% | 15 | 1089 | 1.38% | -0.17 | -1.1 |
| Nov-01 | 0 | 3 | 0.00% | 0.00% | 16 | 1024 | 1.56% | -0.22 | -1.13 |
| Dec-01 | 0 | 2 | 0.00% | 0.00% | 13 | | 1.33% | -0.16 | -1.1 |
| Jan-02 | 0 | 2 | 0.00% | 0.00% | 13 | 917 | 1.42% | -0.17 | -1.1 |
| Feb-02 | 0 | 2 | 0.00% | 0.00% | 2 | 880 | 0.23% | -0.07 | -1.04 |
| Mar-02 | 0 | 1 | 0.00% | 0.00% | 7 | 858 | 0.82% | -0.16 | -1.1 |




### Trouble Rate (Percent) (MR-8*)-- Interval Zone One and Two

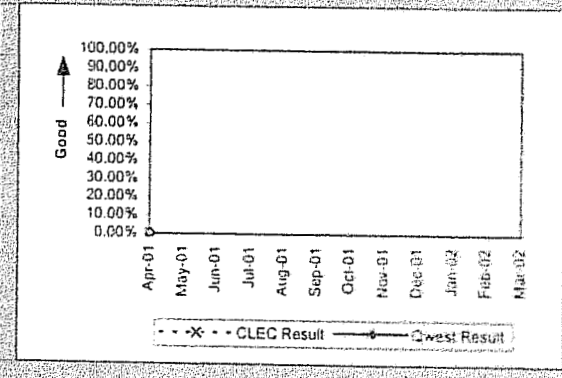
| Date | CLEC Num | CLEC Den | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | | | | | |
| May-01 | | | | | | | | | |
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | 0 | 2 | 0.00% | 0.00% | 19 | 1224 | 1.55% | -0.18 | -1.11 |
| Sep-01 | 0 | 2 | 0.00% | 0.00% | 13 | 1140 | 1.14% | -0.15 | -1.09 |
| Oct-01 | 0 | 2 | 0.00% | 0.00% | 10 | 1089 | 0.92% | -0.14 | -1.08 |
| Nov-01 | 0 | 3 | 0.00% | 0.00% | 10 | 1024 | 0.98% | -0.17 | -1.1 |
| Dec-01 | 0 | 2 | 0.00% | 0.00% | 8 | 981 | 0.82% | -0.13 | -1.08 |
| Jan-02 | 0 | 2 | 0.00% | 0.00% | 7 | 917 | 0.76% | -0.12 | -1.08 |
| Feb-02 | 0 | 2 | 0.00% | 0.00% | 2 | 880 | 0.23% | -0.07 | -1.04 |
| Mar-02 | | | | | | | | | |



## Checklist #14 - Resale - Primary ISDN Installation

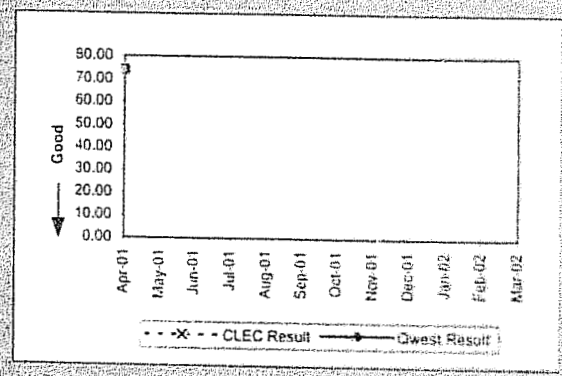
### Installation Commitments Met (Percent) (OP-3A)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Den | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | 0 | 1 | 0.00% | | |
| May-01 | | | | | | | | | |
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | | | | | |



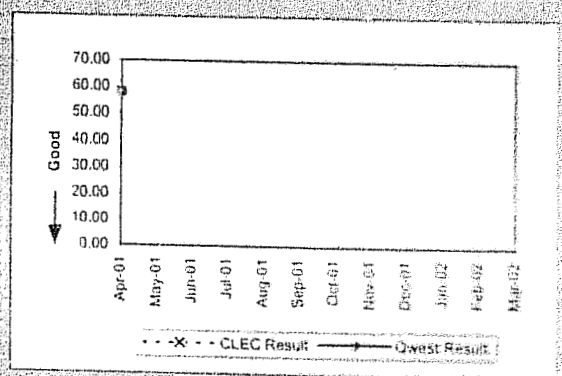

### Installation Interval (Average Days) (OP-4A)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Den | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | 74 | 1 | 74.00 | | |
| May-01 | | | | | | | | | |
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | | | | | |



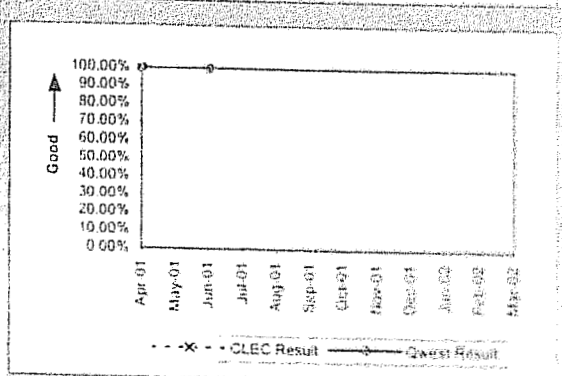

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-1)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Den | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | 58 | 1 | 58.00 | | |
| May-01 | | | | | | | | | |
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | | | | | |




### Installation Commitments Met (Percent) (OP-3C)-- No Dispatches

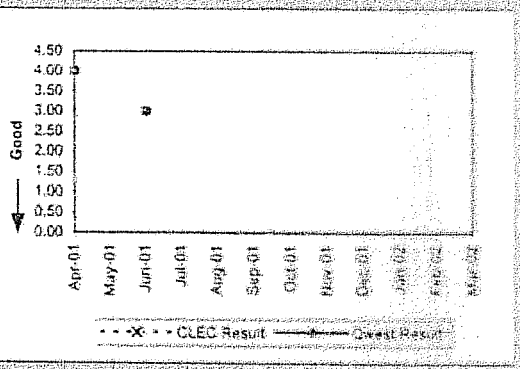
| Date | CLEC Num | CLEC Den | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | 1 | 1 | 100.00% | | |
| May-01 | | | | | | | | | |
| Jun-01 | | | | | 1 | 1 | 100.00% | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | | | | | |



## Checklist #14 - Resale - Primary ISDN Installation

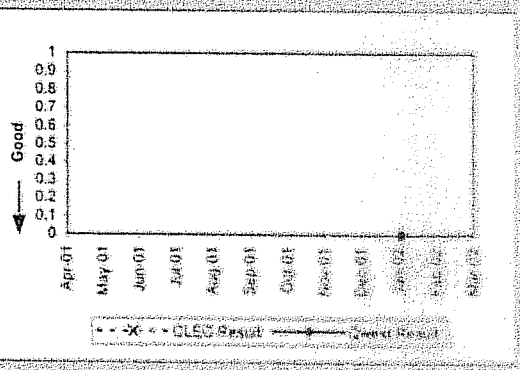
### Installation Interval (Average Days) (OP-4C)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | Std Dev | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | 4 | 1 | 4.00 | | |
| May-01 | | | | | | | | | |
| Jun-01 | | | | | 3 | 1 | 3.00 | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | | | | | |



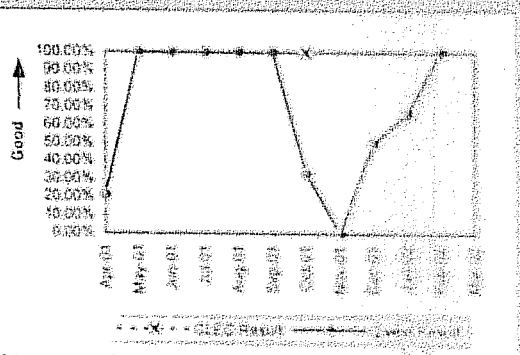

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-3)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | Std Dev | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | | | | | |
| May-01 | | | | | | | | | |
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | 0 | 1 | 0.00 | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | | | | | |



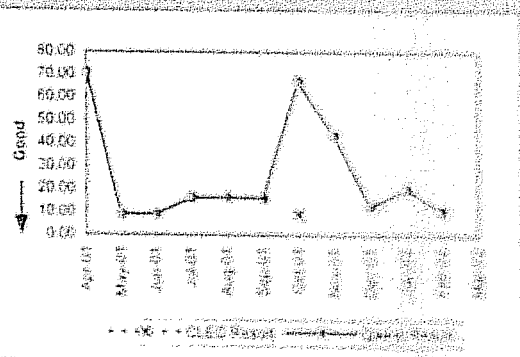

### Installation Commitments Met (Percent) (OP-3E)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | Std Dev | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | 3 | 14 | 21.43% | | |
| May-01 | | | | | 1 | 1 | 100.00% | | |
| Jun-01 | | | | | 3 | 3 | 100.00% | | |
| Jul-01 | | | | | 12 | 12 | 100.00% | | |
| Aug-01 | | | | | 18 | 18 | 100.00% | | |
| Sep-01 | | | | | 2 | 2 | 100.00% | | |
| Oct-01 | 3 | 3 | 100.00% | 0.00% | 1 | 3 | 33.33% | -1.73 | -2.05 |
| Nov-01 | | | | | 0 | 2 | 0.00% | | |
| Dec-01 | | | | | 1 | 2 | 50.00% | | |
| Jan-02 | | | | | 2 | 3 | 66.67% | | |
| Feb-02 | | | | | 1 | 1 | 100.00% | | |
| Mar-02 | | | | | | | | | |




### Installation Interval (Average Days) (OP-4E)-- Interval Zone Two

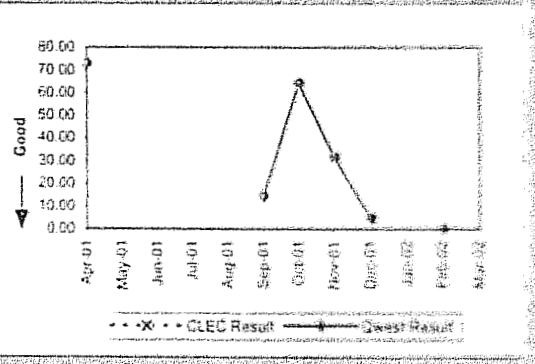
| Date | CLEC Num | CLEC Denom | CLEC Result | Std Dev | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | 993 | 14 | 70.93 | | |
| May-01 | | | | | 9 | 1 | 9.00 | | |
| Jun-01 | | | | | 9 | 1 | 9.00 | | |
| Jul-01 | | | | | 1499 | 92 | 16.29 | | |
| Aug-01 | | | | | 1614 | 98 | 16.47 | | |
| Sep-01 | | | | | 65 | 4 | 16.25 | | |
| Oct-01 | 27 | 3 | 9.00 | 0.00 | 1208 | 18 | 67.11 | -2.89 | -2.76 |
| Nov-01 | | | | | 1389 | 32 | 43.41 | | |
| Dec-01 | | | | | 38 | 3 | 12.67 | | |
| Jan-02 | | | | | 61 | 3 | 20.33 | | |
| Feb-02 | | | | | 21 | 2 | 10.50 | | |
| Mar-02 | | | | | | | | | |



## Checklist #14 - Resale - Primary ISDN Installation

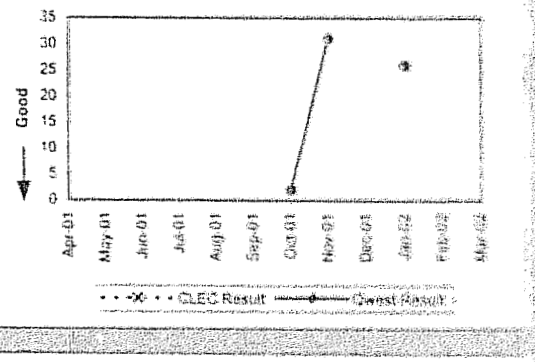
### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | Std Dev | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | 803 | 11 | 73.00 | | |
| May-01 | | | | | | | | | |
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | 29 | 2 | 14.50 | | |
| Oct-01 | | | | | 1031 | 16 | 64.44 | | |
| Nov-01 | | | | | 980 | 31 | 31.61 | | |
| Dec-01 | | | | | 9 | 2 | 4.50 | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | 0 | 1 | 0.00 | | |
| Mar-02 | | | | | | | | | |



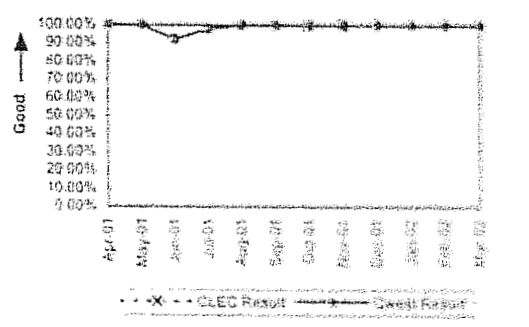

### Delayed Days for Facility Reasons (Average Days) (OP-6B-5)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | Std Dev | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | | | | | |
| May-01 | | | | | | | | | |
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | 2 | 1 | 2.00 | | |
| Nov-01 | | | | | 31 | 1 | 31.00 | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | 26 | 1 | 26.00 | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | | | | | |



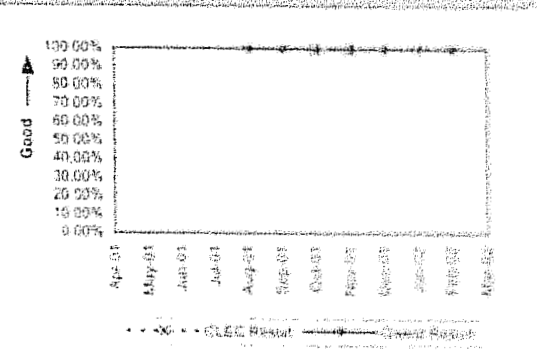

### New Service Installation Quality (Percent) (OP-5)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Denom | CLEC Result | Std Dev | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | 28 | 28 | 100.00% | | |
| May-01 | | | | | 43 | 43 | 100.00% | | |
| Jun-01 | | | | | 23 | 25 | 92.00% | | |
| Jul-01 | | | | | 48 | 49 | 97.96% | | |
| Aug-01 | | | | | 95 | 95 | 100.00% | | |
| Sep-01 | | | | | 52 | 52 | 100.00% | | |
| Oct-01 | 2 | 2 | 100.00% | 0.00% | 12 | 12 | 100.00% | N/A | N/A |
| Nov-01 | 2 | 2 | 100.00% | 0.00% | 25 | 25 | 100.00% | N/A | N/A |
| Dec-01 | | | | | 18 | 18 | 100.00% | | |
| Jan-02 | | | | | 4 | 4 | 100.00% | | |
| Feb-02 | | | | | 3 | 3 | 100.00% | | |
| Mar-02 | | | | | 1 | 1 | 100.00% | | |




### New Service Installation Quality (Percent) (OP-5*)-- Interval Zone One and Two

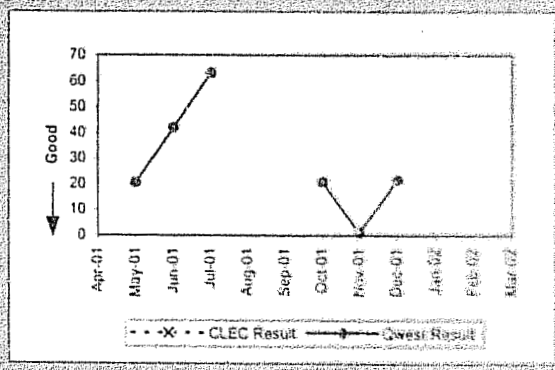
| Date | CLEC Num | CLEC Denom | CLEC Result | Std Dev | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | | | | | |
| May-01 | | | | | | | | | |
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 95 | 95 | 100.00% | | |
| Sep-01 | | | | | 52 | 52 | 100.00% | | |
| Oct-01 | 2 | 2 | 100.00% | 0.00% | 12 | 12 | 100.00% | N/A | N/A |
| Nov-01 | 2 | 2 | 100.00% | 0.00% | 25 | 25 | 100.00% | N/A | N/A |
| Dec-01 | | | | | 18 | 18 | 100.00% | | |
| Jan-02 | | | | | 4 | 4 | 100.00% | | |
| Feb-02 | | | | | 3 | 3 | 100.00% | | |
| Mar-02 | | | | | | | | | |



## Checklist #14 - Resale - Primary ISDN Installation

Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A)

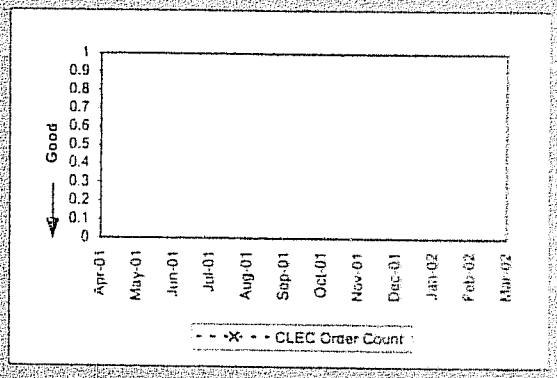
| | CLEC Num | CLEC Denom | CLEC Result | Std Dev | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | | | | | |
| May-01 | | | | | 841 | 41 | 20.51 | | |
| Jun-01 | | | | | 1680 | 40 | 42.00 | | |
| Jul-01 | | | | | 1260 | 20 | 63.00 | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | 623 | 30 | 20.77 | | |
| Nov-01 | | | | | 3 | 3 | 1.00 | | |
| Dec-01 | | | | | 43 | 2 | 21.50 | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | | | | | |



Checklist #14 - Resale - Primary ISDN Installation

Count of Pending Orders Delayed for Facilities Reasons ISDN Primary (OP-15B)

