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THE PUBLIC UTILITIES COMMISSION

OF THE STATE OF SOUTH DAKOTA

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THE PUBLIC UTILITIES COMMISSION

OF THE STATE OF SOUTH DAKOTA

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IN THE MATTER OF THE INVESTIGATION
INTO QWEST CORPORATION'S COMPLIANCE
WITH SECTION 271(c) OF THE TC01-0165
TELECOMMUNICATIONS ACT OF 1996

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Transcript of Proceedings
July 11, 2002

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BEFORE THE SOUTH DAKOTA PUBLIC UTILITIES COMMISSION:
JIM BURG, CHAIRMAN
PAM NELSON, VICE CHAIRMAN
ROBERT SAHR, COMMISSIONER

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appearing on behalf of Black Hills Fiberco.

Reported By Cheri McCumsey Wattier, RPR

CHAIRMAN BURG: I'll begin the hearing in Docket TC01-165, In The Matter of the Analysis of Qwest Corporation's Compliance with Section 271(c) of the Telecommunications Act of 1996. The time is approximately about 8:40, the date is July 11, 2002, and the location of the hearing is Room 412, State Capitol, Pierre, South Dakota.

I am Jim Burg, Commission Chairman. Commissioner Pam Nelson is here, and Commissioner Robert Sahr will be here just a little bit later. He was delayed a little this morning.

I am presiding over this hearing. This hearing is a continuation of the hearings held April 22 through 30, 2002. The purpose of this hearing is to consider the Regional Oversight Committee Operational Support System Test. As a result of the proceedings in this Docket the Commission will provide a recommendation to the FCC pursuant to 47 U.S.C. Section 271(d)2(b).

All parties have the right to be present and to be represented by an attorney, and all persons testifying will be sworn in and subject to cross-examination by the parties.

Rolayne Ailts Wiest will act as Commission

counsel. She may provide recommended rulings on procedural and evidentiary matters. The Commission may overrule its counsel's preliminary rulings throughout the hearing. If not overruled, the preliminary rulings will become final rulings.

At this time I'm going to turn it over to Rolayne to conduct the hearing.

MS. AILTS WIEST: I'll take appearances of the parties. Qwest.

MR. WILSON: Tom Welk, Sioux Falls, for Qwest.

MR. CRAIN: Andy Crain from Qwest.

MS. HOBSON: Mary Hobson from Boise, Idaho from Qwest.

MS. AILTS WIEST: AT&T is not present. Midcontinent.

MR. KOENECKE: Brett Koenecke from Pierre, Midcontinent.

MS. AILTS WIEST: Black Hills Fibercom.

MR. EVANS: Linn Evans from Rapid City, Black Hills Fibercom, and to my right is Kyle White.

MS. AILTS WIEST: Staff.

MS. CREMER: Karen Cremer, Staff.

MS. AILTS WIEST: Also this morning we're going to have various ROC OSS giving comments. Could each one giving comments state your name and company you're associated with at this time.

MS. ANDERSON: Denise Anderson with MTG.

MS. BAKUNAS: Marie Bakunas with MTG.

MR. WEEKS: Mike Weeks, KPMG Consulting.

MR. Joe Della Torre, KPMG Consulting.

MR. MAY: Geoff May, HP.

MR. PETRY: Don Petry, HP.

MS. AILTS WIEST: Okay. What we'll do is we'll begin with the consultants who will be giving us an overview of the final ROC OSS Test and then we will take any testimony from any of the parties in this case. The parties will have an opportunity to ask questions of the consultants.

Which consultant is going first?

MS. BAKUNAS: MTG will go first.

MS. AILTS WIEST: Is there anything before we start the testimony? Did any of the parties want to bring up any issues?

MS. AILTS WIEST: MTG is handing out an exhibit that has been marked as MTG Exhibit 1, is that correct?

Anybody have an any objection to MTG Exhibit 1 coming in? If not, Exhibit 1 MTG comment will come in.

(MTG Exhibit 1 is marked for identification.)

MARIE BAKUNAS and DENISE ANDERSON, called as witnesses, being first duly sworn to the above cause, testified under oath as follows:

MS. AILTS WIEST: You may proceed.

MS. BAKUNAS: Thank you. Good morning, Commissioners. This morning I'll provide a brief overview of how the ROC OSS Test got started, its organization and the processes used to manage and govern the project. Please turn to page 2.

MTG was hired by the ROC to serve as project manager for the 13 states. The team consisted of Bob Carter (phonetic), an MTG partner, Denise Anderson who was the lead project manager and myself, Marie Bakunas. This team was dedicated full time to the ROC OSS project, bringing extensive telecom and project management experi-

to the effort.

Page 3, please. The ROC OSS Test was born in 1999 with a series of formative steps. Experience in other tests indicated that these efforts were a large and complex undertaking. The ROC states believe that all parties would benefit from multistate efforts, rather than individual state tests and 13 states agreed to work together.

A letter of agreement to pursue a regional approach was executed by the ROC and Qwest in September of '99. MTG was hired as project manager in October of '99. The first technical advisory group or TAG meeting was held on November 4, 1999 and the first collaborative session on principles in scope was held in St. Paul in December of '99.

Please turn to page 4. There were four phases of the conduct of the ROC OSS Test with various aspects of the performance measure, the audit running in parallel throughout all phases of the test.

Phase 1 focused on test planning during which a broad testing framework and structure was established and the testing vendors were selected. Phase 2 concentrated on test preparation and setup as the vendors built the testing infrastructure and

collaborative forum for the testing effort throughout the testing life cycle from project planning and design through execution and on to the Final Report. The TAG consisted of CLECs, industry associations, the ROC Steering Committee, Qwest, and the vendors.

Page 7, please. Early planning for the ROC Test was conducted with a top-down philosophy based on the belief if we reached consensus on the big issues first, the rest would follow. Early planning resulted in four key documents which define the concepts, principles, and processes that serve to guide the entire testing effort.

The first document was to 20 guiding principles. From these principles and previous testing efforts an MTP was built. The first version was a testing requirements document which later evolved into the MTP. This testing requirements document was distributed with the RFPs.

Another document described the performance measures known as the performance indicator definitions or PIDS. An important principle requiring the PIDS was that they must be defined, available, and audited before testing could start.

defined the testing processes.

Phase 3 focused on feature function transaction testing and additional process tests. Discrete reports were released as portions of the testing was completed. Phase 4 included results development, statistical analysis of the results and the Final Report was provided on May 29.

Please turn to page 5. Early on in the project an organization was set up to oversee the test. The umbrella organization was the Regional Oversight Committee. The executive committee consisted of seven commissions and provided the executive authority for the test and resolved impasse issues appeals.

The Steering Committee was made up of state staffs who monitored and guided the tests on a week-by-week basis. NRRI was project administrator with the responsibility of ensuring effective communication among regulatory bodies. They also built and maintained the ROC website.

MTG provided the day-to-day testing oversight. Denise Anderson, Bob center and myself had defined responsibilities primarily along vendor lines.

Page 6. The ROC technical advisory group known as the TAG served as the primary

Please turn to page 7. During late 1999 and the first half of 2000 five collaborative workshops were conducted with each workshop focusing on one of the three key documents, the 20 principles, the technical testing requirements document, and the performance measures. Once the vendors were hired in June and July of 2000 additional workshops were held on the MTP and statistical analysis methodology.

Page 9, please. The routine management of the ROC Qwest OSS Test was accomplished largely thru regularly scheduled and as needed meetings. The ROC Executive Committee met monthly. The ROC Steering Committee met weekly and the next four meetings were all held weekly and were open to all TAG members. These provided an opportunity for parties to participate in the open testing process.

The TAG meeting dealt with broad issues. The project managers meeting dealt with the management of the integrated work plan as well as testing issues and details of the test. The CLEC meetings, observation, and exception meetings dealt with the issues and potential problems for issues encountered during the testing.

The specific CLEC meetings dealt with the

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pseudo-CLEC and Qwest's relationship. Parties could participate on several different levels ranging from broad issues to very detailed aspects of the test.

Page 10. The ROC decision-making and impasse resolution process provided a very strong framework for collaborative decision-making. The great majority of issues were resolved collaboratively with only 14 going to impasse during the test and a 15th item after testing was completed.

The ROC issue resolution process consisted of first an attempt, which was usually successful, to resolve the issue collaboratively. If the issue could not be resolved collaboratively, any party could escalate the issue to the Steering Committee when impasse was declared.

Impasse documents were prepared with position statements and the Steering Committee then considered and decided on the issue. Any party could then appeal the Steering Committee decision to the Executive Committee.

Of the 15 total impasse issues, nine were decided in favor of the CLECs, and six were in favor of Qwest.

Page 11, please. Throughout the project the

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TAG has conducted regular briefing sessions for state regulatory bodies, the FCC, the DOG, and in one case the National Congressional Staff. At the semi-annual ROC meeting the ROC OSS Test was a prominent agenda item.

Twice a year the TAG traveled to Washington, D.C. to provide face-to-face briefings for the DOG and FCC. The last formal briefings were held on June 20. In keeping with the TAG process these were open sessions, and a conference bridge was provided for those who could not attend in person.

Page 12, please. This page provides a high-level cite map for the ROC Qwest information repository. This was built with two purposes in mind, to service a ready reference to most all of the ROC Test business, including TAG and project managers meetings and ONE trail of the actual issuance of the ONE and all the resolution that went with it.

The second purpose was to provide a body of information from which Qwest could select materials for their application filings. Throughout the test its website has proven to be a very helpful resource.

On behalf of the MTG team I would like to thank all the participants in this test for their efforts. This test was completed successfully because of the professionalism, dedication, and perseverance of all participants.

And the back two slides are just a little more information on the Commissioners and the vendor selection process.

Are there any questions?

MS. AILTS WIEST: Are there any questions?

If not, thank you.

MS. BAKUMAS: Thank you.

MS. AILTS WIEST: Are there any objections to KPMG Exhibit 1 being entered? If not, it's admitted into the record.

MICHAEL WEEKS and JOSEPH DELLA TORRE, called as witnesses, being first duly sworn in the above cause, testified under oath as follows:

MR. WEEKS: Good morning. My name is Mike Weeks. I'm with KPMG Consulting. To my right is Mr. Joe Della Torre. We will be working together as a team to answer your questions.

I was just checking my notes. It was on December 6 that I was here last in front of the

Commission talking about the testing that we were doing and what we intended to accomplish and how had proceeded to date.

A lot has taken place since then, and what I would like to do in my remarks this morning is go over with you a high-level overview of the test results, some of the outstanding issues that were not completely resolved to satisfaction during the course of the test, answer any questions that you might have about the test and its conduct.

And if I could start in then, I would reference you to the first -- well, it's pages 2, 3, and 4 of the presentation. I'm going to kind of give you an overview of the presentation because we're going to be flipping back and forth quite a bit from page to page. So you might want to think of pages 2, 3, and 4 as being sort of the summary of the results of the test. And I'll explain that in a moment.

Pages 5 through 15 represent a detailed discussion of the results of the test that were other than satisfied. And then the remaining pages 16 through 19, if we need to refer to them, describe high-level overview of observations and exceptions that were dealt with during the course

of the test. So as I pop back and forth, those are the three kind of fundamental subsections, if you will, of my materials.

If you look at page 2, if I could explain sort of the layout of this particular set of tables, each of the report sections -- and the report was broken down into chapters in a book, if you will. So if you look at the first line there, 12 is report section 12. The next column is a brief description. It's the title of what that was. And I'll explain each of those in a little more detail.

Then the last four columns represent the number of evaluation criteria that fell in that test into each of the categories. For example, on test 12 there were 52 evaluation criteria that fell into the satisfied category, 2 that were in the not satisfied category, 3 that were in the unable to determine category, and 11 that fell into the diagnostic category. And I'll explain what each of those categories are in the moment.

I should start off my comments about evaluation criteria by saying to you not each evaluation criterion is created equal. Some are large and kind of meaty. Others are very small and sort of fine grain. So simple mathematics that

just adds, subtracts, multiples, and divides with the wrong numbers is probably going to lead you in the wrong direction because they're not all weighted the same. And we made no attempt to weight the factors in any, way, shape, or form.

So before we started each test we established the criteria that it would take to succeed, pass, or fail, for Qwest for that particular evaluation criteria and then we conducted our test and they either met that evaluation criteria successfully and got a satisfied, which would have caused the criterion to drop into the satisfied column, or there was some problem or some issue or some question we had about Qwest's performance on that particular aspect of the test.

In those cases we would have written an observation or an exception calling the issue into question, and then Qwest would have a formal opportunity to look at the supporting materials that set behind that observation or that exception, to dispute the facts if they believed we were in error. And sometimes we were. And/or agree that there was a problem or an issue and then to decide whether or not they would do anything about that particular issue, fix that problem, address that problem.

It could be a problem with documentation. It could be a problem the way a process was defined or a lack thereof. It could be the process was not well formed. It could be the process wasn't being adhered to or followed or executed. It could be a piece of software didn't function the way it was documented to function. It could be a variety of reasons why we would write an observation or an exception.

But once Qwest decided that they wanted to fix something, then they would fix it and then we would conduct a retest. And if they passed the test again on the retest, then that would drop that particular evaluation criterion into a satisfied state. If not, we would continue to cycle into what has been referred to as a military style test or test until you pass.

Now there were some cases in the test where Qwest either agreed to disagree with KPMG Consulting on our results and our analysis of the situation or agreed to agree with us but chose not to address or resolve the problem. And so in those cases where there was a decision taken on Qwest's part to do nothing about a particular issue, then we would close that issue to further testing because there was going to be no state -- change in the state of what we were testing so there was no point in testing any further.

We had developed evidence or developed a record on that particular topic, but there was not going to be any further work done by Qwest. So we put that into a closed unresolved state for that observation or exception. And then that could in turn then lead to either a not satisfied for that particular evaluation criterion, or in cases where we were unable to develop enough of a record on -- unable to determine -- and we'll talk about some of those as we go through.

So as we look at these four columns and as we go down these rows and talk about it, I'm not going to spend much time talking about the satisfied. The satisfied sort of speak for themselves. It's a case of where we did a test, Qwest passed that evaluation criterion, and we moved on.

What I think would be more effective use of your time is to talk about the areas in which they were not satisfied, or which they were unable to determine, and also the ones that are diagnostic.

And let me explain now that there are

different type of evaluation criteria or different standards that we use during the test Earlier you heard described the performance indicator definitions, the PIDS. These were a set of measures that are defined collaboratively that are not unique to the OSS Test They, in fact, are an ongoing set of performance measures that Qwest reports to each of the state commissions periodically and there are standards established in those performance definitions that come in kind of two families.

There are those that are measures of parity between retail and wholesale and those that are benchmark type standards where there's an absolute value that must be obtained, a certain response time or a certain percentage of orders that have to be dealt with in a certain time period and so on.

So in the performance indicator definitions if there was a PID that applied to the evaluation criterion as we defined evaluation criteria, then we used that performance indicator to determine whether Qwest passed or failed that particular evaluation criterion.

However, there were a large number of evaluation criterion that we had that did not map

well or at all to a performance indicator and in those cases KPMG Consulting established our own standard and those cases are very clearly documented in our report in the comments section of our report for each one of those evaluation criteria and we established a standard using our professional judgment based upon our experience in the industry and our experience as OSS testers in other jurisdictions and we established a standard.

And in all cases we talk about what the standard is, we talk about what Qwest's performance was and we draw a satisfied or a not satisfied based upon whether they met that standard or not.

You are free -- when we exercised our professional judgment -- to apply your own professional judgment and disagree with our standard and apply your own standard and perhaps assign a different value than we did of satisfied or not satisfied. That's fine with us But we had an obligation to evaluate Qwest's performance, and those cases where there was no externally defined standard we had to create our own and did.

Now also referred to the collaboratives on statistics that took place In the cases where there was a parity measure for a PID that compared

retail and wholesale, there was a decision taken in the collaborative that there would be what's called a dual test which we would test two fundamental hypotheses.

One was the performance between retail and wholesale was fundamentally the same, and the opposite hypothesis was that there was, in fact, a difference between wholesale and retail to the detriment of wholesale by some agreed to amount that that difference would be tested for statistical significance as would the former hypothesis.

And we would conduct both of those tests, statistical tests, and if both of those said Qwest passed, the issue is satisfied. If both of the tests indicated that Qwest had failed, issued a not satisfied. But if the result was no decision, in other words, one of the tests indicated a failure and one indicated a pass, then we would take that particular issue to the TAG, have the TAG review it and assign a satisfied or a not satisfied.

If the TAG couldn't agree, then it would go to the Steering Committee. If the Steering Committee could not agree, it would go to the Executive Committee. So the escalation process that you

heard described earlier for problem resolution we agreed to ahead of time as the way we would break the ties in those cases where we had parity type PIDS and we did the dual test and the dual test was inconclusive.

So that's kind of the different ways in which one could get to a satisfied or a not satisfied. And we'll talk about the oddities in a moment. The only other thing to say about sort of generally before we jump into each testbook about diagnostics, there were a number of performance indicators that the collaborative chose not to establish a standard for, neither parity nor benchmark. They simply wanted Qwest's performance during the tests collected and reported by the testers and the test administrator.

So the information for those diagnostic measures is presented to you to inform you, in fact, without assigning a value of satisfied or not satisfied. It's there for your benefit to decide whether the results of the test for those diagnostic measures meet whatever standards you choose to apply so that you can assign your own notion of satisfied or not satisfied to those. Because we have not, by agreement, by

collaborative, not given you any assessment on those diagnostic evaluation criterion. We've simply presented the facts.

Enough of the background. Let's jump into the sections.

Test 12 is the POP, which is preorder order and provisions, feature function test. This is what most people think of when OSS testing comes to mind. It's the transaction style testing where the pseudo-CLEC, HP -- and you'll hear from them about their role and their results and so on as they speak.

But it's where we had a pseudo-CLEC operate as if it were a real CLEC as much as possible and to do preordering type of transactions to understand what customers had installed to do name and address inquiries, to reserve telephone numbers, to reserve appointments, and so on, and then roll those over into orders, local service requests for the most part, LSRs, submit those orders for processing by Qwest and then have whatever provisioning, whatever behind the scenes activities that Qwest needed to do to bring their network and the elements into conformance with what the pseudo-CLEC had requested, did that all take place, did the switch

translations take place correctly, did the directory listing updates take place correctly and so on. Did the actual network elements -- if there was a new one installed, did that actually get installed and did the features ordered get ordered correctly.

As you can see, there were a large number of evaluation criteria, most of which were satisfied. Let's talk about the two that were not satisfied in test 12. If you'll look at page 5 of our presentation, you will see that evaluation criterion 12-9-4 and 12-9-5 are the two evaluation criteria that fell into the not satisfied for test 12.

And if you look at both of those, they're related to jeopardy notifications. One is for resale, and the other is for UNE-P. And they have to do with the timeliness with which jeopardy notices were or were not received. And you'll see in the italicized small comments that are underneath that, both of these were assigned a fail by the Steering Committee because the PID standard for jeopardy notices, the timeliness thereof, it happens to be a PID and it happens to be a parity PID between retail and wholesale.

And this is a case where the data tests gave us conflicting results, no decision, and that was taken to the TAG. The TAG could not reach agreement and it was taken to the Steering Committee and the Steering Committee assigned fail.

CHAIRMAN BURG: Can I ask a quick question then? Was that test result a parity only, or did you have a minimum or maximum time, I say?

MR. WEEKS: When it was a parity standard, as this one is, it is strictly a comparison between retail and wholesale. And I probably made the comments when I was here last about sort of the double edge sword that parity standards are.

The good news is that if you meet a parity standard, you know that there's -- retail and wholesale are sort of in sync with one another. What you don't know is if the absolute level of service being delivered is good or bad.

CHAIRMAN BURG: Right. That was a question.

MR. WEEKS: Because from another jurisdiction I've seen a test where on preorder transaction the difference between retail and wholesale was statistically significant as it was a technical fail.

But we're talking about numbers that were 2 seconds and 1 and a half seconds, and they were both absolutely wonderful. But it was a technical failure. So the parity standard -- if you had performance penalties in place, you would have penalized the company for having differences in numbers in retail and wholesale for numbers that were absolutely outstanding.

In the same test we had parity between retail and wholesale, but the transactions times were 25 seconds, which is a disaster in both cases. So you would not have had a penalty in that case because there was parity, but you would have terrible service being delivered to the consumer.

So parity standards are kind of dangerous standards as a way of thinking out the same basis about some absolute level of performance in the

But these two cases were cases where there's a parity situation, and when we did the test the way -- the hypothesis test they were the same or the hypothesis that they were different gave us different statistical results, and we had to take

Now jeopardies are kind of an interesting thing in and of themselves as a testing mechanism We as outside testers looking sort of -- a black box sort of way sending things in can't make jeopardies happen They happen in the normal course of business for a variety of reasons, which could be that the facilities that were being looked for aren't available

Some of it could be that day there was just more work dispatched than could be gotten to and so appointments were missed It could be a variety of reasons. The good news is we didn't get a lot of jeopardies during the course of this test But the bad news is is, therefore, we don't have a lot of record to go on here.

These were small sample sizes And what you also normally see in jeopardies is there are certain products and services that have same day or next day types of provisioning So there's really not time to get a jeopardy notice out in a meaningful way. The whole jeopardy process is kind of nonsensical in that sense

But in other cases such as some of the loops and things like that that are multi-day, then

jeopardies do make sense We did tend to see more jeopardy notices on the long lead time type of orders than we did on the very short lead time same day next day kinds orders and stuff like that

So jeopardies is an area where it's kind of a Catch-22 for the company If they send out the jeopardy notice and they find out they could actually get the work, then they've gotten everybody all upset for nothing If they don't send a jeopardy notice out on a timely basis, then customers get frustrated because there's missed appointments and they don't have their schedules met and so on It's a problematic area in the industry, not just Qwest, and it does fall on the two piles of short-term versus long-term kinds of things

So this is the case in the test the results of engagement that were established before the test even started with respect of how we deal with PIDS, parity PIDS, and how we deal with dual fail tests when we got conflicting results on the two different statistical analysis operated and the Steering had to ultimately make a decision and assigned a fail Those are the two not satisfieds on test 12

are three of those on that test, and those are on page 7 of your materials They are 12-9-1 12-9-2 and 12-11-4

Now the first two are our old friends jeopardy notices, again And in that case there was -- this has to do with how far in advance of the due date for resale and UNE-P jeopardy notices come in And that is a case where they're just weren't enough -- in fact, zero jeopardies sent in that application criteria that we could even have any results

In other words, Qwest's performance was for these particular orders that met these criterion, they never sent us a jeopardy notice on that So there was -- you know, you can't divide by zero so there was just no math to do here So we're unable to determine Qwest's performance under these conditions because we never observed these conditions under the course of our test

May happen in the real world, may happen in commercial Didn't happen to happen during the months and months and months of testing we did as part of the OSS Test to the pseudo-CLEC So we didn't have any data It's unavailable to

determine for these three criterion

CHAIRMAN BURG Can I back up a little I know you made a pseudo company to do this

MR WEEKS Yes

CHAIRMAN BURG Did you also use a real company, as I understand as part of the testing?

MR WEEKS Basically, the pseudo-CLEC was our facilities based so anything that could be done in the way of pre-order inquiry and ordering and so on that didn't require that a CLEC own any facilities, we could do through the pseudo-CLEC

But when it came to facilities based types of services and products like reselling to do a hot cut we didn't have any partner Or the pseudo-CLEC didn't have any switches So we had to go out and do real commercial observation

So there are parts of this test where the test's share of the record is built when going out and observing what happened in the real world, such that like E911, a lot of these kinds of things we're going to talk about

CHAIRMAN BURG When that was

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case did you end up with very low numbers for these?

MR. WEEKS: In some cases there were very low numbers, and in you're going to see in moment a couple areas where some of the unables were directly attributable to the fact that we couldn't see enough dark fiber orders, we couldn't see enough EEL orders. With the regular types of orders, hot cuts, those sorts of things, plenty of commercial activity, you know, good record built on that. But there are several areas in which we were not able to get enough commercial observations. Because they weren't happening in the real world.

MR. RISLOV: Would it be safe to say if Qwest sent out a jeopardy notice on each and every occasion, that they would have passed this test whether or not -- or, excuse me, they would have shown positive results and not unable to determine, if they would send out a jeopardy notice each and every time even though they managed to meet it?

MR. WEEKS: Well, we would have dinged them on inappropriate jeopardy notices probably at that point. Because one of the evaluation criteria on every response we get is is

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it an appropriate response given the situation.

So if Qwest was blasting out jeopardies on every single order we sent to them, we would have beat them up on that.

MR. RISLOV: Did you find any of those?

MR. WEEKS: I don't recall that we found any. Joe, do you recall?

MR. DELLA TORRE: Well, not necessarily that condition. There was something we referred to as disorderly orders earlier in the test where the sequence of the orders and the life cycle of the order and confirmation of receipt of that order versus the completion of that order and there's a series of responses that one would expect back from a normally processed order.

And we did experience conditions earlier in the test where we would receive erroneous responses, whether those be errors to properly formed orders or confirmations to errored orders or one following the other without necessarily understanding why that happened.

That was brought up through our mediation process or observations and exceptions. And we did see that behavior change over time.

MR. WEEKS: But not with respect to the jeopardies, which was your question originally. So, no. If the issue or question at hand is could Qwest have just started out jeopardy noticing in order to be in compliance with some sort of jeopardy interval, the answer is they could have, but we didn't see that happen.

I don't know what they would have gained by having done that because they would have solved problem and created another.

MR. RISLOV: One more question and because the numbers were so small as far as, I guess, the amount of jeopardy notices you say there are eight jeopardy notices but through, let's say, outstanding performance on Qwest's part they were able to hit four of those and able to overcome what they thought the problem was on care of them.

Would they still get a black mark at that point?

MR. WEEKS: Well, if it had been a valid sample size and we had seen a total of eight observations and the four of them they had met it as sort of inappropriately, if you will, we probably would have raised that as an observation

and asked them why they sent that out, and we would have tried to understand what their policy is and what their practice is.

And if the explanation made sense and in that business sense, then we probably would have left alone. If it didn't make sense, then, you know, we would have suggested that perhaps they need to change the business practices because you're charging the community with the question point and they would have either --

This is a hypothetical conversation because this didn't happen. They would have decided the way they like to do business and it's a conservative thing to do and they would have left it and it would have been a closed unresolved or they would have changed their practice and sent it anyways.

And I can't speculate on which way it would have gone because it's a hypothetical conversation.

MR. DELLA TORRE: The other thing about jeopardies that I'll mention briefly is this is sort of a representation of what's actually happening. The processing of turnover as a committed due date within a reasonable interval

time and that underlying work that actually has to happen to have a customer put into service, whether or not that happens on time is attempted to be represented or when they can't do it on time is attempted to be represented by the jeopardy notices.

But there are a number of other measures that capture whether or not the provisioning of that customer actually happened on time as first agreed to or committed to on a due date for an order. So there's the actual physical provisioning of a customer's service that gets captured by several different performance indicators that differs from this representation of whether or not that can happen in jeopardy notices.

MR. WEEKS: In other words, the individual jeopardies are on individual orders. That's kind of a transaction-by-transaction, order-by-order basis. There are performance indicators that measure the percentage of appointments that are met successfully that are aggregate measures across the universe of orders for the entire month.

So it's possible for the Commission to monitor the company's record on whether or not they're meeting appointments or not without having to worry about if individual jeopardy notices are being sent correctly or incorrectly.

So the first two, 12-9-1 and 12-9-2, are examples in the test where we just didn't have enough data in the test to form the basis for a professional opinion for a conclusion. So we're just saying didn't have enough data, can't tell you, unable.

If you're interested in this area, you're going to have to ask questions of the commercial record and the experience that CLECs are actually experiencing. Because we can't help you from the test perspective.

12-11-4 is a case of where I was referring to earlier we raised issue in observation 31-10 and in those -- in that observation after looking at it Qwest made a decision that they would not do any retesting as a result of the issues raised in 31-10.

So because of that decision we were not able to develop sufficient record after we had raised this issue for us to be able to give an opinion as to whether the company did or did not meet its performance standards here.

You'll find a couple of other cases in the test that we'll talk about later that are distinguished from this case. This is a case that where even though we raised an observation, we didn't have enough information to say pass or fail.

There are a couple of other cases we'll talk about where we raised an issue, but we've already developed enough record to say there was a proble and Qwest choose not to fix it and so it remained a problem. Those are in the not satisfied category. We'll run across one or two of those in a minute.

MS. AILTS WIEST: Does this one consider manual processing of orders at all?

MR. DELLA TORRE: The underlying issue, the root cause of this problem with when we discovered this, there was a data discrepancy, if you will, when we did this comparative assessment.

And as the investigation progressed we learnec that many of the orders or the discrepancies that we encountered were related to manual order processes. But, in fact, the manual order processing issue itself is captured in the very next criteria in 12.8-2, which Mr. Weeks will get to momentarily when we cover that test section, which is the manual order processing.

So there were two issues that we uncovered at the same time essentially when we were doing our data comparative analysis and we saw data discrepancies, which is what this is about. This criteria 12-11-4 is about the data issues. A related issue is the processing of the manual orders that led to the data problem.

MS. AILTS WIEST: And it's totally within Qwest's control as to whether it will do a retest; is that correct?

MR. WEEKS: Yeah. The nature of OS testing is such that even though it's declared as a military style test, test until you pass, in all of the OSS tests in which we've been involved it's always sort of been ultimately the company's decision as to whether to have something tested c not and whether to terminate testing or not becau it's their record that goes to Washington and they're the ones that take the risk.

MS. AILTS WIEST: Do you remember offhand how many times they declined to do any retesting?

MR. WEEKS: I didn't count those. It's possible to figure out by the report, but I didn't count them by hand.

MS. AILTS WIEST: Just curious.

CHAIRMAN BURG: Why would the result or recommendation then be unable to determine rather than not satisfied in those situations?

MR. WEEKS: This is a case -- and I want to be real, real precise here. This evaluation criteria was about us taking the information developed by Hewlett-Packard as the pseudo-CLEC for every single transaction they executed and like when we captured the time stamps, when did it go out and come back, and comparing what was reported by HP to each individual transaction to what was recorded by Qwest for each of those individual transactions and trying to match those up and saying do they move together.

They should be different. The time stamps should be different because HP is measuring on one side of the pipe and Qwest is measuring on the other side of the pipe. So they're not going to be exactly the same by definition. But they ought to track together and move together. The difference ought to be a reasonable difference all the way down.

When we did those data comparisons we found there were a number of differences that when we

wrote the problem up and submitted it to Qwest they did an analysis and discovered that they were not recording time stamp information about when orders were received under certain circumstances in a way that was consistent with the business rules.

And this had to do with what time of day -- there's a point at a time of day where it ceases to be today's business and starts to be tomorrow's business or when it comes in on Saturday is it Monday's business or Saturday's business. Or if it completes on Saturday, is it Monday's business or Saturday's business, cutoff timing kinds of things.

And Qwest went and made system changes to their software and we retested and those system fixes were successful and this criterion would have been satisfied based on those system fixes.

During that retest, however, there were a handful of orders that we believed would flow through, that were designed to flow through, but that did not flow through. They fell out for manual handling. And when we looked at why they fell out for manual handling we discovered that on one of eight errors -- one of eight of those orders a human being made an error on recording when that order was received.

And we weren't even -- we were trying to test the systems and the software, and the transactions that went through proved that all of that now works, all the system fixes worked, but we had a human being make a mistake on one out of eight orders.

And when we closed and resolved the discrepancy on the systems observation assessment and we put that aside it still left us with this dangling question of on the manual order processing side has the company put in an appropriate level of controls to make sure that the dates and times and so on are properly recorded by the manual handling mechanisms?

That is the portion of the test that's what observation 31-10 is about that caused us to put an unable here. Because we weren't able to execute the retest by direction of the Steering Committee that would have allowed us to demonstrate one way or another whether the manual side of this issue is an issue or not.

MR. DELLA TORRE: If I may, just briefly, back to your question about whether it's Qwest's decision solely, there is some precedent, as Mr. Weeks just mentioned, that we did have governing bodies in the test, the Steering Committee the Executive Committee. And we sought their guidance on several occasions and by agreement prior to the test were mandated to seek guidance for different positions.

The no decision on the dual test is another example where actually it was not Qwest but rather the Steering Committee or the Executive Committee that provided us with a direction or a decision as to whether or not to proceed with additional retesting.

That was one clarifying point I wanted to make on the who decides whether or not to retest or not.

MS. AILTS WIEST: I'm still not sure. So if Qwest said no retesting and you disagreed with that, then you could go.

MR. DELLA TORRE: No. Qwest has its own final authority.

MR. WEEKS: Which is why I said what I said. But there were times, as Joe's pointing out, someone other than Qwest made a decision not to pursue any testing and there's a couple of other examples of that we'll get to.

CHAIRMAN BURG: In other words, what you're saying is Qwest did not deny a retest but

somebody else said it's not worth going ahead

MR. WEEKS: I won't paraphrase what they said that way but where someone made a decision not to conduct any further testing in that area and let the record go forward the way it was

MR. DELLA TORRE: And I also wanted to make one additional comment on why this particular criterion is unable to determine rather than not satisfied. This specific test was not designed to uncover -- or this retest that Mr. Weeks referred to was not designed to test the impact of manual order processing and manual human errors on PID data. That wasn't the way the test was designed.

And, therefore, we were not comfortable with drawing a conclusion of satisfied or not satisfied on that particular element of this criterion. We could have gone through with a retest that was specifically designed to evaluate manual order processing and its impact on performance data, but then that was the decision by this Steering Committee to not go forward.

COMMISSIONER NELSON: One of the major criterion that people were talking about early on when we got into this OSS testing stuff

was whether or not you were going to be able to manually process orders or whether you shouldn't be able to do that.

Did you find in other companies that you tested that everybody at some point uses manual orders?

MR. WEEKS: It's absolutely the case. There are certain types of orders that it's not practical to process other than manually. The more complicated types of orders where there's research that has to be done and network design has to be done and, you know, complicated situations where even if you submit the order electronically, which you can sometimes do, the nature of the order itself, the nature of the services themselves, request investigation and collaboration into its feasibility.

So it's not practical for some of these large complex orders to be put into the service order process or sort of auto-magically by the front end wholesale systems. So, yes, there are certain types of orders that by their nature aren't eligible for flow through and fall out and drop out for manual handling and there are some kinds of orders you don't even submit electronically. You

just fundamentally --

COMMISSIONER NELSON: Would those reflected in those --

MR. WEEKS: No. The test here, the 12-11-4 we're talking about, were orders submitted electronically, and the retail itself were orders not only submitted electronically but expected to flow through without human intervention and it just happens that some of them popped out.

And the reasons they popped out were legitimate reasons. There's nothing wrong with why they fell out. And this would be a satisfied had they not made a mistake on that one order.

MR. DELLA TORRE: Which did cause us to look at a wider universe of orders, by the way. It wasn't simply those eight. That was the warning flag. We then went and looked at another population of orders. So we saw similar results and at that point decided that it would be better maybe to look into this a little bit more deeply.

If I may, though, I'd like to give some clarification. I'm not sure if this is coming across. There's the processing of the order originally and whether that's done by machines or as called flow-through or it's done by human beings, which is manual order processing, that process happens -- that's the order processing, electronic or manual.

Subsequent to that, the information, the data, the time required to do that processing of the order then rolls up into the performance measurements, the monthly PIDS that -- how long d it take for that ordering process to complete. So there's really a second step.

It's not the order processing, but rather the performance data accumulation and running the algorithms and coming up with a final performance answer. It took us 15 seconds to respond to this particular preorder query, or it took us 3 days to provision this particular type of order. That's the second to the actual order processing.

And in this case, this particular observation, this particular issue that we've been discussing really kind of overlaps between the two. There was an issue that we noticed in the order processing. Then there was an issue that related very much to that that's the same underlying root cause that related to the problem in calculating the performance data. So really two steps in the sequence, both with the same underlying sort of

process.

COMMISSIONER NELSON: Could you satisfy one without the other?

MR. WEEKS: Well, you could very well follow your manual order processing procedures, methods and procedures to the T but do them very slowly and get into real trouble with your performance measures.

The opposite is true as well, that you could really botch your procedures but do it really quickly and wind up with a good performance result.

So they really are separate issues. And one looks at individual orders, and the other looks at aggregate or a family of orders over time. We see that, you know, particularly like in hot cuts when we first go out and look at hot cut observations we see this all the time. M&T adherence is dismal, but the hot cuts is successful.

They don't follow all the right steps in the right way but the cut still works and it still happened on time. It's just the nature of the beast.

So, you know, there's the school of thought that says all's well that ends well, and there's

the other school of thought that says you can't have a repeatable process that you can predict and rely upon if people aren't adhering to the procedures, that the procedures exist for a reason, the steps are used for a reason.

And so know in the aggregate over time there's a strong correlation between M&P adherence and ultimate performances.

COMMISSIONER NELSON: Thank you.

MR. WEEKS: Those are the three variables to determines that we have on test 12. There are 11 diagnostic criteria, and I'll refer you there to page 12 is the start of the list for test 12 of diagnostics.

So you can see, for example, 12-3-11, Qwest's systems provide timely preorder error messages responses via the IMA-GUI. GUI is the graphical user interface that people can use to put in orders as opposed to EDI, which is the next one, which is electronic data interchange.

And you see a number in parentheses there I've just extracted from the report for your use, and it's 2.4 seconds. You have to decide if 2.4 seconds is good or bad. We haven't told you. You have to decide whether 5.4 seconds or 12 or 11 is

good or bad. We haven't told you.

And that was by agreement of the TAG of the collaborative that for the diagnostic PIDS we would just measure a report but not asses or evaluate.

So I'd ask you to look closely at all of those performance measures and you can compare and contrast them to the PID information that gets reported every month to see whether the pseudo-CLEC's response is similar or not to, you know, normal commercial experience. And also look at, as Commissioner Burg asked earlier, you know, is the absolute value a reasonable number as well.

MS. AILTS WIEST: So would you be prohibited from giving us your opinion on any of these diagnostic -- or you're not --

MR. WEEKS: I don't know that I would be prohibited. I think that I would prefer to have -- say two things. One is I think there are a number of these PIDS for which the ongoing process of PID administration is going to evolve these from diagnostic to some kind of benchmark or parity standard. That's statement one.

And statement two is, you know, I think it would be an appropriate -- for sort of due process to take place and evolve the answer to that

question. I can give you my own personal professional opinion, but there's a whole bunch of other parties that probably have their own opinions as well.

And I guess I'd rather have a due process, a collaborative process, come up with what is felt to be a good number. Because there's not an absolute number somewhere in the vault where I can say I've been to the vault and seen it and the answer's 13. It really does get down to contact sensitive decision-making. Because what may be acceptable one jurisdiction might not be acceptable to another.

Let me give you an example. If because of pricing for residential customers -- I'm thinking of a particular state. You're not ever going to have competition for residential in that state until the prices change. Then it doesn't matter what these numbers are. Because CLECs aren't go to be doing that business. So it really doesn't matter what the number is. Because it's just a nonissue.

MS. AILTS WIEST: So were there different rationales as to why these particular ones were labeled as diagnostic originally?

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MR. WEEKS: I think there were, and I wouldn't want to represent the various parties' positions on these collaboratives. I think suffice it to say that some of these there's a lot of philosophic discussion around what's acceptable and not acceptable, and it's taking awhile for the parties to reach a collaboration on it.

MS. AILTS WIEST: For example, in other testing you've done some other states --

MR. WEEKS: Yes.

MS. AILTS WIEST: Similar -- these that are diagnostic, have you actually evaluated those --

MR. WEEKS: Yeah. In fact, in very few other jurisdictions are there this level of diagnostics. Most of the time there was either a specific value or we assigned -- we established a standard because there wasn't a performance criterion for that.

It was only because there was an explicit agreement, a specific -- we'll call it an order but direction to us as testers not to assess these diagnostics, and we did not. Otherwise, we would have.

MS. AILTS WIEST: Was it mainly

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because people couldn't agree on how to evaluate them?

MR. WEEKS: I think that's probably a large part of why they were left as diagnostic. Either people didn't know what a good number was or couldn't agree on what a good number was.

MR. DELLA TORRE: Just for information, though, there have been subsequent releases of the PID definition document, and several of the evaluation criteria presented here that were diagnostic again by agreement at that time have since had benchmarks established. So for guidance you may wish to compare what the new benchmark is versus what the performance that we obtained under the old release.

MS. AILTS WIEST: Okay. Thank you.

MR. WEEKS: So those are the diagnostics and the 11, and I'd take a peak at those just to make sure that -- because those -- in our opinion those evaluation criterion are no less important than any other evaluation criterion in the report.

So don't confuse diagnostic with doesn't matter. That's not the case. Diagnostic just says collected report and you have to form -- the burden

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is on you guys then to form your opinion about the result.

12.7, going back to page 2 now, 12.7 was a process style comparison wherein we looked at the mechanisms available to the wholesale community versus those available to the retail -- Qwest's retail reps to understand whether the loop qualification information and tools and mechanisms were the same or different, and it's kind of a parity sort of comparison.

And the answer is they are at parity in all material respects. All the evaluation criteria are satisfied there. So loop qualification, again, to restate the obvious, is the information that CLECs need to do DSL type of work. They need to know whether that loop is DSL qualified or not.

And then for certain types of DSL they need to know more than that. They need know things about the length, whether there's bridge taps and load coils and all of these engineering kinds of things so they can make a decisions about what version of DSL might be appropriate for a particular customer.

So prior to selling that to the customer they have to prequalify that loop that serves that customer before they can sell them the service.

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Otherwise, they get an angry customer at some point. So we found wholesale CLECs have access to the same basic information that the retail reps have in terms of being able to sell the resale.

12.8 was the manual order processing evaluation. It looks at the processes, not the performance, per se, that are in place that govern manual order processing.

And all of those evaluation criteria were satisfied except the one unable to determine. And we talked briefly about that. I believe it's on page 7. Because of this sort of last minute stumbling around that we had on the manual order processing and assigning app dates on the retest that it just called into question whether or not the procedures that we saw and evaluated which are well formed are, in fact, adhered to.

Because we didn't get to conduct the level of retesting that would have allowed us to definitely say satisfied or not satisfied. We just said it's unable on the adherence side.

The next test is test 13. This is the order flow-through evaluation. Very unusual circumstance. All of the PIDS in this area are all diagnostic at the time of the test. Flow-through,

as we were discussing earlier, is a very important issue. It's an important issue in Washington. It's an important issue for all the parties. It's much more effective and efficient for the CLECs if things flow through. It's also much more effective and efficient for Qwest if things flow through.

You know, it's very costly to maintain ISEs and people to handle manual orders. It's much more effective for Qwest to get as much automated to flow through as possible. So they have an economic incentive to want to do that. And they burn through the orders that are easier to automate and work towards the ones that are more and more progressively more difficult to automate. And it's a time and money issue for them.

But in this case in this test we collected flow-through information. We reported to you what the pseudo-CLECs saw in the way of flow-through information, and you're going to have to make your own assessment as to whether the flow-through that was achieved is in the target zones that you would like to see supporting the competitors here in the state.

The test 14 is the provisioning evaluation. This is where we looked at the steps, mechanisms, processes, procedures, and so on that Qwest uses to actually once the order's been received know what they have to do behind the scenes to get the order put into effect and to get all of their systems updated and so on. You can see the majority of the evaluation criteria are satisfied there.

Let's talk about the four not satisfieds. They're on page 5. They are 14-1-10, 14-1-14, 14-1-34, and 14-1-36. The first two are what we talked about earlier with a slight twist. This is a case -- and the reason these are not satisfieds is we went in and looked at the methods and procedures and looked at adherence to methods and procedures on unbundled dark fibers and on EELS, and we found problems and issues, exception 30-10 and exception 31-04.

So we found problems officially with methods and procedures and/or adherence. And Qwest said, okay, we fixed it. We did what you asked us to do. We're ready for a retest. We went out and tried to do a retest. When we tried to do the retest there wasn't enough commercial volume to successfully execute the retest.

Therefore, even though we had looked at what Qwest had done and it looked on paper like they had done all the right things, we didn't have enough commercial observations to approve the adherence portion, that they really followed what they had said they changed and the changes they made hac actually worked.

So we're stuck. Qwest is stuck. Nothing we can do. We take it to the TAG. We take it to the Steering Committee. What do we do here? We trie to beat the weeds for commercial experts. Bring u your orders, didn't happen. Went to Qwest, asked them for special runs, show us all the order activity that you see trying to find orders, even though we couldn't find any from the CLEC commu let's go ask Qwest what they're seeing because the get the orders. They couldn't find enough commercial volume.

So after much, much effort on this there was a decision taken we couldn't do anything to close an resolve the observation exceptions because there wasn't enough commercial volume. And that left Qwest, unfortunately, in the situation we couldn't prove the changes they made really work. Look go on paper, but we can't prove it really works. So they're stuck with not satisfieds.

Okay. Those are those two. The 34 and 36 ar

Qwest's compliance with PID OP-4C for business P and UNE-P. Where this was initial exception 30-86 in this area on their performance that was closed unresolved, and then there's a related exception, 31-20, where we're left with a situation where the company's performance didn't meet the standard a the -- I guess, in effect, oversimplified there's just no retesting done in this area to change the record from not satisfied.

Do you want to add anything?

MR. DELLA TORRE: Yeah. This was a case where, as we discussed earlier, that Qwest elected not to do any retesting. This particular PID is the average installation interval. So how much time does it take to install all the products when you roll them up together if certain -- some are two days, some three days, some are four days The average is three days.

You compare the retail averages to the wholesale averages. If the average number of days of a wholesale product exceeds the average numbe of days for retail products, this is a failure That's the condition that we saw for business POT and for UNE-P in each of the regions.

I believe we can clarify which of the regions

because there were two in one case and all three regions in the other, eastern, central, and western, for this particular PID. And that's related to exception 30-86.

Exception 31-20 is the data comparison problem that we were discussing earlier around observation 31-10. It's the issue, though, that related to the systems portion of the data integrity analysis where there was a systems issue which Qwest did, in fact, repair.

We did retest, and we were able to successfully close exception 31-20. The underlying performance -- again, this was that notion that I was talking about earlier where there's the difference between the performance and the performance reporting.

In this case the performance was captured by exception 30-86, and the performance reporting was captured by exception 31-20. We effectively addressed the issue with the performance reporting, but the performance, the actual performance, did not go -- did not get retested as it was closed unresolved at Qwest's election to not do retesting.

MS. AILTS WIEST: So in 14-1-34 that's when they failed the eastern region, is that

correct, for retesting?

MR. WEEKS: Yeah. For example --

MS. AILTS WIEST: Which South Dakota is part of the eastern region?

MR. WEEKS: Right. So you had 2.2 days versus 1.5 days. It's that kind of measurement we're doing here.

MR. DELLA TORRE: In terms of the eastern region, I believe both of these were both -- evaluation criteria 14-1-34 and 14-1-36 failed in the east region.

MS. AILTS WIEST: Right. Because the second one all three regions failed.

MR. DELLA TORRE: That's correct.

MR. WEEKS: Right. And then retesting they continued to fail in the eastern on 30-86.

MR. DELLA TORRE: That's right.

MS. AILTS WIEST: Do you know anything about the argument -- or I guess this is comment from Staff that the problem was caused by how orders in which the interval included a Saturday were treated?

Do you recall that?

MR. DELLA TORRE: That was central to the data comparison problem that we uncovered. The whole notion -- there were two main issues with time, time of day and day of week, that were problematic in how they were being handled. And they were not being treated according to the business rules in retail versus wholesale so there were some complications there.

It was materially resolved through the systems fix. So at this point that should not show itself in a way that we originally saw it. Certainly on the electronic side, the flow-through side, it should not show itself at all. On the manual side, of course, there's still the opportunity for human error.

MS. AILTS WIEST: My understanding is that Qwest revised their processes in April of 2002. Are you aware of that, for 14-1-34?

MR. WEEKS: That would be about the right time because that would have preceded our retest that we did so it was actually changes in software as opposed to change in process.

MS. AILTS WIEST: So have you evaluated that change, that process change, or not?

MR. WEEKS: If we're talking about the system fix required to fix this date time stamp problem, the answer is that has been retested and that observation exception was successfully closed on the automated side.

MS. AILTS WIEST: Okay.

MR. WEEKS: And it moved into 31-10 -- 31-09.

MR. DELLA TORRE: Observation 31-10.

MR. WEEKS: Yeah. Observation 31-10, which was the manual ordering side. But th automated ordering side of time stamping dates th you were referring to earlier, we were satisfied that that issue has gone away.

MS. AILTS WIEST: Okay.

MR. WEEKS: Okay. Those were the four not satisfieds.

If we could jump to the four unables, you'll find those at the bottom of page 7. 14-1-37, 14-1-38, 14-1-39 all had to do with a PID, OP-6A, which was delay days for business POTS, residentia POTS, and UNE POTS.

And this is a case of where there just weren't delay days experienced by the pseudo-CLEC during the course of the test. So it didn't happen to us. We can't say they do it right or they do it wrong.

COMMISSIONER NELSON: Why wouldn

you assume they did it right?

MR. WEEKS: We don't make assumptions when there's no facts to support them. If you don't experience a delay day, you can't say what would have happened had there been one.

COMMISSIONER NELSON: So you were trying to measure what happens if there was one?

MR. WEEKS: That's right.

CHAIRMAN BURG: What is a delay day? Can you describe that one to me a little better?

MR. DELLA TORRE: No.

MR. WEEKS: I believe it has to do with when an order can't be provisioned on time, how many days of delay there are, but I'm stretching there to remember what the definition of that PID is.

I don't have them on my machine. Otherwise, I'd read you the PID definition. I'm sure there's someone in this room who can enlighten you in great detail on that.

MR. DELLA TORRE: If not, we can get that sort of information --

CHAIRMAN BURG: I don't know if I want it that bad.

MR. DELLA TORRE: -- within a few hours.

MR. WEEKS: 14-1-44 was caught up in that issue of observation 31-10 where this is an ordering and provisioning result where we're comparing our analysis of the pseudo-CLEC's results to Qwest's analysis of that same data. So this is related to the issue that we were talking about earlier up on 12-11-4. It's just another manifestation in the report of the same issue.

MR. DELLA TORRE: It's really more of a recordkeeping thing than anything else because some of the PIDS fell into test 12 and some fell into test 14 so they're really two halves of the same criteria.

MR. WEEKS: The 14.7, back to page 2, is the provisioning process period of evaluation, and what this is attempting to determine is are the fundamental underlying processes that Qwest uses to support retail and wholesale at parity with each other.

And point of fact, this is one of those things that's called parity by design because, in fact, the same process is used and the same people execute the same process for both wholesale and retail.

So in my fist I will have work orders to go work and those work orders could be for a CLEC a they could be for Qwest. And they're mixed together. There's no attempt to keep the way tha the network gets changed and provisioned separa between wholesale and retail. They're literally the same.

CHAIRMAN BURG: Let me ask someth just to make sure I understand. There's 50 different things that were checked on that one and they're all satisfied. Is that what this is telling me?

MR. WEEKS: That's what that's telling you.

CHAIRMAN BURG: If we would add up all of these numbers on all of these pages, it would come to the total number of items that wer looked at?

MR. WEEKS: Evaluation criterion. And I'll remind you of my earlier speech about not all of them being created equal.

MR. DELLA TORRE: And to elaborate slightly, I think it's worth it, one evaluation criterion may, in fact, cover several sub items, meaning that a particular document exists and it

available to employees and it's adhered to or followed by employees. That may be one criterion So there would be three elements to that.

Another criterion may have one very straight forward.

CHAIRMAN BURG: What does the 50 represent, the one or the three?

MR. DELLA TORRE: One.

CHAIRMAN BURG: One. Okay.

MR. WEEKS: 14.8 is the provisioning coordination process. We referred a little bit to this earlier. Any time that there's a coordinated activity that must take place between the CLEC a Qwest to accomplish provisioning -- hot cuts is th most obvious example of that -- then we look at those procedures and we determine whether thos procedures, as Joe said, exist, whether they're well formed, and whether there's evidence that th company follows them.

And we got happy ultimately with all of the coordinated provisioning types of activities that Qwest has in place to support CLECs, facilities-based CLECs.

15 is the volume test that we do. Test 12 is a feature function test. It says each of the

we do is we conduct the testing that helps us understand whether those systems will sort of sc up to handle more volumes.

What you never know for sure is are the actua volumes at that point in the future going to be more or less. And we have the hindsight of like the New York test. We did the New York test, and what we found in the New York test was that the actual volumes were much larger than what we ha predicted they would be.

By the time we got to a couple of other tests hindsight said that the volumes were much lower than what we actually tested at during the OSS Test. So you never know for sure what the future' going to --

CHAIRMAN BURG: Was that part of a factor of adjusting because of your New York experience?

MR. WEEKS: It may have been that, but I don't think it's solely that. I think it was much more the case that the CLEC marketplace i New York City at the time that that test was bein done, I mean, it's one of the largest marketplaces in the United States, and it just exploded.

CHAIRMAN BURG: Sort of an anoma

compared to the rest of them.

MR. WEEKS: Exactly. And if you look at whats happened in the industry over the last year or so ago, we just have a different marketplace than we had three years ago or two years ago.

MR. DELLA TORRE: If fact, the wholesale activity four years plus in New York wh we started was nearly zero. So we were truly forecasting from zero. Whereas, subsequent test we had some actual penetration rates of actual CLECs to look at that we could project a little more accurately.

But then subsequent to that again the commercial environment has flattened quite a bi

MR. WEEKS: But I think it's safe to say that these volume tests have -- they're interesting, they're useful, they should be done, but, you know, you can't hang your hat on them heavily because the system we tested will not be the system that's in place a year from now or tw years from now.

Qwest is going to make a lot of software changes in the next year or two. And so I have been trying to encourage folks to sort of pull in

the horizon and not try to test out so far because you're getting a false sense of security that, you know, just because a system that's in place today can handle volumes that you think are going to exist a year from now, the software that's going to be in place a year from now isn't the software you just tested.

So you really can't say whether that software is going to meet these levels or not. You hope it doesn't go backwards. In theory it's possible. In fact, that's kind of what you saw in New York after New York had been in operation about six months. There was some software changes made and 10,000 orders fall on the floor in a one-week period just because of a bug in a piece of software. So, you know, all sorts of things can happen when you're playing with computers.

MR. DELLA TORRE: So far it looks like our volume projections here have exceeded the actuals.

MR. WEEKS: Because we're actually past the time where we forecasted to.

So that's the volume test. I mean, the good news is Qwest passed their volume test just like that. It's the first time the volume test has been

criteria result between the draft Final Report and the final Final Report, if you were curious about why one looked different than the others.

Resuming with test 16, which is CEMR, which is a graphical user interface that CLECs can use to turn in trouble reports, check on the status of troubles, look at trouble history on a particular circuit and so on. This was an evaluation of the functionality of that interface. As you can see, all of the evaluation criteria were satisfied, except for two.

The not satisfied on test 16 can be found on page 5, and the test cross-references 16-3-5, it's the ability to -- I'm sorry. I was looking at 5 because I was moving it. It's on page 6. I apologize. It is the ability to modify an existing trouble report during the course of the volume test under peak conditions did not meet the benchmark.

There were 13 different performance evaluation criteria that had to do with the CEMR interface during the volume test. Qwest passed all of the 13 evaluation criteria during the normal volume test and 12 out of 13 of the evaluation criteria during the peak test.

So this is the one during the peak test that

passed the first time.

There are two diagnostics that are sitting out there. You might want to peak at those. But Qwest did not struggle at all with their volume tests. I don't know if that's just because they had good software or the volume testing that had preceded our testing in Arizona had, you know, beat all the spikes out of it or what, but it went well.

This is kind of the end of what we call the POP preorder order provision test sections. There's one or two little ones left at the back. We're kind of at a natural break, if you want to take a break. We're getting ready to start maintenance and repair.

MS. AILTS WIEST: Sure. Let's take a 15-minute break.

(A short recess is taken)

MS. AILTS WIEST: Go ahead.

MR. WEEKS: While we were off there was a question on the format of the presentation as to why some of the counts for evaluation criteria -- for example, in test 12 why those have a gray shading whereas 12.7 does not.

The ones that are shaded in gray are ones where there was a change in one or more evaluation

they did not pass. We wrote an exception number 31-07 for that and Qwest chose not to retest or conduct peak retests in order to try to improve that record on that particular modified trouble transaction. So that's why that's sitting as not satisfied.

MS. AILTS WIEST: Is this the one where Qwest did independent tests on their own?

MR. WEEKS: I believe Qwest has done that. They can put that on the record. We didn't examine any of their independent testing so I can't comment on whether their results are good, bad, o indifferent. We have no opinion on the testing they did. We're just recording what we saw.

MS. AILTS WIEST: Okay.

MR. WEEKS: The next test, test 17, on page 2 is the MEDIACC EB-TA, which is electron bonding for trouble administration. This is a somewhat arcane computer-to-computer interface exists in a few instances. Not many CLECs have chosen to implement this interface. It is quite complex and the technology associated with it is not the sort of technology that most people have any experience with. But it does allow the OSS that is the CLEC to connect electronically to the

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MS. AILTS WIEST: On this one you were -- Qwest, did you look at their additional training and weekly internal audit they mention in their comments?

MR. WEEKS: I don't recall that we did that. Do you have any recollection?

MR. DELLA TORRE: I don't.

MR. WEEKS: It doesn't ring a bell. For us it's either coded correctly or it's not coded correctly, and because Qwest chose not to fi this problem, from our perspective, from the OSS Test's perspective, we didn't do any further work.

MS. AILTS WIEST: Would you agree that the second two digits don't have as much meaning as the first two digits?

MR. WEEKS: Well, I think that's their opinion, and that's the source of our disagreement, that we think the codes as they are defined accurately and clearly reflect what the problems -- the nature of the problems and the solutions are.

And we think, you know, four digits exists for a reason and that, you know, they should be used. And Qwest says, yeah, sort of, but, you know. So we just disagree. It's as simple as that.

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COMMISSIONER NELSON: Are they th only company that you've dealt with that took this position?

MR. WEEKS: No.

COMMISSIONER NELSON: Did most o them take this position?

MR. WEEKS: No. So it's a mixed bag. There's some folks that try to be very diligent about this and others that kind of agree with Qwest that, you know, this isn't the be all end all of trying to --

In terms of whether the problem got fixed or not, this isn't relevant to that question. This isn't a question of was the problem fixed or not. This is a question of is the management informatic that's available for doing trend analysis and so on there. There are other ways to do that, which is Qwest's assertion and the assertion of the others who don't put the emphasis on it we do.

COMMISSIONER NELSON: Okay. Tha you.

MR. WEEKS: 18.7 is the M&R work center support process. The work centers here support the CLECs when they're trying to understa what the nature of a problem is, what the nature o

[redacted] So that is part of the M&R help desk type and where CLECs can get their questions and report problems and troubles opened. And all the evaluation criteria were satisfied there.

M&R part of the maintenance and repair process as opposed to just the trouble reporting aspect of that. It looks at the entire maintenance and repair process that Qwest uses to manage and execute and control its maintenance and repair activities. And we found all the evaluation criteria in that area to be satisfied. So that's kind of the end of the maintenance and repair area.

Fundamentally what I think the record tells you is that Qwest's maintenance and repair activity are pretty much parity between retail and wholesale and that the mechanisms they have in place to manage and monitor all of that fundamentally work at least to our satisfaction.

Moving on then into the billing area, test 19 is the billing usage functional evaluation. Billing usage, otherwise known as DUF, daily usage feeds, refers to the feed of a file to a CLEC. They are, in effect, surrogate for the call detail records produced by the switches that track minutes

of use and so on for each of the calls that are made that are attributable to network element UNEs under the control of the CLEC.

So if a CLEC is doing usage-based billings, they like to be assured so that they can understand how a customer concerned those services. And what we do is make test calls of a variety of different types and try to see if those calls were accurately reflected in the DUF records that come. And also record returns we finally were successful at getting the correct DUF files.

[redacted] which is the exit test, is a management style test, process style test that gives credit of Qwest's operations and look at how they produce and distribute those files to the CLECs. And for the most part all of that was satisfactory. The test ended up determination that you had for test [redacted] are going to be an issue if and in those cases the ability to disconnect, but to do with the fact that there is a defined process for requesting DUF files that is not used by any of the unbranded CLECs.

It's on the books at Qwest. We coded to it. We know it works, they say on paper. But none of the CLECs use it. We did not use it. We did not use

1 it on purpose because we used observations and
2 exceptions to communicate to Qwest the problems
3 that we were having with DUF. So the unables
4 fundamentally are there because we didn't examine
5 the DUF return process.
6 CHAIRMAN BURG: Let me ask you this.
7 Why was that a criterion then if you didn't use it
8 and no CLECs use it?
9 MR. WEEKS: It was in the master
10 test plan, and nobody ever changed or requested it
11 out.
12 CHAIRMAN BURG: Okay.
13 MR. WEEKS: Test 20 is the carrier
14 bill functional bill evaluation. This is examining
15 the bills that a CLEC would normally receive in the
16 normal course of business for the network element
17 that they have at their inventory. And, again,
18 some of this is usage-based. We look at the usage
19 that flowed through from the DUF files and looked
20 to see that it made it to the bills for minutes of
21 use type charges.
22 We look at both recurring and nonrecurring
23 charges, and we make sure that the tariffs are
24 being properly applied and the discounts are
25 applied properly and fundamentally, that the bills

1 are accurate. And were able to satisfy ourselves
2 through the testing and observation exception and
3 retesting that Qwest stands ready to produce
4 correct bills in that area.
5 20.7 then is similar to the DUF production as
6 looking at the bill production and distribution
7 process. You have four unable to determines for
8 test 20.7, and those can be found on page 9.
9 This is a little bit different than anything
10 we've talked about so far. Qwest has a set of
11 production processes and mechanisms that are m
12 in software. And so it's very hard to inspect
13 those. And there's a bill production process, and
14 then there's a post bill -- call it a quality
15 assurance kind of process that looks to see if it
16 appears the bills are correct or not.
17 So if we are receiving incorrect bills in test
18 20, it's very easy to infer that the controls that
19 are in place to ensure accurate bills aren't
20 working because we're getting bad bills. But once
21 the bills become correct and we receive a correct
22 bill, it's virtually impossible to tell whether
23 that bill is correct because it was produced
24 correctly the first time or whether those controls
25 that are the checks and balances that try to verify

the solution is. So this is sort of the M&R help desk, if you will, where CLECs can get their questions and issues about problems and troubles answered. And all the evaluation criteria were satisfied there.

18.A looks at the maintenance and repair process as opposed to just the trouble reporting aspects of that. It looks at the entire maintenance and repair process that Qwest uses to manage and monitor and control its maintenance and repair activities. And we found all the evaluation criteria in that area to be satisfied. So that's kind of the end of the maintenance and repair area.

Fundamentally what I think this record tells you is that Qwest's maintenance and repair activity are pretty much parity between retail and wholesale and that the mechanisms they have in place to manage and monitor all of that fundamentally work at least to our satisfaction.

Moving on then into the billing area, test 19 is the billing usage functional evaluation. Billing usage, otherwise known as DUF, daily usage feeds, come in the form of a file to a CLEC. They are, in effect, surrogate for the call detail records produced by the switches that track minutes

of use and so on for each of the calls that are made that are attributable to network element that's under the control of the CLEC.

So if a CLEC is doing usage-based billings, these files are important so that they can understand how a customer consumed those facilities. And what we do is make test calls of a variety of different types and try to see if those calls were accurately reflected in the DUF records that come. And after several retests we finally were successful at getting the correct DUF files.

19.6, which is the next test, is a management style test, process style test that goes inside of Qwest's operations and looks at how they produce and distribute those files to the CLECs. And for the most part all of that was satisfactory. The two unable to determines that you find for test 19.6 are going to be on page 8, and in those cases the unable to determines had to do with the fact that there is a defined process for returning DUF files that is not used by any of the commercial CLECs.

It's on the books at Qwest. We looked at it. You know, it looks okay on paper. But none of the CLECs use it. We did not use it. We did not use

it on purpose because we used observations and exceptions to communicate to Qwest the problems that we were having with DUF. So the unables fundamentally are there because we didn't examine the DUF return process.

CHAIRMAN BURG: Let me ask you this. Why was that a criterion then if you didn't use it and no CLECs use it?

MR. WEEKS: It was in the master test plan, and nobody ever changed or requested it out

CHAIRMAN BURG: Okay.

MR. WEEKS: Test 20 is the carrier bill functional bill evaluation. This is examining the bills that a CLEC would normally receive in the normal course of business for the network elements that they have at their inventory. And, again, some of this is usage-based. We look at the usage that flowed through from the DUF files and looked to see that it made it to the bills for minutes of use type charges.

We look at both recurring and nonrecurring charges, and we make sure that the tariffs are being properly applied and the discounts are applied properly and fundamentally, that the bills

are accurate. And were able to satisfy ourselves through the testing and observation exception and retesting that Qwest stands ready to produce correct bills in that area.

20.7 then is similar to the DUF production as looking at the bill production and distribution process. You have four unable to determines for test 20.7, and those can be found on page 9.

This is a little bit different than anything we've talked about so far. Qwest has a set of production processes and mechanisms that are mostly in software. And so it's very hard to inspect those. And there's a bill production process, and then there's a post bill -- call it a quality assurance kind of process that looks to see if it appears the bills are correct or not.

So if we are receiving incorrect bills on test 20, it's very easy to infer that the controls that are in place to ensure accurate bills aren't working because we're getting bad bills. But since the bills become correct and we receive a correct bill, it's virtually impossible to tell whether that bill is correct because it was produced correctly the first time or whether those controls that are the checks and balances that try to ensure

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that, in fact, they are correct found a problem and fed it back and they reproduced the bills or not.

We can't demonstrate conclusively that the controls work. We can only prove conclusively through testing that they don't work.

So you have in 20.7-1-3 and -4 situations where controls are said to exist. We see documentation that says that they exist. We don't open up the computer code and actually try to inspect the code to see that it exists because that's not very dispositive of whether the controls really operate or not because of the problems and issues that exist with desk checking complex programs.

And so we can only infer that they work or don't work by the outputs. And so we're just unable there.

MR. DELLA TORRE: As a point of information, in both of these cases we did see bad bills early on the test and, therefore, we were able to raise issues that the quality assurance portions of the process were not doing what they were built to do.

Once we then started receiving correct bills, as Mr. Weeks said, we couldn't determine that it

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was the quality control that was fixing it or the original bill production that was making them right.

MR. WEEKS: 20.7-1-5 is yet another beast. This is a case where the claims process exists but was not used by us as a testing mechanism. We used observations and exceptions. We didn't use claims. I'm on page 9 still. And so we didn't evaluate that process, same answer as before.

20.7-1-9 is a case where we're looking at bill retention and because the entire life cycle for bill retention hasn't run its course -- it's many, many years -- we're not able to verify that, in fact, Qwest is following those policies because not enough time has lapsed to get to the end of the life cycle so we can say definitely they are retaining those bills that were produced in the course of the test. So this is unable just because the test isn't, you know, five or seven years long. So that's that.

We can say the policies are in place. We saw the policies. We just can't verify adherence because of lack of duration to the test.

20.7 was the last kind of billing test that we

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need to talk about. So now we're going to move into kind of the cats and dogs parts of the test where there are a collection of other things that needed to be tested but they're not the core fundamental kind of OSS business processes that most people think of.

And CLECs spend most of their time doing preordering, ordering, provisioning, billing, maintenance and repair. Those are the hard core business functions. Now we're going to move into other aspects. They're very important for CLECs, but they're not kind of like the core Qwest business activities.

22 is the network provisioning, CLEC network provisioning test. These are things like NDRs, collocations, the ability of Qwest to participate in those more complicated engineering type of support activities. And you can see all of these were satisfied. There was one unable to determine, which is on page 9, which was 22-1-10.

And there just were no NDRs taking place during the course of the test that we could look at adherence to process. We said do the processes exist. Yeah, they exist. Are they well formed. Yeah, they're well formed. Okay. Show us that

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they really work. No NDR skill to inspect. So we can't say they do or don't work because nobody was doing NDRs so that's the unable on test 22.

Test 23 is change management, a gabillionaire issue much costed and discussed in the CLEC community across the board across the United States, a favorite in Washington. When we first got to Qwest to begin the OSS Test there was a change management process in place. Qwest has been -- all parties, not just Qwest, it's unilaterally.

Qwest and parties have been working very diligently to put a new change management process in place. In fact, it's a pair of processes, not a single process. There is a change control process that governs system changes, changes to software and documentation.

Then there is a product and process change control process that governs the nonsoftware related interactions and interfaces that exist between Qwest and the CLECs, which are what products are going to be offered and what flavors and how do those all work and how are they defined and what processes does Qwest have that are joint processes and the CLECs must participate in the

definition of those processes and the change management over those.

Change management is about the business of managing dead trees. It is about understanding what the specifications look like and what changes to specifics need to take place over time and accumulating lists of proposed changes, priority advertising those changes, allocating resources to those changes, taking the changes that are agreed to and prioritized and selected and then defining those in enough detail that the parties can all go implement their respective business practices and pieces of software and so on.

But it's all about specifications. It's all about written documents and what things should look like and when they'll be available and those sorts of things. So that's change management. And as one looks at the record on change management, there are seven unable to determines.

If one goes to page 10, you can see the test 23, the start of the list for the unables. And the unables here are mostly because this is work in progress. It continues as we speak to evolve. We, because of the nature of the testing, have to take a snapshot in time and say what exists as of some

cutoff date.

But I'll tell you that the change management process is not today what it was when we wrote this Final Report. It is evolving even as we speak. So if you look at 23-1-7, for example, we had written -- this is a comment about the systems CMP, change management process

I've tried to annotate in parenthesis whether the evaluation criteria was evaluating the systems CMP. Or if you go down to 23-2-2 you'll see product/process CMP

So what you see here is there's a couple of these 31-10 and 31-11 exceptions where we were calling out things in the change management process that are either -- weren't well formed at the time we got there or under implementation plans that didn't allow us to see the final thing come to conclusion before the end of the test

So the record may be different now in these -- I'm sure if it is, Qwest will bring that to your attention.

But these were cases where there was closed inconclusive on our part because we could see the thing forming but it just isn't quite soup yet and you can go investigate if you choose to when it's

now well formed and finished and so on. But we had to conclude the test without being able to come to a final conclusion on these particular evaluation criteria.

The product and process CMP has a few more then the system CMP does. At the time we wrote this report it wasn't quite as far along in its maturity as the system CMP, but it is coming along. Qwest has made a lot of -- Qwest and parties. I need to give credit to other parties as well. There's a lot of people working very hard to try to make this change management process a robust one and one that's responsive to the needs of the community as a whole

So that's kind of where we are on change management. It's very much work in progress, but it's very, very far down the road. It just fell short of being mature by the time we got done

24.3 is account establishment and management review. I'm back on page 3 now. All the evaluation criteria there were satisfied except one, which there was a process that changed very near the end that we weren't able to observe actually take place in the real world so we couldn't validate the adherence part. Account

establishment and management are those mechanisms that Qwest uses and CLECs use together to establish an account team to pour that CLEC -- to funnel questions, problems, issues, and needs through -- in sort of a customer contact, first point of contact, sort of thing.

There are a lot of aspects of doing business with Qwest, especially early days, when you first start doing business with Qwest that come through the account team as opposed to through the other help desks. So that was our evaluation of all the other management processes that are in place

Last page of results, 24.4 is the CLEC forecasting review. This has been in every MTP we've ever done. In many aspects it's sort of a -- I won't say it's a silly test in its intent but it's a test by its nature is fraught with problems

Because of the anomaly created by the Act of '96 where we have a retail and wholesale organization under Qwest under one umbrella, the competitors to that retail organization, the CLECs, are somewhat hesitant to share their business plans and their wildest dreams with the wholesale operations at Qwest. That's understandable. And, therefore, the forecasting information that is made

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available to Qwest wholesale operations by the CLECs is less than what you'd want it to be if you were running the wholesale business and less than you would normally see in some kind of vendor/supplier arms-length kind of business.

So CLEC forecasting is not something that -- it's important, but Qwest has to rely much more heavily on their observations of what they think is happening than they can on the information being provided to them by CLECs. And it's just the nature of the beast, and it's not going to change any time soon.

But we did evaluate it and the forecasting procedures that are in place are there and they're well formed. It's just less than spirited cooperation.

24.5 is CLEC training. This is the training that's offered to CLECs on the various interfaces and products and so on. We looked at the training regimes and so on in place. HP actually participated in some of the training. You can ask them questions about that. But our evaluation criteria were all satisfied there.

24.6 is OSS interface development review. It is the sister of change management. If change

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management is all about dead trees and specifications, then interface development is all about software and real things that have to work in a real world. This is where I call release management takes place, which is putting out a new release of software, whether it's a major or a minor release and the environments that are provided to CLECs to test those pieces of software prior to their going into generally available public release.

There are two not satisfieds for test 24.6. They are on page 6. The first is 24.6-1-8, SATE. SATE is the test environment that's available for preordering and ordering testing. That environment -- it is our evaluation criteria that that environment should be a mirror image of the production environment. It should work just like production does so there are no surprises as you migrate from pre-release testing to production environment.

There are two fundamental areas in which SATE fails to do that. In the area of flow-through transactions, transactions do not flow through in SATE. Human beings intercept them and look at them and send them back. So there's some risk the human

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being would not have caught things the software would have and the interface you just developed doesn't really behave the way it should.

The second is the fact that there's some products and services that aren't available for testing in SATE that are available in production. So those were our two main issues in SATE.

24.6-2-9 has to do with the fact that there is no test environment for MEDIACC for this electronic bonding of trouble administration. It doesn't exist. That's exception 31-09, probably not a significant industry issue unless the industry changes and decides to begin to start implementing this interface on a wide scale basis, which they have not done in the last few years. That is 24.6.

24.7, wholesale systems help desk, this is the help desk, if you will, for the people who are trying to do interface and software development and have questions about that.

24.8 is the ISC, interconnect service center support review. This is the help desk that supports ordering inside the ISC, are also the people who do the manual order processing for fallouts and manual handle orders. But for the help desk part of that we evaluated the ISC and

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found all of that to be satisfying.

Network surveillance and outage support has to do with the way in which Qwest monitors its network as it operates and it operates a single network and it ignores whether it's CLECs or ILECs portions of that network and how it reports outages to people depending on the nature and severity of the outage. All evaluation criteria in that area were satisfied.

And the final test area was the 24.10, which is the ISC billing and collection support center. This is the billing help desk. This is where you go if you have questions about your bills, and that all worked out except for one unable to determine. And this had to do with some rep training. And there was no rep training taking place during the time we were making our observations so we had nothing to see.

That's a brief summary of a very large report. So if you think that was tedious, read the whole document from cover to cover. We'd be happy to take questions about the Final Report and what we did from the parties.

MR. DELLA TORRE: Now or over the coming days if you need any further input, please

don't hesitate to contact either of us.

MS. AILTS WIEST: Qwest, do you have any questions?

MR. CRAIN: Yes. We have a few.

EXAMINATION

BY MR. CRAIN:

Q This is Andy Crain from Qwest. Mike, you testified regarding the capacity test that was run and stated that forecasts aren't always correct and it also doesn't go more than about a year out in the future. KPMG also conducted a scaleability test; isn't that correct?

A (BY MR. WEEKS) In some areas we did do limited reviews of scaleability, but not a pervasive across-the-board evaluation of scaleability.

Q Do you have your test report with you?

A I do.

Q If you look at what is probably at page 595 of your report, the results for section 24.6-1-21.

A 24.6-1-1?

Q -1-21.

A I'm there.

Q That and the following three or four criteria relate to that scaleability evaluation; isn't that correct?

A Well, the evaluation criteria being discussed have more

to do not with scaleability testing done by us. It has more to do with the management practices that exist inside of Qwest to monitor system utilization levels and systems performance and to trigger resource reviews and reallocations and so on.

So what we were doing there was looking at Qwest's scaleability documentation as opposed to conducting a scaleability test which would demonstrate scaleability.

Q Suddenly I'm very -- I understand your first responses then. So what KPMG conducted was a process evaluation of Qwest's processes to handle future demand?

A Yes.

Q And unforecasted or unforeseen demand; isn't that correct?

A Yes. As opposed to us going in and performing an independent assessment of whether you have resources that by their design are scaleability.

Q So you did evaluate Qwest's processes to scale its interfaces and scale its resources, and Qwest passed those criteria; is that correct?

A That's correct.

MR. DELLA TORRE: Around the ordering interfaces, I believe. I don't think this was global.

A (BY MR. WEEKS) Right. Which was the other part of my comment.

Q Moving on to the manual handling issue and observation 31-10, that information related to the manual input of application dates; is that correct?

A Yes.

Q And the review you conducted of LSR as related to that type of manual input versus -- that kind of type of manual; isn't that correct?

A 31-10 was about the business of we were conducting a test of the automated system's ability to properly record date and time stamps. And unexpectedly a handful of orders fell out from manual handling.

Rather than ignoring those orders, even though we weren't looking for those things, we did examine whether or not the date and time stamps had been properly affixed by the human beings to those manually handled orders, and that's what led to 31-10.

Q And the evaluation you did in 31-10 was with regard to manual input of application dates; is that correct?

A That was one of the fields that we were looking at, yes.

Q What other fields did you look at?

A I don't recall. But clearly we were looking at that field.

MR. DELLA TORRE: The more accurate historical accounting of this issue is exception 31-20, was where we raised the issues -- or the discrepancy we uncovered when doing a much more global and broad assessment of the underlying data associated with a given order set presented on the PIDS.

We did not do the root cause analysis. We simply pointed out the discrepancies that we identified in the resulting performance data. That was exception 31-20.

In Qwest's investigation of the underlying causes it identified what was primarily systems related problems with application dates but also with time of day, orders were received and that had several nuances to it as well. It was weekend days and whether it was 3 p.m., after 3 p.m., 7 p.m. I remember being in there. So there were actually several underlying causes for this discrepancies in the data set.

After the retest was conducted to evaluate the systems changes that were made by Qwest we were able to effectively close exception 31-20 as closed resolved and satisfied. However, there were two other issues that remained open at that time for

which we opened observations, which sort of on the scale of significance importance size exceptions are larger and more material typically than observations.

So we opened two observations. I believe it was 31-09 and 31-10. One related to why these eight orders didn't flow through that we expected to flow through and why there was an error on one of them.

So manual order processing was 31-10. But the actual flow-through performance itself was 31-09. So we had opened these two observations subsequent to closing the exception because they were two smaller issues that were sort of off-shoots from the original parent of exception 31-20.

We were satisfied with the explanation of why those orders didn't flow through. It was, in fact, a pending order condition, which means if an order is submitted and then a subsequent order is submitted sometime later on that same account, it won't flow through. And that's according to business rules, and it makes good sense. So that therefore addressed observation 39-09.

31-10, on the other hand, was still a manual order problem, and I do recall that it was around

the application date as being what was incorrectly populated or calculated and then populated by a human being in the service center.

Q And then you went back and checked a body of historical LSRs that you had submitted for other tests, and when you went back and looked at those you looked at a set of fields; isn't that correct?

MR. DELLA TORRE: Yes.

Q Do you know the set of fields you looked at or whether or not they related to, for example, the population of due dates and application dates versus the population of features ordered, et cetera?

A It was the former, not the latter. On this I won't even call it a test. On this examination that we did -- what we said was if one out of eight orders -- if a human being made an order on an app date on one out of eight orders on this automated retest, then what in the other testing that we had done -- was there a similar pattern, different pattern, what do we see. And it was gathering information leading up to trying to get ready to think about a retest.

MR. DELLA TORRE: It was not an examination of a comprehensive set of data fields. That, we had already done.

Q Yes. So to the extent you found problems in -- or not

even problems. To the extent you found during your limited review of a limited set orders mistakes that had been made, those mistakes that you found related to application date entry; is that correct?

A That's correct. Because HP in their role as the pseudo-CLEC was responsible for examining all the orders and all the responses that they received and had there been, and there were problems with the other kinds of fields that were in there, then those would have been and were raised as observations, exceptions by HP during the normal course of business.

So this limited focused examination was strictly trying to say did the pattern of manually handled orders -- was the pattern of due date, app date sort of -- not due dates, app date sort of things for manually handled orders and the ones we already looked at, does it still exist.

MR. DELLA TORRE: However, I don't want to limit this discussion to application date only because I don't think Mike or I accurately recall the exact underlying details, and I would be much more comfortable looking at observation 31-10 and even exception 31-20, which was the original place the issue was uncovered to limit this decision to the review of simply one data field.

Q I understand. I just was trying to get an understanding of I understand it might be more than one data field. I wanted to know if it was all data fields or --

MR. DELLA TORRE: No, it was not.

Q Okay. Let's move then to -- do you have your KPMG -- and I don't even know --

A Exhibit 1.

Q Exhibit 1. If you could turn to page 5 of this, pages 5 and 6 list all of the not satisfied criteria of the test; is that correct?

A That's correct.

Q I'd like to walk through all of those with you. On the first page you have the criteria that were not satisfied in tests 12 and 14; isn't that correct?

A That's correct.

Q Now the first two relate to jeopardy notices, and the dual test ended up being inconclusive in terms of the results or actually had conflicting results.

Can you explain how that happens and what the dual test is?

A Yes. As I previously testified, the dual test has two hypotheses, both of which are tested, and the first hypothesis is fundamentally wholesale and retail are the same, they operate the same. And the second

hypothesis is that retail and wholesale are different to the disadvantage of wholesale by some significant amount. That is a statistical calculation that was agreed to ahead of time.

And when one of those tests indicates a pass and the other indicates a fail, then -- well, let me rephrase that. When the results of the test aren't consistent with one another, in other words, they don't both indicate a pass or don't both indicate a fail, then it's what's termed for the purposes of this test as a no decision.

And that, by previous agreement, any no decisions would be taken to the TAG and through the escalation process if the TAG couldn't agree.

Q And one of the reasons that you would end up with a no decision because of the conflicting test results is small sample size; isn't that correct?

A It's more likely that a small sample size would result in a no decision, but it's not predetermined that a small sample size would result in a no decision.

Q In fact, here we are talking about two criteria that had small sample sizes?

A We did have small sample sizes, correct.

Q And those were for 12-9-4, related to jeopardy notices for resale, products, and services, and 12-9-5 related

to jeopardy notices for UNE-P; isn't that correct?

A Yes. The timeliness of those, yes.

Q Moving on then to the last two criteria on this page, 14-1-34 and 14-1-36, those related to the results of OP-4C for business POTS, meaning business resale POTS and for UNE-P services; isn't that correct?

A That's correct.

Q And if you could turn to the criteria for -- the results for 14-1-31 and 14-1-33 in your Final Report, and it should be on page, I think, 195 or 196.

A 14-1-31 is the first one?

Q 31 and 33 actually.

A Okay. Bear with me. 14-1-31.

Q And that relates to OP-3C. Can you explain the difference between OP-3C, which is criteria 14-1-31 and OP-4C, which is the criteria for 14-1-34?

A 14-1-31, OP-3C, is installation commitments met, what percentage of the time did Qwest meet the commitment date that it committed to for business POTS, whereas 14-1-34, OP-4C, is the actual interval delivered. And it's not whether it met its date or not. It's how long it took on the average to provision it. So there's a subtle difference there.

Q So the results of 14-1-34 demonstrated that there's a -- during the testing, a difference of between 2.2

days and 1.5 days for the intervals?

A Right.

Q But if you look at 14-1-31, isn't it correct that for the 252 orders in the eastern region during the testing Qwest provisioned 100 percent of those on the committed due date?

A Yeah. I think the right way to think about this is that looking at -31 Qwest did 98.5 percent of its orders in the eastern region of the 252 when it said it was going to do it.

MR. DELLA TORRE: 98.5 is retail.

A I'm sorry. 100 percent for wholesale. 98.5 percent for retail. So the good news is, I guess, wholesale did 100 percent of the orders on the committed due date, but the interval delivered to the wholesale customers was longer than the interval delivered to retail customers. So I missed more appointments on retail, but the ones I hit I hit faster than the ones -- and I didn't miss any appointments on the wholesale side, but it took me longer to do those.

Q And the difference in the interval was less than a day. It was .7 days?

A That's correct.

Q The same is correct for UNE-P services; isn't that correct? If you look at 14-1-33, Qwest met 100 percent

of the intervals or 100 percent of its due dates for those orders as well?

A Yeah. The 246 orders that were eastern region, Qwest met all of its appointments on the wholesale side and got 98.5 percent of its appointments right on the retail side. And then what was the other criteria?

MR. DELLA TORRE: 36.

A 36. In the eastern region it took 2.8 days versus 1.5 for the retail.

Q Moving on then to the final criteria on that page. I guess actually moving back to those two issues, with 100 percent performance and 100 percent meaning every single one of our due dates on UNE-P and business POTS and if you look at the results for 14-1-32 we also provisioned 100 percent of our residential POTS orders on the due date; isn't that correct?

A That's correct. 238 orders in the eastern region, 100 percent of them met their committed due date.

Q So with these kind of performance results, meeting 100 percent of our commitments in these kind of orders is one of the reasons we ended up with a low sample size for jeopardy notices in 12-9-4 and 12-9-5; isn't that correct?

A I think that would be highly correlated.

Q Moving on then to 14-1-10 and 14-1-14, the other two

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evaluation criteria on this page, can you explain some of the efforts you went to to find additional dark fiber and EEL orders after Qwest had fixed the problems you identified?

A As I tried to describe earlier, we made solicitations on the TAG calls asking for parties. I believe Ms. Anderson from MTG actually got on the phone and made some extra phone calls trying to get folks to participate.

We solicited from Qwest a list of orders of that type that were in their various order systems.

MR. DELLA TORRE: Every week.

A Every week and continuously monitored the actual ongoing order activity at Qwest. Pretty much everything that we could, every source, anyone that might have one of those kinds of orders we tried to tap into that source and understand whether those orders existed or not.

Q And so even though Qwest had made mixes and had changed its documentation and procedures, both Qwest and KPMG attempted to get enough orders for proving that it was able to follow those new procedures but through no fault of KPMG or Qwest's that simply couldn't be done; isn't that correct?

A And I would say through no fault of the entire CLEC

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community that participated in the TAG process.

Q Thank you. And that's all the not satisfied criteria you had on test 12 and 14?

A That's correct.

Q Moving on then to page 6, the first evaluation criteria is 16-3-5, which relates to the CEMR capacity test. I think you testified that Qwest met all 13 criteria in the normal day and 12 out of 13 in the peak day; is that correct?

A That's correct.

Q Now the one transaction that was missed was modified trouble report for nondesigned services; isn't that correct?

A That is correct.

Q Now when KPMG set up this test did it weight the number of transactions in the test to reflect actual usage? And I'd draw your attention to Section 2-4-3-2.

A Yes. We attempted to analyze the patterns of submission in the various types of M&R transactions and give weight to a relative mix of transaction types during the volume test.

Q And if you could look at Section 2-4-3-2, which should be on page, I think 310 or 312.

A 2-4-3 -- what's the last digit?

Q 2-4-3-2.

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A Okay.

Q Table 16-9 sets forth the percent of total transactions in commercial data that CLECs submit using for nondesigned M&R transactions through CEMR; isn't that correct?

A That's correct.

Q And could you tell me the number and percentage of commercial transactions that is listed in this table for the transaction that was missed which is modify trouble report?

A The table says 0.

Q Can you then look at the paragraph on the next page, paragraph printed at the bottom of the page, I believe it follows table 16-11.

A Starts out, "Since the percentages"?

Q Yes. Can you read that first sentence?

A "Since the percentages of POTS closeout add and modify transactions were 0, the calculated number of transactions was less than 1 per hour." That was the first sentence.

Q You can read the next one as well, actually.

A Thank you. "An adjustment was made to include one of these transactions per hour."

Q So real life transactions you found virtually none of the transactions submitted through this interface were

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the ones where Qwest missed its benchmark in this test.

A The information we were given to analyze and develop the previously referred to table there were not any modified transactions in there.

Q Thank you. Moving on to -- and that's all the test criteria that were missed during the CEMR functional performance evaluation?

A Correct.

Q Moving on then to test 18, the M&R end to end trouble report processing, these two criteria, criteria 18-6-1 and criteria 18-7-1, KPMG set its own 95 percent benchmark for Qwest to meet during this?

A Yes.

Q And can you explain why KPMG did not use a parity analysis for these two criteria?

A Yes. We were doing a process evaluation. We were not trying to evaluate the overall performance of the M&R interface. We were looking at process adherence and when we look at process adherence we look at the extent to which the methods and procedures are followed, in effect, the percentage of steps that are followed.

And because the maintenance and repair process by definition is parity by design, we wouldn't have normally done any kind of parity analysis because this test isn't about how wholesale operates versus how

retail operates. This evaluation criterion is about adherence to define a process.

Q So to the extent there's a not satisfied of these two criteria, isn't it correct that those two not satisfieds do not indicate any kind of discriminatory treatment between CLEC end-users and Qwest end-users?

A We did not design or control specifically for that. So it doesn't mean it does, and it doesn't mean it does not. I think if you take this test together with the parity evaluation that we did do, it would suggest what you're trying to suggest, but this is a stand-alone because it didn't have a control for wholesale versus retail and it couldn't demonstrate either way whether it was or wasn't.

Q And you did do a parity evaluation of the treatment of CLEC customers versus Qwest customers?

A Parity process between wholesale processes and retail processes.

Q And you found that Qwest, those processes do provide -- are nondiscriminatory?

A The processes themselves there's no discrimination built into the process.

Q And you saw no indication either in the actual testing or the process testing of discriminatory treatment on M&R --

A No. That's what came to our attention.

Q Thank you. Then finally moving on to the final two criteria on this page, criteria 24.6-1-8 relates to SATE; is that correct?

A That's correct.

Q And you found two fundamental issues with SATE, one being lack of flow-through and the second being the number of products supported?

A Right. Yeah. The list of products supported.

Q And to the extent you found Qwest not satisfied in this criteria, that was based upon SATE as it existed at the closeout of the test?

A That's correct. All of our results are Qwest as of that date.

Q And these do not reflect any changes or enhancements to SATE that may have been made after that day?

A That's correct.

Q Thanks. And then finally, moving to the last criteria, criteria 24.6-2-9, this relates to the test environment for media EB-TA. Can you explain what MEDIACC EB-TA is?

A Yes. It's an electronic bonding trouble administration protocol or interface definition that one can build software to. There is software that must exist on the CLEC side and software that must exist on Qwest's side

Those two pieces of software communicate with one another and allow trouble reports to be submitted and monitored and closed out and so on through machine to machine communications as opposed to the other alternatives in this case, which are either to use CEMR, which is a graphical user interface where a human being talks to a machine or manual trouble reporting where a human being talks to a human being.

Q And isn't it correct that for the vast majority of trouble reports CLECs use either CEMR or call those trouble reports in by telephone and that this is a fairly infrequently used interface?

A I think there are very few CLECs that use this interface, yes.

MR. CRAIN: Thank you. That's all I have.

MS. AILTS WIEST: Did you have any questions, Midcontinent?

MR. KOENECKE: None.

MS. AILTS WIEST: Black Hills?

MR. EVANS: Yes. Thank you. We have a few. At least we'd like to try here.

EXAMINATION

BY MR. EVANS:

Q As I read the report or at least the portions of the

report I read, I understand you divided them up in terms of regions; isn't that correct?

A There are three regions that Qwest operates in, and the structure of the test for the most part mirrored when it needed to that regionality.

Q What region, if any, does South Dakota perhaps fall into?

A I believe South Dakota is the eastern region.

Q And do you have any data that we could point to that shows how Qwest performed in South Dakota specifically?

A No. There isn't any South Dakota specific results that I think I could point to page XYZ and you could see this is South Dakota only kinds of results.

By design there was a whole test bed design done that was shared with the TAG and everyone about how many accounts of each different type and so on and what types of transactions would be executed in each of the states, and very faithfully KPMG Consulting and HP worked together to keep that mix. So there were specific transactions run in each of the specific states, and in the lowest level of details one could go find those orders and one could do those computations.

But because the nature of the systems that are being operated are at the regional level and not at the state level, we didn't report at the state level.

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Q Okay. Now you've worked on this project, I understand, for about two years now; is that correct?
A Yes.
Q Okay. During that two years I assume you've developed at least some opinions. If you have an opinion, what is your opinion as to the performance in South Dakota specifically?
A I wouldn't have any opinion about that one way or the other.
Q Is that because you have not looked at the data?
A That's correct.
Q Okay. You had some discussion about the diagnostic measures, and sometimes diagnostics measures -- you came up with benchmarks, or you came up with parity. Did KPMG make specific recommendations at these meetings as to how some of these diagnostics might be made benchmarks or might be made into parities?
A No. Actually the TAG had agreed to a collaborative process for defining performance indicators that we were not a party to that.
Q Okay.
A So it was not appropriate for us to opine on any of the PIDS. Whether there was a parity PID, benchmark PID, or diagnostic PID, we fundamentally weren't asked our opinion on those. The only time where our professional

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opinion was introduced into the process was when we had an evaluation criteria for which there was no PID at all and then we had to invent a standard on our own, which we did in numerous cases.

But those don't fall into the diagnostic category. Diagnostic is a subcategory of PID.

Q Okay. Now during your two years of evaluation and massaging a substantial amount of data is there any evidence that perhaps one CLEC might be treated better than another CLEC, or did you see any kind of a trend where maybe one CLEC across all regions received preferential treatment?
A We didn't design to detect that. Our focus was not the CLECs. It was the company.
Q Sure.
A So we didn't see any evidence that the systems or the documentation or the management practices or the procedures or any of the elements that were part of what we were evaluating were in any way oriented to give preferential treatment to one party versus another.

MR. DELLA TORRE: The only place that we did some analysis that would have given us any insight into that was that we did compare the P-CLEC's performance into the aggregate

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wholesale --
Q The P-CLEC being the pseudo-CLEC?

MR. DELLA TORRE: That's correct.

A But not any of the commercial parts.

MR. DELLA TORRE: So if Qwest were giving preferential treatment to the pseudo-CLEC, we likely would have noted that in terms of assessing the numbers against the wholesale aggregate, but in doing the wholesale we did not see that.

Q Okay. I believe it's Fibercom's experience we have kind of a customer rep we continue to contact on a regular basis.
A Right.
Q In the testing how did you work it out if the pseudo-CLEC or KPMG, if they contacted Qwest? I didn't see that in the report?
A I will answer that. That question is best directed at Hewlett-Packard who functioned as the pseudo-CLEC. We did look at test 24-3, if you'll look down there at page 3. Part of that test looked at the whole account establishment and management process that all of the CLECs go through, including what the pseudo-CLEC went through.

And so I think it would be better to have HP

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answer your question to describe what techniques and methods that they used in order to ensure blindness and to work the account reps. I don't want to avoid your question, but I think because they were in the trenches and they did it, they would be better to answer that question.

MR. DELLA TORRE: And they also did employ the account management relationship and utilize that relationship extensively. They utilized the help desk as a means of resolving ordering issues and problems, billing issues and problems, but also the account management relationship which I think is what you are referring to they used that to escalate issues and try and help get information on issues that they needed resolution on.

Q Specific question regarding billing. And you apparently noticed some billing issues?
A Yes.
Q Did Qwest have a team of experts that they put on those billing issues, or did you go back to the original billing team? How did that work?
A We used the same mechanisms that a regular CLEC would use. When we executed the billing validation activities when we found billing problems or issues,

questions that we had, we would communicate those to Hewlett-Packard if that was appropriate or we would communicate as if we were members of the pseudo-CLEC. We would call the billing help desk and go through the normal process.

It was one of the hallmarks or the foundation of the test that the pseudo-CLEC and us as test administrators because in certain activities we actually did the activity of the pseudo-CLEC in no cases were we to be treated any differently than the other CLEC was.

And we purposefully used -- except the observation and exception process that I talked about earlier, we purposefully used all of Qwest's normal mechanisms for dealing with problems and issues. We did that so we could evaluate those processes and their effectiveness.

MR. DELLA TORRE: The observation and exception process that was addressed presumably by Qwest's subject matter experts to resolve problems, once they were publicly and put on the record through an observation or an exception, then of course they did whatever investigation root cause analysis and repair that needed to be made to those underlying systems that, of course, a

commercial CLEC would not go through that process.

Q So they knew they were part of the test at the time they went back and rechecked bills and things of that nature?

A Well, there were people at Qwest that were sighted and people that were blind. So the people that were sighted were part of this observation and exception process. The people that were in their normal daily operations were blind to the fact this was a test order or this was a test bill.

There was a particular pseudo-CLEC that was established, but as far as the people at Qwest who were blind it was a real CLEC. In fact, we had an interesting thing happen in one of the states where there was a filing, and Qwest's people who were blind actually submitted the results that included pseudo-CLEC results, evidence of commercial performance in that state.

And we kind of had to tap them on the shoulder and say wait a minute, you need to back that out because that's not real. So we had a lot of evidence there were a whole bunch of folks at Qwest who had no clue who they were dealing with other than a real CLEC.

Q Now when the pseudo-CLEC resubmit these bills, correct bills, what kind of time frame was involved in getting a corrected bill back? Do you know?

A I don't recall the answer to that question. Because the way that it would work is again through the observation and exception process first we would call the billing help desk to try and understand like a regular CLEC would whether we misunderstood somethir or whether we had something wrong, and they'd say, yeah, you're right, it's wrong.

So the problem identification process was the normal Qwest problem identification process. We'd then write the observation and exception. We would send it to the sighted people. They'd look at it and go you're right, we've got a bug in the billing systems. Or, yeah, you're right, some of your rate tables are wrong.

Those things if there was a system fix, there would have to be a system fix and that would get initiated inside of Qwest through their own normal mechanisms.

Q Any were any of the issues that came up in the bills did they pertain to nonterminated calls or calls that went on and on and on and were not terminated?

A That might have occurred in DUF and/or might have presented itself in billing. I don't recall whether that was a specific issue or not. I can say if we saw

that, then we would have raised the issue. And so it's a question of did we see it or not. And I don't know if we saw it.

MR. DELLA TORRE: If you wanted to do I fairly quick reference, because the information is all out there, either in the Final Report or in the observations or exceptions which are on the website you could look at any observations or exceptions related to test 19 or test 20. Test 19 is the DUF test. Test 20 is the billing validation.

And on the website all the observations and exceptions will reference the test that they're related to. So it's voluminous information, but the detail -- you can probably do a fairly quick query to find if that particular issue was identified.

MR. EVANS: Okay. Thank you.

MS. AILTS WIEST: Commission Staff?

EXAMINATION

BY MS. CREMER:

Q In looking at page 12 of your Exhibit 1 and looking at items 12-5-5 and 12-5-6, which tests whether Qwest returned rejection notices, those rejection rates ranged from the low 20s to 40 percent

Can KPMG elaborate about the interpretation of those rejection rates?

A By interpretation you mean what?

Q Good? Was it good, bad?

A No. I would hesitate to do that because, again, I think the answer to what's an acceptable rate I think has to be made in the context of an overall regulatory kind of due process. And --

MR. DELLA TORRE: If I may, I would like to say one thing about this, though, and that is that these are rejections provided to all LSRs. So whether or not -- if the CLEC submitted the error with incorrect information on it, then it appropriately received the reject. That would be included here.

If Qwest sent a reject on an order that was a mistake on Qwest's part, that would also be here. Any LSR, any order that was submitted that received a rejection notice would be counted here. So that would include that percentage of LSRs where the CLEC made a mistake as well.

So this number is a little bit tough to just look at and say, okay, a quarter for the east for GUI orders, a quarter of the orders were rejected and to think that that means anything about Qwest

necessarily. Because it also includes CLEC mistakes. It could be a typo in the order when you were putting the telephone in and you typed a 1 instead of 2 when you sent the order and the Qwest system rejected it.

A I think we're saying at this level which is the level the PID is defined it may be meaningless. What may be more meaningful is the disaggregation under this that would get to the causes for the rejection.

And if you wanted to monitor the underlying cause of the rejection, that would probably be a meaningful exercise, but trying to establish a standard at this level probably doesn't make sense.

Q Were notices successfully sent for those rejections?

A Rejections are notices by definition.

Q Okay. Do you have a professional opinion about whether those rejection rates harm the CLEC's ability to compete with Qwest?

A Again, it depends upon why they're being rejected. If 100 percent of these are CLEC errors, then, no. If 100 percent of these are Qwest errors and they should have never been sent, then probably.

MR. DELLA TORRE: Right

Q On page 14 of this exhibit under test 14 -- and it says east 6.2 seconds. Is that 6 minutes 2 seconds?

A 6.2 seconds.

MR. DELLA TORRE: 6 seconds.

Right.

Q Okay. Well, then that changes my question. Then on page 15 of Exhibit 1, 15-1 and 8 and 15-1-18, 15-1-8 EDI the average response time was 39. And, again, and I'm assuming 39 seconds and not --

A Almost 40 seconds.

Q Okay. While 15-1-18 for GUI the average response time was 23 9.

A Correct.

Q In your professional opinion are those reasonable response times?

A Well, I'm going to give you my standard answer. I think parties need to figure out what reasonable is. I can tell you those are longer than one normally sees in most of the other tests that we've executed and so --

MR. DELLA TORRE: I'm sorry. I don't mean to interrupt there, but you'll note on page 12 the first two criteria, 12-3-11 and 12-4-11, are essentially the same but during feature function testing versus volume conditions.

So you'll note that Qwest's performance on a typical day, if you will, was in the -- was under 6 seconds for either interface, under 3 seconds for

the GUI. During volume conditions is when we experienced 24 and 40 seconds.

A But I'd have to go back again and look at that and say this was on the volume test, was this normal day, peak day, the average of all of those? I'd have to crawl behind these numbers.

If this included the stress days, for example, I'd say, well, maybe it is acceptable. So I'd have to crawl behind the numbers and the disaggregations to understand whether this is a problem or not just on the face of it.

Q Okay. And then on page 6 of this exhibit, the first box, 16-3-5, did you read Staff's comments --

A No.

Q -- that we filed? Okay. How much weight should the Commission place on this result of not satisfied?

A 16-3-5?

Q Yeah.

A This particular one?

Q Yeah.

A Well, we're going to leave the area of fact and go into professional opinion. In my opinion this should not receive very much weight at all. It has -- I think has been pointed out this morning did not occur during normal. It occurred during peak. It was for one

particular transaction type.

That particular transaction type is not a frequently used transaction, and the miss was not very large either. And both the retail -- I'm sorry. I said retail. The amount by which it missed was not very large when you looked at what the benchmark was

MR. DELLA TORRE: Specifically the peak test, I believe, was 27 second average response time and the benchmark we were evaluating that against was 24 seconds.

Q And then my question would be the same, your professional opinion as to 18-7-1. How much weight needed to be given to that not satisfied?

A We didn't talk a lot about 18-7-1. Now that you bring that up I don't remember that we discussed this in any detail, shape, or form.

Exception 38 had to do with out of service conditions where we had introduced the fault. When we went and looked at the nature of the fix that was recorded in Qwest's systems we didn't see what we expected to see. What we did see, however, was that the customer was back in service.

This is this discussion about maybe all's well that ends well, but the description of the repair that was recorded in the system by Qwest didn't match

what we thought the description of the repair to be. There's always more than one way to solve a problem.

So this is one where it kind of gives us a little bit of a concern but probably not inordinate amount of concern, given the primary objective is to get the customer back in service. That's got to be the number one yardstick that you use. And then how you do that, I probably would give the company some flexibility on how it actually accomplishes that.

And our question for raising this exception 30-58 or what the field tech's given in the way of methods and procedures for solving problems and the -- are those appropriate and are what they're recording in the systems accurately reflecting what they're really doing in the fields so that management can look at that management information and rely on it and analyze it and work with it. So those are the reasons for bringing this up.

I wouldn't ignore this one, but I wouldn't treat this as the end of the world either. It's somewhere in between.

Q Okay. I guess my same question as to 24-6-1-8, how important is it that they received a not satisfied?

A Well, in our opinion it's very important.

Q Okay.

A And as a long time software engineer I will tell you that having good high quality system testing environments that are a mirror image of production, I consider it essential. And when I run development shops and so on I've insisted on it. So I think this is an important one.

Q As to their change management management process, has anything happened since the Final Report was issued that would cause you to change your opinion about Qwest?

A We have not made an investigation of the changes. I understand changes have been made. We have done no evaluation or investigation or any work on that area so I couldn't testify as to whether, in fact, anything's been done or not and if something has been done the nature of that and how effective it was.

Q Okay. Based on what you looked at then, based on the Final Report and your comments there, are those shortcomings sufficient to withhold 271 approval?

A They weren't in New York.

Q Okay. But we're not New York.

A You make your own decision.

Q So you're not going to offer an opinion whatsoever, professional?

A None.

MS. CREMER: Okay. Thank you.

MS. AILTS WIEST: Did the Commissioners have any questions?

CHAIRMAN BURG: I don't have any additional.

MS. AILTS WIEST: I have a question going back to the SATE. Did you look at their responses. I believe, in their comments they mentioned the implementation of automated response is VICKI. Did you look at that?

MR. WEEKS: We did a limited review of VICKI.

MS. AILTS WIEST: And your opinion was --

MR. WEEKS: It's in the text.

MS. AILTS WIEST: Did it take care of the problems to a certain extent or not?

MR. DELLA TORRE: We didn't do the extent or retesting of -- VICKI was kind of evolving as we were wrapping up so while it was introduced to us -- we saw white paper on what it was supposed to do -- we didn't have the opportunity to evaluate more from an experience is watching a CLEC use SATE or actually conducting any transactions to see if flow through and the breadth

of order functionality available was, in fact, implemented. We saw papers about VICKI, but that's all.

MS. AILTS WIEST: Anymore questions?

MR. CRAIN: I just have one question, if I could.

MS. AILTS WIEST: Okay.

EXAMINATION

BY MR. CRAIN:

Q You mentioned that you compared the pseudo-CLEC results against aggregate commercial volume. Did you do the same for the results for the participating CLECs in those criteria where you used volume from a participating CLEC?

MR. DELLA TORRE: No.

A (BY MR. WEEKS) I don't think so.

MR. DELLA TORRE: The reason we didn't go down that path was because we didn't control the inputs for the commercial data. When transaction testing happened that utilized the pseudo-CLEC we knew when it was submitted, how it was submitted, why it was submitted, which interface was used, what the order looked like, the exact date, the exact time that that order went and when the responses were received.

We could not attest to those same conditions and exercise the same level of control over commercial ordering activity. And, therefore, because we couldn't validate the underlying data, it was a somewhat meaningless exercise for us to assess whether or not commercial data compared from, say, AT&T from Qwest and compared those two.

A And there was a different purpose for that comparison too. The purpose for comparing the pseudo-CLEC to the aggregate was attempting to address the issue of blindness, had there been any special treatment or favorable treatment.

My speech on that has always been in these tests that every CLEC gets different treatment, that an average is just an average. And I don't have the expectation that every single CLEC gets exactly the same treatment every month, month to month or the same treatment as the CLEC down the street does.

In the first place the mix of transactions is radically different from CLEC to CLEC. The businesses that they're in are radically different. Their levels of automation, radically different. Their level of competence and expertise, radically different from CLEC to CLEC. And all we're trying to do with that comparison we do is just see if there's any wild

difference between the level of performance delivered to the pseudo-CLEC versus that which the community sees on a whole on the average. It's about blindness. It's really no other purpose.

MS. AILTS WIEST: Any other questions of these witnesses? If not, we will break for lunch.

MR. WEEKS: Can I ask a question?

MS. AILTS WIEST: Go ahead.

MR. WEEKS: Are we excused at this point? Can we move on and do other things, or do we need to stay?

MS. AILTS WIEST: Do the parties have any opinion?

MR. CRAIN: We have no objection to them being excused.

MR. MAY: The other point I might make, the pseudo-CLEC presentation has been running about 20 minutes, just for your information. Typically it's not --

MS. AILTS WIEST: Okay. Is there any objection then to the consultants that have testified to leaving? Apparently not.

(A lunch break is taken)

(HP Exhibit 1 is marked for identification)

MS. AILTS WIEST: I believe what's been handed out is a pseudo-CLEC summary, and I've marked that as HP Exhibit 1. Is there any objection to that exhibit?

If not, that's admitted.

And if you would care to introduce yourself and give your presentations, go ahead.

MR. MAY: Thank you, very much. Good afternoon, Commissioners and Staff. My name is Geoff May and I'm with Hewlett-Packard and I've served as HP's program manager on the ROC OSS Test. We'd like to briefly summarize for you on the record the ROC P-CLEC test effort.

With me is Don Petry who served as the lead technical subject matter expert for the HP ROC team. We will describe for you the pseudo-CLEC's interface development process and also summarize the test transaction phase.

So turning to page 2, I'll begin by summarizing several important P-CLEC principles, mostly from the test requirements document or TRD, which has been mentioned before, then review the two major phases of pseudo-CLEC testing, the first being the building of the pseudo-CLEC and the second being the execution of the transaction

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tests. And finally I'll summarize the pseudo-CLEC's test reports and results.

Move to page 3. To begin with I want to highlight several important pseudo-CLEC principles which guided our test execution. From the TRD, principle 8 holds there will be no special treatment for the pseudo-CLEC from Qwest. The pseudo-CLEC will only use publicly available documentation and assistance.

TRD principle 12 directs the pseudo-CLEC test vendor to evaluate Qwest's wholesale interface development support given to the pseudo-CLEC as it builds its electronic interfaces. The TRD also calls for adequate blindness with regard to the identity of the pseudo-CLEC and in practice I can say that was a very high standard as compared to other state OSS tests.

The ROC also asked HP to operate the pseudo-CLEC in an expansive mode as compared to other previous state OSS tests. That is, the pseudo-CLEC was to recreate the CLEC experience to the fullest extent feasible.

Turning to page 4, so moving to the initial building phase of the pseudo-CLEC and noting the pseudo-CLEC's account management activities. In

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early July of 2000 the pseudo-CLEC began interactions with the Qwest wholesale account management team following the documented Qwest procedures and processes for establishing the CLEC. And we executed interconnection agreements in all of the participating ROC states.

For two years HP documented the pseudo-CLEC's weekly account management calls. Those calls were open and noticed to the ROC TAG. TAG members could dial in on a listen only mode bridge. And all meeting minutes and issue logs were also made available to the TAG distribution list.

Turning to page 5, HP built a pseudo-CLEC operation center in the Denver area deploying technical infrastructure including dedicated T-1 access to Qwest's OSSes. We deployed five telecommunications subject matter experts in the op center, trained 24 customer service representatives, developed an incidental contact database to capture all of our interactions with Qwest and completed various Qwest web-based downloadable and instructor-led training.

Turning to page 6, Don Petry will now review the interface development process during the building phase and also present a summary of the

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transaction test phase. Don.

MR. PETRY: Good afternoon.

Starting on page 6 the largest set of tasks associated with building the pseudo-CLEC involved interface development and implementation. The P-CLEC developed various electronic interfaces to Qwest, including electronic data interchange known as EDI, graphical usable interfaces known as GUI, G-U-I, daily usage files known as DUF, and related usage exchanges, wholesale invoices, maintenance and repair using CEMR, C-E-M-R, and also loss and completion reports.

Turning to page 7, the P-CLEC executed interop EDI interoperability and certification testing following the Qwest EDI implementation guidelines and all of the published and documented processes. The P-CLEC certified on four separate EDI releases, releases 5.0, 6.0, 7.0, and 8.0, including recertification or migration activities between releases for IMA releases 6.0, 7.0, and 8.0.

And what I'd like to note is that the IMA releases 5, 6, and 7 were based upon the industry standard for local service ordering guidelines known as LSOG Version 3, while IMA release 8.0 was based on LSOG Version 5.

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Turning now to page 8, similar to what Mr. May described in the Qwest account management activities, the P-CLEC and Qwest EDI implementation team calls were open to the ROC TAG. Members could dial in and listen in on a listen only bridge to our weekly calls. All the meeting minutes, project plans, scenario and test summaries, documentation and question logs were published to the ROC TAG via the e-mail distribution list. Through this process HP also performed detailed analyses of Qwest's EDI disclosure documentation for releases 5.0, 6.0, 7.0, and 8.0.

Turning now to page 9, HP's review of the Qwest EDI interface support including comparing the Qwest documents to industry publications such as the ordering and billing forum known as OBF, the telecommunications industry forum known as TCIF and the American Standards Committee, X-12.

HP reviewed the Qwest product documentation and their wholesale websites. HP performed preorder to preorder and preorder to order data integration analysis as well as actual implementation. And that was used to conduct the ROC 271 test.

Turning now to page 10, the results of HP's

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analysis were published as documentation logs, question logs, Qwest generated system change requests, which are known as CRs, and also observations and exceptions

CHAIRMAN BURG: Can I ask a question here? How many system requests approximately were there? Was there a lot of them?

MR. PETRY: The change requests?

CHAIRMAN BURG: You've got Qwest generated system change requests, yes

MR. PETRY: Correct. During the course -- across all the releases from 5.0 to 8.0 I would say there were probably in the vicinity of 200 to 300 change requests

Keep in mind those were not -- they're called system change requests, but that doesn't necessarily mean that it's a system change that has to take place. That process is used for tracking documentation changes. So if there was a typographical error or some clarification that needed to be made in a Qwest published document, they would generate a CR to be able to track that through

So it wasn't just system requests. Many of them were documentation requests.

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CHAIRMAN BURG: What percentage would you say were due to things that you found in the testing?

MR. PETRY: All of the ones that we were aware of were part of -- as we did the review of the documentation and actually conducted the testing and the certification and the implementation of the interfaces when we would find questions or issues or anomalies we would through our question and documentation logs, which is the standard process that Qwest employs for working with the CLECs, we would bring that to Qwest's attention

Qwest would research it and come back and say, you're right, we need to update this piece of documentation, a system change needs to be made, whatever the appropriate response was, and then generated a change request for that to be tracked internally.

MR. MAY: So the 200 you mentioned --

MR. PETRY: Are strictly as a result of ours

MR. MAY: As a result of HP's efforts.

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CHAIRMAN BURG: 200 are.

MR. PETRY: Yes. How many Qwest generates over all, I couldn't tell you

CHAIRMAN BURG: So I got the feeling from the prior testimony that there was some in progress growth or change or updating going on as well in Qwest, but this didn't reflect any of those.

MR. PETRY: This did. What you have to understand is this covered four major system releases and the documentation associated with that. Throughout the course of the testing when Mr. May recaps our results, the final Qwest documentation is dramatically improved and enhanced over where it started two years ago for the EDI disclosure and the processes around that.

So Qwest has through this process as well as the exception and observation process that was employed on the ROC Test implemented new procedures, new check points, as well as through the change management process a process to identify activities, identify issues, bring them to the community, get input from the community in terms of prioritization of enhancements or changes that need to take place, as well as implementing release

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schedules for standardization of releases of the software, releases of the documentation and that

So there has been an evolution over the course of this test

MR. MAY: It's an ongoing process. What perhaps you're asking, a change management process by definition is one whereby, you know, as things in the future are encountered there's a way -- a mechanism to address that. And when you said, well, there's still some stuff left to -- I don't know if you were referring back to Mr. Weeks' testimony where he was talking about maybe the process itself and one of their observations or exceptions was at a certain state, but it is an ongoing

CHAIRMAN BURG: But just to restate it, if I understood you right, those kinds of things were not included, it was the 200 came from basically things you found, brought to their attention, and the changes were made?

MR. PETRY: Correct. We did not -- these were not brought through the CMP or previously known as COMP process. These were taken through the Qwest EDI team who brought them back in and Qwest generated these internal change requests

to make the changes to the documentation.

CHAIRMAN BURG: Okay.

MR. PETRY: Does that clarify?

CHAIRMAN BURG: Yes.

MR. PETRY: Okay. Turning then to page 11, please. I'd like to now kind of shift gears a little bit and turn to HP's second major phase of the ROC Test, which is the execution of the transaction test.

KPMG Consulting acting as test administrator acted more or less as a marketing or sales department issuing test orders to the pseudo-CLEC's operation center on a daily basis. HP's test harness which was used to electronically transmit the test transactions to Qwest would then also send that test data electronically back to KPMG, and they use that in conducting their analysis.

Turning now to page 12, the pseudo-CLEC submitted transactions in support of many of the master test plan or MTP tests, including tests 12, 13, 14, 16, 18, 19, and 20. And the titles of those tests are listed here on this page also.

Turning now to page 13. HP also developed and implemented test harness technology for a successful execution of both feature function and

volume testing using Qwest's GUI, EDI, and CEMR interfaces.

Turning now to page 14. During the course of the test the P-CLEC processed approximately 125,000 feature function related transactions. If you were to include the volume test transactions, there is well over 1 million records in the HP test transaction databases.

Now turning to page 15, Mr. May will now summarize the HP test reports and results.

MR. MAY: So to summarize it at a very high-level the P-CLEC test reports and the results in those reports, the P-CLEC's interim report was issued in March of 2001. We issued a report on the electronic bonding for trouble administration or EB-TA process at Qwest through to the execution of -- or through to the joint implementation agreement phase, not to actually deploying the technology. And that report was released in April of 2001 and both of those reports are available on the ROC website.

Turning to page 16. The pseudo-CLEC issued 94 observations, 93 of which were ultimately closed resolved. One was withdrawn and included in an addendum to another observation which was also

closed resolved.

We issued 90 exceptions, 89 of which were ultimately closed resolved and again one was withdrawn and incorporated into another exception which was also closed resolved.

Moving to page 17 and to summarize the HP observations and exceptions by category, we note that the majority related to either Qwest's wholesale documentation issues or transaction processing issues.

Turning to page 18. HP's discrete final reports were issued with the overall ROC Final Report release. All reports are available on the ROC website. These include HP's test report 10, the order and transaction creation documentation evaluation, HP test report 12-A, the POP functional evaluation. That's from HP's scope.

Turning to page 19. HP's test report 12-B which was the pseudo-CLEC's OSS interface evaluation. HP test report 12-C, the pseudo-CLEC's account management evaluation and HP test report 24.8 which was a review of the interconnect service center support given.

Turning to page 20. The final reports also include four significant appendices. Appendix A

documents all of HP's observations and exceptions. Appendices B and C are preorder to order EDI field comparison studies of Qwest's IMA EDI releases 7.0, which as Don mentioned was based on LSOG 3. And IMA EDI release 8.0 which was based on LSOG 5. And Appendix D documents the pseudo-CLEC's expectations of the Qwest account management team.

Moving to page 21 and to summarize the results contained in these reports, in the test 10 report 106 of 108 evaluation criteria were reported as satisfied. Two were reported as not applicable. These were some issues related to flow through, which KPMG -- were the object of KPMG's test 13.

In the test 12 report 20 of 20 criteria were ultimately reported as satisfied. In the test 24.8 report two of three criteria were reported as satisfied with one being reported as not applicable. And this had to do with the measurement of telephone response times for which we discovered that there was an automated voice response system in play and made that analysis irrelevant.

Turning to page 22. So to recap the ROC pseudo-CLEC test effort, HP generated an extensive record including certification on four IMA EDI

releases, studies of preorder to order integration per Qwest IMA releases, EDI releases 7.0 and 8.0, actual implementation of preorder to order data integration on IMA EDI releases 6.0 and 7.0.

We tested 14 preorder functions, 17 Qwest wholesale products and five post-order functions. We issued 184 observations and exceptions over and above those issued by KPMG and Liberty Consulting.

Turning to the last page, the ROC 271 pseudo-CLEC test effort represents the broadest scope of any 271 test ever conducted by HP. HP's effort resulted in dramatic improvements to Qwest's wholesale documentation as well as a comprehensive review of preorder to order integration on two Qwest EDI releases.

Thank you. And we'd be happy to take any questions.

MS. AILTS WIEST: Qwest.

MR. CRAIN: Just have a couple of questions for you.

EXAMINATION

BY MR. CRAIN:

Q. This is Andy Crain from Qwest. We had a discussion this morning about the rate of rejects that was demonstrated during the test. Had HP seen -- if HP had

seen LSRs that were improperly rejected, what would have HP had done?

A. (BY MR. PETRY) If HP had observed LSRs that are improperly rejected, we would have documented those and the exceptions or observations and brought those forward. We also in a parallel path took them, contacted the Qwest ISE help desk acting as the pseudo-CLEC to determine if they had been rejected in error, why, and, if necessary, brought them through to our account management team.

Q. To the extent there were any observations or exceptions on those issues, have all HP observations and exceptions been closed and resolved?

A. Yes. They have all been closed resolved.

MR. CRAIN: I have no further questions.

MS. AILTS WIEST: Midcontinent?

MR. KOENECKE: Nothing. Thank you.

MS. AILTS WIEST: Black Hills?

MR. EVANS: Nothing. Thank you.

MS. AILTS WIEST: Commission Staff? Commissioners?

CHAIRMAN BURG: I don't think I have anything.

MS. AILTS WIEST: Thank you.

MR. MAY: I told you 15 minutes.

(Discussion off the record)

MS. AILTS WIEST: At this point we will take any witnesses from any of the other parties. But prior to that, I'd like to go over the exhibits.

Since our last hearing we've had some exhibits submitted, and I'd like to go through those. I marked those. Let's go through Qwest's exhibit documents first. What I have is for through the end of -- well, we got those afterwards. I have starting on May 22 I have Exhibit 81, Revised SGAT, 81-A, Red-lined SGAT, 82, Revised QPAP, 82-A, Red-lined QPAP, 83, Matrix of Disputed Issues, 84, Matrix of Consensus Issues, 85, Supplemental Affidavit of Simpson.

And now I believe we will have marked 86, Performance Data, the January through April 2002 performance data. I don't have the exact date we received that. We received this earlier. And 87 we can mark for the OSS Final Report, ROC OSS Final Report.

88 will be the OSS comments that were submitted, including all of the exhibits submitted along with those comments. Exhibit 89 will be the

response that Qwest submitted in response to Commission questions concerning unfiled interconnection agreements. And I believe Qwest will have one more exhibit that they're going to submit. I have 90 marked down anyway. So I'll leave that open.

MR. CRAIN: And Lynn Notariani will be handing out Exhibit 90 which will be her overhead presentation for her comments today.

MS. AILTS WIEST: Okay.

MR. CRAIN: We'd move to admit Qwest's exhibits at this time.

MS. AILTS WIEST: Are there any objections to Exhibits 80 through 90? If not, they're admitted.

MR. CRAIN: And I was just informed and reminded that we are going to have one more exhibit, Exhibit 91, which Lynn Notariani will also pass out, which is a letter from Nightfire, N-I-G-H-T-F-I-R-E, to Jeff Thompson of Qwest dated June 27, 2002.

MS. AILTS WIEST: Does anyone object to that or wish to see it before we make an objection?

MS. CREMER: It would be nice to see

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at least what it is.

MS. AILTS WIEST: We can handle that.

MR. CRAIN: Yes.

MS. AILTS WIEST: At this point I will not mark that as admitted. As far as my notes go, McLeodUSA did not submit any other exhibits after the hearing.

MR. KOENECKE: I believe that's correct.

MS. AILTS WIEST: And according to my exhibit document, Staff has submitted -- I have three documents submitted that weren't at the hearing. The first one I have is I marked it as Staff orders.

MS. CREMER: Right. We had asked Qwest to supply that information at the hearing, and they said they would. So they didn't put it in so Staff put it in.

MS. AILTS WIEST: I have that as Staff Exhibit 5 and then something I believe we received May 17, which I believe was another question asked of Qwest and they submitted it and Staff put it in as an exhibit. That was a payment made to Mr. Hausman for the Hausman Study.

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MS. CREMER: Right.

MS. AILTS WIEST: And the last Staff Exhibit I'm aware of are the OSS comments submitted by Dr. Gridley.

MS. CREMER: Right. Staff comments.

MS. AILTS WIEST: Are there any objections to those three exhibits?

MR. CRAIN: Qwest has no objections.

MS. AILTS WIEST: If not, those will be admitted. As far as Black Hills, I don't have anything submitted after the hearing at this point.

MR. EVANS: That would be correct.

MS. AILTS WIEST: I do have -- for AT&T I have AT&T OSS comments. Are there any objections to admitting the AT&T OSS comments? If not, they will be admitted.

MS. HOBSON: What number would that be?

MS. AILTS WIEST: I'm sorry. That was No. 15. And then I also have just today's Exhibits, MTG comments, KPMG and HP's summaries, I should say.

So at this point I believe we can go forward with Qwest's witness.

MR. CRAIN: And Qwest would call

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Ms. Lynn Notariani at this point.

LYNN NOTARIANI,

called as a witness, being first duly sworn in the above cause, testified under oath as follows:

MS. AILTS WIEST: Go ahead.

MS. NOTARIANI: Good afternoon. Are you all ready? Okay. Just briefly, by background just to let you know, my responsibilities in Qwest over the past two and a half, three years have been to facilitate Qwest's side of the effort to run the 271 OSS testing efforts both for the ROC and for Arizona. And with that, I think there has been a lot already said about the test and the component parts of the test.

I have provided a handout that overviews the major domains of the test pretty much in paralegal and in the order that Mike Weeks of KPMG talked about them this morning. And I am not going to go through all of the detail on these charts certainly. They are here to just give highlights of the particular domains, the tests that were in the ROC Test by number so you have easy reference to which tests cover preordering, which tests cover ordering, et cetera, as well as some of the overall conclusions around which criteria were satisfied

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and then I'll speak to which criterion weren't satisfied in the additional data that Qwest is putting forward in order to support our conclusions that we feel like we have, in fact, satisfied the criteria.

I'm going to try to focus on the particular areas of concern that have been brought up here today. Certainly if there's other additional information I skip over, you can ask me questions. I'm happy to go through it in more detail.

On page 1 the first domain area of the test, which was called preordering, there really have not been any issues brought up in this category. I would just point to the fact that in this test, as well as all of the tests, KPMG and HP tested the completeness, accuracy, and timeliness of Qwest's capabilities, whether they were through our systems or through manual processes.

And in the preordering area Qwest successfully passed all of the criteria that were put forward where there were PIDS applicable. Like preorder response times, those were passed. They did a capacity test of our preorder transactions and again we passed in that environment.

And I think you heard HP say they were able to

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integrate the data between our preordering and ordering interfaces. Simply our commercial results for PO-1 demonstrate for the past 12 months Qwest has been very successful in this area.

Moving to page 3, which is the ordering domain, that was evaluated in test 12, which was the transaction testing, test 12-8, which was manual order processing where the orders were actually submitted manually or faxed to Qwest. Test 13 was an evaluation of flow-through. And I'll just briefly talk on that because that's where a performance of the diagnostic measures pertain, as well as 15, which was the capacity test and I think we heard a little bit about that this morning.

Again, there were nearly 50 different scenarios across 18 different products and over 10,000 LSRs submitted. Between the actual LSRs submitted and all the attending statuses that are collected on these LSRs I think HP has previously testified in a number of our other hearings that they built a database of over a million records, records based on the transactions that were executed as part of this test. We satisfied 88 of 94 of the nondiagnostic criteria. Two of them were

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not satisfied, and four criteria were unable to determine.

So moving to page 4, touching briefly on those last not satisfied or unable to determine criteria, criteria 12-9-4 and 12-9-5 had to do with timely jeopardy notices, which is PO-9 in the commercial PID results and the PID results for the pseudo-CLEC.

Again, I think it was discussed this morning that Qwest didn't, in fact, fail this test according to the way it's commercially measured in our commercial performance results. The nature of the ROC Test was that there was this dual statistics test effort which measured us two different ways, and because that result was inconclusive, the data was taken to the Steering Committee and a determination was made there that we did not satisfy the criteria.

However, I think two factors are probably important here. First of all, we have very strong, both in the test and commercially, OP-3 results, which are installation of our services and the degree to which we meet the commitments. And when you meet the commitments you get very few jeopardies.

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I think we saw that in the test. We see that commercially. And certainly if you look at South Dakota's performance over the past 12 months, our PO-9 result are very strong. I believe we've actually passed in our commercial results for the past 12 months.

I'm moving to page 5. I'll spend a little bit more time here. This is the discussion that goes to criteria 12-11-4 and 12.8-2 and whether our preorder order performance results are consistent that Qwest produces with the results that KPMG got based on HP's data.

And I think there was quite a bit of discussion this morning around how it was initially documented based on that in exception 31-20. And through looking at the data and the systems fixes that were made as a result of Section 31-20, Qwest, in fact, was able to satisfy the comparison between the pseudo-CLEC data and the data Qwest collects about the pseudo-CLEC.

However, in looking at that exception, they found some errors in those orders that were handled manually. They found one error and opened up observation 31-10. And so in addressing observation 31-10 KPMG indicated that one way to go

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back and see -- because this was a single observation -- whether or not we in fact had a systematic problem in processing -- in manual processing of the LSRs they went back and looked at some past data. The past data from previous testing also came back very inconclusive.

And I think Mr. Della Torre stated earlier or Mr. Weeks, I don't recall which one, that they simply had not set up the test to determine a robust test that would really get at determining did you have a manual order processing problem or not.

At that point because it was such limited errors it was literally at the close of the test period. Qwest felt very strongly -- and that's what I'll talk about briefly here -- that we have quite a bit of data that is indicating that we don't have a manual error processing problem and it's not impacting the measures.

First I'd like to start with what did the testing provide that enables us to make that determination. I'll also talk about just briefly about how does Qwest internally have processes to limit human errors. And then I'm also going to talk about just briefly when Qwest does encounter

processing problems where humans have made mistakes, what kinds of quality processes do we have in place to assure that we identify those, we train the folks who have made those mistakes and try and assure that they don't happen in the future.

First of all, in the testing if there was -- and, again, HP spoke to the fact that they processed and -- a significant number of LSRs and also issued a significant number of observations and exceptions. I believe contrary to what AT&T claims in the No. 75, I believe there might have been 45 or 47 observations or exceptions that actually contained a response from Qwest that said we did something manually wrong.

And, in fact, in all of those cases those observations and exceptions were retested and Qwest satisfied those through significant retesting of those observations and exceptions.

Additionally, in the testing effort KPMG in order to determine whether or not -- to get at the bottom line of do you have a systemic problem with the way your service representatives or the order writers handle manual problems came back with a recommendation to the TAG and the Steering

Committee that they go visit some of our centers who actually do this work and analyze the processes that are in place, how they identify errors, how their managers work with those people when they identify the errors and the training processes that Qwest has in place.

And as a result of that effort KPMG -- I believe it was observation 30-86 -- closed that observation saying, in fact, Qwest appears to have in place significant efforts to actually -- quality effort to actually address manual processing problems when they occur.

Similarly, in the testing there were a couple of test criteria, and they were criterion 14-1-12 and 14-1-3 to 5, which I mention on page 6, which were tests that were performed that compared the LSR that were submitted, order request that was submitted by the pseudo-CLEC, what they had actually ordered, the number of lines, the features, et cetera, and at the end of the day after Qwest had provisioned that service to the customer and posted the customer service record did the customer service record reflect what was actually ordered on the LSR.

And, in fact, Qwest passed that criterion.

They also made sure that when we processed the order and we were provisioning, for example, the features or the lines into the central office switch that we were doing that accurately. And Qwest satisfied that criterion as well. And both of those tested included orders that were manually processed as well as orders that were electronically processed.

So there is fairly strong test data in the record that demonstrates that there is not a manual order processing problem.

Similarly, and I am not the performance measures expert or the one who worked directly with Liberty Consulting on their performance measures audit to the extent that folks from Qwest such as Mike Williams did. However, in the Liberty audit, which was to assure that the measures as we were calculating them were accurate addressed, the manual order -- or the manual processing issue through several of their observations.

And as Liberty was doing that, if a measure was required to be put together based on some manual processing or data, they took a look at whether it was accurate. They initially had some concerns. They went back in some cases. The

concerns were not Qwest's problems. In a number of cases Qwest had fixed things. All the PIDS were audited to the point where they were able to determine there was a minimal to almost nonexistent impact of manual processing on the performance measures.

So, in other words, they took a look at approximately over 10,000 orders and trouble tickets that actually involved manual processing and simply did not find an error rate that was significant enough to impact the results of the PID.

Just briefly then --

MS. AILTS WIEST: I'm sorry. Before you go on, is this the area, though, where Colorado issued its decision where they asked or told Qwest to develop a PID for manual service order accuracy included in the Colorado Performance Assurance Plan?

MS. NOTARIANI: I think it is one of the states in which they did ask us to include in its PO-20, which is manual order accuracy, which compares and makes sure that the LSR submitted is, in fact, what we provision and provide and do a comparison to make sure what they ordered and what

we provide matches.

I think it got its genesis actually through the testing effort and through, I believe, the Steering Committee asking KPMG to go back and look at if there are measures in place to manage manual processing.

KPMG came back with a recommendation, much of which Qwest felt is already addressed in existing PIDS, many which are disaggregations, extensive disaggregations that really don't get you any additional data. And a piece of it was to take a look at the accuracy between the LSR and resulting service.

So in response to that Qwest has submitted a proposal for PO-20. That is what Colorado asked to have be part of a -- I'm not sure. Andy could probably tell you whether it's actually part of their performance plan or not. And Qwest is moving forward with implementing that and will actually provide results on that and is taking it to the long-term PID administration process to have the further negotiation on what the actual PID definition will eventually be.

But in an effort to support our conclusions and to make sure we're up front that we are doing

manual processing correctly, we will be providing data on that even prior to agreement on the PID, and then we'll modify it accordingly.

MS. AILTS WIEST: Okay. Thank you.

MR. CRAIN: To clarify the question about the Colorado order itself, Colorado ordered us to include our proposed PO-20 in the PIDS that we will report every month, but they are not going to include the PO-20 results into the PAP until it's reviewed at the six-month review.

MS. AILTS WIEST: Right. Thank you.

MS. NOTARIANI: Now I think some of the concerns -- and I'm sure they were probably brought up directly in AT&T's filing. It's certainly what we've heard as we've gone state to state -- fall into three areas with their concern of manual order processing errors.

The first is do those errors cause you to -- do they cause longer intervals on the CLEC services than on similarly situated Qwest services? In other words, does it extend the application date of the order unnecessarily and therefore it takes longer for the CLEC to get their service than they should.

Generally our OP-4 results show shorter

intervals and specifically I believe it's OP-4C shows shorter intervals for the CLECs than they do for Qwest on similarly situated services.

Additionally in our centers we have procedures that are used that we call same day in same day out. So to the extent that an order does come in and it has to be manually processed, the goal of the center -- and certainly they measure against these results -- is to get that order out the same day if it came in the same day and therefore it minimizes the opportunity for a service rep to make an error and extend the date or to actually extend the date out because they just didn't get it processed quick enough.

Another one that was brought up this morning and AT&T has raised is around erroneous rejects of the orders, in other words, we reject the order back to the CLEC but it really wasn't anything they did wrong. And, in fact, we have a very low manual rejection rate. And that is identified in PIDS PO-4A-1 and PO-4B-1. We also do internal reporting in this area, and on our total LSR base we have found that we only reject -- well, we reject less than a half a percent of our orders in error.

So when you see -- and I think the question

was there this morning when you see a reject rate of the CLEC's orders on any particular product-type of 20 or 30 percent, less than a half of that is due to us being mistaken about rejecting it. It really is, in fact, CLEC's problems.

And I think just as Mr. Crain had asked Mr. Petry from HP, HP submitted extensive orders during this test and there wasn't about anything that he missed. And if we were sending -- if they were sending in an LSR and we were sending it back saying it wasn't correct and they disagreed with us, we saw an observation or exception. And they closed the observations and the exceptions so it simply was not a problem for us.

And I already spoke to the tests that KPMG did in their provisioning test to assure the LSRs and the CSRs matched.

Just closing on the types of internal data that we review to make sure we similarly don't have manual processing errors, we have done an internal audit as this issue was raised late in the test. We started doing internal auditing to make sure specifically as it was focused on application dates because that was the cause of observation 31-10 that we were putting the right application dates on

the order

And, in fact, our internal audit data shows that we are on -- I don't want to misquote this. That anywhere -- our application rate accuracy ranges anywhere, depending on the product type, between 96 and 99.5 percent. So it is very high. It certainly can fluctuate a bit around there depending on the product or the week or month you're looking at. But we're continuing to look at this data and this internal audit data to ensure that when we find these kind of problems the folks who are causing them are trained.

Additionally, there are systems -- we have done a number of things over time to eliminate manual processing errors. We've put additional edits in our systems so that more orders flow through and don't have to be held manually over time.

We continue to look at the training curriculum and make sure that it's up-to-date and we have ways when new service reps are brought on board or new order writers are brought on board to actually be trained to shadow a person who knows what they're doing so that they are not kind of let loose into the field to process orders until they know what

defined for them to be able to bring chang
want to see in Qwest's systems or process
table.

And if it really is a problem, it's going
get changed and we're going to have a nev
or new systems enhancements because th
to be prioritized predominantly by the CL
themselves, and that's what will drive our
systems changes.

Moving to then -- make sure I've got al
ordering issues on manual processing cov
think I do.

Moving to test 13, which was flow-thro
again, I think there was quite a bit of disc
about that this morning and I think the pr
reason was that it came back to the diagn
PIDS. And KPMG indicated that they just
the data around our flow-through results f
test. In fact, during -- and I don't rememt
early on but over the course of the testing
TAG as well as the Arizona TAG through th
negotiated benchmarks for flow-through.
benchmarks are in our commercial perfor
results. And if you try and do a mapping
won't go through each and every one of th

they're doing.

There's quality reviews. We do trend analysis. I think I spoke to a number of the internal audits. And, of course, you asked the question about PO-20. So, again, that is going to actually produce data that will be able to assure the states going forward that we're correctly manually processing requests.

Just finishing up on that issue, what we do do when we find -- or what are the options that are available to CLECs if they believe that something has been processed incorrectly? We have significant electronic status tools and are making an enhancement to one of them that will actually -- after we send them -- they're from order confirmation. We'll actually show them what kind of data we put on the order so they can make the comparison if they have a concern.

We have a help desk available to them. Certainly there are service managers and account managers and escalation processes that can work their issues. And at the end of the day if they feel like there is a systemic problem at Qwest or there's a particular area they think needs work, all of the change management processes have been

for resale, unbundled loops, UNE-P, and lo
number portability which are the products
that are flow-through eligible, benchmarks
been set that are progressive over time ar
between 70 and 90 percent and both in Q
commercial performance in South Dakota,
PO-2B, as well as the results from the test
are identified starting at -- I believe it's pa
12. Actually PO-2 starts on page 13. All
test results exceed and in most cases far
the benchmarks that have been establishe
ROC.

And just wrapping up the ordering are
capacity test was briefly spoken about thi
morning, and I'd just like to clarify one po
While certainly each release of your softwa
cause somebody to say does your capacit
up in terms of peak and stress conditions
Qwest successfully passed this test. We p
did better than any other ILEC in the nati
from the get-go.

We passed all of our performance me
even though for the stress test they were
diagnostic. We still met the benchmarks
the stress level. And it is part of our softv

process to make sure that as each release occurs that we are making sure we can handle load.

And we monitor load on a monthly basis and expand our systems and add hardware and software and the necessary capabilities in order to handle stress loads.

So where a software release, I think, was mentioned in Verizon that caused them right after their testing to lose 10,000 orders, first of all, I don't think that was a capacity issue. It was a software error. However, Qwest has not had a problem from release to release.

The pseudo-CLEC went through four different releases. We haven't lost any orders. And there is a measure, and I apologize, I don't have it in front of me, that measures the degree to which Qwest is able to identify and not lose LSRs. And we have never performed at less than 100 percent for that measure commercially.

In the provisioning area, which is once the order has been issued -- it's the fulfillment of the order and the installation of the order -- it was evaluated in three different tests. Of the 105 nondiagnostic criteria, 96 were satisfied. There were four that were not satisfied and five

unable to determine.

Just briefly, I think we heard a little bit already this morning about dark fiber and EELS and the degree to just -- there was simply no volume in order to complete the testing of these products.

At the time that we were being tested Qwest, I think, had some documentation issues and so there was some concern that if the documentation isn't correct, certainly you wouldn't be able to provision it correctly.

Qwest was able to resolve the documentation issues to KPMG's satisfaction and close out that piece of the exception. Post that, there simply wasn't the commercial activity in order to observe it to know -- to be able to completely close out the criterion.

OP-4C for both business POTS and for UNE-P POTS which were the subject of criteria 14-1-34 and 14-1-36. Those were two particular PIDS. OP-4C for results for business POTS, in fact, was specific to the eastern region. The failure of that criteria, however, it did get into, as we spoke to this morning, a couple of issues around processing orders, over the Saturday time frame as well as the cutoff time

Qwest in some of the recalculations c PIDS at the end of the test when they rec it for test purposes it wasn't exactly mea what was happening in the commercial e But we did agree to go back and measur according to the way the TAG agreed. Ba that, Qwest has turned to its commercial performance and said, okay, if we want a picture of what's happening commercially meeting this criteria.

And, in fact, since the PIDS have beer modified since Qwest is accurately doing process, including Saturday intervals Qw passed the past three months in South D OP-4C results for business POTS and for has passed that PID for the past four mor

MS. AILTS WIEST: And for th also?

MS. NOTARIANI: The region, believe -- and Andy might be able to corre I'm wrong. In the region I am very comfor well, for business POTS we have been pas quite awhile in the other regions. For UN at least been April and May and in many March, April and May. And I think it varie

between two and three months across the

MS. AILTS WIEST: Okay.

MS. NOTARIANI: Okay. In cr 14-1-44, which is mentioned on this page the part of the provisioning test that corre with the ordering test that had to do with manual processing errors. So the same r commercially as well as the test results a quality processes that I explained for test apply to this particular test 14 criterion. They're all linked together.

Billing is the next logical transition th happens after the order is provisioned. A think in this particular -- there were sever tests here taken: Do you provide accurate files, do you provide timely and accurate bills to the CLECs, and are your processes sufficient around that to ensure that you c perform billing functions satisfactorily for CLECs.

There were 85 criteria, 78 satisfied, a unable to determines I think Mike Weeks this morning about how some of them wer in software processes or exist too far out to be able to reasonably observe

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Certainly while we spent a great deal of our time fixing billing problems during this test, it was a broad in-depth test and really proved that Qwest has a sufficient daily usage file and summary billing process and system in place to produce bills going forward.

So from there I am going to jump all the way to page 14, which is maintenance and repair. Maintenance and repair was looked at in three ways. We have two different systems. One was referred to as CEMR, the CLEC electronic maintenance and repair. No. It might be customer electronic maintenance and repair. That was the subject of test 16.

Test 17 was the comparable repair system to our EDI ordering interface, which is electronic bonding trouble administration. And then test 18 through 24 there are actually manual trouble ticket processing, repair accuracy, repair trouble ticket coding, and all the processes that you use internally at Qwest to satisfy repair requests.

Again, very strong results in this area. 92 of the evaluation criteria were satisfied, and three weren't. So I'm going to focus a little bit on the three that weren't.

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We talked about the volume testing and the one transaction that had a response time of 26 seconds rather than 24 seconds in the peak volume test. I think we heard it stated earlier that transaction's almost never used. It was running at a rate of just barely over 0 percent when we provided the data to KPMG. It continues to run at approximately that level.

Mike indicated it was not a big deal. I guess in looking at it a little differently because you had asked about our internal tests that we ran, we ran those internal tests because when we got this exception from KPMG we needed to figure out what to fix. And when we went back to figure out what to fix this was our way of helping to determine was there something there that needed to be fixed.

When the results came back such that we were hitting the benchmark that they had set -- it's not a PID benchmark, it's a benchmark KPMG had set -- we weren't able to figure out what to fix. So when you had almost no use of the transaction and it was going to cost significant time and effort to figure out what to do differently we didn't feel it warranted my expense to go any further.

In the end to end trouble report processing,

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which dealt with both trouble ticket coding as well as do you do accurate repair of your services, there were two criteria that weren't satisfied. Criterion 18-6-1 had to do with trouble ticket coding. And, in fact, Qwest and KPMG agreed to disagree.

I think that Qwest -- I believe our final rate that they calculated of trouble ticket coding was upwards toward 90 percent. It might have been 88 or 89 percent. When we looked at the actual examples that they gave us, in fact, the disagreements were in the second two digits of a four-digit code.

KPMG did not analyze the narratives that accompany those trouble ticket codes to determine whether or not sufficient data exists there to indicate that the trouble was fixed correctly. And when we were trying to understand what about our process needed to be different or whether it mattered, a couple of things happened.

First of all, we do do internal audits of the trouble ticket coding so we do have processes in place that are currently looking at the quality of trouble ticket coding that compares not just the second two digits of what the trouble ticket was

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that came in from the CLEC but also compares the narratives and, if necessary, does the investigation to figure out if we repaired it correctly and used the right codes.

I believe -- and I apologize, I don't have it right in front of me -- there is an exhibit that has been put in the record -- I do have it. It's Exhibit LN OSS-04 of the verified comments of July 3 that indicates that for the State of South Dakota we are consistently running above 95 percent trouble ticket coding accuracy.

Those audits are performed on a weekly basis across all of the different areas. When I say areas I mean there's technicians located in various locations so all the different locations to assure that we do that kind of processing correctly.

Mike Weeks has indicated that this data may be important to trend analysis so when you are fixing your network in the future do you really know where your problem spots are. And, in fact, those two codes are used for that purpose. But they're only one piece of data that's used for that purpose.

The test that KPMG performed as he said was a process test around our documentation and are you following the process. It wasn't a test designed

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to cover do you have a proactive maintenance process for your network that accurately determines where you need to make fixes in your network.

So KPMG has clearly stated that they feel like that's the purpose of those two digits, that their test wasn't set up to measure that, and Qwest uses a lot of pieces of data to determine where to fix their network. So between that and the ongoing audit we have we really feel like we've covered this particular point pretty thoroughly.

The last one and I think Mike mentioned he didn't think it was a big deal or kind of fell somewhere in between not a big deal and could be a big deal was the criteria around do you accurately repair your circuits.

And, again, Qwest in the test ended up with a 92 percent result, and it was criterion 18-6-3. According to Qwest's records and when we went back and looked at the examples that KPMG had given us and you take into account the fact that -- just like Mike said, there is more than one way to fix a circuit.

And they introduced a trouble into the network, physically introduced the trouble into the network and expected, for example, that one

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component part of the network to be fixed. Well, according to Qwest's policies and procedures, depending on what the problem is we may not fix it that way. We may choose to just perform what Qwest calls a cut to clear. In other words, we find the problem, just move it over to a new facility and don't worry about fixing that existing problem. KPMG comes out, they still see that existing problem on that one piece and say you didn't fix that.

So I think with all the gives and takes we felt we had ourselves at about 96 percent or 97 percent repair accuracy rate. KPMG disagreed with that. We didn't feel like retesting, if that was their criteria, was going to produce any different results because of the fact our technicians following the procedures they should be following and it may be different than what KPMG expects to see.

CHAIRMAN BURG: Let me ask a question on that. Because from what I understood, what they were testing to was whether you were following the procedure that your technicians were supposed to follow and that's what you're being evaluated on. And you're saying it's different

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than that?

MS. NOTARIANI: In fact -- and it probably almost takes going back to some of their work papers. In this particular test KPMG went back to trouble ticket codes. So they did look at our procedures, but when they actually looked at the line and was it repaired or was it not repaired they didn't go back and do that correlation to your procedure and this particular circumstance gives you these two options or tells you to go down this fork in the road versus that fork in the road and therefore you're okay.

When it came down to them saying that this was not repaired accurately they looked at the code, the trouble ticket code, and they looked at the physical broken part -- well, I'm not even sure in most cases they came out and looked at the physical broken piece of it.

What they looked at was we know we introduced a physical problem at this part in the network, your coding and the way you've resolved it don't indicate that that's how you fixed the problem and, therefore, there's a mismatch so it's inaccurate.

CHAIRMAN BURG: The only thing -- and as we were talking about it before -- that I

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find possibly a little problematic to me as a farmer I can fix a lot of things with bailing wire but you better get rid of the bailing wire and fix it right at some point. And so I'm wondering -- and we've seen this too with complaints we've had. You're able to go back and do a patchwork that makes it work, but many times it's on a temporary basis.

My concern is is that what we're considering adequate fix when possibly there's a process that should have been followed to make sure it was completely?

THE WITNESS: I don't think that this particular test would have been -- you would be able to make that correlation. So I'm not going to say you're right or you're wrong in that Qwest does or doesn't do things that way in the real world.

What I'm saying, in this test in particular because of the nature of setting up a test they would go into a particular central office, for example, and we would find that the trouble tickets that they would submit or the lines they would break would all be within one block inside that central office -- or a certain group of lines that

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are all very close together in terms of the equipment that handles it in that central office and then to a certain point in the outside plant.

When those kinds of situations occur -- and, of course, then when they'd submit the trouble tickets we tended to get a bunch of them on one day. So we'd see all these trouble tickets come in, we'd make that correlation, and we'd say, oh, bigger equipment problem than just this one line and that in and of itself -- but I'm not a network technician. But that in and of itself caused us to go change and fix those things at a different part in the network than we otherwise would have fixed if the particular tickets had been spread out either across different central offices or different groups of equipment within the central office.

So we did a more global fix. They were expecting a line-by-line fix. We got dinged. Now that doesn't mean we fixed it wrong in the real world. That's really how we would have treated it, and that would have been the appropriate fix to make. And so it wasn't just a bailing wire fix.

But it was an inaccuracy according to them, but it was due to the nature of the way the test

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was run. So that's why I'm saying when you bring up your point I don't know that I can make a correlation between what you're asking me and the inaccuracies that KPMG found.

What we, again, have tended to fall back on -- because, as Mr. Crain brought up earlier, you know, KPMG said this isn't about discrimination. We're not saying you repair any better or worse for your retail side or your wholesale side.

There are significant repair PIDS in terms -- and the ones we tend to point to are MR-7, which is our repeat report rate, which will tell you if we fix it -- or we think we fix it and it subsequently has problems. If you're encountering that a lot, you're going to see high repeat report rates.

Our trouble rates in general for products is very low. The repeat report rates are generally better for retail or they were definitely at parity between retail and wholesale. And so those are where we tend to look back to know our commercial performance is okay.

Because the customers don't come in and assert the problem's on the line themselves like they did on the test. So when the customer calls in we

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don't know for sure where the problem is. We rely on our processes and procedures to determine that.

The last test I want to talk about in closing is technical assistance. Technical assistance was a very broad category and reflected in several different HP as well as KPMG tests that had 114 criteria that took a look at the existence, the adequacy, and the inherences to processes and procedures, how good is your documentation and how good is your support that you provide out to the CLECs.

So it started all the way up front to account managers and the support that's given through your account and service managers, went through help desks, went through IT help desks, IT documentation, wholesale documentation, network documentation, and really did a thorough review of all of those, our forecasting processes and et cetera.

It really came down to in terms of any sort of issues in technical assistance which I have identified on page 18 is our test environment that we make available to the CLECs in order to develop their EDI interface or to develop their EB-TA interface.

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KPMG, as they stated earlier, essentially did a documentation review and then relied on if there were any CLECs using these testing environments, they would try and talk to those CLECs and see if they were experiencing any issues.

The one environment that we were left with not satisfied criteria was on preordering and ordering was in regard to our stand-alone test environment. That test environment is a replication of production that allows them to develop EDI software, test their EDI software before they submit production LSRs to Qwest.

It really came down to two issues that were briefly mentioned this morning. Do you have a flow-through component to your stand-alone test environment so they cannot only test sending us the LSR but they can determine whether it would flow through or not, in other words, it could be electrically converted over to a service order without a Qwest person touching it, and do you provide them with automated what we call post-order responses, in other words, do you provide an automated -- FOC or firm order confirmation back during their testing.

At the point in time which they quit testing

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this area, in other words, the documentation review in talking to CLECs, we had employed what is called VICKI, which is the virtual interconnect center knowledge initiator, which is a long phrase for automated post-order responses. And, in fact, that capability was deployed first, I believe -- well, I believe it was at the beginning of the year in January and has been enhanced since. We also have deployed a flow-through component that handles all flow-through eligible products.

Qwest believes that the criterion that concerns KPMG have been satisfied. We offered two test environments, what we call interoperability testing. HP earlier here testified that they have, in fact, thoroughly tested that test environment because they actually used it to bill to four different IMA releases and we have well over 20 CLECs who have used that interoperability testing environment and are in production across multiple releases.

As far as our stand-alone test environment, it's a little bit newer, but similarly we have 10 CLECs who have used that test environment and are in production submitting orders to Qwest. We have had software vendors on behalf of those CLECs

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also use that test environment and have found that it, in fact, does what it needs to do. And that is the second additional exhibit that was brought up here.

MR. CRAIN: That would be Exhibit 91, and we can pass that out at this point.

(Exhibit 91 is marked for identification)

MR. NOTARIANI: Just briefly, Nightfire is a software vendor, and probably right now one of the predominant software vendors that CLECs use in order to both build systems that they can use to submit LSRs as well as build the EDI interfaces to all the different ILECs in order to submit transactions to the ILECs successfully.

There are others who are out there, Telcordia, Accenture. I can't think of any of the rest of the names off the top of my head.

But Nightfire has worked on behalf of CLECs. Again, it's the CLECs who are using Nightfire with Qwest to develop these interfaces. And with the not satisfied criteria that resulted from this test we felt like it was important to really go back to what is really happening commercially with the CLECs.

And Nightfire has always indicated to us as

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has Telcordia that they have been able to be very successful with Qwest so we asked them to identify for us what they felt like worked. And I think the key points that are in the letter that was sent to Jeff Thompson who's the director that's responsible for working with the CLECs on their EDI interfaces is the breadth of the products to which Nightfire has tested and those are listed in the bulleted items in the middle of the page.

The fact that Nightfire has been successful on behalf of five CLECs in production using our test environment and that in Nightfire's opinion Qwest's stand-alone test environment does, in fact, mirror its production environment for the products that are listed above.

And so, again, you'll always hear does it mirror production, in other words, can I make sure that when I test in your test environment I'm not surprised with different answers when I get over to production. And I think the CLECs are saying they can.

We have initiated with the CLECs and primarily not because the CLECs asked us to but based on the test vendor's concerns we initiated a user's group just on interface testing to make sure that through

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our change management process we have a specific focus on what more do we need in our test environments.

And the CLECs identify their changes through that process. They bring them to the bigger change management process, and they prioritize and drive what happens and what modifications we make to our test environments. They simply have not brought the issues to that user group, the same issues that the test vendors brought to us.

However, when the test vendors would bring us issues we would take it over and tell the CLECs, okay, they believe there could be this particular enhancement, would you like it, is that a priority for you or not. So the CLECs control right now what's a priority and what's not.

And, in fact, we're moving forward with enhancements to our system based on the CLECs, but they simply are not falling into the category of what the test vendors found to be the significant problems. So between the deployment of flow-through the deployment of post-order automated responses as well as mirroring production and the Nightfires and others believe that we do mirror production. We believe that we do have a strong

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test environment that's able to be used.
There is a PID, PO-19, that measures our test environment, our stand-alone test environment. It's divided into PO-19A and PO-19B. PO-19A has been implemented for awhile with a benchmark of 95 percent, and Qwest has been meeting that benchmark for several months.
PO-19B takes the PID one step further and will actually when implemented run transactions both in the test environment and turn around and run them into production to make sure that they mirror each other and that the first results from that particular disaggregation of the PID will start being reported in -- I believe it is June results are reported in July. And so it will be further assurance that our test environment is sufficient.
I think I will close there, unless you all have any questions.
MS. AILTS WIEST: Midcontinent, do you have any questions?
MR. KOENECKE: None.
MS. AILTS WIEST: Black Hills?
MR. EVANS: No questions.
MS. AILTS WIEST: Staff?
MS. CREMER: I just had a question

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on this Exhibit 91.

EXAMINATION

BY MS. CREMER:

Q It says that they tested the last two major IMA releases 8 and 9 or they didn't test 5, 6, and 7 or they tested and those weren't successful or what?

A I'm trying to remember. The deployment of SATE originally the stand-alone test environment was in last, I want to say, October. I always get it messed up between August and October. At that point in time I believe there might have been the opportunity to test 7.0.
By the time Nightfire started using it they had predominantly, as other CLECs, been testing in the interoperability test environment. So, no, it's not at all an indication that it was unsuccessful. They just didn't start their testing using stand-alone test environment until 8.0.
HP, however, in our Arizona test, I believe did test 7.0. Prior to 7.0 it didn't exist so that was the timing.
CHAIRMAN BURG: I did have one. How much difference was there between what happened in Arizona and what happened in the other states through the OSS, the ROC OSS, I should say?

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THE WITNESS: In breadth and depth and scope they were fairly parallel. They were both extensive across a broad set of products. There might have been some products where we did a little bit of work in the ROC test that didn't exist in Arizona.
And at the same time in Arizona there might have been a few areas that they tested that the ROC didn't test. Or tested differently is maybe a better way to say it.
For example, the stand-alone test environment in Arizona they actually did transaction testing of that stand-alone test environment where in the ROC KPMG relied on documentation and interviews with CLECs.
So it really I think if I saw differences in the testing other than a few minor product areas, it really came down to the approach to testing each of the areas versus was it tested or was it not.
CHAIRMAN BURG: Did they use a pseudo-CLEC there?
THE WITNESS: HP was also the pseudo-CLEC in Arizona. Different team of people, but it was a pseudo-CLEC.
CHAIRMAN BURG: I have another

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really tough question for you.
THE WITNESS: Can you pronounce the name of the person who signed this document?
THE WITNESS: I've practiced it. Probably not. I just know that the person who works for him that we always talk to, his name is Manuel, and he's not the one who signed it.
MS. AILTS WIEST: Any other questions of this witness?
COMMISSIONER GAER: I have a question about going forward. Now let's say we move it forward a few months or so, and I'm wondering what sort of assurances do we have or what incentives are out there for Qwest to make sure problems are being resolved, especially where you get into the area between what's required by the QPAP and what's less than required?
I mean, could you discern what sort of incentives might be out there to make sure that we continue to have all of these problems addressed?
THE WITNESS: Sure. I'm going to speak to it very generally, and I'm going to let Mr. Crain speak to more of it because I am not the performance measures or the QPAP expert within the Qwest

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Certainly those are two mechanisms that are available. I think I talked more operationally about how CLECs deal with Qwest, both through their account and service manager processes, through the escalation processes that Qwest makes available, and I believe a lot of this is documented contractually in our SGAT and is required to be provided.

Certainly the change management process. And, again, Judy Schultz is the person who spoke to a lot of the change management exhibits and information in this particular proceeding, but I believe they have closed on for both systems and the business process area a very detailed and robust change management process that allows the CLECs to virtually request and almost prioritize the vast majority of what we do.

And not being the regulatory expert, I'm sure there are complaint processes and whatnot at this state as well.

MR. CRAIN: Yeah. The thing I would add is that there seems to be a -- and this is a question we get in a lot of places. There seems to be a presumption out there that once 271 is done all of these issues are done and completed, off the

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board.

We have done a tremendous amount of work through these workshop processes, through this testing processes, through the change management process to work with CLECs and address their needs and we've resolved thousands and thousands of issues with them.

With that we understand and maybe some day we dream of waking up and all state commissions and the FCC are gone and we can do whatever we want. We know that's not reality. We know that this Commission is going to be looking over our shoulder at everything we do.

We know CLECs have the ability to bring complaint cases if we do something that -- screw up and do anything wrong. We know that there will be arbitrations in the future. We hope that through this tremendous amount of work we've done we will have greatly reduced the number of times we're in front of you on these issues because of all the work we've done and all the issues we have resolved.

But we know that not only does the QPAP exist but this Commission will be continuing to look over our shoulder in terms of how we deal with CLECs in

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the future.

MS. AILTS WIEST: Any other questions? Did anyone object to Exhibit 9? If not, it's admitted.

Does Qwest have any further witnesses?

MR. CRAIN: No, we don't. That is it.

MS. AILTS WIEST: I don't know if anyone else recalls this but it was my understanding in the first hearing that Ms. Noteman's testimony was adopted by witness Brohl but not all of it was adopted. Is that correct?

If you recall, they left out the OSS part.

MR. CRAIN: I believe there's a section regarding the OSS Test.

MS. AILTS WIEST: I just wanted that to get in if that's what you wanted to do.

MR. CRAIN: Yes. We would move that that would be admitted as well.

MS. AILTS WIEST: That would be -- I don't know if it was direct and rebuttal.

MR. CRAIN: There was a piece in direct and rebuttal.

MS. AILTS WIEST: That would be 8

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and 9. Is there any objection to that coming in at this point? If not, that's admitted. Qwest does not have any further witnesses, is that correct?

MR. CRAIN: That's correct.

MS. AILTS WIEST: Black Hills, do you have any witnesses?

MR. EVANS: No ma'am. Thank you.

MS. AILTS WIEST: Muscatine?

MR. ROSENECK: None.

MS. AILTS WIEST: Ms. Cremer?

MS. CREMER: No.

MS. AILTS WIEST: At this point are there any procedural questions anybody wants to discuss?

CHAIRMAN BURG: I have a question for Staff. Ms. Cremer, you brought up a point on 2-6 how important it was when you were talking to -- it would have been Mr. Weeks, I believe, right, people.

You asked them how important that was. They did volunteer they thought it was quite important. Do you recall that discussion?

MS. CREMER: I do. I do remember asking him that, yeah.

CHAIRMAN BURG: And I will volunteer,

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about Mr. Griffing's -- whether he commented on that or not.

MS. CREMER: He had me ask the question. That's all I can tell you.

CHAIRMAN BURG: Because I notice that I think I looked through his testimony to try to find that and I couldn't find it and I think -- would it be accurate to say item 22 under his testimony it says, test 24 3 Does that mean through 24 9?

It's the second to last page of his testimony or third. I guess it isn't either It's page 31.

MR. RISLOV: Page 17 of his testimony.

CHAIRMAN BURG: He talks about it on page 17.

MS. CREMER: Oh, yes. It's No 10 Yeah.

CHAIRMAN BURG: I was looking for a recommendation. Did he make a recommendation on that? It says, "Staff does not believe the conclusion for the performance measurements alone is grounds for withholding Section 271."

And I suppose my question is is in light of the question you asked on behalf of him, does that

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still stand from Staff's position?

MS. CREMER: Not having heard differently from him over the noon hour -- that's kind of how we've done it in the past because, of course, they're listening in but can't ask. He in the past has sent an e-mail or called in to the secretaries, and as I didn't hear from him, I'm assuming that would still stand

If it's different than that, I can -- well, yeah, submit some -- you know, if I'm wrong

CHAIRMAN BURG: Because that appears to me to be the one place where you specifically ask the importance. The answer came back as very important.

And I was wondering with that answer whether the recommendation changed at all. I'd be interested to know that

MS. CREMER: Okay. I can find that out from him.

MS. AILTS WIEST: Is there anything further?

If not, I believe there has been a briefing schedule set up for parties.

MR. CRAIN: This is Andy Crain from Qwest, obviously. We did want to suggest that we

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think that the issues have been fully addressed and briefed several times at this point, and we would suggest that the additional rounds of briefing are not necessary.

Obviously, if the Commission wants briefing, we will but filing briefs, but we would suggest that we think that everything has been fully submitted and explained and that going through another round of briefing is just restating what the parties have already stated.

MS. AILTS WIEST: I believe, you know, it's anyone who would like to submit briefs can do so afterwards, and Qwest doesn't have to go first. So if anyone submits a brief -- my problem is AT&T isn't here, and I have no idea what their plans are at this point.

So if no one submits a brief, then you probably don't need to submit a rebuttal

MR. CRAIN: Okay.

CHAIRMAN BURG: You're saying if somebody submits a brief, they have the right to rebut.

MS. AILTS WIEST: They have the option to

MR. NEUS: I think, Chairman,

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our question is can we get the matter submitted to you quicker if nobody is going to submit a brief. We don't want people today to have to make a decision. I mean, if they want to submit a brief, they should have a right to do that. But I think some won't and some will.

And I guess we could just ask the intention, do people intend to file a brief or not.

MS. AILTS WIEST: Does anyone know?

MS. CREMER: No.

MS. AILTS WIEST: At this point?

MS. CREMER: You know, if you do, then -- I mean, if you're going to file one --

MS. AILTS WIEST: That changed. They're not filing first.

MS. CREMER: Oh, that's right. That's the old one. So we would have to file first.

CHAIRMAN BURG: What's the schedule with Qwest not filing first now? Do we have a briefing schedule with that? That changed, right?

MS. AILTS WIEST: Yes. I don't have the date in front of me.

CHAIRMAN BURG: Are you talking, Mr. Rislov, about actually scheduling it beyond

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that?
MR. WELK: Well, yes. I believe -- and Mary has notes on this -- I think next week we have our last brief on all issues other than OSS; is that correct?
MS. HOBSON: Yes.
MR. WELK: That will be coming on Tuesday. And then in the schedule there were other briefs on OSS. Because those who wanted to file comments now have filed, but they were going to be as scheduled and if they wanted to file something after this hearing, they can do so.
And all we're saying is if nobody really wants to do that, then you got the case, other than after the last brief next week.
Rather than sitting there waiting for three weeks and people aren't going to submit anything I mean, I think maybe what we can just do is go home and if you want to submit one, let us know it's going to be submitted.
If you, on reflection, say, you know, I think we've said enough, just let everybody know and let the Commission know.
MS. CREMER: When will the transcript done? Do you know?

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(Discussion off the record)
COMMISSIONER SAHR: When was the first brief due after this?
MS. CREMER: July 22, Staff and Interveners, and then July 29 was Qwest.
CHAIRMAN BURG: The thought I had is whenever that last brief is filed for the original one, if by that date anybody would notice if they wanted more time to file one on OSS.
MR. WELK: That's Tuesday.
MS. HOBSON: This coming Tuesday.
CHAIRMAN BURG: Is that too soon to know whether we want to?
MR. KOENECKE: It's not for us.
MS. CREMER: Yeah. I think by then I'll know.
MS. AILTS WIEST: My problem is AT&T isn't here so I'm not sure how much we can actually decide now anyway. If Qwest wants to follow up with the parties and if no one is intending to file a brief, they can tell us in a letter.
COMMISSIONER NELSON: Is AT&T listening to this?
MS. AILTS WIEST: I don't know.
Anything else?

Okay. Thank you.
(The hearing concluded at 3:15 p.m.)

STATE OF SOUTH DAKOTA)
:SS CERTIFICATE
COUNTY OF HUGHES)

I, CHERI MCCOMSEY WITTLER, a Registered Professional Reporter and Notary Public in and for the State of South Dakota,
DO HEREBY CERTIFY that on the date mentioned aforesaid reported in shorthand aforesaid, I took in shorthand the proceedings had on the above-entitled matter on the 18th day of July 2002, and that the attached is a true and correct transcription of the proceedings so taken.
Dated at Pierre, South Dakota this 23rd day of July 2002.

Cheri McComsey Wittler,
Notary Public and
Registered Professional Reporter

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STATE OF SOUTH DAKOTA)

:SS CERTIFICATE

COUNTY OF HUGHES)

I, CHERI MCCOMSEY WITTLER, a Registered Professional Reporter and Notary Public in and for the State of South Dakota:

DO HEREBY CERTIFY that as the duly-appointed shorthand reporter, I took in shorthand the proceedings had in the above-entitled matter on the 11th day of July 2002, and that the attached is a true and correct transcription of the proceedings so taken.

Dated at Pierre, South Dakota this 13th day of July 2002.

Cheri McComsey Wittler,
Notary Public and
Registered Professional Reporter

THE PUBLIC UTILITIES COMMISSION

OF THE 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 TC01-0165

= =

Transcript of Proceedings
July 11, 2002

= =

BEFORE THE SOUTH DAKOTA PUBLIC UTILITIES COMMISSION,
JIM BURG, CHAIRMAN
PAM NELSON, VICE CHAIRMAN
ROBERT SAHR, COMMISSIONER

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THE PUBLIC UTILITIES COMMISSION

OF THE STATE OF SOUTH DAKOTA

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appearing on behalf of Black Hills Fibercom.

Reported By Cheri McComsey Wittler, RPR

TRANSCRIPT OF PROCEEDINGS, held in the above-entitled matter, at the South Dakota State Capitol, Room 412, 500 East Capitol Avenue, Pierre, South Dakota, on the 11th day of July 2002, commencing at 8:30 o'clock a.m.

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CHAIRMAN BURG: I'll begin the hearing in Docket TC01-165, In The Matter of the Analysis of Qwest Corporation's Compliance with Section 271(c) of the Telecommunications Act of 1996. The time is approximately about 8:40, the date is July 11, 2002, and the location of the hearing is Room 412, State Capitol, Pierre, South Dakota.

I am Jim Burg, Commission Chairman. Commissioner Pam Nelson is here, and Commissioner Robert Sahr will be here just a little bit later. He was delayed a little this morning.

I am presiding over this hearing. This hearing is a continuation of the hearings held April 22 through 30, 2002. The purpose of this hearing is to consider the Regional Oversight Committee Operational Support System Test. As a result of the proceedings in this Docket the Commission will provide a recommendation to the FCC pursuant to 47 U.S.C. Section 271(d)2(b).

All parties have the right to be present and to be represented by an attorney, and all persons testifying will be sworn in and subject to cross-examination by the parties.

Rolayne Ailts Wiest will act as Commission

counsel. She may provide recommended rulings on procedural and evidentiary matters. The Commission may overrule its counsel's preliminary rulings throughout the hearing. If not overruled, the preliminary rulings will become final rulings.

At this time I'm going to turn it over to Rolayne to conduct the hearing.

MS. AILTS WIEST: I'll take appearances of the parties. Qwest.

MR. WILSON: Tom Welk, Sioux Falls, for Qwest.

MR. CRAIN: Andy Crain from Qwest.

MS. HOBSON: Mary Hobson from Boise, Idaho from Qwest.

MS. AILTS WIEST: AT&T is not present. Midcontinent.

MR. KOENECKE: Brett Koenecke from Pierre, Midcontinent.

MS. AILTS WIEST: Black Hills Fibercom.

MR. EVANS: Linn Evans from Rapid City, Black Hills Fibercom, and to my right is Kyle White.

MS. AILTS WIEST: Staff.

MS. CREMER: Karen Cremer, Staff.

MS. AILTS WIEST: Also this morning we're going to have various ROC OSS giving comments. Could each one giving comments state your name and company you're associated with at this time.

MS. ANDERSON: Denise Anderson with MTG.

MS. BAKUNAS: Marie Bakunas with MTG.

MR. WEEKS: Mike Weeks, KPMG Consulting.

MR: Joe Della Torre, KPMG Consulting.

MR. MAY: Geoff May, HP.

MR. PETRY: Don Petry, HP.

MS. AILTS WIEST: Okay. What we'll do is we'll begin with the consultants who will be giving us an overview of the final ROC OSS Test and then we will take any testimony from any of the parties in this case. The parties will have an opportunity to ask questions of the consultants.

Which consultant is going first?

MS. BAKUNAS: MTG will go first.

MS. AILTS WIEST: Is there anything before we start the testimony? Did any of the

parties want to bring up any issues?

MS. AILTS WIEST: MTG is handing out an exhibit has that been marked as MTG Exhibit 1; is that correct?

Anybody have an any objection to MTG Exhibit 1 comments coming in? If not, Exhibit 1 MTG comments will come in.

(MTG Exhibit 1 is marked for identification)

MARIE BAKUNAS and DENISE ANDERSON, called as witnesses, being first duly sworn in the above cause, testified under oath as follows:

MS. AILTS WIEST: You may proceed.

MS. BAKUNAS: Thank you. Good morning, Commissioners. This morning I'll provide a brief overview of how the ROC OSS Test got started, its organization and the processes used to manage and govern the project. Please turn to page 2.

MTG has hired by the ROC to serve as project manager for the 13 states. The team consisted of Bob Center (phonetic), an MTG partner, Denise Anderson who was the lead project manager, and myself, Marie Bakunas. This team was dedicated full time to the ROC OSS project, bringing extensive telecom and project management experience

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to the effort.
Page 3, please. The ROC OSS Test was born in 1999 with a series of formative steps. Experience in other tests indicated that these efforts were a large and complex undertaking. The ROC states believe that all parties would benefit from multistate efforts, rather than individual state tests and 13 states agreed to work together.
A letter of agreement to pursue a regional approach was executed by the ROC and Qwest in September of '99. MTG was hired as project manager in October of '99. The first technical advisory group or TAG meeting was held on November 4, 1999 and the first collaborative session on principles in scope was held in St. Paul in December of '99.
Please turn to page 4. There were four phases of the conduct of the ROC OSS Test with various aspects of the performance measure, the audit running in parallel throughout all phases of the test.
Phase 1 focused on test planning during which a broad testing framework and structure was established and the testing vendors were selected. Phase 2 concentrated on test preparation and setup as the vendors built the testing infrastructure and

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defined the testing processes.
Phase 3 focused on feature function transaction testing and additional process tests. Discrete reports were released as portions of the testing was completed. Phase 4 included results, development, statistical analysis of the results and the Final Report was provided on May 29.
Please turn to page 5. Early on in the project an organization was set up to oversee the test. The umbrella organization was the Regional Oversight Committee. The executive committee consisted of seven commissions and provided the executive authority for the test and resolved impasse issues appeals.
The Steering Committee was made up of state staffs who monitored and guided the tests on a week-by-week basis. NRRI was project administrator with the responsibility of ensuring effective communication among regulatory bodies. They also built and maintained the ROC website.
MTG provided the day-to-day testing oversight. Denise Anderson, Bob center and myself had defined responsibilities primarily along vendor lines.
Page 6. The ROC technical advisory group known as the TAG served as the primary

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collaborative forum for the testing effort throughout the testing life cycle from pretest planning and design through execution and on to the Final Report. The TAG consisted of CLECs, industry associations, the ROC Steering Committee, Qwest, and the vendors.
Page 7, please. Early planning for the ROC Test was conducted with a top down philosophy based on the belief if we reached consensus on the big issues first, the rest would follow. Early planning resulted in four key documents which define the concepts, principles, and processes that serve to guide the entire testing effort.
The first document was to 20 guiding principles. From these principles and previous testing efforts an MTP was built. The first version was a testing requirements document which later evolved into the MTP. This testing requirements document was distributed with the RFPs.
Another document described the performance measures known as the performance indicator definitions or PIDS. An important principle requiring the PIDS was that they must be defined, available, and audited before testing could start.

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Please turn to page 7. During late 1999 and the first half of 2000 five collaborative workshops were conducted with each workshop focusing on one of the three key documents, the 20 principles, the technical testing requirements document, and the performance measures. Once the vendors were hired in June and July of 2000 additional workshops were held on the MTP and statistical analysis methodology.
Page 9, please. The routine management of the ROC Qwest OSS Test was accomplished largely through regularly scheduled and as-needed meetings. The ROC Executive Committee met monthly. The ROC Steering Committee met weekly and the next four meetings were all held weekly and were open to all TAG members. These provided an opportunity for parties to participate in the open testing process.
The TAG meeting dealt with broad issues. The project managers meeting dealt with the management of the integrated work plan as well as testing issues and details of the test. The ONE meetings, observation, and exception meetings dealt with the issues and potential problems the vendors encountered during the testing.
The pseudo-CLEC meetings chronicled the

pseudo-CLEC and Qwest's relationship. Parties could participate on several different levels ranging from broad issues to very detailed aspects of the test.

Page 10. The ROC decision-making and impasse resolution process provided a very strong framework for collaborative decision-making. The great majority of issues were resolved collaboratively with only 14 going to impasse during the test and a 15th item after testing was completed.

The ROC issue resolution process consisted of first an attempt, which was usually successful, to resolve the issue collaboratively. If the issue could not be resolved collaboratively, any party could escalate the issue to the Steering Committee when impasse was declared.

Impasse documents were prepared with position statements and the Steering Committee then considered and decided on the issue. Any party could then appeal the Steering Committee decision to the Executive Committee.

Of the 15 total impasse issues, nine were decided in favor of the CLECs, and six were in favor of Qwest.

Page 11, please. Throughout the project the

TAG has conducted regular briefing sessions for state regulatory bodies, the FCC, the DOG, and in one case the National Congressional Staff. At the semi-annual ROC meeting the ROC OSS Test was a prominent agenda item.

Twice a year the TAG traveled to Washington, D.C. to provide face-to-face briefings for the DOG and FCC. The last formal briefings were held on June 20. In keeping with the TAG process these were open sessions, and a conference bridge was provided for those who could not attend in person.

Page 12, please. This page provides a high-level cite map for the ROC Qwest information repository. This was built with two purposes in mind, to service a ready reference to most all of the ROC Test business, including TAG and project managers meetings and ONE trail of the actual issuance of the ONE and all the resolution that went with it.

The second purpose was to provide a body of information from which Qwest could select materials for their application filings. Throughout the test its website has proven to be a very helpful resource.

On behalf of the MTG team I would like to thank all the participants in this test for their efforts. This test was completed successfully because of the professionalism, dedication, and perseverance of all participants.

And the back two slides are just a little more information on the Commissioners and the vendor selection process.

Are there any questions?

MS. AILTS WIEST: Are there any questions?

If not, thank you.

MS. BAKUNAS: Thank you.

MS. AILTS WIEST: Are there any objections to KPMG Exhibit 1 being entered? If not, it's admitted into the record.

MICHAEL WEEKS and JOSEPH DELLA TORRE, called as witnesses, being first duly sworn in the above cause, testified under oath as follows:

MR. WEEKS: Good morning. My name is Mike Weeks. I'm with KPMG Consulting. To my right is Mr. Joe Della Torre. We will be working together as a team to answer your questions.

I was just checking my notes. It was on December 6 that I was here last in front of the

Commission talking about the testing that we were doing and what we intended to accomplish and how we had proceeded to date.

A lot has taken place since then, and what I would like to do in my remarks this morning is go over with you a high-level overview of the test results, some of the outstanding issues that were not completely resolved to satisfaction during the course of the test, answer any questions that you might have about the test and its conduct.

And if I could start in then, I would reference you to the first -- well, it's pages 2, 3, and 4 of the presentation. I'm going to kind of give you an overview of the presentation because we're going to be flipping back and forth quite a bit from page to page. So you might want to think of pages 2, 3, and 4 as being sort of the summary of the results of the test. And I'll explain that in a moment.

Pages 5 through 15 represent a detailed discussion of the results of the test that were other than satisfied. And then the remaining pages 16 through 19, if we need to refer to them, describe high-level overview of observations and exceptions that were dealt with during the course

of the test. So as I pop back and forth, those are the three kind of fundamental subsections, if you will, of my materials.

If you look at page 2, if I could explain sort of the layout of this particular set of tables, each of the report sections -- and the report was broken down into chapters in a book, if you will. So if you look at the first line there, 12 is report section 12. The next column is a brief description. It's the title of what that was. And I'll explain each of those in a little more detail.

Then the last four columns represent the number of evaluation criteria that fell in that test into each of the categories. For example, on test 12 there were 52 evaluation criteria that fell into the satisfied category, 2 that were in the not satisfied category, 3 that were in the unable to determine category, and 11 that fell into the diagnostic category. And I'll explain what each of those categories are in the moment.

I should start off my comments about evaluation criteria by saying to you not each evaluation criterion is created equal. Some are large and kind of meaty. Others are very small and sort of fine grain. So simple mathematics that

just adds, subtracts, multiples, and divides with the wrong numbers is probably going to lead you in the wrong direction because they're not all weighted the same. And we made no attempt to weight the factors in any, way, shape, or form.

So before we started each test we established the criteria that it would take to succeed, pass, or fail, for Qwest for that particular evaluation criteria and then we conducted our test and they either met that evaluation criteria successfully and got a satisfied, which would have caused the criterion to drop into the satisfied column, or there was some problem or some issue or some question we had about Qwest's performance on that particular aspect of the test.

In those cases we would have written an observation or an exception calling the issue into question, and then Qwest would have a formal opportunity to look at the supporting materials that set behind that observation or that exception, to dispute the facts if they believed we were in error. And sometimes we were. And/or agree that there was a problem or an issue and then to decide whether or not they would do anything about that particular issue, fix that problem, address that

problem.

It could be a problem with documentation. It could be a problem the way a process was defined or a lack thereof. It could be the process was not well formed. It could be the process wasn't being adhered to or followed or executed. It could be a piece of software didn't function the way it was documented to function. It could be a variety of reasons why we would write an observation or an exception.

But once Qwest decided that they wanted to fix something, then they would fix it and then we would conduct a retest. And if they passed the test again on the retest, then that would drop that particular evaluation criterion into a satisfied state. If not, we would continue to cycle into what has been referred to as a military style test or test until you pass.

Now there were some cases in the test where Qwest either agreed to disagree with KPMG Consulting on our results and our analysis of the situation or agreed to agree with us but chose not to address or resolve the problem. And so in those cases where there was a decision taken on Qwest's part to do nothing about a particular issue, then

we would close that issue to further testing because there was going to be no state -- change in the state of what we were testing so there was no point in testing any further.

We had developed evidence or developed a record on that particular topic, but there was not going to be any further work done by Qwest. So we put that into a closed unresolved state for that observation or exception. And then that could in turn then lead to either a not satisfied for that particular evaluation criterion, or in cases where we were unable to develop enough of a record and unable to determine -- and we'll talk about some of those as we go through.

So as we look at these four columns and as we go down these rows and talk about it I'm not going to spend much time talking about the satisfied. The satisfied sort of speak for themselves. It's a case of where we did a test, Qwest passed that evaluation criterion, and we moved on.

What I think would be more effective use of your time is to talk about the areas in which there were not satisfieds or which there were unable to determines and also the ones that are diagnostic.

And let me explain now that there are

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different type of evaluation criteria or different standards that we use during the test. Earlier you heard described the performance indicator definitions, the PIDS. These were a set of measures that are defined collaboratively that are not unique to the OSS Test. They, in fact, are an ongoing set of performance measures that Qwest reports to each of the state commissions periodically and there are standards established in those performance definitions that come in kind of two families.

There are those that are measures of parity between retail and wholesale and those that are benchmark type standards where there's an absolute value that must be obtained, a certain response time or a certain percentage of orders that have to be dealt with in a certain time period and so on.

So in the performance indicator definitions if there was a PID that applied to the evaluation criterion as we defined evaluation criteria, then we used that performance indicator to determine whether Qwest passed or failed that particular evaluation criterion.

However, there were a large number of evaluation criterion that we had that did not map

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well or at all to a performance indicator and in those cases KPMG Consulting established our own standard and those cases are very clearly documented in our report in the comments section of our report for each one of those evaluation criteria and we established a standard using our professional judgment based upon our experience in the industry and our experience as OSS testers in other jurisdictions and we established a standard.

And in all cases we talk about what the standard is, we talk about what Qwest's performance was and we draw a satisfied or a not satisfied based upon whether they met that standard or not.

You are free -- when we exercised our professional judgment -- to apply your own professional judgment and disagree with our standard and apply your own standard and perhaps assign a different value than we did of satisfied or not satisfied. That's fine with us. But we had an obligation to evaluate Qwest's performance, and those cases where there was no externally defined standard we had to create our own and did.

Now also referred to the collaboratives on statistics that took place. In the cases where there was a parity measure for a PID that compared

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retail and wholesale, there was a decision taken by the collaborative that there would be what's called a dual test which we would test two fundamental hypotheses.

One was the performance between retail and wholesale was fundamentally the same, and the opposite hypothesis was that there was, in fact, a difference between wholesale and retail to the detriment of wholesale by some agreed to amount and that that difference would be tested for statistical significance as would the former hypothesis.

And we would conduct both of those tests, statistical tests, and if both of those said Qwest passed, the issue is satisfied. If both of the tests indicated that Qwest had failed, issued a not satisfied. But if the result was no decision, in other words, one of the tests indicated a failure and one indicated a pass, then we would take that particular issue to the TAG, have the TAG review it and assign a satisfied or a not satisfied.

If the TAG couldn't agree, then it would go to the Steering Committee. If the Steering Committee could not agree, it would go to the Executive Committee. So the escalation process that you

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heard described earlier for problem resolution was agreed to ahead of time as the way we would break the ties in those cases where we had parity type PIDS and we did the dual test and the dual test was inconclusive.

So that's kind of the different ways in which one could get to a satisfied or a not satisfied. And we'll talk about the unables in a moment. The only other thing to say about sort of generally before we jump into each sections about diagnostic, there were a number of performance indicators that the collaborative chose not to establish a standard for, neither parity nor benchmark. They simply wanted Qwest's performance during the tests collected and reported by the testers and the test administrator.

So the information for those diagnostic measures is presented to you as information, as fact, without assigning a value of satisfied or not satisfied. It's there for your burden to decide whether the results in the test for those diagnostic measures meet whatever standards you choose to apply so that you can assign your own notion of satisfied or not satisfied for these. Because we have not, by agreement, by

collaborative, not given you any assessment on those diagnostic evaluation criterion. We've simply presented the facts.

Enough of the background. Let's jump into the sections.

Test 12 is the POP, which is preorder order and provisions, feature function test. This is what most people think of when OSS testing comes to mind. It's the transaction style testing where the pseudo-CLEC, HP -- and you'll hear from them about their role and their results and so on as they speak.

But it's where we had a pseudo-CLEC operate as if it were a real CLEC as much as possible and to do preordering type of transactions to understand what customers had installed to do name and address inquiries, to reserve telephone numbers, to reserve appointments, and so on, and then roll those over into orders, local service requests for the most part, LSRs, submit those orders for processing by Qwest and then have whatever provisioning, whatever behind the scenes activities that Qwest needed to do to bring their network and the elements into conformance with what the pseudo-CLEC had requested, did that all take place, did the switch

And this is a case where the dual tests gave us conflicting results, no decision, and that was taken to the TAG. The TAG could not reach agreement and it was taken to the Steering Committee and the Steering Committee assigned a fail.

CHAIRMAN BURG: Can I ask a quick question then? Was that test result a parity only, or did you have a minimum or maximum time, I should say?

MR. WEEKS: When it was a parity standard, as this one is, it is strictly a comparison between retail and wholesale. And I probably made the comments when I was here last about sort of the double-edge sword that parity standards are.

The good news is that if you meet a parity standard, you know that there's -- retail and wholesale are sort of in sync with one another. What you don't know is if the absolute level of service being delivered is good or bad.

CHAIRMAN BURG: Right. That was my question.

MR. WEEKS: Because from another jurisdiction I've seen a test where in preorder

translations take place correctly, did the directory listing updates take place correctly and so on. Did the actual network elements -- if there was a new one installed, did that actually get installed and did the features ordered get ordered correctly.

As you can see, there were a large number of evaluation criteria, most of which were satisfied. Let's talk about the two that were not satisfied in test 12. If you'll look at page 5 of our presentation, you will see that evaluation criterion 12-9-4 and 12-9-5 are the two evaluation criteria that fell into the not satisfied for test 12.

And if you look at both of those, they're related to jeopardy notifications. One is for resale, and the other is for UNE-P. And they have to do with the timeliness with which jeopardy notices were or were not received. And you'll see in the italicized small comments that are underneath that, both of these were assigned a fail by the Steering Committee because the PID standard for jeopardy notices, the timeliness thereof, it happens to be a PID and it happens to be a parity PID between retail and wholesale.

transaction the difference between retail and wholesale was statistically significant so it was a technical fail.

But we're talking about numbers that were 2 seconds and 1 and a half seconds, and they were both absolutely wonderful. But it was a technical failure. So the parity standard and if you had performance penalties in place, you would have pen penalized the company for having differences in numbers in retail and wholesale for numbers that were absolutely outstanding.

In the same test we had parity between retail and wholesale, but the transactions times were 25 seconds, which is a disaster in both cases. So you would not have had a penalty in that case because there was parity, but you would have terrible service being delivered to the consumer.

So parity standards are kind of dangerous standards in a way if there's not also some hook about some absolute level of performance in there.

But these two cases were cases where there was a parity operation, and when we did the test there was -- the hypothesis that they were the same and the hypothesis that they were different gave us different statistical results, and we had to take

it to arbitration, in effect.

Now jeopardies are kind of an interesting thing in and of themselves as a testing mechanism. We as outside testers looking sort of -- a black box sort of way sending things in can't make jeopardies happen. They happen in the normal course of business for a variety of reasons, which could be that the facilities that were being looked for aren't available.

Some of it could be that day there was just more work dispatched than could be gotten to and so appointments were missed. It could be a variety of reasons. The good news is we didn't get a lot of jeopardies during the course of this test. But the bad news is is, therefore, we don't have a lot of record to go on here.

These were small sample sizes. And what you also normally see in jeopardies is there are certain products and services that have same day or next day types of provisioning. So there's really not time to get a jeopardy notice out in a meaningful way. The whole jeopardy process is kind of nonsensical in that sense.

But in other cases such as some of the loops and things like that that are multi-day, then

jeopardies do make sense. We did tend to see more jeopardy notices on the long lead time type of orders than we did on the very short lead time same day next day kinds orders and stuff like that.

So jeopardies is an area where it's kind of a Catch-22 for the company. If they send out the jeopardy notice and they find out they could actually get the work, then they've gotten everybody all upset for nothing. If they don't send a jeopardy notice out on a timely basis, then customers get frustrated because there's missed appointments and they don't have their schedules met and so on. It's a problematic area in the industry, not just Qwest, and it does fall on the two piles of short-term versus long-term kinds of things.

So this is the case in the test the results of engagement that were established before the test even started with respect of how we deal with PIDS, parity PIDS, and how we deal with dual tell tests when we got conflicting results on the two different statistical analysis operated and the Steering had to ultimately make a decision and assigned a fail. Those are the two not satisfieds on test 12.

If we move to the unable to determines, there are three of those on this test, and those are on page 7 of your materials. They are 12-9-1, 12-9-2, and 12-11-4.

Now the first two are our old friends, jeopardy notices, again. And in this case there was -- this has to do with how far in advance of the due date for resale and UNE-P jeopardy notices come in. And this is a case where they're just weren't enough -- in fact, zero jeopardies produced in this evaluation criteria that we could even have any results.

In other words, Qwest's performance was for these particular orders that met these criterion, they never sent us a jeopardy notice on this. So there was -- you know, you can't divide by zero so there was just no math to do here. So we're unable to determine Qwest's performance under these conditions because we never observed these conditions under the course of our test.

May happen in the real world, may happen in commercial. Didn't happen to happen during the months and months and months of testing we did as part of the OSS Test to the pseudo-CLEC. So we didn't have any data. It's unavailable to

determine for these three criterion.

CHAIRMAN BURG: Can I back up a little. I know you made a pseudo company to do this.

MR. WEEKS: Yes.

CHAIRMAN BURG: Did you also use a real company, as I understood in parts of the reading?

MR. WEEKS: Basically, the pseudo-CLEC was not facilities-based so anything that could be done in the way of preorder inquiries and ordering and so on that didn't require that the CLEC own any facilities, we could do through the pseudo-CLEC.

But when it came to facilities-based types of service and products like needing to do a hot cut, we didn't have any switches. Or the pseudo-CLEC didn't have any switches. So we had to go out and do real commercial observations.

So there are parts of this test where the lion's share of the record is built upon going out and observing what happened in the real world, hot cuts, dark fiber, EELS, a lot of these kinds of things we're going to talk about.

CHAIRMAN BURG: When that was the

case did you end up with very low numbers for these?

MR. WEEKS: In some cases there were very low numbers, and in you're going to see in moment a couple areas where some of the unables were directly attributable to the fact that we couldn't see enough dark fiber orders, we couldn't see enough EEL orders. With the regular types of orders, hot cuts, those sorts of things, plenty of commercial activity, you know, good record built on that. But there are several areas in which we were not able to get enough commercial observations. Because they weren't happening in the real world.

MR. RISLOV: Would it be safe to say if Qwest sent out a jeopardy notice on each and every occasion, that they would have passed this test whether or not -- or, excuse me, they would have shown positive results and not unable to determine, if they would send out a jeopardy notice each and every time even though they managed to meet it?

MR. WEEKS: Well, we would have dinged them on inappropriate jeopardy notices probably at that point. Because one of the evaluation criteria on every response we get is is

it an appropriate response given the situation.

So if Qwest was blasting out jeopardies on every single order we sent to them, we would have beat them up on that.

MR. RISLOV: Did you find any of those?

MR. WEEKS: I don't recall that we found any. Joe, do you recall?

MR. DELLA TORRE: Well, not necessarily that condition. There was something we referred to as disorderly orders earlier in the test where the sequence of the orders and the life cycle of the order and confirmation of receipt of that order versus the completion of that order and there's a series of responses that one would expect back from a normally processed order.

And we did experience conditions earlier in the test where we would receive erroneous responses, whether those be errors to properly formed orders or confirmations to errored orders or one following the other without necessarily understanding why that happened.

That was brought up through our mediation process or observations and exceptions. And we did see that behavior change over time.

MR. WEEKS: But not with respect to the jeopardies, which was your specific question. So, no. If the issue or question at hand is could Qwest have just blasted out jeopardy notices in order to be in compliance with some sort of jeopardy intervals, the answer is they could have, but we didn't see that happen.

I don't know what they would have gained by having done that because they would have solved one problem and created another.

MR. RISLOV: One more question and because the numbers were so small as far as, I guess, the mission of jeopardy notices you say there are eight jeopardy notices but through, let's say, outstanding performance on Qwest's part they were able to fill four of those and able to overcome what they thought the problem was and tak care of them.

Would they still get a black mark at that point?

MR. WEEKS: Well, if that had been a sole sample size and we had seen a total of eight observations and the four of them they had sent to us sort of inappropriately, if you will, we probably would have raised that in an observation

and asked them why they sent that out, and we would have tried to understand what their policy is and what their practice is.

And if the explanation made sense and it made business sense, then we probably would have left it alone. If it didn't make sense, then, you know, we would have suggested that perhaps they need to change the business practices because you're changing the community with the spurious jeopardies and they would have either --

This is a hypothetical conversation because this didn't happen. They would have decided the way they like to do business and it's a conservative thing to do and they would have left it and it would have been a closed unresolved or they would have changed their practice and not done it anymore.

And I can't speculate on which way it would have gone because it's a hypothetical conversation.

MR. DELLA TORRE: The other thing about jeopardies that I'll mention briefly is this is sort of a representation of what's actually happening. The provisioning of service on a committed due date within a reasonable interval of

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time and that underlying work that actually has to happen to have a customer put into service, whether or not that happens on time is attempted to be represented or when they can't do it on time is attempted to be represented by the jeopardy notices

But there are a number of other measures that capture whether or not the provisioning of that customer actually happened on time as first agreed to or committed to on a due date for an order. So there's the actual physical provisioning of a customer's service that gets captured by several different performance indicators that differs from this representation of whether or not that can happen in jeopardy notices.

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So it's possible for the Commission to monitor the company's record on whether or not they're

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So because of that decision we were not able to develop sufficient record after we had raised this issue for us to be able to give an opinion as to whether the company did or did not meet its performance standards here

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You'll find a couple of other cases in the test that we'll talk about later that are distinguished from this case. This is a case that where even though we raised an observation, we didn't have enough information to say pass or fail.

There are a couple of other cases we'll talk about where we raised an issue, but we've already developed enough record to say there was a problem and Qwest choose not to fix it and so it remained a problem. Those are in the not satisfied category. We'll run across one or two of those in a minute.

MS. AILTS WIEST: Does this one consider manual processing of orders at all?

MR. DELLA TORRE: The underlying issue, the root cause of this problem with when we discovered this, there was a data discrepancy, if you will, when we did this comparative assessment.

And as the investigation progressed we learned that many of the orders or the discrepancies that we encountered were related to manual order processes. But, in fact, the manual order processing issue itself is captured in the very next criteria in 12.8-2, which Mr. Weeks will get to momentarily when we cover that test section, which is the manual order processing.

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So there were two issues that we uncovered at the same time essentially when we were doing our data comparative analysis and we saw data discrepancies, which is what this is about. This criteria 12-11-4 is about the data issues. A related issue is the processing of the manual orders that led to the data problem.

MS. AILTS WIEST: And it's totally within Qwest's control as to whether it will do a retest; is that correct?

MR. WEEKS: Yeah. The nature of OSS testing is such that even though it's declared as a military style test, test until you pass, in all of the OSS tests in which we've been involved it's always sort of been ultimately the company's decision as to whether to have something tested or not and whether to terminate testing or not because it's their record that goes to Washington and they're the ones that take the risk.

MS. AILTS WIEST: Do you remember offhand how many times they declined to do any retesting?

MR. WEEKS: I didn't count those. It's possible to figure out by the report, but I didn't count them by hand.

MS. AILTS WIEST: Just curious.

CHAIRMAN BURG: Why would the result or recommendation then be unable to determine rather than not satisfied in those situations?

MR. WEEKS: This is a case -- and I want to be real, real precise here. This evaluation criteria was about us taking the information developed by Hewlett-Packard as the pseudo-CLEC for every single transaction they executed and like when we captured the time stamps, when did it go out and come back, and comparing what was reported by HP to each individual transaction to what was recorded by Qwest for each of those individual transactions and trying to match those up and saying do they move together.

They should be different. The time stamps should be different because HP is measuring on one side of the pipe and Qwest is measuring on the other side of the pipe. So they're not going to be exactly the same by definition. But they ought to track together and move together. The difference ought to be a reasonable difference all the way down.

When we did those data comparisons we found there were a number of differences that when we

wrote the problem up and submitted it to Qwest they did an analysis and discovered that they were not recording time stamp information about when orders were received under certain circumstances in a way that was consistent with the business rules.

And this had to do with what time of day -- there's a point at a time of day where it ceases to be today's business and starts to be tomorrow's business or when it comes in on Saturday is it Monday's business or Saturday's business. Or if it completes on Saturday, is it Monday's business or Saturday's business, cutoff timing kinds of things.

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During that retest, however, there were a handful of orders that we believed would flow through, that were designed to flow through, but that did not flow through. They fell out for manual handling. And when we looked at why they fell out for manual handling we discovered that on one of eight errors -- one of eight of those orders a human being made an error on recording when that order was received.

And we weren't even -- we were trying to test the systems and the software, and the transactions that went through proved that all of that now works, all the system fixes worked, but we had a human being make a mistake on one out of eight orders.

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That is the portion of the test that's what observation 31-10 is about that caused us to put an unable here. Because we weren't able to execute the retest by direction of the Steering Committee that would have allowed us to demonstrate one way or another whether the manual side of this issue is an issue or not.

MR. DELLA TORRE: If I may, just briefly, back to your question about whether it's Qwest's decision solely, there is some precedent, as Mr. Weeks just mentioned, that we did have

governing bodies in the test, the Steering Committee the Executive Committee. And we sought their guidance on several occasions and by agreement prior to the test were mandated to seek guidance for different positions.

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CHAIRMAN BURG: In other words, what you're saying is Qwest did not deny a retest but

somebody else said it's not worth going ahead.

MR. WEEKS: I won't paraphrase what they said that way but where someone made a decision not to conduct any further testing in that area and let the record go forward the way it was.

MR. DELLA TORRE: And I also wanted to make one additional comment on why this particular criterion is unable to determine rather than not satisfied. This specific test was not designed to uncover -- or this retest that Mr. Weeks referred to was not designed to test the impact of manual order processing and manual human errors on PID data. That wasn't the way the test was designed.

And, therefore, we were not comfortable with drawing a conclusion of satisfied or not satisfied on that particular element of this criterion. We would have gone through with a retest that was specifically designed to evaluate manual order processing and its impact on performance data, but then that was the decision by this Steering Committee to not go forward.

COMMISSIONER NELSON: One of the major criterion that people were talking about early on when we got into this OSS testing stuff

was whether or not you were going to be able to manually process orders or whether you shouldn't be able to do that.

Did you find in other companies that you tested that everybody at some point uses manual orders?

MR. WEEKS: It's absolutely the case. There are certain types of orders that it's not practical to process other than manually. The more complicated types of orders where there's research that has to be done and network design has to be done and, you know, complicated situations where even if you submit the order electronically, which you can sometimes do, the nature of the order itself, the nature of the services themselves, requires investigation and collaboration into its feasibility.