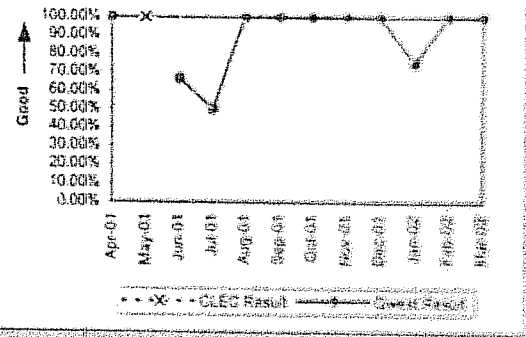
| | CLEC Order Count |
|---|---|
| Apr-01 | |
| May-01 | |
| Jun-01 | |
| Jul-01 | |
| Aug-01 | |
| Sep-01 | |
| Oct-01 | |
| Nov-01 | |
| Dec-01 | |
| Jan-02 | |
| Feb-02 | |
| Mar-02 | |



## Checklist #14 - Resale - Primary ISDN Repair

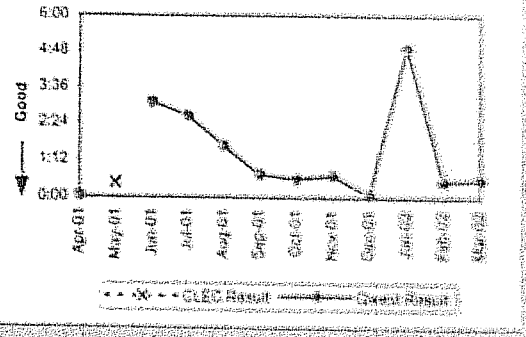
All Troubles Cleared within 4 hours (Percent) (MR-5B)-- Interval Zone Two

| Date | CLEC Num | CLEC Den | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | 1 | 1 | 100.00% | | |
| May-01 | 1 | 1 | 100.00% | 0.00% | | | | | |
| Jun-01 | | | | | 2 | 3 | 66.67% | | |
| Jul-01 | | | | | 1 | 2 | 50.00% | | |
| Aug-01 | | | | | 3 | 3 | 100.00% | | |
| Sep-01 | | | | | 2 | 2 | 100.00% | | |
| Oct-01 | | | | | 2 | 2 | 100.00% | | |
| Nov-01 | | | | | 1 | 1 | 100.00% | | |
| Dec-01 | | | | | 1 | 1 | 100.00% | | |
| Jan-02 | | | | | 3 | 4 | 75.00% | | |
| Feb-02 | | | | | 1 | 1 | 100.00% | | |
| Mar-02 | | | | | 1 | 1 | 100.00% | | |



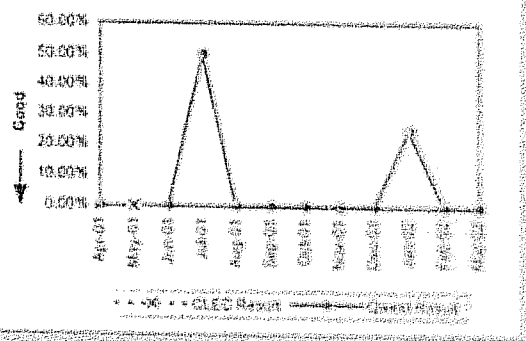

Mean Time to Restore (Hours:Minutes) (MR-6E)-- Interval Zone Two

| Date | CLEC Num | CLEC Den | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | 0:03 | 1 | 0:03 | | |
| May-01 | 0:28 | 1 | 0:28 | | | | | | |
| Jun-01 | | | | | 9:19 | 3 | 3:06 | | |
| Jul-01 | | | | | 5:17 | 2 | 2:38 | | |
| Aug-01 | | | | | 4:56 | 3 | 1:39 | | |
| Sep-01 | | | | | 1:30 | 2 | 0:45 | | |
| Oct-01 | | | | | 1:12 | 2 | 0:36 | | |
| Nov-01 | | | | | 0:43 | 1 | 0:43 | | |
| Dec-01 | | | | | 0:05 | 1 | 0:05 | | |
| Jan-02 | | | | | 19:39 | 4 | 4:55 | | |
| Feb-02 | | | | | 0:31 | 1 | 0:31 | | |
| Mar-02 | | | | | 0:35 | 1 | 0:35 | | |



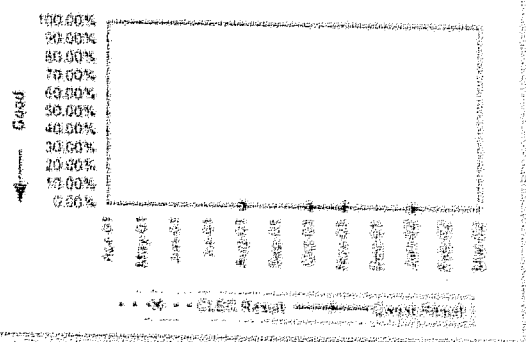

Repair Repeat Report Rate (Percent) (MR-7E)-- Interval Zone Two

| Date | CLEC Num | CLEC Den | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | 0 | 1 | 0.00% | | |
| May-01 | 0 | 1 | 0.00% | 0.00% | | | | | |
| Jun-01 | | | | | 0 | 3 | 0.00% | | |
| Jul-01 | | | | | 1 | 2 | 50.00% | | |
| Aug-01 | | | | | 0 | 3 | 0.00% | | |
| Sep-01 | | | | | 0 | 2 | 0.00% | | |
| Oct-01 | | | | | 0 | 2 | 0.00% | | |
| Nov-01 | | | | | 0 | 1 | 0.00% | | |
| Dec-01 | | | | | 0 | 1 | 0.00% | | |
| Jan-02 | | | | | 1 | 4 | 25.00% | | |
| Feb-02 | | | | | 0 | 1 | 0.00% | | |
| Mar-02 | | | | | 0 | 1 | 0.00% | | |




Repair Repeat Report Rate (Percent) (MR-7E*)-- Interval Zone Two

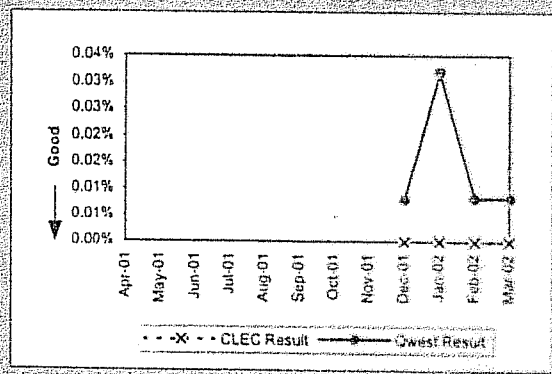
| Date | CLEC Num | CLEC Den | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | | | | | |
| May-01 | | | | | | | | | |
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 0 | 1 | 0.00% | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | 0 | 1 | 0.00% | | |
| Nov-01 | | | | | 0 | 1 | 0.00% | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | 0 | 2 | 0.00% | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | | | | | |



## Checklist #14 - Resale - Primary ISDN Repair

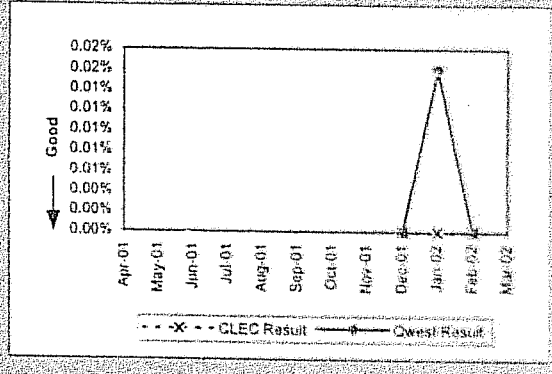
Trouble Rate (Percent) (MR-8)– Interval Zone One and Two

| Date | CLEC Num | CLEC Den | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Resu | Mod Z Scr | Panty Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | | | | | |
| May-01 | | | | | | | | | |
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | 0 | 157 | 0.00% | 0.00% | 1 | 12529 | 0.01% | -0.11 | -1.07 |
| Jan-02 | 0 | 157 | 0.00% | 0.00% | 4 | 12529 | 0.03% | -0.22 | -1.14 |
| Feb-02 | 0 | 157 | 0.00% | 0.00% | 1 | 12025 | 0.01% | -0.11 | -1.07 |
| Mar-02 | 0 | 157 | 0.00% | 0.00% | 1 | 12049 | 0.01% | -0.11 | -1.07 |



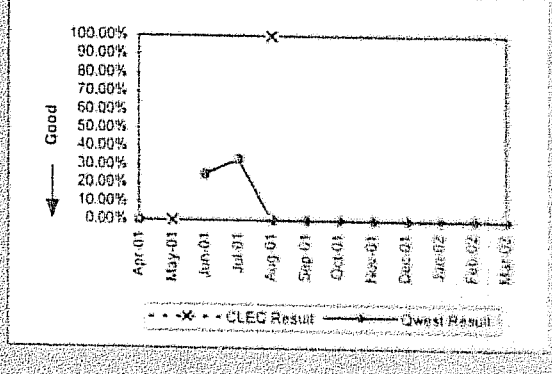

Trouble Rate (Percent) (MR-8*)– Interval Zone One and Two

| Date | CLEC Num | CLEC Den | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Resu | Mod Z Scr | Panty Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | | | | | |
| May-01 | | | | | | | | | |
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | 0 | 157 | 0.00% | 0.00% | 0 | 12529 | 0.00% | N/A | N/A |
| Jan-02 | 0 | 157 | 0.00% | 0.00% | 2 | 12529 | 0.02% | -0.16 | -1.1 |
| Feb-02 | 0 | 157 | 0.00% | 0.00% | 0 | 12025 | 0.00% | N/A | N/A |
| Mar-02 | | | | | | | | | |




Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10)-- Interval Zone One and Two

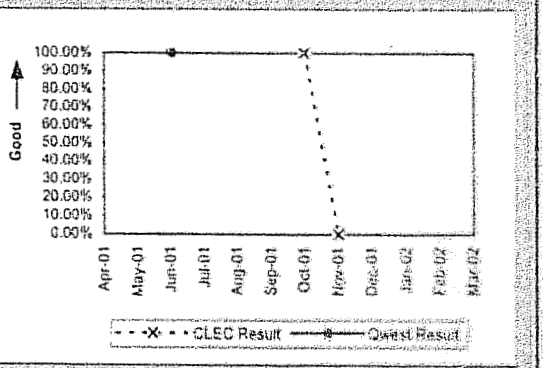
| Date | CLEC Num | CLEC Den | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Resu | Mod Z Scr | Panty Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | 0 | 1 | 0.00% | | |
| May-01 | 0 | 1 | 0.00% | 0.00% | | | | | |
| Jun-01 | | | | | 1 | 4 | 25.00% | | |
| Jul-01 | | | | | 1 | 3 | 33 % | | |
| Aug-01 | 1 | 1 | 100.00% | 0.00% | 0 | 3 | 0 % | N/A | -0.24 |
| Sep-01 | | | | | 0 | 2 | 0 % | | |
| Oct-01 | | | | | 0 | 2 | 0 % | | |
| Nov-01 | | | | | 0 | 1 | 00% | | |
| Dec-01 | | | | | 0 | 1 | 00% | | |
| Jan-02 | | | | | 0 | 4 | 0.00% | | |
| Feb-02 | | | | | 0 | 1 | 0.00% | | |
| Mar-02 | | | | | 0 | | 0.00% | | |



## Checklist #14 - Resale - DS0 Installation

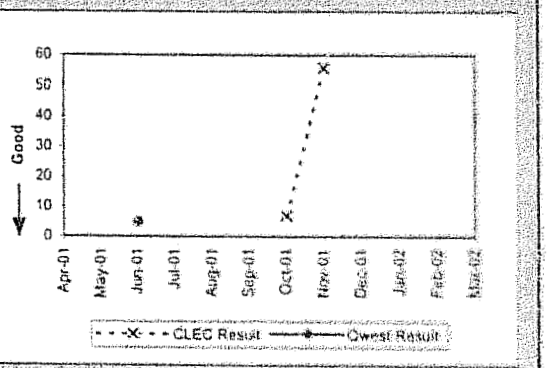
### Installation Commitments Met (Percent) (OP-3A)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | | | | | |
| May-01 | | | | | | | | | |
| Jun-01 | | | | | 5 | 5 | 100.00% | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | 1 | 1 | 100.00% | 0.00% | | | | | |
| Nov-01 | 0 | 1 | 0.00% | 0.00% | | | | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | | | | | |



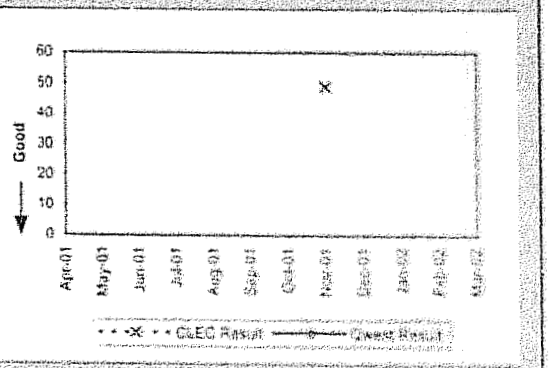

### Installation Interval (Average Days) (OP-4A)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | | | | | |
| May-01 | | | | | | | | | |
| Jun-01 | | | | | 25 | 5 | 5.00 | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | 7 | 1 | 7.00 | | | | | | |
| Nov-01 | 56 | 1 | 56.00 | | | | | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | | | | | |



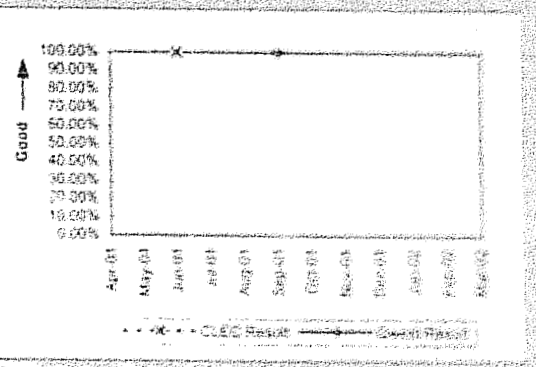

### Delayed Days for Facility Reasons (Average Days) (OP-6B-1)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | | | | | |
| May-01 | | | | | | | | | |
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | 49 | 1 | 49.00 | | | | | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | | | | | |




### Installation Commitments Met (Percent) (OP-3B)-- Dispatches Outside MSAs

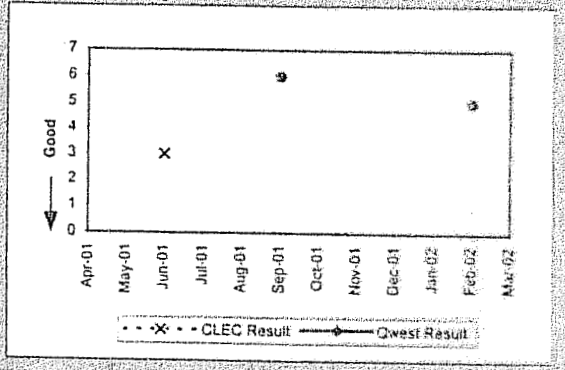
| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | | | | | |
| May-01 | | | | | | | | | |
| Jun-01 | 1 | 1 | 100.00% | 0.00% | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | 1 | 1 | 100.00% | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | | | | | |



## Checklist #14 - Resale - DS0 Installation

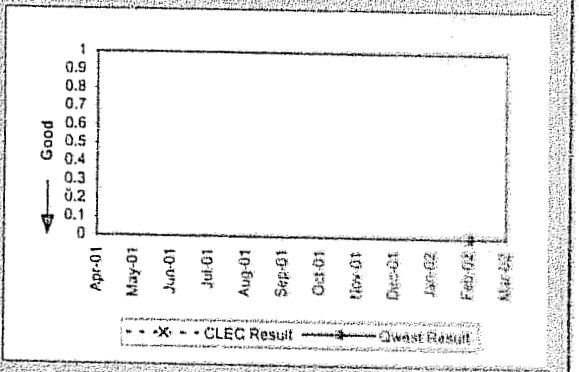
### Installation Interval (Average Days) (OP-4B)– Dispatches Outside MSAs

| Date | CLEC Num | CLEC Den | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | | | | | |
| May-01 | | | | | | | | | |
| Jun-01 | 3 | 1 | 3.00 | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | 6 | 1 | 6.00 | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | 5 | 1 | 5.00 | | |
| Mar-02 | | | | | | | | | |



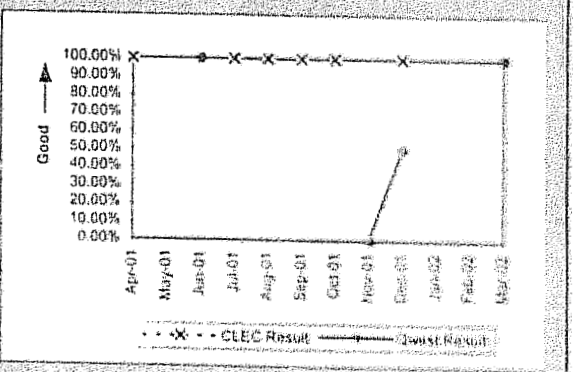

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-2)– Dispatches Outside MSAs

| Date | CLEC Num | CLEC Den | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | | | | | |
| May-01 | | | | | | | | | |
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | 0 | 1 | 0.00 | | |
| Mar-02 | | | | | | | | | |



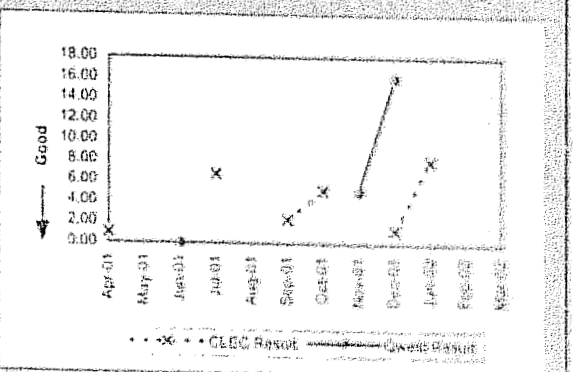

### Installation Commitments Met (Percent) (OP-3C)– No Dispatches

| Date | CLEC Num | CLEC Den | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | 1 | 1 | 100.00% | 0.00% | | | | | |
| May-01 | | | | | | | | | |
| Jun-01 | | | | | 1 | 1 | 100.0 | | |
| Jul-01 | 3 | 3 | 100.00% | 0.00% | | | | | |
| Aug-01 | 1 | 1 | 100.00% | 0.00% | | | | | |
| Sep-01 | 3 | 3 | 100.00% | 0.00% | | | | | |
| Oct-01 | 8 | 8 | 100.00% | 0.00% | | | | | |
| Nov-01 | | | | | 0 | 1 | [illegible]% | | |
| Dec-01 | 21 | 21 | 100.00% | 0.00% | 1 | 2 | [illegible]00% | -1.35 | -1.82 |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | 1 | 1 | 100.00% | | |