So it's not practical for some of these large complex orders to be put into the service order process or sort of auto-magically by the front end wholesale systems. So, yes, there are certain types of orders that by their nature aren't eligible for flow-through and fall out and drop out for manual handling and there are some kinds of orders you don't even submit electronically. You

just fundamentally --

COMMISSIONER NELSON: Would those reflected in those --

MR. WEEKS: No. The test here, the 12-11-4 we're talking about, were orders submitted electronically, and the retail itself were orders not only submitted electronically but expected to flow through without human intervention and it just happens that some of them popped out.

And the reasons they popped out were legitimate reasons. There's nothing wrong with why they fell out. And this would be a satisfied had they not made a mistake on that one order

MR. DELLA TORRE: Which did cause us to look at a wider universe of orders, by the way It wasn't simply those eight. That was the warning flag. We then went and looked at another population of orders. So we saw similar results and at that point decided that it would be better maybe to look into this a little bit more deeply.

If I may, though, I'd like to give some clarification. I'm not sure if this is coming across. There's the processing of the order originally and whether that's done by machines or as called flow-through or it's done by human

beings, which is manual order processing, that process happens -- that's the order processing, electronic or manual.

Subsequent to that, the information, the data, the time required to do that processing of the order then rolls up into the performance measurements, the monthly PIDS that -- how long c it take for that ordering process to complete. So there's really a second step.

It's not the order processing, but rather the performance data accumulation and running the algorithms and coming up with a final performance answer. It took us 15 seconds to respond to this particular preorder query, or it took us 3 days to provision this particular type of order. That's the second to the actual order processing.

And in this case, this particular observation, this particular issue that we've been discussing really kind of overlaps between the two. There was an issue that we noticed in the order processing. Then there was an issue that related very much to that that's the same underlying root cause that related to the problem in calculating the performance data. So really two steps in the sequence, both with the same underlying sort of

problem.

COMMISSIONER NELSON: Could you satisfy one without the other?

MR. WEEKS: Well, you could very well follow your manual order processing procedures, methods and procedures to the T but do them very slowly and get into real trouble with your performance measures.

The opposite is true as well, that you could really botch your procedures but do it really quickly and wind up with a good performance result.

So they really are separate issues. And one looks at individual orders, and the other looks at aggregate or a family of orders over time. We see this, you know, particularly like in hot cuts. When we first go out and look at hot cut observations we see this all the time. M&T adherence is bismol, but the hot cuts is successful.

They don't follow all the right steps in the right way but the cut still works and it still happened on time. It's just the nature of the beast.

So, you know, there's the school of thought that says all's well that ends well, and there's

the other school of thought that says you can't have a repeatable process that you can predict and rely upon if people aren't adhering to the procedures, that the procedures exist for a reason, the steps are used for a reason.

And so know in the aggregate over time there's a strong correlation between M&P adherence and ultimate performances.

COMMISSIONER NELSON: Thank you.

MR. WEEKS: Those are the three unable to determines that we have on test 12. There are 11 diagnostic criteria, and I'll refer you there to page 12 is the start of the list for test 12 of diagnostics.

So you can see, for example, 12-3-11, Qwest's systems provide timely preorder error messages responses via the IMA-GUI. GUI is the graphical user interface that people can use to put in orders as opposed to EDI, which is the next one, which is electronic data interchange.

And you see a number in parentheses there I've just extracted from the report for your use, and it's 2.4 seconds. You have to decide if 2.4 seconds is good or bad. We haven't told you. You have to decide whether 5.4 seconds or 12 or 11 is

good or bad. We haven't told you.

And that was by agreement of the TAG of the collaborative that for the diagnostic PIDS we would just measure a report but not asses or evaluate.

So I'd ask you to look closely at all of those performance measures and you can compare and contrast them to the PID information that gets reported every month to see whether the pseudo-CLEC's response is similar or not to, you know, normal commercial experience. And also look at, as Commissioner Burg asked earlier, you know, is the absolute value a reasonable number as well.

MS. AILTS WIEST: So would you be prohibited from giving us your opinion on any of these diagnostic -- or you're not --

MR. WEEKS: I don't know that I would be prohibited. I think that I would prefer to have -- say two things. One is I think there are a number of these PIDS for which the ongoing process of PID administration is going to evolve these from diagnostic to some kind of benchmark or parity standard. That's statement one.

And statement two is, you know, I think it would be an appropriate -- for sort of due process to take place and evolve the answer to that

question. I can give you my own personal professional opinion, but there's a whole bunch of other parties that probably have their own opinions as well.

And I guess I'd rather have a due process, a collaborative process, come up with what is felt to be a good number. Because there's not an absolut number somewhere in the vault where I can say I've been to the vault and seen it and the answer's 13. It really does get down to contact sensitive decision-making. Because what may be acceptable one jurisdiction might not be acceptable to another.

Let me give you an example. If because of pricing for residential customers -- I'm thinking of a particular state. You're not ever going to have competition for residential in that state until the prices change. Then it doesn't matter what these numbers are. Because CLECs aren't go to be doing that business. So it really doesn't matter what the number is. Because it's just a nonissue.

MS. AILTS WIEST: So were there different rationales as to why these particular ones were labeled as diagnostic originally?

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MR. WEEKS: I think there were, and I wouldn't want to represent the various parties' positions on those collaboratives. I think suffice it to say that some of these there's a lot of passionate discussion around what's acceptable and not acceptable, and it's taking awhile for the parties to reach a collaboration on it.

MS. AILTS WIEST: For example, in other testing you've done some other states.

MR. WEEKS: Yes.

MS. AILTS WIEST: Similar -- these that are diagnostics, have you actually evaluated those --

MR. WEEKS: Yeah. In fact, in very few other jurisdictions are there this level of diagnostics. Most of the time there was either a specific value or we assigned -- we established a standard because there wasn't a performance indicator for that.

It was only because there was an explicit agreement, a specific -- we'll call it an order but direction to us as testers not to assess these diagnostics, and we did not. Otherwise, we would have.

MS. AILTS WIEST: Was it mainly

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because people couldn't agree on how to evaluate them?

MR. WEEKS: I think that's probably a large part of why they were left as diagnostic. Either people didn't know what a good number was or couldn't agree on what a good number was.

MR. DELLA TORRE: Just for information, though, there have been subsequent releases of the PID definition document, and several of the evaluation criteria presented here that were diagnostic again by agreement at that time have since had benchmarks established. So for guidance you may wish to compare what the new benchmark is versus what the performance that we measured under the old release.

MS. AILTS WIEST: Okay. Thank you.

MR. WEEKS: So those are the diagnostics and the 11, and I'd take a peak at those just to make sure that -- because those -- in our opinion those evaluation criterion are no less important than any other evaluation criterion in the report.

So don't confuse diagnostic with doesn't matter. That's not the case. Diagnostic just says collected report and you have to form -- the burden is on you guys then to form your opinion about th result.

12.7, going back to page 2 now, 12.7 was a process style comparison wherein we looked at th mechanisms available to the wholesale communit versus those available to the retail -- Qwest's retail reps to understand whether the loop qualification information and tools and mechanis were the same or different, and it's kind of a parity sort of comparison.

And the answer is they are at parity in all material respects. All the evaluation criteria are satisfied there. So loop qualification, again, to restate the obvious, is the information that CLECs need to do DSL type of work. They need to know whether that loop is DSL qualified or not.

And then for certain types of DSL they need t know more than that. They need know things abc the length, whether there's bridge taps and load coils and all of these engineering kinds of things so they can make a decisions about what version DSL might be appropriate for a particular custom

So prior to selling that to the customer they have to prequalify that loop that serves that customer before they can sell them the service.

Otherwise, they get an angry customer at some point. So we found wholesale CLECs have access the same basic information that the retail reps have in terms of being able to sell the resale.

12.8 was the manual order processing evaluation. It looks at the processes, not the performance, per se, that are in place that goverr manual order processing.

And all of those evaluation criteria were satisfied except the one unable to determine. An we talked briefly about that. I believe it's on page 7. Because of this sort of last minute stumbling around that we had on the manual orc processing and assigning app dates on the retes that it just called into question whether or not the procedures that we saw and evaluated which well formed are, in fact, adhered to.

Because we didn't get to conduct the level of retesting that would have allowed us to definitely say satisfied or not satisfied. We just said it's unable on the adherence side.

The next test is test 13. This is the order flow-through evaluation. Very unusual circumstance. All of the PIDS in this area are all diagnostic at the time of the test. Flow-through,

as we were discussing earlier, is a very important issue. It's an important issue in Washington. It's an important issue for all the parties. It's much more effective and efficient for the CLECs if things flow through. It's also much more effective and efficient for Qwest if things flow through.

You know, it's very costly to maintain ISEs and people to handle manual orders. It's much more effective for Qwest to get as much automated to flow through as possible. So they have an economic incentive to want to do that. And they burn through the orders that are easier to automate and work towards the ones that are more and more progressively more difficult to automate. And it's a time and money issue for them.

But in this case in this test we collected flow-through information. We reported to you what the pseudo-CLECs saw in the way of flow-through information, and you're going to have to make your own assessment as to whether the flow-through that was achieved is in the target zones that you would like to see supporting the competitors here in the state.

The test 14 is the provisioning evaluation. This is where we looked at the steps, mechanisms,

processes, procedures, and so on that Qwest uses to actually once the order's been received know what they have to do behind the scenes to get the order put into effect and to get all of their systems updated and so on. You can see the majority of the evaluation criteria are satisfied there.

Let's talk about the four not satisfieds. They're on page 5. They are 14-1-10, 14-1-14, 14-1-34, and 14-1-36. The first two are what we talked about earlier with a slight twist. This is a case -- and the reason these are not satisfieds is we went in and looked at the methods and procedures and looked at adherence to methods and procedures on unbundled dark fibers and on EELS, and we found problems and issues, exception 30-10 and exception 31-04.

So we found problems officially with methods and procedures and/or adherence. And Qwest said, okay, we fixed it. We did what you asked us to do. We're ready for a retest. We went out and tried to do a retest. When we tried to do the retest there wasn't enough commercial volume to successfully execute the retest.

Therefore, even though we had looked at what Qwest had done and it looked on paper like they had done all the right things, we didn't have enough commercial observations to approve the adherenc portion, that they really followed what they had said they changed and the changes they made ha actually worked.

So we're stuck. Qwest is stuck. Nothing we can do. We take it to the TAG. We take it to the Steering Committee. What do we do here? We tri to beat the weeds for commercial experts. Bring your orders, didn't happen. Went to Qwest, askec them for special runs, show us all the order activity that you see trying to find orders, even though we couldn't find any from the CLEC comm let's go ask Qwest what they're seeing because th get the orders. They couldn't find enough commercial volume.

So after much, much effort on this there was a decision taken we couldn't do anything to close ar resolve the observation exceptions because there wasn't enough commercial volume. And that left Qwest, unfortunately, in the situation we couldn't prove the changes they made really work. Look g on paper, but we can't prove it really works. So they're stuck with not satisfieds.

Okay. Those are those two. The 34 and 36 a

Qwest's compliance with PID OP-4C for business I and UNE-P. Where this was initial exception 30-8 in this area on their performance that was closed unresolved, and then there's a related exception, 31-20, where we're left with a situation where the company's performance didn't meet the standard the -- I guess, in effect, oversimplified there's just no retesting done in this area to change the record from not satisfied.

Do you want to add anything?

MR. DELLA TORRE: Yeah. This was a case where, as we discussed earlier, that Qwest elected not to do any retesting. This particular PID is the average installation interval. So how much time does it take to install all the products when you roll them up together if certain -- some are two days, some three days, some are four day The average is three days.

You compare the retail averages to the wholesale averages. If the average number of day of a wholesale product exceeds the average numb of days for retail products, this is a failure. That's the condition that we saw for business PO and for UNE-P in each of the regions.

I believe we can clarify which of the regions

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because there were two in one case and all three regions in the other, eastern, central, and western, for this particular PID. And that's related to exception 30-86.

Exception 31-20 is the data comparison problem that we were discussing earlier around observation 31-10. It's the issue, though, that related to the systems portion of the data integrity analysis where there was a systems issue which Qwest did, in fact, repair.

We did retest, and we were able to successfully close exception 31-20. The underlying performance -- again, this was that notion that I was talking about earlier where there's the difference between the performance and the performance reporting.

In this case the performance was captured by exception 30-86, and the performance reporting was captured by exception 31-20. We effectively addressed the issue with the performance reporting, but the performance, the actual performance, did not go -- did not get retested as it was closed unresolved at Qwest's election to not do retesting.

MS. AILTS WIEST: So in 14-1-34 that's when they failed the eastern region, is that

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correct, for retesting?

MR. WEEKS: Yeah. For example --

MS. AILTS WIEST: Which South Dakota is part of the eastern region?

MR. WEEKS: Right. So you had 2.2 days versus 1.5 days. It's that kind of measurement we're doing here.

MR. DELLA TORRE: In terms of the eastern region, I believe both of these were both -- evaluation criteria 14-1-34 and 14-1-36 failed in the east region.

MS. AILTS WIEST: Right. Because the second one all three regions failed.

MR. DELLA TORRE: That's correct.

MR. WEEKS: Right. And then retesting they continued to fail in the eastern on 30-86.

MR. DELLA TORRE: That's right.

MS. AILTS WIEST: Do you know anything about the argument -- or I guess this is comment from Staff that the problem was caused by how orders in which the interval included a Saturday were treated?

Do you recall that?

MR. DELLA TORRE: That was central

to the data comparison problem that we uncovere The whole notion -- there were two main issues wil time, time of day and day of week, that were problematic in how they were being handled. And they were not being treated according to the business rules in retail versus wholesale so there were some complications there.

It was materially resolved through the systems fix. So at this point that should not show itself in a way that we originally saw it. Certainly on the electronic side, the flow-through side, it should not show itself at all. On the manual side, of course, there's still the opportunity for human error.

MS. AILTS WIEST: My understanding is that Qwest revised their processes in April of 2002. Are you aware of that, for 14-1-34?

MR. WEEKS: That would be about the right time because that would have preceded our retest that we did so it was actually changes in software as opposed to change in process.

MS. AILTS WIEST: So have you evaluated that change, that process change, or no

MR. WEEKS: If we're talking about the system fix required to fix this date time stamp

problem, the answer is that has been retested and that observation exception was successfully closed on the automated side.

MS. AILTS WIEST: Okay.

MR. WEEKS: And it moved into 31-10 -- 31-09.

MR. DELLA TORRE: Observation 31-1(

MR. WEEKS: Yeah. Observation 31-10, which was the manual ordering side. But t automated ordering side of time stamping dates th you were referring to earlier, we were satisfied that that issue has gone away.

MS. AILTS WIEST: Okay.

MR. WEEKS: Okay. Those were the four not satisfieds.

If we could jump to the four unables, you'll find those at the bottom of page 7. 14-1-37, 14-1-38, 14-1-39 all had to do with a PID, OP-6A, which was delay days for business POTS, residenti POTS, and UNE POTS.

And this is a case of where there just weren't delay days experienced by the pseudo-CLEC durin the course of the test. So it didn't happen to us. We can't say they do it right or they do it wrong.

COMMISSIONER NELSON: Why would

you assume they did it right?

MR WEEKS: We don't make assumptions when there's no facts to support them If you don't experience a delay day, you can't say what would have happened had there been one

COMMISSIONER NELSON: So you were trying to measure what happens if there was one?

MR WEEKS: That's right

CHAIRMAN BURG: What is a delay day? Can you describe that one to me a little better?

MR DELLA TORRE: No

MR WEEKS: I believe it has to do with when an order can't be provisioned on time, how many days of delay there are, but I'm stretching there to remember what the definition of that PID is

I don't have them on my machine Otherwise, I'd read you the PID definition I'm sure there's someone in this room who can enlighten you in great detail on that

MR DELLA TORRE: If not, we can get that sort of information --

CHAIRMAN BURG: I don't know if I want it that bad

MR DELLA TORRE: -- within a few hours

MR WEEKS: 14-1-44 was caught up in that issue of observation 31-10 where this is an ordering and provisioning result where we're comparing our analysis of the pseudo-CLEC's results to Qwest's analysis of that same data So this is related to the issue that we were talking about earlier up on 12-11-4 It's just another manifestation in the report of the same issue.

MR DELLA TORRE: It's really more of a recordkeeping thing than anything else because some of the PIDS fell into test 12 and some fell into test 14 so they're really two halves of the same criteria

MR WEEKS: The 14 7, back to page 2, is the provisioning process period of evaluation, and what this is attempting to determine is are the fundamental underlying processes that Qwest uses to support retail and wholesale at parity with each other

And point of fact, this is one of those things that's called parity by design because, in fact, the same process is used and the same people execute the same process for both wholesale and retail

So in my fist I will have work orders to go work and those work orders could be for a CLEC they could be for Qwest. And they're mixed together. There's no attempt to keep the way th the network gets changed and provisioned sepa between wholesale and retail. They're literally the same.

CHAIRMAN BURG: Let me ask some just to make sure I understand. There's 50 different things that were checked on that or and they're all satisfied. Is that what this is telling me?

MR. WEEKS: That's what that's telling you.

CHAIRMAN BURG: If we would add all of these numbers on all of these pages, it would come to the total number of items that we looked at?

MR. WEEKS: Evaluation criterion. And I'll remind you of my earlier speech about n all of them being created equal

MR. DELLA TORRE: And to elaborat slightly, I think it's worth it, one evaluation criterion may, in fact, cover several sub items, meaning that a particular document exists and

available to employees and it's adhered to or followed by employees. That may be one criteri So there would be three elements to that.

Another criterion may have one very straight forward.

CHAIRMAN BURG: What does the 50 represent, the one or the three?

MR. DELLA TORRE: One.

CHAIRMAN BURG: One. Okay.

MR. WEEKS: 14.8 is the provisionin coordination process. We referred a little bit to this earlier. Any time that there's a coordinated activity that must take place between the CLEC Qwest to accomplish provisioning -- hot cuts is t most obvious example of that -- then we look at those procedures and we determine whether tho procedures, as Joe said, exist, whether they're well formed, and whether there's evidence that t company follows them.

And we got happy ultimately with all of the coordinated provisioning types of activities that Qwest has in place to support CLECs, facilities-based CLECs.

15 is the volume test that we do. Test 12 is a feature function test. It says each of the

individual order types works or doesn't work, each of the individual preorder types works or doesn't work. And then what we try to do is ask the next question, which is, well, if those systems sort of perform in a functional way, are they designed in such a way that they will support a large volume of transactions going through that interface at some time in the future.

So what we do is ask the CLECs for forecasts, ask the company, Qwest, for forecasts. We look at what we think makes sense. We project at some agreed to point in the future the total volumes we think will be going through those electronic interfaces. We look at the current volumes today, subtract the two and get what we think the delta is, and we artificially introduce volume into that interface at specific times.

And we do three fundamental types of volume tests. We do what we call a normal day, which is trying to simulate a normal day at some point in the future, normal volume, a peak day which is roughly one and a half times the normal day -- so that would be all the students returning to school and they're all trying to get their phones or something -- and we do what's called a stress day, which is truly a stress in the computer stress sense. But it's one and a half times a peak day. It's two and a quarter, two and a half times a normal day.

And the first two, the normal and the peak, Qwest can pass or fail. We have standards, and they have to meet those standards. The stress day is just to see if the system behaves and degrades gracefully under very large loads. And it's diagnostic information. We just put it out there.

So for the stress day you kind of have to look and see and compare its performance to peak and normal for yourselves and say does that look okay. Because stress is the kind of day where there's been some major, major kind of problem and they're working on it.

CHAIRMAN BURG: But going forward -- I mean, this is probably outside the realm of this. Going forward if you ended up seeing two or three stress days a month or something, then is that meaning that underlying -- the underlying premise or, you know, that the norm needs to be raised?

MR. WEEKS: Well, when we conduct those tests we're sort of looking at a crystal ball, and nobody knows what the truth is. So what we do is we conduct the testing that helps us understand whether those systems will sort of sc up to handle more volumes.

What you never know for sure is are the actu volumes at that point in the future going to be more or less. And we have the hindsight of like the New York test. We did the New York test, an what we found in the New York test was that the actual volumes were much larger than what we h predicted they would be.

By the time we got to a couple of other tests hindsight said that the volumes were much lowe than what we actually tested at during the OSS Test. So you never know for sure what the future going to --

CHAIRMAN BURG: Was that part of factor of adjusting because of your New York experience?

MR. WEEKS: It may have been that, but I don't think it's solely that. I think it was much more the case that the CLEC marketplace New York City at the time that that test was beir done, I mean, it's one of the largest marketplace in the United States, and it just exploded.

CHAIRMAN BURG: Sort of an anoma

compared to the rest of them.

MR. WEEKS: Exactly. And if you look at whats happened in the industry over the last year or so ago, we just have a different marketplace than we had three years ago or two years ago.

MR. DELLA TORRE: If fact, the wholesale activity four years plus in New York wh we started was nearly zero. So we were truly forecasting from zero. Whereas, subsequent test we had some actual penetration rates of actual CLECs to look at that we could project a little more accurately.

But then subsequent to that again the commercial environment has flattened quite a bi

MR. WEEKS: But I think it's safe to say that these volume tests have -- they're interesting, they're useful, they should be done, but, you know, you can't hang your hat on them heavily because the system we tested will not be the system that's in place a year from now or tw years from now.

Qwest is going to make a lot of software changes in the next year or two. And so I have been trying to encourage folks to sort of pull in

the scenarios and not try to test out so far because you're getting a false sense of security that, you know, just because a system that's in place today can handle volumes that you think are going to exist a year from now, the software that's going to be in place a year from now isn't the software you just tested.

So you really can't say whether that software is going to meet these levels or not. You hope it doesn't go backwards. In theory it's possible. In fact, that's kind of what you saw in New York after New York had been in operation about six months. There was some software changes made and 10,000 orders fall on the floor in a one-week period just because of a bug in a piece of software. So, you know, all sorts of things can happen when you're playing with computers.

MR. DELLA TORRE: So far it looks like our volume projections here have exceeded the actuals.

MR. WEEKS: Because we're actually past the time where we forecasted to.

So that's the volume test. I mean, the good news is Qwest passed their volume test just like that. It's the first time the volume test has been passed the first time.

There are two diagnostics that are sitting out there. You might want to peak at those. But Qwest did not struggle at all with their volume tests. I don't know if that's just because they had good software or the volume testing that had preceded our testing in Arizona had, you know, beat all the snakes out of it or what, but it went well.

This is kind of the end of what we call the POP preorder order provision test sections. There's one or two little ones left at the back. We're kind of at a natural break, if you want to take a break. We're getting ready to start maintenance and repair.

MS. AILTS WIEST: Sure. Let's take a 15-minute break.

(A short recess is taken)

MS. AILTS WIEST: Go ahead.

MR. WEEKS: While we were off there was a question on the format of the presentation as to why some of the counts for evaluation criteria -- for example, in test 12 why those have a gray shading whereas 12.7 does not.

The ones that are shaded in gray are ones where there was a change in one or more evaluation criteria result between the draft Final Report and the final Final Report, if you were curious about why one looked different than the others.

Resuming with test 16, which is CEMR, which a graphical user interface that CLECs can use to turn in trouble reports, check on the status of troubles, look at trouble history on a particular circuit and so on. This was an evaluation of the functionality of that interface. As you can see, all of the evaluation criteria were satisfied, except for two.

The not satisfied on test 16 can be found on page 5, and the test cross-references 16-3-5, it's the ability to -- I'm sorry. I was looking at 5 because I was moving it. It's on page 6. I apologize. It is the ability to modify an existing trouble report during the course of the volume tes under peak conditions did not meet the benchmar

There were 13 different performance evaluatio criteria that had to do with the CEMR interface during the volume test. Qwest passed all of the 1 evaluation criteria during the normal volume test and 12 out of 13 of the evaluation criteria during the peak test.

So this is the one during the peak test that they did not pass. We wrote an exception number 31-07 for that and Qwest chose not to retest or conduct peak retests in order to try to improve that record on that particular modified trouble transaction. So that's why that's sitting as not satisfied.

MS. AILTS WIEST: Is this the one where Qwest did independent tests on their own?

MR. WEEKS: I believe Qwest has done that. They can put that on the record. We didn't examine any of their independent testing so I can' comment on whether their results are good, bad, indifferent. We have no opinion on the testing they did. We're just recording what we saw.

MS. AILTS WIEST: Okay.

MR. WEEKS: The next test, test 17, on page 2 is the MEDIACC EB-TA, which is electro bonding for trouble administration. This is a somewhat arcane computer-to-computer interface exists in a few instances. Not many CLECs have chosen to implement this interface. It is quite complex and the technology associated with it is not the sort of technology that most people have any experience with. But it does allow the OSS that is the CLEC to connect electronically to the

GUI at Qwest to exchange trouble information.

So this is a case where a decision was taken by the TAG that we would not cause this pseudo-CLEC, HP, to actually build this interface as they did for EDI on ordering and preordering. But instead that we would go into the commercial marketplace and find one of the CLECs that it actually implemented this, and we would conduct our testing of the functionality of this interface through that interface developed by the commercial CLEC. So when we did that test all of the evaluation criteria were passed.

Moving to page 3 now, test 18 is the third M&R test. This was the end-to-end trouble report processing which looks at kind of soup to nuts on the mechanisms and processes that Qwest uses to deal with trouble reporting. You can see that 10 were satisfied. The two not satisfieds on test 18 are found on page 6.

The first one is closeout codes. Whenever a service ticket is worked by a field technician to investigate and/or repair a problem they code that work order service ticket with a code that says where was the source of the error, what was the nature of the problem that they resolved.

MS. AILTS WIEST: On this one you were -- Qwest, did you look at their additional training and weekly internal audit they mention in their comments?

MR. WEEKS: I don't recall that we did that. Do you have any recollection?

MR. DELLA TORRE: I don't.

MR. WEEKS: It doesn't ring a bell. For us it's either coded correctly or it's not coded correctly, and because Qwest chose not to i this problem, from our perspective, from the OSS Test's perspective, we didn't do any further work.

MS. AILTS WIEST: Would you agree that the second two digits don't have as much meaning as the first two digits?

MR. WEEKS: Well, I think that's their opinion, and that's the source of our disagreement, that we think the codes as they are defined accurately and clearly reflect what the problems -- the nature of the problems and the solutions are.

And we think, you know, four digits exists for a reason and that, you know, they should be used. And Qwest says, yeah, sort of, but, you know. So we just disagree. It's as simple as that.

We intentionally introduced faults here, and when we looked at the closeout codes we didn't agree with some of the codes that we found in there. And upon investigation Qwest felt comfortable with their coding. They also brought our attention to the fact that there is a text based comment field on the service tickets that techs use to write in additional information about what the nature of the problem and the solution was.

It was KPMG Consulting's opinion that accurate closeout codes are useful. It permits problematic analysis in trends in maintenance and repair and we thought that it was appropriate that those codes be correct and that problematically analyzing those numeric -- alphanumeric codes would be much more straight forward than trying to parse out and gain information problematically from looking at the text field.

So this is a case where KPMG Consulting and Qwest just agreed to disagree on whether this was a problem or not. So Qwest chose to take a closed unresolved on exception 30-55. We agreed to disagree so we signed a not satisfied on that evaluation criteria.

COMMISSIONER NELSON: Are they the only company that you've dealt with that took this position?

MR. WEEKS: No.

COMMISSIONER NELSON: Did most of them take this position?

MR. WEEKS: No. So it's a mixed bag. There's some folks that try to be very diligent about this and others that kind of agree with Qwest that, you know, this isn't the be all end all of trying to --

In terms of whether the problem got fixed or not, this isn't relevant to that question. This isn't a question of was the problem fixed or not. This is a question of is the management informatio that's available for doing trend analysis and so on there. There are other ways to do that, which is Qwest's assertion and the assertion of the others who don't put the emphasis on it we do.

COMMISSIONER NELSON: Okay. Than you.

MR. WEEKS: 18.7 is the M&R work center support process. The work centers here support the CLECs when they're trying to understan what the nature of a problem is, what the nature of

the solution is. So this is sort of the M&R help desk, if you will, where CLECs can get their questions and issues about problems and troubles answered. And all the evaluation criteria were satisfied there.

18 A looks at the maintenance and repair process as opposed to just the trouble reporting aspects of that. It looks at the entire maintenance and repair process that Qwest uses to manage and monitor and control its maintenance and repair activities. And we found all the evaluation criteria in that area to be satisfied. So that's kind of the end of the maintenance and repair area.

Fundamentally what I think this record tells you is that Qwest's maintenance and repair activity are pretty much parity between retail and wholesale and that the mechanisms they have in place to manage and monitor all of that fundamentally work at least to our satisfaction.

Moving on then into the billing area, test 19 is the billing usage functional evaluation. Billing usage, otherwise known as DUF, daily usage feeds, come in the form of a file to a CLEC. They are, in effect, surrogate for the call detail records produced by the switches that track minutes

of use and so on for each of the calls that are made that are attributable to network element that's under the control of the CLEC.

So if a CLEC is doing usage-based billings, these files are important so that they can understand how a customer consumed those facilities. And what we do is make test calls of a variety of different types and try to see if those calls were accurately reflected in the DUF records that come. And after several retests we finally were successful at getting the correct DUF files.

19.6, which is the next test, is a management style test, process style test that goes inside of Qwest's operations and looks at how they produce and distribute those files to the CLECs. And for the most part all of that was satisfactory. The two unable to determines that you find for test 19.6 are going to be on page 8, and in those cases the unable to determines had to do with the fact that there is a defined process for returning DUF files that is not used by any of the commercial CLECs.

It's on the books at Qwest. We looked at it. You know, it looks okay on paper. But none of the CLECs use it. We did not use it. We did not use it on purpose because we used observations and exceptions to communicate to Qwest the problems that we were having with DUF. So the unables fundamentally are there because we didn't examine the DUF return process.

CHAIRMAN BURG: Let me ask you this Why was that a criterion then if you didn't use it and no CLECs use it?

MR. WEEKS: It was in the master test plan, and nobody ever changed or requested it out.

CHAIRMAN BURG: Okay.

MR. WEEKS: Test 20 is the carrier bill functional bill evaluation. This is examining the bills that a CLEC would normally receive in the normal course of business for the network elements that they have at their inventory. And, again, some of this is usage-based. We look at the usage that flowed through from the DUF files and looked to see that it made it to the bills for minutes of use type charges.

We look at both recurring and nonrecurring charges, and we make sure that the tariffs are being properly applied and the discounts are applied properly and fundamentally, that the bills are accurate. And were able to satisfy ourselves through the testing and observation exception and retesting that Qwest stands ready to produce correct bills in that area.

20.7 then is similar to the DUF production as looking at the bill production and distribution process. You have four unable to determines for test 20.7, and those can be found on page 9.

This is a little bit different than anything we've talked about so far. Qwest has a set of production processes and mechanisms that are mo in software. And so it's very hard to inspect those. And there's a bill production process, and then there's a post bill -- call it a quality assurance kind of process that looks to see if it appears the bills are correct or not.

So if we are receiving incorrect bills in test 20, it's very easy to infer that the controls that are in place to ensure accurate bills aren't working because we're getting bad bills. But once the bills become correct and we receive a correct bill, it's virtually impossible to tell whether that bill is correct because it was produced correctly the first time or whether these controls that are the checks and balances that try to verify

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that, in fact, they are correct found a problem and fed it back and they reproduced the bills or not.

We can't demonstrate conclusively that the controls work. We can only prove conclusively through testing that they don't work.

So you have in 20.7-1-3 and -4 situations where controls are said to exist. We see documentation that says that they exist. We don't open up the computer code and actually try to inspect the code to see that it exists because that's not very dispositive of whether the controls really operate or not because of the problems and issues that exist with desk checking complex programs.

And so we can only infer that they work or don't work by the outputs. And so we're just unable there.

MR. DELLA TORRE: As a point of information, in both of these cases we did see bad bills early in the test and, therefore, we were able to raise issues that the quality assurance portions of the process were not doing what they were built to do.

Once we then started receiving correct bills, as Mr. Weeks said, we couldn't determine that it

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was the quality control that was fixing it or the original bill production that was making them right.

MR. WEEKS: 20.7-1-5 is yet another beast. This is a case where the claims process exists but was not used by us as a testing mechanism. We used observations and exceptions. We didn't use claims. I'm on page 9 still. And so we didn't evaluate that process, same answer as before.

20.7-1-9 is a case where we're looking at bill retention and because the entire life cycle for bill retention hasn't run its course -- it's many, many years -- we're not able to verify that, in fact, Qwest is following those policies because not enough time has lapsed to get to the end of the life cycle so we can say definitely they are retaining those bills that were produced in the course of the test. So this is unable just because the test isn't, you know, five or seven years long. So that's that.

We can say the policies are in place. We saw the policies. We just can't verify adherence because of lack of duration to the test.

20.7 was the last kind of billing test that we

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need to talk about. So now we're going to move into kind of the cats and dogs parts of the test where there are a collection of other things that needed to be tested but they're not the core fundamental kind of OSS business processes that most people think of.

And CLECs spend most of their time doing preordering, ordering, provisioning, billing, maintenance and repair. Those are the hard core business functions. Now we're going to move into other aspects. They're very important for CLECs, but they're not kind of like the core Qwest business activities.

22 is the network provisioning, CLEC network provisioning test. These are things like NDRs, collocations, the ability of Qwest to participate in those more complicated engineering type of support activities. And you can see all of those were satisfied. There was one unable to determine, which is on page 9, which was 22-1-10.

And there just were no NDRs taking place during the course of the test that we could look at adherence to process. We said do the processes exist. Yeah, they exist. Are they well formed. Yeah, they're well formed. Okay. Show us that

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they really work. No NDR skill to inspect. So we can't say they do or don't work because nobody was doing NDRs so that's the unable on test 22.

Test 23 is change management, a passionate issue much cussed and discussed in the ILEC community across-the-board across the United States, a favorite in Washington. When we first got to Qwest to begin the OSS Test there was a change management process in place. Qwest has been -- in parties, not just Qwest, it's unilaterally.

Qwest and parties have been working very diligently to put a new change management process in place. In fact, it's a pair of processes, not a single process. There is a change control process that governs system changes, changes to software and documentation.

Then there is a product and process change control process that governs the nonsoftware related interactions and interfaces that exist between Qwest and the CLECs, which are what products are going to be offered and what flavors and how do those all work and how are they defined and what processes does Qwest have that are joint processes and the CLECs must participate in the

definition of those processes and the change management over those.

Change management is about the business of managing dead trees. It is about understanding what the specifications look like and what changes to specifics need to take place over time and accumulating lists of proposed changes, priority advertising those changes, allocating resources to those changes, taking the changes that are agreed to and prioritized and selected and then defining those in enough detail that the parties can all go implement their respective business practices and pieces of software and so on.

But it's all about specifications. It's all about written documents and what things should look like and when they'll be available and those sorts of things. So that's change management. And as one looks at the record on change management, there are seven unable to determines.

If one goes to page 10, you can see the test 23, the start of the list for the unables. And the unables here are mostly because this is work in progress. It continues as we speak to evolve. We, because of the nature of the testing, have to take a snapshot in time and say what exists as of some

cutoff date.

But I'll tell you that the change management process is not today what it was when we wrote this Final Report. It is evolving even as we speak. So if you look at 23-1-7, for example, we had written -- this is a comment about the systems CMP, change management process.

I've tried to annotate in parenthesis whether the evaluation criteria was evaluating the systems CMP. Or if you go down to 23-2-2 you'll see product/process CMP.

So what you see here is there's a couple of these 31-10 and 31-11 exceptions where we were calling out things in the change management process that are either -- weren't well formed at the time we got there or under implementation plans that didn't allow us to see the final thing come to conclusion before the end of the test.

So the record may be different now in these. I'm sure if it is, Qwest will bring that to your attention.

But these were cases where there was closed inconclusive on our part because we could see the thing forming but it just isn't quite soup yet and you can go investigate if you choose to when it's

now well formed and finished and so on. But we had to conclude the test without being able to come to a final conclusion on these particular evaluation criteria

The product and process CMP has a few more then the system CMP does. At the time we wrote this report it wasn't quite as far along in its maturity as the system CMP, but it is coming along Qwest has made a lot of -- Qwest and parties. I need to give credit to other parties as well. There's a lot of people working very hard to try to make this change management process a robust one and one that's responsive to the needs of the community as a whole.

So that's kind of where we are on change management. It's very much work in progress, but it's very, very far down the road. It just fell short of being mature by the time we got done.

24.3 is account establishment and management review. I'm back on page 3 now. All the evaluation criteria there were satisfied except one, which there was a process that changed very near the end that we weren't able to observe actually take place in the real world so we couldn't validate the adherence part. Account

establishment and management are those mechanism that Qwest uses and CLECs use together to establish an account team to pour that CLEC -- to funnel questions, problems, issues, and needs through -- in sort of a customer contact, first point of contact, sort of thing.

There are a lot of aspects of doing business with Qwest, especially early days, when you first start doing business with Qwest that come through the account team as opposed to through the other help desks. So that was our evaluation of all the other management processes that are in place.

Last page of results, 24.4 is the CLEC forecasting review. This has been in every MTP we've ever done. In many aspects it's sort of a -- I won't say it's a silly test in its intent but it's a test by its nature is fraught with problems.

Because of the anomaly created by the Act of '96 where we have a retail and wholesale organization under Qwest under one umbrella, the competitors to that retail organization, the CLECs, are somewhat hesitant to share their business plans and their wildest dreams with the wholesale operations at Qwest. That's understandable. And, therefore, the forecasting information that is made

available to Qwest wholesale operations by the CLECs is less than what you'd want it to be if you were running the wholesale business and less than you would normally see in some kind of vendor/supplier arms-length kind of business.

So CLEC forecasting is not something that -- it's important, but Qwest has to rely much more heavily on their observations of what they think is happening than they can on the information being provided to them by CLECs. And it's just the nature of the beast, and it's not going to change any time soon.

But we did evaluate it and the forecasting procedures that are in place are there and they're well formed. It's just less than spirited cooperation.

24.5 is CLEC training. This is the training that's offered to CLECs on the various interfaces and products and so on. We looked at the training regimes and so on in place. HP actually participated in some of the training. You can ask them questions about that. But our evaluation criteria were all satisfied there.

24.6 is OSS interface development review. It is the sister of change management. If change

management is all about dead trees and specifications, then interface development is all about software and real things that have to work in a real world. This is where I call release management takes place, which is putting out a new release of software, whether it's a major or a minor release and the environments that are provided to CLECs to test those pieces of software prior to their going into generally available public release.

There are two not satisfieds for test 24.6. They are on page 6. The first is 24.6-1-8, SATE. SATE is the test environment that's available for preordering and ordering testing. That environment -- it is our evaluation criteria that that environment should be a mirror image of the production environment. It should work just like production does so there are no surprises as you migrate from pre-release testing to production environment.

There are two fundamental areas in which SATE fails to do that. In the area of flow-through transactions, transactions do not flow through in SATE. Human beings intercept them and look at them and send them back. So there's some risk the human

being would not have caught things the software would have and the interface you just developed doesn't really behave the way it should.

The second is the fact that there's some products and services that aren't available for testing in SATE that are available in production. So those were our two main issues in SATE.

24.6-2-9 has to do with the fact that there is no test environment for MEDIACC for this electronic bonding of trouble administration. It doesn't exist. That's exception 31-09, probably not a significant industry issue unless the industry changes and decides to begin to start implementing this interface on a wide scale basis, which they have not done in the last few years. That is 24.6.

24.7, wholesale systems help desk, this is the help desk, if you will, for the people who are trying to do interface and software development and have questions about that.

24.8 is the ISC, interconnect service center support review. This is the help desk that supports ordering inside the ISC, are also the people who do the manual order processing for fallouts and manual handle orders. But for the help desk part of that we evaluated the ISC and

found all of that to be satisfying.

Network surveillance and outage support has to do with the way in which Qwest monitors its network as it operates and it operates a single network and it ignores whether it's CLECs or ILECs portions of that network and how it reports outages to people depending on the nature and severity of the outage. All evaluation criteria in that area were satisfied.

And the final test area was the 24.10, which is the ISC billing and collection support center. This is the billing help desk. This is where you go if you have questions about your bills, and that all worked out except for one unable to determine. And this had to do with some rep training. And there was no rep training taking place during the time we were making our observations so we had nothing to see.

That's a brief summary of a very large report. So if you think that was tedious, read the whole document from cover to cover. We'd be happy to take questions about the Final Report and what we did from the parties.

MR. DELLA TORRE: Now or over the coming days if you need any further input, please

don't hesitate to contact either of us.

MS. AILTS WIEST: Qwest, do you have any questions?

MR. CRAIN: Yes. We have a few.

EXAMINATION

BY MR. CRAIN:

Q. This is Andy Crain from Qwest. Mike, you testified regarding the capacity test that was run and stated that forecasts aren't always correct and it also doesn't go more than about a year out in the future. KPMG also conducted a scaleability test; isn't that correct?

A (BY MR. WEEKS) In some areas we did do limited reviews of scaleability, but not a pervasive across-the-board evaluation of scaleability.

Q Do you have your test report with you?

A I do.

Q If you look at what is probably at page 595 of your report, the results for section 24.6-1-21.

A 24.6-1-1?

Q -1-21.

A I'm there.

Q That and the following three or four criteria relate to that scaleability evaluation; isn't that correct?

A Well, the evaluation criteria being discussed have more

to do not with scaleability testing done by us. It has more to do with the management practices that exist inside of Qwest to monitor system utilization levels and systems performance and to trigger resource reviews and reallocations and so on.

So what we were doing there was looking at Qwest's scaleability documentation as opposed to conducting a scaleability test which would demonstrate scaleability.

Q Suddenly I'm very -- I understand your first responses then. So what KPMG conducted was a process evaluation of Qwest's processes to handle future demand?

A Yes.

Q And unforecasted or unforeseen demand; isn't that correct?

A Yes. As opposed to us going in and performing an independent assessment of whether you have resources that by their design are scaleability.

Q So you did evaluate Qwest's processes to scale its interfaces and scale its resources, and Qwest passed those criteria; is that correct?

A That's correct.

MR. DELLA TORRE: Around the ordering interfaces, I believe. I don't think this was global.

A (BY MR. WEEKS) Right. Which was the other part of my comment.

Q Moving on to the manual handling issue and observation 31-10, that information related to the manual input of application dates; is that correct?

A Yes.

Q And the review you conducted of LSR as related to that type of manual input versus -- that kind of type of manual; isn't that correct?

A 31-10 was about the business of we were conducting a test of the automated system's ability to properly record date and time stamps. And unexpectedly a handful of orders fell out from manual handling

Rather than ignoring those orders, even though we weren't looking for those things, we did examine whether or not the date and time stamps had been properly affixed by the human beings to those manually handled orders, and that's what led to 31-10.

Q And the evaluation you did in 31-10 was with regard to manual input of application dates; is that correct?

A That was one of the fields that we were looking at, yes.

Q What other fields did you look at?

A I don't recall. But clearly we were looking at that field.

MR. DELLA TORRE: The more accurate historical accounting of this issue is exception 31-20, was where we raised the issues -- or the discrepancy we uncovered when doing a much more global and broad assessment of the underlying data associated with a given order set presented in the PIDS.

We did not do the root cause analysis. We simply pointed out the discrepancies that we identified in the resulting performance data. That was exception 31-20.

In Qwest's investigation of the underlying causes it identified what was primarily systems related problems with application dates but also with time of day, orders were received and that had several nuances to it as well. It was weekend days and whether it was 3 p.m., after 3 p.m., 7 p.m. I remember being in there. So there were actually several underlying causes for this discrepancies in the data set.

After the retest was conducted to evaluate the systems changes that were made by Qwest we were able to effectively close exception 31-20 as closed resolved and satisfied. However, there were two other issues that remained open at that time for

which we opened observations, which sort of on the scale of significance importance size exceptions are larger and more material typically than observations.

So we opened two observations. I believe it was 31-09 and 31-10. One related to why these eight orders didn't flow through that we expected to flow through and why there was an error on one of them.

So manual order processing was 31-10. But the actual flow-through performance itself was 31-09. So we had opened these two observations subsequent to closing the exception because they were two smaller issues that were sort of off-shoots from the original parent of exception 31-20.

We were satisfied with the explanation of why those orders didn't flow through. It was, in fact, a pending order condition, which means if an order is submitted and then a subsequent order is submitted sometime later on that same account, it won't flow through. And that's according to business rules, and it makes good sense. So that therefore addressed observation 39-09.

31-10, on the other hand, was still a manual order problem, and I do recall that it was around

the application date as being what was incorrectly populated or calculated and then populated by a human being in the service center.

Q And then you went back and checked a body of historical LSRs that you had submitted for other tests, and when you went back and looked at those you looked at a set of fields; isn't that correct?

MR. DELLA TORRE: Yes.

Q Do you know the set of fields you looked at or whether or not they related to, for example, the population of due dates and application dates versus the population of features ordered, et cetera?

A It was the former, not the latter. On this I won't even call it a test. On this examination that we did -- what we said was if one out of eight orders -- if a human being made an order on an app date on one out of eight orders on this automated retest, then what in the other testing that we had done -- was there a similar pattern, different pattern, what do we see. And it was gathering information leading up to trying to get ready to think about a retest.

MR. DELLA TORRE: It was not an examination of a comprehensive set of data fields That, we had already done

Q Yes So to the extent you found problems in -- or not

even problems. To the extent you found during your limited review of a limited set orders mistakes that had been made, those mistakes that you found related to application date entry; is that correct?

A That's correct. Because HP in their role as the pseudo-CLEC was responsible for examining all the orders and all the responses that they received and had there been, and there were problems with the other kinds of fields that were in there, then those would have been and were raised as observations, exceptions by HP during the normal course of business.

So this limited focused examination was strictly trying to say did the pattern of manually handled orders -- was the pattern of due date, app date sort of -- not due dates, app date sort of things for manually handled orders and the ones we already looked at, does it still exist.

MR. DELLA TORRE: However, I don't want to limit this discussion to application date only because I don't think Mike or I accurately recall the exact underlying details, and I would be much more comfortable looking at observation 31-10 and even exception 31-20, which was the original place the issue was uncovered to limit this decision to the review of simply one data field.

Q I understand. I just was trying to get an understanding of I understand it might be more than one data field. I wanted to know if it was all data fields or --

MR. DELLA TORRE: No, it was not.

Q Okay Let's move then to -- do you have your KPMG -- and I don't even know --

A Exhibit 1.

Q Exhibit 1. If you could turn to page 5 of this, pages 5 and 6 list all of the not satisfied criteria of the test; is that correct?

A That's correct

Q I'd like to walk through all of those with you. On the first page you have the criteria that were not satisfied in tests 12 and 14; isn't that correct?

A That's correct.

Q Now the first two relate to jeopardy notices, and the dual test ended up being inconclusive in terms of the results or actually had conflicting results.

Can you explain how that happens and what the dual test is?

A Yes As I previously testified, the dual test has two hypotheses, both of which are tested, and the first hypothesis is fundamentally wholesale and retail are the same, they operate the same. And the second

hypothesis is that retail and wholesale are different to the disadvantage of wholesale by some significant amount. That is a statistical calculation that was agreed to ahead of time.

And when one of those tests indicates a pass and the other indicates a fail, then -- well, let me rephrase that. When the results of the test aren't consistent with one another, in other words, they don't both indicate a pass or don't both indicate a fail, then it's what's termed for the purposes of this test as a no decision.

And that, by previous agreement, any no decisions would be taken to the TAG and through the escalation process if the TAG couldn't agree.

Q And one of the reasons that you would end up with a no decision because of the conflicting test results is small sample size; isn't that correct?

A It's more likely that a small sample size would result in a no decision, but it's not predetermined that a small sample size would result in a no decision.

Q In fact, here we are talking about two criteria that had small sample sizes?

A We did have small sample sizes, correct.

Q And those were for 12-9-4, related to jeopardy notices for resale, products, and services, and 12-9-5 related

to jeopardy notices for UNE-P; isn't that correct?

A Yes. The timeliness of those, yes.

Q Moving on then to the last two criteria on this page, 14-1-34 and 14-1-36, those related to the results of OP-4C for business POTS, meaning business resale POTS and for UNE-P services; isn't that correct?

A That's correct.

Q And if you could turn to the criteria for -- the results for 14-1-31 and 14-1-33 in your Final Report, and it should be on page, I think, 195 or 196.

A 14-1-31 is the first one?

Q 31 and 33 actually.

A Okay. Bear with me. 14-1-31.

Q And that relates to OP-3C. Can you explain the difference between OP-3C, which is criteria 14-1-31 and OP-4C, which is the criteria for 14-1-34?

A 14-1-31, OP-3C, is installation commitments met, what percentage of the time did Qwest meet the commitment date that it committed to for business POTS, whereas 14-1-34, OP-4C, is the actual interval delivered. And it's not whether it met its date or not. It's how long it took on the average to provision it. So there's a subtle difference there.

Q So the results of 14-1-34 demonstrated that there's a -- during the testing, a difference of between 2.2

days and 1.5 days for the intervals?

A Right.

Q But if you look at 14-1-31, isn't it correct that for the 252 orders in the eastern region during the testing Qwest provisioned 100 percent of those on the committed due date?

A Yeah. I think the right way to think about this is that looking at -31 Qwest did 98.5 percent of its orders in the eastern region of the 252 when it said it was going to do it.

MR. DELLA TORRE: 98.5 is retail.

A I'm sorry. 100 percent for wholesale. 98.5 percent for retail. So the good news is, I guess, wholesale did 100 percent of the orders on the committed due date, but the interval delivered to the wholesale customers was longer than the interval delivered to retail customers. So I missed more appointments on retail, but the ones I hit I hit faster than the ones -- and I didn't miss any appointments on the wholesale side, but it took me longer to do those.

Q And the difference in the interval was less than a day. It was .7 days?

A That's correct.

Q The same is correct for UNE-P services; isn't that correct? If you look at 14-1-33, Qwest met 100 percent

of the intervals or 100 percent of its due dates for those orders as well?

A Yeah. The 246 orders that were eastern region, Qwest met all of its appointments on the wholesale side and got 98.5 percent of its appointments right on the retail side. And then what was the other criteria?

MR. DELLA TORRE: 36.

A 36. In the eastern region it took 2.8 days versus 1.5 for the retail.

Q Moving on then to the final criteria on that page, I guess actually moving back to those two issues, with 100 percent performance and 100 percent meaning every single one of our due dates on UNE-P and business POTS and if you look at the results for 14-1-32 we also provisioned 100 percent of our residential POTS orders on the due date; isn't that correct?

A That's correct. 238 orders in the eastern region, 100 percent of them met their committed due date.

Q So with these kind of performance results, meeting 100 percent of our commitments in these kind of orders is one of the reasons we ended up with a low sample size for jeopardy notices in 12-9-4 and 12-9-5; isn't that correct?

A I think that would be highly correlated.

Q Moving on then to 14-1-10 and 14-1-14, the other two

evaluation criteria on this page, can you explain some of the efforts you went to to find additional dark fiber and EEL orders after Qwest had fixed the problems you identified?

A As I tried to describe earlier, we made solicitations on the TAG calls asking for parties. I believe Ms. Anderson from MTG actually got on the phone and made some extra phone calls trying to get folks to participate.

We solicited from Qwest a list of orders of that type that were in their various order systems.

MR. DELLA TORRE: Every week.

A Every week and continuously monitored the actual ongoing order activity at Qwest. Pretty much everything that we could, every source, anyone that might have one of those kinds of orders we tried to tap into that source and understand whether those orders existed or not.

Q And so even though Qwest had made mixes and had changed its documentation and procedures, both Qwest and KPMG attempted to get enough orders for proving that it was able to follow those new procedures but through no fault of KPMG or Qwest's that simply couldn't be done; isn't that correct?

A And I would say through no fault of the entire CLEC

community that participated in the TAG process.

Q Thank you. And that's all the not satisfied criteria you had on test 12 and 14?

A That's correct.

Q Moving on then to page 6, the first evaluation criteria is 16-3-5, which relates to the CEMR capacity test. I think you testified that Qwest met all 13 criteria in the normal day and 12 out of 13 in the peak day; is that correct?

A That's correct.

Q Now the one transaction that was missed was modified trouble report for nondesigned services; isn't that correct?

A That is correct.

Q Now when KPMG set up this test did it weight the number of transactions in the test to reflect actual usage? And I'd draw your attention to Section 2-4-3-2.

A Yes. We attempted to analyze the patterns of submission in the various types of M&R transactions and give weight to a relative mix of transaction types during the volume test.

Q And if you could look at Section 2-4-3-2, which should be on page, I think 310 or 312.

A 2-4-3 -- what's the last digit?

Q 2-4-3-2.

A Okay.

Q Table 16-9 sets forth the percent of total transactions in commercial data that CLECs submit using for nondesigned M&R transactions through CEMR, isn't that correct?

A That's correct.

Q And could you tell me the number and percentage of commercial transactions that is listed in this table for the transaction that was missed which is modify trouble report?

A The table says 0.

Q Can you then look at the paragraph on the next page, paragraph printed at the bottom of the page, I believe it follows table 16-11.

A Starts out, "Since the percentages"?

Q Yes. Can you read that first sentence?

A "Since the percentages of POTS closeout add and modify transactions were 0, the calculated number of transactions was less than 1 per hour." That was the first sentence.

Q You can read the next one as well, actually.

A Thank you. "An adjustment was made to include one of these transactions per hour."

Q So real life transactions you found virtually none of the transactions submitted through this interface were

the ones where Qwest missed its benchmark in this test.

A The information we were given to analyze and develop the previously referred to table there were not any modified transactions in there.

Q Thank you. Moving on to -- and that's all the test criteria that were missed during the CEMR functional performance evaluation?

A Correct.

Q Moving on then to test 18, the M&R end to end trouble report processing, these two criteria, criteria 18-6-1 and criteria 18-7-1, KPMG set its own 95 percent benchmark for Qwest to meet during this?

A Yes.

Q And can you explain why KPMG did not use a parity analysis for these two criteria?

A Yes. We were doing a process evaluation. We were not trying to evaluate the overall performance of the M&R interface. We were looking at process adherence and when we look at process adherence we look at the extent to which the methods and procedures are followed, in effect, the percentage of steps that are followed.

And because the maintenance and repair process by definition is parity by design, we wouldn't have normally done any kind of parity analysis because this test isn't about how wholesale operates versus how

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retail operates. This evaluation criterion is about adherence to define a process.
Q So to the extent there's a not satisfied of these two criteria, isn't it correct that those two not satisfieds do not indicate any kind of discriminatory treatment between CLEC end-users and Qwest end-users?
A We did not design or control specifically for that. So it doesn't mean it does, and it doesn't mean it does not. I think if you take this test together with the parity evaluation that we did do, it would suggest what you're trying to suggest, but this is a stand-alone because it didn't have a control for wholesale versus retail and it couldn't demonstrate either way whether it was or wasn't.
Q And you did do a parity evaluation of the treatment of CLEC customers versus Qwest customers?
A Parity process between wholesale processes and retail processes.
Q And you found that Qwest, those processes do provide -- are nondiscriminatory?
A The processes themselves there's no discrimination built into the process.
Q And you saw no indication either in the actual testing or the process testing of discriminatory treatment on M&R --

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A No. That's what came to our attention
Q Thank you. Then finally moving on to the final two criteria on this page, criteria 24.6-1-8 relates to SATE; is that correct?
A That's correct.
Q And you found two fundamental issues with SATE, one being lack of flow-through and the second being the number of products supported?
A Right. Yeah. The list of products supported.
Q And to the extent you found Qwest not satisfied in this criteria, that was based upon SATE as it existed at the closeout of the test?
A That's correct. All of our results are Qwest as of that date.
Q And these do not reflect any changes or enhancements to SATE that may have been made after that day?
A That's correct.
Q Thanks. And then finally, moving to the last criteria, criteria 24.6-2-9, this relates to the test environment for media EB-TA. Can you explain what MEDIACC EB-TA is?
A Yes. It's an electronic bonding trouble administration protocol or interface definition that one can build software to. There is software that must exist on the CLEC side and software that must exist on Qwest's side

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Those two pieces of software communicate with one another and allow trouble reports to be submitted and monitored and closed out and so on through machine to machine communications as opposed to the other alternatives in this case, which are either to use CEMR, which is a graphical user interface where a human being talks to a machine or manual trouble reporting where a human being talks to a human being.
Q And isn't ill correct that for the vast majority of trouble reports CLECs use either CEMR or call those trouble reports in by telephone and that this is a fairly infrequently used interface?
A I think there are very few CLECs that use this interface, yes.
MR. CRAIN: Thank you. That's all I have
MS. AILTS WIEST: Did you have any questions, Midcontinent?
MR. KOENECKE: None.
MS. AILTS WIEST: Black Hills?
MR. EVANS: Yes. Thank you. We have a few. At least we'd like to try here.
EXAMINATION
BY MR. EVANS:
Q As I read the report or at least the portions of the

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report I read, I understand you divided them up in terms of regions; isn't that correct?
A There are three regions that Qwest operates in, and the structure of the test for the most part mirrored when it needed to that regionality.
Q What region, if any, does South Dakota perhaps fall into?
A I believe South Dakota is the eastern region.
Q And do you have any data that we could point to that shows how Qwest performed in South Dakota specifically?
A No. There isn't any South Dakota specific results that I think I could point to page XYZ and you could see this is South Dakota only kinds of results.
By design there was a whole test bed design done that was shared with the TAG and everyone about how many accounts of each different type and so on and what types of transactions would be executed in each of the states, and very faithfully KPMG Consulting and HP worked together to keep that mix. So there were specific transactions run in each of the specific states, and in the lowest level of details one could go find those orders and one could do those computations.
But because the nature of the systems that are being operated are at the regional level and not at the state level, we didn't report at the state level

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Q Okay. Now you've worked on this project, I understand, for about two years now; is that correct?
A Yes.
Q Okay. During that two years I assume you've developed at least some opinions. If you have an opinion, what is your opinion as to the performance in South Dakota specifically?
A I wouldn't have any opinion about that one way or the other.
Q Is that because you have not looked at the data?
A That's correct.
Q Okay. You had some discussion about the diagnostic measures, and sometimes diagnostics measures -- you came up with benchmarks, or you came up with parity. Did KPMG make specific recommendations at these meetings as to how some of these diagnostics might be made benchmarks or might be made into parities?
A No. Actually the TAG had agreed to a collaborative process for defining performance indicators that we were not a party to that.
Q Okay.
A So it was not appropriate for us to opine on any of the PIDS. Whether there was a parity PID, benchmark PID, or diagnostic PID, we fundamentally weren't asked our opinion on those. The only time where our professional

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opinion was introduced into the process was when we had an evaluation criteria for which there was no PID at all and then we had to invent a standard on our own, which we did in numerous cases.

But those don't fall into the diagnostic category. Diagnostic is a subcategory of PID.

Q Okay. Now during your two years of evaluation and massaging a substantial amount of data is there any evidence that perhaps one CLEC might be treated better than another CLEC, or did you see any kind of a trend where maybe one CLEC across all regions received preferential treatment?
A We didn't design to detect that. Our focus was not the CLECs. It was the company.
Q Sure.
A So we didn't see any evidence that the systems or the documentation or the management practices or the procedures or any of the elements that were part of what we were evaluating were in any way oriented to give preferential treatment to one party versus another.

MR. DELLA TORRE: The only place that we did some analysis that would have given us any insight into that was that we did compare the P-CLEC's performance into the aggregate

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wholesale --
Q The P-CLEC being the pseudo-CLEC?

MR. DELLA TORRE: That's correct.

A But not any of the commercial parts.

MR. DELLA TORRE: So if Qwest were giving preferential treatment to the pseudo-CLEC, we likely would have noted that in terms of assessing the numbers against the wholesale aggregate, but in doing the wholesale we did not see that.

Q Okay. I believe it's Fibercom's experience we have kind of a customer rep we continue to contact on a regular basis.
A Right.
Q In the testing how did you work it out if the pseudo-CLEC or KPMG, if they contacted Qwest? I didn't see that in the report?
A I will answer that. That question is best directed at Hewlett-Packard who functioned as the pseudo-CLEC. We did look at test 24 3, if you'll look down there at page 3. Part of that test looked at the whole account establishment and management process that all of the CLECs go through, including what the pseudo-CLEC went through.

And so I think it would be better to have HP

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answer your question to describe what techniques and methods that they used in order to ensure blindness and to work the account reps. I don't want to avoid your question, but I think because they were in the trenches and they did it, they would be better to answer that question.

MR. DELLA TORRE: And they also did employ the account management relationship and utilize that relationship extensively. They utilized the help desk as a means of resolving ordering issues and problems, billing issues and problems, but also the account management relationship which I think is what you are referring to they used that to escalate issues and try and help get information on issues that they needed resolution on.

Q Specific question regarding billing. And you apparently noticed some billing issues?
A Yes.
Q Did Qwest have a team of experts that they put on those billing issues, or did you go back to the original billing team? How did that work?
A We used the same mechanisms that a regular CLEC would use. When we executed the billing validation activities when we found billing problems or issues,

questions that we had, we would communicate those to Hewlett-Packard if that was appropriate or we would communicate as if we were members of the pseudo-CLEC. We would call the billing help desk and go through the normal process.

It was one of the hallmarks or the foundation of the test that the pseudo-CLEC and us as test administrators because in certain activities we actually did the activity of the pseudo-CLEC in no cases were we to be treated any differently than the other CLEC was.

And we purposefully used -- except the observation and exception process that I talked about earlier, we purposefully used all of Qwest's normal mechanisms for dealing with problems and issues. We did that so we could evaluate those processes and their effectiveness.

MR. DELLA TORRE: The observation and exception process that was addressed presumably by Qwest's subject matter experts to resolve problems, once they were publicly and put on the record through an observation or an exception, then of course they did whatever investigation root cause analysis and repair that needed to be made to those underlying systems that, of course, a

commercial CLEC would not go through that process

Q So they knew they were part of the test at the time they went back and rechecked bills and things of that nature?

A Well, there were people at Qwest that were sighted and people that were blind. So the people that were sighted were part of this observation and exception process. The people that were in their normal daily operations were blind to the fact this was a test order or this was a test bill.

There was a particular pseudo-CLEC that was established, but as far as the people at Qwest who were blind it was a real CLEC. In fact, we had an interesting thing happen in one of the states where there was a filing, and Qwest's people who were blind actually submitted the results that included pseudo-CLEC results, evidence of commercial performance in that state.

And we kind of had to tap them on the shoulder and say wait a minute, you need to back that out because that's not real. So we had a lot of evidence there were a whole bunch of folks at Qwest who had no clue who they were dealing with other than a real CLEC.

Q Now when the pseudo-CLEC resubmit these bills, correct

bills, what kind of time frame was involved in getting a corrected bill back? Do you know?

A I don't recall the answer to that question. Because the way that it would work is again through the observation and exception process first we would call the billing help desk to try and understand like a regular CLEC would whether we misunderstood something or whether we had something wrong, and they'd say, yeah, you're right, it's wrong.

So the problem identification process was the normal Qwest problem identification process. We'd then write the observation and exception. We would send it to the sighted people. They'd look at it and go you're right, we've got a bug in the billing systems. Or, yeah, you're right, some of your rate tables are wrong.

Those things if there was a system fix, there would have to be a system fix and that would get initiated inside of Qwest through their own normal mechanisms.

Q Any were any of the issues that came up in the bills did they pertain to nonterminated calls or calls that went on and on and on and were not terminated?

A That might have occurred in DUF and/or might have presented itself in billing. I don't recall whether that was a specific issue or not. I can say if we saw

that, then we would have raised the issue. And so it's a question of did we see it or not. And I don't know if we saw it.

MR. DELLA TORRE: If you wanted to do I fairly quick reference, because the information is all out there, either in the Final Report or in the observations or exceptions which are on the website you could look at any observations or exceptions related to test 19 or test 20. Test 19 is the DUF test. Test 20 is the billing validation.

And on the website all the observations and exceptions will reference the test that they're related to. So it's voluminous information, but the detail -- you can probably do a fairly quick query to find if that particular issue was identified.

MR. EVANS: Okay. Thank you.

MS. AILTS WIEST: Commission Staff?

EXAMINATION

BY MS. CREMER:

Q In looking at page 12 of your Exhibit 1 and looking at items 12-5-5 and 12-5-6, which tests whether Qwest returned rejection notices, those rejection rates ranged from the low 20s to 40 percent.

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Can KPMG elaborate about the interpretation of those rejection rates?
A By interpretation you mean what?
Q Good? Was it good, bad?
A No. I would hesitate to do that because, again, I think the answer to what's an acceptable rate I think has to be made in the context of an overall regulatory kind of due process. And --
MR. DELLA TORRE: If I may, I would like to say one thing about this, though, and that is that these are rejections provided to all LSRs. So whether or not -- if the CLEC submitted the error with incorrect information on it, then it appropriately received the reject. That would be included here.
If Qwest sent a reject on an order that was a mistake on Qwest's part, that would also be here. Any LSR, any order that was submitted that received a rejection notice would be counted here. So that would include that percentage of LSRs where the CLEC made a mistake as well.
So this number is a little bit tough to just look at and say, okay, a quarter for the east for GUI orders, a quarter of the orders were rejected and to think that that means anything about Qwest

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necessarily. Because it also includes CLEC mistakes. It could be a typo in the order when you were putting the telephone in and you typed a 1 instead of 2 when you sent the order and the Qwest system rejected it.
A I think we're saying at this level which is the level the PID is defined it may be meaningless. What may be more meaningful is the disaggregation under this that would get to the causes for the rejection.
And if you wanted to monitor the underlying cause of the rejection, that would probably be a meaningful exercise, but trying to establish a standard at this level probably doesn't make sense.
Q Were notices successfully sent for those rejections?
A Rejections are notices by definition.
Q Okay. Do you have a professional opinion about whether those rejection rates harm the CLEC's ability to compete with Qwest?
A Again, it depends upon why they're being rejected. If 100 percent of these are CLEC errors, then, no. If 100 percent of these are Qwest errors and they should have never been sent, then probably.
MR. DELLA TORRE: Right.
Q On page 14 of this exhibit under test 14 -- and it says east 6.2 seconds. Is that 6 minutes 2 seconds?

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A 6.2 seconds
MR. DELLA TORRE: 6 seconds. Right.
Q Okay. Well, then that changes my question. Then on page 15 of Exhibit 1, 15-1 and 8 and 15-1-18. 15-1-8 EDI the average response time was 39. And, again, and I'm assuming 39 seconds and not --
A Almost 40 seconds
Q Okay. While 15-1-18 for GUI the average response time was 23.9
A Correct.
Q In your professional opinion are those reasonable response times?
A Well, I'm going to give you my standard answer. I think parties need to figure out what reasonable is. I can tell you those are longer than one normally sees in most of the other tests that we've executed and so --
MR. DELLA TORRE: I'm sorry. I don't mean to interrupt there, but you'll note on page 12 the first two criteria, 12-3-11 and 12-4-11, are essentially the same but during feature function testing versus volume conditions.
So you'll note that Qwest's performance on a typical day, if you will, was in the -- was under 6 seconds for either interface, under 3 seconds for

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the GUI. During volume conditions is when we experienced 24 and 40 seconds.
A But I'd have to go back again and look at that and say this was on the volume test, was this normal day, peak day, the average of all of those? I'd have to crawl behind these numbers.
If this included the stress days, for example, I'd say, well, maybe it is acceptable. So I'd have to crawl behind the numbers and the disaggregations to understand whether this is a problem or not just on the face of it.
Q Okay. And then on page 6 of this exhibit, the first box, 16-3-5, did you read Staff's comments --
A No.
Q -- that we filed? Okay. How much weight should the Commission place on this result of not satisfied?
A 16-3-5?
Q Yeah.
A This particular one?
Q Yeah.
A Well, we're going to leave the area of fact and go into professional opinion. In my opinion this should not receive very much weight at all. It has -- I think has been pointed out this morning did not occur during normal. It occurred during peak. It was for one

particular transaction type.

That particular transaction type is not a frequently used transaction, and the miss was not very large either. And both the retail -- I'm sorry. I said retail. The amount by which it missed was not very large when you looked at what the benchmark was.

MR. DELLA TORRE: Specifically the peak test, I believe, was 27 second average response time and the benchmark we were evaluating that against was 24 seconds.

Q And then my question would be the same, your professional opinion as to 18-7-1. How much weight needed to be given to that not satisfied?

A We didn't talk a lot about 18-7-1. Now that you bring that up I don't remember that we discussed this in any detail, shape, or form.

Exception 38 had to do with out of service conditions where we had introduced the fault. When we went and looked at the nature of the fix that was recorded in Qwest's systems we didn't see what we expected to see. What we did see, however, was that the customer was back in service.

This is this discussion about maybe all's well that ends well, but the description of the repair that was recorded in the system by Qwest didn't match

what we thought the description of the repair to be. There's always more than one way to solve a problem.

So this is one where it kind of gives us a little bit of a concern but probably not inordinate amount of concern, given the primary objective is to get the customer back in service. That's got to be the number one yardstick that you use. And then how you do that, I probably would give the company some flexibility on how it actually accomplishes that.

And our question for raising this exception 30-58 or what the field tech's given in the way of methods and procedures for solving problems and the -- are those appropriate and are what they're recording in the systems accurately reflecting what they're really doing in the fields so that management can look at that management information and rely on it and analyze it and work with it. So those are the reasons for bringing this up.

I wouldn't ignore this one, but I wouldn't treat this as the end of the world either. It's somewhere in between.

Q Okay. I guess my same question as to 24-6-1-8, how important is it that they received a not satisfied?

A Well, in our opinion it's very important.

Q Okay.

A And as a long time software engineer I will tell you that having good high quality system testing environments that are a mirror image of production, I consider it essential. And when I run development shops and so on I've insisted on it. So I think this is an important one.

Q As to their change management management process, anything happened since the Final Report was issued that would cause you to change your opinion about Qwest?

A We have not made an investigation of the changes. I understand changes have been made. We have done no evaluation or investigation or any work on that area so I couldn't testify as to whether, in fact, anything's been done or not and if something has been done the nature of that and how effective it was.

Q Okay. Based on what you looked at then, based on the Final Report and your comments there, are those shortcomings sufficient to withhold 271 approval?

A They weren't in New York.

Q Okay. But we're not New York.

A You make your own decision.

Q So you're not going to offer an opinion whatsoever, professional?

A None.

MS. CREMER: Okay. Thank you.

MS. AILTS WIEST: Did the Commissioners have any questions?

CHAIRMAN BURG: I don't have any additional.

MS. AILTS WIEST: I have a question going back to the SATE. Did you look at their responses. I believe, in their comments they mentioned the implementation of automated response is VICKI. Did you look at that?

MR. WEEKS: We did a limited review of VICKI.

MS. AILTS WIEST: And your opinion was --

MR. WEEKS: It's in the test.

MS. AILTS WIEST: Did it take care of the problems to a certain extent or not?

MR. DELLA TORRE: We didn't do the extent or retesting of -- VICKI was kind of evolving as we were wrapping up so while it was introduced to us -- we saw white paper on what it was supposed to do -- we didn't have the opportunity to evaluate more from an experience in watching a CLEC use SATE or actually conducting any transactions to see if flow-through and the breadth

of order functionality available was, in fact, implemented. We saw papers about VICKI, but that's all.

MS. AILTS WIEST: Anymore questions?

MR. CRAIN: I just have one question, if I could.

MS. AILTS WIEST: Okay.

EXAMINATION

BY MR. CRAIN:

Q You mentioned that you compared the pseudo-CLEC results against aggregate commercial volume. Did you do the same for the results for the participating CLECs in those criteria where you used volume from a participating CLEC?

MR. DELLA TORRE: No.

A (BY MR. WEEKS) I don't think so.

MR. DELLA TORRE: The reason we didn't go down that path was because we didn't control the inputs for the commercial data. When transaction testing happened that utilized the pseudo-CLEC we knew when it was submitted, how it was submitted, why it was submitted, which interface was used, what the order looked like, the exact date, the exact time that that order went and when the responses were received.

We could not attest to those same conditions and exercise the same level of control over commercial ordering activity. And, therefore, because we couldn't validate the underlying data, it was a somewhat meaningless exercise for us to assess whether or not commercial data compared from, say, AT&T from Qwest and compared those two.

A And there was a different purpose for that comparison too. The purpose for comparing the pseudo-CLEC to the aggregate was attempting to address the issue of blindness, had there been any special treatment or favorable treatment.

My speech on that has always been in these tests that every CLEC gets different treatment, that an average is just an average. And I don't have the expectation that every single CLEC gets exactly the same treatment every month, month to month or the same treatment as the CLEC down the street does.

In the first place the mix of transactions is radically different from CLEC to CLEC. The businesses that they're in are radically different. Their levels of automation, radically different. Their level of competence and expertise, radically different from CLEC to CLEC. And all we're trying to do with that comparison we do is just see if there's any wild

difference between the level of performance delivered to the pseudo-CLEC versus that which the community sees on a whole on the average. It's about blindness. It's really no other purpose.

MS. AILTS WIEST: Any other questions of these witnesses? If not, we will break for lunch.

MR. WEEKS: Can I ask a question?

MS. AILTS WIEST: Go ahead.

MR. WEEKS: Are we excused at this point? Can we move on and do other things, or do we need to stay?

MS. AILTS WIEST: Do the parties have any opinion?

MR. CRAIN: We have no objection to them being excused.

MR. MAY: The other point I might make, the pseudo-CLEC presentation has been running about 20 minutes, just for your information. Typically it's not --

MS. AILTS WIEST: Okay. Is there any objection then to the consultants that have testified to leaving? Apparently not.

(A lunch break is taken)

(HP Exhibit 1 is marked for identification)

MS. AILTS WIEST: I believe what's been handed out is a pseudo-CLEC summary, and I've marked that as HP Exhibit 1. Is there any objection to that exhibit?

If not, that's admitted.

And if you would care to introduce yourself and give your presentations, go ahead.

MR. MAY: Thank you, very much. Good afternoon, Commissioners and Staff. My name is Geoff May and I'm with Hewlett-Packard and I've served as HP's program manager on the ROC OSS Te We'd like to briefly summarize for you on the record the ROC P-CLEC test effort.

With me is Don Petry who served as the lead technical subject matter expert for the HP ROC team. We will describe for you the pseudo-CLEC's interface development process and also summarize the test transaction phase.

So turning to page 2, I'll begin by summarizing several important P-CLEC principles, mostly from the test requirements document or TRD which has been mentioned before, then review the two major phases of pseudo-CLEC testing, the first being the building of the pseudo-CLEC and the second being the execution of the transaction

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tests. And finally I'll summarize the pseudo-CLEC's test reports and results.

Move to page 3. To begin with I want to highlight several important pseudo-CLEC principles which guided our test execution. From the TRD, principle 8 holds there will be no special treatment for the pseudo-CLEC from Qwest. The pseudo-CLEC will only use publicly available documentation and assistance.

TRD principle 12 directs the pseudo-CLEC test vendor to evaluate Qwest's wholesale interface development support given to the pseudo-CLEC as it builds its electronic interfaces. The TRD also calls for adequate blindness with regard to the identity of the pseudo-CLEC and in practice I can say that was a very high standard as compared to other state OSS tests.

The ROC also asked HP to operate the pseudo-CLEC in an expansive mode as compared to other previous state OSS tests. That is, the pseudo-CLEC was to recreate the CLEC experience to the fullest extent feasible.

Turning to page 4, so moving to the initial building phase of the pseudo-CLEC and noting the pseudo-CLEC's account management activities. In

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early July of 2000 the pseudo-CLEC began interactions with the Qwest wholesale account management team following the documented Qwest procedures and processes for establishing the CLEC. And we executed interconnection agreements in all of the participating ROC states.

For two years HP documented the pseudo-CLEC's weekly account management calls. Those calls were open and noticed to the ROC TAG. TAG members could dial in on a listen only mode bridge. And all meeting minutes and issue logs were also made available to the TAG distribution list.

Turning to page 5, HP built a pseudo-CLEC operation center in the Denver area deploying technical infrastructure including dedicated T-1 access to Qwest's OSSes. We deployed five telecommunications subject matter experts in the op center, trained 24 customer service representatives, developed an incidental contact database to capture all of our interactions with Qwest and completed various Qwest web-based downloadable and instructor-led training.

Turning to page 6, Don Petry will now review the interface development process during the building phase and also present a summary of the

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transaction test phase. Don.

MR. PETRY: Good afternoon. Starting on page 6 the largest set of tasks associated with building the pseudo-CLEC involved interface development and implementation. The P-CLEC developed various electronic interfaces to Qwest, including electronic data interchange known as EDI, graphical usable interfaces known as GUI, G-U-I, daily usage files known as DUF, and related usage exchanges, wholesale invoices, maintenance and repair using CEMR, C-E-M-R, and also loss and completion reports.

Turning to page 7, the P-CLEC executed interop EDI interoperability and certification testing following the Qwest EDI implementation guidelines and all of the published and documented processes. The P-CLEC certified on four separate EDI releases, releases 5.0, 6.0, 7.0, and 8.0, including recertification or migration activities between releases for IMA releases 6.0, 7.0, and 8.0.

And what I'd like to note is that the IMA releases 5, 6, and 7 were based upon the industry standard for local service ordering guidelines known as LSOG Version 3, while IMA release 8.0 was based on LSOG Version 5.

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Turning now to page 8, similar to what Mr. May described in the Qwest account management activities, the P-CLEC and Qwest EDI implementation team calls were open to the ROC TAG. Members could dial in and listen in on a listen only bridge to our weekly calls. All the meeting minutes, project plans, scenario and test summaries, documentation and question logs were published to the ROC TAG via the e-mail distribution list. Through this process HP also performed detailed analyses of Qwest's EDI disclosure documentation for releases 5.0, 6.0, 7.0, and 8.0.

Turning now to page 9, HP's review of the Qwest EDI interface support including comparing the Qwest documents to industry publications such as the ordering and billing forum known as OBF, the telecommunications industry forum known as TCIF at the American Standards Committee, X-12.

HP reviewed the Qwest product documentation and their wholesale websites. HP performed preorder to preorder and preorder to order data integration analysis as well as actual implementation. And that was used to conduct the ROC 271 test.

Turning now to page 10, the results of HP's

analysis were published as documentation logs, question logs, Qwest generated system change requests, which are known as CRs, and also observations and exceptions.

CHAIRMAN BURG: Can I ask a question here? How many system requests approximately were there? Was there a lot of them?

MR. PETRY: The change requests?

CHAIRMAN BURG: You've got Qwest generated system change requests, yes.

MR. PETRY: Correct. During the course -- across all the releases from 5.0 to 8.0 I would say there were probably in the vicinity of 200 to 300 change requests.

Keep in mind those were not -- they're called system change requests, but that doesn't necessarily mean that it's a system change that has to take place. That process is used for tracking documentation changes. So if there was a typographical error or some clarification that needed to be made in a Qwest published document, they would generate a CR to be able to track that through.

So it wasn't just system requests. Many of them were documentation requests.

CHAIRMAN BURG: What percentage would you say were due to things that you found in the testing?

MR. PETRY: All of the ones that we were aware of were part of -- as we did the review of the documentation and actually conducted the testing and the certification and the implementation of the interfaces when we would find questions or issues or anomalies we would through our question and documentation logs, which is the standard process that Qwest employs for working with the CLECs, we would bring that to Qwest's attention.

Qwest would research it and come back and say, you're right, we need to update this piece of documentation, a system change needs to be made, whatever the appropriate response was, and then generated a change request for that to be tracked internally.

MR. MAY: So the 200 you mentioned --

MR. PETRY: Are strictly as a result of ours.

MR. MAY: As a result of HP's efforts.

CHAIRMAN BURG: 200 are.

MR. PETRY: Yes. How many Qwest generates over all, I couldn't tell you.

CHAIRMAN BURG: So I got the feeling from the prior testimony that there was some in progress growth or change or updating going on as well in Qwest, but this didn't reflect any of those.

MR. PETRY: This did. What you have to understand is this covered four major system releases and the documentation associated with that. Throughout the course of the testing when Mr. May recaps our results, the final Qwest documentation is dramatically improved and enhar over where it started two years ago for the EDI disclosure and the processes around that.

So Qwest has through this process as well as the exception and observation process that was employed on the ROC Test implemented new procedures, new check points, as well as through the change management process a process to iden activities, identify issues, bring them to the community, get input from the community in term prioritization of enhancements or changes that nee to take place, as well as implementing release schedules for standardization of releases of the software, releases of the documentation and that.

So there has been an evolution over the course of this test.

MR. MAY: It's an ongoing process. What perhaps you're asking, a change managemen process by definition is one whereby, you know, as things in the future are encountered there's a way -- a mechanism to address that. And when yo said, well, there's still some stuff left to -- I don't know if you were referring back to Mr. Weeks testimony where he was talking about maybe the process itself and one of their observations or exceptions was at a certain state, but it is an ongoing.

CHAIRMAN BURG: But just to restate it, if I understood you right, those kinds of things were not included, it was the 200 came fro basically things you found, brought to their attention, and the changes were made?

MR. PETRY: Correct. We did not -- these were not brought through the CMP or previously known as CCMP process. These were through the Qwest EDI team who brought them t and Qwest generated these internal change reque

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to make the changes to the documentation.

CHAIRMAN BURG: Okay.

MR. PETRY: Does that clarify?

CHAIRMAN BURG: Yes.

MR. PETRY: Okay. Turning then to page 11, please. I'd like to now kind of shift gears a little bit and turn to HP's second major phase of the ROC Test, which is the execution of the transaction test.

KPMG Consulting acting as test administrator acted more or less as a marketing or sales department issuing test orders to the pseudo-CLEC's operation center on a daily basis. HP's test harness which was used to electronically transmit the test transactions to Qwest would then also send that test data electronically back to KPMG, and they use that in conducting their analysis.

Turning now to page 12, the pseudo-CLEC submitted transactions in support of many of the master test plan or MTP tests, including tests 12, 13, 14, 16, 18, 19, and 20. And the titles of those tests are listed here on this page also.

Turning now to page 13. HP also developed and implemented test harness technology for a successful execution of both feature function and

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volume testing using Qwest's GUI, EDI, and CEMR interfaces.

Turning now to page 14. During the course of the test the P-CLEC processed approximately 125,000 feature function related transactions. If you were to include the volume test transactions, there is well over 1 million records in the HP test transaction databases.

Now turning to page 15, Mr. May will now summarize the HP test reports and results.

MR. MAY: So to summarize it at a very high-level the P-CLEC test reports and the results in those reports, the P-CLEC's interim report was issued in March of 2001. We issued a report on the electronic bonding for trouble administration or EB-TA process at Qwest through to the execution of -- or through to the joint implementation agreement phase, not to actually deploying the technology. And that report was released in April of 2001 and both of those reports are available on the ROC website.

Turning to page 16. The pseudo-CLEC issued 94 observations, 93 of which were ultimately closed resolved. One was withdrawn and included in an addendum to another observation which was also closed resolved.

We issued 90 exceptions, 89 of which were ultimately closed resolved and again one was withdrawn and incorporated into another exception which was also closed resolved.

Moving to page 17 and to summarize the HP observations and exceptions by category, we note that the majority related to either Qwest's wholesale documentation issues or transaction processing issues.

Turning to page 18. HP's discrete final reports were issued with the overall ROC Final Report release. All reports are available on the ROC website. These include HP's test report 10, the order and transaction creation documentation evaluation, HP test report 12-A, the POP functional evaluation. That's from HP's scope.

Turning to page 19. HP's test report 12-B which was the pseudo-CLEC's OSS interface evaluation. HP test report 12-C, the pseudo-CLEC's account management evaluation and HP test report 24-B which was a review of the interconnect service center support given.

Turning to page 20. The final reports also include four significant appendices. Appendix A documents all of HP's observations and exceptions. Appendices B and C are preorder to order EDI field comparison studies of Qwest's IMA EDI releases 7.0 which as Don mentioned was based on LSOG 3. And IMA EDI release 8.0 which was based on LSOG 5. Appendix D documents the pseudo-CLEC's expecta of the Qwest account management team.

Moving to page 21 and to summarize the resul contained in these reports, in the test 10 report 106 of 108 evaluation criteria were reported as satisfied. Two were reported as not applicable. These were some issues related to flow through, which KPMG -- were the object of KPMG's test 13.

In the test 12 report 20 of 20 criteria were ultimately reported as satisfied. In the test 24-B report two of three criteria were reported as satisfied with one being reported as not applicable. And this had to do with the measurement of telephone response times for whi we discovered that there was an automated voice response system in play and made that analysis irrelevant.

Turning to page 22. So to recap the ROC pseudo-CLEC test effort, HP generated an extensive record including certification on four IMA EDI

releases, studies of preorder to order integration per Qwest IMA releases, EDI releases 7.0 and 8.0, actual implementation of preorder to order data integration on IMA EDI releases 6.0 and 7.0.

We tested 14 preorder functions, 17 Qwest wholesale products and five post-order functions. We issued 184 observations and exceptions over and above those issued by KPMG and Liberty Consulting.

Turning to the last page, the ROC 271 pseudo-CLEC test effort represents the broadest scope of any 271 test ever conducted by HP. HP's effort resulted in dramatic improvements to Qwest's wholesale documentation as well as a comprehensive review of preorder to order integration on two Qwest EDI releases.

Thank you. And we'd be happy to take any questions.

MS. AILTS WIEST: Qwest.

MR. CRAIN: Just have a couple of questions for you.

EXAMINATION

BY MR. CRAIN:

Q This is Andy Crain from Qwest. We had a discussion this morning about the rate of rejects that was demonstrated during the test. Had HP seen -- if HP had

seen LSRs that were improperly rejected, what would have HP had done?

A (BY MR. PETRY) If HP had observed LSRs that are improperly rejected, we would have documented those and the exceptions or observations and brought those forward. We also in a parallel path took them, contacted the Qwest ISE help desk acting as the pseudo-CLEC to determine if they had been rejected in error, why, and, if necessary, brought them through to our account management team.

Q To the extent there were any observations or exceptions on those issues, have all HP observations and exceptions been closed and resolved?

A Yes. They have all been closed resolved.

MR. CRAIN: I have no further questions.

MS. AILTS WIEST: Midcontinent?

MR. KOENECKE: Nothing. Thank you.

MS. AILTS WIEST: Black Hills?

MR. EVANS: Nothing. Thank you.

MS. AILTS WIEST: Commission Staff? Commissioners?

CHAIRMAN BURG: I don't think I have anything.

MS. AILTS WIEST: Thank you.

MR. MAY: I told you 15 minutes.

(Discussion off the record)

MS. AILTS WIEST: At this point we will take any witnesses from any of the other parties. But prior to that, I'd like to go over the exhibits.

Since our last hearing we've had some exhib submitted, and I'd like to go through those. I marked those. Let's go through Qwest's exhibit documents first. What I have is for through the end of -- well, we got those afterwards. I have starting on May 22 I have Exhibit 81, Revised SG 81-A, Red-lined SGAT, 82, Revised QPAP, 82-A, Red-lined QPAP, 83, Matrix of Disputed Issues, 84, Matrix of Consensus Issues, 85, Supplement Affidavit of Simpson.

And now I believe we will have marked 86, Performance Data, the January through April 200 performance data. I don't have the exact date we received that. We received this earlier. And 87 we can mark for the OSS Final Report, ROC OSS Report.

88 will be the OSS comments that were submitted, including all of the exhibits submitted along with those comments. Exhibit 89 will be th

response that Qwest submitted in response to Commission questions concerning unfiled interconnection agreements. And I believe Qwest will have one more exhibit that they're going to submit. I have 90 marked down anyway. So I'll leave that open.

MR. CRAIN: And Lynn Notarianni will be handing out Exhibit 90 which will be her overhead presentation for her comments today.

MS. AILTS WIEST: Okay.

MR. CRAIN: We'd move to admit Qwest's exhibits at this time.

MS. AILTS WIEST: Are there any objections to Exhibits 80 through 90? If not, they're admitted.

MR. CRAIN: And I was just informed and reminded that we are going to have one more exhibit, Exhibit 91, which Lynn Notarianni will also pass out, which is a letter from Nightfire, N-I-G-H-T-F-I-R-E, to Jeff Thompson of Qwest date June 27, 2002.

MS. AILTS WIEST: Does anyone obj to that or wish to see it before we make an objection?

MS. CREMER: It would be nice to se

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at least what it is.
MS. AILTS WIEST: We can handle that.
MR. CRAIN: Yes.
MS. AILTS WIEST: At this point I will not mark that as admitted. As far as my notes go, Midcontinent did not submit any other exhibits after the hearing.
MR. KOENECKE: I believe that's correct.
MS. AILTS WIEST: And according to my exhibit document, Staff has submitted -- I have three documents submitted that weren't at the hearing. The first one I have is I marked it as lost orders.
MS. CREMER: Right. We had asked Qwest to supply that information at the hearing, and they said they would. So they didn't put it in so Staff put it in.
MS. AILTS WIEST: I have that as Staff Exhibit 5 and then something I believe we received May 17, which I believe was another question asked of Qwest and they submitted it and Staff put it in as an exhibit. That was a payment made to Mr. Hausman for the Hausman Study.

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MS. CREMER: Right.
MS. AILTS WIEST: And the last Staff Exhibit I'm aware of are the OSS comments submitted by Dr. Griffing.
MS. CREMER: Right. Staff comments
MS. AILTS WIEST: Are there any objections to those three exhibits?
MR. CRAIN: Qwest has no objections.
MS. AILTS WIEST: If not, those will be admitted. As far as Black Hills, I don't have anything submitted after the hearing at this point.
MR. EVANS: That would be correct.
MS. AILTS WIEST: I do have -- for AT&T I have AT&T OSS comments. Are there any objections to admitting the AT&T OSS comments?
If not, they will be admitted.
MS. HOBSON: What number would that be?
MS. AILTS WIEST: I'm sorry. That was No. 15. And then I also have just today's Exhibits, MTG comments, KPMG and HP's summaries, I should say.
So at this point I believe we can go forward with Qwest's witness.
MR. CRAIN: And Qwest would call

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Ms. Lynn Notariani at this point.
LYNN NOTARIANI,
called as a witness, being first duly sworn in the above cause, testified under oath as follows:
MS. AILTS WIEST: Go ahead.
MS. NOTARIANI: Good afternoon. Are you all ready? Okay. Just briefly, by background just to let you know, my responsibilities in Qwest over the past two and a half, three years have been to facilitate Qwest's side of the effort to run the 271 OSS testing efforts both for the ROC and for Arizona. And with that, I think there has been a lot already said about the test and the component parts of the test.
I have provided a handout that overviews the major domains of the test pretty much in paralegal and in the order that Mike Weeks of KPMG talked about them this morning. And I am not going to go through all of the detail on these charts certainly. They are here to just give highlights of the particular domains, the tests that were in the ROC Test by number so you have easy reference to which tests cover preordering, which tests cover ordering, et cetera, as well as some of the overall conclusions around which criteria were satisfied

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and then I'll speak to which criterion weren't satisfied in the additional data that Qwest is putting forward in order to support our conclusions that we feel like we have, in fact, satisfied the criteria.
I'm going to try to focus on the particular areas of concern that have been brought up here today. Certainly if there's other additional information I skip over, you can ask me questions. I'm happy to go through it in more detail.
On page 1 the first domain area of the test, which was called preordering, there really have not been any issues brought up in this category. I would just point to the fact that in this test, as well as all of the tests, KPMG and HP tested the completeness, accuracy, and timeliness of Qwest's capabilities, whether they were through our systems or through manual processes.
And in the preordering area Qwest successfully passed all of the criteria that were put forward where there were PIDS applicable. Like preorder response times, those were passed. They did a capacity test of our preorder transactions and again we passed in that environment.
And I think you heard HP say they were able to

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integrate the data between our preordering and ordering interfaces. Simply our commercial results for PO-1 demonstrate for the past 12 months Qwest has been very successful in this area.

Moving to page 3, which is the ordering domain, that was evaluated in test 12, which was the transaction testing, test 12.8, which was manual order processing where the orders were actually submitted manually or faxed to Qwest. Test 13 was an evaluation of flow-through. And I'll just briefly talk on that because that's where a predominance of the diagnostic measures pertain, as well as 15, which was the capacity test and I think we heard a little bit about that this morning.

Again, there were nearly 50 different scenarios across 18 different products and over 10,000 LSRs submitted. Between the actual LSRs submitted and all the attending statuses that are collected on these LSRs I think HP has previously testified in a number of our other hearings that they built a database of over a million records, records based on the transactions that were executed as part of this test. We satisfied 88 of 94 of the nondiagnostic criteria. Two of them were

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not satisfied, and four criteria were unable to determine.

So moving to page 4, touching briefly on those last not satisfied or unable to determine criteria, criteria 12-9-4 and 12-9-5 had to do with timely jeopardy notices, which is PO-9 in the commercial PID results and the PID results for the pseudo-CLEC.

Again, I think it was discussed this morning that Qwest didn't, in fact, fail this test according to the way it's commercially measured in our commercial performance results. The nature of the ROC Test was that there was this dual statistics test effort which measured us two different ways, and because that result was inconclusive, the data was taken to the Steering Committee and a determination was made there that we did not satisfy the criteria.

However, I think two factors are probably important here. First of all, we have very strong, both in the test and commercially, OP-3 results, which are installation of our services and the degree to which we meet the commitments. And when you meet the commitments you get very few jeopardies.

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I think we saw that in the test. We see that commercially. And certainly if you look at Qwest's performance over the past 12 months our PO-9 results are very strong. I believe that actually passed in our commercial results for the past 12 months.

I'm moving to page 5. I'll spend a little bit more time here. This is the discussion that goes to criteria 12-11-4 and 12-8-2 and whether our preorder order performance results are consistent that Qwest produces with the results that KPMG got based on HP's data.

And I think there was quite a bit of discussion this morning around how it was initially documented based on that in exception 31-20. And through looking at the data and the systems fixes that were made as a result of Section 31-20, Qwest, in fact, was able to satisfy the comparison between the pseudo-CLEC data and the data Qwest collects about the pseudo-CLEC.

However, in looking at that exception, they found some errors in those orders that were handled manually. They found one error and opened up observation 31-10. And so in addressing observation 31-10 KPMG indicated that one way to go

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back and see -- because this was a single observation -- whether or not we in fact had a systematic problem in processing -- in manual processing of the LSRs they went back and looked at some past data. The past data from previous testing also came back very inconclusive.

And I think Mr. Della Torre stated earlier or Mr. Weeks, I don't recall which one, that they simply had not set up the test to determine a robust test that would really get at determining did you have a manual order processing problem or not.

At that point because it was such limited errors it was literally at the close of the test period. Qwest felt very strongly -- and that's what I'll talk about briefly here -- that we have quite a bit of data that is indicating that we don't have a manual error processing problem and it's not impacting the measures.

First I'd like to start with what did the testing provide that enables us to make that determination. I'll also talk about just briefly about how does Qwest internally have processes to limit human errors. And then I'm also going to talk about just briefly when Qwest does encounter

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processing problems where humans have made mistakes, what kinds of quality processes do we have in place to assure that we identify those, we train the folks who have made those mistakes and try and assure that they don't happen in the future.

First of all, in the testing if there was -- and, again, HP spoke to the fact that they processed and -- a significant number of LSRs and also issued a significant number of observations and exceptions. I believe contrary to what AT&T claims in the No. 75, I believe there might have been 49 or 47 observations or exceptions that actually contained a response from Qwest that said we did something manually wrong.

And, in fact, in all of those cases those observations and exceptions were retested and Qwest satisfied those through significant retesting of those observations and exceptions.

Additionally, in the testing effort KPMG in order to determine whether or not -- to get at the bottom line of do you have a systemic problem with the way your service representatives or the order writers handle manual problems came back with a recommendation to the TAG and the Steering

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Committee that they go visit some of our centers who actually do this work and analyze the processes that are in place, how they identify errors, how their managers work with those people when they identify the errors and the training processes that Qwest has in place.

And as a result of that effort KPMG -- I believe it was observation 30-86 -- closed that observation saying, in fact, Qwest appears to have in place significant efforts to actually -- quality effort to actually address manual processing problems when they occur.

Similarly, in the testing there were a couple of test criteria, and they were criterion 14-1-12 and 14-1-3 to 5, which I mention on page 6, which were tests that were performed that compared the LSR that were submitted, order request that was submitted by the pseudo-CLEC, what they had actually ordered, the number of lines, the features, et cetera, and at the end of the day after Qwest had provisioned that service to the customer and posted the customer service record did the customer service record reflect what was actually ordered on the LSR.

And, in fact, Qwest passed that criterion.

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They also made sure that when we processed the order and we were provisioning, for example, the features or the lines into the central office switch that we were doing that accurately. And Qwest satisfied that criterion as well. And both of those tested included orders that were manually processed as well as orders that were electronically processed.

So there is fairly strong test data in the record that demonstrates that there is not a manual order processing problem.

Similarly, and I am not the performance measures expert or the one who worked directly with Liberty Consulting on their performance measures audit to the extent that folks from Qwest such as Mike Williams did. However, in the Liberty audit, which was to assure that the measures as we were calculating them were accurate addressed, the manual order -- or the manual processing issue through several of their observations.

And as Liberty was doing that, if a measure was required to be put together based on some manual processing or data, they took a look at whether it was accurate. They initially had some concerns. They went back in some cases. The

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concerns were not Qwest's problems. In a number of cases Qwest had fixed things. All the PIDS were audited to the point where they were able to determine there was a minimal to almost nonexistent impact of manual processing on the performance measures.

So, in other words, they took a look at approximately over 10,000 orders and trouble tickets that actually involved manual processing and simply did not find an error rate that was significant enough to impact the results of the PID.

Just briefly then --

MS. AILTS WIEST: I'm sorry. Before you go on, is this the area, though, where Colorado issued its decision where they asked or told Qwest to develop a PID for manual service order accuracy included in the Colorado Performance Assurance Plan?

MS. NOTARIANI: I think it is one of the states in which they did ask us to include in its PO-20, which is manual order accuracy, which compares and makes sure that the LSR submitted is, in fact, what we provision and provide and do a comparison to make sure what they ordered and what

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we provide matches.

I think it got its genesis actually through the testing effort and through, I believe, the Steering Committee asking KPMG to go back and look at if there are measures in place to manage manual processing.

KPMG came back with a recommendation, much of which Qwest felt is already addressed in existing PIDS, many which are disaggregations, extensive disaggregations that really don't get you any additional data. And a piece of it was to take a look at the accuracy between the LSR and resulting service.

So in response to that Qwest has submitted a proposal for PO-20. That is what Colorado asked to have be part of a -- I'm not sure. Andy could probably tell you whether it's actually part of their performance plan or not. And Qwest is moving forward with implementing that and will actually provide results on that and is taking it to the long-term PID administration process to have the further negotiation on what the actual PID definition will eventually be.

But in an effort to support our conclusions and to make sure we're up front that we are doing

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manual processing correctly, we will be providing data on that even prior to agreement on the PID, and then we'll modify it accordingly.

MS. AILTS WIEST: Okay. Thank you.

MR. CRAIN: To clarify the question about the Colorado order itself, Colorado ordered us to include our proposed PO-20 in the PIDS that we will report every month, but they are not going to include the PO-20 results into the PAP until it's reviewed at the six-month review.

MS. AILTS WIEST: Right. Thank you.

MS. NOTARIANI: Now I think some of the concerns -- and I'm sure they were probably brought up directly in AT&T's filing. It's certainly what we've heard as we've gone state to state -- fall into three areas with their concern of manual order processing errors.

The first is do those errors cause you to -- do they cause longer intervals on the CLEC services than on similarly situated Qwest services? In other words, does it extend the application date of the order unnecessarily and therefore it takes longer for the CLEC to get their service than they should.

Generally our OP-4 results show shorter

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intervals and specifically I believe it's OP-4C shows shorter intervals for the CLECs than they do for Qwest on similarly situated services.

Additionally in our centers we have procedures that are used that we call same day in same day out. So to the extent that an order does come in and it has to be manually processed, the goal of the center -- and certainly they measure against these results -- is to get that order out the same day if it came in the same day and therefore it minimizes the opportunity for a service rep to make an error and extend the date or to actually extend the date out because they just didn't get it processed quick enough.

Another one that was brought up this morning and AT&T has raised is around erroneous rejects of the orders, in other words, we reject the order back to the CLEC but it really wasn't anything they did wrong. And, in fact, we have a very low manual rejection rate. And that is identified in PIDS PO-4A-1 and PO-4B-1. We also do internal reporting in this area, and on our total LSR base we have found that we only reject -- well, we reject less than a half a percent of our orders in error.

So when you see -- and I think the question

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was there this morning when you see a reject rate of the CLEC's orders on any particular product-type of 20 or 30 percent, less than a half of that is due to us being mistaken about rejecting it. It really is, in fact, CLEC's problems.

And I think just as Mr. Crain had asked Mr. Petry from HP, HP submitted extensive orders during this test and there wasn't about anything that he missed. And if we were sending -- if they were sending in an LSR and we were sending it back saying it wasn't correct and they disagreed with us, we saw an observation or exception. And they closed the observations and the exceptions so it simply was not a problem for us.

And I already spoke to the tests that KPMG did in their provisioning test to assure the LSRs and the CSRs matched.

Just closing on the types of internal data that we review to make sure we similarly don't have manual processing errors, we have done an internal audit as this issue was raised late in the test. We started doing internal auditing to make sure specifically as it was focused on application dates because that was the cause of observation 31-10 that we were putting the right application dates on

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the order.

And, in fact, our internal audit data shows that we are on -- I don't want to misquote this. That anywhere -- our application rate accuracy ranges anywhere, depending on the product type, between 96 and 99.5 percent. So it is very high. It certainly can fluctuate a bit around there depending on the product or the week or month you're looking at. But we're continuing to look at this data and this internal audit data to ensure that when we find these kind of problems the folks who are causing them are trained.

Additionally, there are systems -- we have done a number of things over time to eliminate manual processing errors. We've put additional edits in our systems so that more orders flow through and don't have to be held manually over time.

We continue to look at the training curriculum and make sure that it's up-to-date and we have ways when new service reps are brought on board or new order writers are brought on board to actually be trained to shadow a person who knows what they're doing so that they are not kind of let loose into the field to process orders until they know what

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they're doing.

There's quality reviews. We do trend analysis. I think I spoke to a number of the internal audits. And, of course, you asked the question about PO-20. So, again, that is going to actually produce data that will be able to assure the states going forward that we're correctly manually processing requests.

Just finishing up on that issue, what we do do when we find -- or what are the options that are available to CLECs if they believe that something has been processed incorrectly? We have significant electronic status tools and are making an enhancement to one of them that will actually -- after we send them -- they're from order confirmation. We'll actually show them what kind of data we put on the order so they can make the comparison if they have a concern.

We have a help desk available to them. Certainly there are service managers and account managers and escalation processes that can work their issues. And at the end of the day if they feel like there is a systemic problem at Qwest or there's a particular area they think needs work, all of the change management processes have been

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defined for them to be able to bring changes they want to see in Qwest's systems or processes to the table.

And if it really is a problem, it's going to get changed and we're going to have a new process or new systems enhancements because those are going to be prioritized predominantly by the CLECs themselves, and that's what will drive our future systems changes.

Moving to then -- make sure I've got all the ordering issues on manual processing covered. I think I do.

Moving to test 13, which was flow-through, again, I think there was quite a bit of discussion about that this morning and I think the predominant reason was that it came back to the diagnostic PIDS. And KPMG indicated that they just read out the data around our flow-through results from the test. In fact, during -- and I don't remember how early on but over the course of the testing the ROC TAG as well as the Arizona TAG through the states negotiated benchmarks for flow-through. And those benchmarks are in our commercial performance results. And if you try and do a mapping -- and I won't go through each and every one of them, but

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for resale, unbundled loops, UNE-P, and local number portability which are the products usually that are flow-through eligible, benchmarks have been set that are progressive over time and range between 70 and 90 percent and both in Qwest's commercial performance in South Dakota, which is PO-2B, as well as the results from the test that are identified starting at -- I believe it's page 12. Actually PO-2 starts on page 13. All of those test results exceed and in most cases far exceed the benchmarks that have been established by the ROC.

And just wrapping up the ordering area, the capacity test was briefly spoken about this morning, and I'd just like to clarify one point. While certainly each release of your software could cause somebody to say does your capacity still hold up in terms of peak and stress conditions, again, Qwest successfully passed this test. We probably did better than any other ILEC in the nation just from the get-go.

We passed all of our performance measures, even though for the stress test they were diagnostic. We still met the benchmarks even at the stress level. And it is part of our software

process to make sure that as each release occurs that we are making sure we can handle load.

And we monitor load on a monthly basis and expand our systems and add hardware and software and the necessary capabilities in order to handle stress loads.

So where a software release, I think, was mentioned in Verizon that caused them right after their testing to lose 10,000 orders, first of all, I don't think that was a capacity issue. It was a software error. However, Qwest has not had a problem from release to release.

The pseudo-CLEC went through four different releases. We haven't lost any orders. And there is a measure, and I apologize, I don't have it in front of me, that measures the degree to which Qwest is able to identify and not lose LSRs. And we have never performed at less than 100 percent for that measure commercially.

In the provisioning area, which is once the order has been issued -- it's the fulfillment of the order and the installation of the order -- it was evaluated in three different tests. Of the 105 nondiagnostic criteria, 96 were satisfied. There were four that were not satisfied and five

unable to determine.

Just briefly, I think we heard a little bit already this morning about dark fiber and EELS and the degree to just -- there was simply no volume in order to complete the testing of these products.

At the time that we were being tested Qwest, I think, had some documentation issues and so there was some concern that if the documentation isn't correct, certainly you wouldn't be able to provision it correctly.

Qwest was able to resolve the documentation issues to KPMG's satisfaction and close out that piece of the exception. Post that, there simply wasn't the commercial activity in order to observe it to know -- to be able to completely close out the criterion.

OP-4C for both business POTS and for UNE-P POTS which were the subject of criteria 14-1-34 and 14-1-36. Those were two particular PIDS. OP-4C for results for business POTS, in fact, was specific to the eastern region. The failure of that criteria, however, it did get into, as we spoke to this morning, a couple of issues around processing orders, over the Saturday time frame as well as the cutoff time.

Qwest in some of the recalculations of those PIDS at the end of the test when they recalculated it for test purposes it wasn't exactly measuring what was happening in the commercial environment. But we did agree to go back and measure it according to the way the TAG agreed. Based on that, Qwest has turned to its commercial performance and said, okay, if we want a true picture of what's happening commercially, are we meeting this criteria.

And, in fact, since the PIDS have been modified since Qwest is accurately doing the process, including Saturday intervals Qwest has passed the past three months in South Dakota for OP-4C results for business POTS and for UNE-P POTS has passed that PID for the past four months.

MS. AILTS WIEST: And for the region also?

MS. NOTARIANI: The region, I believe -- and Andy might be able to correct me if I'm wrong. In the region I am very comfortable -- well, for business POTS we have been passing it for quite awhile in the other regions. For UNE-P it's at least been April and May and in many cases March, April and May. And I think it varies

between two and three months across the region.

MS. AILTS WIEST: Okay.

MS. NOTARIANI: Okay. In criterion 14-1-44, which is mentioned on this page is just the part of the provisioning test that correlates with the ordering test that had to do with the manual processing errors. So the same results commercially as well as the test results and the quality processes that I explained for test 12 also apply to this particular test 14 criterion. They're all linked together.

Billing is the next logical transition that happens after the order is provisioned. Again, I think in this particular -- there were several tests here taken: Do you provide accurate usage files, do you provide timely and accurate summary bills to the CLECs, and are your processes sufficient around that to ensure that you can perform billing functions satisfactorily for the CLECs.

There were 85 criteria, 78 satisfied, and the unable to determines I think Mike Weeks spoke to this morning about how some of them were embedded in software processes or exist too far out in time to be able to reasonably observe.

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Certainly while we spent a great deal of our time fixing billing problems during this test, it was a broad in-depth test and really proved that Qwest has a sufficient daily usage file and summary billing process and system in place to produce bills going forward.

So from there I am going to jump all the way to page 14, which is maintenance and repair. Maintenance and repair was looked at in three ways We have two different systems. One was referred to as CEMR, the CLEC electronic maintenance and repair. No. It might be customer electronic maintenance and repair. That was the subject of test 16.

Test 17 was the comparable repair system to our EDI ordering interface, which is electronic bonding trouble administration. And then test 18 through 24 there are actually manual trouble ticket processing, repair accuracy, repair trouble ticket coding, and all the processes that you use internally at Qwest to satisfy repair requests.

Again, very strong results in this area. 92 of the evaluation criteria were satisfied, and three weren't. So I'm going to focus a little bit on the three that weren't.

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We talked about the volume testing and the one transaction that had a response time of 26 seconds rather than 24 seconds in the peak volume test I think we heard it stated earlier that transaction's almost never used. It was running at a rate of just barely over 0 percent when we provided the data to KPMG. It continues to run at approximately that level.

Mike indicated it was not a big deal I guess in looking at it a little differently because you had asked about our internal tests that we ran, we ran those internal tests because when we got this exception from KPMG we needed to figure out what to fix. And when we went back to figure out what to fix this was our way of helping to determine was there something there that needed to be fixed.

When the results came back such that we were hitting the benchmark that they had set -- it's not a PID benchmark, it's a benchmark KPMG had set -- we weren't able to figure out what to fix. So when you had almost no use of the transaction and it was going to cost significant time and effort to figure out what to do differently we didn't feel it warranted my expense to go any further

In the end to end trouble report processing,

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which dealt with both trouble ticket coding as well as do you do accurate repair of your services, there were two criteria that weren't satisfied Criterion 18-6-1 had to do with trouble ticket coding. And, in fact, Qwest and KPMG agreed to disagree.

I think that Qwest -- I believe our final rate that they calculated of trouble ticket coding was upwards toward 90 percent. It might have been 88 or 89 percent. When we looked at the actual examples that they gave us, in fact, the disagreements were in the second two digits of a four-digit code.

KPMG did not analyze the narratives that accompany those trouble ticket codes to determine whether or not sufficient data exists there to indicate that the trouble was fixed correctly. And when we were trying to understand what about our process needed to be different or whether it mattered, a couple of things happened.

First of all, we do do internal audits of the trouble ticket coding so we do have processes in place that are currently looking at the quality of trouble ticket coding that compares not just the second two digits of what the trouble ticket was

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that came in from the CLEC but also compares the narratives and, if necessary, does the investigation to figure out if we repaired it correctly and used the right codes.

I believe -- and I apologize, I don't have it right in front of me -- there is an exhibit that has been put in the record -- I do have it. It's Exhibit LN OSS-04 of the verified comments of July 3 that indicates that for the State of South Dakota we are consistently running above 95 percent trouble ticket coding accuracy.

Those audits are performed on a weekly basis across all of the different areas. When I say areas I mean there's technicians located in various locations so all the different locations to assure that we do that kind of processing correctly.

Mike Weeks has indicated that this data may be important to trend analysis so when you are fixing your network in the future do you really know where your problem spots are. And, in fact, those two codes are used for that purpose. But they're only one piece of data that's used for that purpose.

The test that KPMG performed as he said was a process test around our documentation and are you following the process. It wasn't a test designed

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to cover do you have a proactive maintenance process for your network that accurately determines where you need to make fixes in your network.

So KPMG has clearly stated that they feel like that's the purpose of those two digits, that their test wasn't set up to measure that, and Qwest uses a lot of pieces of data to determine where to fix their network. So between that and the ongoing audit we have we really feel like we've covered this particular point pretty thoroughly

The last one and I think Mike mentioned he didn't think it was a big deal or kind of fell somewhere in between not a big deal and could be a big deal was the criteria around do you accurately repair your circuits.

And, again, Qwest in the test ended up with a 92 percent result, and it was criterion 18-6-3 According to Qwest's records and when we went back and looked at the examples that KPMG had given us and you take into account the fact that -- just like Mike said, there is more than one way to fix a circuit.

And they introduced a trouble into the network, physically introduced the trouble into the network and expected, for example, that one

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component part of the network to be fixed. Well, according to Qwest's policies and procedures, depending on what the problem is we may not fix it that way. We may choose to just perform what Qwest calls a cut to clear. In other words, we find the problem, just move it over to a new facility and don't worry about fixing that existing problem. KPMG comes out, they still see that existing problem on that one piece and say you didn't fix that.

So I think with all the gives and takes we felt we had ourselves at about 96 percent or 97 percent repair accuracy rate. KPMG disagreed with that. We didn't feel like retesting, if that was their criteria, was going to produce any different results because of the fact our technicians following the procedures they should be following and it may be different than what KPMG expects to see.

CHAIRMAN BURG: Let me ask a question on that. Because from what I understood, what they were testing to was whether you were following the procedure that your technicians were supposed to follow and that's what you're being evaluated on. And you're saying it's different

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than that?

MS. NOTARIANI: In fact -- and it probably almost takes going back to some of their work papers. In this particular test KPMG went back to trouble ticket codes. So they did look at our procedures, but when they actually looked at the line and was it repaired or was it not repaired they didn't go back and do that correlation to your procedure and this particular circumstance gives you these two options or tells you to go down this fork in the road versus that fork in the road and therefore you're okay

When it came down to them saying that this was not repaired accurately they looked at the code, the trouble ticket code, and they looked at the physical broken part -- well, I'm not even sure in most cases they came out and looked at the physical broken piece of it

What they looked at was we know we introduced a physical problem at this part in the network, your coding and the way you've resolved it don't indicate that that's how you fixed the problem and, therefore, there's a mismatch so it's inaccurate

CHAIRMAN BURG: The only thing -- and as we were talking about it before -- that I

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find possibly a little problematic to me as a farmer I can fix a lot of things with baling wire but you better get rid of the baling wire and fix it right at some point. And so I'm wondering -- and we've seen this too with complaints we've had. You're able to go back and do a patchwork that makes it work, but many times it's on a temporary basis

My concern is is that what we're considering adequate fix when possibly there's a process that should have been followed to make sure it was completely?

THE WITNESS: I don't think that this particular test would have been -- you would be able to make that correlation. So I'm not going to say you're right or you're wrong in that Qwest does or doesn't do things that way in the real world.

What I'm saying, in this test in particular because of the nature of setting up a test they would go into a particular central office, for example, and we would find that the trouble tickets that they would submit or the lines they would break would all be within one block inside that central office -- or a certain group of lines that

are all very close together in terms of the equipment that handles it in that central office and then to a certain point in the outside plant.

When those kinds of situations occur -- and, of course, then when they'd submit the trouble tickets we tended to get a bunch of them on one day. So we'd see all these trouble tickets come in, we'd make that correlation, and we'd say, oh, bigger equipment problem than just this one line and that in and of itself -- but I'm not a network technician. But that in and of itself caused us to go change and fix those things at a different part in the network than we otherwise would have fixed if the particular tickets had been spread out either across different central offices or different groups of equipment within the central office.

So we did a more global fix. They were expecting a line-by-line fix. We got dinged. Now that doesn't mean we fixed it wrong in the real world. That's really how we would have treated it, and that would have been the appropriate fix to make. And so it wasn't just a bailing wire fix.

But it was an inaccuracy according to them, but it was due to the nature of the way the test

was run. So that's why I'm saying when you bring up your point I don't know that I can make a correlation between what you're asking me and the inaccuracies that KPMG found.

What we, again, have tended to fall back on -- because, as Mr. Crain brought up earlier, you know, KPMG said this isn't about discrimination. We're not saying you repair any better or worse for your retail side or your wholesale side.

There are significant repair PIDS in terms -- and the ones we tend to point to are MR-7, which is our repeat report rate, which will tell you if we fix it -- or we think we fix it and it subsequently has problems. If you're encountering that a lot, you're going to see high repeat report rates.

Our trouble rates in general for products is very low. The repeat report rates are generally better for retail or they were definitely at parity between retail and wholesale. And so those are where we tend to look back to know our commercial performance is okay.

Because the customers don't come in and assert the problem's on the line themselves like they did on the test. So when the customer calls in we

don't know for sure where the problem is. We rely on our processes and procedures to determine that.

The last test I want to talk about in closing is technical assistance. Technical assistance was a very broad category and reflected in several different HP as well as KPMG tests that had 114 criteria that took a look at the existence, the adequacy, and the inherences to processes and procedures, how good is your documentation and how good is your support that you provide out to the CLECs.

So it started all the way up front to account managers and the support that's given through your account and service managers, went through help desks, went through IT help desks, IT documentation, wholesale documentation, network documentation, and really did a thorough review of all of those, our forecasting processes and et cetera.

It really came down to in terms of any sort of issues in technical assistance which I have identified on page 18 is our test environment that we make available to the CLECs in order to develop their EDI interface or to develop their EB-TA interface.

KPMG, as they stated earlier, essentially did a documentation review and then relied on if there were any CLECs using these testing environments, they would try and talk to those CLECs and see if they were experiencing any issues.

The one environment that we were left with not satisfied criteria was on preordering and ordering was in regard to our stand-alone test environment. That test environment is a replication of production that allows them to develop EDI software, test their EDI software before they submit production LSRs to Qwest.

It really came down to two issues that were briefly mentioned this morning. Do you have a flow-through component to your stand-alone test environment so they cannot only test sending us the LSR but they can determine whether it would flow through or not, in other words, it could be electrically converted over to a service order without a Qwest person touching it, and do you provide them with automated what we call post order responses, in other words, do you provide an automated -- FOC or firm order confirmation back during their testing.

At the point in time which they quit testing

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this area, in other words, the documentation review in talking to CLECs, we had employed what is called VICKI, which is the virtual interconnect center knowledge initiator, which is a long phrase for automated post-order responses. And, in fact, that capability was deployed first, I believe -- well, I believe it was at the beginning of the year in January and has been enhanced since. We also have deployed a flow-through component that handles all flow-through eligible products.

Qwest believes that the criterion that concerns KPMG have been satisfied. We offered two test environments, what we call interoperability testing. HP earlier here testified that they have, in fact, thoroughly tested that test environment because they actually used it to bill to four different IMA releases and we have well over 20 CLECs who have used that interoperability testing environment and are in production across multiple releases.

As far as our stand-alone test environment, it's a little bit newer, but similarly we have 10 CLECs who have used that test environment and are in production submitting orders to Qwest. We have had software vendors on behalf of those CLECs

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also use that test environment and have found that it, in fact, does what it needs to do. And that is the second additional exhibit that was brought up here.

MR. CRAIN: That would be Exhibit 91, and we can pass that out at this point.

(Exhibit 91 is marked for identification)

MR. NOTARIANI: Just briefly, Nightfire is a software vendor, and probably right now one of the predominant software vendors that CLECs use in order to both build systems that they can use to submit LSRs as well as build the EDI interfaces to all the different ILECs in order to submit transactions to the ILECs successfully.

There are others who are out there, Telcordia, Accenture. I can't think of any of the rest of the names off the top of my head.

But Nightfire has worked on behalf of CLECs. Again, it's the CLECs who are using Nightfire with Qwest to develop these interfaces. And with the not satisfied criteria that resulted from this test we felt like it was important to really go back to what is really happening commercially with the CLECs.

And Nightfire has always indicated to us as

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has Telcordia that they have been able to be very successful with Qwest so we asked them to identify for us what they felt like worked. And I think the key points that are in the letter that was sent to Jeff Thompson who's the director that's responsible for working with the CLECs on their EDI interfaces is the breadth of the products to which Nightfire has tested, and those are listed in the bulleted items in the middle of the page.

The fact that Nightfire has been successful on behalf of five CLECs in production using our test environment and that in Nightfire's opinion Qwest's stand-alone test environment does, in fact, mirror its production environment for the products that are listed above.

And so, again, you'll always hear does it mirror production, in other words, can I make sure that when I test in your test environment I'm not surprised with different answers when I get over to production. And I think the CLECs are saying they can.

We have initiated with the CLECs and primarily not because the CLECs asked us to but based on the test vendor's concerns we initiated a user's group just on interface testing to make sure that through

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our change management process we have a specific focus on what more do we need in our test environments.

And the CLECs identify their changes through that process. They bring them to the bigger change management process, and they prioritize and drive what happens and what modifications we make to our test environments. They simply have not brought the issues to that user group, the same issues that the test vendors brought to us.

However, when the test vendors would bring us issues we would take it over and tell the CLECs, okay, they believe there could be this particular enhancement, would you like it, is that a priority for you or not. So the CLECs control right now what's a priority and what's not.

And, in fact, we're moving forward with enhancements to our system based on the CLECs, but they simply are not falling into the category of what the test vendors found to be the significant problems. So between the deployment of flow-through the deployment of post-order automated responses as well as mirroring production and the Nightfires and others believe that we do mirror production. We believe that we do have a strong

test environment that's able to be used.

There is a PID, PO-19, that measures our test environment, our stand-alone test environment. It's divided into PO-19A and PO-19B. PO-19A has been implemented for awhile with a benchmark of 95 percent, and Qwest has been meeting that benchmark for several months.

PO-19B takes the PID one step further and will actually when implemented run transactions both in the test environment and turn around and run them into production to make sure that they mirror each other and that the first results from that particular disaggregation of the PID will start being reported in -- I believe it is June results are reported in July. And so it will be further assurance that our test environment is sufficient.

I think I will close there, unless you all have any questions.

MS. AILTS WIEST: Midcontinent, do you have any questions?

MR. KOENECKE: None.

MS. AILTS WIEST: Black Hills?

MR. EVANS: No questions.

MS. AILTS WIEST: Staff?

MS. CREMER: I just had a question

on this Exhibit 91.

EXAMINATION

BY MS. CREMER:

Q It says that they tested the last two major IMA releases 8 and 9 or they didn't test 5, 6, and 7 or they tested and those weren't successful or what?

A I'm trying to remember. The deployment of SATE originally the stand-alone test environment was in last, I want to say, October. I always get it messed up between August and October. At that point in time I believe there might have been the opportunity to test 7.0.

By the time Nightfire started using it they had predominantly, as other CLECs, been testing in the interoperability test environment. So, no, it's not at all an indication that it was unsuccessful. They just didn't start their testing using stand-alone test environment until 8.0.

HP, however, in our Arizona test, I believe, did test 7.0. Prior to 7.0 it didn't exist so that was the timing.

CHAIRMAN BURG: I did have one. How much difference was there between what happened in Arizona and what happened in the other states through the OSS, the ROC OSS, I should say?

THE WITNESS: In breadth and depth and scope they were fairly parallel. They were both extensive across a broad set of products. There might have been some products where we did a little bit of work in the ROC Test that didn't exist in Arizona.

And at the same time in Arizona there might have been a few areas that they tested that the ROC didn't test. Or tested differently is maybe a better way to say it.

For example, the stand alone test environment in Arizona they actually did transaction testing of that stand-alone test environment where in the ROC KPMG relied on documentation and interviews with CLECs.

So it really I think if I saw differences in the testing other than a few minor product areas, it really came down to the approach to testing each of the areas versus was it tested or was it not.

CHAIRMAN BURG: Did they use a pseudo-CLEC there?

THE WITNESS: HP was also the pseudo-CLEC in Arizona. Different team of people, but it was a pseudo-CLEC.

CHAIRMAN BURG: I have another

really tough question for you.

THE WITNESS: Can you pronounce the name of the person who signed this document?

THE WITNESS: I've practiced it. Probably not. I just know that the person who works for him that we always talk to, his name is Manuel, and he's not the one who signed it.

MS. AILTS WIEST: Any other questions of this witness?

COMMISSIONER SAHR: I have a question about going forward. Now let's say we move it forward a few months or so, and I'm wondering what sort of assurances do we have or what incentives are out there for Qwest to make sure problems are being resolved, especially when you get into the area between what's required by the QPAP and what's less than required?

I mean, could you discuss what sort of incentives might be out there to make sure that we continue to have all of these problems addressed?

THE WITNESS: Sure. I'm going to speak to it very generically, and I'm going to let Mr. Crain speak to more of it because I am not the performance measures or the QPAP expert witness for Qwest.

Certainly those are two mechanisms that are available. I think I talked more operationally about how CLECs deal with Qwest, both through their account and service manager processes, through the escalation processes that Qwest makes available, and I believe a lot of this is documented contractually in our SGAT and is required to be provided.

Certainly the change management process. And, again, Judy Schultz is the person who spoke to a lot of the change management exhibits and information in this particular proceeding, but I believe they have closed on for both systems and the business process area a very detailed and robust change management process that allows the CLECs to virtually request and almost prioritize the vast majority of what we do.

And not being the regulatory expert, I'm sure there are complaint processes and whatnot at this state as well.

MR. CRAIN: Yeah. The thing I would add is that there seems to be a -- and this is a question we get in a lot of places. There seems to be a presumption out there that once 271 is done all of these issues are done and completed, off the

board.

We have done a tremendous amount of work through these workshop processes, through this testing processes, through the change management process to work with CLECs and address their needs and we've resolved thousands and thousands of issues with them.

With that we understand and maybe some day we dream of waking up and all state commissions and the FCC are gone and we can do whatever we want. We know that's not reality. We know that this Commission is going to be looking over our shoulder at everything we do.

We know CLECs have the ability to bring complaint cases if we do something that -- screw up and do anything wrong. We know that there will be arbitrations in the future. We hope that through this tremendous amount of work we've done we will have greatly reduced the number of times we're in front of you on these issues because of all the work we've done and all the issues we have resolved.

But we know that not only does the QPAP exist but this Commission will be continuing to look over our shoulder in terms of how we deal with CLECs in

the future.

MS. AILTS WIEST: Any other questions? Did anyone object to Exhibit 91?

If not, it's admitted.

Does Qwest have any further witnesses?

MR. CRAIN: No, we don't. That is it.

MS. AILTS WIEST: I don't know if anyone else recalls this but it was my understanding in the first hearing that Ms. Notariani's testimony was adopted by witness Brohl but not all of it was adopted. Is that correct?

If you recall, they left out the OSS part.

MR. CRAIN: I believe there's a section regarding the OSS Test.

MS. AILTS WIEST: I just wanted that to get in if that's what you wanted to do.

MR. CRAIN: Yes. We would move that that would be admitted as well.

MS. AILTS WIEST: That would be -- I don't know if it was direct and rebuttal.

MR. CRAIN: There was a piece in direct and rebuttal.

MS. AILTS WIEST: That would be 8

and 9. Is there any objection to that coming in at this point? If not, that's admitted. Qwest does not have any further witnesses, is that correct?

MR. CRAIN: That's correct.

MS. AILTS WIEST: Black Hills, did you have any witnesses?

MR. EVANS: No ma'am. Thank you.

MS. AILTS WIEST: Midcontinent?

MR. KOENECKE: None.

MS. AILTS WIEST: Ms. Cremer?

MS. CREMER: No.

MS. AILTS WIEST: At this point are there any procedural questions anybody wants to discuss?

CHAIRMAN BURG: I have a question for Staff. Ms. Cremer, you brought up a point on 24 6 how important it was when you were talking to -- it would have been Mr. Weeks, I believe, KPMG people.

You asked them how important that was. They did volunteer they thought it was quite important. Do you recall that discussion?

MS. CREMER: I do. I do remember asking him that, yeah.

CHAIRMAN BURG: And I was wondering

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about Mr. Griffing's -- whether he commented on that or not.

MS. CREMER: He had me ask the question. That's all I can tell you.

CHAIRMAN BURG: Because I notice that I think I looked through his testimony to try to find that and I couldn't find it and I think -- would it be accurate to say item 22 under his testimony it says, test 24.3. Does that mean through 24.9?

It's the second to last page of his testimony or third. I guess it isn't either. It's page 31.

MR. RISLOV: Page 17 of his testimony.

CHAIRMAN BURG: He talks about it on page 17.

MS. CREMER: Oh, yes. It's No. 10. Yeah.

CHAIRMAN BURG: I was looking for a recommendation. Did he make a recommendation on that? It says, "Staff does not believe the conclusion for the performance measurements alone is grounds for withholding Section 271."

And I suppose my question is is in light of the question you asked on behalf of him, does that

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still stand from Staff's position?

MS. CREMER: Not having heard differently from him over the noon hour -- that's kind of how we've done it in the past because, of course, they're listening in but can't ask. He in the past has sent an e-mail or called in to the secretaries, and as I didn't hear from him, I'm assuming that would still stand.

If it's different than that, I can -- well, yeah, submit some -- you know, if I'm wrong.

CHAIRMAN BURG: Because that appears to me to be the one place where you specifically ask the importance. The answer came back as very important.

And I was wondering with that answer whether the recommendation changed at all. I'd be interested to know that.

MS. CREMER: Okay. I can find that out from him.

MS. AILTS WIEST: Is there anything further?

If not, I believe there has been a briefing schedule set up for parties.

MR. CRAIN: This is Andy Crain from Qwest, obviously. We did want to suggest that we

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think that the issues have been fully addressed and briefed several times at this point, and we would suggest that the additional rounds of briefing are not necessary.

Obviously, if the Commission wants briefing, we will be filing briefs, but we would suggest that we think that everything has been fully submitted and explained and that going through another round of briefing is just restating what the parties have already stated.

MS. AILTS WIEST: I believe, you know, if anyone who would like to submit briefs can do so afterwards, and Qwest doesn't have to go first. So if anyone submits a brief -- my problem is AT&T isn't here, and I have no idea what their plans are at this point.

So if no one submits a brief, then you probably don't need to submit a rebuttal.

MR. CRAIN: Okay.

CHAIRMAN BURG: You're saying if somebody submits a brief, they have the right to rebut.

MS. AILTS WIEST: They have the option to.

MR. WELK: I think, Chairman, our question is can we get the matter submitted to you quicker if nobody is going to submit a brief. We don't want people today to have to make a decision. I mean, if they want to submit a brief, they should have a right to do that. But I think some won't and some will.

And I guess we could just ask the question, do people intend to file a brief or not.

MS. AILTS WIEST: Does anyone know?

MS. CREMER: No.

MS. AILTS WIEST: At this point?

MS. CREMER: You know, if you do, then -- I mean, if you're going to file one --

MS. AILTS WIEST: That changed. They're not filing first.

MS. CREMER: Oh, that's right. That's the old one. So we would have to file first.

CHAIRMAN BURG: What's the schedule with Qwest not filing first now? Do we have a briefing schedule with that? That changed, right?

MS. AILTS WIEST: Yes. I don't have the date in front of me.

CHAIRMAN BURG: Are you talking, Mr. Welk, about actually accelerating it beyond

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that?
MR. WELK: Well, yes. I believe -- and Mary has notes on this -- I think next week we have our last brief on all issues other than OSS; is that correct?
MS. HOBSON: Yes.
MR. WELK: That will be coming on Tuesday. And then in the schedule there were other briefs on OSS. Because those who wanted to file comments now have filed, but they were going to be as scheduled and if they wanted to file something after this hearing, they can do so.
And all we're saying is if nobody really wants to do that, then you got the case, other than after the last brief next week.
Rather than sitting there waiting for three weeks and people aren't going to submit anything. I mean, I think maybe what we can just do is go home and if you want to submit one, let us know it's going to be submitted.
If you, on reflection, say, you know, I think we've said enough, just let everybody know and let the Commission know.
MS. CREMER: When will the transcript done? Do you know?

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(Discussion off the record)
COMMISSIONER SAHR: When was the first brief due after this?
MS. CREMER: July 22, Staff and Interveners, and then July 29 was Qwest.
CHAIRMAN BURG: The thought I had is whenever that last brief is filed for the original one, if by that date anybody would notice if they wanted more time to file one on OSS
MR. WELK: That's Tuesday.
MS. HOBSON: This coming Tuesday.
CHAIRMAN BURG: Is that too soon to know whether we want to?
MR. KOENECKE: It's not for us.
MS. CREMER: Yeah. I think by then I'll know.
MS. AILTS WIEST: My problem is AT&T isn't here so I'm not sure how much we can actually decide now anyway. If Qwest wants to follow up with the parties and if no one is intending to file a brief, they can tell us in a letter.
COMMISSIONER NELSON: Is AT&T listening to this?
MS. AILTS WIEST: I don't know
Anything else?

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Okay. Thank you.
(The hearing concluded at 3:15 p.m.)

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STATE OF SOUTH DAKOTA)
:SS CERTIFICATE
COUNTY OF HUGHES)

I, CHERI MCCOMSEY WITTLER, a Registered Professional Reporter and Notary Public in and for the State of South Dakota:
DO HEREBY CERTIFY that as the duly-appointed shorthand reporter, I took in shorthand the proceedings had in the above-entitled matter on the 11th day of July 2002, and that the attached is a true and correct transcription of the proceedings so taken.
Dated at Pierre, South Dakota this 12th day of July 2002.

Cheri McComsey Wittler,
Notary Public and
Registered Professional Reporter

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Qwest Corporation
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June 7, 2002

ride the light!
Qwest

Ms. Debra Elofson
Executive Director
Public Utilities Commission
State Capitol Building
Pierre, South Dakota 57501

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UTILITIES COMMISSION

Dear Ms. Elofson:

Enclosed is an overview of Qwest's January 2002 through April 2002 performance data as reported under the ROC created performance metrics. Also included are hard copies of the complete South Dakota performance results and the Qwest Regional performance results. When evaluating a 271 application, the Federal Communications Commission has studied the four most recent months of performance data. The enclosed report is a summary of the last four months. I am providing an original and 10 copies for your convenience. These results are also available on the Internet at www.qwest.com/wholesale/results/checklist.html. The results establish that Qwest is meeting its Section 271 objectives.

Qwest has determined that certain aspects of the SI-4A data in its Eastern Region, which includes South Dakota, is inaccurate. Qwest is in the process of recasting this data and will provide it to the commission as soon as possible.

Also enclosed is a copy of the Liberty Consulting final report of Qwest's Performance Measurements review. Additionally enclosed are the "Blue Charts" for South Dakota and the Qwest 14 state region which identify the specific performance measures where Qwest has missed its performance objective in more than one of the four most recent months.

If you have any questions, please call me on 605-339-6871.

Sincerely,

Jeff M. Carmon

Jeff M. Carmon
Manager-Policy and Law

Enc:

Cc: K. White
T. Simmons
S. Weigler
M. Stacy

EXHIBIT
Qwest
6C
1-10-03

PUBLIC UTILITIES COMMISSION OF SOUTH DAKOTA

QWEST CORP.'S JANUARY - APRIL 2002
PERFORMANCE DATA FOR SOUTH DAKOTA
AS REPORTED UNDER THE ROC CREATED PERFORMANCE METRICS

Qwest Corporation (Qwest) hereby provides the South Dakota Public Utilities Commission with a summary of its commercial performance in the state of South Dakota from January 2002 through April 2002. The Federal Communications Commission (FCC) has made clear that "the most probative evidence of nondiscriminatory access to interconnection and UNEs is actual commercial usage."[1] Qwest provides four months of commercial performance data and a companion demonstrative exhibit because the FCC considers four months of data when assessing a 271 application. This will allow the Commission to evaluate Qwest's performance in the exact same manner as the FCC. The data shows that Qwest continues to provide interconnection, unbundled network elements (UNEs), and resale to CLECs in a nondiscriminatory manner throughout the state of South Dakota.

I. EXECUTIVE SUMMARY

A. Overview

Parties to the ROC workshops negotiated performance indicator definitions (PIDs) and, in virtually every circumstance, the expected level of performance that would provide CLECs with a meaningful opportunity to compete in the marketplace. Under the ROC performance measures, adequate performance is determined in one of two ways: (1) parity with retail or, (2) where no retail analog exists, by meeting an objective performance "benchmark." When a retail analogue exists, the FCC requires that Qwest serve CLECs in "substantially the same time and manner" as Qwest provides the analogous service to retail customers. In ROC

[1] Verizon Mass. 271 Order at ¶12 (April 16, 2001).

workshops, parties agreed upon statistical methods to determine when performance is substantially similar.[2] Thus, if Qwest's retail performance appears to be better than wholesale performance, the Commission must look at the statistical result to determine whether the disparity is statistically significant. If not, wholesale and retail performance are at parity. When the PID has an associated performance benchmark, there is no concern when Qwest achieves the benchmark.

A detailed review of the data makes it very clear that Qwest continues to provide every element of the competitive checklist to CLECs at a high level of quality. Performance data results from May 2001 through April 2002 in South Dakota are attached as *Exhibit 1* on a checklist item basis. Moreover, to establish that Qwest can provision/repair checklist items that have had small or no volume in South Dakota, Qwest also attaches its regional performance data from May 2001 through April 2002 as *Exhibit 2*. The regional results are powerful additional evidence that Qwest provides each aspect of the checklist at an acceptable level of quality.

B. Qwest's Actual Performance Meets 271 Objectives

The attached performance results show that Qwest is providing interconnection, collocation, access to UNEs, emerging services, number portability, resale, and the remaining checklist items in a manner that is either "substantially the same as" Qwest provides to its retail

[2] Under the statistical standards the ROC adopted, if the Z score is higher than +1.645, retail performance is better than wholesale performance by a statistically significant margin. The same is true if the parity score is a positive number. The two statistical methods work together. When the Z score is higher than 1.645, the parity score will be a positive number, indicating that retail performance exceeds wholesale performance by a statistically significant margin.

operations, or in a manner that provides "efficient CLECs with a meaningful opportunity to compete."[3] In particular:

- **Interconnection:** In each of the last four months, Qwest met over 95% of its regionwide installation commitments to CLECs for interconnection trunks, which was virtually identical to the percentage of commitments met for Qwest's Feature Group D trunks (the agreed upon retail analogue). The average regionwide installation interval was between 13 and 21 days, again at parity with retail. Regionwide, the overall trouble rate remained extremely small – 0.02% or less. When troubles did occur, Qwest cleared over 82% of those trouble reports within four hours in every month. As always, blockage on CLEC trunks was well below the benchmark of 1%.
- **Collocation:** Regionwide, over the past four months, Qwest met 100% of its installation commitments for collocation. Qwest also completed 100% of the 178 feasibility studies on a timely basis and in an average of 9-days, easily meeting both ROC benchmarks.
- **UNE-P:** Regionwide, over the past four months, Qwest also provisioned both reported categories of UNE-P – UNE-P-POTS and UNE-P-Centrex – at an extremely high level of quality. For UNE-P-POTS, in each month Qwest provisioned more than 93% of the circuits on time irrespective of whether the orders required a technician dispatch. For non-dispatched orders, the largest percentage of orders, Qwest met over 99% of its installation commitments to CLECs each month in an average installation interval of 3.4 days or less. Of the UNE-P-POTS circuits in service, less than 1.2% experienced trouble

[3] These are the verbatim standards set by the FCC. Where a retail analogue exists, Qwest must provide service to CLECs in substantially the same time and manner." Verizon Vermont 271 Order at App. D, ¶ 5. This is managed in the PIDs through use of statistical methodology. Where no retail analog exists, Qwest must provide an "efficient competitor a meaningful opportunity to compete." *Id.* The ROC has set benchmarks in those situations that the ROC collectively determined would give CLECs a meaningful opportunity to compete.

each month, at parity with retail. When trouble did occur, each month Qwest resolved CLEC out of service troubles over 91% of the time within 24 hours, and in a mean time that was always at parity with equivalent repair for Qwest retail service. For UNE-P-Centrex, in each month Qwest provisioned more than 88% of the circuits on time irrespective of whether the orders required a technician dispatch. For non-dispatched orders, the largest percentage of orders, Qwest met over 97% of its installation commitments to CLECs each month in an average interval under 5 days. Of the UNE-P-Centrex circuits in service, less than 1% experienced trouble each month. When trouble did occur, Qwest resolved over 94% of CLEC out of service troubles within 24 hours, and in a mean time that was always at parity with equivalent repair for Qwest retail service.

- **Loops:** Over the past four months, Qwest's regionwide performance was outstanding in provisioning all types of unbundled loops; however, because analog loops (voice loops) and 2-wire non-loaded loops (DSL loops) account for more than 93% of all CLEC loops in service, Qwest will discuss those here. For both analog and 2-wire non-loaded loops, in each month Qwest provisioned over 97% on time (beating the ROC 90% benchmark) in an average interval below the ROC's 6-day benchmark. For both types of loops, Qwest's installations were trouble free more than 97% of the time. Qwest provisioned in excess of 98% of all coordinated cutovers on time, exceeding the ROC benchmark. Unbundled loop repair was equally impressive as Qwest cleared more than 98% of out of service troubles experienced on analog and 2-wire non-loaded loops within the 24 hour objective, and in a mean time always at parity with Qwest retail customers.

- **Number Portability:** Over the four-month period, regionwide, Qwest ported in excess of 99% of numbers on time irrespective of whether a Qwest loop or CLEC loop was the underlying facility involved. This performance exceeds the 95% benchmark set in the ROC. Moreover, the "premature disconnect" discussion from checklist workshops was shown to be a non-issue, as 99.99% of the 198,913 numbers ported region-wide over the last four months were disconnected on a timely basis.

- **Resale:** Over the past four months, an extremely high percentage of resale orders were provisioned without a technician dispatch. In such circumstances, Qwest always met over 99% of its CLEC installation commitments regionwide for resold residential customers, over 98% for business customers, over 97% for Centrex customers, and over 98% for Centrex 21 customers. For all four types of resold service, CLECs experienced a trouble rate less than 1.5% each month. With respect to maintenance and repair, for each class of service discussed, whether dispatches were required or not, Qwest almost always cleared out of service troubles within 24 hours over 90% of the time, and always at parity with equivalent Qwest retail service.

C. *Liberty's Data Reconciliation Provides Ongoing Further Validation of Qwest's Performance Data*

In September, the Liberty Consulting Group concluded its audit of Qwest's performance measures and concluded that Qwest's performance data "accurately and reliably report actual Qwest performance."Nonetheless, to provide the Commission with even greater confidence in Qwest's performance data, the ROC retained Liberty Consulting to reconcile performance data for all interested CLECs. Three CLECs – AT&T, WorldCom and Covad – asked Liberty to reconcile data on a few of Qwest's performance measures. These CLECs focused exclusively on unbundled loop, line sharing, and interconnection trunk performance.

Given that Liberty had already audited Qwest's performance measures and found them accurate and reliable, to participate in the reconciliation the ROC required CLECs to come forward with evidence showing that Qwest's performance data was inaccurate.

The reconciliation process began in September 2001 and concluded in April 2002. During the process, Liberty issued seven Data Reconciliation Reports, each based on a detailed order by order review of various records. In total, Liberty has analyzed well over 10,000 orders. These reports describe Liberty's detailed review of performance data from the states of Arizona, Colorado, Nebraska, Washington, Oregon, Utah and Minnesota. During its review of these orders, Liberty issued one Exception and 13 Observations, all of which have since been closed. In its final Report, Liberty concluded that "on the basis of its audit and data reconciliation work that has spanned nearly two years, and on the resolution and corrections of the matters addressed in the 84 Observation and Exception reports that it has issued, Liberty believes that Qwest's performance reporting accurately and reliably report Qwest's actual performance." Moreover, in a February hearing in Colorado, Liberty testified that Qwest's performance data "is much more accurate and reliable than would be any of the CLECs to evaluate."[4]

Qwest's audited and reconciled performance results demonstrate that the Commission may confidently rely on Qwest's performance data to evaluate whether Qwest satisfies section 271 of the Act. This data shows that Qwest is providing interconnection, UNEs, and services to competing carriers in substantially the same time and manner as Qwest provides to itself, and in a manner that allows an efficient CLEC a meaningful opportunity to compete as

[4] CO. Data Reconciliation Transcript at 120 (Feb. 5, 2002) (testimony of Mr. Bob Stright of Liberty Consulting).

required by Section 271. A copy of Liberty's final Data Reconciliation Report is attached as *Exhibit 3.*

C. *Evidentiary Standards*

The FCC places tremendous emphasis on PIDs negotiated through an open process, such as occurred at the ROC. The FCC concluded that when "performance" standards are developed through open proceedings with input from both the incumbent and competing carriers, these standards can represent informed and reliable attempts to objectively approximate whether competing carriers are being served by the incumbent in substantially the same time or manner or in a way that provides them a meaningful opportunity to compete."[5] When performance is measured against such standards:

> To the extent there is no statistically significant difference between a BOC's provision of service to competing carriers and its own retail customers, the Commission generally need not look any further. Likewise, if a BOC's provision of service to competing carriers satisfies the performance benchmark, the analysis is usually done.[6]

Even when statistically significant differences in performance exist, the Commission may "conclude that such differences have little or no competitive significance in the marketplace."[7] A steady improvement in performance over time indicates that problems are being resolved.[8] In such cases, "the Commission may conclude that the differences are not

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[5] *Verizon Massachusetts Order* at ¶ 13.

[6] *Verizon Connecticut Order* at Appendix D-5, ¶ 8 (October 20, 2001).

[7] *Id.*

[8] *Verizon New York Order* at ¶ 59.

meaningful in terms of statutory compliance."[9] Moreover, when "there are multiple performance measures associated with a particular checklist item, the Commission considers the performance demonstrated by all the measurements as a whole. Accordingly, a disparity in performance for one measure, by itself, may not provide a basis for finding noncompliance with the checklist."[10]

Thus, the ultimate issue before this Commission is whether Qwest's overall performance on a checklist item by checklist item basis is adequate. The FCC has made clear that when performance metrics are negotiated, ILECs such as Qwest need not meet the negotiated standards 100% of the time to satisfy 271. This would be a virtual impossibility. The Commission's role is to assess all of the PIDs for each checklist item in totality and decide whether the performance is adequate. Moreover, when evaluating a 271 application, the FCC has always studied the four most recent months of performance data.[11] Qwest, therefore, presents its January to April 2002 performance data, which demonstrates that its overall performance meets the FCC standard for Section 271. Moreover, given the voluminous nature of Qwest's performance data *(see Exhibits 1 and 2)*, Qwest has created a demonstrative exhibit that mirrors the FCC's standard for evaluating performance data. This exhibit, which has become known as Qwest's "Blue Chart", identifies the specific performance measures where Qwest has missed its performance objective in more than one of the most recent four months. The Blue Chart also allows the Commission to quickly evaluate Qwest's performance on a checklist item

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9 *Verizon Connecticut Order* at Appendix D-5, ¶ 8.

10 *Verizon Connecticut Order* at Appendix D-5, ¶ 9.

11 *Bell Atlantic New York* ¶¶ 69, 156, 219, 221, 223, 224, 284, 300, 301 and 323.

by checklist item basis. Qwest's Blue Chart for South Dakota is attached as *Exhibit 4* and its regional chart is attached as *Exhibit 5*.

II. Detailed Discussion of Checklist item Performance

1. Interconnection/Collocation

a. Interconnection

Interconnection trunks allow the mutual exchange of traffic between Qwest and CLECs. Qwest has continued to meet the ROC's performance standards for trunk blockage, provisioning, and repairing interconnection trunks.

Trunk Blockage. Over the past four months in South Dakota, trunk blockage on CLEC interconnection trunks to Qwest tandem offices has been non-existent, far below the ROC's 1% benchmark. Ex. 1 at 27, NI-1A. Trunk blockage on CLEC interconnection trunks to Qwest end offices was equally insignificant. *Id.*, NI-1B.

Trunk Installation Measures. In Zone 1 (high density areas), Qwest met 97% or more of its interconnection trunk installation commitments to CLECs in each month regionwide, with an average interval between 13 and 18 days. Both of these measures were at parity in each of the last four months. Ex. 2 at 26, OP-3 & OP-4. In Zone 2 (low density areas), Qwest met over 86% of its trunk installation commitments to CLECs regionwide each month with an average interval below 21 days. In both situations, Qwest's wholesale performance was statistically identical to its retail performance in each of the last four months. *Id.* at 27, OP-3 & OP-4. Delays incurred installing interconnection trunks continued to be rare, however, when they did occur, they were usually at parity with comparable delays for retail customers. *Id.* at 26-27, OP-6A & 6B, Zone 1 & Zone 2. Overall, trunk installation quality has been excellent as well. Regionwide, over 97% of the newly installed trunks do not experience any trouble within

CONTINUATION

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30 days. *Id.* at 28, OP-5. This measure was also at parity with retail in each of the last four months.

Trunk Maintenance and Repair Measures. Over the past four months, Qwest continued to achieve similar success in maintaining and repairing interconnection trunks. The rate of trouble reports for South Dakota interconnection trunks has been extremely low – 0.06% or less each month. Ex. 1 at 25, MR-8. In South Dakota, Qwest cleared 100% of CLEC trouble reports within four hours each month. *Id.* at 24, MR-5B. Regionwide, in both Zone 1 and Zone 2, the mean time to restore interconnection service to CLECs has been at parity in each of the last four months. Ex. 2 at 30-31, MR-6. These results continue to demonstrate that Qwest is providing interconnection trunking to competitors on a nondiscriminatory basis.

b. Collocation

Collocation allows CLECs to place equipment in Qwest central offices or other structures such as remote terminals. In response to two collocation decisions from the FCC, the ROC significantly revised the collocation PIDs. The revised PIDs set installation intervals of 90 days when the collocation is forecasted, and 120-150 days when no forecast is provided (depending on whether major infrastructure modifications are necessary). The PIDs also set a 10-day benchmark for feasibility studies.

Over the last four months, Qwest's collocation performance has been perfect. Region-wide, Qwest has met the 90-, 120-, and 150-day installation benchmarks, with average intervals substantially shorter than the benchmarks. Ex. 2 at 33, CP-1A to 1C. In every instance, Qwest also completed 100% of its installation commitments on time. *Id.* at 33-34, CP-2A to 2C.

Feasibility studies are completed in the first 10 days of the installation interval and require Qwest to inform CLECs whether the requisite central office contains adequate space and power to meet the CLECs request. Over the last four months, Qwest reported that it met the collocation feasibility obligations 100% of the time. *Id.* at 34, CP-4. This performance far exceeds the ROC's 90% benchmark. Qwest also provided these feasibility studies in less than 9.5 days each month, besting the ROC's 10-day performance benchmark. *Id.*, CP-3.

2. Access to Unbundled Network Elements

In its prior orders on section 271 applications, the FCC has discussed access to OSS and UNE Combinations under checklist item (ii). The FCC has also demanded that, in the absence of significant commercial volumes, BOCs must subject their OSS to third party testing – and successfully pass such tests – prior to obtaining section 271 approval. Hewlett-Packard, the pseudo-CLEC, tested Qwest's OSS, with KPMG Consulting serving as Test Administrator. Qwest will allow the results of the ROC OSS Test to stand on its own. Qwest presents its actual commercial experience in making OSS available to CLECs in South Dakota below.

a. OSS

Qwest's OSS is a combination of the systems, databases, personnel and documentation that are integral to pre-ordering, ordering, provisioning, maintenance and repair, and billing of facilities and services to CLECs. In its first performance data filing, Qwest described each of these aspects of OSS in detail. Here, Qwest will simply describe its last four months of actual performance results.

Gateway Availability. The gateway availability PIDs measure the percentage of time the systems for interfacing with Qwest's computer network are available to CLECs. The ROC benchmark for all interfaces is 99.25% availability. Over the last four months, Qwest

consistently exceeded the 99.25% benchmark for its IMA-GUI, IMA-EDI, EB-TA, EXACT and GUI Repair interfaces. Ex. 2 at 37-38, GA-1A, GA-1B, 1C, GA-2, GA-3, GA-4, GA-6.

Pre-Order Response Times. The ROC PIDs require Qwest to measure the time it takes its computer network to respond to various CLEC requests for information. For the IMA-GUI and EDI interfaces, the PIDs assess the time it takes CLECs to schedule appointments, inquire about service availability times, conduct facility checks, validate addresses, get CSRs, make telephone number reservations, and provide loop qualification information. The PIDs separately track the time it takes CLECs to submit requests, the time it takes Qwest to respond, and the time it takes to accept a CLEC order. The PIDs then aggregate those times and apply benchmarks ranging from 10-25 seconds.

In each of the last four months, Qwest's pre-order response performance has been outstanding. Qwest uniformly met every aggregate benchmark for IMA-GUI and EDI. Ex. 2 at 40-51, PO-1A-1, PO-1A-2, PO-1A-3, PO-1A-4, PO-1A-5, PO-1A-6, PO-1A-7, PO-1B-1, PO-1B-2, PO-1B-3, PO-1B-4, PO-1B-5, PO-1B-6, PO-1B-7. This helps to ensure that CLECs can provide their customers with a high quality initial customer experience.

Electronic Flow-Through. The flow-through PIDs measure the percentage of time that CLEC Local Service Requests (LSRs) are converted into service orders recognized by Qwest's systems and "flowed-through" to Qwest's back-end systems without manual intervention. The flow-through PIDs measure the overall flow-through rates (PO-2A) and the flow-through rates for orders that are designed to flow through (PO-2B).

In the past, all of Qwest's flow-through PIDs were diagnostic, primarily because the FCC does not consider flow-through to be a "conclusive measure of nondiscriminatory access to ordering functions, but as one indicium among many of the performance" of Qwest's

OSS.[12] The FCC recognizes, and Qwest's data shows, that CLECs impact heavily the flow-through rates that a BOC can achieve. Efficient CLECs achieve high flow-though rates while other, less efficient CLECs have lower flow-through rates.[13] For these reasons, the FCC has focused less on actual flow-through rates than on whether the BOC's OSS are *capable* of flowing orders through.[14] In January 2002, however, in recognition that Qwest must be capable of flowing orders through, the ROC set benchmarks for flow-through eligible orders.

Over the last several months of 2001, Qwest's flow-through rates dramatically improved to the point that Qwest consistently meets and exceeds the ROC benchmarks for flow-through. Between January and April, the average flow-through rate for eligible LSRs sent through the IMA-GUI were 92.73% for POTS Resale exceeding the ROC's 90% benchmark (Ex. 1 at 44, PO-2B-1); 94.73% for Unbundled Loops exceeding the ROC's 70% benchmark (*Id.* at 45, PO-2B-1); 96.93% for LNP exceeding the ROC's 90% benchmark (*Id.* at 46, PO-2B-1); and 91.22% for UNE-P-POTS exceeding the ROC's 75% benchmark (*Id.* at 47, PO-2B-1).

Electronic flow-through rates for all eligible LSRs received via IMA-EDI were equally impressive. Between January and April, the average flow-through rate for Qwest's regionwide flow-through rates for eligible LSRs sent through the IMA-EDI were 93.95% for POTS Resale exceeding the ROC's 90% benchmark (Ex. 2 at 52, PO-2B-2). South Dakota results were 89.76% for Unbundled Loops exceeding the ROC's 70% benchmark (Ex. 1 at 45, PO-2B-2). Qwest's regionwide flow-through rates were 97.2% for LNP exceeding the ROC's 90% benchmark (Ex. 2 at 54, PO-2B-2); and 81.5% for UNE-P-POTS exceeding the ROC's 75%

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[12] *Verizon Massachusetts Order* at ¶ 77.

[13] *Id.* at ¶¶ 78, 80.

[14] *Id.* at ¶¶ 77, 80.

benchmark (*Id.* at 55, PO-2B-2). Thus, Qwest's systems allow CLECs' orders to flow through at a rate that it provides them a meaningful opportunity to compete.

LSR Rejections. There are times when CLECs do not adequately complete LSRs, generating an "LSR Rejection." For the IMA-GUI and EDI interfaces, the ROC PIDs require Qwest to track the length of time it takes Qwest to submit LSR rejection notices to CLECs. The PIDs set benchmarks in hours for manual rejections and in seconds for electronic rejections.

For the IMA-GUI interface, Qwest met the 12-hour (manual) and 18-second (electronic) benchmarks for LSR rejections in South Dakota in each of the last four months. Ex. 1 at 48, PO-3A-1, PO-3A-2. The same is true for EDI, where Qwest also met the 12-hour and 18-second benchmarks in each of the last four months. *Id.* at 48, PO-3B-1, PO-3B-2. Qwest met the 24-hour LSR rejection benchmark for manual and IIS two out of the last four months. *Id.* at 49, PO-3C.

Firm Order Confirmations. Qwest submits and measures the percentage of Firm Order Confirmations (FOCs) Qwest sends to CLECs on time for various products and services. FOCs identify the due date CLECs should expect to receive the requested service. Over the last four months in South Dakota, Qwest submitted over 99% of FOCs on time for LSRs processed electronically through IMA-GUI and EDI interfaces. Ex. 1 at 51, PO-5A-1(a). Regionally, over the last four months, Qwest submitted over 99% of FOCs on time for LSRs processed electronically, through both the IMA-GUI interfaces, easily surpassing the 95% benchmark. Ex. 2 at 59, PO-5A-1(a), PO-5A-2(a). The same is true for LSRs processed manually in whole or in part. In every circumstance, Qwest submitted over 95% of these FOCs on time beating the 90% benchmark. *Id.* at 59-60, PO-5B-1(a), PO-5B-2(a) & PO-5C-(a). Over the last four months in South Dakota, Qwest processed LSRs manually in whole or in part over 92% on time with one

exception. FOCs processed manually were on time 75.00% in the month of January. However, there were only 4 to report. Ex. 1 at 51, PO-5B-1(a), PO-5B-2(a) and PO-5C-(a).

Qwest's performance in South Dakota with respect to FOCs for unbundled loops was also outstanding. For FOCs submitted electronically through either interface, for those processed in part manually, and for FOCs submitted completely on a manual basis, Qwest always returned over 98% of these FOCs on time. Thus, Qwest far surpassed the ROC's 90% and 95% benchmarks. Ex. 1 at 52-53, PO-5A-1(b), PO-5A-2(b), PO-5B-1(b), PO-5B-2(b) & PO-5C-(b).

In each of the last four months in South Dakota, Qwest also surpassed the ROC benchmarks for FOCs on time for local number portability (LNP). Qwest always processed in excess of 99% of these FOCs on a timely basis irrespective of whether the LSRs were processed electronically, in part manually, or on a complete manual basis. Ex. 1 at 54, PO-5A-1(c), PO-5B-1(c) & PO-5C-(c).

Regionwide, in each of the last four months Qwest also timely processed over 97.5% of all FOCs for interconnection trunks. Ex. 2 at 65, PO-4D. This far surpasses the ROC's 85% benchmark. Thus, in each instance Qwest uniformly surpassed the ROC's benchmarks in processing FOCs for CLECs.

Jeopardy Notifications. When it becomes evident that Qwest will not meet an expected due date for the provision of a product or service, Qwest submits a jeopardy notification. On the surface, many of these measures appear to be problematic as several consistently show a statistical disparity. A review of the actual data and what it means, however, shows that Qwest is providing outstanding performance in this area.

Over the last four months in South Dakota, Qwest submitted jeopardy notices for non-designed services on average 4.13 days before the scheduled delivery date, nearly identical to the 4.84 average retail result. Ex. 1 at 57, PO-8A. Regionwide, for non-designed services and UNE-P-POTS, over the last four months Qwest submitted jeopardy notices to CLECs, on average approximately three days before the scheduled delivery date. While that often fell a short of retail performance, Ex. 2 at 67 & 70, PO-8A, PO-8D. The standard interval for resold residential and business service as well as UNE-P-POTS is three days, and a five-day interval is standard for other services. Thus, this data shows that CLECs receive notice of an impending jeopardy almost immediately after submitting an order for these non-design products. Moreover, the percentage of timely jeopardy notices to CLECs for both resale and UNE-P orders has been statistically equal to retail performance in three of the last four months. *Id.* at 67 & 70, PO-9A.

For unbundled loops in South Dakota, there were a limited number of occurrences to measure. However, Qwest results for the last four months show wholesale jeopardy notification provided in an average of 9.63 days, better than the average of 4.84 for retail service. Ex. 1 at 58, PO-8B. Qwest's regionwide wholesale and retail results show two months of disparity; however, the average jeopardy interval is about 5 days, which compares very favorably to the 5-9 day standard loop intervals. Ex. 2 at 68, PO-8B. Moreover, in two of the last four two months CLECs have received a higher percentage of jeopardy notifications than comparable retail customers. *Id.*, PO-9B.

In South Dakota for the last four months, Qwest had no results to measure for LIS trunk jeopardy notices. Regionally, for interconnection trunks, while the amount of available data is extremely small, Qwest submitted jeopardy notices to CLECs at parity with Qwest retail in each of the last four months. Ex. 2 at 69, PO-8C.

Access to Centers. Qwest measures the access that both CLEC and Qwest customers have to Qwest centers. PID OP-2 measures the percentage of calls to Qwest's provisioning center that were answered within 20 seconds. In each of the last four months, Qwest continued its excellent wholesale performance, with over 95% of all CLEC calls answered within 20 seconds. Ex. 2 at 75, OP-2.

PID MR-2 similarly measures the percentage of calls to Qwest's repair center that were answered within 20 seconds. Qwest's wholesale performance here was also outstanding, with Qwest answering over 84% of the wholesale calls in a timely manner. *Id.*, MR-2. Both of these measures were at parity with retail performance.

Billing. Qwest also tracks how timely and completely it bills for the services it provides to CLECs. In South Dakota for each of the last four months, Qwest provided CLECs with timely access to usage records. Such records were provided to CLECs in less than three days, substantially faster than the retail average of more than five days. Ex. 1 at 66, BI-1A. Qwest also provided switched access usage records to CLECs in a timely manner, over 100% of the time, above the 95% benchmark. *Id.* at 66, BI-1B. Qwest also delivered nearly all bills – over 99% – to CLECs within the requisite 10-day period. *Id.* at 67, BI-2. All of this billing data is and has been extremely positive for many months.

Historically, the billing issues have concerned billing accuracy and completeness. Over the last few months, this data has improved tremendously. In late 2001, this data was far below retail parity because Qwest completed a region-wide project to map state commission determined rates to its billing codes or USOCs. This substantial project required Qwest to check hundreds of thousands of individual rates on a manual basis. That work concluded in mid-January. Since January, Qwest bills have been accurate over 94% of the time and complete over

96% of the timeregionwide. Ex. 2 at 78-79, BI-3A & BI-4A. The four month averages for these two measures are virtually identical for both CLECs and retail. In South Dakota for the last four months, Qwest was at parity in January and February with retail results.

b. Unbundled Network Element Combinations

Checklist Item 2 also requires Qwest to provide CLECs with UNE Combinations, specifically UNE-P (both UNE-P-POTS and UNE-P-Centrex) and Enhanced Extended Loops (EELs). Qwest is successfully meeting increasing demand for these products by promptly installing and repairing them for CLECs.

Installation of UNE-P-POTS. Qwest installs the vast majority of all UNE-P-POTS lines in its region (over 80%) without a dispatch. The key, therefore, to whether Qwest is meeting its obligations for UNE-Combinations is how it provisions and maintains UNE-P-POTS without the dispatch of a technician. In South Dakota for UNE-P orders in that category, Qwest provisioned over 98% of its installation commitments in each of the last four months in an average interval of 3.59 days or less. Ex. 1 at 72, OP-3C & OP-4C. These results were usually at parity with equivalent retail performance in each of the last four months.

In South Dakota for the last four months, there were not a statistically significant number of results to measure for UNE-P-POTS installations within or outside MSAs with technicians dispatched. Regionwide, when the provision of UNE-P-POTS required the dispatch of a technician, Qwest performed well during the last four months. For dispatches within MSAs, Qwest met 95% or more of its CLEC installation commitments in an average of about 5 days. Ex. 2. at 80, OP-3 & OP-4. For dispatches outside MSAs, Qwest met over 93% of its installation commitments to CLECs in each of the last four months in an average of about 5 days. *Id.* at 81,

OP-3 & OP-4. Irrespective of the type of technician dispatch, these results were usually at parity with retail performance.

New installation quality has also been excellent. In South Dakota Qwest installed over 88% of all UNE-P-POTS orders (dispatched and non-dispatched) without a CLEC filing a trouble report within 30-days. Ex. 1 at 73, OP-5. This measure was always at or better than parity with retail service measurements.

Repair of UNE-P-POTS. Over the last four months in South Dakota, Qwest's repair of UNE-P-POTS circuits has been impressive. The overall trouble rate for UNE-P for the four-month period has been consistently less than 1% and at parity with the retail measurement. Ex. 1 at 79, MR-8. Regionwide, the overall trouble rate for UNE-P-POTS lines has always been 1.2% or less, lower than the trouble rate for comparable retail installations. Ex. 2 at 89, MR-8.

When troubles occur, Qwest resolves them efficiently regionwide. When no technician dispatch is required to clear the trouble, Qwest clears over 97% of CLEC out of service reports within 24-hours and over 99% of all CLEC trouble reports within 48 hours. Ex. 2 at 88, MR-3, MR-4. The mean time to restore UNE-P service was a more 3 hours or less. *Id.*, MR-6. All of this repair performance is always at parity with equivalent retail repairs.

Qwest provided similar outstanding service when repair of UNE-P-POTS lines required a technician dispatch. Whether repairs required a dispatch within an MSA or outside an MSA, Qwest cleared 91% or more of out of service troubles on time. *Id.* at 85-86, MR-3. The mean time to restore such lines was always 12.5 hours or less. *Id.* at 85-87, MR-6. This repair performance was also always at parity with equivalent retail service.

Installation of UNE-P-Centrex. Qwest also installs the majority of its UNE-P-Centrex lines in its region without a technician dispatch. For UNE-P-Centrex orders in that

category in South Dakota, Qwest met at least 96.23% of its installation commitments in each of the last four months, and in an average interval under 5.38 days. Ex. 1 at 93, OP-3 & OP-4.

In the dispatch categories for UNE-P-Centrex in South Dakota, Qwest also performed well during the last four months. For dispatches within and outside of MSAs, Qwest met over 88% of its CLEC installation commitments three out of the four months in an average just over 6-days. Ex. 1 at 81-82, OP-3 & OP-4. For both categories of dispatches, delays in provisioning were rare.

Installation quality of UNE-P Centrex has been good in South Dakota. However, the retail installation of Centrex has been excellent in South Dakota resulting in a non-parity result. Ex. 1 at 84, OP-5 & OP-5*. Regionwide, installation quality of UNE-P-Centrex lines was also good, with over 83% of such lines installed without trouble. Ex. 2 at 94, OP-5 & OP-5*. This measure was at parity with retail performance in 11 of the last 12 months.

Repair of UNE-P-Centrex. Over the last four months, Qwest's repair of UNE-P-Centrex lines has been strong in South Dakota. Over the last four months, the overall trouble rate for CLEC UNE-P-Centrex has been outstanding; less than 1% each month. Ex. 1 at 90, MR-8 & MR-8*. When troubles occur, Qwest resolves them efficiently and at parity with equivalent retail service. Irrespective of whether a technician dispatch is required to clear the trouble, Qwest cleared over 88% of CLEC out of service reports within 24-hours and over 92% of all CLEC trouble reports within 48 hours. *Id.* at 86-89, MR-3, MR-4. The mean time to restore UNE-P-Centrex service was always less than 16 hours. *Id.*, MR-6.

Installation of EELs. Enhanced Extended Loops (EELs) are a combination of dedicated transport and an unbundled loop. In the past this measure has been diagnostic due to the low volumes. While regional volumes remain very small, the ROC set a performance

objective for one EEL measure – commitments met (OP-3). That objective requires Qwest to provision 90% of EELs on time. Given the low volumes, this objective very difficult to attain. Over the past four months in Zone 1 (where 95% of the EEL activity exists), Qwest improved its EEL installation performance and exceeded the 90% benchmark in April. Ex. 2 at 102, OP-3. The improved performance in April occurred with demand up over 100% from any prior month. Thus, the trend shows a clear indication that Qwest's systems are starting to work well in the provision of EELs.

3. Access to Poles, Ducts, Conduits, and Rights of Way

The ROC has not adopted any performance measures for this checklist item. However, workshops on this subject have concluded and the Commission has formally approved this item.

4. Unbundled Loops

Qwest's performance results continue to demonstrate that Qwest is provisioning unbundled loops on a non-discriminatory basis for CLECs throughout the region. Qwest is fulfilling orders promptly, with minimal service problems, and has a strong maintenance and repair record.

a. Analog Voice Loops

Installation of Unbundled Analog Loops. Analog loops account for approximately 83% of all unbundled loops in service in Qwest's region. Over the last four months, Qwest's installation record for unbundled analog loops has been excellent. In South Dakota, Qwest met over 98% of its commitments each month, far exceeding the ROC's 90% benchmark. Ex. 1 at 98, OP-3.

Qwest has also maintained the average installation interval for CLEC loops below the ROC's 6-day benchmark. In each of the last four months, the average interval to install analog loops in South Dakota has been below the 6-day benchmark. *Id.* at 98, OP-4.

Qwest's installation quality of CLEC analog loops in South Dakota has also been consistently high. In each of the last four months, Qwest installed over 98% of new loops without a CLEC filing a trouble report. Those results exceed retail performance. *Id.* at 99, OP-5.

Repair of Unbundled Analog Loops. Qwest's repair record over each of the last four months in South Dakota shows it provides quick and reliable repairs for CLECs. At the outset, it is important to note that repairs are rarely needed. The trouble rate for analog loops was below 1% in each of the last four months. In each instance, the trouble rate for CLEC loops was at parity to equivalent retail loops. *Id.* at 102, MR-8, MR-8*.

Moreover, when repairs are needed, they are performed quickly. In South Dakota, Qwest always cleared 100% of out of service troubles within 24 hours. *Id.* at 101, MR-3. Qwest also cleared over 100% of all CLEC trouble reports within 48 hours. *Id.*, MR-4. This performance was always at parity with Qwest's retail service. Similarly, the mean time to restore service to CLECs was always 14 hours or less. *Id.*, MR-6.

b. Coordinated cutovers

Another key component of loop provisioning is how well Qwest performs coordinated cutovers, what some in the industry call "hot cuts." In each of the last four months, Qwest's has timely provisioned analog loops over 97% of the time, consistently above the ROC's 95% benchmark. Ex. 1 at 132, OP-13A. For all other loops, Qwest's on time performance is equally impressive with Qwest installing 100% of such loops, again surpassing the 95% benchmark. *Id.* OP-13A.

In South Dakota Qwest's coordinated cutover intervals are correspondingly short. For analog loops, the coordinated cut interval – the time the CLEC customer is out of service – is consistently four minutes or less. *Id.* at 132, OP-7. In South Dakota during the four-month period, there were no measurable other loops to report. Regionwide, for other loops, the interval is nine minutes or less. Ex. 2 at 164, OP-7. Qwest has also improved its coordination with CLECs. In South Dakota during the four-month period, there were no coordinated cuts started without CLEC approval. Ex. 1 at 133, OP-13B. Regionwide, over the last four months, Qwest has initiated less than 0.41% or less of all coordinated loop cutovers without CLEC approval. Ex. 2 at 165, OP-13B. This means Qwest consistently meets and exceeds the FCC's accepted test for provisioning hot cuts.[15]

c. Non-Loaded (2-Wire) Loops

Installation of non-loaded (2-wire) loops. These loops account for approximately 11% of all unbundled loops in service in Qwest's region. Qwest has a strong record of installing non-loaded (2-wire) loops in a timely manner. In each of the last four months in South Dakota, Qwest installed 100% of such loops on time. Ex. 1 at 103, OP-3. This easily surpasses the ROC's 90% benchmark. Qwest also provisioned these loops in short intervals, substantially shorter timeframes than the 6-day benchmark in each month. The intervals averaged 4.29 days or less. *Id.*, OP-4. On the rare occasion when delays in provisioning occurred regionwide, Qwest cleared the delayed order swiftly and always at parity with equivalent retail performance. This was true regardless of whether the delays were caused by facility or non-facility reasons. Ex. 2 at 120-21, OP-6A, OP-6B. Qwest also provisioned 2-wire non-loaded loops of extremely high level of quality. In each of the last four months in South Dakota, 100% of CLEC loops

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[15] *Verizon New York Order* at ¶ 309.

were installed without the issuance of a trouble report. Ex. 1 at 104, OP-5. This is always comparable to analogous retail performance.

In September, Qwest also began reporting how well it conditioned loops. Loop conditioning is sometimes necessary to create a 2-wire non-loaded loop. In South Dakota during the four-month period, there were not a statistically significant number of results to measure for unbundled loops conditioned. Regionwide, in Zone 1, Qwest conditioned about 90% of its loops within the standard 15-day interval, and at an average interval of approximately 5-days. Ex. 2 at 166, OP-3 & OP-4. In Zone 2, Qwest conditioned up to 89% of such loops in an average of under 10 days. *Id.* On average looking at both zones collectively, this performance is consistently around the 90% benchmark and consistently exceeds the 16 5-day benchmark.

Repair of non-loaded (2-wire) loops. Over the last four months, the trouble rate for such CLEC loops in South Dakota was always 1.16% or less, and always at parity with that experienced by Qwest's retail customers. Ex. 1 at 107, MR-8. When repairs are needed, Qwest performs them promptly. In South Dakota during the four-month period, there were not a statistically significant number of results to measure out of service reports. Regionally, Qwest consistently cleared over 98% of CLEC of out of service reports within 24 hours in Zone 1, and 100% of such troubles in Zone 2. Ex. 2 at 124-25, MR-3. Similarly, Qwest uniformly cleared 100% of all trouble reports within 48 hours in both zones. *Id.*, MR-4. In fact, all nine of Qwest's repair metrics for 2-wire non-loaded loops were comparable to Qwest's retail performance in each of the last four months. *Id.* at 124-36.

d. Non-Loaded (4-Wire) Loops

Installation of Non-Loaded (4-Wire) Unbundled Loops. Although CLECs have not requested a high number of 4-wire loops, Qwest is provisioning these loops promptly. In

South Dakota during the four-month period, there were no requests for installation of 4-wire non-loaded loops. Regionwide, over the last four months in Zones 1 and 2, Qwest always provisioned such loops to CLECs in a manner and in a time frame at parity with equivalent retail performance. Ex. 2 at 128-29, OP-3 & OP-4. Installation quality has been perfect with no such loops anywhere in the region having an installation troubles in the last four months. *Id.* at 130, OP-5. All of the installation performance metrics were provided to CLECs at parity with retail in each of the last four months.

Repair of Non-Loaded (4-Wire) Unbundled Loops. In South Dakota during the four-month period, Qwest did not receive any repair requests for non-loaded 4-wire unbundled loops. Regionwide, in the last four months, repairs of 4-wire non-loaded loops have been virtually non-existent. The trouble rate for 4-wire loops provisioned to CLECs was less than 1% each month, and always at parity with that experienced by retail customers. *Id.* at 135, MR-8. There have been no reported troubles in Zone 2 in any of the last four months. When trouble did occur, Qwest always cleared the repairs within the 4-hour objective and at parity with Qwest retail. *Id.* at 132-33, MR-5 & MR-7.

e. DS-1 Capable Loops

Installation of DS-1 Capable Loops. In South Dakota during the four-month period, there were not a statistically significant number of results to measure for requests of DS1 capable installations. Regionwide, over the last four months, Qwest has continued to provide CLECs with effective installations of DS-1 loops. Qwest has steadily improved its performance to where it met over 90% of such installation commitments in the last two months in Zone 1. Ex. 2 at 135, OP-3. In both zones, installations were consistently provided at parity. *Id.* at 136-38, OP-3. Moreover, in both zones CLECs experienced a substantially shorter average installation

interval for DS-1 loops than did Qwest retail customers. *Id.*, OP-4. Similarly, when delays in provisioning occurred, in both zones the average delay CLECs experienced were always at parity with that experienced by retail customers. *Id.*, OP-6A & OP-6B.

Over the past year, Qwest's installations for CLECs have been of a consistently high quality, recording trouble-free rates comparable to the retail performance. *Id.* at 137, OP-5. In each month, new installation quality showed that over 93% of these complex circuits were provisioned without trouble. *Id.* at OP-5 & OP-5*.

Repair of DS-1 Capable Loops. Qwest is performing quick and reliable repair of DS-1 loops for CLECs. In South Dakota during the four-month period, the trouble rate for DS1 capable loops was .00%. Ex. 1 at 117, MR-8. Regionwide, the CLEC trouble rate for DS-1 loops was 3.1% or less in each of the last four months. Although the trouble rate for CLECs has exceeded that for Qwest's retail customers, the margin of difference was slight. *Id.* at 141, MR-8.

Regionwide, Qwest has consistently cleared in excess of 70% of troubles within four hours in both Zone 1 and Zone 2. *Id.* at 140-41, MR-5. This service is often at parity with retail. Moreover, in three of the last four months in Zone 1 and all four months in Zone 2, the mean time to restore has been less than the four hour restoration objective. *Id.*, MR-6. Although the mean time to restore DS-1 loops is often not provided at parity, the slight difference in restoration intervals is often a matter of mere minutes.[16] *Id.*

f. ISDN Capable Loops

Installation of ISDN Capable Loops. In South Dakota during the four-month period, there were not a statistically significant number of results to measure for ISDN capable

[16] *See also Verizon Penn Order* at ¶90.

loops. Regionwide, these loops account for approximately 4.3% of all unbundled loops in service in Qwest's region. Qwest has compiled a strong record of prompt installation of ISDN capable loops. In each of the last four months, Qwest met over 95% of its installation commitments in Zone 1, and over 93% of its commitments in Zone 2. Ex. 2 at 142-43, OP-3. This was always at parity with comparable Qwest retail performance. In both zones, the average installation interval for CLEC loops continued to be significantly shorter than for CLECs than for retail customers. *Id.*, OP-4. When installation was delayed past the due date, CLEC customers always received ISDN loops at parity with that provided to retail customers, regardless of whether the delay was due to facility or non-facility reasons. *Id.*, OP-6A & 6B. Qwest's installations for CLECs have been of a consistently high quality, with over 90% of such loops not experiencing new installation trouble. *Id.* at 145, OP-5 & OP-5*.

Repair of ISDN Capable Loops. Regionwide, Qwest has performed quick and reliable repairs of ISDN Capable Loops for CLECs in the rare instances when repairs were needed. The trouble rate for ISDN loops provisioned to CLECs was less than 1.4% in each of the last four months. This trouble rate was at parity with retail troubles in two of the last four months. *Id.* at 148, MR-8.

Moreover, Qwest has consistently cleared a high percentage of troubles on CLEC loops on time regionwide. In each of the last four months, Qwest cleared over 98% of out of service troubles within 24-hours in Zone 1 and 100% of such troubles in Zone 2. *Id.* at 146-47, MR-3. Qwest also cleared 100% of all CLEC trouble reports within 48-hours every month in both Zone 1 and Zone 2. *Id.*, MR-4. The mean time to restore CLEC service was four hours or less in each month, which was always at parity with retail in both zones. *Id.*, MR-6.

g. ADSL Qualified Loops

Installation of Unbundled ADSL Qualified Loops. In South Dakota during the four-month period, Qwest did not have wholesale ADSL qualified loops to measure performance. Regionwide, over the last four months, Qwest's overall installation record for ADSL Qualified Loops has been excellent. In Zone 1 and Zone 2, Qwest met 100% of its CLEC installation commitments in virtually every month. Ex. 2 at 150-51, OP-3. In each instance, Qwest provisioned well above the 90% benchmark on time. *Id.* Qwest also consistently met the 6-day installation interval benchmark with an average interval below 6-days in every circumstance. *Id.*, OP-4. Moreover, in the rare circumstance when delays occur, Qwest cleared them promptly and usually at parity with equivalent retail service. *Id.*, OP-6A & 6B. Finally, installations of such loops for CLECs continued to be of a consistently high quality. More than 95% of all ADSL loop installations were installed without trouble in each of the last four months. *Id.* at 153, OP-5, OP-5*.

Repair of Unbundled ADSL Qualified Loops. Regionwide, over each of the last four months, the trouble rate for such CLEC loops were 1% or less, which was always at parity for comparable retail loops. *Id.* at 156, MR-8, MR-8*. Qwest also cleared these CLEC troubles expeditiously. In both Zone 1 and Zone 2, Qwest cleared 100% of all CLEC troubles on time. *Id.* at 154-55, MR-3 & MR-4. The mean time to restore service continued to be lower for CLECs, and always averaged 3 hours or less in Zone 1 and 4 hours or less in Zone 2. *Id.*, MR-6.

h. Line Sharing

Installation of Line Shared Loops. In South Dakota during the four-month period, Qwest did not have wholesale line shared loops to measure performance. Regionwide, in each of the last four months, Qwest's record for installing line shared loops has also been strong. All line sharing installations for CLECs (100%) do not require the dispatch of a technician. Qwest

met over 99% of its installation commitments in each of the last four months. Ex. 2 at 169, OP-3. This performance was above the ROC 95% benchmark in each of the last four months. The same is true for the installation interval, which ranged from 3.0 to 3.14 days, below the ROC's 3.3 day benchmark. *Id.*, OP-4. The new installation quality of line shared loops is also excellent with over 97% of such lines installed without trouble, always at parity with retail. *Id.* at 170, OP-5. This installation data is essentially perfect.

Repair of Line Shared Loops. Regionwide, over the last four months, there have been very few line sharing loops that experienced trouble. The overall trouble rate is always less than 2% and, once reported troubles with "no trouble found" are excluded, always at parity with equivalent retail service. *Id.* at 179, MR-8, MR-8*. When troubles do occur, virtually all non-dispatched out of service troubles are cleared within 24 hours, and more than 92% of all troubles are cleared within 48 hours. *Id.* at 177, MR-3 & MR-4. The mean time to restore these services is also consistently less than 30-hours. *Id.* at 173, 175 & 177, MR-6. Nonetheless, the percentage of troubles cleared in 48 hours and mean time to restore are often outside of parity. The reason is the same for both measures. Line-sharing is a unique service, as both voice and data reside on the same circuit. As such, it is commonplace and expected to receive a higher percentage of trouble reports than for POTS alone, and many of these troubles are for ***other than*** an out of service situation. Over the last four months, about 20% of the reported line sharing troubles were for an out of service situation. For the retail comparable, however, (which is an aggregate of residential and business POTS) over 50% of the troubles were out of service situations. Out of service situations have a higher priority in the repair queue than a non-out of service situation. Thus, from the outset a much higher percentage of retail orders have a higher

priority. It is not surprising, therefore, that the mean time to restore is shorter for retail than for wholesale.

Similarly, not only do a larger percentage of line-shared troubles have a lower priority to clear, but line sharing repairs are also more complex. For retail POTS, Qwest knows the troubles are its responsibility to fix. For line-sharing, however, the CLEC is responsible to make data repairs and Qwest voice repairs. Thus, it is more complex to identify and clear troubles on line-shared loops. Thus, it is again not surprising that Qwest cleared a smaller percentage of troubles on line sharing than on Qwest retail, although Qwest hastens to add that over 92% of non-dispatched troubles each month.

5. Unbundled Transport

DS-1 UDIT Installation. In South Dakota during the four-month period, Qwest did not have DS1 level installations to measure. Regionwide, over the last four months, Qwest provided unbundled transport to CLECs at a high level of quality. In both Zone 1 and Zone 2, Qwest met over 94% of its CLEC installation commitments in three of the last four months, with an average installation interval of about 9 days. Ex. 2 at 187-88, OP-3 & OP-4. Both of these metrics were consistently at parity with equivalent retail performance. In the few circumstances when delays occurred, they were generally at parity with retail. *Id.*, OP-6A & 6B. Installation quality for DS-1 UDIT is also outstanding. In every month, Qwest installed over 96% of such UDIT facilities without CLECs filing a trouble report in October. *Id.* at 189, OP-5.

DS-1 UDIT Repairs. Regionwide, the overall trouble rate for DS1 UDIT facilities continued to be low – less than 2% each month. *Id.* at 193, MR-8. Qwest has steadily improved its repair record when troubles occur. In Zones 1 and 2, Qwest's continued to clear CLEC troubles a high percentage of the time within 4 hours, and in a manner comparable to its retail

performance. *Id.* at 191-92, MR-5. Similarly, the mean time to restore these circuits was always 2 hours or less, and consistently at parity with retail service in both zones. *Id.*, MR-6.

DS-3 UDIT Installation. In South Dakota during the four-month period, there were no requests for wholesale lines above DS1 level to measure. Regionwide, Qwest achieved similar success installing UDITs above DS-1 levels in the last four months. As to these facilities, Qwest met 100% of its commitments in both Zone 1 and Zone 2 in virtually every month. *Id.* at 194-95, OP-3. These facilities were installed at parity with retail performance in average intervals that were always at parity with retail every month. *Id.*, OP-4. Qwest also installed UDITs above a DS-3 level at a high degree of quality, with virtually every circuit being installed without trouble. *Id.* at 196, OP-5.

DS-3 UDIT Repairs. Regionwide, the CLEC trouble rate for DS-3 UDIT was also 2% or smaller in each of last four months. *Id.* at 200, MR-8 & MR-8*. During that time, Qwest has cleared at least 78% of troubles in Zone 1 and 100% of troubles in Zone 2 within four hours. *Id.* at 198-1999, MR-5. The mean time to restore was always two hours or less and always at parity with retail. *Id.*, MR-6.

6. **Unbundled Switching**

To date, CLECs have submitted virtually no requests to Qwest in South Dakota or regionwide for unbundled local switching on a stand-alone basis. The ROC concluded that no performance measures were needed for stand-alone unbundled switching because there is virtually no demand for it. CLECs obtain access to unbundled switching as part of UNE-P facilities. Qwest's outstanding UNE-P performance establishes that Qwest can provide unbundled switching to CLECs upon request.

7. 911/E911/Directory Assistance/Operator Services

a. 911/E911

E911 Database Updates. Qwest measures the amount of "Time to Update Databases." This measure is a "parity by design" because Qwest's E911 database does not distinguish between updates for Qwest or CLECs. Ex. 1 at 156, DB-1A. In each of the last four months, Qwest's E911 database was updated in less than 3 hours. *Id.*

911/E911 Trunk Installation. Regionwide, Qwest had little data to report for 911/E911 installations in the last four months. Throughout the region in Zone 1 and Zone 2, Qwest only provisioned a few 911 trunks. Qwest generally provided 100% of these circuits on time and always at parity with Qwest retail. *Id.* at 206, OP-3. Installation quality on E911 circuits was excellent. In each of the last four months, Qwest has installed 100% of 911 circuits without the CLECs issuing a trouble report. *Id.* at 207, OP-5.

911/E911 Trunk Repair. Regionwide, over the last four months, Qwest's maintenance and repair record for 911/E911 trunks is strong. The trouble rate on CLEC trunks was always less than 0.7%. *Id.* at 212, MR-8. When repairs were needed, Qwest cleared them promptly. Qwest cleared 100% of troubles both Zones 1 and 2. *Id.* at 210-11, MR-5. Service was always restored at parity and in an average of less than 1 hour. *Id.*, MR-6.

b. Directory Assistance and Operator Services

The "Speed of Answer" PIDs for directory assistance and operator services, DA-1 and OS-1, measure the average time required for Qwest's operator and directory assistance personnel to answer calls. These PIDs are also "parity by design" because Qwest's directory assistance and operator services systems handle all calls on a blind, first come, first served basis. Over the last four months in South Dakota, the speed of answer for directory assistance and operator service calls was, on average, 10 seconds or less. Ex. 1 at 162, DA-1, OS-1.

8. White Pages Directory Listings

The only PIDs for white pages directory listings are "parity by design" because Qwest processes CLEC end user listings with the same or similar systems, databases, methods, procedures, and personnel used by Qwest for its own retail end user listings. In each of the last four months in South Dakota, Qwest completed electronically processed updates to the directory listings database in an average of 0.11 seconds or less, with an accuracy rate of over 97%. Ex. 1 at 163, DB-1 C-1, DB-2 C-1.

9. Number Administration

Qwest provides nondiscriminatory access to telephone numbers for assignment by CLECs to their customers. Regionwide, in each of the last four months, Qwest loaded and tested 100% of CLEC NXX codes prior to the LERG effective date. Ex. 2 at 215, NP-1A. The percentage of NXX code activations delayed for facility reasons was 0.0% each month. *Id.*, NP-1B.

10. Call-Related Databases and Associated Signaling

Qwest offers all CLECs access to, and routing over, its call-related databases and associated signaling in the same manner that Qwest accesses these services. Qwest uses a queuing and routing system that treats all carriers alike.

The sole performance measure for this checklist item is DB-1B, which evaluates the time to update the line identification database ("LIDB"). This is also a parity by design measure. The aggregate Qwest and CLEC result under that measure has consistently been less than 8 seconds. Ex. 2 at 216, DB-1B.

11. Number Portability

Number portability allows customers to change carriers without changing telephone numbers. To provision number portability, Qwest must pre-set "triggers" on a timely

basis. In South Dakota in each of the last four months, Qwest set 100% of LNP triggers prior to the scheduled start time for coordinated loop cutovers, exceeding the ROC' 95% benchmark. During the same period, Qwest set over 98% of LSA triggers prior to the scheduled start time for LNP orders not requiring loop coordination, again beating the 95% benchmark. Ex. 1 at 166, OP-8B & OP-8C. These results show that Qwest is meeting its requirements for local number portability.

Beginning with the October data, Qwest also began reporting the percentage of ported numbers that are disconnected before the CLEC completes its side of the number porting. The ROC requires that Qwest provide at least 98.25% of all ported numbers without an associated disconnect. The data shows that over the last four months in South Dakota, 100% of all numbers were ported without an associated disconnect. Ex. 1 at 166, OP-17A, OP-17B. Thus, claims in the workshop that this is pervasive problem simply do not hold water. Similarly, in the rare instance when a LNP trouble occurs regionwide, Qwest clears them consistently and in a mean time less than 8 hours. Ex. 2 at 218, MR-11A & MR-11B.

12. Local Dialing Parity

Qwest provides dialing parity to competitors in its region. This Commission has already found that Qwest is in full compliance with this checklist item.

13. Reciprocal Compensation

Reciprocal compensation is paid between carriers for terminating local calls on behalf of the other. In South Dakota, Qwest's bills have generally been accurate and complete. Since January, bills for reciprocal compensation have been accurate 100% of the time, beating the ROC's 95% accuracy benchmark. Ex. 1 at 168, BI-3B. In 7 of the last 8 months, Qwest's reciprocal compensation bills have been complete, again beating the 95% benchmark. *Id.*, BI-4B. In April, however, this number dipped below the 95% benchmark. This occurred due to an

SS7 problem affecting long-duration calls caused by the software problem of an outside vendor. This issue has been rectified and this dip in performance should be a one month glitch. These results prove that Qwest is providing reciprocal compensation to CLECs in accordance with the Act.

14. Resale

Over the last four months, Qwest provided resold services to CLECs in a nondiscriminatory manner. The PIDs for resale measure performance for twelve products: residential lines, business lines, Centrex, Centrex 21, PBX, Basic ISDN, Qwest DSL, Primary ISDN, DS0, DS1, DS3 and higher, and Frame Relay. The standard for resale performance is parity with retail service, and Qwest is achieving parity in the vast majority of resale performance measures region-wide. Given the small volumes for some of these services, Qwest will focus its discussion once again on residential POTS, business POTS, Centrex and Centrex 21 services.

Installation. Qwest provisions a vast percentage of all resold orders without requiring as technician dispatch, just like UNE-P and line sharing. The following data concerns the last four months of performance. For residential POTS without a dispatch in South Dakota, Qwest met over 98.5% of its CLEC installation commitments each month in an average of 2.9 days or less (Ex. 1 at 171, OP-3 & OP-4); for business POTS without a dispatch, Qwest met 100% of its CLEC installation commitments three out of the last four months in an average of 2.9 days or less (*Id.* at 182, OP-3 & OP-4). In South Dakota for the four-month period, Qwest did not receive installation requests for resale of Centrex. Regionwide for Centrex without a dispatch, Qwest met over 97.9% of its CLEC installation commitments each month in an average of 4.9 days or less (*Id.* at 244, OP-3 & OP-4). In South Dakota for the four-month period, there

were not a statistically significant number of results to measure for wholesale Centrex 21. Regionwide, for Centrex 21 without a dispatch, Qwest met over 98% of its CLEC installation commitments each month in an average of 5.3 days or less (Ex. 2 at 255, OP-3 & OP-4). This performance is outstanding, and was usually at parity with retail performance.

Qwest performance in provisioning resold services over this same time span is equally outstanding when a technician dispatch is required. For dispatches within MSAs in South Dakota for residential POTS, Qwest met an average of 96% of its CLEC installation commitments in an average of 3.4 days (Ex. 1 at 169, OP-3 & OP-4). In South Dakota for the four-month period there were not a statistically significant number of results to measure for wholesale business POTS. Regionwide, Qwest met over 95% of its CLEC installation commitments each month in an average of 5.1 days or less (Ex. 2 at 231, OP-3 & OP-4). In South Dakota for the four-month period, Qwest did not receive installation requests for resale of Centrex or Centrex 21. Regionwide, for Centrex Qwest met 89% or more of its CLEC installation commitments each month in an average of 6.1 days or less[17] (Ex. 2 at 242, OP-3 & OP-4); and for Centrex 21 Qwest met over 83% of its CLEC installation commitments in an average of 10.4 days or less (*Id.* at 253, OP-3 & OP-4). This performance is also outstanding, and was almost always at parity with retail performance. As to regionwide dispatches outside of MSAs, this high level of performance continues with Qwest consistently meeting between 85% and 100% of its commitments. (*Id.* at 221, 232, 243 & 254, OP-3 & OP-4). In each of the last four months, these installation commitments met were always statistically equal to equivalent retail service as was the average installation interval.

[17] In April, Qwest installed 7 of 9 (77.8%) of such orders on time.

Maintenance and Repair. In each of the last four months, the overall trouble rate for resold CLEC lines has been extremely small: less than 1.4% for residential POTS (Ex. 1 at 178, MR-8); less than 0.75% for business POTS (*Id.* at 184, MR-8); less than 0.7% for Centrex (*Id.* at 251, MR-8); and 1.6% or less for Centrex 21 (*Id.* at 200, MR-8). Although these results were often at parity, there were times when statistical disparity existed. This is an example when the Commission should look behind the statistics to see the outstanding performance provided to CLECs by Qwest. A less than one percent trouble rate is outstanding in every circumstance.

Repairs of all four primary resold products are measured by the number of out of service troubles cleared in 24-hours and the number of troubles cleared in 48-hours. Qwest also measures the mean time to restore. All three of these metrics are tracked for dispatches within MSAs, dispatches outside of MSAs, and those not requiring a dispatch. Therefore, there are 9 primary repair measures per type of resold service. In South Dakota for the four-month period, there were few occurrences involving repair of the four primary resold products. Regionwide, for resold residential POTS service in each of the last four months, Qwest cleared at least 94 of all out of service situations in 24-hours and all 9 metrics were always at parity with equivalent retail service. (Ex. 2 at 225-27, MR-3, MR-4 & MR-6). For resold business POTS service in October, Qwest cleared at least 91% of all out of service situations in 24-hours and 8 of 9 metrics were consistently at parity with equivalent retail service. (*Id.* at 235-39, MR-3, MR-4 & MR-6). The remaining repair metric were at parity in three of the last four months. For resold Centrex service in October, Qwest cleared at least 90% of all out of service situations in 24 hours and all 9 metrics were always at parity with equivalent retail service.[18] (*Id.* at 247-50, MR-3, MR-4 & MR-6). Finally, for resold Centrex 21 service in October, Qwest cleared at least 91% of all out

[18] The one exception is February 2002 for out of service troubles cleared when a technician dispatch was required within a MSA. In February, Qwest cleared 28 of 35 (80.0%) of such troubles. *Id.* at 247, MR-3.

of service situations in 24 hours and 8 of the 9 metrics were always at parity with retail service. (*Id.* at 258-61, MR-3, MR-4 & MR-6).[19] The remaining repair metric were at parity in three of the last four months. Thus, Qwest met or exceeded performance expectations for all 36 key repair metrics around the 4 key resold products. Qwest is clearly meeting its repair obligations around Checklist Item 14.

III. Conclusion

The attached performance data shows that over the last four months, Qwest has consistently provided CLECs with outstanding performance across all checklist items. Qwest is offering CLECs a meaningful opportunity to compete in the marketplace in South Dakota today. In the very near term, Qwest expects to ask the Commission to formally recommend 271 approval to the FCC.

Respectfully submitted this 7th day of June, 2002.