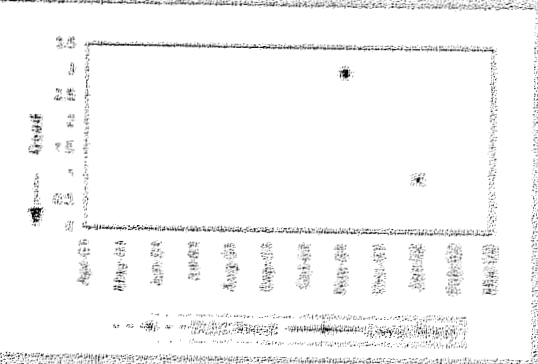


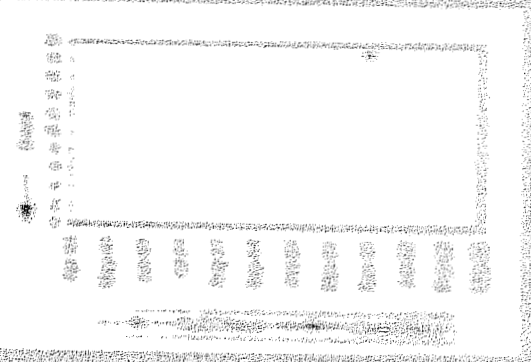

### Installation Interval (Average Days) (OP-4C)– No Dispatches

| Date | CLEC Num | CLEC Den | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | 1 | 1 | 1.00 | | | | | | |
| May-01 | | | | | | | | | |
| Jun-01 | | | | | 0 | 1 | 0.00 | | |
| Jul-01 | 20 | 3 | 6.67 | 0.58 | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | 7 | 3 | 2.33 | 0.58 | | | | | |
| Oct-01 | 36 | 7 | 5.14 | 0.38 | | | | | |
| Nov-01 | | | | | 5 | 1 | 5.00 | | |
| Dec-01 | 29 | 21 | 1.38 | 0.80 | 32 | 2 | 16.00 | -1.4 | -1.85 |
| Jan-02 | 8 | 1 | 8.00 | | | | | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | | | | | |

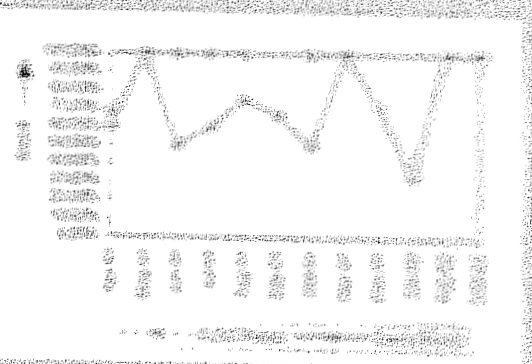


Checklist #14 - Resale - DS0 Installation



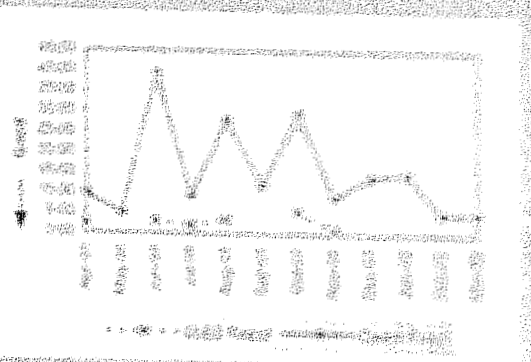


| Date | CLEC Num | CLEC Dend | CLEC Resu | Std Dev | Qwest Num | Qwe | Qwest Resu | Mod Z Sc | Para Sc |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | 2 | 2 | 100.00% | 0.00% | 2 | 2 | 100.00% | | |
| May-01 | | | | | 4 | 4 | 100.00% | | |
| Jun-01 | 2 | 2 | 100.00% | 0.00% | 2 | 2 | 100.00% | | |
| Jul-01 | 2 | 2 | 100.00% | 0.00% | 2 | 2 | 100.00% | | |
| Aug-01 | 5 | 5 | 100.00% | 0.00% | 5 | 5 | 100.00% | | |
| Sep-01 | | | | | 3 | 3 | 100.00% | | |
| Oct-01 | 6 | 6 | 100.00% | 0.00% | 6 | 6 | 100.00% | | |
| Nov-01 | 1 | 1 | 100.00% | 0.00% | 1 | 1 | 100.00% | | |
| Dec-01 | | | | | 2 | 2 | 100.00% | | |
| Jan-02 | | | | | 1 | 1 | 100.00% | | |
| Feb-02 | | | | | 2 | 2 | 100.00% | | |
| Mar-02 | | | | | 1 | 1 | 100.00% | | |



Installation Interval (Average Days) (OP-4E) – Inter Zone Two

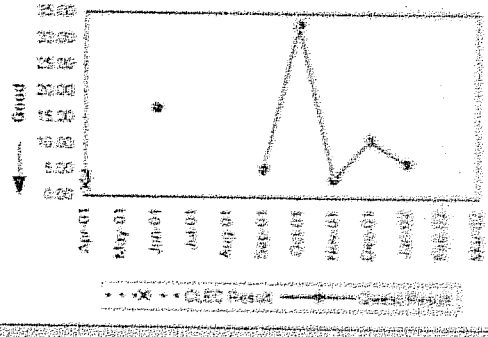
| Date | CLEC Num | CLEC Dend | CLEC Resu | Std Dev | Qwest Num | Qwe | Qwest Resu | Mod Z Sc | Para Sc |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | 7 | 3 | 2.33 | 1.53 | 49 | 5 | 9.80 | 1.55 | 0.00 |
| May-01 | | | | | 28 | 4 | 7.00 | | |
| Jun-01 | 9 | 3 | 3.00 | 1.73 | 118 | 3 | 39.33 | 4.65 | 1.00 |
| Jul-01 | 4 | 2 | 2.00 | 2.83 | 58 | 6 | 9.67 | 2.05 | 0.20 |
| Aug-01 | 18 | 5 | 3.60 | 2.19 | 94 | 3 | 31.33 | 4.64 | 1.00 |
| Sep-01 | | | | | 133 | 11 | 12.09 | | |
| Oct-01 | 33 | 6 | 5.50 | 3.02 | 975 | 33 | 29.55 | 1.55 | 0.10 |
| Nov-01 | 1 | 1 | 1.00 | | 46 | 5 | 9.20 | 1.15 | 0.00 |
| Dec-01 | | | | | 113 | 8 | 14.13 | | |
| Jan-02 | | | | | 60 | 4 | 15.00 | | |
| Feb-02 | | | | | 5 | 1 | 5.00 | | |
| Mar-02 | | | | | 5 | 1 | 5.00 | | |



## Checklist #14 - Resale - DS0 Installation

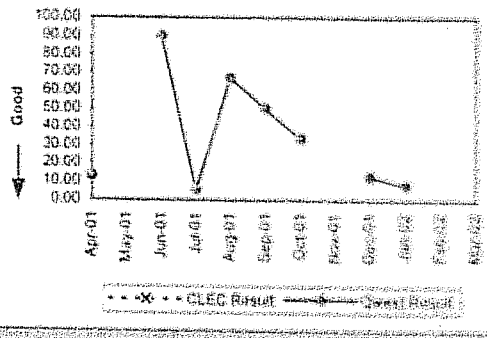
### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5)– Interval Zone Two

| Date | CLEC Num | CLEC Den | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | 3 | 1 | 2.00 | | 4 | 1 | 4.00 | | |
| May-01 | | | | | | | | | |
| Jun-01 | | | | | 17 | 1 | 17.00 | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | 16 | 3 | 5.33 | | |
| Oct-01 | | | | | 625 | 19 | 32.89 | | |
| Nov-01 | | | | | 7 | 2 | 3.50 | | |
| Dec-01 | | | | | 23 | 2 | 11.50 | | |
| Jan-02 | | | | | 13 | 2 | 6.50 | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | | | | | |



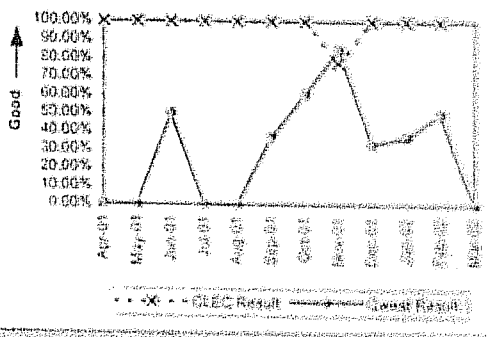

### Delayed Days for Facility Reasons (Average Days) (OP-6B-5)– Interval Zone Two

| Date | CLEC Num | CLEC Den | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | 13 | 1 | 13.00 | | |
| May-01 | | | | | | | | | |
| Jun-01 | | | | | 90 | 1 | 90.00 | | |
| Jul-01 | | | | | 10 | 2 | 5.00 | | |
| Aug-01 | | | | | 67 | 1 | 67.00 | | |
| Sep-01 | | | | | 50 | 1 | 50.00 | | |
| Oct-01 | | | | | 202 | 6 | 33.67 | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | 26 | 2 | 13.00 | | |
| Jan-02 | | | | | 8 | 1 | 8.00 | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | | | | | |



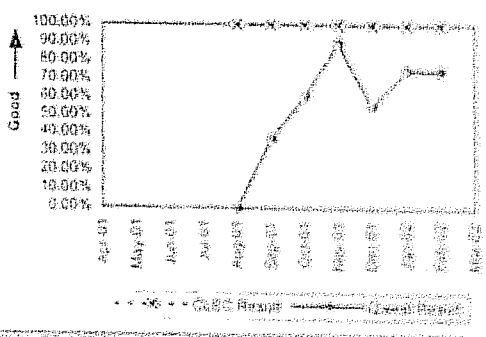

### New Service Installation Quality (Percent) (OP-5)– Interval Zone One and Two

| Date | CLEC Num | CLEC Den | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | 5 | 5 | 100.00% | 0.00% | 0 | 7 | 0.00% | N/A | |
| May-01 | 2 | 2 | 100.00% | 0.00% | 0 | 5 | 0.00% | N/A | |
| Jun-01 | 3 | 3 | 100.00% | 0.00% | 4 | 8 | 50.00% | -1.48 | -1.9 |
| Jul-01 | 5 | 5 | 100.00% | 0.00% | 0 | 8 | 0.00% | N/A | |
| Aug-01 | 6 | 6 | 100.00% | 0.00% | 0 | 5 | 0.00% | N/A | |
| Sep-01 | 5 | 5 | 100.00% | 0.00% | 3 | 8 | 37.50% | -2.26 | -2.38 |
| Oct-01 | 9 | 9 | 100.00% | 0.00% | 14 | 23 | 60.87% | -2.04 | -2.24 |
| Nov-01 | 7 | 9 | 77.78% | 41.57% | 17 | 20 | 85.00% | 0.42 | -0.74 |
| Dec-01 | 12 | 12 | 100.00% | 0.00% | 3 | 9 | 33.33% | -3.21 | -2.95 |
| Jan-02 | 11 | 11 | 100.00% | 0.00% | 3 | 8 | 37.50% | -2.78 | -2.69 |
| Feb-02 | 1 | 1 | 100.00% | 0.00% | 2 | 4 | 50.00% | -0.89 | -1.54 |
| Mar-02 | | | | | 0 | 3 | 0.00% | | |




### New Service Installation Quality (Percent) (OP-5*)– Interval Zone One and Two

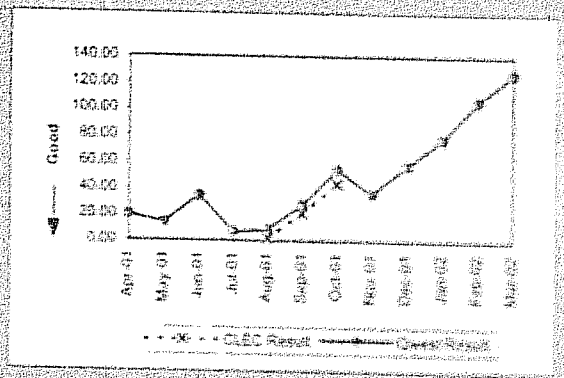
| Date | CLEC Num | CLEC Den | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | | | | | |
| May-01 | | | | | | | | | |
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | 6 | 6 | 100.00% | 0.00% | 0 | 5 | 0.00% | N/A | |
| Sep-01 | 5 | 5 | 100.00% | 0.00% | 3 | 8 | 37.50% | -2.26 | -2.38 |
| Oct-01 | 9 | 9 | 100.00% | 0.00% | 14 | 23 | 60.87% | -2.04 | -2.24 |
| Nov-01 | 9 | 9 | 100.00% | 0.00% | 18 | 20 | 90.00% | -0.83 | -1.5 |
| Dec-01 | 12 | 12 | 100.00% | 0.00% | 5 | 9 | 55.56% | -2.03 | -2.23 |
| Jan-02 | 11 | 11 | 100.00% | 0.00% | 6 | 8 | 75.00% | -1.24 | -1.76 |
| Feb-02 | 1 | 1 | 100.00% | 0.00% | 3 | 4 | 75.00% | -0.52 | -1.31 |
| Mar-02 | | | | | | | | | |



## Checklist #14 - Resale - DS0 Installation

Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A)

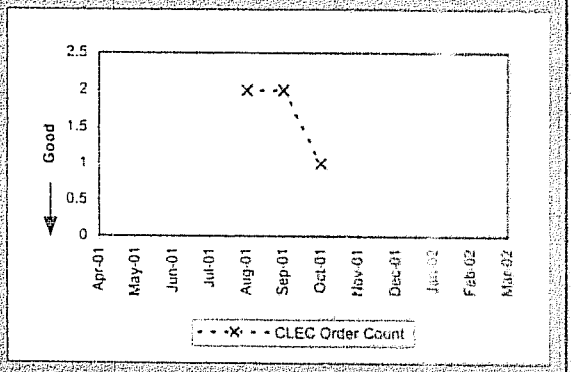
| Date | CLEC Num | CLEC Denom | CLEC Result | Std. Dev. | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | 28 | 1 | 28.00 | | |
| May-01 | | | | | 14 | 1 | 14.00 | | |
| Jun-01 | | | | | 35 | 1 | 35.00 | | |
| Jul-01 | | | | | 13 | 2 | 6.50 | | |
| Aug-01 | 6 | 3 | 2.00 | 0.00 | 236 | 27 | 8.74 | -1.53 | -1.96 |
| Sep-01 | 42 | 2 | 21.00 | 0.00 | 704 | 25 | 28.16 | -1.64 | -2 |
| Oct-01 | 22 | 1 | 44.00 | | 274 | 5 | 54.80 | -0.43 | -1.26 |
| Nov-01 | | | | | 436 | 12 | 36.33 | | |
| Dec-01 | | | | | 579 | 10 | 57.90 | | |
| Jan-02 | | | | | 701 | 9 | 77.89 | | |
| Feb-02 | | | | | 851 | 8 | 106.38 | | |
| Mar-02 | | | | | 10235 | 82 | 1227.50 | | |



## Checklist #14 - Resale - DS0 Installation

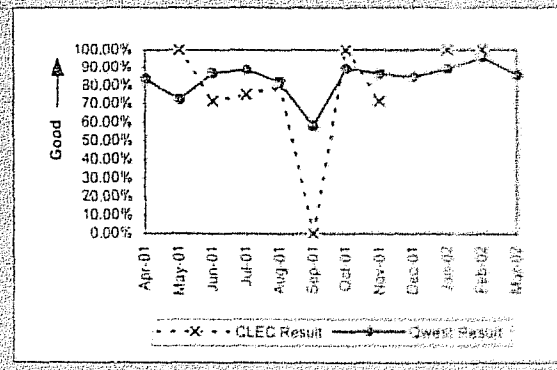
Count of Pending Orders Delayed for Facilities Reasons DS0 (OP-15B)

| Date | CLEC Order Count |
|---|---|
| Apr-01 | |
| May-01 | |
| Jun-01 | |
| Jul-01 | |
| Aug-01 | 2 |
| Sep-01 | 2 |
| Oct-01 | 1 |
| Nov-01 | |
| Dec-01 | |
| Jan-02 | |
| Feb-02 | |
| Mar-02 | |



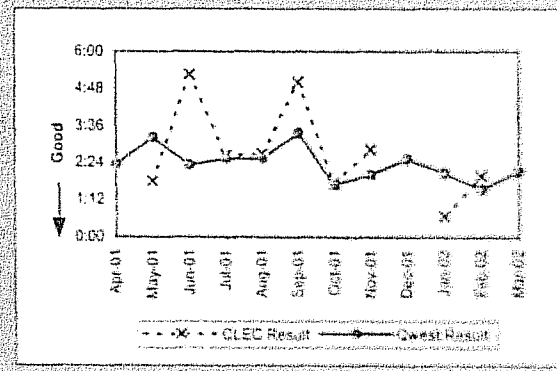
All Troubles Cleared within 4 hours (Percent) (MR-5B)-- Interval Zone Two

| Date | CLEC Num | CLEC Den | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | 76 | 91 | 83.52% | | |
| May-01 | 5 | 5 | 100.00% | 0.00% | 89 | 123 | 72.36% | -1.35 | -1.82 |
| Jun-01 | 5 | 7 | 71.43% | 45.18% | 120 | 138 | 86.96% | 1.05 | -0.36 |
| Jul-01 | 3 | 4 | 75.00% | 43.30% | 125 | 141 | 88.65% | 0.72 | -0.56 |
| Aug-01 | 5 | 10 | 50.00% | 40.00% | 118 | 144 | 81.94% | 0.18 | -0.89 |
| Sep-01 | 0 | 1 | 0.00% | 0.00% | 80 | 138 | 57.97% | 0.8 | -0.51 |
| Oct-01 | 2 | 2 | 100.00% | 0.00% | 126 | 141 | 89.36% | -0.48 | -1.29 |
| Nov-01 | 5 | 7 | 71.43% | 45.18% | 63 | 73 | 86.30% | 0.96 | -0.42 |
| Dec-01 | | | | | 54 | 64 | 84.38% | | |
| Jan-02 | 2 | 2 | 100.00% | 0.00% | 66 | 74 | 89.19% | -0.49 | -1.3 |
| Feb-02 | 1 | 1 | 100.00% | 0.00% | 62 | 65 | 95.38% | -0.22 | -1.13 |
| Mar-02 | | | | | 71 | 83 | 85.54% | | |