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[19] The one exception is February 2002 for out of service troubles cleared when a technician dispatch was required outside of MSAs. In April, Qwest cleared 6 of 7 (85.7%) of such troubles. *Id.* at 35%, MR-3

ride the light

Qwest

Performance Results

South Dakota

May 2001 - April 2002

May 16, 2002

EXHIBIT

1

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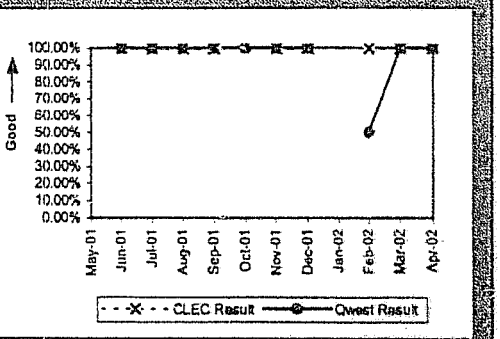
Repair Repeat Report Rate (Percent) (MR-7E)– Interval Zone Two*
Trouble Rate (Percent) (MR-8)– Interval Zone One and Two
Trouble Rate (Percent) (MR-8)– Interval Zone One and Two*
Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10)– Interval Zone One and Two

Checklist #1 - Local Interconnection - LIS Installation

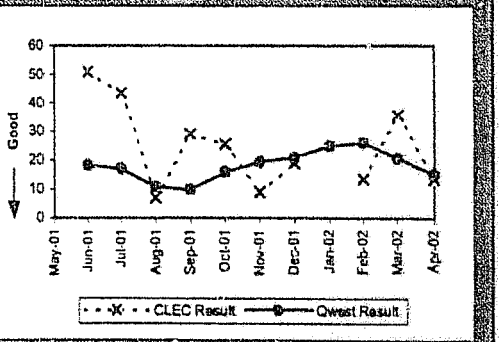
Installation Commitments Met (Percent) (OP-3E)– Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
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%	8	8	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	-1.67
Mar-02	1	1	100.00%	0.00%	5	5	100.00%	N/A	N/A
Apr-02	2	2	100.00%	0.00%	5	5	100.00%	N/A	N/A



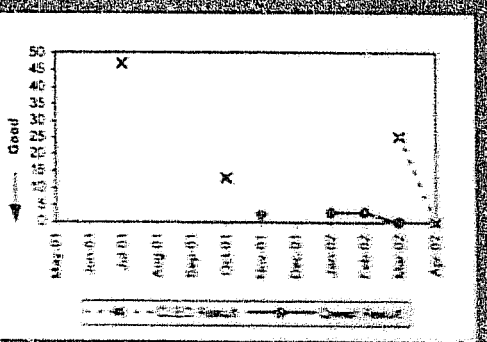
Installation Interval (Average Days) (OP-4E)– Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01									
Jun-01	51	1	51.00		110	6	18.33	1.3	-0.21
Jul-01	87	2	43.50	36.06	137	8	17.12	1.37	-0.17
Aug-01	7	1	7.00		75	7	10.71	-0.57	-1.34
Sep-01	58	2	29.00	0.00	69	7	9.86	2.03	0.24
Oct-01	127	5	25.40	7.50	80	5	16.00	1.71	0.04
Nov-01	9	1	9.00		349	18	19.39	-1.31	-1.8
Dec-01	38	2	19.00	1.41	83	4	20.75	-4.04	-3.46
Jan-02					124	5	24.80		
Feb-02	41	3	13.67	5.13	78	3	26.00	-3.3	-3
Mar-02	143	4	35.75	31.69	144	7	20.57	2.03	0.24
Apr-02	41	3	13.67	5.86	76	5	15.20	-0.59	-1.36



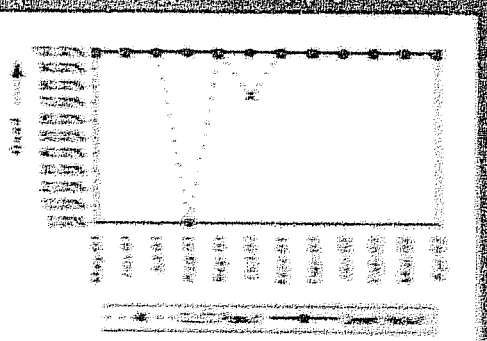
Customer Caused for Non-Facility Reasons (Average Days) (OP-6A-5)– Interval Zone Two

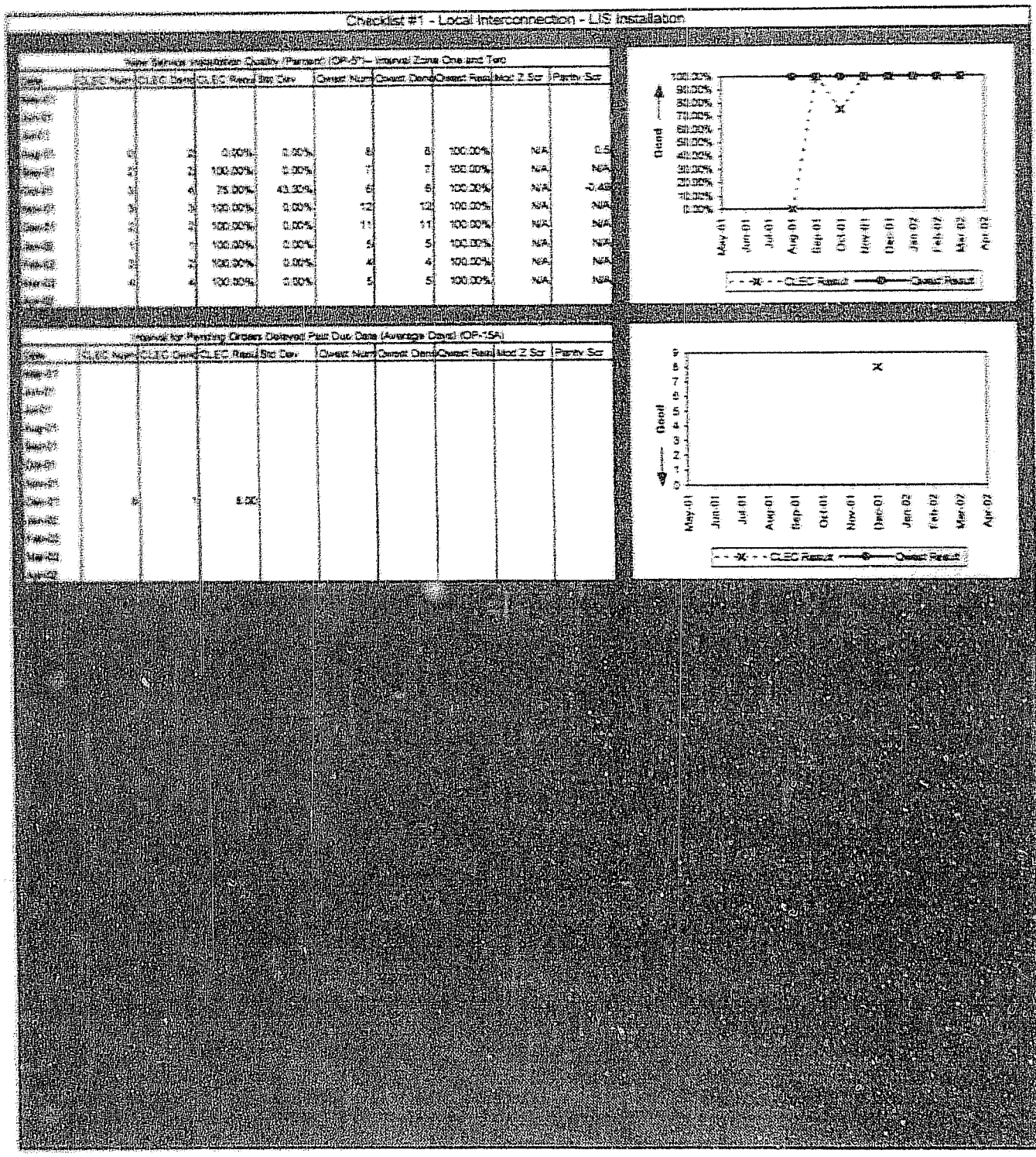
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01	49	1	49.00						
Aug-01									
Sep-01									
Oct-01	12	1	12.00						
Nov-01					[illegible]	[illegible]	[illegible]		
Dec-01									
Jan-02									
Feb-02									
Mar-02	26	2	26.00	29.70					
Apr-02			0.00						



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

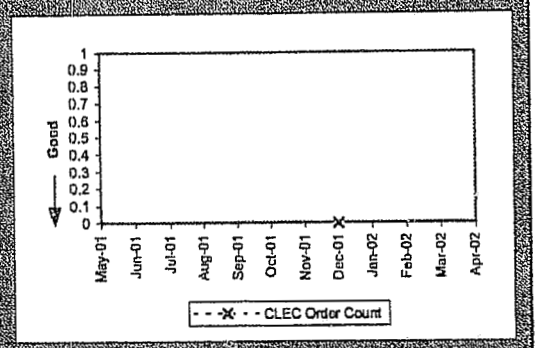
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01									
Jun-01	1	1	100.00%	0.00%	4	4	100.00%	N/A	N/A
Jul-01	1	1	100.00%	0.00%	7	7	100.00%	N/A	N/A
Aug-01	1	1	100.00%	0.00%	7	7	100.00%	N/A	N/A
Sep-01	2	2	100.00%	0.00%	8	8	100.00%	N/A	N/A
Oct-01	3	4	75.00%	43.30%	5	5	100.00%	-1.71	-1.71
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	1	1	100.00%	0.00%	1	1	100.00%	N/A	N/A
Feb-02	2	2	100.00%	0.00%	1	2	50.00%	-1.1	-1.67
Mar-02	4	4	100.00%	0.00%	5	5	100.00%	N/A	N/A
Apr-02	4	4	100.00%	0.00%	5	5	100.00%	N/A	N/A




Checklist #1 - Local Interconnection - LIS Installation
Qwest
CLEC Result
Qwest Result
May-01
Jun-01
Jul-01
Aug-01
Sep-01
Oct-01
Nov-01
Dec-01
Jan-02
Feb-02
Mar-02
Apr-02

Checklist #1 - Local Interconnection - LIS Installation

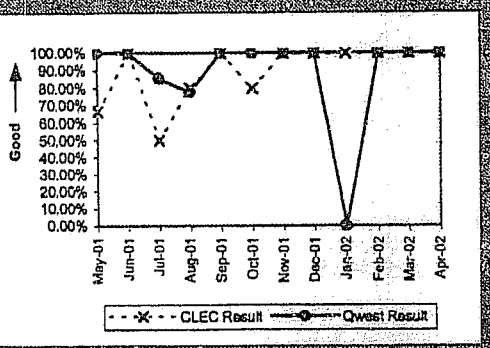
Count of Pending Orders Delayed for Facilities Reasons LIS Trunk (OP-15B)	
Date	CLEC Order Count
May-01	
Jun-01	
Jul-01	
Aug-01	
Sep-01	
Oct-01	
Nov-01	
Dec-01	0
Jan-02	
Feb-02	
Mar-02	
Apr-02	



Checklist #1 - Local Interconnection - LIS Repair

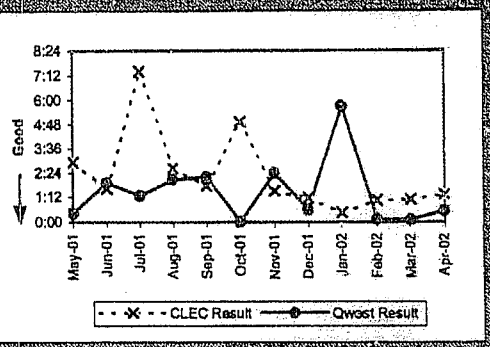
All Troubles Cleared within 4 hours (Percent) (MR-5B)-- Interval Zone Two

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01	4	6	66.67%	47.14%	1	1	100.00%	N/A	-0.83
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%	1.08	-0.34
Aug-01	4	5	80.00%	40.00%	7	9	77.78%	-0.1	-1.06
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	-1
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	
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
Apr-02	3	3	100.00%	0.00%	3	3	100.00%	N/A	N/A



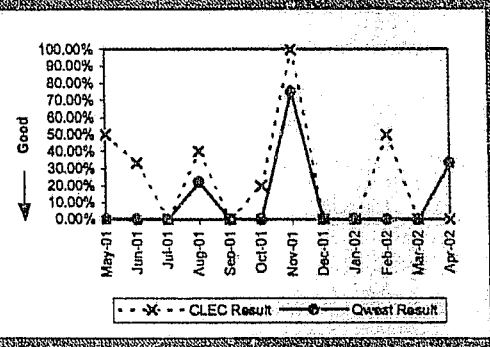
Mean Time to Restore (Hours:Minutes) (MR-6E)-- Interval Zone Two

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01	17:35	6	2:56	2:10	0:26	1	0:26		
Jun-01	4:56	3	1:38	1:52	7:38	4	1:54	-0.5	-1.3
Jul-01	29:41	4	7:25	10:08	8:01	7	1:17	1.08	-0.35
Aug-01	13:07	5	2:37	2:14	18:47	9	2:05	0.57	-0.66
Sep-01	1:46	1	1:46		2:12	1	2:12		
Oct-01	24:45	5	4:57	7:32	0:01	1	0:01		
Nov-01	1:31	1	1:31		9:33	4	2:23	-0.72	-1.44
Dec-01	2:22	2	1:11	0:48	1:51	3	0:37	1.04	-0.37
Jan-02	0:56	2	0:28	0:24	5:42	1	5:42		
Feb-02	6:20	6	1:03	0:45	0:09	1	0:09		
Mar-02	2:10	2	1:05	0:08	0:08	1	0:08		
Apr-02	4:00	3	1:20	0:26	1:38	3	0:33	0.96	-0.42



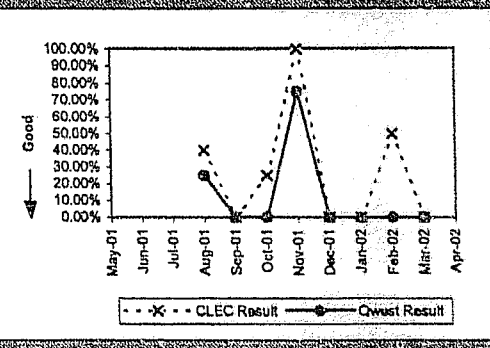
Repair Repeat Report Rate (Percent) (MR-7E)-- Interval Zone Two

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01	3	6	50.00%	50.00%	0	1	0.00%	N/A	-0.67
Jun-01	1	3	33.33%	47.14%	0	4	0.00%	N/A	-0.53
Jul-01	0	4	0.00%	0.00%	0	7	0.00%	N/A	N/A
Aug-01	2	5	40.00%	48.99%	2	9	22.22%	0.57	-0.65
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	-1
Nov-01	1	1	100.00%	0.00%	3	4	75.00%	0.07	-0.96
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	-0.67
Mar-02	0	2	0.00%	0.00%	0	1	0.00%	N/A	N/A
Apr-02	0	3	0.00%	0.00%	1	3	33.33%	-0.87	-1.53



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

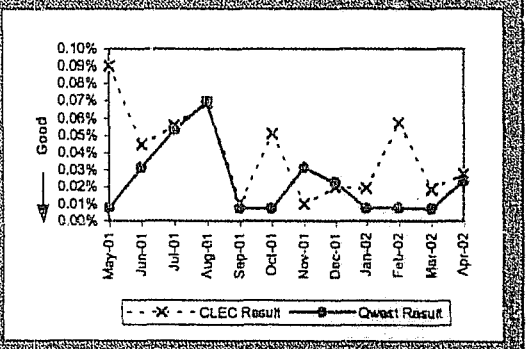
Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01	2	5	40.00%	48.99%	2	8	25.00%	0.44	-0.73
Sep-01	0	1	0.00%	0.00%	0	1	0.00%	N/A	N/A
Oct-01	1	4	25.00%	43.30%	0	1	0.00%	N/A	-0.96
Nov-01	1	1	100.00%	0.00%	3	4	75.00%	0.07	-0.96
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	-0.71
Mar-02	0	2	0.00%	0.00%	0	1	0.00%	N/A	N/A
Apr-02									



Checklist #1 - Local Interconnection - LIS Repair

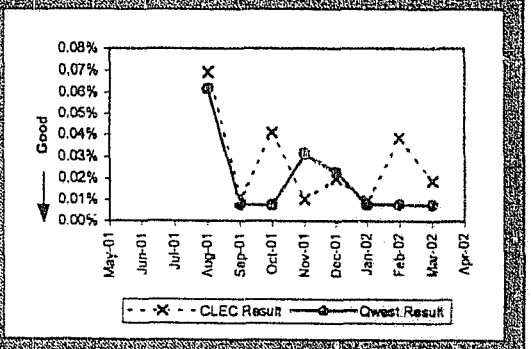
Trouble Rate (Percent) (MR-8)– Interval Zone One and Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	6	6649	0.09%	3.00%	1	12851	0.01%	6.19	2.78
Jun-01	3	6649	0.05%	2.12%	4	12707	0.03%	0.51	-0.69
Jul-01	4	7129	0.06%	2.37%	7	13019	0.05%	0.07	-0.96
Aug-01	5	7201	0.07%	2.63%	9	12959	0.07%	0	-1
Sep-01	1	8667	0.01%	1.07%	1	12887	0.01%	0.31	-0.81
Oct-01	5	9700	0.05%	2.27%	1	13007	0.01%	3.73	1.27
Nov-01	1	9749	0.01%	1.01%	4	12647	0.03%	-0.89	-1.54
Dec-01	2	9694	0.02%	1.42%	3	13103	0.02%	-0.13	-1.08
Jan-02	2	10205	0.02%	1.40%	1	12767	0.01%	1	-0.39
Feb-02	6	10398	0.06%	2.40%	1	12695	0.01%	4.24	1.58
Mar-02	2	10518	0.02%	1.38%	1	12904	0.01%	0.97	-0.41
Apr-02	3	10782	0.03%	1.67%	3	12568	0.02%	0.19	-0.88



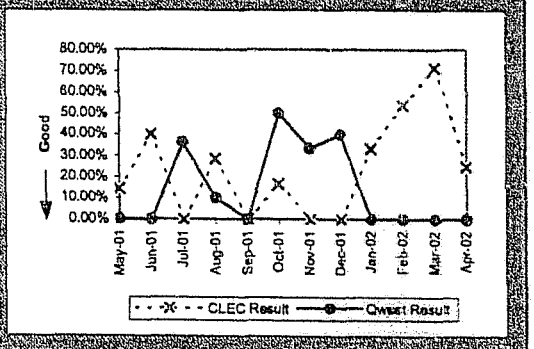
Trouble Rate (Percent) (MR-8*)– Interval Zone One and Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01	5	7201	0.07%	2.63%	8	12959	0.06%	0.21	-0.87
Sep-01	1	8667	0.01%	1.07%	1	12887	0.01%	0.31	-0.81
Oct-01	4	9700	0.04%	2.03%	1	13007	0.01%	2.85	0.73
Nov-01	1	9749	0.01%	1.01%	4	12647	0.03%	-0.89	-1.54
Dec-01	2	9694	0.02%	1.42%	3	13103	0.02%	-0.13	-1.08
Jan-02	1	10205	0.01%	0.99%	1	12767	0.01%	0.17	-0.9
Feb-02	4	10398	0.04%	1.98%	1	12695	0.01%	2.61	0.58
Mar-02	2	10518	0.02%	1.38%	1	12904	0.01%	0.97	-0.41
Apr-02									



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

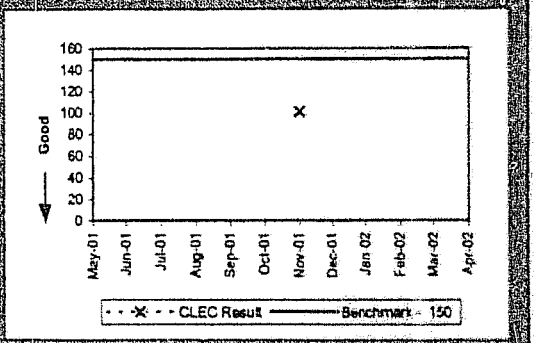
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	1	7	14.29%	34.99%	0	1	0.00%	N/A	-1.05
Jun-01	2	5	40.00%	48.99%	0	4	0.00%	N/A	-0.28
Jul-01	0	4	0.00%	0.00%	4	11	36.36%	-1.29	-1.79
Aug-01	2	7	28.57%	45.15%	1	10	10.00%	0.85	-0.48
Sep-01	0	1	0.00%	0.00%	0	1	0.00%	N/A	N/A
Oct-01	1	6	16.67%	37.27%	1	2	50.00%	-0.82	-1.5
Nov-01	0	1	0.00%	0.00%	2	6	33.33%	-0.65	-1.4
Dec-01	0	2	0.00%	0.00%	2	5	40.00%	-0.98	-1.59
Jan-02	1	3	33.33%	47.14%	0	1	0.00%	N/A	-0.9
Feb-02	7	13	53.85%	49.85%	0	1	0.00%	N/A	-0.59
Mar-02	5	7	71.43%	45.18%	0	1	0.00%	N/A	-0.44
Apr-02	1	4	25.00%	43.30%	0	3	0.00%	N/A	-0.67



Checklist #1 - Collocation

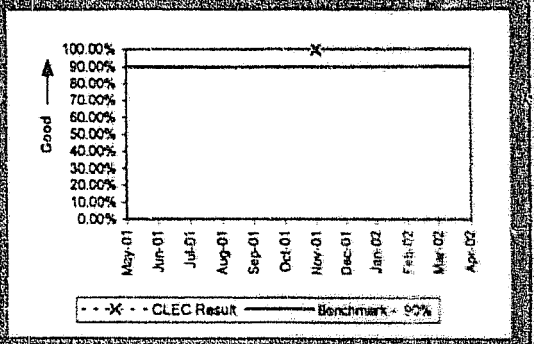
Scheduled Interval 121 to 150 Calendar Days (Average Days) (CP-1C)

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
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				
Apr-02				



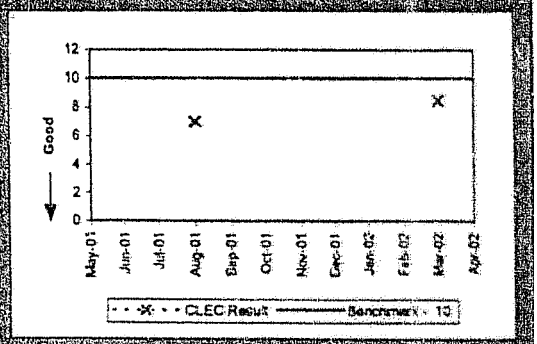
Collocations with Intervals Longer than 120 Days (Percent) (CP-2C)

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
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				
Apr-02				



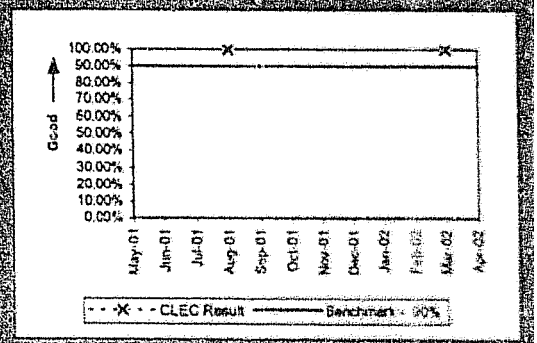
Collocation Feasibility Study Interval (Average Days) (CP-3)

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
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	
Apr-02				



Collocation Feasibility Study Commitments Met (Percent) (CP-4)

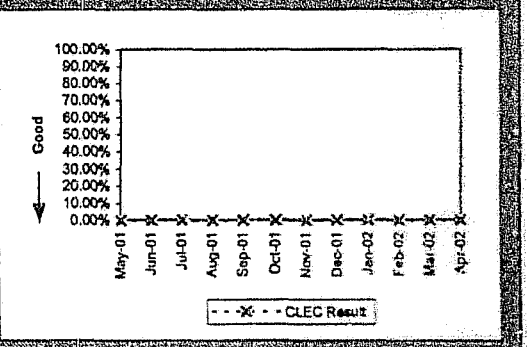
Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
May-01				
Jun-01				
Jul-01				
Aug-01	1	1	100.00%	0.00%
Sep-01				
Oct-01				
Nov-01				
Dec-01				
Jan-02				
Feb-02				
Mar-02	2	2	100.00%	
Apr-02				



Checklist #1 - Trunk Blocking

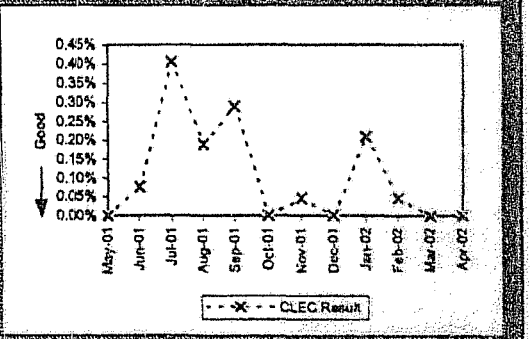
Trunk Blockage to Qwest Tandem Offices (Percent) (NI-1C)

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
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%
Apr-02	0	408	0.00%	0.00%



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

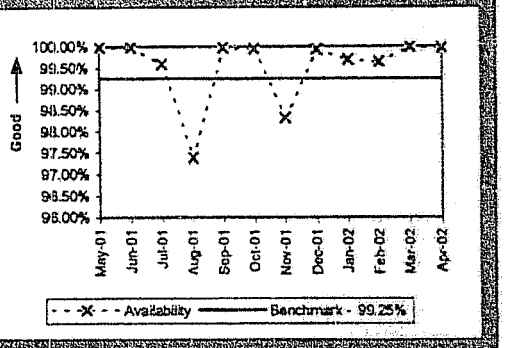
Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
May-01	0	3096	0.00%	0.00%
Jun-01	2.39	3096	0.08%	0.32%
Jul-01	12.6	3096	0.41%	0.81%
Aug-01	5.89	3096	0.19%	0.75%
Sep-01	13.25	4560	0.29%	1.44%
Oct-01	0.08	5496	0.00%	0.01%
Nov-01	2.57	5496	0.05%	0.16%
Dec-01	0.12	5592	0.00%	0.01%
Jan-02	12.39	5880	0.21%	0.69%
Feb-02	2.88	6072	0.05%	0.24%
Mar-02	0	6192	0.00%	0.00%
Apr-02	0	6192	0.00%	0.00%



Checklist #2 - Gateway Availability

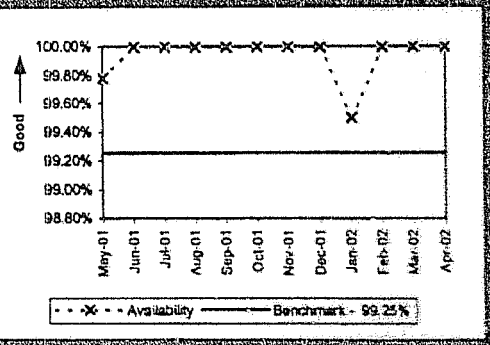
Gateway Availability - IMA-GUI (Percent) All (GA-1A)

Date	Availability
May-01	100.00%
Jun-01	100.00%
Jul-01	99.60%
Aug-01	97.38%
Sep-01	99.99%
Oct-01	99.97%
Nov-01	98.32%
Dec-01	99.94%
Jan-02	99.71%
Feb-02	99.65%
Mar-02	100.00%
Apr-02	99.98%



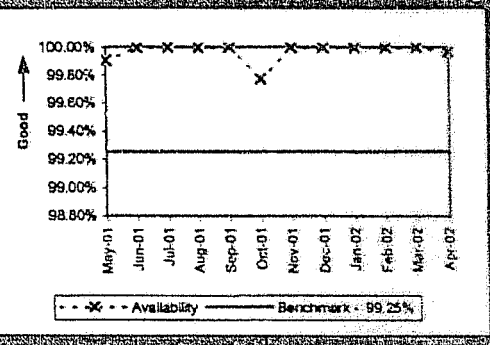
Gateway Availability - IMA-GUI (Percent) Fetch-n-Stuff (GA-1B)

Date	Availability
May-01	99.78%
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	99.50%
Feb-02	100.00%
Mar-02	100.00%
Apr-02	100.00%



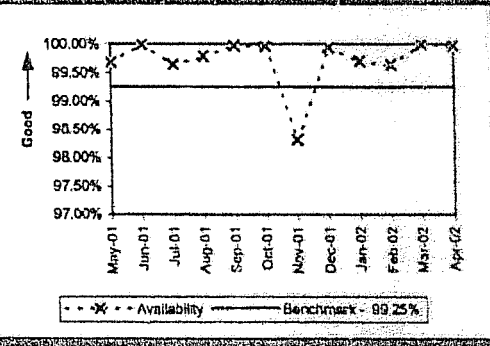
Gateway Availability - IMA-GUI (Percent) Data Arbiter (GA-1C)

Date	Availability
May-01	99.91%
Jun-01	100.00%
Jul-01	100.00%
Aug-01	100.00%
Sep-01	100.00%
Oct-01	99.77%
Nov-01	100.00%
Dec-01	100.00%
Jan-02	100.00%
Feb-02	100.00%
Mar-02	100.00%
Apr-02	99.97%



Gateway Availability - IMA-EDI (Percent) Default (GA-2)

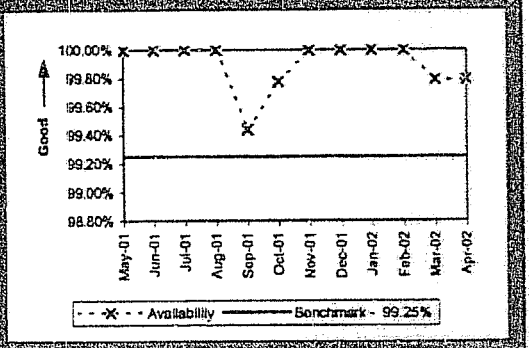
Date	Availability
May-01	99.69%
Jun-01	100.00%
Jul-01	99.65%
Aug-01	99.79%
Sep-01	99.99%
Oct-01	99.97%
Nov-01	98.32%
Dec-01	99.94%
Jan-02	99.71%
Feb-02	99.65%
Mar-02	100.00%
Apr-02	99.98%



Checklist #2 - Gateway Availability

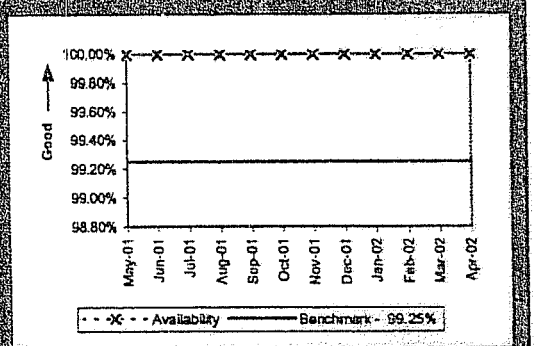
Gateway Availability - EB-TA (Percent) Default (GA-3)

Date	Availability
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%
Apr-02	99.79%



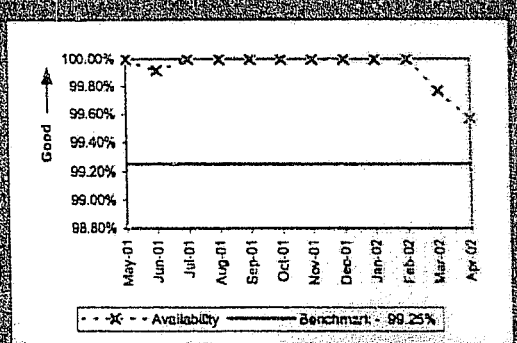
System Availability - EXACT (Percent) Default (GA-4)

Date	Availability
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%
Apr-02	100.00%



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

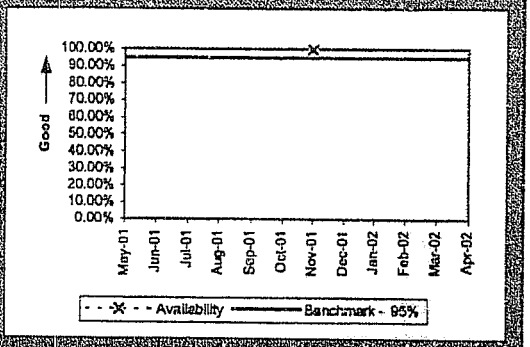
Date	Availability
May-01	100.00%
Jun-01	99.92%
Jul-01	100.00%
Aug-01	100.00%
Sep-01	100.00%
Oct-01	100.00%
Nov-01	100.00%
Dec-01	100.00%
Jan-02	100.00%
Feb-02	100.00%
Mar-02	99.77%
Apr-02	99.57%



Checklist #2 - Gateway Availability

Timely Outage Resolution following Software Releases (Percent) Default (GA-7)

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

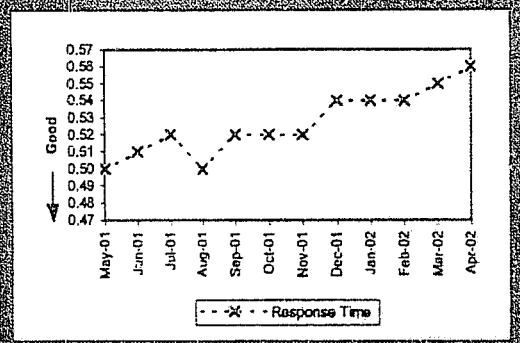


If the average volume is less than 20 in the reporting month, the standard is 1 miss

Checklist #2 - Preorder Response Times - IMA

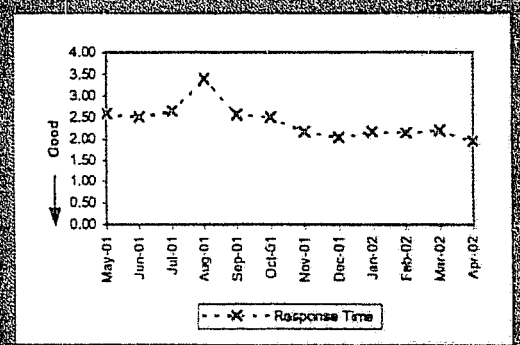
Pre-Order Response Times (Appt. Scheduler) (Avg Sec) IMA Request (PO-1A-1(a))

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
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
Apr-02	1579.76	2821	0.56	0.24



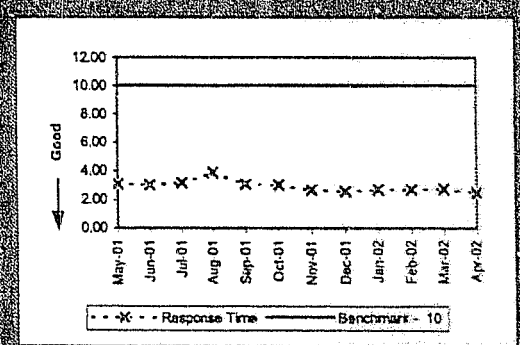
Pre-Order Response Times (Appt. Scheduler) (Avg Sec) IMA Response/Accept (PO-1A-1(b,c))

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
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
Apr-02	5472.74	2821	1.94	0.82



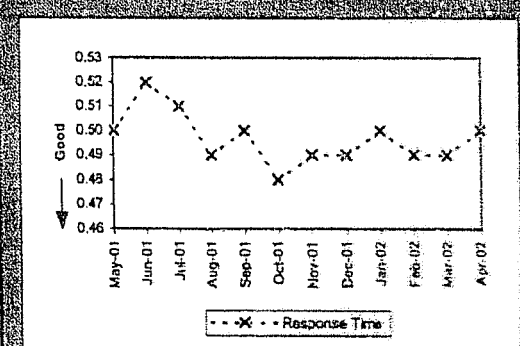
Pre-Order Response Times (Appt. Scheduler) (Avg Sec) IMA Aggregate (PO-1A-1 Total)

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
May-01	6226.35	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	7187.16	2372	3.03	
Nov-01	6262.32	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	
Apr-02	7052.5	2821	2.50	



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

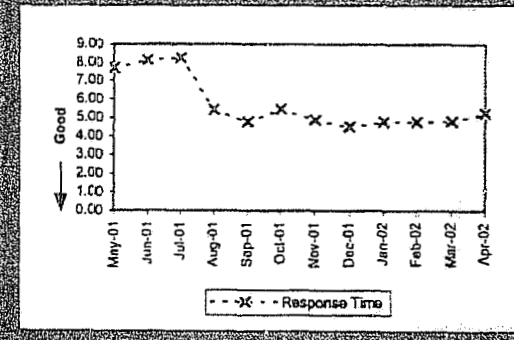
Date	CLEC Num	CLEC Denom	Response Time	Std Dev
May-01	1436.5	2873	0.50	0.08
Jun-01	1469	2825	0.52	0.19
Jul-01	1386.18	2718	0.51	0.09
Aug-01	1666	3400	0.49	0.06
Sep-01	1635	3270	0.50	0.17
Oct-01	1687.2	3515	0.48	0.08
Nov-01	1614.65	3285	0.49	0.23
Dec-01	1803.54	3706	0.49	0.06
Jan-02	1915.18	3820	0.50	0.15
Feb-02	1669.46	3379	0.49	0.06
Mar-02	1935.43	3943	0.49	0.07
Apr-02	1990.41	3982	0.50	0.15



Checklist #2 - Preorder Response Times - IMA

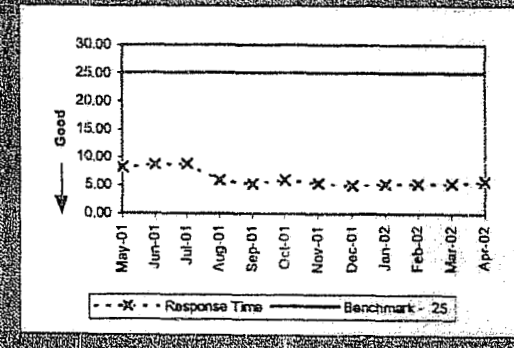
Pre-Order Response Times (Service Availability) (Avg Sec) IMA Response (PO-1A-2(b))

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
May-01	22150.63	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	16098.53	3379	4.76	4.03
Mar-02	16980.72	3943	4.81	4.21
Apr-02	20816.61	3982	5.23	4.38



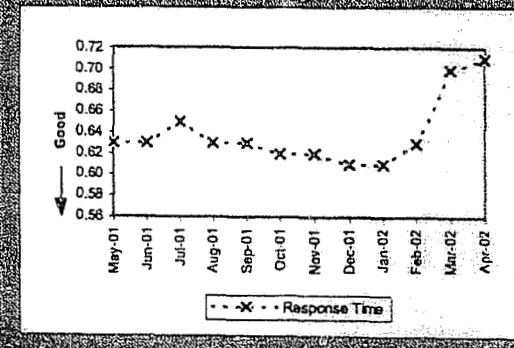
Pre-Order Response Times (Service Availability) (Avg Sec) IMA Aggregate (PO-1A-2 Total)

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
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	
Apr-02	22807.02	3982	5.73	



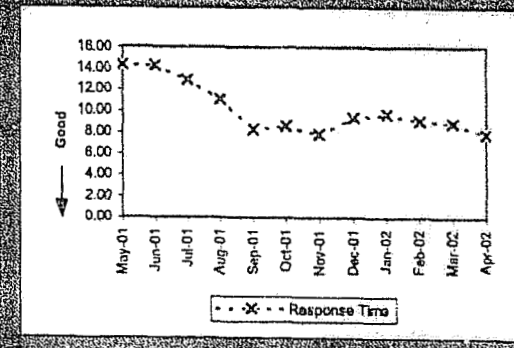
Pre-Order Response Times (Facility Check) (Avg Sec) IMA Request (PO-1A-3(a))

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
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
Apr-02	516.88	728	0.71	0.15



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

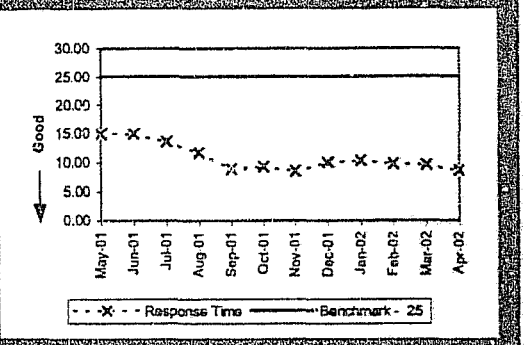
Date	CLEC Num	CLEC Denom	Response Time	Std Dev
May-01	6797.16	474	14.34	2.95
Jun-01	6156	432	14.25	5.95
Jul-01	4992.3	387	12.90	3.63
Aug-01	6005.36	542	11.08	7.05
Sep-01	3994.41	483	8.27	2.86
Oct-01	4763.76	552	8.63	5.16
Nov-01	4147.49	527	7.87	2.26
Dec-01	6220.01	661	9.41	3.87
Jan-02	6862.32	706	9.72	3.59
Feb-02	5905.9	649	9.10	3.16
Mar-02	6390.2	718	8.90	3.93
Apr-02	5722.08	728	7.86	3.71



Checklist #2 - Preorder Response Times - IMA

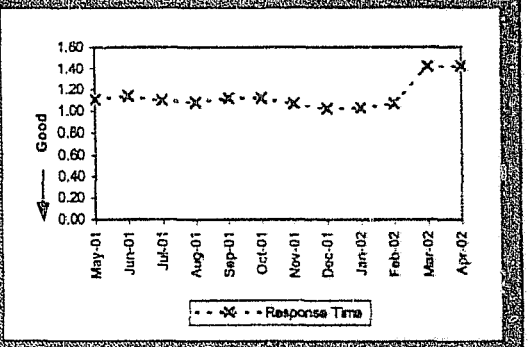
Pre-Order Response Times (Facility Check) (Avg Sec) IMA Aggregate (PO-1A-3 Total)

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
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	11.71	
Sep-01	4298.7	483	8.90	
Oct-01	5106	552	9.25	
Nov-01	4474.23	527	8.49	
Dec-01	6623.22	661	10.02	
Jan-02	7292.98	706	10.33	
Feb-02	6314.77	649	9.73	
Mar-02	6892.8	718	9.60	
Apr-02	6238.96	728	8.57	



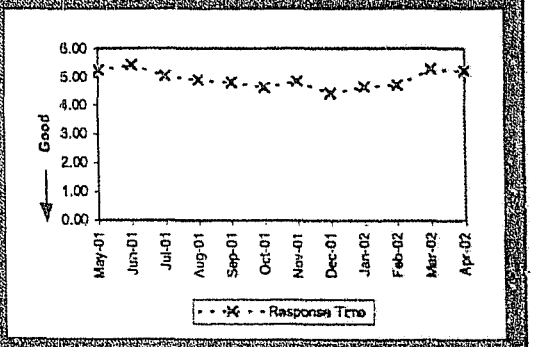
Pre-Order Response Times (Address Validation) (Avg Sec) IMA Request (PO-1A-4(a))

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
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	0.33
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
Apr-02	9265.89	6531	1.42	0.55



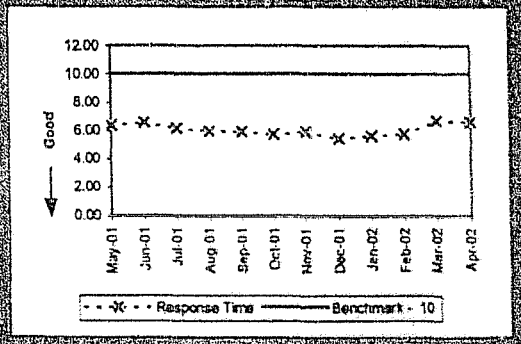
Pre-Order Response Times (Address Validation) (Avg Sec) IMA Response (PO-1A-4(b))

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
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
Apr-02	34082.92	6531	5.22	2.95



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

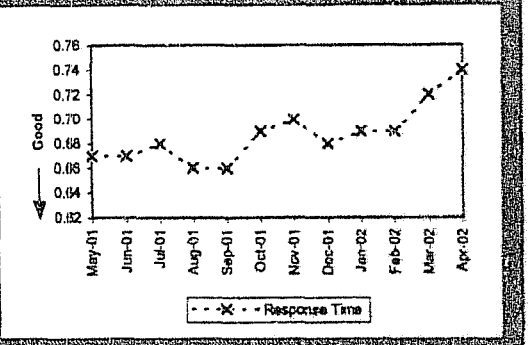
Date	CLEC Num	CLEC Denom	Response Time	Std Dev
May-01	26681.16	4182	6.38	
Jun-01	26557.7	4030	6.59	
Jul-01	23611.28	3833	6.16	
Aug-01	30912	5152	6.00	
Sep-01	28786.1	4838	5.95	
Oct-01	29992.46	5198	5.77	
Nov-01	31426.97	5289	5.94	
Dec-01	31088.12	5688	5.47	
Jan-02	33582.3	5902	5.69	
Feb-02	30570.2	5271	5.80	
Mar-02	41110.57	6110	6.73	
Apr-02	43348.81	6531	6.64	



Checklist #2 - Preorder Response Times - IMA

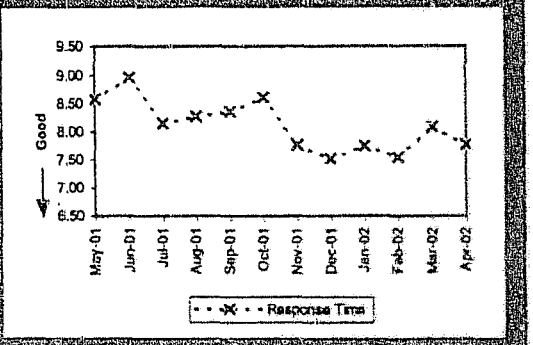
Pre-Order Response Times (Get CSR) (Avg Sec) IMA Request (PO-1A-5(a))

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
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	0.70	0.31
Dec-01	556.34	817	0.68	0.28
Jan-02	606.01	884	0.69	0.22
Feb-02	540.82	786	0.69	0.23
Mar-02	677.06	936	0.72	0.33
Apr-02	732.72	984	0.74	0.49



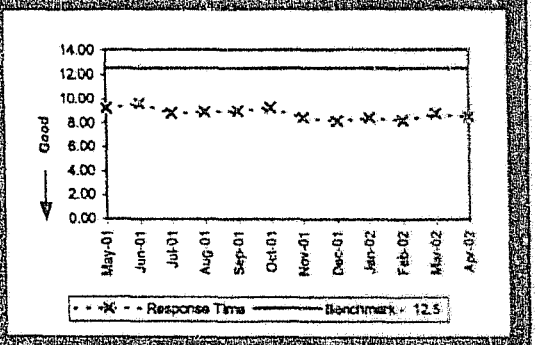
Pre-Order Response Times (Get CSR) (Avg Sec) IMA Response (PO-1A-5(b))

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
May-01	3826.68	446	8.58	2.78
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	2.12
Sep-01	4196.72	502	8.36	3.50
Oct-01	4881.87	567	8.61	3.14
Nov-01	4989.91	643	7.76	2.89
Dec-01	6140.36	817	7.52	2.77
Jan-02	6848	884	7.75	2.83
Feb-02	5936.37	786	7.55	2.55
Mar-02	7569.66	936	8.09	3.57
Apr-02	7649.45	984	7.77	2.93



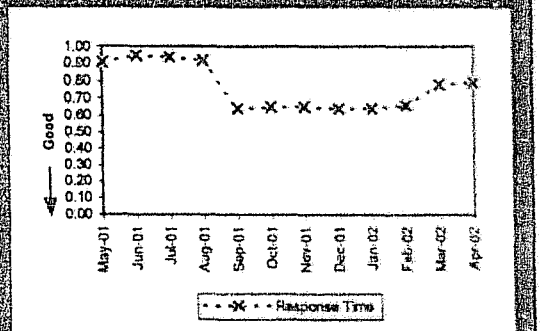
Pre-Order Response Times (Get CSR) (Avg Sec, IMA Aggregate (PO-1A-5 Total)

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
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	
Apr-02	8382.17	984	8.52	



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

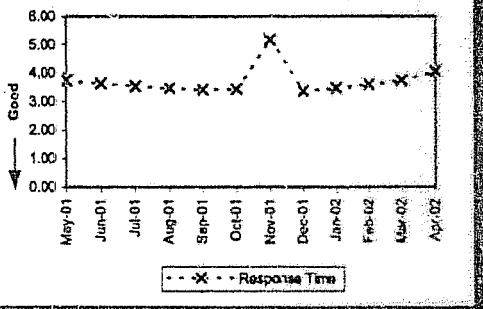
Date	CLEC Num	CLEC Denom	Response Time	Std Dev
May-01	5862.22	6442	0.91	0.18
Jun-01	6193.05	6519	0.95	0.18
Jul-01	7121.44	7576	0.94	0.16
Aug-01	9027.04	9812	0.92	0.17
Sep-01	926.72	1448	0.64	0.09
Oct-01	1025.7	1578	0.65	0.18
Nov-01	955.49	1465	0.65	0.16
Dec-01	1002.16	1576	0.64	0.04
Jan-02	996.11	1556	0.64	0.15
Feb-02	946.51	1437	0.66	0.07
Mar-02	1248.15	1602	0.78	0.06
Apr-02	1249.14	1579	0.79	0.23



Checklist #2 - Preorder Response Times - IMA

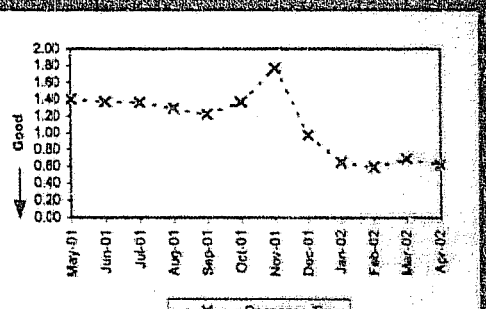
Pre-Order Response Times (TN Reservation) (Avg Sec) IMA Response (PO-1A-6(b))

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
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	3.10
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	1.70
Feb-02	5178.67	1437	3.60	1.73
Mar-02	5972.92	1602	3.73	1.12
Apr-02	6393.37	1579	4.05	1.75



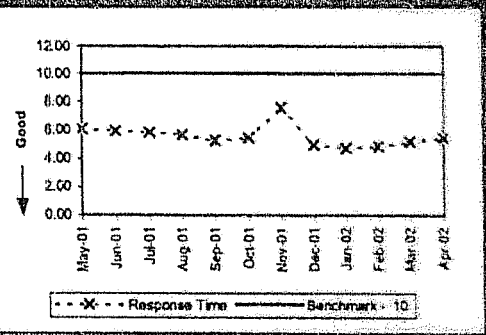
Pre-Order Response Times (TN Reservation) (Avg Sec) IMA Accept (PO-1A-6(c))

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
May-01	9018.8	6442	1.40	1.35
Jun-01	8931.03	6519	1.37	1.79
Jul-01	10303.36	7576	1.36	0.99
Aug-01	12657.48	9812	1.29	0.70
Sep-01	1766.56	1448	1.22	0.62
Oct-01	2161.86	1578	1.37	2.97
Nov-01	2585.74	1465	1.77	2.55
Dec-01	1535.06	1576	0.97	1.17
Jan-02	1007.34	1556	0.65	0.79
Feb-02	854.51	1437	0.59	0.23
Mar-02	1104.44	1602	0.69	0.29
Apr-02	984.68	1579	0.62	0.15



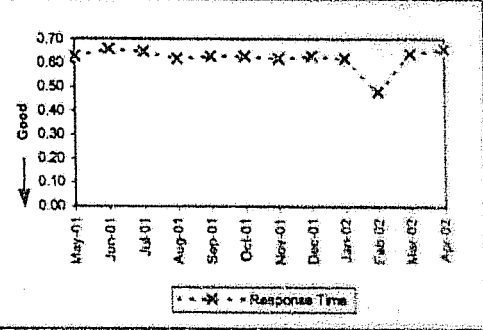
Pre-Order Response Times (TN Reservation) (Avg Sec) IMA Aggregate (PO-1A-6 Total)

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
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	
Apr-02	8627.19	1579	5.46	



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

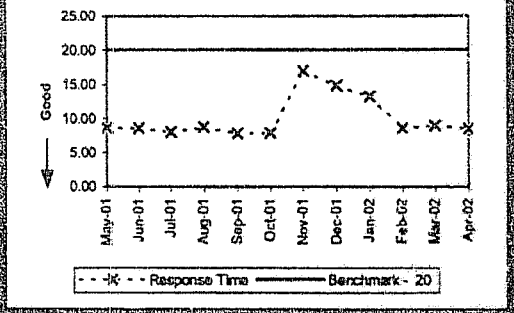
Date	CLEC Num	CLEC Denom	Response Time	Std Dev
May-01	253.26	402	0.63	0.07
Jun-01	246.18	373	0.66	0.26
Jul-01	219.05	337	0.65	0.07
Aug-01	298.22	481	0.62	0.07
Sep-01	290.43	461	0.63	0.14
Oct-01	320.67	509	0.63	0.16
Nov-01	301.92	487	0.62	0.13
Dec-01	331.91	530	0.63	0.06
Jan-02	338.37	544	0.62	0.11
Feb-02	1568.03	3282	0.48	0.25
Mar-02	2320.56	3605	0.64	0.21
Apr-02	2369.21	3586	0.66	0.28



Checklist #2 - Preorder Response Times - IMA

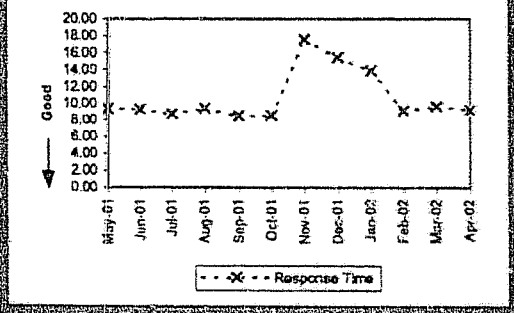
Pre-Order Response Times (Loop Qualification Tools) (Avg Sec) IMA Response (PO-1A-7(b))

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
May-01	3509.46	402	8.73	1.60
Jun-01	3230.18	373	8.66	2.13
Jul-01	2733.07	337	8.11	2.06
Aug-01	4237.61	481	8.81	4.65
Sep-01	3632.68	461	7.88	4.16
Oct-01	4056.91	509	7.99	2.97
Nov-01	8284.03	487	17.01	15.37
Dec-01	7861.73	530	14.83	11.83
Jan-02	7216.95	544	13.27	7.79
Feb-02	28581.52	3282	8.71	5.50
Mar-02	32595.3	3605	9.04	6.27
Apr-02	30870.82	3586	8.61	5.24



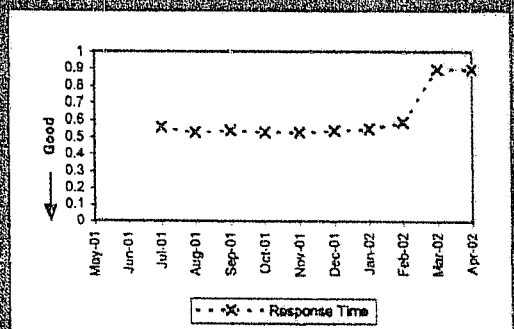
Pre-Order Response Times (Loop Qualification Tools) (Avg Sec) IMA Aggregate (PO-1A-7 Total)

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
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	30149.55	3282	9.19	
Mar-02	34915.86	3605	9.69	
Apr-02	33240.03	3586	9.27	



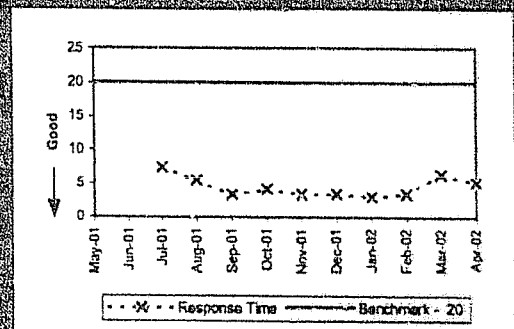
Pre-Order Response Times (Resale of Qwest DSL Qualification) (Avg Sec) IMA Request (PO-1A-8(a))

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
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
Apr-02	412.2	458	0.90	0.12



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

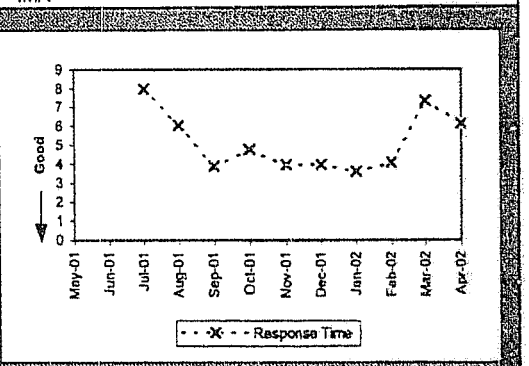
Date	CLEC Num	CLEC Denom	Response Time	Std Dev
May-01				
Jun-01				
Jul-01	2336.16	314	7.44	5.34
Aug-01	2376	432	5.50	4.14
Sep-01	1447.2	432	3.35	2.77
Oct-01	1920.42	454	4.23	6.88
Nov-01	1450.08	424	3.42	2.80
Dec-01	1510.16	439	3.44	3.15
Jan-02	1389.24	454	3.06	2.29
Feb-02	1416.36	407	3.48	4.48
Mar-02	2936.64	456	6.44	15.43
Apr-02	2390.76	458	5.22	4.13



Checklist #2 - Preorder Response Times - IMA

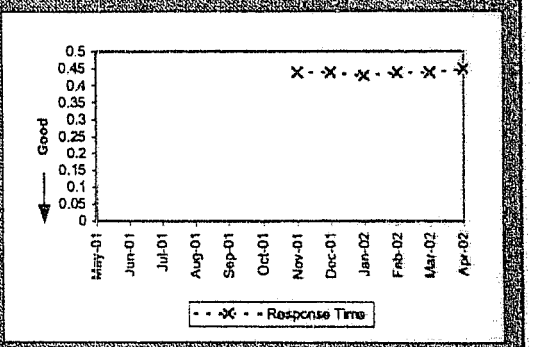
Pre-Order Response Times (Resale of Qwest DSL Qualification) (Avg Sec) IMA Aggregate (PO-1A-8 Total)

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
May-01				
Jun-01				
Jul-01	2512	314	8.00	
Aug-01	2604.96	432	6.03	
Sep-01	1680.48	432	3.89	
Oct-01	2161.04	454	4.76	
Nov-01	1674.8	424	3.95	
Dec-01	1747.22	439	3.98	
Jan-02	1638.94	454	3.61	
Feb-02	1656.49	407	4.07	
Mar-02	3347.04	456	7.34	
Apr-02	2802.96	458	6.12	



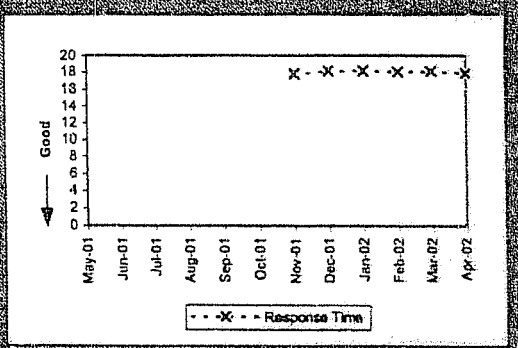
Pre-Order Response Times (Connecting Facility Assignment) (Avg Sec) IMA Request (PO-1A-9(a))

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
May-01				
Jun-01				
Jul-01				
Aug-01				
Sep-01				
Oct-01				
Nov-01	612.96	1401	0.44	0.08
Dec-01	779.61	1760	0.44	0.02
Jan-02	999.98	2303	0.43	0.08
Feb-02	912.04	2052	0.44	0.02
Mar-02	1015.1	2286	0.44	0.02
Apr-02	1039.54	2320	0.45	0.11



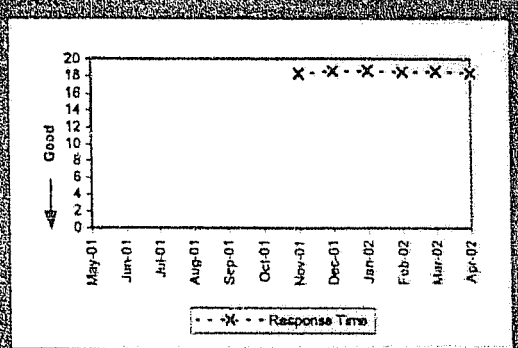
Pre-Order Response Times (Connecting Facility Assignment) (Avg Sec) IMA Response (PO-1A-9(b))

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
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	6.67
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
Apr-02	41713.65	2320	17.98	6.17



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

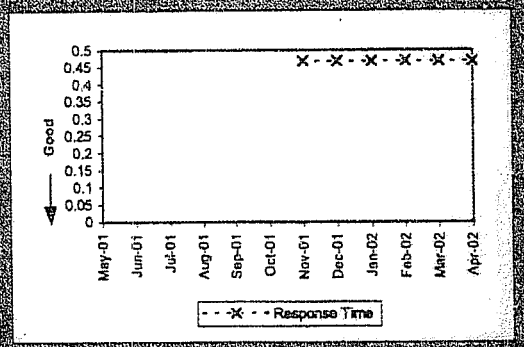
Date	CLEC Num	CLEC Denom	Response Time	Std Dev
May-01				
Jun-01				
Jul-01				
Aug-01				
Sep-01				
Oct-01				
Nov-01	25662.31	1401	18.32	
Dec-01	32858.15	1760	18.67	
Jan-02	43068.8	2303	18.70	
Feb-02	38099.17	2052	18.57	
Mar-02	42581.04	2286	18.63	
Apr-02	42753.19	2320	18.43	



Checklist #2 - Preorder Response Times - IMA

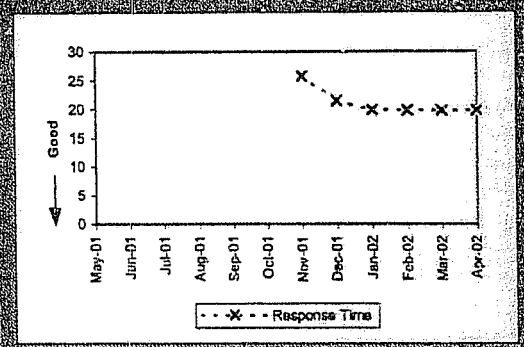
Pre-Order Response Times (Meet Point Inquiry) (Avg Sec) IMA Request (PO-1A-10(a))

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
May-01				
Jun-01				
Jul-01				
Aug-01				
Sep-01				
Oct-01				
Nov-01	146.17	311	0.47	0.03
Dec-01	169.2	360	0.47	0.04
Jan-02	165.44	352	0.47	0.03
Feb-02	228.88	488	0.47	0.03
Mar-02	241.26	514	0.47	0.03
Apr-02	249.92	533	0.47	0.10



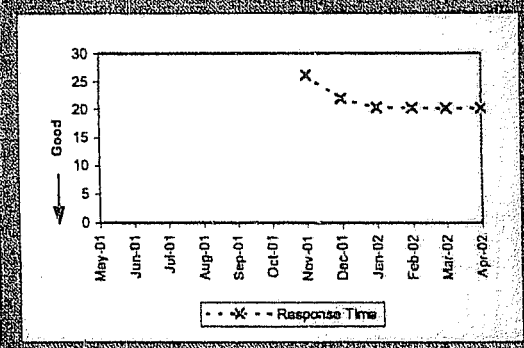
Pre-Order Response Times (Meet Point Inquiry) (Avg Sec) IMA Response (PO-1A-10(b))

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
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	2.81
Jan-02	7004.8	352	19.90	1.86
Feb-02	9676.4	488	19.83	1.51
Mar-02	10163.81	514	19.77	1.66
Apr-02	10546.62	533	19.79	0.65



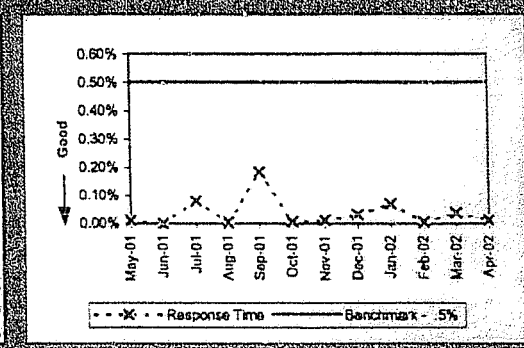
Pre-Order Response Times (Meet Point Inquiry) (Avg Sec) IMA Aggregate (PO-1A-10 Total)

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
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	
Apr-02	10796.54	533	20.26	



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

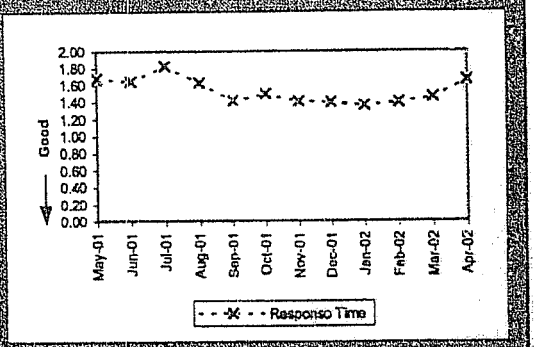
Date	CLEC Num	CLEC Denom	Response Time	Std Dev
May-01	2	16836	0.01%	1.09%
Jun-01	0	16496	0.00%	0.00%
Jul-01	14	17299	0.08%	2.84%
Aug-01	1	22760	0.00%	0.66%
Sep-01	25	13576	0.18%	4.29%
Oct-01	1	14746	0.01%	0.82%
Nov-01	2	16162	0.01%	1.11%
Dec-01	6	18503	0.03%	1.80%
Jan-02	14	19746	0.07%	2.66%
Feb-02	1	18088	0.01%	0.74%
Mar-02	8	20280	0.04%	1.99%
Apr-02	3	20780	0.01%	1.20%



Checklist #2 - Preorder Response Times - IMA

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

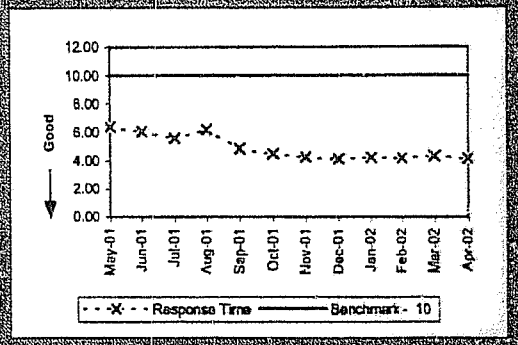
Date	CLEC Num	CLEC Denom	Response Time	Std Dev
May-01	5614.56	3342	1.68	2.33
Jun-01	5515.95	3343	1.65	1.91
Jul-01	7462.74	4078	1.83	3.52
Aug-01	6943.8	4260	1.63	3.19
Sep-01	6066.24	4272	1.42	2.34
Oct-01	6414	4276	1.50	2.96
Nov-01	4633.26	3286	1.41	1.59
Dec-01	5394.2	3853	1.40	1.79
Jan-02	5204.72	3827	1.36	1.74
Feb-02	4648	3320	1.40	1.94
Mar-02	4914.36	3366	1.46	1.98
Apr-02	7425.18	4473	1.66	2.06



Checklist #2 - Preorder Response Times - EDI

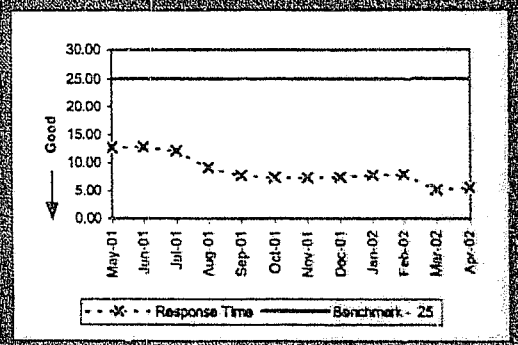
Pre-Order Response Times (Appt. Scheduler) (Avg Sec) EDI Request/Response (PO-1B-1)

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
May-01	23067.9	3610	6.39	8.55
Jun-01	18245.64	2996	6.09	9.64
Jul-01	16609.6	2966	5.60	7.07
Aug-01	18995.88	3054	6.22	9.50
Sep-01	16071	3300	4.87	4.38
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
Apr-02	21322.7	5138	4.15	1.51



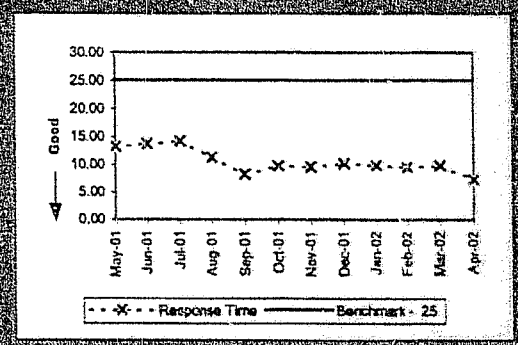
Pre-Order Response Times (Service Availability) (Avg Sec) EDI Request/Response (PO-1B-2)

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
May-01	65686.08	5164	12.72	9.51
Jun-01	51713.2	4015	12.88	9.77
Jul-01	57776.04	4767	12.12	7.84
Aug-01	40263.3	4410	9.13	8.86
Sep-01	38210.24	4924	7.76	5.96
Oct-01	41792.94	5663	7.38	4.28
Nov-01	45155.76	6140	7.35	4.32
Dec-01	38922.07	5212	7.47	4.24
Jan-02	36076.53	4623	7.80	4.86
Feb-02	32776.4	4124	7.95	5.67
Mar-02	23836.81	4504	5.29	5.93
Apr-02	25689.31	4541	5.66	6.04



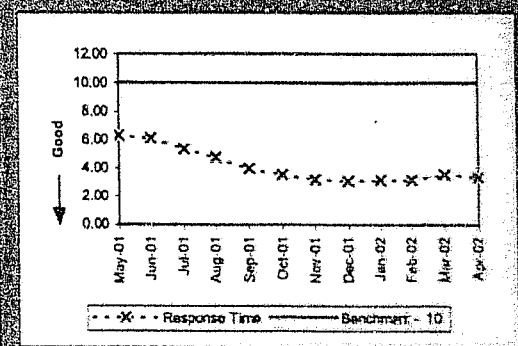
Pre-Order Response Times (Facility Check) (Avg Sec) EDI Request/Response (PO-1B-3)

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
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
Apr-02	3325.02	453	7.34	3.29



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

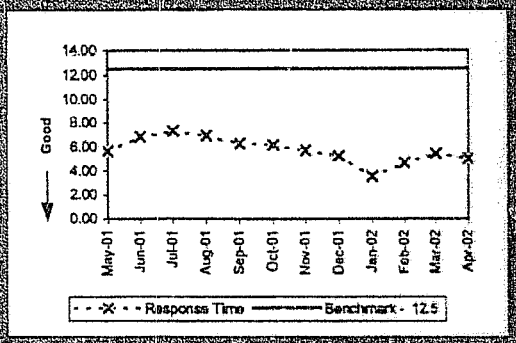
Date	CLEC Num	CLEC Denom	Response Time	Std Dev
May-01	49240.8	7816	6.30	8.72
Jun-01	39330.08	6416	6.13	8.97
Jul-01	46278.54	8586	5.39	6.73
Aug-01	41925.38	8771	4.78	8.14
Sep-01	34542.14	8614	4.01	4.43
Oct-01	29406.09	8237	3.57	2.34
Nov-01	27382.81	8492	3.22	2.80
Dec-01	23380.89	7537	3.10	2.46
Jan-02	25136.98	7932	3.17	2.52
Feb-02	22779.7	7189	3.17	2.63
Mar-02	27069.48	7562	3.58	3.48
Apr-02	26030.52	7675	3.39	2.86



Checklist #2 - Preorder Response Times - EDI

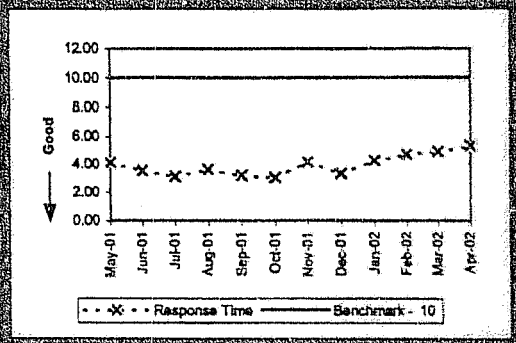
Pre-Order Response Times (Get CSR) (Avg Sec) EDI Request/Response (PO-1B-5)

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
May-01	2709.36	477	5.68	6.55
Jun-01	2841.44	413	6.88	7.63
Jul-01	3211.95	437	7.35	6.86
Aug-01	3427.18	491	6.98	4.69
Sep-01	3168.9	503	6.30	1.91
Oct-01	2847.4	460	6.19	3.74
Nov-01	3917	684	5.73	1.70
Dec-01	3371.7	638	5.28	2.08
Jan-02	2318.22	651	3.56	1.86
Feb-02	2749.04	585	4.70	2.36
Mar-02	3772.59	690	5.47	2.34
Apr-02	3168.08	625	5.07	2.12



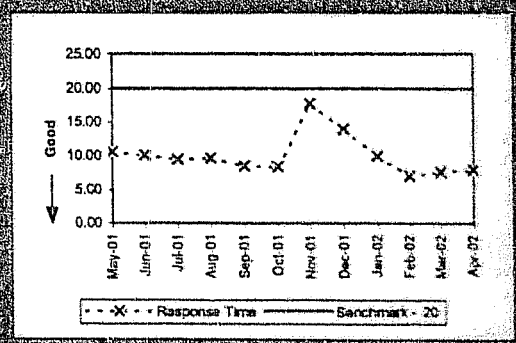
Pre-Order Response Times (TN Reservation) (Avg Sec) EDI Request/Response (PO-1B-6)

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
May-01	111322.4	27020	4.12	7.37
Jun-01	81192.05	22871	3.55	6.70
Jul-01	89799.84	28782	3.12	4.02
Aug-01	81150.16	22294	3.64	8.52
Sep-01	2800	875	3.20	5.25
Oct-01	4889.88	1598	3.06	1.04
Nov-01	17357.08	4138	4.19	3.80
Dec-01	7532.29	2264	3.33	1.97
Jan-02	10182.28	2384	4.27	1.74
Feb-02	10299.6	2183	4.72	1.63
Mar-02	12154.79	2466	4.93	2.17
Apr-02	13196.3	2471	5.34	2.47



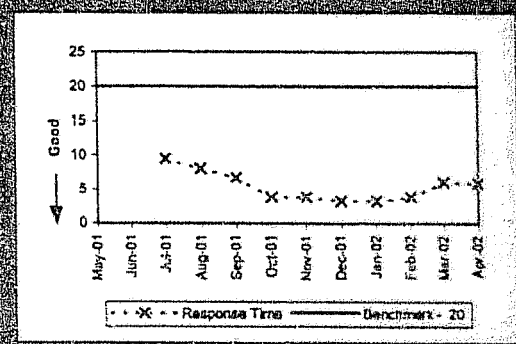
Pre-Order Response Times (Loop Qualification Tools) (Avg Sec) EDI Request/Response (PO-1B-7)

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
May-01	5575.18	523	10.66	7.49
Jun-01	4145.1	410	10.11	13.92
Jul-01	5344.62	562	9.51	6.01
Aug-01	5703.6	588	9.70	6.99
Sep-01	4936.32	576	8.57	8.09
Oct-01	4231.86	502	8.43	2.60
Nov-01	9610.6	541	17.76	16.81
Dec-01	7814.31	559	13.98	11.95
Jan-02	5880.49	588	10.00	10.20
Feb-02	20264.68	2864	7.08	7.32
Mar-02	24213.89	3157	7.67	8.13
Apr-02	25260.81	3173	7.96	7.53



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

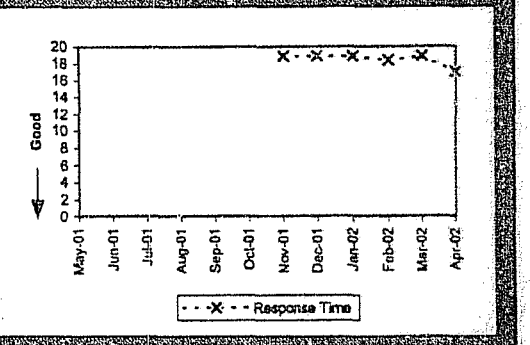
Date	CLEC Num	CLEC Denom	Response Time	Std Dev
May-01				
Jun-01				
Jul-01	5493.04	577	9.52	11.12
Aug-01	4886.36	604	8.09	11.20
Sep-01	3842	565	6.80	3.43
Oct-01	2869.44	732	3.92	7.02
Nov-01	2870.82	738	3.89	5.58
Dec-01	2114.84	637	3.32	4.02
Jan-02	2287.71	687	3.33	2.61
Feb-02	2386.8	612	3.90	4.56
Mar-02	4228.12	692	6.11	12.17
Apr-02	3990	665	6.00	7.12



Checklist #2 - Preorder Response Times - EDI

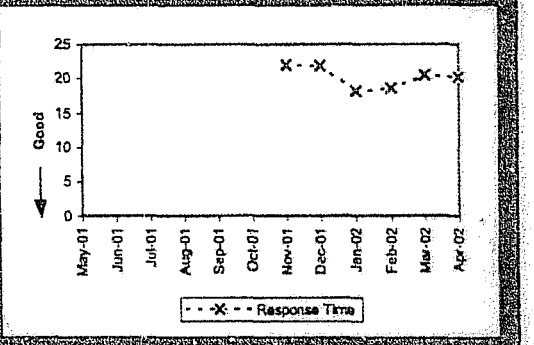
Pre-Order Response Times (Connecting Facility Assignment) (Avg Sec) EDI Request/Response (PO-1B-9)

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
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
Apr-02	18315.3	1075	17.04	6.22



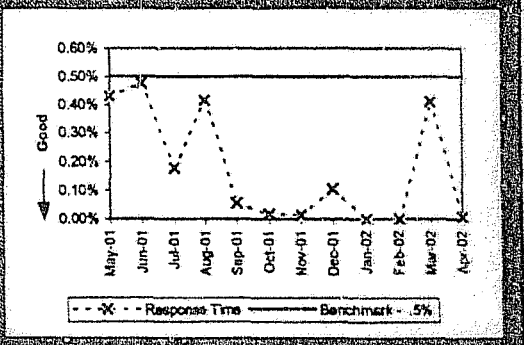
Pre-Order Response Times (Meet Point Inquiry) (Avg Sec) EDI Request/Response (PO-1B-10)

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
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
Apr-02	19219.38	953	20.17	1.62



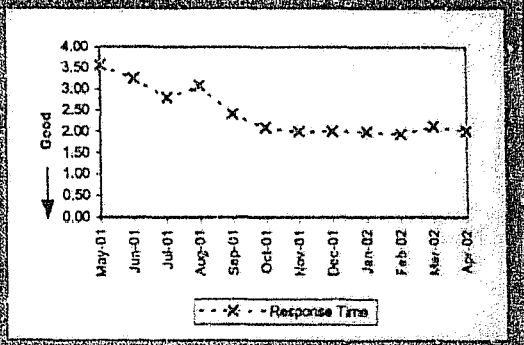
Pre-Order Response Times (Timeout) (Percent) EDI Total (PO-1C-2)

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
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	0.42%	6.45%
Sep-01	11	19961	0.06%	2.35%
Oct-01	4	22078	0.02%	1.35%
Nov-01	4	27606	0.01%	1.20%
Dec-01	24	22950	0.11%	3.23%
Jan-02	0	23298	0.00%	0.00%
Feb-02	0	21635	0.00%	0.00%
Mar-02	101	24466	0.41%	6.41%
Apr-02	2	24357	0.01%	0.91%



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

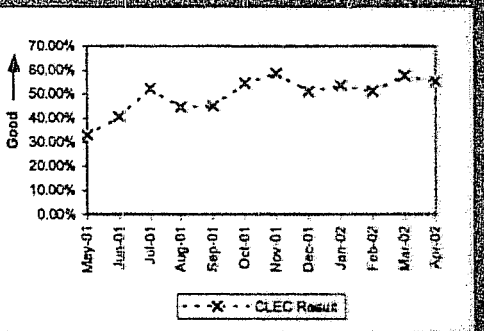
Date	CLEC Num	CLEC Denom	Response Time	Std Dev
May-01	24450.93	6849	3.57	7.83
Jun-01	17631.25	5425	3.25	7.27
Jul-01	19569.2	6989	2.80	5.57
Aug-01	21218.12	6889	3.08	8.92
Sep-01	16359.08	6788	2.41	4.27
Oct-01	15223.56	7284	2.09	2.40
Nov-01	13622	6811	2.00	1.21
Dec-01	13778.55	6855	2.01	2.46
Jan-02	14314.07	7193	1.99	2.06
Feb-02	14515.08	7482	1.94	2.01
Mar-02	17379.76	8198	2.12	2.51
Apr-02	16594.3	8215	2.02	1.59



Checklist #2 - Electronic Flow-through - Resale

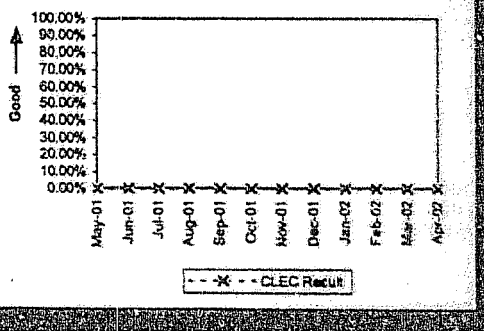
Electronic Flow-through for LSRs Received via IMA Resale Aggregate W/O UNE-P-POTS (Percent) (PO-2A-1)

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
May-01	331	1002	33.03%	47.03%
Jun-01	531	1301	40.81%	49.15%
Jul-01	959	1832	52.35%	49.94%
Aug-01	783	1747	44.82%	49.73%
Sep-01	777	1720	45.17%	49.77%
Oct-01	1159	2118	54.72%	49.78%
Nov-01	1190	2019	58.94%	49.19%
Dec-01	766	1496	51.20%	49.99%
Jan-02	943	1753	53.79%	49.86%
Feb-02	697	1357	51.36%	49.98%
Mar-02	862	1489	57.89%	49.37%
Apr-02	801	1446	55.39%	49.71%



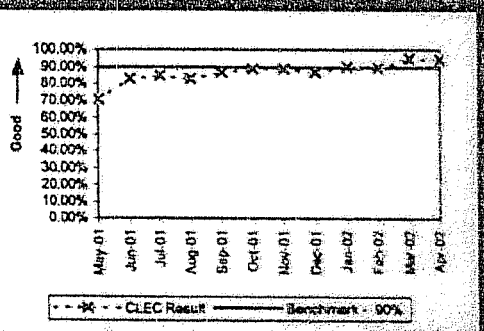
Electronic Flow-through for LSRs Received via EDI Resale Aggregate W/O UNE-P-POTS (Percent) (PO-2A-2)

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
May-01	0	519	0.00%	0.00%
Jun-01	0	548	0.00%	0.00%
Jul-01	0	540	0.00%	0.00%
Aug-01	0	502	0.00%	0.00%
Sep-01	0	360	0.00%	0.00%
Oct-01	0	28	0.00%	0.00%
Nov-01	0	42	0.00%	0.00%
Dec-01	0	20	0.00%	0.00%
Jan-02	0	26	0.00%	0.00%
Feb-02	0	19	0.00%	0.00%
Mar-02	0	15	0.00%	0.00%
Apr-02	0	14	0.00%	0.00%



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

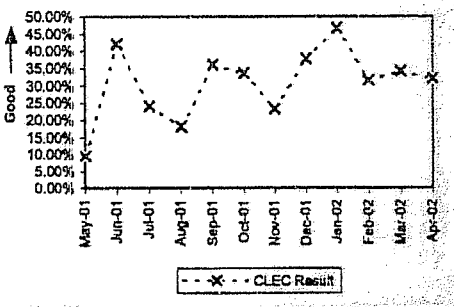
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
May-01	331	466	71.03%	45.36%
Jun-01	531	639	83.10%	37.48%
Jul-01	959	1125	85.24%	35.47%
Aug-01	783	939	83.39%	37.22%
Sep-01	777	891	87.21%	33.40%
Oct-01	1159	1296	89.43%	30.75%
Nov-01	1190	1328	89.61%	30.52%
Dec-01	766	877	87.34%	33.25%
Jan-02	943	1040	90.67%	29.08%
Feb-02	697	773	90.17%	29.77%
Mar-02	862	904	95.35%	21.05%
Apr-02	801	845	94.79%	22.22%



Checklist #2 - Electronic Flow-through - Unbundled Loops

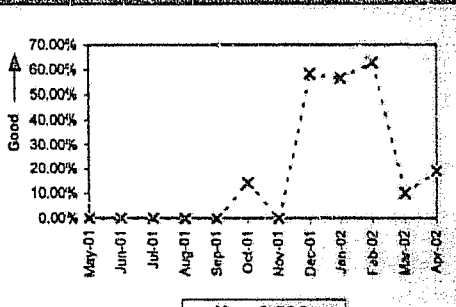
Electronic Flow-through for LSRs Received via IMA (Percent) (PO-2A-1)

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
May-01	4	41	9.76%	29.67%
Jun-01	19	45	42.22%	49.39%
Jul-01	8	33	24.24%	42.86%
Aug-01	11	60	18.33%	38.69%
Sep-01	21	58	36.21%	48.06%
Oct-01	26	77	33.77%	47.29%
Nov-01	19	81	23.46%	42.37%
Dec-01	22	58	37.93%	48.52%
Jan-02	53	113	46.90%	49.90%
Feb-02	27	85	31.76%	46.56%
Mar-02	35	102	34.31%	47.48%
Apr-02	29	90	32.22%	46.73%



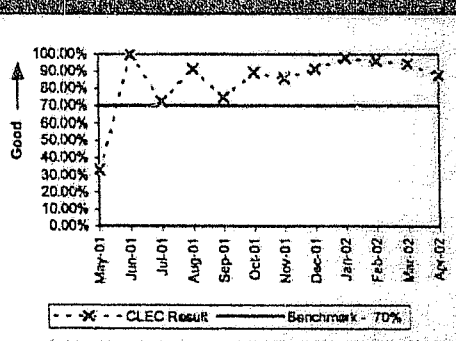
Electronic Flow-through for LSRs Received via EDI (Percent) (PO-2A-2)

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
May-01	0	1	0.00%	0.00%
Jun-01	0	1	0.00%	0.00%
Jul-01	0	8	0.00%	0.00%
Aug-01	0	9	0.00%	0.00%
Sep-01	0	6	0.00%	0.00%
Oct-01	2	14	14.29%	34.99%
Nov-01	0	32	0.00%	0.00%
Dec-01	21	36	58.33%	49.30%
Jan-02	68	120	56.67%	49.55%
Feb-02	34	54	62.96%	48.29%
Mar-02	30	293	10.24%	30.32%
Apr-02	52	269	19.33%	39.49%



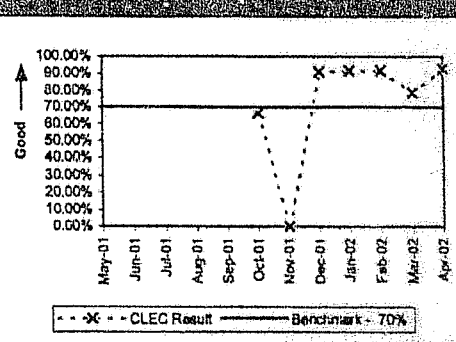
Electronic Flow-through for All Eligible LSRs Received via IMA (Percent) (PO-2B-1)

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
May-01	4	12	33.33%	47.14%
Jun-01	19	19	100.00%	0.00%
Jul-01	8	11	72.73%	44.54%
Aug-01	11	12	91.67%	27.64%
Sep-01	21	28	75.00%	43.30%
Oct-01	26	29	89.66%	30.45%
Nov-01	19	22	86.36%	34.32%
Dec-01	22	24	91.67%	27.64%
Jan-02	53	54	98.15%	13.48%
Feb-02	27	28	96.43%	18.56%
Mar-02	35	37	94.59%	22.61%
Apr-02	29	33	87.88%	32.64%



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

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
May-01				
Jun-01				
Jul-01				
Aug-01				
Sep-01				
Oct-01	2	3	66.67%	47.14%
Nov-01	0	2	0.00%	0.00%
Dec-01	21	23	91.30%	28.18%
Jan-02	68	74	91.89%	27.30%
Feb-02	34	37	91.89%	27.30%
Mar-02	30	38	78.95%	40.77%
Apr-02	52	56	92.86%	25.75%



CONTINUATION

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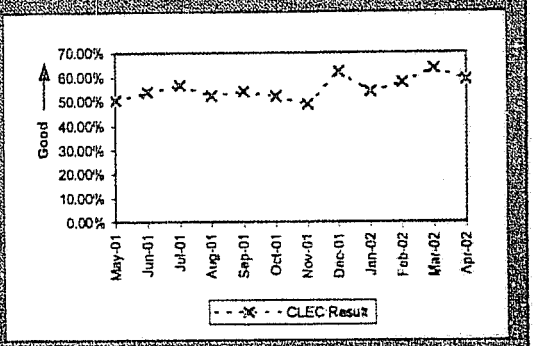
Checklist #2 - Electronic Flow-through - LNP

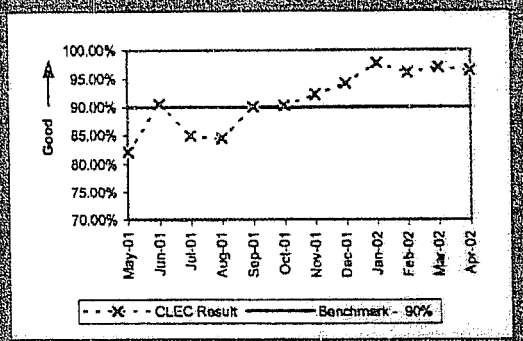
Electronic Flow-through for LSRs Received via IMA LNP (Percent) (PO-2A-1)

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
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%
Apr-02	420	709	59.24%	49.14%



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

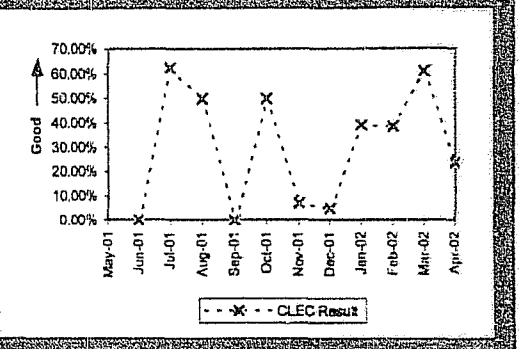
Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
May-01	517	629	82.19%	38.26%
Jun-01	505	557	90.66%	29.09%
Jul-01	504	593	84.99%	35.72%
Aug-01	401	474	84.60%	36.10%
Sep-01	394	437	90.16%	29.79%
Oct-01	404	447	90.38%	29.49%
Nov-01	265	287	92.33%	26.60%
Dec-01	366	388	94.33%	23.13%
Jan-02	403	412	97.82%	14.62%
Feb-02	351	365	96.16%	19.21%
Mar-02	529	545	97.06%	16.88%
Apr-02	420	435	96.55%	18.25%



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

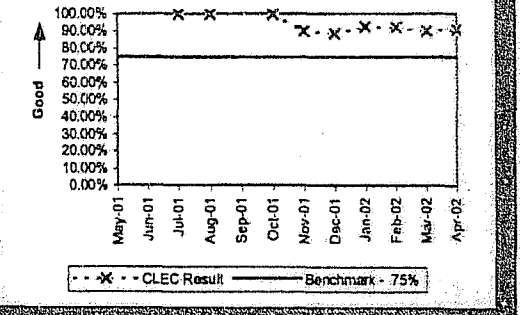
Electronic Flow-through for LSRs Received via IMA (Percent) (PO-2A-1)

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
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%
Apr-02	40	168	23.81%	42.59%



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

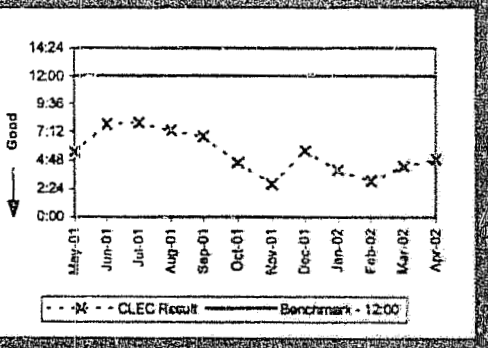
Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
May-01				
Jun-01				
Jul-01	5	5	100.00%	0.00%
Aug-01	4	4	100.00%	0.00%
Sep-01				
Oct-01	1	1	100.00%	0.00%
Nov-01	56	62	90.32%	29.57%
Dec-01	24	27	88.89%	31.43%
Jan-02	50	54	92.59%	26.19%
Feb-02	48	52	92.31%	26.65%
Mar-02	101	112	90.18%	29.76%
Apr-02	40	44	90.91%	28.75%



Checklist #2 - LSR Rejections

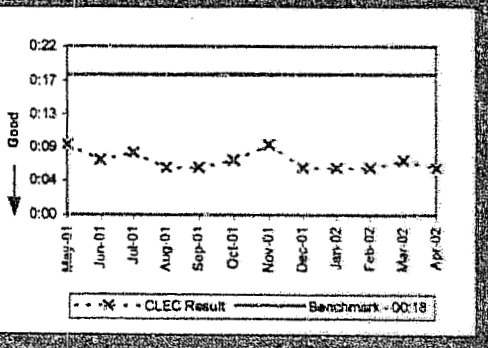
LSR Rejection Notice Interval for IMA - Rejected Manually (Hours:Minutes) (PO-3A-1)

Date	CLEC Num	CLEC Denom	CLEC Result
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
Apr-02	715:45	147	4:52



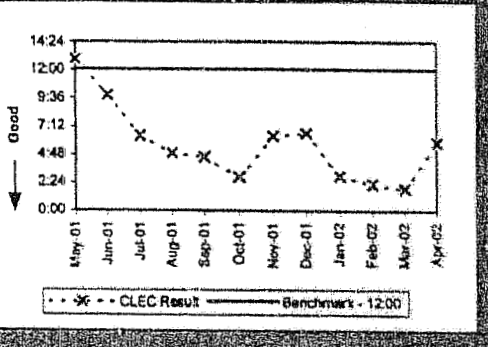
LSR Rejection Notice Interval for IMA - Auto-Rejected (Minutes:Seconds) (PO-3A-2)

Date	CLEC Num	CLEC Denom	CLEC Result
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
Apr-02	2740:31	28078	0:06



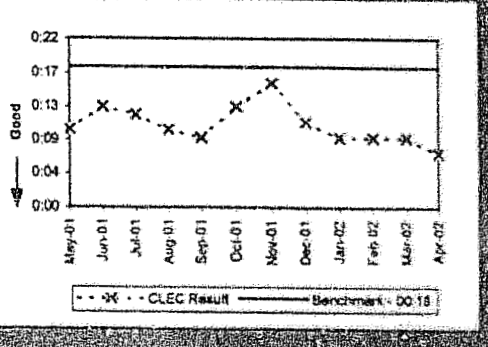
LSR Rejection Notice Interval for EDI - Rejected Manually (Hours:Minutes) (PO-3B-1)

Date	CLEC Num	CLEC Denom	CLEC Result
May-01	2058:52	159	12:57
Jun-01	1280:59	130	9:51
Jul-01	1003:05	157	6:23
Aug-01	766:09	156	4:55
Sep-01	593:01	130	4:34
Oct-01	162:25	57	2:51
Nov-01	375:32	59	6:22
Dec-01	231:46	35	6:37
Jan-02	159:24	54	2:57
Feb-02	104:43	46	2:17
Mar-02	122:55	65	1:53
Apr-02	2222:18	382	5:49



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

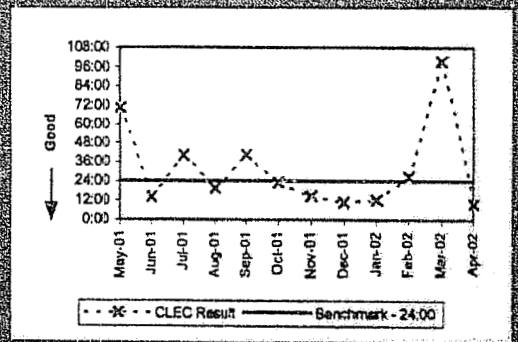
Date	CLEC Num	CLEC Denom	CLEC Result
May-01	1564:42	9845	0:10
Jun-01	1628:21	7734	0:13
Jul-01	1517:44	7819	0:12
Aug-01	1657:46	10415	0:10
Sep-01	1419:33	9822	0:09
Oct-01	3215:15	14444	0:13
Nov-01	4041:55	14716	0:16
Dec-01	2841:34	15289	0:11
Jan-02	2863:00	20133	0:09
Feb-02	2013:05	13400	0:09
Mar-02	1994:26	13392	0:09
Apr-02	2018:25	17647	0:07



Checklist #2 - LSR Rejections

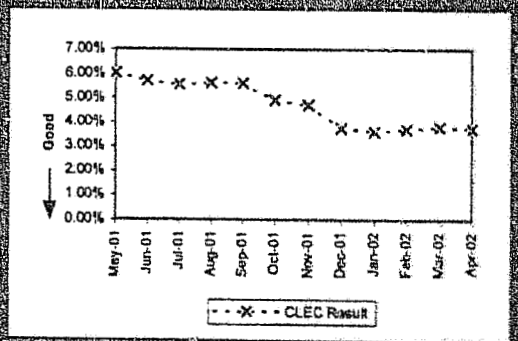
LSR Rejection Notice Interval for Manual and IIS (Hours:Minutes) (PO-3C)

Date	CLEC Num	CLEC Denom	CLEC Result
May-01	916:19	13	70:29
Jun-01	113:29	8	14:11
Jul-01	321:59	8	40:15
Aug-01	136:41	7	19:32
Sep-01	483:57	12	40:20
Oct-01	252:51	11	22:59
Nov-01	43:56	3	14:39
Dec-01	190:21	17	11:12
Jan-02	62:21	5	12:28
Feb-02	318:19	12	26:32
Mar-02	397:59	4	99:30
Apr-02	50:29	5	10:06



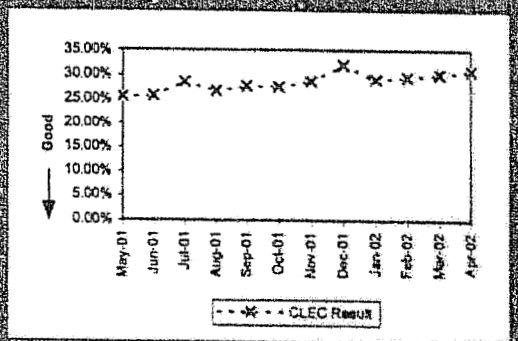
LSRs Rejected for IMA - Rejected Manually (Percent) (PO-4A-1)

Date	CLEC Num	CLEC Denom	CLEC Result
May-01	5684	94055	6.04%
Jun-01	4947	86450	5.72%
Jul-01	4933	88485	5.58%
Aug-01	5158	91530	5.64%
Sep-01	4114	73160	5.62%
Oct-01	4578	93217	4.91%
Nov-01	4026	85656	4.70%
Dec-01	3296	87829	3.75%
Jan-02	3681	102045	3.61%
Feb-02	3142	84615	3.71%
Mar-02	3582	94010	3.81%
Apr-02	3402	90804	3.75%



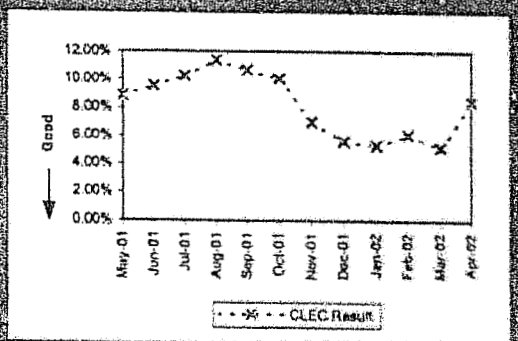
LSRs Rejected for IMA - Auto-Rejected (Percent) (PO-4A-2)

Date	CLEC Num	CLEC Denom	CLEC Result
May-01	24033	94055	25.55%
Jun-01	22269	86450	25.76%
Jul-01	25302	88485	28.59%
Aug-01	24519	91530	26.79%
Sep-01	20332	73160	27.79%
Oct-01	25739	93217	27.61%
Nov-01	24670	85656	28.80%
Dec-01	28208	87829	32.12%
Jan-02	29785	102045	29.19%
Feb-02	25067	84615	29.62%
Mar-02	28421	94010	30.23%
Apr-02	28078	90804	30.92%



LSRs Rejected for EDI - Rejected Manually (Percent) (PO-4B-1)

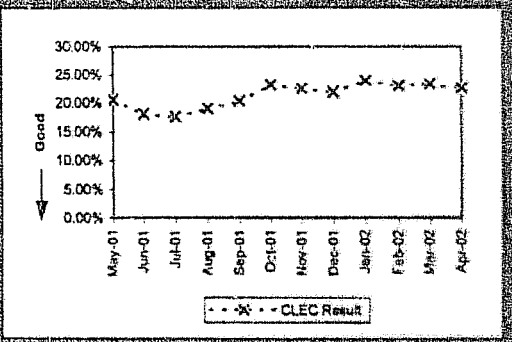
Date	CLEC Num	CLEC Denom	CLEC Result
May-01	4212	47633	8.84%
Jun-01	4046	42364	9.55%
Jul-01	4528	44111	10.27%
Aug-01	6185	54234	11.40%
Sep-01	5138	47978	10.71%
Oct-01	6241	61930	10.08%
Nov-01	4560	65120	7.00%
Dec-01	3927	69357	5.66%
Jan-02	4492	83678	5.37%
Feb-02	3544	57897	6.12%
Mar-02	2989	57060	5.24%
Apr-02	6587	77654	8.48%



Checklist #2 - LSR Rejections

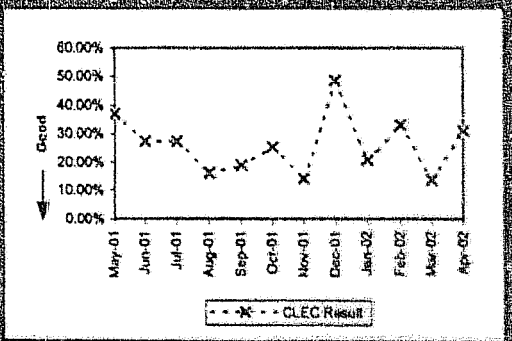
LSRs Rejected for EDI - Auto-Rejected (Percent) (PO-4B-2)

Date	CLEC Num	CLEC Denom	CLEC Result
May-01	9845	47633	20.67%
Jun-01	7734	42364	18.26%
Jul-01	7819	44111	17.73%
Aug-01	10415	54234	19.20%
Sep-01	9822	47978	20.47%
Oct-01	14444	61930	23.32%
Nov-01	14716	65120	22.60%
Dec-01	15289	69357	22.04%
Jan-02	20133	83678	24.06%
Feb-02	13400	57897	23.14%
Mar-02	13392	57060	23.47%
Apr-02	17647	77654	22.73%



LSRs Received via Facsimile (Percent) (PO-4C)

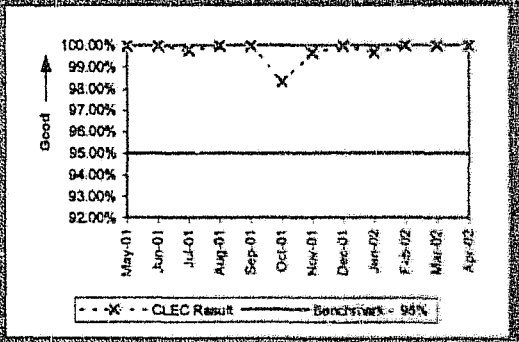
Date	CLEC Num	CLEC Denom	CLEC Result
May-01	13	35	37.14%
Jun-01	8	29	27.59%
Jul-01	8	29	27.59%
Aug-01	7	43	16.28%
Sep-01	12	63	19.05%
Oct-01	11	43	25.58%
Nov-01	3	21	14.29%
Dec-01	17	35	48.57%
Jan-02	5	24	20.83%
Feb-02	12	36	33.33%
Mar-02	4	29	13.79%
Apr-02	5	16	31.25%



Checklist #2 - Firm Order Confirmations - Resale

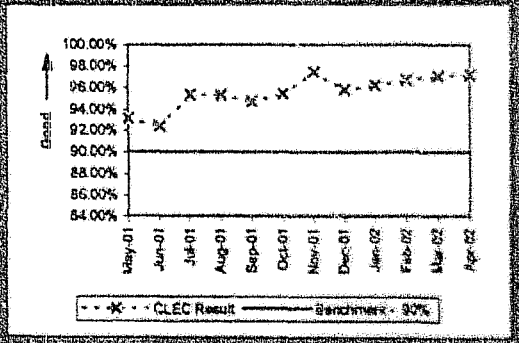
FOCs On Time for Fully Electronic LSRs Received Via IMA (Percent) (PO-5A-1(a))

Date	CLEC Num	CLEC Denom	CLEC Result
May-01	331	331	100.00%
Jun-01	531	531	100.00%
Jul-01	962	964	99.79%
Aug-01	787	787	100.00%
Sep-01	764	764	100.00%
Oct-01	1137	1156	98.36%
Nov-01	1230	1234	99.68%
Dec-01	785	785	100.00%
Jan-02	980	983	99.69%
Feb-02	742	742	100.00%
Mar-02	929	929	100.00%
Apr-02	805	805	100.00%



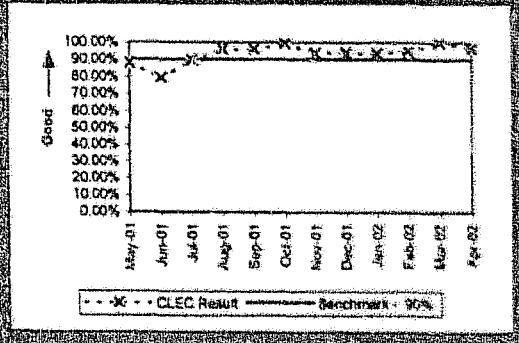
FOCs On Time For Electronic/Manual LSRs Received Via IMA (Percent) (PO-5B-1(a))

Date	CLEC Num	CLEC Denom	CLEC Result
May-01	585	628	93.15%
Jun-01	687	743	92.46%
Jul-01	801	840	95.36%
Aug-01	880	923	95.34%
Sep-01	831	877	94.75%
Oct-01	835	875	95.43%
Nov-01	1439	1476	97.49%
Dec-01	1102	1150	95.83%
Jan-02	792	823	96.23%
Feb-02	681	704	96.73%
Mar-02	670	690	97.10%
Apr-02	736	757	97.23%



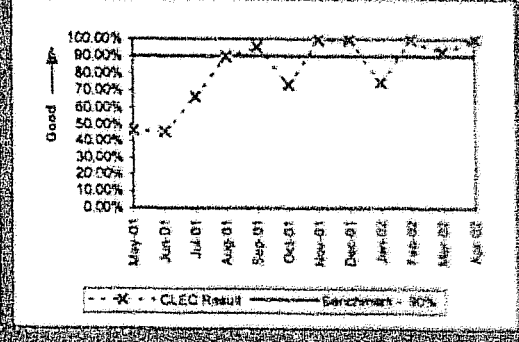
FOCs On Time For Electronic/Manual LSRs Received Via EDI (Percent) (PO-5B-2(a))

Date	CLEC Num	CLEC Denom	CLEC Result
May-01	455	515	88.35%
Jun-01	414	519	79.77%
Jul-01	480	532	90.23%
Aug-01	470	489	96.11%
Sep-01	340	353	96.32%
Oct-01	394	395	99.75%
Nov-01	352	374	94.12%
Dec-01	322	342	94.15%
Jan-02	384	409	93.89%
Feb-02	283	298	94.97%
Mar-02	291	291	100.00%
Apr-02	397	409	97.07%



FOCs on Time for Manual (Percent) (PO-5C-(a))

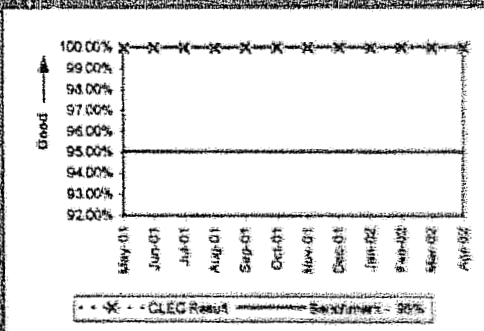
Date	CLEC Num	CLEC Denom	CLEC Result
May-01	7	15	46.67%
Jun-01	6	13	46.15%
Jul-01	8	12	66.67%
Aug-01	18	20	90.00%
Sep-01	22	23	95.65%
Oct-01	14	19	73.68%
Nov-01	5	5	100.00%
Dec-01	13	13	100.00%
Jan-02	3	4	75.00%
Feb-02	17	17	100.00%
Mar-02	13	14	92.86%
Apr-02	5	5	100.00%



Checklist #2 - Firm Order Confirmations - Unbundled Loops

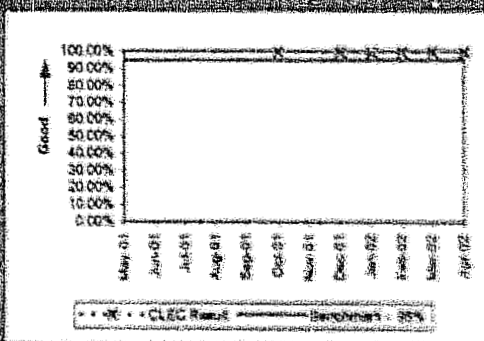
FOCs On Time for Fully Electronic LSRs Received Via IMA (Percent) (PO-5A-1(b))

Date	CLEC Num	CLEC Denom	CLEC Result
May-01	4	4	100.00%
Jun-01	19	19	100.00%
Jul-01	8	8	100.00%
Aug-01	11	11	100.00%
Sep-01	21	21	100.00%
Oct-01	26	26	100.00%
Nov-01	19	19	100.00%
Dec-01	22	22	100.00%
Jan-02	53	53	100.00%
Feb-02	27	27	100.00%
Mar-02	31	31	100.00%
Apr-02	23	23	100.00%



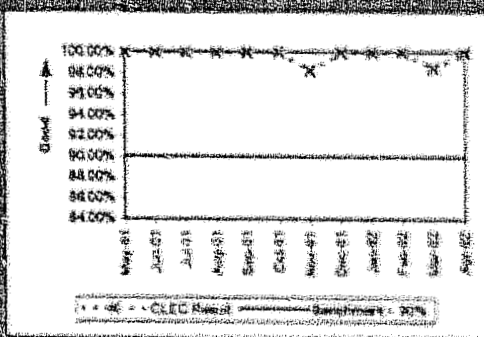
FOCs On Time for Fully Electronic LSRs Received Via EDI (Percent) (PO-5A-2(b))

Date	CLEC Num	CLEC Denom	CLEC Result
May-01			
Jun-01			
Jul-01			
Aug-01			
Sep-01			
Oct-01	2	2	100.00%
Nov-01			
Dec-01	21	21	100.00%
Jan-02	66	66	100.00%
Feb-02	30	30	100.00%
Mar-02	28	28	100.00%
Apr-02	48	48	100.00%



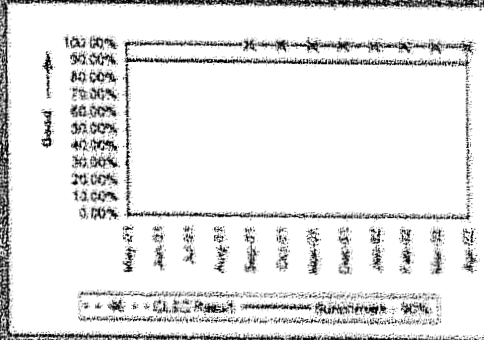
FOCs On Time For Electronic/Manual LSRs Received Via IMA (Percent) (PO-5B-1(b))

Date	CLEC Num	CLEC Denom	CLEC Result
May-01	36	36	100.00%
Jun-01	24	24	100.00%
Jul-01	23	23	100.00%
Aug-01	47	47	100.00%
Sep-01	33	33	100.00%
Oct-01	46	46	100.00%
Nov-01	56	57	98.25%
Dec-01	36	36	100.00%
Jan-02	51	51	100.00%
Feb-02	51	51	100.00%
Mar-02	65	66	98.48%
Apr-02	60	60	100.00%



FOCs On Time For Electronic/Manual LSRs Received Via EDI (Percent) (PO-5B-2(b))

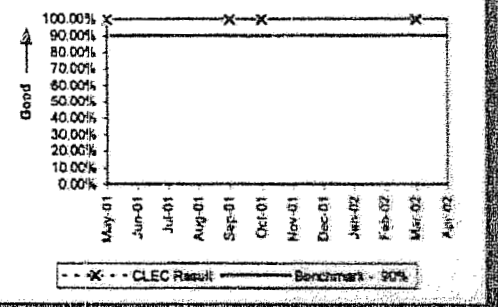
Date	CLEC Num	CLEC Denom	CLEC Result
May-01			
Jun-01			
Jul-01			
Aug-01			
Sep-01	2	2	100.00%
Oct-01	4	4	100.00%
Nov-01	31	31	100.00%
Dec-01	12	12	100.00%
Jan-02	42	42	100.00%
Feb-02	23	23	100.00%
Mar-02	259	260	99.62%
Apr-02	212	212	100.00%



Checklist #2 - Firm Order Confirmations - Unbundled Loops

FOCs on Time for Manual (Percent) (PO-5C-(b))

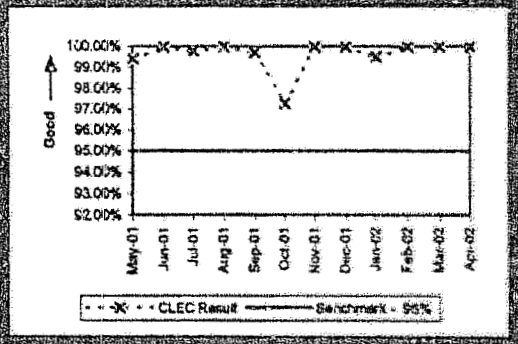
Date	CLEC Num	CLEC Denom	CLEC Result
May-01	1	1	100.00%
Jun-01			
Jul-01			
Aug-01			
Sep-01	1	1	100.00%
Oct-01	1	1	100.00%
Nov-01			
Dec-01			
Jan-02			
Feb-02			
Mar-02	1	1	100.00%
Apr-02			



Checklist #2 - Firm Order Confirmations - LNP

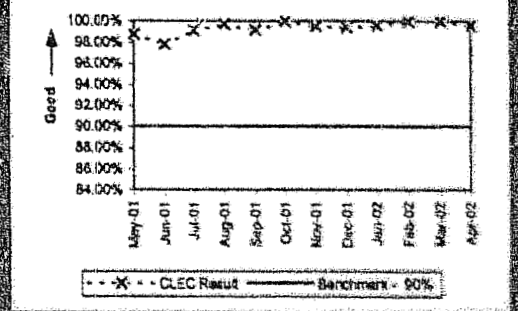
FOCs On Time for Fully Electronic LSRs Received Via IMA (Percent) (PO-5A-1(c))

Date	CLEC Num	CLEC Denom	CLEC Result
May-01	514	517	99.42%
Jun-01	505	505	100.00%
Jul-01	503	504	99.80%
Aug-01	401	401	100.00%
Sep-01	392	393	99.75%
Oct-01	393	404	97.28%
Nov-01	265	265	100.00%
Dec-01	365	365	100.00%
Jan-02	399	401	99.50%
Feb-02	347	347	100.00%
Mar-02	508	508	100.00%
Apr-02	388	388	100.00%



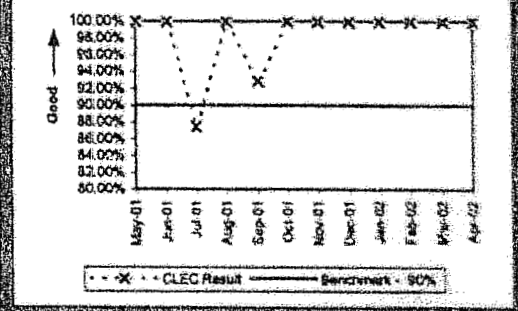
FOCs On Time For Electronic/Manual LSRs Received Via IMA (Percent) (PO-5B-1(c))

Date	CLEC Num	CLEC Denom	CLEC Result
May-01	484	490	98.78%
Jun-01	407	416	97.84%
Jul-01	367	370	99.19%
Aug-01	340	341	99.71%
Sep-01	264	266	99.25%
Oct-01	328	328	100.00%
Nov-01	220	221	99.55%
Dec-01	180	181	99.45%
Jan-02	273	274	99.64%
Feb-02	217	217	100.00%
Mar-02	266	266	100.00%
Apr-02	262	263	99.62%



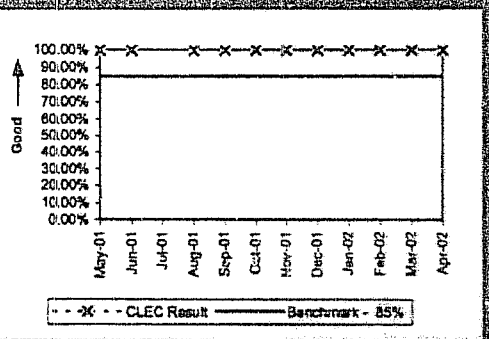
FOCs on Time for Manual (Percent) (PO-5C-(c))

Date	CLEC Num	CLEC Denom	CLEC Result
May-01	6	6	100.00%
Jun-01	6	6	100.00%
Jul-01	7	8	87.50%
Aug-01	16	16	100.00%
Sep-01	13	14	92.86%
Oct-01	6	6	100.00%
Nov-01	11	11	100.00%
Dec-01	3	3	100.00%
Jan-02	14	14	100.00%
Feb-02	6	6	100.00%
Mar-02	8	8	100.00%
Apr-02	6	6	100.00%



Checklist #2 - Firm Order Confirmations - LIS

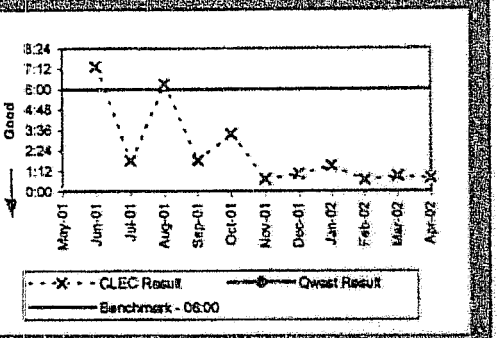
Firm Order Confirmations (FOCs) On Time (Percent) (PO-5D)			
Data	CLEC Num	CLEC Denom	CLEC Result
May-01	1	1	100.00%
Jun-01	2	2	100.00%
Jul-01			
Aug-01	3	3	100.00%
Sep-01	1	1	100.00%
Oct-01	1	1	100.00%
Nov-01	3	3	100.00%
Dec-01	1	1	100.00%
Jan-02	7	7	100.00%
Feb-02	4	4	100.00%
Mar-02	2	2	100.00%
Apr-02	2	2	100.00%



Checklist #2 - Completion Notifications

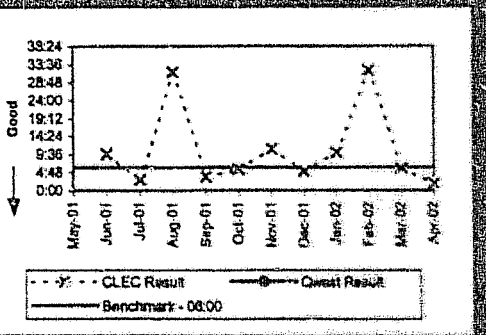
Work Completion Notification Timeliness (Hours:Minutes) (PO-6A)

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
May-01									
Jun-01	11471:26	1560	7:21	34:23					
Jul-01	3693:18	2025	1:49	5:28					
Aug-01	13838:38	2188	6:19	39:02					
Sep-01	4027:42	2189	1:50	7:27					
Oct-01	8482:28	2504	3:23	22:18					
Nov-01	2233:27	2956	0:45	12:35					
Dec-01	2802:54	2681	1:03	8:29					
Jan-02	3428:01	2250	1:31	6:13					
Feb-02	1372:15	1960	0:42	5:24					
Mar-02	2052:33	2252	0:55	18:42					
Apr-02	1696:36	2070	0:49	10:52					



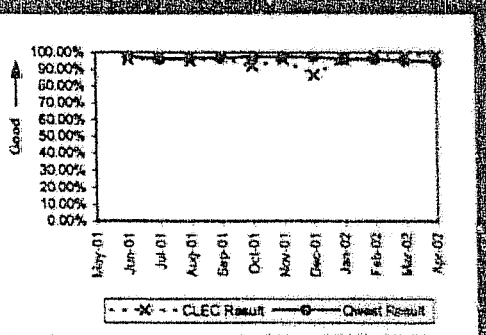
Work Completion Notification Timeliness (Hours:Minutes) (PO-6B)

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
May-01									
Jun-01	3542:19	366	9:41	38:28					
Jul-01	1121:30	404	2:47	8:18					
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	74:56					
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					
Apr-02	1277:29	644	1:59	17:20					



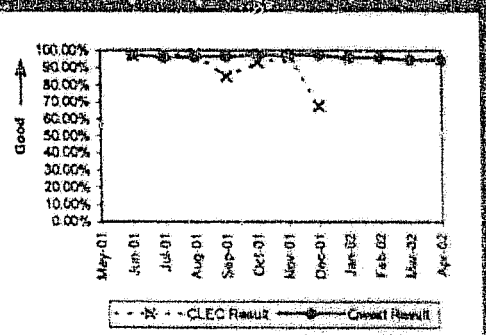
Billing Completion Notification Timeliness (Percent) (PO-7A,C)

Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
May-01									
Jun-01	1202	1251	96.08%	19.40%	30073	30786	97.68%	3.69	1.24
Jul-01	1266	1300	97.38%	15.96%	28687	29708	96.50%	-1.71	-2.04
Aug-01	1644	1722	95.47%	20.80%	30915	31934	96.81%	3.08	0.87
Sep-01	1575	1615	97.52%	15.54%	25666	26493	93.88%	-1.45	-1.88
Oct-01	1629	1767	92.19%	26.83%	30546	31283	97.64%	14.71	7.94
Nov-01	2104	2191	96.03%	19.53%	23421	24039	97.43%	3.96	1.41
Dec-01	2469	2844	86.81%	33.83%	22329	22910	97.46%	34.07	19.71
Jan-02	1827	1900	96.16%	19.22%	28779	29960	96.06%	-0.22	-1.13
Feb-02	1394	1416	98.45%	12.37%	27200	28314	96.07%	-4.5	-3.73
Mar-02	1685	1924	87.97%	14.00%	24278	25531	95.09%	-5.64	-4.43
Apr-02	1598	1625	98.34%	12.78%	25767	27244	94.58%	-6.5	-4.95



Billing Completion Notification Timeliness (Percent) (PO-7B,C)

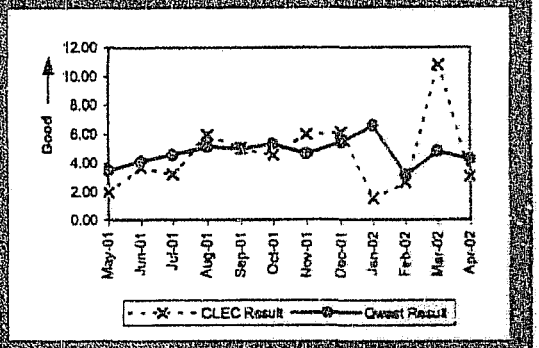
Date	CLEC Num	CLEC Dend	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
May-01									
Jun-01	593	608	97.53%	15.51%	30073	30786	97.68%	0.25	-0.85
Jul-01	528	540	97.78%	14.74%	28687	29708	96.50%	-1.61	-1.58
Aug-01	521	530	98.30%	12.92%	30915	31934	96.81%	-1.94	-2.18
Sep-01	374	439	85.19%	35.52%	25666	26493	96.88%	7.94	3.83
Oct-01	43	46	93.48%	24.69%	30546	31283	97.64%	1.58	-0.04
Nov-01	376	389	96.66%	17.97%	23421	24039	97.43%	0.65	-0.42
Dec-01	371	546	67.95%	46.67%	22329	22910	97.46%	43.35	25.36
Jan-02					28779	29960	96.06%		
Feb-02					27200	28314	96.07%		
Mar-02					24278	25531	95.09%		
Apr-02					25767	27244	94.58%		



Checklist #2 - Jeopardy Notifications - Non-Designed Services

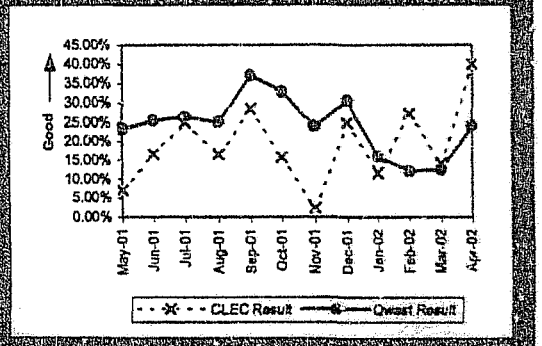
Jeopardy Notice Interval (Average Days) (PO-8A)

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01	22	11	2.00	2.32	372	106	3.51	0.95	-0.42
Jun-01	15	4	3.75	3.10	526	128	4.17	-0.29	-1.18
Jul-01	13	4	3.25	2.75	638	138	4.62	0.39	-0.76
Aug-01	42	7	6.00	3.32	918	176	5.22	-0.33	-1.2
Sep-01	102	20	5.10	3.04	696	138	5.04	-0.04	-1.03
Oct-01	60	13	4.62	4.03	944	175	5.39	0.28	-0.83
Nov-01	127	21	6.05	9.42	668	146	4.71	-1.06	-1.04
Dec-01	74	12	6.17	11.93	604	110	5.49	-0.31	-1.19
Jan-02	11	7	1.57	0.98	737	111	6.64	2.2	0.34
Feb-02	24	9	2.67	2.12	283	88	3.22	0.28	-0.83
Mar-02	65	6	10.83	9.00	561	115	4.88	-2.33	-2.42
Apr-02	28	9	3.11	2.71	515	119	4.33	0.02	-0.99



Timely Jeopardy Notices (Percent) (PO-8A)

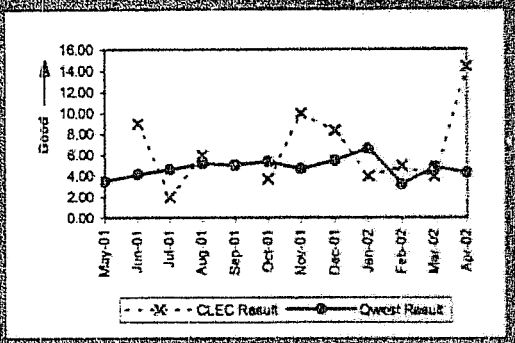
Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01	1	14	7.14%	25.75%	31	133	23.31%	1.42	-0.14
Jun-01	1	6	16.67%	37.27%	32	125	25.60%	0.39	-0.77
Jul-01	1	4	25.00%	43.30%	31	117	26.50%	-0.04	-1.02
Aug-01	1	6	16.67%	37.27%	25	99	25.25%	0.36	-0.78
Sep-01	2	7	28.57%	45.18%	33	89	37.08%	0.38	-0.77
Oct-01	3	19	15.79%	36.46%	32	97	32.99%	1.5	-0.09
Nov-01	1	41	2.44%	15.43%	24	100	24.00%	3.23	0.97
Dec-01	4	16	25.00%	43.30%	23	75	30.67%	0.4	-0.76
Jan-02	2	17	11.76%	32.22%	18	112	16.07%	0.37	-0.78
Feb-02	3	11	27.27%	44.54%	10	82	12.20%	-1.43	-1.87
Mar-02	1	7	14.29%	34.99%	10	80	12.50%	-0.14	-1.08
Apr-02	2	5	40.00%	48.99%	22	91	24.18%	-0.6	-1.49



Checklist #2 - Jeopardy Notifications - Unbundled Loops

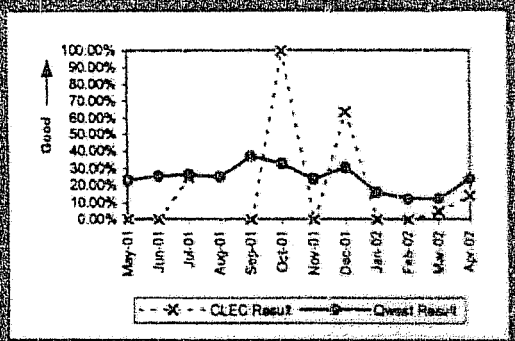
Jeopardy Notice Interval (Average Days) (PO-8B)

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01					372	106	3.51		
Jun-01	36	4	9.00	0.00	526	126	4.17	-1.19	-1.72
Jul-01	2	1	2.00		638	138	4.62	0.07	-0.96
Aug-01	6	1	6.00		918	176	5.22	-0.13	-1.08
Sep-01					696	138	5.04		
Oct-01	15	4	3.75	1.26	944	175	5.39	0.24	-0.88
Nov-01	10	1	10.00		688	146	4.71	-0.97	-1.59
Dec-01	109	13	8.38	3.75	604	110	5.49	-1.35	-1.82
Jan-02	12	3	4.00	1.00	737	111	6.64	-0.33	-1.2
Feb-02	15	3	5.00	0.00	283	88	3.22	-0.77	-1.47
Mar-02	12	3	4.00	0.00	561	115	4.88	-0.05	-1.03
Apr-02	144	10	14.40	7.44	515	119	4.33	-2.59	-2.58



Timely Jeopardy Notices (Percent) (PO-9B)

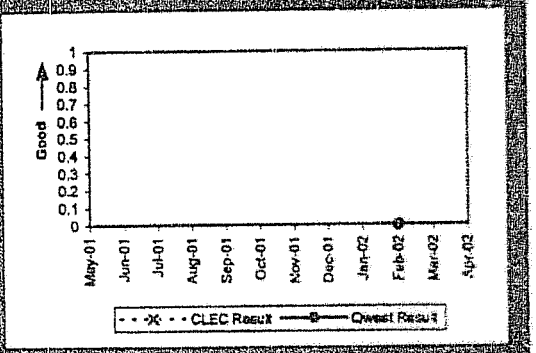
Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01	0	2	0.00%	0.00%	31	133	23.31%	0.54	-0.67
Jun-01	0	8	0.00%	0.00%	32	125	25.60%	1.73	0.05
Jul-01	1	4	25.00%	43.30%	31	117	26.50%	-0.04	-1.02
Aug-01					25	99	25.25%		
Sep-01	0	1	0.00%	0.00%	33	89	37.08%	0.46	-0.72
Oct-01	2	2	100.00%	0.00%	32	97	32.99%	-2	-2.21
Nov-01	0	2	0.00%	0.00%	24	100	24.00%	0.56	-0.66
Dec-01	7	11	63.64%	48.10%	23	75	30.67%	-2.21	-2.35
Jan-02	0	1	0.00%	0.00%	18	112	16.07%	0.15	-0.91
Feb-02	0	8	0.00%	0.00%	10	82	12.20%	0.97	-0.41
Mar-02	1	20	5.00%	21.79%	10	80	12.50%	0.86	-0.48
Apr-02	1	7	14.29%	34.99%	22	91	24.18%	0.49	-0.7



Checklist #2 - Jeopardy Notifications - LIS

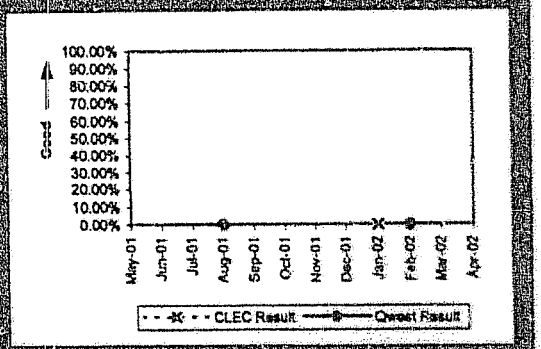
Jeopardy Notice Interval (Average Days) (PO-8C)

Date	CLEC Num	CLEC Den	CLEC Resu	CLEC Std D	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01									
Sep-01									
Oct-01									
Nov-01									
Dec-01									
Jan-02									
Feb-02					0	2	0.00		
Mar-02									
Apr-02									



Timely Jeopardy Notices (Percent) (PO-9C)

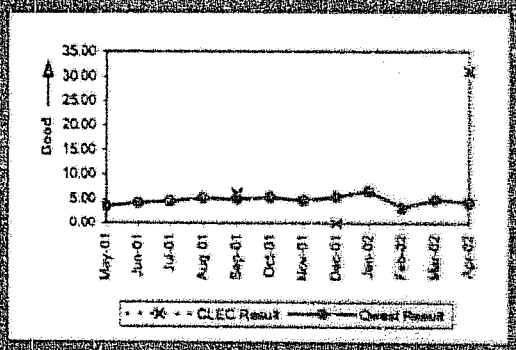
Date	CLEC Num	CLEC Den	CLEC Resu	CLEC Std D	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01					0	1	0.00%		
Sep-01									
Oct-01									
Nov-01									
Dec-01									
Jan-02	0	1	0.00%	0.00%					
Feb-02					0	2	0.00%		
Mar-02									
Apr-02									



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

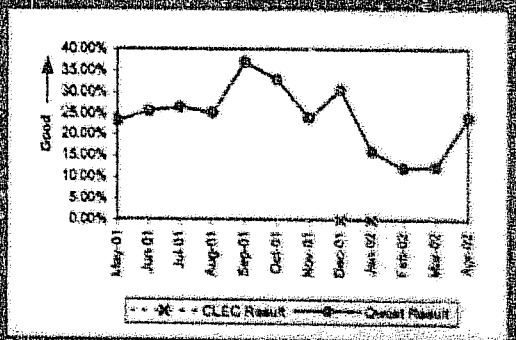
Jeopardy Notice Interval (Average Days) (PO-8D)

Data	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01					372	106	3.51		
Jun-01					526	126	4.17		
Jul-01					638	138	4.62		
Aug-01					918	176	5.22		
Sep-01	6	1	6.00		696	138	5.04	-0.17	-1.1
Oct-01					944	175	5.39		
Nov-01					688	146	4.71		
Dec-01	0	1	0.00		604	110	5.49	1.36	-0.17
Jan-02					737	111	6.64		
Feb-02					283	88	3.22		
Mar-02					561	115	4.88		
Apr-02	62	2	31.00	0.00	515	119	4.33	-3.17	-2.93



Timely Jeopardy Notices (Percent) (PO-9D)

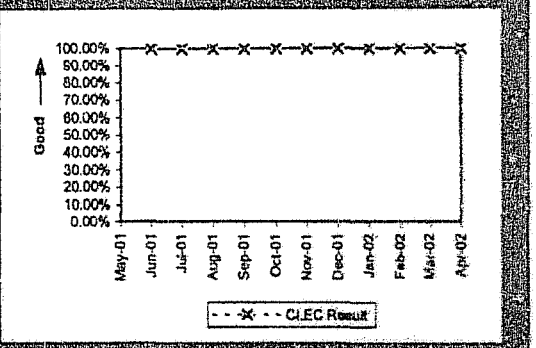
Data	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01					31	133	23.31%		
Jun-01					32	125	25.60%		
Jul-01					31	117	26.50%		
Aug-01					25	99	25.25%		
Sep-01					33	89	37.06%		
Oct-01					32	97	32.99%		
Nov-01					24	100	24.00%		
Dec-01	0	1	0.00%	0.00%	23	75	30.67%	0.36	-0.78
Jan-02	0	1	0.00%	0.00%	18	112	16.07%	0.15	-0.91
Feb-02					10	82	12.20%		
Mar-02					10	80	12.50%		
Apr-02					22	91	24.18%		



Checklist #2 - LSR Accountability

LSR Accountability (Percent) (PO-10)

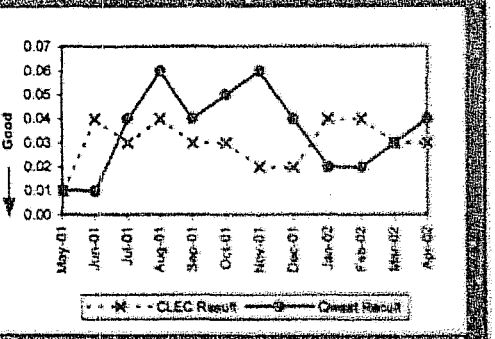
Date	CLEC Num	CLEC Denom	CLEC Result
May-01	76780	76408	100.49%
Jun-01	78870	78870	100.00%
Jul-01	73119	73119	100.00%
Aug-01	84030	84030	100.00%
Sep-01	65983	65983	100.00%
Oct-01	85412	85412	100.00%
Nov-01	81566	81566	100.00%
Dec-01	83868	83868	100.00%
Jan-02	96534	96534	100.00%
Feb-02	75655	75655	100.00%
Mar-02	82525	82525	100.00%
Apr-02	86473	86473	100.00%



Checklist #2 - Due Date Changes

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

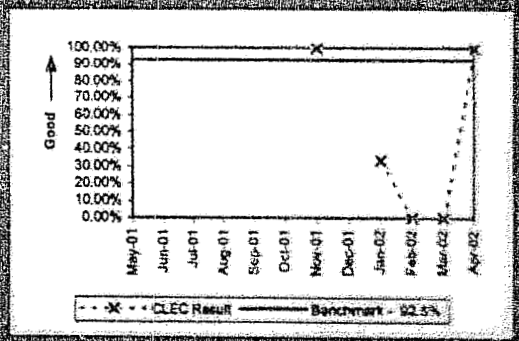
Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01	14	960	0.01	0.14	143	15622	0.01	1.54	-0.06
Jun-01	59	1391	0.04	0.28	218	16889	0.01	7.74	3.71
Jul-01	35	1071	0.03	0.20	347	9260	0.04	-0.6	-1.36
Aug-01	38	1070	0.04	0.22	394	6198	0.06	-2.36	-2.43
Sep-01	38	1318	0.03	0.18	187	4602	0.04	-1.49	-1.9
Oct-01	45	1408	0.03	0.18	219	4728	0.05	-1.68	-2.02
Nov-01	35	1917	0.02	0.16	247	4147	0.06	-4.59	-3.79
Dec-01	40	1805	0.02	0.19	136	3662	0.04	-2.32	-2.41
Jan-02	45	1182	0.04	0.21	85	3755	0.02	2.6	0.58
Feb-02	37	1027	0.04	0.23	79	3324	0.02	1.85	0.12
Mar-02	46	1525	0.03	0.22	100	3578	0.03	0.34	-0.79
Apr-02	35	1271	0.03	0.21	154	3780	0.04	-1.64	-2



Checklist #2 - Timely Release Notifications

(PO-16) Timely Release Notifications (Percent) Default

Date	CLEC Num	CLEC Denom	CLEC Result
May-01			
Jun-01			
Jul-01			
Aug-01			
Sep-01			
Oct-01	0	0	
Nov-01	1	1	100.00%
Dec-01	0	0	
Jan-02	1	3	33.33%
Feb-02	0	1	0.00%
Mar-02	0	1	0.00%
Apr-02	5	5	100.00%

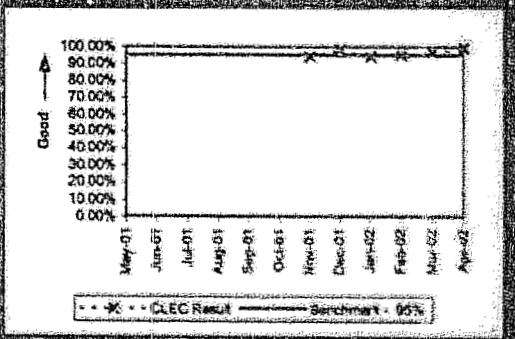


If the release notifications are less than 10 in the reporting month, the standard is 1 miss

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

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

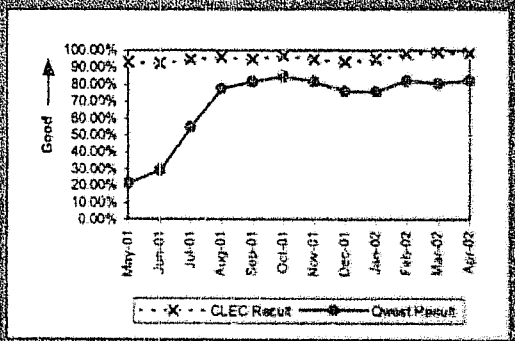
Date	CLEC Num	CLEC Denom	CLEC Result
May-01			
Jun-01			
Jul-01			
Aug-01			
Sep-01			
Oct-01			
Nov-01	358	379	94.46%
Dec-01	390	395	98.73%
Jan-02	749	792	94.57%
Feb-02	619	649	95.38%
Mar-02	637	656	97.10%
Apr-02	654	656	99.70%



Checklist #2 - Access To Centers

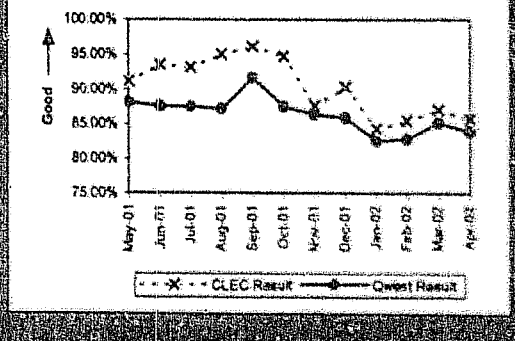
Calls Answered within Twenty Seconds - Interconnect Provisioning Center (Percent) (OP-2)

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result
May-01	34650	37124	93.34%	905550	4171326	21.71%
Jun-01	33539	36214	92.61%	1213127	4112797	29.50%
Jul-01	30685	32351	94.85%	2197349	3992969	55.03%
Aug-01	33965	35271	96.30%	3292289	4238018	77.68%
Sep-01	25327	27728	94.95%	2723316	3332102	81.73%
Oct-01	29974	30839	97.20%	3407926	4011312	84.96%
Nov-01	26494	27862	95.09%	2819746	3441968	81.92%
Dec-01	25774	27562	93.45%	2529350	3315622	76.29%
Jan-02	28038	29422	95.30%	3156401	4152609	76.01%
Feb-02	24015	24425	98.32%	2593071	3147543	82.38%
Mar-02	24486	24704	99.12%	2638255	3273774	80.59%
Apr-02	24270	24626	98.55%	2829976	3423085	82.67%



Calls Answered within 20 seconds - Interconnect Repair Center (Percent) (MR-2)

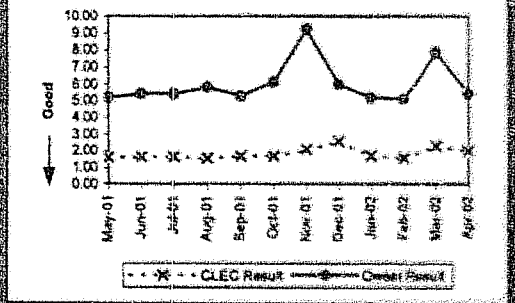
Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result
May-01	22991	25211	91.19%	747817	848094	88.18%
Jun-01	25944	27731	93.56%	775975	886147	87.57%
Jul-01	29571	31724	93.21%	700466	800726	87.48%
Aug-01	28285	29740	95.11%	642249	736282	87.23%
Sep-01	23392	24306	96.24%	514443	560881	91.72%
Oct-01	22612	23837	94.86%	526715	601761	87.53%
Nov-01	19983	22301	87.64%	472032	546396	86.39%
Dec-01	18034	19952	90.39%	440835	512983	85.93%
Jan-02	17097	20252	84.42%	426971	516511	82.68%
Feb-02	16056	18761	85.58%	356562	429847	82.95%
Mar-02	17341	19901	87.14%	395295	463412	85.30%
Apr-02	17296	20156	85.81%	386034	459220	84.06%



Checklist #2 - Billing

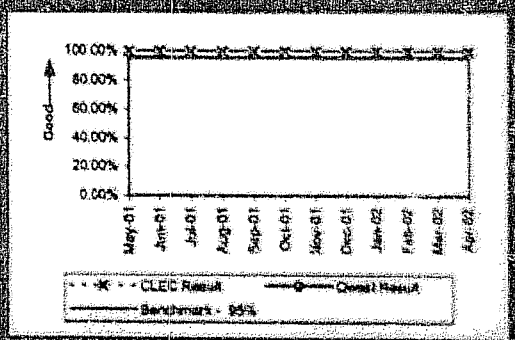
Time to Provide Usage Records (Average Days) UNEs and Resale Aggregate (BI-1A)

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result
May-01	429530	267329	1.61	8671092	1668772	5.20
Jun-01	456053	276803	1.65	8340453	1537205	5.43
Jul-01	456053	276803	1.65	8340453	1537205	5.43
Aug-01	483860	310675	1.56	9588863	1661087	5.83
Sep-01	393876	230394	1.71	6250356	1180749	5.29
Oct-01	372522	218815	1.70	6383175	1365448	6.14
Nov-01	395051	188858	2.09	12801114	1364053	9.24
Dec-01	1288756	500270	2.58	7782928	1296395	8.00
Jan-02	898234	523530	1.72	6400431	1231384	5.20
Feb-02	731300	463449	1.58	5123563	1005053	5.10
Mar-02	638191	276261	2.31	9380089	1195215	7.85
Apr-02	1377887	677668	2.03	6589327	1211987	5.44



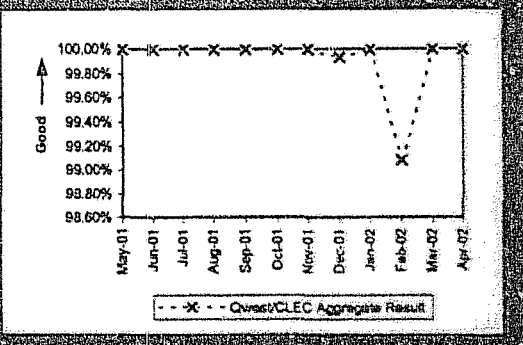
Time to Provide Usage Records (Percent) Jointly-provided Switched Access (BI-1B)

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result
May-01	2280	2280	100.00%			
Jun-01	1229271	1229271	100.00%			
Jul-01	1319044	1319135	99.99%			
Aug-01	1486871	1486019	99.99%			
Sep-01	1116815	1116815	100.00%			
Oct-01	1370468	1370469	100.00%			
Nov-01	1160075	1160075	100.00%			
Dec-01	1123946	1123963	100.00%			
Jan-02	1093467	1093467	100.00%			
Feb-02	1031940	1031940	100.00%			
Mar-02	1145264	1145264	100.00%			
Apr-02	118273	118273	100.00%			



Checklist #2 - Billing

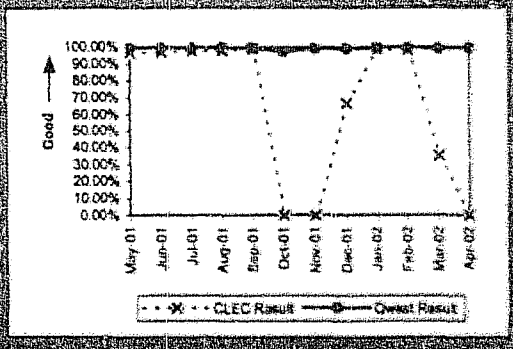
Invoices Delivered within 10 Days (Percent) All (BI-2)			
Date	Qwest/CLEC Aggregat	Qwest/CLEC Aggregat	Qwest/CLEC Aggregate
May-01	1209	1209	100.00%
Jun-01	1174	1174	100.00%
Jul-01	1220	1220	100.00%
Aug-01	1359	1359	100.00%
Sep-01	1655	1655	100.00%
Oct-01	1665	1665	100.00%
Nov-01	1694	1694	100.00%
Dec-01	1536	1537	99.93%
Jan-02	1672	1672	100.00%
Feb-02	1630	1645	99.09%
Mar-02	1660	1660	100.00%
Apr-02	1656	1656	100.00%



Checklist #2 - Billing

Billing Accuracy - Adjustments for Errors (Percent) UNEs and Resale Aggregate (BI-3A)

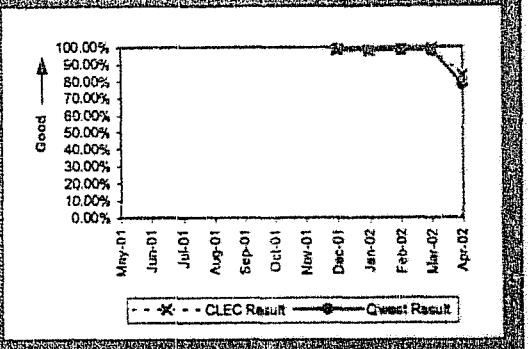
Date	CLEC Num	CLEC Den	CLEC Resu	CLEC Std D	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01	1147388.6	1184871.5	96.84%	17.50%	10562601	10639628	99.27%	296.21	179.08
Jun-01	1140808.7	1174187.1	97.16%	16.62%	10422351	10496934	99.29%	260.87	157.6
Jul-01	1182348.5	1207524.6	97.92%	14.29%	10360450	10408661	99.54%	248.45	150.04
Aug-01	1210708.7	1237343.5	97.85%	14.51%	10554947	10596793	99.61%	295	178.35
Sep-01	1226554.9	1230174.7	99.71%	5.42%	10335628	10410170	99.28%	-52.47	-32.9
Oct-01	-7071363	3150693.4	0.00%		9346102.3	10120997	97.28%	30678.94	18650.47
Nov-01	-10455489	10638906	0.00%		9484961.8	9562368.1	99.19%	49455.66	30065.91
Dec-01	5097188.7	7616206.8	66.93%	47.05%	9019354.4	9122567.2	98.87%	6153.25	3739.91
Jan-02	1273767.8	1282683.9	99.35%	8.03%	9710300.2	9759032.5	99.50%	22.55	12.71
Feb-02	1250220.6	1270021.6	98.44%	12.39%	9672991.3	9723230.7	99.48%	154.1	92.69
Mar-02	452737.92	1280127.8	35.37%	47.81%	9365480.3	9472452.8	98.87%	6382.12	3879.05
Apr-02	-70017.53	1359337.2	0.00%		9500440.7	9549500.6	99.49%	16101.93	9788.23



Checklist #2 - Billing

Billing Completeness (Percent) UNEs and Resale Aggregate (BI-4A)

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01									
Sep-01									
Oct-01									
Nov-01									
Dec-01	3438	3483	98.71%	11.29%	26783	27082	98.90%	1	-0.39
Jan-02	3262	3321	98.22%	13.21%	27815	28207	98.61%	1.8	0.1
Feb-02	3684	3713	99.68%	11.41%	30119	30623	98.35%	-1.48	-1.9
Mar-02	2711	2726	99.45%	7.40%	23448	23901	98.10%	-4.88	-3.97
Apr-02	2603	3104	83.86%	36.79%	18300	23412	78.17%	-7.22	-5.39

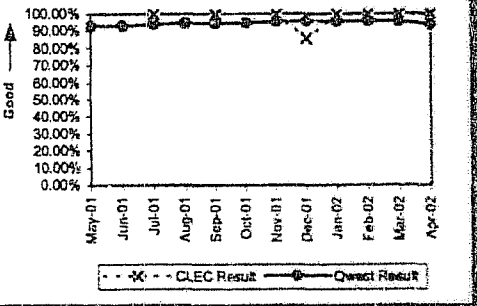


Prior to November 2001, Regional results include only WA, OR, MN, NE, IA, ND and SD data

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

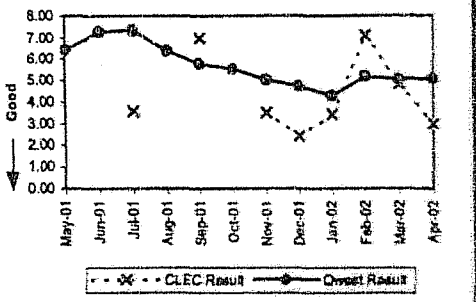
Installation Commitments Met (Percent) (OP-3A)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01					792	853	92.85%		
Jun-01					684	713	93.13%		
Jul-01	6	6	100.00%	0.00%	713	758	94.06%	-0.81	-1.37
Aug-01					809	852	94.95%		
Sep-01	1	1	100.00%	0.00%	628	663	94.72%	-0.24	-1.14
Oct-01					745	785	94.90%		
Nov-01	6	6	100.00%	0.00%	676	706	95.75%	-0.51	-1.31
Dec-01	5	7	85.71%	34.99%	590	615	95.94%	1.06	-0.35
Jan-02	7	7	100.00%	0.00%	614	642	95.64%	-0.56	-1.34
Feb-02	11	11	100.00%	0.00%	523	545	95.90%	-0.67	-1.41
Mar-02	11	11	100.00%	0.00%	512	536	95.52%	-0.71	-1.43
Apr-02	6	6	100.00%	0.00%	549	586	93.69%	-0.63	-1.33



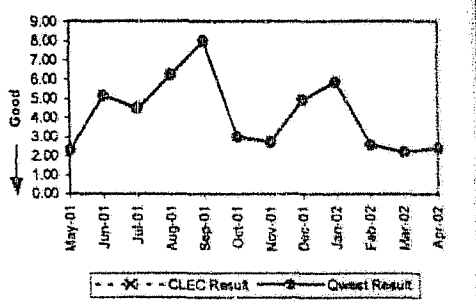
Installation Interval (Average Days) (OP-4A)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01					5485	853	6.43		
Jun-01					5183	713	7.27		
Jul-01	25	7	3.57	0.98	5775	788	7.35	-1.55	-1.94
Aug-01					5623	880	6.39		
Sep-01	7	1	7.00		3903	675	5.78	0.74	-0.55
Oct-01					4380	793	5.52		
Nov-01	21	6	3.50	1.38	3594	716	5.02	-0.66	-1.4
Dec-01	17	7	2.43	1.51	2957	625	4.73	-1.08	-1.65
Jan-02	24	7	3.43	1.62	2765	645	4.29	-0.42	-1.25
Feb-02	76	11	7.09	6.92	2881	552	5.18	1.02	-0.38
Mar-02	53	11	4.82	3.71	2736	542	5.05	-0.14	-1.09
Apr-02	18	6	3.00	0.89	3008	592	5.08	-1.02	-1.62



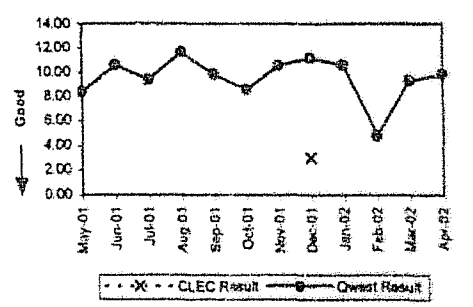
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-1)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
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	19	2.58		
Mar-02					40	18	2.22		
Apr-02					51	21	2.43		



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

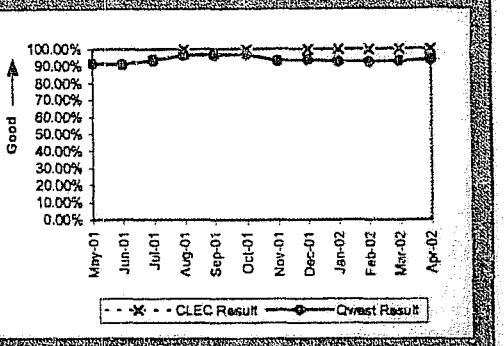
Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01					293	35	8.37		
Jun-01					276	26	10.62		
Jul-01					320	34	9.41		
Aug-01					257	22	11.68		
Sep-01					198	20	9.90		
Oct-01					223	26	8.58		
Nov-01					127	12	10.58		
Dec-01	3	1	3.00		146	13	11.23	-1.22	-1.74
Jan-02					85	8	10.62		
Feb-02					48	10	4.80		
Mar-02					112	12	9.33		
Apr-02					218	22	9.91		



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

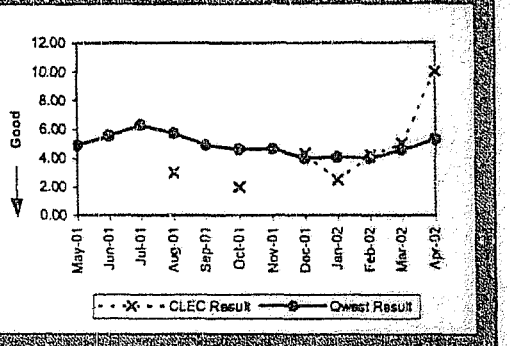
Installation Commitments Met (Percent) (OP-3B)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Dem	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dem	Qwest Resu	Mod Z Scr	Parity Scr
May-01					581	633	91.79%		
Jun-01					536	586	91.16%		
Jul-01					680	726	93.66%		
Aug-01	1	1	100.00%	0.00%	860	888	96.85%	-0.18	-1.11
Sep-01					525	543	96.69%		
Oct-01	1	1	100.00%	0.00%	635	655	96.95%	-0.18	-1.11
Nov-01					545	584	93.32%		
Dec-01	10	10	100.00%	0.00%	436	465	93.76%	-0.81	-1.49
Jan-02	2	2	100.00%	0.00%	449	483	92.96%	-0.39	-1.24
Feb-02	5	5	100.00%	0.00%	389	399	92.48%	-0.63	-1.39
Mar-02	1	1	100.00%	0.00%	405	435	93.10%	-0.27	-1.17
Apr-02	9	9	100.00%	0.00%	424	451	94.01%	-0.75	-1.46



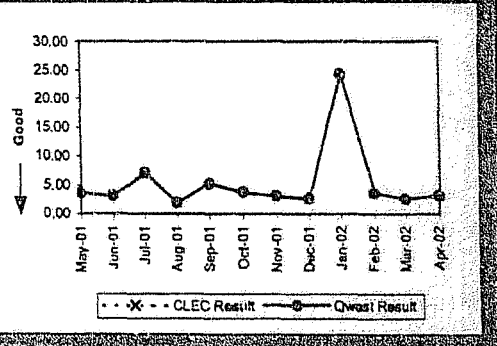
Installation Interval (Average Days) (OP-4B)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Dem	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dem	Qwest Resu	Mod Z Scr	Parity Scr
May-01					3099	633	4.90		
Jun-01					3263	588	5.55		
Jul-01					4626	736	6.29		
Aug-01	3	1	3.00		5208	909	5.73	-0.39	-1.24
Sep-01					2715	554	4.90		
Oct-01	2	1	2.00		3031	658	4.61	-0.53	-1.32
Nov-01					2714	586	4.63		
Dec-01	43	10	4.30	4.90	1866	469	3.98	0.36	-0.78
Jan-02	5	2	2.50	0.71	1983	487	4.07	-0.45	-1.28
Feb-02	21	5	4.20	3.27	1595	400	3.99	0.52	-0.68
Mar-02	5	1	5.00		2011	439	4.58	0.62	-0.62
Apr-02	90	9	10.00	12.50	2390	453	5.28	1.36	-0.17



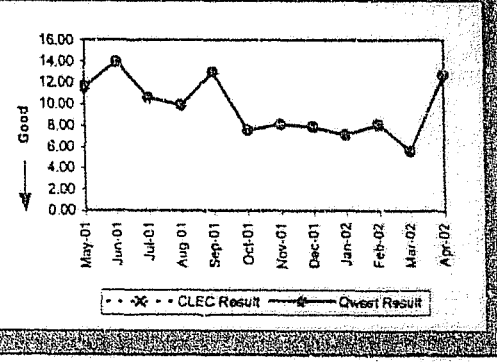
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-2)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Dem	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dem	Qwest Resu	Mod Z Scr	Parity Scr
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	3.80		
Nov-01					63	20	3.15		
Dec-01					40	15	2.67		
Jan-02					608	25	24.32		
Feb-02					54	15	3.60		
Mar-02					55	21	2.62		
Apr-02					36	11	3.27		



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

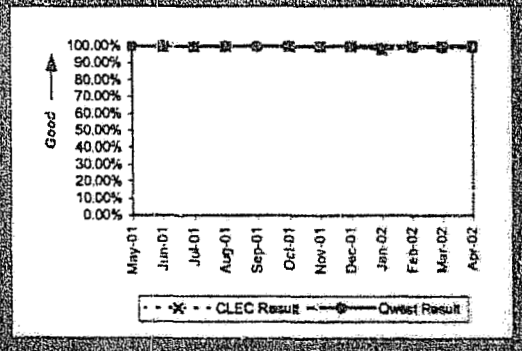
Date	CLEC Num	CLEC Dem	CLEC Resu	CLEC Std D	Qwest Num	Qwest Dem	Qwest Resu	Mod Z Scr	Parity Scr
May-01					383	33	11.61		
Jun-01					546	39	14.00		
Jul-01					330	31	10.65		
Aug-01					89	9	9.89		
Sep-01					130	10	13.00		
Oct-01					91	12	7.58		
Nov-01					171	21	8.14		
Dec-01					142	18	7.89		
Jan-02					93	13	7.15		
Feb-02					130	16	8.12		
Mar-03					73	13	5.62		
Apr-02					230	18	12.78		



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

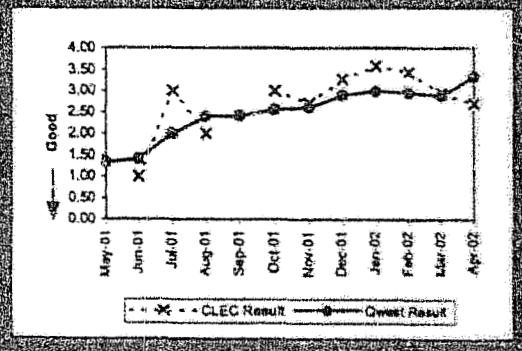
Installation Commitments Met (Percent) (OP-3C)– No Dispatches

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01					10916	10936	99.82%		
Jun-01	1	1	100.00%	0.00%	11702	11725	99.80%	-0.04	-1.03
Jul-01	1	1	100.00%	0.00%	6619	6644	99.62%	-0.06	-1.04
Aug-01	4	4	100.00%	0.00%	3579	3585	99.83%	-0.05	-1.05
Sep-01					2807	2815	99.72%		
Oct-01	1	1	100.00%	0.00%	2619	2626	99.73%	-0.05	-1.03
Nov-01	522	522	100.00%	0.00%	2221	2229	99.64%	-1.23	-1.75
Dec-01	649	649	100.00%	0.00%	1923	1931	99.59%	-1.42	-1.86
Jan-02	56	57	98.25%	13.13%	2036	2074	98.17%	-0.04	-1.03
Feb-02	41	41	100.00%	0.00%	1822	1836	99.24%	-0.56	-1.34
Mar-02	95	95	100.00%	0.00%	1987	1986	99.04%	-0.94	-1.57
Apr-02	83	83	100.00%	0.00%	1990	2001	99.45%	-0.66	-1.4



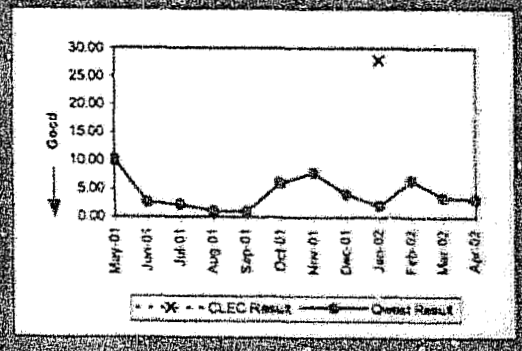
Installation Interval (Average Days) (OP-4C)– No Dispatches

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01					12526	9412	1.33		
Jun-01	1	1	1.00		13539	9618	1.41	-0.27	-1.17
Jul-01	3	1	3.00		10245	5160	1.99	0.36	-0.78
Aug-01	8	4	2.00	0.00	6893	2802	2.39	-0.88	-1.53
Sep-01					5523	2287	2.41		
Oct-01	3	1	3.00		5387	2107	2.56	2.23	0.35
Nov-01	1279	470	2.72	0.57	4719	1799	2.62	2.24	0.36
Dec-01	1984	604	3.28	0.75	4511	1557	2.90	7.53	3.58
Jan-02	183	51	3.59	4.15	5125	1715	2.99	2.33	0.41
Feb-02	127	37	3.43	0.77	4415	1498	2.95	1.72	0.04
Mar-02	150	51	2.94	0.47	4478	1547	2.89	0.32	-0.8
Apr-02	162	60	2.70	0.65	4933	1483	3.33	-3.99	-3.43



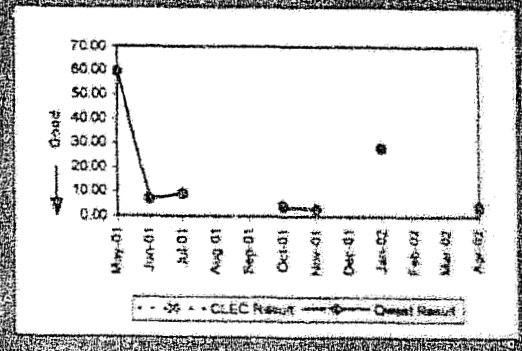
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-3)– No Dispatches

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01					162	16	10.12		
Jun-01					59	22	2.68		
Jul-01					53	24	2.21		
Aug-01					8	7	1.14		
Sep-01					9	9	1.00		
Oct-01					49	8	6.12		
Nov-01					63	8	7.88		
Dec-01					37	9	4.11		
Jan-02	28	1	28.00		80	38	2.11	2.37	0.44
Feb-02					98	15	6.53		
Mar-02					67	19	3.53		
Apr-02					29	9	3.22		



Delayed Days for Facility Reasons (Average Days) (OP-6B-3)– No Dispatches

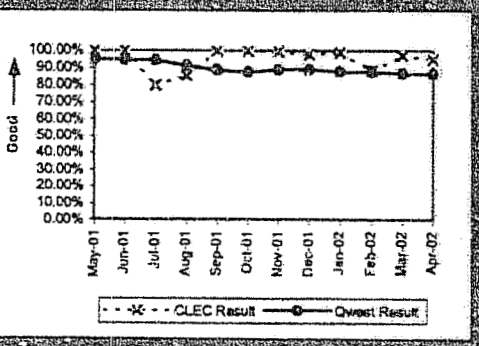
Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01					236	4	59.50		
Jun-01					7	1	7.00		
Jul-01					9	1	9.00		
Aug-01									
Sep-01									
Oct-01					4	1	4.00		
Nov-01					3	1	3.00		
Dec-01									
Jan-02					28	1	28.00		
Feb-02									
Mar-02									
Apr-02					7	2	3.50		



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

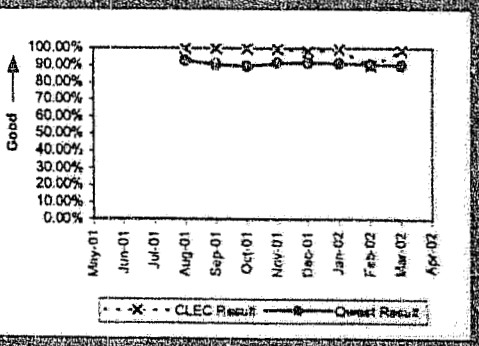
New Service Installation Quality (Percent) (OP-5)

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01	1	1	100.00%	0.00%	12145	12749	95.26%	-0.22	-1.14
Jun-01	1	1	100.00%	0.00%	12357	13016	94.94%	-0.23	-1.14
Jul-01	4	5	80.00%	40.00%	10163	10747	94.57%	1.1	-0.33
Aug-01	6	7	85.71%	34.99%	6210	6789	91.47%	0.55	-0.67
Sep-01	3	3	100.00%	0.00%	4219	4744	88.93%	-0.61	-1.37
Oct-01	2	2	100.00%	0.00%	3580	4079	87.77%	-0.53	-1.32
Nov-01	264	285	99.62%	6.13%	3395	3806	89.20%	-5.29	-4.21
Dec-01	584	597	97.82%	14.60%	2925	3279	89.20%	-8.24	-4.79
Jan-02	363	366	99.18%	9.02%	2744	3117	88.03%	-6.22	-4.78
Feb-02	55	62	88.71%	31.65%	2638	2999	87.96%	-0.16	-1.11
Mar-02	80	82	97.56%	15.43%	2500	2878	86.87%	-2.83	-2.72
Apr-02	88	103	85.15%	21.49%	2809	3007	86.76%	-2.47	-2.5



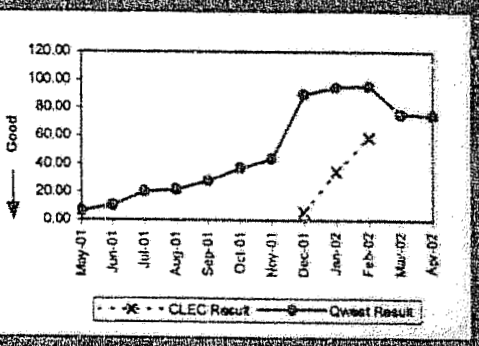
New Service Installation Quality (Percent) (OP-5*)

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01	7	7	100.00%	0.00%	6312	6789	92.97%	-0.73	-1.44
Sep-01	3	3	100.00%	0.00%	4309	4744	90.83%	-0.55	-1.33
Oct-01	2	2	100.00%	0.00%	3660	4079	89.73%	-0.48	-1.29
Nov-01	264	285	99.62%	6.13%	3488	3806	91.64%	-4.54	-3.78
Dec-01	586	597	98.16%	13.45%	3012	3279	91.86%	-5.18	-4.15
Jan-02	365	366	99.73%	5.22%	2853	3117	91.53%	-5.33	-4.24
Feb-02	56	62	90.32%	29.57%	2720	2999	90.70%	0.15	-0.91
Mar-02	81	82	98.78%	10.98%	2599	2878	90.31%	-2.56	-2.55
Apr-02									



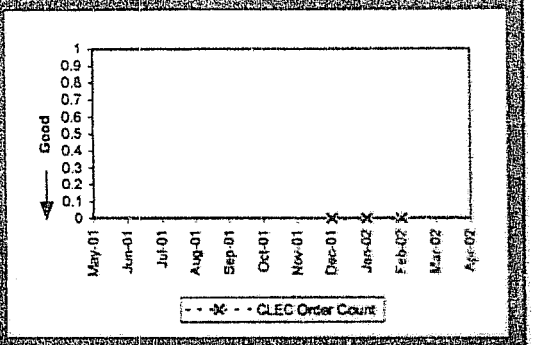
Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A)

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01					312	49	6.37		
Jun-01					904	87	10.39		
Jul-01					1734	86	20.16		
Aug-01					2496	115	21.70		
Sep-01					3464	123	28.16		
Oct-01					4095	110	37.23		
Nov-01					5700	130	43.85		
Dec-01	12	2	6.00	4.24	10163	113	89.94	-1.24	-1.76
Jan-02	35	1	35.00		9325	98	95.15	-0.7	-1.42
Feb-02	59	1	59.00		10941	114	95.97	-0.41	-1.25
Mar-02					9527	126	75.61		
Apr-02					10949	146	74.99		



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

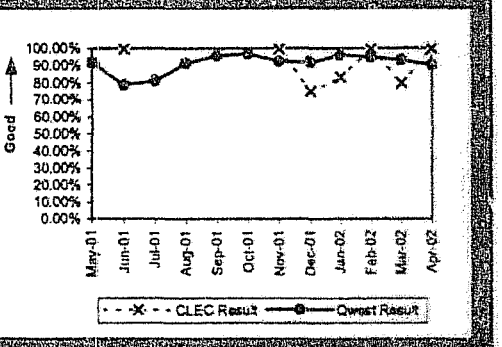
Count of Pending Orders Delayed for Facilities Reasons UNE - P (POTS) (OP-15B)	
Date	CLEC Order Count
May-01	
Jun-01	
Jul-01	
Aug-01	
Sep-01	
Oct-01	
Nov-01	
Dec-01	0
Jan-02	0
Feb-02	0
Mar-02	
Apr-02	



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

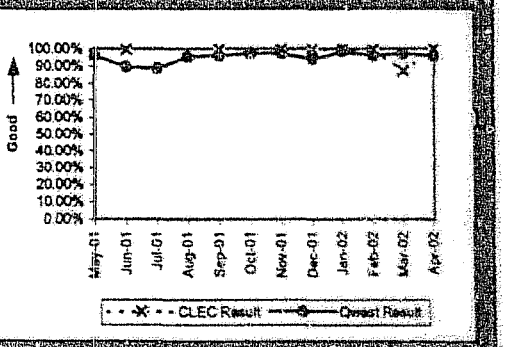
Out of Service Cleared within 24 hours (Percent) (MR-3A)– Dispatches Within MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01					933	1014	92.01%		
Jun-01	1	1	100.00%	0.00%	979	1242	78.82%	-0.52	-1.31
Jul-01					931	1143	81.45%		
Aug-01					842	918	91.72%		
Sep-01					763	796	95.85%		
Oct-01					628	648	96.91%		
Nov-01	2	2	100.00%	0.00%	424	458	92.58%	-0.4	-1.24
Dec-01	3	4	75.00%	43.30%	403	438	92.01%	0.99	-0.4
Jan-02	5	6	83.33%	37.27%	336	349	96.28%	1.2	-0.27
Feb-02	2	2	100.00%	0.00%	334	351	95.16%	-0.32	-1.19
Mar-02	4	5	80.00%	40.00%	414	443	93.45%	0.97	-0.41
Apr-02	2	2	100.00%	0.00%	457	505	90.50%	-0.46	-1.28



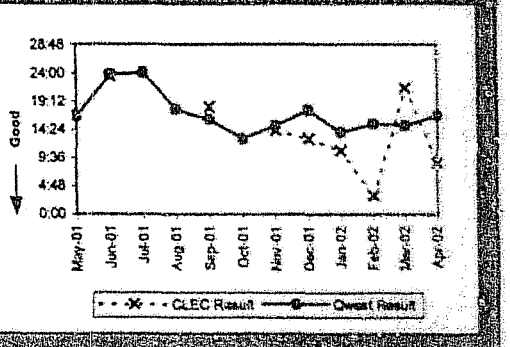
All Troubles Cleared within 48 hours (Percent) (MR-4A)– Dispatches Within MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01					1353	1403	96.44%		
Jun-01	1	1	100.00%	0.00%	1543	1719	89.76%	-0.34	-1.21
Jul-01					1369	1542	88.78%		
Aug-01					1213	1270	95.51%		
Sep-01	1	1	100.00%	0.00%	1086	1128	96.28%	-0.2	-1.12
Oct-01					888	910	97.58%		
Nov-01	3	3	100.00%	0.00%	635	651	97.54%	-0.27	-1.17
Dec-01	6	6	100.00%	0.00%	597	633	94.31%	-0.6	-1.36
Jan-02	8	8	100.00%	0.00%	466	473	98.52%	-0.34	-1.21
Feb-02	2	2	100.00%	0.00%	501	519	96.53%	-0.27	-1.16
Mar-02	7	8	87.50%	33.07%	603	620	97.26%	1.22	-0.26
Apr-02	5	5	100.00%	0.00%	730	760	96.05%	-0.45	-1.27



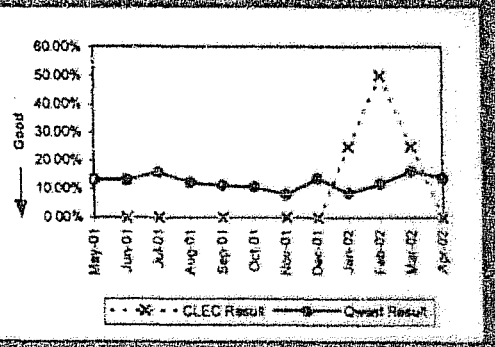
Mean Time to Restore (Hours:Minutes) (MR-6A)– Dispatches Within MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01					23498:48	1403	16:45		
Jun-01	23:33	1	23:33		40975:11	1719	23:50	-0.01	-1.01
Jul-01					37232:39	1542	24:10		
Aug-01					22705:39	1270	17:53		
Sep-01	18:17	1	18:17		18252:31	1128	16:11	0.13	-0.92
Oct-01					11669:27	910	12:48		
Nov-01	42:59	3	14:20	9:52	9829:34	651	15:06	-0.1	-1.06
Dec-01	77:16	6	12:53	12:27	11199:06	633	17:42	-0.68	-1.41
Jan-02	86:56	8	10:52	8:19	8588:23	473	13:56	-0.72	-1.44
Feb-02	6:28	2	3:14	0:17	7992:50	519	15:24	-1.16	-1.7
Mar-02	172:27	8	21:33	16:29	9360:52	620	15:06	1.28	-0.22
Apr-02	43:44	5	8:45	6:09	12862:29	760	16:55	-1.25	-1.78



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

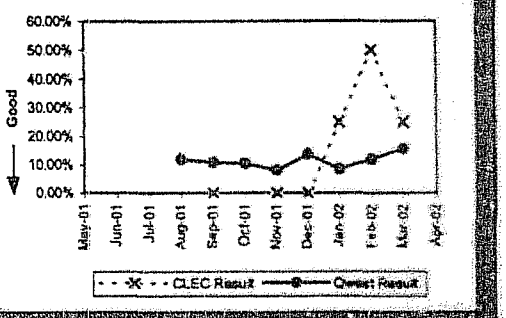
Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01					188	1431	13.14%		
Jun-01	0	1	0.00%	0.00%	229	1770	12.94%	-0.39	-1.23
Jul-01	0	1	0.00%	0.00%	249	1595	15.61%	-0.43	-1.28
Aug-01					160	1306	12.25%		
Sep-01	0	1	0.00%	0.00%	130	1159	11.22%	-0.36	-1.22
Oct-01					99	933	10.61%		
Nov-01	0	3	0.00%	0.00%	54	673	8.02%	-0.51	-1.31
Dec-01	0	6	0.00%	0.00%	92	668	13.77%	-0.97	-1.59
Jan-02	2	8	25.00%	43.30%	41	484	8.47%	1.36	-0.16
Feb-02	1	2	50.00%	50.00%	63	535	11.78%	1.19	-0.28
Mar-02	2	8	25.00%	43.30%	103	641	16.07%	0.67	-0.59
Apr-02	0	5	0.00%	0.00%	107	777	13.77%	-0.89	-1.54



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

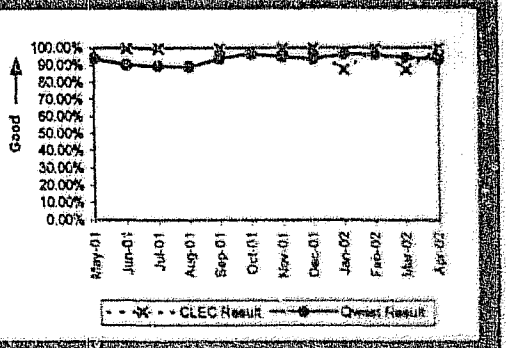
Repair Repeat Report Rate (Percent) (MR-7A*)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01					142	1196	11.87%		
Sep-01	0	1	0.00%	0.00%	115	1065	10.80%	-0.35	-1.21
Oct-01					89	858	10.37%		
Nov-01	0	2	0.00%	0.00%	49	616	7.95%	-0.42	-1.25
Dec-01	0	5	0.00%	0.00%	84	610	13.77%	-0.89	-1.54
Jan-02	2	8	25.00%	43.30%	38	450	8.44%	1.39	-0.16
Feb-02	1	2	50.00%	50.00%	58	490	11.84%	1.18	-0.28
Mar-02	2	8	25.00%	43.30%	93	596	15.60%	0.71	-0.57
Apr-02									



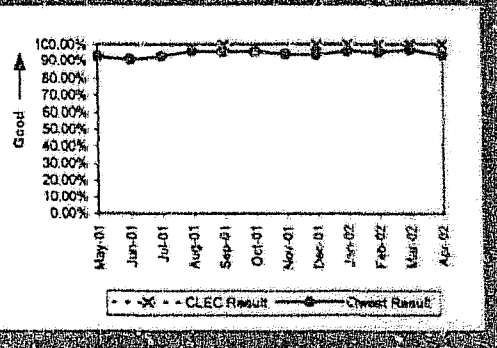
Repair Appointments Met (Percent) (MR-9A)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01					1349	1431	94.27%		
Jun-01	1	1	100.00%	0.00%	1601	1770	90.45%	-0.32	-1.2
Jul-01	1	1	100.00%	0.00%	1430	1595	89.66%	-0.34	-1.21
Aug-01					1165	1306	89.20%		
Sep-01	1	1	100.00%	0.00%	1092	1159	94.22%	-0.25	-1.15
Oct-01					902	933	96.68%		
Nov-01	3	3	100.00%	0.00%	638	673	94.80%	-0.4	-1.25
Dec-01	6	6	100.00%	0.00%	628	668	94.01%	-0.62	-1.37
Jan-02	7	8	87.50%	33.07%	467	484	96.49%	1.06	-0.35
Feb-02	2	2	100.00%	0.00%	516	535	96.45%	-0.27	-1.16
Mar-02	7	8	87.50%	33.07%	606	641	94.54%	0.77	-0.53
Apr-02	5	5	100.00%	0.00%	725	777	93.31%	-0.6	-1.36



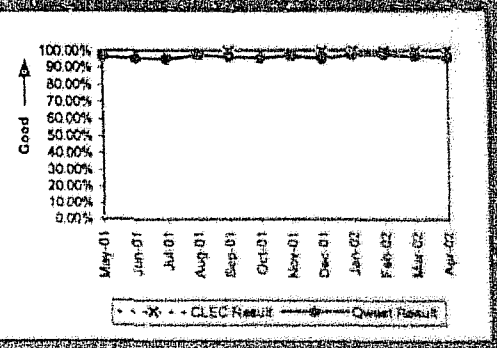
Out of Service Cleared within 24 hours (Percent) (MR-3B)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01					821	883	92.98%		
Jun-01					885	973	90.99%		
Jul-01					917	986	93.00%		
Aug-01					851	885	96.16%		
Sep-01	1	1	100.00%	0.00%	748	782	95.65%	-0.21	-1.13
Oct-01					600	626	95.85%		
Nov-01					516	547	94.33%		
Dec-01	1	1	100.00%	0.00%	400	426	93.90%	-0.25	-1.15
Jan-02	3	3	100.00%	0.00%	306	319	95.92%	-0.36	-1.22
Feb-02	3	3	100.00%	0.00%	295	310	95.16%	-0.39	-1.24
Mar-02	2	2	100.00%	0.00%	363	374	97.06%	-0.25	-1.15
Apr-02	7	7	100.00%	0.00%	533	571	93.35%	-0.7	-1.43



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

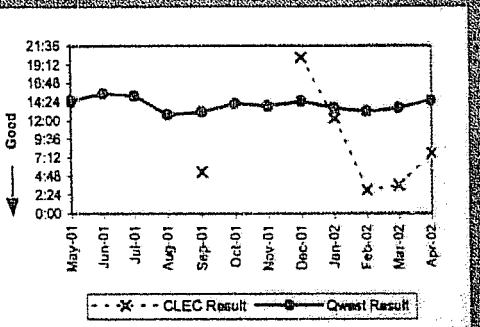
Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01					1164	1204	96.68%		
Jun-01					1239	1296	95.60%		
Jul-01					1250	1315	95.06%		
Aug-01					1184	1211	97.77%		
Sep-01	1	1	100.00%	0.00%	1006	1042	96.55%	-0.19	-1.11
Oct-01					846	885	95.59%		
Nov-01					746	768	97.14%		
Dec-01	3	3	100.00%	0.00%	596	626	95.21%	-0.39	-1.24
Jan-02	4	4	100.00%	0.00%	467	479	97.49%	-0.32	-1.19
Feb-02	4	4	100.00%	0.00%	440	449	98.00%	-0.28	-1.17
Mar-02	4	4	100.00%	0.00%	508	525	96.76%	-0.36	-1.32
Apr-02	8	8	100.00%	0.00%	732	763	95.94%	-0.58	-1.35



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

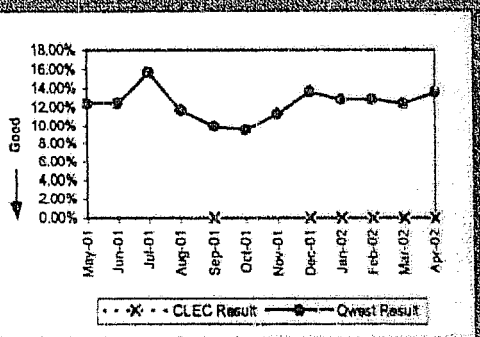
Mean Time to Restore (Hours:Minutes) (MR-6B)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01					17478:01	1204	14:31		
Jun-01					20050:47	1296	15:28		
Jul-01					19896:33	1315	15:08		
Aug-01					15506:05	1211	12:48		
Sep-01	5:20	1	5:20		13710:23	1042	13:09	-0.57	-1.35
Oct-01					12539:28	885	14:10		
Nov-01					10633:05	768	13:51		
Dec-01	60:25	3	20:08	0:25	9032:04	626	14:26	0.84	-0.49
Jan-02	49:06	4	12:17	10:58	6503:52	479	13:35	-0.2	-1.12
Feb-02	12:05	4	3:01	0:43	5908:48	449	13:10	-1.66	-2.01
Mar-02	14:33	4	3:38	2:27	7164:30	525	13:39	-1.52	-1.92
Apr-02	62:12	8	7:47	6:46	11107:40	783	14:33	-1.21	-1.73



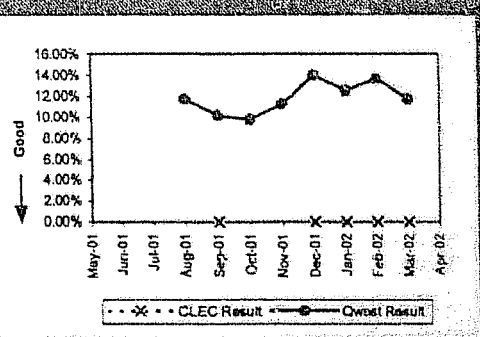
Repair Repeat Report Rate (Percent) (MR-7B)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01					152	1225	12.41%		
Jun-01					165	1327	12.43%		
Jul-01					210	1341	15.66%		
Aug-01					144	1229	11.72%		
Sep-01	0	1	0.00%	0.00%	106	1068	9.93%	-0.33	-1.2
Oct-01					86	901	9.55%		
Nov-01					88	778	11.31%		
Dec-01	0	3	0.00%	0.00%	87	636	13.68%	-0.69	-1.42
Jan-02	0	4	0.00%	0.00%	63	491	12.83%	-0.76	-1.46
Feb-02	0	4	0.00%	0.00%	59	459	12.85%	-0.76	-1.46
Mar-02	0	4	0.00%	0.00%	66	533	12.38%	-0.75	-1.46
Apr-02	0	8	0.00%	0.00%	106	778	13.62%	-1.12	-1.86



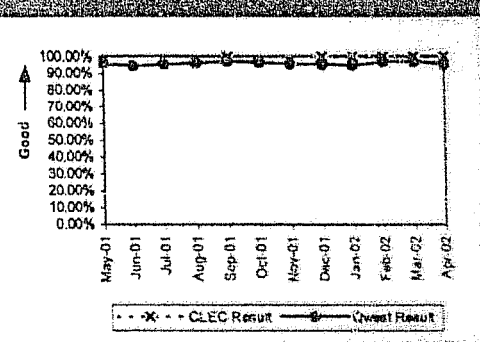
Repair Repeat Report Rate (Percent) (MR-7B*)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01					132	1124	11.74%		
Sep-01	0	1	0.00%	0.00%	98	965	10.16%	-0.34	-1.2
Oct-01					81	828	9.78%		
Nov-01					80	710	11.27%		
Dec-01	0	3	0.00%	0.00%	79	564	14.01%	-0.7	-1.42
Jan-02	0	4	0.00%	0.00%	52	415	12.53%	-0.75	-1.46
Feb-02	0	3	0.00%	0.00%	55	403	13.65%	-0.69	-1.42
Mar-02	0	4	0.00%	0.00%	57	485	11.75%	-0.73	-1.44
Apr-02									



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

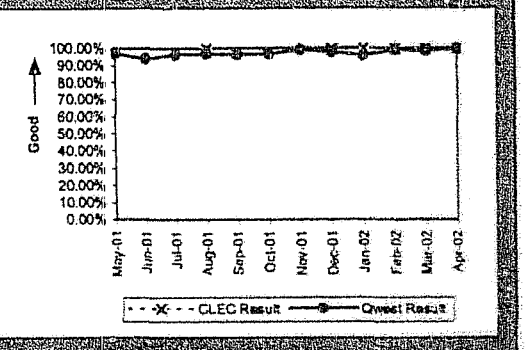
Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01					1182	1225	96.49%		
Jun-01					1256	1327	94.65%		
Jul-01					1285	1341	95.82%		
Aug-01					1186	1229	96.50%		
Sep-01	1	1	100.00%	0.00%	1041	1068	97.47%	-0.16	-1.1
Oct-01					874	901	97.00%		
Nov-01					746	778	95.89%		
Dec-01	3	3	100.00%	0.00%	608	636	95.60%	-0.37	-1.23
Jan-02	4	4	100.00%	0.00%	466	491	94.91%	-0.46	-1.28
Feb-02	4	4	100.00%	0.00%	446	459	97.17%	-0.34	-1.21
Mar-02	4	4	100.00%	0.00%	518	533	97.19%	-0.34	-1.21
Apr-02	8	8	100.00%	0.00%	746	778	95.89%	-0.58	-1.35



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

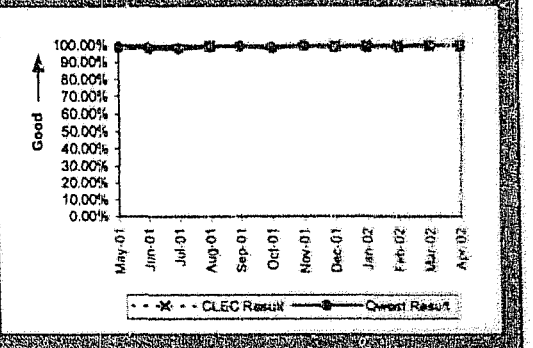
Out of Service Cleared within 24 hours (Percent) (MR-3C)– No Dispatches

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01					289	297	97.31%		
Jun-01					347	368	94.29%		
Jul-01					282	292	96.58%		
Aug-01	1	1	100.00%	0.00%	271	279	97.13%	-0.17	-1.1
Sep-01					203	210	96.67%		
Oct-01					233	240	97.08%		
Nov-01					301	303	99.34%		
Dec-01	1	1	100.00%	0.00%	292	298	97.99%	-0.14	-1.09
Jan-02	2	2	100.00%	0.00%	270	281	96.09%	-0.28	-1.17
Feb-02	3	3	100.00%	0.00%	251	253	99.21%	-0.15	-1.09
Mar-02	1	1	100.00%	0.00%	250	253	98.81%	-0.11	-1.07
Apr-02	2	2	100.00%	0.00%	231	232	99.57%	-0.09	-1.08



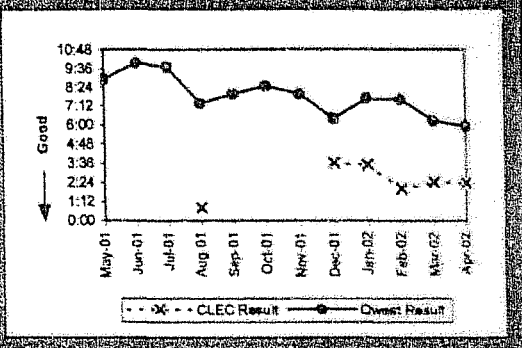
All Troubles Cleared within 48 hours (Percent) (MR-4C)– No Dispatches

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01					563	569	98.95%		
Jun-01					680	690	98.55%		
Jul-01					569	578	98.44%		
Aug-01	1	1	100.00%	0.00%	581	584	99.49%	-0.07	-1.04
Sep-01					499	501	99.60%		
Oct-01					496	503	98.61%		
Nov-01					581	583	99.66%		
Dec-01	5	5	100.00%	0.00%	555	561	98.93%	-0.23	-1.14
Jan-02	6	6	100.00%	0.00%	609	615	99.02%	-0.24	-1.15
Feb-02	6	6	100.00%	0.00%	589	595	98.99%	-0.25	-1.15
Mar-02	4	4	100.00%	0.00%	646	648	99.69%	-0.11	-1.07
Apr-02	9	9	100.00%	0.00%	534	536	99.63%	-0.18	-1.11



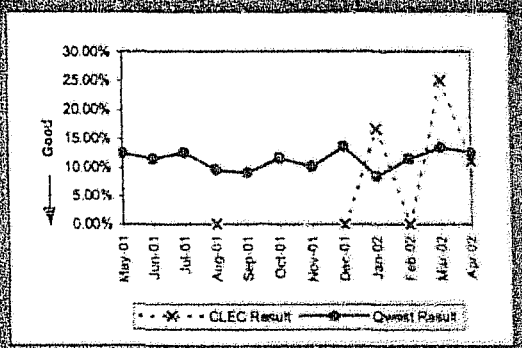
Mean Time to Restore (Hours:Minutes) (MR-6C)– No Dispatches

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01					5079:18	569	8:56		
Jun-01					6872:17	690	9:58		
Jul-01					5606:21	578	9:42		
Aug-01	0:50	1	0:50		4299:02	584	7:22	-0.7	-1.43
Sep-01					3991:00	501	7:58		
Oct-01					4264:09	503	8:29		
Nov-01					4640:56	583	7:58		
Dec-01	18:08	5	3:38	6:55	3593:06	561	6:24	-0.65	-1.39
Jan-02	21:07	6	3:31	5:30	4720:58	615	7:41	-1.01	-1.62
Feb-02	12:10	6	2:02	1:37	4536:14	595	7:37	-1.36	-1.83
Mar-02	9:45	4	2:26	2:43	4043:21	648	6:14	-0.97	-1.59
Apr-02	21:16	9	2:22	5:17	3151:14	536	5:53	-1.3	-1.75



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

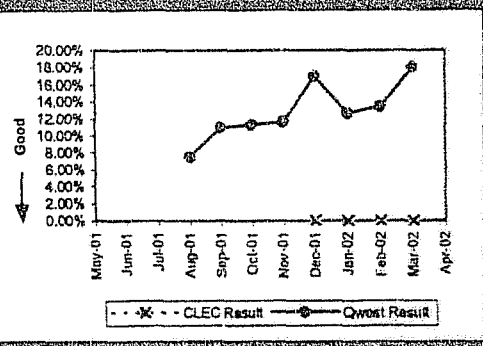
Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01					71	570	12.46%		
Jun-01					79	690	11.45%		
Jul-01					73	585	12.48%		
Aug-01	0	1	0.00%	0.00%	56	584	9.59%	-0.33	-1.2
Sep-01					45	501	8.98%		
Oct-01					58	503	11.53%		
Nov-01					59	583	10.12%		
Dec-01	0	5	0.00%	0.00%	76	561	13.55%	-0.88	-1.54
Jan-02	1	6	16.67%	37.27%	52	615	8.46%	0.66	-0.6
Feb-02	0	6	0.00%	0.00%	68	595	11.43%	-0.88	-1.53
Mar-02	1	4	25.00%	43.30%	87	648	13.43%	0.62	-0.62
Apr-02	1	9	11.11%	31.43%	67	536	12.50%	-0.12	-1.08



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

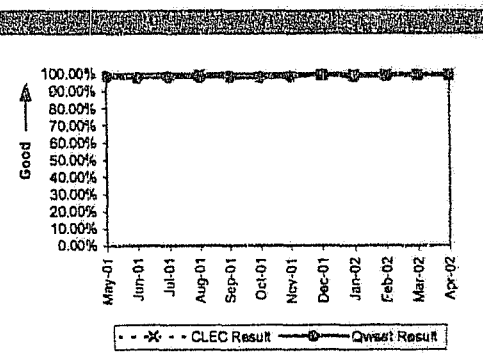
Repair Repeat Report Rate (Percent) (MR-7C*) – No Dispatches

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01					18	240	7.50%		
Sep-01					23	210	10.95%		
Oct-01					24	213	11.27%		
Nov-01					22	189	11.64%		
Dec-01	0	4	0.00%	0.00%	33	194	17.01%	-0.9	-1.54
Jan-02	0	1	0.00%	0.00%	28	221	12.67%	-0.38	-1.23
Feb-02	0	4	0.00%	0.00%	29	215	13.49%	-0.78	-1.48
Mar-02	0	1	0.00%	0.00%	41	227	18.06%	-0.47	-1.28
Apr-02									



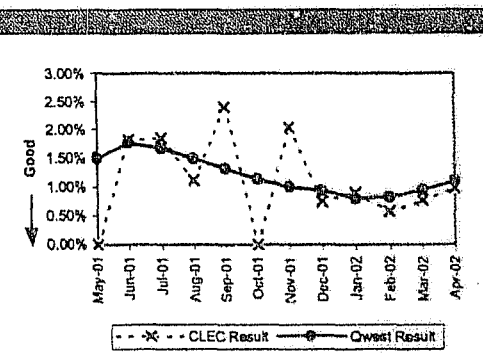
Repair Appointments Met (Percent) (MR-9C) – No Dispatches

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01					562	570	98.60%		
Jun-01					675	690	97.83%		
Jul-01					576	585	98.46%		
Aug-01	1	1	100.00%	0.00%	574	584	98.29%	-0.13	-1.08
Sep-01					493	501	98.40%		
Oct-01					493	503	98.01%		
Nov-01					576	583	98.80%		
Dec-01	5	5	100.00%	0.00%	559	561	99.64%	-0.13	-1.08
Jan-02	6	6	100.00%	0.00%	606	615	98.54%	-0.3	-1.18
Feb-02	6	6	100.00%	0.00%	589	595	98.99%	-0.25	-1.15
Mar-02	4	4	100.00%	0.00%	645	648	99.54%	-0.14	-1.08
Apr-02	9	9	100.00%	0.00%	531	536	99.07%	-0.29	-1.18



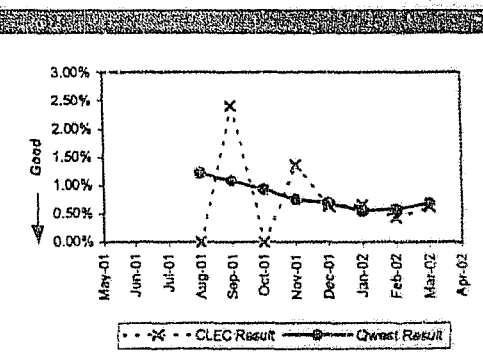
Trouble Rate (Percent) (MR-8)

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	0	62	0.00%	0.00%	3226	215311	1.50%	-0.97	-1.59
Jun-01	1	55	1.82%	13.36%	3787	213145	1.78%	0.14	-0.91
Jul-01	1	54	1.85%	13.48%	3521	210770	1.67%	0.22	-0.87
Aug-01	1	89	1.12%	10.54%	3119	208908	1.49%	-0.29	-1.17
Sep-01	2	83	2.41%	15.33%	2728	206724	1.32%	0.85	-0.48
Oct-01	0	80	0.00%	0.00%	2337	204490	1.14%	-0.96	-1.58
Nov-01	3	147	2.04%	14.14%	2034	201517	1.01%	1.16	-0.3
Dec-01	14	1869	0.75%	8.62%	1885	199579	0.93%	-0.83	-1.5
Jan-02	18	1982	0.91%	9.49%	1590	197889	0.80%	0.52	-0.68
Feb-02	12	2068	0.58%	7.60%	1589	192163	0.83%	-1.23	-1.75
Mar-02	16	2076	0.77%	8.75%	1822	191768	0.95%	-0.84	-1.51
Apr-02	22	2239	0.98%	9.86%	2091	190042	1.10%	-0.53	-1.32



Trouble Rate (Percent) (MR-8*)

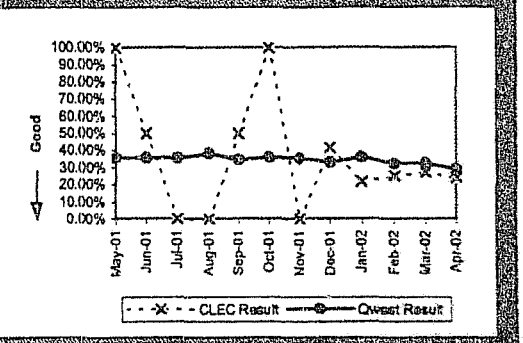
Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01	0	89	0.00%	0.00%	2560	208908	1.23%	-1.05	-1.64
Sep-01	2	83	2.41%	15.33%	2240	206724	1.08%	1.06	-0.35
Oct-01	0	80	0.00%	0.00%	1899	204490	0.93%	-0.87	-1.53
Nov-01	2	147	1.36%	11.58%	1515	201517	0.75%	0.84	-0.49
Dec-01	12	1869	0.64%	7.99%	1368	199579	0.69%	-0.23	-1.14
Jan-02	13	1982	0.66%	8.07%	1086	197889	0.55%	0.64	-0.61
Feb-02	9	2068	0.44%	6.58%	1108	192163	0.58%	-0.84	-1.51
Mar-02	13	2076	0.63%	7.89%	1308	191768	0.68%	-0.31	-1.19
Apr-02									



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

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

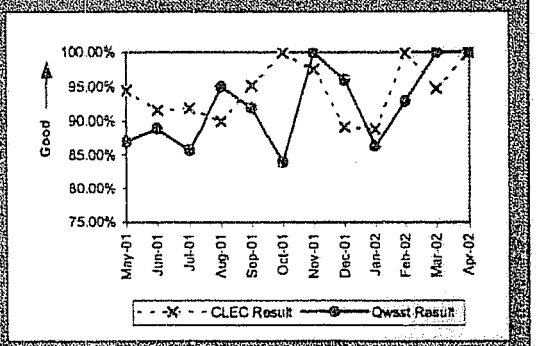
Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Score	Parity Score
May-01	1	1	100.00%	0.00%	1780	5008	35.56%	0.93	-0.44
Jun-01	1	2	50.00%	50.00%	2098	5885	35.65%	0.36	-0.78
Jul-01	0	1	0.00%	0.00%	1950	5471	35.64%	-0.74	-1.45
Aug-01	0	1	0.00%	0.00%	1937	5056	38.31%	-0.79	-1.48
Sep-01	2	4	50.00%	50.00%	1437	4165	34.50%	0.6	-0.64
Oct-01	1	1	100.00%	0.00%	1318	3655	36.06%	0.92	-0.44
Nov-01	0	3	0.00%	0.00%	1119	3153	35.49%	-1.28	-1.78
Dec-01	10	24	41.67%	49.30%	915	2780	32.91%	0.9	-0.45
Jan-02	5	23	21.74%	41.25%	892	2482	35.94%	-1.41	-1.86
Feb-02	4	16	25.00%	43.30%	754	2343	32.18%	-0.61	-1.37
Mar-02	6	22	27.27%	44.54%	877	2699	32.49%	-0.52	-1.32
Apr-02	7	29	24.14%	42.79%	850	2941	28.90%	-0.56	-1.34



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

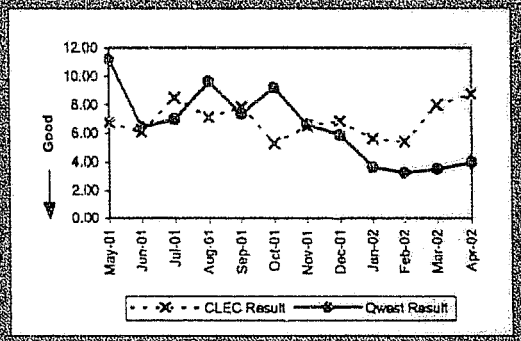
Installation Commitments Met (Percent) (OP-3A)– Dispatches Within MSAs

Date	CLEC Num	CLEC Dem	CLEC Result	CLEC Std Dev	Qwest Num	Qwest Dem	Qwest Result	Mod Z Scr	Parity Scr
May-01	68	73	94.44%	22.91%	20	23	86.96%	-0.93	-1.56
Jun-01	54	59	91.53%	27.85%	8	9	88.89%	-0.23	-1.14
Jul-01	68	74	91.89%	27.30%	18	21	85.71%	-0.71	-1.43
Aug-01	57	60	95.00%	30.00%	19	20	95.00%	0.53	-0.68
Sep-01	59	62	95.16%	21.46%	34	37	91.89%	-0.58	-1.35
Oct-01	39	39	100.00%	0.00%	21	25	84.00%	-1.7	-2.04
Nov-01	40	41	97.56%	15.43%	24	24	100.00%	N/A	-0.73
Dec-01	43	46	89.13%	31.13%	24	25	96.00%	0.93	-0.44
Jan-02	42	45	88.89%	31.43%	18	22	86.36%	-0.28	-1.17
Feb-02	29	29	100.00%	0.00%	13	14	92.86%	-0.85	-1.52
Mar-02	36	36	94.74%	22.33%	16	16	100.00%	N/A	-0.55
Apr-02	30	30	100.00%	0.00%	10	10	100.00%	N/A	N/A



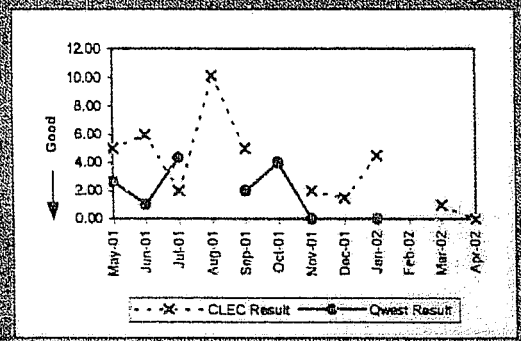
Installation Interval (Average Days) (OP-4A)– Dispatches Within MSAs

Date	CLEC Num	CLEC Dem	CLEC Result	CLEC Std Dev	Qwest Num	Qwest Dem	Qwest Result	Mod Z Scr	Parity Scr
May-01	487	72	6.76	4.48	258	23	11.22	-4.58	-3.79
Jun-01	361	59	6.12	3.65	45	7	6.43	-0.18	-1.11
Jul-01	547	76	8.51	6.80	140	20	7.00	1.02	-0.38
Aug-01	436	61	7.15	5.28	183	19	9.63	-0.9	-1.55
Sep-01	504	64	7.88	8.44	244	33	7.39	0.42	-0.75
Oct-01	213	40	5.32	2.36	221	24	9.21	-1.65	-2
Nov-01	275	42	6.55	5.60	113	17	6.65	-0.06	-1.04
Dec-01	324	47	6.89	6.47	100	17	5.88	0.19	-0.89
Jan-02	254	45	5.64	3.03	77	21	3.67	1.36	-0.17
Feb-02	158	29	5.45	2.91	36	11	3.27	2.07	0.26
Mar-02	305	38	8.03	5.34	57	16	3.56	3.09	0.88
Apr-02	281	32	8.78	10.89	32	8	4.00	1.31	-0.2



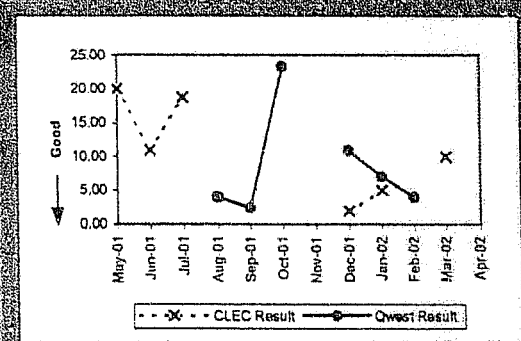
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-1)– Dispatches Within MSAs

Date	CLEC Num	CLEC Dem	CLEC Result	CLEC Std Dev	Qwest Num	Qwest Dem	Qwest Result	Mod Z Scr	Parity Scr
May-01	15	3	5.00	3.46	8	3	2.67	0.22	-0.87
Jun-01	24	4	6.00	4.55	1	1	1.00		
Jul-01	6	3	2.00	1.00	13	3	4.33	-4.95	-4.01
Aug-01	61	6	10.17	11.58					
Sep-01	15	3	5.00	5.29	2	1	2.00		
Oct-01					4	1	4.00		
Nov-01	4	2	2.00	2.83	0	2	0.00		
Dec-01	6	4	1.50	1.29					
Jan-02	18	4	4.50	5.07	0	1	0.00		
Feb-02									
Mar-02	1	1	1.00						
Apr-02	0	2	0.00	0.00					



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

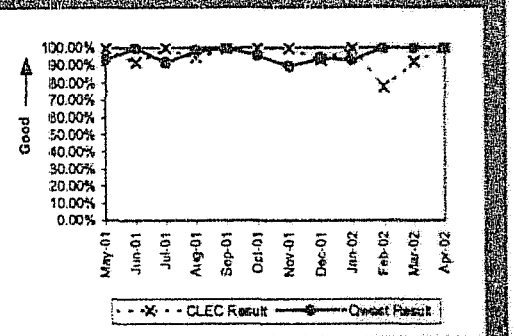
Date	CLEC Num	CLEC Dem	CLEC Result	CLEC Std Dev	Qwest Num	Qwest Dem	Qwest Result	Mod Z Scr	Parity Scr
May-01	20	1	20.00						
Jun-01	11	1	11.00						
Jul-01	75	4	18.75	16.32					
Aug-01					4	1	4.00		
Sep-01					5	2	2.50		
Oct-01					70	3	23.33		
Nov-01									
Dec-01	4	2	2.00	0.00	11	1	11.00		
Jan-02	5	1	5.00		21	3	7.00	-0.28	-1.17
Feb-02					4	1	4.00		
Mar-02	10	1	10.00						
Apr-02									



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

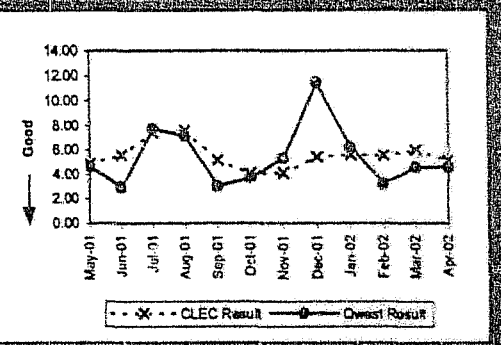
Installation Commitments Met (Percent) (OP-3B)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01	7	7	100.00%	0.00%	28	30	93.33%	-0.64	-1.39
Jun-01	11	12	91.67%	27.64%	23	23	100.00%	N/A	-0.41
Jul-01	14	14	100.00%	0.00%	33	36	91.67%	-0.96	-1.58
Aug-01	18	19	94.74%	22.33%	59	60	98.33%	0.68	-0.59
Sep-01	16	16	100.00%	0.00%	32	32	100.00%	N/A	N/A
Oct-01	11	11	100.00%	0.00%	25	26	96.15%	-0.56	-1.34
Nov-01	8	8	100.00%	0.00%	17	19	89.47%	-0.81	-1.49
Dec-01	14	15	93.33%	24.84%	33	35	94.29%	0.1	-0.94
Jan-02	11	11	100.00%	0.00%	28	30	93.33%	-0.76	-1.46
Feb-02	7	9	77.78%	41.57%	18	18	100.00%	N/A	0
Mar-02	12	13	92.31%	26.65%	25	25	100.00%	N/A	-0.41
Apr-02	17	17	100.00%	0.00%	33	33	100.00%	N/A	N/A



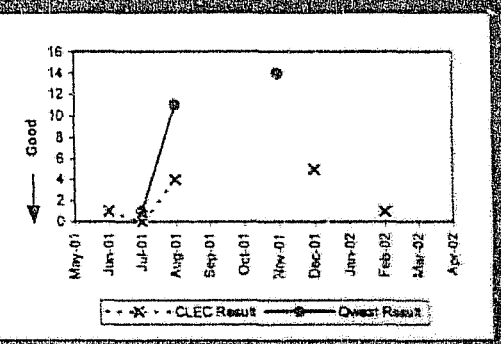
Installation Interval (Average Days) (OP-4B)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01	34	7	4.86	0.90	139	30	4.63	0.41	-0.75
Jun-01	67	12	5.58	2.39	68	23	2.96	3.72	1.26
Jul-01	119	16	7.44	6.12	294	38	7.74	-0.13	-1.08
Aug-01	145	19	7.63	4.99	430	60	7.17	0.24	-0.85
Sep-01	83	16	5.19	3.29	97	32	3.03	3.72	1.26
Oct-01	45	11	4.09	1.97	97	28	3.73	0.39	-0.78
Nov-01	33	8	4.12	2.80	101	19	5.32	-0.47	-1.28
Dec-01	82	15	5.47	4.49	402	35	11.49	-1.63	-1.99
Jan-02	62	11	5.64	2.54	187	30	6.23	-0.1	-1.06
Feb-02	50	9	5.56	1.67	58	18	3.22	3.72	1.26
Mar-02	78	13	6.00	2.68	115	25	4.60	0.83	-0.49
Apr-02	88	17	5.18	2.13	150	33	4.55	0.39	-0.46



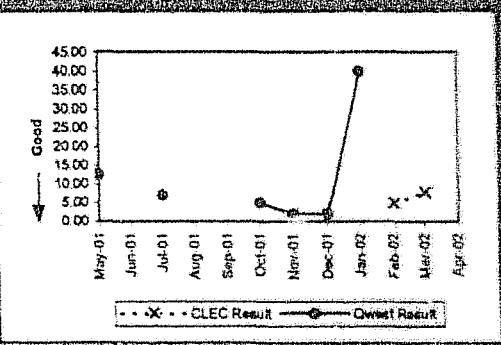
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-2)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01									
Jun-01	1	1	1.00						
Jul-01	0	1	0.00		2	2	1.00		
Aug-01	4	1	4.00		11	1	11.00		
Sep-01									
Oct-01									
Nov-01					14	1	14.00		
Dec-01	5	1	5.00						
Jan-02									
Feb-02	1	1	1.00						
Mar-02									
Apr-02									



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

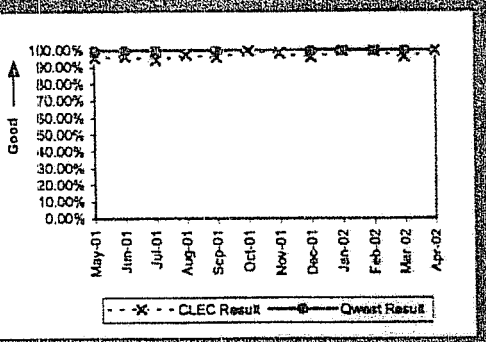
Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01					25	2	12.50		
Jun-01									
Jul-01					7	1	7.00		
Aug-01									
Sep-01									
Oct-01					5	1	5.00		
Nov-01					2	1	2.00		
Dec-01					4	2	2.00		
Jan-02					80	2	40.00		
Feb-02	5	1	5.00						
Mar-02	8	1	8.00						
Apr-02									



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

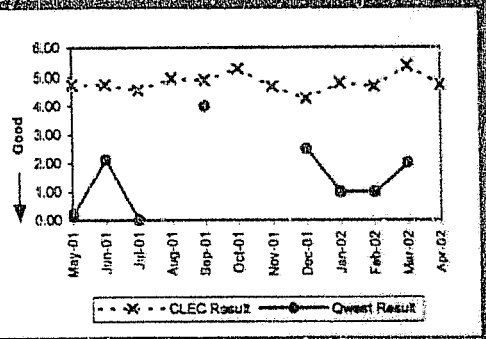
Installation Commitments Met (Percent) (OP-3C)– No Dispatches

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01	204	213	95.77%	20.12%	9	9	100.00%	N/A	-0.75
Jun-01	180	186	96.77%	17.67%	16	16	100.00%	N/A	-0.67
Jul-01	188	199	94.47%	22.85%	2	2	100.00%	N/A	-0.96
Aug-01	118	119	97.48%	15.68%					
Sep-01	98	102	96.08%	19.41%	1	1	100.00%	N/A	-1.06
Oct-01	79	79	100.00%	0.00%					
Nov-01	74	75	98.67%	11.47%					
Dec-01	122	127	96.06%	19.45%	2	2	100.00%	N/A	-1.01
Jan-02	103	103	100.00%	0.00%	3	3	100.00%	N/A	N/A
Feb-02	66	66	100.00%	0.00%	2	2	100.00%	N/A	N/A
Mar-02	51	53	96.23%	19.06%	1	1	100.00%	N/A	-1.1
Apr-02	34	34	100.00%	0.00%					



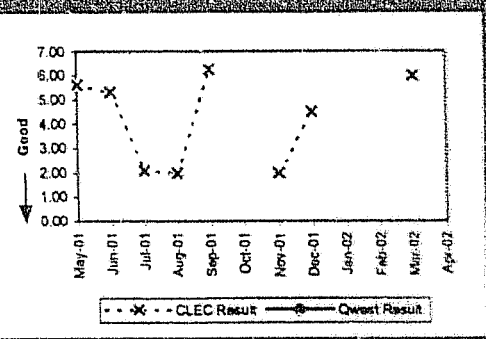
Installation Interval (Average Days) (OP-4C)– No Dispatches

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01	986	208	4.74	1.85	1	5	0.20	3.72	1.26
Jun-01	861	185	4.78	2.47	34	16	2.12	3.72	1.26
Jul-01	864	189	4.57	2.31	0	2	0.00		
Aug-01	567	114	4.97	1.30					
Sep-01	475	97	4.90	2.61	4	1	4.00		
Oct-01	418	79	5.29	2.47					
Nov-01	326	70	4.69	1.82					
Dec-01	525	123	4.27	2.08	5	2	2.50	0.78	-0.54
Jan-02	481	100	4.81	1.06	3	3	1.00		
Feb-02	300	64	4.69	1.19	2	2	1.00	2.55	0.55
Mar-02	280	52	5.38	2.05	2	1	2.00		
Apr-02	147	31	4.74	1.32					



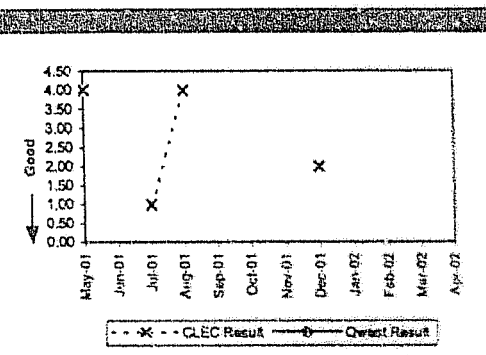
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-3)– No Dispatches

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01	45	8	5.62	5.40					
Jun-01	32	6	5.33	2.88					
Jul-01	21	10	2.10	1.97					
Aug-01	4	2	2.00	1.41					
Sep-01	25	4	6.25	9.84					
Oct-01									
Nov-01	2	1	2.00						
Dec-01	18	4	4.50	5.07					
Jan-02									
Feb-02									
Mar-02	12	2	6.00	7.07					
Apr-02									



Delayed Days for Facility Reasons (Average Days) (OP-6B-3)– No Dispatches

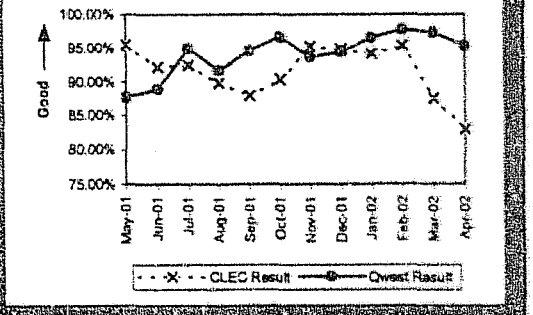
Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01	4	1	4.00						
Jun-01									
Jul-01	1	1	1.00						
Aug-01	4	1	4.00						
Sep-01									
Oct-01									
Nov-01									
Dec-01	2	1	2.00						
Jan-02									
Feb-02									
Mar-02									
Apr-02									



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

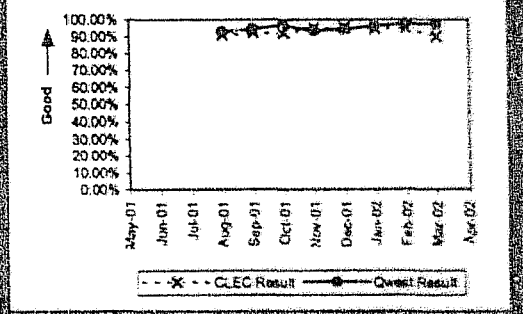
New Service Installation Quality (Percent) (OP-5)

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01	258	270	95.56%	20.61%	50	57	87.72%	-1.64	-2
Jun-01	260	282	92.20%	26.82%	56	63	88.89%	-0.76	-1.46
Jul-01	258	279	92.47%	26.38%	57	60	95.00%	0.64	-0.61
Aug-01	220	245	89.80%	30.27%	66	72	91.67%	0.43	-0.74
Sep-01	168	191	87.96%	32.55%	71	75	94.67%	1.66	0.01
Oct-01	141	156	90.38%	29.48%	59	61	96.72%	1.59	-0.03
Nov-01	122	128	95.31%	21.14%	45	48	93.75%	-0.38	-1.23
Dec-01	149	157	94.90%	21.99%	51	54	94.44%	-0.13	-1.06
Jan-02	164	174	94.25%	23.27%	57	59	96.61%	0.65	-0.61
Feb-02	126	132	95.45%	20.83%	44	45	97.78%	0.6	-0.64
Mar-02	91	104	87.50%	33.07%	37	38	97.37%	1.8	0.09
Apr-02	78	94	82.98%	37.58%	41	43	95.35%	2.05	0.25



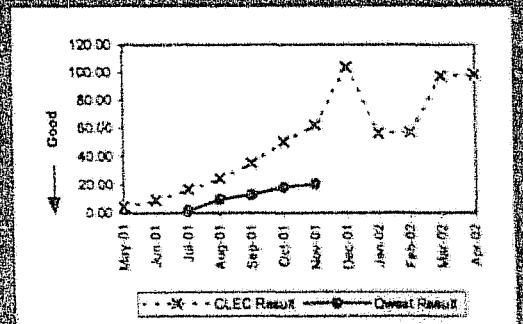
New Service Installation Quality (Percent) (OP-5*)

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01	224	245	91.43%	27.99%	67	72	93.06%	0.39	-0.76
Sep-01	177	191	92.67%	26.06%	71	75	94.67%	0.53	-0.68
Oct-01	144	156	92.31%	26.65%	59	61	96.72%	1.18	-0.28
Nov-01	122	128	95.31%	21.14%	45	48	93.75%	-0.38	-1.23
Dec-01	150	157	95.54%	20.64%	51	54	94.44%	-0.3	-1.18
Jan-02	165	174	94.83%	22.15%	57	59	96.61%	0.48	-0.71
Feb-02	126	132	95.45%	20.83%	44	45	97.78%	0.6	-0.64
Mar-02	94	104	90.38%	29.48%	37	38	97.37%	1.38	-0.16
Apr-02									



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

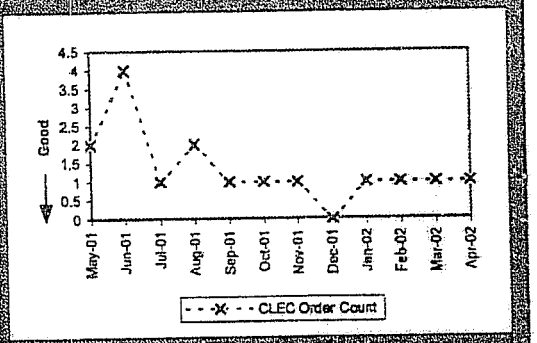
Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01	31	7	4.43	3.46					
Jun-01	100	11	9.09	8.97					
Jul-01	169	10	16.90	13.46	5	3	1.67	2.14	0.3
Aug-01	441	18	24.50	18.93	19	2	9.50	1.84	0.12
Sep-01	676	19	35.58	25.79	52	4	13.00	3.09	0.88
Oct-01	882	17	50.71	32.14	55	3	18.33	1.81	0.1
Nov-01	1189	19	62.58	39.46	102	5	20.40	2.2	0.34
Dec-01	936	9	104.00	29.16					
Jan-02	170	3	56.67	92.12					
Feb-02	231	4	57.75	84.20					
Mar-02	293	3	97.67	92.12					
Apr-02	296	3	98.67	114.02					



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

Count of Pending Orders Delayed for Facilities Reasons UNE P (Centrex) (OP-15B)

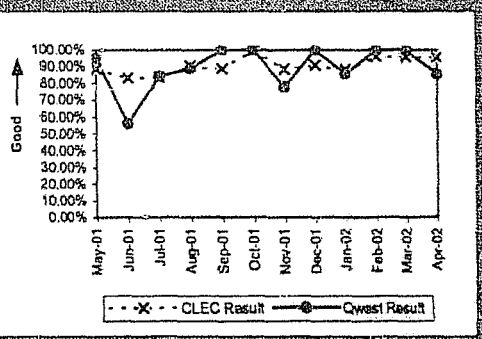
Date	CLEC Order Count
May-01	2
Jun-01	4
Jul-01	1
Aug-01	2
Sep-01	1
Oct-01	1
Nov-01	1
Dec-01	0
Jan-02	1
Feb-02	1
Mar-02	1
Apr-02	1



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

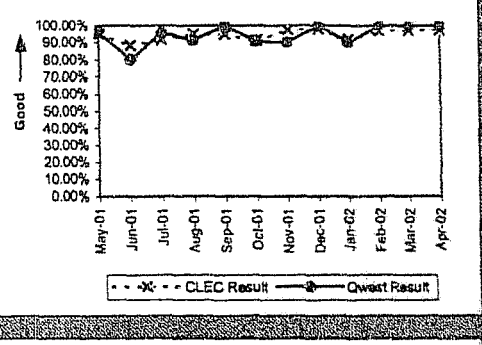
Out of Service Cleared within 24 hours (Percent) (MR-3A)– Dispatches Within MSAs

Date	CLEC Num	CLEC Den	CLEC Resu	CLEC Std D	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01	56	63	88.89%	31.43%	20	21	95.24%	0.73	-0.56
Jun-01	78	93	83.16%	37.42%	9	16	56.25%	-2.01	-2.22
Jul-01	66	79	83.54%	37.08%	16	19	84.21%	-0.02	-1.01
Aug-01	57	63	90.48%	29.35%	16	18	88.89%	-0.19	-1.11
Sep-01	56	63	88.89%	31.43%	6	6	100.00%	N/A	-0.57
Oct-01	46	46	100.00%	0.00%	9	9	100.00%	N/A	N/A
Nov-01	31	35	88.57%	31.62%	7	9	77.78%	-0.69	-1.42
Dec-01	40	44	90.91%	28.75%	6	6	100.00%	N/A	-0.66
Jan-02	15	17	88.24%	32.22%	6	7	85.71%	-0.16	-1.1
Feb-02	26	27	96.30%	18.89%	3	3	100.00%	N/A	-1.06
Mar-02	24	25	96.00%	19.60%	6	6	100.00%	N/A	-0.94
Apr-02	23	24	95.83%	19.96%	6	7	85.71%	-0.67	-1.41



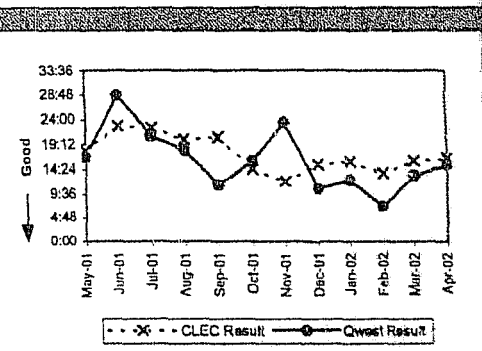
All Troubles Cleared within 48 hours (Percent) (MR-4A)– Dispatches Within MSAs

Date	CLEC Num	CLEC Den	CLEC Resu	CLEC Std D	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01	86	90	95.56%	20.61%	26	27	96.30%	-0.03	-1.02
Jun-01	115	130	88.46%	31.95%	20	25	80.00%	-0.97	-1.59
Jul-01	93	101	92.08%	27.01%	24	25	96.00%	0.57	-0.66
Aug-01	84	88	95.45%	20.83%	22	24	91.67%	-0.6	-1.36
Sep-01	80	84	95.24%	21.30%	12	12	100.00%	N/A	-0.65
Oct-01	53	58	91.38%	28.07%	10	11	90.91%	-0.05	-1.03
Nov-01	44	45	97.78%	14.74%	9	10	90.00%	-0.74	-1.45
Dec-01	54	55	98.18%	13.38%	8	8	100.00%	N/A	-1.02
Jan-02	23	25	92.00%	27.13%	9	10	90.00%	-0.18	-1.11
Feb-02	33	34	97.06%	16.90%	4	4	100.00%	N/A	-1.05
Mar-02	39	40	97.50%	15.61%	7	7	100.00%	N/A	-0.99
Apr-02	40	41	97.56%	15.43%	10	10	100.00%	N/A	-0.93



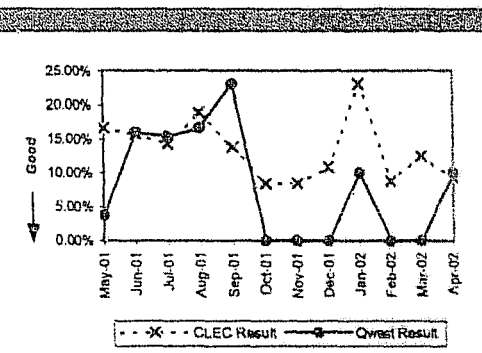
Mean Time to Restore (Hours:Minutes) (MR-8A)– Dispatches Within MSAs

Date	CLEC Num	CLEC Den	CLEC Resu	CLEC Std D	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01	1822:05	90	18:01	16:00	453:04	27	16:47	0.17	-0.9
Jun-01	2955:35	130	22:44	17:57	720:01	25	28:48	-1.06	-1.64
Jul-01	2260:10	101	22:23	16:02	521:20	25	20:51	0.67	-0.59
Aug-01	1778:21	88	20:13	13:36	435:54	24	18:10	0.58	-0.65
Sep-01	1730:11	84	20:38	19:17	138:07	12	11:21	1.55	-0.05
Oct-01	838:29	58	14:27	18:14	175:27	11	15:57	-0.23	-1.14
Nov-01	548:26	45	12:07	10:30	233:33	10	23:21	-0.9	-1.55
Dec-01	845:33	55	15:22	11:59	84:47	8	10:36	1.09	-0.33
Jan-02	399:19	25	15:58	17:54	123:08	10	12:19	0.45	-0.73
Feb-02	483:39	34	13:38	12:20	28:04	4	7:01	0.94	-0.43
Mar-02	643:45	40	16:06	15:37	92:04	7	13:09	0.28	-0.83
Apr-02	673:44	41	16:33	12:11	152:47	10	15:17	0.33	-0.8



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

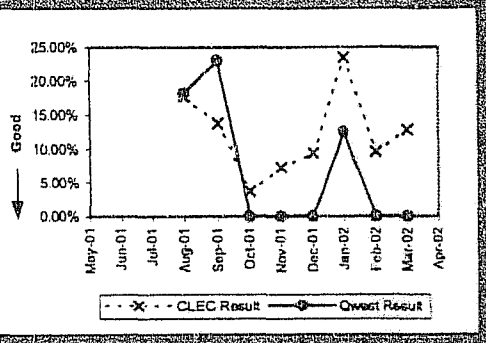
Date	CLEC Num	CLEC Den	CLEC Resu	CLEC Std D	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01	18	96	18.67%	37.27%	1	27	3.70%	1.79	0.09
Jun-01	21	133	15.79%	36.48%	4	25	16.00%	-0.03	-1.02
Jul-01	15	105	14.29%	34.99%	4	26	15.38%	-0.14	-1.08
Aug-01	17	90	18.89%	39.14%	4	24	16.67%	0.19	-0.89
Sep-01	12	87	13.79%	34.48%	3	13	23.08%	-0.74	-1.45
Oct-01	5	59	8.47%	27.85%	0	13	0.00%	N/A	-0.39
Nov-01	4	47	8.51%	27.90%	0	11	0.00%	N/A	-0.46
Dec-01	6	55	10.91%	31.18%	0	8	0.00%	N/A	-0.47
Jan-02	6	28	23.08%	42.13%	1	10	10.00%	0.79	-0.52
Feb-02	3	34	8.82%	28.36%	0	4	0.00%	N/A	-0.79
Mar-02	5	40	12.50%	33.07%	0	9	0.00%	N/A	-0.37
Apr-02	4	43	9.30%	29.05%	1	10	10.00%	-0.07	-1.04



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

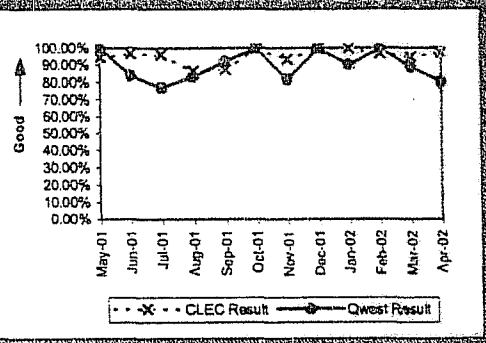
Repair Repeat Report Rate (Percent) (MR-7A*)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Den	CLEC Result	CLEC Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
[illegible]									
[illegible]									
[illegible]									
[illegible]	15	85	17.65%	38.12%	4	22	18.18%	-0.06	-1.04
[illegible]	11	80	13.75%	34.44%	3	13	23.08%	-0.74	-1.45
[illegible]	2	53	3.77%	19.08%	0	13	0.00%	N/A	-0.72
[illegible]	3	41	7.32%	26.04%	0	8	0.00%	N/A	-0.64
[illegible]	5	53	9.43%	29.23%	0	8	0.00%	N/A	-0.54
[illegible]	4	17	23.53%	42.42%	1	8	12.50%	0.49	-0.7
[illegible]	3	31	9.68%	29.57%	0	4	0.00%	N/A	-0.77
[illegible]	3	33	12.82%	33.43%	0	9	0.00%	N/A	-0.36
[illegible]									



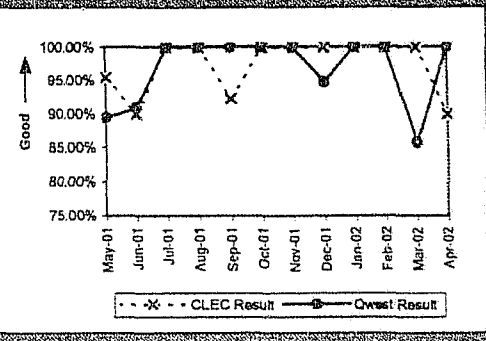
Repair Appointments Met (Percent) (MR-9A)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Den	CLEC Result	CLEC Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
[illegible]	91	96	94.79%	22.22%	27	27	100.00%	N/A	-0.29
[illegible]	129	133	96.99%	17.08%	21	25	84.00%	-1.63	-1.99
[illegible]	101	105	96.19%	19.14%	20	26	76.92%	-2.09	-2.27
[illegible]	78	90	86.67%	33.99%	20	24	83.33%	-0.39	-1.24
[illegible]	76	87	87.36%	33.23%	12	13	92.31%	0.38	-0.77
[illegible]	59	59	100.00%	0.00%	13	13	100.00%	N/A	N/A
[illegible]	44	47	93.62%	24.44%	9	11	81.82%	-0.91	-1.56
[illegible]	55	55	100.00%	0.00%	8	8	100.00%	N/A	N/A
[illegible]	26	26	100.00%	0.00%	9	10	90.00%	-0.9	-1.54
[illegible]	33	34	97.06%	16.90%	3	3	100.00%	N/A	-1.09
[illegible]	38	40	95.00%	21.79%	8	9	88.89%	-0.53	-1.32
[illegible]	43	43	97.07%	15.07%	8	10	80.00%	-1.26	-1.77



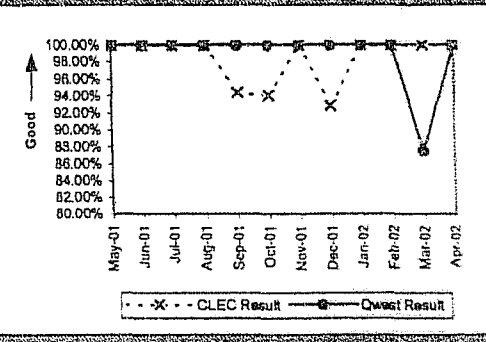
Out of Service Cleared within 24 hours (Percent) (MR-3B)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Den	CLEC Result	CLEC Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
[illegible]	21	22	95.45%	20.83%	17	19	89.47%	-0.62	-1.38
[illegible]	18	20	90.00%	30.00%	10	11	90.91%	-0.09	-1.08
[illegible]	13	13	100.00%	0.00%	15	15	100.00%	N/A	N/A
[illegible]	16	16	100.00%	0.00%	17	17	100.00%	N/A	N/A
[illegible]	12	13	92.31%	26.65%	16	16	100.00%	N/A	-0.56
[illegible]	16	16	100.00%	0.00%	12	12	100.00%	N/A	N/A
[illegible]	11	11	100.00%	0.00%	7	7	100.00%	N/A	N/A
[illegible]	17	17	100.00%	0.00%	18	19	94.74%	-0.62	-1.38
[illegible]	7	7	100.00%	0.00%	7	7	100.00%	N/A	N/A
[illegible]	14	14	100.00%	0.00%	4	4	100.00%	N/A	N/A
[illegible]	13	13	100.00%	0.00%	6	7	85.71%	-0.87	-1.53
[illegible]	9	10	90.00%	30.00%	5	5	100.00%	N/A	-0.78



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

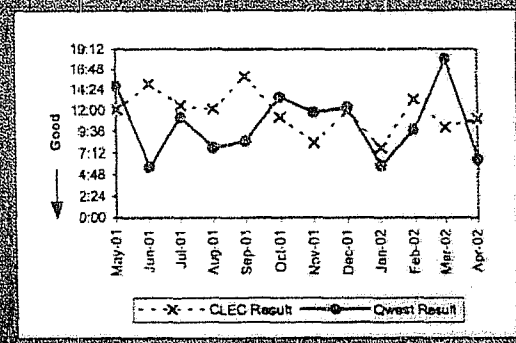
Date	CLEC Num	CLEC Den	CLEC Result	CLEC Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
[illegible]	27	27	100.00%	0.00%	23	23	100.00%	N/A	N/A
[illegible]	27	27	100.00%	0.00%	17	17	100.00%	N/A	N/A
[illegible]	21	21	100.00%	0.00%	19	19	100.00%	N/A	N/A
[illegible]	20	20	100.00%	0.00%	18	18	100.00%	N/A	N/A
[illegible]	17	18	94.44%	22.91%	20	20	100.00%	N/A	-0.59
[illegible]	16	17	94.12%	23.53%	16	16	100.00%	N/A	-0.6
[illegible]	15	15	100.00%	0.00%	12	12	100.00%	N/A	N/A
[illegible]	13	14	92.86%	25.75%	25	25	100.00%	N/A	-0.44
[illegible]	11	11	100.00%	0.00%	10	10	100.00%	N/A	N/A
[illegible]	17	17	100.00%	0.00%	5	5	100.00%	N/A	N/A
[illegible]	16	16	100.00%	0.00%	7	8	87.50%	-0.89	-1.54
[illegible]	14	14	100.00%	0.00%	7	7	100.00%	N/A	N/A



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

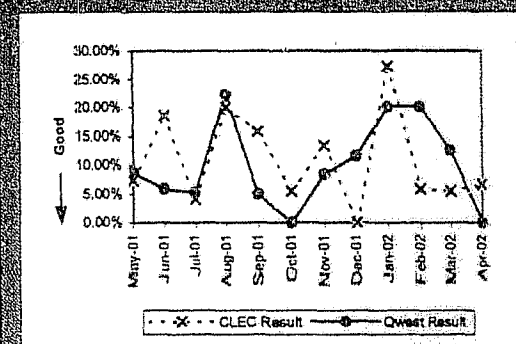
Mean Time to Restore (Hours:Minutes) (MR-6B)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	327:39	27	12:08	9:12	341:53	23	14:52	-0.73	-1.45
Jun-01	406:43	27	15:04	12:22	98:50	17	5:42	2.37	0.44
Jul-01	253:28	21	12:33	7:06	213:38	19	11:15	0.32	-0.81
Aug-01	243:27	20	12:10	6:54	139:46	18	7:46	1.5	-0.09
Sep-01	287:00	18	15:57	16:12	169:35	20	8:29	1.8	0.09
Oct-01	191:00	17	11:14	16:04	216:11	16	13:31	-0.7	-1.42
Nov-01	124:58	15	8:20	7:08	140:59	12	11:45	-0.9	-1.55
Dec-01	166:42	14	11:54	16:42	309:17	25	12:22	-0.15	-1.09
Jan-02	85:22	11	7:46	5:06	58:15	10	5:50	0.48	-0.71
Feb-02	225:33	17	13:16	7:12	48:54	5	9:47	0.63	-0.61
Mar-02	181:30	18	10:05	7:11	144:58	8	18:07	-0.58	-1.35
Apr-02	155:00	14	11:04	11:32	45:36	7	6:31	0.61	-0.63



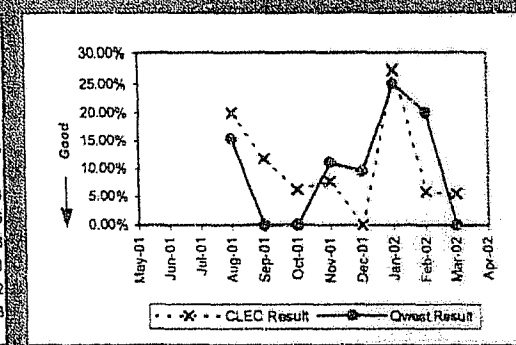
Repair Repeat Report Rate (Percent) (MR-7B)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	2	27	7.41%	26.19%	2	23	8.70%	-0.16	-1.1
Jun-01	5	27	18.52%	38.84%	1	17	5.88%	1.13	-0.32
Jul-01	1	24	4.17%	19.98%	1	19	5.26%	-0.16	-1.1
Aug-01	4	20	20.00%	40.00%	4	18	22.22%	-0.16	-1.1
Sep-01	3	19	15.79%	36.46%	1	20	5.00%	0.99	-0.4
Oct-01	1	18	5.56%	22.91%	0	16	0.00%	N/A	-0.61
Nov-01	2	15	13.33%	33.99%	1	12	8.33%	0.23	-0.86
Dec-01	0	14	0.00%	0.00%	3	26	11.54%	-1.09	-1.66
Jan-02	3	11	27.27%	44.54%	2	10	20.00%	0.26	-0.84
Feb-02	1	17	5.88%	23.53%	1	5	20.00%	-0.69	-1.42
Mar-02	1	18	5.56%	22.91%	1	8	12.50%	-0.49	-1.3
Apr-02	1	15	6.67%	24.94%	0	7	0.00%	N/A	-0.79



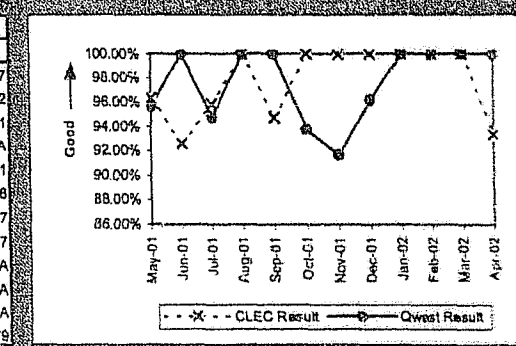
Repair Repeat Report Rate (Percent) (MR-7B*)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01	4	20	20.00%	40.00%	2	13	15.38%	0.24	-0.86
Sep-01	2	17	11.76%	32.22%	0	14	0.00%	N/A	-0.31
Oct-01	1	16	6.25%	24.21%	0	13	0.00%	N/A	-0.64
Nov-01	1	13	7.69%	26.65%	1	9	11.11%	-0.25	-1.15
Dec-01	0	13	0.00%	0.00%	2	21	9.52%	-0.92	-1.56
Jan-02	3	11	27.27%	44.54%	2	8	25.00%	-0.01	-1.01
Feb-02	1	17	5.88%	23.53%	1	5	20.00%	-0.69	-1.42
Mar-02	1	18	5.56%	22.91%	0	7	0.00%	N/A	-0.83
Apr-02									



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

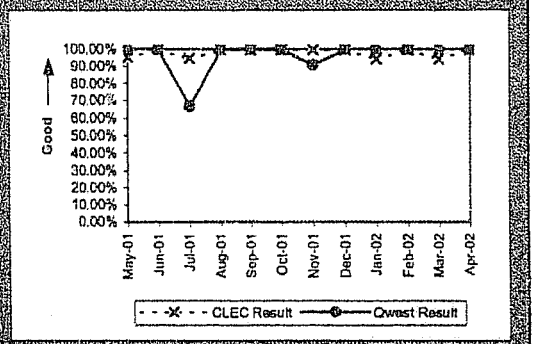
Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	26	27	96.30%	18.89%	22	23	95.65%	-0.11	-1.07
Jun-01	25	27	92.59%	26.19%	17	17	100.00%	N/A	-0.42
Jul-01	23	24	95.83%	19.98%	18	19	94.74%	-0.16	-1.1
Aug-01	20	20	100.00%	0.00%	18	18	100.00%	N/A	N/A
Sep-01	18	19	94.74%	22.33%	20	20	100.00%	N/A	-0.61
Oct-01	18	18	100.00%	0.00%	15	16	93.75%	-0.75	-1.46
Nov-01	15	15	100.00%	0.00%	11	12	91.67%	-0.78	-1.47
Dec-01	14	14	100.00%	0.00%	25	26	96.15%	-0.6	-1.37
Jan-02	11	11	100.00%	0.00%	10	10	100.00%	N/A	N/A
Feb-02	17	17	100.00%	0.00%	5	5	100.00%	N/A	N/A
Mar-02	18	18	100.00%	0.00%	8	8	100.00%	N/A	N/A
Apr-02	14	15	93.33%	24.94%	7	7	100.00%	N/A	-0.79



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

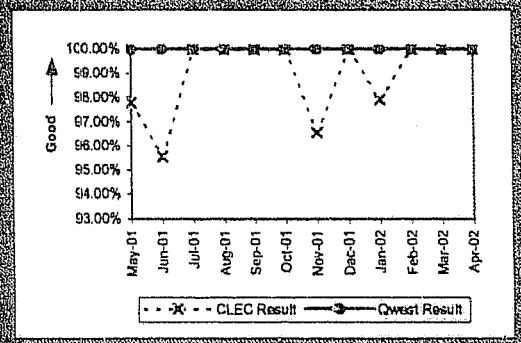
Out of Service Cleared within 24 Hours (Percent) (MR-3C)-- No Dispatches

Date	CLEC Num	CLEC Den	CLEC Result	CLEC Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
[illegible]	[illegible]	23	95.65%	20.39%	6	6	100.00%	N/A	-0.92
[illegible]	[illegible]	24	100.00%	0.00%	6	6	100.00%	N/A	N/A
[illegible]	[illegible]	29	96.00%	21.79%	2	3	66.67%	-0.97	-1.59
[illegible]	[illegible]	37	100.00%	0.00%	14	14	100.00%	N/A	N/A
[illegible]	[illegible]	16	100.00%	0.00%	8	8	100.00%	N/A	N/A
[illegible]	[illegible]	24	100.00%	0.00%	4	4	100.00%	N/A	N/A
[illegible]	[illegible]	11	100.00%	0.00%	10	11	90.91%	-0.74	-1.45
[illegible]	[illegible]	12	100.00%	0.00%	4	4	100.00%	N/A	N/A
[illegible]	[illegible]	18	94.44%	22.91%	7	7	100.00%	N/A	-0.83
[illegible]	[illegible]	25	100.00%	0.00%	2	2	100.00%	N/A	N/A
[illegible]	[illegible]	18	94.44%	22.91%	1	1	100.00%	N/A	-1.14
[illegible]	[illegible]	12	100.00%	0.00%	3	3	100.00%	N/A	N/A



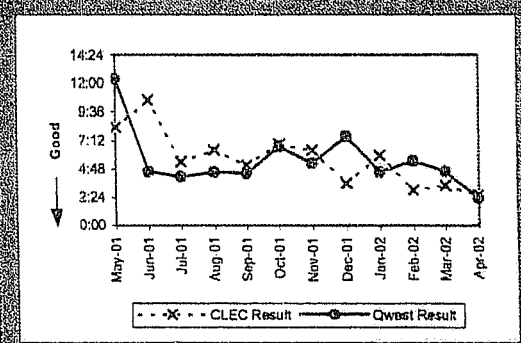
All Troubles Cleared within 48 Hours (Percent) (MR-4C)-- No Dispatches

Date	CLEC Num	CLEC Den	CLEC Result	CLEC Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
[illegible]	44	45	97.78%	14.74%	13	13	100.00%	N/A	-0.9
[illegible]	43	44	97.73%	20.61%	16	16	100.00%	N/A	-0.61
[illegible]	42	42	100.00%	0.00%	12	12	100.00%	N/A	N/A
[illegible]	39	39	100.00%	0.00%	21	21	100.00%	N/A	N/A
[illegible]	31	31	100.00%	0.00%	13	13	100.00%	N/A	N/A
[illegible]	41	41	100.00%	0.00%	9	9	100.00%	N/A	N/A
[illegible]	15	20	96.55%	18.25%	16	16	100.00%	N/A	-0.75
[illegible]	29	29	100.00%	0.00%	7	7	100.00%	N/A	N/A
[illegible]	47	48	97.92%	14.28%	13	13	100.00%	N/A	-0.91
[illegible]	32	32	100.00%	0.00%	4	4	100.00%	N/A	N/A
[illegible]	42	42	100.00%	0.00%	5	5	100.00%	N/A	N/A
[illegible]	28	28	100.00%	0.00%	8	8	100.00%	N/A	N/A



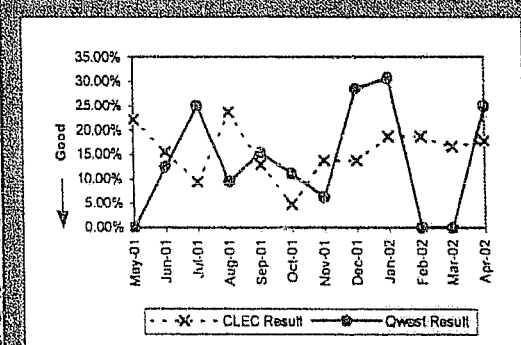
Mean Time to Restore (Hours:Minutes) (MR-6C)-- No Dispatches

Date	CLEC Num	CLEC Den	CLEC Result	CLEC Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
[illegible]	374:02	45	8:19	15:34	160:57	13	12:23	-1.14	-1.69
[illegible]	476:23	48	10:26	20:37	73:18	16	4:35	1.25	-0.24
[illegible]	225:40	42	5:37	6:43	49:54	12	4:09	0.5	-0.69
[illegible]	376:02	50	8:38	7:02	95:41	21	4:33	0.93	-0.44
[illegible]	156:50	31	5:00	7:15	57:34	13	4:28	0.28	-0.83
[illegible]	384:54	41	0:56	7:10	80:19	9	8:42	0.09	-0.95
[illegible]	596:18	25	6:25	12:47	84:40	16	5:18	0.02	-0.99
[illegible]	199:21	29	3:36	5:00	52:58	7	7:34	-1.35	-1.82
[illegible]	287:35	48	5:59	10:53	59:01	13	4:32	0.19	-0.89
[illegible]	98:53	32	3:02	4:13	22:00	4	5:30	-0.53	-1.32
[illegible]	199:48	42	3:27	7:39	23:05	5	4:37	-0.47	-1.28
[illegible]	11:32	282	2:38	4:50	16:43	8	2:20	0.06	-0.96



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

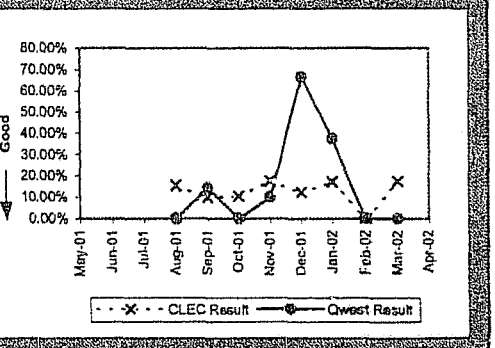
Date	CLEC Num	CLEC Den	CLEC Result	CLEC Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
[illegible]	10	45	22.22%	41.57%	0	13	0.00%	N/A	0.2
[illegible]	7	45	15.56%	36.24%	2	16	12.50%	0.2	-0.86
[illegible]	4	42	9.52%	29.35%	3	12	25.00%	-1.09	-1.66
[illegible]	14	59	23.73%	42.54%	2	21	9.52%	1.39	-0.16
[illegible]	4	31	12.90%	33.52%	2	13	15.38%	-0.21	-1.13
[illegible]	2	41	4.88%	21.56%	1	9	11.11%	-0.54	-1.33
[illegible]	4	29	13.79%	34.48%	1	16	6.25%	0.68	-0.59
[illegible]	4	29	13.79%	34.48%	2	7	28.57%	-0.78	-1.47
[illegible]	2	48	18.75%	39.03%	4	13	30.77%	-0.83	-1.51
[illegible]	6	32	18.75%	39.03%	0	4	0.00%	N/A	-0.52
[illegible]	3	42	16.67%	37.27%	0	5	0.00%	N/A	-0.48
[illegible]	4	26	17.36%	38.30%	2	8	25.00%	-0.41	-1.25



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

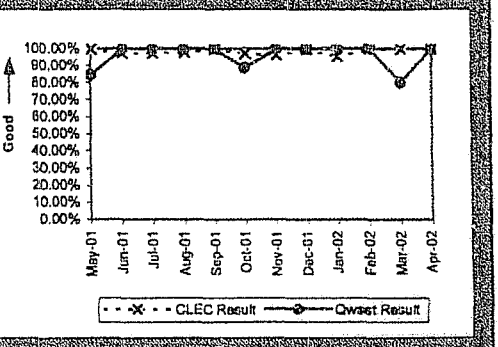
Repair Repeat Report Rate (Percent) (MR-7C)-- No Dispatches

Date	CLEC Num	CLEC Den	CLEC Resu	CLEC Std D	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01	5	32	15.63%	36.31%	0	17	0.00%	N/A	0
Sep-01	1	10	10.00%	30.00%	1	7	14.29%	-0.25	-1.15
Oct-01	2	19	10.53%	30.69%	0	6	0.00%	N/A	-0.64
Nov-01	3	17	17.65%	38.12%	1	10	10.00%	0.41	-0.75
Dec-01	2	16	12.50%	33.07%	2	3	66.67%	-1.83	-2.11
Jan-02	5	29	17.24%	37.77%	3	8	37.50%	-1.05	-1.64
Feb-02	0	12	0.00%	0.00%	0	2	0.00%	N/A	N/A
Mar-02	3	17	17.65%	38.12%	0	1	0.00%	N/A	-0.94
Apr-02									



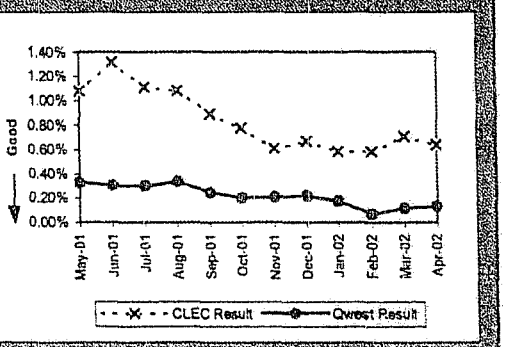
Repair Appointments Met (Percent) (MR-9C)-- No Dispatches

Date	CLEC Num	CLEC Den	CLEC Resu	CLEC Std D	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01	45	45	100.00%	0.00%	11	13	84.62%	-1.35	-1.82
Jun-01	44	45	97.78%	14.74%	16	16	100.00%	N/A	-0.85
Jul-01	41	42	97.62%	15.25%	12	12	100.00%	N/A	-0.9
Aug-01	56	58	96.31%	12.91%	21	21	100.00%	N/A	-0.85
Sep-01	31	31	100.00%	0.00%	13	13	100.00%	N/A	N/A
Oct-01	40	41	97.56%	15.43%	8	9	88.89%	-0.75	-1.46
Nov-01	29	29	98.55%	18.25%	16	16	100.00%	N/A	-0.75
Dec-01	29	29	100.00%	0.00%	7	7	100.00%	N/A	N/A
Jan-02	48	48	98.83%	19.98%	13	13	100.00%	N/A	-0.69
Feb-02	32	32	100.00%	0.00%	4	4	100.00%	N/A	N/A
Mar-02	42	42	100.00%	0.00%	4	5	80.00%	-1.06	-1.84
Apr-02	28	28	100.00%	0.00%	8	8	100.00%	N/A	N/A



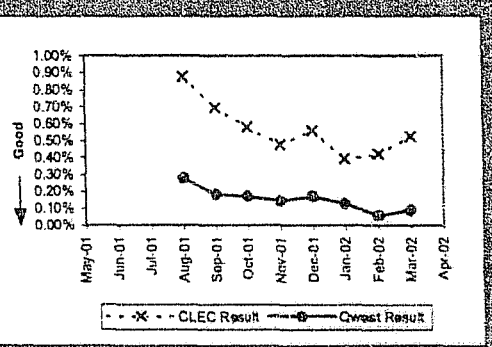
Trouble Rate (Percent) (MR-8)

Date	CLEC Num	CLEC Den	CLEC Resu	CLEC Std D	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01	168	15548	1.08%	10.34%	63	19026	0.33%	12.07	6.34
Jun-01	205	15500	1.32%	11.42%	56	18943	0.31%	16.99	9.33
Jul-01	171	15397	1.11%	10.48%	57	18978	0.30%	13.65	7.3
Aug-01	169	15582	1.08%	10.36%	63	18703	0.34%	11.9	6.23
Sep-01	137	15367	0.89%	9.40%	46	18783	0.25%	12.01	6.3
Oct-01	119	15132	0.79%	8.80%	38	18782	0.20%	11.76	6.15
Nov-01	91	14821	0.61%	7.81%	39	18783	0.21%	8.13	3.94
Dec-01	96	14634	0.67%	8.16%	41	18765	0.22%	8.76	4.33
Jan-02	85	14505	0.59%	7.63%	33	18784	0.18%	8.86	4.39
Feb-02	83	14143	0.59%	7.64%	13	18808	0.07%	17.7	9.76
Mar-02	100	14084	0.71%	8.40%	22	18814	0.12%	15.6	8.48
Apr-02	86	13936	0.64%	7.97%	25	18786	0.13%	12.29	6.47



Trouble Rate (Percent) (MR-8)

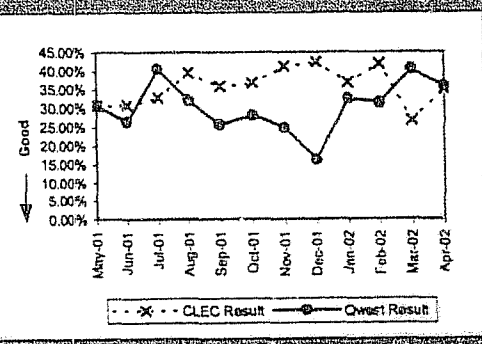
Date	CLEC Num	CLEC Den	CLEC Resu	CLEC Std D	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01	137	15582	0.88%	9.34%	52	18703	0.28%	10.53	5.4
Sep-01	107	15367	0.70%	8.32%	34	18783	0.18%	11.13	5.77
Oct-01	85	15132	0.56%	7.60%	32	18782	0.17%	9.13	4.55
Nov-01	71	14821	0.48%	6.90%	27	18783	0.14%	8.06	3.9
Dec-01	62	14634	0.56%	7.46%	32	18765	0.17%	8.57	4.21
Jan-02	57	14505	0.39%	6.26%	24	18784	0.13%	6.72	3.08
Feb-02	60	14143	0.42%	6.50%	11	18808	0.06%	13.59	7.26
Mar-02	74	14084	0.53%	7.23%	17	18814	0.09%	13.01	6.91
Apr-02									



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

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

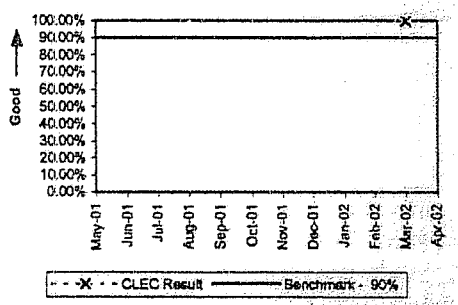
Date	CLEC Num	CLEC Den	CLEC Result	CLEC Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
[illegible]	75	243	30.86%	46.19%	28	91	30.77%	0	-1
[illegible]	92	297	30.98%	46.24%	21	79	26.58%	0.75	-0.55
[illegible]	84	255	32.94%	47.00%	39	96	40.63%	-1.31	-1.79
[illegible]	111	280	39.64%	48.92%	30	93	32.26%	1.27	-0.23
[illegible]	77	214	35.98%	47.99%	16	62	25.81%	1.5	-0.09
[illegible]	69	187	36.90%	48.25%	15	53	28.30%	1.15	-0.3
[illegible]	64	155	41.29%	49.24%	13	52	25.00%	2.12	0.29
[illegible]	72	170	42.35%	49.41%	8	49	16.33%	3.44	1.09
[illegible]	50	135	37.04%	48.29%	16	49	32.65%	0.53	-0.68
[illegible]	60	143	41.96%	49.35%	6	19	31.58%	0.84	-0.49
[illegible]	37	137	27.01%	44.40%	15	37	40.54%	-1.49	-1.9
[illegible]	47	133	35.34%	47.80%	14	39	35.90%	-0.08	-1.04



Checklist #2 - Enhanced Extended Loops (EELs) Installation

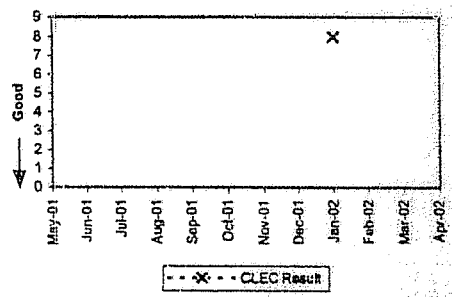
Installation Commitments Met (Percent) (OP-3E)– Interval Zone Two

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



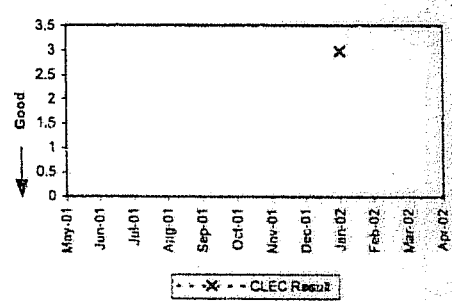
Installation Interval (Average Days) (OP-4E)– Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
May-01				
Jun-01				
Jul-01				
Aug-01				
Sep-01				
Oct-01				
Nov-01				
Dec-01				
Jan-02	8	1	8.00	
Feb-02				
Mar-02				
Apr-02				



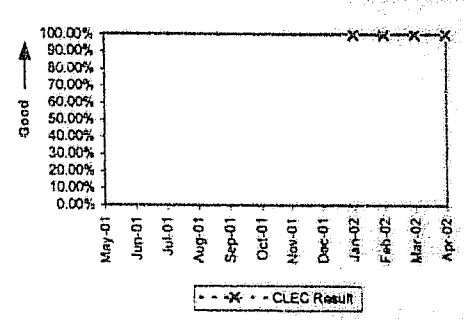
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5)– Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
May-01				
Jun-01				
Jul-01				
Aug-01				
Sep-01				
Oct-01				
Nov-01				
Dec-01				
Jan-02	3	1	3.00	
Feb-02				
Mar-02				
Apr-02				



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

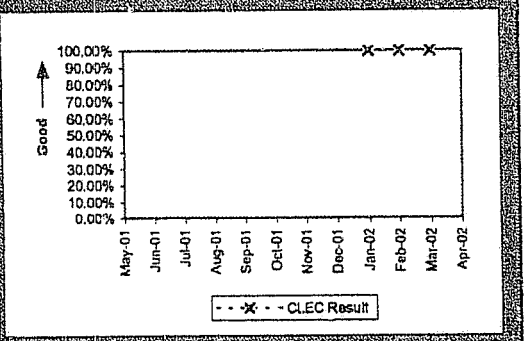
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
May-01				
Jun-01				
Jul-01				
Aug-01				
Sep-01				
Oct-01				
Nov-01				
Dec-01				
Jan-02	1	1	100.00%	0.00%
Feb-02	1	1	100.00%	0.00%
Mar-02	1	1	100.00%	0.00%
Apr-02	1	1	100.00%	0.00%



Checklist #2 - Enhanced Extended Loops (EELs) Installation

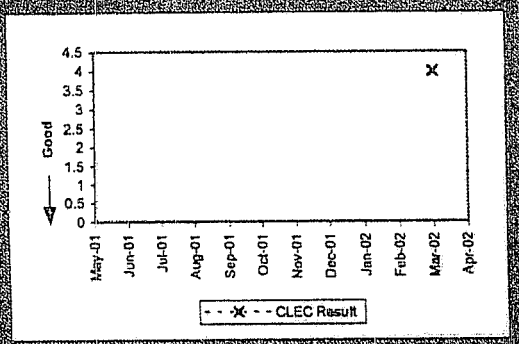
New Service Installation Quality (Percent) (OP-5*)– Interval Zone One and Two

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



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

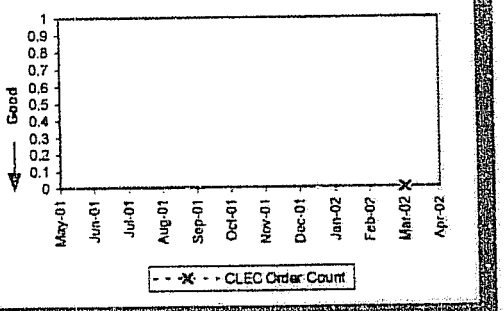
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
May-01				
Jun-01				
Jul-01				
Aug-01				
Sep-01				
Oct-01				
Nov-01				
Dec-01				
Jan-02				
Feb-02				
Mar-02	4	1	4.00	
Apr-02				



Checklist #2 - Enhanced Extended Loops (EELs) Installation

Count of Pending Orders Delayed for Facilities Reasons Enhanced Extended Loops (EELs) (OP-15B)

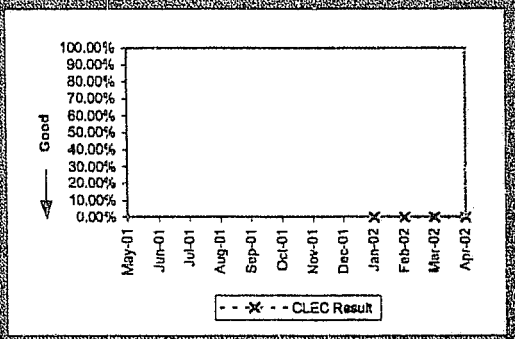
Date	CLEC Order Count
May-01	
Jun-01	
Jul-01	
Aug-01	
Sep-01	
Oct-01	
Nov-01	
Dec-01	
Jan-02	
Feb-02	
Mar-02	0
Apr-02	



Checklist #2 - Enhanced Extended Loops (EELs) Repair

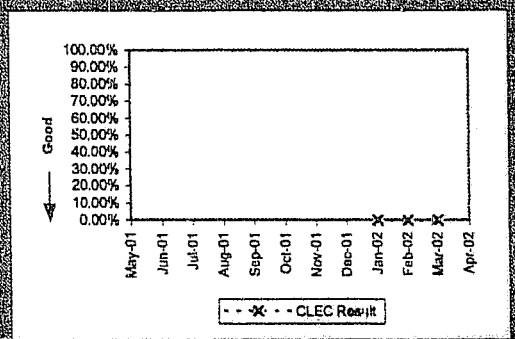
Trouble Rate (Percent) (MR-8)– Interval Zone One and Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
May-01				
Jun-01				
Jul-01				
Aug-01				
Sep-01				
Oct-01				
Nov-01				
Dec-01				
Jan-02	0	1	0.00%	0.00%
Feb-02	0	1	0.00%	0.00%
Mar-02	0	2	0.00%	0.00%
Apr-02	0	2	0.00%	0.00%



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

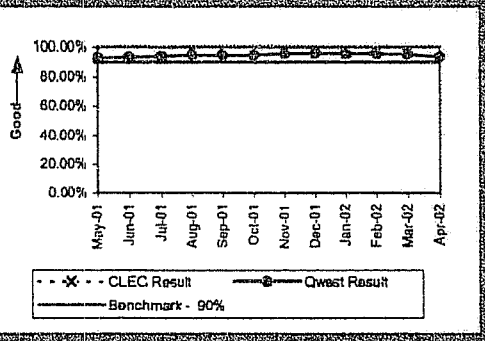
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
May-01				
Jun-01				
Jul-01				
Aug-01				
Sep-01				
Oct-01				
Nov-01				
Dec-01				
Jan-02	0	1	0.00%	0.00%
Feb-02	0	1	0.00%	0.00%
Mar-02	0	2	0.00%	0.00%
Apr-02				



Checklist #4 - Unbundled Loop - Analog Installation

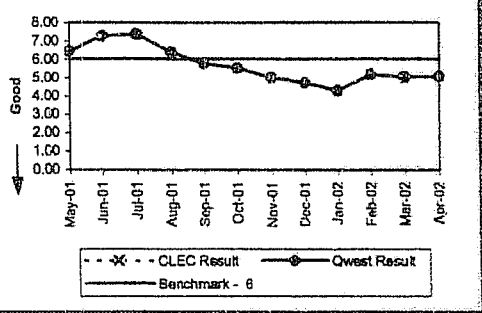
Installation Commitments Met (Percent) (OP-3A) -- Dispatches Within MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
May-01				792	853	92.85%		
Jun-01				664	713	93.13%		
Jul-01				713	756	94.06%		
Aug-01				809	852	94.95%		
Sep-01				628	663	94.72%		
Oct-01				745	785	94.90%		
Nov-01				678	706	95.75%		
Dec-01				590	615	95.94%		
Jan-02				614	642	95.64%		
Feb-02				523	545	95.96%		
Mar-02				512	536	95.52%		
Apr-02				549	586	93.69%		



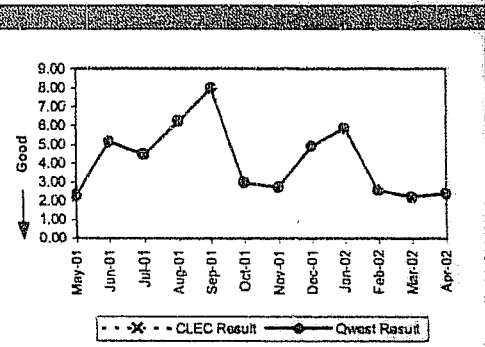
Installation Interval (Average Days) (OP-4A) -- Dispatches Within MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
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				4360	793	5.52		
Nov-01				3584	716	5.02		
Dec-01				2957	625	4.73		
Jan-02				2785	645	4.29		
Feb-02				2861	552	5.18		
Mar-02				2736	542	5.05		
Apr-02				3008	592	5.08		



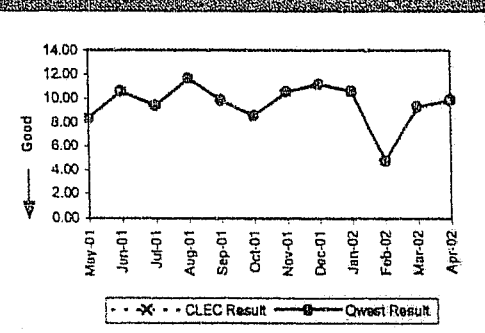
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-1) -- Dispatches Within MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
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	19	2.58		
Mar-02				40	18	2.22		
Apr-02				51	21	2.43		



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

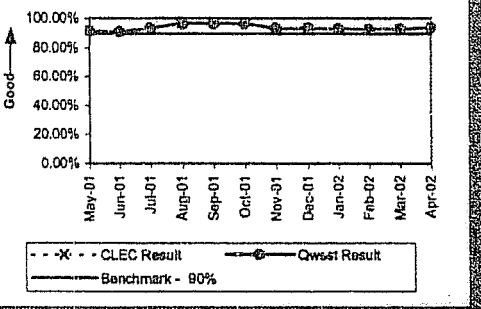
Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
May-01				293	35	8.37		
Jun-01				276	26	10.62		
Jul-01				320	34	9.41		
Aug-01				257	22	11.68		
Sep-01				198	20	9.90		
Oct-01				223	26	8.58		
Nov-01				127	12	10.58		
Dec-01				146	13	11.23		
Jan-02				85	8	10.62		
Feb-02				48	10	4.80		
Mar-02				112	12	9.33		
Apr-02				218	22	9.91		



Checklist #4 - Unbundled Loop - Analog Installation

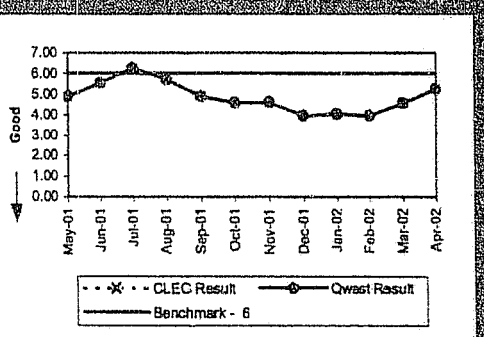
Installation Commitments Met (Percent) (OP-3B)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
				581	633	91.79%		
				536	588	91.16%		
				680	726	93.66%		
				830	888	96.85%		
				525	543	96.69%		
				635	655	96.95%		
				545	584	93.32%		
				438	465	93.76%		
				449	483	92.96%		
				369	399	92.48%		
				405	435	93.10%		
				424	451	94.01%		



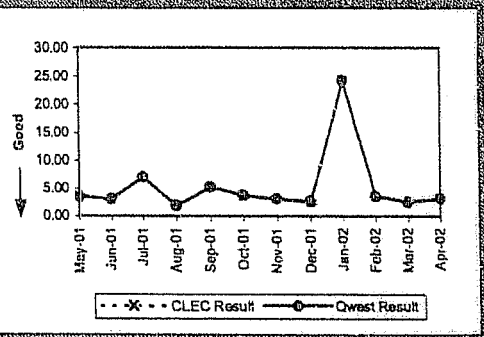
Installation Interval (Average Days) (OP-4B)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
				3096	633	4.90		
				3263	585	5.55		
				4626	736	6.29		
				5208	909	5.73		
				2715	554	4.90		
				3031	656	4.61		
				2714	586	4.63		
				1586	469	3.98		
				1983	487	4.07		
				1585	400	3.99		
				2011	439	4.58		
				2390	453	5.28		



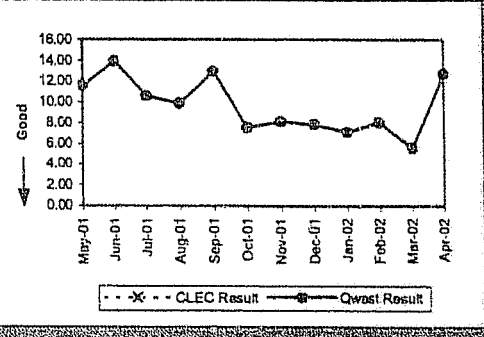
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-2)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
				69	19	3.63		
				41	13	3.15		
				120	17	7.06		
				48	25	1.92		
				58	11	5.27		
				38	10	3.80		
				63	20	3.15		
				40	15	2.67		
				608	25	24.32		
				54	15	3.60		
				55	21	2.62		
				36	11	3.27		



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

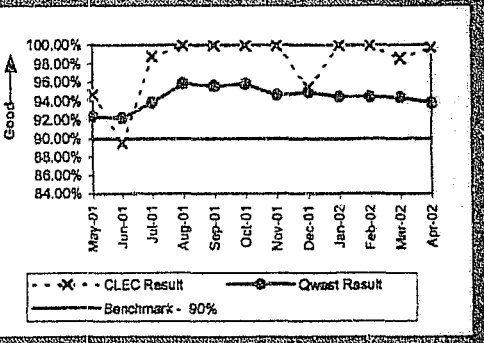
Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
				383	33	11.61		
				546	39	14.00		
				330	31	10.65		
				89	9	9.89		
				130	10	13.00		
				91	12	7.58		
				171	21	8.14		
				142	18	7.89		
				93	13	7.15		
				130	16	8.12		
				73	13	5.62		
				230	18	12.78		



Checklist #4 - Unbundled Loop - Analog Installation

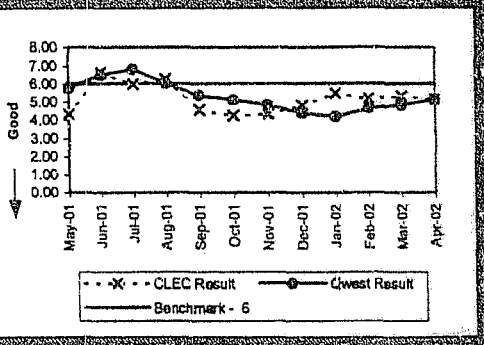
Installation Commitments Met (Percent) (OP-3E)– Interval Zone Two

Data	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
May-01	18	19	94.74%	1373	1486	92.40%	-0.38	-1.23
Jun-01	69	77	89.61%	1200	1301	92.24%	0.84	-0.49
Jul-01	84	85	98.82%	1393	1484	93.87%	-1.85	-2.13
Aug-01	49	49	100.00%	1669	1740	95.92%	-1.42	-1.87
Sep-01	70	70	100.00%	1153	1206	95.61%	-1.74	-2.06
Oct-01	65	65	100.00%	1380	1440	95.83%	-1.64	-2
Nov-01	84	84	100.00%	1221	1290	94.65%	-2.11	-2.28
Dec-01	127	133	95.49%	1026	1080	95.00%	-0.24	-1.15
Jan-02	190	190	100.00%	1063	1125	94.49%	-3.08	-2.87
Feb-02	191	191	100.00%	892	944	94.49%	-3.04	-2.85
Mar-02	552	590	93.64%	917	971	94.44%	-3.52	-3.14
Apr-02	412	413	99.76%	973	1037	93.83%	-4.23	-3.57



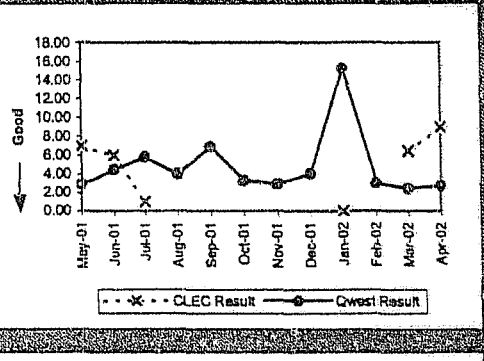
Installation Interval (Average Days) (OP-4E)– Interval Zone Two

Data	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
May-01	13	3	4.33	8584	1486	5.78	-0.37	-1.23
Jun-01	246	37	6.65	8446	1301	6.49	0.3	-0.82
Jul-01	168	28	6.00	10401	1522	6.83	-0.64	-1.39
Aug-01	182	29	6.28	10831	1789	6.05	0.27	-0.84
Sep-01	96	21	4.57	8618	1229	5.38	-0.68	-1.41
Oct-01	51	12	4.25	7411	1451	5.11	-0.54	-1.33
Nov-01	117	27	4.33	6308	1302	4.84	-0.5	-1.31
Dec-01	280	58	4.83	4823	1094	4.41	0.78	-0.54
Jan-02	556	101	5.50	4748	1132	4.19	2.43	0.48
Feb-02	524	101	5.19	4456	952	4.68	0.79	-0.52
Mar-02	1081	202	5.35	4747	981	4.84	1.29	-0.21
Apr-02	657	127	5.17	5398	1045	5.17	0.01	-0.99



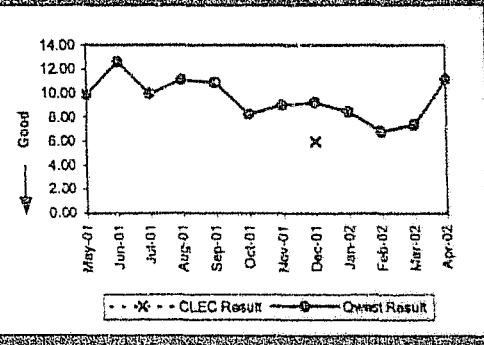
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5)– Interval Zone Two

Data	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
May-01	7	1	7.00	129	45	2.87	1.28	-0.22
Jun-01	48	8	6.00	160	36	4.44	0.59	-0.64
Jul-01	1	1	1.00	192	33	5.82	-0.44	-1.27
Aug-01				192	48	4.00		
Sep-01				186	27	6.89		
Oct-01				92	28	3.29		
Nov-01				140	48	2.92		
Dec-01				149	37	4.03		
Jan-02	0	1	0.00	749	49	15.29	-0.3	-1.18
Feb-02				103	34	3.03		
Mar-02	58	9	6.44	95	39	2.44	1.85	0.13
Apr-02	9	1	9.00	87	32	2.72	1.52	-0.07



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

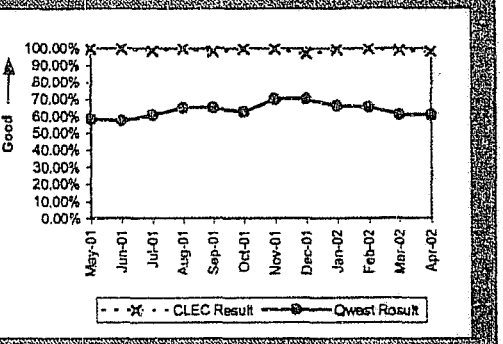
Data	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
May-01				676	68	9.94		
Jun-01				822	65	12.65		
Jul-01				650	65	10.00		
Aug-01				346	31	11.16		
Sep-01				328	30	10.93		
Oct-01				314	38	8.26		
Nov-01				298	33	9.03		
Dec-01	36	6	6.00	288	31	9.29	-0.97	-1.59
Jan-02				178	21	8.48		
Feb-02				178	26	6.85		
Mar-02				185	25	7.40		
Apr-02				448	40	11.20		



Checklist #4 - Unbundled Loop - Analog Installation

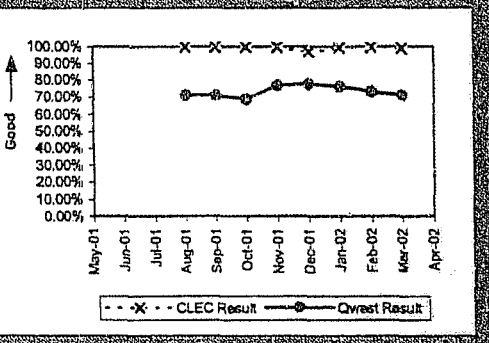
New Service Installation Quality (Percent) (OP-5)– Interval Zone One and Two

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
May-01	21	21	100.00%	854	1458	58.57%	-3.83	-3.33
Jun-01	48	48	100.00%	893	1552	57.54%	-5.86	-4.56
Jul-01	80	81	98.77%	908	1492	60.86%	-6.81	-5.14
Aug-01	67	67	100.00%	1077	1656	65.04%	-5.88	-4.58
Sep-01	59	60	98.33%	984	1509	65.21%	-5.28	-4.21
Oct-01	68	68	100.00%	841	1340	62.76%	-6.2	-4.77
Nov-01	75	75	100.00%	966	1377	70.15%	-5.5	-4.34
Dec-01	109	109	97.25%	844	1198	70.45%	-5.87	-4.57
Jan-02	161	162	99.38%	741	1114	66.52%	-8.28	-6.04
Feb-02	191	191	100.00%	682	1043	65.39%	-9.24	-6.62
Mar-02	387	391	98.98%	589	967	60.91%	-13.02	-8.91
Apr-02	493	502	98.21%	615	1013	60.71%	-14.07	-9.55



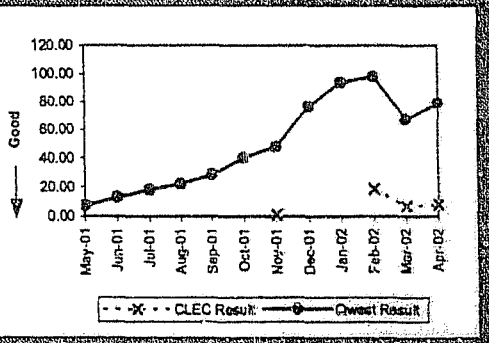
New Service Installation Quality (Percent) (OP-5)– Interval Zone One and Two

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
May-01								
Jun-01								
Jul-01								
Aug-01	67	67	100.00%	1179	1656	71.20%	-5.1	-4.1
Sep-01	60	60	100.00%	1074	1509	71.17%	-4.83	-3.94
Oct-01	68	68	100.00%	921	1340	68.73%	-5.43	-4.3
Nov-01	75	75	100.00%	1059	1377	76.91%	-4.62	-3.81
Dec-01	109	109	97.25%	931	1198	77.71%	-4.69	-3.85
Jan-02	161	162	99.38%	850	1114	76.30%	-6.46	-4.92
Feb-02	191	191	100.00%	784	1043	73.25%	-7.66	-5.67
Mar-02	388	391	99.23%	688	967	71.15%	-10.34	-7.29
Apr-02								



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

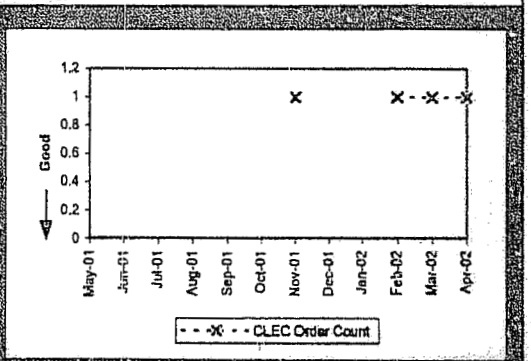
Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
May-01				271	36	7.53		
Jun-01				863	50	13.26		
Jul-01				822	45	18.27		
Aug-01				1719	77	22.32		
Sep-01				2450	85	28.82		
Oct-01				2941	73	40.29		
Nov-01	1	1	1.00	3941	82	48.06	-1.06	-1.65
Dec-01				5614	73	76.90		
Jan-02				6318	67	94.30		
Feb-02	15	1	19.00	7570	77	98.31	-1.08	-1.66
Mar-02	7	1	7.00	5475	81	67.59	-0.87	-1.53
Apr-02	8	1	8.00	6264	79	79.29	-0.92	-1.58



Checklist #4 - Unbundled Loop - Analog Installation

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

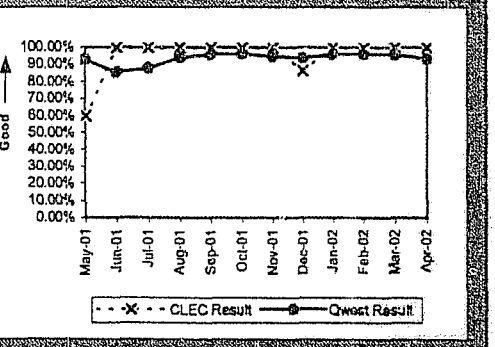
Date	CLEC Order Count
May-01	
Jun-01	
Jul-01	
Aug-01	
Sep-01	
Oct-01	
Nov-01	1
Dec-01	
Jan-02	
Feb-02	1
Mar-02	1
Apr-02	1



Checklist #4 - Unbundled Loop - Analog Repair

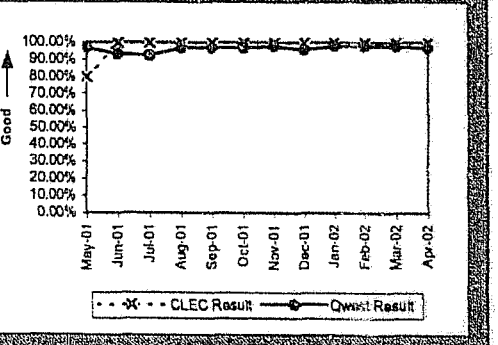
Out of Service Cleared within 24 hours (Percent) (MR-3E)– Interval Zone Two

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Score
May-01	3	5	60.00%	48.99%	2043	2194	93.12%	2.03	0.23
Jun-01	19	19	100.00%	0.00%	2211	2583	85.60%	-1.78	-2.08
Jul-01	11	11	100.00%	0.00%	2130	2421	87.96%	-1.22	-1.74
Aug-01	4	4	100.00%	0.00%	1964	2082	94.33%	-0.49	-1.3
Sep-01	3	3	100.00%	0.00%	1714	1788	95.86%	-0.36	-1.22
Oct-01	5	5	100.00%	0.00%	1481	1514	96.50%	-0.43	-1.26
Nov-01	5	5	100.00%	0.00%	1241	1308	94.88%	-0.52	-1.32
Dec-01	13	15	86.67%	33.99%	1095	1162	94.23%	1.12	-0.32
Jan-02	4	4	100.00%	0.00%	912	949	96.10%	-0.4	-1.24
Feb-02	3	3	100.00%	0.00%	880	914	96.28%	-0.34	-1.21
Mar-02	12	12	100.00%	0.00%	1027	1070	95.98%	-0.7	-1.43
Apr-02	19	19	100.00%	0.00%	1221	1308	93.35%	-1.16	-1.7



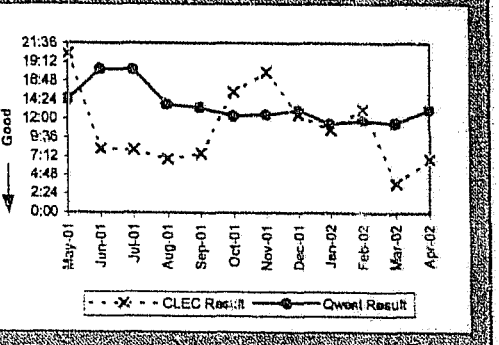
All Troubles Cleared within 48 hours (Percent) (MR-4E)– Interval Zone Two

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Score
May-01	4	5	80.00%	40.00%	3080	3176	96.98%	1.44	-0.12
Jun-01	19	19	100.00%	0.00%	3462	3705	93.44%	-1.15	-1.7
Jul-01	11	11	100.00%	0.00%	3188	3435	92.81%	-0.92	-1.56
Aug-01	4	4	100.00%	0.00%	2978	3065	97.16%	-0.34	-1.21
Sep-01	3	3	100.00%	0.00%	2591	2671	97.00%	-0.3	-1.18
Oct-01	5	5	100.00%	0.00%	2230	2298	97.04%	-0.39	-1.24
Nov-01	5	5	100.00%	0.00%	1982	2002	98.00%	-0.32	-1.19
Dec-01	15	15	100.00%	0.00%	1748	1820	96.04%	-0.78	-1.48
Jan-02	4	4	100.00%	0.00%	1542	1567	98.40%	-0.25	-1.15
Feb-02	3	3	100.00%	0.00%	1530	1563	97.89%	-0.25	-1.15
Mar-02	12	12	100.00%	0.00%	1757	1793	97.99%	-0.49	-1.3
Apr-02	20	20	100.00%	0.00%	1996	2059	96.94%	-0.79	-1.48



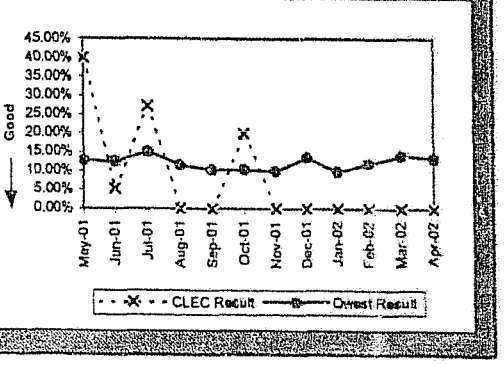
Mean Time to Restore (Hours:Minutes) (MR-6E)– Interval Zone Two

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Score
May-01	101:32	5	20:18	20:31	46056:07	3176	14:30	0.97	-0.41
Jun-01	156:47	19	8:15	8:48	67898:15	3705	18:20	-2.36	-2.43
Jul-01	89:26	11	8:08	9:53	62755:33	3435	18:16	-1.75	-2.06
Aug-01	27:38	4	6:54	7:05	42510:48	3065	13:52	-0.95	-1.57
Sep-01	22:58	3	7:39	7:34	35963:54	2671	13:28	-0.71	-1.43
Oct-01	77:36	5	15:31	8:52	28473:04	2298	12:23	0.75	-0.55
Nov-01	89:50	5	17:58	1:38	25103:35	2002	12:32	1.1	-0.33
Dec-01	188:23	15	12:34	9:28	23824:16	1820	13:05	-0.12	-1.08
Jan-02	42:38	4	10:40	9:11	17813:13	1567	11:22	-0.12	-1.07
Feb-02	39:44	3	13:15	9:18	18437:52	1563	11:48	0.32	-0.8
Mar-02	45:14	12	3:46	4:38	20568:43	1793	11:28	-2.12	-2.29
Apr-02	139:10	20	6:58	7:52	27121:23	2059	13:10	-1.92	-2.17



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

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Score
May-01	2	5	40.00%	48.99%	411	3226	12.74%	1.48	-0.1
Jun-01	1	19	5.26%	22.33%	473	3787	12.49%	-0.95	-1.58
Jul-01	3	11	27.27%	44.54%	532	3521	15.11%	1.05	-0.38
Aug-01	0	4	0.00%	0.00%	380	3119	11.54%	-0.72	-1.44
Sep-01	0	3	0.00%	0.00%	281	2728	10.30%	-0.59	-1.36
Oct-01	1	5	20.00%	40.00%	243	2337	10.40%	0.65	-0.6
Nov-01	0	5	0.00%	0.00%	201	2034	9.88%	-0.74	-1.45
Dec-01	0	15	0.00%	0.00%	255	1865	13.67%	-1.54	-1.93
Jan-02	0	4	0.00%	0.00%	156	1590	9.81%	-0.66	-1.4
Feb-02	0	3	0.00%	0.00%	190	1589	11.96%	-0.64	-1.39
Mar-02	0	12	0.00%	0.00%	256	1822	14.05%	-1.4	-1.85
Apr-02	0	20	0.00%	0.00%	280	2091	13.39%	-1.75	-2.06



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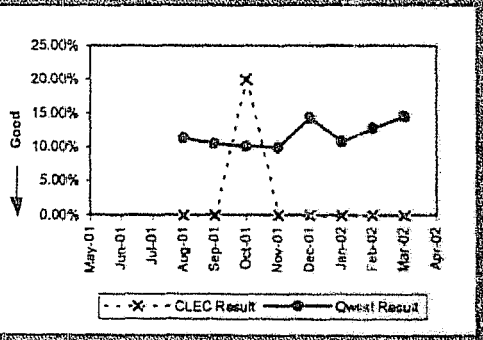
Checklist #4 - Unbundled Loop - Analog Repair

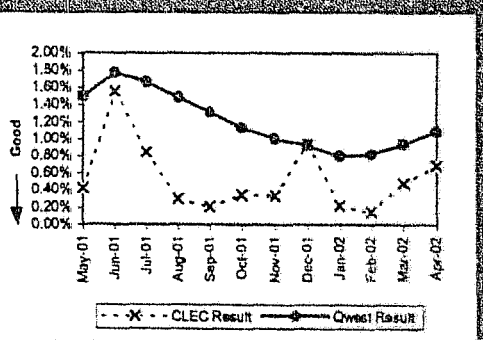
Repair Repeat Report Rate (Percent) (MR-7E*)– Interval Zone Two

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Score
May-01									
Jun-01									
Jul-01									
Aug-01	0	4	0.00%	0.00%	292	2560	11.41%	-0.72	-1.44
Sep-01	0	2	0.00%	0.00%	236	2240	10.54%	-0.49	-1.29
Oct-01	1	5	20.00%	40.00%	194	1899	10.22%	0.67	-0.6
Nov-01	0	5	0.00%	0.00%	151	1515	9.97%	-0.74	-1.45
Dec-01	0	15	0.00%	0.00%	196	1368	14.33%	-1.58	-1.96
Jan-02	0	4	0.00%	0.00%	118	1088	10.87%	-0.7	-1.42
Feb-02	0	3	0.00%	0.00%	142	1108	12.82%	-0.66	-1.4
Mar-02	0	10	0.00%	0.00%	191	1308	14.60%	-1.3	-1.79
Apr-02									



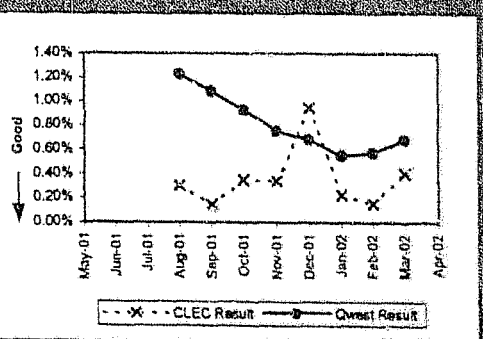
Trouble Rate (Percent) (MR-8)– Interval Zone One and Two

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Score
May-01	5	1173	0.43%	6.51%	3226	215311	1.50%	-3.01	-2.83
Jun-01	19	1218	1.56%	12.39%	3787	213145	1.78%	-0.57	-1.35
Jul-01	11	1294	0.85%	9.18%	3521	210770	1.67%	-2.3	-2.4
Aug-01	4	1334	0.30%	5.47%	3119	208908	1.49%	-3.58	-3.18
Sep-01	3	1380	0.22%	4.66%	2728	206724	1.32%	-3.58	-3.17
Oct-01	5	1427	0.35%	5.91%	2337	204490	1.14%	-2.81	-2.71
Nov-01	5	1474	0.34%	5.81%	2034	201517	1.01%	-2.56	-2.56
Dec-01	15	1585	0.95%	9.68%	1885	199579	0.93%	0.05	-0.97
Jan-02	4	1770	0.23%	4.75%	1590	197869	0.80%	-2.71	-2.65
Feb-02	3	1925	0.16%	3.94%	1589	192163	0.83%	-3.24	-2.97
Mar-02	12	2476	0.48%	6.94%	1822	191768	0.95%	-2.37	-2.44
Apr-02	20	2876	0.70%	8.31%	2091	190042	1.10%	-2.07	-2.26



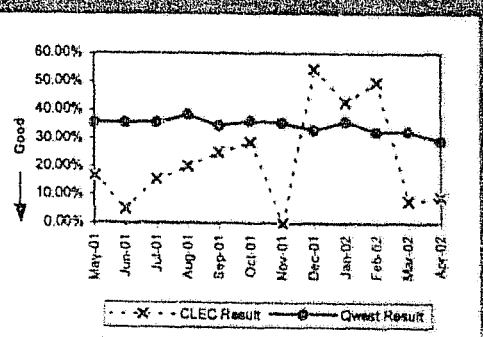
Trouble Rate (Percent) (MR-8*)– Interval Zone One and Two

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Score
May-01									
Jun-01									
Jul-01									
Aug-01	4	1334	0.30%	5.47%	2560	208908	1.23%	-3.06	-2.86
Sep-01	2	1380	0.14%	3.80%	2240	206724	1.08%	-3.36	-3.04
Oct-01	5	1427	0.35%	5.91%	1899	204490	0.93%	-2.27	-2.38
Nov-01	5	1474	0.34%	5.81%	1515	201517	0.75%	-1.83	-2.11
Dec-01	15	1585	0.95%	9.68%	1388	199579	0.69%	1.25	-0.24
Jan-02	4	1770	0.23%	4.75%	1086	197869	0.55%	-1.83	-2.11
Feb-02	3	1925	0.16%	3.94%	1108	192163	0.58%	-2.43	-2.47
Mar-02	10	2476	0.40%	6.34%	1308	191768	0.68%	-1.67	-2.02
Apr-02									



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

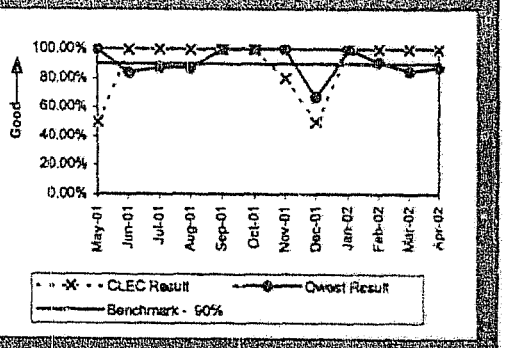
Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Score
May-01	1	6	16.67%	37.27%	1780	5006	35.59%	-0.97	-1.59
Jun-01	1	20	5.00%	21.79%	2098	5885	35.65%	-2.86	-2.74
Jul-01	2	13	15.38%	36.08%	1950	5471	35.64%	-1.52	-1.93
Aug-01	1	5	20.00%	40.00%	1937	5056	38.31%	-0.84	-1.51
Sep-01	1	4	25.00%	43.30%	1437	4165	34.50%	-0.4	-1.24
Oct-01	2	7	28.57%	45.18%	1318	3655	36.06%	-0.41	-1.25
Nov-01	0	5	0.00%	0.00%	1119	3153	35.49%	-1.66	-2.01
Dec-01	18	33	54.55%	49.79%	915	2780	32.91%	2.53	0.54
Jan-02	3	7	42.86%	49.49%	892	2482	35.94%	0.38	-0.77
Feb-02	3	6	50.00%	50.00%	754	2343	32.18%	0.87	-0.47
Mar-02	1	13	7.69%	26.65%	877	2699	32.49%	-1.9	-2.16
Apr-02	2	22	9.09%	28.75%	850	2941	28.90%	-2.04	-2.24



Checklist #4 - Unbundled Loop - Non-Loaded (2-Wire) Installation

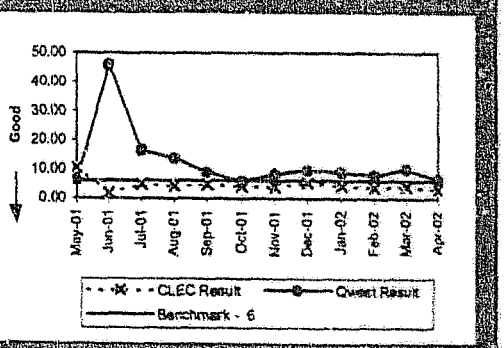
Installation Commitments Met (Percent) (OP-3E)-- Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
May-01	1	2	50.00%	50.00%	12	12	100.00%	N/A	-0.05
Jun-01	1	1	100.00%	0.00%	21	25	84.00%	-0.43	-1.26
Jul-01	3	3	100.00%	0.00%	7	8	87.50%	-0.56	-1.34
Aug-01	8	8	100.00%	0.00%	20	23	86.96%	-0.94	-1.57
Sep-01	4	4	100.00%	0.00%	12	12	100.00%	N/A	N/A
Oct-01	4	4	100.00%	0.00%	10	10	100.00%	N/A	N/A
Nov-01	4	5	80.00%	40.00%	13	13	100.00%	N/A	-0.32
Dec-01	2	4	50.00%	50.00%	10	15	66.67%	0.51	-0.69
Jan-02	13	13	100.00%	0.00%	7	7	100.00%	N/A	N/A
Feb-02	13	13	100.00%	0.00%	10	11	90.91%	-0.77	-1.47
Mar-02	6	6	100.00%	0.00%	11	13	84.62%	-0.86	-1.53
Apr-02	8	8	100.00%	0.00%	21	24	87.50%	-0.93	-1.58



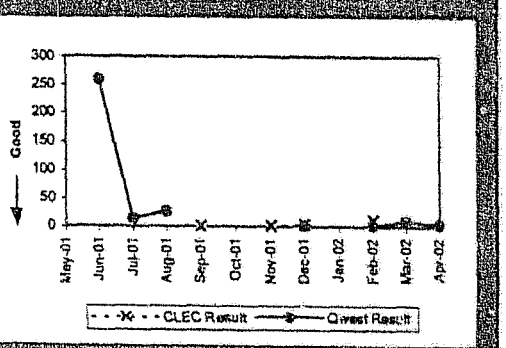
Installation Interval (Average Days) (OP-4E)-- Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
May-01	21	2	10.50	7.78	68	11	6.18	0.98	-0.4
Jun-01	2	1	2.00		966	21	46.00	-0.25	-1.15
Jul-01	10	2	5.00	0.00	166	10	16.60	-0.99	-1.6
Aug-01	21	5	4.20	1.10	343	25	13.72	-1.52	-1.93
Sep-01	5	1	5.00		99	11	9.00	-0.95	-1.6
Oct-01	17	4	4.25	0.96	58	10	5.80	-0.88	-1.54
Nov-01	12	3	4.00	1.00	108	13	8.31	-1.23	-1.75
Dec-01	11	2	5.50	0.71	144	15	9.60	-0.83	-1.5
Jan-02	30	7	4.29	1.25	45	5	9.00	-2.94	-2.79
Feb-02	39	10	3.90	0.88	79	10	7.90	-2.46	-2.5
Mar-02	17	4	4.25	0.50	120	12	10.00	-1.38	-1.84
Apr-02	10	3	3.33	0.58	137	21	6.52	-1.07	-1.65



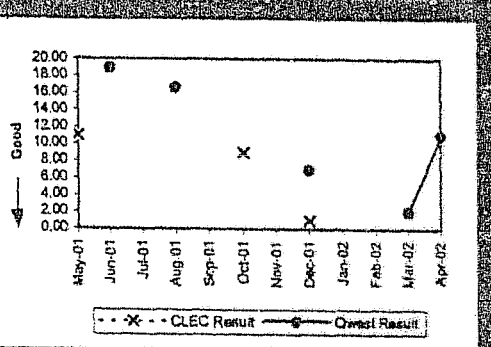
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5)-- Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
May-01									
Jun-01					781	3	260.33		
Jul-01					41	3	13.67		
Aug-01					54	2	27.00		
Sep-01	1	1	1.00						
Oct-01									
Nov-01	2	1	2.00						
Dec-01	4	1	4.00		3	2	1.50	0.72	-0.56
Jan-02									
Feb-02	12	1	12.00		2	1	2.00		
Mar-02					10	1	10.00		
Apr-02					7	2	3.50		



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

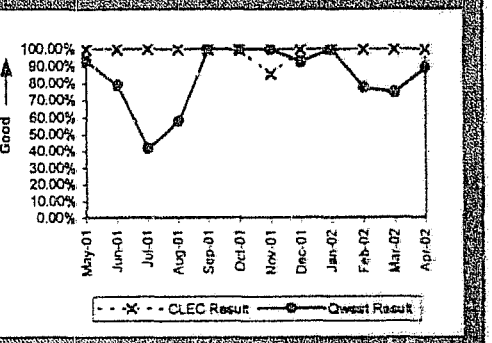
Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
May-01	11	1	11.00						
Jun-01					19	1	19.00		
Jul-01									
Aug-01					50	3	16.67		
Sep-01									
Oct-01	9	1	9.00						
Nov-01									
Dec-01	1	1	1.00		21	3	7.00	-1.44	-1.86
Jan-02									
Feb-02									
Mar-02					2	1	2.00		
Apr-02					11	1	11.00		



Checklist #4 - Unbundled Loop - Non-Loaded (2-Wire) Installation

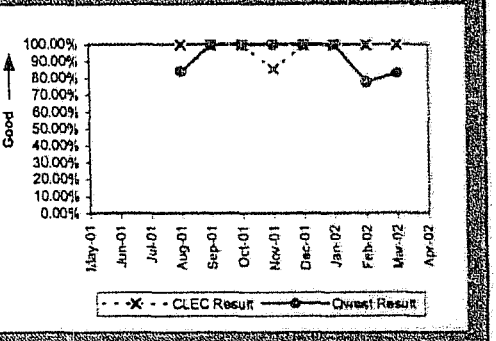
New Service Installation Quality (Percent) (OP-5)– Interval Zone One and Two

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Score
May-01	1	1	100.00%	0.00%	14	15	93.33%	-0.26	-1.16
Jun-01	2	2	100.00%	0.00%	15	19	78.95%	-0.69	-1.42
Jul-01	2	2	100.00%	0.00%	8	19	42.11%	-1.58	-1.96
Aug-01	6	6	100.00%	0.00%	11	19	57.89%	-1.82	-2.11
Sep-01	8	8	100.00%	0.00%	20	20	100.00%	N/A	N/A
Oct-01	8	8	100.00%	0.00%	12	12	100.00%	N/A	N/A
Nov-01	6	7	85.71%	34.99%	12	12	100.00%	N/A	-0.45
Dec-01	5	5	100.00%	0.00%	13	14	92.86%	-0.53	-1.32
Jan-02	9	9	100.00%	0.00%	11	11	100.00%	N/A	N/A
Feb-02	14	14	100.00%	0.00%	7	9	77.78%	-1.25	-1.76
Mar-02	10	10	100.00%	0.00%	9	12	75.00%	-1.35	-1.82
Apr-02	7	7	100.00%	0.00%	17	19	89.47%	-0.78	-1.47



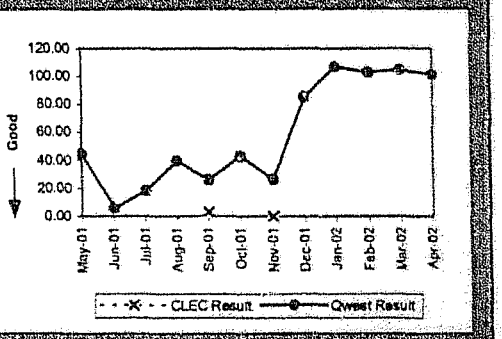
New Service Installation Quality (Percent) (OP-5)– Interval Zone One and Two

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Score
May-01									
Jun-01									
Jul-01									
Aug-01	8	8	100.00%	0.00%	16	19	84.21%	-0.92	-1.56
Sep-01	8	8	100.00%	0.00%	20	20	100.00%	N/A	N/A
Oct-01	8	8	100.00%	0.00%	12	12	100.00%	N/A	N/A
Nov-01	6	7	85.71%	34.99%	12	12	100.00%	N/A	-0.45
Dec-01	5	5	100.00%	0.00%	14	14	100.00%	N/A	N/A
Jan-02	9	9	100.00%	0.00%	11	11	100.00%	N/A	N/A
Feb-02	14	14	100.00%	0.00%	7	9	77.78%	-1.25	-1.76
Mar-02	10	10	100.00%	0.00%	10	12	83.33%	-1.04	-1.63
Apr-02									



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

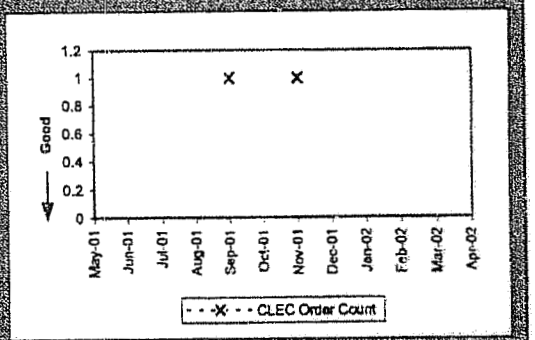
Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Score
May-01					89	2	44.50		
Jun-01					33	6	5.50		
Jul-01					73	4	18.25		
Aug-01					79	2	39.50		
Sep-01	3	1	3.00		78	3	26.00	-0.75	-1.45
Oct-01					86	2	43.00		
Nov-01	0	1	0.00		159	6	26.50	-0.66	-1.4
Dec-01					681	8	85.12		
Jan-02					857	8	107.12		
Feb-02					1030	10	103.00		
Mar-02					1153	11	104.82		
Apr-02					1418	14	101.29		



Checklist #4 - Unbundled Loop - Non-Loaded (2-Wire) Installation

Count of Pending Orders Delayed for Facilities Reasons Unbundled Loop - 2 Wire Non-Loaded (OP-15B)

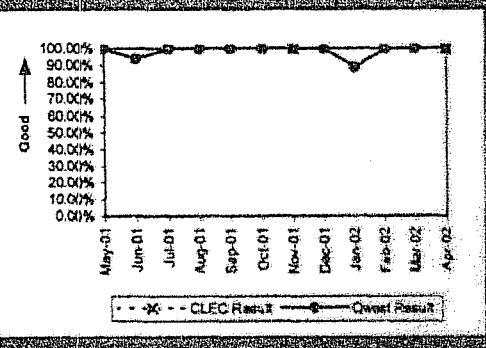
Date	CLEC Order Count
May-01	
Jun-01	
Jul-01	
Aug-01	
Sep-01	1
Oct-01	
Nov-01	1
Dec-01	
Jan-02	
Feb-02	
Mar-02	
Apr-02	



Checklist #4 - Unbundled Loop - Non-Loaded (2-Wire) Repair

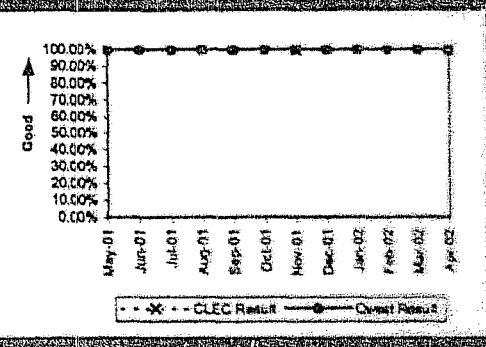
Out of Service Cleared within 24 hours (Percent) (MR-3E)-- Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Score	Parity Score
May-01					17	17	100.00%		
Jun-01					16	17	94.12%		
Jul-01					22	22	100.00%		
Aug-01					23	23	100.00%		
Sep-01					14	14	100.00%		
Oct-01					19	19	100.00%		
Nov-01	1	1	100.00%	0.00%	14	14	100.00%	N/A	N/A
Dec-01					12	12	100.00%		
Jan-02					8	9	88.89%		
Feb-02					8	8	100.00%		
Mar-02					18	18	100.00%		
Apr-02	1	1	100.00%	0.00%	11	11	100.00%	N/A	N/A



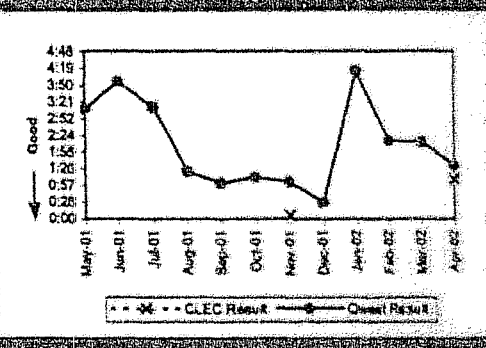
All Troubles Cleared within 48 hours (Percent) (MR-4E)-- Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Score	Parity Score
May-01					17	17	100.00%		
Jun-01					17	17	100.00%		
Jul-01					22	22	100.00%		
Aug-01					23	23	100.00%		
Sep-01					14	14	100.00%		
Oct-01					19	19	100.00%		
Nov-01	1	1	100.00%	0.00%	14	14	100.00%	N/A	N/A
Dec-01					12	12	100.00%		
Jan-02					9	9	100.00%		
Feb-02					8	8	100.00%		
Mar-02					18	18	100.00%		
Apr-02	1	1	100.00%	0.00%	12	12	100.00%	N/A	N/A



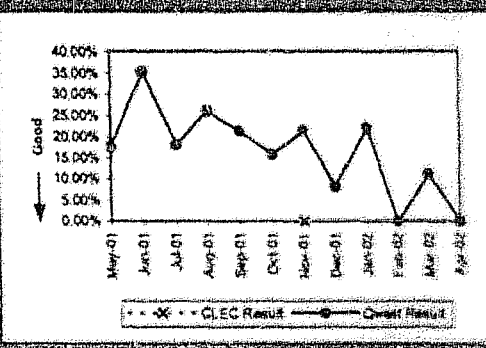
Mean Time to Restore (Hours:Minutes) (MR-6E)-- Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Score	Parity Score
May-01					53:27	17	3:09		
Jun-01					67:14	17	3:57		
Jul-01					70:52	22	3:13		
Aug-01					31:25	23	1:22		
Sep-01					14:30	14	1:02		
Oct-01					22:56	19	1:12		
Nov-01	0:06	1	0:06		14:55	14	1:04	-0.75	-1.46
Dec-01					5:42	12	0:28		
Jan-02					38:12	9	4:15		
Feb-02					18:00	8	2:15		
Mar-02					40:02	18	2:13		
Apr-02	1:09	1	1:09		16:25	12	1:32	-0.34	-1.21



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

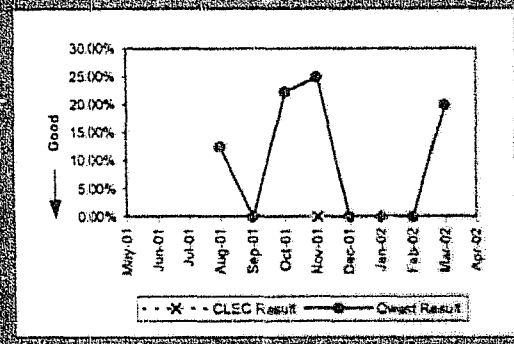
Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Score	Parity Score
May-01					3	17	17.65%		
Jun-01					6	17	35.29%		
Jul-01					4	22	18.18%		
Aug-01					6	23	26.09%		
Sep-01					3	14	21.43%		
Oct-01					3	19	15.79%		
Nov-01	0	1	0.00%	0.00%	3	14	21.43%	-0.5	-1.31
Dec-01					1	12	8.33%		
Jan-02					2	9	22.22%		
Feb-02					0	8	0.00%		
Mar-02					2	18	11.11%		
Apr-02	0	1	0.00%	0.00%	0	12	0.00%	N/A	N/A



Checklist #4 - Unbundled Loop - Non-Loaded (2-Wire) Repair

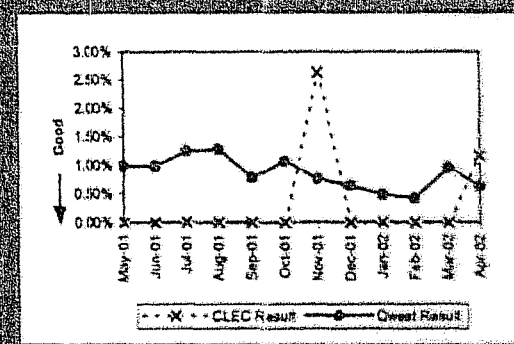
Repair Repeat Report Rate (Percent) (MR-7E*)– Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
May-01									
Jun-01									
Jul-01									
Aug-01					1	8	12.50%		
Sep-01					0	1	0.00%		
Oct-01					2	9	22.22%		
Nov-01	0	1	0.00%	0.00%	2	8	25.00%	-0.54	-1.33
Dec-01					0	2	0.00%		
Jan-02					0	4	0.00%		
Feb-02					0	5	0.00%		
Mar-02					2	10	20.00%		
Apr-02									



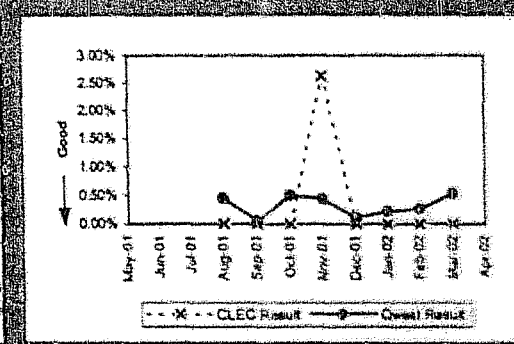
Trouble Rate (Percent) (MR-8)– Interval Zone One and Two

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
May-01	0	4	0.00%	0.00%	17	1723	0.99%	-0.2	-1.12
Jun-01	0	5	0.00%	0.00%	17	1730	0.98%	-0.22	-1.14
Jul-01	0	8	0.00%	0.00%	22	1760	1.25%	-0.32	-1.19
Aug-01	0	20	0.00%	0.00%	23	1795	1.28%	-0.51	-1.31
Sep-01	0	26	0.00%	0.00%	14	1796	0.78%	-0.45	-1.27
Oct-01	0	36	0.00%	0.00%	19	1777	1.07%	-0.62	-1.38
Nov-01	1	38	2.63%	16.01%	14	1831	0.76%	1.04	-0.37
Dec-01	0	43	0.00%	0.00%	12	1848	0.65%	-0.52	-1.32
Jan-02	0	59	0.00%	0.00%	9	1866	0.48%	-0.53	-1.32
Feb-02	0	71	0.00%	0.00%	8	1881	0.43%	-0.54	-1.33
Mar-02	0	79	0.00%	0.00%	18	1884	0.96%	-0.86	-1.52
Apr-02	1	86	1.16%	10.72%	12	1898	0.63%	0.59	-0.64



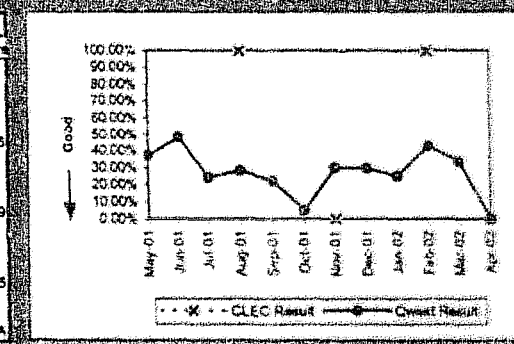
Trouble Rate (Percent) (MR-8*)– Interval Zone One and Two

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
May-01									
Jun-01									
Jul-01									
Aug-01	0	20	0.00%	0.00%	8	1795	0.45%	-0.3	-1.18
Sep-01	0	26	0.00%	0.00%	1	1796	0.06%	-0.12	-1.07
Oct-01	0	36	0.00%	0.00%	9	1777	0.51%	-0.42	-1.28
Nov-01	1	38	2.63%	16.01%	8	1831	0.44%	1.35	-0.18
Dec-01	0	43	0.00%	0.00%	2	1848	0.11%	-0.21	-1.13
Jan-02	0	59	0.00%	0.00%	4	1866	0.21%	-0.35	-1.21
Feb-02	0	71	0.00%	0.00%	5	1881	0.27%	-0.43	-1.26
Mar-02	0	79	0.00%	0.00%	10	1884	0.53%	-0.64	-1.39
Apr-02									



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

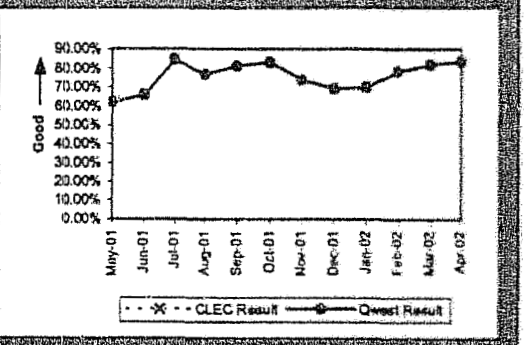
Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
May-01					10	27	37.04%		
Jun-01					16	33	48.48%		
Jul-01					7	29	24.14%		
Aug-01	1	1	100.00%	0.00%	9	32	28.13%	1.06	-0.36
Sep-01					4	18	22.22%		
Oct-01					1	20	5.00%		
Nov-01	0	1	0.00%	0.00%	6	20	30.00%	-0.64	-1.39
Dec-01					5	17	29.41%		
Jan-02					3	12	25.00%		
Feb-02	1	1	100.00%	0.00%	6	14	42.86%	0.73	-0.55
Mar-02					9	27	33.33%		
Apr-02	0	1	0.00%	0.00%	0	12	0.00%	N/A	N/A



Checklist #4 - Unbundled Loop - Non-Loaded (4-Wire) Installation

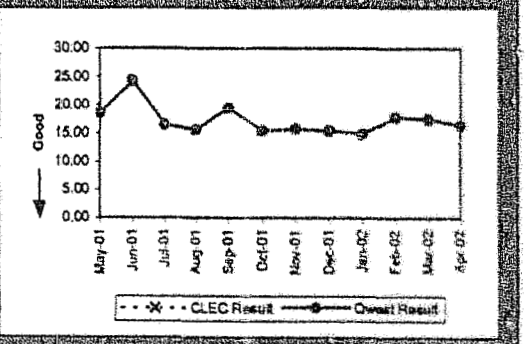
Installation Commitments Met (Percent) (OP-3E)– Interval Zone Two

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Score
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%		
Apr-02					87	104	83.65%		



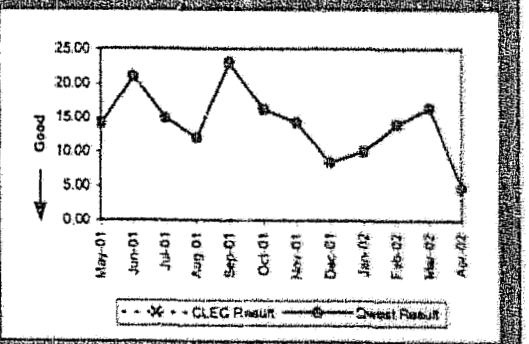
Installation Interval (Average Days) (OP-4E)– Interval Zone Two

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Score
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		
Apr-02					2075	126	16.47		



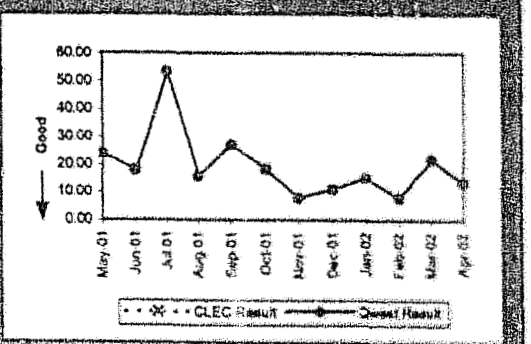
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5)– Interval Zone Two

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Score
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	14.07		
Mar-02					395	24	16.46		
Apr-02					172	36	4.78		



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

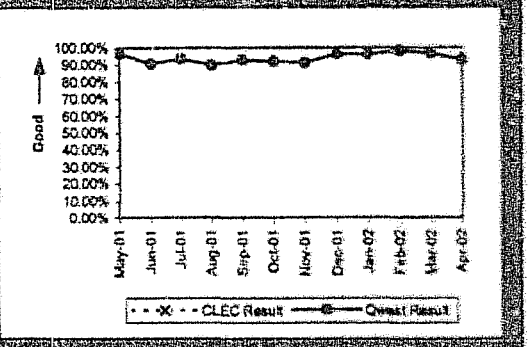
Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Score
May-01					262	11	23.82		
Jun-01					54	3	18.00		
Jul-01					213	4	53.25		
Aug-01					78	5	15.60		
Sep-01					136	5	27.20		
Oct-01					129	7	18.43		
Nov-01					55	7	7.86		
Dec-01					11	1	11.00		
Jan-02					61	4	15.25		
Feb-02					8	1	8.00		
Mar-02					132	6	22.00		
Apr-02					54	4	13.50		



Checklist #4 - Unbundled Loop - Non-Loaded (4-Wire) Installation

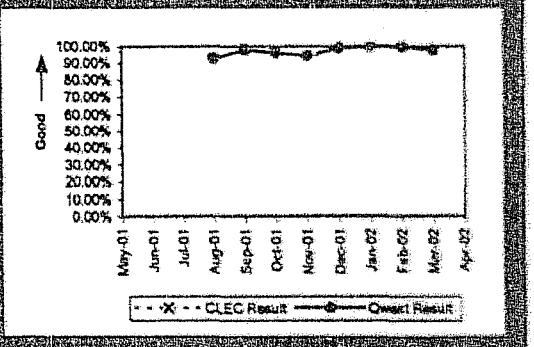
New Service Installation Quality (Percent) (OP-5)– Interval Zone One and Two

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Score
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	118	96.55%		
Jan-02					80	83	96.39%		
Feb-02					73	74	98.65%		
Mar-02					94	97	96.91%		
Apr-02					107	115	93.04%		



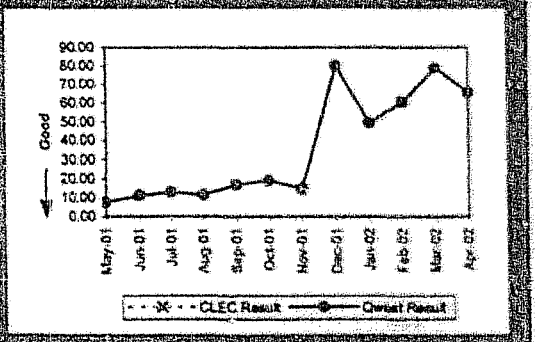
New Service Installation Quality (Percent) (OP-5*)– Interval Zone One and Two

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Score
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					95	97	97.94%		
Apr-02									



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

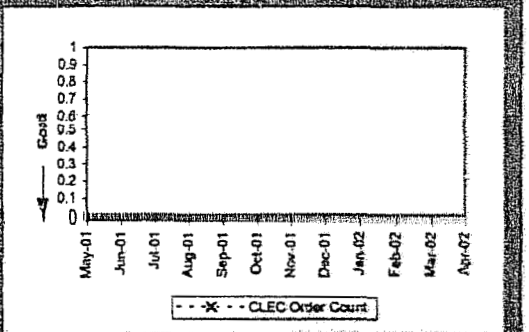
Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Score
May-01					80	11	7.27		
Jun-01					156	14	11.14		
Jul-01					270	21	12.86		
Aug-01					304	27	11.26		
Sep-01					423	25	16.92		
Oct-01					436	23	18.96		
Nov-01					518	35	14.80		
Dec-01					881	11	80.09		
Jan-02					1287	26	49.50		
Feb-02					1339	22	60.86		
Mar-02					1343	17	79.00		
Apr-02					1119	17	65.82		



Checklist #4 - Unbundled Loop - Non-Loaded (4-Wire) Installation

Count of Pending Orders Delayed for Facilities Reasons Unbundled Loop - 4 Wire Non-Loaded (OP-15B)

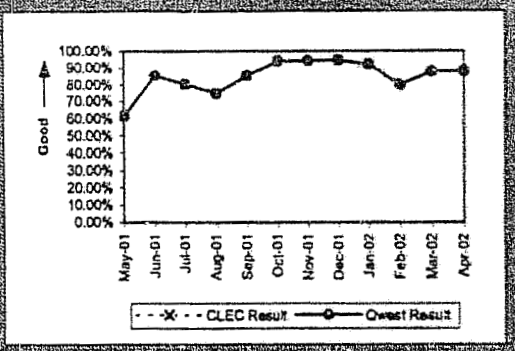
Date	CLEC Order Count
May-01	
Jun-01	
Jul-01	
Aug-01	
Sep-01	
Oct-01	
Nov-01	
Dec-01	
Jan-02	
Feb-02	
Mar-02	
Apr-02	



Checklist #4 - Unbundled Loop - Non-Loaded (4-Wire) Repair

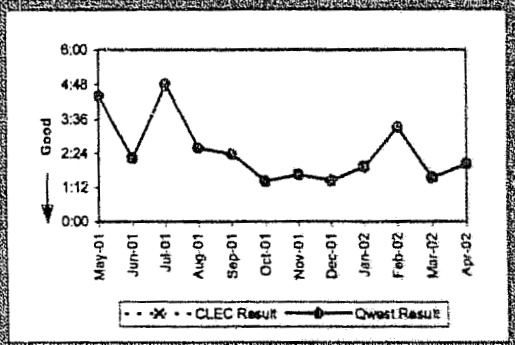
All Troubles Cleared within 4 hours (Percent) (MR-5B)– Interval Zone Two

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01					48	78	61.54%		
Jun-01					84	98	85.71%		
Jul-01					81	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%		
Apr-02					59	67	88.06%		



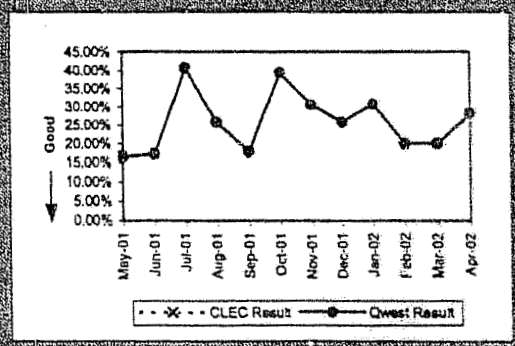
Mean Time to Restore (Hours:Minutes) (MR-6E)– Interval Zone Two

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01					342:44	78	4:24		
Jun-01					218:30	98	2:14		
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		
Apr-02					136:22	67	2:02		



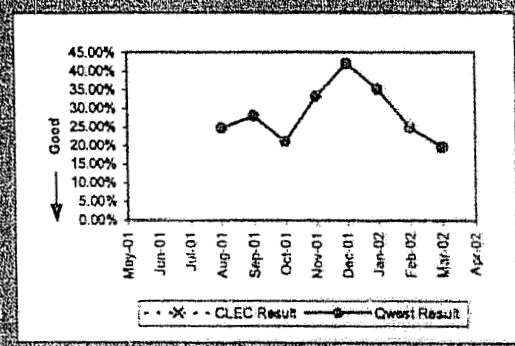
Repair Repeat Report Rate (Percent) (MR-7E)– Interval Zone Two

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01					13	78	16.67%		
Jun-01					17	98	17.35%		
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%		
Apr-02					19	67	28.36%		



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

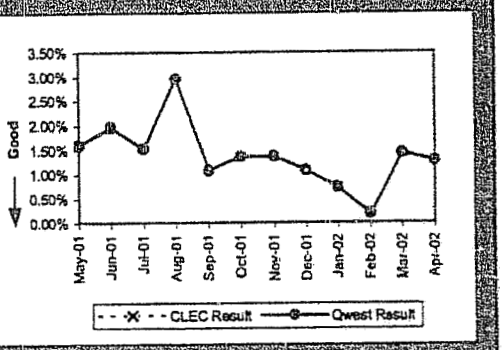
Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01					26	105	24.76%		
Sep-01					7	25	28.00%		
Oct-01					8	38	21.05%		
Nov-01					11	33	33.33%		
Dec-01					8	19	42.11%		
Jan-02					6	17	35.29%		
Feb-02					2	8	25.00%		
Mar-02					8	41	19.51%		
Apr-02									



Checklist #4 - Unbundled Loop - Non-Loaded (4-Wire) Repair

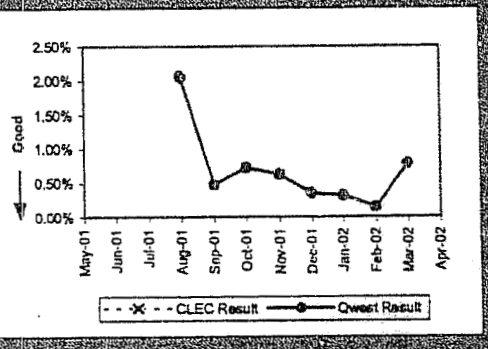
Trouble Rate (Percent) (MR-8)– Interval Zone One and Two

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01					78	4846	1.61%		
Jun-01					98	4968	1.97%		
Jul-01					78	4955	1.53%		
Aug-01					151	5094	2.96%		
Sep-01					56	5153	1.09%		
Oct-01					71	5199	1.37%		
Nov-01					72	5224	1.38%		
Dec-01					58	5302	1.09%		
Jan-02					39	5255	0.74%		
Feb-02					10	5286	0.19%		
Mar-02					75	5206	1.44%		
Apr-02					67	5215	1.28%		



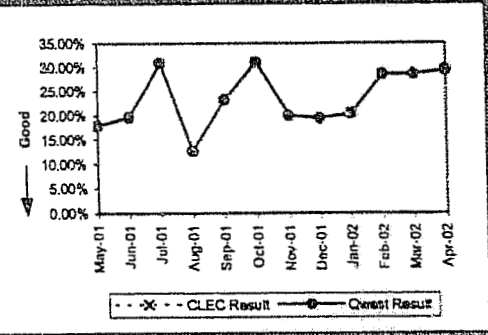
Trouble Rate (Percent) (MR-8)– Interval Zone One and Two

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01					105	5094	2.06%		
Sep-01					25	5153	0.49%		
Oct-01					38	5199	0.73%		
Nov-01					33	5224	0.63%		
Dec-01					19	5302	0.36%		
Jan-02					17	5255	0.32%		
Feb-02					8	5286	0.15%		
Mar-02					41	5206	0.79%		
Apr-02									



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

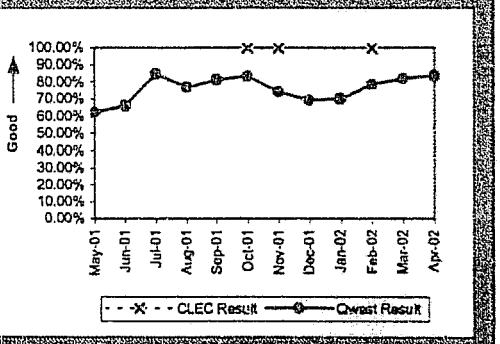
Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01					17	95	17.89%		
Jun-01					24	122	19.67%		
Jul-01					34	110	30.91%		
Aug-01					22	173	12.72%		
Sep-01					17	73	23.29%		
Oct-01					32	103	31.07%		
Nov-01					18	90	20.00%		
Dec-01					14	72	19.44%		
Jan-02					10	49	20.41%		
Feb-02					4	14	28.57%		
Mar-02					30	105	28.57%		
Apr-02					28	95	29.47%		



Checklist #4 - Unbundled Loop - DS1 Capable Installation

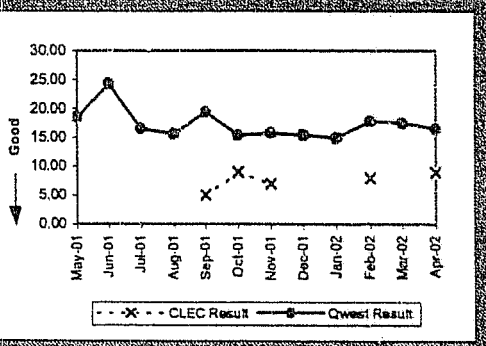
Installation Commitments Met (Percent) (OP-3E)– Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
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	1	1	100.00%	0.00%	85	102	83.33%	-0.45	-1.27
Nov-01	1	1	100.00%	0.00%	80	108	74.07%	-0.59	-1.36
Dec-01					68	98	69.39%		
Jan-02					33	47	70.21%		
Feb-02	1	1	100.00%	0.00%	62	79	78.48%	-0.52	-1.32
Mar-02					73	89	82.02%		
Apr-02					87	104	83.65%		



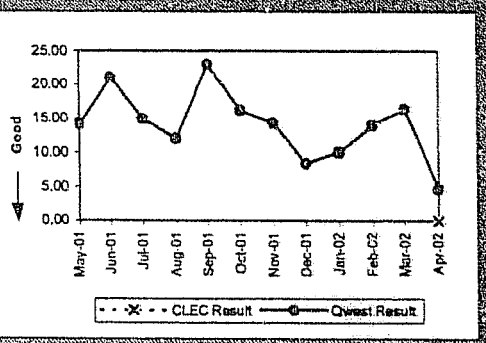
Installation Interval (Average Days) (OP-4E)– Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
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	5	1	5.00		1946	100	19.46	-0.94	-1.57
Oct-01	9	1	9.00		1968	128	15.38	-0.52	-1.32
Nov-01	7	1	7.00		1920	122	15.74	-0.63	-1.38
Dec-01					1666	108	15.43		
Jan-02					803	54	14.87		
Feb-02	8	1	8.00		1608	90	17.84	-0.68	-1.42
Mar-02					1796	103	17.44		
Apr-02	9	1	9.00		2075	126	16.47	-0.97	-1.59



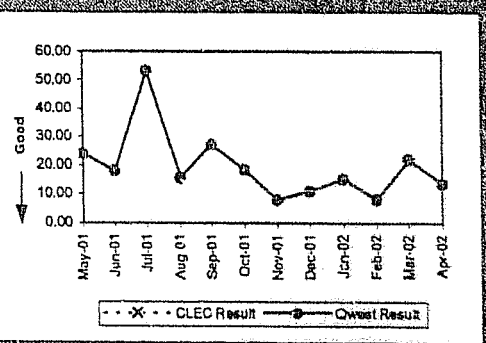
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5)– Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
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	14.07		
Mar-02					395	24	16.46		
Apr-02	0	1	0.00		172	36	4.78	-0.62	-1.38



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

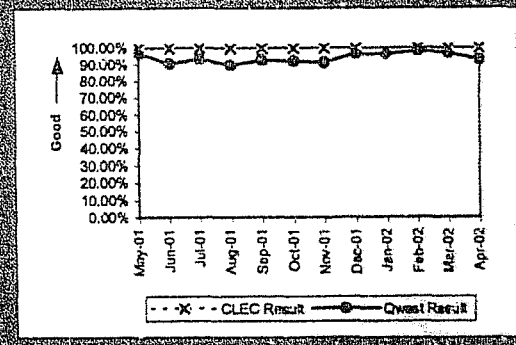
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
May-01					262	11	23.82		
Jun-01					54	3	18.00		
Jul-01					213	4	53.25		
Aug-01					78	5	15.60		
Sep-01					136	5	27.20		
Oct-01					129	7	18.43		
Nov-01					55	7	7.86		
Dec-01					11	1	11.00		
Jan-02					61	4	15.25		
Feb-02					8	1	8.00		
Mar-02					132	6	22.00		
Apr-02					54	4	13.50		



Checklist #4 - Unbundled Loop - DS1 Capable Installation

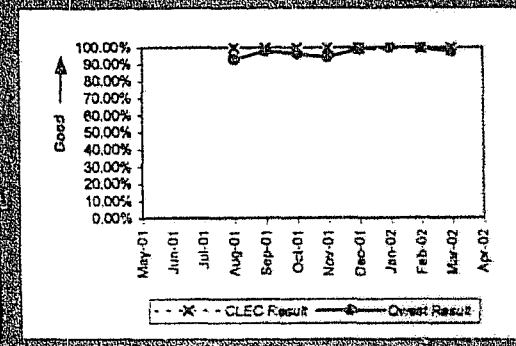
New Service Installation Quality (Percent) (OP-5)– Interval Zone One and Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
May-01	1	1	100.00%	0.00%	99	102	97.06%	-0.17	-1.11
Jun-01	1	1	100.00%	0.00%	88	97	90.72%	-0.32	-1.19
Jul-01	1	1	100.00%	0.00%	105	112	93.75%	-0.26	-1.16
Aug-01	1	1	100.00%	0.00%	116	129	89.92%	-0.33	-1.2
Sep-01	1	1	100.00%	0.00%	108	116	93.10%	-0.27	-1.16
Oct-01	2	2	100.00%	0.00%	106	115	92.17%	-0.41	-1.25
Nov-01	2	2	100.00%	0.00%	115	126	91.27%	-0.43	-1.26
Dec-01	1	1	100.00%	0.00%	112	116	96.55%	-0.19	-1.11
Jan-02					80	83	96.39%		
Feb-02	1	1	100.00%	0.00%	73	74	98.65%	-0.12	-1.07
Mar-02	1	1	100.00%	0.00%	94	97	96.91%	-0.18	-1.11
Apr-02	1	1	100.00%	0.00%	107	115	93.04%	-0.27	-1.17



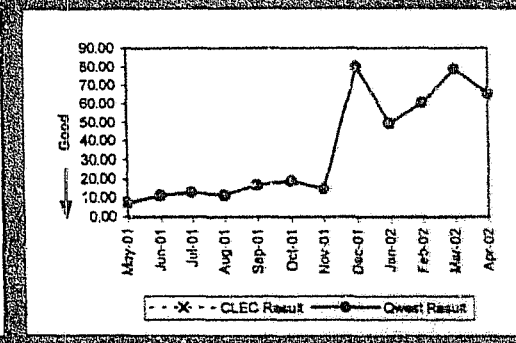
New Service Installation Quality (Percent) (OP-5)– Interval Zone One and Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
May-01									
Jun-01									
Jul-01									
Aug-01	1	1	100.00%	0.00%	120	129	93.02%	-0.27	-1.17
Sep-01	1	1	100.00%	0.00%	114	116	98.28%	-0.13	-1.08
Oct-01	2	2	100.00%	0.00%	111	115	96.52%	-0.27	-1.16
Nov-01	2	2	100.00%	0.00%	119	126	94.44%	-0.34	-1.21
Dec-01	1	1	100.00%	0.00%	115	116	99.14%	-0.09	-1.06
Jan-02					83	83	100.00%		
Feb-02	1	1	100.00%	0.00%	74	74	100.00%	N/A	N/A
Mar-02	1	1	100.00%	0.00%	95	97	97.94%	-0.14	-1.09
Apr-02									



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

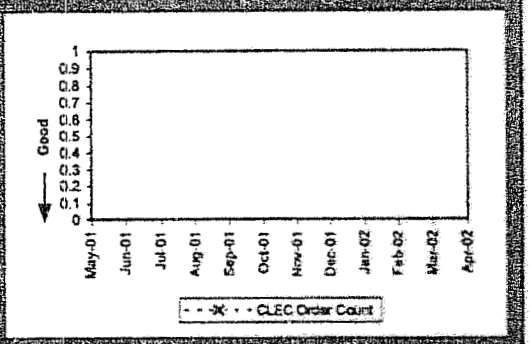
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
May-01					80	11	7.27		
Jun-01					156	14	11.14		
Jul-01					270	21	12.86		
Aug-01					304	27	11.26		
Sep-01					423	25	16.92		
Oct-01					436	23	18.96		
Nov-01					518	35	14.80		
Dec-01					881	11	80.09		
Jan-02					1287	26	49.50		
Feb-02					1339	22	60.86		
Mar-02					1343	17	79.00		
Apr-02					1119	17	65.82		



Checklist #4 - Unbundled Loop - DS1 Capable Installation

Count of Pending Orders Delayed for Facilities Reasons Unbundled Loop - DS1 Capable (OP-15B)

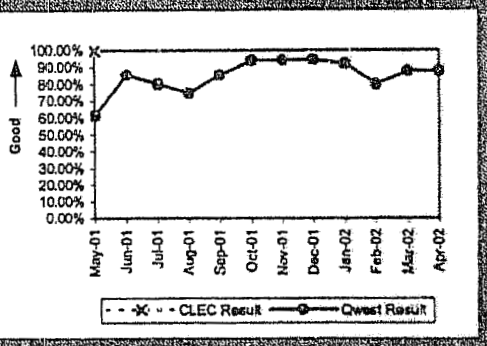
Date	CLEC Order Count
May-01	
Jun-01	
Jul-01	
Aug-01	
Sep-01	
Oct-01	
Nov-01	
Dec-01	
Jan-02	
Feb-02	
Mar-02	
Apr-02	



Checklist #4 - Unbundled Loop - DS1 Capable Repair

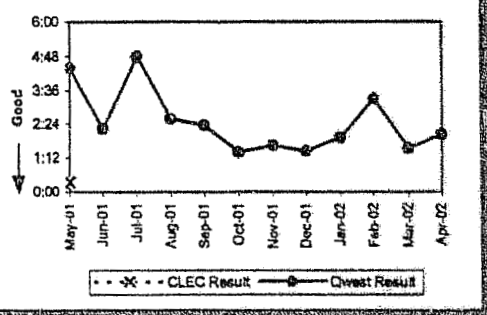
All Troubles Cleared within 4 hours (Percent) (MR-5B)– Interval Zone Two

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Score
May-01	1	1	100.00%	0.00%	48	78	61.54%	-0.79	-1.48
Jun-01					84	98	85.71%		
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					86	75	88.00%		
Apr-02					59	67	88.06%		



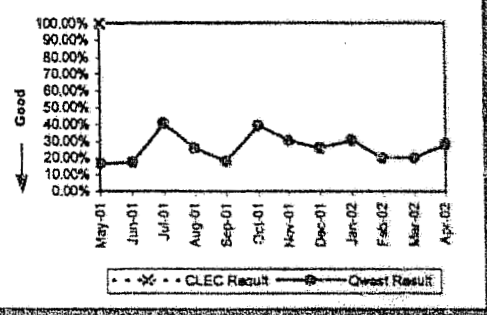
Mean Time to Restore (Hours:Minutes) (MR-6E)– Interval Zone Two

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Score
May-01	0:21	1	0:21		342:44	78	4:24	-0.6	-1.36
Jun-01					218:30	98	2:14		
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		
Apr-02					136:22	67	2:02		



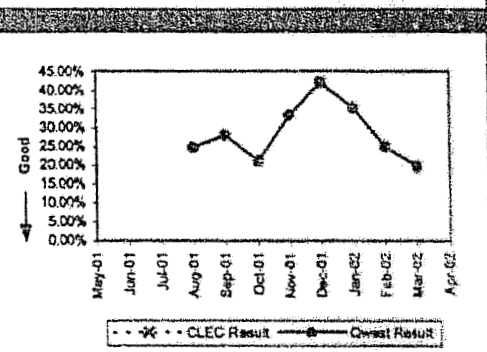
Repair Repeat Report Rate (Percent) (MR-7E)– Interval Zone Two

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Score
May-01	1	1	100.00%	0.00%	13	78	16.67%	1.38	-0.16
Jun-01					17	98	17.35%		
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%		
Apr-02					19	67	28.36%		



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

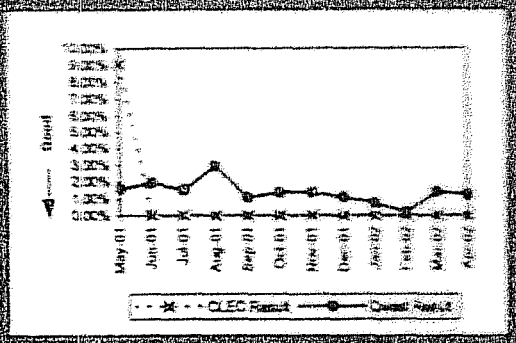
Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Score
May-01									
Jun-01									
Jul-01									
Aug-01					26	105	24.76%		
Sep-01					7	25	28.00%		
Oct-01					8	38	21.05%		
Nov-01					11	33	33.33%		
Dec-01					8	19	42.11%		
Jan-02					6	17	35.29%		
Feb-02					2	8	25.00%		
Mar-02					8	41	19.51%		
Apr-02									



Checklist #4 - Unbundled Loop - DS1 Capacity Report

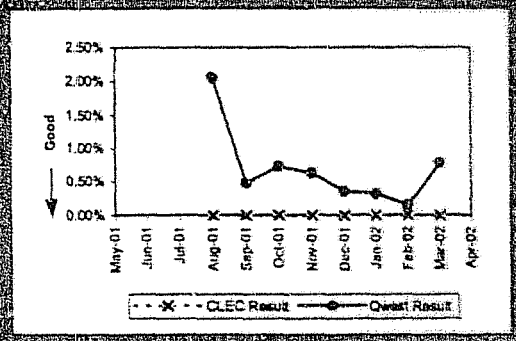
Trouble Rate (Percent) (MR-8)– Interval Zone One and Two

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Score
May-01	1	11	9.09%	28.75%	78	4846	1.61%	1.35	-0.18
Jun-01	0	12	0.00%	0.00%	98	4966	1.97%	-0.45	-1.3
Jul-01	0	13	0.00%	0.00%	78	4955	1.53%	-0.45	-1.27
Aug-01	0	13	0.00%	0.00%	151	5094	2.96%	-0.53	-1.36
Sep-01	0	15	0.00%	0.00%	56	5153	1.09%	-0.41	-1.25
Oct-01	0	17	0.00%	0.00%	71	5199	1.37%	-0.48	-1.29
Nov-01	0	17	0.00%	0.00%	72	5224	1.38%	-0.49	-1.3
Dec-01	0	17	0.00%	0.00%	58	5302	1.09%	-0.43	-1.26
Jan-02	0	17	0.00%	0.00%	39	5255	0.74%	-0.36	-1.22
Feb-02	0	18	0.00%	0.00%	10	5266	0.19%	-0.18	-1.11
Mar-02	0	18	0.00%	0.00%	75	5206	1.44%	-0.51	-1.31
Apr-02	0	21	0.00%	0.00%	67	5215	1.28%	-0.52	-1.32



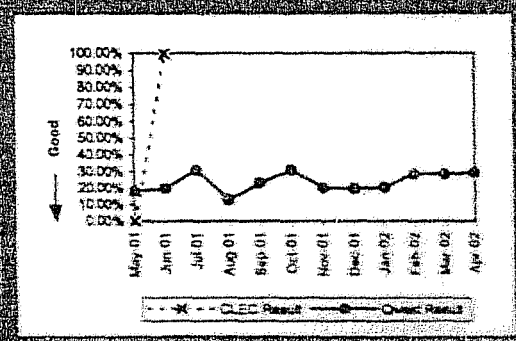
Trouble Rate (Percent) (MR-8*)– Interval Zone One and Two

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Score
May-01									
Jun-01									
Jul-01									
Aug-01	0	13	0.00%	0.00%	105	5094	2.06%	-0.52	-1.32
Sep-01	0	15	0.00%	0.00%	25	5153	0.49%	-0.27	-1.16
Oct-01	0	17	0.00%	0.00%	38	5199	0.73%	-0.35	-1.21
Nov-01	0	17	0.00%	0.00%	33	5224	0.63%	-0.33	-1.2
Dec-01	0	17	0.00%	0.00%	19	5302	0.36%	-0.25	-1.15
Jan-02	0	17	0.00%	0.00%	17	5255	0.32%	-0.23	-1.14
Feb-02	0	18	0.00%	0.00%	8	5266	0.15%	-0.17	-1.1
Mar-02	0	18	0.00%	0.00%	41	5206	0.79%	-0.38	-1.23
Apr-02									



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

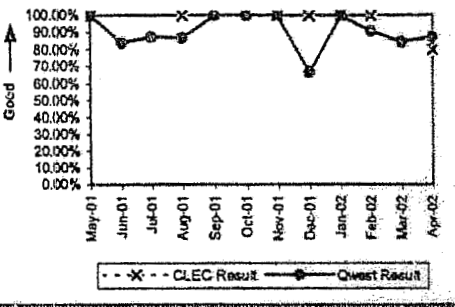
Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Score
May-01	0	1	0.00%	0.00%	17	95	17.89%	-0.46	-1.28
Jun-01	1	1	100.00%	0.00%	24	122	19.67%	1.29	-0.21
Jul-01					34	110	30.91%		
Aug-01					22	173	12.72%		
Sep-01					17	73	23.29%		
Oct-01					32	103	31.07%		
Nov-01					15	90	20.00%		
Dec-01					14	72	19.44%		
Jan-02					10	49	20.41%		
Feb-02					4	14	28.57%		
Mar-02					30	105	28.57%		
Apr-02					25	95	26.47%		



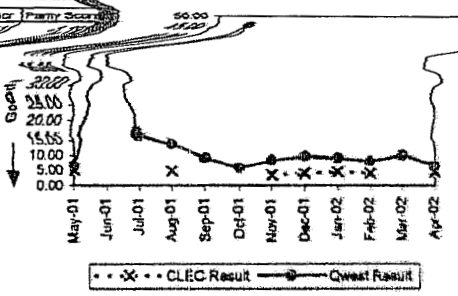
Checklist #4 - Unbundled Loop - ISDN Capable Installation

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

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Score
May-01	1	1	100.00%	0.00%	12	12	100.00%	N/A	N/A
Jun-01					21	25	84.00%		
Jul-01					7	8	87.50%		
Aug-01	4	4	100.00%	0.00%	20	23	86.96%	-0.71	-1.43
Sep-01					12	12	100.00%		
Oct-01					10	10	100.00%		
Nov-01	2	2	100.00%	0.00%	13	13	100.00%	N/A	N/A
Dec-01	2	2	100.00%	0.00%	10	15	66.67%	-0.94	-1.57
Jan-02	4	4	100.00%	0.00%	7	7	100.00%	N/A	N/A
Feb-02	6	6	100.00%	0.00%	10	11	90.91%	-0.62	-1.38
Mar-02					11	13	84.62%		
Apr-02	4	5	80.00%	40.00%	21	24	87.50%	0.36	-0.78

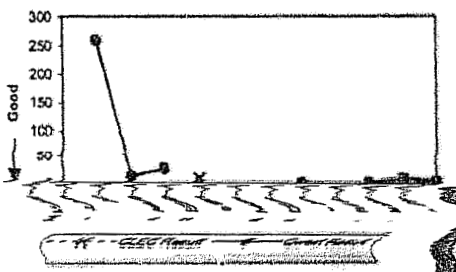


Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Score
Jul-01					166	10	16.60		
Aug-01	14	3	4.67	0.58	343	25	13.72	-1.16	-1.71
Sep-01					99	11	9.00		
Oct-01					58	10	5.80		
Nov-01	7	2	3.50	0.71	108	13	8.31	-1.16	-1.71
Dec-01	8	2	4.00	1.41	144	15	9.60	-1.13	-1.69
Jan-02	18	4	4.50	0.58	45	5	9.00	-2.45	-2.49
Feb-02	20	5	4.00	1.00	79	10	7.90	-1.96	-2.19
Mar-02					120	12	10.00		
Apr-02	13	3	4.33	0.58	137	21	6.52	-0.74	-1.45



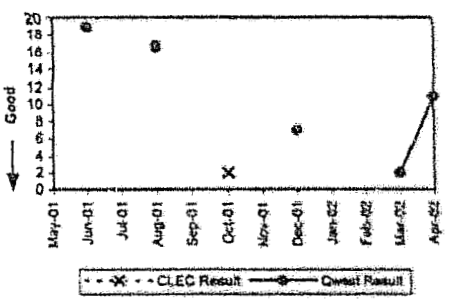
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5)-- Interval Zone Two

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Score
May-01									
Jun-01					781	3	260.33		
Jul-01					41	3	13.67		
Aug-01					54	2	27.00		
Sep-01	10	1	10.00						
Oct-01									
Nov-01									
Dec-01									
Jan-02									
Feb-02									
Mar-02									
Apr-02	1	1	1.00		7	2	3.50	-2.86	-4.76



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

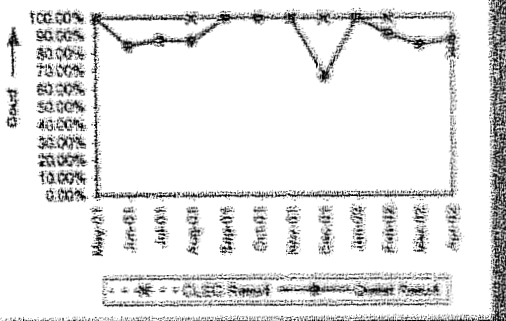
Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Score
May-01									
Jun-01					19	1	19.00		
Jul-01									
Aug-01					50	3	16.67		
Sep-01									
Oct-01	2	1	2.00						
Nov-01									
Dec-01					21	3	7.00		
Jan-02									
Feb-02									
Mar-02					2	1	2.00		
Apr-02					11	1	11.00		



Checklist #4 - Unbundled Loop - ISDN Capable Installation

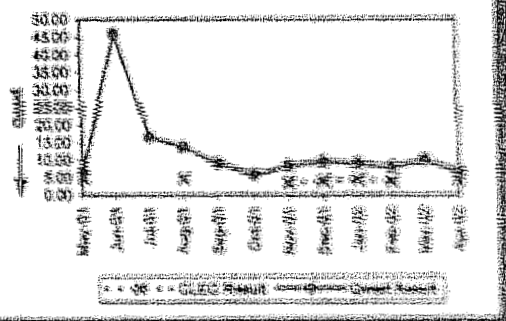
Installation Commitments Met (Percent) (OP-3E)– Interval Zone Two

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Score
May-01	1	1	100.00%	0.00%	12	12	100.00%	N/A	N/A
Jun-01					21	25	84.00%		
Jul-01					7	8	87.50%		
Aug-01	4	4	100.00%	0.00%	20	23	86.96%	-0.71	-1.43
Sep-01					12	12	100.00%		
Oct-01					10	10	100.00%		
Nov-01	2	2	100.00%	0.00%	13	13	100.00%	N/A	N/A
Dec-01	2	2	100.00%	0.00%	10	15	66.67%	-0.94	-1.57
Jan-02	4	4	100.00%	0.00%	7	7	100.00%	N/A	N/A
Feb-02	6	6	100.00%	0.00%	10	11	90.91%	-0.82	-1.38
Mar-02					11	13	84.62%		
Apr-02	4	5	80.00%	40.00%	21	24	87.50%	0.36	-0.73



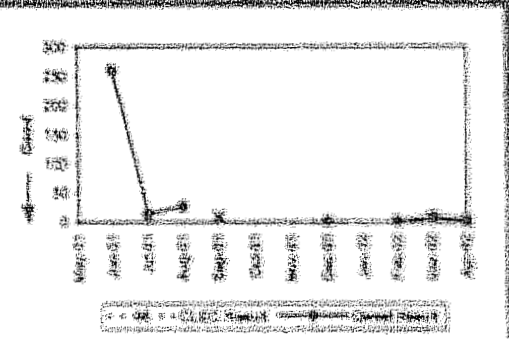
Installation Interval (Average Days) (OP-4E)– Interval Zone Two

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Score
May-01	5	1	5.00		68	11	6.18	-0.31	-1.19
Jun-01					966	21	46.00		
Jul-01					166	10	16.60		
Aug-01	14	3	4.67	0.58	343	25	13.72	-2.16	-3.71
Sep-01					99	11	9.00		
Oct-01					55	10	5.50		
Nov-01	7	2	3.50	0.71	108	13	8.31	-1.16	-1.71
Dec-01	8	2	4.00	1.41	144	15	9.60	-1.13	-1.89
Jan-02	18	4	4.50	0.58	45	5	9.00	-2.45	-2.49
Feb-02	20	5	4.00	1.00	79	10	7.90	-1.96	-2.19
Mar-02					120	12	10.00		
Apr-02	13	3	4.33	0.58	137	21	6.52	-0.74	-1.43



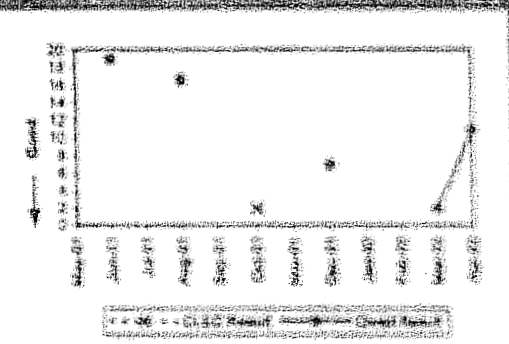
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5)– Interval Zone Two

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Score
May-01									
Jun-01					781	3	260.33		
Jul-01					41	3	13.67		
Aug-01					54	2	27.00		
Sep-01	10	1	10.00						
Oct-01									
Nov-01									
Dec-01					3	2	1.50		
Jan-02									
Feb-02					2	1	2.00		
Mar-02	9	1	9.00		10	1	10.00		
Apr-02	1	1	1.00		7	2	3.50	-2.83	-3.78



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

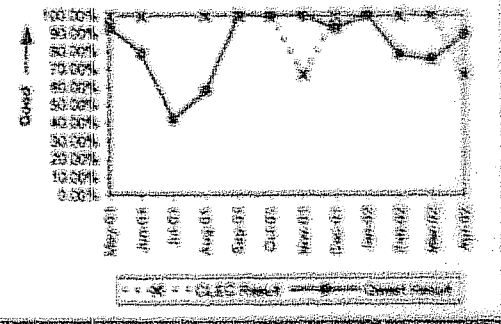
Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Score
May-01									
Jun-01					19	1	19.00		
Jul-01									
Aug-01					50	3	16.67		
Sep-01									
Oct-01	2	1	2.00						
Nov-01									
Dec-01					21	3	7.00		
Jan-02									
Feb-02									
Mar-02					2	1	2.00		
Apr-02					11	1	11.00		



Checklist #4 - Unbundled Loop - ISDN Capable Installation

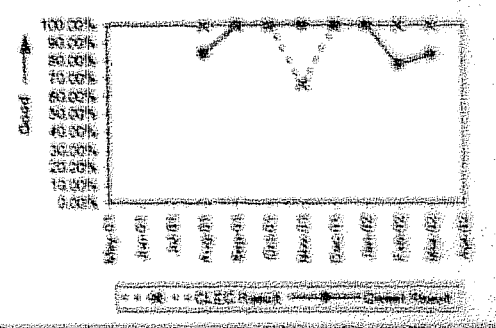
New Service Installation Quality (Percent) (OP-5)– Interval Zone One and Two

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Score
May-01	1	1	100.00%	0.00%	14	15	93.33%	-0.28	-1.16
Jun-01	1	1	100.00%	0.00%	15	19	78.95%	-0.5	-1.51
Jul-01					8	19	42.11%		
Aug-01	2	2	100.00%	0.00%	11	19	57.89%	-1.15	-1.7
Sep-01	3	3	100.00%	0.00%	20	20	100.00%	N/A	N/A
Oct-01	2	2	100.00%	0.00%	12	12	100.00%	N/A	N/A
Nov-01	2	3	66.67%	47.14%	12	12	100.00%	N/A	-0.18
Dec-01	2	2	100.00%	0.00%	13	14	92.86%	-0.37	-1.22
Jan-02	3	3	100.00%	0.00%	11	11	100.00%	N/A	N/A
Feb-02	5	5	100.00%	0.00%	7	9	77.78%	-0.96	-1.58
Mar-02	4	4	100.00%	0.00%	9	12	75.00%	-1	-1.61
Apr-02	2	3	66.67%	47.14%	17	19	89.47%	0.82	-0.5



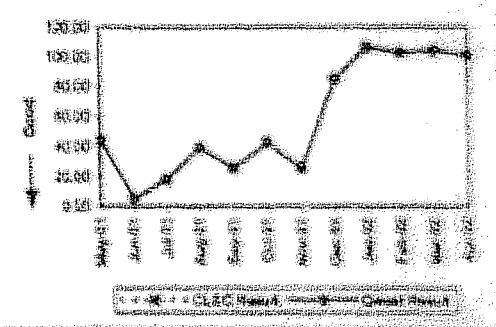
New Service Installation Quality (Percent) (OP-5*)– Interval Zone One and Two

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Score
May-01									
Jun-01									
Jul-01									
Aug-01	2	2	100.00%	0.00%	16	19	84.21%	-0.55	-1.35
Sep-01	3	3	100.00%	0.00%	20	20	100.00%	N/A	N/A
Oct-01	2	2	100.00%	0.00%	12	12	100.00%	N/A	N/A
Nov-01	2	3	66.67%	47.14%	12	12	100.00%	N/A	-0.18
Dec-01	2	2	100.00%	0.00%	14	14	100.00%	N/A	N/A
Jan-02	3	3	100.00%	0.00%	11	11	100.00%	N/A	N/A
Feb-02	5	5	100.00%	0.00%	7	9	77.78%	-0.96	-1.58
Mar-02	4	4	100.00%	0.00%	10	12	83.33%	-0.77	-1.47
Apr-02									



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

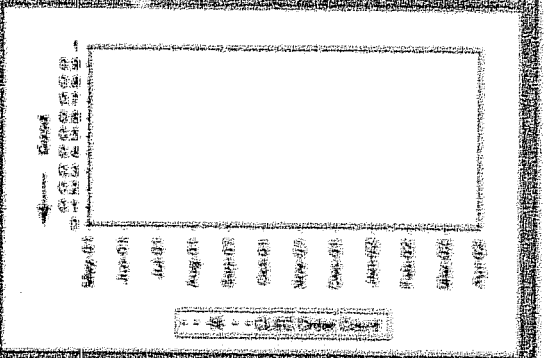
Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Score
May-01					89	2	44.50		
Jun-01					33	6	5.50		
Jul-01					73	4	18.25		
Aug-01					79	2	39.50		
Sep-01					78	3	26.00		
Oct-01					86	2	43.00		
Nov-01					159	6	26.50		
Dec-01					681	8	85.12		
Jan-02					857	8	107.12		
Feb-02					1030	10	103.00		
Mar-02					1153	11	104.82		
Apr-02					1418	14	101.29		



Checklist #4 - Unbundled Loop - ISDN Capable Installation

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

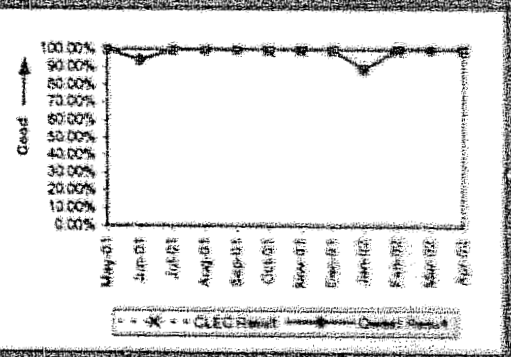
Date	CLEC Order Count
May-01	
Jun-01	
Jul-01	
Aug-01	
Sep-01	
Oct-01	
Nov-01	
Dec-01	
Jan-02	
Feb-02	
Mar-02	
Apr-02	



Checklist #4 - Unbundled Loop - ISDN Capable Repair

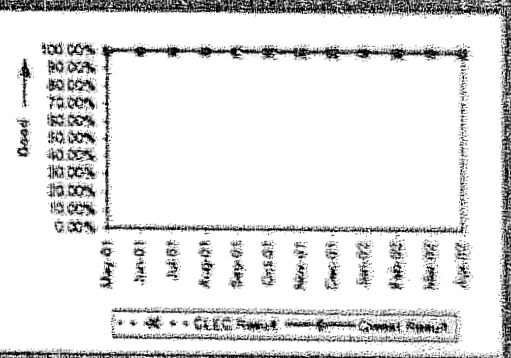
Out of Service Cleared within 24 hours (Percent) (MR-3E)– Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
May-01					17	17	100.00%		
Jun-01					16	17	94.12%		
Jul-01					22	22	100.00%		
Aug-01					23	23	100.00%		
Sep-01					14	14	100.00%		
Oct-01	2	2	100.00%	0.00%	19	19	100.00%	N/A	N/A
Nov-01	2	2	100.00%	0.00%	14	14	100.00%	N/A	N/A
Dec-01	2	2	100.00%	0.00%	12	12	100.00%	N/A	N/A
Jan-02					8	9	88.89%		
Feb-02	1	1	100.00%	0.00%	8	8	100.00%	N/A	N/A
Mar-02					18	18	100.00%		
Apr-02	1	1	100.00%	0.00%	11	11	100.00%	N/A	N/A



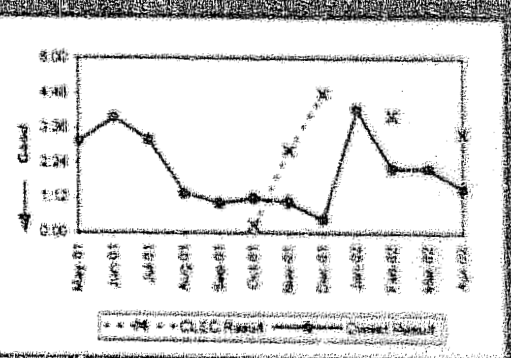
All Troubles Cleared within 48 hours (Percent) (MR-4E)– Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
May-01					17	17	100.00%		
Jun-01					17	17	100.00%		
Jul-01					22	22	100.00%		
Aug-01					23	23	100.00%		
Sep-01					14	14	100.00%		
Oct-01	2	2	100.00%	0.00%	19	19	100.00%	N/A	N/A
Nov-01	2	2	100.00%	0.00%	14	14	100.00%	N/A	N/A
Dec-01	2	2	100.00%	0.00%	12	12	100.00%	N/A	N/A
Jan-02					9	9	100.00%		
Feb-02	1	1	100.00%	0.00%	8	8	100.00%	N/A	N/A
Mar-02					18	18	100.00%		
Apr-02	1	1	100.00%	0.00%	12	12	100.00%	N/A	N/A



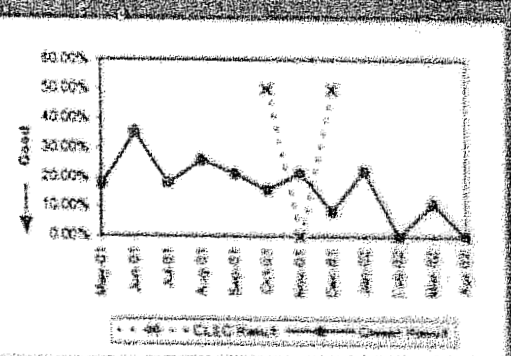
Mean Time to Restore (Hours:Minutes) (MR-6E)– Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
May-01					53:27	17	3:09		
Jun-01					67:14	17	3:57		
Jul-01					70:52	22	3:13		
Aug-01					31:25	23	1:22		
Sep-01					14:30	14	1:02		
Oct-01	0:34	2	0:17	0:21	22:56	19	1:12	-0.8	-1.48
Nov-01	5:44	2	2:52	1:36	14:55	14	1:04	1.58	-0.04
Dec-01	9:38	2	4:49	0:04	5:42	12	0:28	2.58	0.57
Jan-02					38:12	9	4:15		
Feb-02	4:02	1	4:02		18:00	8	2:15	0.56	-0.66
Mar-02					40:02	18	2:13		
Apr-02	3:26	1	3:26		18:25	12	1:32	1.11	-0.32



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

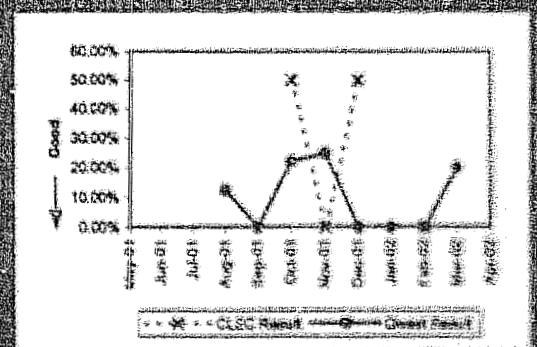
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
May-01					3	17	17.65%		
Jun-01					6	17	35.29%		
Jul-01					4	22	18.18%		
Aug-01					6	23	26.09%		
Sep-01					3	14	21.43%		
Oct-01	1	2	50.00%	50.00%	3	19	15.79%	0.88	-0.47
Nov-01	0	2	0.00%	0.00%	3	14	21.43%	-0.69	-1.42
Dec-01	1	2	50.00%	50.00%	1	12	8.33%	1.1	-0.33
Jan-02					2	9	22.22%		
Feb-02	0	1	0.00%	0.00%	0	8	0.00%	N/A	N/A
Mar-02					2	18	11.11%		
Apr-02	0	1	0.00%	0.00%	0	12	0.00%	N/A	N/A



Checklist #4 - Unbundled Loop - ISDN Capable Repair

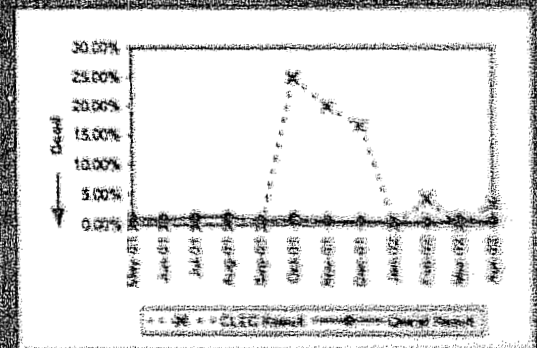
Repair Repeat Report Rate (Percent) (MR-7E*)-- Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
May-01									
Jun-01									
Jul-01									
Aug-01					1	8	12.50%		
Sep-01					0	1	0.00%		
Oct-01	1	2	50.00%	50.00%	2	9	22.22%	0.56	-0.66
Nov-01	0	2	0.00%	0.00%	2	8	25.00%	-0.73	-1.44
Dec-01	1	2	50.00%	50.00%	0	2	0.00%	N/A	-0.63
Jan-02					0	4	0.00%		
Feb-02	0	1	0.00%	0.00%	0	5	0.00%	N/A	N/A
Mar-02					2	10	20.00%		
Apr-02									



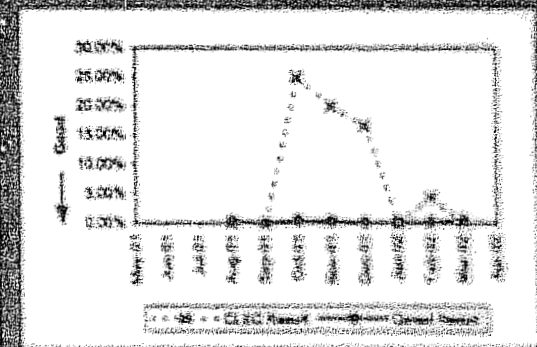
Trouble Rate (Percent) (MR-8)-- Interval Zone One and Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
May-01	0	2	0.00%	0.00%	17	1723	0.99%	-0.14	-1.09
Jun-01	0	2	0.00%	0.00%	17	1730	0.98%	-0.14	-1.09
Jul-01	0	3	0.00%	0.00%	22	1760	1.25%	-0.19	-1.12
Aug-01	0	8	0.00%	0.00%	23	1795	1.28%	-0.32	-1.2
Sep-01	0	8	0.00%	0.00%	14	1796	0.78%	-0.25	-1.15
Oct-01	2	8	25.00%	43.30%	19	1777	1.07%	2.97	0.8
Nov-01	2	10	20.00%	40.00%	14	1831	0.76%	3.02	0.84
Dec-01	2	12	16.67%	37.27%	12	1848	0.65%	3	0.82
Jan-02	0	18	0.00%	0.00%	9	1866	0.48%	-0.29	-1.14
Feb-02	1	23	4.35%	20.39%	7	1881	0.43%	1.63	-0.61
Mar-02	0	23	0.00%	0.00%	18	1884	0.96%	-0.47	-1.23
Apr-02	1	28	3.57%	18.56%	12	1898	0.63%	1.33	-0.19



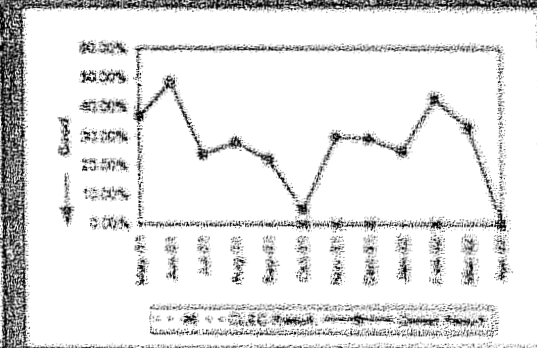
Trouble Rate (Percent) (MR-8*)-- Interval Zone One and Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
May-01									
Jun-01									
Jul-01									
Aug-01	0	8	0.00%	0.00%	8	1795	0.45%	-0.19	-1.11
Sep-01	0	8	0.00%	0.00%	1	1796	0.06%	-0.07	-1.04
Oct-01	2	8	25.00%	43.30%	9	1777	0.51%	3.36	1.05
Nov-01	2	10	20.00%	40.00%	8	1831	0.44%	3.32	1.02
Dec-01	2	12	16.67%	37.27%	2	1848	0.11%	3.79	1.31
Jan-02	0	18	0.00%	0.00%	4	1866	0.21%	-0.2	-1.12
Feb-02	1	23	4.35%	20.39%	5	1881	0.27%	1.83	-0.12
Mar-02	0	23	0.00%	0.00%	10	1884	0.53%	-0.35	-1.21
Apr-02									



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

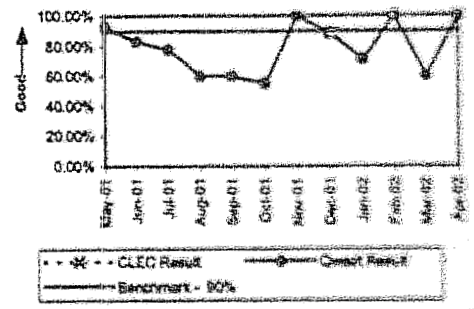
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
May-01					10	27	37.04%		
Jun-01					16	33	48.48%		
Jul-01					7	29	24.14%		
Aug-01					9	32	28.13%		
Sep-01					4	18	22.22%		
Oct-01	0	2	0.00%	0.00%	1	20	5.00%	-0.51	-1.19
Nov-01	0	2	0.00%	0.00%	6	20	30.00%	-0.86	-1.54
Dec-01	0	2	0.00%	0.00%	5	17	29.41%	-0.86	-1.52
Jan-02					3	12	25.00%		
Feb-02	0	1	0.00%	0.00%	6	14	42.86%	-0.84	-1.51
Mar-02					9	27	33.33%		
Apr-02	0	1	0.00%	0.00%	0	12	0.00%	N/A	N/A



Checklist #4 - Unbundled Loop - ADSL Qualified Installation

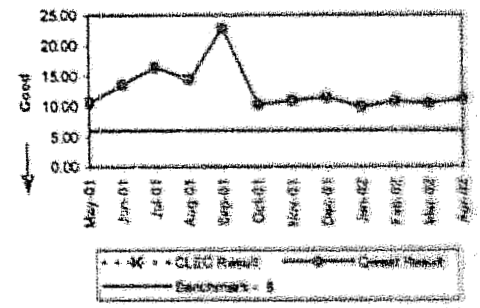
Installation Commitments Met (Percent) (OP-3E)– Interval Zone Two

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Score
May-01					76	82	92.68%		
Jun-01					45	54	83.33%		
Jul-01					7	9	77.78%		
Aug-01					6	10	60.00%		
Sep-01					3	5	60.00%		
Oct-01					5	9	55.56%		
Nov-01					4	4	100.00%		
Dec-01					8	9	88.89%		
Jan-02					5	7	71.43%		
Feb-02					8	8	100.00%		
Mar-02					3	5	60.00%		
Apr-02					11	11	100.00%		



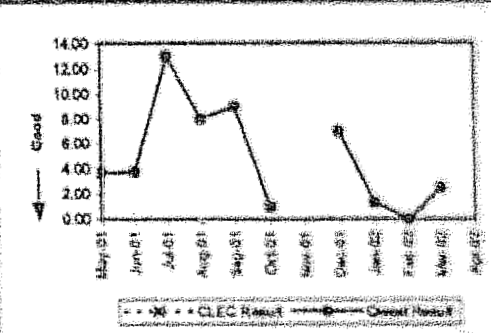
Installation Interval (Average Days) (OP-4E)– Interval Zone Two

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Score
May-01					876	82	10.68		
Jun-01					735	54	13.61		
Jul-01					165	10	16.50		
Aug-01					159	11	14.45		
Sep-01					137	6	22.83		
Oct-01					103	10	10.30		
Nov-01					44	4	11.00		
Dec-01					103	9	11.44		
Jan-02					79	8	9.88		
Feb-02					98	9	10.89		
Mar-02					52	5	10.40		
Apr-02					123	11	11.18		



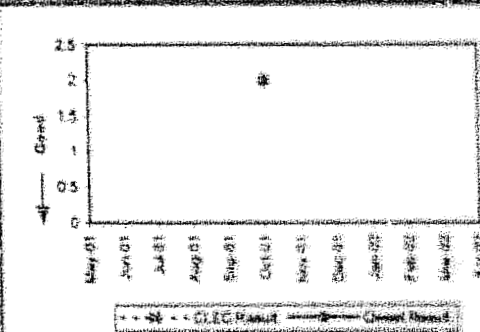
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5)– Interval Zone Two

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Score
May-01					22	6	3.67		
Jun-01					34	9	3.78		
Jul-01					26	2	13.00		
Aug-01					40	5	8.00		
Sep-01					27	3	9.00		
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		
Apr-02									



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

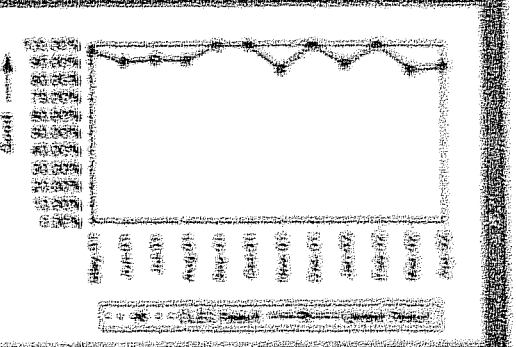
Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Score
May-01									
Jun-01									
Jul-01									
Aug-01									
Sep-01									
Oct-01					2	1	2.00		
Nov-01									
Dec-01									
Jan-02									
Feb-02									
Mar-02									
Apr-02									



Checklist #4 - Unbundled Loop - ADSL Qualified Installation

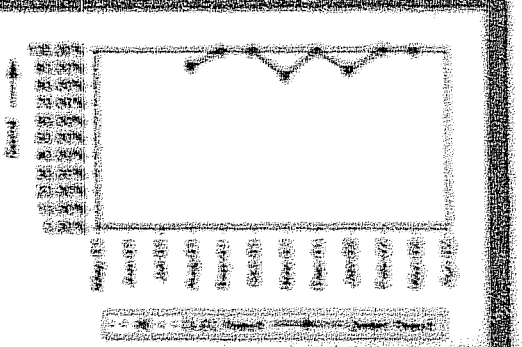
New Service Installation Quality (Percent) (OP-5) – Interval Zone One and Two

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scor
May-01					109	113	96.46%		
Jun-01					66	73	90.41%		
Jul-01					33	36	91.67%		
Aug-01					10	11	90.91%		
Sep-01					9	9	100.00%		
Oct-01					8	8	100.00%		
Nov-01					6	7	85.71%		
Dec-01					7	7	100.00%		
Jan-02					8	9	88.89%		
Feb-02					9	9	100.00%		
Mar-02					6	7	85.71%		
Apr-02					7	8	87.50%		



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

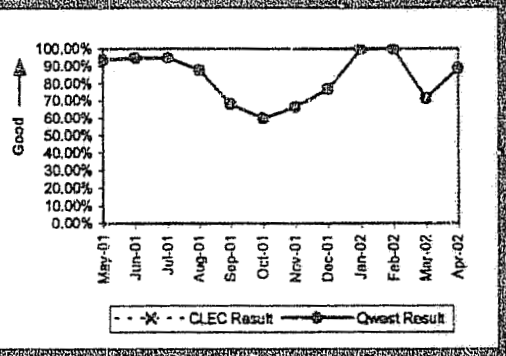
Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scor
May-01									
Jun-01									
Jul-01									
Aug-01					10	11	90.91%		
Sep-01					9	9	100.00%		
Oct-01					8	8	100.00%		
Nov-01					6	7	85.71%		
Dec-01					7	7	100.00%		
Jan-02					8	9	88.89%		
Feb-02					9	9	100.00%		
Mar-02					7	7	100.00%		
Apr-02									



Checklist #4 - Unbundled Loop - ADSL Qualified Repair

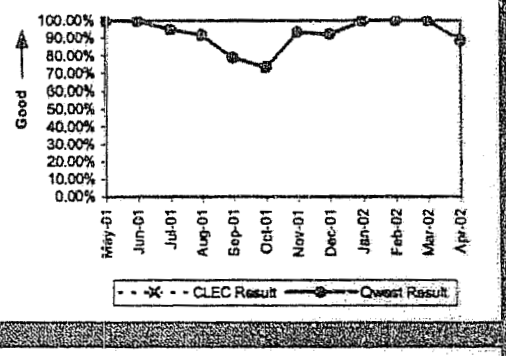
Out of Service Cleared within 24 hours (Percent) (MR-3E)-- Interval Zone Two

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Score
					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%		
					8	9	88.89%		



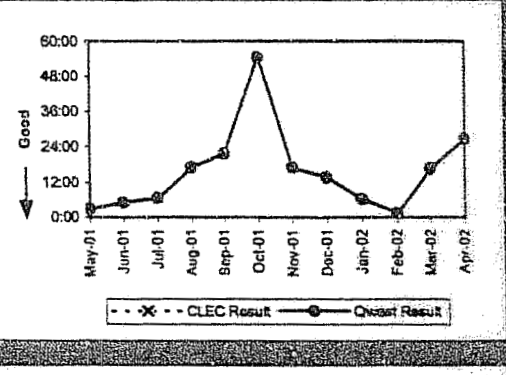
All Trouble Cleared within 48 hours (Percent) (MR-4E)-- Interval Zone Two

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Score
					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%		
					8	9	88.89%		



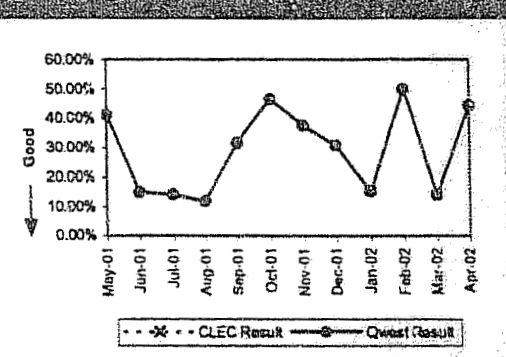
Mean Time to Restore (Hours:Minutes) (MR-6E)-- Interval Zone Two

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Score
					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		
					118:57	7	16:42		
					239:52	9	26:39		



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

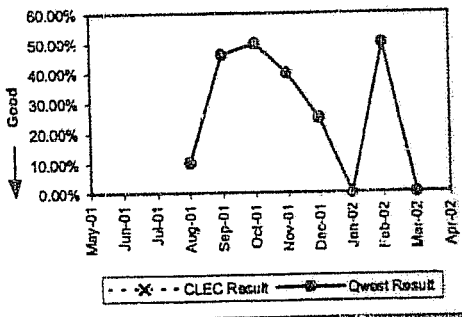
Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Score
					7	17	41.18%		
					6	40	15.00%		
					3	21	14.29%		
					3	25	12.00%		
					6	19	31.58%		
					7	15	46.67%		
					6	16	37.50%		
					4	13	30.77%		
					2	13	15.38%		
					1	2	50.00%		
					1	7	14.29%		
					4	9	44.44%		



Checklist #4 - Unbundled Loop - ADSL Qualified Repair

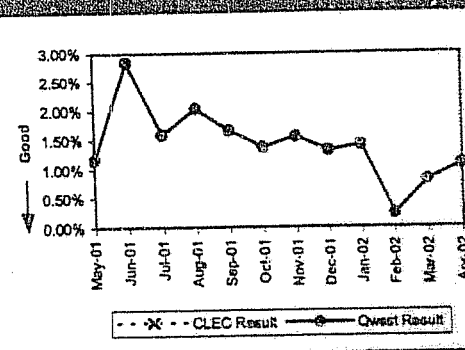
Repair Repeat Report Rate (Percent) (MR-7E*)-- Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
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					0	3	0.00%		
Apr-02									



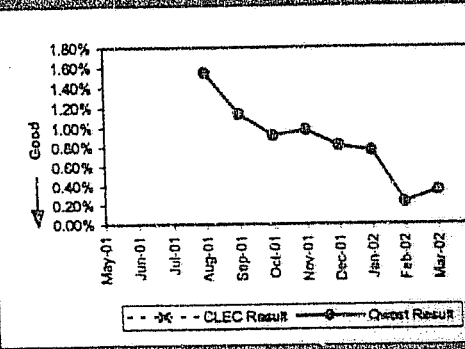
Trouble Rate (Percent) (MR-8)-- Interval Zone One and Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
May-01					17	1455	1.17%		
Jun-01					40	1405	2.85%		
Jul-01					21	1315	1.60%		
Aug-01					25	1224	2.04%		
Sep-01					19	1140	1.67%		
Oct-01					15	1089	1.38%		
Nov-01					16	1024	1.56%		
Dec-01					13	981	1.33%		
Jan-02					13	917	1.42%		
Feb-02					2	880	0.23%		
Mar-02					7	858	0.82%		
Apr-02					9	827	1.09%		



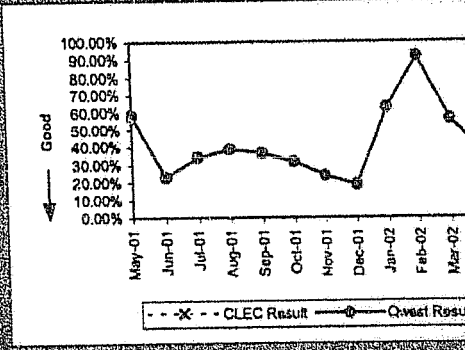
Trouble Rate (Percent) (MR-8*)-- Interval Zone One and Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
May-01									
Jun-01									
Jul-01									
Aug-01					19	1224	1.55%		
Sep-01					13	1140	1.14%		
Oct-01					10	1089	0.92%		
Nov-01					10	1024	0.98%		
Dec-01					8	981	0.82%		
Jan-02					7	917	0.76%		
Feb-02					2	880	0.23%		
Mar-02					3	858	0.35%		
Apr-02									



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

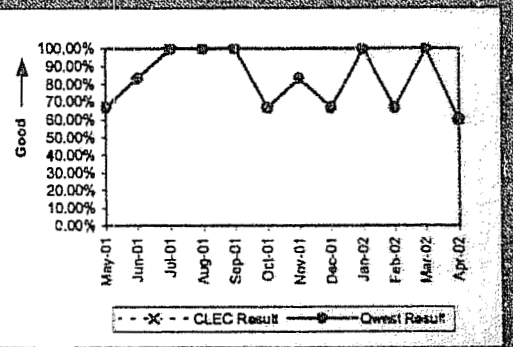
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
May-01					24	41	58.54%		
Jun-01					12	52	23.08%		
Jul-01					11	32	34.38%		
Aug-01					16	41	39.02%		
Sep-01					11	30	36.67%		
Oct-01					7	22	31.82%		
Nov-01					5	21	23.81%		
Dec-01					3	16	18.75%		
Jan-02					22	35	62.86%		
Feb-02					23	25	92.00%		
Mar-02					9	16	56.25%		
Apr-02					5	14	35.71%		



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

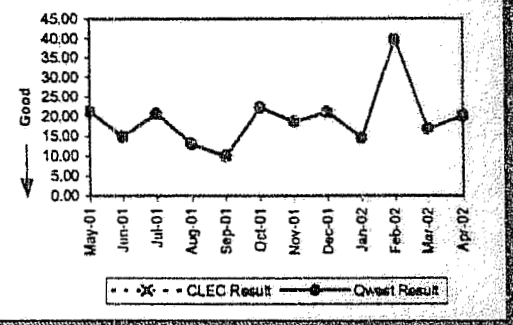
Installation Commitments Met (Percent) (OP-3E)– Interval Zone Two

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01					2	3	66.67%		
Jun-01					5	6	83.33%		
Jul-01					3	3	100.00%		
Aug-01					1	1	100.00%		
Sep-01					2	2	100.00%		
Oct-01					2	3	66.67%		
Nov-01					5	6	83.33%		
Dec-01					2	3	66.67%		
Jan-02					4	4	100.00%		
Feb-02					2	3	66.67%		
Mar-02					4	4	100.00%		
Apr-02					3	5	60.00%		



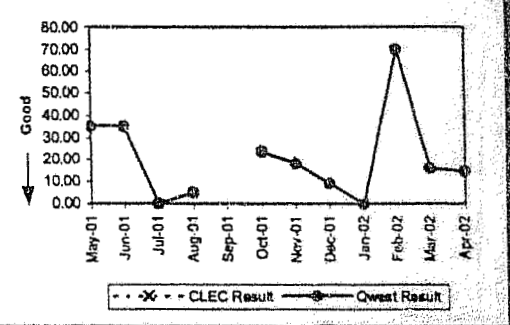
Installation Interval (Average Days) (OP-4E)– Interval Zone Two

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01					64	3	21.33		
Jun-01					89	6	14.83		
Jul-01					83	4	20.75		
Aug-01					65	5	13.00		
Sep-01					20	2	10.00		
Oct-01					133	6	22.17		
Nov-01					167	9	18.56		
Dec-01					211	10	21.10		
Jan-02					145	10	14.50		
Feb-02					119	3	39.67		
Mar-02					84	5	16.80		
Apr-02					141	7	20.14		



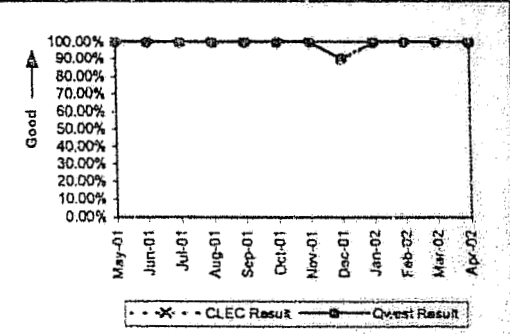
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5)– Interval Zone Two

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01					35	1	35.00		
Jun-01					35	1	35.00		
Jul-01					0	1	0.00		
Aug-01					10	2	5.00		
Sep-01									
Oct-01					71	3	23.67		
Nov-01					73	4	18.25		
Dec-01					73	8	9.12		
Jan-02					0	6	0.00		
Feb-02					70	1	70.00		
Mar-02					16	1	16.00		
Apr-02					59	4	14.75		



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

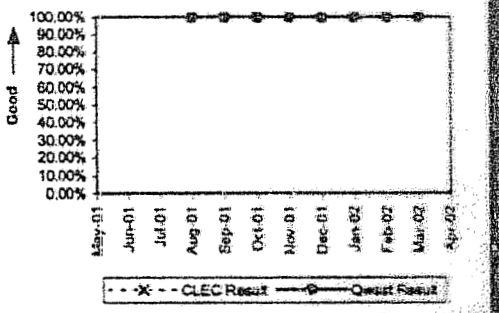
Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01					9	9	100.00%		
Jun-01					8	8	100.00%		
Jul-01					7	7	100.00%		
Aug-01					5	5	100.00%		
Sep-01					4	4	100.00%		
Oct-01					4	4	100.00%		
Nov-01					8	8	100.00%		
Dec-01					9	10	90.00%		
Jan-02					10	10	100.00%		
Feb-02					7	7	100.00%		
Mar-02					4	4	100.00%		
Apr-02					6	6	100.00%		



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

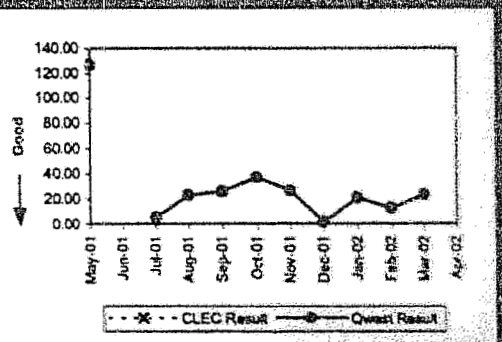
New Service Installation Quality (Percent) (OP-5*) – Interval Zone One and Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
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					4	4	100.00%		
Apr-02									



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

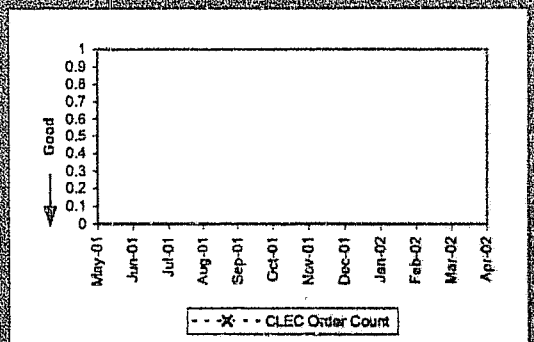
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01					127	1	127.00		
Jun-01									
Jul-01					11	2	5.50		
Aug-01					92	4	23.00		
Sep-01					52	2	26.00		
Oct-01					75	2	37.50		
Nov-01					53	2	26.50		
Dec-01					2	1	2.00		
Jan-02					126	6	21.00		
Feb-02					13	1	13.00		
Mar-02					47	2	23.50		
Apr-02									



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

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

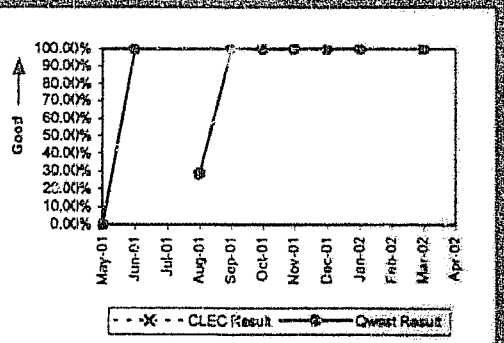
Date	CLEC Order Count
May-01	
Jun-01	
Jul-01	
Aug-01	
Sep-01	
Oct-01	
Nov-01	
Dec-01	
Jan-02	
Feb-02	
Mar-02	
Apr-02	



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

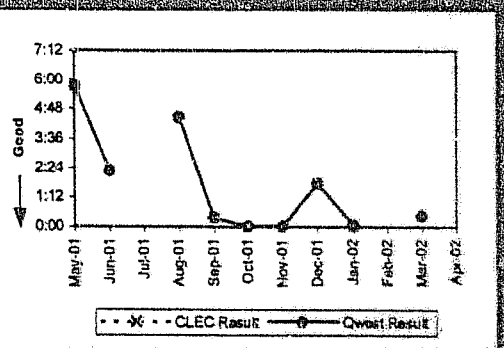
All Troubles Cleared within 4 hours (Percent) (MR-5B)– Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
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%		
Apr-02									



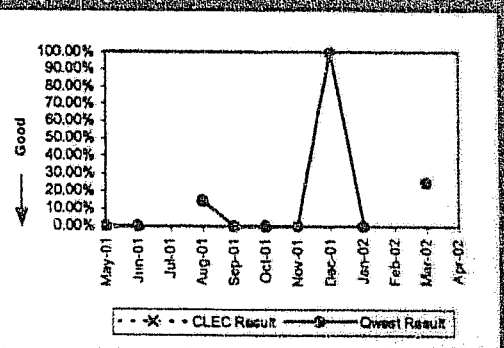
Mean Time to Restore (Hours:Minutes) (MR-6E)– Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
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		
Apr-02									



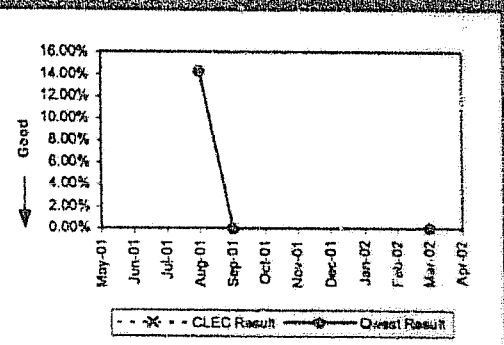
Repair Repeat Report Rate (Percent) (MR-7E)– Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01					0	2	0.00%		
Jun-01					0	2	0.00%		
Jul-01									
Aug-01					1	7	14.29%		
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%		
Apr-02									



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

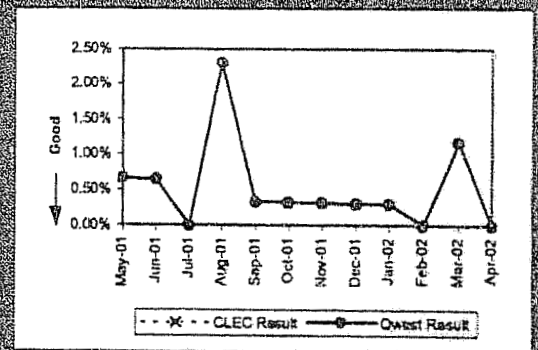
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01					1	7	14.29%		
Sep-01					0	1	0.00%		
Oct-01									
Nov-01									
Dec-01									
Jan-02									
Feb-02									
Mar-02					0	3	0.00%		
Apr-02									



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

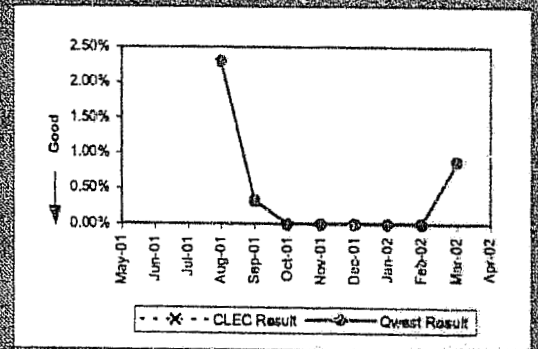
Trouble Rate (Percent) (MR-8)– Interval Zone One and Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01					2	298	0.67%		
Jun-01					2	306	0.65%		
Jul-01					0	305	0.00%		
Aug-01					7	304	2.30%		
Sep-01					1	306	0.33%		
Oct-01					1	309	0.32%		
Nov-01					1	312	0.32%		
Dec-01					1	331	0.30%		
Jan-02					1	334	0.30%		
Feb-02					0	336	0.00%		
Mar-02					4	341	1.17%		
Apr-02					0	348	0.00%		



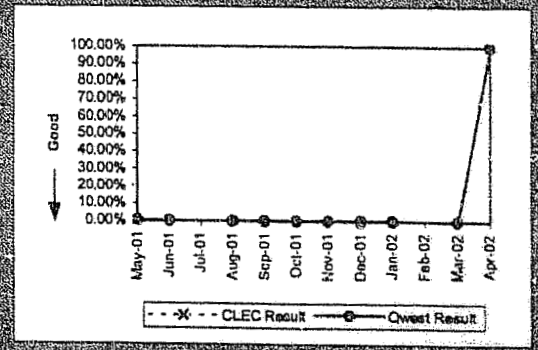
Trouble Runs (Percent) (MR-8)– Interval Zone One and Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01					7	304	2.30%		
Sep-01					1	306	0.33%		
Oct-01					0	309	0.00%		
Nov-01					0	312	0.00%		
Dec-01					0	331	0.00%		
Jan-02					0	334	0.00%		
Feb-02					0	336	0.00%		
Mar-02					3	341	0.88%		
Apr-02									