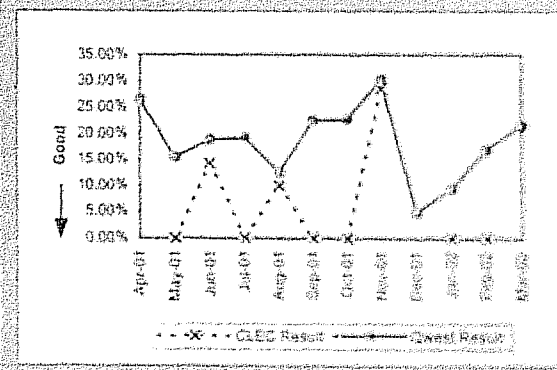

Mean Time to Restore (Hours:Minutes) (MR-6E)-- Interval Zone Two

| Date | CLEC Num | CLEC Den | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | 210:14 | 91 | 2:19 | | |
| May-01 | 8:57 | 5 | 1:47 | 1:28 | 396:22 | 123 | 3:13 | -0.62 | -1.38 |
| Jun-01 | 36:45 | 7 | 5:15 | 8:54 | 318:48 | 138 | 2:19 | 1.3 | -0.21 |
| Jul-01 | 10:33 | 4 | 2:38 | 1:44 | 356:54 | 141 | 2:32 | 0.5 | -0.7 |
| Aug-01 | 26:55 | 10 | 2:41 | 3:55 | 363:19 | 144 | 2:31 | 0.28 | -0.83 |
| Sep-01 | 5:00 | 1 | 5:00 | | 465:08 | 138 | 3:22 | 0.47 | -0.72 |
| Oct-01 | 3:25 | 2 | 1:43 | 0:47 | 238:14 | 141 | 1:41 | 0.31 | -0.81 |
| Nov-01 | 19:41 | 7 | 2:49 | 2:28 | 146:12 | 73 | 2:00 | 0.79 | -0.52 |
| Dec-01 | | | | | 161:29 | 64 | 2:31 | | |
| Jan-02 | 1:21 | 2 | 0:40 | 0:53 | 152:02 | 74 | 2:03 | -0.54 | -1.33 |
| Feb-02 | 1:58 | 1 | 1:58 | | 99:48 | 65 | 1:32 | 0.51 | -0.69 |
| Mar-02 | | | | | 175:01 | 83 | 2:07 | | |



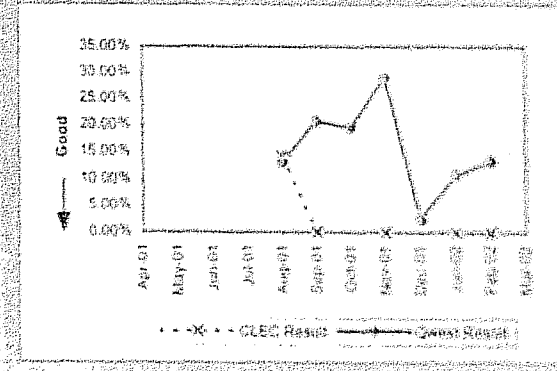

Repair Repeat Report Rate (Percent) (MR-7E)-- Interval Zone Two

| Date | CLEC Num | CLEC Den | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | 24 | 91 | 26.37% | | |
| May-01 | 0 | 5 | 0.00% | 0.00% | 19 | 123 | 15.45% | -0.94 | -1.57 |
| Jun-01 | 1 | 7 | 14.29% | 34.99% | 26 | 138 | 18.84% | -0.3 | -1.16 |
| Jul-01 | 0 | 4 | 0.00% | 0.00% | 27 | 141 | 19.15% | -0.96 | -1.58 |
| Aug-01 | 1 | 10 | 10.00% | 30.00% | 18 | 144 | 12.50% | -0.23 | -1.14 |
| Sep-01 | 0 | 1 | 0.00% | 0.00% | 31 | 138 | 22.46% | -0.54 | -1.33 |
| Oct-01 | 0 | 2 | 0.00% | 0.00% | 32 | 141 | 22.70% | -0.76 | -1.46 |
| Nov-01 | 2 | 7 | 28.57% | 45.18% | 22 | 73 | 30.14% | -0.09 | -1.05 |
| Dec-01 | | | | | 3 | 64 | 4.69% | | |
| Jan-02 | 0 | 2 | 0.00% | 0.00% | 7 | 74 | 9.46% | -0.45 | -1.27 |
| Feb-02 | 0 | 1 | 0.00% | 0.00% | 11 | 65 | 16.92% | -0.45 | -1.27 |
| Mar-02 | | | | | 18 | 83 | 21.69% | | |




Repair Repeat Report Rate (Percent) (MR-7E*)-- Interval Zone Two

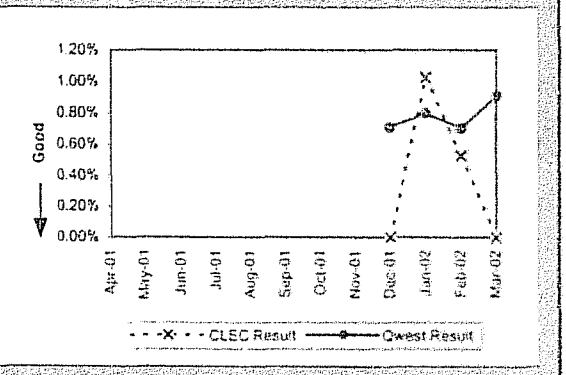
| Date | CLEC Num | CLEC Den | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | | | | | |
| May-01 | | | | | | | | | |
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | 1 | 7 | 14.29% | 34.99% | 14 | 107 | 13.08% | 0.11 | -0.93 |
| Sep-01 | 0 | 1 | 0.00% | 0.00% | 23 | 111 | 20.72% | -0.51 | -1.31 |
| Oct-01 | | | | | 15 | 77 | 19.48% | | |
| Nov-01 | 0 | 5 | 0.00% | 0.00% | 11 | 38 | 28.95% | -1.34 | -1.82 |
| Dec-01 | | | | | 1 | 39 | 2.56% | | |
| Jan-02 | 0 | 1 | 0.00% | 0.00% | 5 | 46 | 10.87% | -0.35 | -1.21 |
| Feb-02 | 0 | 1 | 0.00% | 0.00% | 6 | 45 | 13.33% | -0.39 | -1.24 |
| Mar-02 | | | | | | | | | |



## Checklist #14 - Resale - DS0 Repair

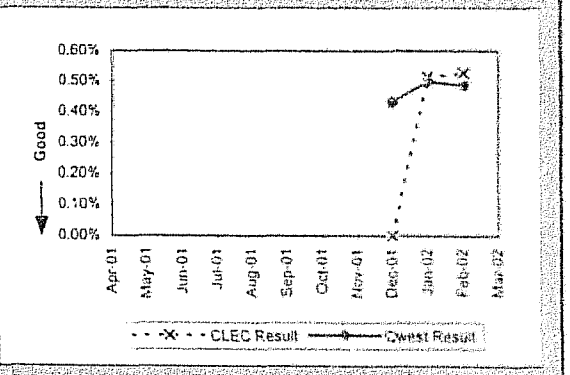
### Trouble Rate (Percent) (MR-8)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Den | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | | | | | |
| May-01 | | | | | | | | | |
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | 0 | 196 | 0.00% | 0.00% | 64 | 9025 | 0.71% | -1.17 | -1.71 |
| Jan-02 | 2 | 195 | 1.03% | 10.08% | 74 | 9269 | 0.80% | 0.42 | -0.75 |
| Feb-02 | 1 | 190 | 0.53% | 7.24% | 65 | 9268 | 0.70% | -0.29 | -1.17 |
| Mar-02 | 0 | 191 | 0.00% | 0.00% | 83 | 9124 | 0.91% | -1.31 | -1.8 |



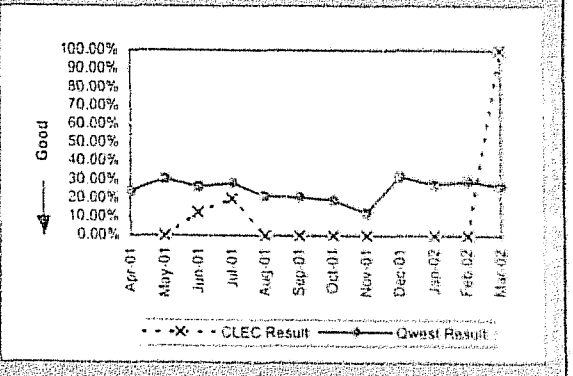

### Trouble Rate (Percent) (MR-8")-- Interval Zone One and Two

| Date | CLEC Num | CLEC Den | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | | | | | |
| May-01 | | | | | | | | | |
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | 0 | 196 | 0.00% | 0.00% | 39 | 9025 | 0.43% | -0.91 | -1.55 |
| Jan-02 | 1 | 195 | 0.51% | 7.14% | 46 | 9269 | 0.50% | 0.12 | -0.92 |
| Feb-02 | 1 | 190 | 0.53% | 7.24% | 45 | 9268 | 0.49% | 0.17 | -0.9 |
| Mar-02 | | | | | | | | | |




### Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10)-- Interval Zone One and Two

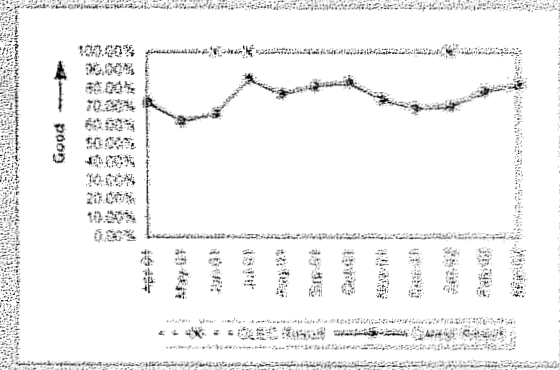
| Date | CLEC Num | CLEC Den | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | 29 | 120 | 24.17% | | |
| May-01 | 0 | 5 | 0.00% | 0.00% | 54 | 177 | 30.51% | -1.46 | -1.89 |
| Jun-01 | 1 | 8 | 12.50% | 33.07% | 49 | 187 | 26.2 % | -0.86 | -1.52 |
| Jul-01 | 1 | 5 | 20.00% | 40.00% | 56 | 197 | 28.4 % | -0.41 | -1.25 |
| Aug-01 | 0 | 10 | 0.00% | 0.00% | 39 | 183 | 21 % | -1.6 | -1.97 |
| Sep-01 | 0 | 1 | 0.00% | 0.00% | 36 | 174 | 20 % | -0.51 | -1.31 |
| Oct-01 | 0 | 2 | 0.00% | 0.00% | 33 | 174 | 18 % | -0.68 | -1.41 |
| Nov-01 | 0 | 7 | 0.00% | 0.00% | 10 | 83 | 1 5% | -0.94 | -1.57 |
| Dec-01 | | | | | 30 | 94 | 31% | | |
| Jan-02 | 0 | 2 | 0.00% | 0.00% | 28 | 102 | 27.45% | -0.86 | -1.52 |
| Feb-02 | 0 | 1 | 0.00% | 0.00% | 27 | 9 | 29.35% | -0.64 | -1.39 |
| Mar-02 | 1 | 1 | 100.00% | 0.00% | 30 | | 26.55% | 1.11 | -0.32 |



## Checklist #14 - Resale - DS1 Installation

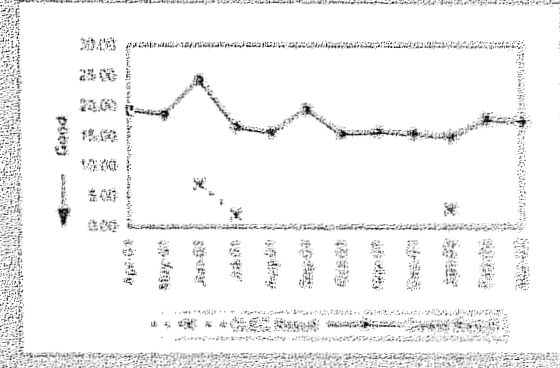
### Installation Commitments Met (Percent) (OP-3E)-- Interval Zone Two

| Date | CLEC Num | CLEC Den | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | 64 | 88 | 72.73% | | |
| May-01 | | | | | 46 | 74 | 62.16% | | |
| Jun-01 | 2 | 2 | 100.00% | 0.00% | 49 | 74 | 66.22% | -1 | -1.61 |
| Jul-01 | 1 | 1 | 100.00% | 0.00% | 62 | 73 | 84.93% | -0.42 | -1.25 |
| Aug-01 | | | | | 70 | 91 | 76.92% | | |
| Sep-01 | | | | | 57 | 70 | 81.43% | | |
| Oct-01 | | | | | 85 | 102 | 83.33% | | |
| Nov-01 | | | | | 80 | 108 | 74.07% | | |
| Dec-01 | | | | | 68 | 98 | 69.39% | | |
| Jan-02 | 1 | 1 | 100.00% | 0.00% | 33 | 47 | 70.21% | -0.64 | -1.39 |
| Feb-02 | | | | | 62 | 79 | 78.48% | | |
| Mar-02 | | | | | 73 | 89 | 82.02% | | |



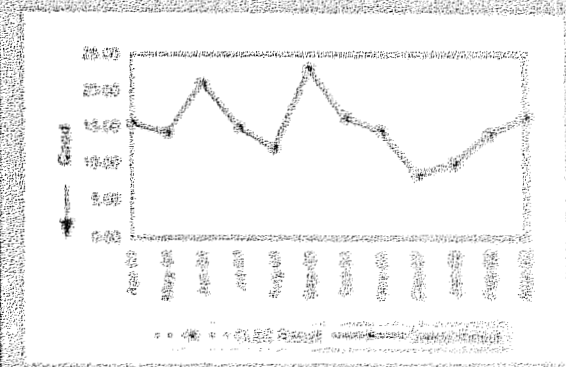

### Installation Interval (Average Days) (OP-4E)-- Interval Zone Two

| Date | CLEC Num | CLEC Den | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | 1641 | 85 | 19.31 | | |
| May-01 | | | | | 1375 | 74 | 18.58 | | |
| Jun-01 | 14 | 2 | 7.00 | 0.00 | 1775 | 73 | 24.32 | -1.15 | -1.3 |
| Jul-01 | 2 | 1 | 2.00 | | 2070 | 125 | 16.56 | -0.98 | -1.6 |
| Aug-01 | | | | | 2011 | 129 | 15.59 | | |
| Sep-01 | | | | | 1946 | 100 | 19.46 | | |
| Oct-01 | | | | | 1968 | 128 | 15.38 | | |
| Nov-01 | | | | | 1920 | 122 | 15.74 | | |
| Dec-01 | | | | | 1666 | 108 | 15.43 | | |
| Jan-02 | 3 | 1 | 3.00 | | 803 | 54 | 14.87 | -0.96 | -1.59 |
| Feb-02 | | | | | 1606 | 90 | 17.84 | | |
| Mar-02 | | | | | 1796 | 103 | 17.44 | | |



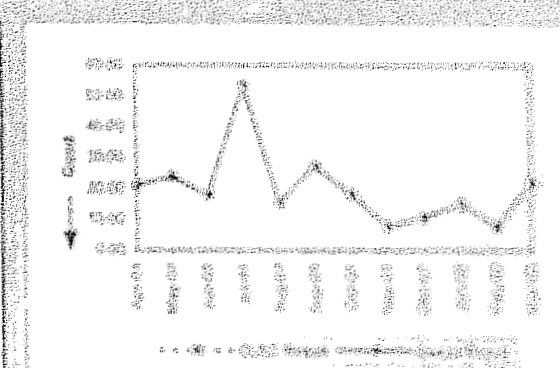

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5)-- Interval Zone Two

| Date | CLEC Num | CLEC Den | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | 310 | 20 | 15.5 | | |
| May-01 | | | | | 240 | 17 | 14.1 | | |
| Jun-01 | | | | | 463 | 22 | 21.0 | | |
| Jul-01 | | | | | 359 | 24 | 14.9 | | |
| Aug-01 | | | | | 291 | 24 | 12.1 | | |
| Sep-01 | | | | | 575 | 25 | 23 | | |
| Oct-01 | | | | | 308 | 19 | [illegible] | | |
| Nov-01 | | | | | 501 | 35 | [illegible] | | |
| Dec-01 | | | | | 340 | 40 | 8.50 | | |
| Jan-02 | | | | | 202 | 20 | 10.10 | | |
| Feb-02 | | | | | 394 | 2 | 14.07 | | |
| Mar-02 | | | | | 395 | 4 | 16.46 | | |



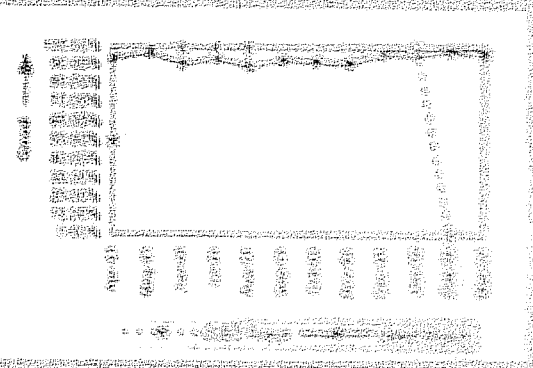

### Delayed Days for Facility Reasons (Average Days) (OP-6B-5)-- Interval Zone Two

| Date | CLEC Num | CLEC Den | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | 84 | 4 | 21.00 | | |
| May-01 | | | | | 262 | 11 | 23.82 | | |
| Jun-01 | | | | | 54 | 3 | 18.00 | | |
| Jul-01 | | | | | 213 | 4 | 53.25 | | |
| Aug-01 | | | | | 78 | 5 | 15.60 | | |
| Sep-01 | | | | | 136 | 5 | 27.20 | | |
| Oct-01 | | | | | 129 | 7 | 18.43 | | |
| Nov-01 | | | | | 55 | 7 | 7.86 | | |
| Dec-01 | | | | | 11 | 1 | 11.00 | | |
| Jan-02 | | | | | 61 | 4 | 15.25 | | |
| Feb-02 | | | | | 8 | 1 | 8.00 | | |
| Mar-02 | | | | | 132 | 5 | 22.80 | | |



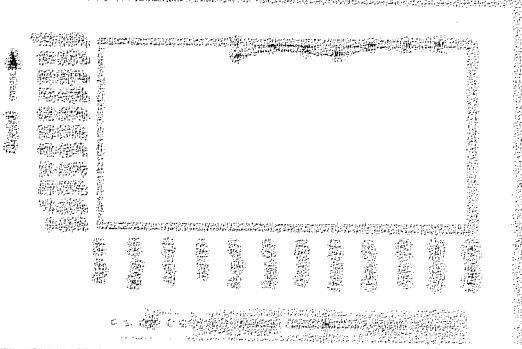
New Service Installation Quality (Percent) (OP-5)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Den | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Resu | Mod Z Sco | Parity Sta |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | 1 | 2 | 50.00% | 50.00% | 125 | 133 | 93.98% | 1.63 | 4.00 |
| May-01 | | | | | 99 | 102 | 97.06% | | |
| Jun-01 | 1 | 1 | 100.00% | 0.00% | 88 | 97 | 90.72% | -0.32 | -1.00 |
| Jul-01 | 2 | 2 | 100.00% | 0.00% | 105 | 112 | 93.75% | -0.36 | -1.00 |
| Aug-01 | 1 | 1 | 100.00% | 0.00% | 116 | 120 | 96.67% | -0.31 | -1.00 |
| Sep-01 | | | | | 108 | 116 | 93.10% | | |
| Oct-01 | | | | | 106 | 115 | 92.17% | | |
| Nov-01 | | | | | 115 | 126 | 91.27% | | |
| Dec-01 | | | | | 112 | 116 | 96.55% | | |
| Jan-02 | 1 | 1 | 100.00% | 0.00% | 89 | 93 | 95.70% | 0.33 | 1.00 |
| Feb-02 | 0 | 1 | 0.00% | 0.00% | 73 | 74 | 98.65% | 2.29 | 1.00 |
| Mar-02 | | | | | 94 | 97 | 96.91% | | |



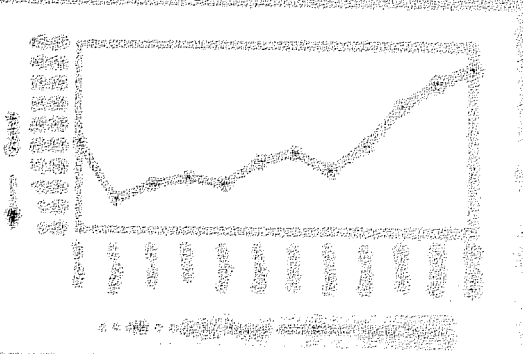
New Service Installation Quality (Percent) (OP-5)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Den | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Resu | Mod Z Sco | Parity Sta |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | | | | | |
| May-01 | | | | | | | | | |
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | 1 | 1 | 100.00% | 0.00% | 120 | 129 | 93.02% | -0.31 | -1.00 |
| Sep-01 | | | | | 114 | 116 | 98.28% | | |
| Oct-01 | | | | | 111 | 115 | 96.52% | | |
| Nov-01 | | | | | 119 | 126 | 94.44% | | |
| Dec-01 | | | | | 115 | 116 | 99.14% | | |
| Jan-02 | 1 | 1 | 100.00% | 0.00% | 83 | 93 | 89.25% | 0.33 | 1.00 |
| Feb-02 | 1 | 1 | 100.00% | 0.00% | 74 | 74 | 100.00% | 0.29 | 1.00 |
| Mar-02 | | | | | | | | | |



Interval for Pending Orders Delayed Past Due Date (Average Days Late)

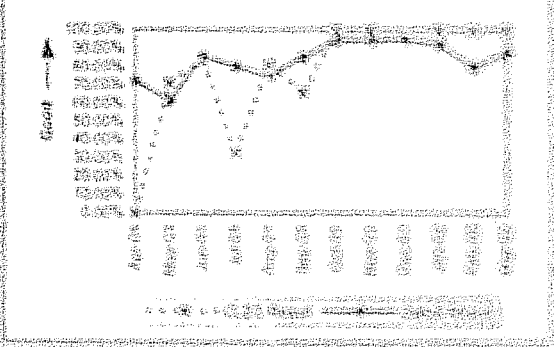
| Date | CLEC Num | CLEC Den | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Resu | Mod Z Sco | Parity Sta |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | 108 | 5 | 21.60 | | |
| May-01 | | | | | 99 | 11 | 9.00 | | |
| Jun-01 | | | | | 156 | 14 | 11.14 | | |
| Jul-01 | | | | | 220 | 21 | 10.48 | | |
| Aug-01 | | | | | 304 | 31 | 9.81 | | |
| Sep-01 | | | | | 423 | 45 | 9.40 | | |
| Oct-01 | | | | | 436 | 42 | 10.38 | | |
| Nov-01 | | | | | 518 | 51 | 10.16 | | |
| Dec-01 | | | | | 542 | 49 | 11.06 | | |
| Jan-02 | | | | | 565 | 38 | 14.87 | | |
| Feb-02 | | | | | 538 | 48 | 11.21 | | |
| Mar-02 | | | | | 572 | 52 | 11.00 | | |



## Checklist #14 - Resale - DS1 Repair

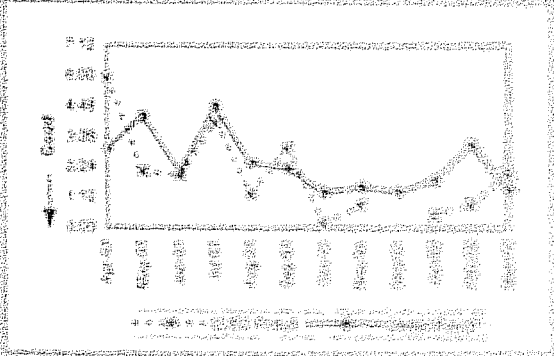
### All Troubles Cleared within 4 hours (Percent) (MR-5B)-- Interval Zone Two

| Date | CLEC Num | CLEC Den | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | 0 | 2 | 0.00% | 0.00% | 42 | 58 | 72.41% | 1.79 | 0.69 |
| May-01 | 5 | 7 | 71.43% | 45.18% | 48 | 78 | 61.54% | -0.52 | -1.31 |
| Jun-01 | 5 | 6 | 83.33% | 37.27% | 84 | 98 | 85.71% | 0.17 | -0.50 |
| Jul-01 | 1 | 3 | 33.33% | 47.14% | 61 | 76 | 80.26% | 1.6 | -0.01 |
| Aug-01 | 9 | 11 | 81.82% | 38.57% | 113 | 151 | 74.83% | -0.52 | -1.31 |
| Sep-01 | 2 | 3 | 66.67% | 47.14% | 48 | 56 | 85.71% | 0.74 | -0.55 |
| Oct-01 | 5 | 5 | 100.00% | 0.00% | 67 | 71 | 94.37% | -0.53 | -1.32 |
| Nov-01 | 5 | 5 | 100.00% | 0.00% | 68 | 72 | 94.44% | -0.52 | -1.32 |
| Dec-01 | | | | | 55 | 58 | 94.83% | | |
| Jan-02 | 1 | 1 | 100.00% | 0.00% | 36 | 39 | 92.31% | -0.29 | -1.07 |
| Feb-02 | 1 | 1 | 100.00% | 0.00% | 8 | 10 | 80.00% | -0.48 | -1.29 |
| Mar-02 | 2 | 2 | 100.00% | 0.00% | 66 | 75 | 88.00% | -0.52 | -1.31 |



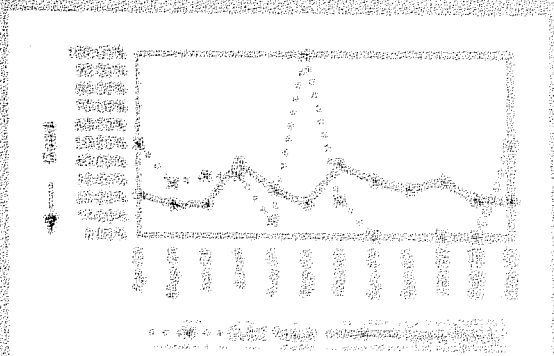
### Mean Time to Restore (Hours:Minutes) (MR-6B)-- Interval Zone Two

| Date | CLEC Num | CLEC Den | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | 11:50 | 2 | 5:55 | 1:52 | 183:50 | 58 | 3:10 | 1.25 | -0.54 |
| May-01 | 15:46 | 7 | 2:15 | 2:01 | 342:44 | 78 | 4:24 | -0.8 | -1.49 |
| Jun-01 | 12:28 | 6 | 2:05 | 2:05 | 218:30 | 98 | 2:14 | -0.12 | -1.07 |
| Jul-01 | 12:34 | 3 | 4:11 | 3:11 | 364:21 | 76 | 4:48 | -0.08 | -1.05 |
| Aug-01 | 15:15 | 11 | 1:23 | 2:10 | 389:52 | 151 | 2:35 | -1.35 | -1.92 |
| Sep-01 | 9:34 | 3 | 3:11 | 5:09 | 132:40 | 56 | 2:22 | -0.85 | -1.48 |
| Oct-01 | 0:55 | 5 | 0:11 | 0:12 | 99:55 | 71 | 1:24 | -1.16 | -1.71 |
| Nov-01 | 4:41 | 5 | 0:56 | 1:16 | 117:14 | 72 | 1:39 | -0.38 | -1.23 |
| Dec-01 | | | | | 83:31 | 58 | 1:26 | | |
| Jan-02 | 0:32 | 1 | 0:32 | | 74:38 | 39 | 1:55 | -0.36 | -1.23 |
| Feb-02 | 0:58 | 1 | 0:58 | | 33:13 | 10 | 3:19 | -0.46 | -1.28 |
| Mar-02 | 4:20 | 2 | 2:10 | 0:57 | 115:37 | 75 | 1:32 | -0.57 | -1.34 |



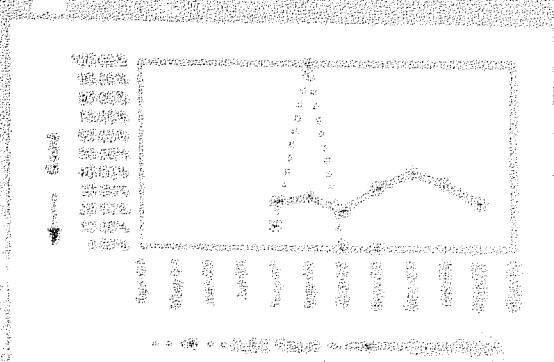
### Repair Repeat Report Rate (Percent) (MR-7E)-- Interval Zone Two

| Date | CLEC Num | CLEC Den | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | 1 | 2 | 50.00% | 50.00% | 13 | 58 | 22.41% | 0.72 | -0.58 |
| May-01 | 2 | 7 | 28.57% | 45.18% | 13 | 78 | 16.67% | 0.74 | -0.60 |
| Jun-01 | 2 | 6 | 33.33% | 47.14% | 17 | 98 | 17.35% | 0.9 | -0.45 |
| Jul-01 | 1 | 3 | 33.33% | 47.14% | 31 | 76 | 40.79% | -0.58 | -1.16 |
| Aug-01 | 1 | 11 | 9.09% | 28.75% | 39 | 151 | 25.83% | -1.22 | -1.74 |
| Sep-01 | 3 | 3 | 100.00% | 0.00% | 10 | 56 | 17.86% | 2.74 | 0.67 |
| Oct-01 | 1 | 5 | 20.00% | 40.00% | 28 | 71 | 39.44% | -0.66 | -1.23 |
| Nov-01 | 0 | 5 | 0.00% | 0.00% | 22 | 72 | 30.56% | -1.43 | -1.88 |
| Dec-01 | | | | | 15 | 58 | 25.86% | | |
| Jan-02 | 0 | 1 | 0.00% | 0.00% | 12 | 39 | 30.77% | -0.66 | -1.2 |
| Feb-02 | 0 | 1 | 0.00% | 0.00% | 2 | 10 | 20.00% | -0.48 | -1.29 |
| Mar-02 | 1 | 2 | 50.00% | 50.00% | 15 | 75 | 20.00% | 0.61 | -0.51 |



### Repair Repeat Report Rate (Percent) (MR-7E*)-- Interval Zone Two

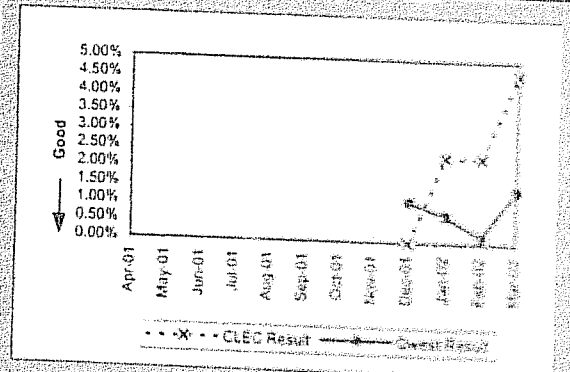
| Date | CLEC Num | CLEC Den | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | | | | | |
| May-01 | | | | | | | | | |
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | 1 | 8 | 12.50% | 33.07% | 26 | 105 | 24.76% | -0.77 | -1.43 |
| Sep-01 | 2 | 2 | 100.00% | 0.00% | 7 | 25 | 28.00% | 1.74 | 0.69 |
| Oct-01 | 0 | 3 | 0.00% | 0.00% | 8 | 38 | 21.05% | -0.66 | -1.52 |
| Nov-01 | 0 | 2 | 0.00% | 0.00% | 11 | 33 | 33.33% | -0.92 | -1.64 |
| Dec-01 | | | | | 8 | 19 | 42.11% | | |
| Jan-02 | | | | | 6 | 17 | 35.29% | | |
| Feb-02 | | | | | 2 | 8 | 25.00% | | |
| Mar-02 | | | | | | | | | |



## Checklist #14 - Resale - DS1 Repair

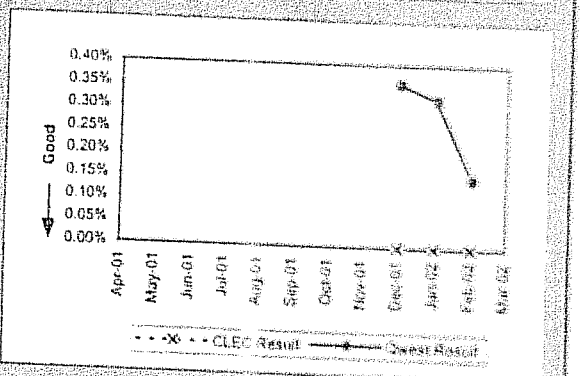
Trouble Rate (Percent) (MR-8)– Interval Zone One and Two

| Date | CLEC Num | CLEC Den | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | | | | | |
| May-01 | | | | | | | | | |
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | 0 | 41 | 0.00% | 0.00% | 58 | 5302 | 1.09% | -0.67 | -1.41 |
| Jan-02 | 1 | 43 | 2.33% | 15.07% | 39 | 5255 | 0.74% | 0.99 | -0.4 |
| Feb-02 | 1 | 43 | 2.33% | 15.07% | 10 | 5266 | 0.19% | 1.73 | 0.05 |
| Mar-02 | 2 | 43 | 4.65% | 21.06% | 75 | 5206 | 1.44% | 1.44 | -0.12 |



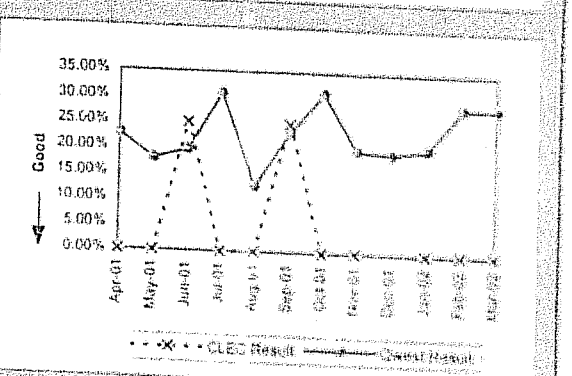

Trouble Rate (Percent) (MR-8*)– Interval Zone One and Two

| Date | CLEC Num | CLEC Den | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | | | | | |
| May-01 | | | | | | | | | |
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | 0 | 41 | 0.00% | 0.00% | 19 | 5302 | 0.36% | -0.38 | -1.23 |
| Jan-02 | 0 | 43 | 0.00% | 0.00% | 17 | 5255 | 0.32% | -0.37 | -1.23 |
| Feb-02 | 0 | 43 | 0.00% | 0.00% | 8 | 5266 | 0.15% | -0.25 | -1.15 |
| Mar-02 | | | | | | | | | |




Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10)– Interval Zone One and Two