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

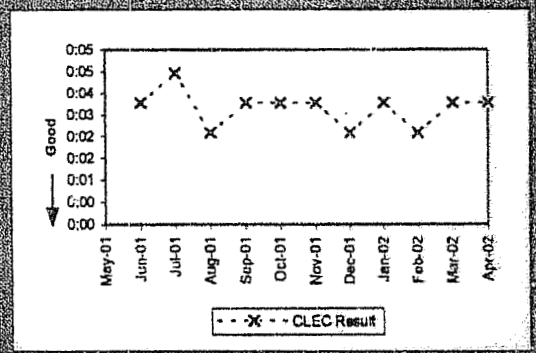
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01					0	2	0.00%		
Jun-01					0	2	0.00%		
Jul-01									
Aug-01					0	7	0.00%		
Sep-01					0	1	0.00%		
Oct-01					0	1	0.00%		
Nov-01					0	1	0.00%		
Dec-01					0	1	0.00%		
Jan-02					0	1	0.00%		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



Checklist #4 - Unbundled Loop Cutovers

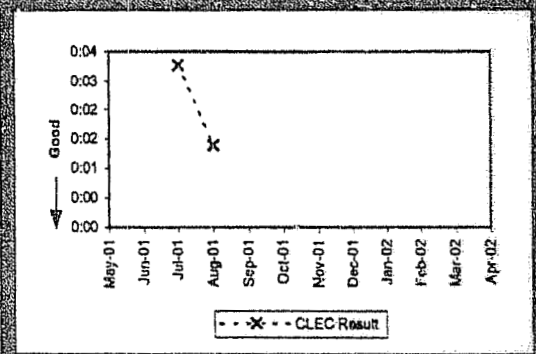
OP-7 - Coordinated "Hot Cut" Interval - Unbundled Loops (Hours:Minutes) Unbundled Loop - Analog (OP-7)

Date	CLEC Num	CLEC Denom	CLEC Result
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
Apr-02	14:09	231	0:04



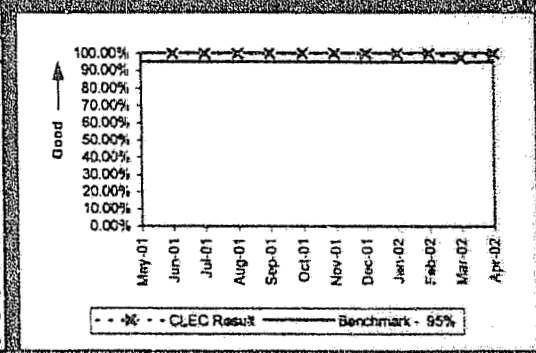
OP-7 - Coordinated "Hot Cut" Interval - Unbundled Loops (Hours:Minutes) Unbundled Loop Other (OP-7)

Date	CLEC Num	CLEC Denom	CLEC Result
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			
Apr-02			



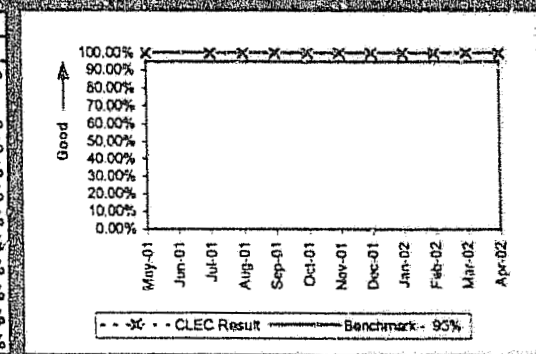
Coordinated Cuts Completed on Time (Percent) Unbundled Loop - Analog (OP-13A)

Date	CLEC Num	CLEC Denom	CLEC Result
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%
Apr-02	94	94	100.00%



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

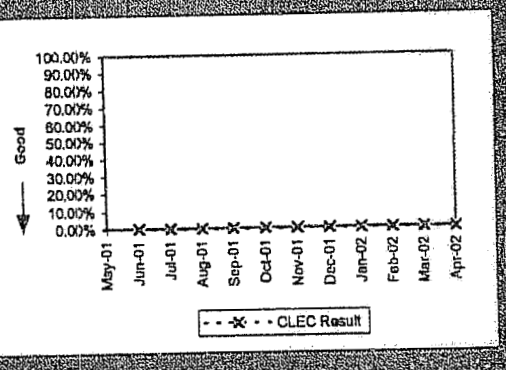
Date	CLEC Num	CLEC Denom	CLEC Result
May-01	1	1	100.00%
Jun-01			
Jul-01	3	3	100.00%
Aug-01	15	15	100.00%
Sep-01	5	5	100.00%
Oct-01	11	11	100.00%
Nov-01	3	3	100.00%
Dec-01	6	6	100.00%
Jan-02	13	13	100.00%
Feb-02	3	3	100.00%
Mar-02	2	2	100.00%
Apr-02	2	2	100.00%



Checklist #4 - Unbundled Loop Cutovers

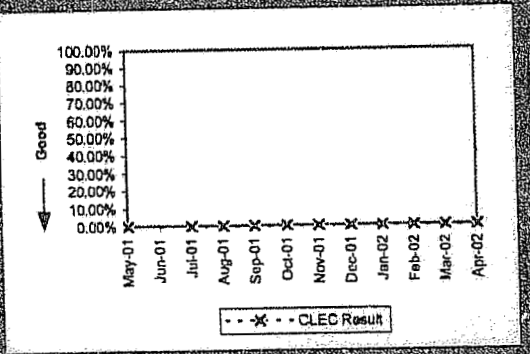
Percent Unbundled Loop - Analog (OP-13B)

CLEC Num	CLEC Denom	CLEC Result
0	15	0.00%
0	11	0.00%
0	10	0.00%
0	5	0.00%
0	19	0.00%
0	13	0.00%
0	28	0.00%
0	21	0.00%
0	26	0.00%
0	80	0.00%
0	94	0.00%



Percent Unbundled Loop Other (OP-13B)

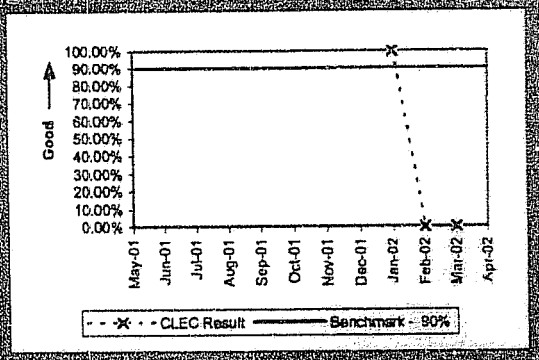
CLEC Num	CLEC Denom	CLEC Result
0	1	0.00%
0	3	0.00%
0	15	0.00%
0	5	0.00%
0	11	0.00%
0	3	0.00%
0	6	0.00%
0	13	0.00%
0	3	0.00%
0	2	0.00%
0	2	0.00%



Checklist #4 - Unbundled Loop - Conditioned

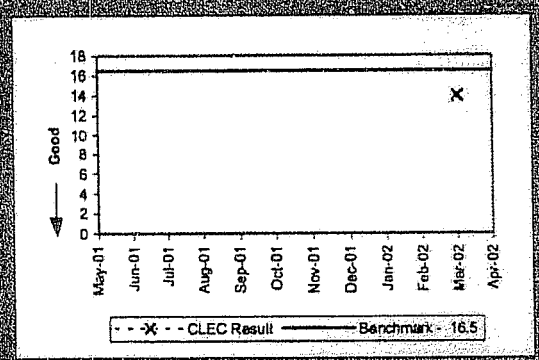
Installation Commitments Met (Percent) (OP-3E)– Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
May-01				
Jun-01				
Jul-01				
Aug-01				
Sep-01				
Oct-01				
Nov-01				
Dec-01				
Jan-02				
Feb-02	1	1	100.00%	0.00%
Mar-02	0	1	0.00%	0.00%
Apr-02	0	1	0.00%	0.00%



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

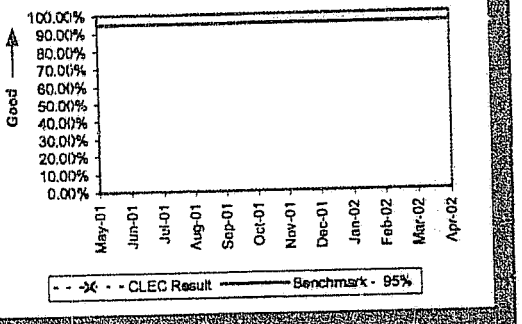
Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
May-01				
Jun-01				
Jul-01				
Aug-01				
Sep-01				
Oct-01				
Nov-01				
Dec-01				
Jan-02				
Feb-02				
Mar-02	14	1	14.00	
Apr-02				



Checklist #4 - Line Sharing Installation

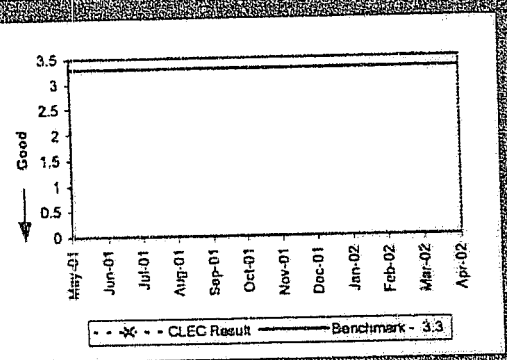
Percent Provisioning No Trouble Reported (Percent) (OP-5A)-- Dispatches Within MSAs

CLEC Num	CLEC Denom	CLEC Result	Std Dev



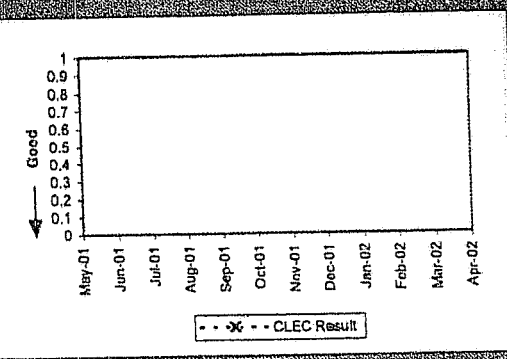
Average Interval (Average Days) (OP-4A)-- Dispatches Within MSAs

CLEC Num	CLEC Denom	CLEC Result	Std Dev



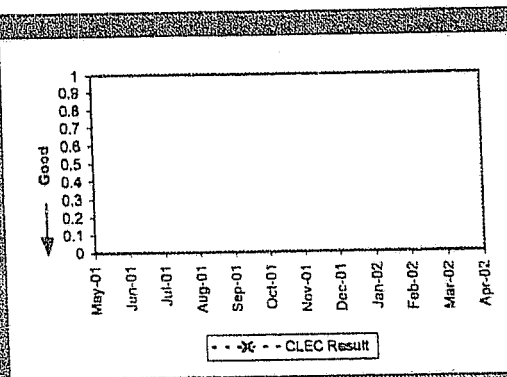
Percent Trouble Reported (Average Days) (OP-5A-1)-- Dispatches Within MSAs

CLEC Num	CLEC Denom	CLEC Result	Std Dev



Average Trouble Reported (Average Days) (OP-4B-1)-- Dispatches Within MSAs

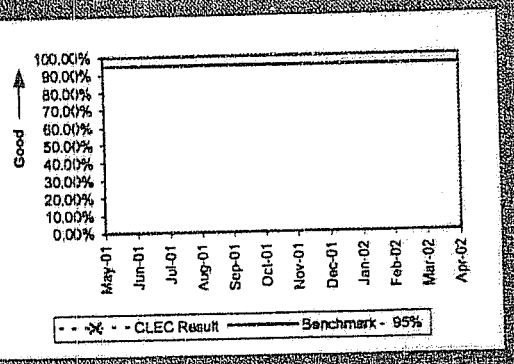
CLEC Num	CLEC Denom	CLEC Result	Std Dev



Checklist #4 - Line Sharing Installation

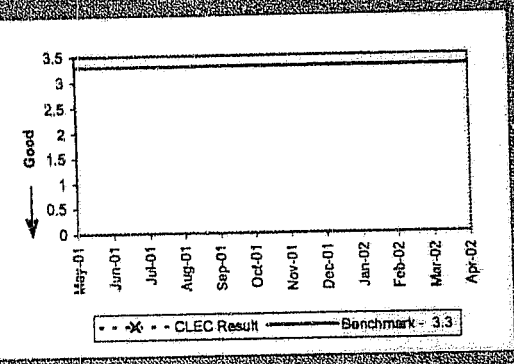
Met (Percent) (OP-3B)-- Dispatches Outside MSAs

CLEC Num	CLEC Denom	CLEC Result	Std Dev



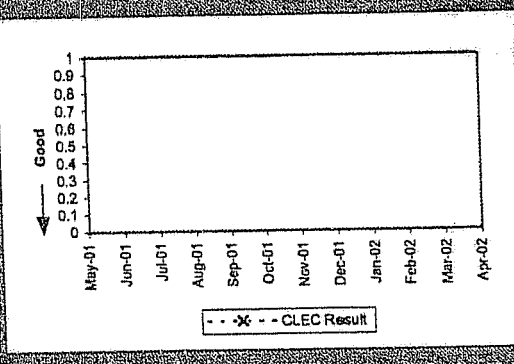
(Average Days) (OP-4B)-- Dispatches Outside MSAs

CLEC Num	CLEC Denom	CLEC Result	Std Dev



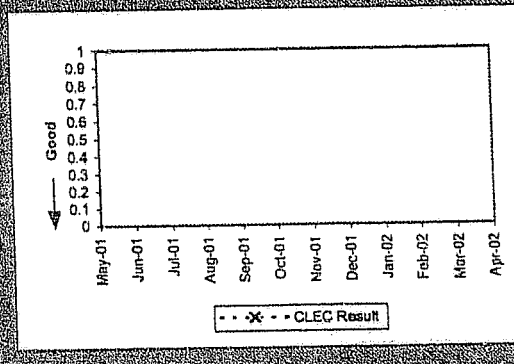
(Average Days) (OP-6A-2)-- Dispatches Outside MSAs

CLEC Num	CLEC Denom	CLEC Result	Std Dev



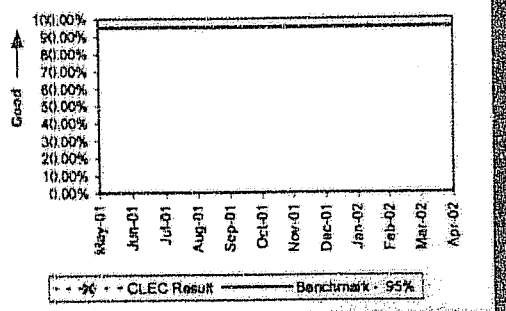
(Average Days) (OP-6B-2)-- Dispatches Outside MSAs

CLEC Num	CLEC Denom	CLEC Result	Std Dev

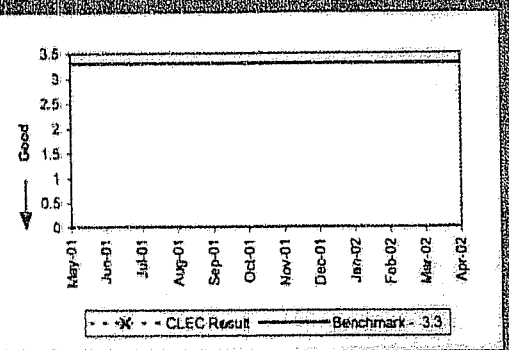


Checklist #4 - Line Sharing Installation

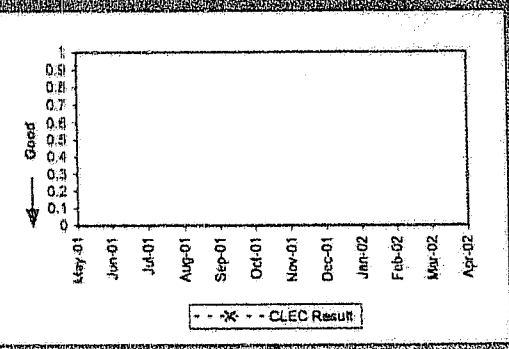
			CLEC Result	Std Dev



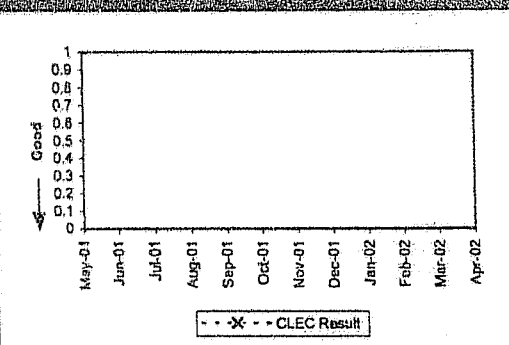
			CLEC Result	Std Dev

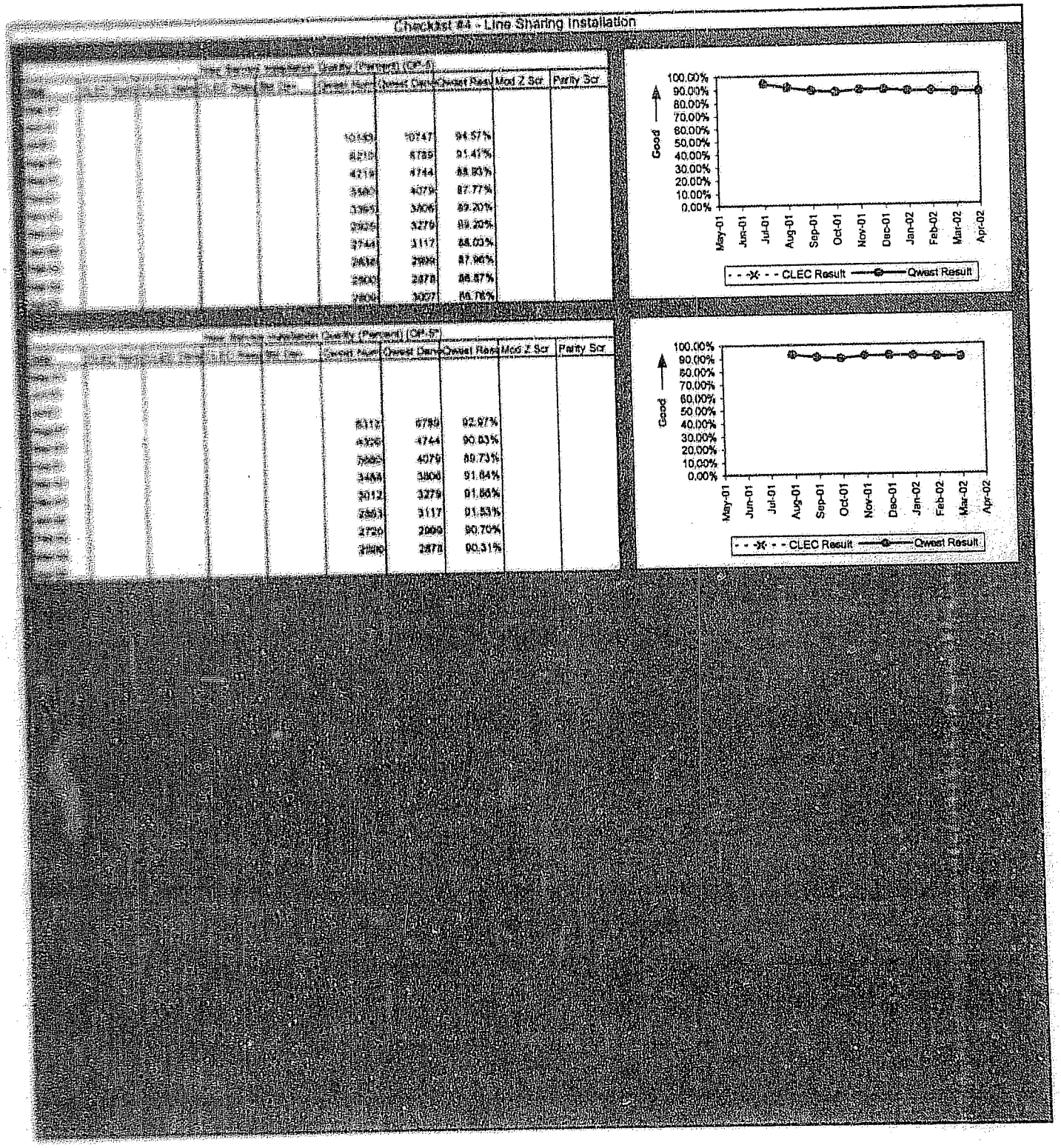


			CLEC Result	Std Dev



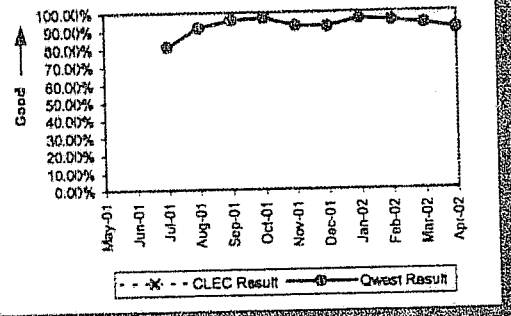
			CLEC Result	Std Dev



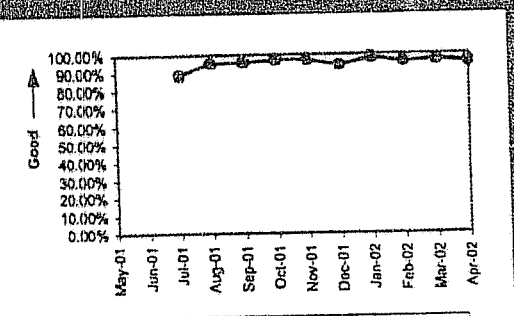

Checklist #4 - Line Sharing Installation
Qwest Result
Mod Z Scr
Parity Scr
10247 94.57%
8789 91.41%
4744 88.80%
4079 87.77%
3806 89.20%
3279 89.20%
3117 88.03%
2869 87.96%
2878 88.87%
6789 92.97%
4744 90.83%
4079 89.73%
3806 91.84%
3279 91.86%
3117 91.53%
2869 90.70%
2878 90.31%
Good
100.00%
90.00%
80.00%
70.00%
60.00%
50.00%
40.00%
30.00%
20.00%
10.00%
0.00%
May-01
Jun-01
Jul-01
Aug-01
Sep-01
Oct-01
Nov-01
Dec-01
Jan-02
Feb-02
Mar-02
Apr-02
CLEC Result
Qwest Result

Checklist #4 - Line Sharing Repair

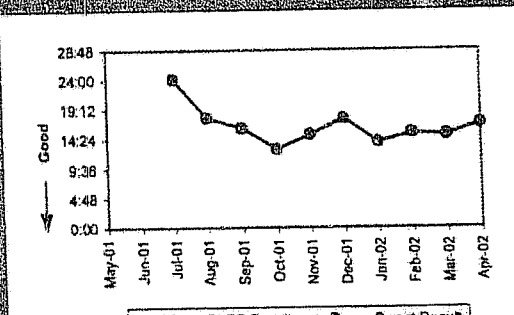
Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
951	1163	81.46%		
967	918	91.72%		
761	796	95.85%		
625	644	96.91%		
424	458	92.58%		
403	438	92.01%		
336	349	96.28%		
334	351	95.10%		
414	443	93.45%		
457	505	90.50%		



Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
1369	1542	88.78%		
1213	1270	95.51%		
1084	1128	96.28%		
888	910	97.58%		
633	691	97.54%		
507	633	94.31%		
466	473	98.52%		
501	516	98.53%		
670	690	97.26%		
735	760	96.05%		



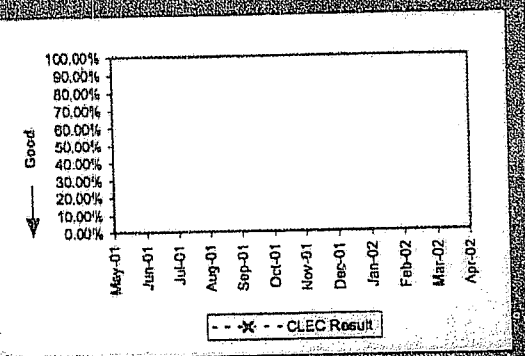
Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
1369	1542	24:10		
1213	1270	17:53		
1084	1128	16:11		
888	910	12:48		
633	691	13:08		
507	633	17:42		
466	473	13:55		
501	516	15:24		
670	690	19:08		
735	760	18:55		



Checklist #4 - Line Sharing Repair

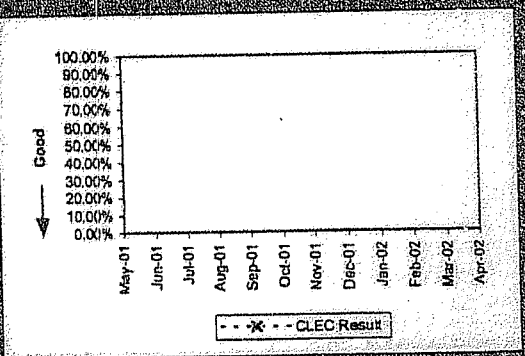
Repair Repeat Report Rate (Percent) (MR-7A) – Dispatches Within MSAs

	CLEC Datum	CLEC Result	Std Dev



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

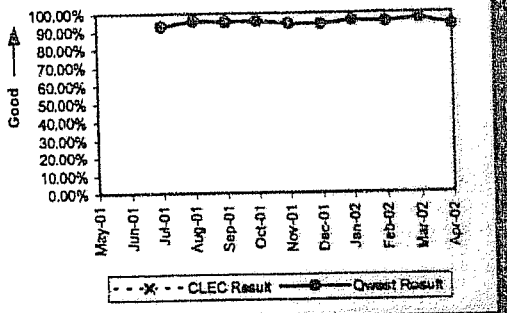
	CLEC Datum	CLEC Result	Std Dev



Checklist #4 - Line Sharing Repair

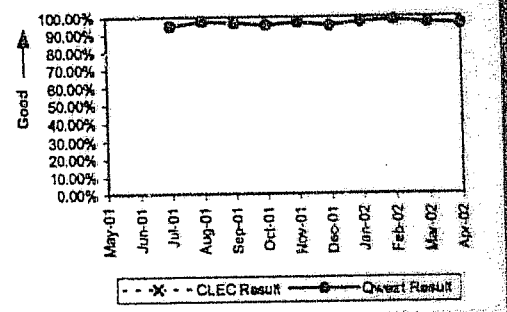
Out of Service Cleared within 24 hours (Percent) (MR-3B)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Dem	CLEC Result	Std Dev	Qwest Num	Qwest Dem	Qwest Result	Mod Z Scr	Parity Scr
May-01					917	986	93.00%		
Jun-01					851	885	96.16%		
Jul-01					748	782	95.65%		
Aug-01					600	626	95.85%		
Sep-01					516	547	94.33%		
Oct-01					400	426	93.90%		
Nov-01					306	319	95.92%		
Dec-01					295	310	95.16%		
Jan-02					363	374	97.06%		
Feb-02					533	571	93.35%		
Mar-02									
Apr-02									



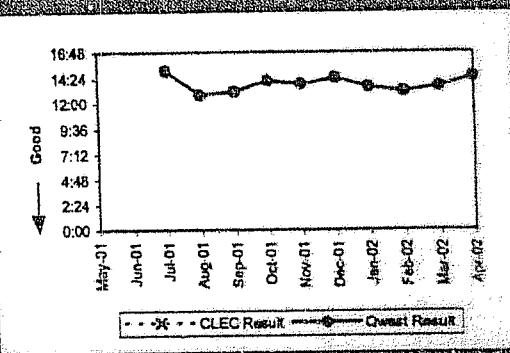
All Troubles Cleared within 48 hours (Percent) (MR-4B)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Dem	CLEC Result	Std Dev	Qwest Num	Qwest Dem	Qwest Result	Mod Z Scr	Parity Scr
May-01					1250	1315	95.06%		
Jun-01					1184	1211	97.77%		
Jul-01					1006	1042	96.55%		
Aug-01					846	885	95.59%		
Sep-01					746	768	97.14%		
Oct-01					596	626	95.21%		
Nov-01					467	479	97.49%		
Dec-01					440	449	98.00%		
Jan-02					508	525	96.76%		
Feb-02					732	763	95.94%		
Mar-02									
Apr-02									



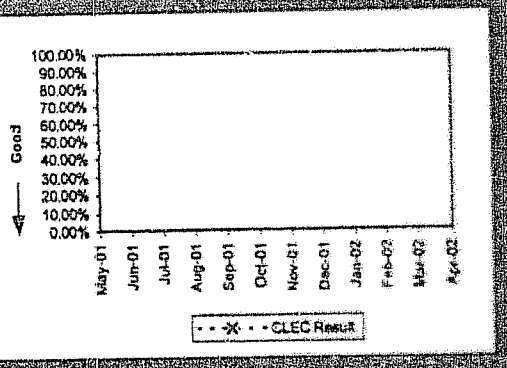
Mean Time to Restore (Hours:Minutes) (MR-6B)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Dem	CLEC Result	Std Dev	Qwest Num	Qwest Dem	Qwest Result	Mod Z Scr	Parity Scr
May-01					19896:33	1315	15:08		
Jun-01					15506:05	1211	12:48		
Jul-01					13710:23	1042	13:09		
Aug-01					12539:28	885	14:10		
Sep-01					10633:05	768	13:51		
Oct-01					9032:04	626	14:26		
Nov-01					6503:52	479	13:35		
Dec-01					5908:48	449	13:10		
Jan-02					7184:30	525	13:39		
Feb-02					11107:40	783	14:33		
Mar-02									
Apr-02									

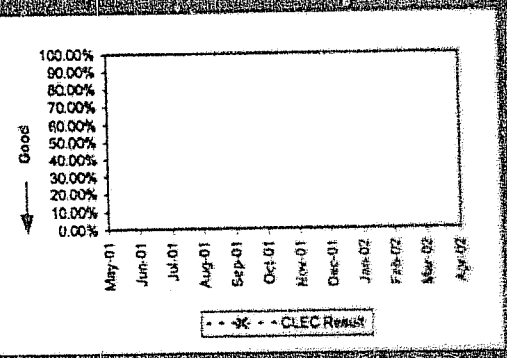


Checklist #4 - Line Sharing Repair

Repair Repeat Report Rate (Percent) (MR-7B)-- Dispatches Outside MSAs				
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
May-01				
Jun-01				
Jul-01				
Aug-01				
Sep-01				
Oct-01				
Nov-01				
Dec-01				
Jan-02				
Feb-02				
Mar-02				
Apr-02				



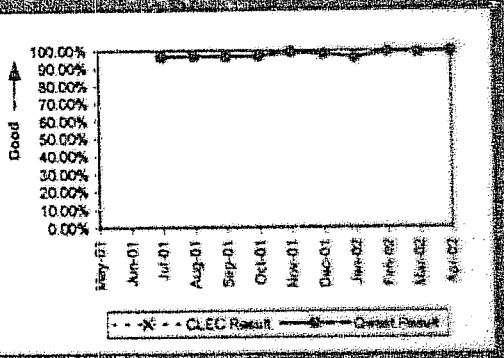
Repair Repeat Report Rate (Percent) (MR-7B*)-- Dispatches Outside MSAs				
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
May-01				
Jun-01				
Jul-01				
Aug-01				
Sep-01				
Oct-01				
Nov-01				
Dec-01				
Jan-02				
Feb-02				
Mar-02				
Apr-02				



Checklist #4 - Line Sharing Repair

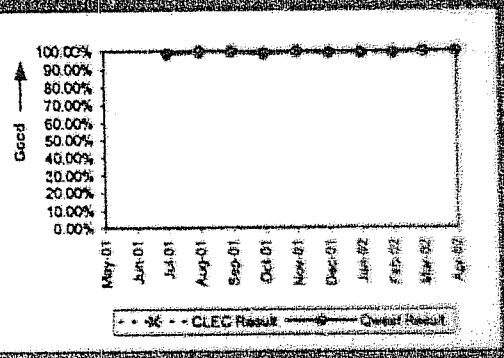
Out of Service Cleared within 24 hours (Percent) (MR-3C)-- No Dispatches

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01					282	292	96.58%		
Aug-01					271	279	97.13%		
Sep-01					203	210	96.67%		
Oct-01					233	240	97.08%		
Nov-01					301	303	99.34%		
Dec-01					292	298	97.99%		
Jan-02					270	281	96.09%		
Feb-02					251	253	99.21%		
Mar-02					250	253	98.81%		
Apr-02					231	232	99.57%		



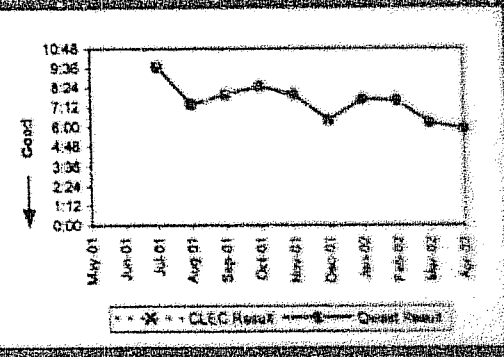
All Troubles Cleared within 48 hours (Percent) (MR-4C)-- No Dispatches

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01					569	578	98.44%		
Aug-01					581	584	99.49%		
Sep-01					499	501	99.60%		
Oct-01					496	503	98.61%		
Nov-01					581	583	99.66%		
Dec-01					555	561	98.93%		
Jan-02					609	615	99.02%		
Feb-02					589	595	98.99%		
Mar-02					646	648	99.69%		
Apr-02					534	536	99.63%		



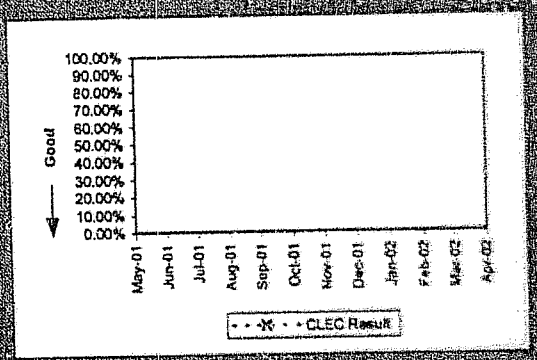
Mean Time to Restore (Hours:Minutes) (MR-6C)-- No Dispatches

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01					5606:21	578	9:42		
Aug-01					4299:02	584	7:22		
Sep-01					3991:00	501	7:58		
Oct-01					4284:09	503	8:29		
Nov-01					4640:56	583	7:58		
Dec-01					3593:06	561	6:24		
Jan-02					4720:58	615	7:41		
Feb-02					4536:14	595	7:37		
Mar-02					4043:21	648	6:14		
Apr-02					3151:14	536	5:53		

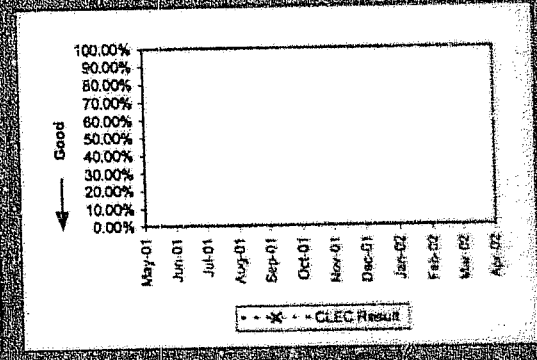


Checklist #4 - Line Sharing Repair

Repair Repeat Report Rate (Percent) (MR-7C)-- No Dispatches				
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
May-01				
Jun-01				
Jul-01				
Aug-01				
Sep-01				
Oct-01				
Nov-01				
Dec-01				
Jan-02				
Feb-02				
Mar-02				
Apr-02				



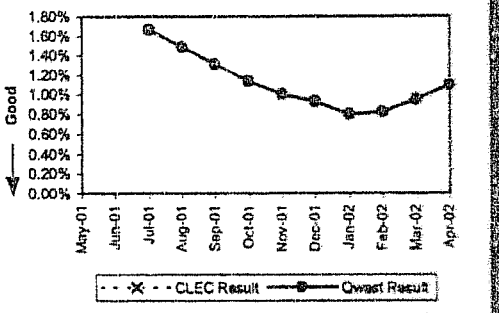
Repair Repeat Report Rate (Percent) (MR-7C*)-- No Dispatches				
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
May-01				
Jun-01				
Jul-01				
Aug-01				
Sep-01				
Oct-01				
Nov-01				
Dec-01				
Jan-02				
Feb-02				
Mar-02				
Apr-02				



Checklist #4 - Line Sharing Repair

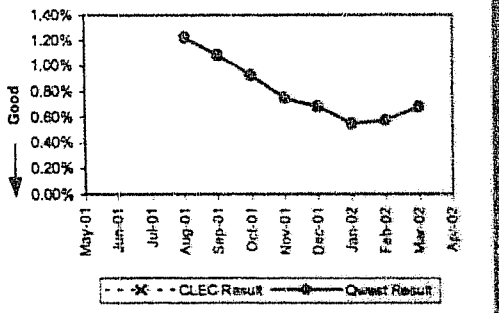
Trouble Rate (Percent) (MR-6)

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
[illegible]									
[illegible]									
[illegible]					3521	210770	1.67%		
[illegible]					3119	208908	1.49%		
[illegible]					2728	206724	1.32%		
[illegible]					2337	204490	1.14%		
[illegible]					2034	201517	1.01%		
[illegible]					1865	199579	0.93%		
[illegible]					1590	197869	0.80%		
[illegible]					1589	192163	0.83%		
[illegible]					1822	191768	0.95%		
[illegible]					2091	190042	1.10%		



Trouble Rate (Percent) (MR-8*)

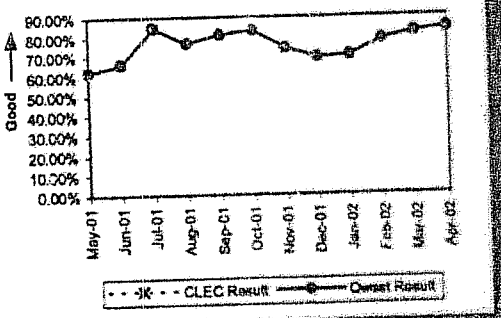
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
[illegible]									
[illegible]									
[illegible]									
[illegible]					2560	208908	1.23%		
[illegible]					2240	206724	1.08%		
[illegible]					1899	204490	0.93%		
[illegible]					1515	201517	0.75%		
[illegible]					1368	199579	0.69%		
[illegible]					1086	197869	0.55%		
[illegible]					1106	192163	0.58%		
[illegible]					1308	191768	0.68%		
[illegible]									



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

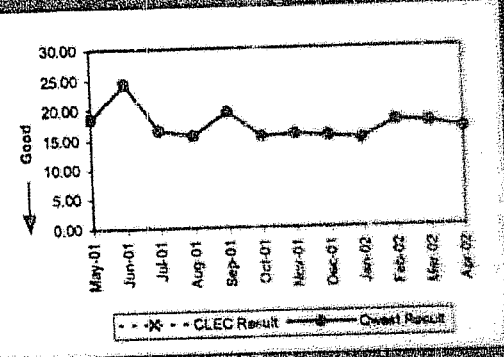
Installation Commitments Met (Percent) (OP-3E) – Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
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%		
Apr-02					87	104	83.65%		



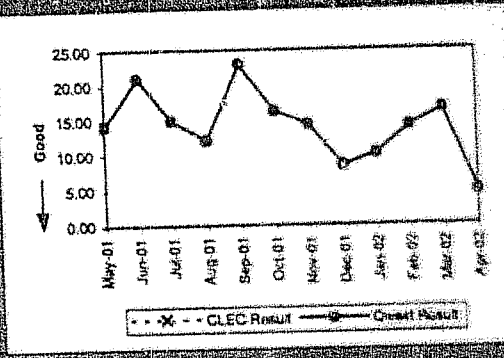
Installation Interval (Average Days) (OP-4E) – Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
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		
Apr-02					2075	126	16.47		



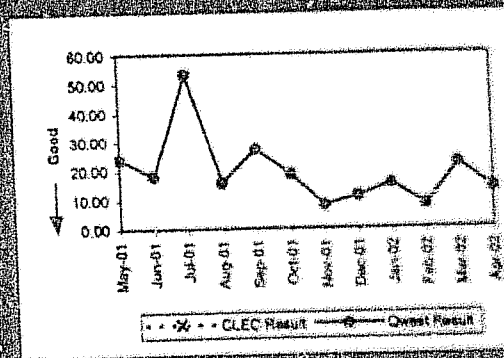
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5) – Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
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	14.07		
Mar-02					395	24	16.46		
Apr-02					172	36	4.78		



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

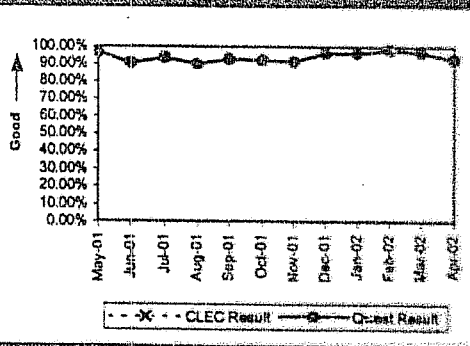
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
May-01					282	11	23.82		
Jun-01					54	3	18.00		
Jul-01					213	4	53.25		
Aug-01					78	5	15.60		
Sep-01					136	5	27.20		
Oct-01					129	7	18.43		
Nov-01					55	7	7.86		
Dec-01					11	1	11.00		
Jan-02					61	4	15.25		
Feb-02					8	1	8.00		
Mar-02					132	6	22.00		
Apr-02					54	4	13.50		



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

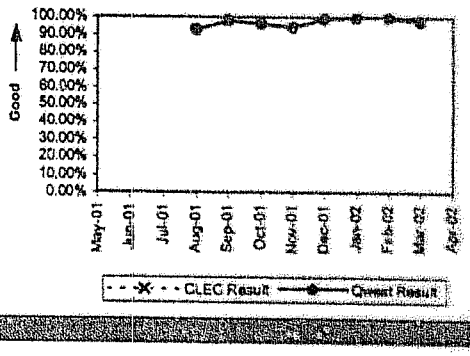
New Service Installation Quality (Percent) (OP-5)– Interval Zone One and Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
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%		
Apr-02					107	115	93.04%		



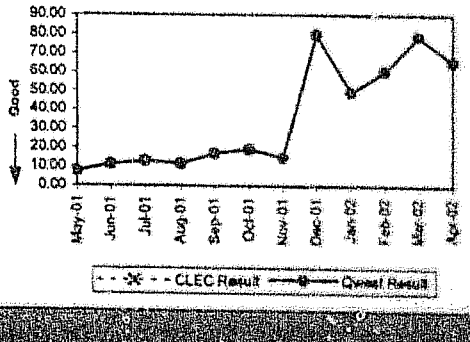
New Service Installation Quality (Percent) (OP-5)– Interval Zone One and Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
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					95	97	97.94%		
Apr-02									



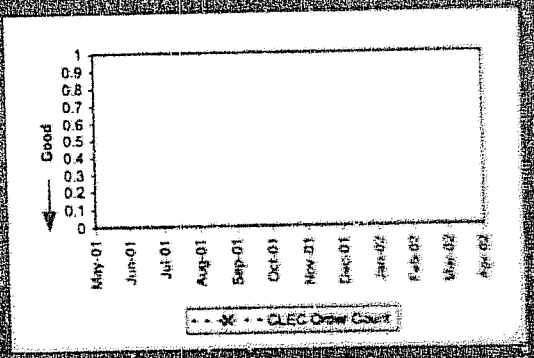
Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A)

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
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	18.96		
Nov-01					518	35	14.80		
Dec-01					881	11	80.09		
Jan-02					1287	26	49.50		
Feb-02					1339	22	60.86		
Mar-02					1343	17	79.00		
Apr-02					1119	17	65.82		



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

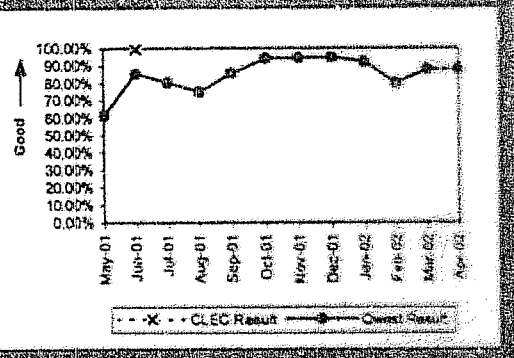
Count of Pending Orders Delayed for Facilities Reasons UDIT DS1 (OP-15B)	
Date	CLEC Order Count
May-01	
Jun-01	
Jul-01	
Aug-01	
Sep-01	
Oct-01	
Nov-01	
Dec-01	
Jan-02	
Feb-02	
Mar-02	
Apr-02	



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

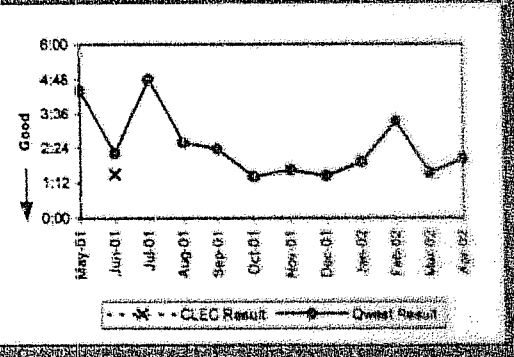
All Troubles Cleared within 4 hours (Percent) (MR-5B)-- Interval Zone Two

Date	CLEC Num	CLEC Dem	CLEC Result	Std Dev	Qwest Num	Qwest Dem	Qwest Result	Mod Z Scr	Parity Score
May-01					48	78	61.54%		
Jun-01	1	1	100.00%	0.00%	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%		
Apr-02					59	67	88.06%		



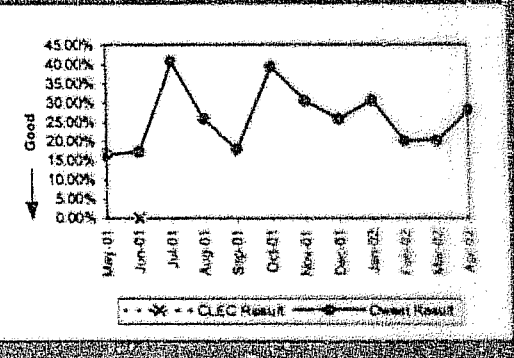
Mean Time to Restore (Hours:Minutes) (MR-6E)-- Interval Zone Two

Date	CLEC Num	CLEC Dem	CLEC Result	Std Dev	Qwest Num	Qwest Dem	Qwest Result	Mod Z Scr	Parity Score
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		
Apr-02					136:22	67	2:02		



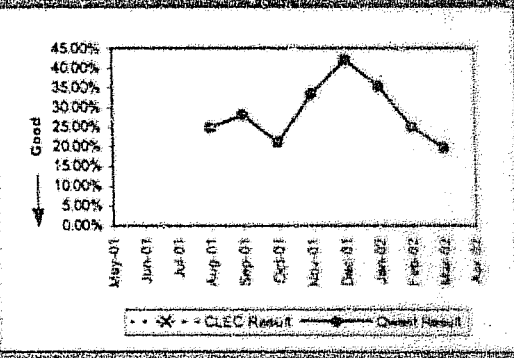
Repair Repeat Report Rate (Percent) (MR-7E)-- Interval Zone Two

Date	CLEC Num	CLEC Dem	CLEC Result	Std Dev	Qwest Num	Qwest Dem	Qwest Result	Mod Z Scr	Parity Score
May-01					13	78	16.67%		
Jun-01	0	1	0.00%	0.00%	17	95	17.35%	-0.45	-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%		
Apr-02					19	67	28.36%		



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

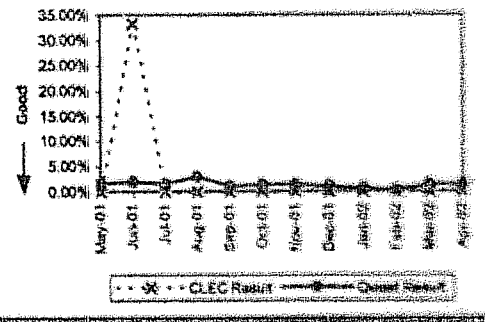
Date	CLEC Num	CLEC Dem	CLEC Result	Std Dev	Qwest Num	Qwest Dem	Qwest Result	Mod Z Scr	Parity Score
May-01									
Jun-01									
Jul-01									
Aug-01					26	105	24.76%		
Sep-01					7	25	28.00%		
Oct-01					8	38	21.05%		
Nov-01					11	33	33.33%		
Dec-01					8	19	42.11%		
Jan-02					6	17	35.29%		
Feb-02					2	8	25.00%		
Mar-02					8	41	19.51%		
Apr-02									



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

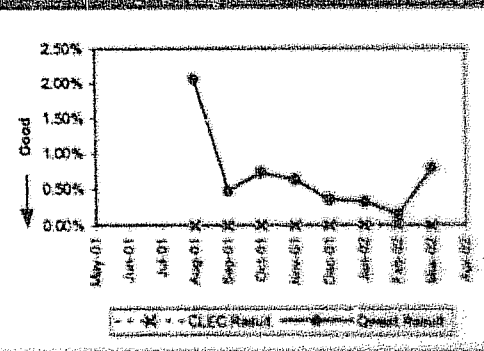
Trouble Rate (Percent) (MR-8)– Interval Zone One and Two

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Score
May-01	0	3	0.00%	0.00%	78	4846	1.61%	-0.22	-1.13
Jun-01	1	3	33.33%	47.14%	98	4966	1.97%	1.89	0.15
Jul-01	0	3	0.00%	0.00%	76	4955	1.53%	-0.22	-1.13
Aug-01	0	3	0.00%	0.00%	151	5094	2.96%	-0.3	-1.18
Sep-01	0	4	0.00%	0.00%	56	5153	1.09%	-0.21	-1.13
Oct-01	0	3	0.00%	0.00%	71	5199	1.37%	-0.2	-1.12
Nov-01	0	3	0.00%	0.00%	72	5224	1.38%	-0.2	-1.12
Dec-01	0	3	0.00%	0.00%	58	5302	1.09%	-0.18	-1.11
Jan-02	0	3	0.00%	0.00%	39	5255	0.74%	-0.15	-1.09
Feb-02	0	3	0.00%	0.00%	10	5266	0.19%	-0.08	-1.05
Mar-02	0	3	0.00%	0.00%	75	5206	1.44%	-0.21	-1.13
Apr-02	0	3	0.00%	0.00%	67	5215	1.28%	-0.2	-1.12



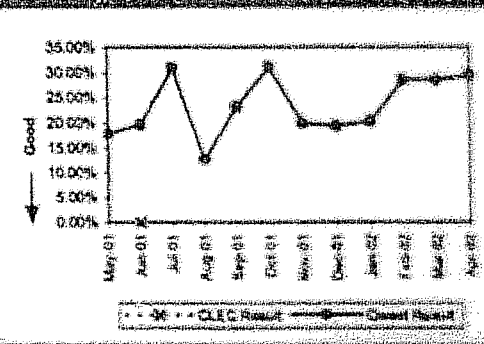
Trouble Rate (Percent) (MR-8*)– Interval Zone One and Two

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Score
May-01									
Jun-01									
Jul-01									
Aug-01	0	3	0.00%	0.00%	105	5094	2.06%	-0.25	-1.15
Sep-01	0	4	0.00%	0.00%	25	5153	0.49%	-0.14	-1.08
Oct-01	0	3	0.00%	0.00%	38	5199	0.73%	-0.15	-1.09
Nov-01	0	3	0.00%	0.00%	33	5224	0.63%	-0.14	-1.08
Dec-01	0	3	0.00%	0.00%	19	5302	0.36%	-0.1	-1.06
Jan-02	0	3	0.00%	0.00%	17	5255	0.32%	-0.1	-1.06
Feb-02	0	3	0.00%	0.00%	8	5266	0.15%	-0.07	-1.04
Mar-02	0	3	0.00%	0.00%	41	5206	0.79%	-0.15	-1.09
Apr-02									



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

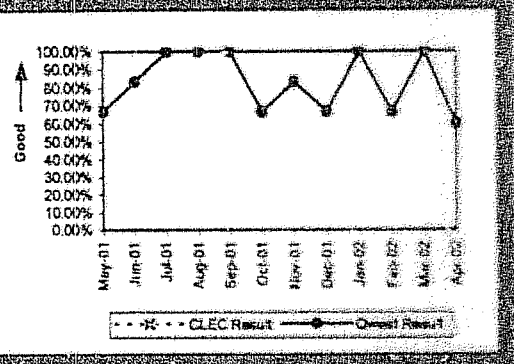
Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Score
May-01					17	95	17.89%		
Jun-01	0	1	0.00%	0.00%	24	122	19.67%	-0.49	-1.3
Jul-01					34	110	30.91%		
Aug-01					22	173	12.72%		
Sep-01					17	73	23.29%		
Oct-01					32	103	31.07%		
Nov-01					18	90	20.00%		
Dec-01					14	72	19.44%		
Jan-02					10	49	20.41%		
Feb-02					4	14	28.57%		
Mar-02					30	105	28.57%		
Apr-02					28	95	29.47%		



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

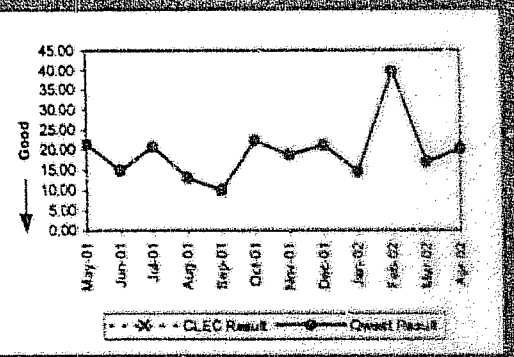
Installation Commitments Met (Percent) (OP-3E)– Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
May-01					2	3	66.67%		
Jun-01					5	6	83.33%		
Jul-01					3	3	100.00%		
Aug-01					1	1	100.00%		
Sep-01					2	2	100.00%		
Oct-01					2	3	66.67%		
Nov-01					5	6	83.33%		
Dec-01					2	3	66.67%		
Jan-02					4	4	100.00%		
Feb-02					2	3	66.67%		
Mar-02					4	4	100.00%		
Apr-02					3	5	60.00%		



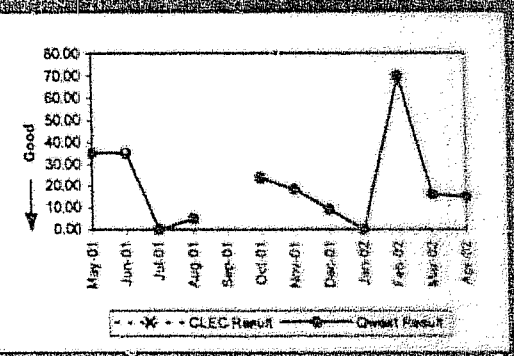
Installation Interval (Average Days) (OP-4E)– Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
May-01					64	3	21.33		
Jun-01					89	6	14.83		
Jul-01					83	4	20.75		
Aug-01					65	5	13.00		
Sep-01					20	2	10.00		
Oct-01					133	6	22.17		
Nov-01					167	9	18.56		
Dec-01					211	10	21.10		
Jan-02					145	10	14.50		
Feb-02					119	3	39.67		
Mar-02					84	5	16.80		
Apr-02					141	7	20.14		



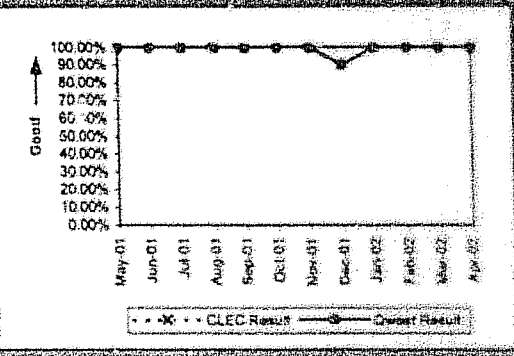
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5)– Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
May-01					35	1	35.00		
Jun-01					35	1	35.00		
Jul-01					0	1	0.00		
Aug-01					10	2	5.00		
Sep-01									
Oct-01					71	3	23.67		
Nov-01					73	4	18.25		
Dec-01					73	8	9.12		
Jan-02					0	6	0.00		
Feb-02					70	1	70.00		
Mar-02					16	1	16.00		
Apr-02					59	4	14.75		



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

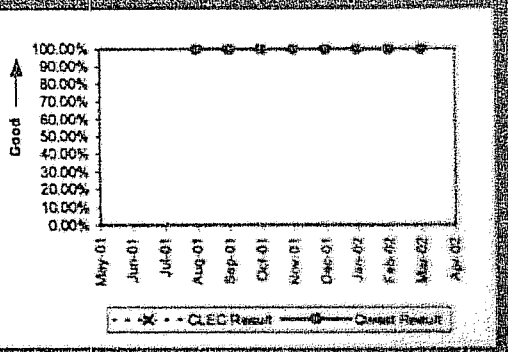
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
May-01					9	9	100.00%		
Jun-01					8	8	100.00%		
Jul-01					7	7	100.00%		
Aug-01					5	5	100.00%		
Sep-01					4	4	100.00%		
Oct-01					4	4	100.00%		
Nov-01					8	8	100.00%		
Dec-01					9	10	90.00%		
Jan-02					10	10	100.00%		
Feb-02					7	7	100.00%		
Mar-02					4	4	100.00%		
Apr-02					6	6	100.00%		



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

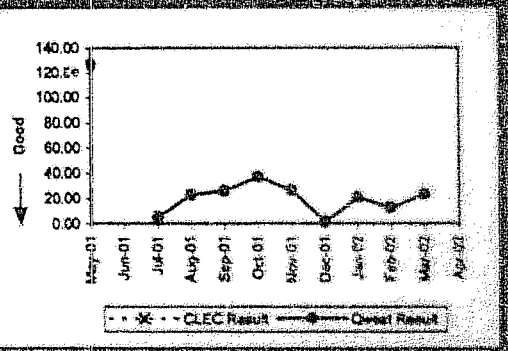
New Service Installation Quality (Percent) (OP-5*)-- Interval Zone One and Two

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Score
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					4	4	100.00%		
Apr-02									



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

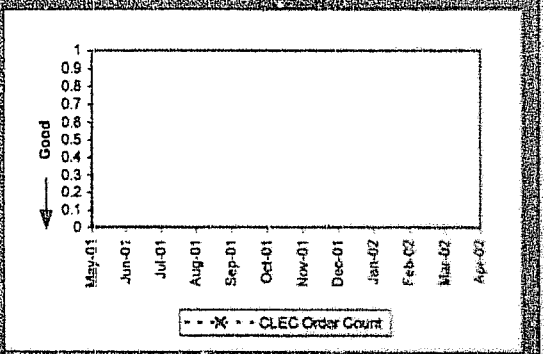
Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Score
May-01					127	1	127.00		
Jun-01									
Jul-01					11	2	5.50		
Aug-01					92	4	23.00		
Sep-01					52	2	26.00		
Oct-01					75	2	37.50		
Nov-01					53	2	26.50		
Dec-01					2	1	2.00		
Jan-02					126	6	21.00		
Feb-02					13	1	13.00		
Mar-02					47	2	23.50		
Apr-02									



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

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

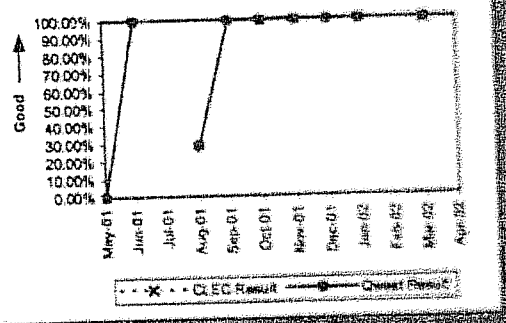
Date	CLEC Order Count
May-01	
Jun-01	
Jul-01	
Aug-01	
Sep-01	
Oct-01	
Nov-01	
Dec-01	
Jan-02	
Feb-02	
Mar-02	
Apr-02	



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

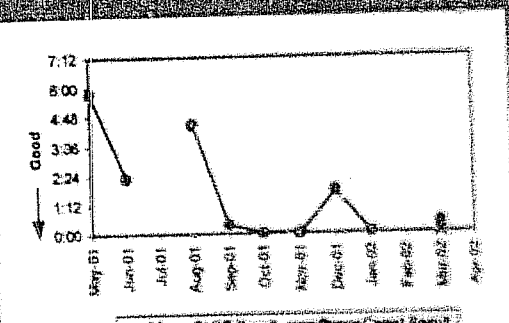
All Troubles Cleared within 4 hours (Percent) (MR-5B)-- Interval Zone Two

Date	CLEC Num	CLEC Deno	CLEC Resu	Std Dev	Qwest Num	Qwest Deno	Qwest Resu	Mod Z Scr	Parity Score
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									
Feb-02									
Mar-02	1	1	100.00%	0.00%	4	4	100.00%	N/A	N/A
Apr-02									



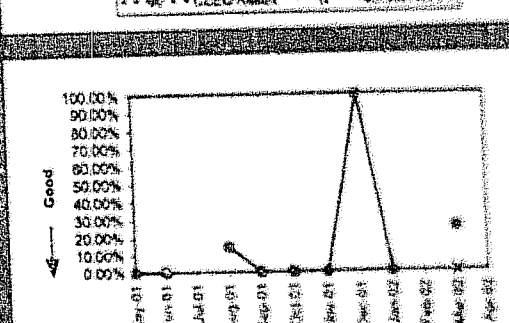
Mean Time to Restore (Hours:Minutes) (MR-6B)-- Interval Zone Two

Date	CLEC Num	CLEC Deno	CLEC Resu	Std Dev	Qwest Num	Qwest Deno	Qwest Resu	Mod Z Scr	Parity Score
May-01					11:30	2	5:45		
Jun-01					4:35	2	2:18		
Jul-01									
Aug-01					31:06	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	0:01	1	0:01		1:47	4	0:27	-1.55	-1.94
Apr-02									



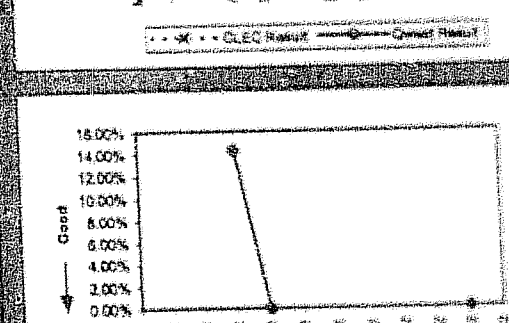
Repair Repeat Report Rate (Percent) (MR-7E)-- Interval Zone Two

Date	CLEC Num	CLEC Deno	CLEC Resu	Std Dev	Qwest Num	Qwest Deno	Qwest Resu	Mod Z Scr	Parity Score
May-01					0	2	0.00%		
Jun-01					0	2	0.00%		
Jul-01									
Aug-01					1	7	14.29%		
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	0	1	0.00%	0.00%	1	4	25.00%	-0.52	-1.31
Apr-02									



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

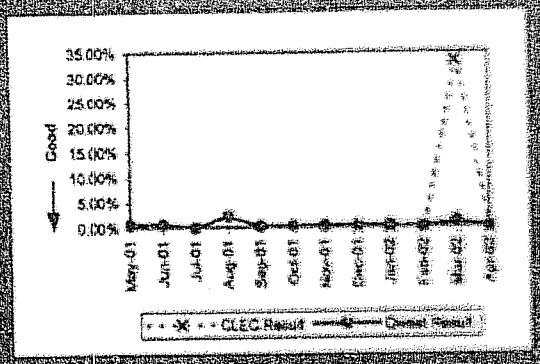
Date	CLEC Num	CLEC Deno	CLEC Resu	Std Dev	Qwest Num	Qwest Deno	Qwest Resu	Mod Z Scr	Parity Score
May-01									
Jun-01									
Jul-01					1	7	14.29%		
Aug-01					0	1	0.00%		
Sep-01									
Oct-01									
Nov-01									
Dec-01									
Jan-02									
Feb-02									
Mar-02					0	3	0.00%		
Apr-02									



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

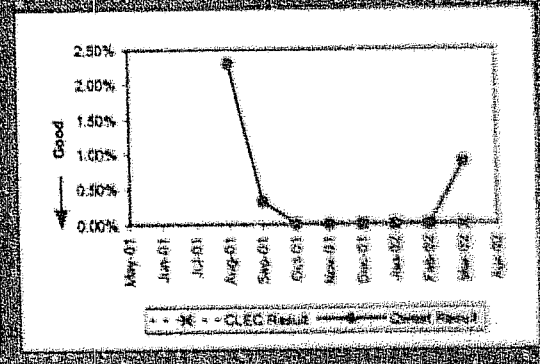
Trouble Rate (Percent) (MR-8)– Interval Zone One and Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
May-01					2	298	0.67%		
Jun-01					2	306	0.65%		
Jul-01					0	305	0.00%		
Aug-01					7	304	2.30%		
Sep-01					1	306	0.33%		
Oct-01					1	309	0.32%		
Nov-01					1	312	0.32%		
Dec-01	0	3	0.00%	0.00%	1	331	0.30%	-0.09	-1.06
Jan-02	0	3	0.00%	0.00%	1	334	0.30%	-0.09	-1.06
Feb-02	0	3	0.00%	0.00%	0	336	0.00%	N/A	N/A
Mar-02	1	3	33.33%	47.14%	4	341	1.17%	2.06	0.25
Apr-02	0	3	0.00%	0.00%	0	348	0.00%	N/A	N/A



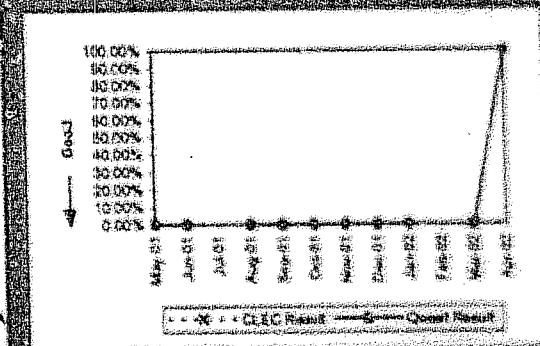
Trouble Rate (Percent) (MR-8*)– Interval Zone One and Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
May-01									
Jun-01									
Jul-01									
Aug-01					7	304	2.30%		
Sep-01					1	306	0.33%		
Oct-01					0	309	0.00%		
Nov-01					0	312	0.00%		
Dec-01	0	3	0.00%	0.00%	0	331	0.00%	N/A	N/A
Jan-02	0	3	0.00%	0.00%	0	334	0.00%	N/A	N/A
Feb-02	0	3	0.00%	0.00%	0	336	0.00%	N/A	N/A
Mar-02	0	3	0.00%	0.00%	3	341	0.88%	-0.16	-1.1
Apr-02									



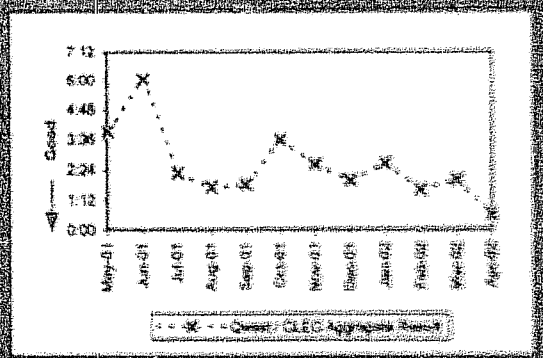
Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10)– Interval Zone One and Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
May-01					0	2	0.00%		
Jun-01					0	2	0.00%		
Jul-01									
Aug-01					0	7	0.00%		
Sep-01					0	1	0.00%		
Oct-01					0	1	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	1	0.00%	0.00%	0	4	0.00%	N/A	N/A
Apr-02					2	2	100.00%		



Checklist #7 - E911

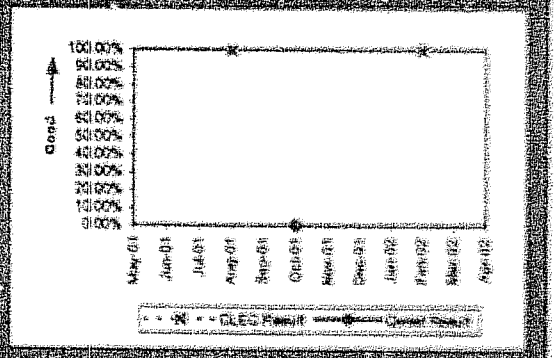
Time to Update Databases (Hours:Minutes) (DB-1A)	
Date	Qwest / CLEC Aggregate Result
May-01	3:56
Jun-01	6:04
Jul-01	2:18
Aug-01	1:44
Sep-01	1:51
Oct-01	3:37
Nov-01	2:38
Dec-01	2:01
Jan-02	2:42
Feb-02	1:38
Mar-02	2:02
Apr-02	0:37



Checklist #7 - E911/911 Trunk Installation

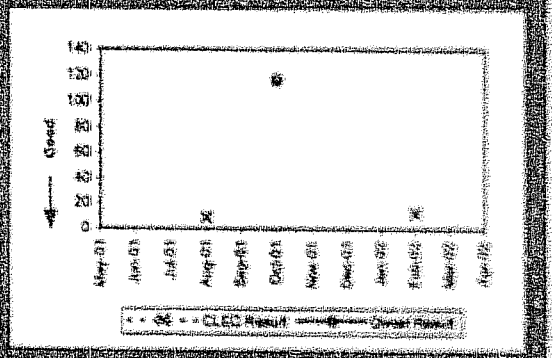
Installation Commitments Met (Percent) (OP-3E)– Interval Zone Two

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



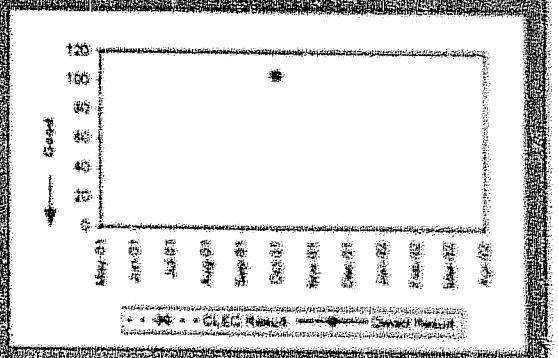
Installation Interval (Average Days) (OP-4E)– Interval Zone Two

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01	9	1	9.00						
Sep-01									
Oct-01					117	1	117.00		
Nov-01									
Dec-01									
Jan-02									
Feb-02	13	1	13.00						
Mar-02									
Apr-02									



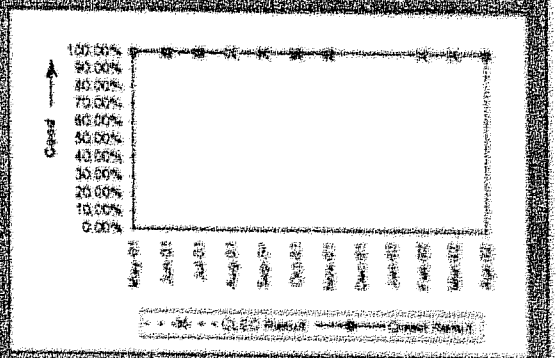
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5)– Interval Zone Two

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01									
Sep-01									
Oct-01					104	1	104.00		
Nov-01									
Dec-01									
Jan-02									
Feb-02									
Mar-02									
Apr-02									



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

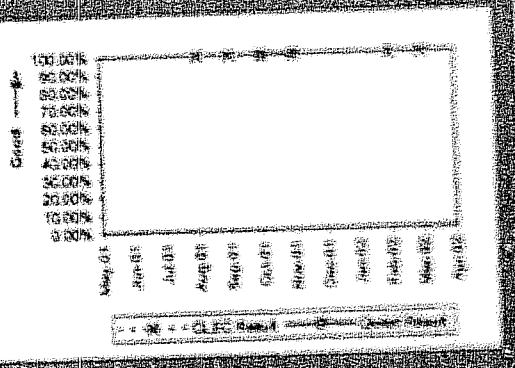
Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01					1	1	100.00%		
Jun-01	1	1	100.00%	0.00%	1	1	100.00%	N/A	N/A
Jul-01	1	1	100.00%	0.00%	1	1	100.00%	N/A	N/A
Aug-01	2	2	100.00%	0.00%					
Sep-01	2	2	100.00%	0.00%					
Oct-01	1	1	100.00%	0.00%	2	2	100.00%	N/A	N/A
Nov-01	1	1	100.00%	0.00%	2	2	100.00%	N/A	N/A
Dec-01									
Jan-02									
Feb-02	1	1	100.00%	0.00%					
Mar-02	1	1	100.00%	0.00%					
Apr-02					2	2	100.00%		



Checklist #7 - E911 Trunk Installation

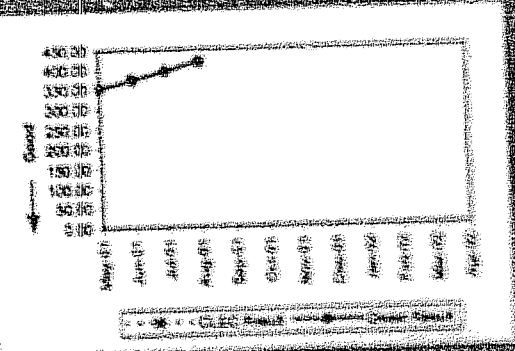
New Service Installation Quality (Percent) (OP-5) – Interval Zone One and Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Denv	Qwest Resu	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01	2	2	100.00%	0.00%					
Sep-01	2	2	100.00%	0.00%					
Oct-01	1	1	100.00%	0.00%	2	2	100.00%	N/A	N/A
Nov-01	1	1	100.00%	0.00%	2	2	100.00%	N/A	N/A
Dec-01									
Jan-02									
Feb-02	1	1	100.00%	0.00%					
Mar-02	1	1	100.00%	0.00%					
Apr-02									



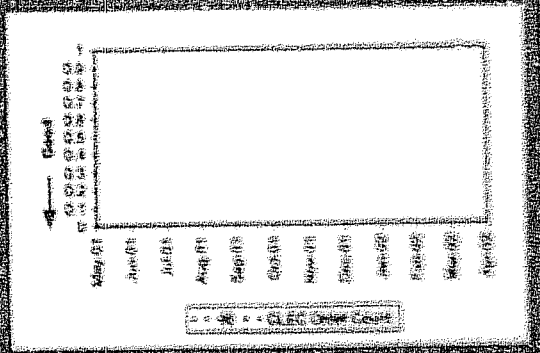
Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A)

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Denv	Qwest Resu	Mod Z Scr	Parity Scr
May-01					1060	3	353.33		
Jun-01					1123	3	374.33		
Jul-01					1186	3	395.33		
Aug-01					1255	3	418.33		
Sep-01									
Oct-01									
Nov-01									
Dec-01									
Jan-02									
Feb-02									
Mar-02									
Apr-02									



Checklist #7 - E911/911 Trunk Installation

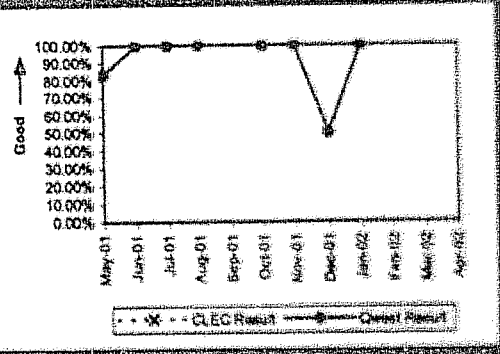
Count of Pending Orders Delayed for Facilities Reasons E911 (OP-15B)	
Date	CLEC Order Count
May-01	
Jun-01	
Jul-01	
Aug-01	
Sep-01	
Oct-01	
Nov-01	
Dec-01	
Jan-02	
Feb-02	
Mar-02	
Apr-02	



Checklist #7 - E911/911 Trunk Repair

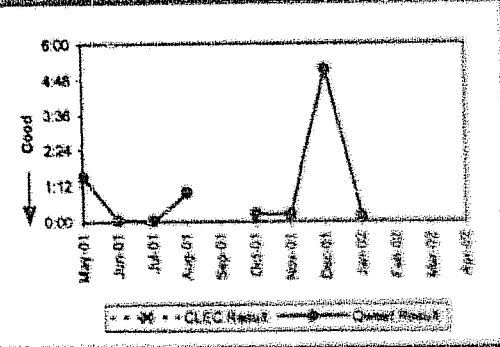
All Troubles Cleared within 4 hours (Percent) (MR-5B)– Interval Zone Two

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Score
May-01					5	6	83.33%		
Jun-01					1	1	100.00%		
Jul-01					1	1	100.00%		
Aug-01					2	2	100.00%		
Sep-01									
Oct-01					8	8	100.00%		
Nov-01					1	1	100.00%		
Dec-01					1	2	50.00%		
Jan-02					1	1	100.00%		
Feb-02									
Mar-02									
Apr-02									



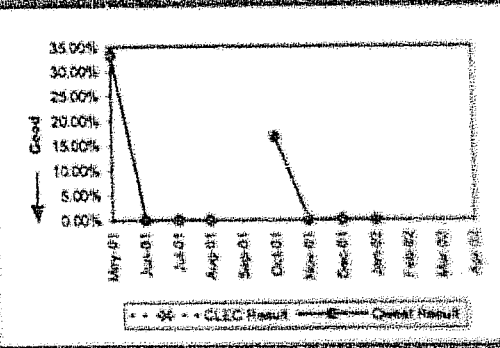
Mean Time to Restore (Hours:Minutes) (MR-6E)– Interval Zone Two

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Score
May-01					9:03	6	1:30		
Jun-01					0:03	1	0:03		
Jul-01					0:01	1	0:01		
Aug-01					1:59	2	0:59		
Sep-01									
Oct-01					1:36	6	0:16		
Nov-01					0:15	1	0:15		
Dec-01					10:16	2	5:08		
Jan-02					0:10	1	0:10		
Feb-02									
Mar-02									
Apr-02									



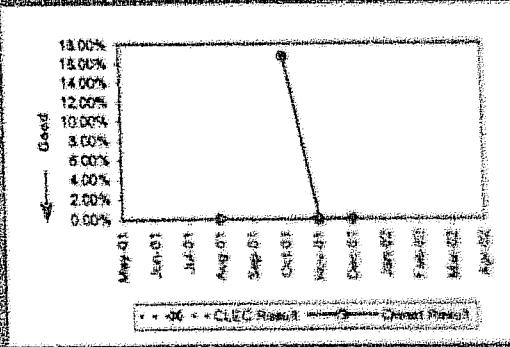
Repair Repeat Report Rate (Percent) (MR-7E)– Interval Zone Two

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Score
May-01					2	6	33.33%		
Jun-01					0	1	0.00%		
Jul-01					0	1	0.00%		
Aug-01					0	2	0.00%		
Sep-01									
Oct-01					1	6	16.67%		
Nov-01					0	1	0.00%		
Dec-01					0	2	0.00%		
Jan-02					0	1	0.00%		
Feb-02									
Mar-02									
Apr-02									



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

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Score
May-01									
Jun-01									
Jul-01									
Aug-01					0	1	0.00%		
Sep-01									
Oct-01					1	6	16.67%		
Nov-01					0	1	0.00%		
Dec-01					0	2	0.00%		
Jan-02									
Feb-02									
Mar-02									
Apr-02									



CONTINUATION

[5]

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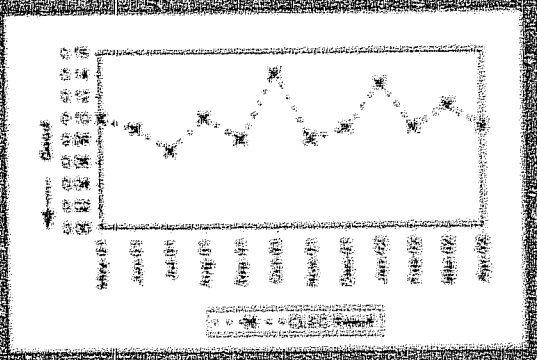
Checklist #8 - Directory Listings

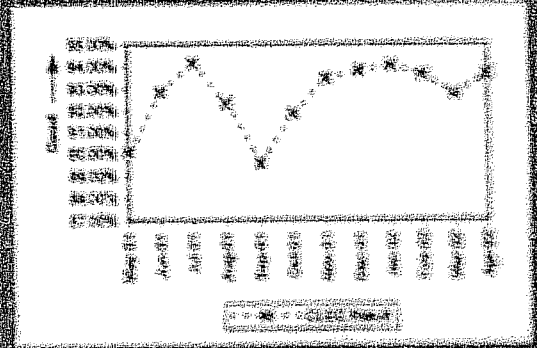
Time to Update Databases (Avg Sec) (DB-1C-1)

Date	CLEC Result
May-01	0.10
Jun-01	0.09
Jul-01	0.07
Aug-01	0.10
Sep-01	0.08
Oct-01	0.14
Nov-01	0.08
Dec-01	0.09
Jan-02	0.13
Feb-02	0.09
Mar-02	0.11
Apr-02	0.09



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

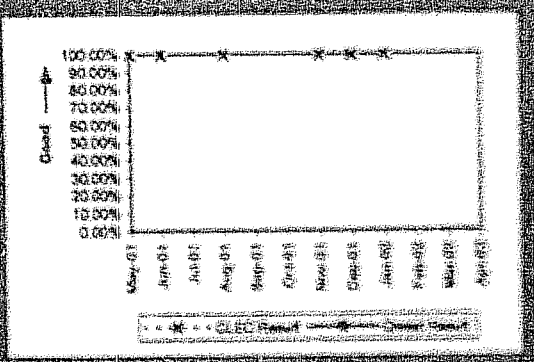
Date	CLEC Result
May-01	90.11%
Jun-01	92.84%
Jul-01	94.17%
Aug-01	92.33%
Sep-01	89.59%
Oct-01	91.86%
Nov-01	93.45%
Dec-01	93.72%
Jan-02	94.04%
Feb-02	93.62%
Mar-02	92.76%
Apr-02	93.64%



Checklist #9 - NXX Code Activation

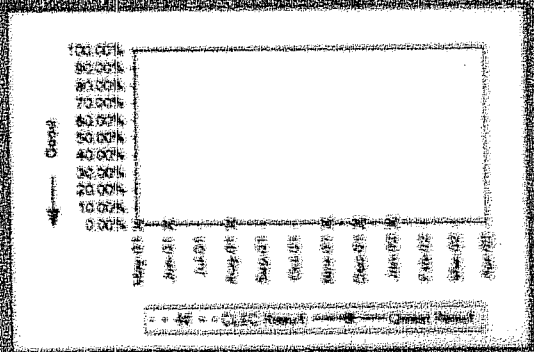
NXX Code Activation (Percent) (NP-1A)

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



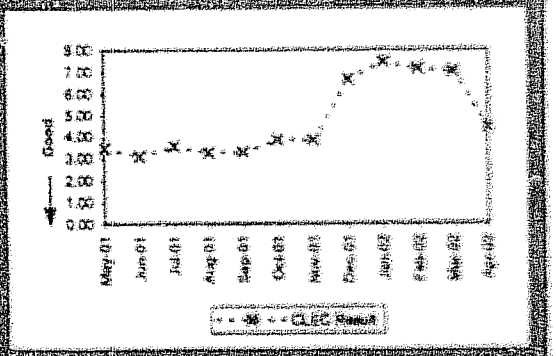
NXX Code Activation - Facility Delays (Percent) (NP-1B)

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result
May-01	0	1	0.00%			
Jun-01	0	2	0.00%			
Jul-01						
Aug-01	0	1	0.00%			
Sep-01						
Oct-01						
Nov-01	0	2	0.00%			
Dec-01	0	2	0.00%			
Jan-02	0	1	0.00%			
Feb-02						
Mar-02						
Apr-02						



Checklist #10 - Databases and Signaling

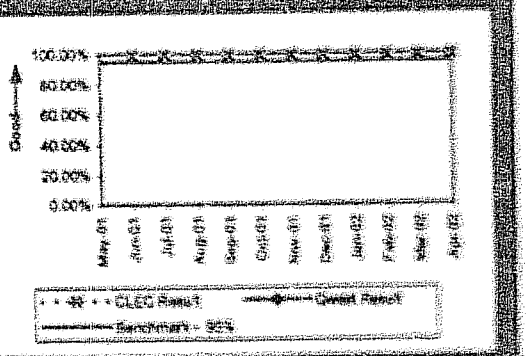
Time to Update Databases (Avg Sec) LIDB (DB-1B)	
Date	CLEC Result
May-01	3.48
Jun-01	3.12
Jul-01	3.55
Aug-01	3.28
Sep-01	3.31
Oct-01	3.85
Nov-01	3.85
Dec-01	6.68
Jan-02	7.47
Feb-02	7.17
Mar-02	7.02
Apr-02	4.44



Checklist #11 - Number Portability

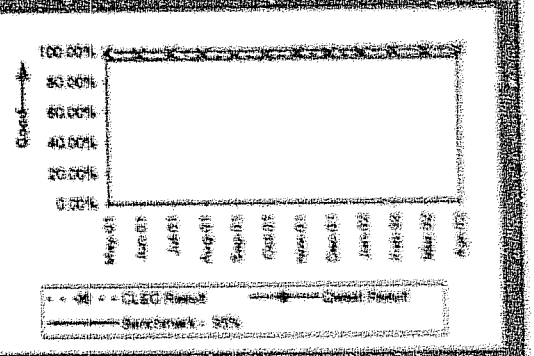
Number Portability Timeliness (Percent) (OP-8B)

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01									
Jun-01	39	39	100.00%	0.00%					
Jul-01	43	43	100.00%	0.00%					
Aug-01	39	39	100.00%	0.00%					
Sep-01	11	11	100.00%	0.00%					
Oct-01	25	25	100.00%	0.00%					
Nov-01	10	10	100.00%	0.00%					
Dec-01	14	14	100.00%	0.00%					
Jan-02	40	40	100.00%	0.00%					
Feb-02	66	66	100.00%	0.00%					
Mar-02	193	193	100.00%	0.00%					
Apr-02	23	23	100.00%	0.00%					



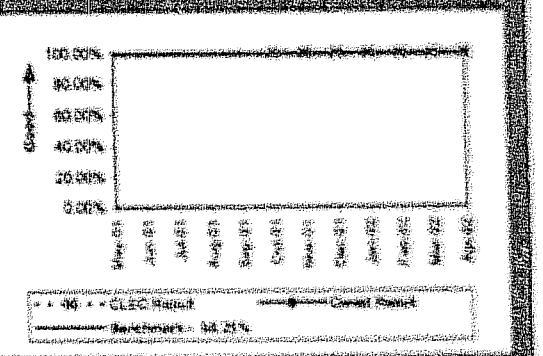
Percentage of LNP Triggers Set Prior to the Frame Due Time (Percent) (OP-8C)

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	796	800	99.75%	4.99%					
Jun-01	833	841	99.05%	9.71%					
Jul-01	852	854	99.77%	4.83%					
Aug-01	645	656	98.32%	12.84%					
Sep-01	671	689	97.39%	15.95%					
Oct-01	552	570	96.84%	17.49%					
Nov-01	457	464	98.49%	12.19%					
Dec-01	350	356	98.31%	12.87%					
Jan-02	529	538	98.33%	12.83%					
Feb-02	738	739	99.86%	3.68%					
Mar-02	925	926	99.89%	3.28%					
Apr-02	588	589	99.83%	4.12%					



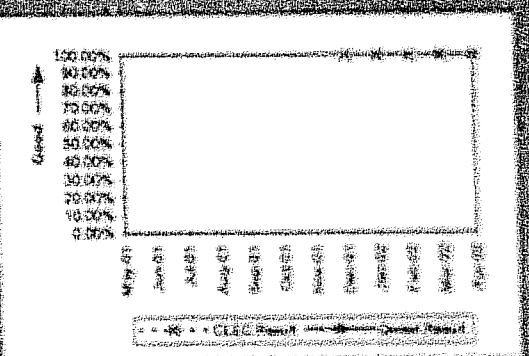
Timeliness of Disconnects associated with LNP Orders (Percent) (OP-17A)

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01									
Sep-01									
Oct-01	595	595	100.00%	0.00%					
Nov-01	474	474	100.00%	0.00%					
Dec-01	370	370	100.00%	0.00%					
Jan-02	578	578	100.00%	0.00%					
Feb-02	804	804	100.00%	0.00%					
Mar-02	1119	1119	100.00%	0.00%					
Apr-02	612	612	100.00%	0.00%					



Timeliness of Disconnects associated with LNP Orders (Percent) (OP-17B)

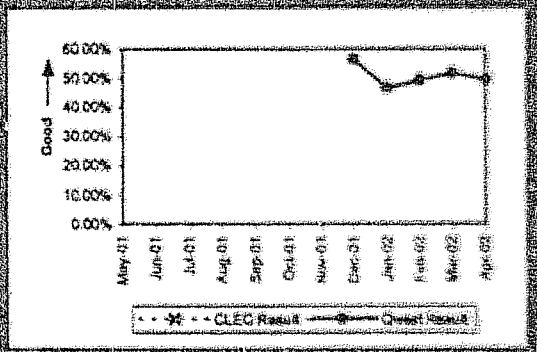
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01									
Sep-01									
Oct-01									
Nov-01									
Dec-01	370	370	100.00%	0.00%					
Jan-02	578	578	100.00%	0.00%					
Feb-02	804	804	100.00%	0.00%					
Mar-02	1119	1119	100.00%	0.00%					
Apr-02	612	612	100.00%	0.00%					



Checklist #11 - Number Portability

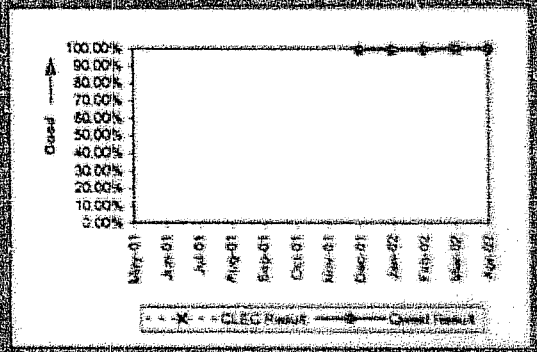
LNP Trouble Reports Cleared within 4 Hours (Percent) (MR-11A)

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01									
Sep-01									
Oct-01									
Nov-01									
Dec-01					169	298	56.71%		
Jan-02					131	281	46.62%		
Feb-02					125	253	49.41%		
Mar-02					131	253	51.78%		
Apr-02					115	232	49.57%		



LNP Trouble Reports Cleared within 48 Hours (Percent) (MR-11B)

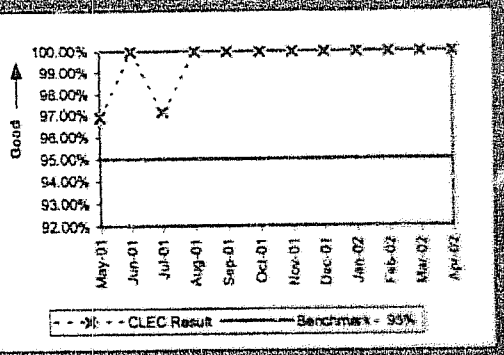
Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01									
Sep-01									
Oct-01									
Nov-01									
Dec-01					555	561	98.93%		
Jan-02					609	615	99.02%		
Feb-02					589	595	98.99%		
Mar-02	2	2	100.00%	0.00%	646	648	99.69%	-0.08	-1.05
Apr-02					534	536	99.63%		



Checklist #13 - Reciprocal Compensation

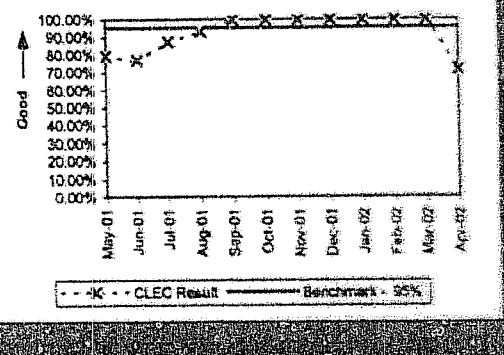
Billing Accuracy - Adjustments for Errors (Percent) Reciprocal Compensation (BI-3B)

Date	CLEC Num	CLEC Denom	CLEC Result
May-01	5076.99	5238.35	96.92%
Jun-01	6179.97	6179.97	100.00%
Jul-01	5747.32	5915.05	97.16%
Aug-01	4634.19	4634.19	100.00%
Sep-01	5708.83	5708.83	100.00%
Oct-01	7883.47	7883.47	100.00%
Nov-01	7690.54	7690.54	100.00%
Dec-01	8886.01	8886.01	100.00%
Jan-02	4779.51	4779.51	100.00%
Feb-02	8745.28	8745.28	100.00%
Mar-02	8063.44	8063.44	100.00%
Apr-02	56823.73	56823.73	100.00%



Billing Completeness (Percent) Reciprocal Compensation (BI-4B)

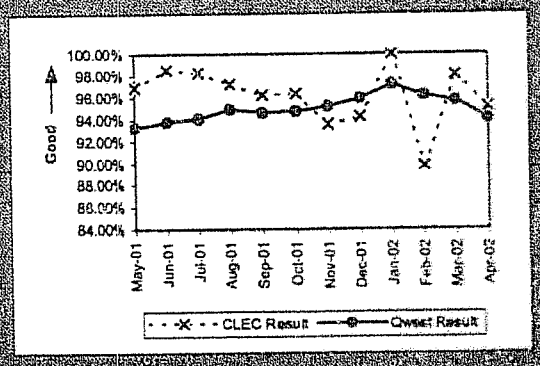
Date	CLEC Num	CLEC Denom	CLEC Result
May-01	4166.97	5238.35	79.55%
Jun-01	4782.54	6179.97	77.39%
Jul-01	5183.18	5915.05	87.63%
Aug-01	4324.36	4634.19	93.31%
Sep-01	5708.83	5708.83	100.00%
Oct-01	7883.47	7883.47	100.00%
Nov-01	7690.54	7690.54	100.00%
Dec-01	8886.01	8886.01	100.00%
Jan-02	4779.51	4779.51	100.00%
Feb-02	8745.28	8745.28	100.00%
Mar-02	8063.44	8063.44	100.00%
Apr-02	40617.33	56823.73	71.48%



Checklist #14 - Resale - Residence Installation

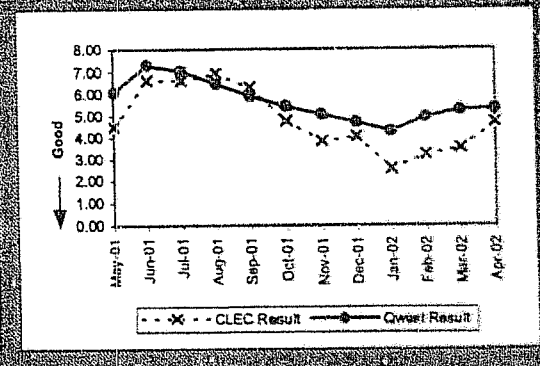
Installation Commitments Met (Percent) (OP-3A)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01	93	95	96.92%	17.27%	622	667	93.25%	-1.13	-1.68
Jun-01	69	69	98.55%	11.95%	529	564	93.79%	-1.55	-1.94
Jul-01	115	117	98.29%	12.96%	603	641	94.07%	-1.78	-2.08
Aug-01	106	109	97.25%	16.36%	672	708	94.92%	-1.03	-1.63
Sep-01	77	80	96.25%	19.00%	509	538	94.61%	-0.61	-1.37
Oct-01	53	55	96.36%	18.72%	573	605	94.71%	-0.52	-1.32
Nov-01	58	62	93.55%	24.57%	554	582	95.19%	0.59	-0.64
Dec-01	49	52	94.23%	23.32%	471	491	95.93%	0.6	-0.64
Jan-02	57	57	100.00%	0.00%	485	499	97.19%	-1.22	-1.74
Feb-02	35	39	89.74%	30.34%	403	419	96.18%	1.67	0.01
Mar-02	50	51	98.04%	13.86%	378	395	95.70%	-0.78	-1.47
Apr-02	39	41	95.12%	21.54%	392	417	94.00%	-0.29	-1.17



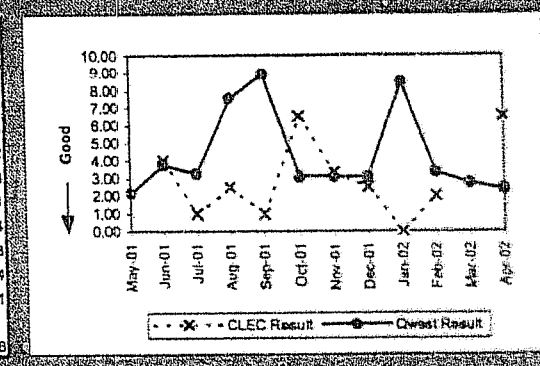
Installation Interval (Average Days) (OP-4A)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01	392	65	4.49	2.44	4064	667	6.09	-2.34	-2.42
Jun-01	457	69	6.62	2.17	4123	564	7.31	-0.81	-1.49
Jul-01	796	120	6.63	2.09	4661	663	7.03	-0.73	-1.44
Aug-01	777	112	6.94	3.67	4735	732	6.47	0.68	-0.59
Sep-01	509	80	6.31	2.68	3235	547	5.91	0.61	-0.63
Oct-01	262	55	4.76	3.10	3323	611	5.44	-0.82	-1.5
Nov-01	349	65	3.83	4.86	2974	588	5.06	-1.71	-2.04
Dec-01	214	53	4.04	3.41	2355	500	4.71	-0.89	-1.54
Jan-02	150	56	2.54	1.18	2144	500	4.29	-2.4	-2.48
Feb-02	125	39	3.21	3.02	2093	424	4.94	-1.68	-2.02
Mar-02	179	51	3.51	3.60	2089	398	5.25	-2.11	-2.28
Apr-02	192	41	4.68	3.64	2237	421	5.31	-0.78	-1.47



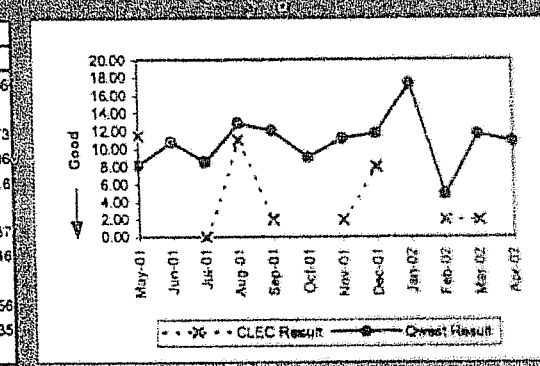
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-1)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01					43	20	2.15		
Jun-01	4	1	4.00		49	13	3.77	0.12	-0.93
Jul-01	1	1	1.00		36	11	3.27	-0.54	-1.33
Aug-01	5	2	2.50	0.71	136	18	7.56	-0.85	-1.52
Sep-01	2	2	1.00	0.00	125	14	8.93	-0.88	-1.53
Oct-01	13	2	6.50	0.71	37	12	3.08	1.48	-0.1
Nov-01	20	6	3.33	4.03	71	23	3.09	0.43	-0.74
Dec-01	5	2	2.50	3.54	55	18	3.06	-0.13	-1.08
Jan-02	0	2	0.00	0.00	110	13	8.46	-0.72	-1.44
Feb-02	4	2	2.00	1.41	40	12	3.33	-0.51	-1.31
Mar-02					30	11	2.73		
Apr-02	13	2	6.50	6.36	31	13	2.38	1.55	-0.06



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

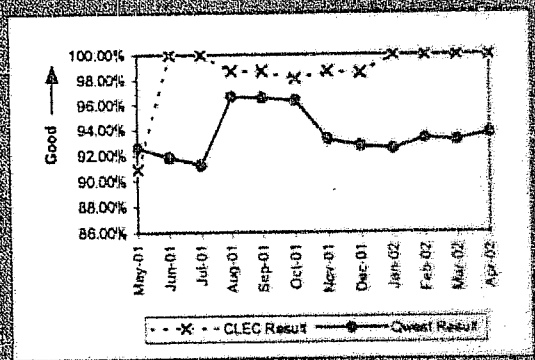
Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01	23	2	11.50	4.95	205	25	8.20	0.56	-0.66
Jun-01					238	22	10.82		
Jul-01	0	1	0.00		257	30	8.57	-1.19	-1.73
Aug-01	11	1	11.00		245	19	12.89	-0.1	-1.06
Sep-01	2	1	2.00		193	16	12.06	-0.99	-1.6
Oct-01					209	23	9.09		
Nov-01	2	1	2.00		123	11	11.18	-1.43	-1.87
Dec-01	16	2	8.00	1.41	129	11	11.73	-0.76	-1.46
Jan-02					52	3	17.33		
Feb-02	4	2	2.00	0.00	44	9	4.89	-0.91	-1.56
Mar-02	2	1	2.00		105	9	11.67	-0.57	-1.35
Apr-02					173	16	10.81		



Checklist #14 - Resale - Residence Installation

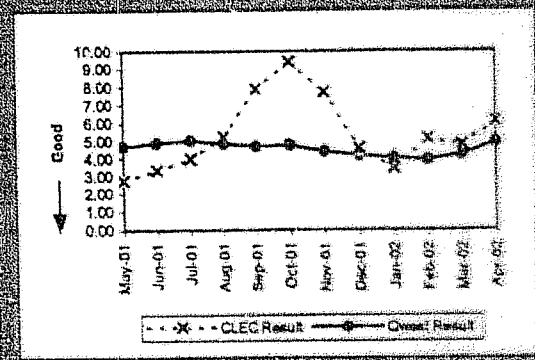
Installation Commitments Met (Percent) (OP-3B)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01	20	22	90.91%	28.75%	463	500	92.60%	0.34	-0.79
Jun-01	38	38	100.00%	0.00%	438	477	91.82%	-1.77	-2.08
Jul-01	69	69	100.00%	0.00%	406	445	91.24%	-2.4	-2.46
Aug-01	77	78	98.72%	11.25%	579	599	96.66%	-0.95	-1.58
Sep-01	77	78	98.72%	11.25%	420	435	96.55%	-0.97	-1.59
Oct-01	52	53	98.11%	13.61%	474	492	96.34%	-0.65	-1.4
Nov-01	75	76	98.68%	11.40%	442	474	93.25%	-1.75	-2.07
Dec-01	69	70	98.57%	11.87%	331	357	92.72%	-1.72	-2.05
Jan-02	49	49	100.00%	0.00%	345	373	92.49%	-1.87	-2.14
Feb-02	39	39	100.00%	0.00%	293	314	93.31%	-1.58	-1.96
Mar-02	43	43	100.00%	0.00%	300	322	93.17%	-1.67	-2.01
Apr-02	46	46	100.00%	0.00%	300	320	93.75%	-1.64	-2



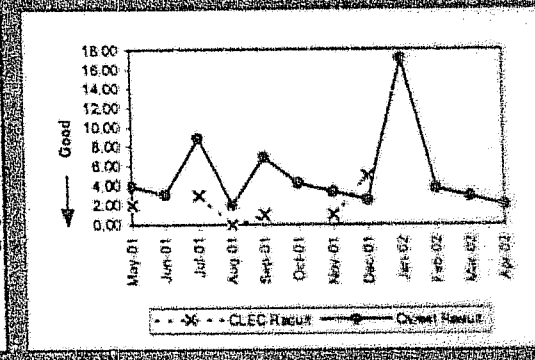
Installation Interval (Average Days) (OP-4B)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01	61	22	2.77	1.74	2344	500	4.69	-1.22	-1.74
Jun-01	128	38	3.37	1.87	2332	477	4.89	-1.79	-2.09
Jul-01	279	70	3.99	2.87	2254	447	5.04	-1.34	-1.81
Aug-01	425	81	5.25	2.70	2974	613	4.85	0.62	-0.62
Sep-01	623	79	7.89	4.05	2084	444	4.69	2.88	0.75
Oct-01	499	53	9.42	5.43	2356	494	4.77	3.72	1.26
Nov-01	593	77	7.70	4.30	2090	476	4.39	3.72	1.26
Dec-01	321	70	4.59	3.20	1504	361	4.17	0.75	-0.55
Jan-02	169	49	3.45	2.26	1506	375	4.02	-0.73	-1.45
Feb-02	200	39	5.13	4.10	1230	314	3.92	1.11	-0.33
Mar-02	207	43	4.81	3.62	1364	325	4.20	1.13	-0.31
Apr-02	250	46	5.09	3.94	1564	320	4.89	0.91	-0.45



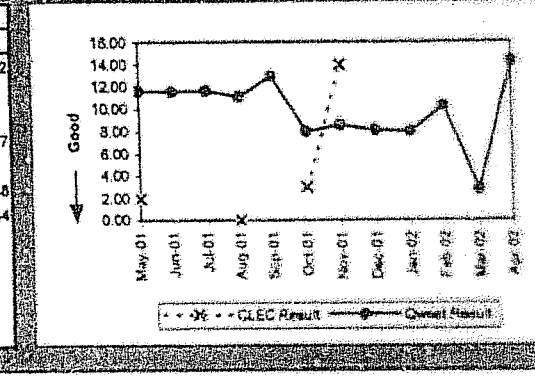
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-2)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01	2	1	2.00		47	12	3.92	-0.28	-1.17
Jun-01					34	11	3.09		
Jul-01	3	1	3.00		115	13	8.85	-0.39	-1.23
Aug-01	0	1	0.00		32	16	2.00	-1.16	-1.7
Sep-01	1	1	1.00		55	8	6.88	-0.69	-1.42
Oct-01					38	9	4.22		
Nov-01	1	1	1.00		54	16	3.38	-0.82	-1.5
Dec-01	5	1	5.00		33	13	2.54	1.43	-0.13
Jan-02					342	20	17.10		
Feb-02					37	10	3.70		
Mar-02					47	16	2.94		
Apr-02					10	5	2.00		



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

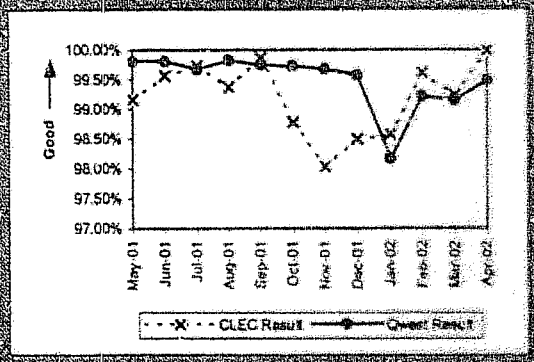
Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01	2	1	2.00		291	25	11.64	-0.53	-1.32
Jun-01					324	28	11.57		
Jul-01					303	26	11.65		
Aug-01	0	1	0.00		89	8	11.12	-1.43	-1.87
Sep-01					117	9	13.00		
Oct-01	3	1	3.00		80	10	8.00	-0.79	-1.48
Nov-01	14	1	14.00		154	18	8.56	0.92	-0.44
Dec-01					138	17	8.12		
Jan-02					80	10	8.00		
Feb-02					113	11	10.27		
Mar-02					25	9	2.78		
Apr-02					214	15	14.27		



Checklist #14 - Resale - Residence Installation

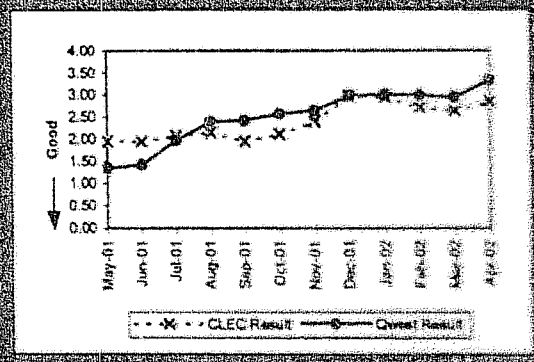
Installation Commitments Met (Percent) (OP-3C)-- No Dispatches

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01	237	239	99.16%	9.11%	10195	10214	99.81%	1.72	0.04
Jun-01	457	459	99.56%	6.59%	10996	11017	99.81%	1.06	-0.36
Jul-01	374	375	99.73%	5.16%	6447	6468	99.68%	-0.19	-1.12
Aug-01	473	476	99.37%	7.91%	3537	3543	99.83%	1.7	0.03
Sep-01	781	782	99.87%	3.57%	2778	2785	99.75%	-0.61	-1.37
Oct-01	899	900	98.78%	10.99%	2568	2575	99.73%	4.71	1.87
Nov-01	947	966	98.03%	13.89%	2185	2192	99.68%	7.56	3.6
Dec-01	580	595	98.49%	12.21%	1858	1866	99.57%	3.52	1.14
Jan-02	552	560	98.57%	11.87%	1981	2018	98.17%	-0.63	-1.38
Feb-02	505	507	99.61%	6.27%	1778	1792	99.22%	-0.87	-1.53
Mar-02	523	527	99.24%	8.68%	1869	1885	99.15%	-0.2	-1.12
Apr-02	483	483	100.00%	0.00%	1923	1933	99.48%	-1.42	-1.86



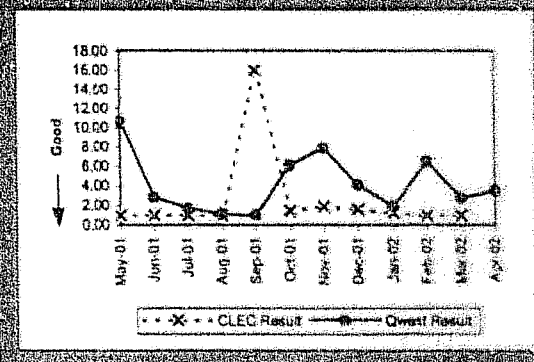
Installation Interval (Average Days) (OP-4C)-- No Dispatches

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01	395	203	1.95	0.90	11772	8740	1.35	3.23	0.96
Jun-01	774	400	1.94	0.88	12786	8974	1.42	6.84	3.16
Jul-01	576	277	2.08	0.93	9974	5035	1.98	1.36	-0.17
Aug-01	822	383	2.15	0.77	6655	2774	2.40	-5.31	-4.23
Sep-01	1204	616	1.95	0.92	5480	2261	2.42	-13.15	-9
Oct-01	1744	828	2.11	0.78	5326	2070	2.57	-9.33	-6.67
Nov-01	1548	648	2.39	0.72	4671	1769	2.64	-6.65	-5.04
Dec-01	1185	399	2.97	0.93	4462	1502	2.97	-0.01	-1.01
Jan-02	1090	371	2.94	1.46	5025	1674	3.00	-1.1	-1.67
Feb-02	953	352	2.71	0.87	4363	1463	2.98	-2.46	-2.5
Mar-02	769	291	2.64	0.58	4313	1469	2.94	-3.64	-3.33
Apr-02	582	204	2.85	0.73	4808	1439	3.34	-6.16	-4.75



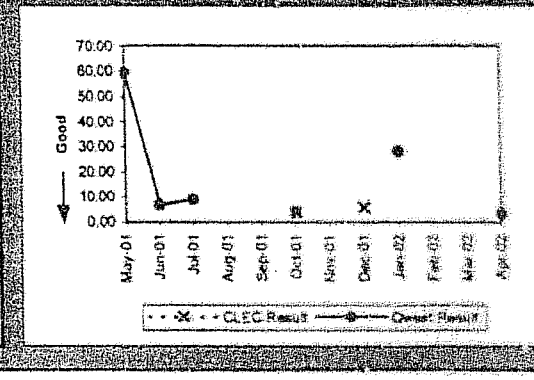
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-3)-- No Dispatches

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01	2	2	1.00	1.41	161	15	10.73	-0.52	-1.32
Jun-01	2	2	1.00	0.00	57	20	2.85	-0.67	-1.4
Jul-01	1	1	1.00		34	20	1.70	-0.7	-1.42
Aug-01	3	3	1.00	0.00	8	7	1.14	-0.3	-1.18
Sep-01	16	1	16.00		8	8	1.00		
Oct-01	15	10	1.50	1.27	49	8	6.12	-0.81	-1.49
Nov-01	38	19	1.89	2.73	63	8	7.88	-1.47	-1.89
Dec-01	13	8	1.62	1.41	37	9	4.11	-1.13	-1.69
Jan-02	10	8	1.25	0.71	70	36	1.94	-1.34	-1.81
Feb-02	2	2	1.00	0.00	98	15	6.53	-0.52	-1.31
Mar-02	4	4	1.00	0.00	44	16	2.75	-1.04	-1.63
Apr-02					28	8	3.50		



Delayed Days for Facility Reasons (Average Days) (OP-6B-3)-- No Dispatches

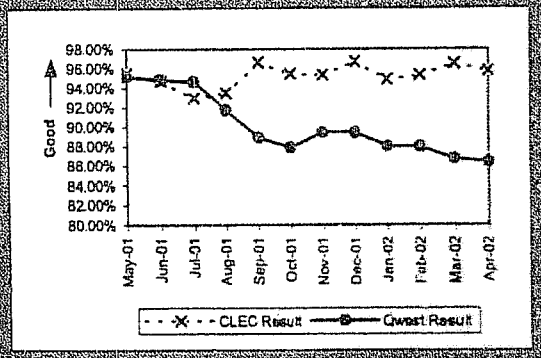
Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01					238	4	59.50		
Jun-01					7	1	7.00		
Jul-01					9	1	9.00		
Aug-01									
Sep-01									
Oct-01	4	1	4.00		4	1	4.00		
Nov-01									
Dec-01	6	1	6.00						
Jan-02					28	1	28.00		
Feb-02									
Mar-02									
Apr-02					7	2	3.50		



Checklist #14 - Resale - Residence Installation

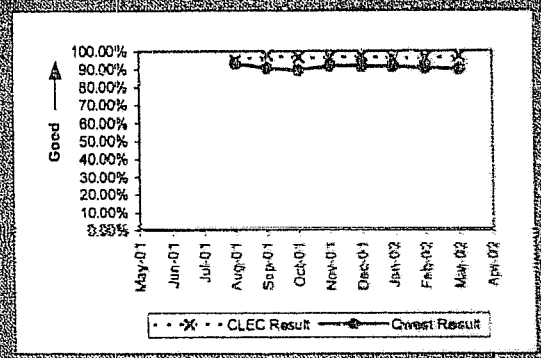
New Service Installation Quality (Percent) (OP-5)

Time	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
[illegible]	361	377	95.58%	20.55%	11101	11660	95.21%	-0.31	-1.19
[illegible]	433	457	94.75%	22.31%	11356	11970	94.87%	0.14	-0.91
[illegible]	362	379	92.98%	25.54%	9423	9953	94.68%	1.75	0.06
[illegible]	573	618	93.53%	24.60%	5738	6252	91.78%	-1.51	-1.92
[illegible]	730	807	96.65%	17.98%	3884	4366	88.96%	-6.41	-4.9
[illegible]	832	971	95.46%	20.75%	3292	3745	87.90%	-6.47	-4.94
[illegible]	1008	1058	95.37%	21.02%	3104	3470	89.45%	-5.48	-4.33
[illegible]	883	913	96.71%	17.83%	2677	2993	89.44%	-6.26	-4.81
[illegible]	956	993	94.96%	21.90%	2476	2811	88.08%	-5	-4.04
[illegible]	908	927	95.37%	21.00%	2388	2713	88.02%	-5.11	-4.11
[illegible]	982	993	96.52%	18.33%	2230	2570	86.77%	-6.38	-4.87
[illegible]	871	896	95.81%	20.05%	2282	2641	86.41%	-6.05	-4.68



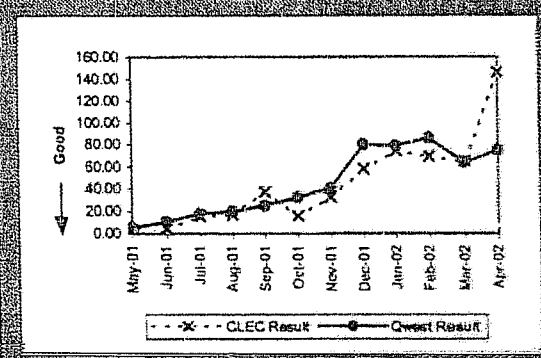
New Service Installation Quality (Percent) (OP-5)

Time	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
[illegible]									
[illegible]									
[illegible]									
[illegible]	568	616	95.15%	21.49%	5627	6252	93.20%	-1.83	-2.11
[illegible]	760	807	97.89%	14.38%	3962	4366	90.75%	-6.44	-4.91
[illegible]	844	976	96.72%	17.81%	3362	3745	89.77%	-6.38	-4.88
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]
[illegible]	881	913	97.59%	15.35%	2751	2993	91.91%	-5.51	-4.35
[illegible]	905	933	96.99%	16.65%	2573	2811	91.53%	-4.12	-3.5
[illegible]	854	877	96.93%	16.60%	2463	2713	90.78%	-4.33	-3.63
[illegible]	827	855	97.35%	16.07%	2316	2570	90.12%	-5.35	-4.25
[illegible]									



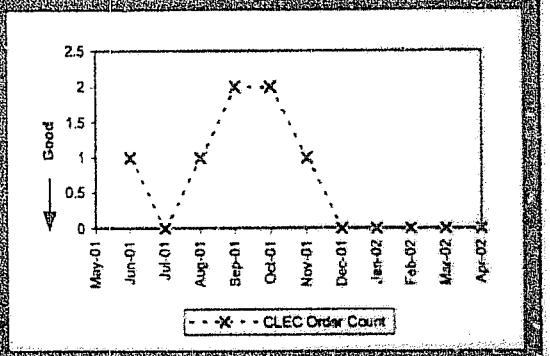
Average Age Pending Orders Outside Past Due Date (Average Days) (OP-15A)

Time	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
[illegible]					119	24	4.96		
[illegible]	9	2	4.50	6.36	685	65	10.54	-0.44	-1.27
[illegible]	82	4	15.50	3.32	872	49	17.80	-0.31	-1.19
[illegible]	167	10	16.70	18.93	1556	80	19.48	-0.41	-1.25
[illegible]	263	7	37.57	25.64	2250	90	25.00	1.21	-0.26
[illegible]	112	7	16.00	29.77	2727	84	32.46	-1.32	-1.8
[illegible]	131	4	32.75	47.97	3919	96	40.82	-0.42	-1.26
[illegible]	233	4	58.25	45.15	6583	82	80.28	-0.51	-1.31
[illegible]	224	3	74.67	69.12	6014	76	79.13	-0.12	-1.08
[illegible]	208	3	69.33	84.44	7072	82	86.24	-0.44	-1.28
[illegible]	361	4	65.25	84.71	5624	88	63.91	0.15	-0.91
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]



Checklist #14 - Resale - Residence Installation

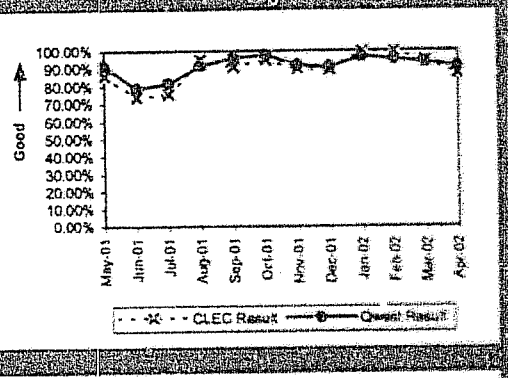
Count of Pending Orders Delayed for Facilities Reasons Residence (OP-15B)	
Date	CLEC Order Count
May-01	1
Jun-01	0
Jul-01	1
Aug-01	2
Sep-01	2
Oct-01	1
Nov-01	0
Dec-01	0
Jan-02	0
Feb-02	0
Mar-02	0
Apr-02	0



Checklist #14 - Resale - Residence Repair

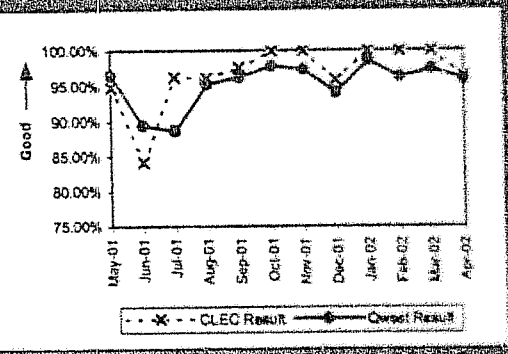
Out of Service Cleared within 24 hours (Percent) (MR-3A)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	23	29	86.21%	34.48%	844	919	91.84%	1.04	-0.37
Jun-01	20	27	74.07%	43.82%	878	1114	78.82%	0.61	-0.63
Jul-01	31	41	75.61%	42.94%	839	1026	81.77%	0.99	-0.4
Aug-01	41	43	95.35%	21.06%	771	839	91.90%	-0.81	-1.49
Sep-01	31	34	91.18%	28.36%	711	740	96.08%	1.28	-0.22
Oct-01	40	42	95.24%	21.30%	569	581	97.93%	1.05	-0.36
Nov-01	28	31	90.32%	29.57%	385	418	92.11%	0.39	-0.76
Dec-01	17	19	89.47%	30.69%	349	384	90.89%	0.26	-0.84
Jan-02	27	27	100.00%	0.00%	307	317	96.85%	-0.9	-1.55
Feb-02	25	25	100.00%	0.00%	294	308	95.45%	-1.05	-1.64
Mar-02	18	19	94.74%	22.33%	383	410	93.41%	-0.23	-1.14
Apr-02	34	39	87.18%	33.43%	421	462	91.13%	0.82	-0.5



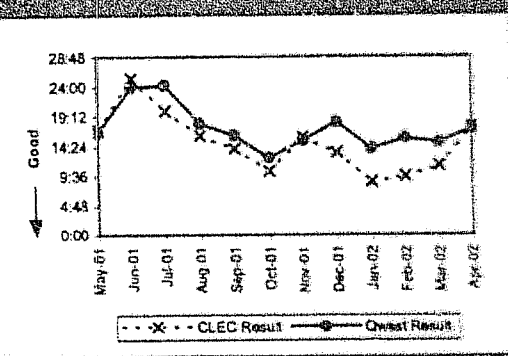
All Troubles Cleared within 48 hours (Percent) (MR-4A)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	37	39	94.87%	22.06%	1225	1268	96.61%	0.61	-0.53
Jun-01	32	38	84.21%	36.46%	1390	1554	89.45%	1.01	-0.38
Jul-01	51	53	96.23%	19.06%	1231	1388	88.69%	-1.7	-2.03
Aug-01	49	51	96.08%	19.41%	1110	1165	95.28%	-0.26	-1.16
Sep-01	41	42	97.62%	15.25%	1007	1046	96.27%	-0.45	-1.27
Oct-01	53	53	100.00%	0.00%	796	814	97.79%	-1.06	-1.84
Nov-01	39	39	100.00%	0.00%	581	597	97.32%	-1	-1.61
Dec-01	23	24	95.83%	19.88%	523	556	94.06%	-0.36	-1.22
Jan-02	32	32	100.00%	0.00%	417	423	98.58%	-0.65	-1.4
Feb-02	32	32	100.00%	0.00%	440	457	96.28%	-1.07	-1.65
Mar-02	28	28	100.00%	0.00%	558	573	97.38%	-0.85	-1.52
Apr-02	52	54	96.30%	18.89%	671	700	95.86%	-0.16	-1.09



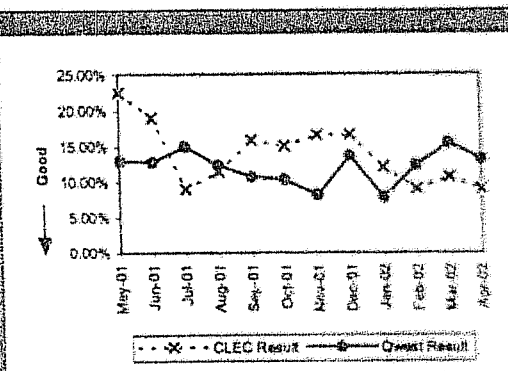
Mean Time to Restore (Hours:Minutes) (MR-8A)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	697:54	39	17:08	15:45	21102:30	1268	16:39	0.36	-0.78
Jun-01	966:19	38	25:26	21:43	37386:53	1554	24:04	0.58	-0.65
Jul-01	1067:03	53	20:08	13:38	33708:16	1388	24:17	-1.34	-1.82
Aug-01	824:31	51	16:10	13:03	21077:35	1165	18:06	-0.9	-1.55
Sep-01	892:20	42	14:06	11:56	16915:15	1046	16:10	-0.84	-1.51
Oct-01	550:52	53	10:24	9:17	10230:05	814	12:34	-1.07	-1.65
Nov-01	617:43	39	15:50	9:39	9187:58	597	15:23	0.35	-0.79
Dec-01	321:59	24	13:25	15:18	10167:15	556	18:17	-1.32	-1.8
Jan-02	276:08	32	8:41	7:27	5943:04	423	14:03	-2.45	-2.49
Feb-02	307:06	32	9:36	7:22	7156:07	457	15:40	-2.18	-2.33
Mar-02	315:16	28	11:16	10:20	8580:44	573	14:59	-1.38	-1.84
Apr-02	947:04	54	17:32	20:28	12028:12	700	17:11	0.25	-0.85



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

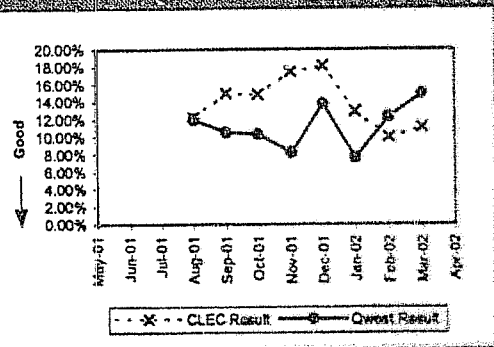
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	9	40	22.50%	41.78%	168	1294	12.98%	1.65	0
Jun-01	8	42	19.05%	39.27%	205	1600	12.81%	1.16	-0.3
Jul-01	5	55	9.09%	28.75%	215	1436	14.97%	-1.2	-1.73
Aug-01	6	52	11.54%	31.85%	148	1198	12.35%	-0.17	-1.11
Sep-01	7	44	15.91%	36.58%	116	1076	10.78%	1.05	-0.36
Oct-01	8	53	15.09%	35.80%	87	837	10.39%	1.06	-0.36
Nov-01	7	42	16.67%	37.27%	51	619	8.24%	1.72	0.05
Dec-01	4	24	16.67%	37.27%	80	586	13.65%	0.45	-0.73
Jan-02	4	33	12.12%	32.64%	34	434	7.83%	0.86	-0.48
Feb-02	3	33	9.09%	28.75%	58	469	12.37%	-0.55	-1.34
Mar-02	3	28	10.71%	30.93%	92	594	15.49%	-0.88	-1.41
Apr-02	5	55	9.09%	28.75%	94	712	13.20%	-0.87	-1.53



Checklist #14 - Resale - Residence Repair

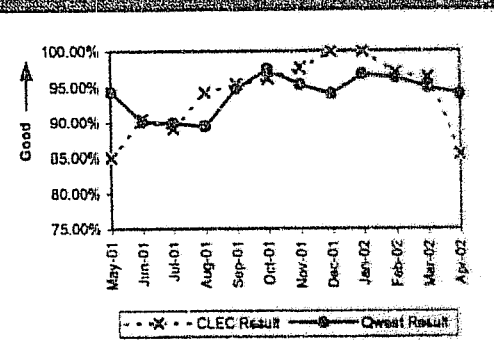
Repair Repeat Report Rate (Percent) (MR-7A*)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
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	3	27	11.11%	31.43%	83	554	14.98%	-0.55	-1.33
Apr-02									



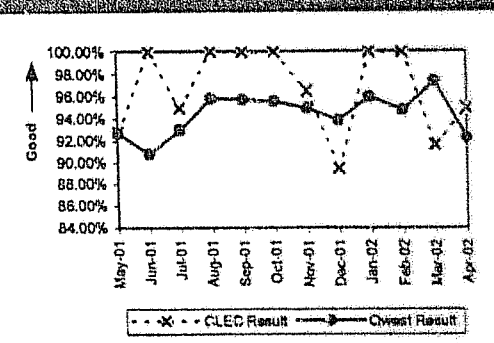
Repair Appointments Met (Percent) (MR-9A)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
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	588	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	27	28	96.43%	18.56%	564	594	94.95%	-0.35	-1.21
Apr-02	47	55	85.45%	35.26%	669	712	93.98%	2.18	0.33



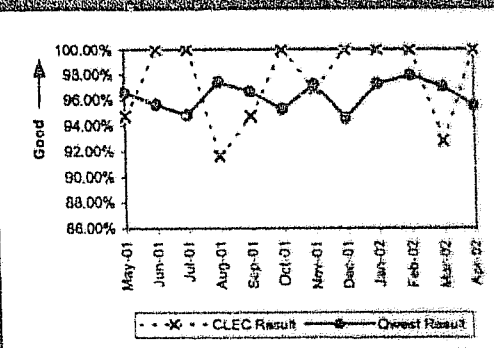
Out of Service Cleared within 24 hours (Percent) (MR-3B)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
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	19	19	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	28	29	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
Apr-02	19	20	95.00%	21.79%	455	493	92.29%	-0.45	-1.27



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

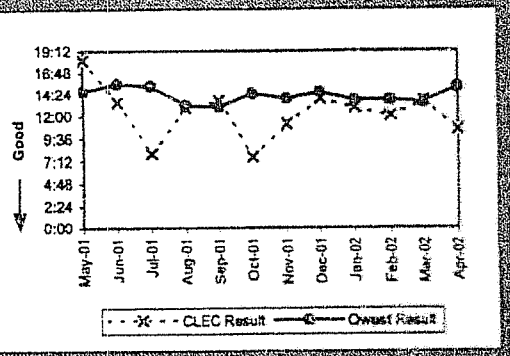
Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01	18	19	94.74%	22.33%	1021	1057	96.59%	0.47	-0.71
Jun-01	15	15	100.00%	0.00%	1116	1167	95.63%	-0.62	-1.5
Jul-01	23	23	100.00%	0.00%	1107	1167	94.86%	-1.11	-1.67
Aug-01	22	24	91.67%	27.64%	1025	1052	97.43%	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
Apr-02	26	28	100.00%	0.00%	637	667	95.50%	-1.12	-1.68



Checklist #14 - Resale - Residence Repair

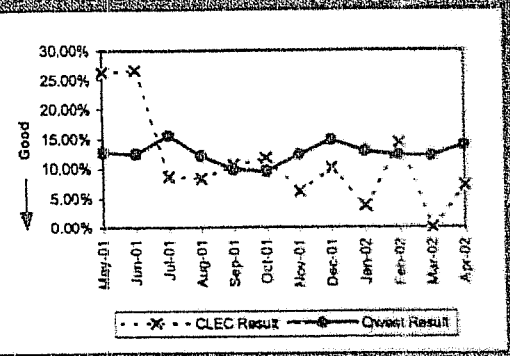
Mean Time to Restore (Hours:Minutes) (MR-6B)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01	343:40	19	18:12	19:08	15584:12	1057	14:45	1.11	-0.32
Jun-01	252:28	15	13:30	7:47	18180:35	1167	15:35	-0.48	-1.29
Jul-01	184:53	23	8:02	8:03	17884:39	1167	15:20	-2.12	-2.29
Aug-01	308:44	24	12:52	18:57	13862:33	1052	13:11	-0.09	-1.06
Sep-01	209:58	19	13:41	11:52	12120:40	929	13:03	0.36	-0.78
Oct-01	130:12	17	7:40	7:32	11878:30	805	14:30	-1.78	-2.08
Nov-01	358:40	32	11:13	13:19	9853:26	691	13:58	-0.95	-1.58
Dec-01	278:36	20	13:56	12:16	8090:03	552	14:39	-0.16	-1.1
Jan-02	350:40	27	12:59	9:10	5584:49	407	13:43	-0.29	-1.17
Feb-02	188:34	14	12:02	9:05	5397:49	392	13:46	-0.52	-1.32
Mar-02	192:03	14	13:43	16:30	6436:08	476	13:31	0.23	-0.86
Apr-02	295:35	28	10:33	7:42	10184:25	667	15:14	-1.5	-1.91



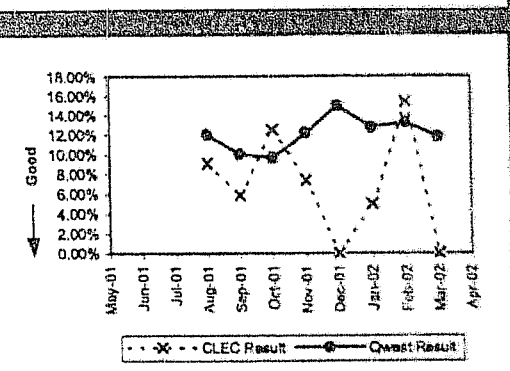
Repair Repeat Report Rate (Percent) (MR-7B)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01	5	19	26.32%	44.03%	137	1078	12.71%	1.6	-0.03
Jun-01	4	15	26.67%	44.22%	149	1195	12.47%	1.49	-0.09
Jul-01	2	23	8.70%	28.18%	185	1188	15.57%	-0.9	-1.55
Aug-01	2	24	8.33%	27.64%	129	1070	12.06%	-0.55	-1.34
Sep-01	2	19	10.53%	30.69%	94	953	9.86%	0.16	-0.9
Oct-01	2	17	11.76%	32.22%	78	820	9.51%	0.36	-0.78
Nov-01	2	32	6.25%	24.21%	86	701	12.27%	-1.01	-1.62
Dec-01	2	20	10.00%	30.00%	83	562	14.77%	-0.59	-1.36
Jan-02	1	27	3.70%	18.89%	54	419	12.89%	-1.38	-1.84
Feb-02	2	14	14.29%	34.99%	49	402	12.19%	0.28	-0.83
Mar-02	0	14	0.00%	0.00%	58	483	12.01%	-1.36	-1.83
Apr-02	2	28	7.14%	25.75%	95	681	13.95%	-1.02	-1.62



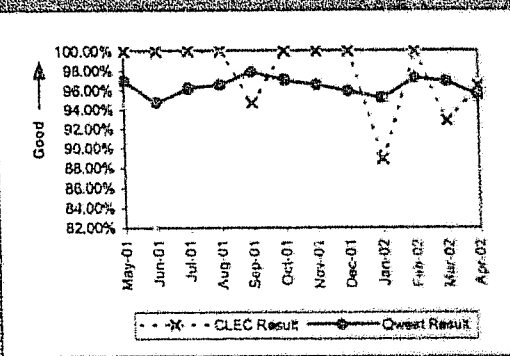
Repair Repeat Report Rate (Percent) (MR-7B*)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01	2	22	9.09%	28.75%	119	988	12.04%	-0.42	-1.28
Sep-01	1	17	5.88%	23.53%	87	867	10.03%	-0.56	-1.34
Oct-01	2	16	12.50%	33.07%	73	758	9.63%	0.43	-0.74
Nov-01	2	27	7.41%	26.19%	78	641	12.17%	-0.74	-1.45
Dec-01	0	17	0.00%	0.00%	75	500	15.00%	-1.7	-2.04
Jan-02	1	20	5.00%	21.79%	46	361	12.74%	-1.01	-1.61
Feb-02	2	13	15.38%	36.08%	47	355	13.24%	0.27	-0.84
Mar-02	0	14	0.00%	0.00%	52	442	11.76%	-1.35	-1.82
Apr-02									



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

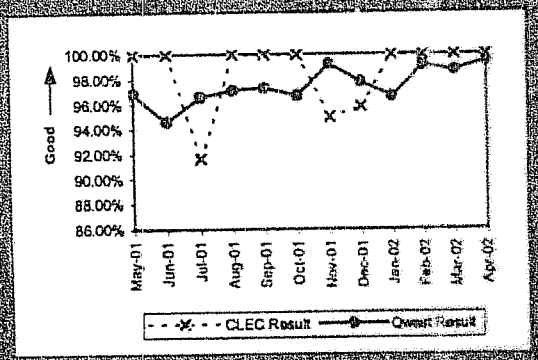
Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01	19	19	100.00%	0.00%	1045	1078	96.94%	-0.77	-1.47
Jun-01	15	15	100.00%	0.00%	1132	1195	94.73%	-0.91	-1.55
Jul-01	23	23	100.00%	0.00%	1143	1188	96.21%	-0.94	-1.57
Aug-01	24	24	100.00%	0.00%	1033	1070	96.54%	-0.92	-1.56
Sep-01	18	19	94.74%	22.33%	933	953	97.90%	0.83	-0.49
Oct-01	17	17	100.00%	0.00%	796	820	97.07%	-0.71	-1.43
Nov-01	32	32	100.00%	0.00%	677	701	96.58%	-1.04	-1.63
Dec-01	20	20	100.00%	0.00%	539	562	95.91%	-0.91	-1.55
Jan-02	24	27	88.89%	31.43%	399	419	95.23%	1.31	-0.2
Feb-02	14	14	100.00%	0.00%	391	402	97.26%	-0.62	-1.38
Mar-02	13	14	92.86%	25.75%	468	483	96.89%	0.76	-0.54
Apr-02	27	28	96.43%	18.56%	650	681	95.45%	-0.24	-1.15



Checklist #14 - Resale - Residence Repair

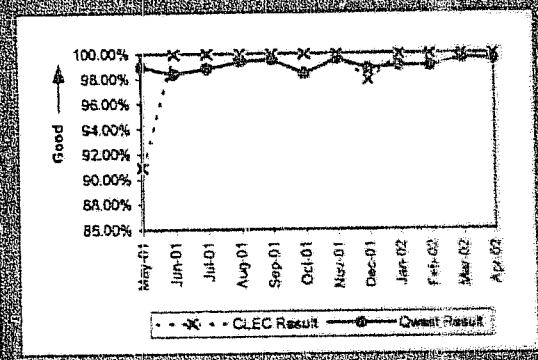
Out of Service Cleared within 24 hours (Percent) (MR-3C)– No Dispatches

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	6	6	100.00%	0.00%	247	255	96.86%	-0.44	-1.26
Jun-01	7	7	100.00%	0.00%	317	335	94.63%	-0.62	-1.38
Jul-01	11	12	91.67%	27.64%	255	264	96.59%	0.78	-0.52
Aug-01	14	14	100.00%	0.00%	239	246	97.15%	-0.62	-1.38
Sep-01	8	8	100.00%	0.00%	181	186	97.31%	-0.46	-1.28
Oct-01	19	19	100.00%	0.00%	205	212	96.70%	-0.77	-1.47
Nov-01	19	20	95.00%	21.79%	265	267	99.25%	1.29	-0.22
Dec-01	23	24	95.83%	19.98%	265	271	97.79%	0.56	-0.66
Jan-02	9	9	100.00%	0.00%	229	237	96.62%	-0.55	-1.33
Feb-02	6	6	100.00%	0.00%	222	224	99.11%	-0.23	-1.14
Mar-02	13	13	100.00%	0.00%	229	232	98.71%	-0.4	-1.24
Apr-02	10	10	100.00%	0.00%	194	195	99.49%	-0.22	-1.13



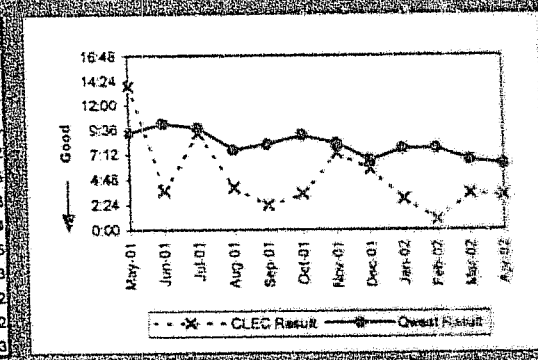
All Troubles Cleared within 48 hours (Percent) (MR-4C)– No Dispatches

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	10	11	90.91%	28.75%	474	479	98.96%	1.53	-0.07
Jun-01	15	15	100.00%	0.00%	612	622	98.39%	-0.49	-1.3
Jul-01	23	23	100.00%	0.00%	505	511	98.83%	-0.51	-1.31
Aug-01	29	29	100.00%	0.00%	504	507	99.41%	-0.4	-1.25
Sep-01	27	27	100.00%	0.00%	436	438	99.54%	-0.34	-1.21
Oct-01	38	38	100.00%	0.00%	436	443	98.42%	-0.75	-1.46
Nov-01	46	46	100.00%	0.00%	504	506	99.60%	-0.41	-1.25
Dec-01	47	48	97.92%	14.28%	498	504	98.81%	0.51	-0.69
Jan-02	37	37	100.00%	0.00%	532	537	99.07%	-0.57	-1.35
Feb-02	28	28	100.00%	0.00%	510	515	99.03%	-0.51	-1.31
Mar-02	44	44	100.00%	0.00%	567	569	99.65%	-0.38	-1.23
Apr-02	34	34	100.00%	0.00%	448	450	99.56%	-0.38	-1.23



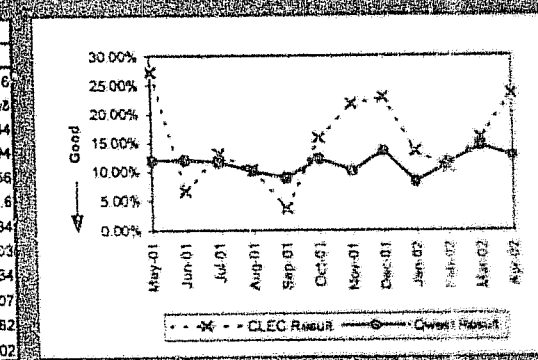
Mean Time to Restore (Hours:Minutes) (MR-6C)– No Dispatches

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	152:48	11	13:53	27:38	4421:56	479	9:14	1.28	-0.22
Jun-01	55:54	15	3:44	5:58	6327:40	622	10:10	-1.6	-1.97
Jul-01	211:04	23	9:11	11:06	4984:13	511	9:43	-0.22	-1.13
Aug-01	116:12	29	4:01	6:28	3866:43	507	7:38	-1.98	-2.2
Sep-01	64:25	27	2:23	4:44	3577:46	438	8:10	-3.04	-2.85
Oct-01	130:11	38	3:26	5:44	3998:24	443	9:02	-2.39	-2.46
Nov-01	336:20	46	7:19	9:37	4162:00	506	8:14	-0.86	-1.4
Dec-01	274:49	48	5:44	10:34	3321:53	504	6:35	-0.58	-1.35
Jan-02	109:23	37	2:57	4:25	4142:42	537	7:43	-2.84	-2.73
Feb-02	28:24	28	1:01	2:44	4008:04	515	7:47	-3.65	-3.22
Mar-02	152:55	44	3:28	5:42	3779:04	569	6:38	-2.5	-2.52
Apr-02	110:48	34	3:16	6:09	2802:27	450	6:14	-2.02	-2.23



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

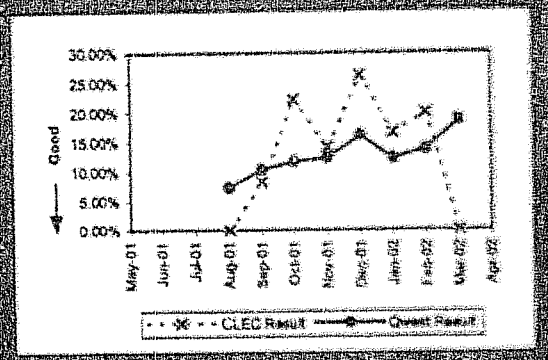
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	3	11	27.27%	44.54%	57	480	11.88%	1.38	-0.16
Jun-01	1	15	6.67%	24.94%	74	622	11.90%	-0.62	-1.38
Jul-01	3	23	13.04%	33.68%	60	517	11.61%	0.26	-0.84
Aug-01	3	29	10.34%	30.45%	51	507	10.06%	0.1	-0.94
Sep-01	1	27	3.70%	18.89%	39	438	8.90%	-0.92	-1.56
Oct-01	6	38	15.79%	36.46%	54	443	12.19%	0.65	-0.6
Nov-01	10	46	21.74%	41.25%	51	506	10.08%	2.2	0.34
Dec-01	11	48	22.92%	42.03%	68	504	13.49%	1.69	0.03
Jan-02	5	37	13.51%	34.19%	44	537	8.19%	1.08	-0.34
Feb-02	3	28	10.71%	30.93%	59	515	11.46%	-0.12	-1.07
Mar-02	7	44	15.91%	36.58%	82	569	14.41%	0.3	-0.82
Apr-02	8	34	23.53%	42.42%	57	450	12.67%	1.68	0.02



Checklist #14 - Resale - Residence Repair

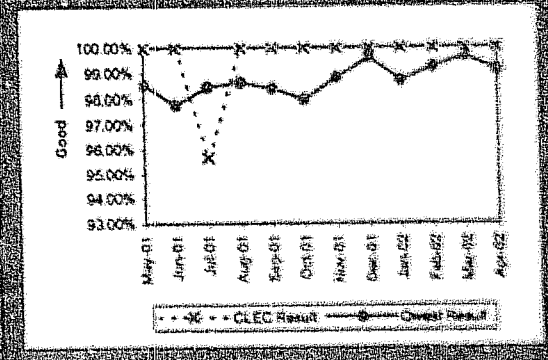
Repair Repeat Report Rate (Percent) (MR-7C*)– No Dispatches

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01	0	11	0.00%	0.00%	15	205	7.32%	-0.91	-1.55
Sep-01	1	12	8.33%	27.64%	18	173	10.40%	-0.23	-1.14
Oct-01	4	18	22.22%	41.57%	22	188	11.70%	1.21	-0.26
Nov-01	2	14	14.29%	34.99%	20	162	12.35%	0.24	-0.65
Dec-01	5	19	26.32%	44.03%	28	173	16.19%	1.07	-0.35
Jan-02	2	12	16.67%	37.27%	23	187	12.30%	0.46	-0.72
Feb-02	3	15	20.00%	40.00%	26	188	13.83%	0.66	-0.6
Mar-02	0	10	0.00%	0.00%	38	203	18.72%	-1.48	-1.9
Apr-02									



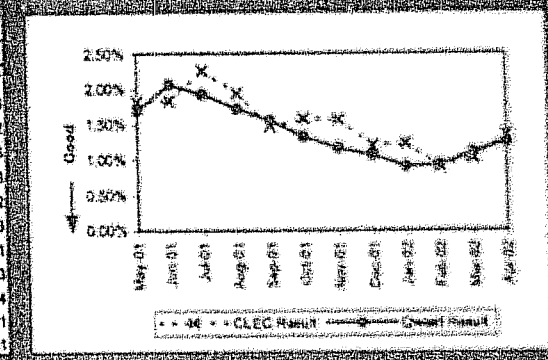
Repair Appointments Met (Percent) (MR-9C)– No Dispatches

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01	11	11	100.00%	0.00%	473	480	98.54%	-0.4	-1.24
Jun-01	15	15	100.00%	0.00%	603	622	97.75%	-0.58	-1.35
Jul-01	22	23	95.65%	20.39%	509	517	98.45%	0.88	-0.47
Aug-01	29	29	100.00%	0.00%	500	507	98.62%	-0.62	-1.36
Sep-01	27	27	100.00%	0.00%	431	438	98.40%	-0.64	-1.39
Oct-01	38	38	100.00%	0.00%	434	443	97.97%	-0.85	-1.52
Nov-01	46	46	100.00%	0.00%	500	506	98.81%	-0.71	-1.43
Dec-01	48	48	100.00%	0.00%	502	504	99.60%	-0.42	-1.25
Jan-02	37	37	100.00%	0.00%	530	537	98.70%	-0.68	-1.41
Feb-02	28	28	100.00%	0.00%	511	515	99.22%	-0.46	-1.28
Mar-02	44	44	100.00%	0.00%	567	569	99.65%	-0.38	-1.23
Apr-02	34	34	100.00%	0.00%	446	450	99.11%	-0.53	-1.32



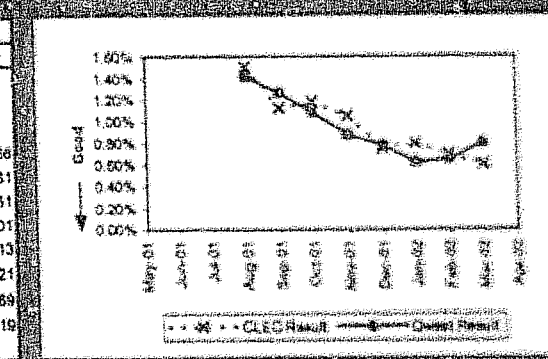
Trouble Rate (Percent) (MR-8)

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01	70	3847	1.82%	13.37%	2852	167400	1.70%	0.55	-0.67
Jun-01	72	3920	1.84%	13.43%	3417	165743	2.06%	-0.98	-1.6
Jul-01	101	4457	2.27%	14.88%	3141	163765	1.92%	1.67	0.02
Aug-01	105	5424	1.94%	13.78%	2775	161870	1.71%	1.24	-0.25
Sep-01	90	6132	1.47%	12.03%	2467	160099	1.54%	-0.46	-1.28
Oct-01	108	6817	1.58%	12.49%	2100	158577	1.32%	1.84	0.12
Nov-01	120	7668	1.56%	12.41%	1826	156452	1.17%	3.17	0.93
Dec-01	92	7652	1.20%	10.90%	1652	155007	1.07%	1.14	-0.31
Jan-02	97	7866	1.23%	11.04%	1390	153731	0.90%	3.01	0.83
Feb-02	75	8304	0.90%	9.46%	1386	149461	0.93%	-0.22	-1.14
Mar-02	86	8400	1.02%	10.07%	1046	149171	1.10%	-0.68	-1.41
Apr-02	117	8683	1.35%	11.53%	1843	147715	1.25%	0.81	-0.51



Trouble Rate (Percent) (MR-8*)

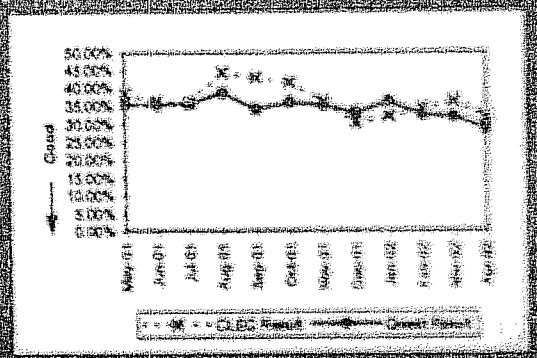
Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01	82	5424	1.51%	12.20%	2299	161870	1.42%	0.56	-0.66
Sep-01	69	6132	1.13%	10.55%	2037	160099	1.27%	-1.01	-1.61
Oct-01	81	6817	1.19%	10.84%	1721	158577	1.09%	0.5	-0.51
Nov-01	81	7668	1.06%	10.22%	1374	156452	0.88%	1.83	-0.01
Dec-01	58	7652	0.76%	8.67%	1210	155007	0.78%	-0.22	-1.13
Jan-02	63	7866	0.80%	8.91%	953	153731	0.62%	1.99	0.21
Feb-02	58	8304	0.70%	8.33%	975	149461	0.65%	0.51	-0.69
Mar-02	51	8400	0.61%	7.77%	1199	149171	0.80%	-1.96	-2.19
Apr-02									



Checklist #14 - Resale - Residence Repair

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

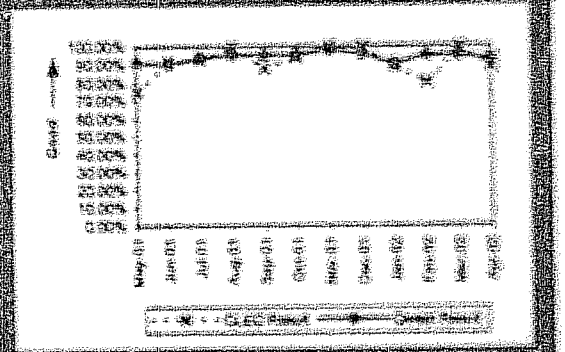
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	44	114	38.60%	48.68%	1573	4425	35.55%	0.67	-0.59
Jun-01	41	113	36.28%	48.08%	1878	5295	35.47%	0.19	-0.89
Jul-01	57	158	36.08%	48.02%	1747	4888	35.74%	0.09	-0.84
Aug-01	84	189	44.44%	49.69%	1746	4521	38.62%	1.6	-0.03
Sep-01	68	158	43.04%	49.51%	1280	3747	34.16%	2.27	0.38
Oct-01	77	185	41.62%	49.29%	1180	3280	35.98%	1.54	-0.06
Nov-01	68	188	36.17%	48.05%	992	2818	35.20%	0.27	-0.80
Dec-01	40	132	30.30%	45.96%	817	2469	33.09%	-0.66	-1.4
Jan-02	46	143	32.17%	46.71%	785	2175	36.09%	-0.95	-1.53
Feb-02	39	114	34.21%	47.44%	667	2053	32.49%	0.39	-0.76
Mar-02	49	135	36.30%	48.09%	769	2415	31.84%	1.07	-0.35
Apr-02	55	172	31.98%	46.64%	744	2587	28.76%	0.9	-0.45



Checklist #14 - Resale - Business Installation

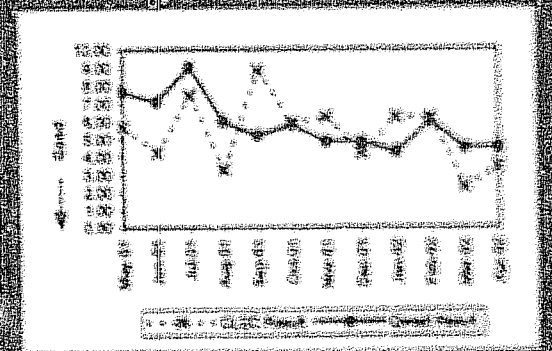
Installation Commitments Met (Percent) (OP-3A)– Dispatches Within MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
May-01	12	16	75.00%	43.30%	170	186	91.40%	1.84	0.12
Jun-01	11	12	91.67%	27.64%	135	149	90.60%	-0.12	-1.07
Jul-01	13	14	92.86%	25.75%	110	117	94.02%	0.19	-0.98
Aug-01	12	12	100.00%	0.00%	137	144	95.14%	0.75	-1.46
Sep-01	15	17	88.24%	32.22%	119	125	95.20%	1.08	-0.36
Oct-01	16	17	94.12%	23.53%	172	180	95.56%	0.29	-0.83
Nov-01	4	4	100.00%	0.00%	122	124	98.39%	0.25	-1.15
Dec-01	9	9	100.00%	0.00%	119	124	95.97%	-0.59	-1.36
Jan-02	8	9	88.89%	31.43%	129	143	90.21%	0.16	-0.34
Feb-02	4	5	80.00%	40.00%	120	128	95.24%	1.13	-0.53
Mar-02	2	2	100.00%	0.00%	134	141	95.04%	-0.32	-1.2
Apr-02	8	9	88.89%	31.43%	157	169	92.90%	0.44	-0.77



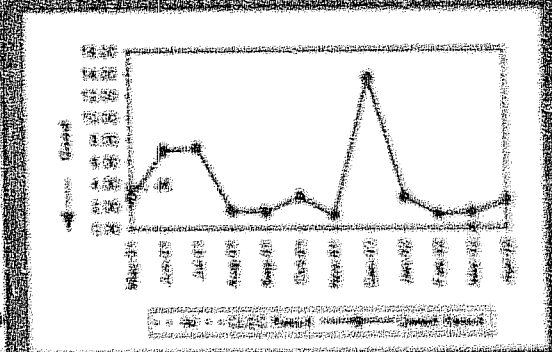
Installation Interval (Average Days) (OP-4A)– Dispatches Within MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
May-01	91	16	5.69	2.62	1421	186	7.64	-0.67	-1.53
Jun-01	51	12	4.25	2.90	1060	149	7.11	-1.34	-1.81
Jul-01	112	15	7.47	6.84	1114	123	9.06	-0.59	-0.36
Aug-01	40	12	3.33	2.10	868	148	5.86	-1.9	-2.15
Sep-01	151	17	8.88	11.42	868	128	6.22	2.33	0.41
Oct-01	100	17	5.88	8.03	1057	182	5.81	0.12	-0.93
Nov-01	25	4	6.25	5.06	620	123	4.84	2.82	-0.5
Dec-01	38	9	4.22	4.24	602	125	4.82	-0.24	-1.15
Jan-02	56	9	6.22	5.47	521	145	4.28	1.08	-0.54
Feb-02	31	5	6.20	7.22	788	123	6.00	0.54	-0.57
Mar-02	7	3	2.33	0.58	647	144	4.49	-0.79	-1.64
Apr-02	31	9	3.44	0.88	771	171	4.51	-0.81	-1.37



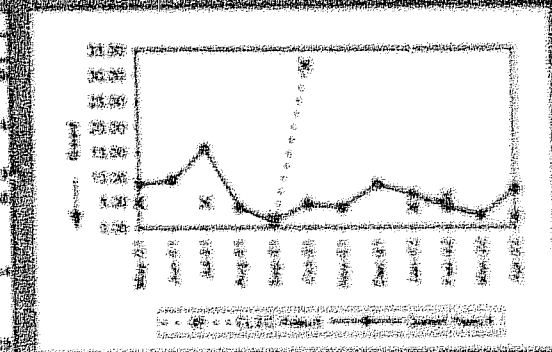
Delayed Days for Non-Facility Reasons (Average Days) (OP-4A-1)– Dispatches Within MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
May-01	7	2	3.50	2.12	17	6	2.83	5.04	-0.94
Jun-01	4	1	4.00		70	10	7.00	-0.32	-1.2
Jul-01					36	5	7.20		
Aug-01					8	5	1.60		
Sep-01					3	2	1.50		
Oct-01					17	6	2.83		
Nov-01					6	5	1.20		
Dec-01					54	4	13.50		
Jan-02					31	11	2.82		
Feb-02					9	7	1.29		
Mar-02	0	1	0.00		10	7	1.43	-0.65	-1.39
Apr-02					20	8	2.50		



Delayed Days for Facility Reasons (Average Days) (OP-4B-1)– Dispatches Within MSAs

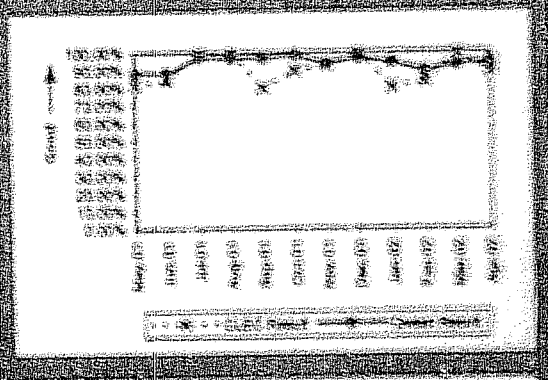
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
May-01	10	2	5.00	5.66	58	10	5.80	-0.32	-1.19
Jun-01					36	4	9.00		
Jul-01	5	1	5.00		63	4	15.75	-0.66	-1.4
Aug-01					12	3	4.00		
Sep-01	4	2	2.00	0.00	5	4	1.25	0.19	-0.8
Oct-01	32	1	32.00		14	3	4.67	1.35	-0.38
Nov-01					4	1	4.00		
Dec-01					17	2	8.50		
Jan-02	4	1	4.00		33	5	6.60	-0.56	-1.34
Feb-02	6	1	6.00		4	1	4.00		
Mar-02					7	3	2.33		
Apr-02	2	1	2.00		45	6	7.50	-0.47	-1.25



Checklist #14 - Resale - Business Installation

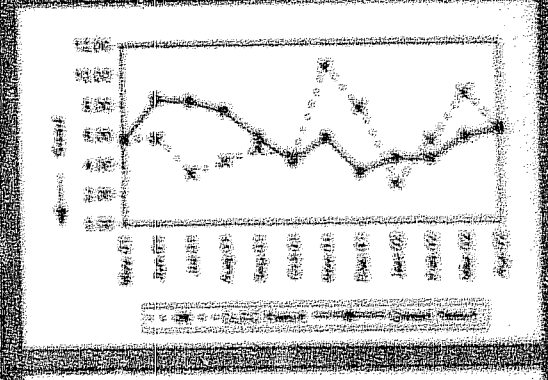
Installation Commitments Met (Percent) (OP-3B) – Dispatches Outside MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01	9	11	81.82%	38.51%	116	133	88.72%	0.66	-0.6
Jun-01	11	13	84.62%	36.08%	98	111	88.29%	0.4	-0.75
Jul-01	17	17	100.00%	0.00%	274	281	97.51%	-0.84	-1.98
Aug-01	10	10	100.00%	0.00%	281	288	97.22%	-0.52	-1.32
Sep-01	12	15	80.00%	40.00%	105	108	97.22%	2.28	0.38
Oct-01	9	10	90.00%	30.00%	161	163	98.77%	1.4	-0.15
Nov-01	13	14	92.86%	25.75%	103	110	93.64%	0.13	-0.87
Dec-01	6	6	100.00%	0.00%	105	108	97.22%	-0.4	-1.25
Jan-02	4	5	80.00%	40.00%	104	110	94.55%	1.04	-0.53
Feb-02	5	6	83.33%	37.27%	76	85	89.41%	0.43	-0.74
Mar-02	5	5	100.00%	0.00%	105	113	92.92%	-0.6	-1.55
Apr-02	8	9	88.89%	31.43%	124	131	94.66%	0.78	-0.61



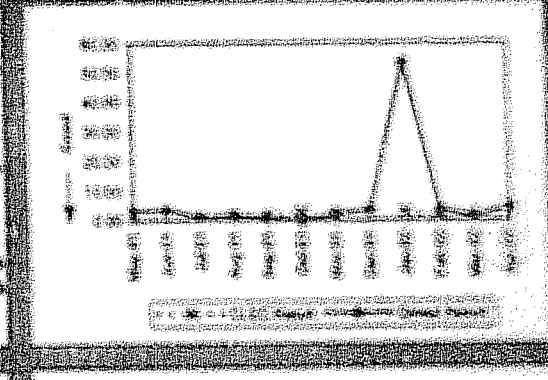
Installation Interval (Average Days) (OP-4B) – Dispatches Outside MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01	63	11	5.73	9.47	756	133	5.68	0.36	-0.75
Jun-01	75	13	5.77	4.51	901	111	8.36	-0.52	-1.98
Jul-01	58	17	3.41	2.15	2372	288	8.21	-2.25	-3.38
Aug-01	42	10	4.20	3.39	2234	296	7.55	-1.55	-2.71
Sep-01	75	15	5.00	4.34	831	112	5.74	-0.52	-1.94
Oct-01	45	10	4.50	4.12	675	164	4.12	0.38	-0.91
Nov-01	146	14	10.43	10.80	824	110	5.67	7.1	5.82
Dec-01	46	6	7.67	10.11	362	108	3.35	2.01	0.53
Jan-02	13	5	2.60	2.30	477	112	4.26	-0.81	-2.25
Feb-02	33	6	5.50	7.29	365	86	4.24	0.87	-0.63
Mar-02	43	5	8.60	9.04	647	114	5.68	3.88	2.34
Apr-02	56	9	6.22	5.29	826	133	6.21	0.46	-0.7



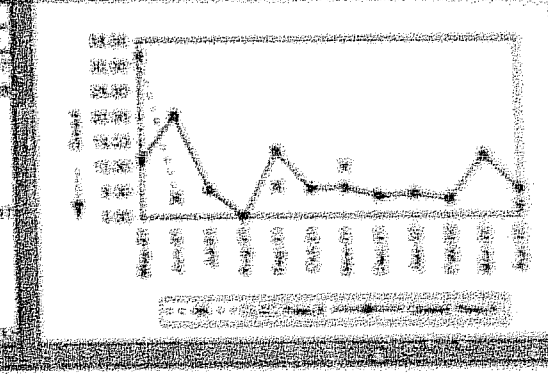
Delayed Days for Non-Facility Reasons (Average Days) (OP-4A-1) – Dispatches Outside MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01	1	1	1.00		22	7	3.14	-0.38	-1.21
Jun-01					7	2	3.50		
Jul-01					5	4	1.25		
Aug-01					16	6	2.67		
Sep-01	3	2	1.50	0.71	3	3	1.00	0.71	-0.54
Oct-01	3	1	3.00		1	1	1.00		
Nov-01					9	4	2.25		
Dec-01					7	3	2.33		
Jan-02	3	1	3.00		258	3	86.00	0.41	-0.39
Feb-02	1	1	1.00		17	3	5.67	-0.82	-2.19
Mar-02					9	5	1.80		
Apr-02					25	6	4.17		



Delayed Days for Facility Reasons (Average Days) (OP-4A-2) – Dispatches Outside MSAs

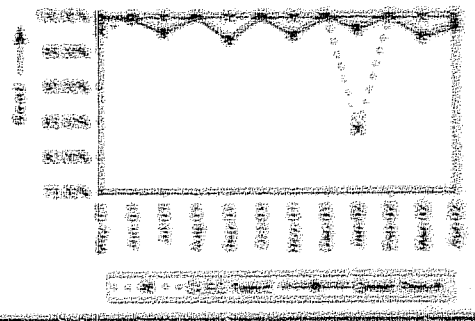
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01	32	1	32.00		92	6	15.33	3.88	2.47
Jun-01	8	2	4.00	2.83	222	11	20.18	-1.04	-1.98
Jul-01					27	5	5.40		
Aug-01					0	0	0.00		
Sep-01	6	1	6.00		13	1	13.00		
Oct-01					11	2	5.50		
Nov-01	10	1	10.00		17	3	5.67	1.04	-0.11
Dec-01					4	1	4.00		
Jan-02					13	3	4.33		
Feb-02					17	3	5.67		
Mar-02					43	4	10.75		
Apr-02	2	1	2.00		13	3	4.33	-0.1	-1.52



Checklist #14 - Resale - Business Installation

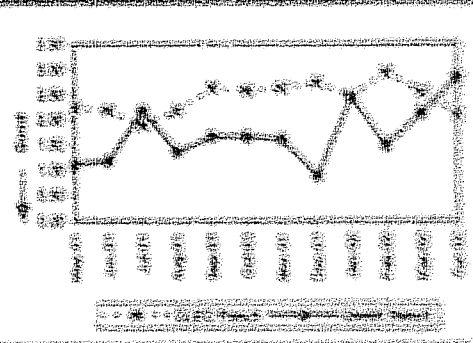
Installation Commitments Met (Percent) (OP-4C) - No Exceptions

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Score	Parity Stat
May-01	105	107	98.13%	13.54%	721	722	99.86%	2.04	
Jun-01	104	104	100.00%	0.00%	706	706	99.72%	0.83	
Jul-01	32	32	100.00%	0.00%	172	176	97.73%	-0.78	
Aug-01	35	35	100.00%	0.00%	42	42	100.00%	N/A	
Sep-01	33	33	100.00%	0.00%	29	30	96.67%	-0.71	
Oct-01	51	51	100.00%	0.00%	51	51	100.00%	N/A	
Nov-01	18	18	100.00%	0.00%	36	37	97.30%	-0.54	
Dec-01	25	25	100.00%	0.00%	65	65	100.00%	N/A	
Jan-02	21	25	84.00%	36.66%	55	56	98.21%	2.13	
Feb-02	20	20	100.00%	0.00%	44	44	100.00%	N/A	
Mar-02	15	15	100.00%	0.00%	68	69	97.83%	-0.82	
Apr-02	18	18	100.00%	0.00%	67	69	96.53%	-0.44	



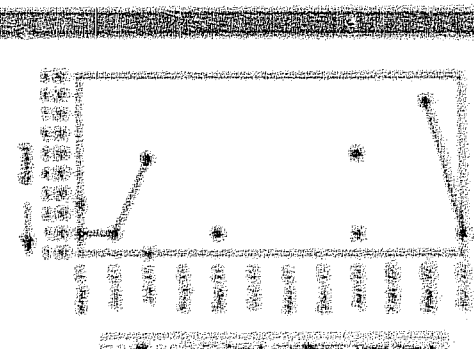
Installation Interval (Average Days) (OP-4C) - No Exceptions

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Score	Parity Stat
May-01	220	98	2.24	1.10	754	652	1.16	3.72	
Jun-01	212	97	2.19	1.43	753	644	1.17	3.28	
Jul-01	53	28	1.89	1.23	671	524	1.28	2.64	
Aug-01	61	28	2.18	0.67	38	28	1.36	2.15	
Sep-01	74	28	2.64	0.91	43	29	1.48	2.73	
Oct-01	124	48	2.58	2.45	61	37	1.65	3.63	
Nov-01	37	14	2.64	0.50	46	30	1.53	2.51	
Dec-01	55	20	2.75	0.97	49	33	1.48	2.77	
Jan-02	49	20	2.45	1.36	109	61	1.79	3.31	
Feb-02	50	17	2.94	0.97	52	34	1.53	2.71	
Mar-02	28	11	2.55	2.02	148	73	2.03	3.61	
Apr-02	23	11	2.09	1.58	123	64	1.92	3.07	



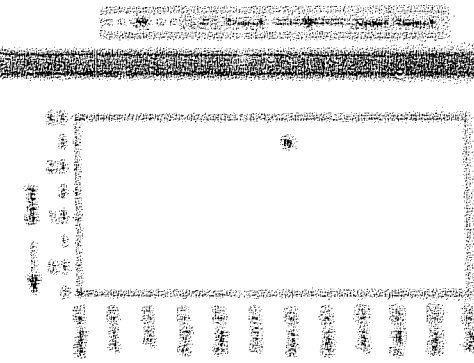
Delayed Days for Non-Facility Reasons (Average Days) (OP-4C) - No Exceptions

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Score	Parity Stat
May-01	5	2	2.50	0.71	1	1	1.00		
Jun-01					0	0	N/A		
Jul-01	0	1	0.00		19	4	4.75	-1.11	
Aug-01					0	0	N/A		
Sep-01					1	1	1.00		
Oct-01					0	0	N/A		
Nov-01					0	0	N/A		
Dec-01					0	0	N/A		
Jan-02	4	4	1.00	0.00	15	4	3.75	-0.44	
Feb-02					0	0	N/A		
Mar-02					24	8	3.00		
Apr-02					1	1	1.00		



Delayed Days for Facility Reasons (Average Days) (OP-4C) - No Exceptions

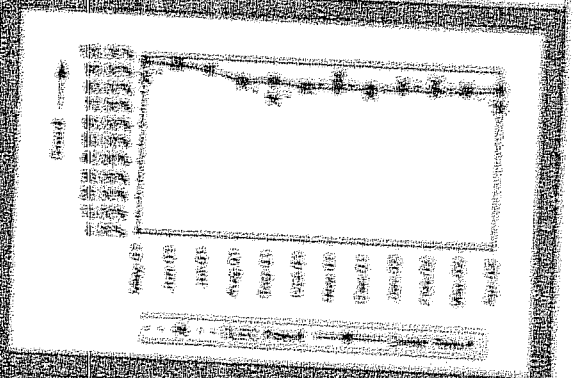
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Score	Parity Stat
May-01					0	0	N/A		
Jun-01					0	0	N/A		
Jul-01					0	0	N/A		
Aug-01					0	0	N/A		
Sep-01					0	0	N/A		
Oct-01					0	0	N/A		
Nov-01					5	1	5.00		
Dec-01					0	0	N/A		
Jan-02					0	0	N/A		
Feb-02					0	0	N/A		
Mar-02					0	0	N/A		
Apr-02					0	0	N/A		



Checklist #14 - Resale - Business Interface

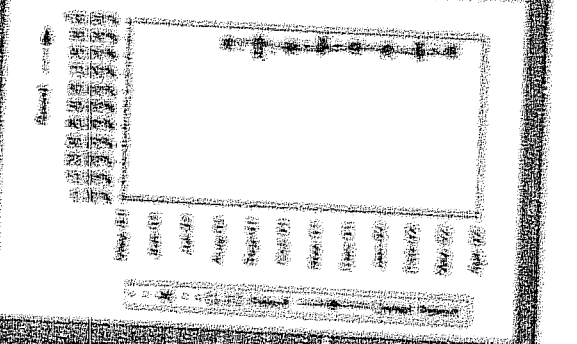
New Service Installation Quality (Percent) (OP-3)

Data	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Stat	Parity Stat
May-01	98	112	87.50%	33.07%	1045	1060	98.58%	3.56	1.00
Jun-01	128	133	96.24%	19.02%	1051	1064	98.78%	2.29	1.00
Jul-01	92	98	93.88%	23.97%	740	744	99.46%	2.23	1.00
Aug-01	53	61	86.89%	33.78%	472	511	92.56%	2.98	1.00
Sep-01	48	61	78.69%	40.95%	335	378	88.62%	3.89	1.00
Oct-01	62	72	86.11%	34.58%	338	384	88.02%	3.01	1.00
Nov-01	53	57	92.98%	25.54%	291	336	86.61%	2.13	1.00
Dec-01	32	38	84.21%	36.48%	249	281	88.79%	2.11	1.00
Jan-02	36	40	90.00%	30.00%	266	306	86.93%	2.06	1.00
Feb-02	32	35	91.43%	27.89%	250	284	87.68%	2.06	1.00
Mar-02	24	27	88.89%	31.43%	211	256	82.41%	2.06	1.00
Apr-02	24	30	80.00%	40.00%	211	256	82.41%	2.06	1.00



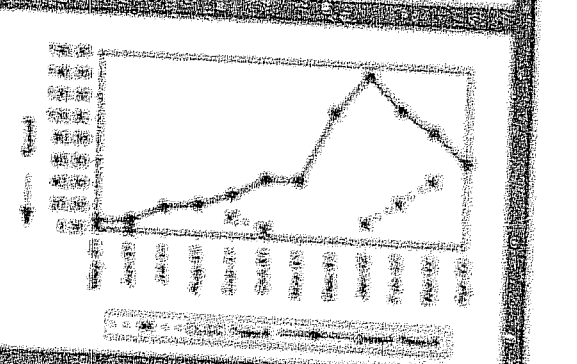
New Service Installation Quality (Percent) (OP-3)

Data	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Stat	Parity Stat
May-01									
Jun-01									
Jul-01									
Aug-01	55	61	90.16%	29.78%	462	511	90.41%	0.61	1.00
Sep-01	52	61	85.25%	35.48%	341	378	90.21%	1.01	1.00
Oct-01	65	72	90.28%	29.63%	350	384	91.15%	0.92	1.00
Nov-01	54	57	94.74%	22.33%	304	336	90.48%	0.93	1.00
Dec-01	35	38	92.11%	25.97%	254	281	90.39%	0.73	1.00
Jan-02	36	40	90.00%	30.00%	267	306	87.25%	0.83	1.00
Feb-02	33	35	94.29%	23.21%	254	284	89.44%	0.82	1.00
Mar-02	25	27	92.59%	26.15%	234	256	91.41%	0.82	1.00
Apr-02									



Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-4)

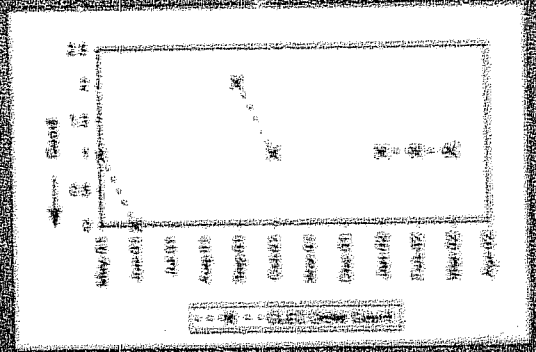
Data	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Stat	Parity Stat
May-01	3	1	3.00		1503	25	60.12	-6.55	1.00
Jun-01	0	1	0.00		2779	33	84.21	-6.41	1.00
Jul-01					1852	21	88.19	-4.21	1.00
Aug-01					1938	21	92.29	-3.52	1.00
Sep-01	33	2	16.50	0.71	1014	35	28.97	-4.96	1.00
Oct-01	8	1	8.00		1364	32	42.63	-4.96	1.00
Nov-01					1781	34	52.38	-4.96	1.00
Dec-01					3592	31	115.87	-4.96	1.00
Jan-02	17	1	17.00		3311	32	103.47	-4.96	1.00
Feb-02	37	1	37.00		3862	32	120.69	-4.96	1.00
Mar-02	58	1	58.00		3603	34	105.97	-4.96	1.00
Apr-02					4513	32	141.03	-4.96	1.00



Checklist #14 - Resale - Business Installation

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

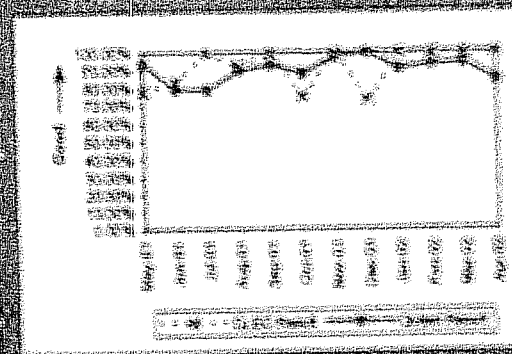
Date	CLEC Order Count
May-01	
Jun-01	
Jul-01	
Aug-01	
Sep-01	
Oct-01	
Nov-01	
Dec-01	
Jan-02	
Feb-02	
Mar-02	
Apr-02	



Checklist #14 - Resale - Business Repair

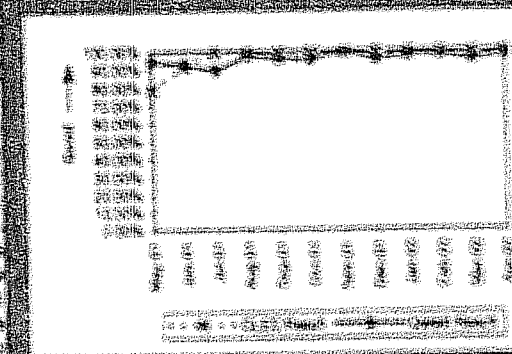
Out of Service Cleared within 24 hours (Percent) (MR-3A) - Dispatches Within MSAs

Date	CLEC Num	CLEC Dem	CLEC Result	Std Dev	Qwest Num	Qwest Dem	Qwest Result	Wtd Z Scr	Parity Scr
May-01	7	9	77.78%	41.57%	89	95	93.68%	-1.46	-1.46
Jun-01	5	6	83.33%	37.27%	101	128	78.91%	-0.23	-1.19
Jul-01	9	9	100.00%	0.00%	92	117	78.63%	-1.51	-1.51
Aug-01	12	13	92.31%	26.65%	71	73	97.26%	-0.27	-1.19
Sep-01	12	12	100.00%	0.00%	52	56	92.86%	-0.37	-1.19
Oct-01	3	4	75.00%	43.30%	59	67	88.06%	-0.80	-1.19
Nov-01	7	7	100.00%	0.00%	39	40	97.50%	-0.39	-1.19
Dec-01	8	11	72.73%	44.54%	54	54	100.00%	N/A	-1.19
Jan-02	4	4	100.00%	0.00%	29	32	90.63%	-0.61	-1.19
Feb-02	5	5	100.00%	0.00%	40	42	95.24%	-0.28	-1.19
Mar-02	1	1	100.00%	0.00%	31	33	93.94%	-0.25	-1.19
Apr-02	4	4	100.00%	0.00%	36	43	83.72%	-0.84	-1.19



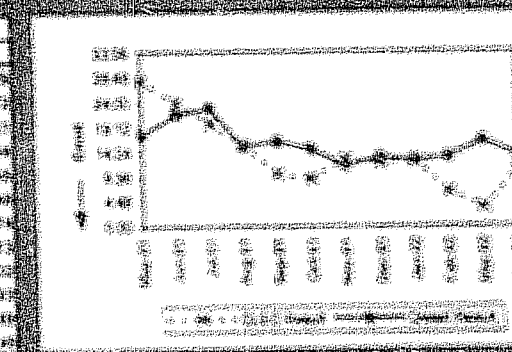
All Troubles Cleared within 48 hours (Percent) (MR-4A) - Dispatches Within MSAs

Date	CLEC Num	CLEC Dem	CLEC Result	Std Dev	Qwest Num	Qwest Dem	Qwest Result	Wtd Z Scr	Parity Scr
May-01	15	19	78.95%	40.77%	128	139	92.09%	-1.12	-1.12
Jun-01	12	13	92.31%	26.65%	153	165	92.73%	-0.16	-1.12
Jul-01	11	11	100.00%	0.00%	124	134	92.54%	-0.68	-1.12
Aug-01	17	17	100.00%	0.00%	153	165	92.73%	-0.53	-1.12
Sep-01	15	15	100.00%	0.00%	79	82	96.34%	-0.59	-1.12
Oct-01	7	7	100.00%	0.00%	92	96	95.83%	-0.33	-1.12
Nov-01	8	8	100.00%	0.00%	54	54	100.00%	N/A	-1.12
Dec-01	11	11	100.00%	0.00%	74	77	96.10%	-0.62	-1.12
Jan-02	5	5	100.00%	0.00%	49	50	98.00%	-0.21	-1.12
Feb-02	6	6	100.00%	0.00%	61	62	98.39%	-0.24	-1.12
Mar-02	2	2	100.00%	0.00%	45	47	95.74%	-0.19	-1.12
Apr-02	7	7	100.00%	0.00%	55	57	96.49%	-0.31	-1.12



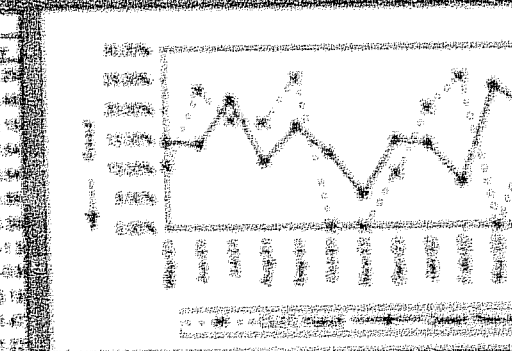
Mean Time to Restore (Hours:Minutes) (MR-6A) - Dispatches Within MSAs

Date	CLEC Num	CLEC Dem	CLEC Result	Std Dev	Qwest Num	Qwest Dem	Qwest Result	Wtd Z Scr	Parity Scr
May-01	536:49	19	28:15	22:21	2396:18	139	17:46	0.57	0.57
Jun-01	313:45	13	24:08	16:33	3568:18	165	21:38	0.46	0.57
Jul-01	220:16	11	20:01	10:25	2544:00	134	18:59	0.13	0.57
Aug-01	269:58	17	15:53	11:46	1828:04	165	11:05	0.71	0.71
Sep-01	153:16	15	10:13	8:46	1347:18	82	16:26	-0.73	0.71
Oct-01	65:16	7	9:19	9:26	1439:22	96	15:00	-0.74	0.71
Nov-01	109:01	8	13:15	9:21	641:06	54	11:53	0.42	0.71
Dec-01	137:27	11	12:30	10:21	1021:51	77	13:16	0.23	0.71
Jan-02	63:45	5	12:45	5:33	645:19	50	12:54	-0.01	0.71
Feb-02	54:41	6	9:50	6:52	838:43	62	13:30	-0.53	0.71
Mar-02	7:33	2	3:46	0:19	780:58	47	16:36	-0.73	0.71
Apr-02	74:34	7	10:39	7:51	834:12	60	13:54	-0.29	0.71



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

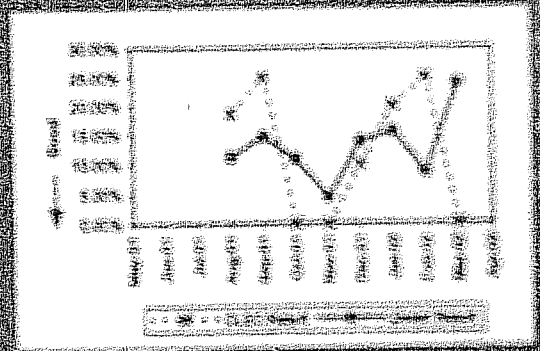
Date	CLEC Num	CLEC Dem	CLEC Result	Std Dev	Qwest Num	Qwest Dem	Qwest Result	Wtd Z Scr	Parity Scr
May-01	2	19	10.53%	30.68%	20	139	14.39%	-0.47	-0.47
Jun-01	5	13	23.08%	42.13%	24	165	14.55%	0.85	0.85
Jul-01	2	11	18.18%	38.57%	14	134	10.45%	0.71	0.85
Aug-01	3	17	17.65%	38.12%	17	165	10.30%	0.71	0.85
Sep-01	4	15	26.00%	43.30%	14	82	17.07%	1.11	1.11
Oct-01	0	7	0.00%	0.00%	12	96	12.50%	-0.57	1.11
Nov-01	0	8	0.00%	0.00%	8	54	14.81%	-0.84	1.11
Dec-01	1	11	9.09%	28.75%	12	77	15.58%	-0.60	1.11
Jan-02	1	5	20.00%	40.00%	7	50	14.00%	0.33	1.11
Feb-02	2	6	25.00%	43.30%	5	62	7.58%	1.26	1.11
Mar-02	0	2	0.00%	0.00%	11	47	23.40%	-0.77	1.11
Apr-02	1	7	14.29%	34.99%	9	60	15.00%	-0.04	1.11



Checklist #14 - Resale - Business Repair

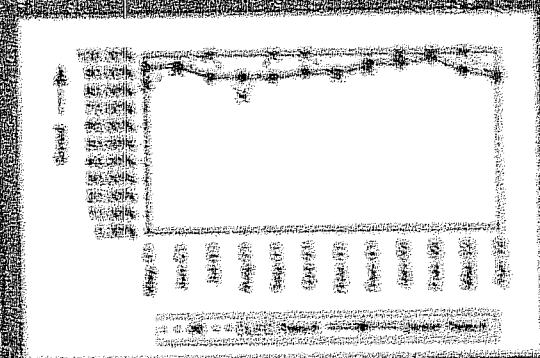
Repair Repeat Report Rate (Percent) (MR-7A) - Dispatches Within MSAs

Date	CLEC Num	CLEC Denom	CLEC Rate	Std Dev	Qwest Num	Qwest Denom	Qwest Rate	Mod Z Scr	Parity Ind
May-01									
Jun-01									
Jul-01									
Aug-01	3	16	18.75%	39.03%	10	90	11.11%	0.83	
Sep-01	3	12	25.00%	43.30%	10	68	14.71%	0.85	
Oct-01	0	6	0.00%	0.00%	9	55	16.64%	-0.82	
Nov-01	0	7	0.00%	0.00%	7	45	4.44%	-0.51	
Dec-01	1	10	10.00%	30.00%	10	72	13.89%	-0.32	
Jan-02	1	5	20.00%	40.00%	7	45	15.56%	0.23	
Feb-02	2	8	25.00%	43.30%	5	56	8.92%	1.03	
Mar-02	0	2	0.00%	0.00%	10	42	23.81%	-1.77	
Apr-02									



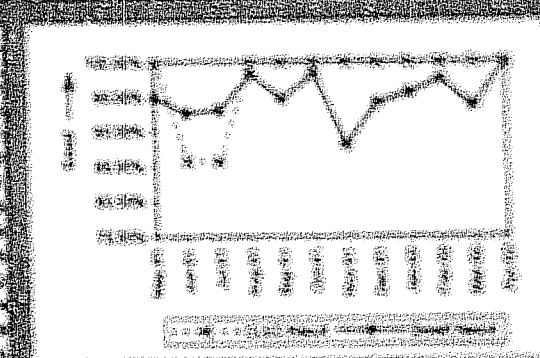
Repair Appointments Met (Percent) (MR-5A) - Dispatches Within MSAs

Date	CLEC Num	CLEC Denom	CLEC Rate	Std Dev	Qwest Num	Qwest Denom	Qwest Rate	Mod Z Scr	Parity Ind
May-01	16	19	84.21%	36.46%	128	131	97.42%	-1.38	
Jun-01	12	13	92.31%	26.65%	165	174	94.82%	-0.36	
Jul-01	11	11	100.00%	0.00%	156	164	97.42%	-0.51	
Aug-01	13	17	76.47%	42.42%	94	108	87.04%	-1.1	
Sep-01	16	16	100.00%	0.00%	72	84	85.71%	-1.43	
Oct-01	7	7	100.00%	0.00%	96	96	95.83%	-0.37	
Nov-01	7	8	87.50%	33.07%	48	54	88.89%	-0.11	
Dec-01	10	11	90.91%	28.75%	71	82	86.59%	-0.28	
Jan-02	5	5	100.00%	0.00%	42	50	84.00%	-0.24	
Feb-02	5	5	100.00%	0.00%	54	65	83.08%	-0.47	
Mar-02	2	2	100.00%	0.00%	42	49	85.71%	-0.34	
Apr-02	6	7	85.71%	34.99%	58	65	89.23%	-0.24	



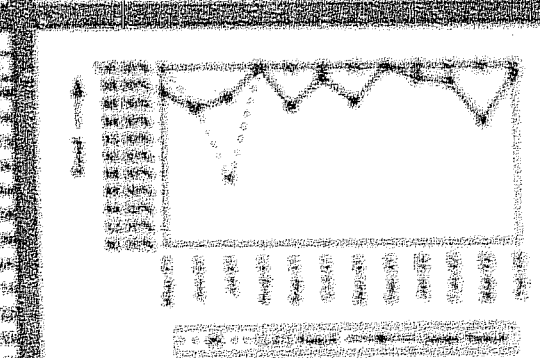
Out of Service Cleared within 24 hours (Percent) (MR-3) - Dispatches Outside MSAs

Date	CLEC Num	CLEC Denom	CLEC Rate	Std Dev	Qwest Num	Qwest Denom	Qwest Rate	Mod Z Scr	Parity Ind
May-01	17	17	100.00%	0.00%	93	98	94.90%	-0.58	
Jun-01	12	14	85.71%	34.99%	88	95	92.63%	-0.22	
Jul-01	6	7	85.71%	34.99%	107	115	93.04%	-0.24	
Aug-01	6	6	100.00%	0.00%	104	112	92.86%	-0.33	
Sep-01	13	13	100.00%	0.00%	71	77	92.21%	-0.31	
Oct-01	13	13	100.00%	0.00%	91	98	92.86%	-0.38	
Nov-01	8	8	100.00%	0.00%	84	90	93.33%	-0.37	
Dec-01	6	6	100.00%	0.00%	48	51	94.12%	-0.26	
Jan-02	3	3	100.00%	0.00%	43	46	93.48%	-0.24	
Feb-02	7	7	100.00%	0.00%	39	42	92.86%	-0.23	
Mar-02	3	3	100.00%	0.00%	30	32	93.75%	-0.21	
Apr-02	6	6	100.00%	0.00%	73	78	93.59%	-0.24	



All Trouble Cl... within 48 hours (Percent) (MR-4) - Dispatches Outside MSAs

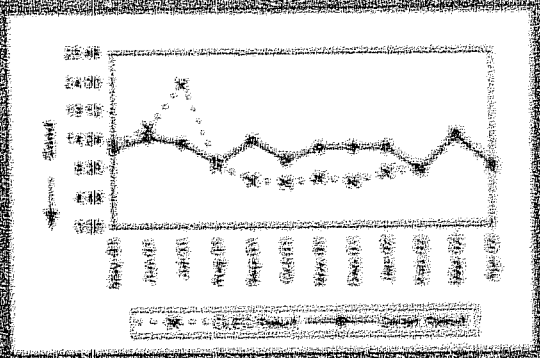
Date	CLEC Num	CLEC Denom	CLEC Rate	Std Dev	Qwest Num	Qwest Denom	Qwest Rate	Mod Z Scr	Parity Ind
May-01	27	27	100.00%	0.00%	142	151	94.04%	-0.31	
Jun-01	22	23	95.65%	20.39%	131	139	94.24%	-0.21	
Jul-01	14	16	87.50%	33.07%	143	148	96.62%	-1.08	
Aug-01	12	12	100.00%	0.00%	159	167	95.21%	-0.34	
Sep-01	20	20	100.00%	0.00%	106	111	95.50%	-0.31	
Oct-01	22	22	100.00%	0.00%	73	81	90.12%	-0.61	
Nov-01	12	12	100.00%	0.00%	74	77	96.10%	-0.31	
Dec-01	8	8	100.00%	0.00%	74	78	94.87%	-0.24	
Jan-02	4	4	100.00%	0.00%	71	75	94.67%	-0.23	
Feb-02	8	8	100.00%	0.00%	58	61	95.08%	-0.23	
Mar-02	5	5	100.00%	0.00%	48	50	96.00%	-0.24	
Apr-02	8	8	100.00%	0.00%	92	97	94.85%	-0.23	



Checklist #14 - Resale - Business Repair

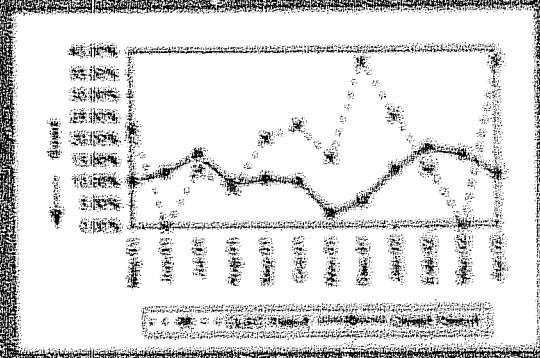
Mean Time to Restore (Hours:Minutes) (MR-6B) -- Dispatches Outside MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Score	Parity Score
May-01	358:00	27	13:16	8:38	1893:49	147	12:53	0.39	-0.89
Jun-01	377:31	23	16:25	17:22	1870:12	129	14:30	0.56	-0.66
Jul-01	376:58	16	23:34	20:43	2011:54	146	13:46	1.57	-0.53
Aug-01	118:17	12	9:51	8:49	1643:32	156	10:32	-0.18	-0.11
Sep-01	150:05	20	7:30	6:45	1585:43	113	14:04	-1.83	-0.11
Oct-01	155:25	22	7:04	7:04	880:55	80	10:46	-1.3	-0.37
Nov-01	93:48	12	7:49	6:51	979:39	77	12:43	-0.35	-0.64
Dec-01	57:03	8	7:08	7:46	942:01	74	12:44	-0.54	-0.66
Jan-02	34:43	4	8:41	10:13	919:03	72	12:46	-0.67	-0.67
Feb-02	74:49	8	9:21	8:40	810:56	57	8:56	0.22	-0.57
Mar-02	70:55	5	14:11	7:41	728:22	45	14:52	-0.09	-0.09
Apr-02	75:18	8	9:25	8:34	943:15	96	9:50	-0.04	-0.09



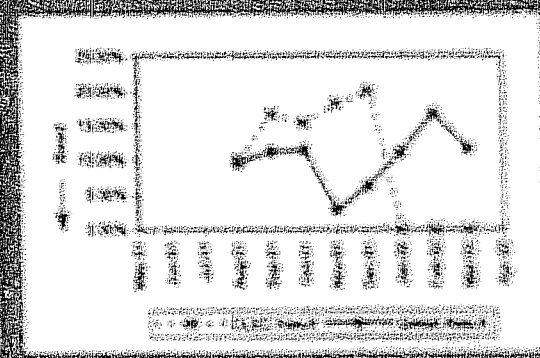
Repair Repeat Report Rate (Percent) (MR-7B) -- Dispatches Outside MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Score	Parity Score
May-01	6	27	22.22%	41.57%	15	147	10.20%	1.84	0
Jun-01	0	23	0.00%	0.00%	16	132	12.12%	-1.84	0
Jul-01	2	16	12.50%	33.07%	25	153	16.34%	-0.4	-0.24
Aug-01	1	12	8.33%	27.64%	15	156	9.62%	-0.13	-0.24
Sep-01	4	20	20.00%	40.00%	12	113	10.62%	1.16	-0.1
Oct-01	5	22	22.73%	41.91%	8	81	9.88%	1.8	-0.08
Nov-01	2	13	15.38%	36.08%	3	77	3.90%	1.96	-0.07
Dec-01	3	8	37.50%	48.41%	4	74	5.41%	2.41	-0.07
Jan-02	1	4	25.00%	43.30%	9	72	12.50%	0.82	-0.07
Feb-02	1	8	12.50%	33.07%	10	57	17.54%	-0.26	-0.07
Mar-02	0	5	0.00%	0.00%	8	50	16.00%	-0.83	-0.07
Apr-02	3	8	37.50%	48.41%	11	97	11.34%	1.79	-0.07



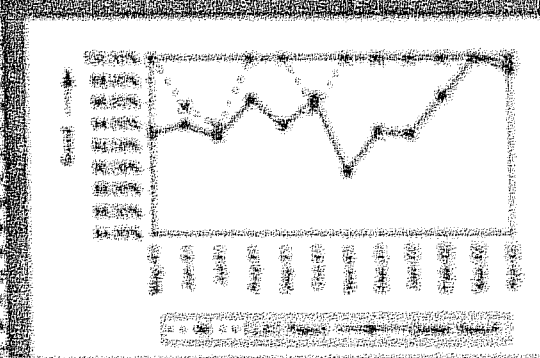
Repair Repeat Report Rate (Percent) (MR-7B) -- Dispatches Outside MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Score	Parity Score
May-01									
Jun-01									
Jul-01									
Aug-01	1	10	10.00%	30.00%	13	139	9.35%	0.38	0.38
Sep-01	3	18	16.67%	37.27%	11	98	11.22%	0.64	0.38
Oct-01	2	13	15.38%	36.08%	8	70	11.43%	0.4	0.31
Nov-01	2	11	18.18%	38.57%	3	69	4.35%	1.72	0.31
Dec-01	1	5	20.00%	40.00%	4	64	6.25%	0.92	0.31
Jan-02	0	2	0.00%	0.00%	6	54	11.11%	-0.49	0.31
Feb-02	0	7	0.00%	0.00%	8	48	16.67%	-1.11	0.31
Mar-02	0	4	0.00%	0.00%	5	42	11.90%	-0.59	0.31
Apr-02									



Repair Appointments Met (Percent) (MR-5B) -- Dispatches Outside MSAs

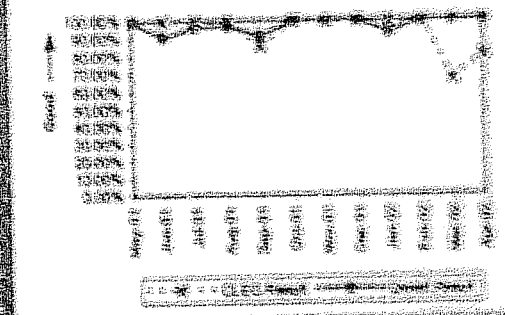
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Score	Parity Score
May-01	27	27	100.00%	0.00%	137	147	93.20%	0.39	0.75
Jun-01	22	23	95.65%	20.39%	124	132	93.94%	0.23	0.75
Jul-01	15	16	93.75%	24.21%	143	153	93.46%	0.14	0.75
Aug-01	12	12	100.00%	0.00%	153	156	98.08%	0.58	0.75
Sep-01	20	20	100.00%	0.00%	106	113	93.81%	-0.65	0.75
Oct-01	21	22	95.45%	20.83%	73	81	90.12%	0.17	0.75
Nov-01	13	13	100.00%	0.00%	69	77	89.61%	0.14	0.75
Dec-01	8	8	100.00%	0.00%	69	74	93.24%	-0.23	0.75
Jan-02	4	4	100.00%	0.00%	67	72	93.06%	-0.31	0.75
Feb-02	8	8	100.00%	0.00%	55	57	96.49%	-0.01	0.75
Mar-02	5	5	100.00%	0.00%	50	50	100.00%	0.24	0.75
Apr-02	8	8	100.00%	0.00%	94	97	96.91%	-0.01	0.75



Checklist #14 - Resale - Business Repair

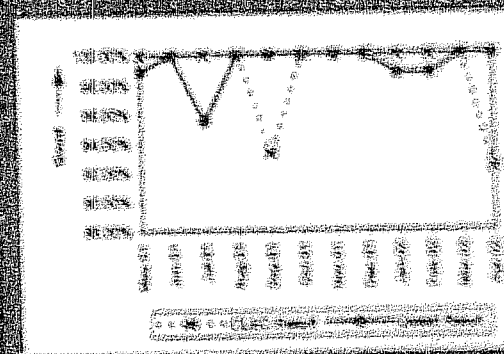
Out of Service Cleared within 24 hours (Percent) (MR-3C)-- No Dispatches