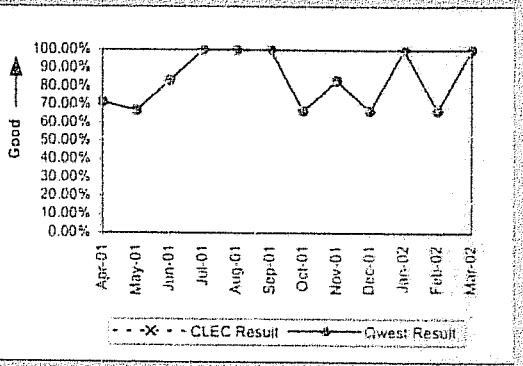
| Date | CLEC Num | CLEC Den | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | 0 | 2 | 0.00% | 0.00% | 17 | 75 | 22.67% | -0.76 | -1.46 |
| May-01 | 0 | 7 | 0.00% | 0.00% | 17 | 95 | 17.8 % | -1.19 | -1.72 |
| Jun-01 | 2 | 8 | 25.00% | 43.30% | 24 | 122 | 19.0 % | 0.37 | -0.77 |
| Jul-01 | 0 | 3 | 0.00% | 0.00% | 34 | 110 | 30 % | -1.14 | -1.69 |
| Aug-01 | 0 | 11 | 0.00% | 0.00% | 22 | 173 | 12 % | -1.23 | -1.75 |
| Sep-01 | 1 | 4 | 25.00% | 43.30% | 17 | 73 | 23 % | 0.08 | -0.95 |
| Oct-01 | 0 | 5 | 0.00% | 0.00% | 32 | 103 | 31 % | -1.47 | -1.89 |
| Nov-01 | 0 | 5 | 0.00% | 0.00% | 18 | 90 | 00% | -1.09 | -1.66 |
| Dec-01 | | | | | 14 | 72 | 0.44% | | |
| Jan-02 | 0 | 1 | 0.00% | 0.00% | 10 | 49 | 20.41% | -0.5 | -1.3 |
| Feb-02 | 0 | 1 | 0.00% | 0.00% | 4 | 1 | 28.57% | -0.61 | -1.37 |
| Mar-02 | 0 | 2 | 0.00% | 0.00% | 30 | 1 | 28.57% | -0.89 | -1.54 |



## Checklist #14 - Resale - Installation for DS3 and Higher

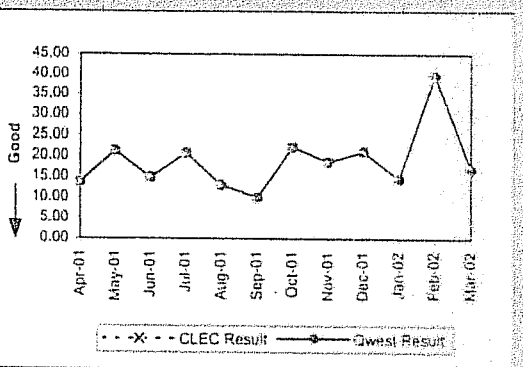
### Appointments Met (Percent) (OP-3E)-- Interval Zone Two

| CLEC Num | CLEC Den | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|
| | | | | 5 | 7 | 71.43% | | |
| | | | | 2 | 3 | 66.67% | | |
| | | | | 5 | 6 | 83.33% | | |
| | | | | 3 | 3 | 100.00% | | |
| | | | | 1 | 1 | 100.00% | | |
| | | | | 2 | 2 | 100.00% | | |
| | | | | 2 | 3 | 66.67% | | |
| | | | | 5 | 6 | 83.33% | | |
| | | | | 2 | 3 | 66.67% | | |
| | | | | 4 | 4 | 100.00% | | |
| | | | | 2 | 3 | 66.67% | | |
| | | | | 4 | 4 | 100.00% | | |



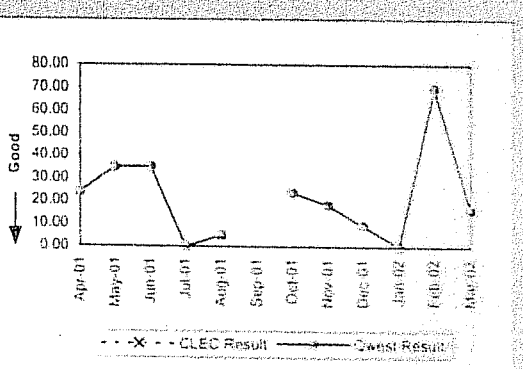

### Installation Interval (Average Days) (OP-4E)-- Interval Zone Two

| CLEC Num | CLEC Den | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|
| | | | | 96 | 7 | 13.71 | | |
| | | | | 64 | 3 | 21.33 | | |
| | | | | 89 | 6 | 14.83 | | |
| | | | | 83 | 4 | 20.75 | | |
| | | | | 65 | 5 | 13.00 | | |
| | | | | 20 | 2 | 10.00 | | |
| | | | | 133 | 6 | 22.17 | | |
| | | | | 167 | 9 | 18.56 | | |
| | | | | 211 | 10 | 21.10 | | |
| | | | | 145 | 10 | 14.50 | | |
| | | | | 119 | 3 | 39.67 | | |
| | | | | 84 | 5 | 16.80 | | |



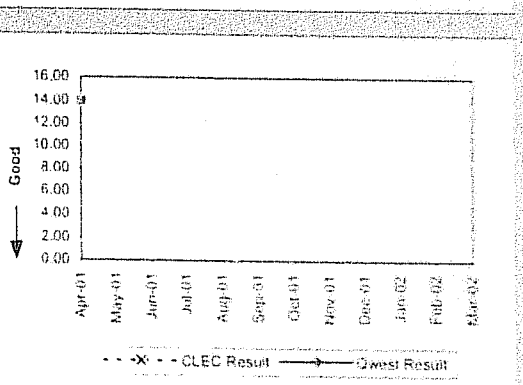

### Installation Intervals for Non-Facility Reasons (Average Days) (OP-6A-5)-- Interval Zone Two

| CLEC Num | CLEC Den | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|
| | | | | 24 | 1 | 24.00 | | |
| | | | | 35 | 1 | 35.0 | | |
| | | | | 35 | 1 | 35.0 | | |
| | | | | 0 | 1 | 0.0 | | |
| | | | | 10 | 2 | 5.0 | | |
| | | | | 71 | 3 | 23. | | |
| | | | | 73 | 4 | 25 | | |
| | | | | 73 | 8 | 9.12 | | |
| | | | | 0 | 6 | 0.00 | | |
| | | | | 70 | 1 | 70.00 | | |
| | | | | 16 | 1 | 16.00 | | |




### Installation Intervals for Facility Reasons (Average Days) (OP-6B-5)-- Interval Zone Two

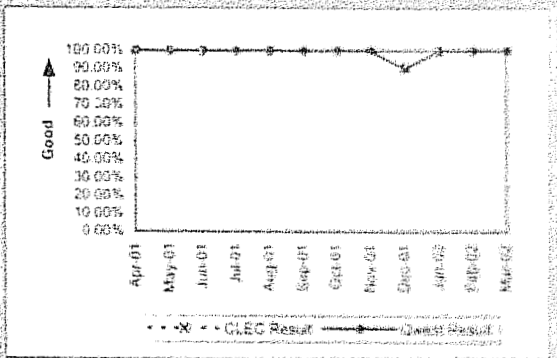
| CLEC Num | CLEC Den | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|
| | | | | 14 | 1 | 14.00 | | |



## Checklist #14 - Resale - Installation for DS3 and Higher

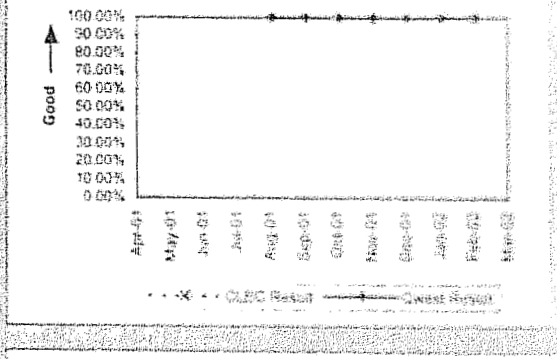
### New Service Installation Quality (Percent) (OP-5)– Interval Zone One and Two

| Date | CLEC Num | CLEC Dend | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | 11 | 11 | 100.00% | | |
| May-01 | | | | | 9 | 9 | 100.00% | | |
| Jun-01 | | | | | 8 | 8 | 100.00% | | |
| Jul-01 | | | | | 7 | 7 | 100.00% | | |
| Aug-01 | | | | | 5 | 5 | 100.00% | | |
| Sep-01 | | | | | 4 | 4 | 100.00% | | |
| Oct-01 | | | | | 4 | 4 | 100.00% | | |
| Nov-01 | | | | | 8 | 8 | 100.00% | | |
| Dec-01 | | | | | 9 | 10 | 90.00% | | |
| Jan-02 | | | | | 10 | 10 | 100.00% | | |
| Feb-02 | | | | | 7 | 7 | 100.00% | | |
| Mar-02 | | | | | 4 | 4 | 100.00% | | |



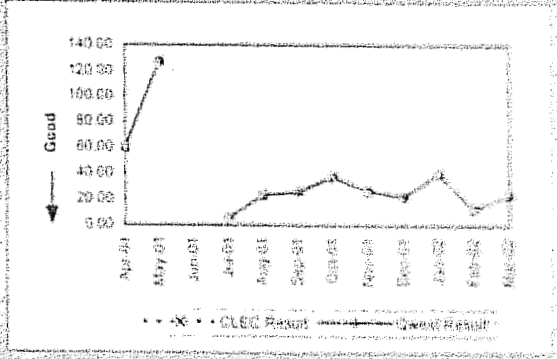

### New Service Installation Quality (Percent) (OP-5*)– Interval Zone One and Two

| Date | CLEC Num | CLEC Dend | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | | | | | |
| May-01 | | | | | | | | | |
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 5 | 5 | 100.00% | | |
| Sep-01 | | | | | 4 | 4 | 100.00% | | |
| Oct-01 | | | | | 4 | 4 | 100.00% | | |
| Nov-01 | | | | | 8 | 8 | 100.00% | | |
| Dec-01 | | | | | 10 | 10 | 100.00% | | |
| Jan-02 | | | | | 10 | 10 | 100.00% | | |
| Feb-02 | | | | | 7 | 7 | 100.00% | | |
| Mar-02 | | | | | | | | | |



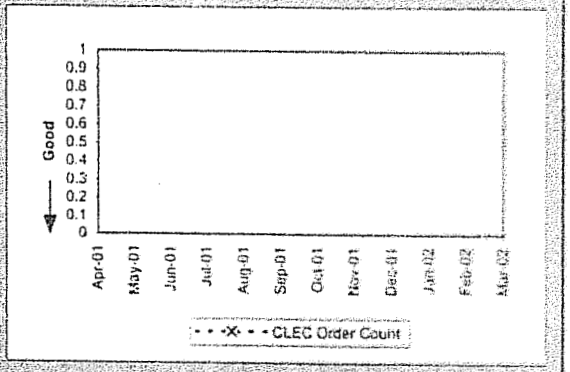

### Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A)

| Date | CLEC Num | CLEC Dend | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | 119 | 2 | 59.50 | | |
| May-01 | | | | | 127 | 1 | 127.0 | | |
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | 11 | 2 | 5.5 | | |
| Aug-01 | | | | | 92 | 4 | 23.0 | | |
| Sep-01 | | | | | 52 | 2 | 26 | | |
| Oct-01 | | | | | 75 | 2 | 37.5 | | |
| Nov-01 | | | | | 53 | 2 | 50 | | |
| Dec-01 | | | | | 45 | 2 | 22.50 | | |
| Jan-02 | | | | | 80 | 2 | 40.00 | | |
| Feb-02 | | | | | 13 | 1 | 13.00 | | |
| Mar-02 | | | | | 47 | 2 | 23.50 | | |



Checklist #14 - Resale - Installation for DS3 and Higher

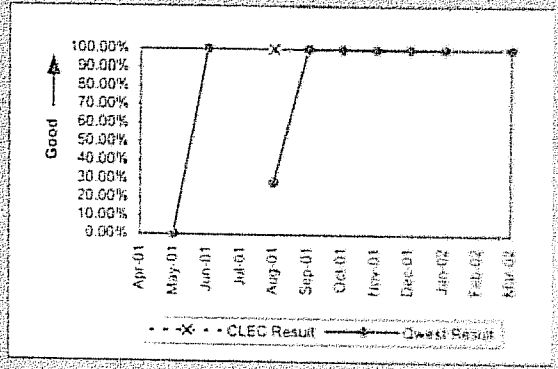
| Count of Pending Orders Delayed for Facilities Reasons DS3 (OP-15B) | |
|---|---|
| Date | CLEC Order Count |
| Apr-01 | |
| May-01 | |
| Jun-01 | |
| Jul-01 | |
| Aug-01 | |
| Sep-01 | |
| Oct-01 | |
| Nov-01 | |
| Dec-01 | |
| Jan-02 | |
| Feb-02 | |
| Mar-02 | |



## Checklist #14 - Resale - Repair for DS3 and Higher

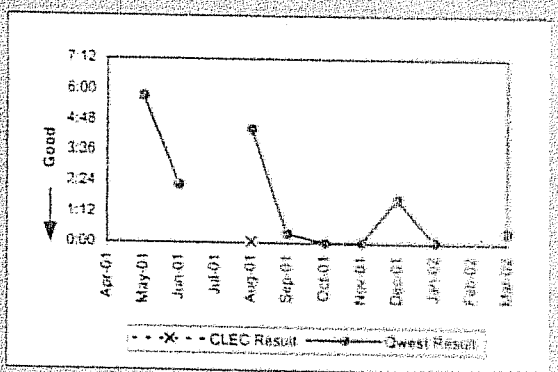
All Troubles Cleared within 4 hours (Percent) (MR-5B)– Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | Std Dev | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | | | | | |
| May-01 | | | | | 0 | 2 | 0.00% | | |
| Jun-01 | | | | | 2 | 2 | 100.00% | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | 1 | 1 | 100.00% | 0.00% | 2 | 7 | 28.57% | -1.48 | -1.9 |
| Sep-01 | | | | | 1 | 1 | 100.00% | | |
| Oct-01 | | | | | 1 | 1 | 100.00% | | |
| Nov-01 | | | | | 1 | 1 | 100.00% | | |
| Dec-01 | | | | | 1 | 1 | 100.00% | | |
| Jan-02 | | | | | 1 | 1 | 100.00% | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | 4 | 4 | 100.00% | | |



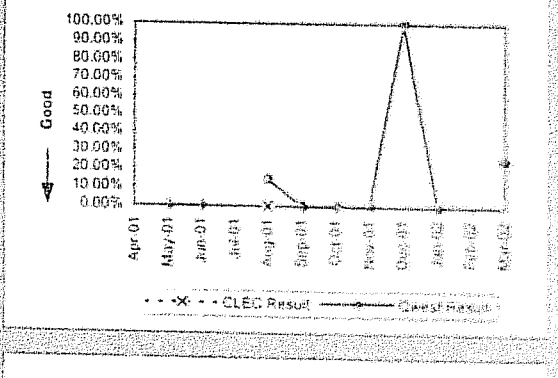

Mean Time to Restore (Hours:Minutes) (MR-6E)– Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | Std Dev | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | | | | | |
| May-01 | | | | | 11:30 | 2 | 5:45 | | |
| Jun-01 | | | | | 4:36 | 2 | 2:18 | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | 0:03 | 1 | 0:03 | | 31:08 | 7 | 4:27 | -4.33 | -3.63 |
| Sep-01 | | | | | 0:22 | 1 | 0:22 | | |
| Oct-01 | | | | | 0:01 | 1 | 0:01 | | |
| Nov-01 | | | | | 0:01 | 1 | 0:01 | | |
| Dec-01 | | | | | 1:46 | 1 | 1:46 | | |
| Jan-02 | | | | | 0:03 | 1 | 0:03 | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | 1:47 | 4 | 0:27 | | |



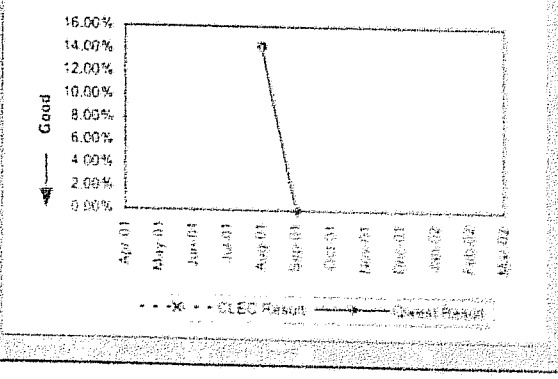

Repair Repeat Report Rate (Percent) (MR-7E)– Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | Std Dev | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | | | | | |
| May-01 | | | | | 0 | 2 | 0.00% | | |
| Jun-01 | | | | | 0 | 2 | 0.00% | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | 0 | 1 | 0.00% | 0.00% | 1 | 7 | 14.29% | -0.38 | -1.23 |
| Sep-01 | | | | | 0 | 1 | 0.00% | | |
| Oct-01 | | | | | 0 | 1 | 0.00% | | |
| Nov-01 | | | | | 0 | 1 | 0.00% | | |
| Dec-01 | | | | | 1 | 1 | 100.00% | | |
| Jan-02 | | | | | 0 | 1 | 0.00% | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | 1 | 4 | 25.00% | | |




Repair Repeat Report Rate (Percent) (MR-7E1)– Interval Zone Two

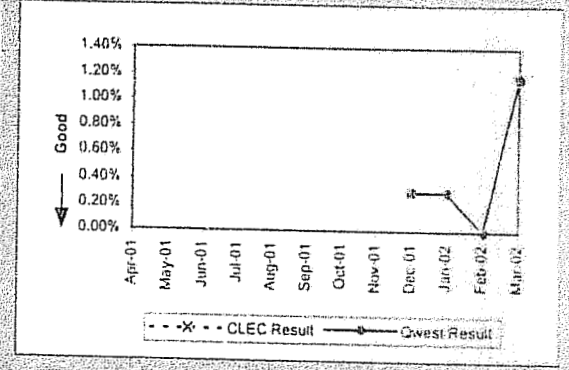
| Date | CLEC Num | CLEC Denom | CLEC Result | Std Dev | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | | | | | |
| May-01 | | | | | | | | | |
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 1 | 7 | 14.29% | | |
| Sep-01 | | | | | 0 | 1 | 0.00% | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | | | | | |