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	7	7	100.00%	0.00%	42	42	100.00%	N/A	N/A
Jun-01	5	5	100.00%	0.00%	30	33	90.91%	-0.66	-1.4
Jul-01	3	3	100.00%	0.00%	27	28	96.43%	-0.32	-1.18
Aug-01	3	3	100.00%	0.00%	32	33	96.97%	-0.29	-1.18
Sep-01	6	7	85.71%	34.99%	22	24	91.67%	-0.77	-0.77
Oct-01	6	6	100.00%	0.00%	28	28	100.00%	N/A	N/A
Nov-01	2	2	100.00%	0.00%	36	36	100.00%	N/A	N/A
Dec-01	3	3	100.00%	0.00%	27	27	100.00%	N/A	N/A
Jan-02	3	3	100.00%	0.00%	41	44	93.18%	-0.45	-1.18
Feb-02	5	5	100.00%	0.00%	29	29	100.00%	N/A	N/A
Mar-02	2	3	66.67%	47.14%	21	21	100.00%	N/A	-0.01
Apr-02	4	5	80.00%	40.00%	37	37	100.00%	N/A	-0.77



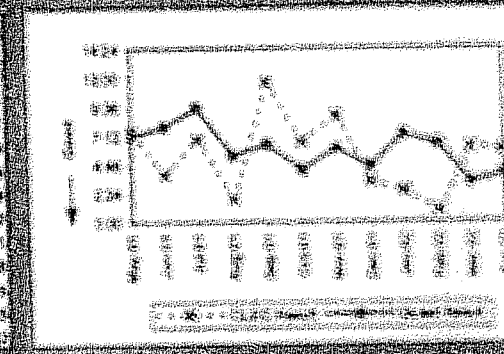
All Troubles Cleared within 48 hours (Percent) (MR-4C)-- No Dispatches

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	20	20	100.00%	0.00%	89	90	98.89%	-0.43	-0.29
Jun-01	11	11	100.00%	0.00%	68	68	100.00%	N/A	N/A
Jul-01	11	11	100.00%	0.00%	84	87	96.55%	-0.87	-1.4
Aug-01	11	11	100.00%	0.00%	77	77	100.00%	N/A	N/A
Sep-01	14	15	93.33%	24.94%	63	63	100.00%	N/A	-0.77
Oct-01	19	19	100.00%	0.00%	86	86	100.00%	N/A	N/A
Nov-01	6	6	100.00%	0.00%	77	77	100.00%	N/A	N/A
Dec-01	13	13	100.00%	0.00%	57	57	100.00%	N/A	N/A
Jan-02	12	12	100.00%	0.00%	77	78	98.72%	-0.87	-0.87
Feb-02	11	11	100.00%	0.00%	78	80	97.50%	-0.58	-0.87
Mar-02	11	11	100.00%	0.00%	79	79	100.00%	N/A	N/A
Apr-02	12	13	92.31%	26.65%	86	86	100.00%	N/A	-0.77



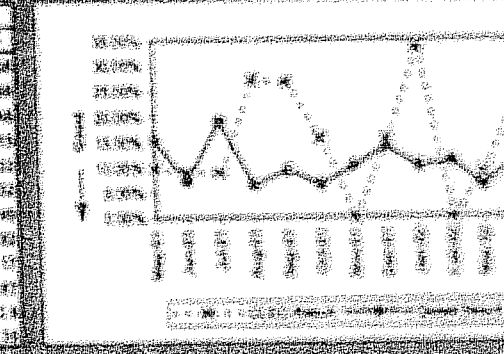
Mean Time to Restore (Hours:Minutes) (MR-4C)-- No Dispatches

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	152:36	20	7:38	7:58	657:22	90	7:18	0.25	-0.29
Jun-01	44:35	11	4:03	6:46	544:37	68	8:01	-1.13	-0.87
Jul-01	76:45	11	6:59	7:36	542:08	87	6:36	-0.43	-0.87
Aug-01	21:52	11	1:59	2:03	432:19	77	5:37	-1.55	-1.55
Sep-01	174:45	15	11:39	35:35	413:14	63	6:34	0.82	-0.77
Oct-01	128:57	19	6:47	8:36	285:45	86	4:26	1.34	-0.29
Nov-01	53:37	6	8:56	10:48	478:56	77	6:13	0.75	-0.29
Dec-01	45:00	13	3:28	4:54	271:13	57	4:46	-0.87	-1.41
Jan-02	31:38	12	2:38	2:15	578:16	78	7:25	-1.41	-1.55
Feb-02	10:50	11	0:59	1:01	528:10	80	6:36	-1.4	-1.55
Mar-02	69:31	11	6:19	9:44	284:17	79	3:21	1.56	-0.58
Apr-02	79:11	13	6:05	13:39	348:47	86	4:03	0.96	-0.87



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

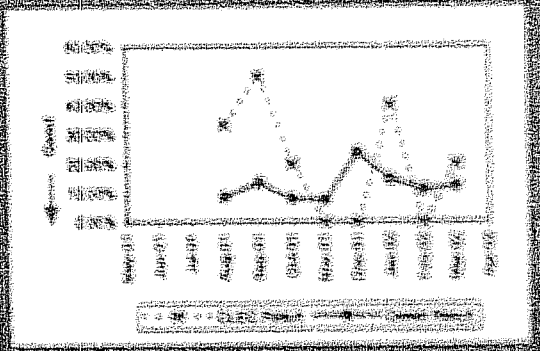
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	2	20	10.00%	30.00%	14	90	15.56%	-0.52	-0.58
Jun-01	1	11	9.09%	28.75%	5	68	7.35%	0.19	-0.58
Jul-01	1	11	9.09%	28.75%	13	68	19.12%	-0.73	-0.58
Aug-01	3	11	27.27%	44.54%	5	77	6.49%	1.36	-0.29
Sep-01	4	15	26.67%	44.22%	6	63	9.52%	1.51	-0.29
Oct-01	3	19	15.79%	36.46%	4	86	4.65%	1.12	-0.29
Nov-01	0	6	0.00%	0.00%	8	77	10.39%	-0.51	-0.58
Dec-01	2	13	15.38%	36.08%	8	57	14.04%	0.14	-0.58
Jan-02	4	12	33.33%	47.14%	9	78	11.54%	1.03	-0.87
Feb-02	0	11	0.00%	0.00%	9	80	11.25%	-1.11	-0.87
Mar-02	1	11	9.09%	28.75%	5	79	6.33%	0.33	-0.87
Apr-02	3	13	23.08%	42.15%	10	86	11.63%	1.07	-0.87



Checklist #14 - Resale - Business Repair

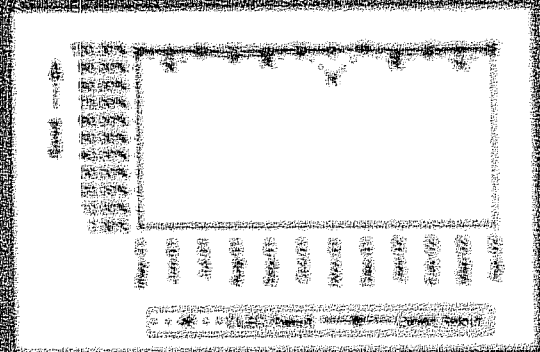
Repair Repeat Report Rate (Percent) (MR-FC) – No Dispatches

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Stat	Parity Stat
May-01									
Jun-01									
Jul-01									
Aug-01	2	6	33.33%	47.14%	31	35	8.57%	1.44	[illegible]
Sep-01	3	6	50.00%	50.00%	50	37	13.51%	1.84	[illegible]
Oct-01	2	10	20.00%	40.00%	21	25	8.00%	0.8	[illegible]
Nov-01	0	5	0.00%	0.00%	2	27	7.41%	-0.56	[illegible]
Dec-01	0	3	0.00%	0.00%	5	21	23.81%	-0.91	[illegible]
Jan-02	2	5	40.00%	48.99%	5	34	14.71%	1.16	[illegible]
Feb-02	0	4	0.00%	0.00%	3	27	11.11%	-0.66	[illegible]
Mar-02	1	5	20.00%	40.00%	3	24	12.50%	0.36	[illegible]
Apr-02									



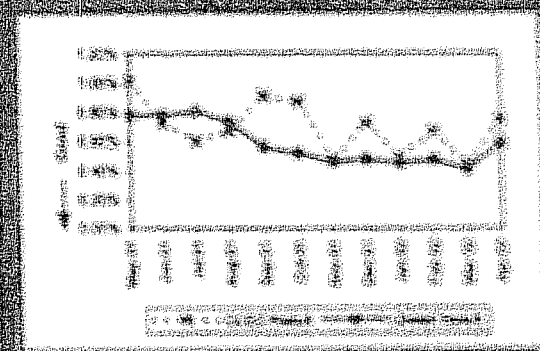
Repair Appointments Met (Percent) (MR-FC) – No Dispatches

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Stat	Parity Stat
May-01	20	20	100.00%	0.00%	89	90	98.89%	-0.43	[illegible]
Jun-01	10	11	90.91%	28.75%	87	88	98.86%	-1.11	[illegible]
Jul-01	11	11	100.00%	0.00%	87	88	98.86%	-0.83	[illegible]
Aug-01	11	11	100.00%	0.00%	74	77	96.10%	-0.82	[illegible]
Sep-01	14	15	93.33%	24.94%	82	83	98.80%	-0.67	[illegible]
Oct-01	19	19	100.00%	0.00%	89	90	98.89%	-0.65	[illegible]
Nov-01	5	6	83.33%	37.27%	79	81	97.53%	-1.51	[illegible]
Dec-01	13	13	100.00%	0.00%	97	97	100.00%	0.84	[illegible]
Jan-02	11	12	91.67%	27.64%	79	79	97.64%	-0.84	[illegible]
Feb-02	11	11	100.00%	0.00%	78	80	97.50%	-0.8	[illegible]
Mar-02	10	11	90.91%	28.75%	78	79	98.73%	-1.19	[illegible]
Apr-02	13	13	100.00%	0.00%	85	86	98.84%	-0.81	[illegible]



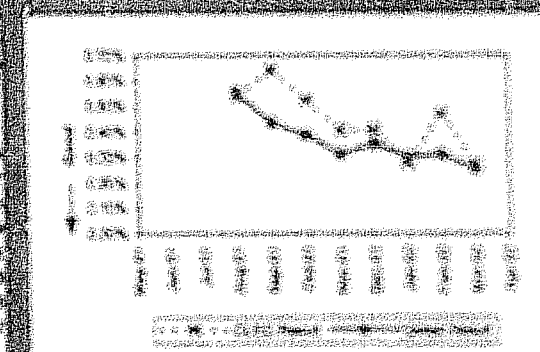
Trouble Rate (Percent) (MR-4)

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Stat	Parity Stat
May-01	66	6483	1.02%	10.04%	374	47911	0.78%	2.04	[illegible]
Jun-01	47	6440	0.73%	8.51%	378	47852	0.79%	-0.43	[illegible]
Jul-01	38	6298	0.60%	7.74%	360	47005	0.77%	-1.11	[illegible]
Aug-01	40	5933	0.67%	8.18%	344	47538	0.72%	-0.49	[illegible]
Sep-01	51	5582	0.91%	9.51%	281	46605	0.60%	3.58	[illegible]
Oct-01	48	5512	0.87%	9.29%	237	45913	0.52%	3.47	[illegible]
Nov-01	27	5674	0.48%	6.88%	208	46066	0.45%	0.75	[illegible]
Dec-01	32	4397	0.73%	8.50%	213	44512	0.48%	2.29	[illegible]
Jan-02	21	4258	0.49%	7.01%	209	44134	0.48%	0.23	[illegible]
Feb-02	27	4024	0.67%	8.18%	203	42702	0.48%	1.62	[illegible]
Mar-02	18	4013	0.45%	6.68%	178	42567	0.42%	0.93	[illegible]
Apr-02	28	3746	0.75%	8.61%	249	42321	0.59%	1.74	[illegible]



Trouble Rate (Percent) (MR-4)

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Stat	Parity Stat
May-01									
Jun-01									
Jul-01									
Aug-01	32	5933	0.54%	7.32%	281	47538	0.59%	-0.75	[illegible]
Sep-01	35	5582	0.64%	8.00%	203	46605	0.44%	2.21	[illegible]
Oct-01	29	5512	0.53%	7.23%	179	45913	0.39%	1.66	[illegible]
Nov-01	23	5674	0.41%	6.36%	141	46066	0.31%	1.19	[illegible]
Dec-01	18	4397	0.41%	6.36%	158	44512	0.35%	0.64	[illegible]
Jan-02	12	4258	0.28%	5.30%	133	44134	0.30%	-0.23	[illegible]
Feb-02	19	4024	0.47%	6.86%	133	42702	0.31%	1.75	[illegible]
Mar-02	11	4013	0.27%	5.23%	105	42567	0.25%	0.12	[illegible]
Apr-02									

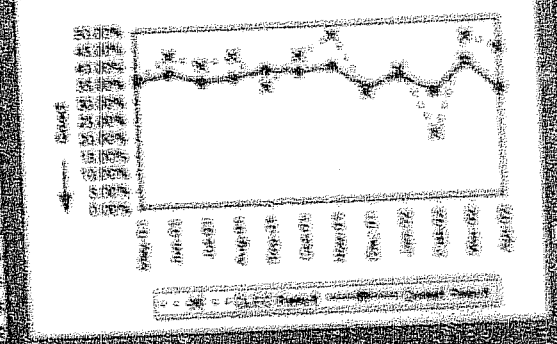


Qwest Performance Results (ROC 271 PID 4.1)

Checklist #14 - Resale - Business Repair

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

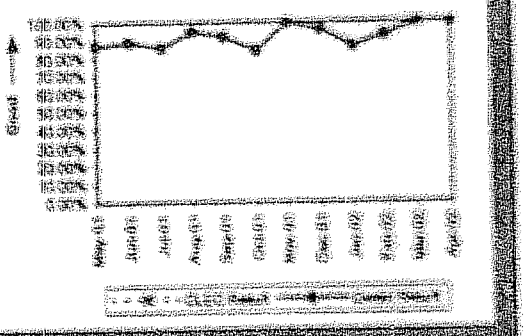
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	37	103	35.92%	47.98%	207	531	38.98%	0.56	[illegible]
Jun-01	35	82	42.68%	49.46%	220	590	37.29%	0.94	[illegible]
Jul-01	25	63	39.68%	48.92%	203	585	34.62%	0.77	[illegible]
Aug-01	29	69	42.03%	49.36%	191	535	35.70%	1.62	[illegible]
Sep-01	25	76	32.89%	46.96%	157	418	37.56%	-0.77	[illegible]
Oct-01	34	82	41.46%	49.27%	138	375	36.80%	0.79	[illegible]
Nov-01	24	51	47.06%	49.91%	127	335	37.91%	1.53	[illegible]
Dec-01	14	46	30.43%	46.01%	95	311	31.51%	-0.13	[illegible]
Jan-02	12	33	36.36%	48.10%	107	307	34.85%	0.31	[illegible]
Feb-02	6	33	18.18%	38.57%	87	290	30.00%	-2.4	[illegible]
Mar-02	15	33	45.45%	49.79%	106	284	37.32%	0.82	[illegible]
Apr-02	20	48	41.67%	49.30%	106	364	29.94%	1.91	[illegible]



Checklist #14 - Resale - Centrex Installation

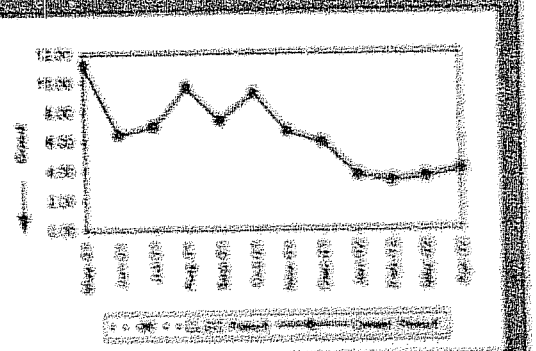
Installation Commitments Met (Percent) (OP-3A) -- Dispatches Within MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01					20	23	86.96%		
Jun-01					8	9	88.89%		
Jul-01					18	21	85.71%		
Aug-01					19	20	95.00%		
Sep-01					34	37	91.89%		
Oct-01					21	25	84.00%		
Nov-01					24	24	100.00%		
Dec-01					24	25	96.00%		
Jan-02					19	22	86.36%		
Feb-02					13	14	92.86%		
Mar-02					16	16	100.00%		
Apr-02					10	10	100.00%		



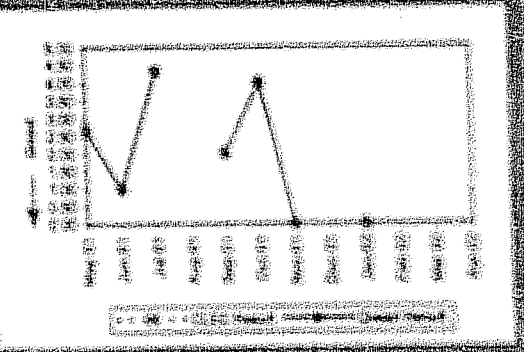
Installation Interval (Average Days) (OP-4A) -- Dispatches Within MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01					254	23	11.22		
Jun-01					45	7	6.43		
Jul-01					140	20	7.00		
Aug-01					153	15	9.53		
Sep-01					244	33	7.39		
Oct-01					221	24	9.21		
Nov-01					113	17	6.65		
Dec-01					100	17	5.88		
Jan-02					73	21	3.67		
Feb-02					38	11	3.23		
Mar-02					57	16	3.56		
Apr-02					32	8	4.00		



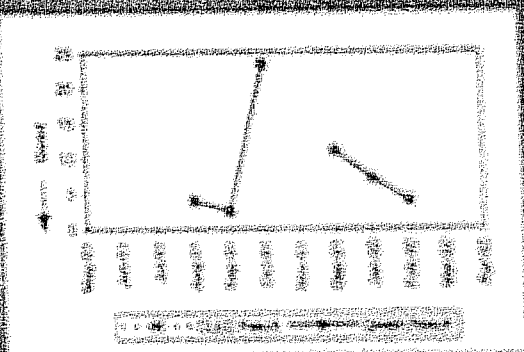
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-1) -- Dispatches Within MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01					8	3	2.67		
Jun-01					1	1	1.00		
Jul-01					13	3	4.33		
Aug-01									
Sep-01					2	1	2.00		
Oct-01					4	1	4.00		
Nov-01					0	2	0.00		
Dec-01									
Jan-02					0	1	0.00		
Feb-02									
Mar-02									
Apr-02									



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

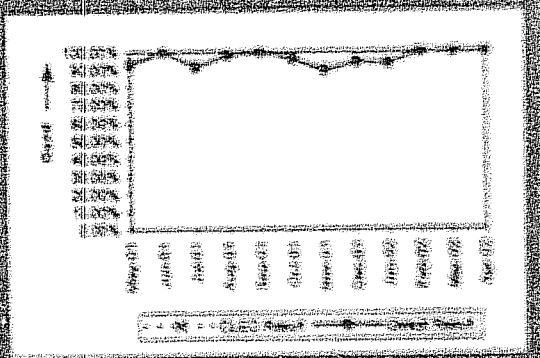
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01					4	1	4.00		
Sep-01					5	2	2.50		
Oct-01					70	3	23.33		
Nov-01									
Dec-01					11	1	11.00		
Jan-02					21	3	7.00		
Feb-02					4	1	4.00		
Mar-02									
Apr-02									



Checklist #14 - Resale - Centrex Installation

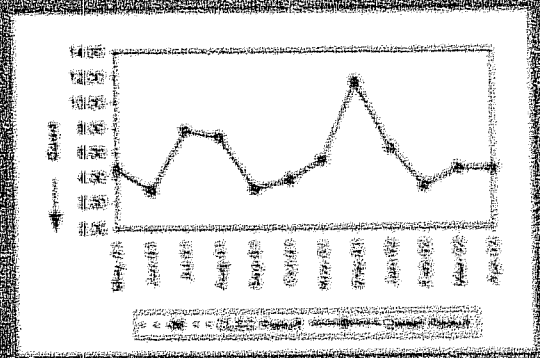
Installation Commitments Met (Percent) (OP-3) – Dispatches Outside MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
May-01					28	30	93.33%		
Jun-01					23	23	100.00%		
Jul-01					33	36	91.67%		
Aug-01					59	60	98.33%		
Sep-01					32	32	100.00%		
Oct-01					25	26	96.15%		
Nov-01					17	19	89.47%		
Dec-01					33	35	94.29%		
Jan-02					28	30	93.33%		
Feb-02					18	18	100.00%		
Mar-02					25	25	100.00%		
Apr-02					33	33	100.00%		



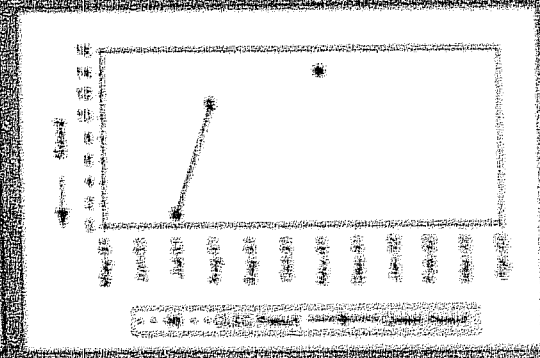
Installation Interval (Average Days) (OP-4B) – Dispatches Outside MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
May-01					139	30	4.63		
Jun-01					68	23	2.96		
Jul-01					284	36	7.74		
Aug-01					430	60	7.17		
Sep-01					97	32	3.03		
Oct-01					97	26	3.73		
Nov-01					101	19	5.32		
Dec-01					403	35	11.49		
Jan-02					187	30	6.23		
Feb-02					58	18	3.22		
Mar-02					115	25	4.60		
Apr-02					150	33	4.55		



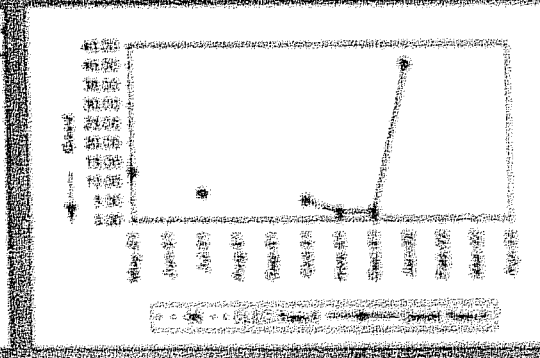
Delayed Days for Non-Facility Reasons (Average Days) (OP-5A-2) – Dispatches Outside MSAs

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01					2	2	1.00		
Aug-01					11	1	11.00		
Sep-01									
Oct-01									
Nov-01					14	1	14.00		
Dec-01									
Jan-02									
Feb-02									
Mar-02									
Apr-02									



Delayed Days for Facility Reasons (Average Days) (OP-5B-2) – Dispatches Outside MSAs

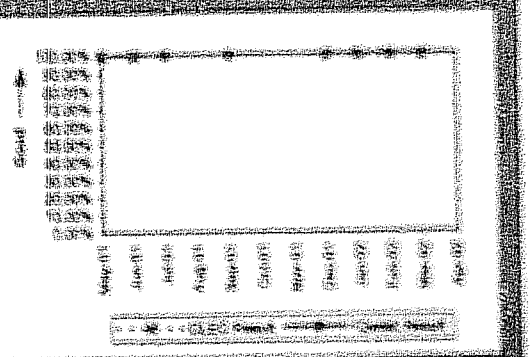
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
May-01					25	2	12.50		
Jun-01									
Jul-01					7	1	7.00		
Aug-01									
Sep-01									
Oct-01					5	1	5.00		
Nov-01					2	1	2.00		
Dec-01					4	2	2.00		
Jan-02					80	2	40.00		
Feb-02									
Mar-02									
Apr-02									



Checklist #14 - Resale - Centrex Installation

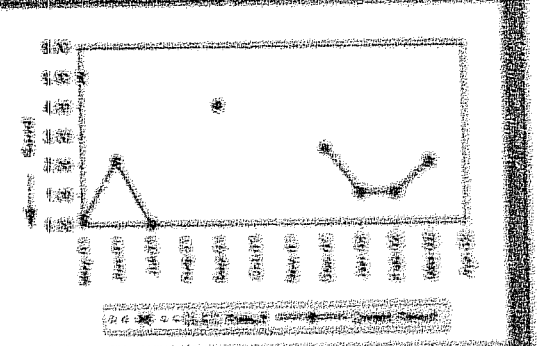
Installation Commitments Met (Percent) (OP-3C) – No Dispatches

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	1	1	100.00%	0.00%	9	9	100.00%	N/A	N/A
Jun-01	1	1	100.00%	0.00%	16	16	100.00%	N/A	N/A
Jul-01					2	2	100.00%		
Aug-01									
Sep-01					1	1	100.00%		
Oct-01									
Nov-01									
Dec-01					2	2	100.00%		
Jan-02					3	3	100.00%		
Feb-02					2	2	100.00%		
Mar-02					1	1	100.00%		
Apr-02									



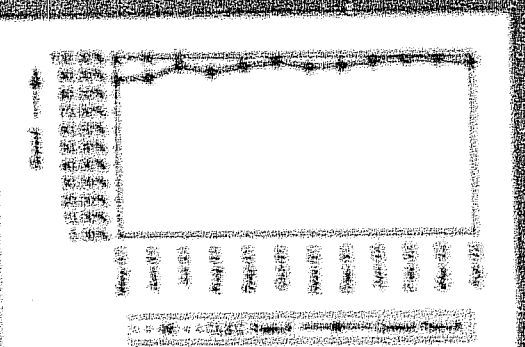
Installation Interval (Average Days) (OP-4C) – No Dispatches

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	5	1	5.00		1	5	5.00	1.32	-0.19
Jun-01					34	16	2.12		
Jul-01					0	2	0.00		
Aug-01									
Sep-01					4	1	4.00		
Oct-01									
Nov-01									
Dec-01					5	2	2.50		
Jan-02					3	3	1.00		
Feb-02					2	2	1.00		
Mar-02					2	1	2.00		
Apr-02									



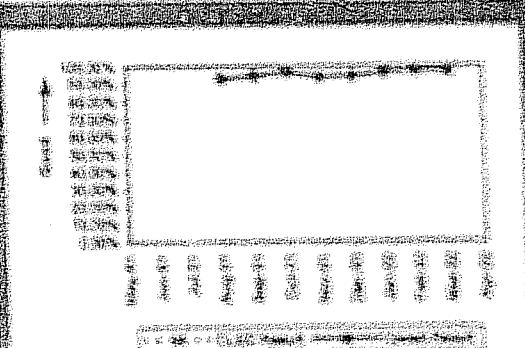
New Service Installation Quality (Percent) (OP-5)

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	1	1	100.00%	0.00%	50	57	87.72%	-0.27	-0.13
Jun-01	1	1	100.00%	0.00%	54	63	85.71%	-0.35	-0.13
Jul-01	1	1	100.00%	0.00%	57	60	95.00%	-0.13	-0.04
Aug-01					66	72	91.67%		
Sep-01					71	75	94.67%		
Oct-01					59	61	96.72%		
Nov-01					45	48	93.75%		
Dec-01					51	54	94.44%		
Jan-02					57	59	96.61%		
Feb-02					44	45	97.78%		
Mar-02					37	38	97.37%		
Apr-02					41	43	95.35%		



New Service Installation Quality (Percent) (OP-5)

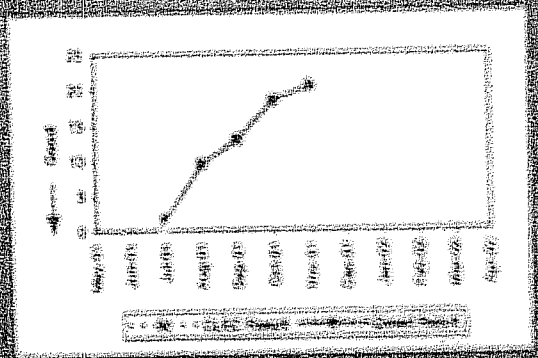
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01					67	72	93.06%		
Sep-01					71	75	94.67%		
Oct-01					59	61	96.72%		
Nov-01					45	48	93.75%		
Dec-01					51	54	94.44%		
Jan-02					57	59	96.61%		
Feb-02					44	45	97.78%		
Mar-02					37	38	97.37%		
Apr-02									



Checklist #14 - Resale - Centrex Installation

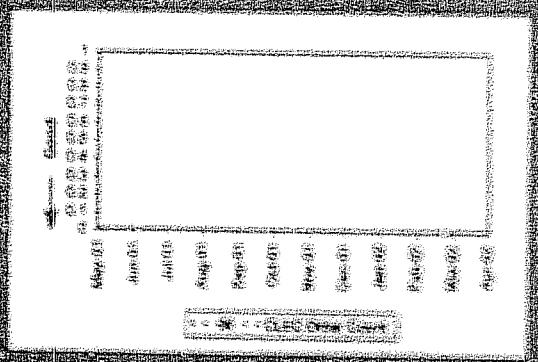
Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-1-04)

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Res	Hist Z Sc	Parity Sc
May-01									
Jun-01									
Jul-01					5	3	1.67		
Aug-01					19	2	9.50		
Sep-01					52	4	13.00		
Oct-01					55	3	18.33		
Nov-01					102	5	20.40		
Dec-01									
Jan-02									
Feb-02									
Mar-02									
Apr-02									



Checklist #14 - Resale - Centrex Installation

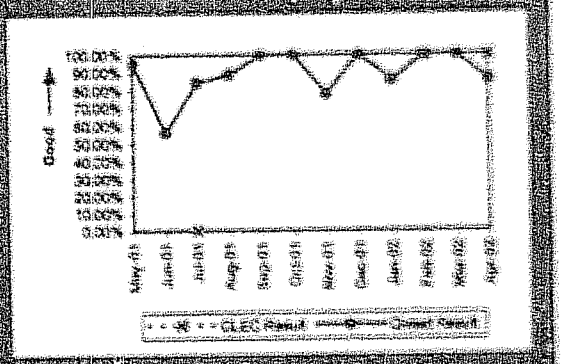
Count of Pending Orders Delayed for Facilities Reasons Centrex (OP-15B)	
Date	CLEC Order Count
May-01	
Jun-01	
Jul-01	
Aug-01	
Sep-01	
Oct-01	
Nov-01	
Dec-01	
Jan-02	
Feb-02	
Mar-02	
Apr-02	



Checklist #14 - Resale - Centrex Repair

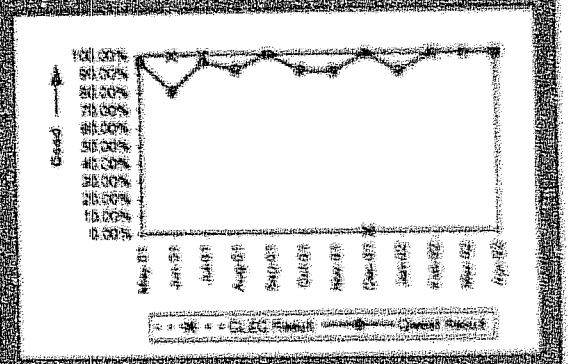
Out of Service Cleared within 24 hours (Percent) (MR-3A)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01					20	21	95.24%		
Jun-01					9	16	56.25%		
Jul-01	0	1	0.00%	0.00%	16	19	84.21%	1.33	-0.19
Aug-01					16	18	88.89%		
Sep-01					6	6	100.00%		
Oct-01					9	9	100.00%		
Nov-01					7	9	77.78%		
Dec-01					6	6	100.00%		
Jan-02					6	7	85.71%		
Feb-02	1	1	100.00%	0.00%	3	3	100.00%	N/A	N/A
Mar-02					6	6	100.00%		
Apr-02	2	2	100.00%	0.00%	6	7	85.71%	-0.51	-1.31



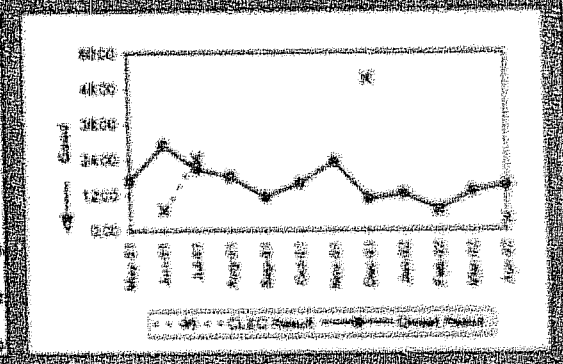
All Troubles Cleared within 48 hours (Percent) (MR-4A)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01					26	27	96.30%		
Jun-01	1	1	100.00%	0.00%	20	25	80.00%	-0.49	-1.3
Jul-01	1	1	100.00%	0.00%	24	25	96.00%	-0.2	-1.12
Aug-01					22	24	91.67%		
Sep-01					12	12	100.00%		
Oct-01					10	11	90.91%		
Nov-01					9	10	90.00%		
Dec-01	0	1	0.00%	0.00%	8	8	100.00%	N/A	0.04
Jan-02					9	10	90.00%		
Feb-02	1	1	100.00%	0.00%	4	4	100.00%	N/A	N/A
Mar-02					7	7	100.00%		
Apr-02	2	2	100.00%	0.00%	10	10	100.00%	N/A	N/A



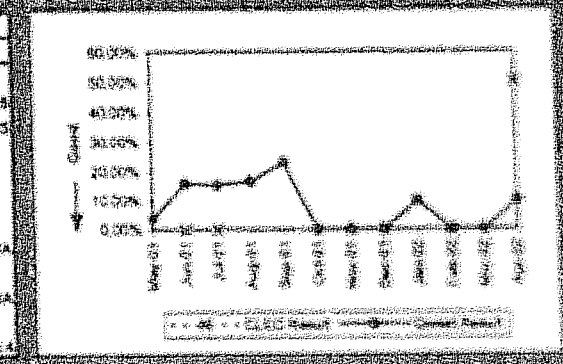
Mean Time to Restore (Hours:Minutes) (MR-6A)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01					453:01	27	16:47		
Jun-01	7:08	1	7:08		720:01	25	28:48	-0.81	-1.49
Jul-01	24:24	1	24:24		521:20	25	20:51	0.68	-0.61
Aug-01					435:54	24	18:10		
Sep-01					138:07	12	11:21		
Oct-01					175:27	11	15:57		
Nov-01					233:33	10	23:21		
Dec-01	51:16	1	51:16		84:47	8	10:36	1.51	-0.04
Jan-02					123:08	10	12:19		
Feb-02	6:47	1	6:47		28:04	4	7:01	-0.03	-1.02
Mar-02					92:04	7	13:09		
Apr-02	7:33	2	3:46	0:13	152:47	10	15:17	-1.48	-1.0



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

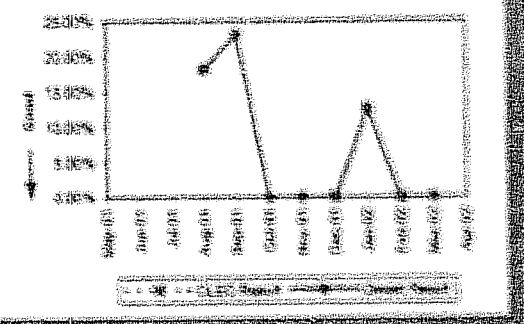
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01					1	27	3.70%		
Jun-01	0	1	0.00%	0.00%	4	25	16.00%	-0.43	-1.28
Jul-01	0	1	0.00%	0.00%	4	26	15.38%	-0.42	-1.25
Aug-01					4	24	16.67%		
Sep-01					3	13	23.08%		
Oct-01					0	13	0.00%		
Nov-01					0	11	0.00%		
Dec-01	0	1	0.00%	0.00%	0	8	0.00%	N/A	N/A
Jan-02					1	10	10.00%		
Feb-02	0	1	0.00%	0.00%	0	4	0.00%	N/A	N/A
Mar-02					0	9	0.00%		
Apr-02	1	2	50.00%	50.00%	1	10	10.00%	-0.68	-0.4



Checklist #14 - Resale - Centrex Repair

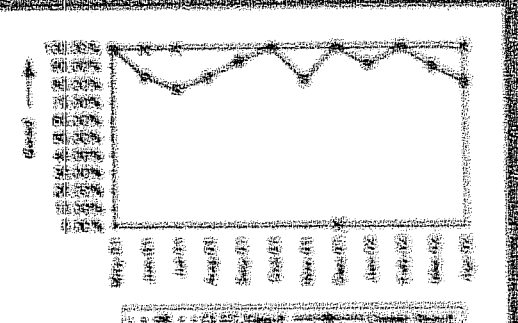
Repair Repeat Report Rate (Percent) (MR-7A*) -- Dispatches Within MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Score	Parity Score
May-01									
Jun-01									
Jul-01									
Aug-01					4	22	18.18%		
Sep-01					3	13	23.08%		
Oct-01					0	13	0.00%		
Nov-01					0	8	0.00%		
Dec-01	0	1	0.00%	0.00%	0	8	0.00%	N/A	N/A
Jan-02					1	8	12.50%		
Feb-02	0	1	0.00%	0.00%	0	4	0.00%	N/A	N/A
Mar-02					0	9	0.00%		
Apr-02									



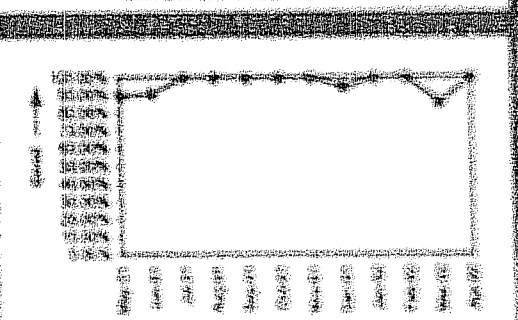
Repair Appointments Met (Percent) (MR-9A) -- Dispatched Within MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Score	Parity Score
May-01					27	27	100.00%		
Jun-01	1	1	100.00%	0.00%	21	25	84.00%	-0.43	-0.26
Jul-01	1	1	100.00%	0.00%	20	26	76.92%	-0.54	-0.33
Aug-01					20	24	83.33%		
Sep-01					12	13	92.31%		
Oct-01					13	13	100.00%		
Nov-01					9	11	81.82%		
Dec-01	0	1	0.00%	0.00%	8	8	100.00%	N/A	0.24
Jan-02					9	10	90.00%		
Feb-02	1	1	100.00%	0.00%	3	3	100.00%	N/A	N/A
Mar-02					8	9	88.89%		
Apr-02	2	2	100.00%	0.00%	8	10	80.00%	-0.43	-0.26



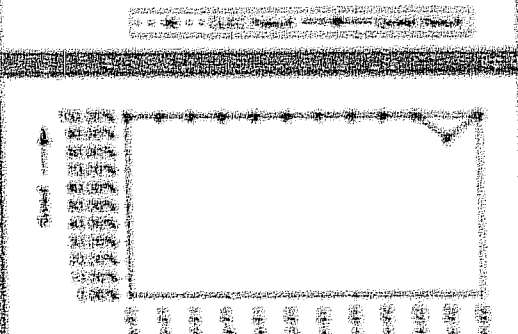
Out of Service Cleared within 24 hours (Percent) (MR-3B) -- Dispatched Outside MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Score	Parity Score
May-01					17	19	89.47%		
Jun-01					10	11	90.91%		
Jul-01					13	13	100.00%		
Aug-01					17	17	100.00%		
Sep-01					16	16	100.00%		
Oct-01					12	12	100.00%		
Nov-01					7	7	100.00%		
Dec-01					18	19	94.74%		
Jan-02					7	7	100.00%		
Feb-02					4	4	100.00%		
Mar-02					6	7	85.71%		
Apr-02					5	5	100.00%		



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

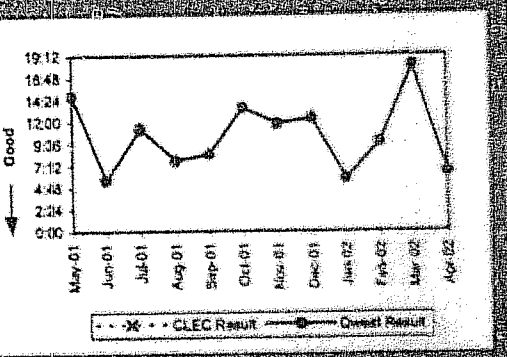
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Score	Parity Score
May-01					23	23	100.00%		
Jun-01					17	17	100.00%		
Jul-01					19	19	100.00%		
Aug-01					19	19	100.00%		
Sep-01					25	25	100.00%		
Oct-01					18	18	100.00%		
Nov-01					12	12	100.00%		
Dec-01					25	25	100.00%		
Jan-02					15	15	100.00%		
Feb-02					3	3	100.00%		
Mar-02					7	8	87.50%		
Apr-02					7	7	100.00%		



Checklist #14 - Resale - Centrex Repair

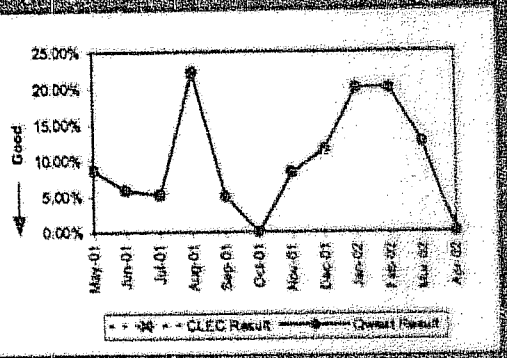
Mean Time to Restore (Hours:Minutes) (MR-6B)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01					341:53	23	14:52		
Jun-01					98:50	17	5:42		
Jul-01					213:38	19	11:15		
Aug-01					139:46	18	7:46		
Sep-01					169:35	20	8:29		
Oct-01					216:11	16	13:31		
Nov-01					140:59	12	11:45		
Dec-01					309:17	25	12:22		
Jan-02					58:15	10	5:50		
Feb-02					48:54	5	9:47		
Mar-02					144:58	8	18:07		
Apr-02					45:36	7	6:31		



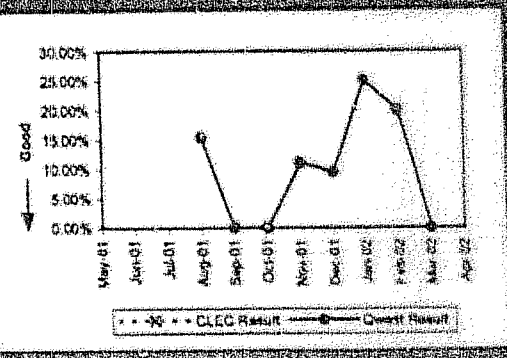
Repair Repeat Report Rate (Percent) (MR-7B)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01					2	23	8.70%		
Jun-01					1	17	5.88%		
Jul-01					1	19	5.26%		
Aug-01					4	18	22.22%		
Sep-01					1	20	5.00%		
Oct-01					0	16	0.00%		
Nov-01					1	12	8.33%		
Dec-01					3	26	11.54%		
Jan-02					2	10	20.00%		
Feb-02					1	5	20.00%		
Mar-02					1	8	12.50%		
Apr-02					0	7	0.00%		



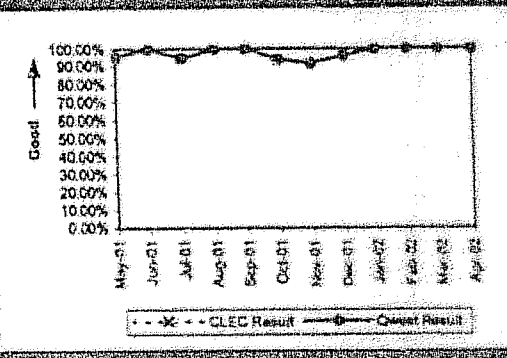
Repair Repeat Report Rate (Percent) (MR-7B*)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01					2	13	15.38%		
Sep-01					0	14	0.00%		
Oct-01					0	13	0.00%		
Nov-01					1	9	11.11%		
Dec-01					2	21	9.52%		
Jan-02					2	8	25.00%		
Feb-02					1	5	20.00%		
Mar-02					0	7	0.00%		
Apr-02									



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

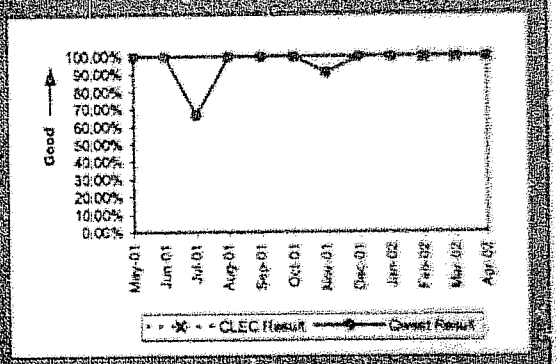
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01					22	23	95.65%		
Jun-01					17	17	100.00%		
Jul-01					18	19	94.74%		
Aug-01					18	18	100.00%		
Sep-01					20	20	100.00%		
Oct-01					15	16	93.75%		
Nov-01					11	12	91.67%		
Dec-01					25	26	96.15%		
Jan-02					10	10	100.00%		
Feb-02					5	5	100.00%		
Mar-02					8	8	100.00%		
Apr-02					7	7	100.00%		



Checklist #14 - Resale - Centrex Repair

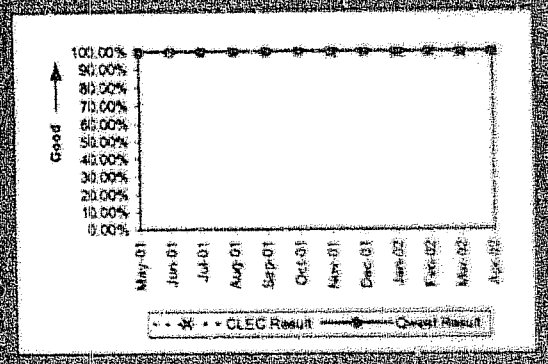
Out of Service Cleared within 24 hours (Percent) (MR-3C)-- No Dispatches

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01					6	6	100.00%		
Jun-01					6	6	100.00%		
Jul-01					2	3	66.67%		
Aug-01					14	14	100.00%		
Sep-01					8	8	100.00%		
Oct-01					4	4	100.00%		
Nov-01					10	11	90.91%		
Dec-01					4	4	100.00%		
Jan-02					7	7	100.00%		
Feb-02	1	1	100.00%	0.00%	2	2	100.00%	N/A	N/A
Mar-02	2	2	100.00%	0.00%	1	1	100.00%	N/A	N/A
Apr-02	1	1	100.00%	0.00%	3	3	100.00%	N/A	N/A



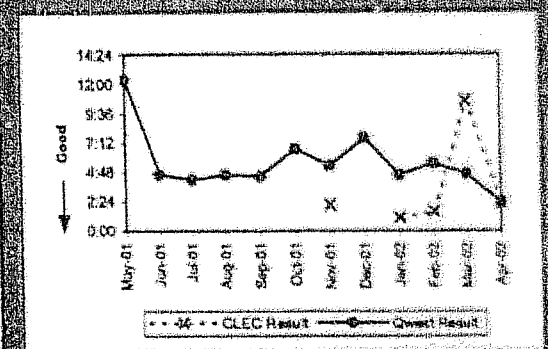
All Troubles Cleared within 48 hours (Percent) (MR-4C)-- No Dispatches

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01					13	13	100.00%		
Jun-01					16	16	100.00%		
Jul-01					12	12	100.00%		
Aug-01					21	21	100.00%		
Sep-01					13	13	100.00%		
Oct-01					9	9	100.00%		
Nov-01	1	1	100.00%	0.00%	16	16	100.00%	N/A	N/A
Dec-01					7	7	100.00%		
Jan-02	1	1	100.00%	0.00%	13	13	100.00%	N/A	N/A
Feb-02	1	1	100.00%	0.00%	4	4	100.00%	N/A	N/A
Mar-02	3	3	100.00%	0.00%	5	5	100.00%	N/A	N/A
Apr-02	1	1	100.00%	0.00%	8	8	100.00%	N/A	N/A



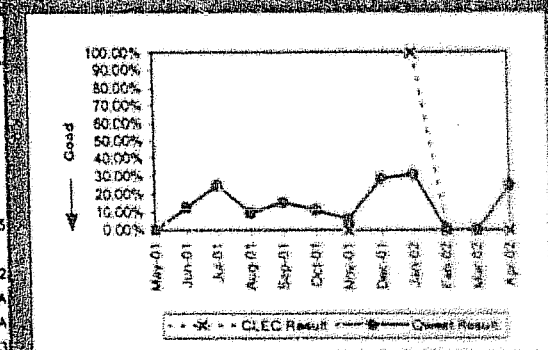
Mean Time to Restore (Hours:Minutes) (MR-6C)-- No Dispatches

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01					160:57	13	12:23		
Jun-01					73:18	16	4:35		
Jul-01					49:54	12	4:09		
Aug-01					95:41	21	4:33		
Sep-01					57:34	13	4:26		
Oct-01					60:19	9	6:42		
Nov-01	2:07	1	2:07		84:40	16	5:18	-0.43	-1.26
Dec-01					52:58	7	7:34		
Jan-02	1:04	1	1:04		59:01	13	4:32	-0.43	-1.26
Feb-02	1:37	1	1:37		22:00	4	5:30	-0.4	-1.24
Mar-02	31:57	3	10:39	8:37	23:05	5	4:37	1.48	-0.1
Apr-02	2:18	1	2:18		18:43	8	2:20	-0.03	-1.02



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

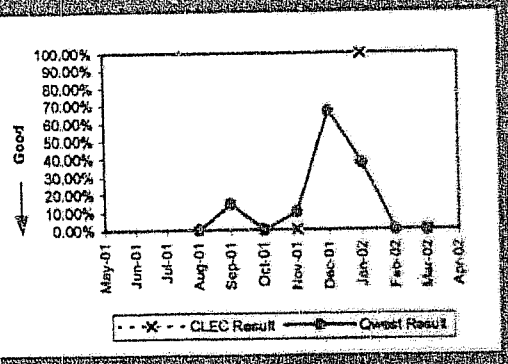
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01					0	13	0.00%		
Jun-01					2	16	12.50%		
Jul-01					3	12	25.00%		
Aug-01					2	21	9.52%		
Sep-01					2	13	15.38%		
Oct-01					1	9	11.11%		
Nov-01	0	1	0.00%	0.00%	1	16	6.25%	-0.25	-1.15
Dec-01					2	7	28.57%		
Jan-02	1	1	100.00%	0.00%	4	13	30.77%	0.95	-0.42
Feb-02	0	1	0.00%	0.00%	0	4	0.00%	N/A	N/A
Mar-02	0	3	0.00%	0.00%	0	5	0.00%	N/A	N/A
Apr-02	0	1	0.00%	0.00%	2	8	25.00%	-0.54	-1.33



Checklist #14 - Resale - Centrex Repair

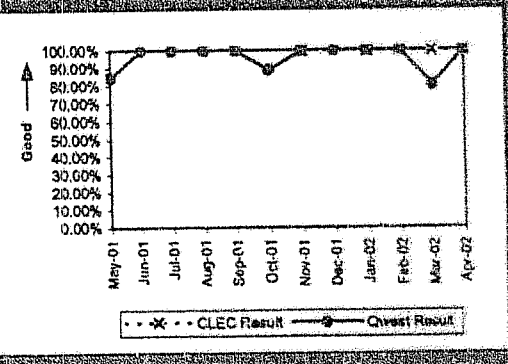
Repair Repeat Report Rate (Percent) (MR-7C*)– No Dispatches

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01					0	17	0.00%		
Jun-01					1	7	14.29%		
Jul-01					0	8	0.00%		
Aug-01	2	1	0.00%	0.00%	1	10	10.00%	-0.32	-1.19
Sep-01					2	3	66.67%		
Oct-01	1	1	100.00%	0.00%	3	8	37.50%	0.78	-0.53
Nov-01					0	2	0.00%		
Dec-01	0	1	0.00%	0.00%	0	1	0.00%	N/A	N/A
Jan-02									



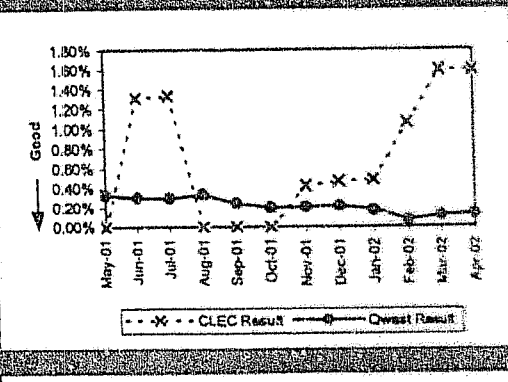
Repair Appointments Met (Percent) (MR-9C)– No Dispatches

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01					11	13	84.62%		
Jun-01					16	16	100.00%		
Jul-01					12	12	100.00%		
Aug-01					21	21	100.00%		
Sep-01					13	13	100.00%		
Oct-01					8	9	88.89%		
Nov-01	1	1	100.00%	0.00%	16	16	100.00%	N/A	N/A
Dec-01					7	7	100.00%		
Jan-02	1	1	100.00%	0.00%	13	13	100.00%	N/A	N/A
Feb-02	1	1	100.00%	0.00%	4	4	100.00%	N/A	N/A
Mar-02	3	3	100.00%	0.00%	4	5	80.00%	-0.68	-1.42
Apr-02	1	1	100.00%	0.00%	8	8	100.00%	N/A	N/A



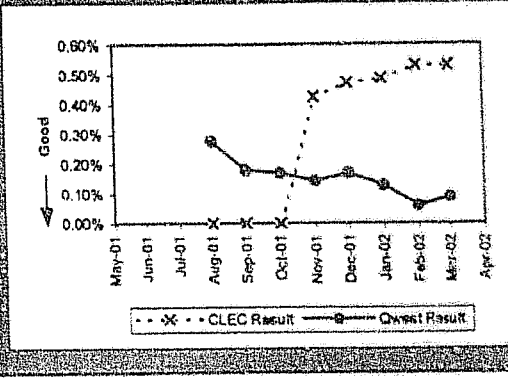
Trouble Rate (Percent) (MR-8)

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	0	76	0.00%	0.00%	63	19026	0.33%	-0.5	-1.3
Jun-01	1	76	1.32%	11.40%	58	18943	0.31%	1.2	-0.27
Jul-01	1	75	1.33%	11.47%	57	18978	0.30%	1.21	-0.26
Aug-01	0	57	0.00%	0.00%	63	18703	0.34%	-0.44	-1.27
Sep-01	0	59	0.00%	0.00%	46	18763	0.25%	-0.38	-1.23
Oct-01	0	58	0.00%	0.00%	38	18782	0.20%	-0.34	-1.21
Nov-01	1	235	0.43%	6.51%	39	18783	0.21%	0.7	-0.58
Dec-01	1	211	0.47%	6.87%	41	18785	0.22%	0.74	-0.55
Jan-02	1	205	0.49%	6.97%	33	18784	0.18%	0.91	-0.45
Feb-02	2	188	1.06%	10.26%	13	18808	0.07%	2.65	0.61
Mar-02	3	188	1.60%	12.53%	22	18814	0.12%	3.18	0.92
Apr-02	3	188	1.60%	12.53%	25	18766	0.13%	3.06	0.86



Trouble Rate (Percent) (MR-8*)

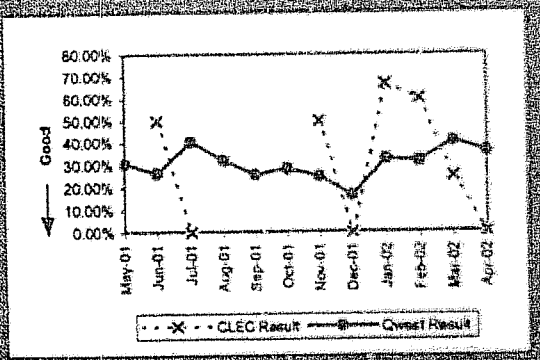
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01	0	57	0.00%	0.00%	52	18703	0.28%	-0.4	-1.24
Sep-01	0	59	0.00%	0.00%	34	18763	0.18%	-0.33	-1.2
Oct-01	0	58	0.00%	0.00%	32	18782	0.17%	-0.31	-1.19
Nov-01	1	235	0.43%	6.51%	27	18783	0.14%	0.95	-0.42
Dec-01	1	211	0.47%	6.87%	32	18785	0.17%	0.91	-0.45
Jan-02	1	205	0.49%	6.97%	24	18784	0.13%	1.11	-0.32
Feb-02	1	188	0.53%	7.27%	11	18808	0.06%	1.58	-0.04
Mar-02	1	188	0.53%	7.27%	17	18814	0.09%	1.36	-0.17
Apr-02									



Checklist #14 - Resale - Centrex Repair

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

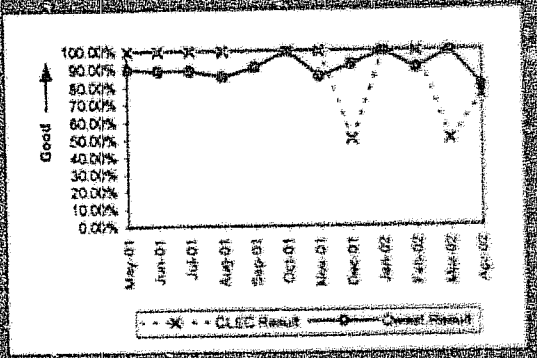
Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01					28	91	30.77%		
Jun-01	1	2	50.00%	50.00%	21	79	26.58%	0.59	-0.64
Jul-01	0	1	0.00%	0.00%	39	96	40.63%	-0.82	-1.5
Aug-01					30	93	32.26%		
Sep-01					16	62	25.81%		
Oct-01					15	53	28.30%		
Nov-01	1	2	50.00%	50.00%	13	52	25.00%	0.63	-0.62
Dec-01	0	1	0.00%	0.00%	8	49	16.33%	-0.44	-1.27
Jan-02	2	3	66.67%	47.14%	16	49	32.65%	1.05	-0.36
Feb-02	3	5	60.00%	48.99%	6	19	31.58%	1.06	-0.36
Mar-02	1	4	25.00%	43.30%	15	37	40.54%	-0.8	-1.37
Apr-02	0	3	0.00%	0.00%	14	39	35.90%	-1.25	-1.78



Checklist #14 - Resale - Centrex 21 installation

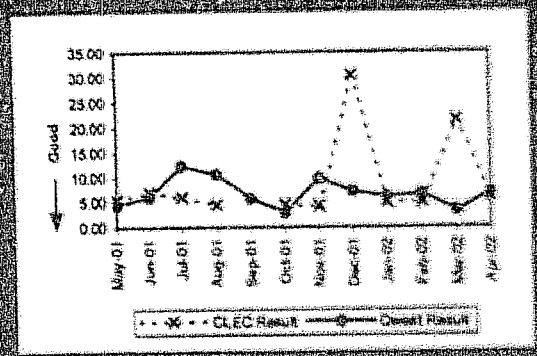
Installation Commitments Met (Percent) (OP-3A)– Dispatches Within MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	4	4	100.00%	0.00%	9	10	90.00%	-0.56	-1.34
Jun-01	1	1	100.00%	0.00%	8	9	88.89%	-0.34	-1.2
Jul-01	1	1	100.00%	0.00%	8	9	88.89%	-0.34	-1.2
Aug-01	2	2	100.00%	0.00%	12	14	85.71%	-0.54	-1.33
Sep-01					10	11	90.91%		
Oct-01	6	6	100.00%	0.00%	3	3	100.00%	N/A	N/A
Nov-01	4	4	100.00%	0.00%	6	7	85.71%	-0.65	-1.4
Dec-01	1	2	50.00%	50.00%	12	13	92.31%	1.15	-0.3
Jan-02	5	5	100.00%	0.00%	13	13	100.00%	N/A	N/A
Feb-02	3	3	100.00%	0.00%	9	10	90.00%	-0.51	-1.31
Mar-02	1	2	50.00%	50.00%	10	10	100.00%	N/A	-0.11
Apr-02	3	4	75.00%	43.30%	8	10	80.00%	0.1	-0.54



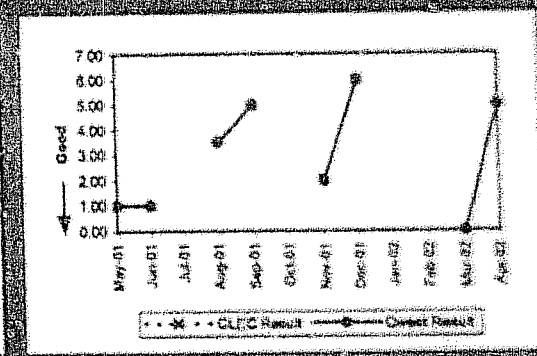
Installation Interval (Average Days) (OP-4A)– Dispatches Within MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	22	4	5.50	1.00	45	10	4.50	0.54	-0.67
Jun-01	7	1	7.00		54	9	6.00	0.11	-0.93
Jul-01	6	1	6.00		111	9	12.33	-0.49	-1.3
Aug-01	9	2	4.50	0.71	149	14	10.64	-0.89	-1.54
Sep-01					62	11	5.64		
Oct-01	27	6	4.50	2.74	9	3	3.00		
Nov-01	17	4	4.25	0.96	68	7	9.71	-1.33	-1.81
Dec-01	61	2	30.50	37.48	93	13	7.15	1.5	-0.09
Jan-02	25	5	5.00	0.00	79	13	6.08	-0.35	-1.21
Feb-02	15	3	5.00	0.00	66	10	6.60	-0.44	-1.27
Mar-02	43	2	21.50	23.33	36	11	3.27	2.33	0.41
Apr-02	24	4	6.00	3.46	69	10	6.90	-0.25	-1.15



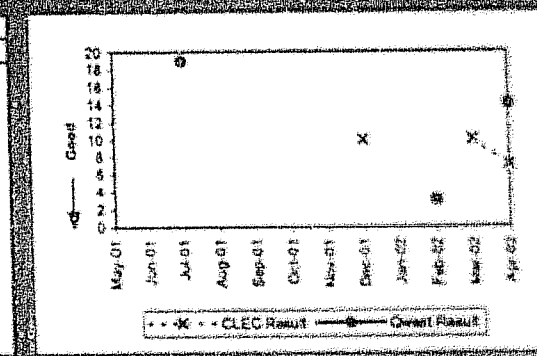
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-1)– Dispatches Within MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01					1	1	1.00		
Jun-01					1	1	1.00		
Jul-01									
Aug-01					7	2	3.50		
Sep-01					5	1	5.00		
Oct-01									
Nov-01					2	1	2.00		
Dec-01					6	1	6.00		
Jan-02									
Feb-02									
Mar-02					0	1	0.00		
Apr-02					5	1	5.00		



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

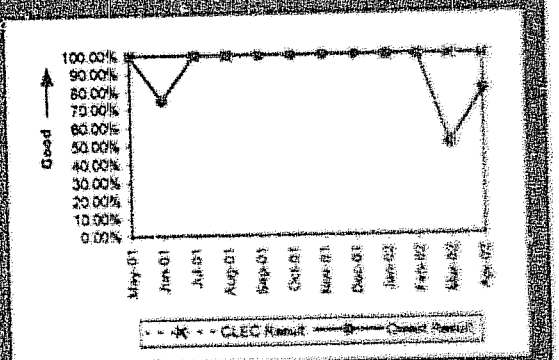
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01					19	1	19.00		
Aug-01									
Sep-01									
Oct-01									
Nov-01									
Dec-01	10	1	10.00						
Jan-02									
Feb-02					3	1	3.00		
Mar-02	10	1	10.00						
Apr-02	7	1	7.00		14	1	14.00		



Checklist #14 - Resale - Centrex 21 Installation

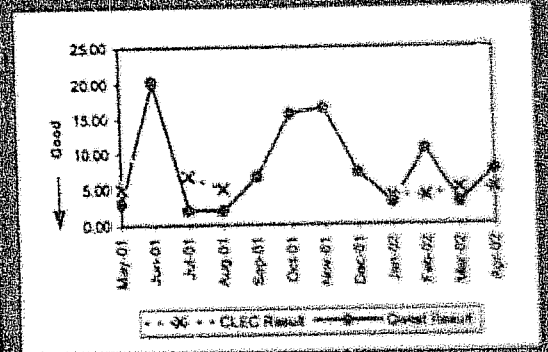
Installation Commitments Met (Percent) (OP-3B)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	1	1	100.00%	0.00%	1	1	100.00%	N/A	N/A
Jun-01					3	4	75.00%		
Jul-01	4	4	100.00%	0.00%	1	1	100.00%	N/A	N/A
Aug-01	1	1	100.00%	0.00%	2	2	100.00%	N/A	N/A
Sep-01					3	3	100.00%		
Oct-01					5	5	100.00%		
Nov-01					2	2	100.00%		
Dec-01					4	4	100.00%		
Jan-02	1	1	100.00%	0.00%	5	5	100.00%	N/A	N/A
Feb-02	1	1	100.00%	0.00%	2	2	100.00%	N/A	N/A
Mar-02	1	1	100.00%	0.00%	1	2	50.00%	-0.82	-1.5
Apr-02	3	3	100.00%	0.00%	4	5	80.00%	-0.68	-1.42



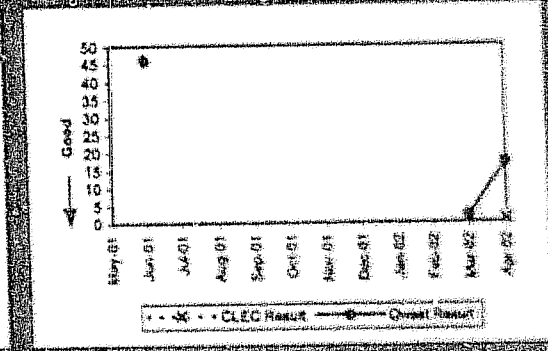
Installation Interval (Average Days) (OP-4B)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	5	1	5.00		3	1	3.00		
Jun-01					81	4	20.25		
Jul-01	27	4	6.75	2.87	2	1	2.00		
Aug-01	5	1	5.00		4	2	2.00	0.67	-0.59
Sep-01					20	3	6.67		
Oct-01					78	5	15.60		
Nov-01					33	2	16.50		
Dec-01					29	4	7.25		
Jan-02	4	1	4.00		15	5	3.00	0.83	-0.49
Feb-02	4	1	4.00		21	2	10.50	-0.5	-1.3
Mar-02	5	1	5.00		6	2	3.00	0.74	-0.55
Apr-02	20	4	5.00	0.82	38	5	7.60	-0.45	-1.27



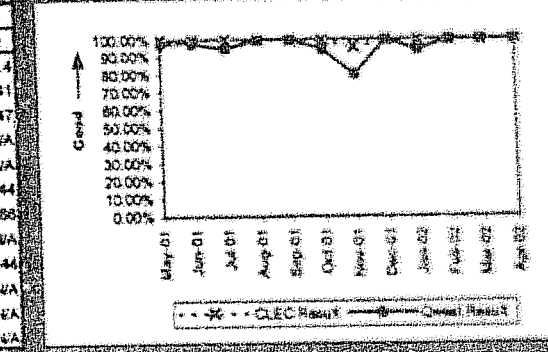
Delayed Days for Non-Facility Reasons (Average Days) (OP-8A-2)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01									
Jun-01					46	1	46.00		
Jul-01									
Aug-01									
Sep-01									
Oct-01									
Nov-01									
Dec-01									
Jan-02									
Feb-02									
Mar-02					2	1	2.00		
Apr-02	1	1	1.00		17	1	17.00		



Installation Commitments Met (Percent) (OP-3C)-- No Dispatches

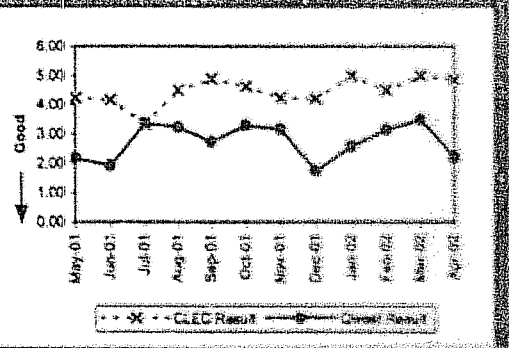
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	33	33	100.00%	0.00%	45	46	97.83%	-0.65	-1.4
Jun-01	40	40	100.00%	0.00%	48	49	97.96%	-0.68	-1.41
Jul-01	26	26	100.00%	0.00%	19	20	95.00%	-0.77	-1.47
Aug-01	17	17	100.00%	0.00%	17	17	100.00%	N/A	N/A
Sep-01	29	29	100.00%	0.00%	25	25	100.00%	N/A	N/A
Oct-01	18	18	100.00%	0.00%	18	19	94.74%	-0.72	-1.44
Nov-01	25	26	96.15%	19.23%	8	10	80.00%	-1.09	-1.68
Dec-01	10	10	100.00%	0.00%	7	7	100.00%	N/A	N/A
Jan-02	16	16	100.00%	0.00%	16	17	94.12%	-0.72	-1.44
Feb-02	8	8	100.00%	0.00%	16	16	100.00%	N/A	N/A
Mar-02	1	1	100.00%	0.00%	11	11	100.00%	N/A	N/A
Apr-02	10	10	100.00%	0.00%	14	14	100.00%	N/A	N/A



Checklist #14 - Resale - Centrex 21 Installation

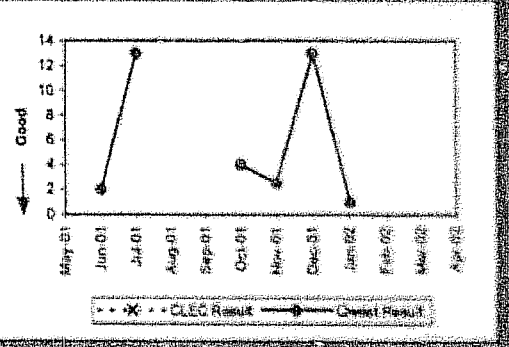
Installation Interval (Average Days) (OP-4C)-- No Dispatches

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01	123	29	4.24	0.95	94	43	2.19	3.09	0.88
Jun-01	125	30	4.17	1.09	79	41	1.93	3.72	1.26
Jul-01	84	25	3.36	1.73	37	11	3.36	0	-1
Aug-01	72	16	4.50	0.63	42	13	3.23	1.6	-0.03
Sep-01	93	19	4.89	0.46	22	8	2.75	3.72	1.28
Oct-01	65	14	4.64	0.74	33	10	3.30	3.72	1.28
Nov-01	93	22	4.23	1.18	19	6	3.17	1.21	-0.26
Dec-01	42	10	4.20	1.62	7	4	1.75	2.24	0.36
Jan-02	55	11	5.00	0.00	13	5	2.60	3.72	1.28
Feb-02	27	6	4.50	1.22	41	13	3.15	1.8	0.09
Mar-02	5	1	5.00		14	4	3.50	0.29	-0.82
Apr-02	39	8	4.88	0.35	11	5	2.20	2.87	0.75



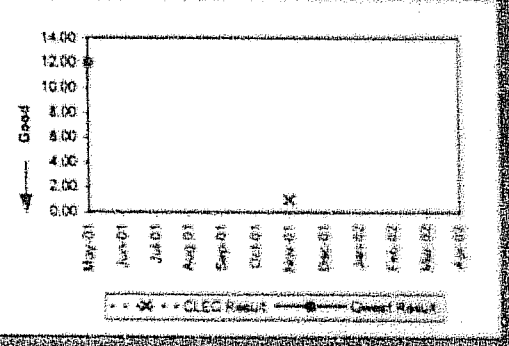
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-3)-- No Dispatches

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01									
Jun-01					2	1	2.00		
Jul-01					13	1	13.00		
Aug-01									
Sep-01									
Oct-01					4	1	4.00		
Nov-01					5	2	2.50		
Dec-01					26	2	13.00		
Jan-02					1	1	1.00		
Feb-02									
Mar-02									
Apr-02									



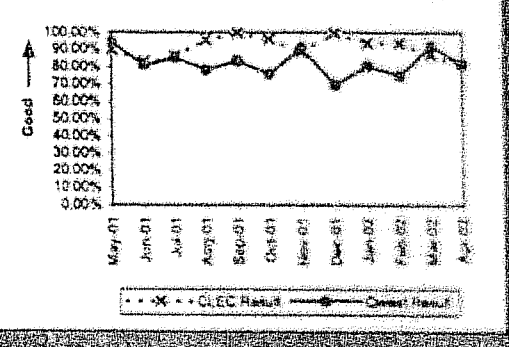
Delayed Days for Facility Reasons (Average Days) (OP-6B-3)-- No Dispatches

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01					12	1	12.00		
Jun-01									
Jul-01									
Aug-01									
Sep-01									
Oct-01									
Nov-01	1	1	1.00						
Dec-01									
Jan-02									
Feb-02									
Mar-02									
Apr-02									



New Service Installation Quality (Percent) (OP-5)

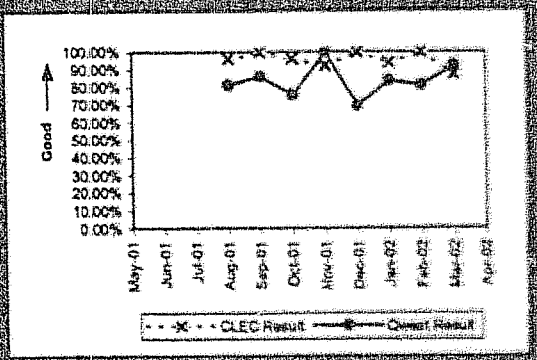
Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01	27	30	90.00%	30.00%	64	68	94.12%	0.7	-0.56
Jun-01	34	41	82.93%	37.63%	51	63	80.95%	-0.25	-1.15
Jul-01	32	37	86.49%	34.19%	41	48	85.42%	-0.14	-1.08
Aug-01	25	26	96.15%	19.23%	25	32	78.13%	-1.65	-2
Sep-01	25	25	100.00%	0.00%	30	36	83.33%	-1.72	-2.04
Oct-01	26	27	96.30%	18.89%	25	33	75.76%	-1.85	-2.12
Nov-01	24	27	88.89%	31.43%	21	23	91.30%	0.17	-0.9
Dec-01	21	21	100.00%	0.00%	16	23	69.57%	-2.19	-2.33
Jan-02	15	17	94.12%	23.53%	25	31	80.65%	-1.13	-1.69
Feb-02	16	17	94.12%	23.53%	24	32	75.00%	-1.47	-1.89
Mar-02	7	8	87.50%	33.07%	24	26	92.31%	0.33	-0.8
Apr-02	9	11	81.82%	38.57%	22	27	81.48%	-0.02	-1.01



Checklist #14 - Resale - Centrex 21 Installation

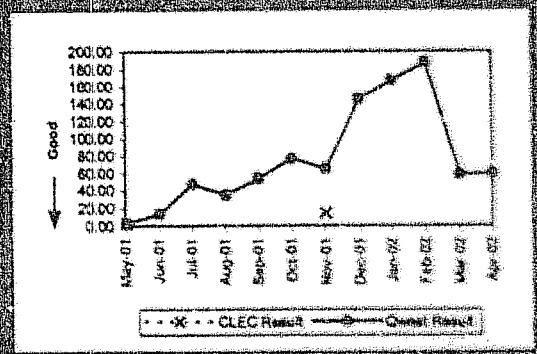
New Service Installation Quality (Percent) (OP-5*)

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01	25	26	96.15%	19.23%	26	32	81.25%	-1.45	-1.88
Sep-01	25	25	100.00%	0.00%	31	36	86.11%	-1.54	-1.94
Oct-01	26	27	96.30%	18.89%	25	33	75.76%	-1.85	-2.12
Nov-01	25	27	92.59%	26.19%	23	23	100.00%	N/A	-0.3
Dec-01	21	21	100.00%	0.00%	16	23	69.57%	-2.19	-2.33
Jan-02	16	17	94.12%	23.53%	26	31	83.87%	-0.92	-1.56
Feb-02	17	17	100.00%	0.00%	26	32	81.25%	-1.6	-1.97
Mar-02	7	8	87.50%	33.07%	24	26	92.31%	0.33	-0.8
Apr-02									



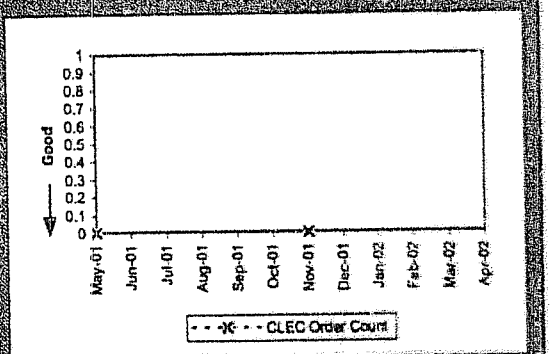
Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A)

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	3	1	3.00		17	5	3.40	-0.15	-1.09
Jun-01					69	5	13.80		
Jul-01					95	2	47.50		
Aug-01					70	2	35.00		
Sep-01					108	2	54.00		
Oct-01					154	2	77.00		
Nov-01	15	1	15.00		196	3	65.33	-0.66	-1.4
Dec-01					291	2	145.50		
Jan-02					335	2	167.50		
Feb-02					375	2	187.50		
Mar-02					233	4	58.25		
Apr-02					296	5	59.20		



Checklist #14 - Resale - Centrex 21 Installation

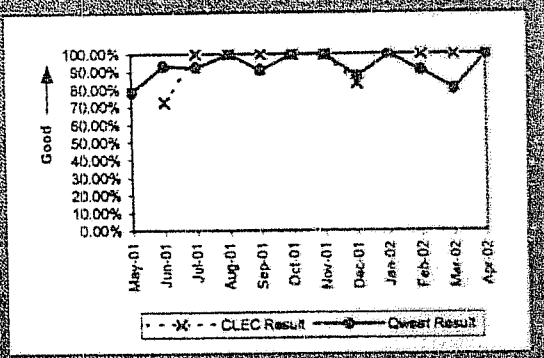
Count of Pending Orders Delayed for Facilities Reasons Centrex 21 (OP-15B)	
Date	CLEC Order Count
May-01	0
Jun-01	
Jul-01	
Aug-01	
Sep-01	
Oct-01	
Nov-01	0
Dec-01	
Jan-02	
Feb-02	
Mar-02	
Apr-02	



Checklist #14 - Resale - Centrex 21 Repair

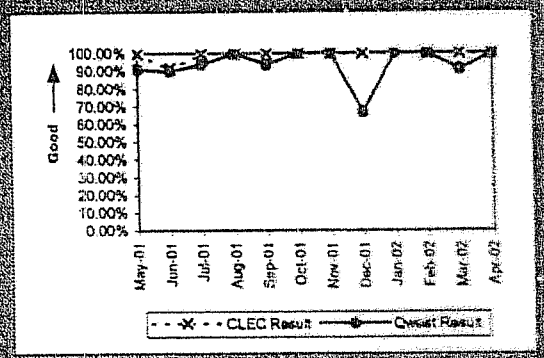
Out of Service Cleared within 24 hours (Percent) (MR-3A)– Dispatches Within MSAs

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01					11	14	78.57%		
Jun-01	8	11	72.73%	44.54%	14	15	93.33%	1.3	-0.21
Jul-01	3	3	100.00%	0.00%	12	13	92.31%	-0.45	-1.27
Aug-01	2	2	100.00%	0.00%	9	9	100.00%	N/A	N/A
Sep-01	2	2	100.00%	0.00%	10	11	90.91%	-0.41	-1.25
Oct-01	2	2	100.00%	0.00%	7	7	100.00%	N/A	N/A
Nov-01	3	3	100.00%	0.00%	9	9	100.00%	N/A	N/A
Dec-01	5	6	83.33%	37.27%	7	8	87.50%	0.1	-0.94
Jan-02					5	5	100.00%		
Feb-02	3	3	100.00%	0.00%	10	11	90.91%	-0.49	-1.3
Mar-02	1	1	100.00%	0.00%	4	5	80.00%	-0.46	-1.28
Apr-02	2	2	100.00%	0.00%	6	8	100.00%	N/A	N/A



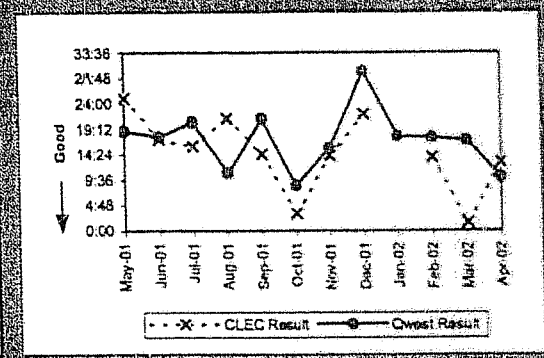
All Troubles Cleared within 48 hours (Percent) (MR-4A)– Dispatches Within MSAs

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01	3	3	100.00%	0.00%	21	23	91.30%	-0.5	-1.31
Jun-01	11	12	91.67%	27.64%	18	20	90.00%	-0.15	-1.09
Jul-01	6	6	100.00%	0.00%	16	17	94.12%	-0.53	-1.32
Aug-01	3	3	100.00%	0.00%	14	14	100.00%	N/A	N/A
Sep-01	2	2	100.00%	0.00%	15	16	93.75%	-0.34	-1.21
Oct-01	2	2	100.00%	0.00%	12	12	100.00%	N/A	N/A
Nov-01	4	4	100.00%	0.00%	10	10	100.00%	N/A	N/A
Dec-01	7	7	100.00%	0.00%	10	15	66.67%	-1.54	-1.94
Jan-02					8	8	100.00%		
Feb-02	4	4	100.00%	0.00%	16	16	100.00%	N/A	N/A
Mar-02	1	1	100.00%	0.00%	10	11	90.91%	-0.3	-1.18
Apr-02	2	2	100.00%	0.00%	8	8	100.00%	N/A	N/A



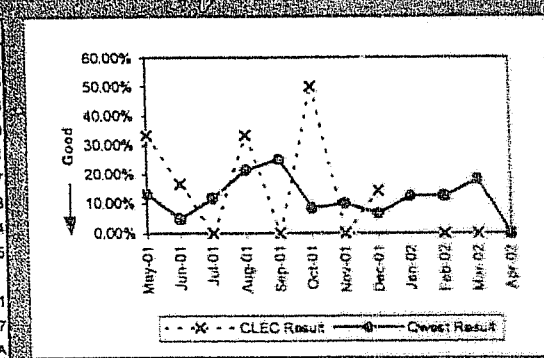
Mean Time to Restore (Hours:Minutes) (MR-6A)– Dispatches Within MSAs

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01	75:13	3	25:04	4:41	433:23	23	18:51	0.79	-0.52
Jun-01	208:17	12	17:21	14:59	355:05	20	17:45	-0.05	-1.03
Jul-01	96:06	6	16:01	7:57	349:40	17	20:34	-0.82	-1.5
Aug-01	63:48	3	21:16	2:04	152:59	14	10:56	1.71	0.04
Sep-01	28:56	2	14:28	9:33	338:42	16	21:10	-0.43	-1.26
Oct-01	6:37	2	3:18	1:03	102:53	12	8:34	-0.8	-1.49
Nov-01	56:54	4	14:13	8:51	155:53	10	15:35	-0.17	-1.1
Dec-01	154:24	7	22:03	12:46	452:32	15	30:10	-0.56	-1.34
Jan-02					142:56	8	17:52		
Feb-02	55:36	4	13:54	11:12	281:51	16	17:37	-0.88	-1.53
Mar-02	1:34	1	1:34		188:06	11	17:06	-0.77	-1.47
Apr-02	26:00	2	13:00	10:26	81:15	8	10:09	0.79	-0.52



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

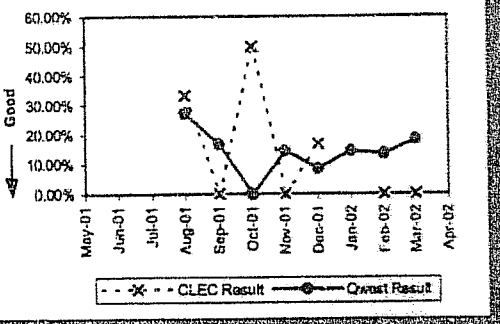
Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01	1	3	33.33%	47.14%	3	23	13.04%	0.72	-0.56
Jun-01	2	12	16.67%	37.27%	1	21	4.76%	1.01	-0.38
Jul-01	0	7	0.00%	0.00%	2	17	11.76%	-0.81	-1.49
Aug-01	1	3	33.33%	47.14%	3	14	21.43%	0.32	-0.81
Sep-01	0	2	0.00%	0.00%	4	16	25.00%	-0.77	-1.47
Oct-01	1	2	50.00%	50.00%	1	12	8.33%	1.1	-0.33
Nov-01	0	4	0.00%	0.00%	1	10	10.00%	-0.56	-1.34
Dec-01	1	7	14.29%	34.99%	1	15	6.67%	0.42	-0.75
Jan-02					1	8	12.50%		
Feb-02	0	4	0.00%	0.00%	2	16	12.50%	-0.68	-1.41
Mar-02	0	1	0.00%	0.00%	2	11	18.18%	-0.45	-1.27
Apr-02	0	2	0.00%	0.00%	0	8	0.00%	N/A	N/A



Checklist #14 - Resale - Centrex 21 Repair

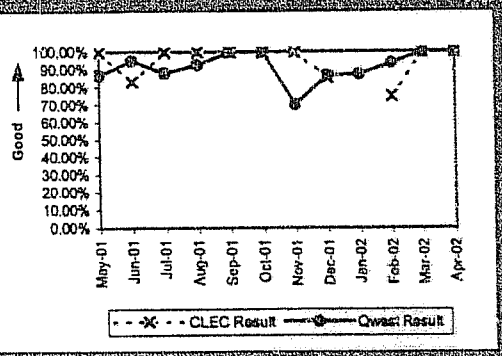
Repair Repeat Report Rate (Percent) (MR-7A*)– Dispatches Within MSAs

Date	CLEC Num	CLEC Dem	CLEC Result	Std Dev	Qwest Num	Qwest Dem	Qwest Result	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01	1	3	33.33%	47.14%	3	11	27.27%	0.09	-0.94
Sep-01	0	1	0.00%	0.00%	2	12	16.67%	-0.43	-1.26
Oct-01	1	2	50.00%	50.00%	0	8	0.00%	N/A	-0.18
Nov-01	0	4	0.00%	0.00%	1	7	14.29%	-0.65	-1.4
Dec-01	1	8	12.67%	37.27%	1	12	8.33%	0.36	-0.78
Jan-02					1	7	14.29%		
Feb-02	0	3	0.00%	0.00%	2	15	13.33%	-0.62	-1.38
Mar-02	0	1	0.00%	0.00%	2	11	18.18%	-0.45	-1.27
Apr-02									



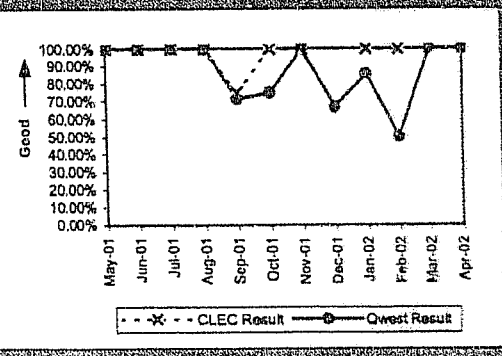
Repair Appointments Met (Percent) (MR-9A)– Dispatches Within MSAs

Date	CLEC Num	CLEC Dem	CLEC Result	Std Dev	Qwest Num	Qwest Dem	Qwest Result	Mod Z Scr	Parity Scr
May-01	3	3	100.00%	0.00%	20	23	86.96%	-0.63	-1.38
Jun-01	10	12	83.33%	37.27%	20	21	95.24%	1.01	-0.38
Jul-01	7	7	100.00%	0.00%	15	17	88.24%	-0.81	-1.49
Aug-01	3	3	100.00%	0.00%	13	14	92.86%	-0.44	-1.27
Sep-01	2	2	100.00%	0.00%	16	16	100.00%	N/A	N/A
Oct-01	2	2	100.00%	0.00%	12	12	100.00%	N/A	N/A
Nov-01	4	4	100.00%	0.00%	7	10	70.00%	-1.11	-1.87
Dec-01	6	7	85.71%	34.99%	13	15	86.67%	0	-1
Jan-02					7	8	87.50%		
Feb-02	3	4	75.00%	43.30%	15	16	93.75%	0.83	-0.49
Mar-02	1	1	100.00%	0.00%	11	11	100.00%	N/A	N/A
Apr-02	2	2	100.00%	0.00%	8	8	100.00%	N/A	N/A



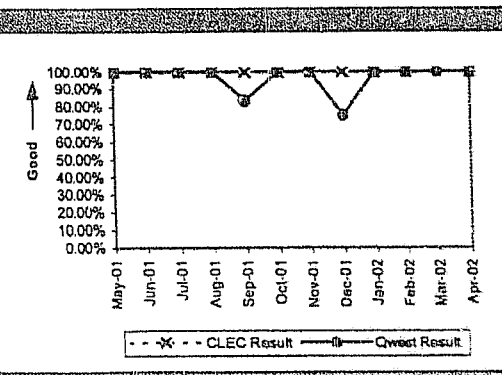
Out of Service Cleared within 24 hours (Percent) (MR-3B)– Dispatches Outside MSAs

Date	CLEC Num	CLEC Dem	CLEC Result	Std Dev	Qwest Num	Qwest Dem	Qwest Result	Mod Z Scr	Parity Scr
May-01	1	1	100.00%	0.00%	2	2	100.00%	N/A	N/A
Jun-01	2	2	100.00%	0.00%	4	4	100.00%	N/A	N/A
Jul-01	2	2	100.00%	0.00%	4	4	100.00%	N/A	N/A
Aug-01	4	4	100.00%	0.00%	3	3	100.00%	N/A	N/A
Sep-01	3	4	75.00%	43.30%	5	7	71.43%	-0.13	-1.08
Oct-01	1	1	100.00%	0.00%	3	4	75.00%	-0.52	-1.31
Nov-01	2	2	100.00%	0.00%	3	3	100.00%	N/A	N/A
Dec-01					2	3	66.67%		
Jan-02	2	2	100.00%	0.00%	6	7	85.71%	-0.51	-1.31
Feb-02	1	1	100.00%	0.00%	1	2	50.00%	-0.82	-1.5
Mar-02					4	4	100.00%		
Apr-02					2	2	100.00%		



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

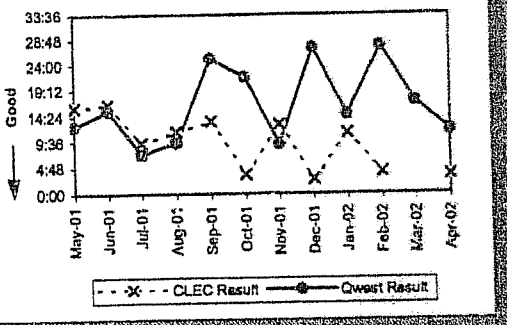
Date	CLEC Num	CLEC Dem	CLEC Result	Std Dev	Qwest Num	Qwest Dem	Qwest Result	Mod Z Scr	Parity Scr
May-01	1	1	100.00%	0.00%	2	2	100.00%	N/A	N/A
Jun-01	5	5	100.00%	0.00%	7	7	100.00%	N/A	N/A
Jul-01	4	4	100.00%	0.00%	4	4	100.00%	N/A	N/A
Aug-01	6	6	100.00%	0.00%	9	9	100.00%	N/A	N/A
Sep-01	4	4	100.00%	0.00%	10	12	83.33%	-0.77	-1.47
Oct-01	1	1	100.00%	0.00%	6	6	100.00%	N/A	N/A
Nov-01	5	5	100.00%	0.00%	5	5	100.00%	N/A	N/A
Dec-01	1	1	100.00%	0.00%	3	4	75.00%	-0.52	-1.31
Jan-02	2	2	100.00%	0.00%	11	11	100.00%	N/A	N/A
Feb-02	1	1	100.00%	0.00%	2	2	100.00%	N/A	N/A
Mar-02					6	6	100.00%		
Apr-02	1	1	100.00%	0.00%	3	3	100.00%	N/A	N/A



Checklist #14 - Resale - Centrex 21 Repair

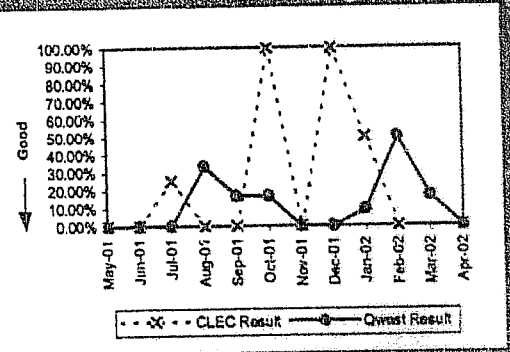
Mean Time to Restore (Hours:Minutes) (MR-6B)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01	16:03	1	16:03		24:56	2	12:28	0.01	-0.99
Jun-01	42:47	5	16:33	7:21	108:59	7	15:34	0.09	-0.94
Jul-01	37:33	4	9:23	11:33	29:07	4	7:17	1.04	-0.37
Aug-01	68:52	6	11:28	9:57	84:59	9	9:27	0.35	-0.78
Sep-01	53:34	4	13:24	12:49	302:34	12	25:13	-0.93	-1.57
Oct-01	3:32	1	3:32		130:11	6	21:42	-1.66	-2.01
Nov-01	76:42	6	12:47	11:00	45:28	5	9:06	0.93	-0.43
Dec-01	2:36	1	2:36		108:41	4	27:10	-0.8	-1.49
Jan-02	22:27	2	11:13	10:13	161:04	11	14:39	-0.34	-1.21
Feb-02	4:01	1	4:01		55:08	2	27:34	-1.2	-1.73
Mar-02					102:42	6	17:07		
Apr-02	3:19	1	3:19		34:49	3	11:38	-0.94	-1.57



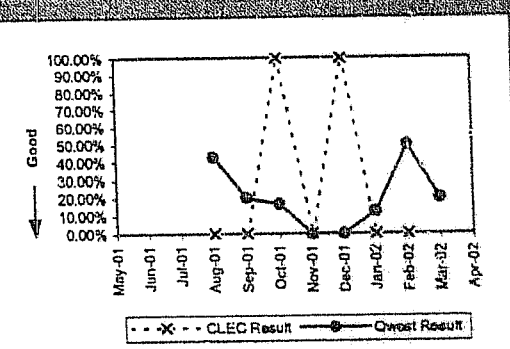
Repair Repeat Report Rate (Percent) (MR-7B)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01	0	1	0.00%	0.00%	0	2	0.00%	N/A	N/A
Jun-01	0	5	0.00%	0.00%	0	7	0.00%	N/A	N/A
Jul-01	1	4	25.00%	43.30%	0	4	0.00%	N/A	-0.63
Aug-01	0	6	0.00%	0.00%	3	9	33.33%	-1.34	-1.82
Sep-01	0	4	0.00%	0.00%	2	12	16.67%	-0.77	-1.47
Oct-01	1	1	100.00%	0.00%	1	6	16.67%	1.13	-0.31
Nov-01	0	6	0.00%	0.00%	0	5	0.00%	N/A	N/A
Dec-01	1	1	100.00%	0.00%	0	4	0.00%	N/A	-0.15
Jan-02	1	2	50.00%	50.00%	1	11	9.09%	1.05	-0.36
Feb-02	0	1	0.00%	0.00%	1	2	50.00%	-0.82	-1.5
Mar-02					1	6	16.67%		
Apr-02	0	1	0.00%	0.00%	0	3	0.00%	N/A	N/A



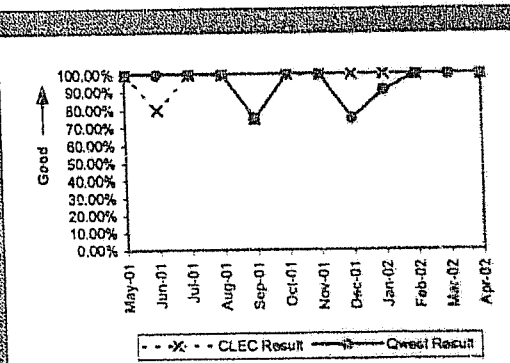
Repair Repeat Report Rate (Percent) (MR-7B*)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01	0	5	0.00%	0.00%	3	7	42.86%	-1.48	-1.9
Sep-01	0	4	0.00%	0.00%	2	10	20.00%	-0.65	-1.51
Oct-01	1	1	100.00%	0.00%	1	6	16.67%	1.13	-0.31
Nov-01	0	3	0.00%	0.00%	0	4	0.00%	N/A	N/A
Dec-01	1	1	100.00%	0.00%	0	3	0.00%	N/A	-0.24
Jan-02	0	1	0.00%	0.00%	1	8	12.50%	-0.36	-1.22
Feb-02	0	1	0.00%	0.00%	1	2	50.00%	-0.82	-1.5
Mar-02					1	5	20.00%		
Apr-02									



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

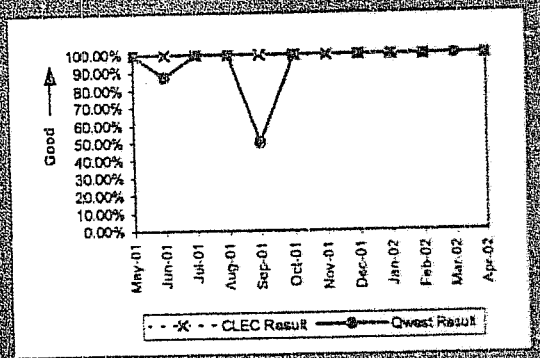
Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01	1	1	100.00%	0.00%	2	2	100.00%	N/A	N/A
Jun-01	4	5	80.00%	40.00%	7	7	100.00%	N/A	-0.52
Jul-01	4	4	100.00%	0.00%	4	4	100.00%	N/A	N/A
Aug-01	6	6	100.00%	0.00%	9	9	100.00%	N/A	N/A
Sep-01	3	4	75.00%	43.30%	9	12	75.00%	0	-1
Oct-01	1	1	100.00%	0.00%	6	6	100.00%	N/A	N/A
Nov-01	5	5	100.00%	0.00%	5	5	100.00%	N/A	N/A
Dec-01	1	1	100.00%	0.00%	3	4	75.00%	-0.52	-1.31
Jan-02	2	2	100.00%	0.00%	10	11	90.91%	-0.41	-1.25
Feb-02	1	1	100.00%	0.00%	2	2	100.00%	N/A	N/A
Mar-02					6	6	100.00%		
Apr-02	1	1	100.00%	0.00%	3	3	100.00%	N/A	N/A



Checklist #14 - Resale - Centrex 21 Repair

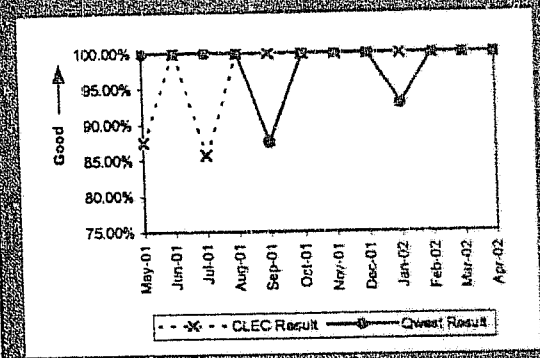
Out of Service Cleared within 24 hours (Percent) (MR-3C)– No Dispatches

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
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%		
Apr-02	2	2	100.00%	0.00%	2	2	100.00%	N/A	N/A



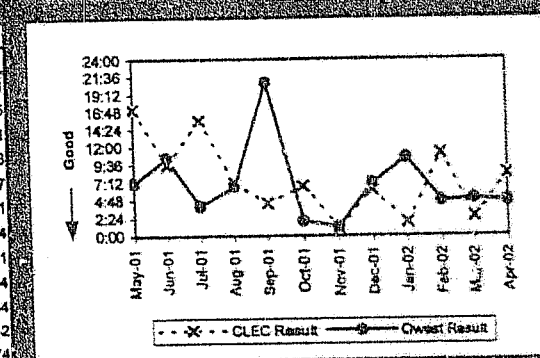
All Troubles Cleared within 48 hours (Percent) (MR-4C)– No Dispatches

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
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
Apr-02	7	7	100.00%	0.00%	8	8	100.00%	N/A	N/A



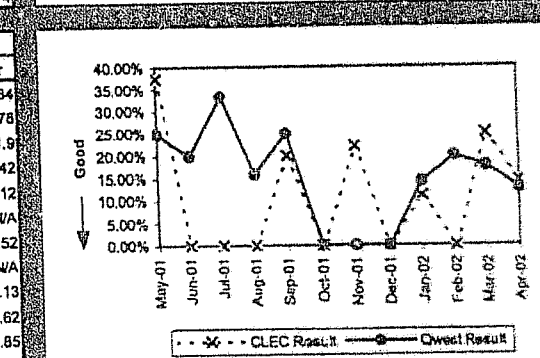
Mean Time to Restore (Hours:Minutes) (MR-6C)– No Dispatches

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01	138:40	8	17:06	23:02	57:12	8	7:09	0.81	-0.51
Jun-01	98:12	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	19	6:41	0.32	-0.8
Sep-01	21:59	5	4:24	6:56	166:47	8	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	48:52	10	4:41	1.08	-0.34
Mar-02	10:27	4	2:37	1:34	84:27	17	4:58	-0.69	-1.42
Apr-02	58:27	7	8:21	15:36	37:08	8	4:38	0.43	-0.74



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

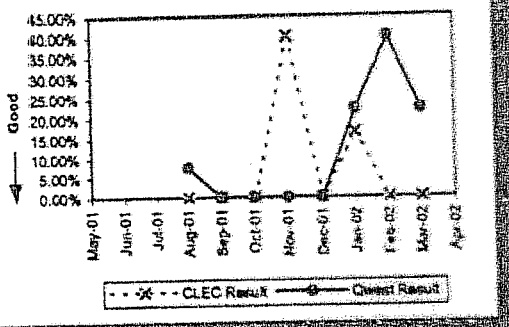
Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01	3	8	37.50%	48.41%	2	8	25.00%	0.27	-0.84
Jun-01	0	10	0.00%	0.00%	4	20	20.00%	-1.29	-1.78
Jul-01	0	7	0.00%	0.00%	4	12	33.33%	-1.49	-1.9
Aug-01	0	3	0.00%	0.00%	3	19	15.79%	-0.7	-1.42
Sep-01	1	5	20.00%	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
Apr-02	1	7	14.29%	34.99%	1	8	12.50%	-0.01	-1



Checklist #14 - Resale - Centrex 21 Repair

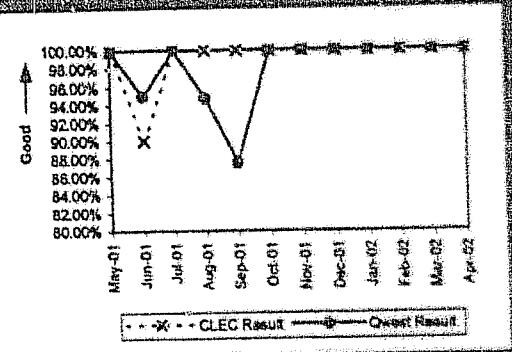
Repair Repeat Report Rate (Percent) (MR-7C*)– No Dispatches

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
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	-0.76
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	0	2	0.00%	0.00%	2	9	22.22%	-0.68	-1.42
Apr-02									



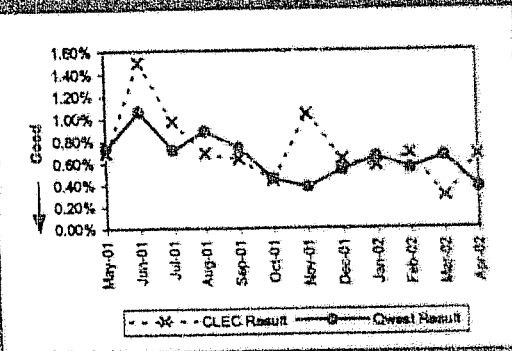
Repair Appointments Met (Percent) (MR-9C)– No Dispatches

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
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
Apr-02	7	7	100.00%	0.00%	8	8	100.00%	N/A	N/A



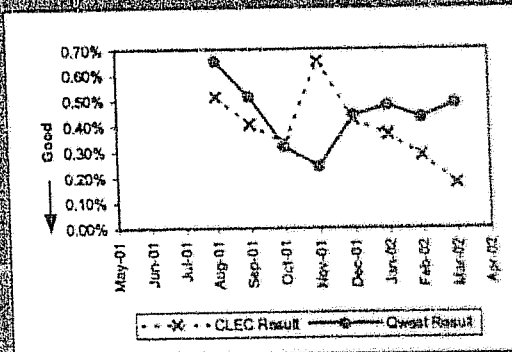
Trouble Rate (Percent) (MR-8)

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01	12	1735	0.69%	8.29%	33	4489	0.74%	-0.18	-1.11
Jun-01	27	1798	1.50%	12.16%	48	4514	1.06%	1.53	-0.07
Jul-01	18	1852	0.97%	9.81%	33	4613	0.72%	1.11	-0.33
Aug-01	12	1750	0.69%	8.25%	42	4733	0.89%	-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	4947	0.38%	3.85	1.34
Dec-01	12	1892	0.63%	7.94%	27	5001	0.54%	0.48	-0.71
Jan-02	11	1906	0.58%	7.57%	33	5028	0.66%	-0.36	-1.22
Feb-02	12	1747	0.69%	8.26%	28	5099	0.55%	0.67	-0.59
Mar-02	5	1680	0.30%	5.45%	34	5139	0.66%	-1.6	-1.97
Apr-02	10	1491	0.67%	8.16%	19	5082	0.37%	1.65	0



Trouble Rate (Percent) (MR-8*)

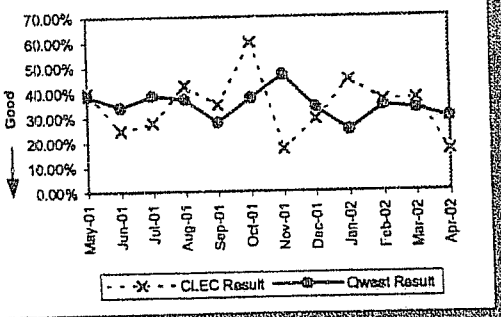
Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01	9	1750	0.51%	7.15%	31	4733	0.66%	-0.62	-1.38
Sep-01	7	1727	0.41%	6.35%	25	4874	0.51%	-0.54	-1.33
Oct-01	6	1784	0.34%	5.79%	16	4998	0.32%	0.1	-0.94
Nov-01	12	1837	0.65%	8.06%	12	4947	0.24%	3.06	0.86
Dec-01	8	1892	0.42%	6.49%	22	5001	0.44%	-0.1	-1.06
Jan-02	7	1906	0.37%	6.05%	24	5028	0.48%	-0.59	-1.36
Feb-02	5	1747	0.29%	5.34%	22	5099	0.43%	-0.8	-1.49
Mar-02	3	1680	0.18%	4.22%	25	5139	0.49%	-1.57	-1.96
Apr-02									



Checklist #14 - Resale - Centrex 21 Repair

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

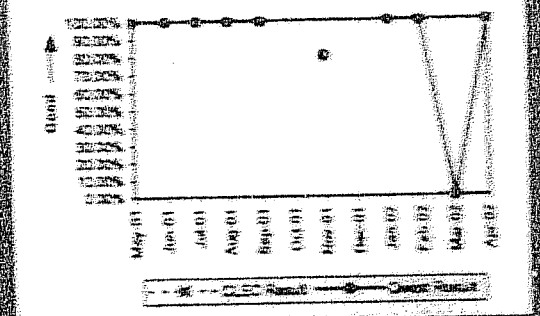
	CLEC Num	CLEC Den	CLEC Rate	Std Dev	Qwest Num	Qwest Den	Qwest Rate	Mod Z Scr	Parity Scr
	35	25	40.00%	48.99%	21	54	38.89%	0.07	-0.96
	9	36	25.00%	43.30%	25	73	34.25%	-0.96	-1.58
	7	25	28.00%	44.90%	21	54	38.89%	-0.92	-1.56
	25	31	42.86%	49.49%	25	67	37.31%	0.44	-0.73
	17	36	36.29%	47.79%	14	50	28.00%	0.54	-0.67
	12	20	60.00%	48.99%	14	37	37.84%	1.57	-0.05
	6	23	17.39%	37.90%	17	36	47.22%	-2.24	-2.36
	12	17	29.41%	45.50%	14	41	34.15%	-0.35	-1.21
	9	20	45.00%	49.75%	11	44	25.00%	1.55	-0.06
	7	19	36.84%	48.24%	15	43	34.88%	0.13	-0.92
	6	16	37.50%	48.41%	17	51	33.33%	0.21	-0.87
	3	11	18.67%	37.27%	8	27	29.63%	-0.82	-1.5



Checklist #14 - Resale - PBX Installation

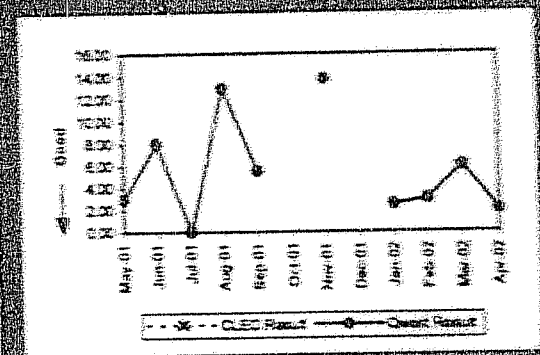
Installation Commitments Met (Percent) (OP-3A) – Dispatches Within MSAs

Date	CLEC Num	CLEC Dem	CLEC Result	Std Dev	Qwest Num	Qwest Dem	Qwest Result	Mod Z Scr	Parity Scr
May-01							100.00%		
Jun-01							100.00%		
Jul-01							100.00%		
Aug-01							100.00%		
Sep-01							100.00%		
Oct-01					4	5	80.00%		
Nov-01							100.00%		
Dec-01							100.00%		
Jan-02							0.00%		
Feb-02							100.00%		
Mar-02									
Apr-02									



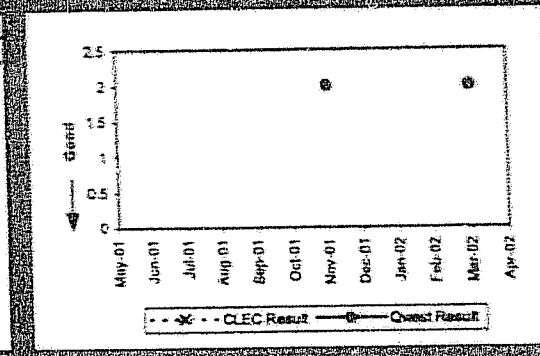
Installation Interval (Average Days) (OP-4A) – Dispatches Within MSAs

Date	CLEC Num	CLEC Dem	CLEC Result	Std Dev	Qwest Num	Qwest Dem	Qwest Result	Mod Z Scr	Parity Scr
May-01					21	1	21.00		
Jun-01					16	2	8.00		
Jul-01					28	2	14.00		
Aug-01					11	2	5.50		
Sep-01					55	5	11.00		
Oct-01									
Nov-01					5	2	2.50		
Dec-01					3	1	3.00		
Jan-02					8	1	8.00		
Feb-02					2	1	2.00		
Mar-02									
Apr-02									



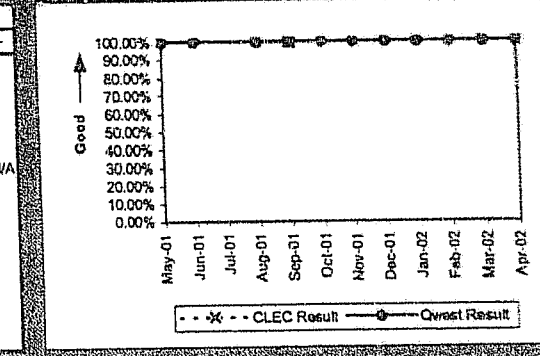
Customer Trouble Rate Non-Facility Related (Average Days) (OP-5A-1) – Dispatches Within MSAs

Date	CLEC Num	CLEC Dem	CLEC Result	Std Dev	Qwest Num	Qwest Dem	Qwest Result	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01									
Sep-01									
Oct-01					2	1	2.00		
Nov-01									
Dec-01									
Jan-02									
Feb-02					2	1	2.00		
Mar-02									
Apr-02									



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

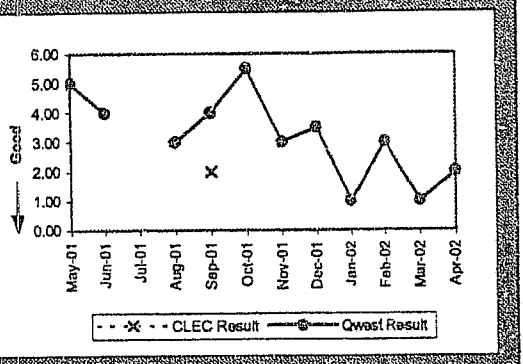
Date	CLEC Num	CLEC Dem	CLEC Result	Std Dev	Qwest Num	Qwest Dem	Qwest Result	Mod Z Scr	Parity Scr
May-01					1	1	100.00%		
Jun-01					1	1	100.00%		
Jul-01									
Aug-01					1	1	100.00%		
Sep-01	1	1	100.00%	0.00%	1	1	100.00%	N/A	N/A
Oct-01					2	2	100.00%		
Nov-01					2	2	100.00%		
Dec-01					2	2	100.00%		
Jan-02					1	1	100.00%		
Feb-02					1	1	100.00%		
Mar-02					1	1	100.00%		
Apr-02					2	2	100.00%		



Checklist #14 - Resale - PBX Installation

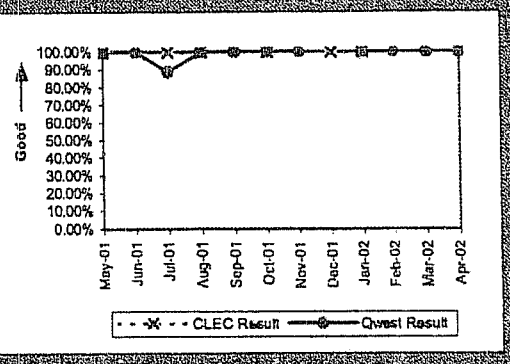
Installation Interval (Average Days) (OP-4B)– Dispatches Outside MSAs

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
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		
Apr-02					4	2	2.00		



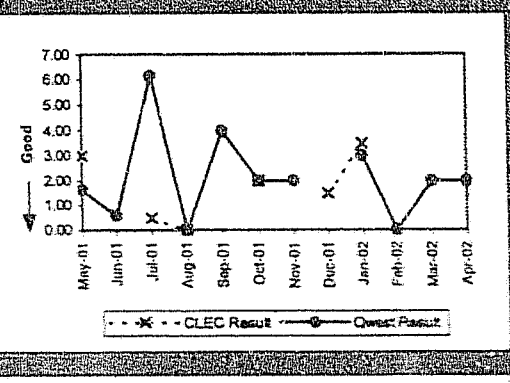
Installation Commitments Met (Percent) (OP-3C)– No Dispatches

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01	3	3	100.00%	0.00%	39	39	100.00%	N/A	N/A
Jun-01					13	13	100.00%		
Jul-01	9	9	100.00%	0.00%	8	9	88.89%	-0.45	-1.27
Aug-01	2	2	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	1	1	100.00%	0.00%	1	1	100.00%	N/A	N/A
Feb-02					1	1	100.00%		
Mar-02					1	1	100.00%		
Apr-02					2	2	100.00%		



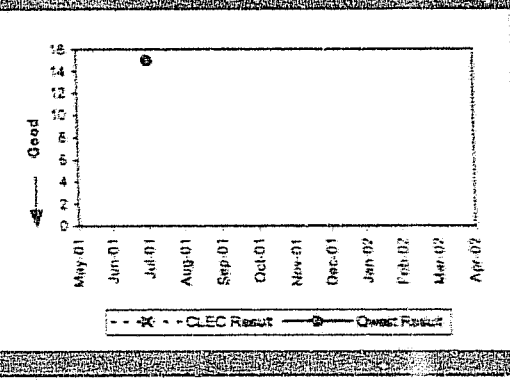
Installation Interval (Average Days) (OP-4C)– No Dispatches

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01	36	36	1.64	1.73	36	36	1.64	2.29	0.37
Jun-01					18	18	0.50		
Jul-01	43	43	6.14	8.71	43	7	6.14	-1.04	-1.63
Aug-01					2	1	2.00		
Sep-01					4	2	2.00		
Oct-01					6	3	2.00		
Nov-01					4	2	2.00		
Dec-01	4	4	1.50	0.71					
Jan-02	5	5	3.60	2.19	3	1	3.00		
Feb-02					2	1	2.00		
Mar-02					2	1	2.00		
Apr-02					4	2	2.00		



Customer Caused No Access/Facility Reasons (Average Days) (OP-6A-3)– No Dispatches

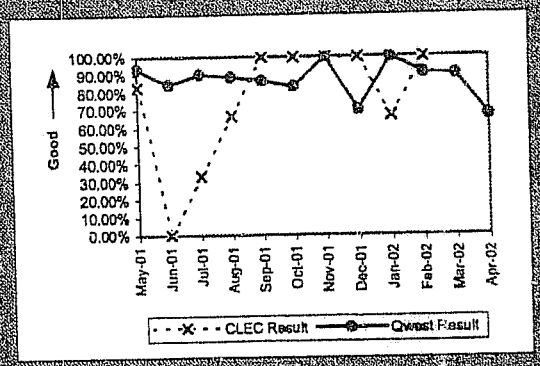
Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01									
Sep-01									
Oct-01									
Nov-01									
Dec-01									
Jan-02					15	1	15.00		
Feb-02									
Mar-02									
Apr-02									



Checklist #14 - Resale - PBX Installation

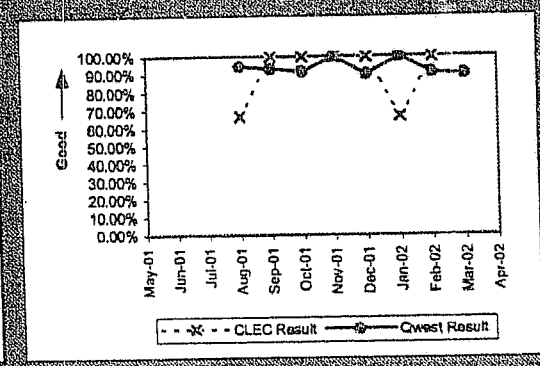
New Service Installation Quality (Percent) (OP-5)

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
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	-0.53
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	-1.38
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%		
Apr-02					6	9	66.67%		



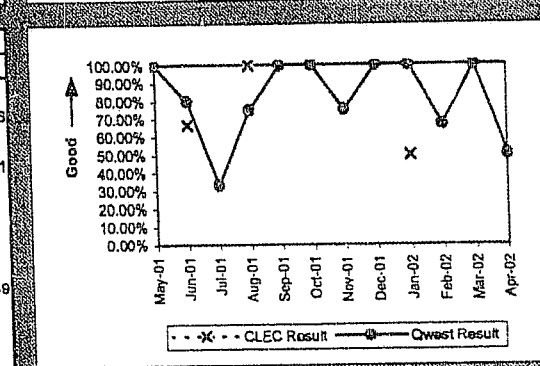
New Service Installation Quality (Percent) (OP-5*)

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01	2	3	66.67%	47.14%	17	18	94.44%	1.09	-0.34
Sep-01	2	2	100.00%	0.00%	14	15	93.33%	-0.38	-1.22
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	3	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%		
Apr-02									



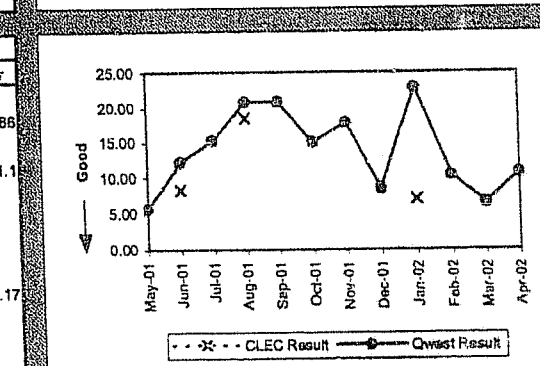
Installation Commitments Met (Percent) (OP-3E)– Interval Zone Two

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01					3	3	100.00%		
Jun-01	2	3	66.67%	47.14%	4	5	80.00%	0.23	-0.86
Jul-01					1	3	33.33%		
Aug-01	1	1	100.00%	0.00%	3	4	75.00%	-0.52	-1.31
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%		
Apr-02					1	2	50.00%		



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

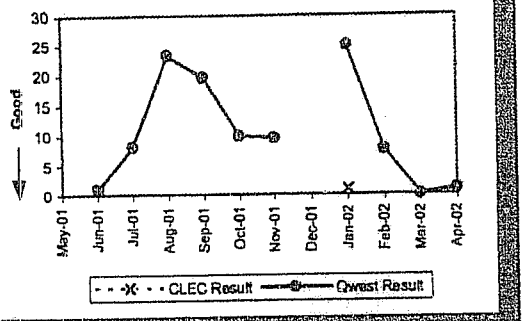
Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01					17	3	5.67		
Jun-01	35	5	8.33	4.51	61	5	12.20	-1.09	-1.66
Jul-01					122	8	15.25		
Aug-01	37	2	18.50	10.61	208	10	20.80	-0.16	-1.1
Sep-01					146	7	20.86		
Oct-01					60	4	15.00		
Nov-01					107	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		
Apr-02					32	3	10.67		



Checklist #14 - Resale - PBX Installation

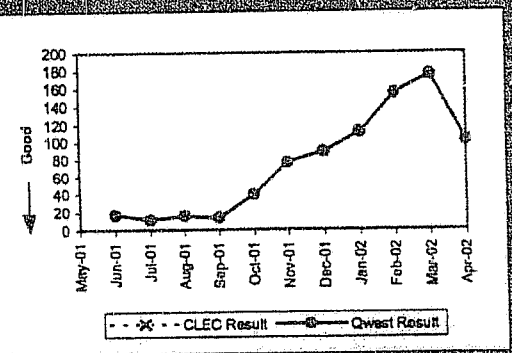
Missed Due Dates for Non-Facility Reasons (Average Days) (OP-6A-5)– Interval Zone Two

Date	CLEC Num	CLEC Days	CLEC Result	Std Dev	Qwest Num	Qwest Days	Qwest Result	Mod Z Scr	Parity Scr
May-01									
Jun-01	1	1	1.00		1	1	1.00		
Jul-01					49	8	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									
Feb-02	1	1	1.00		100	4	25.00		
Mar-02					23	3	7.67		
Apr-02					0	4	0.00		
Apr-02					2	2	1.00		



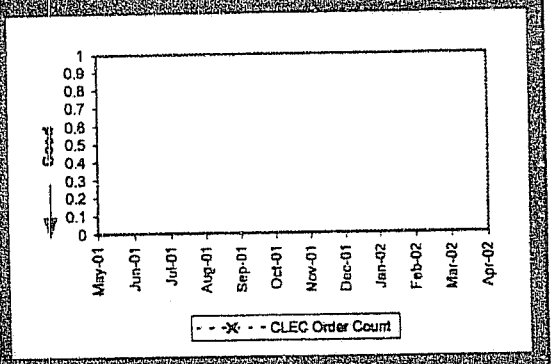
Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A)

Date	CLEC Num	CLEC Days	CLEC Result	Std Dev	Qwest Num	Qwest Days	Qwest Result	Mod Z Scr	Parity Scr
May-01									
Jun-01					17	1	17.00		
Jul-01					23	2	11.50		
Aug-01					48	3	16.00		
Sep-01					69	5	13.80		
Oct-01					120	3	40.00		
Nov-01					154	2	77.00		
Dec-01					359	4	89.75		
Jan-02					447	4	111.75		
Feb-02					464	3	154.67		
Mar-02					527	3	175.67		
Apr-02					614	6	102.33		



Checklist #14 - Resale - PBX Installation

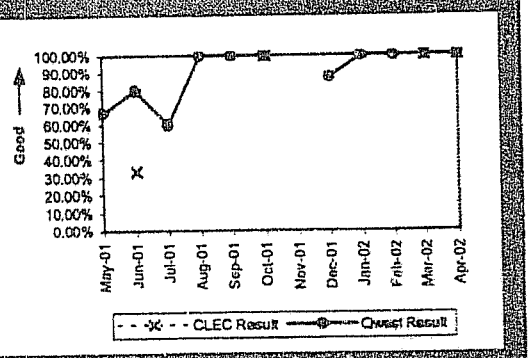
Count of Pending Orders Delayed for Facilities Reasons PBX (OP-15B)	
Date	CLEC Order Count
May-01	
Jun-01	
Jul-01	
Aug-01	
Sep-01	
Oct-01	
Nov-01	
Dec-01	
Jan-02	
Feb-02	
Mar-02	
Apr-02	



Checklist #14 - Resale - PBX Repair

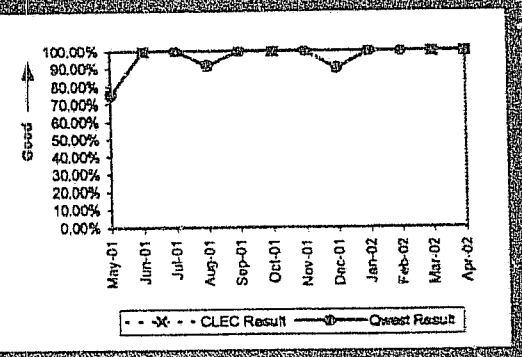
Out of Service Cleared within 24 hours (Percent) (MR-3A) -- Dispatches Within MSAs

CLEC Num	CLEC Dem	CLEC Rate	Std Dev	Qwest Num	Qwest Dem	Qwest Rate	Mod Z Scr	Parity Scr
				2	3	66.67%		
	3	33.33%	47.14%	4	5	80.00%	1.09	-0.34
				3	5	60.00%		
				9	9	100.00%		
				7	7	100.00%		
	1	100.00%	0.00%	1	1	100.00%	N/A	N/A
				7	8	87.50%		
				1	1	100.00%		
				3	3	100.00%		
	1	100.00%	0.00%	2	2	100.00%	N/A	N/A
	1	100.00%	0.00%	3	3	100.00%	N/A	N/A



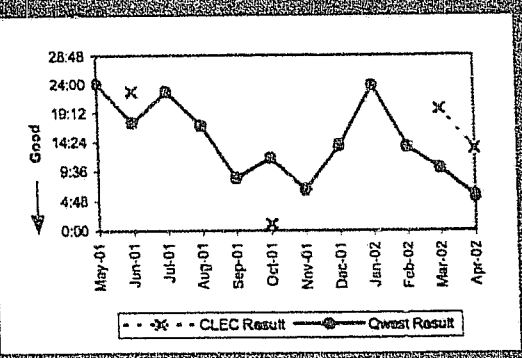
Out of Service Cleared within 48 hours (Percent) (MR-4A) -- Dispatches Within MSAs

CLEC Num	CLEC Dem	CLEC Rate	Std Dev	Qwest Num	Qwest Dem	Qwest Rate	Mod Z Scr	Parity Scr
				3	4	75.00%		
	4	100.00%	0.00%	6	6	100.00%	N/A	N/A
				5	5	100.00%		
				11	12	91.67%		
				7	7	100.00%		
	1	100.00%	0.00%	2	2	100.00%	N/A	N/A
				1	1	100.00%		
				9	10	90.00%		
				1	1	100.00%		
				3	3	100.00%		
	1	100.00%	0.00%	2	2	100.00%	N/A	N/A
	2	100.00%	0.00%	3	3	100.00%	N/A	N/A



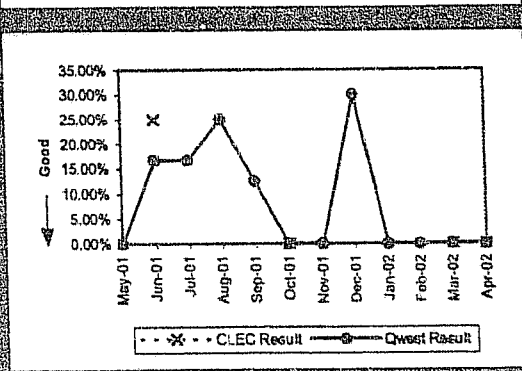
Mean Time to Restore (Hours:Minutes) (MR-6A) -- Dispatches Within MSAs

CLEC Num	CLEC Dem	CLEC Rate	Std Dev	Qwest Num	Qwest Dem	Qwest Rate	Mod Z Scr	Parity Scr
				96:13	4	24:03		
	4	22:42	11:36	105:29	6	17:35	0.69	-0.58
				113:30	5	22:42		
				204:36	12	17:03		
				58:56	7	8:25		
	1	1:07		23:32	2	11:46	-0.64	-1.39
				6:38	1	6:38		
				137:33	10	13:45		
				23:46	1	23:46		
				40:44	3	13:35		
	1	19:48		20:10	2	10:05	3.72	1.26
	3	13:10	11:48	18:44	3	5:35	0.87	-0.47



Repair Interval Percent Rate (Percent) (MR-7A) -- Dispatches Within MSAs

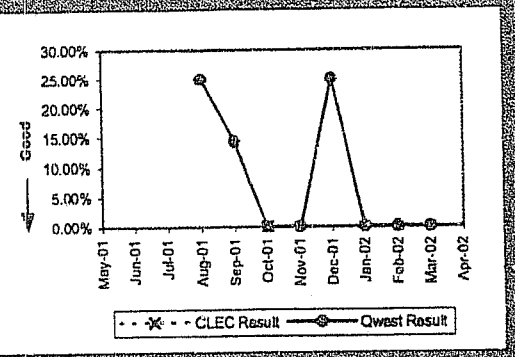
CLEC Num	CLEC Dem	CLEC Rate	Std Dev	Qwest Num	Qwest Dem	Qwest Rate	Mod Z Scr	Parity Scr
				0	5	0.00%		
	4	25.00%	43.30%	1	6	16.67%	0.17	-0.9
				1	6	16.67%		
				3	12	25.00%		
				1	8	12.50%		
	0	0.00%	0.00%	0	2	0.00%	N/A	N/A
				0	1	0.00%		
				3	10	30.00%		
				0	1	0.00%		
				0	3	0.00%		
	0	0.00%	0.00%	0	2	0.00%	N/A	N/A
	0	0.00%	0.00%	0	3	0.00%	N/A	N/A



Checklist #14 - Resale - PBX Repair

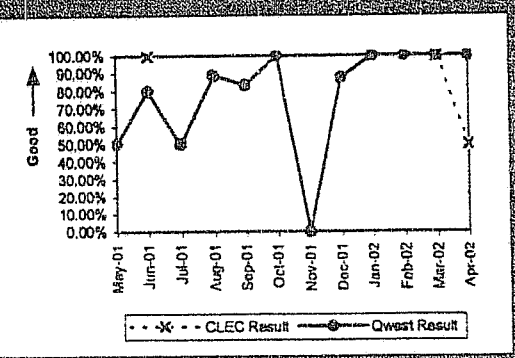
Trouble Report Rate (Percent) (MR-7A)-- Dispatches Within MSAs

CLEC Num	CLEC Dem	CLEC Rate	Std Dev	Qwest Num	Qwest Dem	Qwest Rate	Mod Z Scr	Parity Scr
				3	12	25.00%		
				1	7	14.29%		
	1	0.00%	0.00%	0	2	0.00%	N/A	N/A
				0	1	0.00%		
				2	8	25.00%		
				0	1	0.00%		
				0	3	0.00%		
				0	2	0.00%		



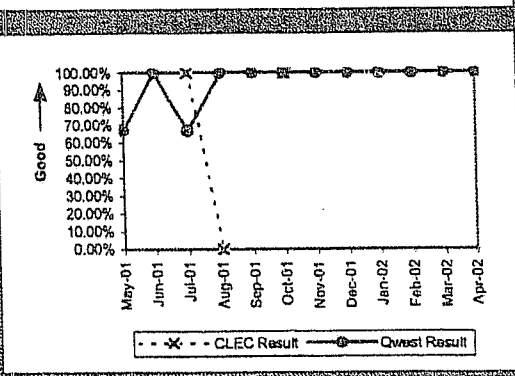
Repair Appointments Met (Percent) (MR-8A)-- Dispatches Within MSAs

CLEC Num	CLEC Dem	CLEC Rate	Std Dev	Qwest Num	Qwest Dem	Qwest Rate	Mod Z Scr	Parity Scr
				2	4	50.00%		
	4	100.00%	0.00%	4	5	80.00%	-0.75	-1.45
				2	4	50.00%		
				8	9	88.89%		
				5	6	83.33%		
				2	2	100.00%		
				0	1	0.00%		
				7	8	87.50%		
				1	1	100.00%		
				2	2	100.00%		
	1	100.00%	0.00%	1	1	100.00%	N/A	N/A
	1	50.00%	50.00%	1	1	100.00%	N/A	-0.8



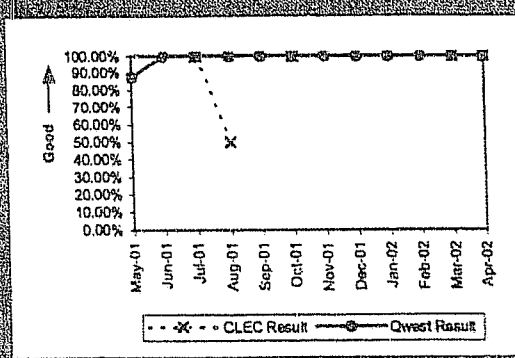
Out of Service Cleared within 24 hours (Percent) (MR-3B)-- Dispatches Outside MSAs

CLEC Num	CLEC Dem	CLEC Rate	Std Dev	Qwest Num	Qwest Dem	Qwest Rate	Mod Z Scr	Parity Scr
				4	6	66.67%		
				3	3	100.00%		
	2	100.00%	0.00%	2	3	66.67%	-0.77	-1.47
	1	0.00%	0.00%	4	4	100.00%	N/A	-0.15
				4	4	100.00%		
	1	100.00%	0.00%	1	1	100.00%	N/A	N/A
				2	2	100.00%		
				6	6	100.00%		
				1	1	100.00%		
				1	1	100.00%		
				1	1	100.00%		
				2	2	100.00%		



Out of Service Cleared within 48 hours (Percent) (MR-4B)-- Dispatches Outside MSAs

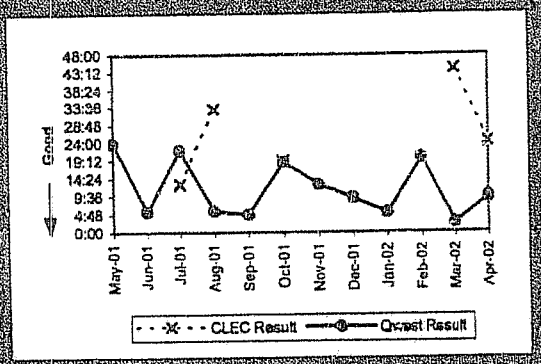
CLEC Num	CLEC Dem	CLEC Rate	Std Dev	Qwest Num	Qwest Dem	Qwest Rate	Mod Z Scr	Parity Scr
				7	8	87.50%		
				7	7	100.00%		
	3	100.00%	0.00%	3	3	100.00%	N/A	N/A
	2	50.00%	50.00%	7	7	100.00%	N/A	-0.22
				4	4	100.00%		
	1	100.00%	0.00%	1	1	100.00%	N/A	N/A
				2	2	100.00%		
				6	6	100.00%		
				1	1	100.00%		
				1	1	100.00%		
	1	100.00%	0.00%	1	1	100.00%	N/A	N/A
	2	100.00%	0.00%	3	3	100.00%	N/A	N/A



Checklist #14 - Resale - PBX Repair

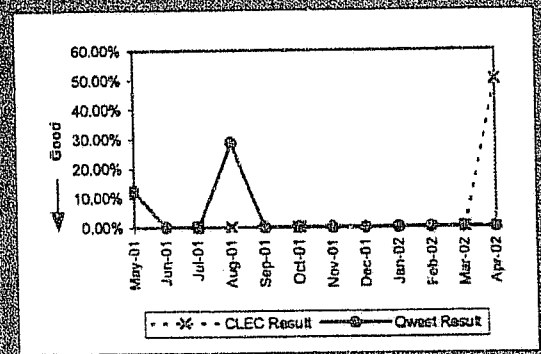
Mean Time to Restore (Hours:Minutes) (MR-6B)-- Dispatches Outside MSAs

					Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
					169:48	8	23:44		
					39:55	7	5:34		
	26:31	3	12:50	13:11	65:38	3	21:53	-0.55	-1.34
	66:35	2	33:10	43:28	40:10	7	5:45	1.22	-0.26
					18:36	4	4:39		
	18:58	1	18:58		18:42	1	18:42		
					25:19	2	12:39		
					55:15	6	9:13		
					5:17	1	5:17		
					19:55	1	19:55		
	44:19	1	44:19		2:28	1	2:28		
	43:04	2	34:04	4:36	27:49	3	9:16	1.43	-0.13



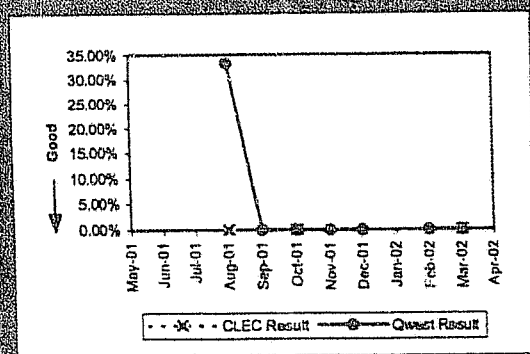
Repair Repeat Report Rate (Percent) (MR-7B)-- Dispatches Outside MSAs

					Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
					1	8	12.50%		
					0	7	0.00%		
	3	3	0.00%	0.00%	0	3	0.00%	N/A	N/A
	7	3	0.00%	0.00%	2	7	28.57%	-0.79	-1.48
					0	4	0.00%		
	1	1	0.00%	0.00%	0	1	0.00%	N/A	N/A
					0	2	0.00%		
					0	6	0.00%		
					0	1	0.00%		
					0	1	0.00%		
	1	1	0.00%	0.00%	0	1	0.00%	N/A	N/A
	3	2	50.00%	50.00%	0	3	0.00%	N/A	-0.49



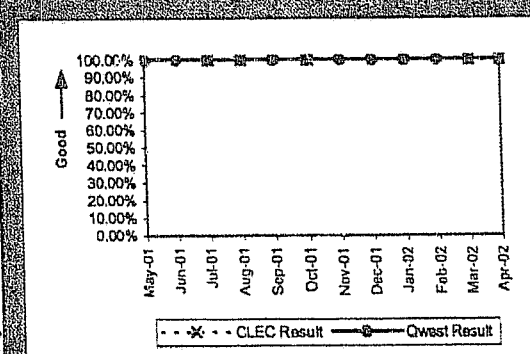
Repeat Repeat Report Rate (Percent) (MR-7B*)-- Dispatches Outside MSAs

					Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
	6	2	0.00%	0.00%	2	6	33.33%	-0.87	-1.53
					0	4	0.00%		
	1	1	0.00%	0.00%	0	1	0.00%	N/A	N/A
					0	2	0.00%		
					0	5	0.00%		
					0	1	0.00%		
	1	1	0.00%	0.00%	0	1	0.00%	N/A	N/A



Repair Appointments Met (Percent) (MR-6B)-- Dispatches Outside MSAs

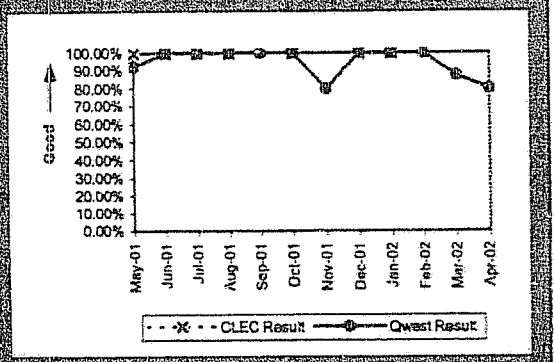
					Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
					8	8	100.00%		
					7	7	100.00%		
	3	3	100.00%	0.00%	3	3	100.00%	N/A	N/A
	7	2	100.00%	0.00%	7	7	100.00%	N/A	N/A
					4	4	100.00%		
	1	1	100.00%	0.00%	1	1	100.00%	N/A	N/A
					1	1	100.00%		
					6	6	100.00%		
					1	1	100.00%		
					1	1	100.00%		
	1	1	100.00%	0.00%	1	1	100.00%	N/A	N/A
	3	3	100.00%	0.00%	3	3	100.00%	N/A	N/A



Checklist #14 - Resale - PBX Repair

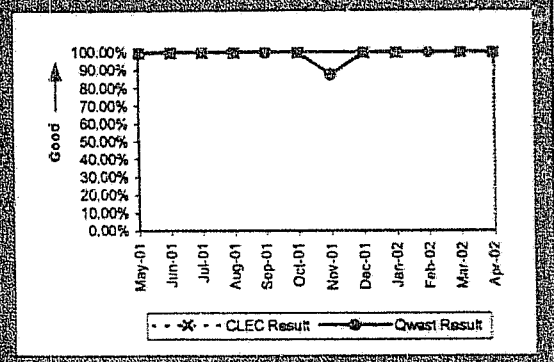
Out of Service Cleared within 24 hours (Percent) (MR-3C)-- No Dispatches

Time	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	1	2	100.00%	0.00%	12	13	92.31%	-0.38	-1.23
Jun-01	5	5	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%		
Apr-02					4	5	80.00%		



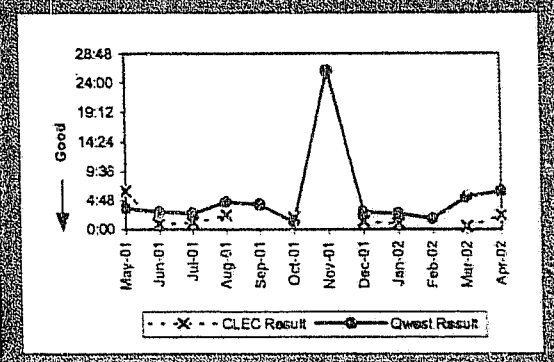
All Troubles Cleared within 48 hours (Percent) (MR-4C)-- No Dispatches

Time	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	3	3	100.00%	0.00%	15	15	100.00%	N/A	N/A
Jun-01	5	5	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	2	2	100.00%	0.00%	12	12	100.00%	N/A	N/A
Apr-02	1	1	100.00%	0.00%	6	6	100.00%	N/A	N/A



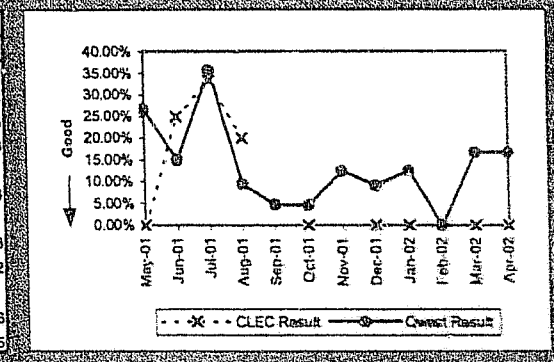
Mean Time to Restore (Hours:Minutes) (MR-6C)-- No Dispatches

Time	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	19:05	3	6:22	9:51	53:03	15	3:32	0.59	-0.64
Jun-01	7:51	8	0:58	1:07	58:06	20	2:54	-1.09	-1.66
Jul-01	3:28	3	1:09	0:03	37:21	14	2:40	-0.49	-1.3
Aug-01	11:53	5	2:23	2:39	98:01	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	25:58		
Dec-01	1:23	1	1:23		30:34	11	2:47	-0.29	-1.18
Jan-02	0:59	1	0:59		20:53	8	2:37	-0.79	-1.48
Feb-02					16:03	9	1:47		
Mar-02	1:05	2	0:32	0:23	64:11	12	5:21	-0.73	-1.44
Apr-02	2:25	1	2:25		37:54	6	6:19	-0.36	-1.22



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

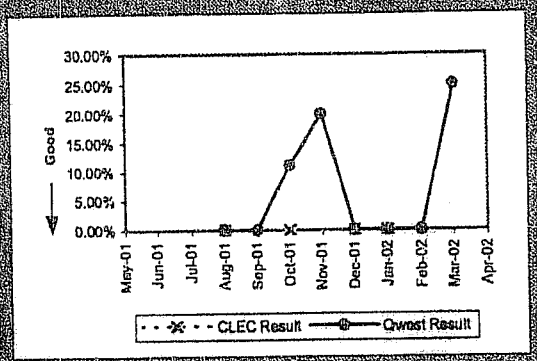
Time	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	0	3	0.00%	0.00%	4	15	26.67%	-0.95	-1.58
Jun-01	2	8	25.00%	43.30%	3	20	15.00%	0.56	-0.66
Jul-01	1	3	33.33%	47.14%	5	14	35.71%	-0.08	-1.05
Aug-01	1	5	20.00%	40.00%	2	21	9.52%	0.52	-0.68
Sep-01					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	2	2	0.00%	0.00%	2	12	16.67%	-0.59	-1.36
Apr-02	0	1	0.00%	0.00%	1	6	16.67%	-0.41	-1.25



Checklist #14 - Resale - PBX Repair

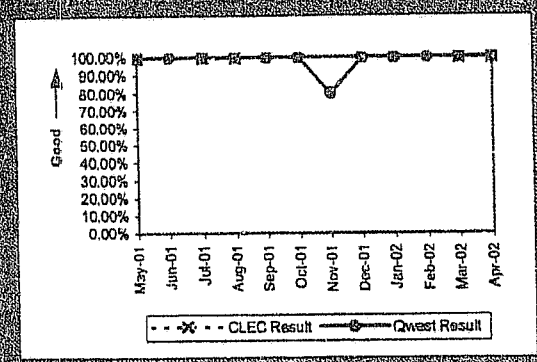
Repair Repeat Report Rate (Percent) (MR-7C*) – No Dispatches

	2	2	0.00%	0.00%	0	12	0.00%	N/A	N/A
					0	8	0.00%		
	9	2	0.00%	0.00%	1	9	11.11%	-0.45	-1.27
					1	5	20.00%		
	4	1	0.00%	0.00%	0	4	0.00%	N/A	N/A
	4	1	0.00%	0.00%	0	4	0.00%	N/A	N/A
					0	6	0.00%		
					1	4	25.00%		



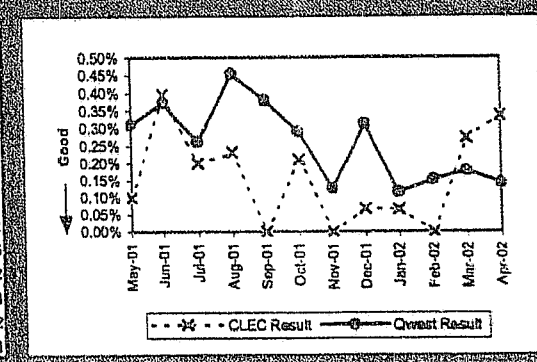
Repair Appointments Met (Percent) (MR-6C) – No Dispatches

	2	2	100.00%	0.00%	4	4	100.00%	N/A	N/A
					3	3	100.00%		
	6	1	100.00%	0.00%	6	6	100.00%	N/A	N/A
	5	1	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%		
	9	2	100.00%	0.00%	7	7	100.00%	N/A	N/A
	3	1	100.00%	0.00%	3	3	100.00%	N/A	N/A



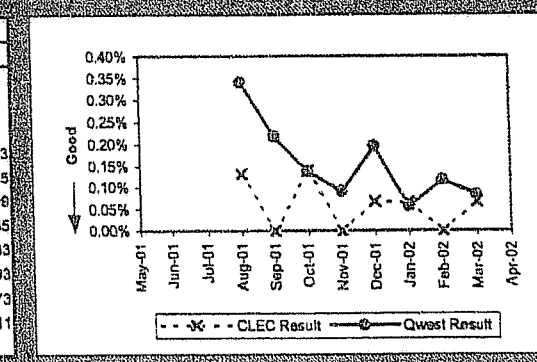
Trouble Rate (Percent) (MR-8)

	11	3983	0.10%	3.16%	28	9030	0.31%	-1.79	-2.09
	11	3934	0.40%	5.28%	33	8836	0.37%	0.17	-0.9
	6	3996	0.20%	4.47%	23	8756	0.26%	-0.58	-1.35
	9	3917	0.23%	4.81%	40	8796	0.45%	-1.57	-1.95
	0	3884	0.00%	0.00%	35	8682	0.38%	-2.62	-2.77
	6	3944	0.21%	4.59%	25	8623	0.29%	-0.68	-1.41
	0	3914	0.00%	0.00%	11	8688	0.13%	-1.65	-2
	7	1473	0.97%	2.60%	27	8621	0.31%	-1.56	-1.95
	1	1934	0.07%	2.58%	10	8561	0.12%	-0.53	-1.32
	0	1443	0.00%	0.00%	13	8452	0.15%	-1.38	-1.84
	4	1408	0.27%	5.22%	15	8391	0.18%	0.79	-0.52
	8	1481	0.54%	5.79%	12	8391	0.14%	1.81	0.1



Trouble Rate (Percent) (MR-8*)

	4	3917	0.13%	3.64%	30	8796	0.34%	-1.69	-2.03
	2	3884	0.00%	0.50%	19	8682	0.22%	-2.21	-2.35
	4	3944	0.14%	3.79%	12	8623	0.14%	0.02	-0.99
	0	3914	0.00%	0.00%	8	8688	0.09%	-1.4	-1.85
	1	1473	0.07%	2.60%	17	8621	0.20%	-1.03	-1.63
	1	1934	0.07%	2.58%	5	8561	0.06%	0.12	-0.93
	0	1443	0.00%	0.00%	10	8452	0.12%	-1.21	-1.73
	1	1408	0.07%	2.61%	7	8391	0.08%	-0.19	-1.11



CONTINUATION

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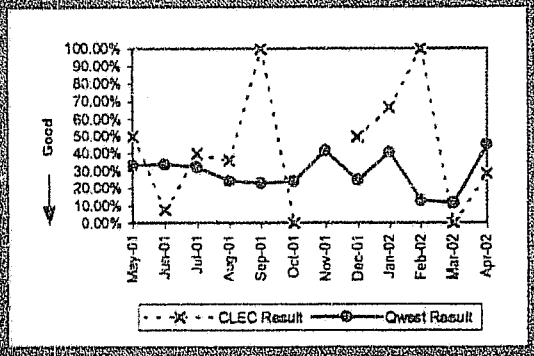
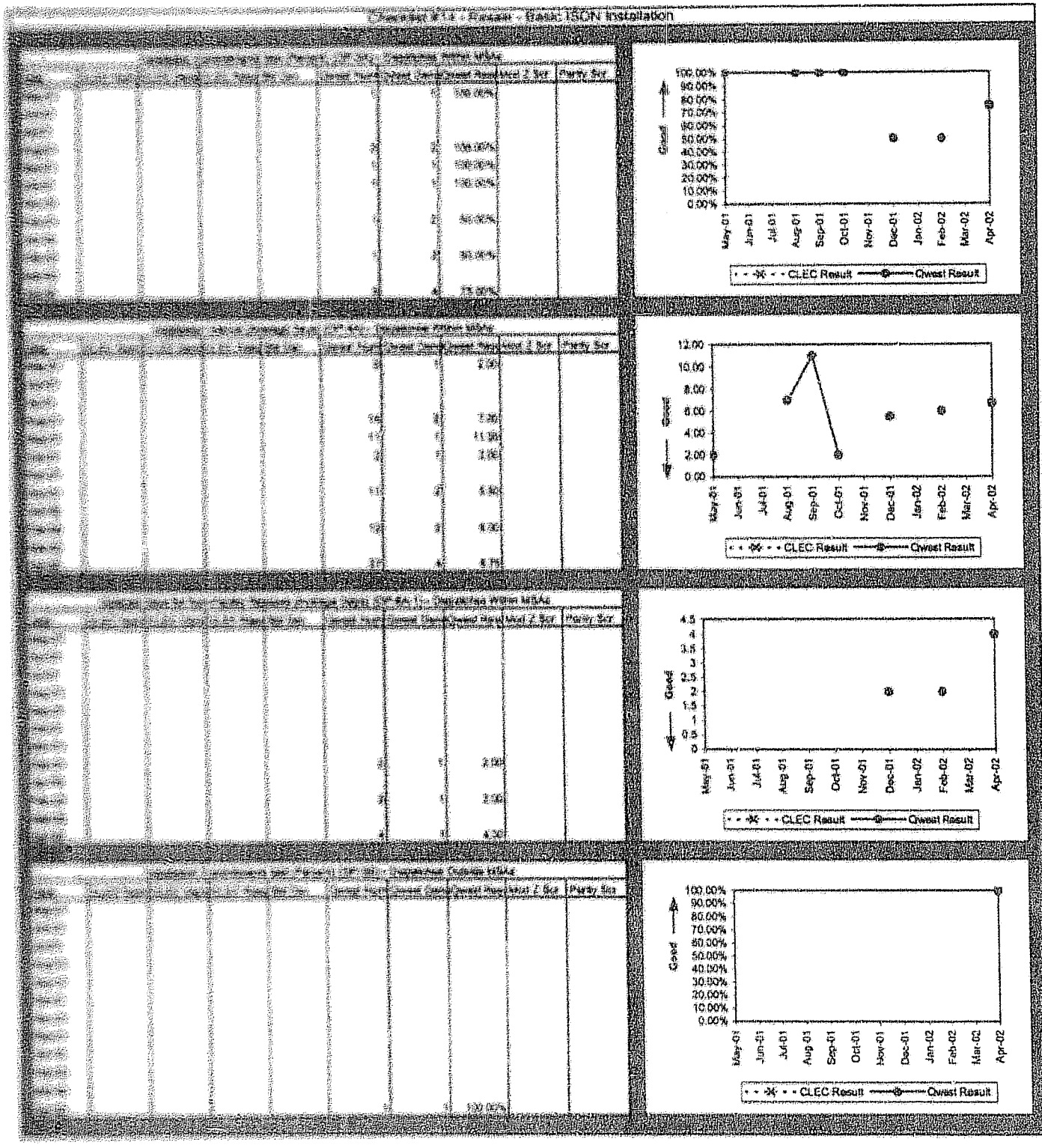
Checklist #14 - Resale - PBX Repair

Customer Out Of Service Trouble Reports (Percent) (MR-10)

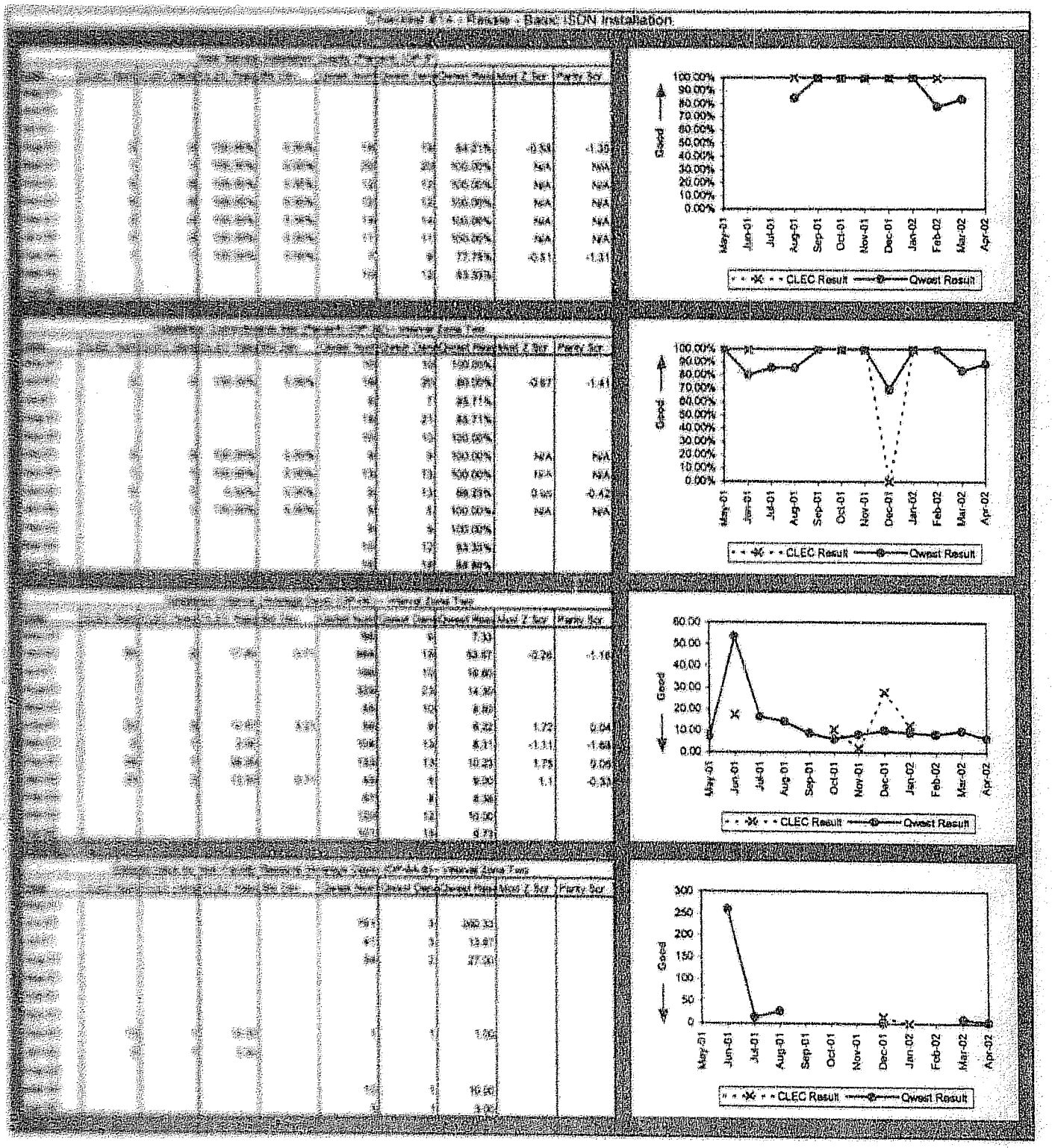
						Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
						14	42	33.33%	0.73	-0.55
						17	50	34.00%	-1.78	-2.08
						11	34	32.35%	0.42	-0.75
						13	53	24.53%	0.77	-0.53
						10	43	23.26%	2.48	0.51
						8	33	24.24%	-1.27	-1.77
						8	19	42.11%		
						9	36	25.00%	0.61	-0.83
						7	17	41.18%	0.69	-0.59
						2	18	11.11%	1.38	-0.16
						2	17	11.76%	-0.65	-1.4
						10	22	45.45%	-0.78	-1.45




100.00%
90.00%
80.00%
70.00%
60.00%
50.00%
40.00%
30.00%
20.00%
10.00%
0.00%
May-01
Jun-01
Jul-01
Aug-01
Sep-01
Oct-01
Nov-01
Dec-01
Jan-02
Feb-02
Mar-02
Apr-02
CLEC Result
Qwest Result
12.00
10.00
8.00
6.00
4.00
2.00
0.00
4.5
4
3.5
3
2.5
2
1.5
1
0.5
0

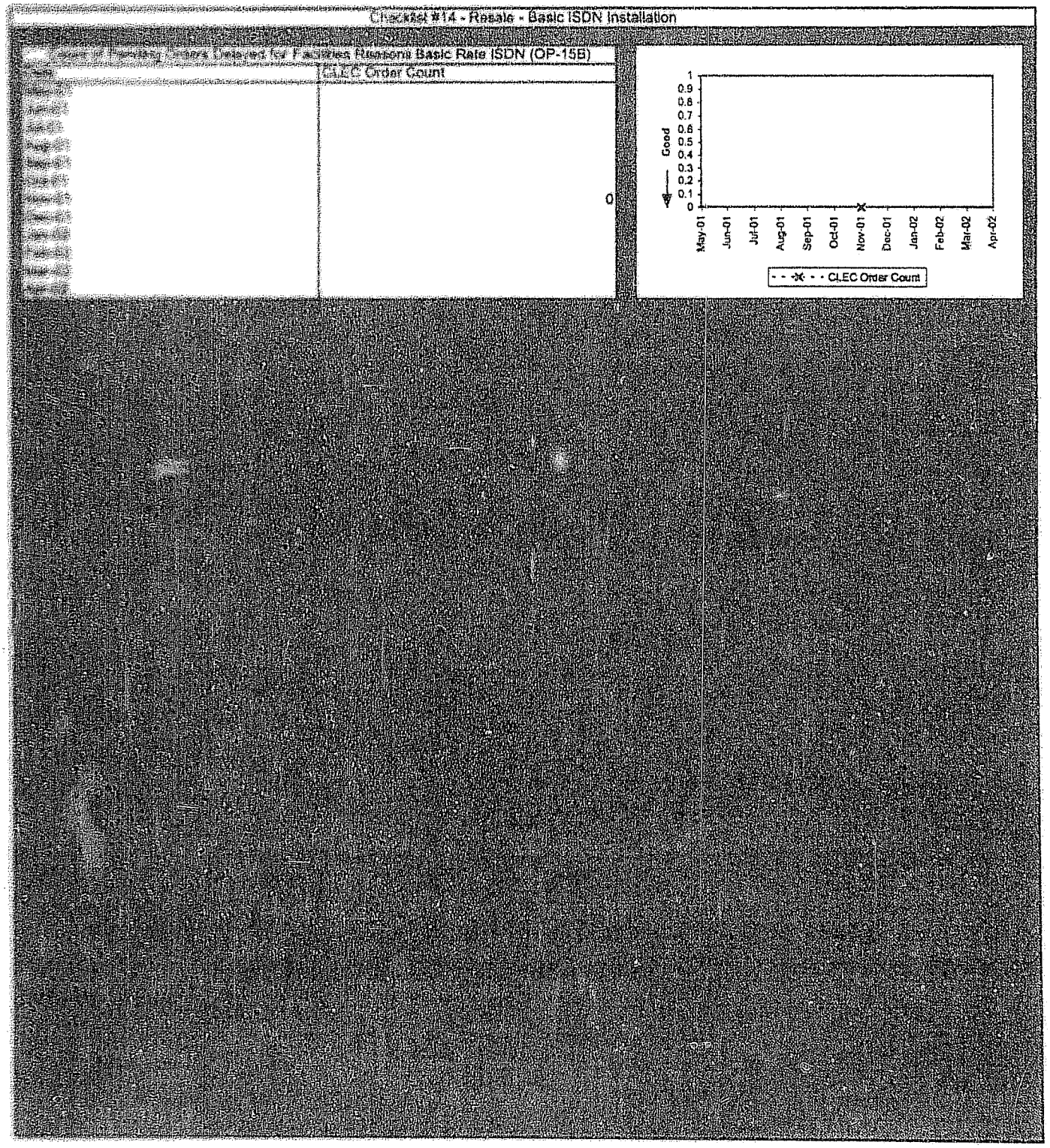
Checklist #14 - Resale - Basic ISDN Installation

| | | |


100.00%
90.00%
80.00%
70.00%
60.00%
50.00%
40.00%
30.00%
20.00%
10.00%
0.00%
Good
May-01
Jun-01
Jul-01
Aug-01
Sep-01
Oct-01
Nov-01
Dec-01
Jan-02
Feb-02
Mar-02
Apr-02
CLEC Result
Qwest Result
60.00
50.00
40.00
30.00
20.00
10.00
0.00
300
250
200
150
100
50
0

Checklist #14 - Resale - Basic ISDN Installation

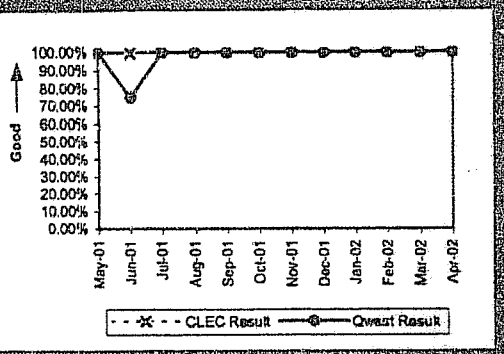
| | | |


Checklist #14 - Resale - Basic ISDN Installation
Number of Facilities Orders Entered for Facilities Nonsonet Basic Rate ISDN (OP-15B)
CLEC Order Count
0
Good
1
0.9
0.8
0.7
0.6
0.5
0.4
0.3
0.2
0.1
0
May-01
Jun-01
Jul-01
Aug-01
Sep-01
Oct-01
Nov-01
Dec-01
Jan-02
Feb-02
Mar-02
Apr-02
CLEC Order Count

Checklist #14 - Resale - Basic ISDN Repair

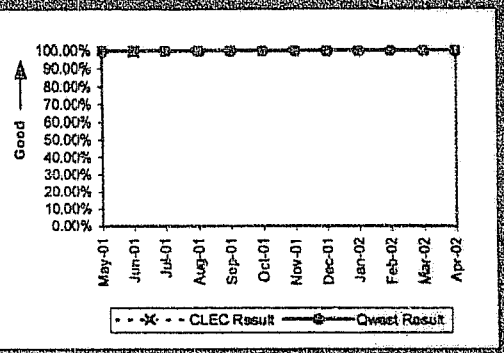
Out of Service Cleared within 24 hours (Percent) (MR-3A)-- Dispatches Within MSAs

	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
					2	2	100.00%		
	1	1	100.00%	0.00%	3	4	75.00%	-0.52	-1.31
					6	6	100.00%		
					7	7	100.00%		
					1	1	100.00%		
					8	8	100.00%		
					2	2	100.00%		
					3	3	100.00%		
					1	1	100.00%		
					2	2	100.00%		
					5	5	100.00%		
					1	1	100.00%		



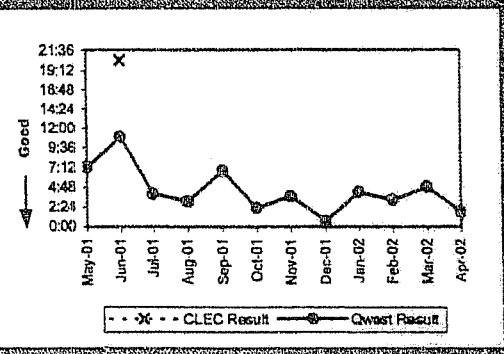
All Trouble Cleared within 48 hours (Percent) (MR-4A)-- Dispatches Within MSAs

	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
					2	2	100.00%		
	1	1	100.00%	0.00%	4	4	100.00%	N/A	N/A
					6	6	100.00%		
					7	7	100.00%		
					1	1	100.00%		
					8	8	100.00%		
					2	2	100.00%		
					3	3	100.00%		
					1	1	100.00%		
					2	2	100.00%		
					5	5	100.00%		
					1	1	100.00%		



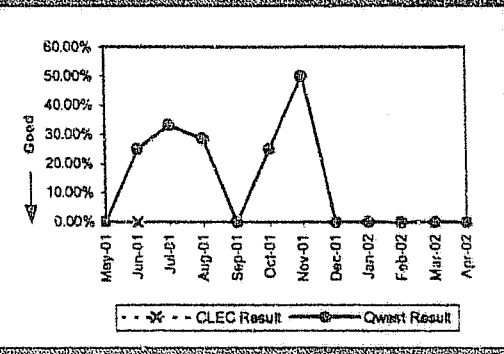
Mean Time to Restore (Hours:Minutes) (MR-6A)-- Dispatches Within MSAs

	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
					14:34	2	7:17		
	20:26	1	20:26		43:48	4	10:57	0.3	-0.82
					24:06	6	4:01		
					21:51	7	3:07		
					6:51	1	6:51		
					18:16	8	2:17		
					7:29	2	3:44		
					2:05	3	0:42		
					4:16	1	4:16		
					6:37	2	3:18		
					24:14	5	4:51		
					1:50	1	1:50		



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

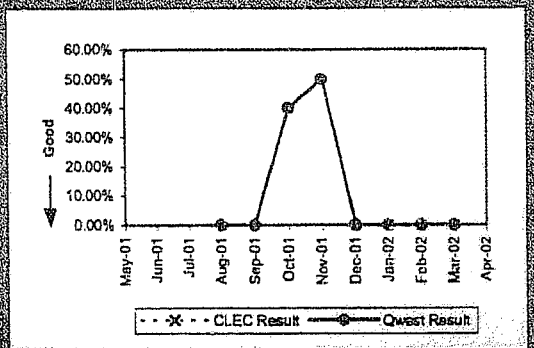
	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
					0	2	0.00%		
	0	1	0.00%	0.00%	1	4	25.00%	-0.52	-1.31
					2	6	33.33%		
					2	7	28.57%		
					0	1	0.00%		
					2	8	25.00%		
					1	2	50.00%		
					0	3	0.00%		
					0	1	0.00%		
					0	2	0.00%		
					0	5	0.00%		
					0	1	0.00%		



Checklist #14 - Resale - Basic ISDN Repair

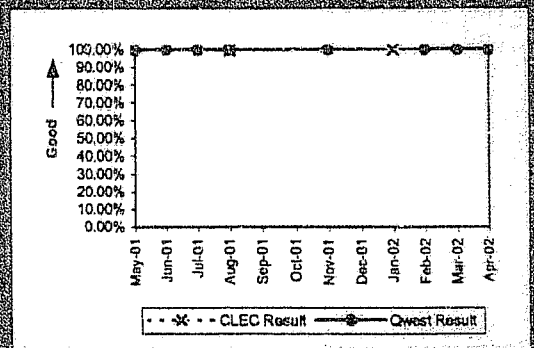
Repair Report Repeat Rate (Percent) (MR-7A*) -- Dispatches Within MSAs

CLEC Num	CLEC Dem	CLEC Rate	Std Dev	Qwest Num	Qwest Dem	Qwest Rate	Mod Z Scr	Parity Scr
				0	1	0.00%		
				0	1	0.00%		
				2	5	40.00%		
				1	2	50.00%		
				0	2	0.00%		
				0	1	0.00%		
				0	2	0.00%		
				0	3	0.00%		



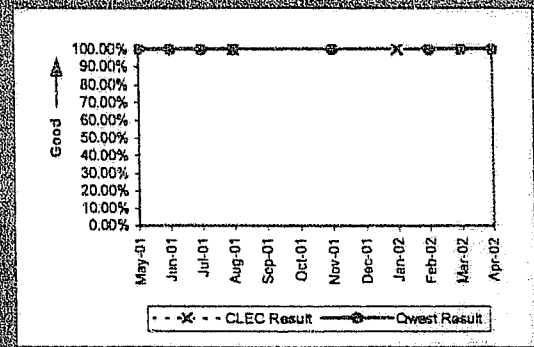
Out of Service Cleared within 24 Hours (Percent) (MR-3B) -- Dispatches Outside MSAs

CLEC Num	CLEC Dem	CLEC Rate	Std Dev	Qwest Num	Qwest Dem	Qwest Rate	Mod Z Scr	Parity Scr
				1	1	100.00%		
				1	1	100.00%		
				1	1	100.00%		
3	3	100.00%	0.00%	3	3	100.00%	N/A	N/A
				2	2	100.00%		
4	4	100.00%	0.00%					
				1	1	100.00%		
				2	2	100.00%		
				3	3	100.00%		



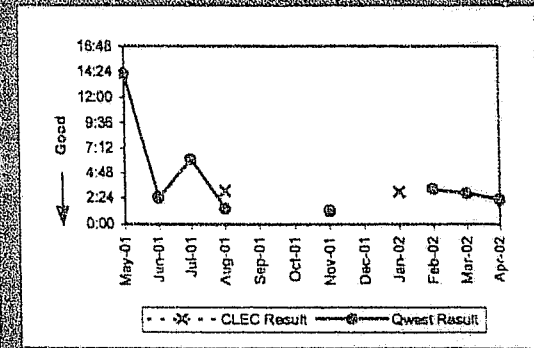
All Trouble Cleared within 48 Hours (Percent) (MR-4B) -- Dispatches Outside MSAs

CLEC Num	CLEC Dem	CLEC Rate	Std Dev	Qwest Num	Qwest Dem	Qwest Rate	Mod Z Scr	Parity Scr
				1	1	100.00%		
				1	1	100.00%		
				1	1	100.00%		
3	3	100.00%	0.00%	3	3	100.00%	N/A	N/A
				2	2	100.00%		
4	4	100.00%	0.00%					
				1	1	100.00%		
				2	2	100.00%		
				3	3	100.00%		



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

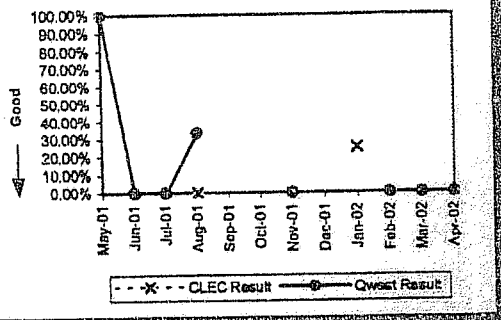
CLEC Num	CLEC Dem	CLEC Rate	Std Dev	Qwest Num	Qwest Dem	Qwest Rate	Mod Z Scr	Parity Scr
				14:13	1	14:13		
				2:27	1	2:27		
				6:08	1	6:08		
9:11	3	3:06	4:04	4:14	3	1:25	0.52	-0.68
				2:30	2	1:15		
10:24	4	3:01	0:11					
				3:14	1	3:14		
				5:40	2	2:50		
				6:45	3	2:15		



Checklist #14 - Resale - Basic ISDN Repair

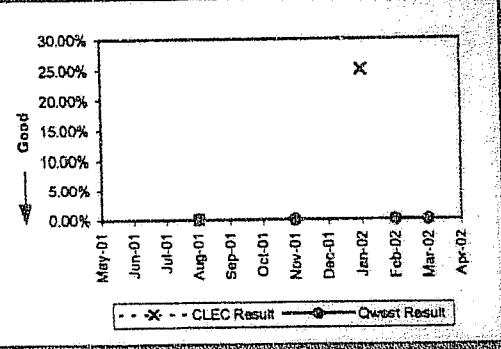
Repair Repeat Report Rate (Percent) (MR-7B)– Dispatches Outside MSAs

Time	CLEC Num	CLEC Dem	CLEC Result	Std Dev	Qwest Num	Qwest Dem	Qwest Result	Mod Z Scr	Parity Scr
May-01					1	1	100.00%		
Jun-01					0	1	0.00%		
Jul-01					0	1	0.00%		
Aug-01	0	3	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%		
Apr-02					0	3	0.00%		



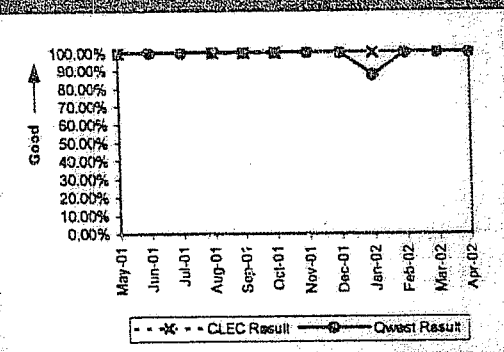
Repair Repeat Report Rate (Percent) (MR-7B*)– Dispatches Outside MSAs

Time	CLEC Num	CLEC Dem	CLEC Result	Std Dev	Qwest Num	Qwest Dem	Qwest Result	Mod Z Scr	Parity Scr
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					0	2	0.00%		
Apr-02									



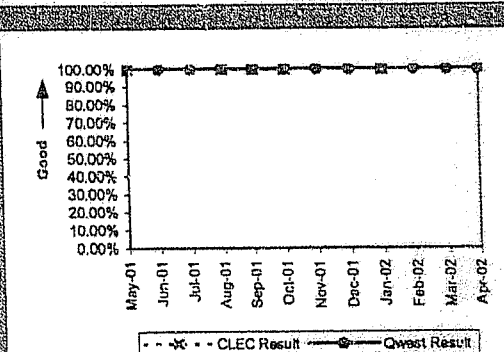
Out of Service Cleared within 24 hours (Percent) (MR-3C)– No Dispatches

Time	CLEC Num	CLEC Dem	CLEC Result	Std Dev	Qwest Num	Qwest Dem	Qwest Result	Mod Z Scr	Parity Scr
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	3	3	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%	7	8	87.50%	-0.36	-1.22
Feb-02					5	5	100.00%		
Mar-02					11	11	100.00%		
Apr-02					7	7	100.00%		



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

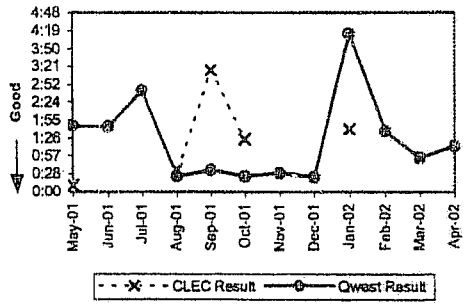
Time	CLEC Num	CLEC Dem	CLEC Result	Std Dev	Qwest Num	Qwest Dem	Qwest Result	Mod Z Scr	Parity Scr
May-01	1	1	100.00%	0.00%	14	14	100.00%	N/A	N/A
Jun-01					12	12	100.00%		
Jul-01					15	15	100.00%		
Aug-01	2	2	100.00%	0.00%	13	13	100.00%	N/A	N/A
Sep-01	1	1	100.00%	0.00%	13	13	100.00%	N/A	N/A
Oct-01	1	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%		
Apr-02					8	8	100.00%		



Checklist #14 - Resale - Basic ISDN Repair

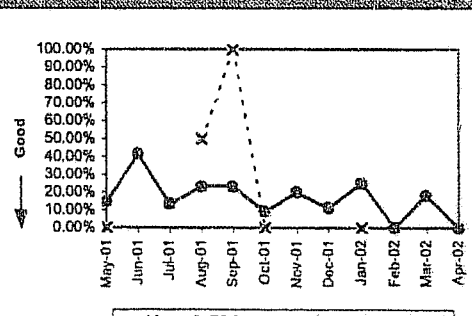
Mean Time to Restore (Hours:Minutes) (MR-6C)-- No Dispatches

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01	[illegible]	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	0.00	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		
Apr-02					9:50	8	1:14		



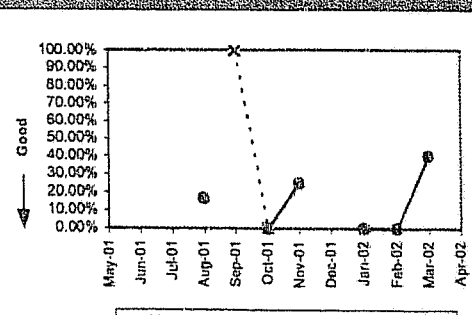
Repair Repeat Report Rate (Percent) (MR-7C)-- No Dispatches

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
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%		
Apr-02					0	6	0.00%		



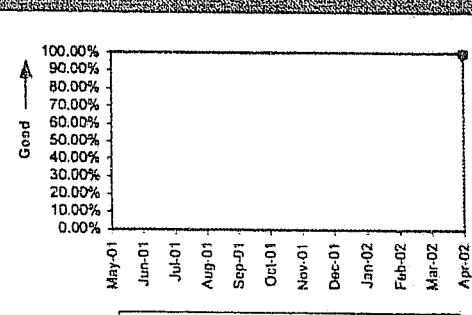
Repair Repeat Report Rate (Percent) (MR-7C*)-- No Dispatches

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01					1	6	16.67%		
Sep-01	1	1	100.00%	0.00%					
Oct-01	0	1	0.00%	0.00%	0	4	0.00%	N/A	N/A
Nov-01					1	4	25.00%		
Dec-01									
Jan-02					0	3	0.00%		
Feb-02					0	2	0.00%		
Mar-02					2	5	40.00%		
Apr-02									



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

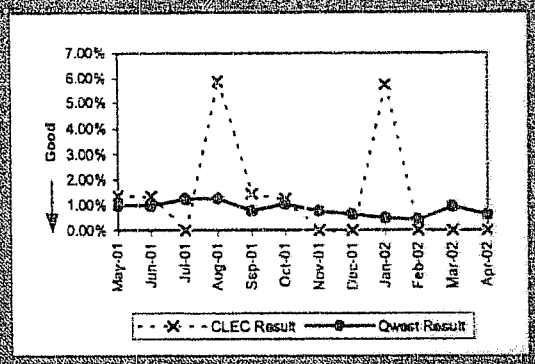
Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01									
Sep-01									
Oct-01									
Nov-01									
Dec-01									
Jan-02									
Feb-02									
Mar-02									
Apr-02					1	1	100.00%		



Checklist #14 - Resale - Basic ISDN Repair

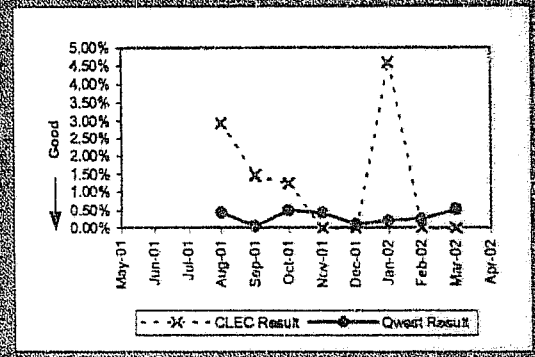
Trouble Rate (Percent) (MR-8)

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
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	1868	0.48%	3.73	1.27
Feb-02	0	89	0.00%	0.00%	8	1881	0.43%	-0.6	-1.37
Mar-02	0	82	0.00%	0.00%	18	1884	0.96%	-0.87	-1.53
Apr-02	0	78	0.00%	0.00%	12	1898	0.63%	-0.69	-1.42



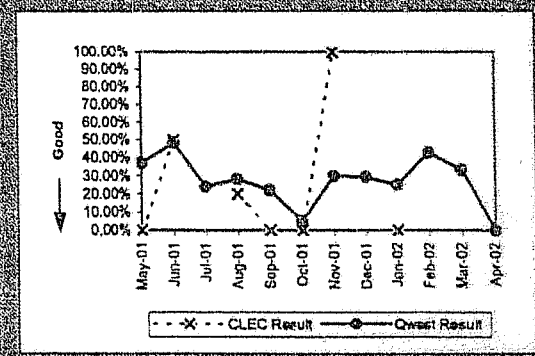
Trouble Rate (Percent) (MR-8*)

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
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%	1.66	0.13
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	-1.38
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	1868	0.21%	3.76	1.28
Feb-02	0	89	0.00%	0.00%	5	1881	0.27%	-0.48	-1.29
Mar-02	0	82	0.00%	0.00%	10	1884	0.53%	-0.65	-1.39
Apr-02									



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

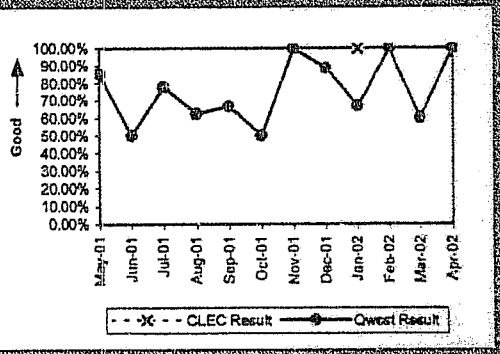
Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01	0	1	0.00%	0.00%	10	27	37.04%	-0.75	-1.46
Jun-01	1	2	50.00%	50.00%	16	33	48.48%	-0.05	-1.03
Jul-01					7	29	24.14%		
Aug-01	1	5	20.00%	40.00%	9	32	28.13%	-0.38	-1.23
Sep-01	0	1	0.00%	0.00%	4	18	22.22%	-0.52	-1.32
Oct-01	0	1	0.00%	0.00%	1	20	5.00%	-0.22	-1.14
Nov-01	1	1	100.00%	0.00%	6	20	30.00%	1	-0.39
Dec-01					5	17	29.41%		
Jan-02	0	5	0.00%	0.00%	3	12	25.00%	-1.08	-1.66
Feb-02					6	14	42.86%		
Mar-02					9	27	33.33%		
Apr-02					0	12	0.00%		



Checklist #14 - Resale - Qwest DSL Installation

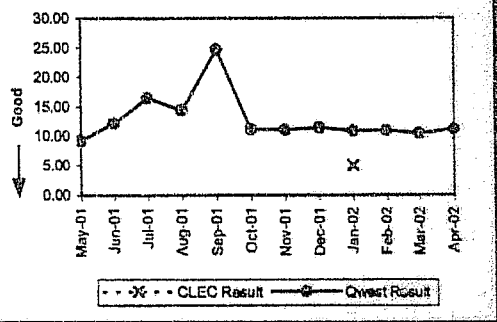
Installation Commitments Met (Percent) (OP-3A)– Dispatches Within MSAs

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
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%		
Apr-02					11	11	100.00%		



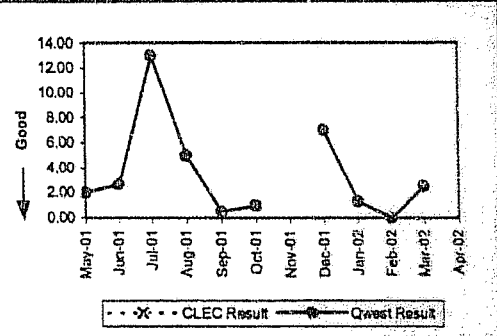
Installation Interval (Average Days) (OP-4A)– Dispatches Within MSAs

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
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		
Apr-02					123	11	11.18		



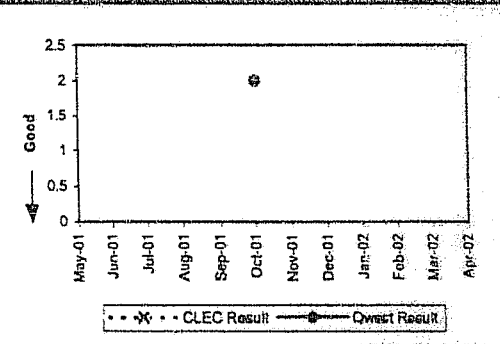
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-1)– Dispatches Within MSAs

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
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		
Apr-02									



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

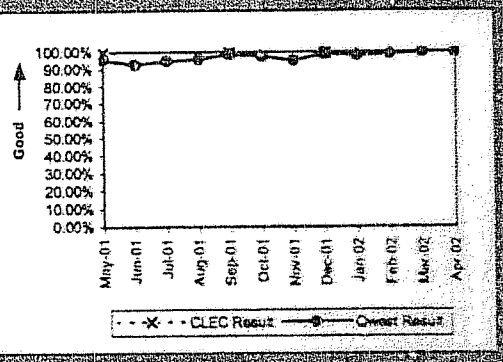
Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01									
Sep-01									
Oct-01					2	1	2.00		
Nov-01									
Dec-01									
Jan-02									
Feb-02									
Mar-02									
Apr-02									



Checklist #14 - Resale - Qwest DSL Installation

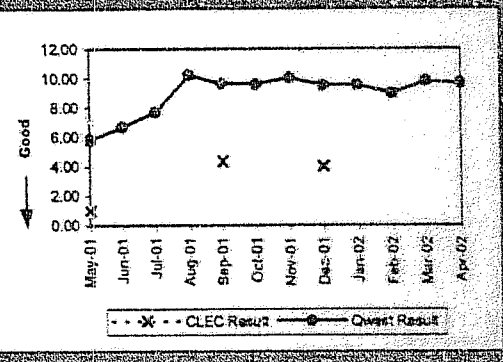
Installation Commitments Met (Percent) (OP-3C)– No Dispatches

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
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%		
Apr-02					205	205	100.00%		



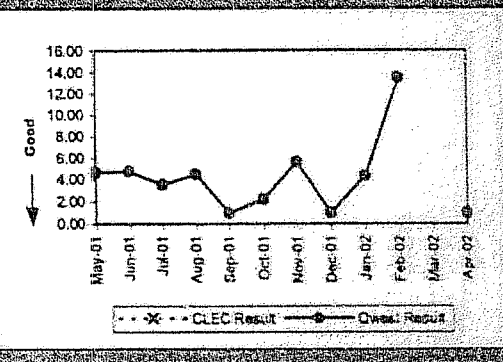
Installation Interval (Average Days) (OP-4C)– No Dispatches

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	1	1	1.00		755	130	5.81	-0.99	-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	-5.97	-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		
Apr-02					1424	147	9.69		



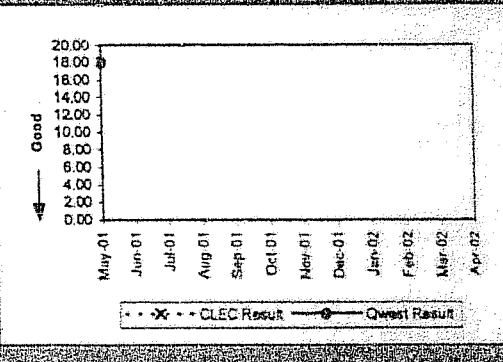
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-3)– No Dispatches

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01					28	6	4.67		
Jun-01					67	14	4.79		
Jul-01					32	9	3.56		
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									
Apr-02					1	1	1.00		



Delayed Days for Facility Reasons (Average Days) (OP-6B-3)– No Dispatches

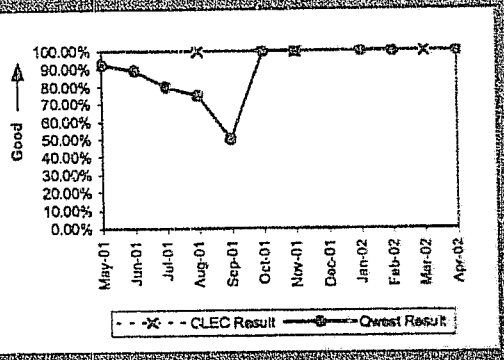
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01					18	1	18.00		
Jun-01									
Jul-01									
Aug-01									
Sep-01									
Oct-01									
Nov-01									
Dec-01									
Jan-02									
Feb-02									
Mar-02									
Apr-02									



Checklist #14 - Resale - Qwest DSL Installation

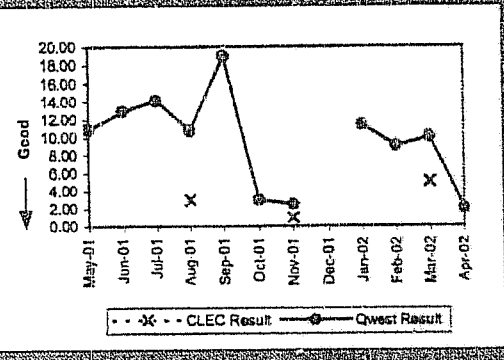
Installation Commitments Met (Percent) (OP-3E) – Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01					75	81	92.59%		
Jun-01					50	56	89.29%		
Jul-01					4	5	80.00%		
Aug-01	1	1	100.00%	0.00%	3	4	75.00%	-0.52	-1.31
Sep-01					1	2	50.00%		
Oct-01					1	1	100.00%		
Nov-01	1	1	100.00%	0.00%	2	2	100.00%	N/A	N/A
Dec-01									
Jan-02					2	2	100.00%		
Feb-02					1	1	100.00%		
Mar-02	1	1	100.00%	0.00%					
Apr-02					1	1	100.00%		



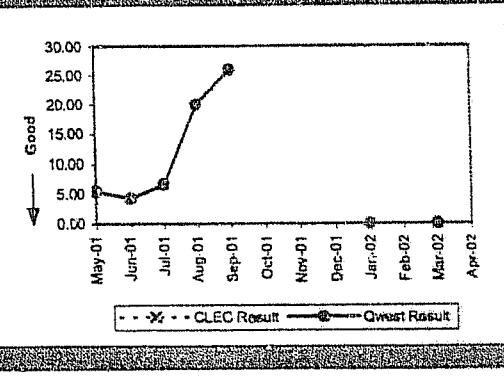
Installation Interval (Average Days) (OP-4E) – Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01					883	81	10.90		
Jun-01					724	56	12.93		
Jul-01					99	7	14.14		
Aug-01	3	1	3.00		43	4	10.75	-0.7	-1.43
Sep-01					38	2	19.00		
Oct-01					3	1	3.00		
Nov-01	1	1	1.00		5	2	2.50	-0.58	-1.35
Dec-01									
Jan-02					57	5	11.40		
Feb-02					9	1	9.00		
Mar-02	5	1	5.00		10	1	10.00		
Apr-02					2	1	2.00		



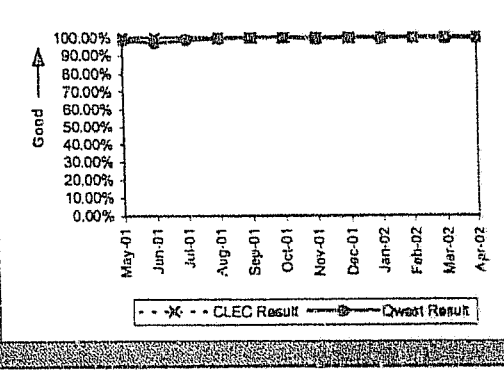
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5) – Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01					33	6	5.50		
Jun-01					26	6	4.33		
Jul-01					20	3	6.67		
Aug-01					20	1	20.00		
Sep-01					26	1	26.00		
Oct-01									
Nov-01									
Dec-01									
Jan-02					0	3	0.00		
Feb-02									
Mar-02					0	1	0.00		
Apr-02									



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

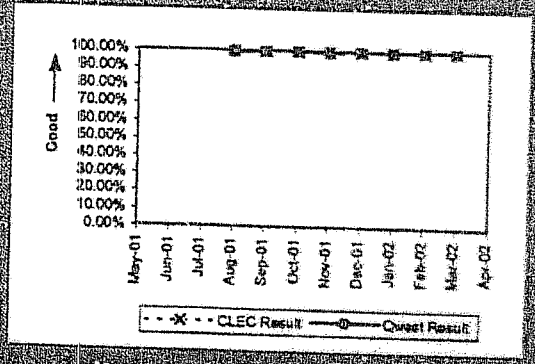
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	1	1	100.00%	0.00%	273	277	98.56%	-0.12	-1.07
Jun-01	1	1	100.00%	0.00%	259	266	97.37%	-0.15	-1.1
Jul-01					231	234	98.72%		
Aug-01	1	1	100.00%	0.00%	155	156	99.36%	-0.08	-1.05
Sep-01	2	2	100.00%	0.00%	104	104	100.00%	N/A	N/A
Oct-01	2	2	100.00%	0.00%	142	142	100.00%	N/A	N/A
Nov-01	1	1	100.00%	0.00%	152	153	99.35%	-0.08	-1.05
Dec-01	1	1	100.00%	0.00%	163	163	100.00%	N/A	N/A
Jan-02	1	1	100.00%	0.00%	200	201	99.50%	-0.07	-1.04
Feb-02	1	1	100.00%	0.00%	189	189	100.00%	N/A	N/A
Mar-02	1	1	100.00%	0.00%	200	201	99.50%	-0.07	-1.04
Apr-02	1	1	100.00%	0.00%	215	216	99.54%	-0.07	-1.04



Checklist #14 - Resale - Qwest DSL Installation

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

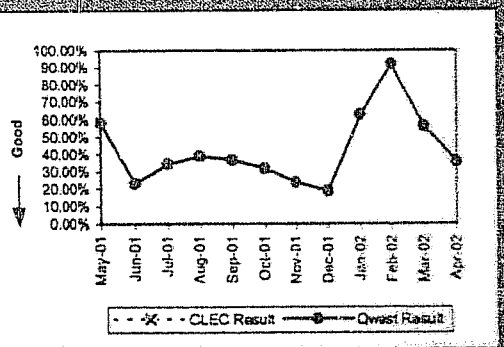
Data	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01	1	1	100.00%	0.00%	155	156	99.36%	-0.08	-1.05
Sep-01	2	2	100.00%	0.00%	104	104	100.00%	N/A	N/A
Oct-01	2	2	100.00%	0.00%	142	142	100.00%	N/A	N/A
Nov-01	1	1	100.00%	0.00%	152	153	99.35%	-0.08	-1.05
Dec-01	1	1	100.00%	0.00%	163	163	100.00%	N/A	N/A
Jan-02	1	1	100.00%	0.00%	200	201	99.50%	-0.07	-1.04
Feb-02	1	1	100.00%	0.00%	189	189	100.00%	N/A	N/A
Mar-02	1	1	100.00%	0.00%	201	201	100.00%	N/A	N/A
Apr-02									



Checklist #14 - Resale - Qwest DSL Repair

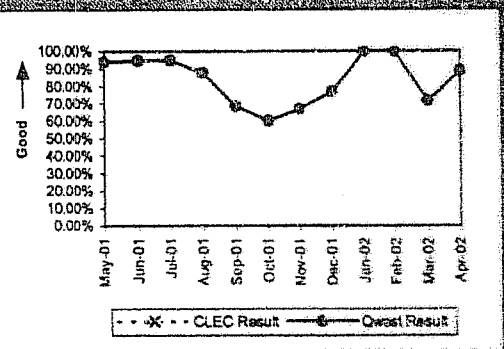
Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10)-- Interval Zone One and Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01					24	41	58.54%		
Jun-01					12	52	23.08%		
Jul-01					11	32	34.38%		
Aug-01					16	41	39.02%		
Sep-01					11	30	36.67%		
Oct-01					7	22	31.82%		
Nov-01					5	21	23.81%		
Dec-01					3	16	18.75%		
Jan-02					22	35	62.86%		
Feb-02					23	25	92.00%		
Mar-02					9	16	56.25%		
Apr-02					5	14	35.71%		



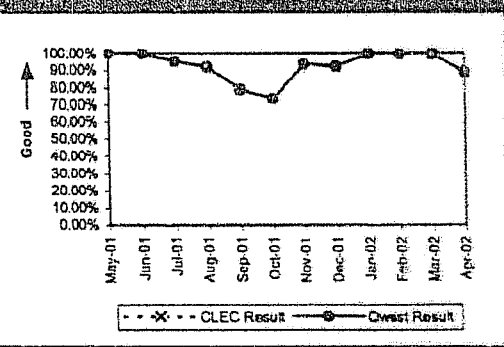
Out of Service Cleared within 24 hours (Percent) (MR-3E)-- Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01					16	17	94.12%		
Jun-01					38	40	95.00%		
Jul-01					20	21	95.24%		
Aug-01					22	25	88.00%		
Sep-01					13	19	68.42%		
Oct-01					9	15	60.00%		
Nov-01					10	15	66.67%		
Dec-01					10	13	76.92%		
Jan-02					13	13	100.00%		
Feb-02					2	2	100.00%		
Mar-02					5	7	71.43%		
Apr-02					8	9	88.89%		



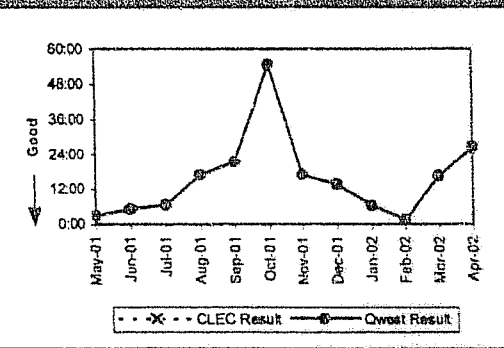
All Troubles Cleared within 48 hours (Percent) (MR-4E)-- Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01					17	17	100.00%		
Jun-01					40	40	100.00%		
Jul-01					20	21	95.24%		
Aug-01					23	25	92.00%		
Sep-01					15	19	78.95%		
Oct-01					11	15	73.33%		
Nov-01					15	16	93.75%		
Dec-01					12	13	92.31%		
Jan-02					13	13	100.00%		
Feb-02					2	2	100.00%		
Mar-02					7	7	100.00%		
Apr-02					8	9	88.89%		