## Checklist #14 - Resale - Repair for DS3 and Higher

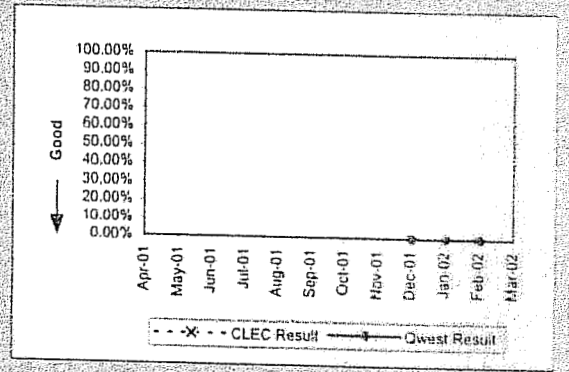
Trouble Rate (Percent) (MR-8)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Den | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | | | | | |
| May-01 | | | | | | | | | |
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | 1 | 331 | 0.30% | | |
| Jan-02 | | | | | 1 | 334 | 0.30% | | |
| Feb-02 | | | | | 0 | 336 | 0.00% | | |
| Mar-02 | | | | | 4 | 341 | 1.17% | | |



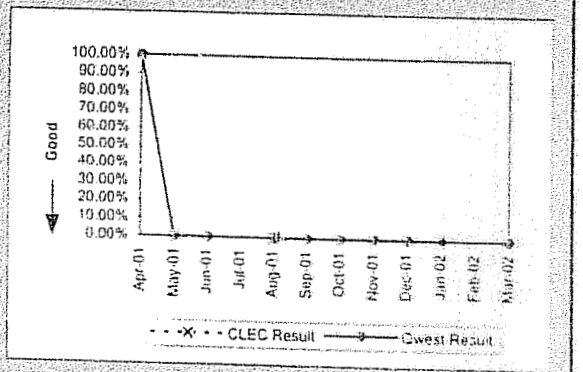

Trouble Rate (Percent) (MR-8*)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Den | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | | | | | |
| May-01 | | | | | | | | | |
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | 0 | 331 | 0.00% | | |
| Jan-02 | | | | | 0 | 334 | 0.00% | | |
| Feb-02 | | | | | 0 | 336 | 0.00% | | |
| Mar-02 | | | | | | | | | |




Trouble and Non-Qwest Related Trouble Reports (Percent) (MR-10)-- Interval Zone One and Two

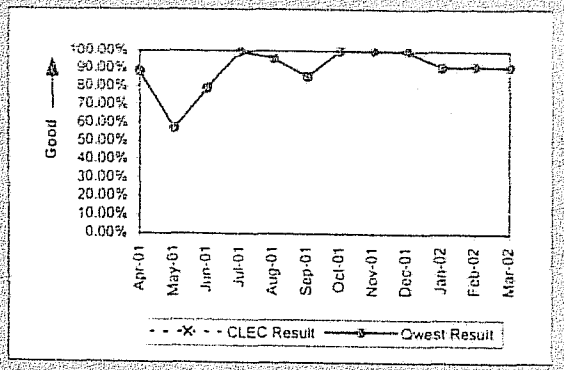
| Date | CLEC Num | CLEC Den | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Apr-01 | | | | | 1 | 1 | 100.0 % | | |
| May-01 | | | | | 0 | 2 | 0 % | | |
| Jun-01 | | | | | 0 | 2 | 0.00% | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | 0 | 1 | 0.00% | 0.00% | 0 | 7 | 0.00% | N/A | N/A |
| Sep-01 | | | | | 0 | 1 | 0.00% | | |
| Oct-01 | | | | | 0 | | 0.00% | | |
| Nov-01 | | | | | 0 | 1 | 0.00% | | |
| Dec-01 | | | | | 0 | 1 | 0.00% | | |
| Jan-02 | | | | | 0 | 1 | 0.00% | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | 0 | 4 | 0.00% | | |



## Checklist #14 - Resale - Frame Relay Installation

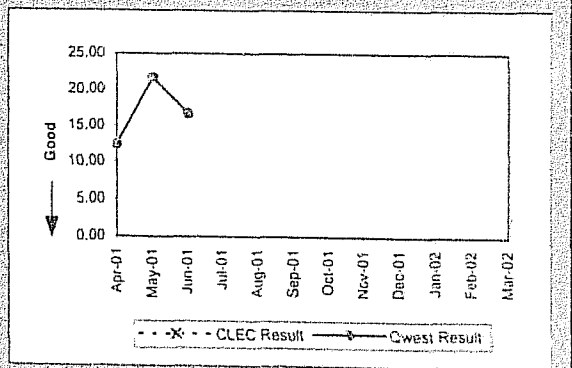
Installation Commitments Met (Percent) (OP-3E)-- Interval Zone Two

| CLEC Num | CLEC Den | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|
| | | | | 15 | 17 | 88.24% | | |
| | | | | 4 | 7 | 57.14% | | |
| | | | | 15 | 19 | 78.95% | | |
| | | | | 322 | 324 | 99.38% | | |
| | | | | 45 | 47 | 95.74% | | |
| | | | | 24 | 28 | 85.71% | | |
| | | | | 12 | 12 | 100.00% | | |
| | | | | 20 | 20 | 100.00% | | |
| | | | | 16 | 16 | 100.00% | | |
| | | | | 10 | 11 | 90.91% | | |
| | | | | 21 | 23 | 91.30% | | |
| | | | | 20 | 22 | 90.91% | | |



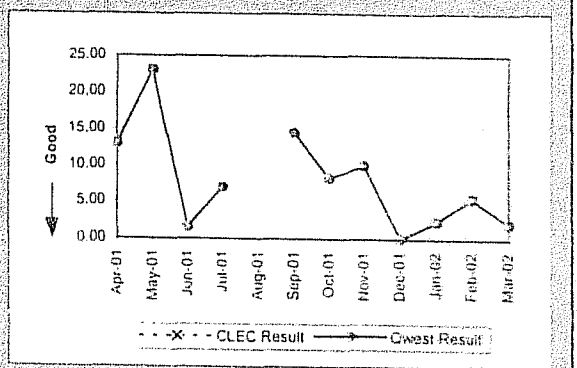

Installation Interval (Average Days) (OP-4E)-- Interval Zone Two

| CLEC Num | CLEC Den | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|
| | | | | 210 | 17 | 12.35 | | |
| | | | | 152 | 7 | 21.71 | | |
| | | | | 317 | 19 | 16.68 | | |



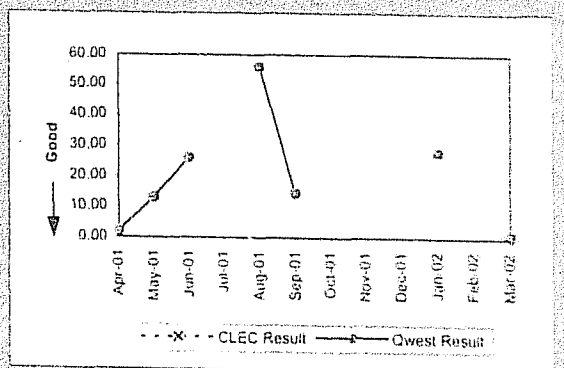

Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5)-- Interval Zone Two

| CLEC Num | CLEC Den | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|
| | | | | 13 | 1 | 13.00 | | |
| | | | | 46 | 2 | 23.00 | | |
| | | | | 3 | 2 | 1.50 | | |
| | | | | 42 | 6 | 7.00 | | |
| | | | | 87 | 6 | 4.50 | | |
| | | | | 33 | 4 | 8.25 | | |
| | | | | 20 | 2 | 0.00 | | |
| | | | | 0 | 1 | 0.00 | | |
| | | | | 7 | 3 | 2.33 | | |
| | | | | 22 | 4 | 5.50 | | |
| | | | | 4 | [illegible] | 2.00 | | |




Delayed Days for Facility Reasons (Average Days) (OP-6B-[illegible] - Interval Zone Two

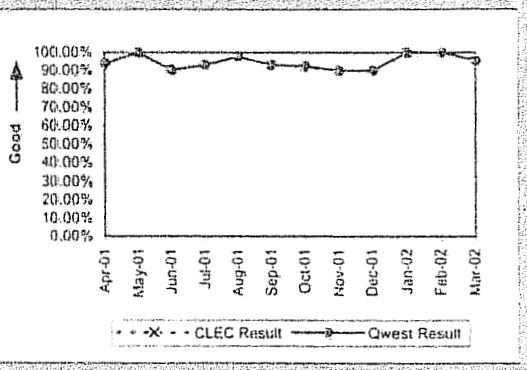
| CLEC Num | CLEC Den | CLEC Result | Std Dev | Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|
| | | | | 2 | 1 | 2.00 | | |
| | | | | 13 | 1 | 13.00 | | |
| | | | | 52 | 2 | 26.00 | | |
| | | | | 112 | 2 | 56.00 | | |
| | | | | 43 | 3 | 14.33 | | |
| | | | | 28 | 1 | 28.00 | | |
| | | | | 1 | 1 | 1.00 | | |



Checklist #14 - Resale - Frame Relay Installation

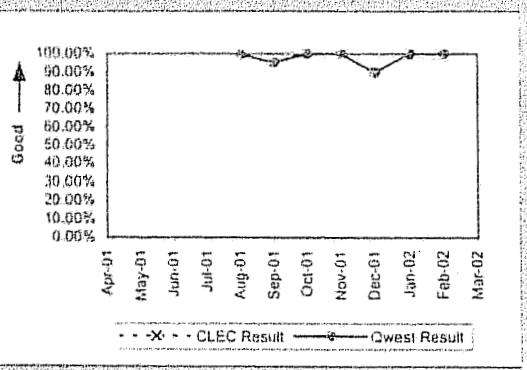
Percent Provisioning Troubles within 30 Days of Service Zone One and Two

| Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|
| 32 | 34 | 94.12% | | |
| 57 | 57 | 100.00% | | |
| 78 | 81 | 96.30% | | |
| 167 | 179 | 93.30% | | |
| 166 | 178 | 93.26% | | |
| 41 | 44 | 93.18% | | |
| 25 | 27 | 92.59% | | |
| 18 | 20 | 90.00% | | |
| 18 | 20 | 90.00% | | |
| 18 | 18 | 100.00% | | |
| 20 | 20 | 100.00% | | |
| 23 | 24 | 95.83% | | |



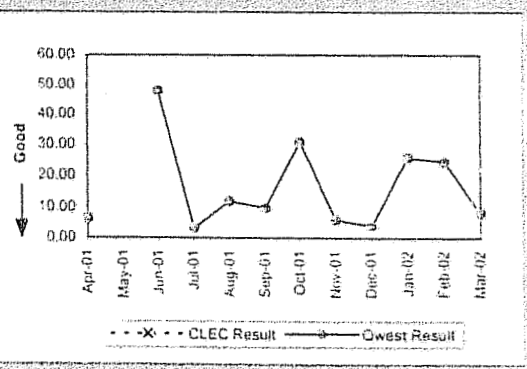

Percent Provisioning Troubles within 30 Days of Service Zone One and Two

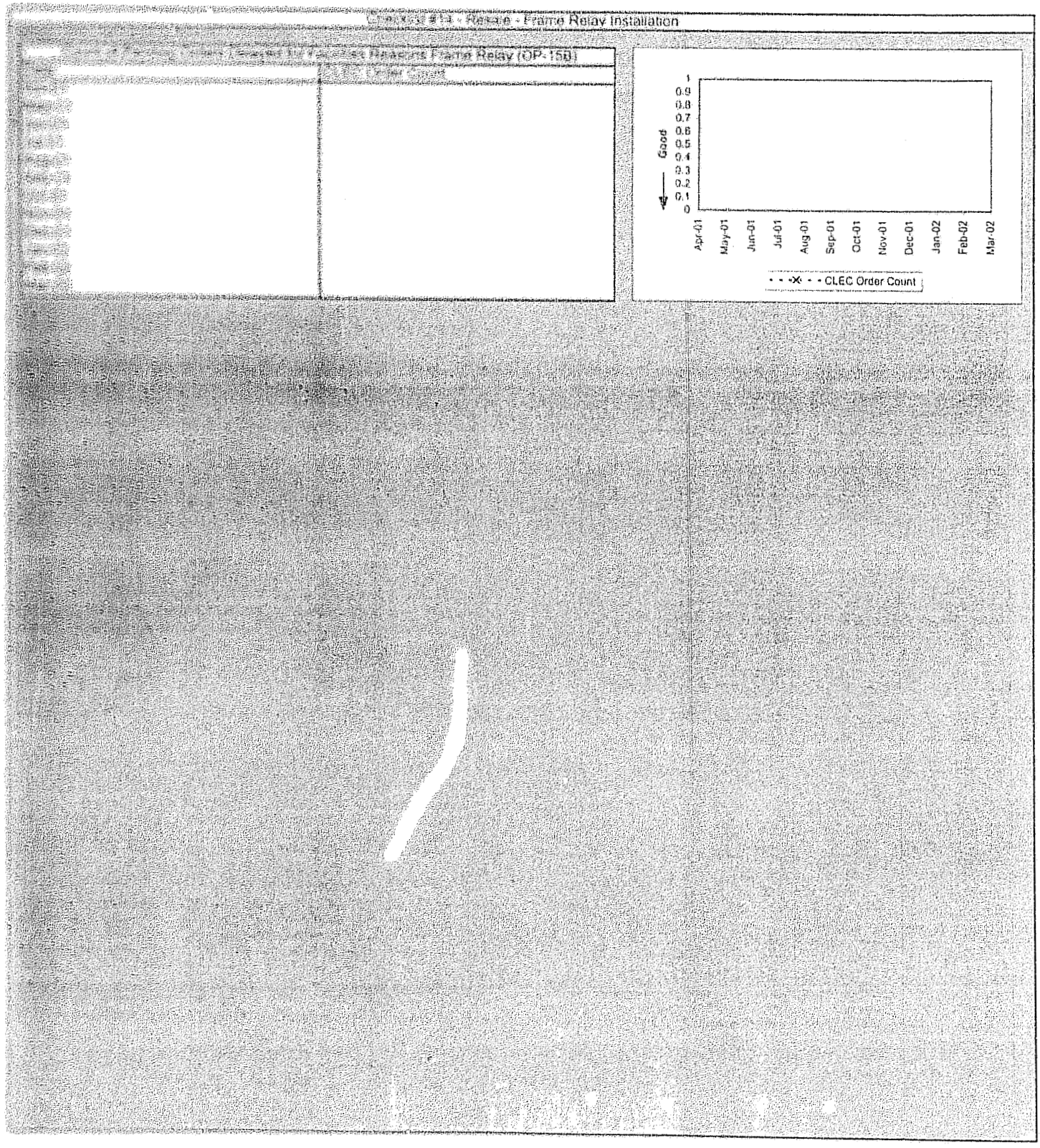
| Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|
| 180 | 190 | 99.47% | | |
| 42 | 44 | 95.45% | | |
| 27 | 27 | 100.00% | | |
| 20 | 20 | 100.00% | | |
| 18 | 20 | 90.00% | | |
| 18 | 18 | 100.00% | | |
| 20 | 20 | 100.00% | | |