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

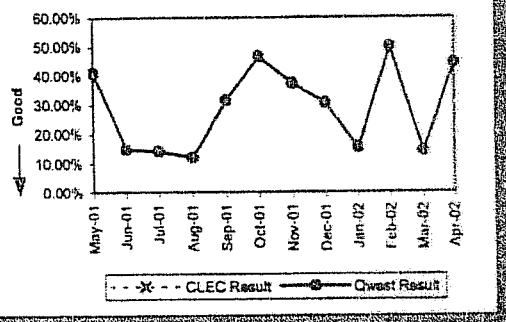
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01					49:08	17	2:53		
Jun-01					208:17	40	5:12		
Jul-01					141:22	21	6:44		
Aug-01					428:50	25	17:09		
Sep-01					412:46	19	21:43		
Oct-01					810:43	15	54:39		
Nov-01					273:44	16	17:07		
Dec-01					180:11	13	13:52		
Jan-02					83:23	13	6:25		
Feb-02					2:56	2	1:28		
Mar-02					116:57	7	16:42		
Apr-02					239:52	9	26:39		



Checklist #14 - Resale - Qwest DSL Repair

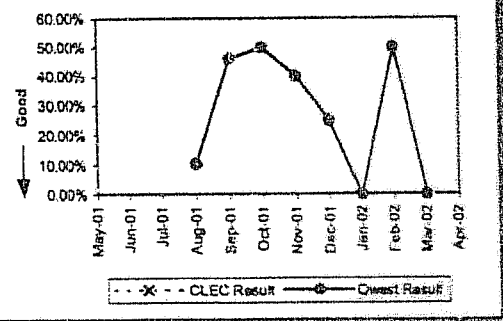
Repair Repeat Report Rate (Percent) (MR-7E)-- Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
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%		
Apr-02					4	9	44.44%		



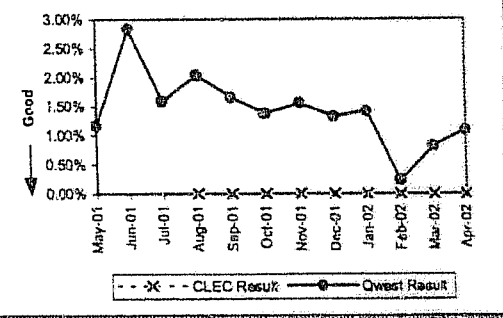
Repair Repeat Report Rate (Percent) (MR-7E*)-- Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
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					0	3	0.00%		
Apr-02									



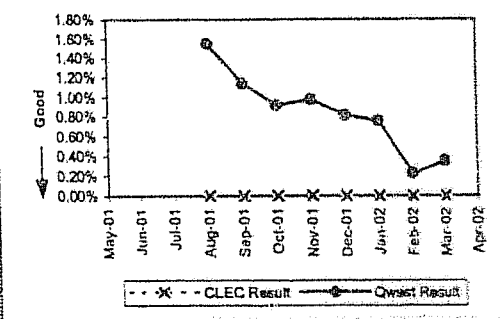
Trouble Rate (Percent) (MR-8)-- Interval Zone One and Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01					17	1455	1.17%		
Jun-01					40	1405	2.85%		
Jul-01					21	1315	1.60%		
Aug-01	0	2	0.00%	0.00%	25	1224	2.04%	-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	981	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	3	0.00%	0.00%	7	858	0.82%	-0.16	-1.1
Apr-02	0	3	0.00%	0.00%	9	827	1.09%	-0.18	-1.11



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

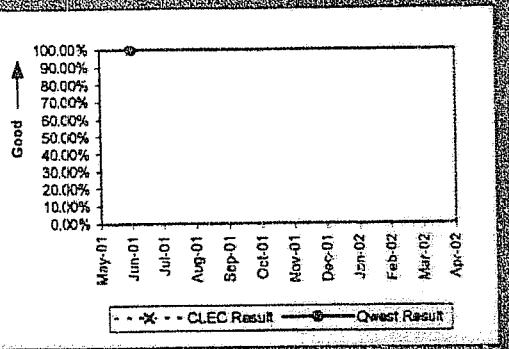
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01	0	2	0.00%	0.00%	19	1224	1.55%	-0.18	-1.11
Sep-01	0	2	0.00%	0.00%	13	1140	1.14%	-0.15	-1.09
Oct-01	0	2	0.00%	0.00%	10	1089	0.92%	-0.14	-1.08
Nov-01	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	0	3	0.00%	0.00%	3	858	0.35%	-0.1	-1.06
Apr-02									



Checklist #14 - Resale - Primary ISDN Installation

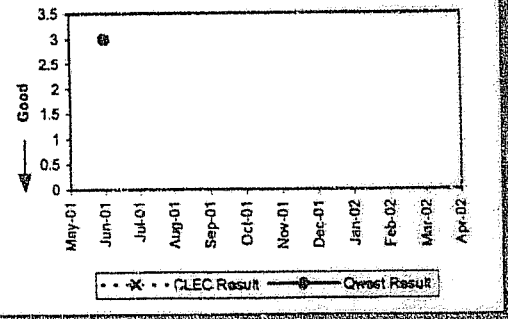
Installation Commitments Met (Percent) (OP-3C)– No Dispatches

Date	CLEC Num	CLEC Dem	CLEC Result	Std Dev	Qwest Num	Qwest Dem	Qwest Result	Mod Z Scr	Parity Scr
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									
Apr-02									



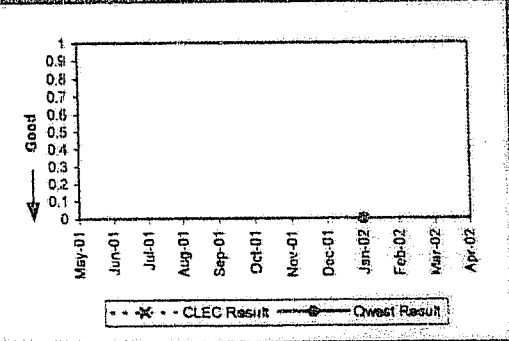
Installation Interval (Average Days) (OP-4C)– No Dispatches

Date	CLEC Num	CLEC Dem	CLEC Result	Std Dev	Qwest Num	Qwest Dem	Qwest Result	Mod Z Scr	Parity Scr
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									
Apr-02									



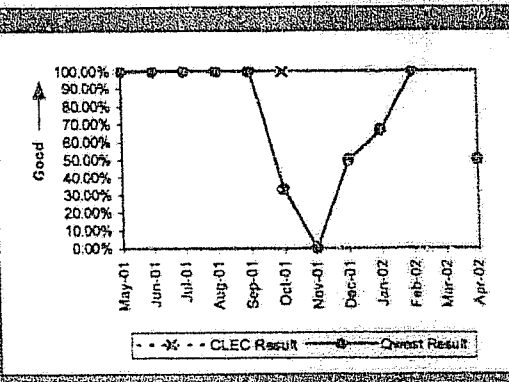
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-3)– No Dispatches

Date	CLEC Num	CLEC Dem	CLEC Result	Std Dev	Qwest Num	Qwest Dem	Qwest Result	Mod Z Scr	Parity Scr
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									
Apr-02									



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

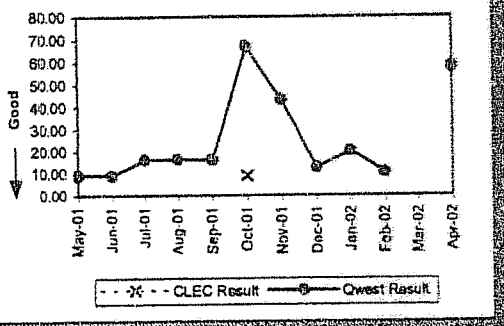
Date	CLEC Num	CLEC Dem	CLEC Result	Std Dev	Qwest Num	Qwest Dem	Qwest Result	Mod Z Scr	Parity Scr
May-01					1	1	100.00%		
Jun-01					3	3	100.00%		
Jul-01					12	12	100.00%		
Aug-01					18	18	100.00%		
Sep-01					2	2	100.00%		
Oct-01	3	3	100.00%	0.00%	1	3	33.33%	-1.73	-2.05
Nov-01					0	2	0.00%		
Dec-01					1	2	50.00%		
Jan-02					2	3	66.67%		
Feb-02					1	1	100.00%		
Mar-02									
Apr-02					1	2	50.00%		



Checklist #14 - Resale - Primary ISDN Installation

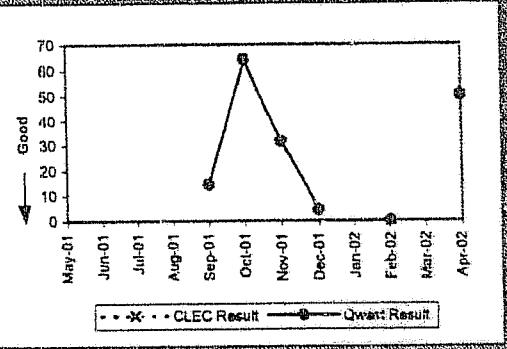
Installation Interval (Average Days) (OP-4E)– Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
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									
Apr-02					1789	31	57.71		



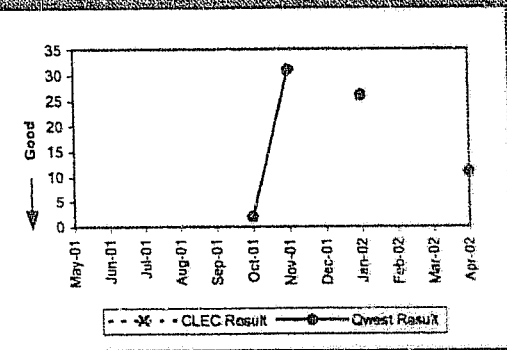
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5)– Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
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									
Apr-02					1456	29	50.21		



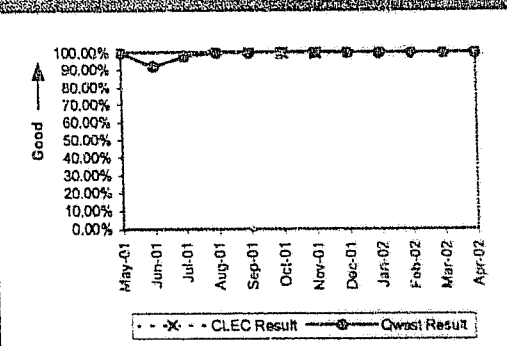
Delayed Days for Facility Reasons (Average Days) (OP-6B-5)– Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
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									
Apr-02					11	1	11.00		



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

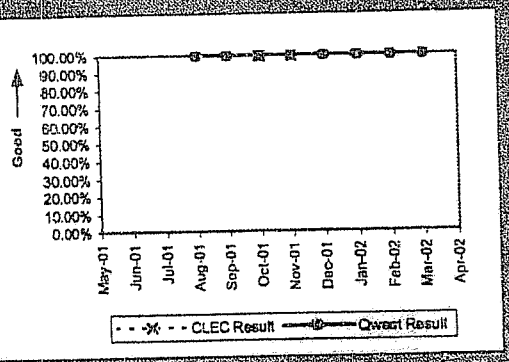
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01					43	43	100.00%		
Jun-01					23	25	92.00%		
Jul-01					48	49	97.96%		
Aug-01					95	95	100.00%		
Sep-01					52	52	100.00%		
Oct-01	2	2	100.00%	0.00%	12	12	100.00%	N/A	N/A
Nov-01	2	2	100.00%	0.00%	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%		
Apr-02					16	16	100.00%		



Checklist #14 - Resale - Primary ISDN Installation

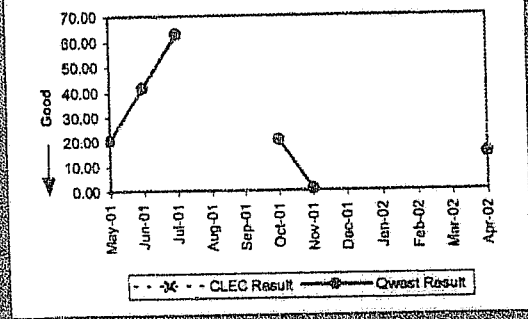
Order Service Interval Quality (Percent) (OP-5) – Interval Zone One and Two

	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
					95	95	100.00%		
					52	52	100.00%		
		2	100.00%	0.00%	12	12	100.00%	N/A	N/A
		2	100.00%	0.00%	25	25	100.00%	N/A	N/A
					18	18	100.00%		
					4	4	100.00%		
					3	3	100.00%		
					1	1	100.00%		



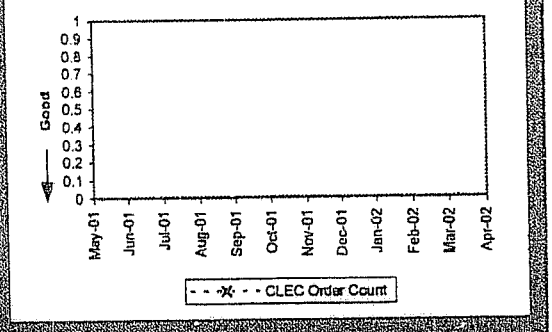
Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A)

	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
					841	41	20.51		
					1680	40	42.00		
					1260	20	63.00		
					623	30	20.77		
					3	3	1.00		
					15	1	15.00		



Checklist #14 - Resale - Primary ISDN Installation

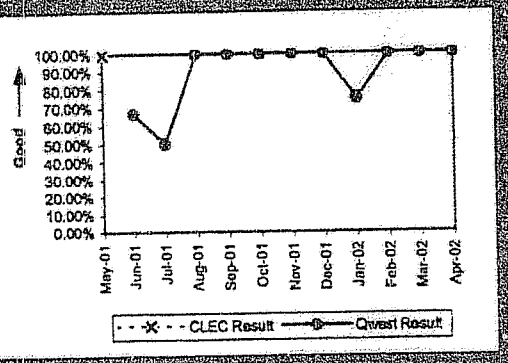
	Count of Primary Orders Delayed for Facilities Reasons ISDN Primary (OP-15B)
	CLEC Order Count
May-01	
Jun-01	
Jul-01	
Aug-01	
Sep-01	
Oct-01	
Nov-01	
Dec-01	
Jan-02	
Feb-02	
Mar-02	
Apr-02	



Checklist #14 - Resale - Primary ISDN Repair

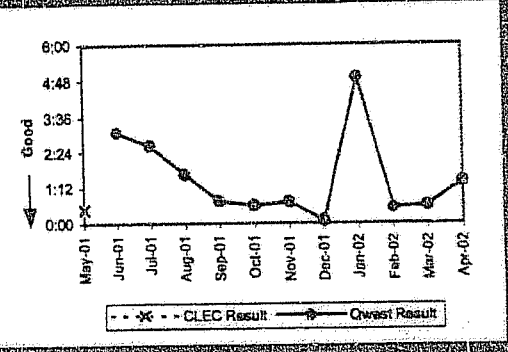
All Troubles Cleared within 4 Hours (Percent) (MR-5B) – Interval Zone Two

Month	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01	2	3	66.67%	0.48%	2	3	66.67%		
Jun-01	1	2	50.00%		1	2	50.00%		
Jul-01	3	3	100.00%		3	3	100.00%		
Aug-01	2	2	100.00%		2	2	100.00%		
Sep-01	2	2	100.00%		2	2	100.00%		
Oct-01	1	1	100.00%		1	1	100.00%		
Nov-01	1	1	100.00%		1	1	100.00%		
Dec-01	3	4	75.00%		3	4	75.00%		
Jan-02	1	1	100.00%		1	1	100.00%		
Feb-02	1	1	100.00%		1	1	100.00%		
Mar-02	2	2	100.00%		2	2	100.00%		
Apr-02									



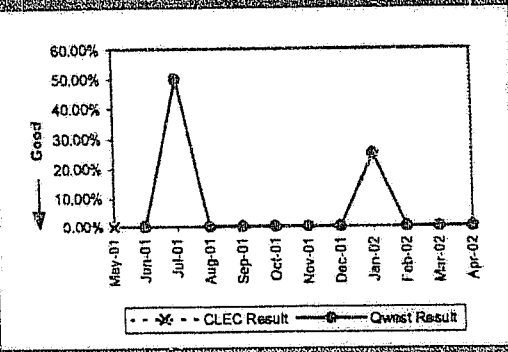
Repair Time to Restore (Hours:Minutes) (MR-6E) – Interval Zone Two

Month	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01	2	3	0:28		0:19	3	3:06		
Jun-01					5:17	2	2:38		
Jul-01					4:56	3	1:39		
Aug-01					1:30	2	0:45		
Sep-01					1:12	2	0:36		
Oct-01					0:43	1	0:43		
Nov-01					0:05	1	0:05		
Dec-01					19:36	4	4:55		
Jan-02					0:31	1	0:31		
Feb-02					0:35	1	0:35		
Mar-02					2:48	2	1:24		
Apr-02									



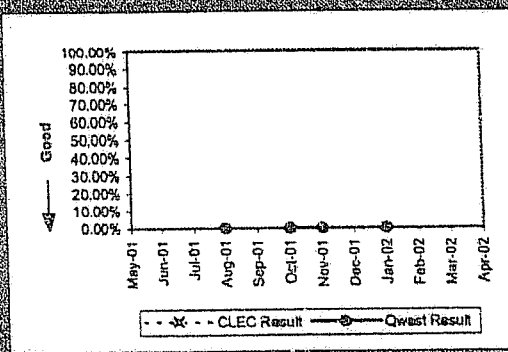
Repeat Repeat Report Rate (Percent) (MR-7E) – Interval Zone Two

Month	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
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%		
Apr-02					0	2	0.00%		



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

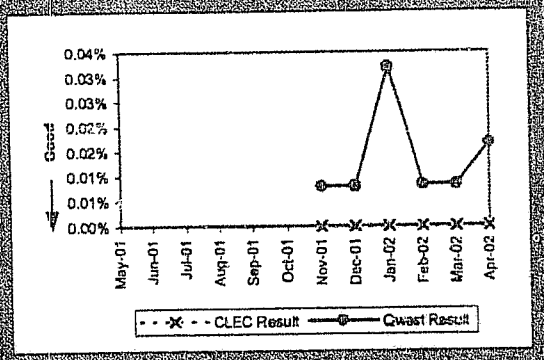
Month	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01									
Jun-01					0	1	0.00%		
Jul-01									
Aug-01					0	1	0.00%		
Sep-01					0	1	0.00%		
Oct-01									
Nov-01					0	2	0.00%		
Dec-01									
Jan-02									
Feb-02									
Mar-02								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



Checklist #14 - Resale - Primary ISDN Repair

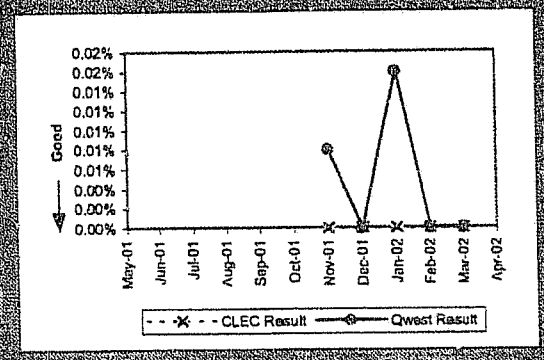
Trouble Rate (Percent) (MR-8)-- Interval Zone One and Two

Date	CLEC Num	CLEC Dem	CLEC Result	Std Dev	Qwest Num	Qwest Dem	Qwest Result	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01									
Sep-01									
Oct-01									
Nov-01	0	1213	0.00%	0.00%	1	12480	0.01%	-0.3	-1.18
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
Apr-02	0	157	0.00%	0.00%	2	12083	0.02%	-0.16	-1.1



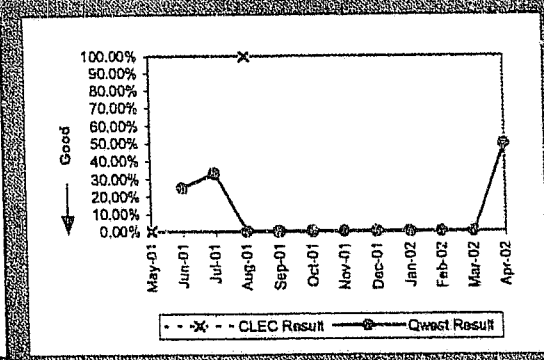
Trouble Rate (Percent) (MR-8)-- Interval Zone One and Two

Date	CLEC Num	CLEC Dem	CLEC Result	Std Dev	Qwest Num	Qwest Dem	Qwest Result	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01									
Sep-01									
Oct-01									
Nov-01	0	1213	0.00%	0.00%	1	12480	0.01%	-0.3	-1.18
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	0	157	0.00%	0.00%	0	12049	0.00%	N/A	N/A
Apr-02									



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

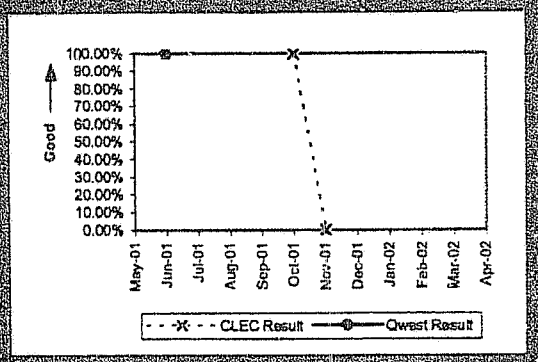
Date	CLEC Num	CLEC Dem	CLEC Result	Std Dev	Qwest Num	Qwest Dem	Qwest Result	Mod Z Scr	Parity Scr
May-01	0	1	0.00%	0.00%					
Jun-01					1	4	25.00%		
Jul-01					1	3	33.33%		
Aug-01	1	1	100.00%	0.00%	0	3	0.00%	N/A	-0.24
Sep-01					0	2	0.00%		
Oct-01					0	2	0.00%		
Nov-01					0	1	0.00%		
Dec-01					0	1	0.00%		
Jan-02					0	4	0.00%		
Feb-02					0	1	0.00%		
Mar-02					0	1	0.00%		
Apr-02					2	4	50.00%		



Checklist #14 - Resale - DS0 Installation

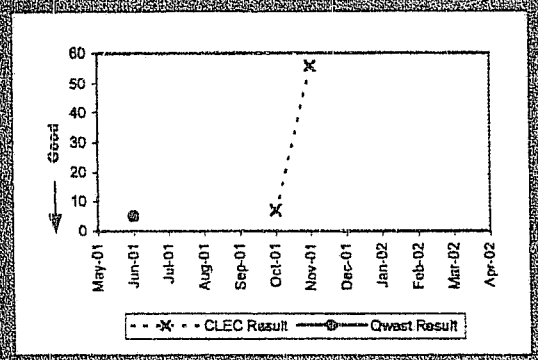
Installation Commitments Met (Percent) (OP-3A)-- Dispatches Within MSAs

CLEC Num	CLEC Dem	CLEC Result	Std Dev	Qwest Num	Qwest Dem	Qwest Result	Mod Z Scr	Parity Scr
				5	5	100.00%		
[illegible]	[illegible]	100.00%	0.00%					
[illegible]	[illegible]	0.00%	0.00%					



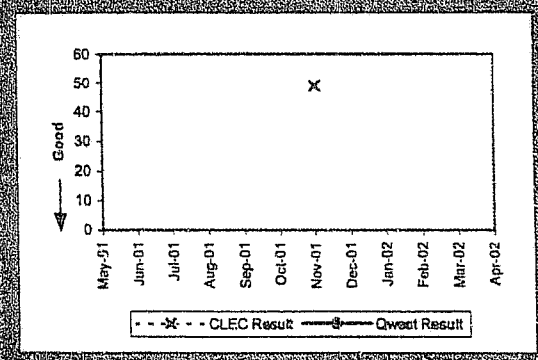
Installation Interval (Average Days) (OP-4A)-- Dispatches Within MSAs

CLEC Num	CLEC Dem	CLEC Result	Std Dev	Qwest Num	Qwest Dem	Qwest Result	Mod Z Scr	Parity Scr
				25	5	5.00		
[illegible]	[illegible]	7.00						
[illegible]	[illegible]	55.00						



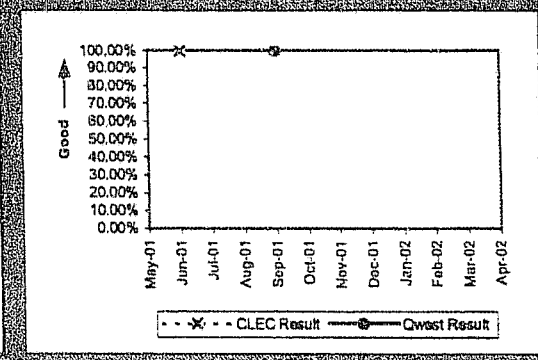
Installation Time For Facility Reasons (Average Days) (OP-6B-1)-- Dispatches Within MSAs

CLEC Num	CLEC Dem	CLEC Result	Std Dev	Qwest Num	Qwest Dem	Qwest Result	Mod Z Scr	Parity Scr
[illegible]	[illegible]	48.00						



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

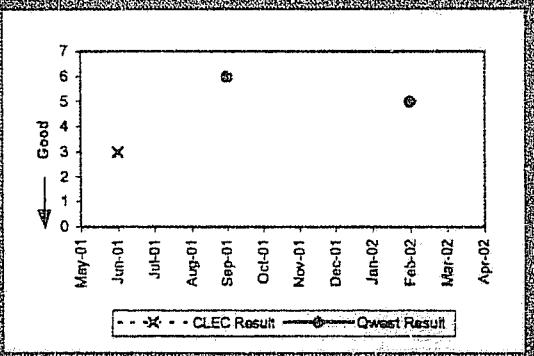
CLEC Num	CLEC Dem	CLEC Result	Std Dev	Qwest Num	Qwest Dem	Qwest Result	Mod Z Scr	Parity Scr
1	1	100.00%	0.00%					
				1	1	100.00%		



Checklist #14 - Resale - DS0 Installation

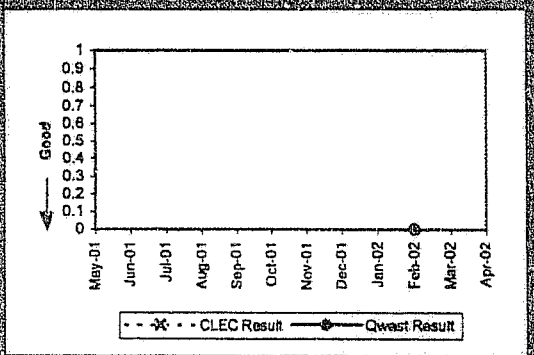
Installation Interval (Average Days) (OP-4B)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
	3	1	3.00						
					6	1	6.00		
					5	1	5.00		



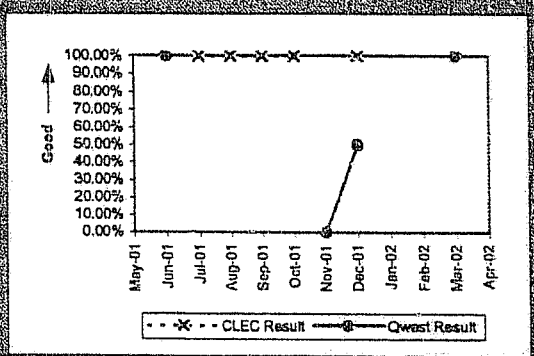
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-2)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
					0	1	0.00		



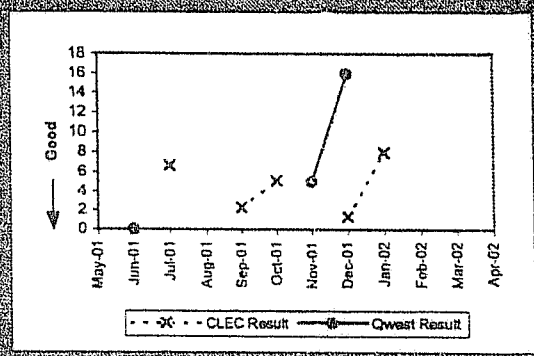
Installation Commitments Met (Percent) (OP-3C)-- No Dispatches

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
					1	1	100.00%		
	3	3	100.00%	0.00%					
	1	1	100.00%	0.00%					
	3	3	100.00%	0.00%					
	8	8	100.00%	0.00%					
					0	1	0.00%		
	21	21	100.00%	0.00%	1	2	50.00%	-1.35	-1.82
					1	1	100.00%		



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

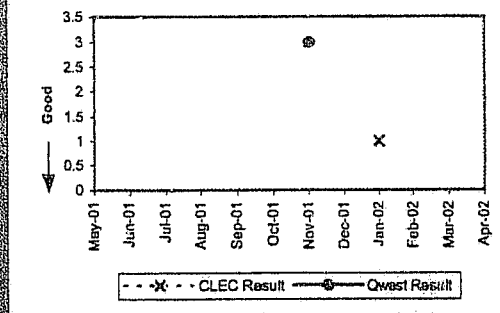
Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
					0	1	0.00		
	26	3	8.67	0.58					
	7	3	2.33	0.58					
	36	7	5.14	0.38					
					5	1	5.00		
	32	21	1.38	0.80	32	2	16.00	-1.4	-1.85
	8	1	8.00						



Checklist #14 - Resale - DS0 Installation

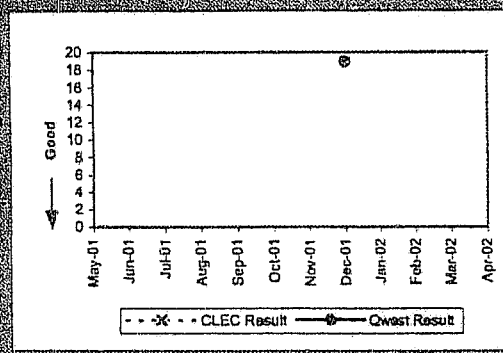
Provisioning for Non-Facility Reasons (Average Days) (OP-6A-3) -- No Dispatches

		CLEC Res	Std Dev	Qwest Num	Qwest Dem	Qwest Res	Mod Z Scr	Parity Scr
				3	1	3.00		
		1.00						



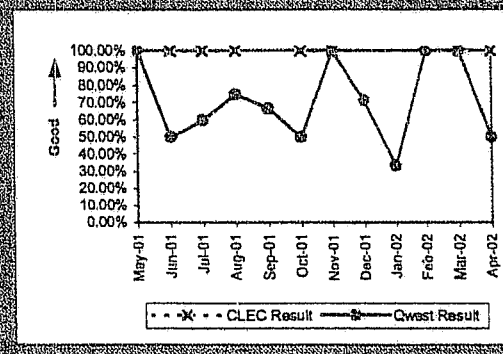
Provisioning for Facility Reasons (Average Days) (OP-6B-3) -- No Dispatches

		CLEC Res	Std Dev	Qwest Num	Qwest Dem	Qwest Res	Mod Z Scr	Parity Scr
				19	1	19.00		



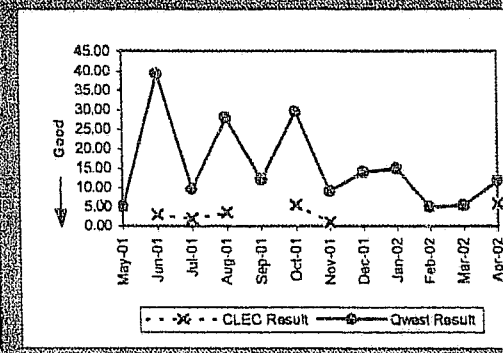
Installation Commitments Met (Percent) (OP-3E) -- Interval Zone Two

		CLEC Res	Std Dev	Qwest Num	Qwest Dem	Qwest Res	Mod Z Scr	Parity Scr
				4	4	100.00%		
		100.00%	0.00%	2	4	50.00%	-1.31	-1.8
		100.00%	0.00%	3	5	60.00%	-0.96	-1.59
		100.00%	0.00%	3	4	75.00%	-0.86	-1.52
				6	9	66.67%		
		100.00%	0.00%	9	18	50.00%	-2.12	-2.29
		100.00%	0.00%	3	3	100.00%	N/A	N/A
				5	7	71.43%		
				1	3	33.33%		
				2	2	100.00%		
				2	2	100.00%		
		100.00%	0.00%	3	6	50.00%	-0.93	-1.56



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

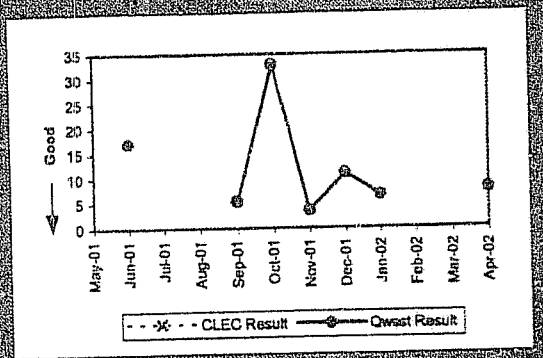
		CLEC Res	Std Dev	Qwest Num	Qwest Dem	Qwest Res	Mod Z Scr	Parity Scr
				20	4	5.00		
		3.00	1.73	118	3	39.33	-0.01	-1.55
		3.00	2.83	58	6	9.67	-2.13	-2.29
		3.83	2.19	84	3	28.00	-0.04	-1.51
				133	11	12.09		
		5.80	3.02	975	33	29.55	-3.5	-3.13
		1.00		46	5	9.20	-1.17	-1.71
				113	8	14.12		
				60	4	15.00		
				3	1	5.00		
				11	2	5.50		
		6.00		48	4	12.00	-0.82	-1.5



Checklist #14 - Resale - DS0 Installation

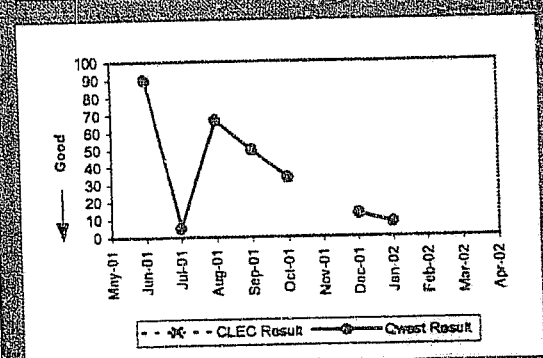
Percent Clears for Non-Facility Reasons (Average Days) (OP-6A-5)– Interval Zone Two

Time	CLEC Num	CLEC Dem	CLEC Res	Std Dev	Qwest Num	Qwest Dem	Qwest Res	Mod Z Scr	Parity Scr
May-01					17	1	17.00		
Jun-01									
Jul-01									
Aug-01					16	3	5.33		
Sep-01					625	19	32.89		
Oct-01					7	2	3.50		
Nov-01					22	2	11.00		
Dec-01					13	2	6.50		
Jan-02									
Feb-02									
Mar-02									
Apr-02					23	3	7.67		



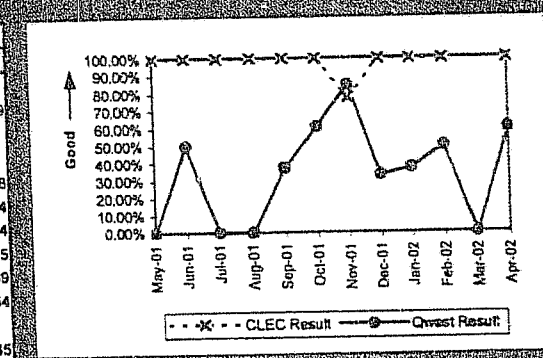
Percent Clears for Facility Reasons (Average Days) (OP-6B-5)– Interval Zone Two

Time	CLEC Num	CLEC Dem	CLEC Res	Std Dev	Qwest Num	Qwest Dem	Qwest Res	Mod Z Scr	Parity Scr
May-01					90	1	90.00		
Jun-01					10	2	5.00		
Jul-01					67	1	67.00		
Aug-01					50	1	50.00		
Sep-01					202	6	33.67		
Oct-01									
Nov-01					26	2	13.00		
Dec-01					8	1	8.00		
Jan-02									
Feb-02									
Mar-02									
Apr-02									



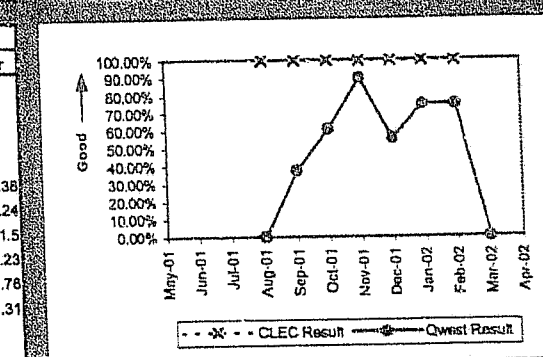
New Service Installation Quality (Percent) (OP-5)– Interval Zone One and Two

Time	CLEC Num	CLEC Dem	CLEC Res	Std Dev	Qwest Num	Qwest Dem	Qwest Res	Mod Z Scr	Parity Scr
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	5	5	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	8	8	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	9	9	100.00%	0.00%	2	4	50.00%	-0.89	-1.54
Mar-02					0	3	0.00%		
Apr-02	1	1	100.00%	0.00%	3	5	60.00%	-0.75	-1.45



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

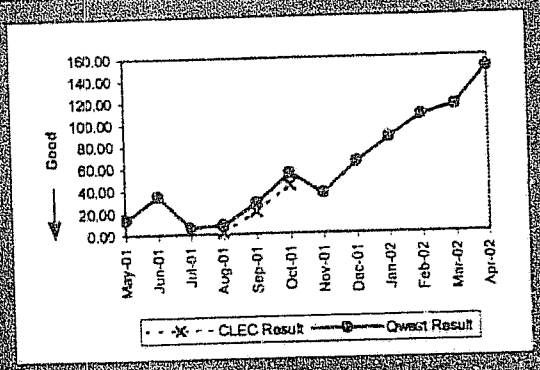
Time	CLEC Num	CLEC Dem	CLEC Res	Std Dev	Qwest Num	Qwest Dem	Qwest Res	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01	3	3	100.00%	0.00%	0	5	0.00%	N/A	
Sep-01	5	5	100.00%	0.00%	3	8	37.50%	-2.26	-2.38
Oct-01	8	8	100.00%	0.00%	14	23	60.87%	-2.04	-2.24
Nov-01	9	9	100.00%	0.00%	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					0	3	0.00%		
Apr-02									



Checklist #14 - Resale - DS0 Installation

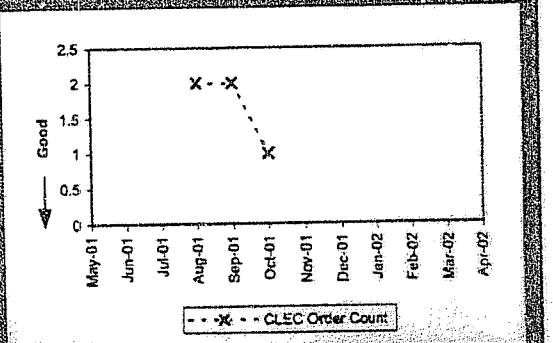
Percent for Reporting Orders Delayed Past Due Date (Average Days) (OP-15A)

					Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
					14	1	14.00		
					35	1	35.00		
					13	2	6.50		
					236	27	8.74	-1.56	-1.96
					704	25	28.16	-1.64	-2
					274	5	54.80	-0.43	-1.26
					436	12	36.33		
					515	8	64.38		
					691	8	86.38		
					851	8	106.38		
					1034	9	114.89		
					1196	8	149.50		



Checklist #14 - Resale - DS0 Installation

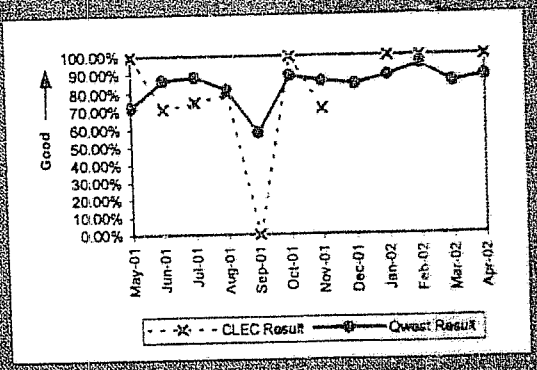
Count of Pending Orders Delayed for Facilities Reasons DS0 (OP-15B)	
Date	CLEC Order Count
May-01	
Jun-01	
Jul-01	
Aug-01	2
Sep-01	2
Oct-01	1
Nov-01	
Dec-01	
Jan-02	
Feb-02	
Mar-02	
Apr-02	



Checklist #14 - Resale - DS0 Repair

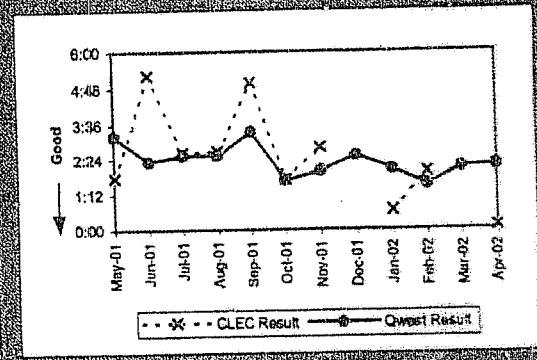
All Troubles Cleared within 4 hours (Percent) (MR-5B)-- Interval Zone Two

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
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	8	10	80.00%	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%		
Apr-02	1	1	100.00%	0.00%	54	61	88.52%	-0.36	-1.22



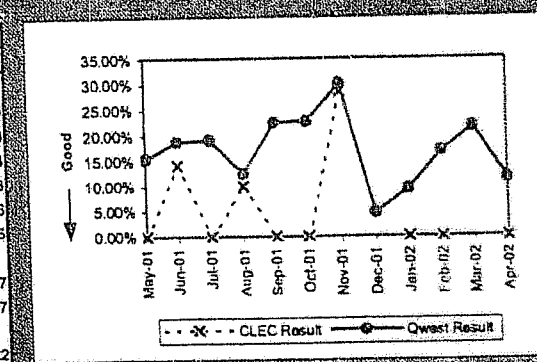
Mean Time to Restore (Hours:Minutes) (MR-6E)-- Interval Zone Two

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
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	358:54	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	0.53	-0.68
Mar-02					175:01	83	2:07		
Apr-02	0:08	1	0:08		132:33	61	2:10	-0.56	-1.34



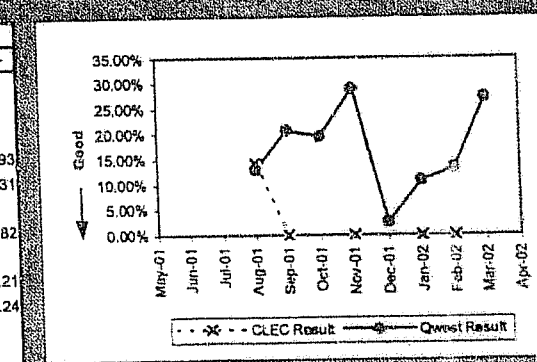
Repair Repeat Report Rate (Percent) (MR-7E)-- Interval Zone Two

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
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%	-0.98	-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%		
Apr-02	0	1	0.00%	0.00%	7	61	11.48%	-0.36	-1.22



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

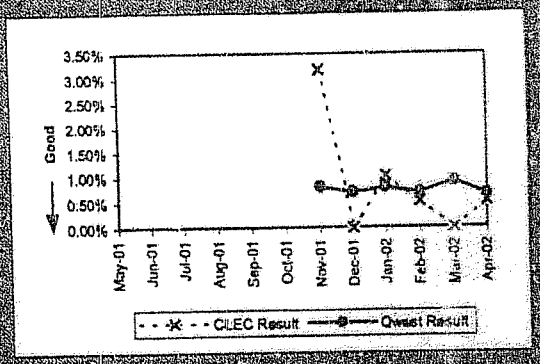
Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01	1	7	14.29%	34.99%	14	107	13.08%	0.11	-0.93
Sep-01	0	1	0.00%	0.00%	23	111	20.72%	-0.51	-1.31
Oct-01					15	77	19.48%		
Nov-01	0	5	0.00%	0.00%	11	38	28.95%	-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					16	59	27.12%		
Apr-02									



Checklist #14 - Resale - DS0 Repair

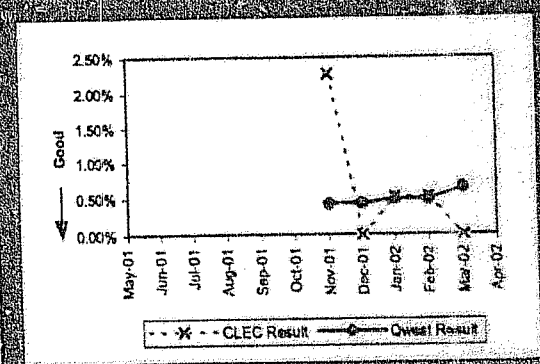
Trouble Rate (Percent) (MR-6)– Interval Zone One and Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01									
Sep-01									
Oct-01									
Nov-01	7	220	3.18%	17.55%	73	8975	0.81%	2.95	0.79
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
Apr-02	1	192	0.52%	7.20%	81	9176	0.88%	-0.24	-1.15



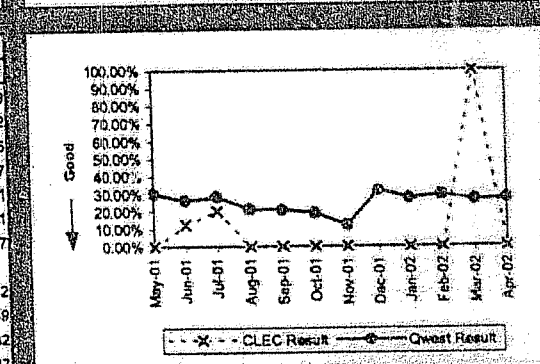
Trouble Rate (Percent) (MR-8")– Interval Zone One and Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01									
Sep-01									
Oct-01									
Nov-01	5	220	2.27%	14.90%	38	8975	0.42%	2.94	0.78
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	0	191	0.00%	0.00%	59	9124	0.65%	-1.1	-1.67
Apr-02									



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

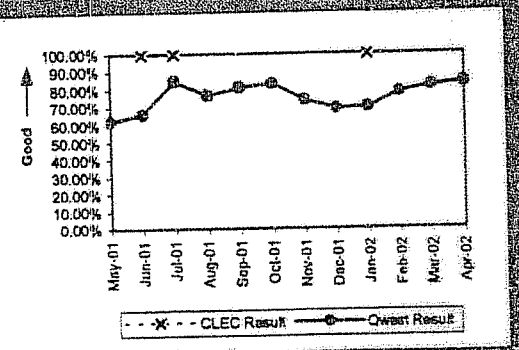
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	0	5	0.00%	0.00%	54	177	30.51%	-1.46	-1.89
Jun-01	1	8	12.50%	33.07%	49	187	26.20%	-0.86	-1.52
Jul-01	1	5	20.00%	40.00%	56	197	28.43%	-0.41	-1.25
Aug-01	0	10	0.00%	0.00%	39	183	21.31%	-1.6	-1.97
Sep-01	0	1	0.00%	0.00%	36	174	20.69%	-0.51	-1.31
Oct-01	0	2	0.00%	0.00%	33	174	18.97%	-0.68	-1.41
Nov-01	0	7	0.00%	0.00%	10	83	12.05%	-0.94	-1.57
Dec-01					30	94	31.91%		
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	92	29.35%	-0.64	-1.39
Mar-02	1	1	100.00%	0.00%	30	113	26.55%	1.11	-0.32
Apr-02	0	1	0.00%	0.00%	23	84	27.38%	-0.61	-1.37



Checklist #14 - Resale - DS1 Installation

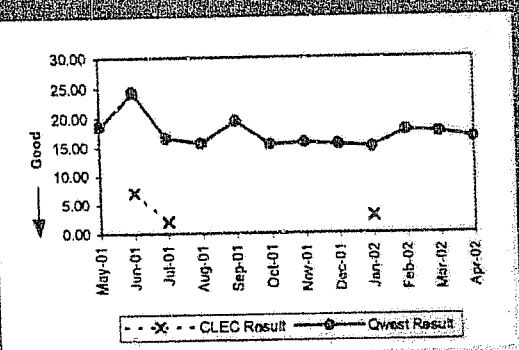
Installation Commitments Met (Percent) (OP-3E) – Interval Zone Two

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
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%		
Apr-02					87	104	83.65%		



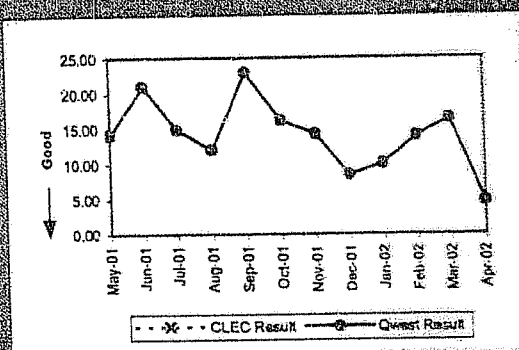
Installation Interval (Average Days) (OP-4E) – Interval Zone Two

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01					1375	74	18.58		
Jun-01	14	2	7.00	0.00	1775	73	24.32	-1.15	-1.7
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	-1.58
Feb-02					1606	90	17.84		
Mar-02					1798	103	17.44		
Apr-02					2075	126	16.47		



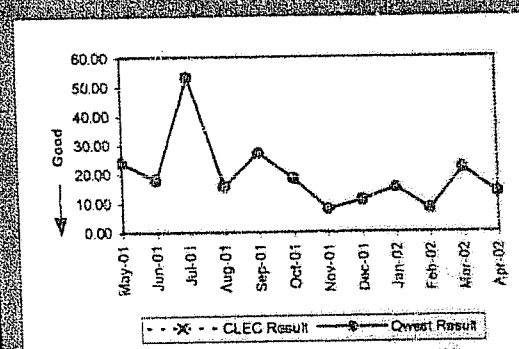
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5) – Interval Zone Two

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
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	14.07		
Mar-02					395	24	16.46		
Apr-02					172	36	4.78		



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

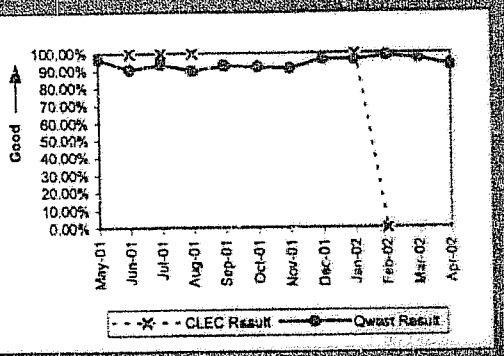
Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01					262	11	23.82		
Jun-01					54	3	18.00		
Jul-01					213	4	53.25		
Aug-01					78	5	15.60		
Sep-01					136	5	27.20		
Oct-01					129	7	18.43		
Nov-01					55	7	7.86		
Dec-01					11	1	11.00		
Jan-02					61	4	15.25		
Feb-02					8	1	8.00		
Mar-02					132	6	22.00		
Apr-02					54	4	13.50		



Checklist #14 - Resale - DS1 Installation

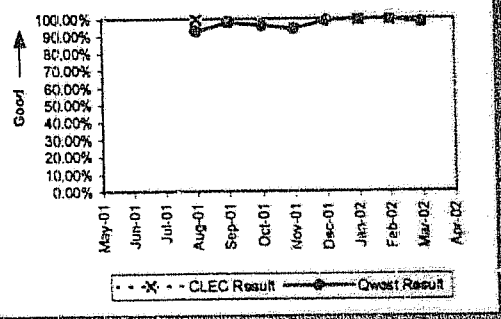
New Service Installation Quality (Percent) (OP-5)– Interval Zone One and Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01					99	102	97.06%		
Jun-01	1	1	100.00%	0.00%	88	97	90.72%	-0.32	-1.19
Jul-01	2	2	100.00%	0.00%	105	112	93.75%	-0.38	-1.22
Aug-01	1	1	100.00%	0.00%	116	129	89.92%	-0.33	-1.2
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%	80	83	96.39%	-0.19	-1.12
Feb-02	0	1	0.00%	0.00%	73	74	98.65%	2.29	0.39
Mar-02					94	97	96.91%		
Apr-02					107	115	93.04%		



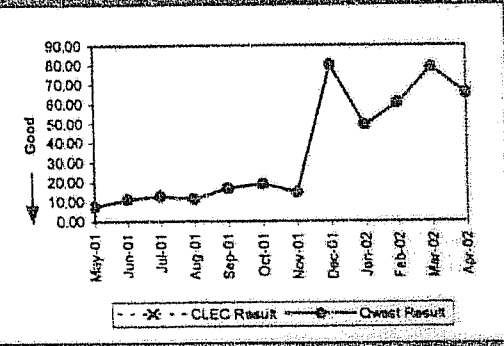
New Service Installation Quality (Percent) (OP-5*)– Interval Zone One and Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01	1	1	100.00%	0.00%	120	129	93.02%	-0.27	-1.17
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	83	100.00%	N/A	N/A
Feb-02	1	1	100.00%	0.00%	74	74	100.00%	N/A	N/A
Mar-02					95	97	97.94%		
Apr-02									



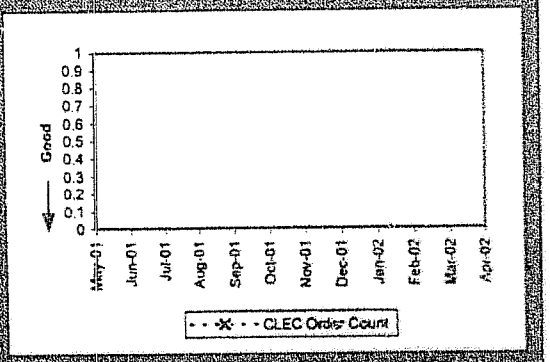
Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A)

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
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	18.96		
Nov-01					518	35	14.80		
Dec-01					881	11	80.09		
Jan-02					1287	26	49.50		
Feb-02					1339	22	60.86		
Mar-02					1343	17	79.00		
Apr-02					1119	17	65.82		



Checklist #14 - Resale - DS1 Installation

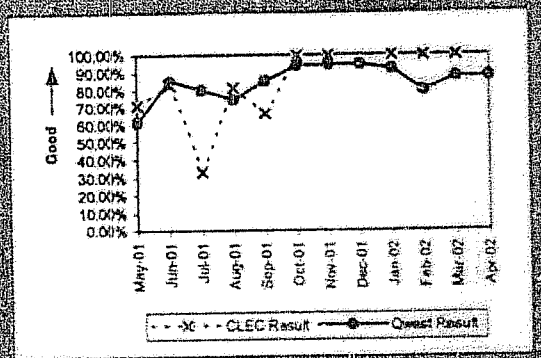
Count of Pending Orders Delayed for Facilities Reasons DS1 (OP-15B)	
Date	CLEC Order Count
May-01	
Jun-01	
Jul-01	
Aug-01	
Sep-01	
Oct-01	
Nov-01	
Dec-01	
Jan-02	
Feb-02	
Mar-02	
Apr-02	



Checklist #14 - Resale - DS1 Repair

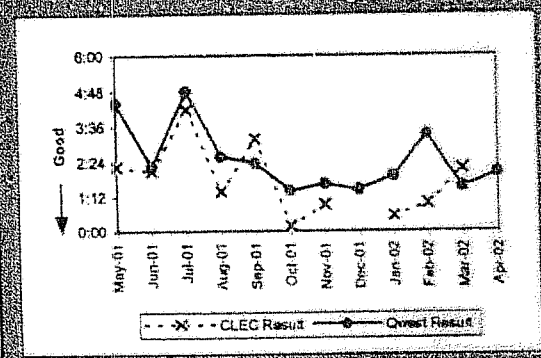
All Troubles Cleared within 4 hours (Percent) (MR-5B)-- Interval Zone Two

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01	5	7	71.43%	45.18%	48	78	61.54%	-0.52	-1.31
Jun-01	5	8	83.33%	37.27%	84	98	85.71%	0.17	-0.89
Jul-01	1	3	33.33%	47.14%	61	76	80.26%	1.6	-0.03
Aug-01	5	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	-1.17
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
Apr-02					59	67	88.06%		



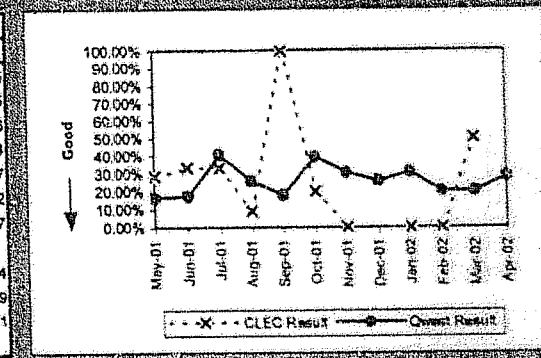
Mean Time to Restore (Hours:Minutes) (MR-6E)-- Interval Zone Two

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01	15:45	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	-1.82
Sep-01	9:34	3	3:11	5:09	132:40	56	2:22	0.85	-0.49
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	1:38	-0.38	-1.23
Dec-01					83:31	58	1:26		
Jan-02	0:32	1	0:32		74:38	39	1:55	-0.30	-1.22
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	0.64	-0.61
Apr-02					136:22	67	2:02		



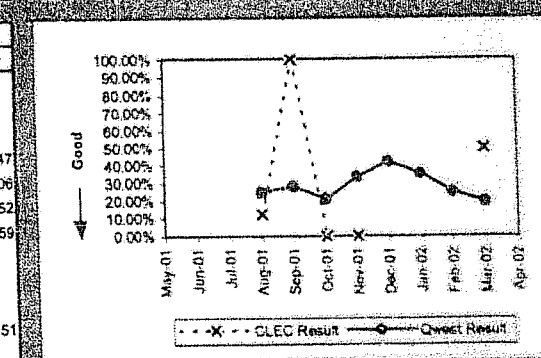
Repair Repeat Report Rate (Percent) (MR-7E)-- Interval Zone Two

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01	2	7	28.57%	45.18%	13	78	16.67%	0.74	-0.55
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%	-0.26	-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%	-0.86	-1.52
Nov-01	0	5	0.00%	0.00%	22	72	30.56%	-1.43	-1.87
Dec-01					15	58	25.86%		
Jan-02	0	1	0.00%	0.00%	12	39	30.77%	-0.66	-1.4
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%	0.81	-0.51
Apr-02					19	67	28.36%		



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

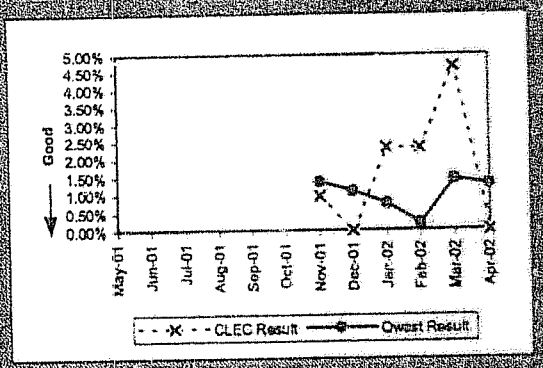
Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01	1	8	12.50%	33.07%	26	105	24.76%	-0.77	-1.47
Sep-01	2	2	100.00%	0.00%	7	25	28.00%	1.74	0.06
Oct-01	0	3	0.00%	0.00%	8	38	21.05%	-0.86	-1.52
Nov-01	0	2	0.00%	0.00%	11	33	33.33%	-0.97	-1.59
Dec-01					8	19	42.11%		
Jan-02					6	17	35.29%		
Feb-02					2	8	25.00%		
Mar-02	1	2	50.00%	50.00%	8	41	19.51%	0.81	-0.51
Apr-02									



Checklist #14 - Resale - DS1 Repair

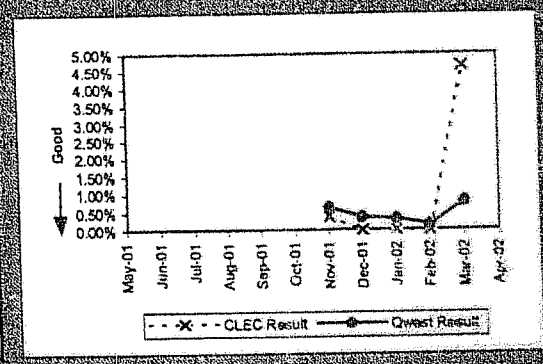
Trouble Rate (Percent) (MR-8)– Interval Zone One and Two

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01									
Sep-01									
Oct-01									
Nov-01	5	521	0.96%	9.75%	72	5224	1.38%	-0.78	-1.48
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	5286	0.19%	1.73	0.05
Mar-02	2	43	4.65%	21.06%	75	5206	1.44%	1.44	-0.12
Apr-02	0	43	0.00%	0.00%	67	5215	1.28%	-0.75	-1.45



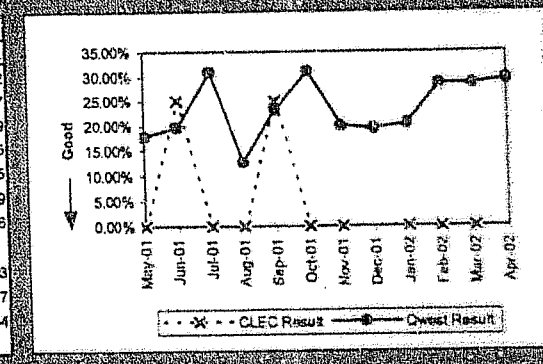
Trouble Rate (Percent) (MR-8*)– Interval Zone One and Two

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01									
Sep-01									
Oct-01									
Nov-01	2	521	0.38%	6.18%	33	5224	0.63%	-0.68	-1.41
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	5286	0.15%	-0.25	-1.15
Mar-02	2	43	4.65%	21.06%	41	5206	0.79%	1.97	0.2
Apr-02									



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

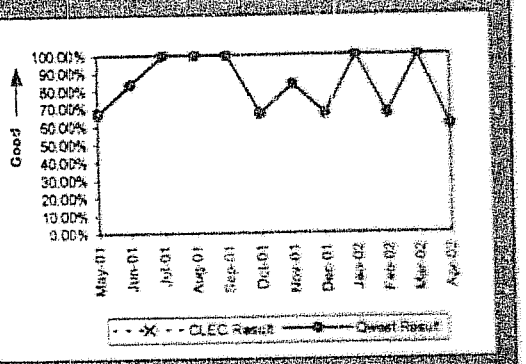
Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01	0	7	0.00%	0.00%	17	95	17.89%	-1.19	-1.72
Jun-01	2	8	25.00%	43.30%	24	122	19.67%	0.37	-0.77
Jul-01	0	3	0.00%	0.00%	34	110	30.91%	-1.14	-1.69
Aug-01	0	11	0.00%	0.00%	22	173	12.72%	-1.23	-1.75
Sep-01	1	4	25.00%	43.30%	17	73	23.29%	0.08	-0.95
Oct-01	0	5	0.00%	0.00%	32	103	31.07%	-1.47	-1.89
Nov-01	0	5	0.00%	0.00%	18	90	20.00%	-1.09	-1.66
Dec-01					14	72	19.44%		
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	14	28.57%	-0.61	-1.37
Mar-02	0	2	0.00%	0.00%	30	105	28.57%	-0.89	-1.54
Apr-02					28	95	29.47%		



Checklist #14 - Resale - Installation for DS3 and Higher

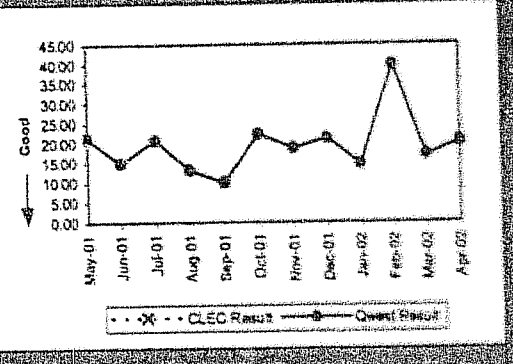
Installation Commitments Met (Percent) (OP-3E)-- Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01					2	3	66.67%		
Jun-01					5	6	83.33%		
Jul-01					3	3	100.00%		
Aug-01					1	1	100.00%		
Sep-01					2	2	100.00%		
Oct-01					2	3	66.67%		
Nov-01					5	6	83.33%		
Dec-01					2	3	66.67%		
Jan-02					4	4	100.00%		
Feb-02					2	3	66.67%		
Mar-02					4	4	100.00%		
Apr-02					3	5	60.00%		



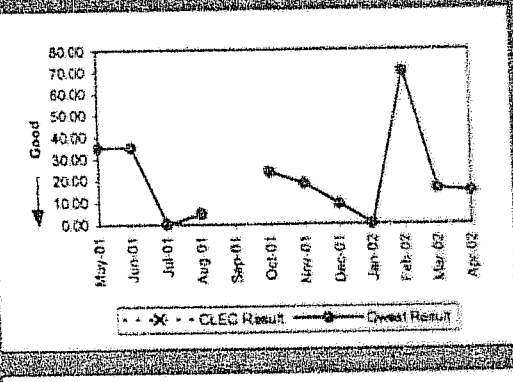
Installation Interval (Average Days) (OP-4E)-- Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01					64	3	21.33		
Jun-01					89	6	14.83		
Jul-01					83	4	20.75		
Aug-01					65	5	13.00		
Sep-01					20	2	10.00		
Oct-01					133	6	22.17		
Nov-01					167	9	18.56		
Dec-01					211	10	21.10		
Jan-02					145	10	14.50		
Feb-02					119	3	39.67		
Mar-02					84	5	16.80		
Apr-02					141	7	20.14		



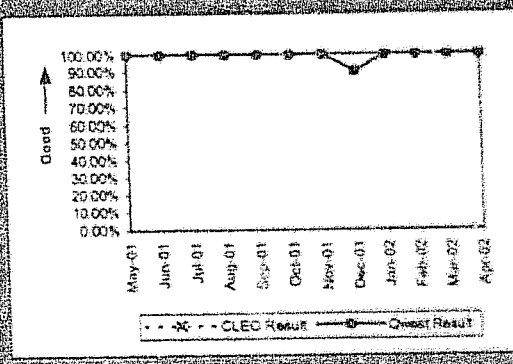
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5)-- Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01					35	1	35.00		
Jun-01					35	1	35.00		
Jul-01					0	1	0.00		
Aug-01					10	2	5.00		
Sep-01									
Oct-01					71	3	23.67		
Nov-01					73	4	18.25		
Dec-01					73	8	9.12		
Jan-02					0	6	0.00		
Feb-02					70	1	70.00		
Mar-02					16	1	16.00		
Apr-02					59	4	14.75		



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

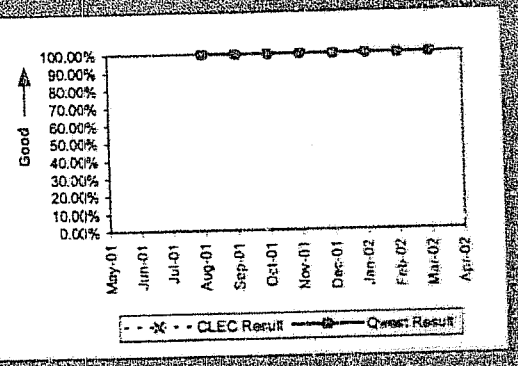
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01					9	9	100.00%		
Jun-01					8	8	100.00%		
Jul-01					7	7	100.00%		
Aug-01					5	5	100.00%		
Sep-01					4	4	100.00%		
Oct-01					4	4	100.00%		
Nov-01					8	8	100.00%		
Dec-01					9	10	90.00%		
Jan-02					10	10	100.00%		
Feb-02					7	7	100.00%		
Mar-02					4	4	100.00%		
Apr-02					6	5	100.00%		



Checklist #14 - Resale - Installation for DS3 and Higher

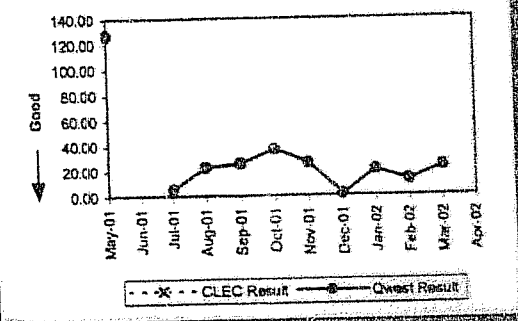
New Service Installation Quality (Percent) (OP-5*) – Interval Zone One and Two

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
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					4	4	100.00%		
Apr-02									



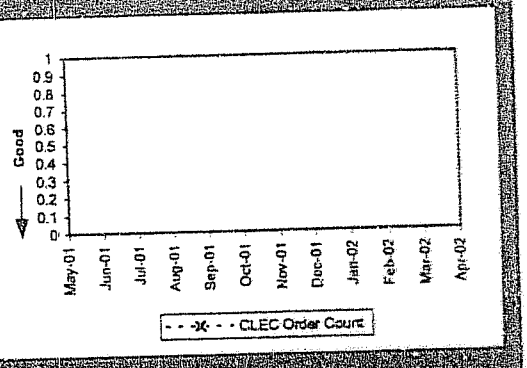
Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A)

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01					127	1	127.00		
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					2	1	2.00		
Jan-02					126	6	21.00		
Feb-02					13	1	13.00		
Mar-02					47	2	23.50		
Apr-02									



Checklist #14 - Resale - Installation for DS3 and Higher

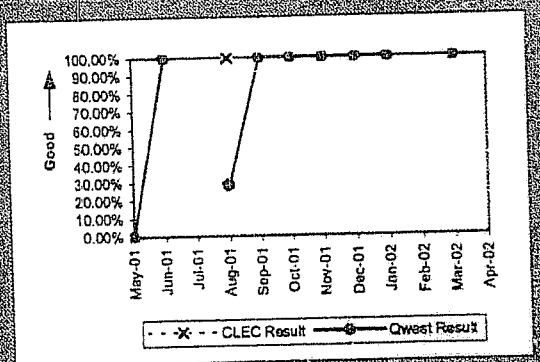
Count of Pending Orders Delayed for Facilities Reasons DS3 (OP-15B)	
Date	CLEC Order Count
May-01	
Jun-01	
Jul-01	
Aug-01	
Sep-01	
Oct-01	
Nov-01	
Dec-01	
Jan-02	
Feb-02	
Mar-02	
Apr-02	



Checklist #14 - Resale - Repair for DS3 and Higher

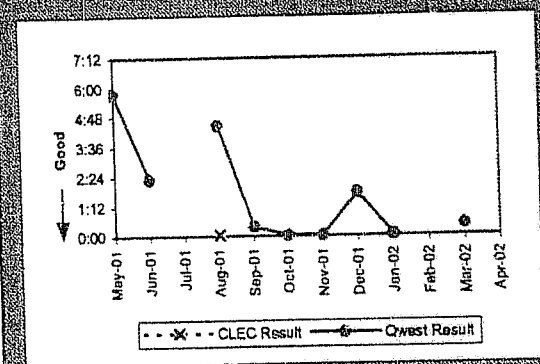
All Trouble Cleared within 4 Hours (Percent) (MR-5B)– Interval Zone Two

CLEC Num	CLEC Dem	CLEC Result	Std Dev	Qwest Num	Qwest Dem	Qwest Result	Mod Z Scr	Parity Scr
				0	2	0.00%		
				2	2	100.00%		
	1	100.00%	0.00%	2	7	28.57%	-1.48	-1.9
				1	1	100.00%		
				1	1	100.00%		
				1	1	100.00%		
				1	1	100.00%		
				1	1	100.00%		
				4	4	100.00%		



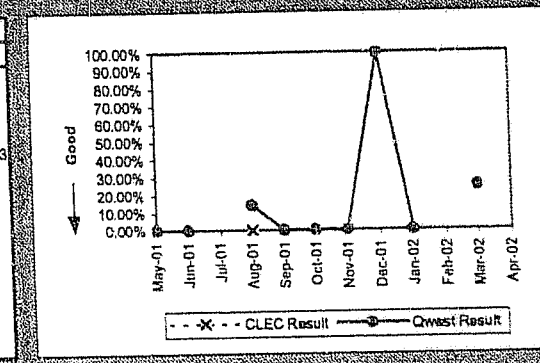
Mean Time to Restore (Hours:Minutes) (MR-6E)– Interval Zone Two

CLEC Num	CLEC Dem	CLEC Result	Std Dev	Qwest Num	Qwest Dem	Qwest Result	Mod Z Scr	Parity Scr
				11:30	2	5:45		
				4:36	2	2:18		
	1	0:03		31:08	7	4:27	-4.33	-3.63
				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		



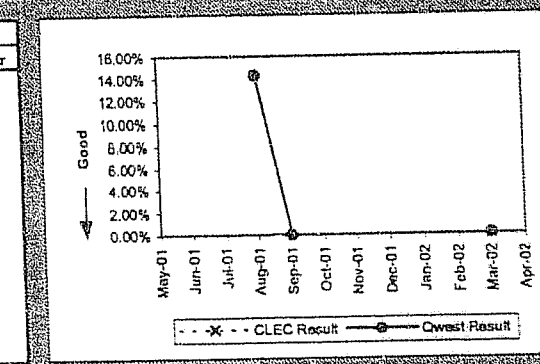
Repair Repeat Report Rate (Percent) (MR-7E)– Interval Zone Two

CLEC Num	CLEC Dem	CLEC Result	Std Dev	Qwest Num	Qwest Dem	Qwest Result	Mod Z Scr	Parity Scr
				0	2	0.00%		
				0	2	0.00%		
	1	0.00%	0.00%	1	7	14.29%	-0.33	-1.23
				0	1	0.00%		
				0	1	0.00%		
				0	1	0.00%		
				1	1	100.00%		
				0	1	0.00%		
				1	4	25.00%		



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

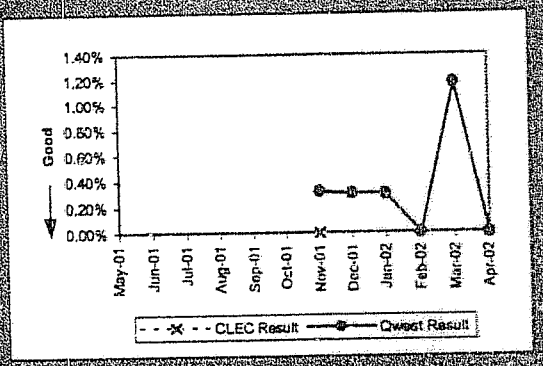
CLEC Num	CLEC Dem	CLEC Result	Std Dev	Qwest Num	Qwest Dem	Qwest Result	Mod Z Scr	Parity Scr
				1	7	14.29%		
				0	1	0.00%		
				0	3	0.00%		



Checklist #14 - Resale - Repair for DS3 and Higher

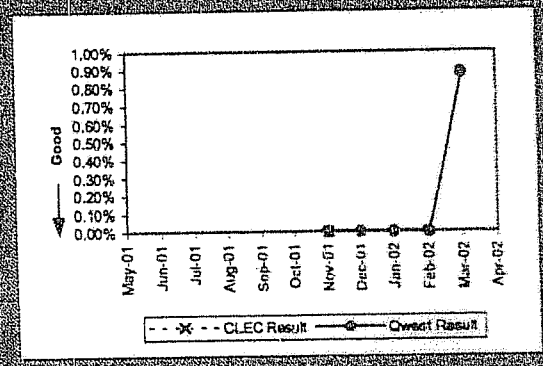
Trouble Rate (Percent) (MR-8)-- Interval Zone One and Two

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01									
Sep-01									
Oct-01									
Nov-01	0	4	0.00%	0.00%	1	312	0.32%	-0.11	-1.07
Dec-01					1	331	0.30%		
Jan-02					1	334	0.30%		
Feb-02					0	336	0.00%		
Mar-02					4	341	1.17%		
Apr-02					0	348	0.00%		



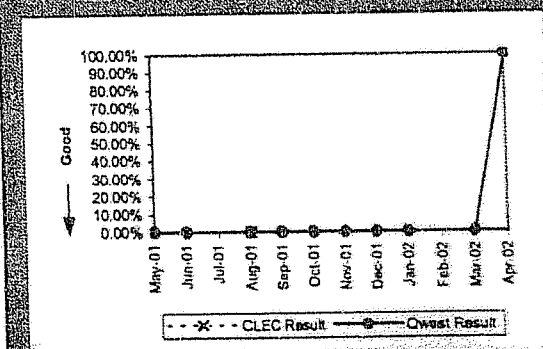
Trouble Rate (Percent) (MR-8*)-- Interval Zone One and Two

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01									
Sep-01									
Oct-01									
Nov-01	0	4	0.00%	0.00%	0	312	0.00%	N/A	N/A
Dec-01					0	331	0.00%		
Jan-02					0	334	0.00%		
Feb-02					0	336	0.00%		
Mar-02					3	341	0.88%		
Apr-02									



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

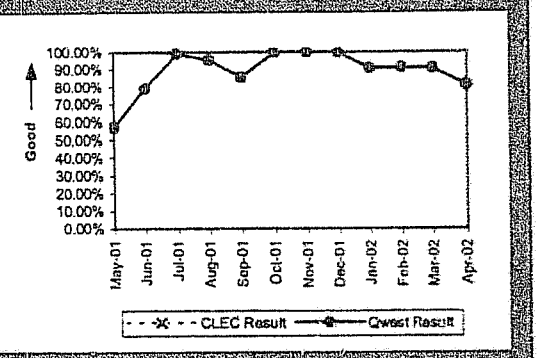
Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01					0	2	0.00%		
Jun-01					0	2	0.00%		
Jul-01									
Aug-01	0	1	0.00%	0.00%	0	7	0.00%	N/A	N/A
Sep-01					0	1	0.00%		
Oct-01					0	1	0.00%		
Nov-01					0	1	0.00%		
Dec-01					0	1	0.00%		
Jan-02		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



Checklist #14 - Resale - Frame Relay Installation

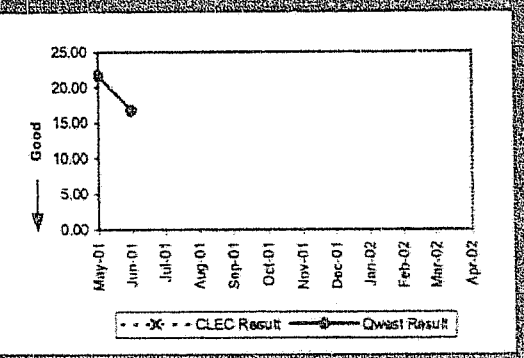
Installation Commitments Met (Percent) (OP-3E)– Interval Zone Two

Date	CLEC Num	CLEC Dem	CLEC Result	Std Dev	Qwest Num	Qwest Dem	Qwest Result	Mod Z Scr	Parity Scr
May-01					4	7	57.14%		
Jun-01					15	19	78.95%		
Jul-01					322	324	99.38%		
Aug-01					45	47	95.74%		
Sep-01					24	28	85.71%		
Oct-01					12	12	100.00%		
Nov-01					20	20	100.00%		
Dec-01					16	16	100.00%		
Jan-02					10	11	90.91%		
Feb-02					21	23	91.30%		
Mar-02					20	22	90.91%		
Apr-02					17	21	80.95%		



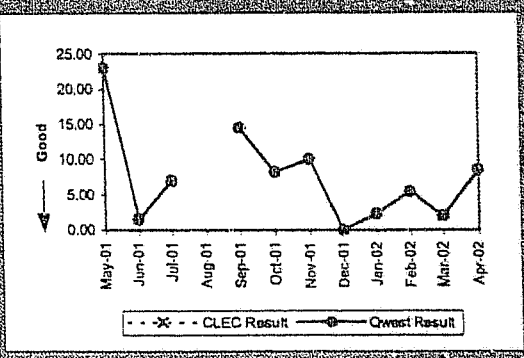
Installation Interval (Average Days) (OP-4E)– Interval Zone Two

Date	CLEC Num	CLEC Dem	CLEC Result	Std Dev	Qwest Num	Qwest Dem	Qwest Result	Mod Z Scr	Parity Scr
May-01					152	7	21.71		
Jun-01					317	19	16.68		
Jul-01									
Aug-01									
Sep-01									
Oct-01									
Nov-01									
Dec-01									
Jan-02									
Feb-02									
Mar-02									
Apr-02									



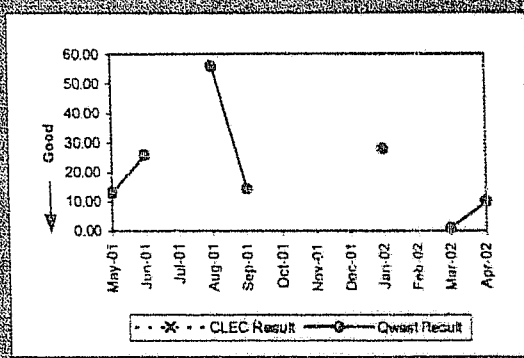
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5)– Interval Zone Two

Date	CLEC Num	CLEC Dem	CLEC Result	Std Dev	Qwest Num	Qwest Dem	Qwest Result	Mod Z Scr	Parity Scr
May-01					46	2	23.00		
Jun-01					3	2	1.50		
Jul-01					42	6	7.00		
Aug-01									
Sep-01					87	6	14.50		
Oct-01					33	4	8.25		
Nov-01					20	2	10.00		
Dec-01					0	1	0.00		
Jan-02					7	3	2.33		
Feb-02					22	4	5.50		
Mar-02					4	2	2.00		
Apr-02					34	4	8.50		



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

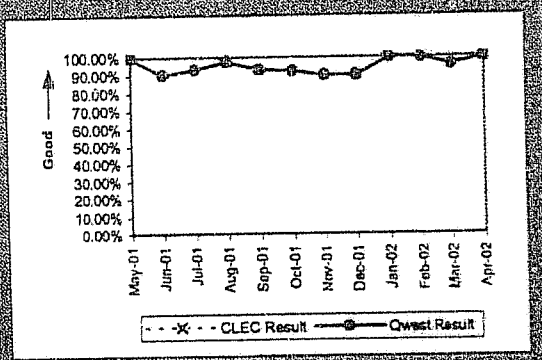
Date	CLEC Num	CLEC Dem	CLEC Result	Std Dev	Qwest Num	Qwest Dem	Qwest Result	Mod Z Scr	Parity Scr
May-01					13	1	13.00		
Jun-01					52	2	26.00		
Jul-01									
Aug-01					112	2	56.00		
Sep-01					43	3	14.33		
Oct-01									
Nov-01									
Dec-01									
Jan-02					28	1	28.00		
Feb-02									
Mar-02					1	1	1.00		
Apr-02					10	1	10.00		



Checklist #14 - Resale - Frame Relay Installation

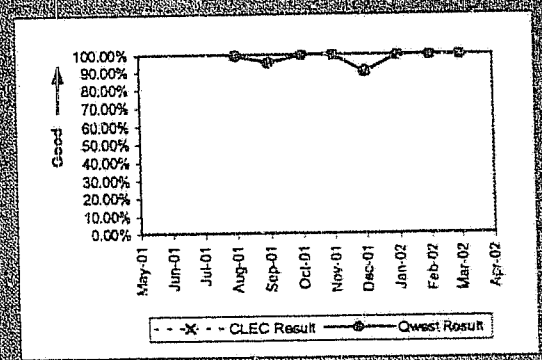
New Service Installation Quality (Percent) (OP-5) – Interval Zone One and Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01					17	17	100.00%		
Jun-01					19	21	90.48%		
Jul-01					167	179	93.30%		
Aug-01					186	190	97.89%		
Sep-01					41	44	93.18%		
Oct-01					25	27	92.59%		
Nov-01					18	20	90.00%		
Dec-01					18	20	90.00%		
Jan-02					16	16	100.00%		
Feb-02					20	20	100.00%		
Mar-02					23	24	95.83%		
Apr-02					23	23	100.00%		



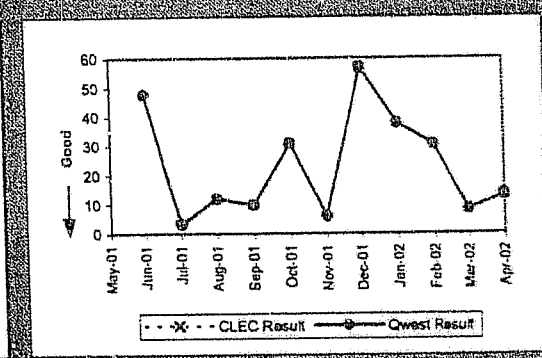
New Service Installation Quality (Percent) (OP-5*) – Interval Zone One and Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01					189	190	99.47%		
Sep-01					42	44	95.45%		
Oct-01					27	27	100.00%		
Nov-01					20	20	100.00%		
Dec-01					18	20	90.00%		
Jan-02					16	16	100.00%		
Feb-02					20	20	100.00%		
Mar-02					24	24	100.00%		
Apr-02									



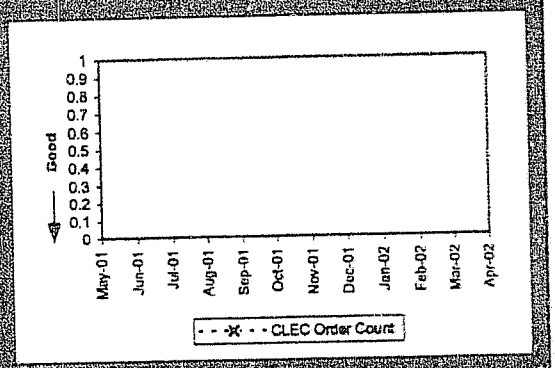
Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A)

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01									
Jun-01					96	2	48.00		
Jul-01					10	3	3.33		
Aug-01					36	3	12.00		
Sep-01					39	4	9.75		
Oct-01					93	3	31.00		
Nov-01					6	1	6.00		
Dec-01					114	2	57.00		
Jan-02					38	1	38.00		
Feb-02					61	2	30.50		
Mar-02					33	4	8.25		
Apr-02					80	6	13.33		



Checklist #14 - Resale - Frame Relay Installation

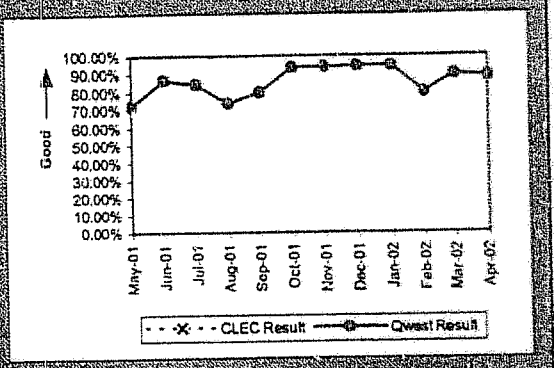
Count of Pending Orders Delayed for Facilities Reasons Frame Relay (OP-15B)	
Date	CLEC Order Count
May-01	
Jun-01	
Jul-01	
Aug-01	
Sep-01	
Oct-01	
Nov-01	
Dec-01	
Jan-02	
Feb-02	
Mar-02	
Apr-02	



Checklist #14 - Resale - Frame Relay Repair

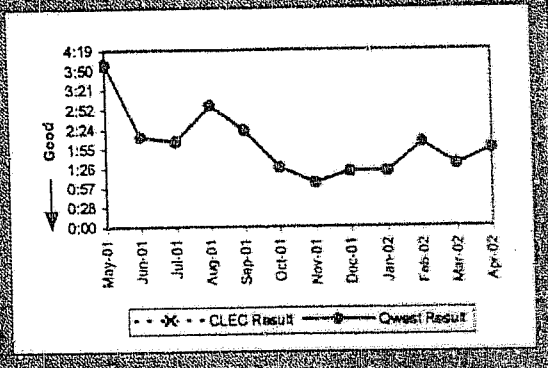
All Troubles Cleared within 4 hours (Percent) (MR-5B)-- Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01					26	36	72.22%		
Jun-01					53	61	86.89%		
Jul-01					44	52	84.62%		
Aug-01					34	46	73.91%		
Sep-01					28	35	80.00%		
Oct-01					30	32	93.75%		
Nov-01					31	33	93.94%		
Dec-01					17	18	94.44%		
Jan-02					18	19	94.74%		
Feb-02					12	15	80.00%		
Mar-02					35	39	89.74%		
Apr-02					23	26	88.46%		



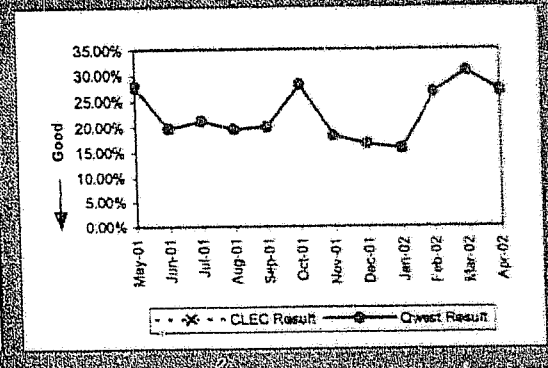
Mean Time to Restore (Hours:Minutes) (MR-6E)-- Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01					143:39	36	3:59		
Jun-01					135:15	61	2:13		
Jul-01					109:06	52	2:06		
Aug-01					137:14	46	2:59		
Sep-01					82:42	35	2:22		
Oct-01					46:57	32	1:28		
Nov-01					35:50	33	1:05		
Dec-01					24:29	18	1:22		
Jan-02					26:05	19	1:22		
Feb-02					31:20	15	2:05		
Mar-02					60:02	39	1:32		
Apr-02					49:51	26	1:55		



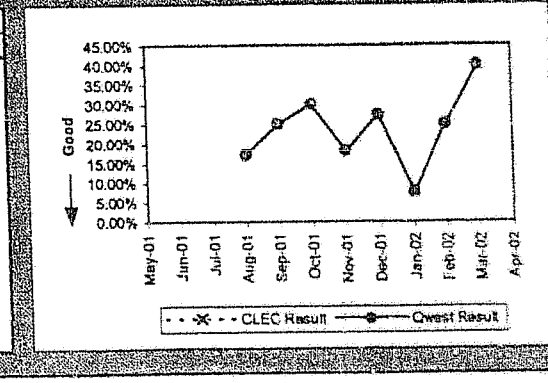
Repair Repeat Report Rate (Percent) (MR-7E)-- Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01					10	36	27.78%		
Jun-01					12	61	19.67%		
Jul-01					11	52	21.15%		
Aug-01					9	46	19.57%		
Sep-01					7	35	20.00%		
Oct-01					9	32	28.13%		
Nov-01					6	33	18.18%		
Dec-01					3	18	16.67%		
Jan-02					3	19	15.79%		
Feb-02					4	15	26.67%		
Mar-02					12	39	30.77%		
Apr-02					7	26	26.92%		



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

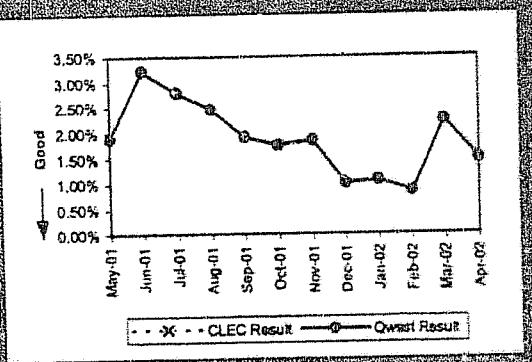
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01					5	29	17.24%		
Sep-01					5	20	25.00%		
Oct-01					6	20	30.00%		
Nov-01					2	11	18.18%		
Dec-01					3	11	27.27%		
Jan-02					1	13	7.69%		
Feb-02					3	12	25.00%		
Mar-02					8	20	40.00%		
Apr-02									



Checklist #14 - Resale - Frame Relay Repair

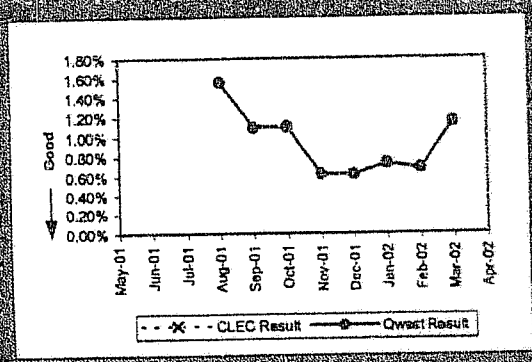
Trouble Rate (Percent) (MR-8)-- Interval Zone One and Two

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01					36	1892	1.90%		
Jun-01					61	1885	3.24%		
Jul-01					52	1852	2.81%		
Aug-01					46	1859	2.47%		
Sep-01					35	1822	1.92%		
Oct-01					32	1813	1.77%		
Nov-01					33	1771	1.86%		
Dec-01					18	1768	1.02%		
Jan-02					19	1760	1.08%		
Feb-02					15	1754	0.86%		
Mar-02					39	1742	2.24%		
Apr-02					26	1739	1.50%		



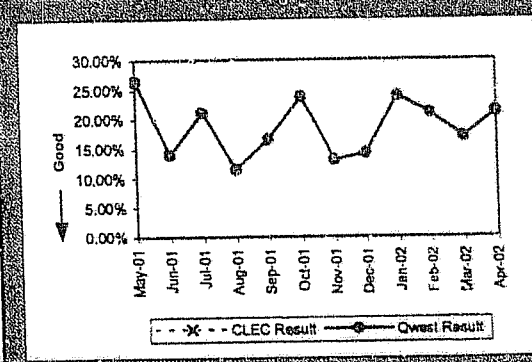
Trouble Rate (Percent) (MR-5")-- Interval Zone One and Two

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01					29	1859	1.56%		
Sep-01					20	1822	1.10%		
Oct-01					20	1813	1.10%		
Nov-01					11	1771	0.62%		
Dec-01					11	1768	0.62%		
Jan-02					13	1760	0.74%		
Feb-02					12	1754	0.68%		
Mar-02					20	1742	1.15%		
Apr-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	Parity Scr
May-01					13	49	26.53%		
Jun-01					10	71	14.08%		
Jul-01					14	66	21.21%		
Aug-01					6	52	11.54%		
Sep-01					7	42	16.67%		
Oct-01					10	42	23.81%		
Nov-01					5	38	13.16%		
Dec-01					3	21	14.29%		
Jan-02					6	25	24.00%		
Feb-02					4	19	21.05%		
Mar-02					8	47	17.02%		
Apr-02					7	33	21.21%		



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Performance Results

Regional

May 2001 - April 2002

May 16, 2002

EXHIBIT

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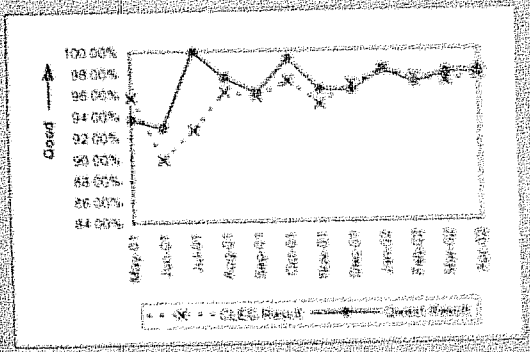
Checklist #1 - Local Interconnection - LIS Installation

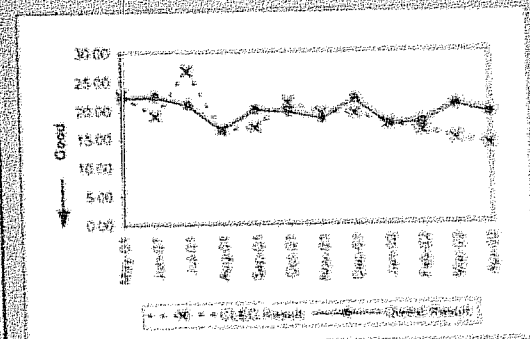
Installation Commitments Met (Percent) (OP-3D)-- Interval Zone One

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01	134	140	95.71%	20.25%	89	95	93.68%	-0.63	-1.38
Jun-01	179	199	89.95%	30.07%	104	112	92.86%	0.84	-0.49
Jul-01	139	150	92.67%	26.07%	303	303	100.00%	N/A	1.47
Aug-01	127	132	96.21%	19.09%	231	237	97.47%	0.66	-0.6
Sep-01	158	165	95.76%	20.16%	197	205	96.10%	0.15	-0.91
Oct-01	241	248	97.18%	16.56%	263	265	99.25%	1.69	0.03
Nov-01	190	200	95.00%	21.79%	236	245	96.33%	0.67	-0.59
Dec-01	184	190	96.84%	17.49%	234	243	96.30%	-0.3	-1.18
Jan-02	206	210	98.10%	13.67%	105	107	98.13%	-0.07	-1.04
Feb-02	258	265	97.36%	16.04%	125	129	96.90%	-0.25	-1.15
Mar-02	198	204	97.06%	16.90%	91	93	97.85%	0.29	-0.83
Apr-02	240	246	97.56%	15.43%	94	96	97.92%	0.09	-0.95



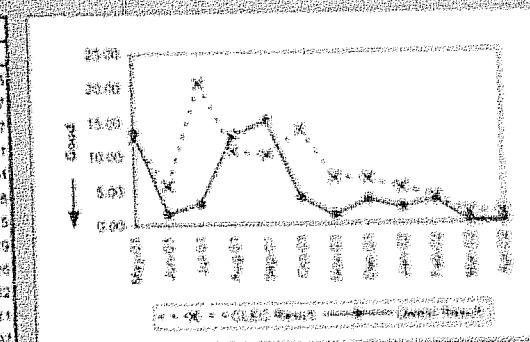
Installation Interval (Average Days) (OP-4D)-- Interval Zone One

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01	3189	140	22.78	12.82	2115	95	22.26	0.1	-0.94
Jun-01	3805	199	19.12	9.71	2516	112	22.46	-3.66	-2.86
Jul-01	8408	313	26.86	18.05	8515	405	21.03	6.01	2.65
Aug-01	3224	195	16.53	16.38	5378	327	16.45	0.09	-0.84
Sep-01	4140	245	16.90	9.46	8416	420	20.04	-3.45	-3.1
Oct-01	8313	389	21.37	15.71	7923	403	19.66	1.93	0.17
Nov-01	5575	287	19.43	11.68	6910	374	18.48	1.1	-0.33
Dec-01	5343	276	19.36	15.40	6622	304	21.78	-2.62	-2.59
Jan-02	4961	285	17.48	9.93	2333	135	17.28	0.28	-0.83
Feb-02	5412	332	16.30	9.91	2813	158	17.80	-1.84	-2.12
Mar-02	4157	280	14.85	7.95	2332	112	20.82	-5.33	-4.24
Apr-02	4221	307	13.75	6.28	2259	117	19.31	-7.85	-5.73



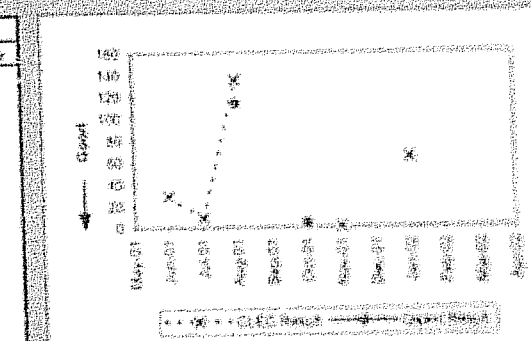
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-4)-- Interval Zone One

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01	76	6	12.67	14.11	82	6	13.67	-0.09	-1.05
Jun-01	104	18	5.78	7.29	13	8	1.62	2.75	0.67
Jul-01	2037	99	20.58	20.14	25	8	3.12	2.75	0.67
Aug-01	354	33	10.73	24.68	286	22	13.00	-0.67	-1.47
Sep-01	427	42	10.17	12.31	393	26	15.12	-1.05	-1.64
Oct-01	1010	73	13.84	15.17	50	13	3.85	1.22	-0.24
Nov-01	650	96	6.77	12.59	183	138	1.33	2.88	0.75
Dec-01	610	92	6.63	17.23	242	70	3.46	1.17	-0.29
Jan-02	416	78	5.33	9.98	73	30	2.43	1.21	-0.26
Feb-02	296	74	4.00	10.93	114	33	3.45	-0.03	-1.02
Mar-02	135	82	1.65	4.96	9	21	0.43	1.47	-0.11
Apr-02	120	67	1.79	6.99	8	23	0.35	2.26	0.37



Delayed Days for Facility Reasons (Average Days) (OP-6B-4)-- Interval Zone One

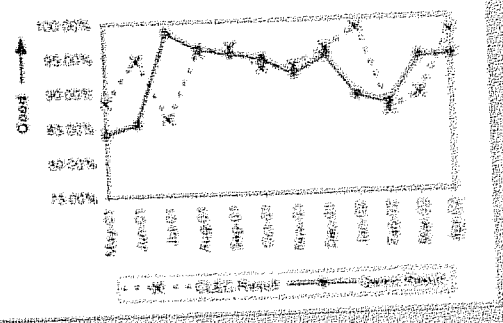
Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01									
Jun-01	59	2	29.50	31.82					
Jul-01	28	3	9.33	2.08					
Aug-01	135	1	135.00		113	1	113.00		
Sep-01									
Oct-01					5	1	5.00		
Nov-01	1	1	1.00						
Dec-01									
Jan-02	64	1	64.00						
Feb-02									
Mar-02									
Apr-02									



Checklist #1 - Local Interconnection - LIS Installation

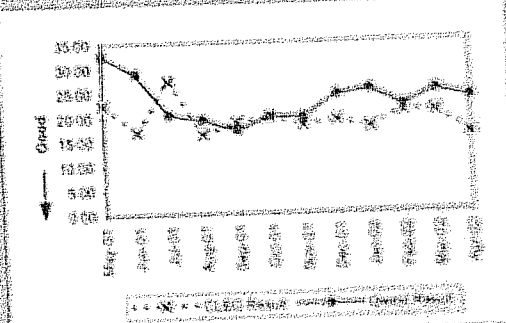
Installation Commitments Met (Percent) (OP-3E)-- Interval Zone Two

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
May-01	39	44	88.64%	31.74%	74	88	84.09%	-0.67	-1.41
Jun-01	52	55	94.55%	22.71%	147	172	85.47%	-1.66	-2.01
Jul-01	31	36	86.11%	34.58%	271	275	98.55%	3.16	0.92
Aug-01	43	45	95.56%	20.61%	264	275	96.00%	0.18	-0.89
Sep-01	52	54	96.30%	18.89%	140	147	95.24%	-0.31	-1.19
Oct-01	68	73	93.15%	25.26%	223	236	94.49%	0.44	-0.73
Nov-01	56	60	93.33%	24.94%	214	232	92.24%	-0.28	-1.17
Dec-01	71	74	95.95%	19.72%	163	172	94.77%	-0.38	-1.23
Jan-02	87	88	98.86%	10.60%	105	118	88.98%	-2.24	-2.36
Feb-02	46	53	86.79%	33.86%	86	98	87.76%	0.16	-0.9
Mar-02	49	55	89.09%	31.18%	83	88	94.32%	1.1	-0.33
Apr-02	104	106	98.11%	13.61%	87	92	94.57%	-1.1	-1.62



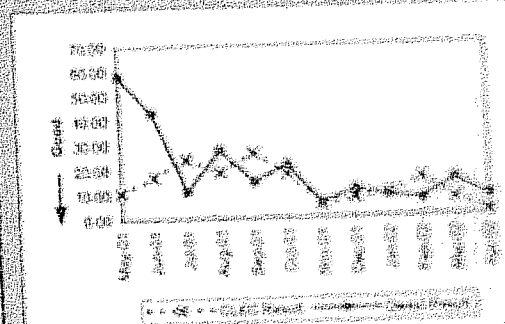
Installation Interval (Average Days) (OP-4E)-- Interval Zone Two

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
May-01	995	44	22.61	14.38	2875	88	32.67	-1.63	-1.99
Jun-01	934	55	16.98	13.49	4962	172	28.97	-2.29	-2.36
Jul-01	1894	69	27.45	21.48	8199	400	20.50	0.98	-0.4
Aug-01	1110	68	16.32	13.86	8260	426	19.39	-1.31	-1.8
Sep-01	1596	85	18.78	20.16	4207	246	17.10	0.62	-0.62
Oct-01	2541	128	19.85	13.79	6253	315	19.85	0	-1
Nov-01	1651	91	18.14	12.01	5946	350	19.85	-1	-1.65
Dec-01	2027	106	19.12	13.61	5912	243	24.33	-1.29	-1.79
Jan-02	2150	122	17.62	14.97	4689	185	25.35	-3.04	-2.65
Feb-02	1507	72	20.93	19.51	2900	132	21.97	-0.53	-1.32
Mar-02	1759	85	20.69	14.24	3286	131	25.08	-0.62	-1.38
Apr-02	2045	128	15.98	5.81	3542	151	23.46	-2.03	-2.27



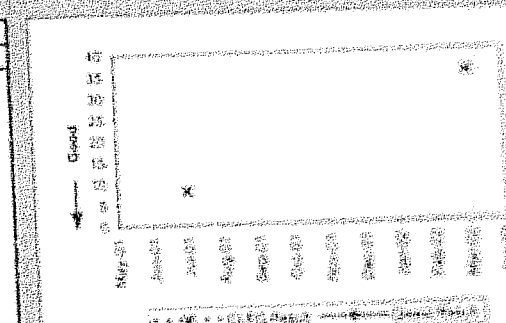
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5)-- Interval Zone Two

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
May-01	54	5	10.80	2.17	811	14	57.93	-1.4	-1.83
Jun-01	51	3	17.00	17.44	1072	25	42.88	-0.52	-1.32
Jul-01	484	20	24.20	24.21	267	24	11.12	1.31	-0.19
Aug-01	188	10	18.80	29.22	994	36	27.61	-0.51	-1.31
Sep-01	345	13	26.54	31.64	369	25	14.76	1.17	-0.29
Oct-01	415	23	18.04	16.72	687	32	21.47	-0.46	-1.28
Nov-01	184	35	5.26	13.87	850	136	6.88	-0.18	-1.11
Dec-01	274	35	7.83	20.33	897	80	11.21	-0.29	-1.18
Jan-02	339	35	9.69	25.47	698	60	8.72	0.36	-0.76
Feb-02	407	26	15.65	22.50	321	46	6.98	1.13	-0.32
Mar-02	248	35	7.09	17.74	712	48	14.83	-0.42	-1.25
Apr-02	41	24	1.71	7.34	506	64	7.91	-0.56	-1.34



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

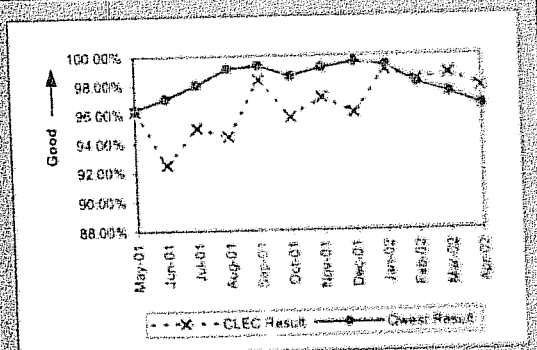
Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01	8	1	8.00						
Aug-01									
Sep-01									
Oct-01									
Nov-01									
Dec-01									
Jan-02									
Feb-02									
Mar-02	35	1	35.00						
Apr-02									



Checklist #1 - Local Interconnection - LIS Installation

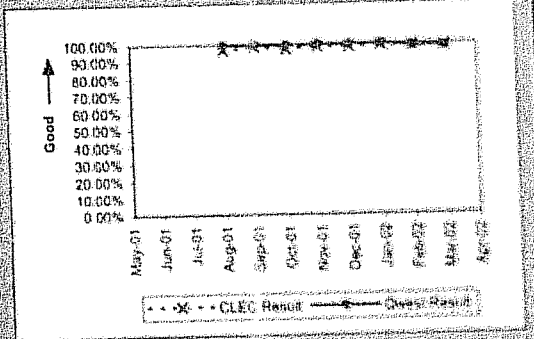
New Service Installation Quality (Percent) (OP-5)– Interval Zone One and Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
May-01	358	372	96.24%	19.03%	313	325	96.31%	0.03	-0.98
Jun-01	346	374	92.51%	26.32%	333	343	97.08%	2.73	0.66
Jul-01	384	404	95.05%	21.69%	588	600	98.00%	2.54	0.54
Aug-01	365	323	94.43%	22.94%	772	779	99.10%	4.22	1.56
Sep-01	292	297	98.32%	12.87%	705	710	99.30%	1.35	-0.18
Oct-01	406	424	95.75%	20.16%	682	692	98.55%	2.78	0.69
Nov-01	435	448	97.10%	16.79%	715	721	99.17%	2.58	0.57
Dec-01	365	380	96.05%	19.47%	633	636	99.53%	3.73	1.26
Jan-02	391	395	98.99%	10.01%	431	434	99.31%	0.48	-0.71
Feb-02	399	406	98.28%	13.02%	299	305	98.03%	-0.23	-1.14
Mar-02	380	385	98.70%	11.32%	260	267	97.38%	-1.04	-1.63
Apr-02	391	400	97.75%	14.83%	247	256	96.48%	-0.86	-1.52



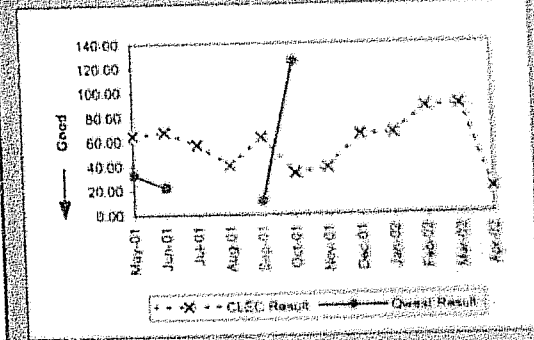
New Service Installation Quality (Percent) (OP-5*)– Interval Zone One and Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01	312	323	96.59%	18.14%	774	779	99.36%	3.13	0.9
Sep-01	293	297	98.65%	11.53%	706	710	99.44%	1.21	-0.27
Oct-01	411	424	96.93%	17.24%	685	692	98.99%	2.4	0.46
Nov-01	442	448	98.66%	11.50%	718	721	99.58%	1.66	0.01
Dec-01	373	380	98.16%	13.45%	633	636	99.53%	2.01	0.22
Jan-02	391	395	98.99%	10.01%	433	434	99.77%	1.34	-0.18
Feb-02	401	406	98.77%	11.03%	300	305	98.36%	-0.42	-1.26
Mar-02	381	385	98.96%	10.14%	262	267	98.13%	-0.77	-1.47
Apr-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 Dend	Qwest Resu	Mod Z Scr	Parity Scr
May-01	8171	95	64.96	87.05	197	6	32.83	0.57	-0.65
Jun-01	4938	73	67.64	95.49	178	8	22.25	1.48	-0.1
Jul-01	1828	32	57.12	82.99					
Aug-01	1489	37	40.24	73.60					
Sep-01	1641	26	63.12	87.64	33	3	11.00	1.67	0.02
Oct-01	1193	35	34.09	51.87	125	1	125.00		
Nov-01	961	25	38.44	60.60					
Dec-01	844	13	64.92	65.26					
Jan-02	859	13	66.08	63.50					
Feb-02	877	10	87.70	77.10					
Mar-02	892	10	89.20	90.85					
Apr-02	146	7	20.86	20.27					



CONTINUATION

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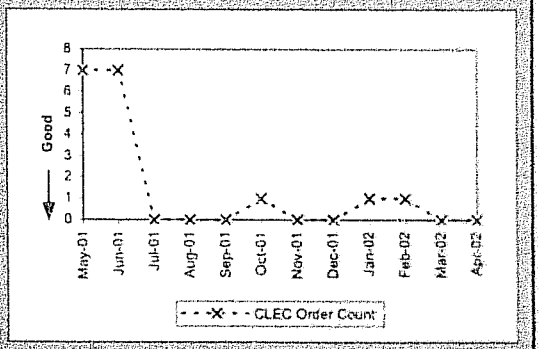
Checklist #1 - Local Interconnection - LIS Installation

Count of Pending Orders Delayed for Facilities Reasons LIS Trunk (OP-15B)

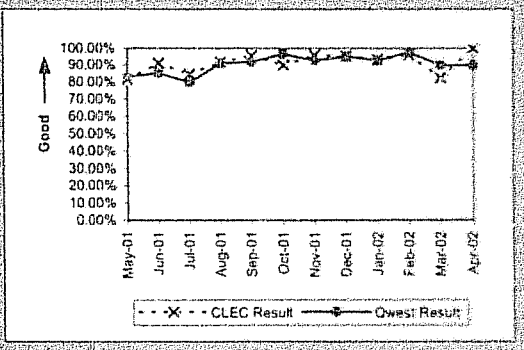
Date	CLEC Order Count
May-01	7
Jun-01	7
Jul-01	0
Aug-01	0
Sep-01	0
Oct-01	1
Nov-01	0
Dec-01	0
Jan-02	1
Feb-02	1
Mar-02	0
Apr-02	0



Checklist #1 - Local Interconnection - LIS Repair

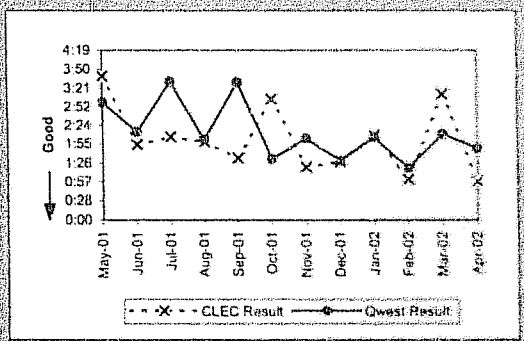
All Troubles Cleared within 4 hours (Percent) (MR-5A)-- Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	121	148	81.76%	38.62%	107	129	82.95%	0.25	-0.85
Jun-01	148	162	91.36%	28.10%	100	117	85.47%	-1.38	-1.84
Jul-01	134	158	84.81%	35.89%	63	79	79.75%	-0.91	-1.56
Aug-01	114	124	91.94%	27.23%	72	79	91.14%	-0.19	-1.12
Sep-01	113	118	95.76%	20.14%	57	62	91.94%	-0.9	-1.54
Oct-01	92	102	90.20%	29.74%	58	60	96.67%	1.52	-0.08
Nov-01	74	77	96.10%	19.35%	53	57	92.98%	-0.7	-1.43
Dec-01	65	68	95.59%	20.54%	40	42	95.24%	-0.08	-1.05
Jan-02	113	121	93.39%	24.85%	39	42	92.86%	-0.12	-1.07
Feb-02	159	165	96.36%	18.72%	42	43	97.67%	0.28	-0.83
Mar-02	61	74	82.43%	38.05%	54	60	90.00%	1.23	-0.25
Apr-02	82	82	100.00%	0.00%	63	70	90.00%	-2.05	-2.25



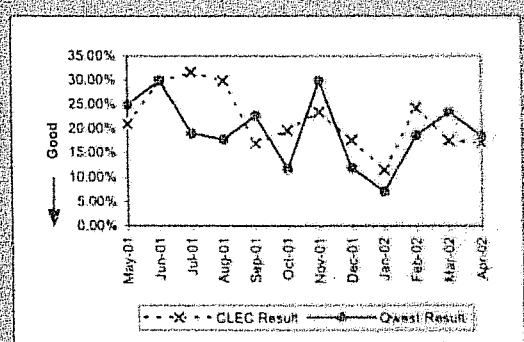
Mean Time to Restore (Hours:Minutes) (MR-6D)-- Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	543:40	148	3:40	10:12	386:04	129	3:00	1.08	-0.34
Jun-01	310:54	162	1:55	2:42	261:31	117	2:14	-0.96	-1.59
Jul-01	339:01	158	2:07	3:25	279:02	79	3:32	-1.08	-1.66
Aug-01	245:56	124	1:59	4:30	161:04	79	2:02	-0.18	-1.11
Sep-01	155:50	118	1:34	2:47	216:08	62	3:31	-0.8	-1.49
Oct-01	312:17	102	3:05	8:14	93:22	60	1:33	2.88	0.75
Nov-01	100:34	77	1:21	2:05	117:44	57	2:04	-0.71	-1.43
Dec-01	100:44	68	1:29	2:52	62:43	42	1:30	-0.02	-1.01
Jan-02	260:35	121	2:09	6:19	87:54	42	2:06	-0.13	-1.08
Feb-02	170:25	165	1:02	1:14	56:41	43	1:19	-1.3	-1.79
Mar-02	233:55	74	3:13	7:00	130:44	60	2:11	0.97	-0.41
Apr-02	80:31	82	0:59	0:51	126:43	70	1:49	-2.13	-2.29



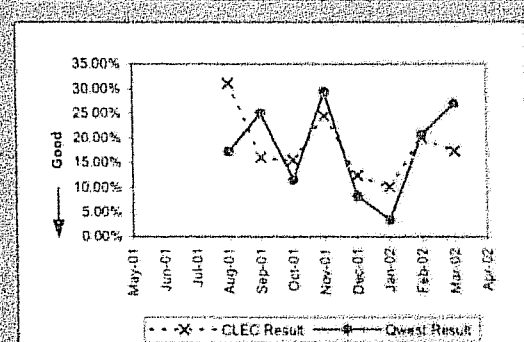
Repair Repeat Report Rate (Percent) (MR-7D)-- Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	31	148	20.95%	40.69%	32	129	24.81%	-0.74	-1.45
Jun-01	48	162	29.63%	45.66%	35	117	29.91%	-0.05	-1.03
Jul-01	50	158	31.65%	46.51%	15	79	18.99%	2.03	0.24
Aug-01	37	124	29.84%	45.76%	14	79	17.72%	1.95	0.18
Sep-01	20	118	16.95%	37.52%	14	62	22.58%	-0.86	-1.52
Oct-01	20	102	19.61%	39.70%	7	60	11.67%	1.3	-0.21
Nov-01	18	77	23.38%	42.32%	17	57	29.82%	-0.81	-1.49
Dec-01	12	68	17.65%	38.12%	5	42	11.90%	0.78	-0.53
Jan-02	14	121	11.57%	31.98%	3	42	7.14%	0.77	-0.53
Feb-02	40	165	24.24%	42.86%	8	43	18.60%	0.76	-0.54
Mar-02	13	74	17.57%	38.05%	14	60	23.33%	-0.78	-1.48
Apr-02	14	82	17.07%	37.63%	13	70	18.57%	-0.24	-1.14



Repair Repeat Report Rate (Percent) (MR-7D*)-- Interval Zone One

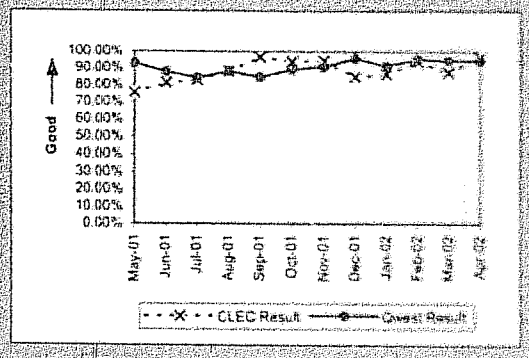
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01	29	93	31.18%	46.32%	10	58	17.24%	1.91	0.16
Sep-01	15	91	16.05%	36.71%	12	48	25.00%	-1.13	-1.69
Oct-01	12	77	15.58%	36.27%	5	43	11.63%	0.56	-0.66
Nov-01	13	53	24.53%	43.03%	10	34	29.41%	-0.49	-1.3
Dec-01	6	48	12.50%	33.07%	2	24	8.33%	0.37	-0.78
Jan-02	10	99	10.20%	30.27%	1	29	3.45%	1.1	-0.33
Feb-02	26	130	20.00%	40.00%	6	29	20.69%	-0.08	-1.05
Mar-02	8	46	17.39%	37.90%	10	37	27.03%	-0.98	-1.6
Apr-02									



Checklist #1 - Local Interconnection - LIS Repair

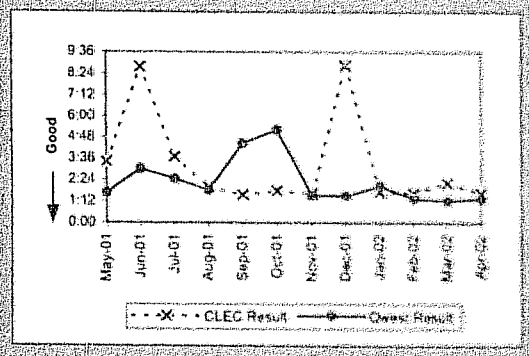
All Troubles Cleared within 4 hours (Percent) (MR-5B)-- Interval Zone Two

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01	53	70	75.71%	42.88%	66	71	92.96%	2.74	0.67
Jun-01	31	38	81.58%	38.77%	56	66	87.88%	0.85	-0.48
Jul-01	54	65	83.08%	37.50%	76	90	84.44%	0.22	-0.87
Aug-01	38	43	88.37%	32.06%	54	61	88.52%	0	-1
Sep-01	30	31	96.77%	17.67%	34	40	85.00%	-1.36	-1.84
Oct-01	32	34	94.12%	23.53%	34	38	89.47%	-0.64	-1.39
Nov-01	35	37	94.59%	22.61%	40	44	90.91%	-0.57	-1.35
Dec-01	23	27	85.19%	35.52%	24	25	96.00%	1.24	-0.25
Jan-02	33	38	86.84%	33.80%	32	35	91.43%	0.56	-0.66
Feb-02	50	53	94.34%	23.11%	22	23	95.65%	0.04	-0.97
Mar-02	22	25	88.00%	32.50%	36	38	94.74%	0.89	-0.46
Apr-02	31	32	96.88%	17.40%	37	39	94.87%	-0.38	-1.23



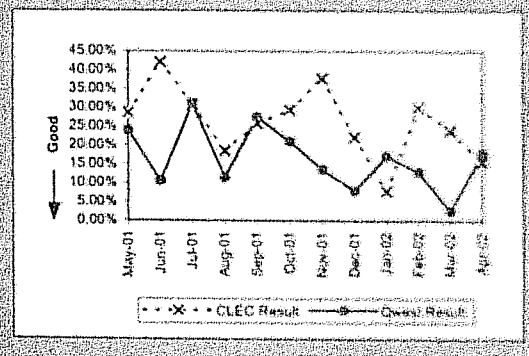
Mean Time to Restore (Hours:Minutes) (MR-6E)-- Interval Zone Two

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01	239:15	70	3:25	5:08	119:20	71	1:41	2.88	0.75
Jun-01	333:30	38	8:47	34:24	199:49	66	3:02	1.28	-0.22
Jul-01	241:23	65	3:43	12:15	222:08	90	2:28	1.19	-0.28
Aug-01	85:31	43	1:59	2:41	112:16	61	1:50	0.45	-0.73
Sep-01	49:16	31	1:35	1:13	178:22	40	4:28	-0.75	-1.45
Oct-01	60:58	34	1:48	3:11	199:24	38	5:15	-0.68	-1.53
Nov-01	61:14	37	1:39	2:47	68:20	44	1:33	0.25	-0.85
Dec-01	239:08	27	8:51	25:48	37:43	25	1:31	3.72	1.26
Jan-02	65:53	38	1:44	1:53	73:05	35	2:05	-0.4	-1.25
Feb-02	89:21	53	1:41	3:49	31:33	23	1:22	0.39	-0.76
Mar-02	56:12	25	2:15	3:22	47:28	38	1:15	0.77	-0.53
Apr-02	53:14	32	1:40	1:36	53:20	39	1:22	0.63	-0.62



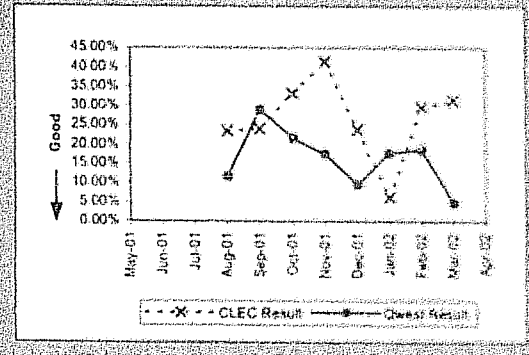
Repair Repeat Report Rate (Percent) (MR-7E)-- Interval Zone Two

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01	20	70	28.57%	45.18%	17	71	23.94%	0.61	-0.63
Jun-01	16	38	42.11%	49.37%	7	66	10.61%	3.58	1.18
Jul-01	20	65	30.77%	46.15%	28	90	31.11%	-0.05	-1.03
Aug-01	8	43	18.60%	38.91%	7	61	11.48%	0.99	-0.4
Sep-01	8	31	25.81%	43.76%	11	40	27.50%	-0.16	-1.1
Oct-01	10	34	29.41%	45.56%	8	38	21.05%	0.79	-0.52
Nov-01	14	37	37.84%	48.50%	6	44	13.64%	2.47	0.5
Dec-01	6	27	22.22%	41.57%	2	25	8.00%	1.36	-0.17
Jan-02	3	38	7.89%	26.97%	6	35	17.14%	-1.05	-1.64
Feb-02	16	53	30.19%	45.91%	3	23	13.04%	1.58	-0.04
Mar-02	6	25	24.00%	42.71%	1	38	2.63%	2.44	0.48
Apr-02	5	32	15.63%	36.31%	7	39	17.95%	-0.25	-1.15



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

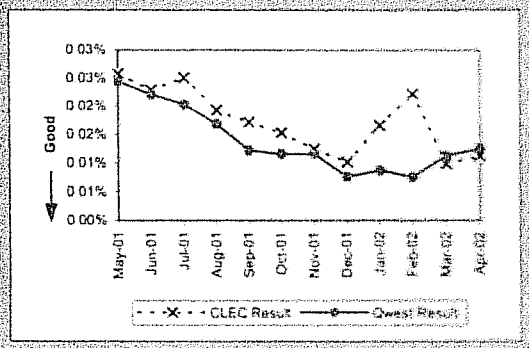
Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01	8	34	23.53%	42.42%	5	43	11.63%	1.34	0.18
Sep-01	6	25	24.00%	42.71%	9	31	29.03%	-0.41	-1.25
Oct-01	8	24	33.33%	47.14%	5	23	21.74%	0.84	-0.49
Nov-01	12	29	41.38%	49.25%	6	34	17.65%	2.03	0.24
Dec-01	5	21	23.81%	42.59%	2	21	9.52%	1.05	-0.36
Jan-02	2	32	6.25%	24.21%	5	28	17.86%	-1.17	-1.71
Feb-02	14	47	29.79%	45.73%	3	16	18.75%	0.81	-0.51
Mar-02	6	19	31.58%	46.48%	1	21	4.76%	2.08	0.27
Apr-02									



Checklist #1 - Local Interconnection - LIS Repair

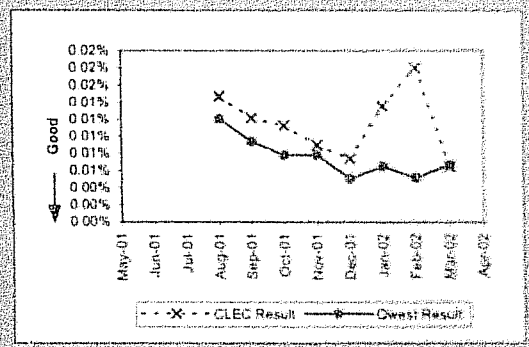
Trouble Rate (Percent) (MR-8)-- Interval Zone One and Two

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01	218	846257	0.03%	1.60%	200	821225	0.02%	0.58	-0.65
Jun-01	200	872587	0.02%	1.51%	183	827477	0.02%	0.35	-0.79
Jul-01	223	889073	0.03%	1.58%	169	830632	0.02%	2.18	0.32
Aug-01	183	865548	0.02%	1.39%	140	832725	0.02%	1.25	-0.24
Sep-01	149	866997	0.02%	1.31%	102	838820	0.01%	2.98	0.81
Oct-01	136	890149	0.02%	1.24%	98	846799	0.01%	2.27	0.38
Nov-01	114	913315	0.01%	1.12%	101	869808	0.01%	0.54	-0.67
Dec-01	85	933824	0.01%	1.01%	67	877674	0.01%	1.96	0.19
Jan-02	159	955150	0.02%	1.29%	77	880307	0.01%	5.72	2.48
Feb-02	318	980611	0.02%	1.49%	66	863078	0.01%	11.3	5.87
Mar-02	99	1001609	0.01%	0.99%	98	870344	0.01%	-0.89	-1.54
Apr-02	114	1017916	0.01%	1.06%	109	868679	0.01%	-0.82	-1.5



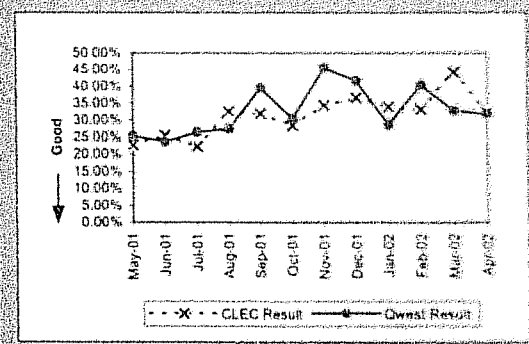
Trouble Rate (Percent) (MR-8*)-- Interval Zone One and Two

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01	127	865548	0.01%	1.21%	101	832725	0.01%	1.5	-0.09
Sep-01	106	866997	0.01%	1.11%	79	838820	0.01%	1.89	0.15
Oct-01	101	890149	0.01%	1.07%	66	846799	0.01%	2.65	0.61
Nov-01	82	913315	0.01%	0.95%	68	869808	0.01%	0.88	-0.47
Dec-01	66	933824	0.01%	0.86%	45	877674	0.01%	2.12	0.29
Jan-02	130	955150	0.01%	1.17%	57	880307	0.01%	6	2.65
Feb-02	177	980611	0.02%	1.34%	45	863078	0.01%	12.04	6.32
Mar-02	65	1001609	0.01%	0.81%	58	870344	0.01%	-0.15	-1.09
Apr-02									



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

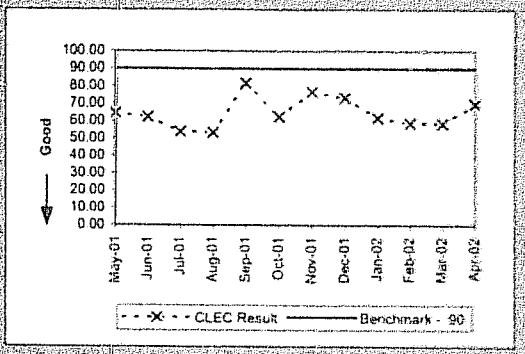
Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01	64	282	22.70%	41.89%	68	268	25.37%	-0.72	-1.44
Jun-01	69	269	25.65%	43.67%	57	240	23.75%	0.49	-0.7
Jul-01	64	287	22.30%	41.63%	61	230	26.52%	-1.08	-1.66
Aug-01	81	248	32.66%	46.90%	53	193	27.46%	1.17	-0.29
Sep-01	76	219	31.96%	46.63%	67	169	39.65%	-1.53	-1.93
Oct-01	54	190	28.42%	45.10%	43	141	30.50%	-0.41	-1.25
Nov-01	60	174	34.48%	47.53%	85	186	45.70%	-2.13	-2.3
Dec-01	55	150	36.67%	48.19%	46	115	41.74%	-0.83	-1.5
Jan-02	82	241	34.02%	47.38%	31	108	28.70%	0.98	-0.41
Feb-02	109	327	33.33%	47.14%	45	111	40.54%	-1.34	-1.81
Mar-02	79	176	44.88%	49.68%	48	146	32.88%	2.11	0.28
Apr-02	55	169	32.54%	46.85%	51	160	31.88%	0.12	-0.93



Checklist #1 - Collocation

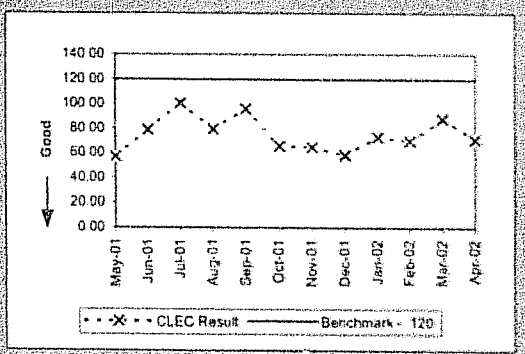
Scheduled Interval 90 Calender Days or Less (Average Days) (CP-1A)

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
May-01	194	3	64.67	7.09
Jun-01	188	3	62.67	8.08
Jul-01	216	4	54.00	13.44
Aug-01	107	2	53.50	16.26
Sep-01	164	2	82.00	1.41
Oct-01	439	7	62.71	15.98
Nov-01	154	2	77.00	7.07
Dec-01	221	3	73.67	12.06
Jan-02	310	5	62.00	
Feb-02	118	2	59.00	
Mar-02	412	7	58.86	
Apr-02	561	8	70.12	



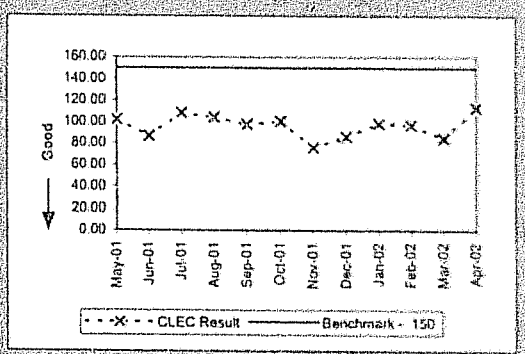
Scheduled Interval 91 to 120 Calendar Days (Average Days) (CP-1B)

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
May-01	514	9	57.11	31.69
Jun-01	395	5	79.00	13.93
Jul-01	806	8	100.75	11.09
Aug-01	874	11	79.45	16.66
Sep-01	384	4	96.00	17.57
Oct-01	394	6	65.67	24.39
Nov-01	324	5	64.80	16.02
Dec-01	350	6	58.33	4.46
Jan-02	438	6	73.00	
Feb-02	210	3	70.00	
Mar-02	176	2	88.00	
Apr-02	213	3	71.00	



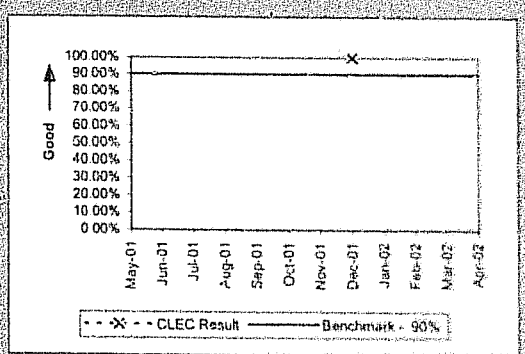
Scheduled Interval 121 to 150 Calendar Days (Average Days) (CP-1C)

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
May-01	1424	14	101.71	32.44
Jun-01	1304	15	86.93	26.33
Jul-01	2604	24	108.50	18.44
Aug-01	3228	31	104.13	26.24
Sep-01	783	8	97.88	27.04
Oct-01	805	8	100.62	21.19
Nov-01	838	11	76.18	15.25
Dec-01	1039	12	86.58	24.88
Jan-02	395	4	98.75	
Feb-02	584	6	97.33	
Mar-02	426	5	85.20	
Apr-02	567	5	113.40	



Forcasted Collocations (Percent) (CP-2A)

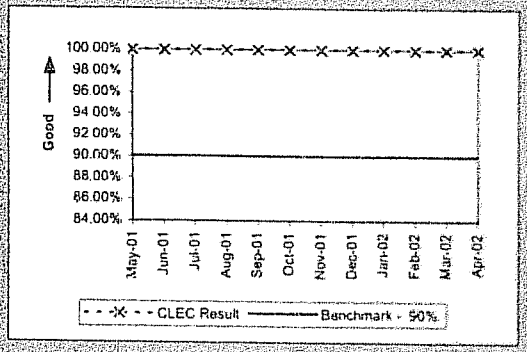
Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
May-01				
Jun-01				
Jul-01				
Aug-01				
Sep-01				
Oct-01				
Nov-01				
Dec-01	1	1	100.00%	0.00%
Jan-02				
Feb-02				
Mar-02				
Apr-02				



Checklist #1 - Collocation

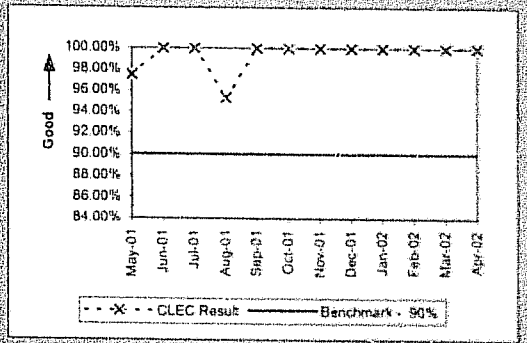
Non-Forcasted & Late Collocations (Percent) (CP-2B)

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
May-01	12	12	100.00%	0.00%
Jun-01	8	8	100.00%	0.00%
Jul-01	12	12	100.00%	0.00%
Aug-01	13	13	100.00%	0.00%
Sep-01	6	6	100.00%	0.00%
Oct-01	13	13	100.00%	0.00%
Nov-01	7	7	100.00%	0.00%
Dec-01	8	8	100.00%	0.00%
Jan-02	11	11	100.00%	
Feb-02	5	5	100.00%	
Mar-02	9	9	100.00%	
Apr-02	11	11	100.00%	



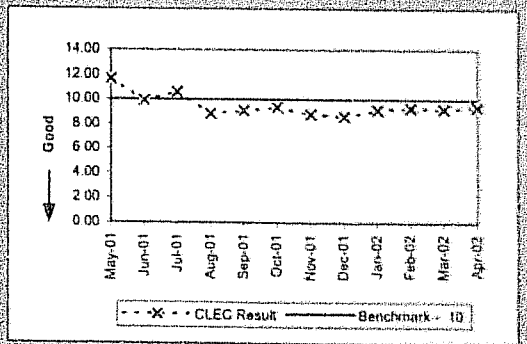
Collocations with Intervals Longer than 120 Days (Percent) (CP-2C)

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
May-01	39	40	97.50%	15.61%
Jun-01	26	26	100.00%	0.00%
Jul-01	39	39	100.00%	0.00%
Aug-01	41	43	95.35%	21.06%
Sep-01	21	21	100.00%	0.00%
Oct-01	23	23	100.00%	0.00%
Nov-01	18	18	100.00%	0.00%
Dec-01	28	28	100.00%	0.00%
Jan-02	27	27	100.00%	
Feb-02	23	23	100.00%	
Mar-02	10	10	100.00%	
Apr-02	15	15	100.00%	



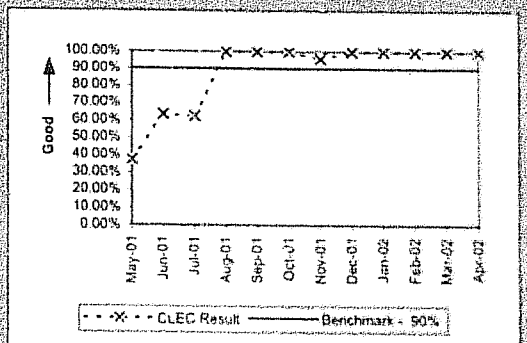
Collocation Feasibility Study Interval (Average Days) (CP-3)

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
May-01	514	44	11.68	2.07
Jun-01	367	37	9.92	1.82
Jul-01	340	32	10.62	1.86
Aug-01	407	46	8.85	0.87
Sep-01	374	41	9.12	0.95
Oct-01	216	23	9.39	0.78
Nov-01	132	15	8.80	1.26
Dec-01	225	26	8.65	1.50
Jan-02	357	39	9.15	
Feb-02	196	21	9.33	
Mar-02	315	34	9.26	
Apr-02	329	35	9.40	



Collocation Feasibility Study Commitments Met (Percent) (CP-4)

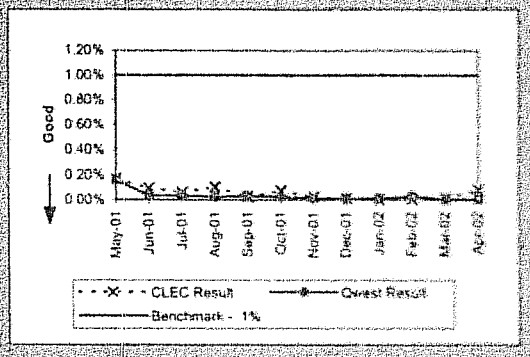
Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
May-01	18	48	37.50%	48.41%
Jun-01	26	41	63.41%	48.17%
Jul-01	25	40	62.50%	48.41%
Aug-01	50	50	100.00%	0.00%
Sep-01	47	47	100.00%	0.00%
Oct-01	36	36	100.00%	0.00%
Nov-01	24	25	96.00%	19.60%
Dec-01	28	28	100.00%	0.00%
Jan-02	49	49	100.00%	
Feb-02	31	31	100.00%	
Mar-02	56	56	100.00%	
Apr-02	42	42	100.00%	



Checklist #1 - Trunk Blocking

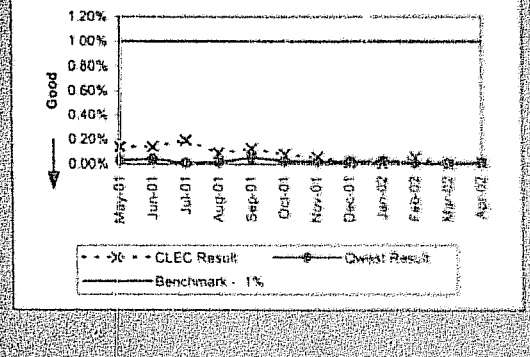
Trunk Blockage to Qwest Tandem Offices (Percent) (NI-1A)

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01	216.67	127726	0.17%	1.40%	391.59	236573	0.17%	0.82	-0.5
Jun-01	129.95	131250	0.10%	0.55%	84.07	236577	0.04%	77.9	46.36
Jul-01	86.52	132714	0.07%	0.58%	82.18	239137	0.03%	25.8	14.69
Aug-01	129.77	122898	0.11%	2.17%	71.46	253345	0.03%	69.72	41.38
Sep-01	33.86	124410	0.03%	0.20%	84.8	256225	0.03%	-4.62	-3.81
Oct-01	94.62	123498	0.08%	1.00%	68.09	258431	0.03%	51.53	30.33
Nov-01	37.15	128514	0.03%	0.24%	37.13	257615	0.01%	32.98	19.05
Dec-01	19.56	134946	0.01%	0.09%	35.04	240799	0.01%	-0.12	-1.07
Jan-02	9.01	128586	0.01%	0.07%	31.99	245265	0.01%	-8.4	-6.1
Feb-02	8.92	134946	0.01%	0.06%	87.09	256302	0.03%	-22.27	-14.54
Mar-02	20.84	142218	0.01%	0.09%	19.56	263670	0.01%	16.46	9.01
Apr-02	121.77	140586	0.09%	0.69%	17.97	258125	0.01%	208.31	125.64



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

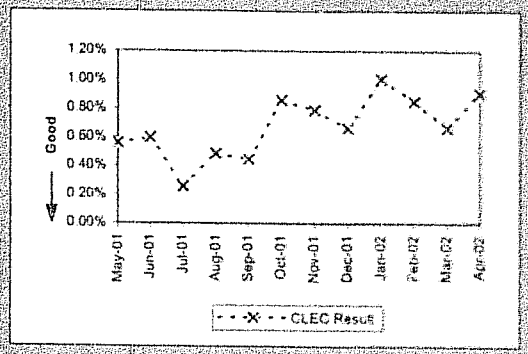
Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01	83.52	59398	0.14%	0.77%	111.02	372388	0.03%	103.68	62.03
Jun-01	88.56	62462	0.14%	0.72%	159.75	381206	0.04%	50.06	29.43
Jul-01	118.35	60418	0.20%	0.81%	43.54	391648	0.01%	254.9	153.97
Aug-01	50.6	55258	0.09%	1.03%	72.27	395546	0.02%	68.5	40.64
Sep-01	82.5	64626	0.13%	1.10%	205.03	395719	0.05%	33.17	19.16
Oct-01	50.07	61498	0.08%	0.49%	165.53	400806	0.03%	34.94	20.24
Nov-01	36	64366	0.06%	0.29%	94.79	400185	0.02%	28.61	16.39
Dec-01	9.44	67282	0.01%	0.13%	99.28	433309	0.02%	-4.17	-3.53
Jan-02	8.01	65890	0.01%	0.09%	125.84	424558	0.03%	-12.63	-8.68
Feb-02	40.67	70089	0.06%	1.03%	44.95	409615	0.01%	104.95	62.81
Mar-02	1.47	75021	0.00%	0.02%	31.25	399757	0.01%	-12.28	-8.46
Apr-02	11.35	73797	0.02%	0.10%	49.54	389773	0.01%	3.44	1.09



Checklist #1 - Trunk Blocking

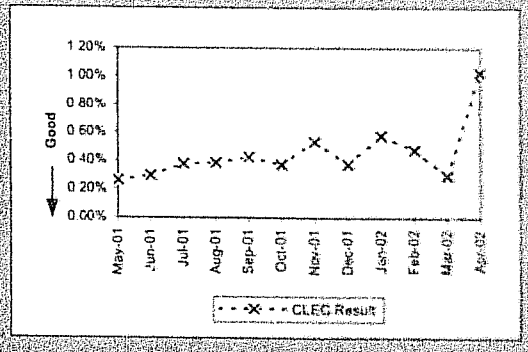
Trunk Blockage to Qwest Tandem Offices (Percent) (NI-1C)

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
May-01	731.94	130222	0.56%	3.78%
Jun-01	809.97	134826	0.60%	4.57%
Jul-01	345.75	134466	0.26%	2.19%
Aug-01	614.08	126258	0.49%	3.55%
Sep-01	579.92	128898	0.45%	3.71%
Oct-01	1152.68	133626	0.86%	4.22%
Nov-01	1087.75	137490	0.79%	4.79%
Dec-01	951.42	143010	0.67%	4.97%
Jan-02	1442.5	142938	1.01%	5.50%
Feb-02	1263.9	148626	0.85%	4.48%
Mar-02	1001.48	150066	0.67%	4.18%
Apr-02	1342.85	147858	0.91%	4.80%



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

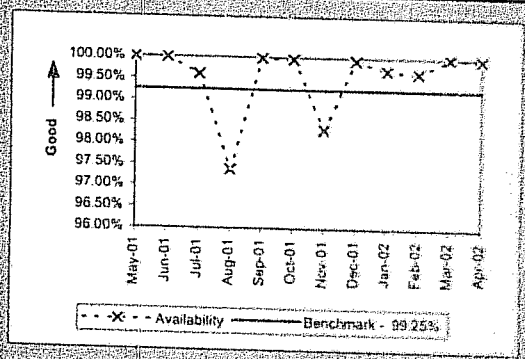
Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
May-01	157.77	60262	0.26%	1.56%
Jun-01	187.91	63682	0.30%	2.03%
Jul-01	238	63106	0.38%	1.72%
Aug-01	219.92	57130	0.38%	3.47%
Sep-01	286.17	67218	0.43%	2.87%
Oct-01	234.38	63106	0.37%	2.67%
Nov-01	362.55	67906	0.53%	3.94%
Dec-01	258.32	69010	0.37%	3.89%
Jan-02	415.05	71793	0.58%	3.83%
Feb-02	359.08	75309	0.48%	3.32%
Mar-02	231.54	77757	0.30%	2.80%
Apr-02	826.49	80205	1.03%	4.74%



Checklist #2 - Gateway Availability

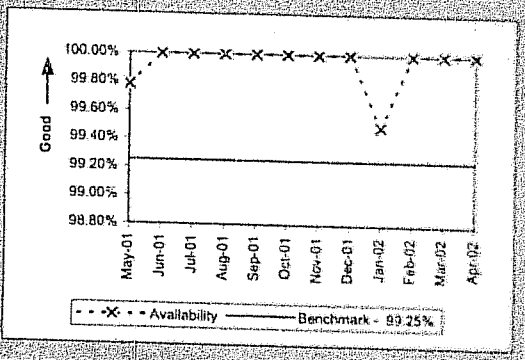
Gateway Availability - IMA-GUI (Percent) All (GA-1A)

Date	Availability
May-01	100.00%
Jun-01	100.00%
Jul-01	99.60%
Aug-01	97.38%
Sep-01	99.99%
Oct-01	99.97%
Nov-01	98.32%
Dec-01	99.94%
Jan-02	99.71%
Feb-02	99.65%
Mar-02	100.00%
Apr-02	99.98%



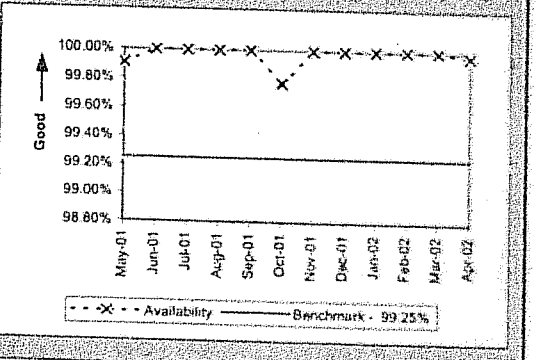
Gateway Availability - IMA-GUI (Percent) Fetch-n-Stuff (GA-1B)

Date	Availability
May-01	99.78%
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	99.50%
Feb-02	100.00%
Mar-02	100.00%
Apr-02	100.00%



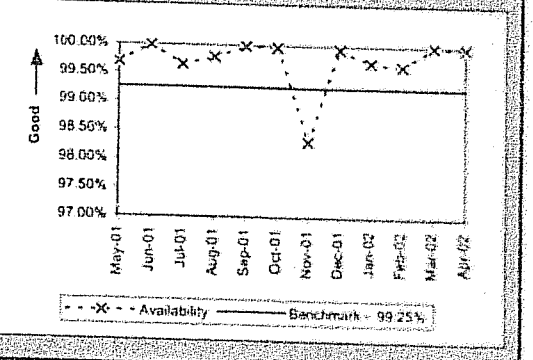
Gateway Availability - IMA-GUI (Percent) Data Arbiter (GA-1C)

Date	Availability
May-01	99.91%
Jun-01	100.00%
Jul-01	100.00%
Aug-01	100.00%
Sep-01	100.00%
Oct-01	99.77%
Nov-01	100.00%
Dec-01	100.00%
Jan-02	100.00%
Feb-02	100.00%
Mar-02	100.00%
Apr-02	99.97%



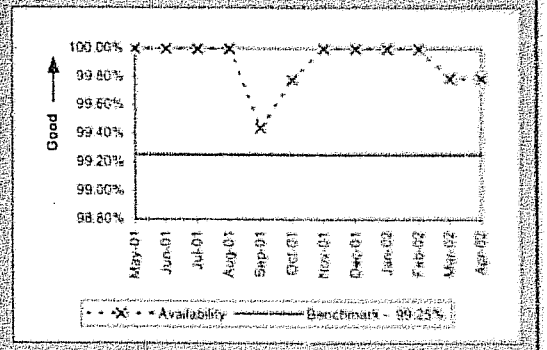
Gateway Availability - IMA-EDI (Percent) Default (GA-2)

Date	Availability
May-01	99.69%
Jun-01	100.00%
Jul-01	99.65%
Aug-01	99.79%
Sep-01	99.99%
Oct-01	99.97%
Nov-01	98.32%
Dec-01	99.94%
Jan-02	99.71%
Feb-02	99.65%
Mar-02	100.00%
Apr-02	99.98%

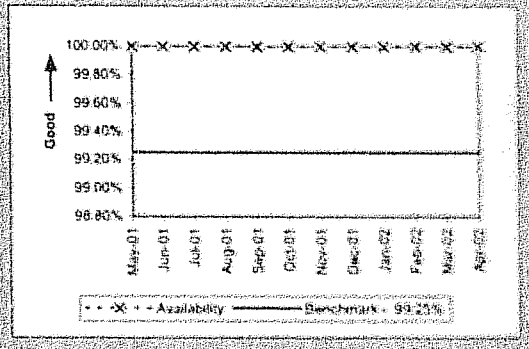


Checklist #2 - Gateway Availability

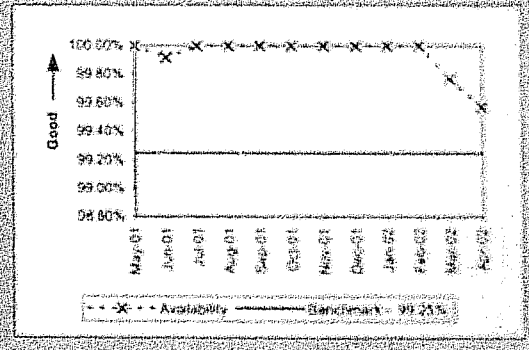
Gateway Availability - EB-TA (Percent) Default (GA-3)	
Date	Availability
May-01	100.00%
Jun-01	100.00%
Jul-01	100.00%
Aug-01	100.00%
Sep-01	99.44%
Oct-01	99.78%
Nov-01	100.00%
Dec-01	100.00%
Jan-02	100.00%
Feb-02	100.00%
Mar-02	99.79%
Apr-02	99.79%



System Availability - EXACT (Percent) Default (GA-4)	
Date	Availability
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%
Apr-02	100.00%

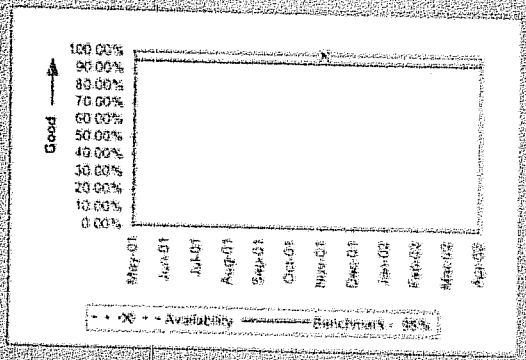


Gateway Availability - GUI - Repair (Percent) Default (GA-6)	
Date	Availability
May-01	100.00%
Jun-01	99.92%
Jul-01	100.00%
Aug-01	100.00%
Sep-01	100.00%
Oct-01	100.00%
Nov-01	100.00%
Dec-01	100.00%
Jan-02	100.00%
Feb-02	100.00%
Mar-02	99.77%
Apr-02	99.57%



Checklist #2 - Gateway Availability

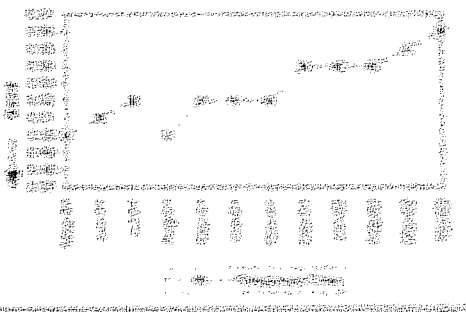
Timely Outage Resolution following Software Releases (Percent) Default (GA-7)	
Date	Availability
May-01	
Jun-01	
Jul-01	
Aug-01	
Sep-01	
Oct-01	
Nov-01	
Dec-01	100.00%
Jan-02	
Feb-02	
Mar-02	
Apr-02	



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

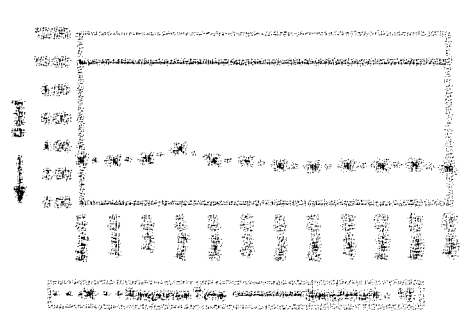
Pre-Order Response Times (Appt. Scheduler) Avg Sec IMA Aggregate (PO-1A-1 Total)

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
May-01	5218.85	2015	2.59	0.11
Jun-01	4767.84	1892	2.52	0.09
Jul-01	4597.75	1735	2.65	0.12
Aug-01	8075	2375	3.40	0.20
Sep-01	5440.69	2117	2.57	0.09
Oct-01	5953.72	2372	2.51	0.10
Nov-01	5051.76	2328	2.17	0.08
Dec-01	6038.4	2960	2.04	0.06
Jan-02	6967.87	3211	2.17	0.07
Feb-02	6133.95	2853	2.15	0.08
Mar-02	6182	2810	2.20	0.08
Apr-02	5472.74	2821	1.94	0.07



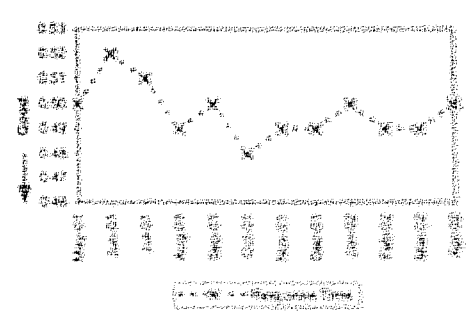
Pre-Order Response Times (Appt. Scheduler) Avg Sec IMA Aggregate (PO-1A-1 Total)

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
May-01	6226.35	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	7187.16	2372	3.03	
Nov-01	6262.32	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	
Apr-02	7052.5	2821	2.50	



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

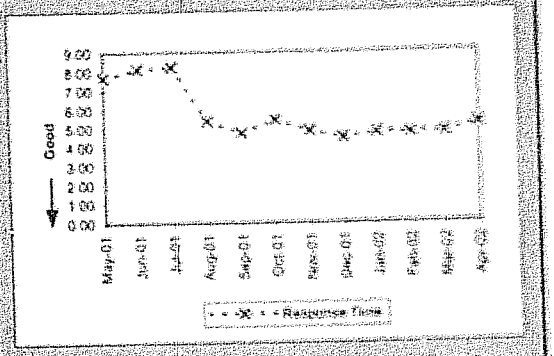
Date	CLEC Num	CLEC Denom	Response Time	Std Dev
May-01	1436.5	2873	0.50	0.05
Jun-01	1469	2825	0.52	0.19
Jul-01	1386.18	2718	0.51	0.09
Aug-01	1666	3400	0.49	0.06
Sep-01	1635	3270	0.50	0.17
Oct-01	1687.2	3515	0.48	0.08
Nov-01	1614.65	3285	0.49	0.23
Dec-01	1803.54	3706	0.49	0.06
Jan-02	1915.18	3820	0.50	0.15
Feb-02	1669.46	3379	0.49	0.06
Mar-02	1935.43	3943	0.49	0.07
Apr-02	1990.41	3982	0.50	0.15



Checklist #2 - Preorder Response Times - IMA

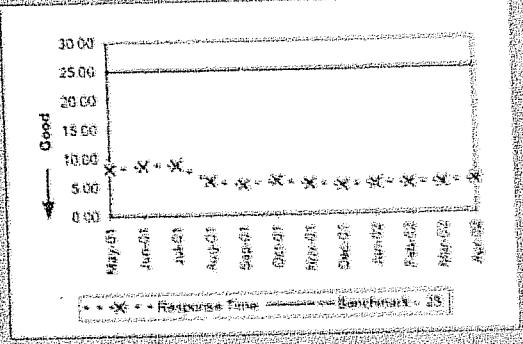
Pre-Order Response Times (Service Availability) (Avg Sec) IMA Response (PO-1A-2(b))

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
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
Apr-02	20816.61	3982	5.23	4.38



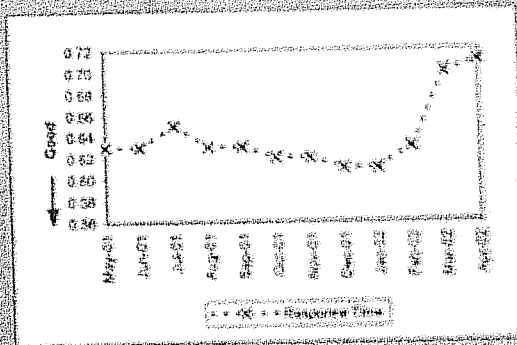
Pre-Order Response Times (Service Availability) (Avg Sec) IMA Aggregate (PO-1A-2 Total)

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
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	
Apr-02	22807.02	3982	5.73	



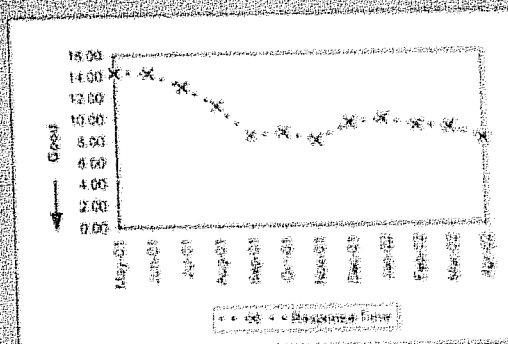
Pre-Order Response Times (Facility Check) (Avg Sec) IMA Request (PO-1A-3(a))

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
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
Apr-02	516.88	728	0.71	0.15



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

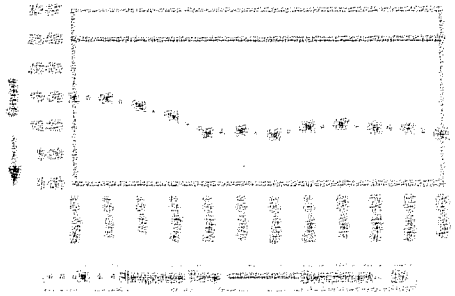
Date	CLEC Num	CLEC Denom	Response Time	Std Dev
May-01	6797.16	474	14.34	2.95
Jun-01	6156	432	14.25	5.95
Jul-01	4992.3	387	12.90	3.63
Aug-01	6005.36	542	11.08	7.05
Sep-01	3994.41	483	8.27	2.86
Oct-01	4763.76	552	8.63	5.16
Nov-01	4147.49	527	7.87	2.26
Dec-01	6220.01	661	9.41	3.87
Jan-02	6862.32	706	9.72	3.59
Feb-02	5905.9	649	9.10	3.16
Mar-02	6390.2	718	8.90	3.93
Apr-02	5722.08	728	7.86	3.71



Checklist #2 - Preorder Response Times - IMA

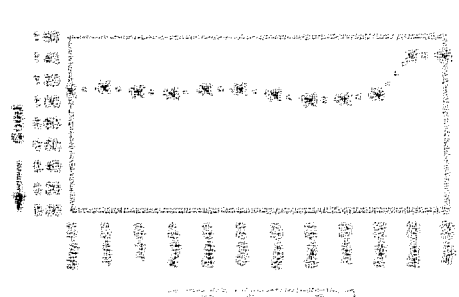
Pre-Order Response Times (Facility Check) (Avg Sec) IMA Aggregate (PO-1A-3 Total)

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
May-01	7985.76	474	14.97	
Jun-01	6428.16	492	14.85	
Jul-01	5243.85	387	13.55	
Aug-01	6346.82	543	11.71	
Sep-01	4298.7	483	8.90	
Oct-01	5106	552	9.25	
Nov-01	4474.23	527	8.49	
Dec-01	6623.22	661	10.02	
Jan-02	7292.98	705	10.34	
Feb-02	6314.77	649	9.73	
Mar-02	6892.8	716	9.60	
Apr-02	6238.96	728	8.57	



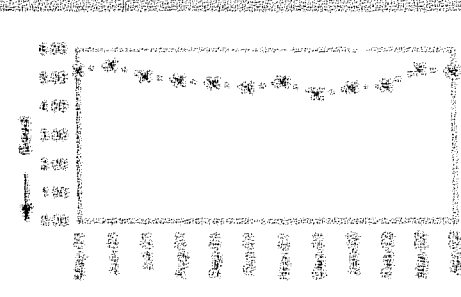
Pre-Order Response Times (Address Validation) (Avg Sec) IMA Request (PO-1A-4(a))

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
May-01	4642.02	4182	1.11	0.17
Jun-01	4594.2	4030	1.14	0.23
Jul-01	4216.3	3833	1.10	0.18
Aug-01	5564.16	5152	1.08	0.15
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	0.33
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
Apr-02	9265.89	6531	1.42	0.55



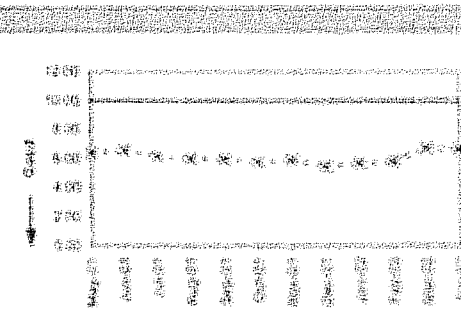
Pre-Order Response Times (Address Validation) (Avg Sec) IMA Response (PO-1A-4(b))

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
May-01	22039.14	4182	5.27	2.96
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
Apr-02	34082.92	6531	5.22	2.95



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

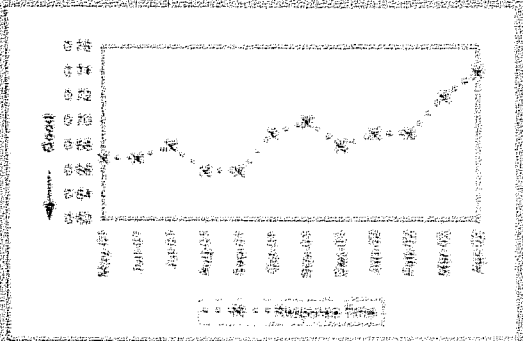
Date	CLEC Num	CLEC Denom	Response Time	Std Dev
May-01	26681.16	4182	6.38	
Jun-01	26557.7	4030	6.59	
Jul-01	23611.28	3833	6.16	
Aug-01	30912	5152	6.00	
Sep-01	28786.1	4838	5.95	
Oct-01	29992.46	5198	5.77	
Nov-01	31426.97	5289	5.94	
Dec-01	31088.12	5688	5.47	
Jan-02	33582.3	5902	5.69	
Feb-02	30570.2	5271	5.80	
Mar-02	41110.57	6110	6.73	
Apr-02	43348.81	6531	6.64	



Checklist #2 - Preorder Response Times - IMA

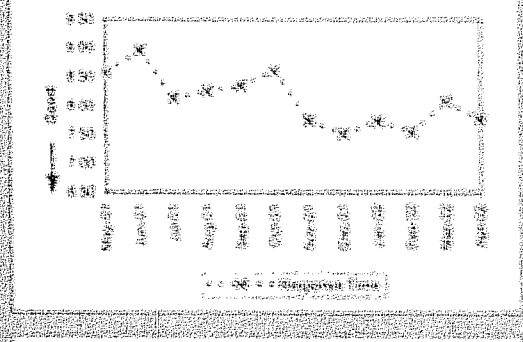
Pre-Order Response Times (Get CSR) (Avg Sec) IMA Request (PO-1A-5(a))

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
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	0.70	0.31
Dec-01	556.34	817	0.68	0.28
Jan-02	606.01	884	0.69	0.22
Feb-02	540.82	786	0.69	0.23
Mar-02	677.06	936	0.72	0.35
Apr-02	732.72	984	0.74	0.49



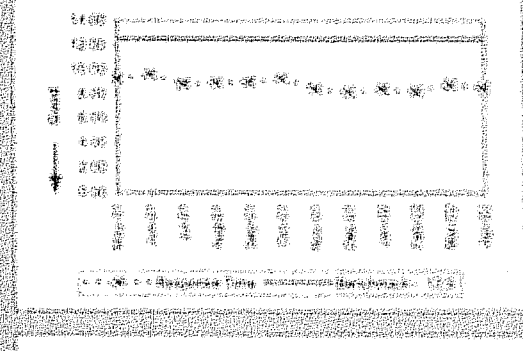
Pre-Order Response Times (Get CSR) (Avg Sec) IMA Response (PO-1A-5(b))

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
May-01	3826.68	446	8.58	2.78
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	2.12
Sep-01	4196.72	502	8.36	3.50
Oct-01	4881.87	567	8.61	3.14
Nov-01	4989.91	643	7.76	3.89
Dec-01	6140.36	817	7.52	2.77
Jan-02	6848	884	7.75	2.83
Feb-02	5936.37	786	7.55	2.55
Mar-02	7569.66	936	8.09	3.57
Apr-02	7649.45	984	7.77	2.91



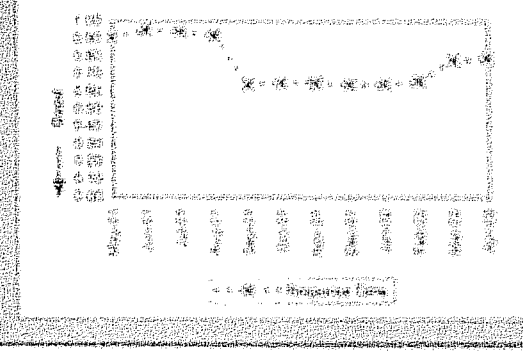
Pre-Order Response Times (Get CSR) (Avg Sec) IMA Aggregate (PO-1A-5 Total)

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
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	
Apr-02	8382.17	984	8.52	



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

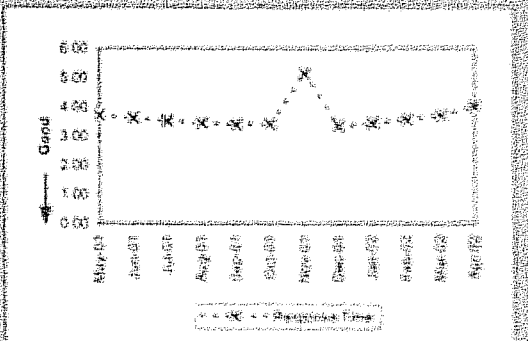
Date	CLEC Num	CLEC Denom	Response Time	Std Dev
May-01	5862.22	6442	0.91	0.18
Jun-01	6193.05	6519	0.95	0.18
Jul-01	7121.44	7576	0.94	0.16
Aug-01	9027.04	9812	0.92	0.17
Sep-01	926.72	1448	0.64	0.09
Oct-01	1025.7	1578	0.65	0.18
Nov-01	955.49	1465	0.65	0.16
Dec-01	1002.16	1576	0.64	0.04
Jan-02	996.11	1556	0.64	0.15
Feb-02	946.51	1437	0.66	0.07
Mar-02	1248.15	1602	0.78	0.06
Apr-02	1249.14	1579	0.79	0.23



Checklist #2 - Preorder Response Times - IMA

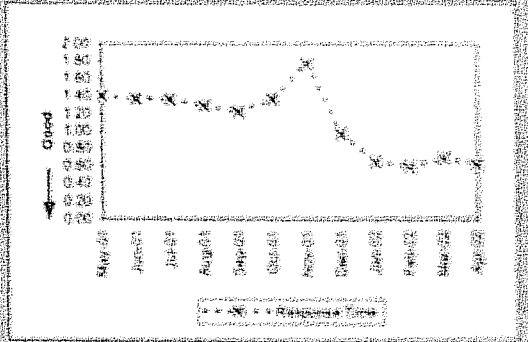
Pre-Order Response Times (TN Reservation) (Avg Sec) IMA Response (PO-1A-6(b))

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
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	3.10
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	1.70
Feb-02	5178.67	1437	3.60	1.73
Mar-02	5972.92	1602	3.73	1.12
Apr-02	6393.37	1579	4.05	1.75



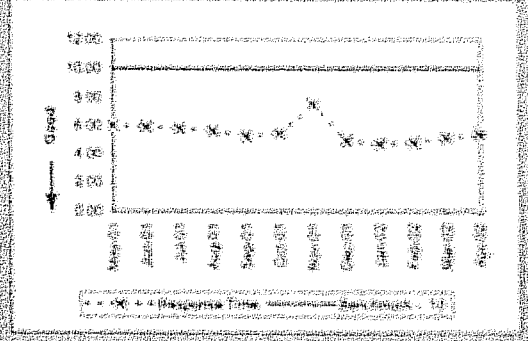
Pre-Order Response Times (TN Reservation) (Avg Sec) IMA Accept (PO-1A-6(c))

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
May-01	9018.8	6442	1.40	1.35
Jun-01	8931.03	6519	1.37	1.79
Jul-01	10303.36	7576	1.36	0.99
Aug-01	12657.48	9812	1.29	0.70
Sep-01	1766.56	1448	1.22	0.62
Oct-01	2161.86	1578	1.37	2.97
Nov-01	2585.74	1465	1.77	2.55
Dec-01	1535.06	1576	0.97	1.17
Jan-02	1007.34	1556	0.65	0.79
Feb-02	854.51	1437	0.59	0.23
Mar-02	1104.44	1602	0.69	0.29
Apr-02	984.68	1579	0.62	0.15



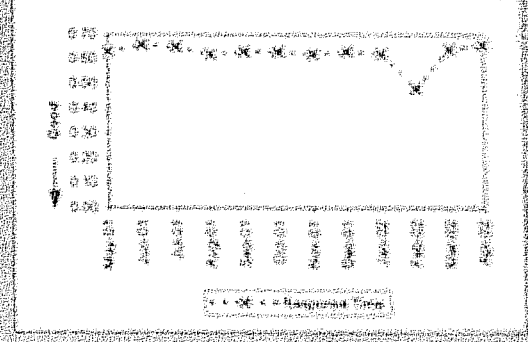
Pre-Order Response Times (TN Reservation) (Avg Sec) IMA Aggregate (PO-1A-6 Total)

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
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	
Apr-02	8627.19	1579	5.46	



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

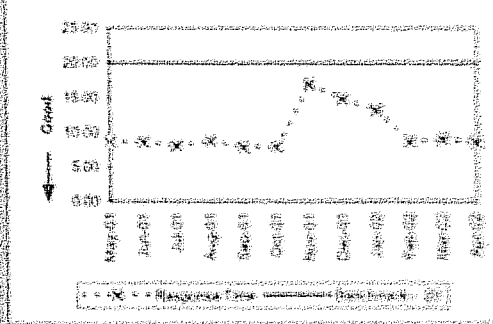
Date	CLEC Num	CLEC Denom	Response Time	Std Dev
May-01	253.26	402	0.63	0.07
Jun-01	246.18	373	0.66	0.26
Jul-01	219.05	337	0.65	0.07
Aug-01	298.22	481	0.62	0.07
Sep-01	290.43	461	0.63	0.14
Oct-01	320.67	509	0.63	0.16
Nov-01	301.92	487	0.62	0.13
Dec-01	331.91	530	0.63	0.06
Jan-02	338.37	544	0.62	0.11
Feb-02	1568.03	3282	0.48	0.25
Mar-02	2320.56	3605	0.64	0.21
Apr-02	2369.21	3586	0.66	0.28



Checklist #2 - Preorder Response Times - IMA

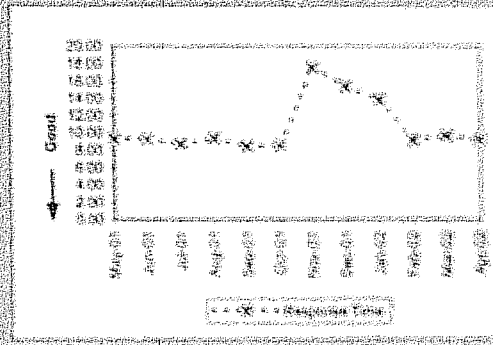
Pre-Order Response Times (Loop Qualification Tools) (Avg Sec) IMA Response (PO-1A-7(b))

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
May-01	3509.46	402	8.73	1.60
Jun-01	3230.18	373	8.66	2.13
Jul-01	2733.07	337	8.11	2.06
Aug-01	4237.61	481	8.81	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	11.83
Jan-02	7216.95	544	13.27	7.79
Feb-02	28581.52	3282	8.71	5.50
Mar-02	32595.3	3605	9.04	6.27
Apr-02	30870.82	3586	8.61	5.24



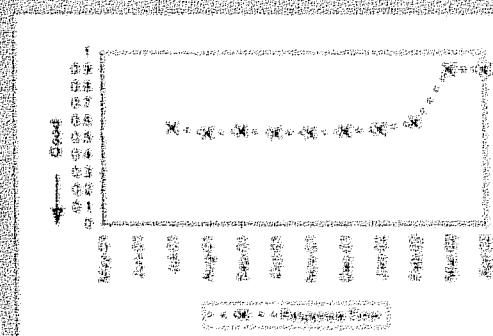
Pre-Order Response Times (Loop Qualification Tools) (Avg Sec) IMA Aggregate (PO-1A-7 Total)

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
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	30149.55	3282	9.19	
Mar-02	34915.86	3605	9.69	
Apr-02	33240.03	3586	9.27	



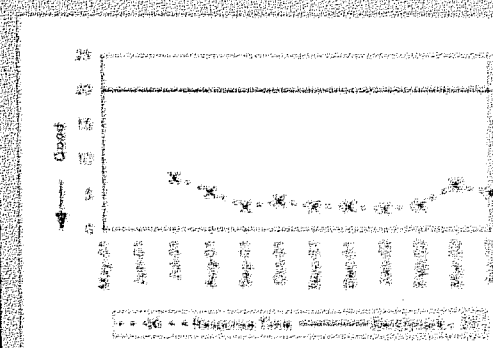
Pre-Order Response Times (Resale of Qwest DSL Qualification) (Avg Sec) IMA Request (PO-1A-8(a))

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
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
Apr-02	412.2	458	0.90	0.12



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

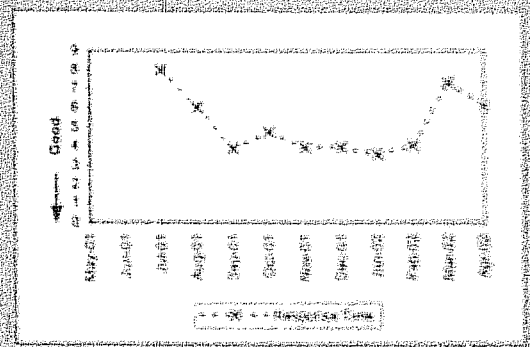
Date	CLEC Num	CLEC Denom	Response Time	Std Dev
May-01				
Jun-01				
Jul-01	2336.16	314	7.44	5.34
Aug-01	2376	432	5.50	4.14
Sep-01	1447.2	432	3.35	2.77
Oct-01	1920.42	454	4.23	6.88
Nov-01	1450.08	424	3.42	2.80
Dec-01	1510.16	439	3.44	3.15
Jan-02	1389.24	454	3.06	2.29
Feb-02	1416.36	407	3.48	4.48
Mar-02	2936.64	456	6.44	15.43
Apr-02	2390.76	458	5.22	4.13



Checklist #2 - Preorder Response Times - IMA

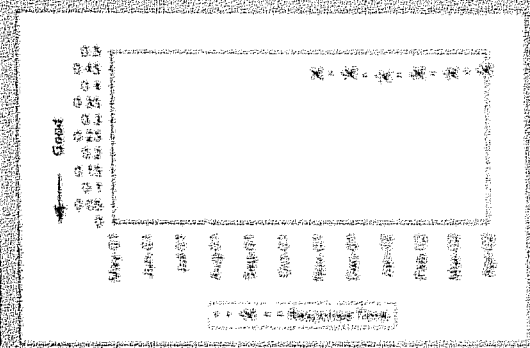
Pre-Order Response Times (Resale of Qwest DSL Qualification) (Avg Sec) IMA Aggregate (PO-1A-8 Total)

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
May-01				
Jun-01				
Jul-01	2512	314	8.00	
Aug-01	2604.96	432	6.03	
Sep-01	1680.48	432	3.89	
Oct-01	2161.04	454	4.76	
Nov-01	1674.8	424	3.95	
Dec-01	1747.22	439	3.98	
Jan-02	1638.94	454	3.61	
Feb-02	1656.49	407	4.07	
Mar-02	3347.04	456	7.34	
Apr-02	2802.96	458	6.12	



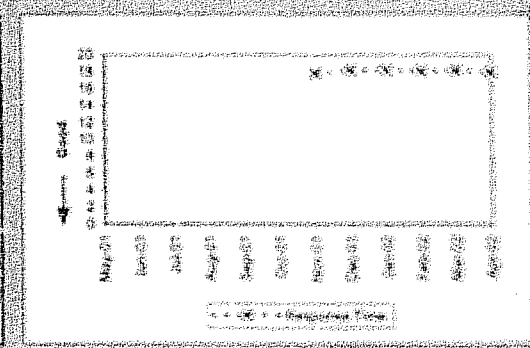
Pre-Order Response Times (Connecting Facility Assignment) (Avg Sec) IMA Request (PO-1A-9a)

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
May-01				
Jun-01				
Jul-01				
Aug-01				
Sep-01				
Oct-01				
Nov-01	612.96	1401	0.44	0.08
Dec-01	779.61	1760	0.44	0.02
Jan-02	999.98	2303	0.43	0.08
Feb-02	912.04	2052	0.44	0.02
Mar-02	1015.1	2286	0.44	0.02
Apr-02	1039.54	2320	0.45	0.11



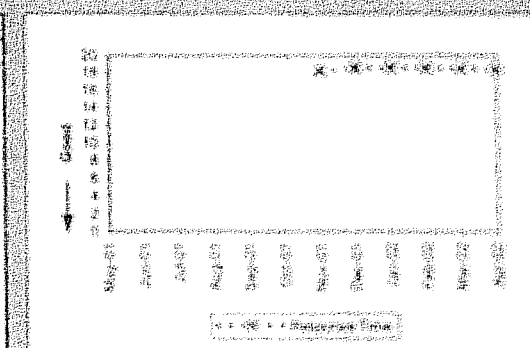
Pre-Order Response Times (Connecting Facility Assignment) (Avg Sec) IMA Response (PO-1A-9b)

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
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	5.67
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
Apr-02	41713.65	2320	17.98	6.17



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

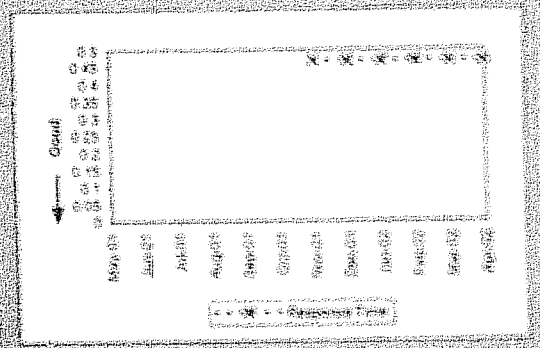
Date	CLEC Num	CLEC Denom	Response Time	Std Dev
May-01				
Jun-01				
Jul-01				
Aug-01				
Sep-01				
Oct-01				
Nov-01	25662.31	1401	18.32	
Dec-01	32858.15	1760	18.67	
Jan-02	43068.8	2303	18.70	
Feb-02	38099.17	2052	18.57	
Mar-02	42581.04	2286	18.63	
Apr-02	42753.19	2320	18.43	



Checklist #2 - Preorder Response Times - IMA

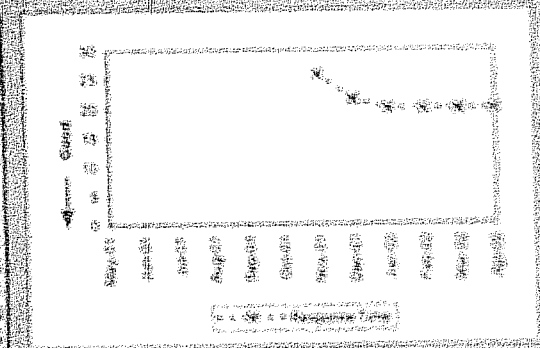
Pre-Order Response Times (Meet Point Inquiry) (Avg Sec) IMA Request (PO-1A-10[a])

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
May-01				
Jun-01				
Jul-01				
Aug-01				
Sep-01				
Oct-01				
Nov-01	146.17	311	0.47	0.03
Dec-01	169.2	360	0.47	0.04
Jan-02	165.44	352	0.47	0.03
Feb-02	228.88	488	0.47	0.03
Mar-02	241.26	514	0.47	0.03
Apr-02	249.92	533	0.47	0.10



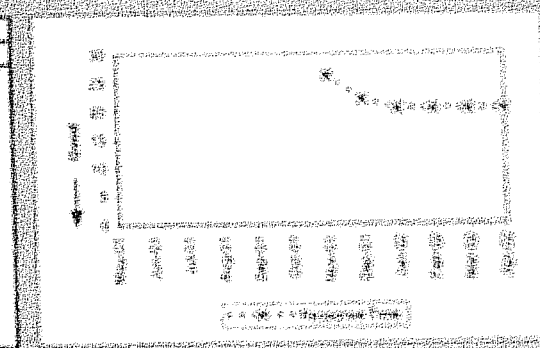
Pre-Order Response Times (Meet Point Inquiry) (Avg Sec) IMA Response (PO-1A-10[b])

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
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	2.81
Jan-02	7004.8	352	19.90	1.55
Feb-02	9676.4	488	19.83	1.51
Mar-02	10163.81	514	19.77	1.56
Apr-02	10546.62	533	19.79	0.65



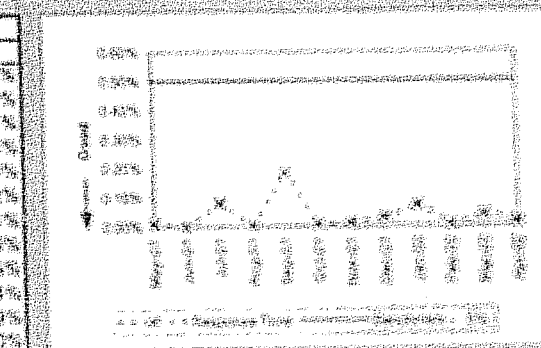
Pre-Order Response Times (Meet Point Inquiry) (Avg Sec) IMA Aggregate (PO-1A-10 Total)

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
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	
Apr-02	10796.54	533	20.26	



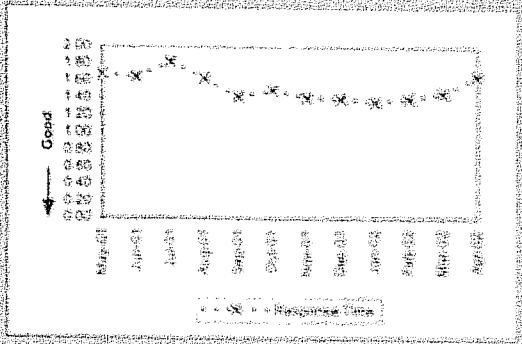
Pre-Order Response Times (Timeout) (Percent) IMA Total (PO-1C-1)

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
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%	4.20%
Oct-01	1	14746	0.01%	0.82%
Nov-01	2	16162	0.01%	1.11%
Dec-01	6	18503	0.03%	1.60%
Jan-02	14	19746	0.07%	2.66%
Feb-02	1	18088	0.01%	0.74%
Mar-02	8	20280	0.04%	1.99%
Apr-02	3	20780	0.01%	1.20%



Checklist #2 - Preorder Response Times - IMA

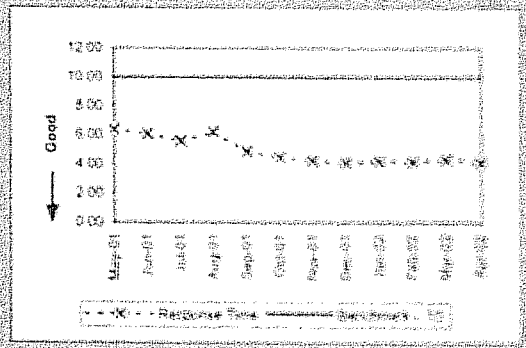
Pre-Order Response Times (Rejected Query) (Avg Sec) IMA Total (PO-1D-1)				
Date	CLEC Num	CLEC Denom	Response Time	Std Dev
May-01	5614.56	3342	1.68	2.33
Jun-01	5515.95	3343	1.65	1.91
Jul-01	7462.74	4078	1.83	3.52
Aug-01	6943.8	4260	1.63	3.19
Sep-01	6066.24	4272	1.42	2.34
Oct-01	6414	4276	1.50	2.96
Nov-01	4633.26	3286	1.41	1.59
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	1.98
Apr-02	7425.18	4473	1.66	2.06



Checklist #2 - Preorder Response Times - EDI

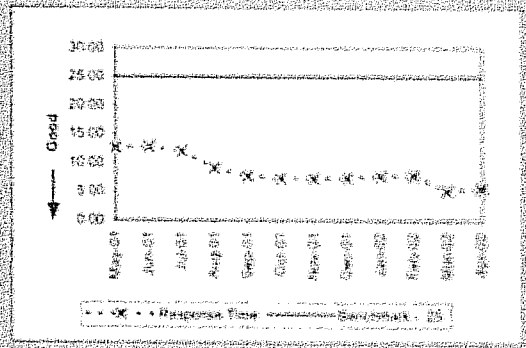
Pre-Order Response Times (Appt. Scheduler) (Avg Sec) EDI Request/Response (PO-1B-1)

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
May-01	23067.9	3610	6.39	8.55
Jun-01	18245.64	2996	6.09	9.64
Jul-01	16609.6	2966	5.60	7.07
Aug-01	18995.88	3054	6.22	9.50
Sep-01	16071	3300	4.87	4.38
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
Apr-02	21322.7	5138	4.15	1.51



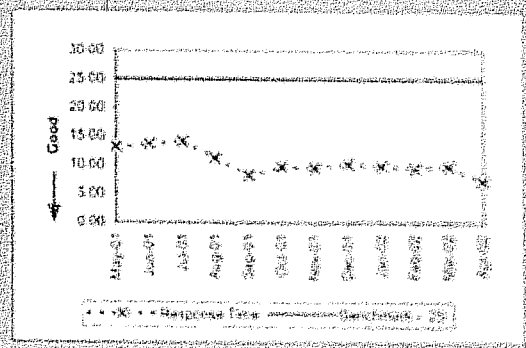
Pre-Order Response Times (Service Availability) (Avg Sec) EDI Request/Response (PO-1B-2)

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
May-01	65686.08	5164	12.72	9.51
Jun-01	51713.2	4015	12.88	9.77
Jul-01	57776.04	4767	12.12	7.84
Aug-01	40263.3	4410	9.13	8.86
Sep-01	38210.24	4924	7.76	5.96
Oct-01	41792.94	5663	7.38	4.29
Nov-01	45155.76	6140	7.35	4.32
Dec-01	38922.07	5212	7.47	4.24
Jan-02	36076.53	4623	7.80	4.85
Feb-02	32776.4	4124	7.95	5.67
Mar-02	23836.81	4504	5.29	5.93
Apr-02	25689.31	4541	5.66	6.04



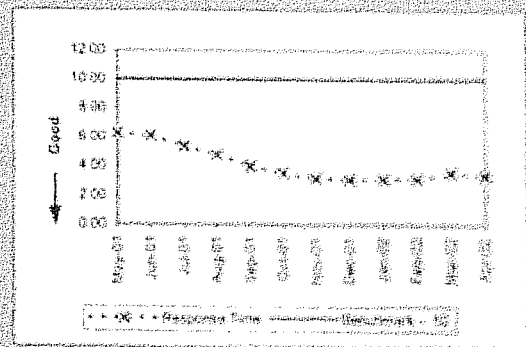
Pre-Order Response Times (Facility Check) (Avg Sec) EDI Request/Response (PO-1B-3)

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
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
Apr-02	3325.02	453	7.34	3.29



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

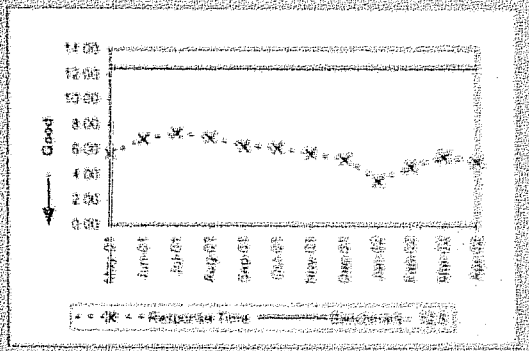
Date	CLEC Num	CLEC Denom	Response Time	Std Dev
May-01	49240.8	7816	6.30	8.72
Jun-01	39330.08	6416	6.13	8.97
Jul-01	46278.54	8586	5.39	6.73
Aug-01	41925.38	8771	4.78	6.14
Sep-01	34542.14	8614	4.01	4.43
Oct-01	29406.09	8237	3.57	2.34
Nov-01	27382.81	8492	3.22	2.80
Dec-01	23380.89	7537	3.10	2.46
Jan-02	25136.98	7932	3.17	2.52
Feb-02	22779.7	7189	3.17	2.63
Mar-02	27069.48	7562	3.58	3.48
Apr-02	26030.52	7675	3.39	2.86



Checklist #2 - Preorder Response Times - EDI

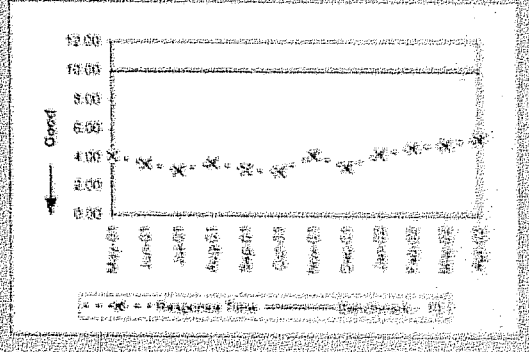
Pre-Order Response Times (Get CSR) (Avg Sec) EDI Request/Response (PO-1B-5)

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
May-01	2709.36	477	5.68	6.55
Jun-01	2841.44	413	6.88	7.63
Jul-01	3211.95	437	7.35	6.86
Aug-01	3427.18	491	6.98	4.69
Sep-01	3168.9	503	6.30	1.91
Oct-01	2847.4	460	6.19	3.74
Nov-01	3917	684	5.73	1.70
Dec-01	3371.7	638	5.28	2.08
Jan-02	2318.22	651	3.56	1.86
Feb-02	2749.04	585	4.70	2.36
Mar-02	3772.59	690	5.47	2.34
Apr-02	3168.08	625	5.07	2.12



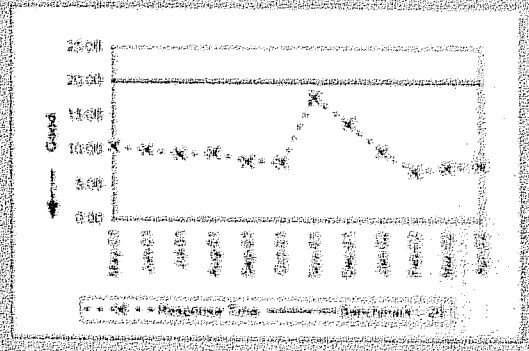
Pre-Order Response Times (TN Reservation) (Avg Sec) EDI Request/Response (PO-1B-6)

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
May-01	111322.4	27020	4.12	7.37
Jun-01	81192.05	22871	3.55	6.70
Jul-01	89799.84	28782	3.12	4.02
Aug-01	81150.16	22294	3.64	8.52
Sep-01	2800	875	3.20	5.25
Oct-01	4889.88	1598	3.06	1.04
Nov-01	17357.08	4138	4.19	3.80
Dec-01	7532.29	2264	3.33	1.97
Jan-02	10182.28	2384	4.27	1.74
Feb-02	10299.6	2183	4.72	1.63
Mar-02	12154.79	2466	4.93	2.17
Apr-02	13196.3	2471	5.34	2.47



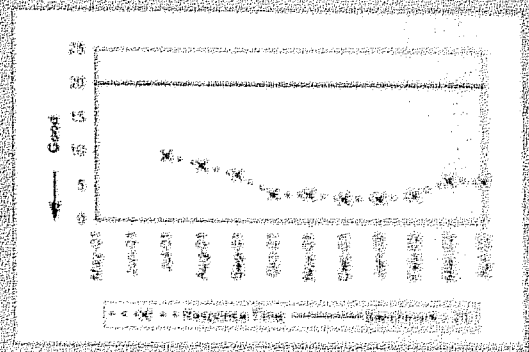
Pre-Order Response Times (Loop Qualification Tools) (Avg Sec) EDI Request/Response (PO-1B-7)

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
May-01	5575.18	523	10.66	7.49
Jun-01	4145.1	410	10.11	13.92
Jul-01	5344.62	562	9.51	6.01
Aug-01	5703.6	588	9.70	6.99
Sep-01	4936.32	576	8.57	8.09
Oct-01	4231.86	502	8.43	2.60
Nov-01	9610.6	541	17.76	16.81
Dec-01	7814.31	559	13.98	11.95
Jan-02	5880.49	588	10.00	10.20
Feb-02	20264.68	2864	7.08	7.32
Mar-02	24213.89	3157	7.67	8.10
Apr-02	25260.81	3173	7.96	7.53



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

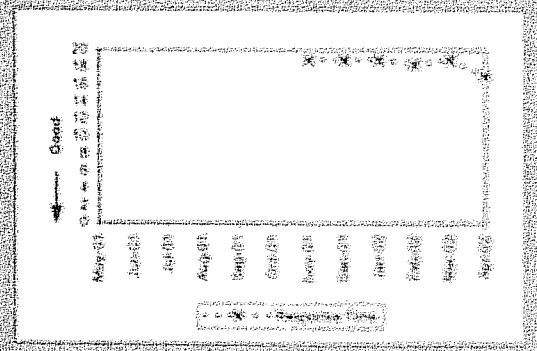
Date	CLEC Num	CLEC Denom	Response Time	Std Dev
May-01				
Jun-01				
Jul-01	5493.04	577	9.52	11.12
Aug-01	4886.36	604	8.09	11.20
Sep-01	3842	565	6.80	3.43
Oct-01	2869.44	732	3.92	7.02
Nov-01	2870.82	738	3.89	5.58
Dec-01	2114.84	637	3.32	4.02
Jan-02	2287.71	687	3.33	2.61
Feb-02	2386.8	612	3.90	4.56
Mar-02	4228.12	692	6.11	12.17
Apr-02	3990	665	6.00	7.12



Checklist #2 - Preorder Response Times - EDI

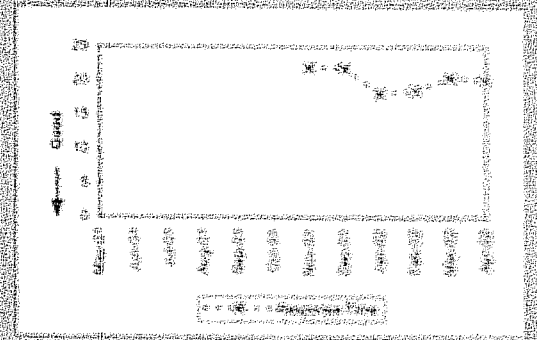
Pre-Order Response Times (Connecting Facility Assignment) (Avg Sec) EDI Request/Response (PO-1B-3)

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
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
Apr-02	18315.3	1075	17.04	6.22



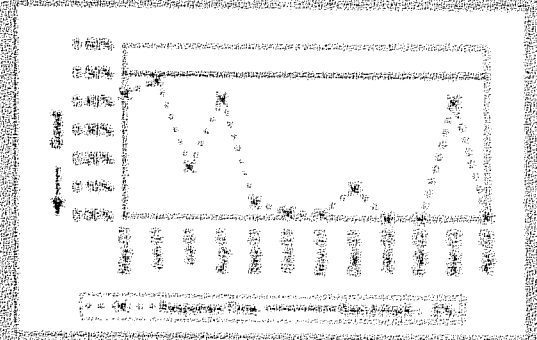
Pre-Order Response Times (Meet Point Inquiry) (Avg Sec) EDI Request/Response (PO-1B-15)

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
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
Apr-02	19219.38	953	20.17	1.62



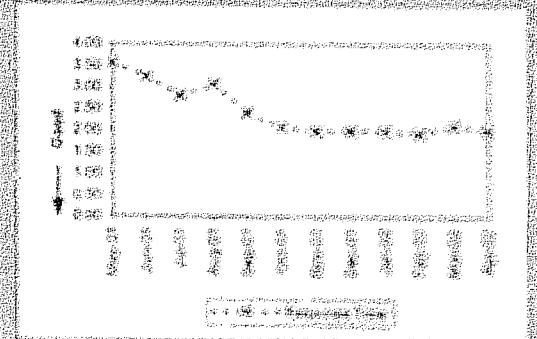
Pre-Order Response Times (Timeout) (Percent) EDI Total (PO-1C-2)

Date	CLEC Num	CLEC Denom	Response Time	Std Dev
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	0.42%	6.45%
Sep-01	11	19961	0.06%	2.35%
Oct-01	4	22078	0.02%	1.35%
Nov-01	4	27606	0.01%	1.25%
Dec-01	24	22950	0.11%	3.23%
Jan-02	0	23298	0.00%	0.00%
Feb-02	0	21635	0.00%	0.00%
Mar-02	101	24466	0.41%	6.41%
Apr-02	2	24357	0.01%	0.01%