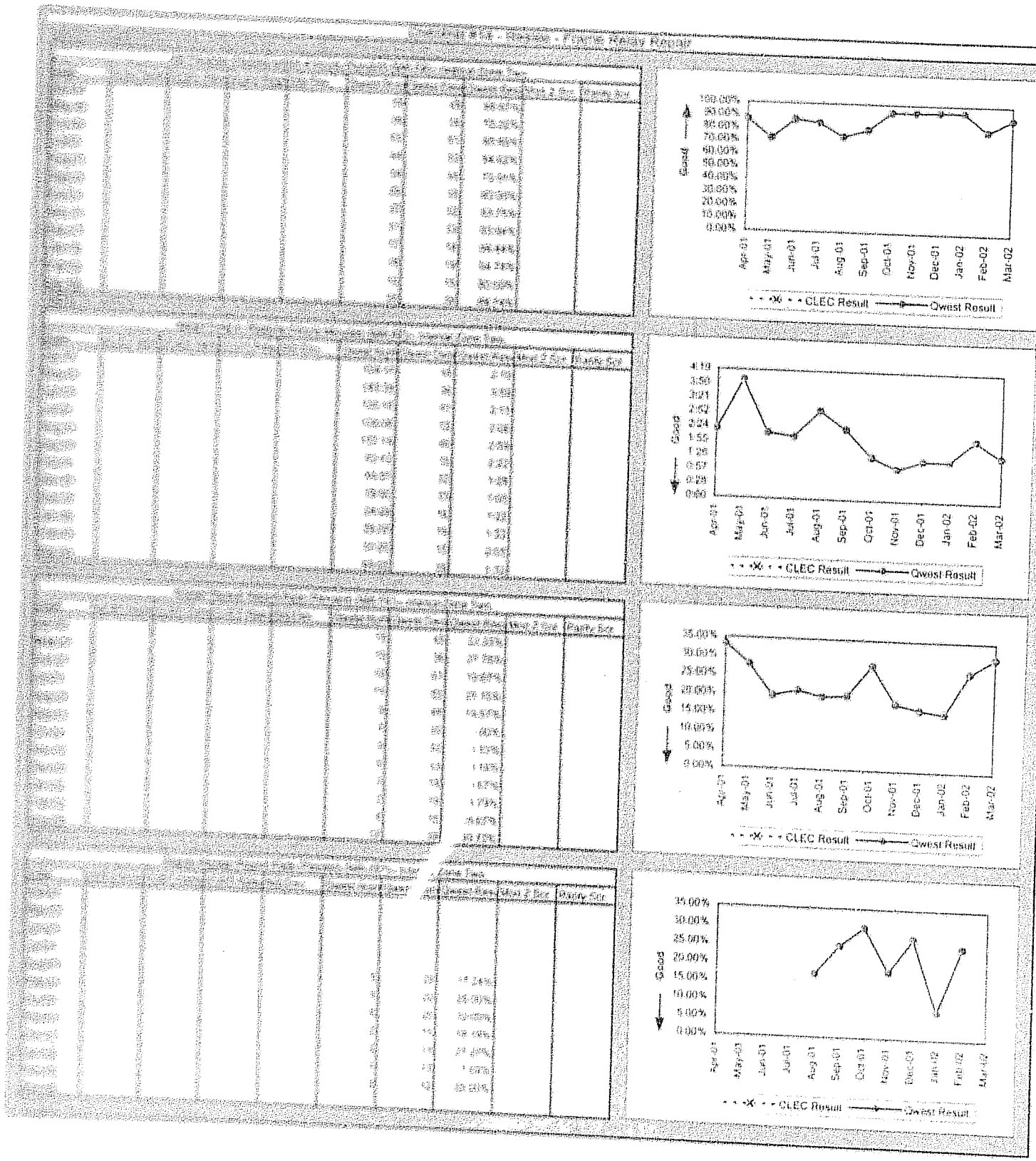


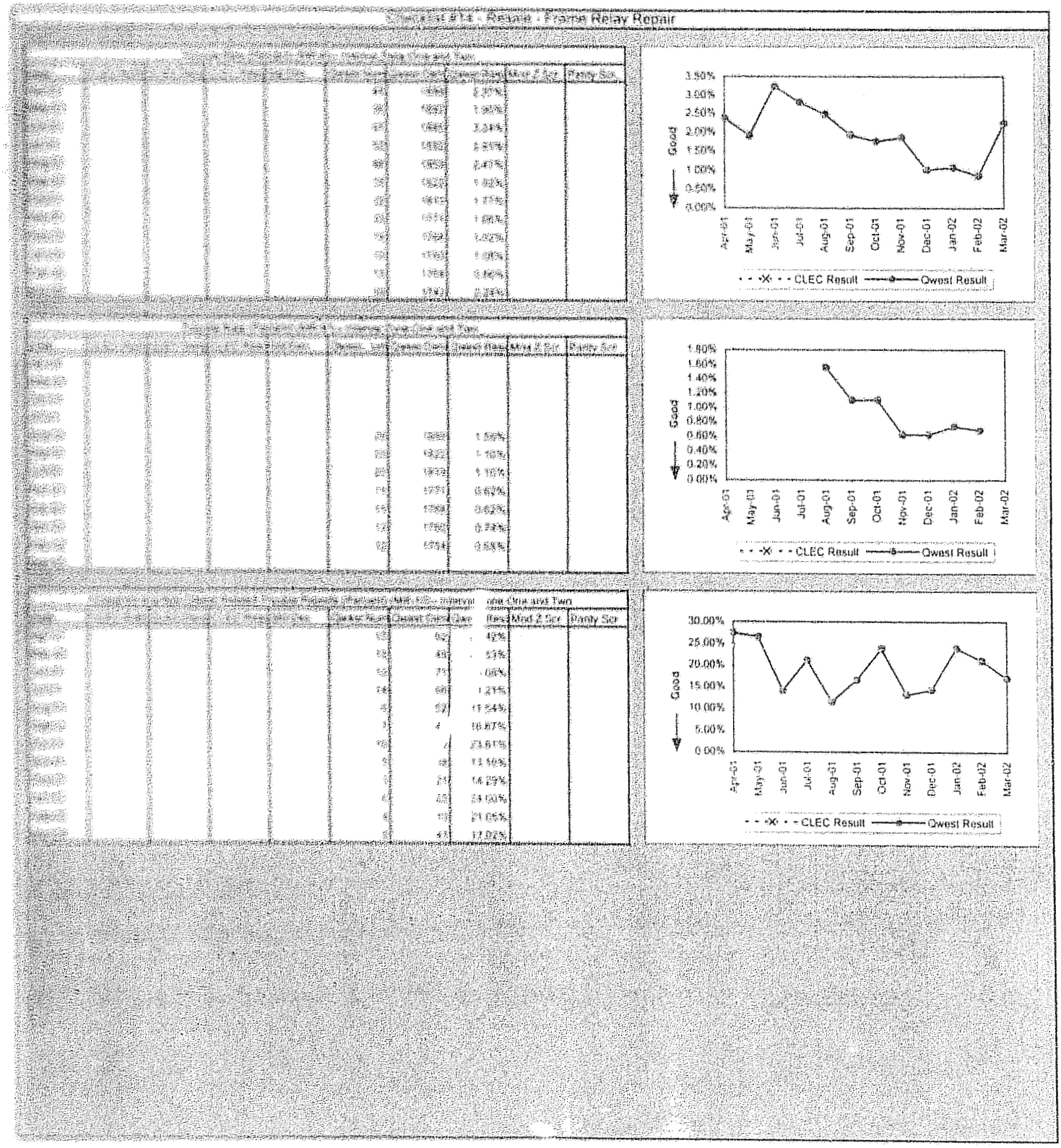

Percent Provisioning Troubles Reported Past Due Date (Average Days) (OP-15A)

| Qwest Num | Qwest Den | Qwest Result | Mod Z Scr | Parity Scr |
|---|---|---|---|---|
| 33 | 4 | 8.25 | | |
| 48 | 3 | 16.00 | | |
| 10 | 3 | 3.33 | | |
| 36 | 3 | 12.00 | | |
| 39 | 4 | 9.75 | | |
| 93 | 3 | 31.00 | | |
| 6 | 1 | 6.00 | | |
| 4 | 1 | 4.00 | | |
| 78 | 3 | 26.00 | | |
| 49 | 2 | 24.50 | | |
| 33 | 4 | 8.25 | | |




Good
1
0.9
0.8
0.7
0.6
0.5
0.4
0.3
0.2
0.1
0
Apr-01
May-01
Jun-01
Jul-01
Aug-01
Sep-01
Oct-01
Nov-01
Dec-01
Jan-02
Feb-02
Mar-02
CLEC Order Count


Apr-01
May-01
Jun-01
Jul-01
Aug-01
Sep-01
Oct-01
Nov-01
Dec-01
Jan-02
Feb-02
Mar-02
CLEC Result
Qwest Result


Apr-01
May-01
Jun-01
Jul-01
Aug-01
Sep-01
Oct-01
Nov-01
Dec-01
Jan-02
Feb-02
Mar-02
Qwest
CLEC Result
Qwest Result

BEFORE THE
PUBLIC UTILITIES COMMISSION
STATE OF SOUTH DAKOTA

| | | |
|---|---|---|
| IN THE MATTER OF THE INVESTIGATION INTO QWEST CORPORATION'S COMPLIANCE WITH SECTION 271 (C) OF THE TELECOMMUNICATIONS ACT OF 1996 | ) ) ) ) | DOCKET TC 01- |

# QWEST CORPORATION'S

# AFFIDAVIT

# OF

# LARRY W. TOLL

# SOUTH DAKOTA ISSUES

October 23, 2001

EXHIBIT
Qwest
7L

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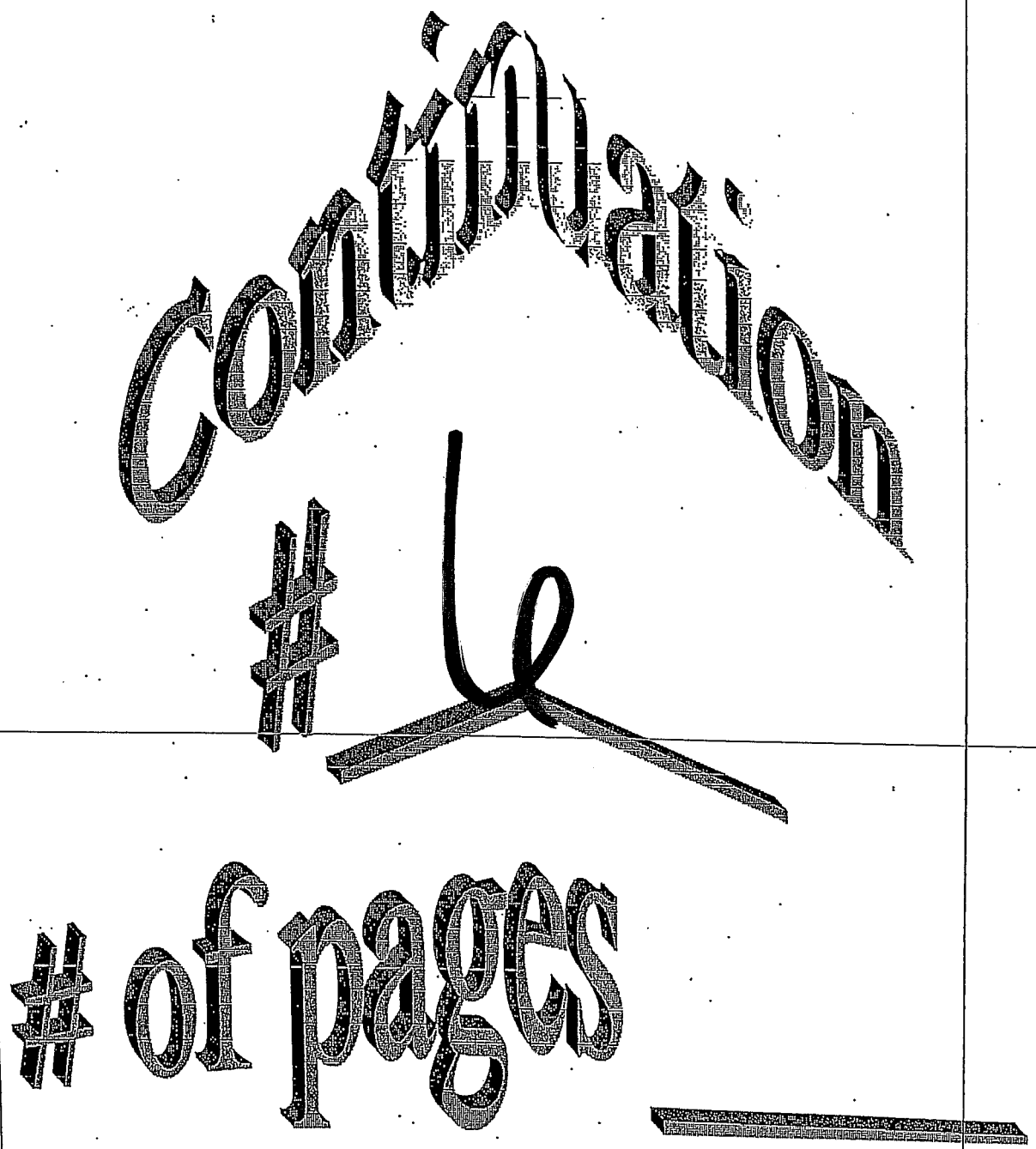
Confirmation
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# AFFIDAVIT

# OF

# LARRY W. TOLL

## South Dakota Issues

Larry W. Toll, duly sworn upon oath, states as follows:

My name is Larry Toll. I am the State Vice President for Qwest Corporation ("Qwest") in South Dakota. I have over forty years in the telecommunications business with over twenty of those years dealing with issues related to public policy. Twelve of those years have been in South Dakota – seven as a general manager and the last five as the State Vice President. In my capacity I am responsible for all regulatory, legislative and community issues. The information I provide in this affidavit is from my personal knowledge.

The purpose of my affidavit is to highlight and enhance, from a local perspective, the testimony of others in this filing. I will also try to put this filing in a historical context of how we got to the point in time. I will also give a South Dakota perspective on how aggressive and successful local competitors are in our state.

I highlight the seven-state collaborative process in which Qwest and interested competitive local exchange carriers ("CLECs") participated and which the South Dakota Commission endorsed. These collaborative workshops were held over a year's time and were very thorough.

Lastly, and probably most importantly, I will highlight the benefits consumers will see when Qwest's entry into the long distance business is approved.

## II. BACKGROUND

As a result of a government-filed antitrust suit against AT&T in the mid 1970's an agreement – known as the Modified Final Judgement (MFJ) – was reached in early 1982 between the government and AT&T that led to the breakup of the Bell System in 1984. Among other items in the agreement, the local operating companies, of which Qwest is a successor company, were banned from providing long distance between Local Access & Transport Areas (LATAs). In South Dakota, the entire state was essentially one LATA. Qwest, therefore, can only complete calls within the state of South Dakota, and Qwest customers must choose another provider for calls completed outside the state. To give the Commission a feel of how competitive that market is, one only has to look at the revenue impact long distance competition within South Dakota has had on Qwest. In 1985, the long distance revenues for Northwestern Bell in South Dakota were approximately $44 million. It is projected that long distance revenues for Qwest in South Dakota this year will be less than $8 million. If a dollar in 1985 were reduced by inflation, it would probably be worth only 50 cents today. That means that the $8 million of long distance today equates to $4 million of the 1985 dollars.

The 1996 Federal Telecommunications Act provides a method for the Regional Bell Operating Companies like Qwest to get back into the interLATA long distance business. The Act requires Qwest to demonstrate that it has opened its network to its

competes efficiently and has safeguards in place to insure continued access by its competitors. The testimony in this case will demonstrate that Qwest has sufficiently opened its network and complies with the 14-point "competitive checklist" laid out in Section 271 of the 1996 Federal Act. The affidavits filed in this case demonstrate in outstanding detail the steps Qwest has undertaken to allow competitors access to its network and its systems. Qwest is also submitting evidence and affidavits to describe Qwest's plan, to be filed with the FCC, that ensures that Qwest will not "backslide" once it is allowed into the interLATA long distance business. Hundreds of audited performance measurements will be provided monthly to demonstrate our commitment to our wholesale customers. Failure to maintain good service to our wholesale customers would result in significant monetary penalties to Qwest.

## II. STATE OF COMPETITION IN SOUTH DAKOTA

One of the witnesses filing an affidavit with this application, Dave Teitzel, uses many estimation techniques in an attempt to quantify the amount of competition in South Dakota. Mr. Teitzel's estimation that 65,000 access lines are provided by local competitors would indicate that more than 20% of the lines in Qwest exchanges are provided by competitors. For business customers the number jumps to 33% provided by local competitors.

This Commission asked South Dakota CLECs several years ago for information regarding their market share, and the figure it developed was greater than the figure Qwest had calculated at the time. To obtain a totally accurate assessment of

competition in South Dakota the Commission should require CLECs to provide the number of access lines they serve in Qwest's territory in South Dakota.

## III. SOUTH DAKOTA COMPETITORS

One reason for the robust competition in South Dakota may be that local CLECs committed to the South Dakota market are competing with Qwest for South Dakota customers. Companies like DTG (now McLeod), for example, sprang up following passage of the Act to compete with Qwest – not as resellers, but as facilities-based providers. DTG placed its own fiber with facilities directly into customers' homes and businesses. DTG provides both in and out-of-state long distance service, cable television service, local dial tone, and high speed Internet service to DTG's own Internet service provider. Significantly, this is a total package that Qwest is precluded from providing. In some South Dakota towns, DTG has captured many more customers than Qwest serves by making available this type of attractive, "bundled" offering. For example, DTG overbuilt Qwest in towns like Watertown, Elk Point, Tea, Harrisburg, Madison, Canton, and Yankton and became the "home town" provider by working door-to-door.

DTG is not the only South Dakota based CLEC. In the Black Hills, Black Hills Corporation has been overbuilding all Qwest exchanges from Rapid City to Belle Fourche and to many towns in between. Its overbuild is very similar to the DTG model. Black Hills began operation in 1999 and has been aggressively expanding ever since.

Brookings, for example, Northern Valley Communications has placed its own facilities to offer a facility-based alternative.

In Sioux Falls, MidContinent has demonstrated almost every method of competing for the local business. In some cases it resells Qwest services. In others it combines Qwest's unbundled loops running to the customers' locations and its own switching capacity to provide service. In still other cases MidContinent uses the hybrid fiber coax cable network that supports its cable TV distribution network, combined with its switch to provide service. MidContinent has demonstrated the innovation to meet customer needs on any level.

On a resale level, First Tel (now Ionex) was a home-grown company based in Sioux Falls but at one time had a resold line in every community Qwest serves in South Dakota – from Sioux Falls to Lake Preston. First Tel came out very aggressively and competed throughout the state.

Where does all of this lead? It's obvious that 100% of Qwest's South Dakota customers have access to local competitors that resell Qwest services. What is not so obvious is that adding up the efforts of all of the companies that have overbuilt Qwest exchanges in the state results in the amazing conclusion that almost 70% of our business and residence customers have a facility-based option in their backyard or their business. Almost 70%! Local competition is alive and thriving in our state.

## IV. QWEST'S COMMITMENT TO SOUTH DAKOTA AND OFFERING COMPETITIVE LONG DISTANCE SERVICE TO SOUTH DAKOTA CONSUMERS

Following the merger with U S WEST last year, Qwest made reentry into the full long distance business a priority. Both the financial and human resources needed to succeed have been brought to bear on this priority. Qwest has spent billions of dollars to open its network and has dedicated 2,600 people to meeting the needs of wholesale customers, i.e., Qwest's competitors. The seven-state collaborative process dealt with more than 1,100 issues relating to the precise terms under which Qwest makes its network open to competition. I have seen estimates that almost 50 days were spent in the workshops in this multistate process over the last year[1]. Many of the issues were resolved by the parties themselves, and those not resolved were left to a facilitator to make recommendations to the state commissions. With few exceptions, concessions and agreements that Qwest has made, as well as the SGAT changes recommended by the seven-state facilitator, are incorporated into the filing of the new Statement of Generally Accepted Terms (SGAT) that accompanies this Petition.

Finally, I would like to address the most important impact of allowing Qwest back into the intraLATA long distance business. Qwest has 0% market share in the South Dakota intraLATA long distance market. To have any market share would violate the law. Once approved, the only way my company could entice customers to utilize Qwest as their long distance carrier would be to provide greater value--better service for a lower cost. A study by Professor Jerry Hausman, director of the Massachusetts Institute of Technology (MIT) Telecommunications Economics Research Program, indicates that South Dakota customers will save over $16 million annually if Qwest is allowed in the

[1] Throughout the 14 states over 300 days were spent in these kinds of workshops.

long distance business. But $18 million in annual savings comes from reductions in both local and long distance savings arising from competition. Qwest will obviously offer an aggressive long distance package to attract customers from the big three -- AT&T, MCI and Sprint -- who still control the vast majority of the interLATA long distance market. In addition, experience from New York where Verizon was allowed back into the long distance market indicates that competitors will also become more aggressive in their local service pricing, thereby delivering savings for local service customers.

## V. CONCLUSION

Qwest's entry into the full long distance market will only provide customers with more options and better rates. Qwest has demonstrated in this filing that its networks and systems are open to competitors. Indeed, competition in South Dakota is thriving. Qwest's evidence further demonstrates that Qwest's networks and systems will remain open. Now is the time for the South Dakota Commission to support Qwest's section 271 application at the FCC and to help bring the benefits of increased competition to South Dakota consumers.