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

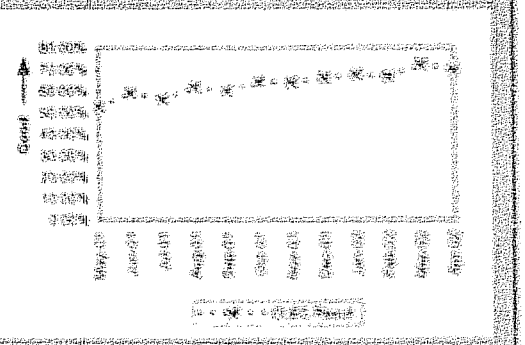
Date	CLEC Num	CLEC Denom	Response Time	Std Dev
May-01	24450.93	6849	3.57	7.83
Jun-01	17631.25	5425	3.25	7.27
Jul-01	19569.2	6989	2.80	5.53
Aug-01	21218.12	6889	3.08	6.92
Sep-01	16359.08	6788	2.41	4.27
Oct-01	15223.56	7284	2.09	2.40
Nov-01	13622	6811	2.00	1.21
Dec-01	13778.55	6855	2.01	2.46
Jan-02	14314.07	7193	1.99	2.06
Feb-02	14515.08	7482	1.94	2.01
Mar-02	17379.76	8198	2.12	2.51
Apr-02	16594.3	8215	2.02	1.50



Checklist #2 - Electronic Flow-through - Resale

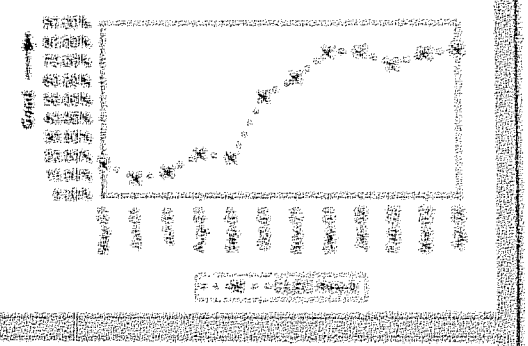
Electronic Flow-through for LSRs Received via IMA Resale Aggregate W/O UNE-P POTS (Percent) (PO-2A-1)

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
May-01	21466	40400	53.13%	49.90%
Jun-01	22698	38263	59.32%	49.12%
Jul-01	19691	34945	56.35%	49.60%
Aug-01	22002	35549	61.89%	48.57%
Sep-01	14709	24372	60.35%	48.92%
Oct-01	17977	27931	64.36%	47.89%
Nov-01	14153	22057	64.17%	47.95%
Dec-01	14972	22615	66.20%	47.30%
Jan-02	20686	30535	67.75%	46.75%
Feb-02	15843	23717	66.80%	47.09%
Mar-02	19895	27487	72.38%	44.71%
Apr-02	17848	25498	70.00%	45.83%



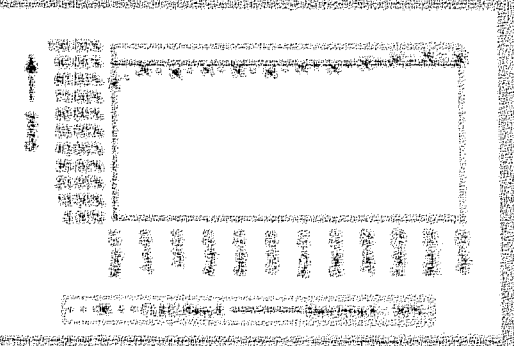
Electronic Flow-through for LSRs Received via EDI Resale Aggregate W/O UNE-P POTS (Percent) (PO-2A-2)

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
May-01	1851	11255	16.45%	37.07%
Jun-01	1014	11423	8.88%	28.44%
Jul-01	1472	12078	12.19%	32.71%
Aug-01	3757	17422	21.56%	41.13%
Sep-01	2553	12969	19.69%	39.76%
Oct-01	3142	6014	52.21%	49.95%
Nov-01	5985	9673	61.87%	48.57%
Dec-01	7710	10282	74.99%	43.31%
Jan-02	9269	12306	75.32%	43.11%
Feb-02	3811	5561	68.53%	46.44%
Mar-02	3691	4976	74.18%	43.77%
Apr-02	4750	6219	76.38%	42.48%



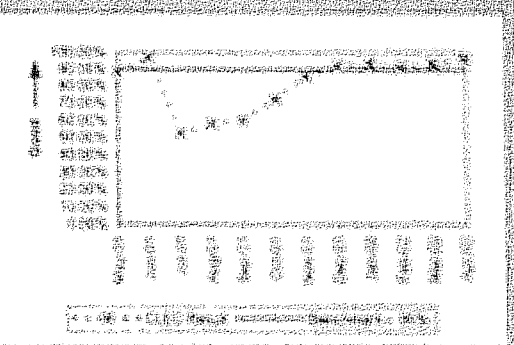
Electronic Flow-through for All Eligible LSRs Received via IMA POTS Resale (Percent) (PO-2B-1)

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
May-01	21466	27404	78.33%	41.20%
Jun-01	22698	26275	86.39%	34.29%
Jul-01	19691	23257	84.67%	36.03%
Aug-01	22002	25347	86.80%	33.65%
Sep-01	14709	17147	85.78%	34.92%
Oct-01	17977	21143	85.03%	35.64%
Nov-01	14153	16041	88.23%	32.23%
Dec-01	14972	17030	87.92%	32.58%
Jan-02	20686	22860	90.49%	29.34%
Feb-02	15843	17156	92.35%	26.54%
Mar-02	19895	21029	94.61%	22.59%
Apr-02	17848	19065	93.62%	24.45%



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

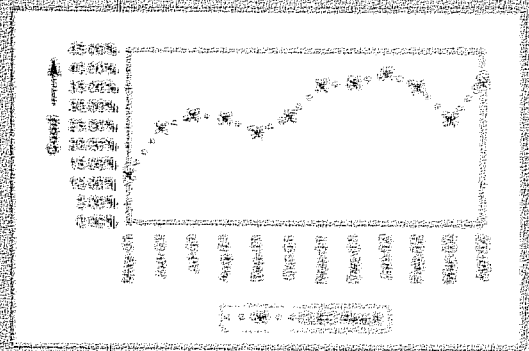
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
May-01	1851	2080	88.99%	31.37%
Jun-01	1014	1042	97.31%	16.17%
Jul-01	1472	2781	52.93%	49.91%
Aug-01	3757	6414	58.58%	49.25%
Sep-01	2553	4218	60.53%	48.88%
Oct-01	3142	4327	72.61%	44.59%
Nov-01	5985	6915	86.55%	34.12%
Dec-01	7710	8345	92.39%	26.51%
Jan-02	9269	9868	93.93%	23.68%
Feb-02	3811	4174	91.30%	28.18%
Mar-02	3691	3928	93.97%	23.81%
Apr-02	4750	4937	96.21%	19.09%



Checklist #2 - Electronic Flow-through - Unbundled Loops

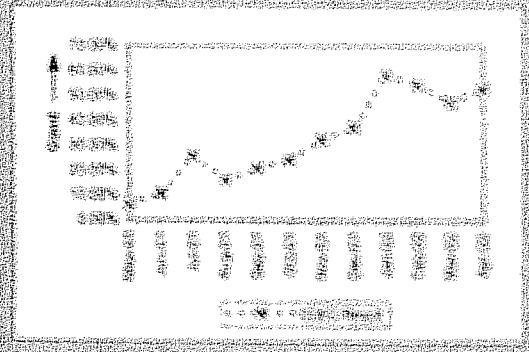
Electronic Flow-through for LSRs Received via IMA (Percent) (PO-2A-1)

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
May-01	1501	11968	12.54%	33.12%
Jun-01	2361	9573	24.66%	43.11%
Jul-01	2841	10146	28.00%	44.90%
Aug-01	3061	11232	27.25%	44.53%
Sep-01	2633	11167	23.58%	42.45%
Oct-01	3335	11950	27.91%	44.85%
Nov-01	3806	10551	36.07%	48.02%
Dec-01	3392	9252	36.66%	48.19%
Jan-02	4290	10943	39.20%	48.82%
Feb-02	3467	9716	35.68%	47.91%
Mar-02	3334	12287	27.13%	44.47%
Apr-02	3517	9508	36.99%	48.28%



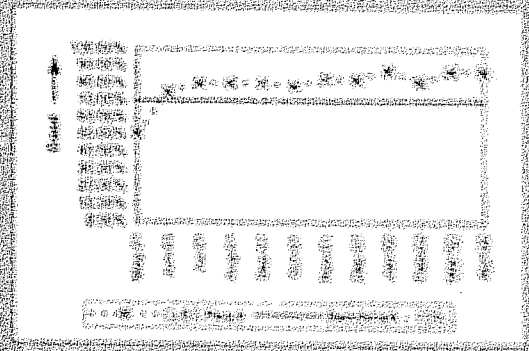
Electronic Flow-through for LSRs Received via EDI (Percent) (PO-2A-2)

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
May-01	406	6222	6.53%	24.70%
Jun-01	540	4957	10.89%	31.16%
Jul-01	1995	7654	26.06%	43.90%
Aug-01	1395	8547	16.32%	36.96%
Sep-01	2149	10050	21.38%	41.00%
Oct-01	3336	13516	24.68%	43.12%
Nov-01	3920	11990	32.69%	46.91%
Dec-01	4303	11436	37.63%	48.44%
Jan-02	10195	17440	58.46%	49.28%
Feb-02	6101	11165	54.64%	49.78%
Mar-02	5578	11675	47.78%	49.95%
Apr-02	7791	14670	53.11%	49.90%



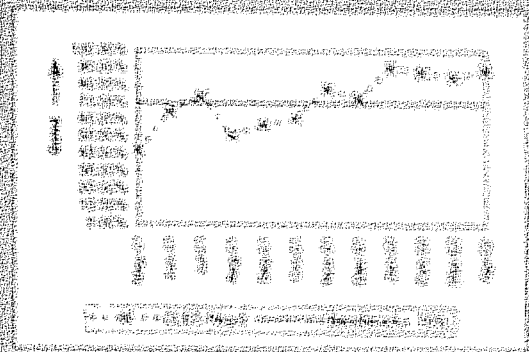
Electronic Flow-through for All Eligible LSRs Received via IMA (Percent) (PO-2A-3)

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
May-01	1501	2936	51.12%	49.99%
Jun-01	2361	3135	75.31%	43.12%
Jul-01	2841	3544	80.16%	39.88%
Aug-01	3061	3802	80.51%	39.61%
Sep-01	2633	3274	80.42%	39.66%
Oct-01	3335	4222	78.99%	40.74%
Nov-01	3806	4595	82.83%	37.71%
Dec-01	3392	4098	82.77%	37.76%
Jan-02	4290	4874	88.02%	32.48%
Feb-02	3467	4258	81.42%	38.89%
Mar-02	3334	3804	87.64%	32.91%
Apr-02	3517	4030	87.27%	33.31%



Electronic Flow-through for All Eligible LSRs Received via EDI (Percent) (PO-2A-4)

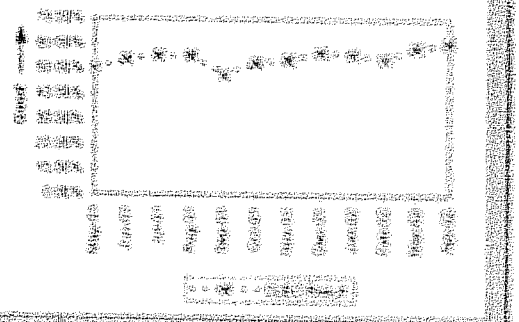
Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
May-01	406	954	42.56%	49.44%
Jun-01	540	830	65.06%	47.68%
Jul-01	1995	2692	74.11%	43.81%
Aug-01	1395	2705	51.57%	49.98%
Sep-01	2149	3729	57.63%	49.41%
Oct-01	3336	5426	61.48%	48.65%
Nov-01	3920	4977	78.75%	40.96%
Dec-01	4303	5861	73.42%	44.18%
Jan-02	10195	11236	90.74%	28.98%
Feb-02	6101	6903	88.38%	32.04%
Mar-02	5578	6518	85.58%	35.13%
Apr-02	7791	8707	89.48%	30.68%



Checklist #2 - Electronic Flow-through - LNP

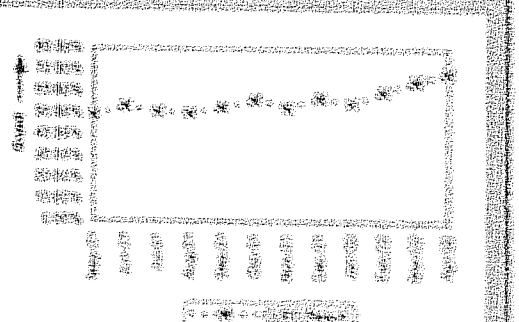
Electronic Flow-through for LSRs Received via IMA LNP (Percent) (PO-2A-1)

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
May-01	5636	11159	50.51%	50.00%
Jun-01	5757	10675	53.93%	49.85%
Jul-01	6288	11300	55.65%	49.68%
Aug-01	7417	13349	55.56%	49.69%
Sep-01	5641	11746	48.02%	49.96%
Oct-01	8046	15183	52.99%	49.91%
Nov-01	8860	16370	54.12%	49.83%
Dec-01	9017	15822	56.99%	49.51%
Jan-02	10745	19095	56.27%	49.61%
Feb-02	7929	14602	54.30%	49.81%
Mar-02	8224	13958	58.92%	49.20%
Apr-02	8785	14446	60.81%	48.82%



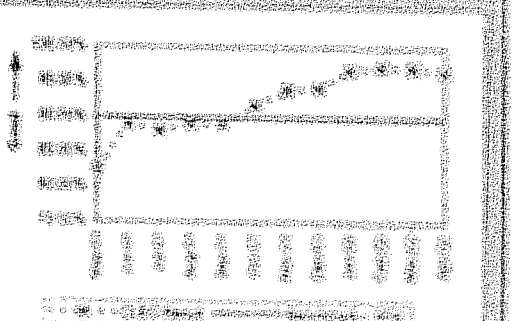
Electronic Flow-through for LSRs Received via EDI LNP (Percent) (PO-2A-2)

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
May-01	7762	15687	49.48%	50.00%
Jun-01	7011	13067	53.65%	49.87%
Jul-01	5007	9777	51.21%	49.99%
Aug-01	4819	9552	50.45%	50.00%
Sep-01	4222	7942	53.16%	49.90%
Oct-01	6474	11417	56.70%	49.55%
Nov-01	6987	13123	53.24%	49.89%
Dec-01	9793	16964	57.73%	49.40%
Jan-02	8143	14779	55.10%	49.74%
Feb-02	8395	13813	60.76%	48.83%
Mar-02	9050	13811	65.53%	47.53%
Apr-02	10668	15353	69.48%	46.05%



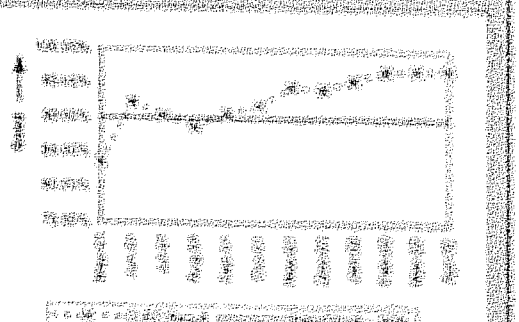
Electronic Flow-through for All Eligible LSRs Received via IMA LNP (Percent) (PO-2A-3)

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
May-01	5636	6820	82.64%	37.85%
Jun-01	5757	6460	89.12%	31.19%
Jul-01	6288	7135	88.13%	32.34%
Aug-01	7417	8229	89.96%	30.07%
Sep-01	5641	6329	89.13%	31.13%
Oct-01	8046	8763	91.82%	27.41%
Nov-01	8860	9428	94.00%	23.76%
Dec-01	9017	9564	94.28%	23.22%
Jan-02	10745	11103	96.78%	17.66%
Feb-02	7929	8148	97.31%	16.12%
Mar-02	8224	8467	97.13%	16.62%
Apr-02	8785	9097	96.57%	18.29%



Electronic Flow-through for All Eligible LSRs Received via EDI LNP (Percent) (PO-2A-4)

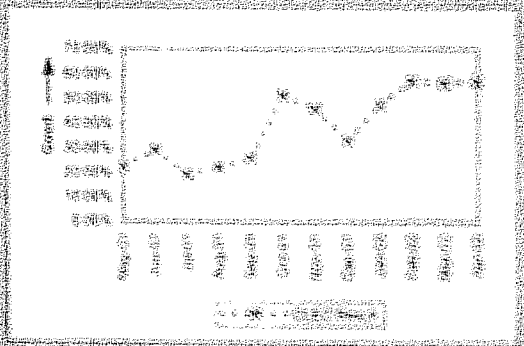
Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
May-01	7762	9276	83.68%	36.96%
Jun-01	7011	7596	92.30%	26.66%
Jul-01	5007	5540	90.38%	29.49%
Aug-01	4819	5427	88.80%	31.54%
Sep-01	4222	4656	90.68%	29.07%
Oct-01	6474	7043	91.92%	27.21%
Nov-01	6987	7384	94.62%	22.56%
Dec-01	9793	10377	94.37%	23.05%
Jan-02	8143	8510	95.69%	20.31%
Feb-02	8395	8651	97.04%	16.96%
Mar-02	9050	9315	97.16%	16.63%
Apr-02	10668	10975	97.20%	16.42%



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

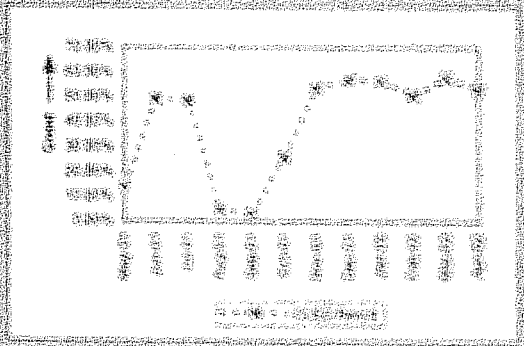
Electronic Flow-through for LSRs Received via IMA (Percent) (PO-2A-1)

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
May-01	221	978	22.60%	41.82%
Jun-01	255	865	29.48%	45.60%
Jul-01	306	1560	19.62%	39.71%
Aug-01	402	1781	22.57%	41.81%
Sep-01	340	1285	26.46%	44.11%
Oct-01	3071	5933	51.76%	49.97%
Nov-01	3292	7095	46.40%	49.87%
Dec-01	2823	8438	33.46%	47.18%
Jan-02	3264	6792	48.06%	49.95%
Feb-02	4051	7056	57.41%	49.45%
Mar-02	3902	6896	56.58%	49.56%
Apr-02	4812	8418	57.16%	49.49%



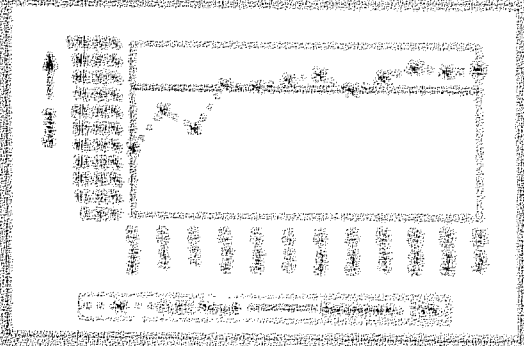
Electronic Flow-through for LSRs Received via EDI (Percent) (PO-2A-2)

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
May-01	4	28	14.29%	34.99%
Jun-01	492	998	49.30%	50.00%
Jul-01	710	1458	48.70%	49.98%
Aug-01	76	1501	5.06%	21.92%
Sep-01	43	1230	3.50%	18.37%
Oct-01	798	3047	26.19%	43.97%
Nov-01	2059	3832	53.73%	49.85%
Dec-01	1539	2689	57.23%	49.47%
Jan-02	1947	3435	56.68%	49.55%
Feb-02	1566	3077	50.89%	49.99%
Mar-02	1604	2766	57.99%	49.38%
Apr-02	1947	3667	53.10%	49.90%



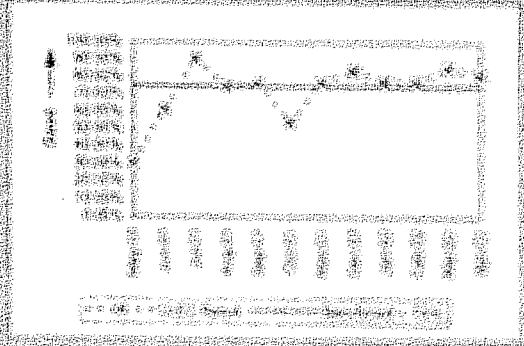
Electronic Flow-through for All Eligible LSRs Received via IMA (Percent) (PO-2A-1)

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
May-01	221	566	39.05%	48.79%
Jun-01	255	413	61.74%	48.69%
Jul-01	306	598	51.17%	49.99%
Aug-01	402	522	77.01%	42.09%
Sep-01	340	447	76.06%	42.67%
Oct-01	3071	3819	80.41%	39.69%
Nov-01	3292	3943	83.49%	37.12%
Dec-01	2823	3778	74.72%	43.46%
Jan-02	3264	3988	81.85%	38.56%
Feb-02	4051	4614	87.80%	32.73%
Mar-02	3902	4553	85.70%	35.01%
Apr-02	4812	5524	87.11%	33.51%



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

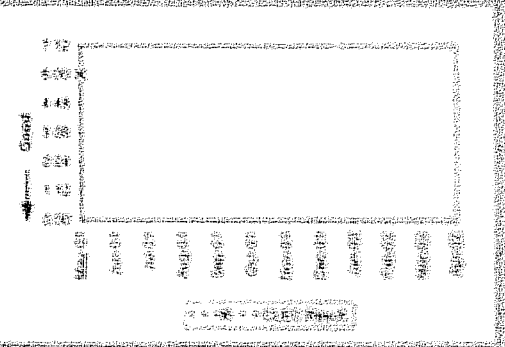
Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
May-01	4	13	30.77%	46.15%
Jun-01	492	798	61.65%	48.69%
Jul-01	710	782	90.79%	28.91%
Aug-01	76	101	75.25%	43.16%
Sep-01	43	56	76.79%	42.22%
Oct-01	798	1466	54.43%	49.82%
Nov-01	2059	2661	77.38%	41.84%
Dec-01	1539	1630	94.48%	22.67%
Jan-02	1947	2504	77.76%	41.59%
Feb-02	1566	2019	77.56%	41.72%
Mar-02	1604	1669	96.11%	19.36%
Apr-02	1947	2388	81.53%	38.76%



Checklist #2 - LSR Rejections

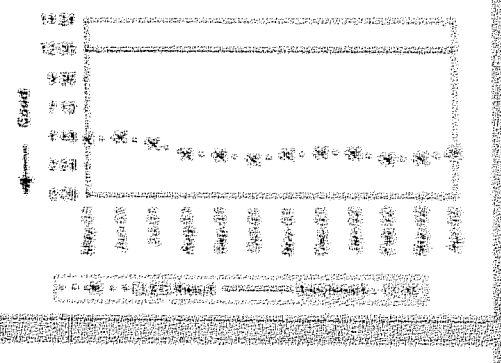
LSR Rejection Notice Interval for IMA (pre-split) (Hours:Minutes) (PO-3)

Date	CLEC Num	CLEC Denom	CLEC Result
May-01	6:02	1	6:02
Jun-01			
Jul-01			
Aug-01			
Sep-01			
Oct-01			
Nov-01			
Dec-01			
Jan-02			
Feb-02			
Mar-02			
Apr-02			



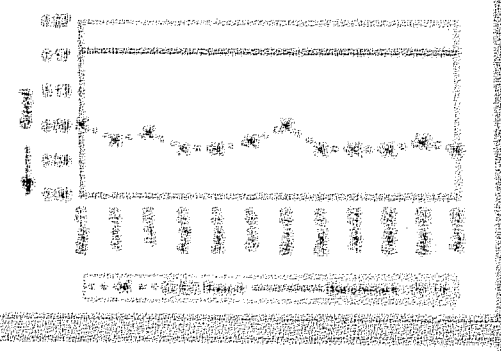
LSR Rejection Notice Interval for IMA - Rejected Manually (Hours:Minutes) (PO-3A-1)

Date	CLEC Num	CLEC Denom	CLEC Result
May-01	26557:37	5684	4:40
Jun-01	23820:45	4947	4:49
Jul-01	21270:09	4933	4:19
Aug-01	17728:10	5158	3:26
Sep-01	13786:10	4114	3:21
Oct-01	13659:29	4578	2:59
Nov-01	13840:21	4026	3:26
Dec-01	11824:06	3296	3:35
Jan-02	13053:43	3681	3:33
Feb-02	9649:34	3142	3:04
Mar-02	11300:27	3582	3:09
Apr-02	12303:58	3402	3:37



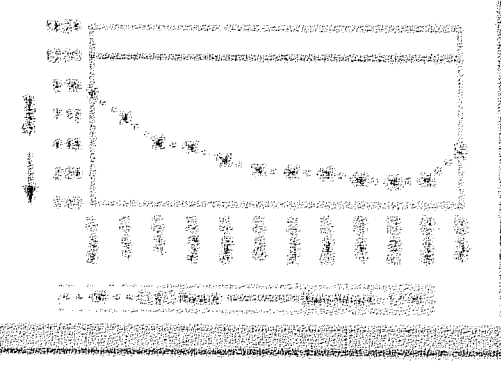
LSR Rejection Notice Interval for IMA - Auto-Rejected (Minutes:Seconds) (PO-3A-2)

Date	CLEC Num	CLEC Denom	CLEC Result
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	25209	0:06
Jan-02	2952:50	29785	0:05
Feb-02	2612:21	25067	0:06
Mar-02	3208:27	28421	0:07
Apr-02	2740:31	28078	0:06



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

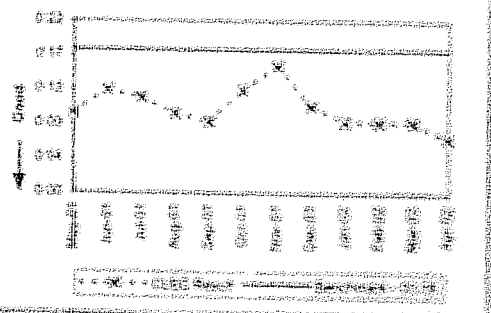
Date	CLEC Num	CLEC Denom	CLEC Result
May-01	37723:21	4212	8:57
Jun-01	28447:00	4048	7:01
Jul-01	22614:02	4528	5:00
Aug-01	28904:49	6185	4:40
Sep-01	18780:11	5138	3:39
Oct-01	17800:55	6241	2:51
Nov-01	12279:16	4560	2:42
Dec-01	10284:53	3927	2:37
Jan-02	9422:58	4492	2:06
Feb-02	6870:16	3544	1:56
Mar-02	6346:06	2989	2:07
Apr-02	29633:56	6587	4:29



Checklist #2 - LSR Rejections

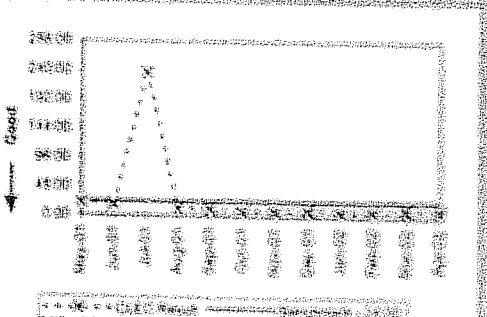
LSR Rejection Notice Interval for EDI - Auto-Rejected (Minutes:Seconds) (PO-3B-2)

Date	CLEC Num	CLEC Denom	CLEC Result
May-01	1564:42	9845	0:10
Jun-01	1628:21	7734	0:13
Jul-01	1517:44	7819	0:12
Aug-01	1657:46	10415	0:10
Sep-01	1419:33	9822	0:09
Oct-01	3215:15	14444	0:13
Nov-01	4041:55	14716	0:16
Dec-01	2841:34	15289	0:11
Jan-02	2863:00	20133	0:09
Feb-02	2013:05	13400	0:09
Mar-02	1994:26	13392	0:09
Apr-02	2018:25	17647	0:07



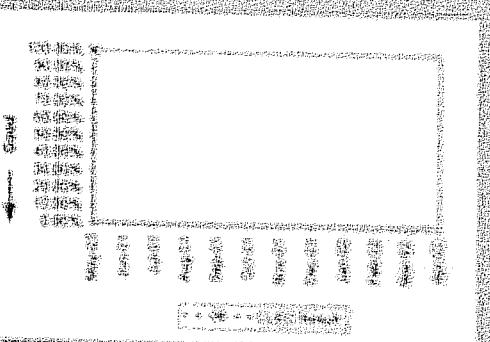
LSR Rejection Notice Interval for Manual and IIS (Hours:Minutes) (PO-3C)

Date	CLEC Num	CLEC Denom	CLEC Result
May-01	42422:19	1874	22:38
Jun-01	24899:53	1270	19:36
Jul-01	236524:33	995	237:43
Aug-01	18926:14	1449	13:04
Sep-01	8162:41	648	12:36
Oct-01	5273:53	677	7:47
Nov-01	5253:33	599	8:46
Dec-01	6682:15	652	10:15
Jan-02	4071:29	521	7:49
Feb-02	4787:34	584	8:12
Mar-02	5339:28	481	11:06
Apr-02	4242:26	402	10:33



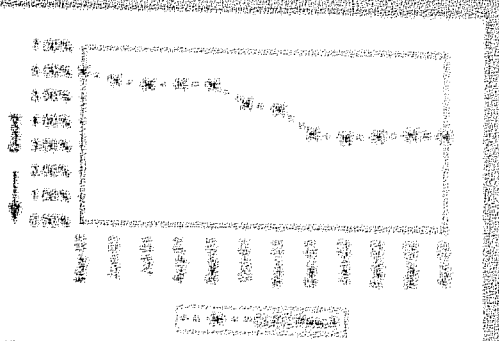
LSRs Rejected for IMA (pre-split) (Percent) (PO-4)

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



LSRs Rejected for IMA - Rejected Manually (Percent) (PO-4A-1)

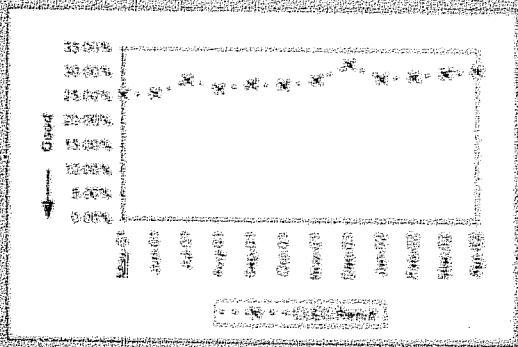
Date	CLEC Num	CLEC Denom	CLEC Result
May-01	5584	94055	6.04%
Jun-01	4947	86450	5.72%
Jul-01	4933	88485	5.58%
Aug-01	5158	91530	5.64%
Sep-01	4114	73160	5.62%
Oct-01	4578	93217	4.91%
Nov-01	4026	85656	4.70%
Dec-01	3296	87829	3.75%
Jan-02	3681	102045	3.61%
Feb-02	3142	84615	3.71%
Mar-02	3582	94010	3.81%
Apr-02	3402	90804	3.75%



Checklist #2 - LSR Rejections

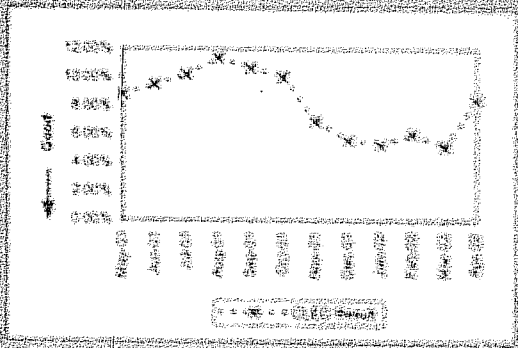
LSRs Rejected for IMA - Auto-Rejected (Percent) (PO-4A-2)

Date	CLEC Num	CLEC Denom	CLEC Result
May-01	24033	94055	25.55%
Jun-01	22269	86450	25.76%
Jul-01	25302	88485	28.59%
Aug-01	24519	91530	26.79%
Sep-01	20332	73160	27.79%
Oct-01	25739	93217	27.61%
Nov-01	24670	85656	28.80%
Dec-01	28208	87829	32.12%
Jan-02	29785	102045	29.19%
Feb-02	25067	84615	29.62%
Mar-02	28421	94010	30.23%
Apr-02	28078	90804	30.92%



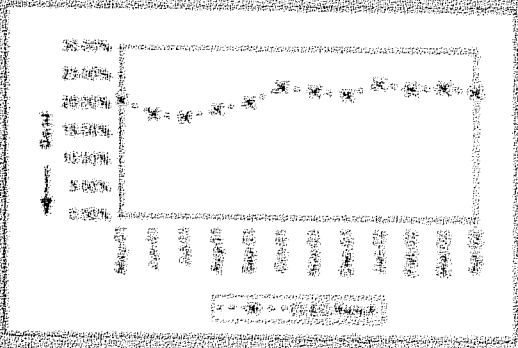
LSRs Rejected for EDI - Rejected Manually (Percent) (PO-4B-1)

Date	CLEC Num	CLEC Denom	CLEC Result
May-01	4212	47633	8.84%
Jun-01	4046	42364	9.55%
Jul-01	4528	44111	10.27%
Aug-01	6185	54234	11.40%
Sep-01	5138	47978	10.71%
Oct-01	6241	61930	10.08%
Nov-01	4560	65120	7.00%
Dec-01	3927	69357	5.66%
Jan-02	4492	83678	5.37%
Feb-02	3544	57897	6.12%
Mar-02	2989	57060	5.24%
Apr-02	6587	77654	8.48%



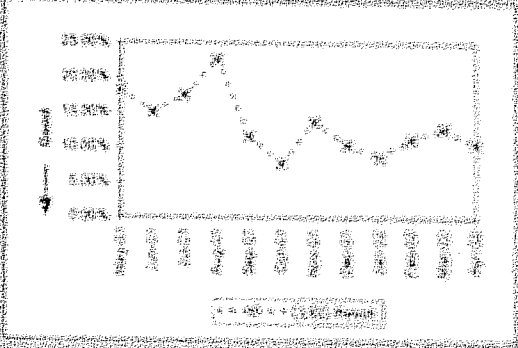
LSRs Rejected for EDI - Auto-Rejected (Percent) (PO-4B-2)

Date	CLEC Num	CLEC Denom	CLEC Result
May-01	9845	47633	20.67%
Jun-01	7734	42364	18.26%
Jul-01	7819	44111	17.73%
Aug-01	10415	54234	19.20%
Sep-01	9822	47978	20.47%
Oct-01	14444	61930	23.32%
Nov-01	14716	65120	22.60%
Dec-01	15289	69357	22.04%
Jan-02	20133	83678	24.06%
Feb-02	13400	57897	23.14%
Mar-02	13392	57060	23.47%
Apr-02	17647	77654	22.73%



LSRs Received via Facsimile (Percent) (PO-4C)

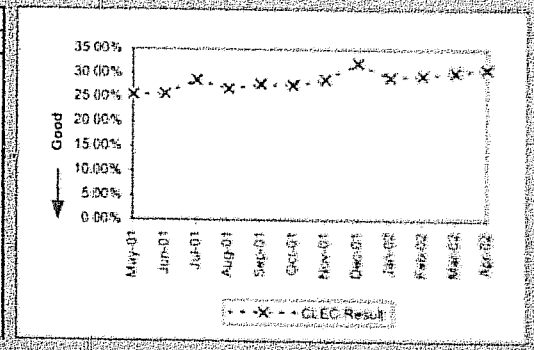
Date	CLEC Num	CLEC Denom	CLEC Result
May-01	1874	10311	18.17%
Jun-01	1270	8426	15.07%
Jul-01	995	5679	17.52%
Aug-01	1449	6399	22.64%
Sep-01	648	5514	11.75%
Oct-01	677	8574	7.90%
Nov-01	599	4332	13.83%
Dec-01	652	6223	10.48%
Jan-02	521	5963	8.74%
Feb-02	584	5174	11.29%
Mar-02	481	3753	12.82%
Apr-02	402	3788	10.61%



Checklist #2 - LSR Rejections

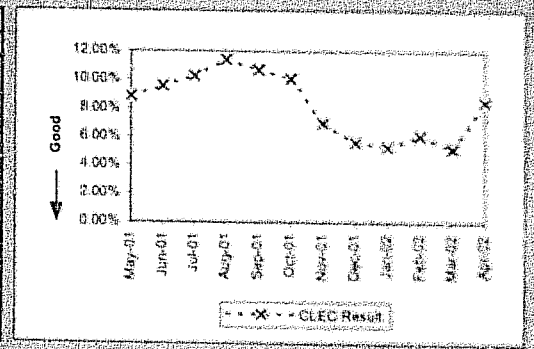
LSRs Rejected for IMA - Auto-Rejected (Percent) (PO-4A-2)

Date	CLEC Num	CLEC Denom	CLEC Result
May-01	24033	94055	25.55%
Jun-01	22269	86450	25.76%
Jul-01	25302	88485	28.59%
Aug-01	24519	91530	26.79%
Sep-01	20332	73160	27.79%
Oct-01	25739	93217	27.61%
Nov-01	24670	85656	28.80%
Dec-01	28208	87829	32.12%
Jan-02	29785	102045	29.19%
Feb-02	25067	84615	29.62%
Mar-02	28421	94010	30.23%
Apr-02	28078	90804	30.92%



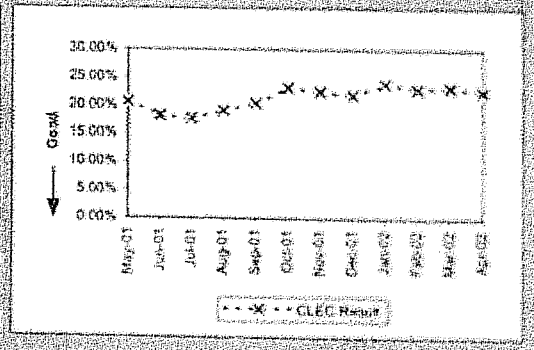
LSRs Rejected for EDI - Rejected Manually (Percent) (PO-4B-1)

Date	CLEC Num	CLEC Denom	CLEC Result
May-01	4212	47633	8.84%
Jun-01	4046	42364	9.55%
Jul-01	4528	44111	10.27%
Aug-01	6185	54234	11.40%
Sep-01	5138	47978	10.71%
Oct-01	6241	61930	10.08%
Nov-01	4560	65120	7.00%
Dec-01	3927	69357	5.66%
Jan-02	4492	83678	5.37%
Feb-02	3544	57897	6.12%
Mar-02	2989	57060	5.24%
Apr-02	6587	77654	8.48%



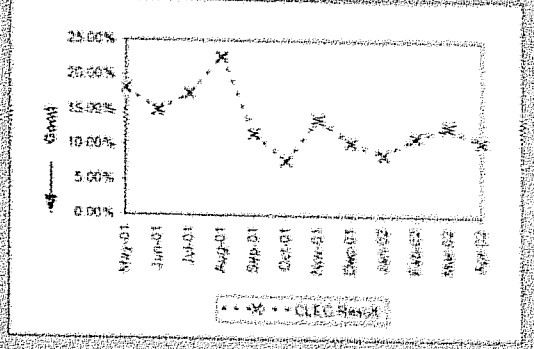
LSRs Rejected for EDI - Auto-Rejected (Percent) (PO-4B-2)

Date	CLEC Num	CLEC Denom	CLEC Result
May-01	9845	47633	20.67%
Jun-01	7734	42364	18.26%
Jul-01	7819	44111	17.73%
Aug-01	10415	54234	19.20%
Sep-01	9822	47978	20.47%
Oct-01	14444	61930	23.32%
Nov-01	14716	65120	22.60%
Dec-01	15289	69357	22.04%
Jan-02	20133	83678	24.06%
Feb-02	13400	57897	23.14%
Mar-02	13392	57060	23.47%
Apr-02	17647	77654	22.73%



LSRs Received via Facsimile (Percent) (PO-4C)

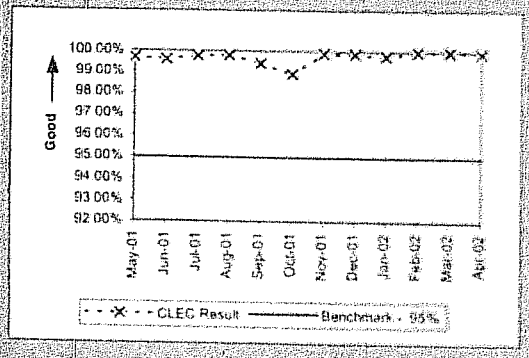
Date	CLEC Num	CLEC Denom	CLEC Result
May-01	1874	10311	18.17%
Jun-01	1270	8426	15.07%
Jul-01	995	5679	17.52%
Aug-01	1449	6399	22.64%
Sep-01	648	5514	11.75%
Oct-01	677	8574	7.90%
Nov-01	599	4332	13.83%
Dec-01	652	6223	10.48%
Jan-02	521	5963	8.74%
Feb-02	584	5174	11.29%
Mar-02	481	3753	12.82%
Apr-02	402	3788	10.61%



Checklist #2 - Firm Order Confirmations - Resale

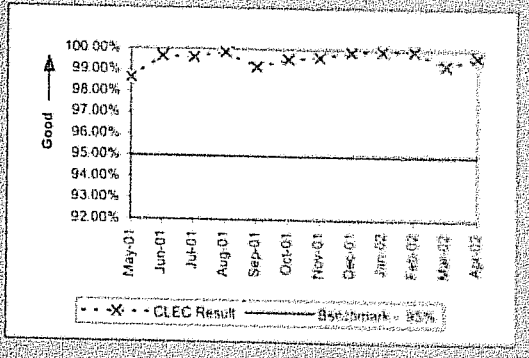
FOCs On Time for Fully Electronic LSRs Received Via IMA (Percent) (PO-5A-1(a))

Date	CLEC Num	CLEC Denom	CLEC Result
May-01	21620	21687	99.69%
Jun-01	22861	22953	99.60%
Jul-01	19953	19997	99.78%
Aug-01	22358	22404	99.79%
Sep-01	14910	14995	99.43%
Oct-01	20700	20926	98.92%
Nov-01	17371	17388	99.90%
Dec-01	17595	17615	99.89%
Jan-02	23222	23271	99.79%
Feb-02	19567	19570	99.98%
Mar-02	23494	23498	99.98%
Apr-02	22335	22352	99.92%



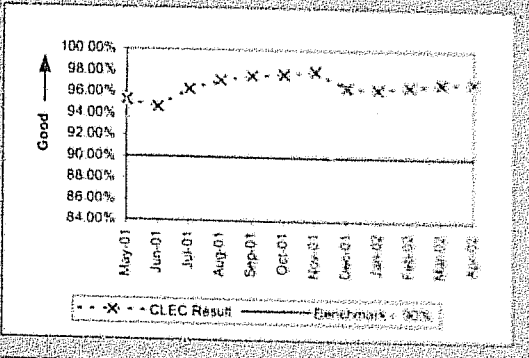
FOCs On Time for Fully Electronic LSRs Received Via EDI (Percent) (PO-5A-2(a))

Date	CLEC Num	CLEC Denom	CLEC Result
May-01	1830	1855	98.65%
Jun-01	1501	1506	99.67%
Jul-01	2174	2182	99.63%
Aug-01	3828	3833	99.87%
Sep-01	2575	2596	99.19%
Oct-01	3908	3925	99.57%
Nov-01	7998	8026	99.65%
Dec-01	9211	9220	99.90%
Jan-02	11145	11152	99.94%
Feb-02	5341	5344	99.94%
Mar-02	5222	5260	99.28%
Apr-02	6612	6634	99.67%



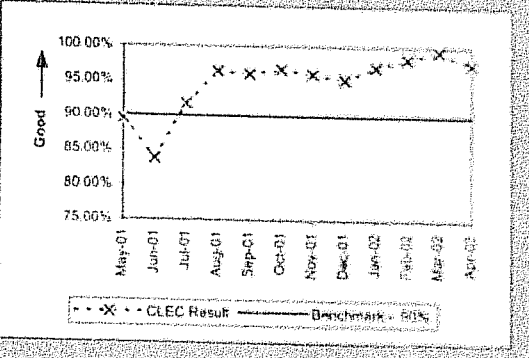
FOCs On Time For Electronic/Manual LSRs Received Via IMA (Percent) (PO-5B-1(a))

Date	CLEC Num	CLEC Denom	CLEC Result
May-01	17955	18840	95.30%
Jun-01	14650	15482	94.63%
Jul-01	15449	16038	96.33%
Aug-01	14005	14409	97.20%
Sep-01	9658	9894	97.61%
Oct-01	12165	12441	97.78%
Nov-01	11068	11286	98.07%
Dec-01	11719	12136	96.56%
Jan-02	12703	13172	96.44%
Feb-02	10568	10932	96.67%
Mar-02	9989	10301	96.97%
Apr-02	10711	11037	97.05%



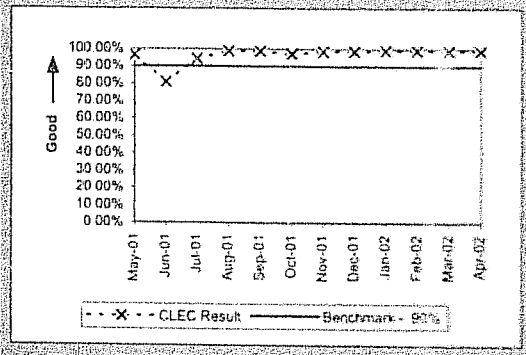
FOCs On Time For Electronic/Manual LSRs Received Via EDI (Percent) (PO-5B-2(a))

Date	CLEC Num	CLEC Denom	CLEC Result
May-01	8468	9461	89.50%
Jun-01	8740	10422	83.86%
Jul-01	10308	11234	91.76%
Aug-01	14310	14849	96.37%
Sep-01	10831	11279	96.03%
Oct-01	11018	11395	96.69%
Nov-01	10582	11024	95.99%
Dec-01	9428	9901	95.22%
Jan-02	11701	12060	97.02%
Feb-02	7793	7931	98.26%
Mar-02	7311	7352	99.44%
Apr-02	13641	13992	97.49%



Checklist #2 - Firm Order Confirmations - Resale

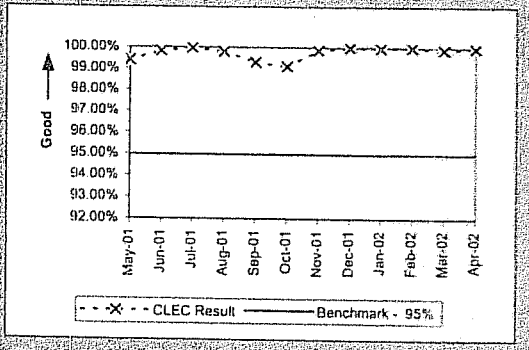
Date	FOCs on Time for Manual (Percent) (PO-5C-(a))		
	CLEC Num	CLEC Denom	CLEC Result
May-01	7534	7800	96.59%
Jun-01	324	400	81.00%
Jul-01	4002	4238	94.43%
Aug-01	4336	4384	98.91%
Sep-01	4211	4253	99.01%
Oct-01	6741	6927	97.31%
Nov-01	3271	3314	98.70%
Dec-01	4966	5026	98.81%
Jan-02	4896	4929	99.33%
Feb-02	4100	4132	99.23%
Mar-02	2670	2695	99.07%
Apr-02	2688	2710	99.19%



Checklist #2 - Firm Order Confirmations - Unbundled Loops

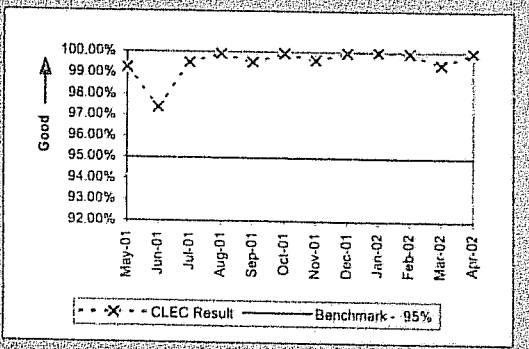
FOCs On Time for Fully Electronic LSRs Received Via IMA (Percent) (PO-5A-1(b))

Date	CLEC Num	CLEC Denom	CLEC Result
May-01	1492	1501	99.40%
Jun-01	2357	2361	99.83%
Jul-01	2840	2841	99.96%
Aug-01	3055	3061	99.80%
Sep-01	2592	2610	99.31%
Oct-01	3286	3315	99.13%
Nov-01	3777	3782	99.87%
Dec-01	3364	3364	100.00%
Jan-02	4215	4216	99.98%
Feb-02	3416	3416	100.00%
Mar-02	3148	3151	99.90%
Apr-02	3231	3232	99.97%



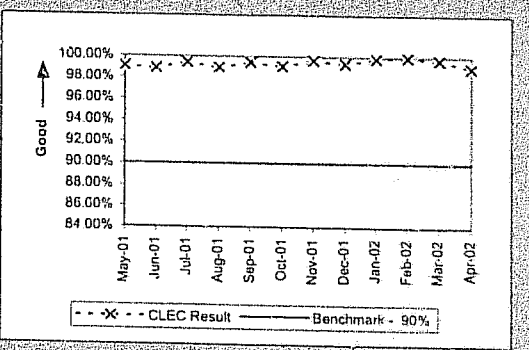
FOCs On Time for Fully Electronic LSRs Received Via EDI (Percent) (PO-5A-2(b))

Date	CLEC Num	CLEC Denom	CLEC Result
May-01	403	406	99.26%
Jun-01	526	540	97.41%
Jul-01	1985	1995	99.50%
Aug-01	1394	1395	99.93%
Sep-01	2135	2145	99.53%
Oct-01	3321	3323	99.94%
Nov-01	3815	3829	99.63%
Dec-01	4219	4220	99.98%
Jan-02	9511	9511	100.00%
Feb-02	5282	5284	99.96%
Mar-02	4711	4738	99.43%
Apr-02	7104	7105	99.99%



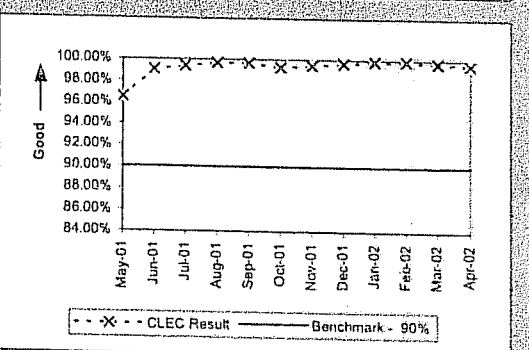
FOCs On Time For Electronic/Manual LSRs Received Via IMA (Percent) (PO-5B-1(b))

Date	CLEC Num	CLEC Denom	CLEC Result
May-01	9585	9674	99.08%
Jun-01	6865	6941	98.91%
Jul-01	7176	7216	99.45%
Aug-01	7087	7162	98.95%
Sep-01	7454	7497	99.43%
Oct-01	8842	8923	99.09%
Nov-01	7004	7027	99.67%
Dec-01	5808	5846	99.35%
Jan-02	6454	6465	99.83%
Feb-02	6143	6146	99.95%
Mar-02	8742	8768	99.70%
Apr-02	5844	5904	98.98%



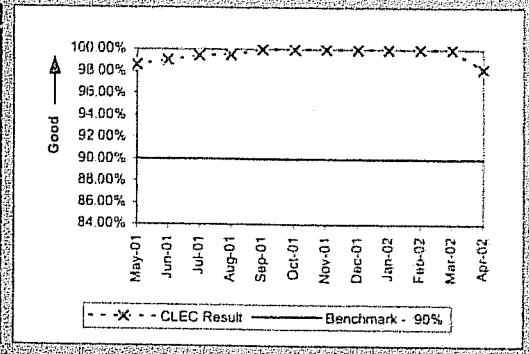
FOCs On Time For Electronic/Manual LSRs Received Via EDI (Percent) (PO-5B-2(b))

Date	CLEC Num	CLEC Denom	CLEC Result
May-01	4414	4572	96.54%
Jun-01	3353	3385	99.05%
Jul-01	4426	4453	99.39%
Aug-01	5242	5259	99.68%
Sep-01	7076	7098	99.69%
Oct-01	9085	9150	99.29%
Nov-01	8708	8752	99.50%
Dec-01	8559	8586	99.69%
Jan-02	10137	10152	99.85%
Feb-02	7418	7427	99.88%
Mar-02	8357	8380	99.73%
Apr-02	9077	9119	99.54%



Checklist #2 - Firm Order Confirmations - Unbundled Loops

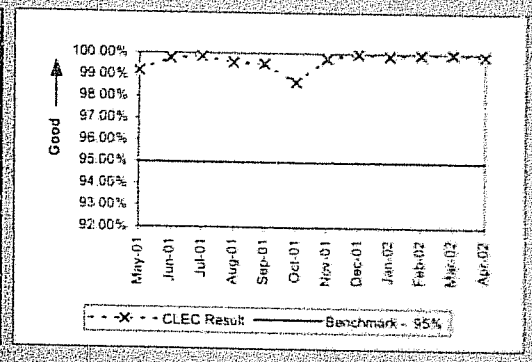
Date	FOCs on Time for Manual (Percent) (PO-5C-(b))		
	CLEC Num	CLEC Denom	CLEC Result
May-01	215	218	98.62%
Jun-01	208	210	99.05%
Jul-01	182	183	99.45%
Aug-01	205	206	99.51%
Sep-01	180	180	100.00%
Oct-01	278	278	100.00%
Nov-01	172	172	100.00%
Dec-01	241	241	100.00%
Jan-02	226	226	100.00%
Feb-02	172	172	100.00%
Mar-02	173	173	100.00%
Apr-02	275	280	98.21%



Checklist #2 - Firm Order Confirmations - LNP

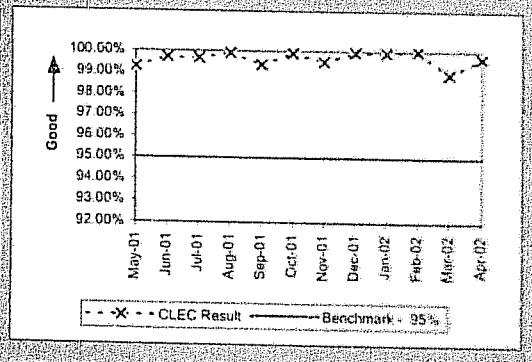
FOCs On Time for Fully Electronic LSRs Received Via IMA (Percent) (PO-5A-1(c))

Date	CLEC Num	CLEC Denom	CLEC Result
May-01	5591	5636	99.20%
Jun-01	5745	5757	99.79%
Jul-01	6280	6288	99.87%
Aug-01	7387	7417	99.60%
Sep-01	5453	5479	99.53%
Oct-01	7655	7757	98.69%
Nov-01	8538	8558	99.77%
Dec-01	8724	8725	99.99%
Jan-02	10395	10406	99.89%
Feb-02	7643	7646	99.96%
Mar-02	7667	7668	99.99%
Apr-02	8012	8020	99.90%



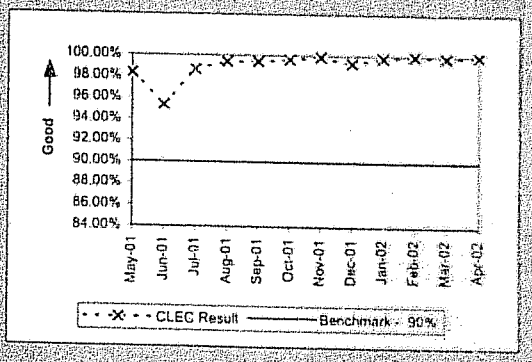
FOCs On Time for Fully Electronic LSRs Received Via EDI (Percent) (PO-5A-2(c))

Date	CLEC Num	CLEC Denom	CLEC Result
May-01	7706	7762	99.28%
Jun-01	6991	7011	99.71%
Jul-01	4991	5007	99.68%
Aug-01	4815	4819	99.92%
Sep-01	4187	4213	99.38%
Oct-01	6267	6272	99.92%
Nov-01	6751	6784	99.51%
Dec-01	9501	9506	99.95%
Jan-02	7601	7606	99.93%
Feb-02	7911	7911	100.00%
Mar-02	8206	8294	98.94%
Apr-02	9715	9746	99.68%



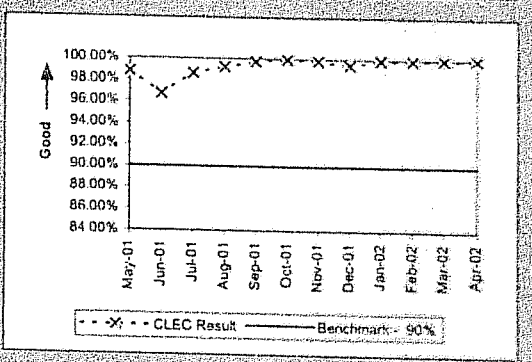
FOCs On Time For Electronic/Manual LSRs Received Via IMA (Percent) (PO-5B-1(c))

Date	CLEC Num	CLEC Denom	CLEC Result
May-01	5067	5153	98.33%
Jun-01	4333	4544	95.36%
Jul-01	4633	4695	98.68%
Aug-01	5290	5322	99.40%
Sep-01	4274	4299	99.42%
Oct-01	5332	5351	99.64%
Nov-01	5908	5915	99.88%
Dec-01	5418	5457	99.29%
Jan-02	6942	6956	99.80%
Feb-02	5537	5540	99.95%
Mar-02	5115	5123	99.84%
Apr-02	5121	5122	99.98%



FOCs On Time For Electronic/Manual LSRs Received Via EDI (Percent) (PO-5B-2(c))

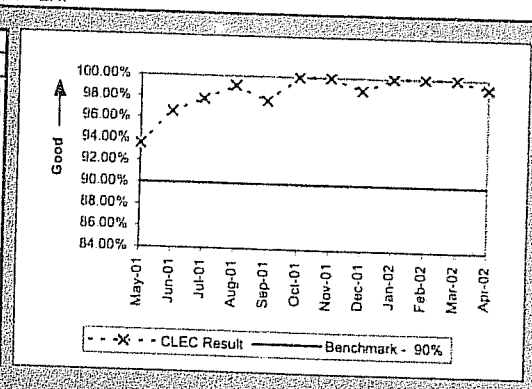
Date	CLEC Num	CLEC Denom	CLEC Result
May-01	7650	7745	98.77%
Jun-01	5713	5906	96.73%
Jul-01	4687	4752	98.63%
Aug-01	4498	4533	99.23%
Sep-01	3589	3598	99.75%
Oct-01	4322	4325	99.93%
Nov-01	4741	4749	99.83%
Dec-01	5418	5448	99.45%
Jan-02	5088	5093	99.90%
Feb-02	4282	4286	99.91%
Mar-02	3959	3960	99.97%
Apr-02	3926	3926	100.00%



Checklist #2 - Firm Order Confirmations - LNP

FOCs on Time for Manual (Percent) (PO-5C-(c))

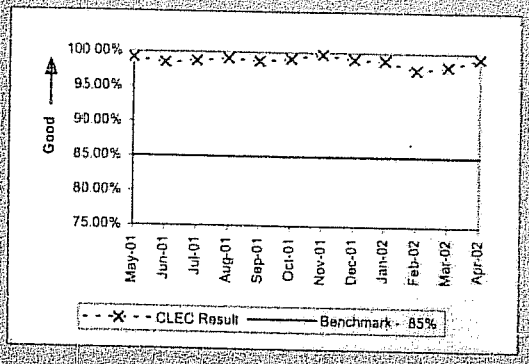
	CLEC Num	CLEC Denom	CLEC Result
[illegible]	307	328	93.60%
[illegible]	227	235	96.60%
[illegible]	135	138	97.83%
[illegible]	224	226	99.12%
[illegible]	129	132	97.73%
[illegible]	108	108	100.00%
[illegible]	111	111	100.00%
[illegible]	173	175	98.86%
[illegible]	130	130	100.00%
[illegible]	130	130	100.00%
[illegible]	237	237	100.00%
[illegible]	232	234	99.15%



Checklist #2 - Firm Order Confirmations - LIS

Firm Order Confirmations (FOCs) On Time (Percent) (PO-5D)

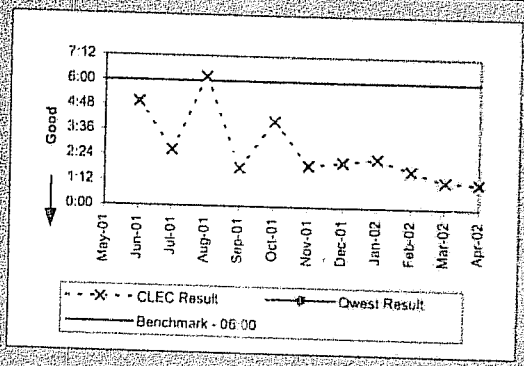
	CLEC Num	CLEC Denom	CLEC Result
	368	371	99.19%
	325	330	98.48%
	479	485	98.76%
	594	599	99.17%
	402	407	98.77%
	561	566	99.12%
	482	483	99.79%
	433	437	99.08%
	461	466	98.93%
	518	531	97.55%
	621	633	98.10%
	553	557	99.28%



Checklist #2 - Completion Notifications

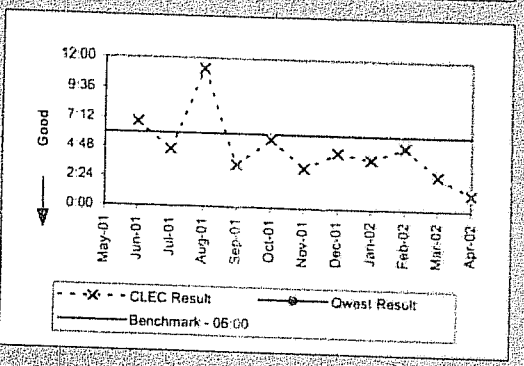
Order Completion Notification Timeliness (Hours:Minutes) (PO-6A)

			CLEC Res	CLEC Std D	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
			4:56	29:40					
			2:41	6:03					
			0:12	40:46					
			1:51	17:23					
			4:06	22:02					
			2:00	27:45					
			2:11	18:37					
			2:27	21:02					
			1:49	17:48					
			1:19	19:21					
			5:15	15:28					



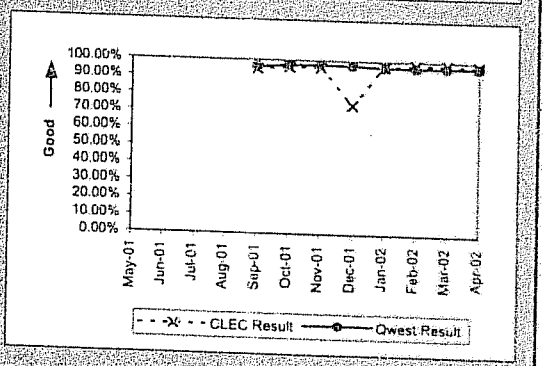
Order Completion Notification Timeliness (Hours:Minutes) (PO-6B)

			CLEC Res	CLEC Std D	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
			8:54	21:51					
			4:43	17:55					
			11:11	52:44					
			3:26	23:40					
			3:06	28:46					
			3:15	34:32					
			4:54	35:56					
			4:04	40:43					
			5:04	51:41					
			2:46	32:24					
			1:20	16:19					



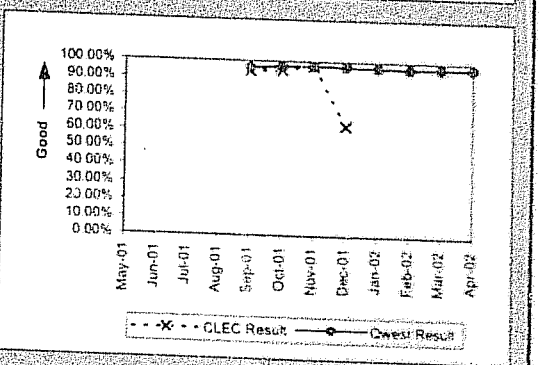
Order Completion Notification Timeliness (Percent) (PO-7A,C)

			CLEC Res	CLEC Std D	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
			94.93%	21.94%	2015375	2096536	96.13%	12.4	6.54
			96.12%	19.30%	2115176	2178305	97.10%	12.65	6.69
			96.05%	19.49%	2382740	2445477	97.43%	18.68	10.36
			74.05%	43.84%	2171317	2233267	97.23%	347.82	210.46
			95.73%	17.78%	2604737	2694688	96.66%	-0.92	-1.56
			97.65%	14.51%	2160754	2244677	96.26%	-19.09	-12.6
			98.17%	13.41%	2225036	2304001	96.57%	-21.29	-13.94
			97.76%	14.61%	2318361	2392773	96.89%	-11.28	-7.86



Order Completion Notification Timeliness (Percent) (PO-7B,C)

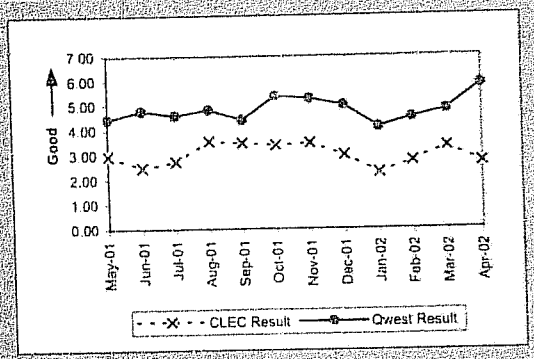
			CLEC Res	CLEC Std D	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
			94.35%	23.10%	2015375	2096536	96.13%	15.45	8.39
			96.84%	21.71%	2115176	2178305	97.10%	14.32	7.71
			97.55%	15.47%	2382740	2445477	97.43%	-1.36	-1.83
			83.03%	48.27%	2171317	2233267	97.23%	571.91	346.7
					2604737	2694688	96.66%		
					2160754	2244677	96.26%		
					2225036	2304001	96.57%		
					2318361	2392773	96.89%		



Checklist #2 - Jeopardy Notifications - Non-Designed Services

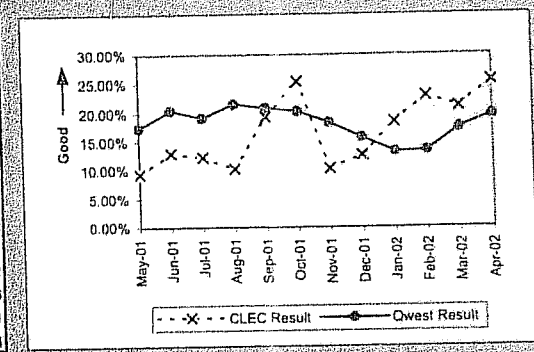
Average Notice Interval (Average Days) (PO-8A)

			CLEC Num	CLEC Den	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
				4.13	27267	5020	4.44	3.72	1.26
				2.91	31928	6686	4.78	3.72	1.26
				2.50	26033	5874	4.59	3.72	1.26
				4.13	33967	7058	4.81	3.72	1.26
				3.99	26437	6015	4.40	1.3	-0.21
				3.64	36818	6642	5.38	0.29	-0.82
				5.13	29080	5641	5.26	3.72	1.26
				5.09	26374	5273	5.00	3.72	1.26
				1.69	22743	5527	4.11	3.72	1.26
				2.67	22052	4919	4.48	3.72	1.26
				4.21	24806	5173	4.80	3.72	1.26
				2.46	31884	5474	5.82	3.72	1.26



Timely Jeopardy Notices (Percent) (PO-8A)

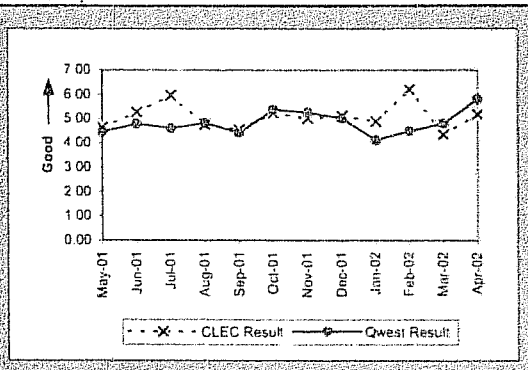
			CLEC Num	CLEC Den	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
				29.16%	1954	11203	17.44%	3.95	1.4
				93.67%	2373	11352	20.46%	2.78	0.69
				92.85%	2135	11120	19.20%	2.53	0.54
				90.37%	2450	11402	21.57%	4.67	1.84
				39.51%	1016	9193	20.84%	0.39	-0.76
				43.81%	1984	9798	20.25%	-1.47	-1.89
				39.36%	1445	7884	18.33%	2.64	0.61
				33.24%	1546	9817	15.75%	1.09	-0.34
				36.78%	1438	10920	13.17%	-1.84	-2.12
				41.97%	1318	9814	13.43%	-2.63	-2.6
				40.72%	1438	8258	17.41%	-0.84	-1.51
				43.66%	1473	7526	19.57%	-1.22	-1.74



Checklist #2 - Jeopardy Notifications - Unbundled Loops

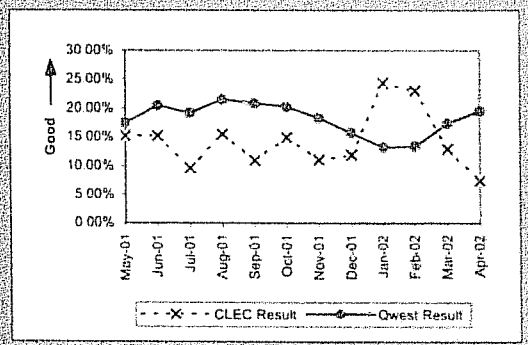
Mean Notice Interval (Average Days) (PO-8B)

[illegible]	[illegible]	[illegible]	6.64	7.24	22202	5020	4.44	-0.36	-1.22
[illegible]	[illegible]	[illegible]	5.27	9.13	21928	6686	4.78	-0.61	-1.37
[illegible]	[illegible]	[illegible]	5.93	5.73	26933	5874	4.59	-2.48	-2.51
[illegible]	[illegible]	[illegible]	4.95	3.86	33957	7058	4.81	0.14	-0.91
[illegible]	[illegible]	[illegible]	6.54	3.21	26437	6015	4.40	-0.42	-1.26
[illegible]	[illegible]	[illegible]	5.24	3.85	36818	6842	5.38	0.05	-0.97
[illegible]	[illegible]	[illegible]	5.01	4.71	29680	5641	5.26	0.6	-0.63
[illegible]	[illegible]	[illegible]	5.45	5.12	26374	5273	5.00	-0.33	-1.2
[illegible]	[illegible]	[illegible]	6.86	9.52	22743	5527	4.11	-2.35	-2.43
[illegible]	[illegible]	[illegible]	6.82	32.53	22052	4919	4.48	-4.56	-3.77
[illegible]	[illegible]	[illegible]	4.55	2.47	24806	5173	4.80	0.79	-0.52
[illegible]	[illegible]	[illegible]	5.39	5.06	31864	5474	5.82	0.13	-0.92



Timely Jeopardy Notices (Percent) (PO-8B)

[illegible]	[illegible]	[illegible]	15.21%	35.91%	1954	11203	17.44%	2.02	0.23
[illegible]	[illegible]	[illegible]	15.23%	16.93%	2323	11352	20.46%	3.29	1
[illegible]	[illegible]	[illegible]	9.25%	29.60%	2135	11120	19.20%	6.23	2.79
[illegible]	[illegible]	[illegible]	15.91%	36.20%	2459	11402	21.57%	4.27	1.6
[illegible]	[illegible]	[illegible]	11.01%	31.30%	1916	9193	20.84%	7.32	3.45
[illegible]	[illegible]	[illegible]	14.55%	35.66%	1984	9798	20.25%	4.61	1.8
[illegible]	[illegible]	[illegible]	11.12%	31.44%	1445	7884	18.33%	6.08	2.7
[illegible]	[illegible]	[illegible]	11.66%	32.48%	1546	9017	15.75%	1.63	1.21
[illegible]	[illegible]	[illegible]	24.34%	42.94%	1438	10920	13.17%	-10.08	-7.13
[illegible]	[illegible]	[illegible]	23.05%	42.12%	1318	9814	13.43%	-8.04	-5.89
[illegible]	[illegible]	[illegible]	19.92%	33.62%	1438	8258	17.41%	3.35	1.04
[illegible]	[illegible]	[illegible]	7.56%	26.35%	1473	7526	19.57%	9.59	4.83

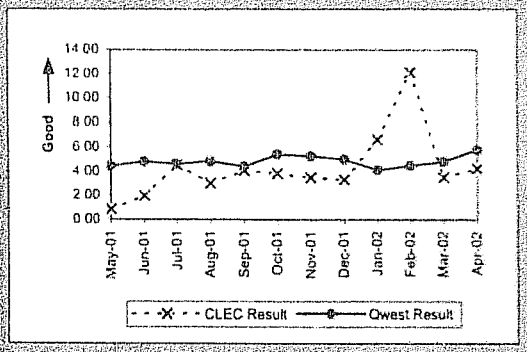


Checklist #2 - Jeopardy Notifications - LIS

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

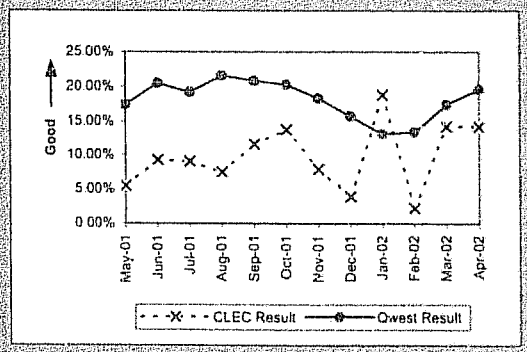
Jeopardy Notice Interval (Average Days) (PO-8D)

			CLEC Res	CLEC Std D	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
	55	17	0 84	1 22	22267	5020	4 44	3 72	1 26
	61	23	1 96	2 31	31928	6686	4 78	3 72	1 26
	99	19	4 53	5 79	26033	5874	4 59	-2 12	-2 29
	90	30	3 03	4 43	33967	7058	4 81	3 72	1 26
	65	25	4 08	5 11	26437	6015	4 40	3 72	1 26
	123	22	3 64	4 96	36818	6842	5 38	3 72	1 26
	92	20	3 55	3 97	29680	5641	5 26	3 72	1 26
	81	28	3 32	3 97	26374	5273	5 00	3 72	1 26
	778	99	6 64	8 18	22745	5527	4 11	-1 97	-2 2
	305	29	12 14	40 42	22052	4919	4 48	-4 75	-3 89
	85	25	3 52	3 10	24806	5173	4 80	3 72	1 26
	183	44	4 25	6 76	31864	5474	5 82	3 72	1 26



Timely Jeopardy Notices (Percent) (PO-9D)

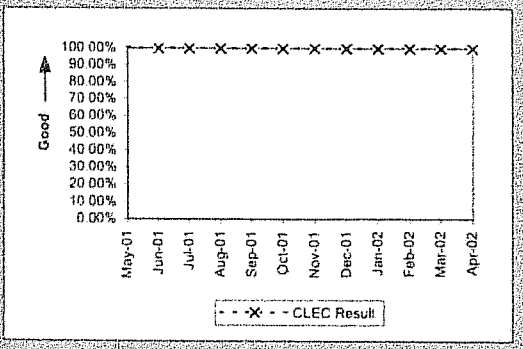
			CLEC Res	CLEC Std D	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
	5	91	5 49%	22 79%	1954	11203	17 44%	3 34	1 03
	10	108	9 26%	28 69%	2323	11352	20 46%	3 1	0 89
	17	119	9 09%	28 75%	2135	11120	19 20%	2 88	0 75
	11	107	7 48%	26 30%	2459	11402	21 57%	3 91	1 37
	6	59	11 59%	32 02%	1916	9193	20 84%	1 97	0 2
	9	65	13 75%	34 48%	1984	9798	20 25%	1 23	-0 25
	5	63	7 94%	27 03%	1445	7884	18 33%	2 28	0 38
	2	50	4 00%	19 60%	1546	9817	15 75%	2 53	0 54
	13	69	18 84%	39 10%	1436	10920	13 17%	-1 39	-1 84
	1	43	2 33%	15 07%	1316	9814	13 43%	2 4	0 46
	6	42	14 29%	34 99%	1438	8258	17 41%	0 49	-0 7
	6	42	14 29%	34 99%	1473	7526	19 57%	0 92	-0 44



Checklist #2 - LSR Accountability

LSR Accountability (Percent) (PO-10)

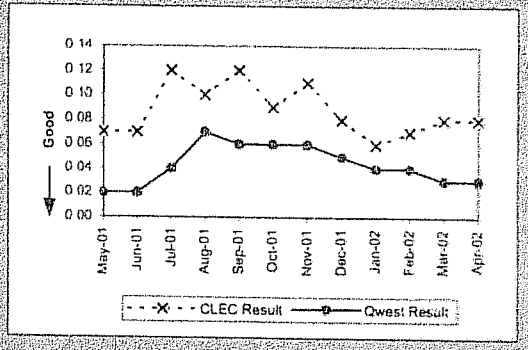
State	CLEC Name	CLEC Denom	CLEC Result
[illegible]	[illegible]	76408	100.49%
[illegible]	[illegible]	78870	100.00%
[illegible]	[illegible]	73119	100.00%
[illegible]	[illegible]	84030	100.00%
[illegible]	[illegible]	85983	100.00%
[illegible]	[illegible]	85412	100.00%
[illegible]	[illegible]	81566	100.00%
[illegible]	[illegible]	83868	100.00%
[illegible]	[illegible]	96534	100.00%
[illegible]	[illegible]	75655	100.00%
[illegible]	[illegible]	82526	100.00%
[illegible]	[illegible]	86473	100.00%



Checklist #2 - Due Date Changes

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

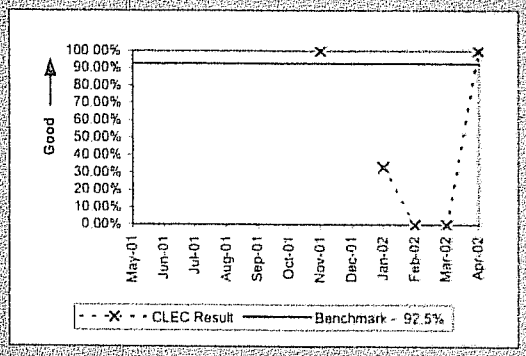
					Qwest Num	Qwest Den	Qwest Rslt	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	0.37	28796	1221969	0.02	73.14	43.47
[illegible]	[illegible]	[illegible]	[illegible]	0.31	31189	1302935	0.02	71.12	42.24
[illegible]	[illegible]	[illegible]	[illegible]	0.43	34668	805670	0.04	57.55	33.99
[illegible]	[illegible]	[illegible]	[illegible]	0.37	33366	501162	0.07	21.91	12.32
[illegible]	[illegible]	[illegible]	[illegible]	0.41	25194	392351	0.06	32.12	18.53
[illegible]	[illegible]	[illegible]	[illegible]	0.36	25566	429044	0.06	21.53	12.09
[illegible]	[illegible]	[illegible]	[illegible]	0.39	22337	380566	0.06	35.47	20.57
[illegible]	[illegible]	[illegible]	[illegible]	0.32	16515	342097	0.05	23.08	13.03
[illegible]	[illegible]	[illegible]	[illegible]	0.35	13785	375126	0.04	19.43	10.81
[illegible]	[illegible]	[illegible]	[illegible]	0.29	12607	335436	0.04	26.62	15.18
[illegible]	[illegible]	[illegible]	[illegible]	0.31	12027	358482	0.03	44.54	26.08
[illegible]	[illegible]	[illegible]	[illegible]	0.32	12271	362542	0.03	47.3	27.76



Checklist #2 - Timely Release Notifications

(PO-1b) Timely Release Notifications (Percent) Default

Date	CLEC Num	CLEC Denom	CLEC Result
May-01			
Jun-01			
Jul-01			
Aug-01			
Sep-01			
Oct-01	0	0	
Nov-01	1	1	100.00%
Dec-01	0	0	
Jan-02	1	3	33.33%
Feb-02	0	1	0.00%
Mar-02	0	1	0.00%
Apr-02	5	5	100.00%

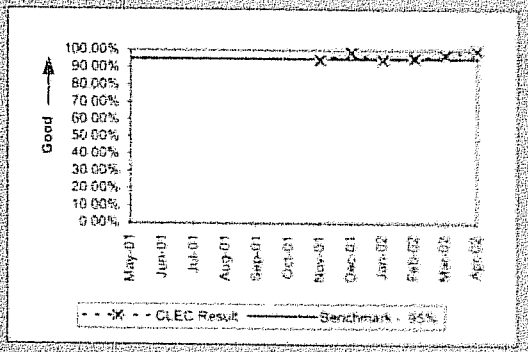


A PO-1b timely notification is late by 10 or more reporting months, the standard is 1 miss

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

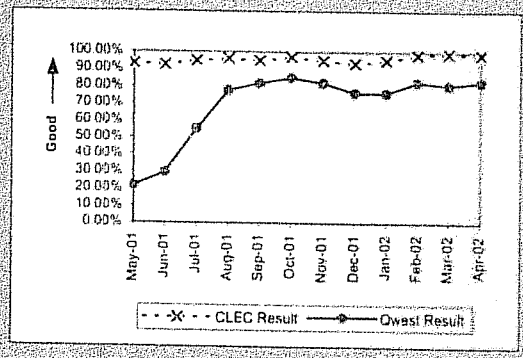
Stand-Alone Test Environment (SATE) Accuracy (Percent) (PO-19)

Date	CLEC Num	CLEC Denom	CLEC Result
May-01			
Jun-01			
Jul-01			
Aug-01			
Sep-01			
Oct-01			
Nov-01	358	379	94.46%
Dec-01	390	395	98.73%
Jan-02	749	792	94.57%
Feb-02	619	649	95.38%
Mar-02	637	656	97.10%
Apr-02	654	656	99.70%

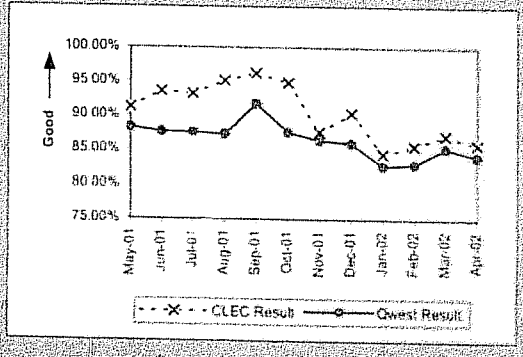


Checklist #2 - Access To Centers

	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result
	37724	93.34%	905550	4171326	21.71%
	39214	92.61%	1213127	4112797	29.50%
	32351	94.85%	2197349	3992969	55.03%
	35231	96.30%	3282289	4238016	77.68%
	37729	94.95%	2723316	3332102	81.73%
	30839	97.20%	3407926	4011312	84.96%
	27662	95.09%	2819746	3441968	81.92%
	27582	93.45%	2529350	3315622	76.29%
	29422	95.30%	3154[illegible]1	4152609	76.01%
	24925	98.32%	2593071	3147543	82.38%
	24764	99.17%	2638258	3273774	80.59%
	24826	98.45%	2529976	3423085	82.67%



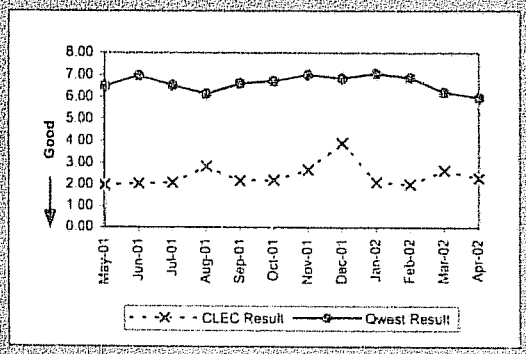
	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result
	2521	91.19%	747817	848094	88.18%
	2731	93.56%	775975	886147	87.57%
	31724	93.21%	770466	880726	87.48%
	29748	95.11%	642249	736282	87.23%
	24306	96.24%	514443	560881	91.72%
	23831	94.86%	526715	601761	87.53%
	22601	87.64%	472032	546396	86.39%
	19952	90.39%	440835	512988	85.93%
	20252	84.42%	426971	516511	82.66%
	18761	85.58%	356562	429847	82.95%
	19901	87.14%	395295	463412	85.30%
	20156	85.81%	386034	459220	84.06%



Checklist #2 - Billing

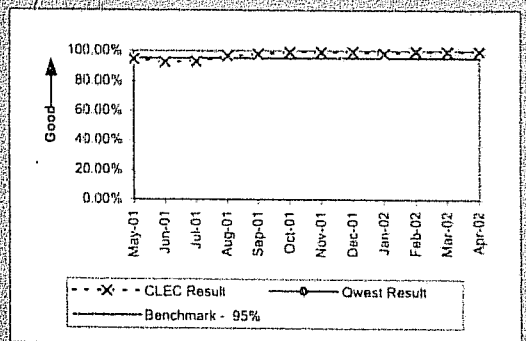
Time to Receive Usage Records (Average Days) UNEs and Resale Aggregate (BI-1A)

		CLEC Result	Qwest Num	Qwest Denom	Qwest Result
		1 97	640252109	98855256	6 48
		2 04	712224696	102156717	6 97
		2 09	610344343	93565971	6 52
		2 85	609862832	99266616	6 14
		2 19	537139206	81246682	6 61
		2 21	586280359	87111713	6 73
		2 70	569665035	81301546	7 01
		3 91	549950356	80247866	6 85
		2 11	593048716	83817742	7 08
		2 02	470128454	68308938	6 88
		2 67	493511107	79376589	6 22
		2 31	537032570	89839151	5 98



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

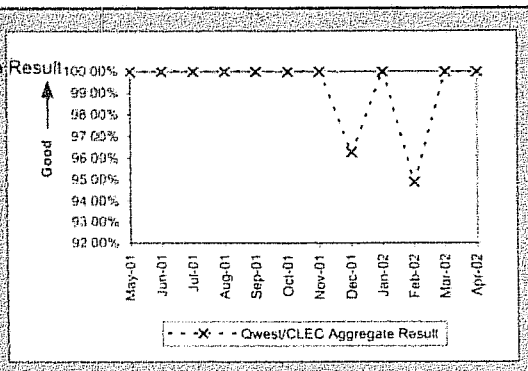
		CLEC Result	Qwest Num	Qwest Denom	Qwest Result
		94 98%			
		92 60%			
		93 03%			
		96 60%			
		97 73%			
		99 23%			
		99 23%			
		99 42%			
		96 05%			
		99 64%			
		99 30%			
		96 53%			



Checklist #2 - Billing

Percent Billed Within 10 Days (Percent) All (BI-2)

		Qwest/CLEC Aggregate	Qwest/CLEC Aggregate
		84098	100.00%
		82747	100.00%
		83777	100.00%
		84359	100.00%
		85387	100.00%
		88545	100.00%
		89937	100.00%
		84480	96.28%
		89948	99.99%
		92654	94.89%
		90939	100.00%
		92965	99.99%



Checklist #2 - Billing

Appendix for Errors (Percent) UNEs and Resale Aggregate (BI-3A)

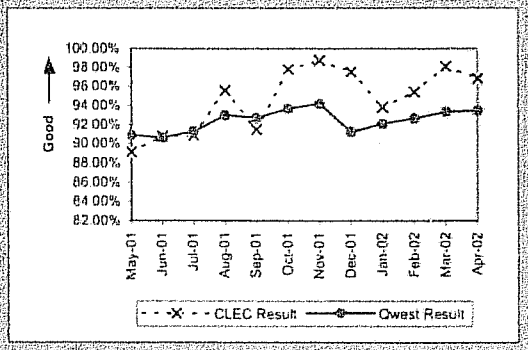
Checklist #2 - Billing

Section 271 Checklist Item 4 - Unbundled Network Element - Platform (UNE-P) Installation

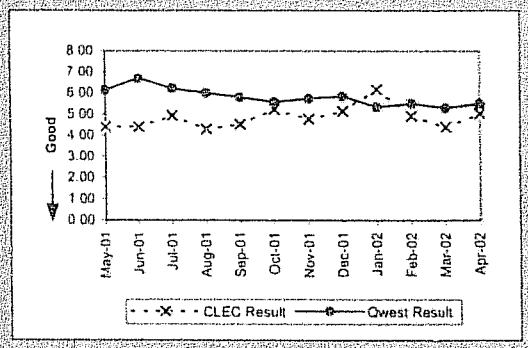
| | | |

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

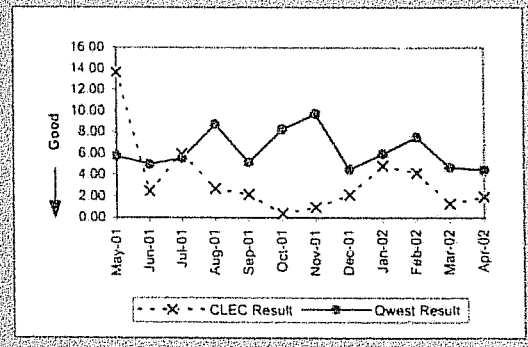
Percent Provisioning Met Due Date (OP-3) - Dispatches Outside MSAs



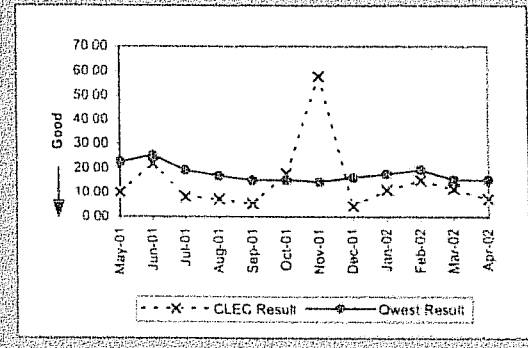
Average Duration of Service Outage (OP-4) - Dispatches Outside MSAs



Percent Provisioning Troubles within 30 Days (OP-5A-2) - Dispatches Outside MSAs



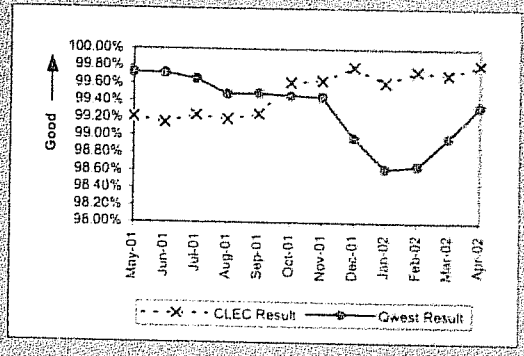
Percent Provisioning Troubles within 30 Days (OP-5A-2) - Dispatches Outside MSAs



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

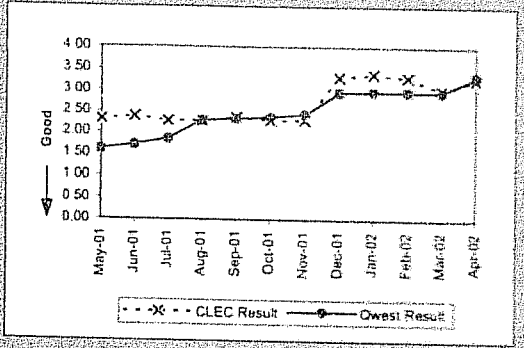
Installation Commitments Met (Percent) (OP-3C)-- No Dispatches

			CLEC Res	CLEC Std D	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
			99.22%	8.79%	712044	714590	99.73%	6.4	2.89
			99.15%	9.16%	778245	780412	99.72%	7.02	3.27
			99.24%	8.69%	555358	557267	99.66%	4.55	1.77
			98.40%	8.92%	240124	241361	99.49%	2.25	0.37
			99.26%	8.58%	183829	184762	99.50%	1.55	-0.06
			99.62%	6.12%	186902	187692	99.47%	-1.26	-1.76
			99.64%	5.97%	167443	168363	99.45%	-1.83	-2.11
			99.80%	4.51%	140808	142255	98.98%	-6.34	-4.86
			99.62%	6.14%	159883	162107	98.63%	-5.96	-4.62
			99.73%	4.99%	146720	148713	98.66%	-6.46	-4.93
			99.71%	5.38%	161741	163403	98.98%	-4.78	-3.9
			99.82%	4.18%	163793	164868	99.35%	-4.18	-3.54



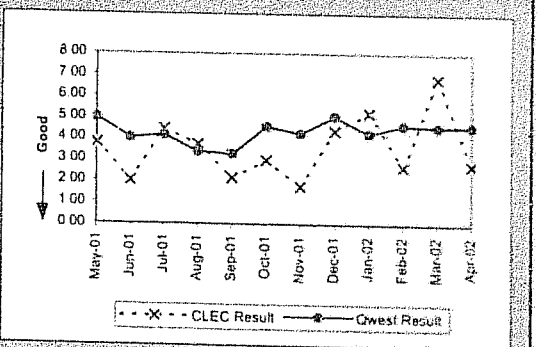
Installation Interval (Average Days) (OP-4C)-- No Dispatches

			CLEC Res	CLEC Std D	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
			3.31	1.83	896000	557838	1.61	28.71	16.45
			2.38	1.27	962350	573418	1.71	26.28	14.98
			2.78	1.74	743549	401825	1.85	17.63	9.72
			2.28	1.18	360659	157320	2.29	-0.36	-1.22
			2.37	1.81	297832	127837	2.33	0.98	-0.4
			2.29	1.52	303545	128213	2.37	-1.95	-2.19
			2.30	0.92	277197	113429	2.44	-6.32	-4.84
			3.31	1.02	314753	106280	2.96	9.05	4.5
			3.39	1.62	377409	126658	2.98	11.23	5.82
			3.32	1.22	333979	111948	2.98	9.26	4.63
			3.02	1.82	348915	117503	2.97	1.14	-0.3
			3.28	2.09	386887	116107	3.33	-1.41	-1.85



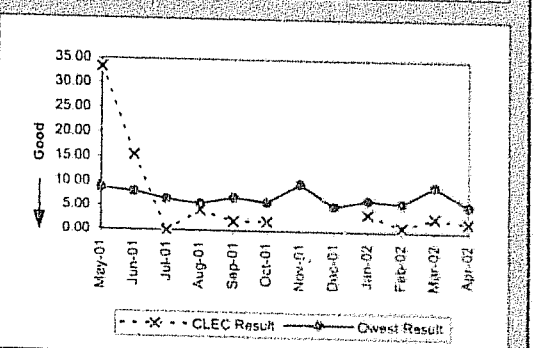
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-3)-- No Dispatches

			CLEC Res	CLEC Std D	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
			3.77	4.91	7918	1597	4.96	-0.53	-1.33
			2.03	1.96	7733	1923	4.02	-1.28	-1.78
			4.45	12.87	8655	2077	4.17	1.88	0.14
			3.75	5.51	4680	1388	3.37	1.8	0.09
			2.16	3.42	3222	984	3.27	-0.39	-1.23
			3.00	2.92	5154	1128	4.57	-0.33	-1.2
			1.78	1.93	4415	1041	4.24	-0.65	-1.4
			4.36	8.69	7432	1467	5.07	-0.12	-1.07
			5.25	7.59	9948	2346	4.24	2.51	0.53
			2.71	2.05	9210	1981	4.65	-0.55	-1.33
			6.65	14.70	7528	1648	4.57	2.03	0.24
			2.86	1.99	4835	1050	4.60	-0.39	-1.24



Delayed Days for Facility Reasons (Average Days) (OP-6B-3)-- No Dispatches

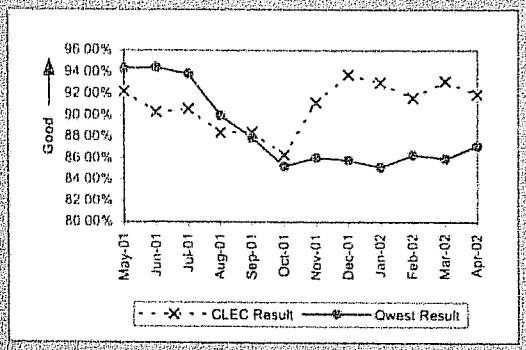
			CLEC Res	CLEC Std D	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
			33.33	43.36	3031	349	8.68	2.26	0.37
			15.50	0.71	1956	244	8.02	2.14	0.3
			0.00		1108	171	6.48	-0.25	-1.15
			4.25	2.99	1074	192	5.59	-0.24	-1.15
			2.00	1.41	1144	166	6.89	-0.31	-1.19
			2.00		765	128	5.98	-0.16	-1.1
					903	92	9.82		
					664	127	5.23		
			3.67	3.79	993	152	6.53	-0.35	-1.22
			1.00		729	124	5.88	-0.56	-1.34
			3.00		1310	137	9.56	-0.22	-1.13
			3.00		620	114	5.44	-0.52	-1.32

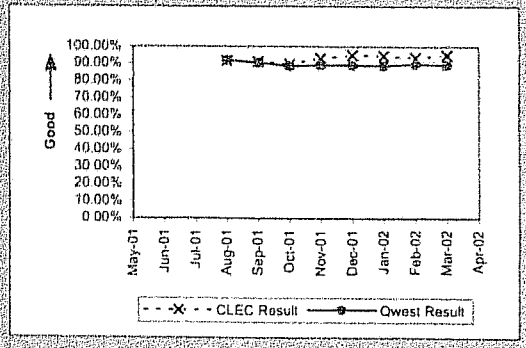


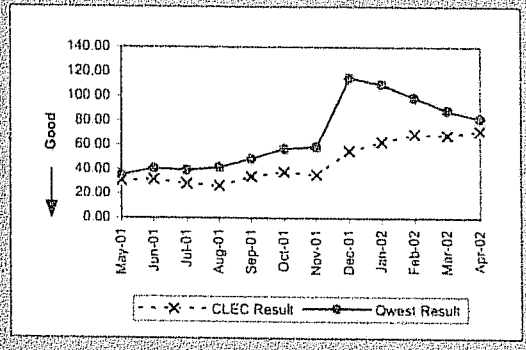
Category 2.2 - Unbundled Network Element - Platform (UNE-P) Installation

Installation Quality (OP-5)

Average Days Delayed For Due Date (Average Days) (OP-15A)



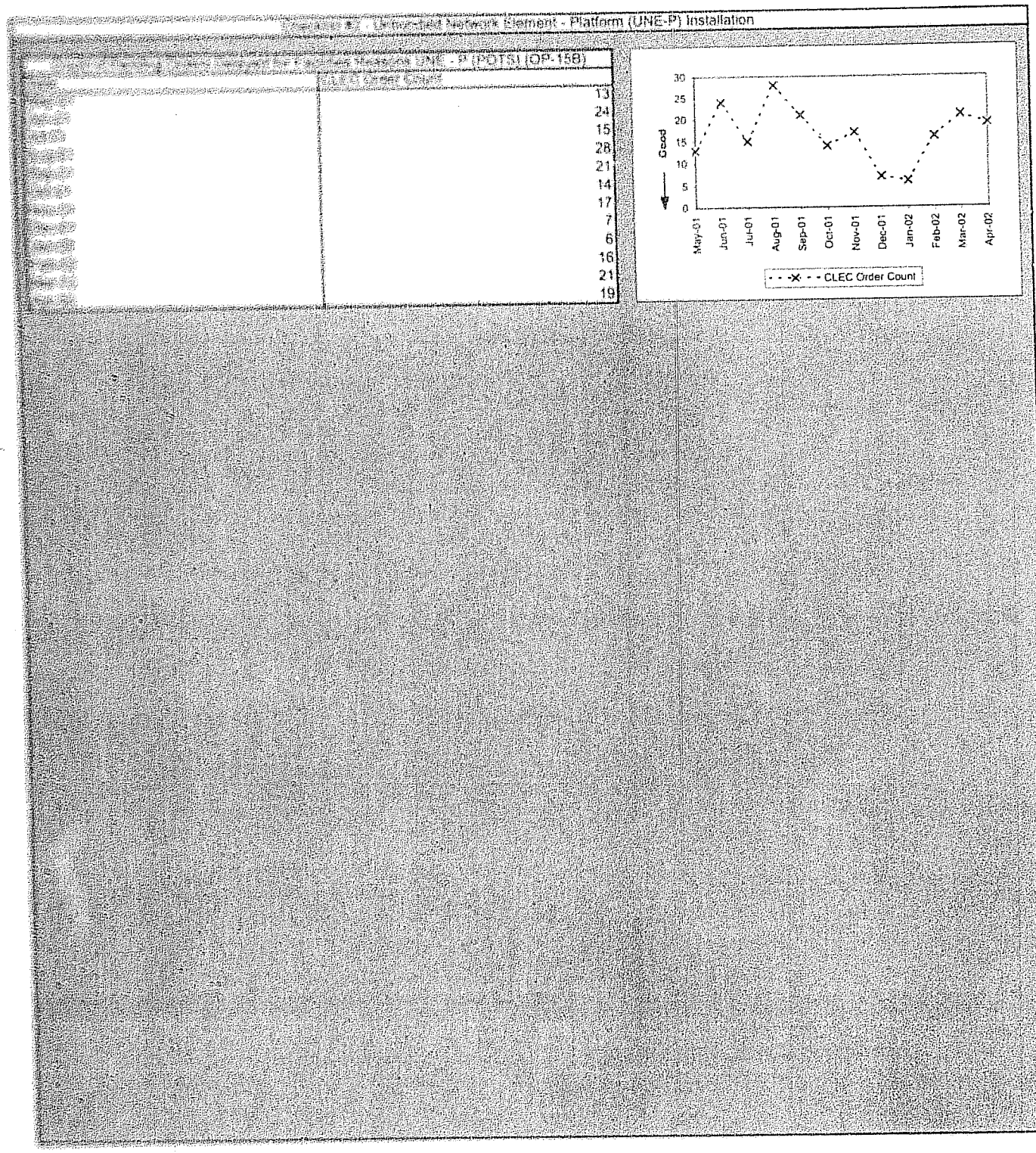


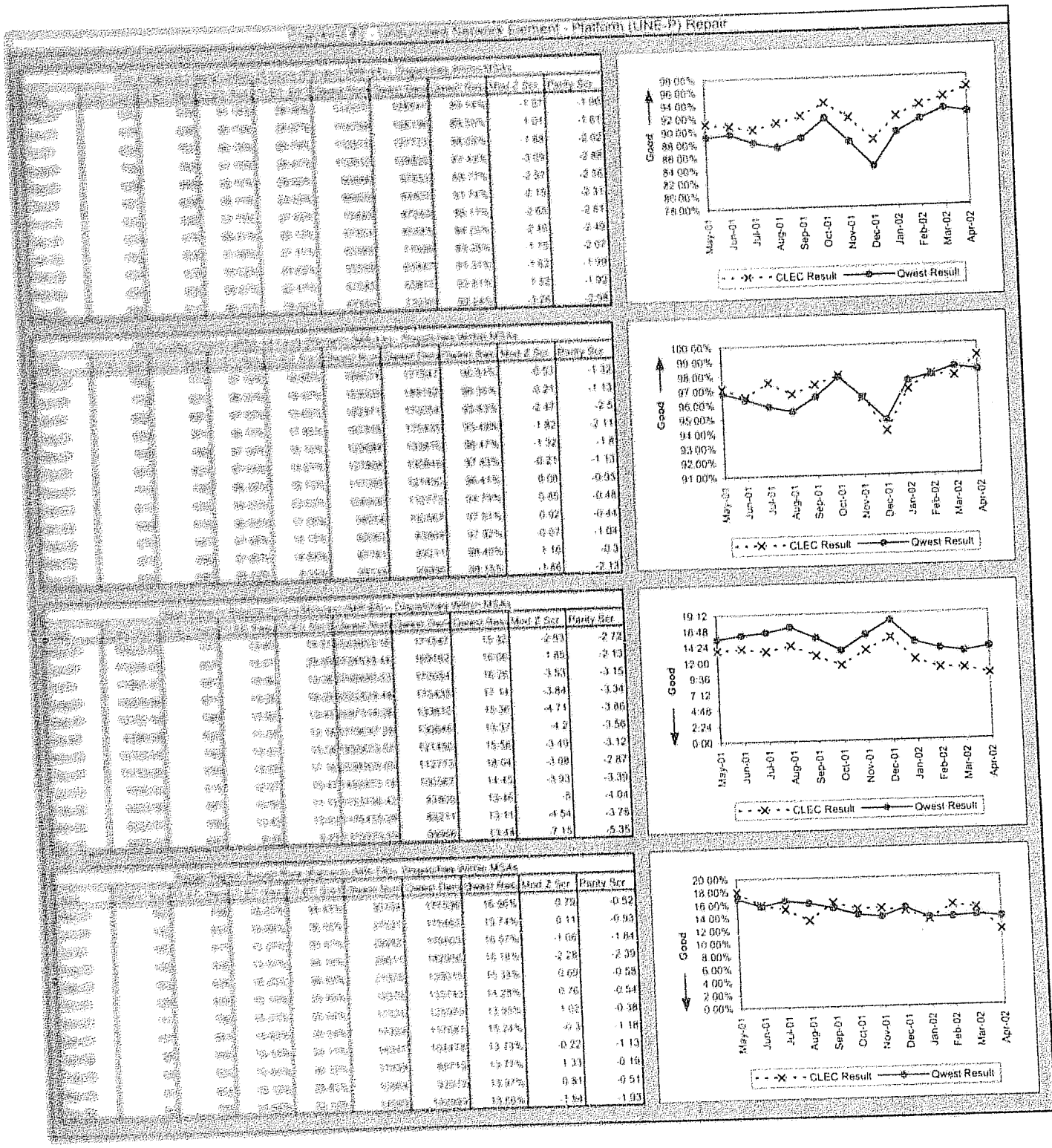


CONTINUATION

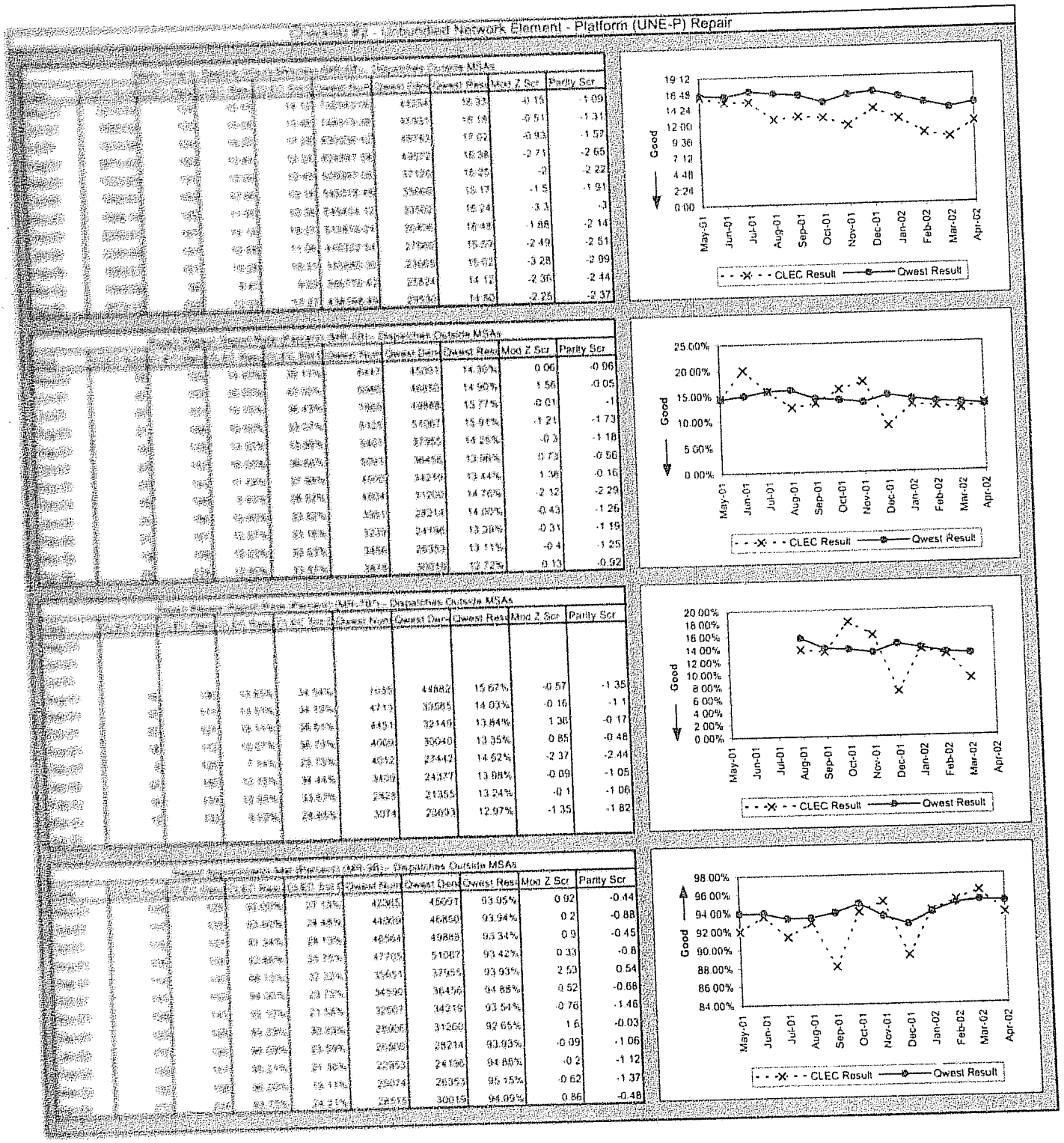
[8]

Scan ~ ~ # Pgs [ ]


Unbundled Network Element - Platform (UNE-P) Installation
(POTS) (OP-158)
13
24
15
28
21
14
17
7
6
16
21
19
Good
30
25
20
15
10
5
0
May-01
Jun-01
Jul-01
Aug-01
Sep-01
Oct-01
Nov-01
Dec-01
Jan-02
Feb-02
Mar-02
Apr-02
CLEC Order Count


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

Section 271 - Unbundled Network Element - Platform (UNE-P) Repair

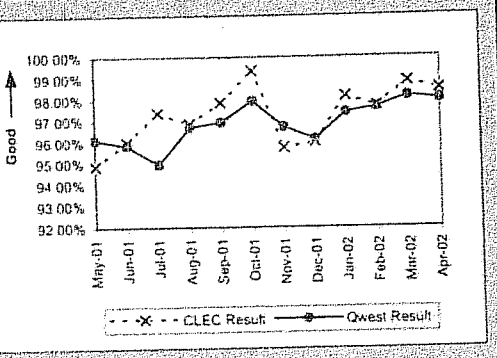

Unbundled Network Element - Platform (UNE-P) Repair
MSAs
Qwest Res
Mod Z Scr
Parity Scr
Good
CLEC Result
Qwest Result
May-01
Jun-01
Jul-01
Aug-01
Sep-01
Oct-01
Nov-01
Dec-01
Jan-02
Feb-02
Mar-02
Apr-02

Qwest Performance Results (ROC 271 PID 4.1)

Qwest SEEM 2 - Unbundled Network Element - Platform (UNE-P) Repair

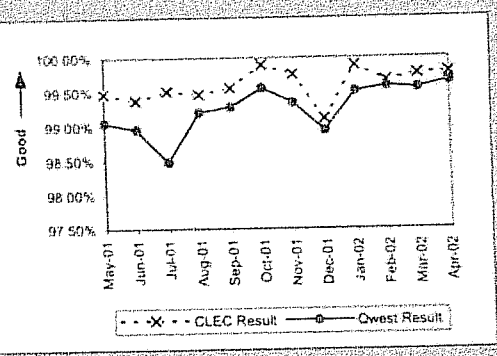
Percent Repair Within Benchmark (UNE-P)- No Dispatches

	CLEC Num	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
			33156	96.13%	0.98	-0.41
			35556	95.86%	-0.13	-1.08
			34903	94.96%	-1.82	-2.11
			34602	96.72%	-0.15	-1.09
			27113	96.95%	-0.84	-1.51
			31447	97.98%	-1.77	-2.07
			27344	96.73%	0.84	-0.49
			25944	96.16%	0.15	-0.91
			37023	97.42%	-0.8	-1.49
			29150	97.66%	-0.08	-1.05
			28244	98.17%	-0.84	-1.51
			31685	98.03%	-0.56	-1.34



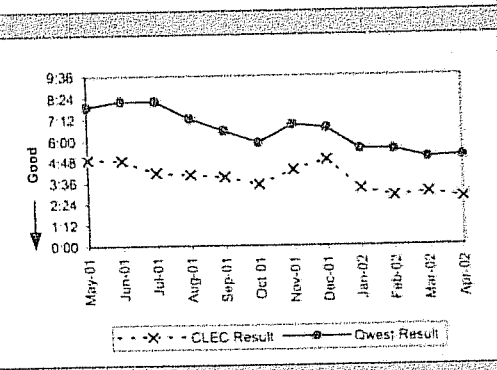
Percent Repair Within Benchmark (UNE-P)- No Dispatches

	CLEC Num	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
			60496	99.06%	-1.23	-1.75
			65659	98.96%	-1.18	-1.72
			65148	98.49%	-2.43	-2.47
			65006	99.21%	-0.91	-1.55
			51247	99.28%	-0.87	-1.53
			59294	99.56%	-1.57	-1.96
			54095	99.35%	-1.47	-1.89
			50188	98.94%	-0.48	-1.29
			56579	99.51%	-1.59	-1.97
			54241	99.59%	-0.37	-1.23
			57692	99.50%	-0.89	-1.54
			48343	99.65%	-0.66	-1.4



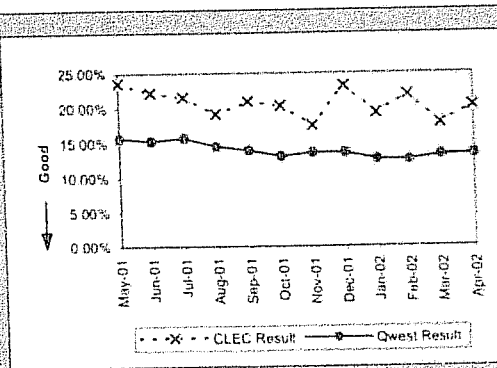
Percent Repair Within Benchmark (UNE-P)- No Dispatches

	CLEC Num	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
		479235.24	60496	7:55	-6.96	-5.23
		544070.61	65659	8:14	-2.12	-2.29
		595373.53	65148	8:13	-5.92	-4.6
		469579.14	65006	7:14	-6.93	-5.21
		335511.41	51247	6:33	-6.26	-4.81
		347748.46	59294	5:52	-8.24	-6.01
		332965.27	54095	6:53	-7.26	-5.42
		339125.35	50188	6:42	-0.71	-1.43
		311740.03	56579	5:31	-6.4	-4.89
		297097.16	54241	5:29	-8.57	-6.21
		286634.10	57692	5:00	-6.65	-5.05
		245629.14	48343	5:05	-8.81	-6.36



Percent Repeat Report Rate Between (UNE-P)- No Dispatches

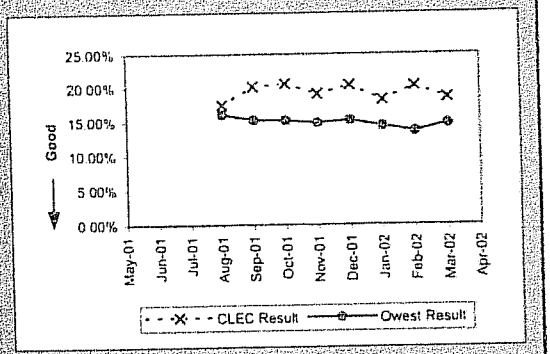
	CLEC Num	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
		9514	60496	15.73%	6.01	2.66
		10236	65662	15.28%	5.47	2.33
		10241	65157	15.72%	4.62	1.81
		9434	65057	14.49%	4.05	1.46
		7131	51250	13.91%	5.28	2.21
		8763	59296	13.09%	6.59	3.01
		7351	54097	13.59%	3.24	0.97
		6823	50188	13.59%	7.81	3.75
		7183	56581	12.66%	5.9	2.59
		6536	54248	12.55%	6.41	4.11
		7618	57708	13.20%	3.88	1.36
		6437	48346	13.31%	6.07	2.69



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

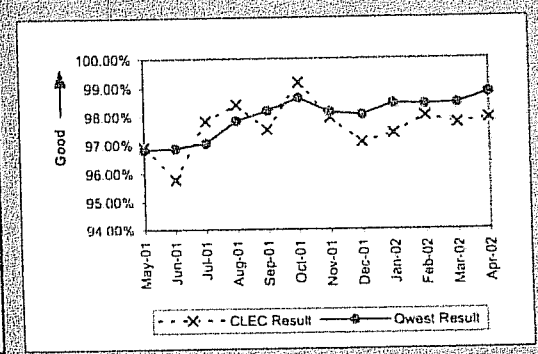
Trouble Report Rate (Percent) (MR-3) -- No Dispatches

		10.35%	38.04%	5138	31963	16.07%	0.93	-0.43
		9.23%	40.17%	3789	24556	15.35%	2.09	0.63
		9.66%	40.43%	4091	26819	15.25%	3.67	1.23
		11.15%	39.35%	3887	24228	14.89%	2.71	0.65
		10.44%	40.32%	3763	21527	15.25%	3.21	0.95
		9.24%	38.52%	3532	24493	14.42%	2.62	0.59
		8.32%	44.24%	3206	23496	13.62%	4.59	1.79
		10.53%	38.90%	3831	25920	14.78%	2.4	0.46



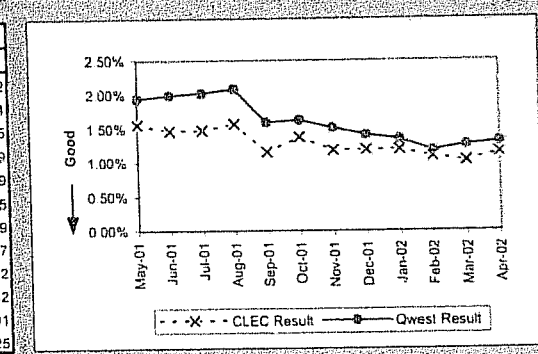
Trouble Report Rate Mod (Percent) (MR-8C) -- No Dispatches

			17.28%	58571	60498	96.81%	-0.16	-1.1
			20.07%	63618	65662	96.89%	1.77	0.08
			14.69%	63244	65157	97.06%	-1.32	-1.8
			12.59%	63651	65057	97.84%	-1.2	-1.73
			15.52%	50321	51250	98.19%	1.29	-0.22
			9.04%	56490	58296	98.64%	-1.43	-1.87
			11.16%	53092	54097	98.14%	0.4	-0.75
			16.82%	49212	50188	98.06%	1.96	0.19
			15.06%	55784	56581	98.45%	2.5	0.52
			13.97%	53396	54248	98.42%	0.97	-0.41
			14.83%	56810	57708	98.44%	1.61	-0.02
			14.25%	47760	48346	98.81%	2.43	0.48



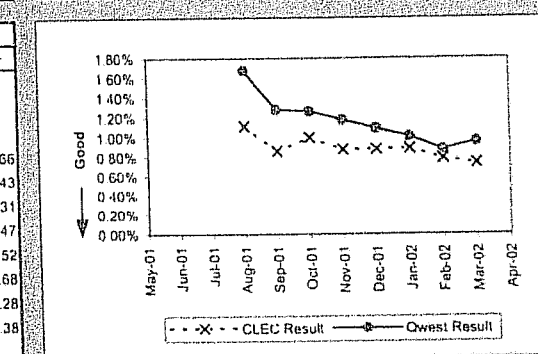
Trouble Rate (Percent) (MR-8)

			12.41%	283125	14555504	1.95%	-9.08	-6.52
			12.04%	287975	14452265	1.99%	-12.89	-8.84
			12.08%	291648	14395514	2.03%	-13.73	-9.35
			12.44%	299080	14314198	2.09%	-13.15	-8.99
			10.71%	226220	14285037	1.60%	-12.97	-8.89
			11.65%	231495	14244813	1.63%	-7.41	-5.5
			10.82%	214295	14182796	1.51%	-10.18	-7.19
			10.84%	190869	14128582	1.41%	-6.85	-5.17
			10.88%	189273	14064648	1.35%	-4.8	-3.92
			10.42%	165159	13985013	1.18%	-2.99	-2.82
			10.11%	176140	13955969	1.26%	-8.07	-5.91
			10.68%	181364	13871941	1.31%	-5.35	-4.25



Trouble Rate (Percent) (MR-8*)

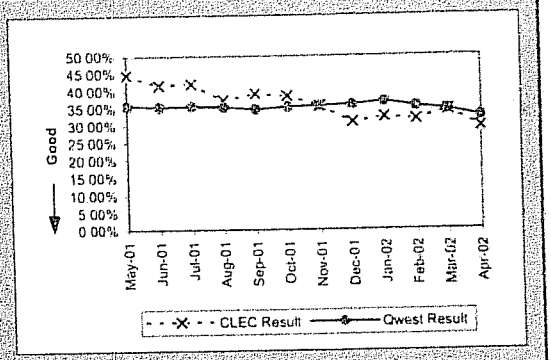
			10.51%	240220	14314196	1.68%	-15.88	-10.66
			9.24%	162627	14285037	1.28%	-13.87	-9.43
			9.97%	170850	14244813	1.26%	-8.74	-6.31
			9.33%	167097	14182796	1.18%	-10.65	-7.47
			9.35%	154052	14128582	1.09%	-7.43	-5.52
			9.46%	141952	14064648	1.01%	-4.41	-3.68
			8.84%	122709	13985013	0.88%	-3.74	-3.28
			8.56%	133612	13955969	0.96%	-8.85	-6.38



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

Qwest and CLEC Related Trouble Reports (Percent) (MR-10)

					Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
				49.72%	157765	440910	35.79%	10.28	5.25
				49.50%	151324	445299	35.33%	7.27	3.42
				49.36%	160820	452468	35.54%	7.67	3.66
				49.36%	163134	462214	35.29%	2.42	0.47
				48.91%	120855	349205	34.65%	4.9	1.98
				48.64%	126039	357534	35.25%	3.75	1.28
				47.80%	118295	332590	35.57%	-0.03	-1.02
				46.23%	111619	310688	35.93%	-5.04	-4.06
				46.77%	109681	298954	36.69%	-4.53	-3.75
				46.51%	89958	255117	35.26%	-3.69	-3.24
				47.45%	92031	268171	34.32%	-0.07	-1.04
				45.55%	86880	266250	32.39%	-3.26	-2.98



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

Order Process Time to Firm Order Confirmation (Average Days) (OP-4A) -- Dispatches Within MSAs

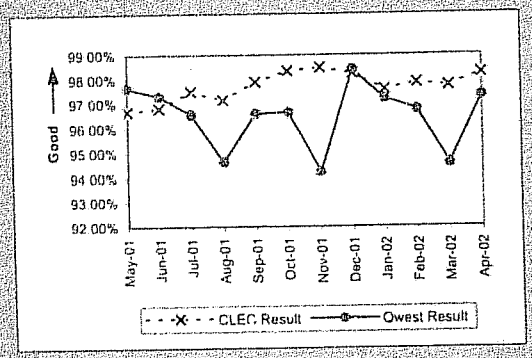
Checklist #2 - Unbundled Network Element - Platform (UNE-P) Centrex Installation

Provisioning Non-Parity Reasons (Average Days) (OP-3B)-- Dispatches Outside MSAs

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

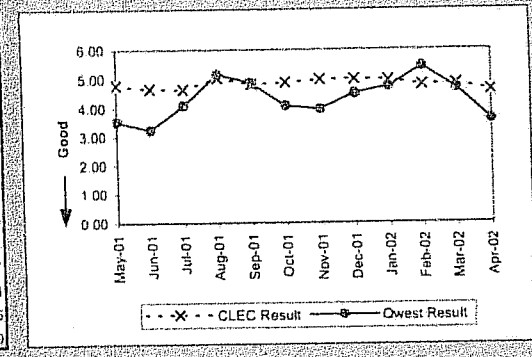
Mean Interval (OP-6A) - No Dispatches

								Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
								1149	1349	97.65%	1.85	0.13
								1182	1235	97.31%	0.86	-0.47
								563	583	96.57%	-1.12	-1.68
								407	430	94.65%	-2.09	-2.27
								425	440	96.59%	-1.37	-1.83
								231	239	96.65%	-1.33	-1.81
								131	139	94.24%	-2.06	-2.25
								369	375	98.40%	0.13	-0.92
								561	573	97.21%	-0.51	-1.31
								179	185	96.76%	-0.8	-1.48
								151	160	94.58%	-1.65	-2
								181	186	97.31%	-0.72	-1.44



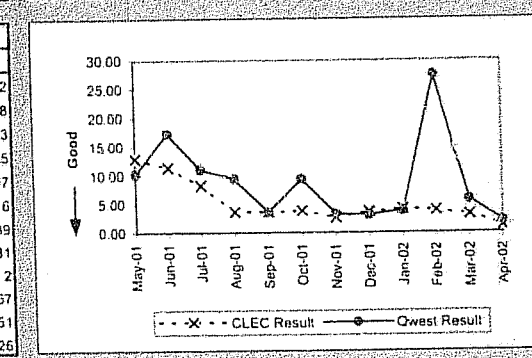
Mean Interval (OP-6B) - No Dispatches

								Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
								4.31	4.39	1087	1128	3.53	7.7	3.68
								4.58	4.54	3943	1213	3.25	8.69	4.29
								4.65	3.69	2356	573	4.11	2.27	0.38
								5.09	2.23	2180	422	5.17	-0.54	-1.33
								4.63	1.93	2107	433	4.87	-0.37	-1.23
								4.96	1.95	933	228	4.09	3.87	1.35
								4.56	1.49	524	132	3.97	5.01	2.05
								5.00	1.75	5649	366	4.51	4.18	1.54
								4.91	1.92	2647	562	4.75	2.42	0.47
								4.83	1.65	994	183	5.43	-0.73	-1.44
								4.84	1.65	751	160	4.69	0.66	-0.6
								5.02	1.76	651	181	3.60	6.07	2.69



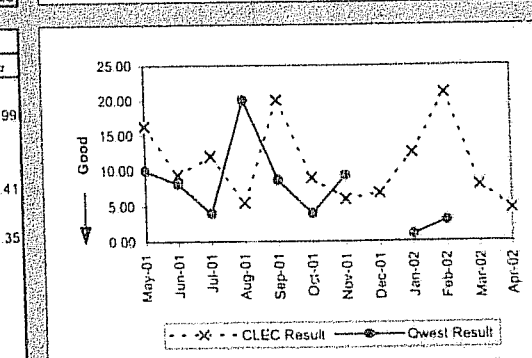
Average Duration (Average Days) (OP-6A-3) - No Dispatches

								Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
								257	25	10.28	-0.33	-1.2
								466	27	17.33	-1.31	-1.8
								232	21	11.05	-0.49	-1.3
								216	23	9.48	-1.89	-2.15
								47	13	3.62	0.05	-0.97
								94	10	9.40	-1.91	-2.16
								23	7	3.29	-0.64	-1.39
								25	8	3.12	0.32	-0.81
								82	21	3.90	-0.32	-1.2
								192	7	27.43	-1.1	-1.67
								52	9	5.78	-0.84	-1.51
								10	5	2.00	-2.07	-2.26



Average Duration (Average Days) (OP-6B-3) - No Dispatches

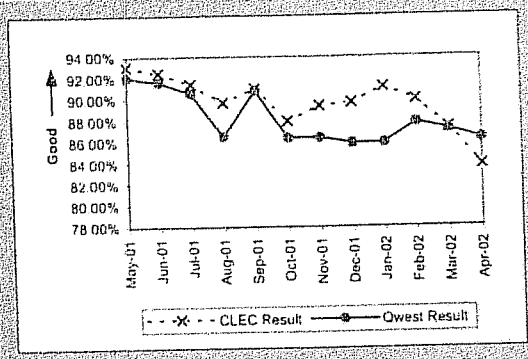
								Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
								20	2	10.00		
								49	6	8.17	0.02	-0.99
								4	1	4.00		
								20	1	20.00		
								26	3	8.67	0.97	-0.41
								4	1	4.00		
								28	3	9.33	-0.57	-1.35
								1	1	1.00		
								3	1	3.00		



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

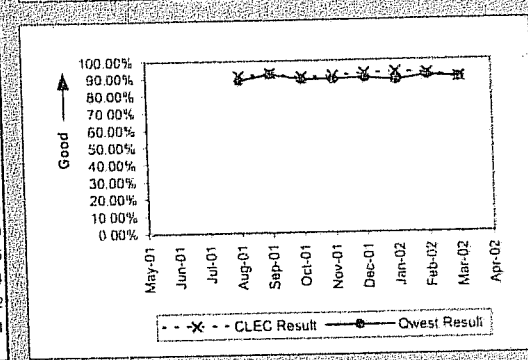
New Service Installation Quality (Percent) (OP-5)

					Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
					2281	2477	92.09%	-1.53	-1.93
					2277	2485	91.63%	-1.26	-1.76
					1968	2171	90.56%	-1.13	-1.69
					1639	1894	86.54%	-3.28	-2.99
					1561	1741	90.81%	-0.26	-1.16
					1219	1411	86.39%	-1.38	-1.84
					1010	1169	86.40%	-2.45	-2.49
					919	1070	85.89%	-3.07	-2.87
					1128	1313	85.91%	-4.65	-3.83
					1117	1272	87.81%	-1.92	-2.17
					883	1013	87.17%	-0.13	-1.08
					869	1021	86.23%	1.82	0.1



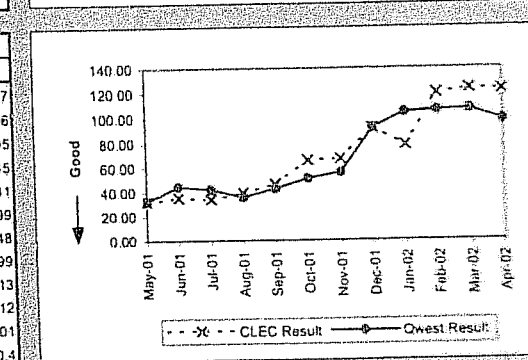
New Service Installation Quality (Percent) (OP-5)

					Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
					1679	1894	88.65%	-3.02	-2.84
					1606	1741	92.25%	-0.67	-1.41
					1255	1411	88.94%	-1.58	-1.96
					1042	1169	89.14%	-1.8	-2.09
					960	1070	89.72%	-2.56	-2.55
					1157	1313	88.12%	-4.67	-3.84
					1156	1272	90.88%	-1.52	-1.92
					907	1013	89.54%	-0.34	-1.21



Average Jeopardy Notices Delayed Past Due Date (Average Days) (OP-15A)

					Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
					6035	183	32.98	-0.11	-1.07
					7603	169	44.99	-1.74	-2.06
					7103	167	42.53	-1.57	-1.95
					9565	264	36.23	0.9	-0.45
					12156	282	43.11	0.98	-0.41
					14411	281	51.28	3.28	0.99
					16257	290	56.06	2.43	0.48
					11136	121	92.03	0.01	-0.99
					12684	121	104.83	-3.5	-3.13
					12731	120	106.09	1.44	-0.12
					14126	132	107.02	1.63	-0.01
					13949	142	98.23	2.3	0.4



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

Reasons UNE P (Centrex) (OP-15B)	CLEC Order Count
	53
	53
	40
	47
	40
	45
	29
	17
	16
	21
	30
	37

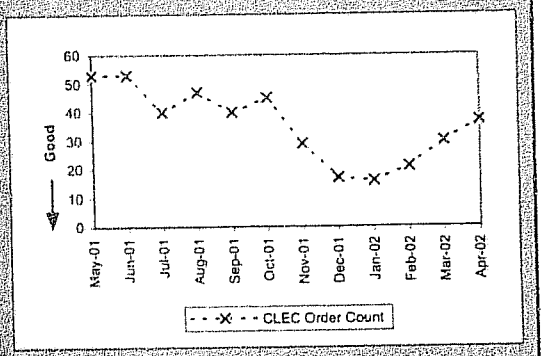


Table 4.1: Unbundled Network Element - Platform (UNE-P) Centrex Repair

Table 4.1.1: Repair Duration (MR-1A) - Dispatches Within MSAs

Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
730	887	82.24%	-5.51	-4.35
675	808	84.00%	-3.12	-2.0
580	688	84.47%	-2.59	-2.58
783	951	84.13%	-5.42	-4.29
532	618	86.53%	-4.24	-3.58
552	632	87.32%	-4.99	-4.03
474	572	82.85%	-4.56	-3.77
428	513	83.57%	-4.36	-3.65
488	556	87.70%	-4.04	-3.46
428	483	86.68%	-4.45	-3.71
372	428	86.57%	-3.3	-3.01
386	442	87.33%	-3.39	-3.06

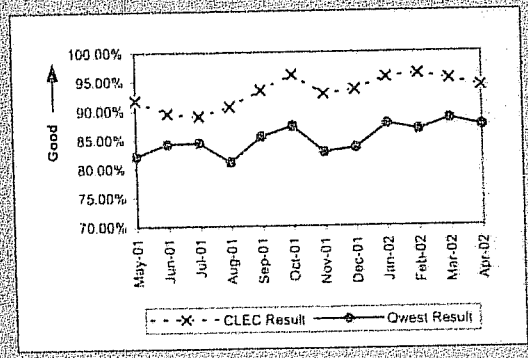


Table 4.1.2: Repair Duration (MR-1A) - Dispatches Within MSAs

Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
845	909	92.96%	-4.27	-3.59
766	827	92.62%	-2.69	-2.63
710	759	93.54%	-1.92	-2.17
873	935	93.37%	-3.04	-2.85
655	706	92.78%	-4.03	-3.45
678	716	94.69%	-3.44	-3.09
552	613	94.94%	-2.85	-2.73
521	562	92.70%	-3.87	-3.35
588	624	94.23%	-3.62	-3.2
501	534	93.82%	-3.91	-3.37
504	531	94.92%	-3.31	-3.01
541	576	93.92%	-3.98	-3.42

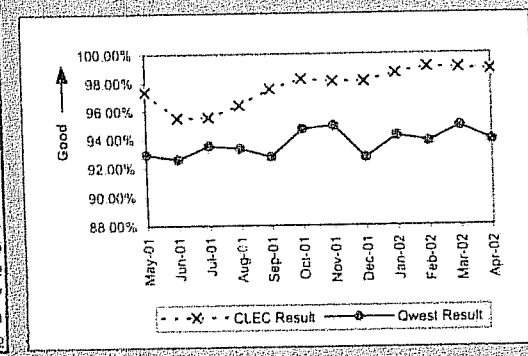


Table 4.1.3: Repair Duration (MR-1A) - Dispatches Within MSAs

Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
16.31	19088.59	909	17.42	-2.4	-2.46
15.43	21696.52	827	26.14	-1.68	-2.02
16.04	12746.50	759	16.48	-0.03	-1.02
17.15	16468.16	935	17.50	-1.22	-1.74
12.45	11988.58	706	16.57	-2.37	-2.44
11.08	9751.47	716	13.37	-1.77	-2.08
11.35	9519.49	613	15.32	-2.33	-2.42
10.48	8707.35	562	15.30	-1.72	-2.05
10.18	9853.46	624	14.31	-2.8	-2.7
10.08	8309.54	534	15.34	-3.35	-3.04
10.12	7220.29	531	13.42	-2.44	-2.46
10.44	8375.62	576	14.32	-2.45	-2.49

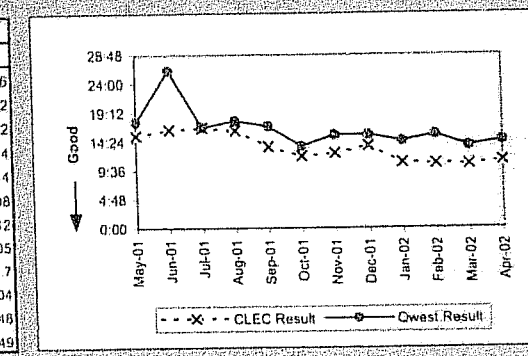
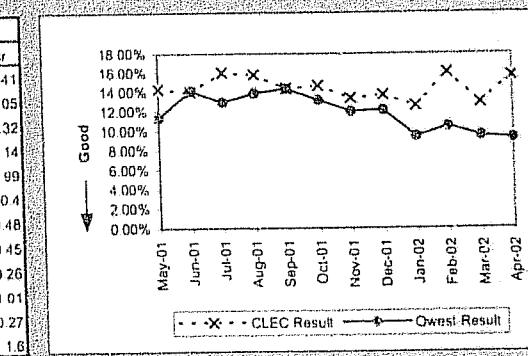


Table 4.1.4: Repair Duration (MR-1A) - Dispatches Within MSAs

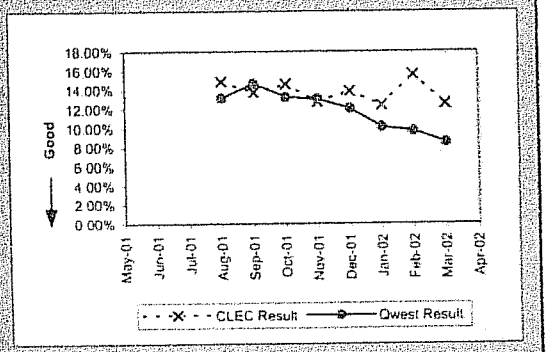
Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
35.24%	105	923	11.38%	2.32	0.41
34.71%	120	849	14.13%	-0.09	-1.05
36.68%	102	788	12.94%	2.18	0.32
36.48%	134	966	13.87%	1.41	-0.14
35.09%	105	732	14.34%	0.02	-0.99
35.76%	98	746	13.14%	0.98	-0.4
34.09%	76	634	11.99%	0.85	-0.48
34.38%	76	577	12.13%	0.9	-0.45
31.15%	60	637	9.42%	2.07	0.26
30.99%	56	555	10.45%	3.31	1.01
33.65%	52	549	9.47%	2.08	0.27
36.32%	55	595	9.24%	4.27	1.6



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

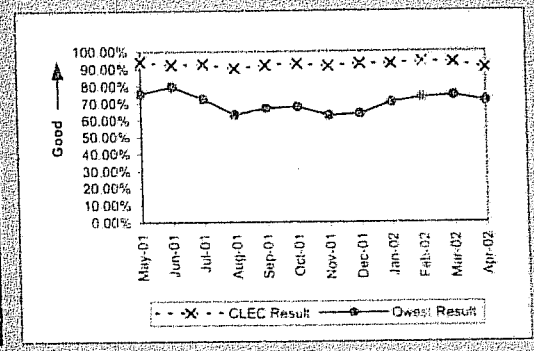
Repair Report Within 24 Hours (Percent) (MR-8A) -- Dispatches Within MSAs

					Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
					696	804	13.18%	1.21	-0.26
					88	599	14.69%	-0.54	-1.33
					83	627	13.24%	0.85	-0.48
					66	506	13.04%	-0.14	-1.09
					55	481	12.06%	0.93	-0.43
					59	544	10.11%	1.35	-0.18
					45	464	9.70%	2.97	0.8
					36	458	8.52%	2.14	0.3



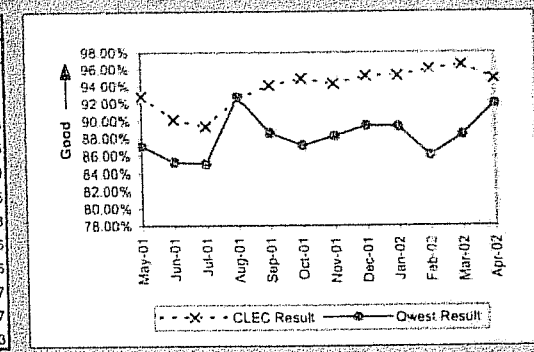
Repair Report Within 24 Hours (Percent) (MR-8A) -- Dispatches Within MSAs

					Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
					664	872	76.15%	-10.43	-7.34
					640	801	79.90%	-7.6	-5.62
					566	784	72.77%	-10.74	-7.53
					562	919	63.33%	-13.94	-9.47
					464	693	66.96%	-11.77	-8.15
					477	702	67.95%	-11.6	-8.05
					384	612	62.75%	-11.92	-8.25
					357	559	63.86%	-11.33	-7.89
					420	602	70.76%	-9.25	-6.62
					386	524	73.66%	-8.37	-6.09
					391	524	74.62%	-7.78	-5.73
					403	564	71.45%	-8.1	-5.92



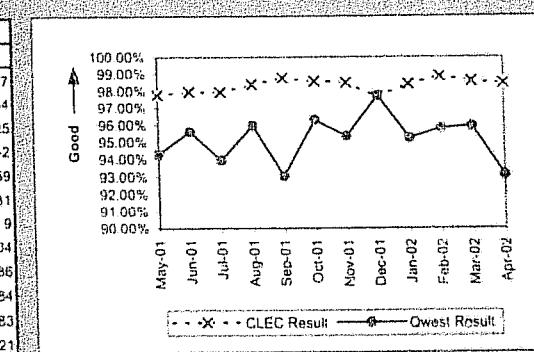
Repair Report Within 24 Hours (Percent) (MR-8B) -- Dispatches Outside MSAs

					Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
					156	179	87.15%	-1.92	-2.17
					116	136	85.29%	-1.43	-1.87
					126	148	85.14%	-1.25	-1.76
					179	193	92.75%	0.07	-0.96
					132	149	88.59%	-1.8	-2.09
					109	125	87.20%	-2.22	-2.35
					76	85	88.24%	-1.53	-1.93
					93	104	89.42%	-1.58	-1.96
					84	94	89.36%	-1.56	-1.95
					74	86	86.05%	-2.25	-2.37
					99	112	88.39%	-2.25	-2.37
					80	87	91.95%	-0.88	-1.53



Repair Report Within 24 Hours (Percent) (MR-8B) -- Dispatches Outside MSAs

					Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
					215	228	94.30%	-1.93	-2.17
					175	183	95.63%	-1.38	-1.84
					187	199	93.97%	-2.05	-2.25
					238	248	95.97%	-1.65	-2
					174	187	93.05%	-2.62	-2.59
					156	162	96.30%	-1.33	-1.81
					123	129	95.35%	-1.48	-1.9
					128	131	97.71%	-0.06	-1.04
					120	126	95.24%	-1.41	-1.86
					114	119	95.80%	-1.39	-1.84
					141	147	95.92%	-1.37	-1.83
					108	116	93.10%	-2	-2.21



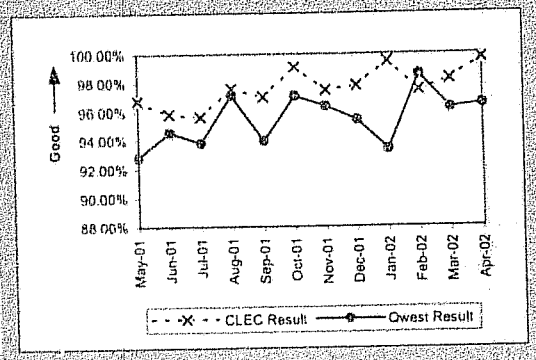
Checklist #2 - Unbundled Network Element - Platform (UNE-P) Centrex Repair

Repair Average Duration (Hours) (MR-6)-- Dispatches Outside MSAs

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

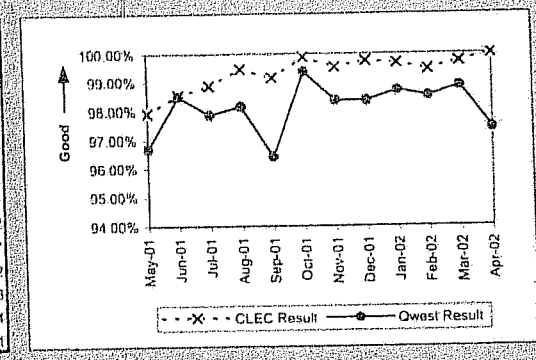
No Dispatches

	Qwest Dem	Qwest Res	Mod Z Scr	Parity Scr
	277	92.81%	-2.14	-2.3
	265	94.57%	-0.76	-1.46
	324	93.83%	-1.12	-1.68
	359	97.16%	-0.41	-1.25
	270	93.05%	-1.55	-1.94
	242	97.11%	-1.5	-1.91
	240	96.33%	-0.73	-1.44
	192	95.45%	-1.29	-1.78
	342	93.39%	-3.05	-2.85
	214	98.60%	0.66	-0.48
	240	96.25%	-1.21	-1.74
	730	96.52%	-2.04	-2.24



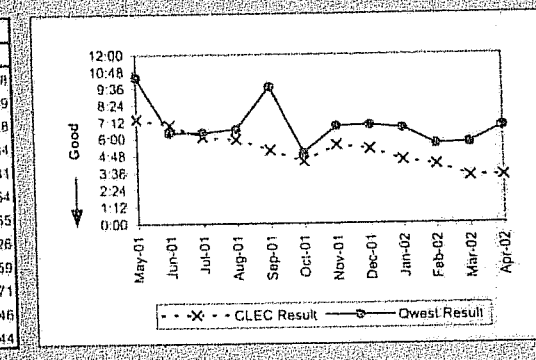
No Dispatches

	Qwest Dem	Qwest Res	Mod Z Scr	Parity Scr
	607	98.71%	-1.35	-1.82
	533	98.50%	-0.06	-1.04
	563	97.87%	-1.35	-1.82
	653	98.16%	-1.91	-2.16
	420	96.43%	-2.39	-2.45
	476	99.37%	-1.17	-1.71
	484	98.35%	-1.64	-2
	363	98.35%	-1.76	-2.07
	462	98.70%	-1.51	-1.92
	404	96.51%	-1.31	-1.6
	436	98.85%	-1.38	-1.84
	464	97.41%	-2.81	-2.71



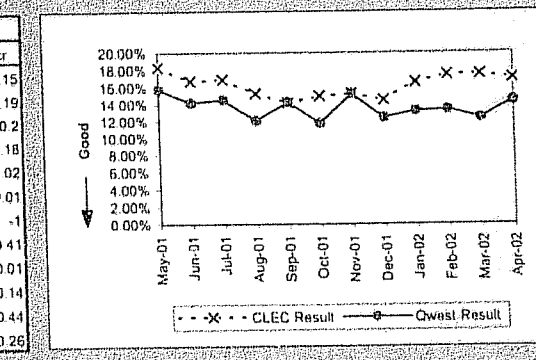
No Dispatches

	Qwest Dem	Qwest Res	Mod Z Scr	Parity Scr
	607	10:26	-1.78	-2.08
	533	6:26	0.84	-0.49
	563	6:26	-0.46	-1.28
	653	6:40	-0.55	-1.34
	420	9:43	-1.33	-1.81
	476	5:00	-0.68	-1.54
	484	6:57	-0.9	-1.55
	363	6:57	-2.07	-2.26
	462	6:44	-2.61	-2.59
	404	5:36	-1.17	-1.71
	436	5:41	-4.05	-3.46
	464	6:40	-2.38	-2.44



No Dispatches

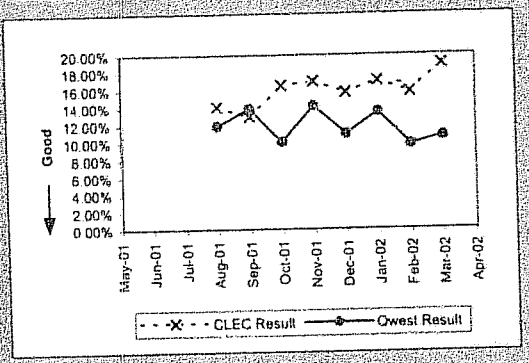
	Qwest Dem	Qwest Res	Mod Z Scr	Parity Scr
	96	15.82%	1.4	-0.15
	76	14.26%	1.33	-0.19
	82	14.56%	1.32	-0.2
	79	12.10%	1.94	0.18
	60	14.29%	-0.03	-1.02
	56	11.76%	1.66	0.01
	74	15.29%	-0.01	-1
	45	12.40%	0.98	-0.41
	61	13.20%	1.66	0.01
	54	13.37%	1.88	0.14
	54	12.39%	2.37	0.44
	67	14.44%	1.22	-0.26



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

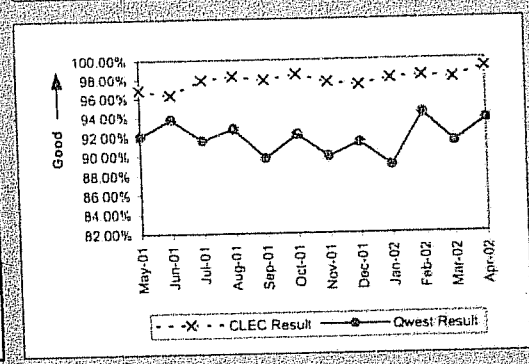
Trouble Report Rate (Percent) (MR-5)-- No Dispatches

			14.96%	34.87%	55	462	11.90%	1.02	-0.38
			12.94%	33.52%	41	296	13.85%	-0.33	-1.2
			16.36%	37.19%	35	347	10.09%	2.69	0.64
			17.05%	37.51%	59	352	14.20%	1.1	-0.33
			15.73%	36.41%	25	228	10.96%	1.7	0.04
			17.04%	37.60%	43	319	13.48%	1.38	-0.16
			15.15%	36.40%	23	236	9.75%	2.21	0.34
			16.56%	36.20%	30	281	10.68%	2.94	0.79



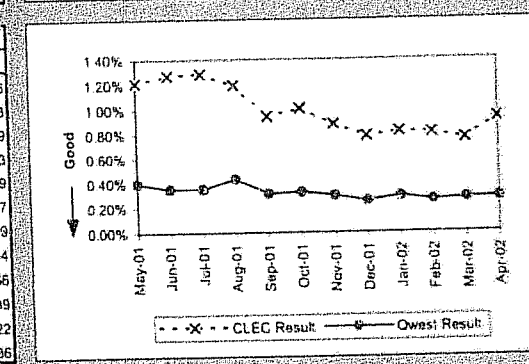
Repair Appointments Met (Percent) (MR-9C)-- No Dispatches

			96.90%	17.31%	484	526	92.02%	-3.38	-3.05
			96.33%	18.24%	436	465	93.76%	-1.9	-2.15
			97.81%	14.29%	469	512	91.60%	-4.28	-3.6
			98.31%	12.89%	526	567	92.77%	-4.03	-3.45
			97.89%	14.38%	333	371	89.76%	-4.19	-3.54
			96.49%	12.24%	376	408	92.16%	-3.95	-3.4
			97.69%	15.04%	375	417	89.93%	-4.32	-3.63
			97.34%	16.10%	305	334	91.32%	-3.3	-3
			96.06%	13.79%	354	398	88.94%	-4.85	-3.95
			96.25%	13.02%	332	352	94.32%	-2.73	-2.66
			96.92%	13.92%	347	380	91.32%	-3.79	-3.3
			96.11%	9.10%	397	424	93.63%	-3.79	-3.3



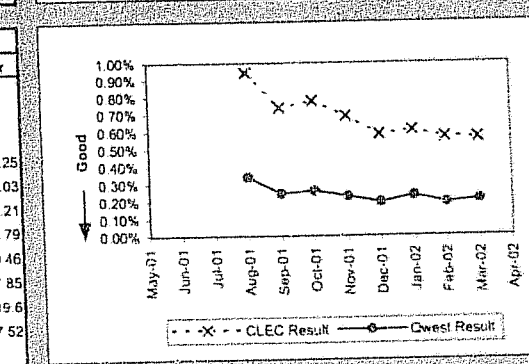
Trouble Rate (Percent) (MR-8)

			1.32%	10.96%	1759	439344	0.40%	54.22	31.95
			1.18%	11.23%	1568	440977	0.36%	64.86	38.43
			1.28%	11.28%	1551	436656	0.36%	65.45	38.79
			1.62%	10.88%	1874	430212	0.44%	48.25	28.33
			0.96%	9.69%	1341	426464	0.31%	46.69	27.39
			1.01%	9.99%	1386	424339	0.33%	48.86	28.7
			0.88%	9.35%	1251	421670	0.30%	43.57	25.49
			0.78%	8.82%	1074	419731	0.26%	42.01	24.54
			0.87%	9.03%	1230	418609	0.29%	38.92	22.66
			0.81%	8.98%	1081	414632	0.26%	42.59	24.89
			0.78%	8.70%	1133	412381	0.27%	36.56	21.22
			0.93%	9.50%	1176	415531	0.28%	47.47	27.86



Trouble Rate (Percent) (MR-8')

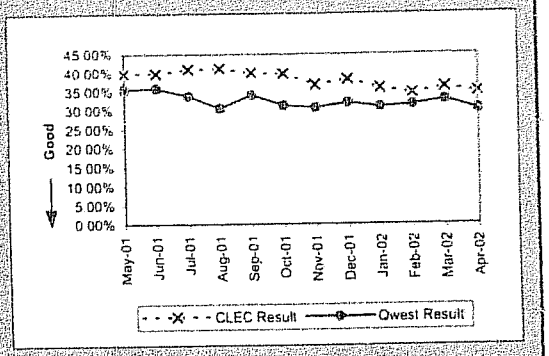
			0.95%	8.68%	1487	430212	0.34%	43.18	25.25
			0.74%	8.56%	1047	426464	0.25%	41.16	24.03
			0.78%	8.79%	1110	424339	0.26%	41.47	24.21
			0.66%	8.28%	954	421670	0.23%	39.13	22.79
			0.58%	7.62%	822	419731	0.20%	35.29	20.46
			0.61%	7.77%	975	418609	0.23%	31.01	17.85
			0.57%	7.52%	737	414632	0.19%	33.88	19.6
			0.56%	7.49%	863	412381	0.21%	30.46	17.52



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

Percent Qwest Caused Trouble Reports (Percent) (MR-10)

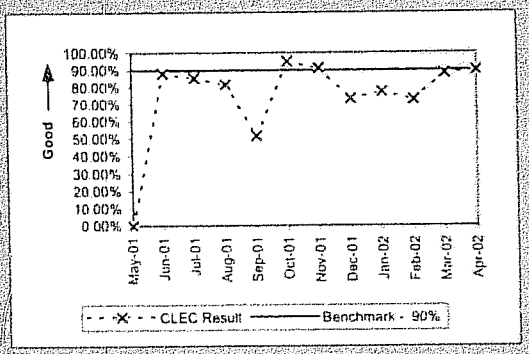
					Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
				48.96%	975	2734	35.66%	3.77	1.29
				48.95%	879	2447	35.92%	3.38	1.05
				49.18%	795	2346	33.89%	6.2	2.77
				49.22%	927	2701	30.62%	9.9	5.02
				48.96%	696	2037	34.17%	4.61	1.81
				48.95%	630	2016	31.25%	6.93	3.22
				48.73%	555	1806	30.73%	4.62	1.81
				48.58%	504	1578	31.94%	4.38	1.66
				47.98%	560	1780	30.90%	3.69	1.25
				47.57%	496	1577	31.45%	2.19	0.33
				48.85%	551	1684	32.72%	2.41	0.46
				48.85%	510	1686	30.25%	3.38	1.05



Checklist #2 - Enhanced Extended Loops (EELs) Installation

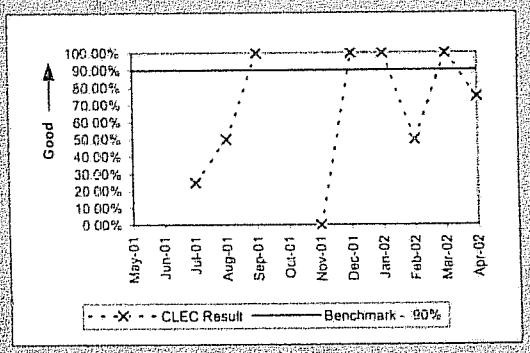
Provisioning Commitments Met (Percent) (OP-3D)-- Interval Zone One

CLEC Num	CLEC Denom	CLEC Result	Std Dev
0	1	0.00%	0.00%
15	17	88.24%	32.22%
6	7	85.71%	34.99%
54	66	81.82%	38.57%
14	27	51.85%	49.97%
20	21	95.24%	21.30%
52	57	91.23%	28.29%
22	30	73.33%	44.22%
24	31	77.42%	41.81%
35	48	72.92%	44.44%
77	87	88.51%	31.90%
163	181	90.06%	29.93%



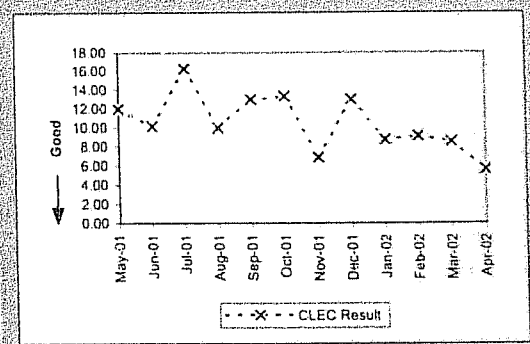
Provisioning Commitments Met (Percent) (OP-3E)-- Interval Zone Two

CLEC Num	CLEC Denom	CLEC Result	Std Dev
1	4	25.00%	43.30%
1	2	50.00%	50.00%
3	3	100.00%	0.00%
0	1	0.00%	0.00%
3	3	100.00%	0.00%
1	1	100.00%	0.00%
2	4	50.00%	50.00%
2	2	100.00%	0.00%
6	8	75.00%	43.30%



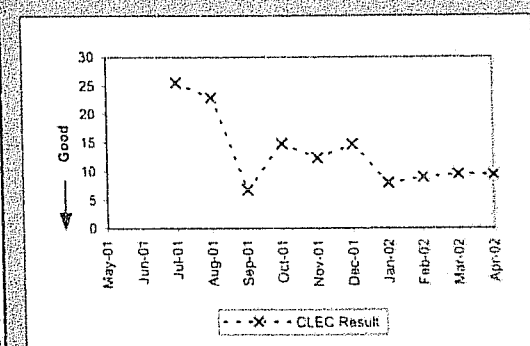
Provisioning Interval (Average Days) (OP-4D)-- Interval Zone One

CLEC Num	CLEC Denom	CLEC Result	Std Dev
12	1	12.00	
173	17	10.18	4.43
488	30	16.27	13.09
612	61	10.02	13.40
403	31	13.00	8.06
560	42	13.33	13.10
441	64	6.89	11.39
533	41	13.00	20.53
350	40	8.75	7.56
457	50	9.14	8.54
650	76	8.55	8.30
1018	180	5.66	5.56



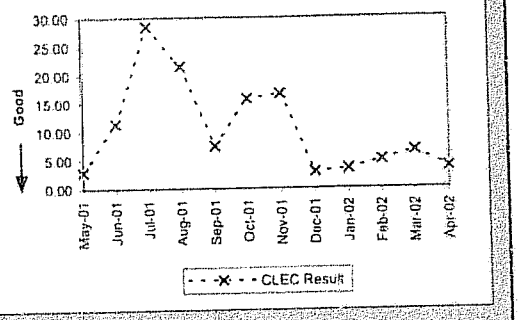
Provisioning Interval (Average Days) (OP-4E)-- Interval Zone Two

CLEC Num	CLEC Denom	CLEC Result	Std Dev
205	8	25.62	19.26
69	3	23.00	26.00
34	5	6.80	1.64
65	6	14.83	9.04
37	3	12.33	4.04
59	4	14.75	8.85
24	3	8.00	1.00
43	5	9.00	2.45
19	2	9.50	6.36
47	5	9.40	4.28



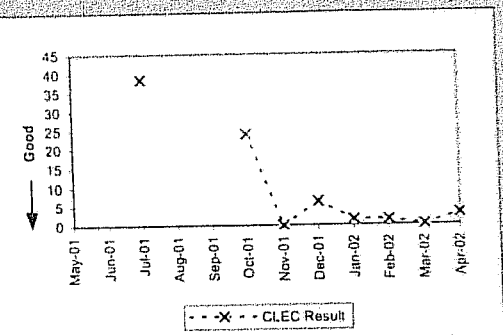
Checklist #2 - Enhanced Extended Loops (EELs) Installation

CLEC Denom	CLEC Result	Std Dev
1	3.00	
2	11.50	6.36
8	28.50	7.25
7	21.57	13.28
8	7.50	7.56
8	15.88	16.88
8	16.75	15.63
12	2.92	4.17
19	3.53	6.80
37	5.03	8.53
31	6.58	10.35
58	3.71	7.16



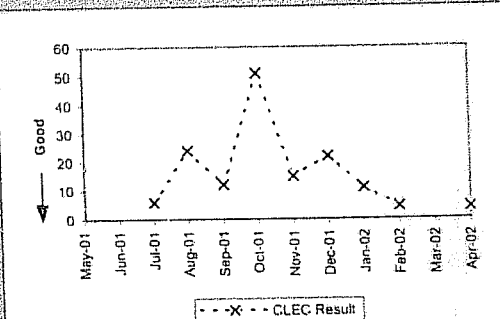
Provisioning Average Days (OP-6A-3)-- Interval Zone Two

CLEC Denom	CLEC Result	Std Dev
2	38.50	4.95
1	24.00	
2	0.00	0.00
3	6.33	10.97
2	1.50	2.12
2	1.50	2.12
8	0.25	0.71
5	3.00	4.12



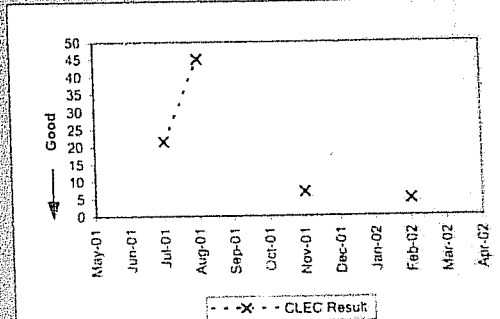
Delayed Days for Facility Reasons (Average Days) (OP-6B-4)-- Interval Zone One

CLEC Denom	CLEC Result	Std Dev
1	6.00	
11	24.09	11.18
9	12.11	4.76
1	51.00	
5	15.00	14.78
8	22.00	43.43
5	11.00	12.00
2	4.50	0.71
1	4.00	



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

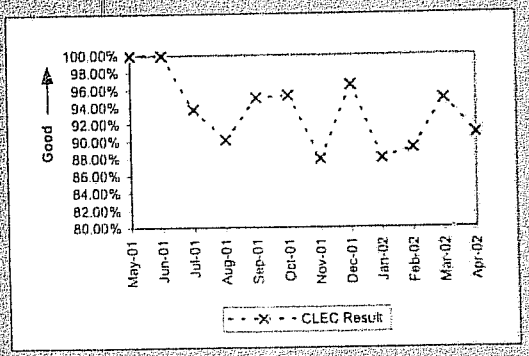
CLEC Denom	CLEC Result	Std Dev
3	21.67	15.37
1	45.00	
1	7.00	
1	5.00	



Checklist #2 - Enhanced Extended Loops (EELs) Installation

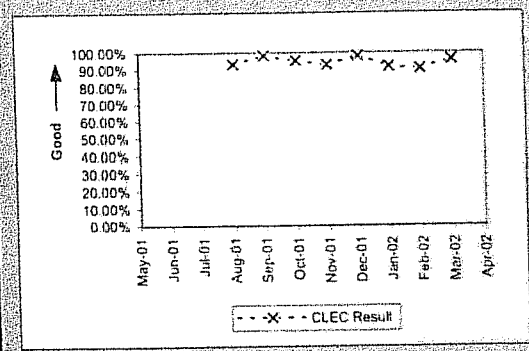
New Service Installation Quality (Percent) (OP-5)-- Interval Zone One and Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
May-01	7	7	100.00%	0.00%
Jun-01	14	14	100.00%	0.00%
Jul-01	30	32	93.75%	24.21%
Aug-01	55	61	90.16%	29.78%
Sep-01	58	61	95.08%	21.62%
Oct-01	41	43	95.35%	21.06%
Nov-01	51	58	87.93%	32.58%
Dec-01	56	58	96.55%	18.25%
Jan-02	44	50	88.00%	32.50%
Feb-02	58	65	89.23%	31.00%
Mar-02	94	99	94.95%	21.90%
Apr-02	160	176	90.91%	28.75%



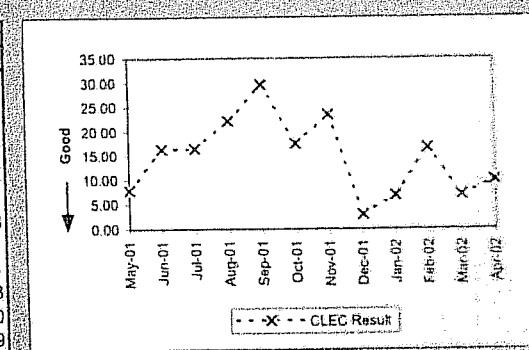
New Service Installation Quality (Percent) (OP-5*)-- Interval Zone One and Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
May-01				
Jun-01				
Jul-01				
Aug-01	57	61	93.44%	24.75%
Sep-01	60	61	98.36%	12.70%
Oct-01	41	43	95.35%	21.06%
Nov-01	54	58	93.10%	25.34%
Dec-01	57	58	98.28%	13.02%
Jan-02	46	50	92.00%	27.13%
Feb-02	59	65	90.77%	28.95%
Mar-02	95	99	95.96%	19.69%
Apr-02				



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

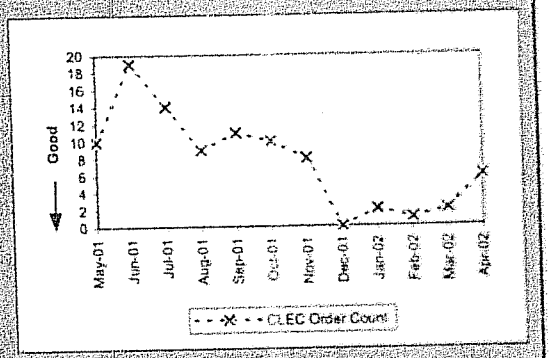
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
May-01	95	12	7.92	4.27
Jun-01	343	21	16.33	9.04
Jul-01	263	16	16.44	16.15
Aug-01	289	13	22.23	17.73
Sep-01	415	14	29.64	25.35
Oct-01	210	12	17.50	27.61
Nov-01	188	8	23.50	42.48
Dec-01	3	1	3.00	
Jan-02	48	7	6.86	8.61
Feb-02	133	8	16.62	6.63
Mar-02	90	13	6.92	11.20
Apr-02	207	21	9.86	8.49



Checklist #2 - Enhanced Extended Loops (EELs) Installation

Count of Pending Orders Delayed for Facilities Reasons Enhanced Extanted Loops (EELs) (OP-15B)

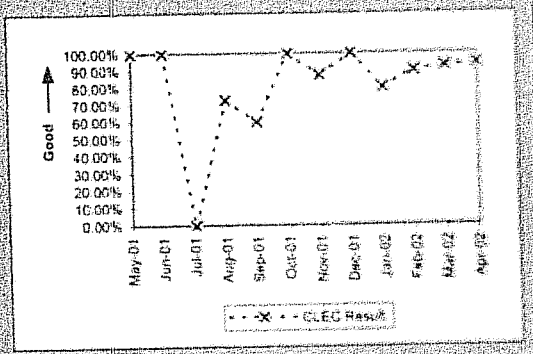
Date	CLEC Order Count
May-01	10
Jun-01	19
Jul-01	14
Aug-01	9
Sep-01	11
Oct-01	10
Nov-01	8
Dec-01	0
Jan-02	2
Feb-02	1
Mar-02	2
Apr-02	6



Checklist #2 - Enhanced Extended Loops (EELs) Repair

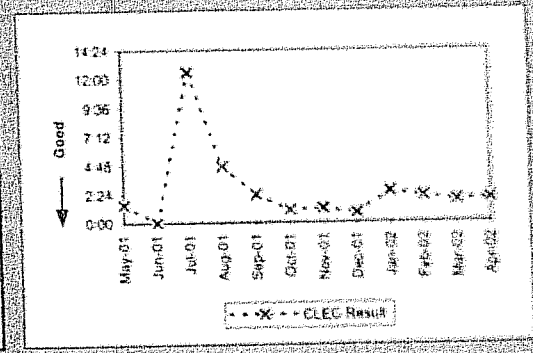
All Troubles Cleared within 4 hours (Percent) (MR-5A)-- Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
May-01	1	1	100.00%	0.00%
Jun-01	1	1	100.00%	0.00%
Jul-01	0	2	0.00%	0.00%
Aug-01	8	11	72.73%	44.54%
Sep-01	3	5	60.00%	48.99%
Oct-01	8	8	100.00%	0.00%
Nov-01	7	8	87.50%	33.07%
Dec-01	7	7	100.00%	0.00%
Jan-02	12	15	80.00%	40.00%
Feb-02	18	20	90.00%	30.00%
Mar-02	25	27	92.59%	26.19%
Apr-02	31	33	93.94%	23.86%



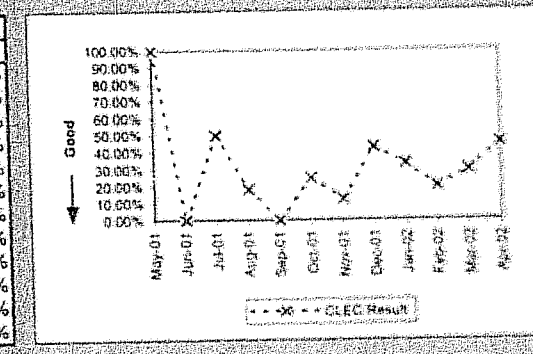
Mean Time to Restore (Hours:Minutes) (MR-6D)-- Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
May-01	1:34	1	1:34	
Jun-01	0:01	1	0:01	
Jul-01	25:05	2	12:33	9:09
Aug-01	52:13	11	4:45	10:55
Sep-01	11:56	5	2:23	2:14
Oct-01	8:39	8	1:05	1:21
Nov-01	9:40	8	1:13	1:58
Dec-01	5:45	7	0:49	1:23
Jan-02	38:53	15	2:36	2:10
Feb-02	44:21	20	2:13	2:44
Mar-02	50:16	27	1:52	1:51
Apr-02	65:19	33	1:59	1:21



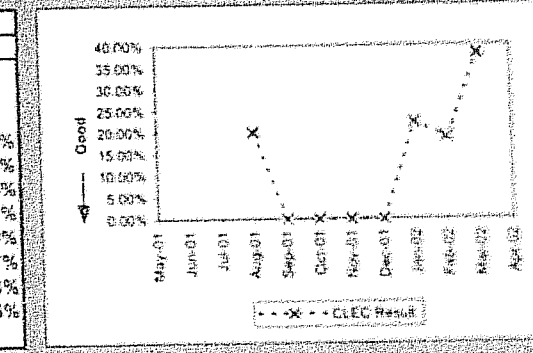
Repair Repeat Report Rate (Percent) (MR-7D)-- Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
May-01	1	1	100.00%	0.00%
Jun-01	0	1	0.00%	0.00%
Jul-01	1	2	50.00%	50.00%
Aug-01	2	11	18.18%	38.57%
Sep-01	0	5	0.00%	0.00%
Oct-01	2	8	25.00%	43.30%
Nov-01	1	8	12.50%	33.07%
Dec-01	3	7	42.86%	49.49%
Jan-02	5	15	33.33%	47.14%
Feb-02	4	20	20.00%	40.00%
Mar-02	8	27	29.63%	45.66%
Apr-02	15	33	45.45%	49.79%



Repair Repeat Report Rate (Percent) (MR-7D*)-- Interval Zone One

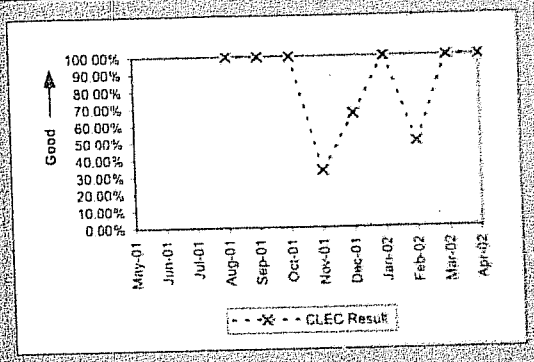
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
May-01				
Jun-01				
Jul-01				
Aug-01	1	5	20.00%	40.00%
Sep-01	0	3	0.00%	0.00%
Oct-01	0	3	0.00%	0.00%
Nov-01	0	2	0.00%	0.00%
Dec-01	0	3	0.00%	0.00%
Jan-02	2	9	22.22%	41.57%
Feb-02	3	16	18.75%	39.03%
Mar-02	8	21	38.10%	48.56%
Apr-02				



Checklist #2 - Enhanced Extended Loops (EELs) Repair

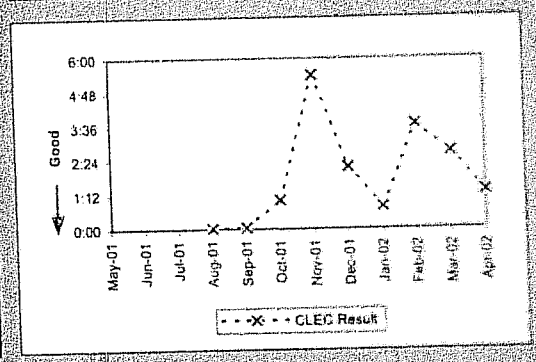
All Troubles Cleared within 4 hours (Percent) (MR-5B)– Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
May-01				
Jun-01				
Jul-01				
Aug-01	1	1	100.00%	0.00%
Sep-01	1	1	100.00%	0.00%
Oct-01	2	2	100.00%	0.00%
Nov-01	1	3	33.33%	47.14%
Dec-01	2	3	66.67%	47.14%
Jan-02	1	1	100.00%	0.00%
Feb-02	1	2	50.00%	50.00%
Mar-02	1	1	100.00%	0.00%
Apr-02	4	4	100.00%	0.00%



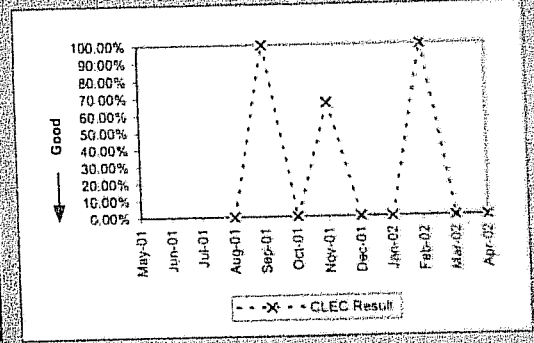
Mean Time to Restore (Hours:Minutes) (MR-6E)– Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
May-01				
Jun-01				
Jul-01				
Aug-01	0:01	1	0:01	
Sep-01	0:03	1	0:03	
Oct-01	2:04	2	1:02	1:21
Nov-01	16:14	3	5:25	5:10
Dec-01	6:29	3	2:10	1:58
Jan-02	0:47	1	0:47	
Feb-02	7:23	2	3:41	2:29
Mar-02	2:42	1	2:42	
Apr-02	5:15	4	1:19	0:50



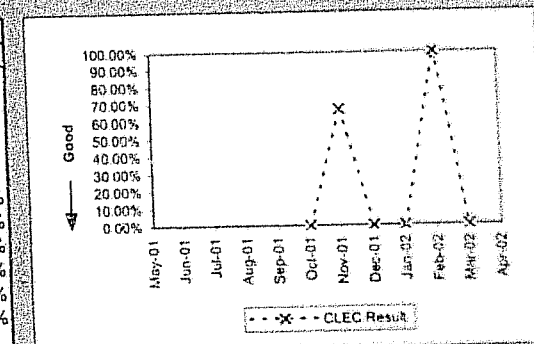
Repair Repeat Report Rate (Percent) (MR-7E)– Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
May-01				
Jun-01				
Jul-01				
Aug-01	0	1	0.00%	0.00%
Sep-01	1	1	100.00%	0.00%
Oct-01	0	2	0.00%	0.00%
Nov-01	2	3	66.67%	47.14%
Dec-01	0	3	0.00%	0.00%
Jan-02	0	1	0.00%	0.00%
Feb-02	2	2	100.00%	0.00%
Mar-02	0	1	0.00%	0.00%
Apr-02	0	4	0.00%	0.00%



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

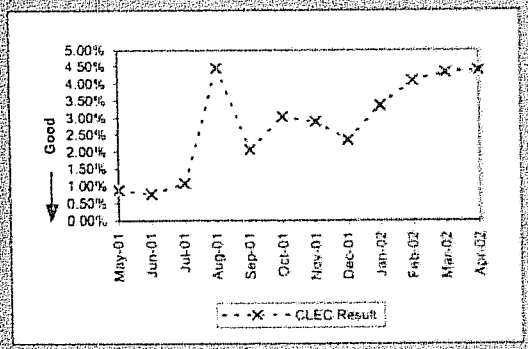
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
May-01				
Jun-01				
Jul-01				
Aug-01				
Sep-01				
Oct-01	0	2	0.00%	0.00%
Nov-01	2	3	66.67%	47.14%
Dec-01	0	1	0.00%	0.00%
Jan-02	0	1	0.00%	0.00%
Feb-02	2	2	100.00%	0.00%
Mar-02	0	1	0.00%	0.00%
Apr-02				



Checklist #2 - Enhanced Extended Loops (EELs) Repair

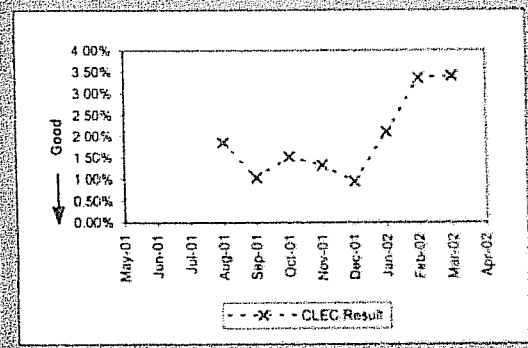
Trouble Rate (Percent) (MR-8)-- Interval Zone One and Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
May-01	1	113	0.89%	9.37%
Jun-01	1	130	0.77%	8.74%
Jul-01	2	185	1.08%	10.34%
Aug-01	12	269	4.46%	20.64%
Sep-01	6	291	2.06%	14.21%
Oct-01	10	329	3.04%	17.17%
Nov-01	11	379	2.90%	16.79%
Dec-01	10	425	2.35%	15.16%
Jan-02	16	476	3.36%	18.02%
Feb-02	22	537	4.10%	19.82%
Mar-02	28	646	4.33%	20.36%
Apr-02	37	842	4.39%	20.50%



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

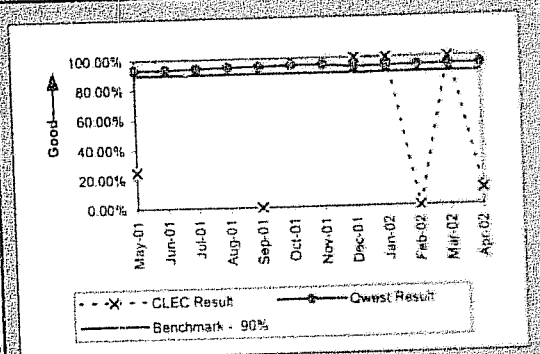
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
May-01				
Jun-01				
Jul-01				
Aug-01	5	269	1.86%	13.51%
Sep-01	3	291	1.03%	10.10%
Oct-01	5	329	1.52%	12.23%
Nov-01	5	379	1.32%	11.41%
Dec-01	4	425	0.94%	9.66%
Jan-02	10	476	2.10%	14.34%
Feb-02	18	537	3.35%	18.00%
Mar-02	22	646	3.41%	18.14%
Apr-02				



Checklist #4 - Unbundled Loop - Analog Installation

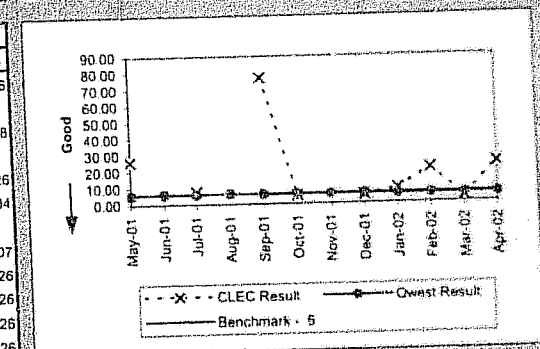
Installation Commitments Met (Percent) (OP-3A)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
May-01	1	4	25.00%	95886	102745	93.32%	3.26	0.98
Jun-01				96077	102791	93.47%		
Jul-01				101453	107913	94.01%		
Aug-01				116988	123510	94.72%		
Sep-01	0	1	0.00%	95980	101360	94.69%	1.94	0.18
Oct-01				102807	107641	95.51%		
Nov-01				90576	94835	95.51%		
Dec-01	1	1	100.00%	77813	83148	93.58%	-0.26	-1.16
Jan-02	1	1	100.00%	87643	93025	94.21%	-0.25	-1.15
Feb-02	2	2	0.00%	75963	80348	94.54%	2.97	0.81
Mar-02	2	2	100.00%	79831	84134	94.89%	-0.33	-1.2
Apr-02	1	9	11.11%	77309	81422	94.95%	6.28	2.82



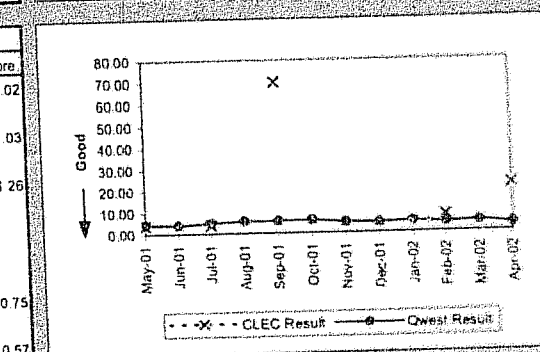
Installation Interval (Average Days) (OP-4A)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
May-01	185	4	26.25	572881	102726	5.58	3.72	1.26
Jun-01				617263	102780	6.01		
Jul-01	23	3	7.67	627093	108632	5.77	3.09	0.88
Aug-01				756073	124681	6.06		
Sep-01	77	1	77.00	590685	102246	5.78	3.72	1.26
Oct-01	5	1	5.00	594065	108450	5.48	-0.07	-1.04
Nov-01				535815	95545	5.61		
Dec-01	5	1	5.00	482919	83677	5.77	-0.11	-1.07
Jan-02	9	1	9.00	490845	93644	5.24	3.72	1.26
Feb-02	63	3	21.00	431980	80816	5.35	3.72	1.26
Mar-02	7	2	3.50	444227	84569	5.25	-0.43	-1.26
Apr-02	215	9	23.89	440695	81942	5.38	3.72	1.26



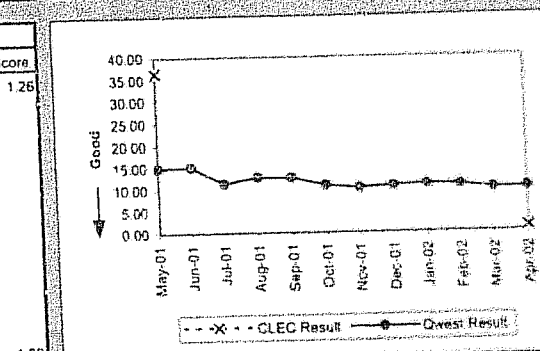
Delayed Days for Non-Facility Reasons (Average Days) (OP-5A-1)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
May-01	4	1	4.00	11070	2550	4.34	-0.03	-1.02
Jun-01				10970	2684	4.09		
Jul-01	4	1	4.00	14174	2930	4.84	-0.05	-1.03
Aug-01				16695	2936	5.69		
Sep-01	70	1	70.00	14066	2393	5.88	3.72	1.26
Oct-01				15313	2584	5.93		
Nov-01				13284	2749	4.83		
Dec-01				13727	3015	4.55		
Jan-02				17616	3497	5.04		
Feb-02	24	3	8.00	11581	2730	4.24	2.88	0.75
Mar-02				12127	2488	4.87		
Apr-02	155	7	22.14	8596	2412	3.56	2.58	0.57



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

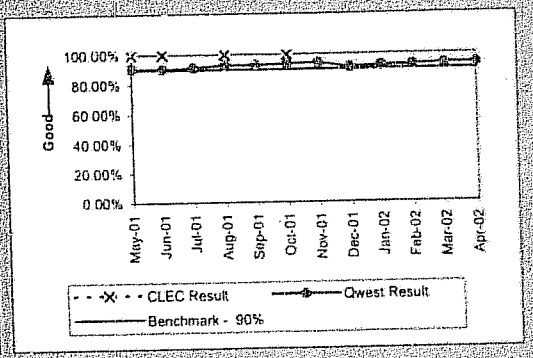
Date	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
May-01	73	2	36.50	64487	4309	14.97	3.72	1.26
Jun-01				60896	4030	15.11		
Jul-01				45480	4001	11.37		
Aug-01				51808	4065	12.74		
Sep-01				43173	3424	12.61		
Oct-01				31553	2910	10.84		
Nov-01				22697	2225	10.20		
Dec-01				30632	2877	10.65		
Jan-02				27736	2520	11.01		
Feb-02				22973	2134	10.77		
Mar-02				22375	2253	9.93		
Apr-02	1	1	1.00	22258	2221	10.02	-0.63	-1.39



Checklist #4 - Unbundled Loop - Analog Installation

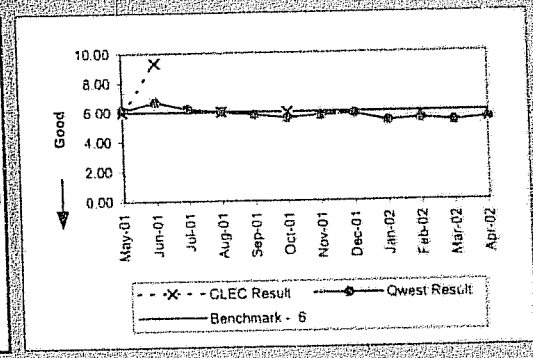
Installation Commitments Met (Percent) (OP-3B)-- Dispatches Outside MSAs

	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
	9	1	100.00%	23303	25622	90.95%	-0.32	-1.19
	6	6	100.00%	23156	25556	90.61%	-0.79	-1.48
				24477	26802	91.33%		
	3	1	100.00%	28879	31044	93.03%	-0.27	-1.17
				23779	25642	92.73%		
	4	1	100.00%	27120	28950	93.68%	-0.26	-1.16
				24003	25483	94.19%		
				20027	21952	91.23%		
				21827	23693	92.12%		
				19064	20594	92.67%		
				20966	22459	93.35%		
				20664	22108	93.47%		



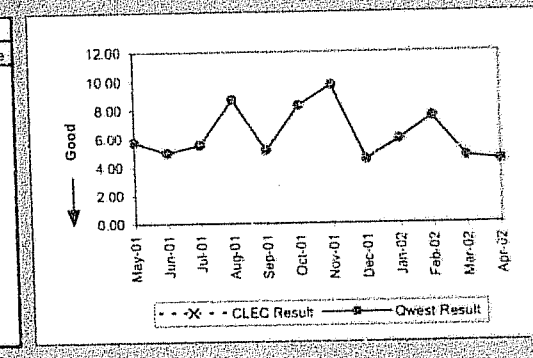
Installation Interval (Average Days) (OP-4B)-- Dispatches Outside MSAs

	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
	9	1	6.00	157304	25822	6.14	-0.01	-1.01
	36	6	9.33	171150	25556	6.70	3.72	1.26
				167845	27015	6.21		
	9	1	6.00	188088	31345	6.00	0	-1
				150120	25882	5.80		
	6	1	6.00	162443	29151	5.57	2.37	0.44
				147419	25641	5.75		
				129277	22089	5.85		
				127578	23850	5.35		
				113998	20716	5.50		
				119600	22577	5.30		
				122391	22252	5.50		



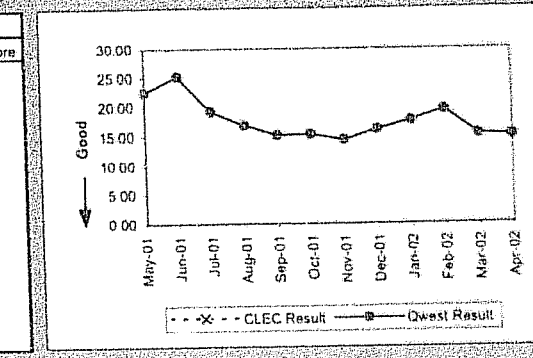
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-2)-- Dispatches Outside MSAs

	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
				3561	616	5.78		
				3259	652	5.00		
				4517	812	5.56		
				6640	761	8.73		
				3183	615	5.18		
				6022	726	8.29		
				6120	629	9.73		
				3954	877	4.51		
				5892	991	5.95		
				5853	779	7.51		
				3387	720	4.70		
				3085	693	4.45		



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

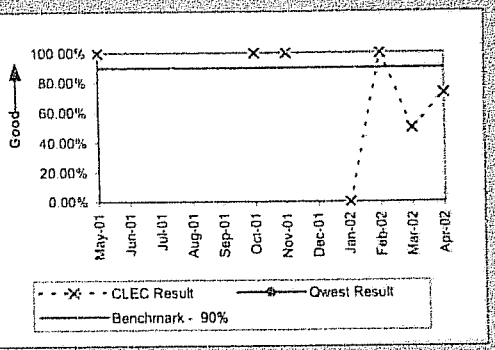
	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
				38255	1703	22.46		
				44197	1748	25.28		
				31477	1638	19.22		
				25640	1521	16.86		
				20871	1375	15.18		
				19328	1262	15.31		
				14499	1009	14.37		
				19124	1185	16.14		
				18166	1032	17.60		
				16562	853	19.42		
				13644	891	15.31		
				13418	895	14.99		



Checklist #4 - Unbundled Loop - Analog Installation

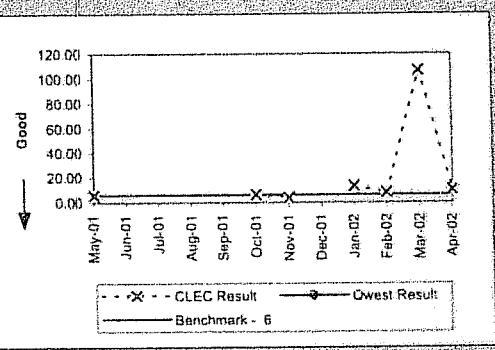
Installation Commitments Met (Percent) (OP-3C)-- No Dispatches

		CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
		100.00%					
		100.00%					
		100.00%					
		0.00%					
		100.00%					
		50.00%					
		73.08%					



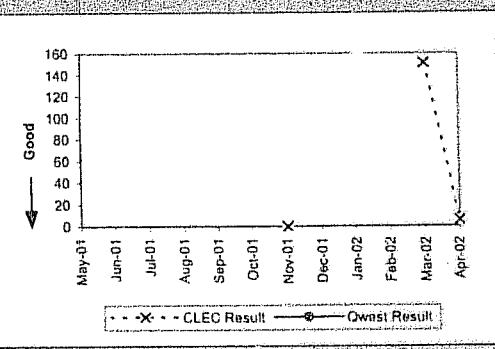
Installation Interval (Average Days) (OP-4C)-- No Dispatches

		CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
		5.00					
		6.00					
		4.00					
		13.00					
		8.00					
		106.67					
		10.00					



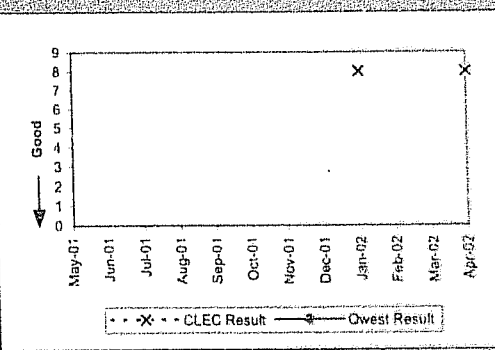
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-3)-- No Dispatches

		CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
		0.00					
		151.00					
		5.71					



Delayed Days for Facility Reasons (Average Days) (OP-6B-3)-- No Dispatches

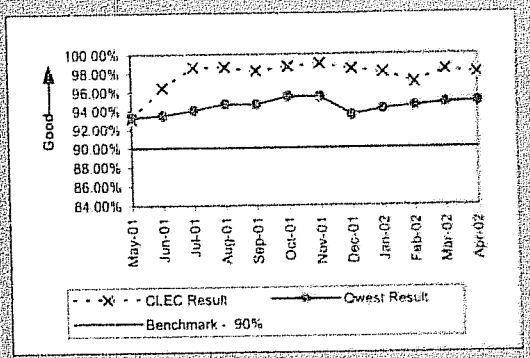
		CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
		8.00					
		5.00					



Checklist #4 - Unbundled Loop - Analog Installation

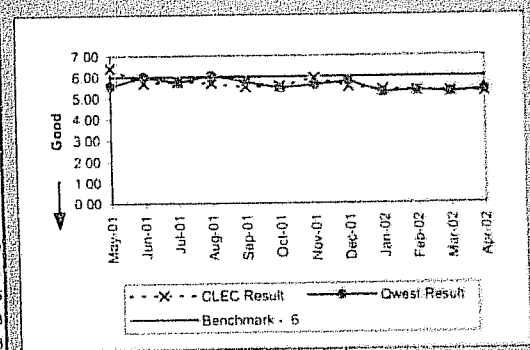
Installation Commitments Met (Percent) (OP-3D)-- Interval Zone One

State	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
[illegible]	[illegible]	12500	93.11%	92701	99361	93.30%	0.65	-0.61
[illegible]	[illegible]	11283	96.52%	93122	99611	93.49%	-12.36	-8.52
[illegible]	[illegible]	11536	98.84%	98326	104576	94.02%	-19.85	-13.07
[illegible]	[illegible]	14051	98.69%	113047	119343	94.72%	-19.89	-13.09
[illegible]	[illegible]	14565	95.20%	92711	97900	94.70%	-18.03	-11.96
[illegible]	[illegible]	25345	98.76%	99359	104008	95.53%	-20.4	-13.4
[illegible]	[illegible]	11674	99.03%	87547	91670	95.50%	-20.73	-13.61
[illegible]	[illegible]	19204	98.48%	75294	80492	93.54%	-25.01	-16.21
[illegible]	[illegible]	16878	98.10%	84765	89986	94.20%	-19.92	-13.11
[illegible]	[illegible]	13769	97.08%	73561	77810	94.54%	-12.09	-8.35
[illegible]	[illegible]	11967	98.37%	77315	81496	94.87%	-16.2	-10.85
[illegible]	[illegible]	14356	98.05%	74875	78844	94.97%	-15.54	-10.45



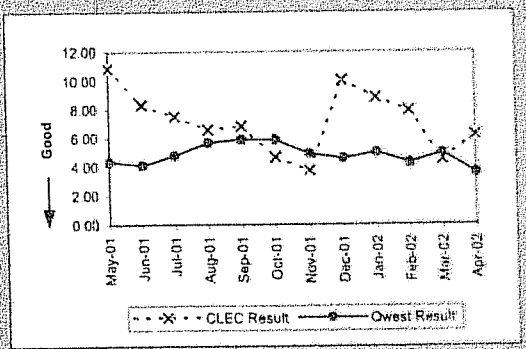
Installation Interval (Average Days) (OP-4D)-- Interval Zone One

State	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
[illegible]	[illegible]	5447	6.43	554039	99342	5.58	8	3.86
[illegible]	[illegible]	5469	5.72	597834	99600	6.00	-2.74	-2.66
[illegible]	[illegible]	5438	5.79	604842	105243	5.75	0.36	-0.78
[illegible]	[illegible]	6180	5.72	729131	120405	6.06	-3.02	-2.84
[illegible]	[illegible]	6350	5.53	570254	98729	5.78	-2.39	-2.45
[illegible]	[illegible]	6917	5.56	573572	104783	5.48	1.14	-0.31
[illegible]	[illegible]	7336	5.94	519328	92355	5.62	3.89	1.36
[illegible]	[illegible]	9549	5.54	469282	81004	5.79	-3.44	-3.09
[illegible]	[illegible]	7618	5.39	476814	90589	5.26	1.58	-0.04
[illegible]	[illegible]	6256	5.34	418288	78258	5.34	-0.08	-1.05
[illegible]	[illegible]	6257	5.30	430706	81917	5.26	0.53	-0.68
[illegible]	[illegible]	7444	5.26	427238	79345	5.38	-1.53	-1.93



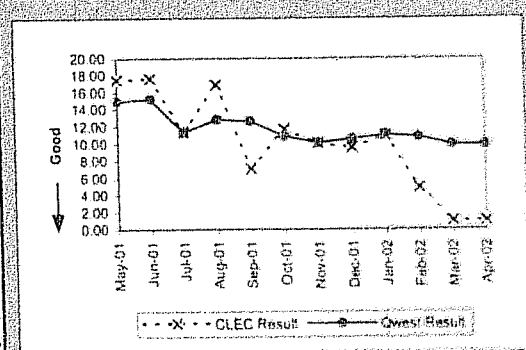
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-4)-- Interval Zone One

State	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
[illegible]	[illegible]	235	10.87	10842	2483	4.37	12.33	6.49
[illegible]	[illegible]	313	8.34	10645	2589	4.11	8.87	4.39
[illegible]	[illegible]	319	7.54	13600	2847	4.78	3.14	0.91
[illegible]	[illegible]	431	9.61	16094	2819	5.71	0.73	-0.56
[illegible]	[illegible]	541	6.86	13542	2286	5.92	1.09	-0.34
[illegible]	[illegible]	643	4.65	14719	2493	5.90	-1.72	-2.05
[illegible]	[illegible]	463	3.75	13602	2661	4.89	-1.74	-2.06
[illegible]	[illegible]	607	10.02	13482	2943	4.58	10.35	5.29
[illegible]	[illegible]	323	8.52	16912	3384	5.00	3.3	1.01
[illegible]	[illegible]	425	7.94	11211	2628	4.27	6.25	2.8
[illegible]	[illegible]	257	4.49	11831	2402	4.93	-0.4	-1.24
[illegible]	[illegible]	290	6.22	8262	2312	3.57	5.09	2.1



Delayed Days for Facility Reasons (Average Days) (OP-6B-4)-- Interval Zone One

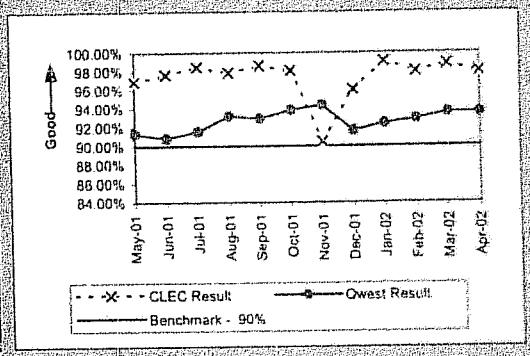
State	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
[illegible]	[illegible]	123	17.47	62325	4177	14.92	1.31	-0.21
[illegible]	[illegible]	80	17.62	59214	3900	15.18	2.03	0.24
[illegible]	[illegible]	106	11.38	43591	3857	11.30	0.03	-0.98
[illegible]	[illegible]	82	16.88	50367	3936	12.80	2.07	0.26
[illegible]	[illegible]	42	7.14	41651	3318	12.61	-1.29	-1.78
[illegible]	[illegible]	87	11.71	30441	2798	10.88	1.83	0.11
[illegible]	[illegible]	45	10.07	21783	2152	10.12	-0.02	-1.01
[illegible]	[illegible]	163	9.56	29570	2795	10.58	-0.76	-1.46
[illegible]	[illegible]	262	10.94	27066	2455	11.04	-0.06	-1.04
[illegible]	[illegible]	16	4.88	22404	2080	10.77	-1.39	-1.84
[illegible]	[illegible]	1	1.00	21812	2203	9.90	-0.61	-1.37
[illegible]	[illegible]	5	1.00	21283	2158	9.86	-1.67	-2.02



Checklist #4 - Unbundled Loop - Analog Installation

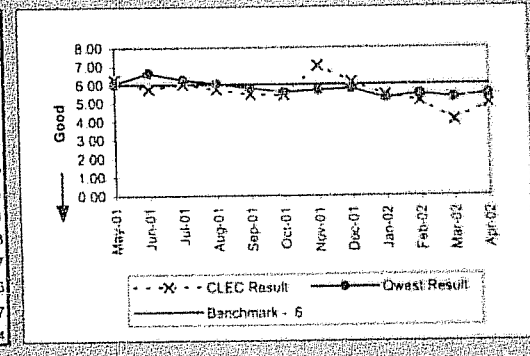
Installation Commitments Met (Percent) (OP-3E)-- Interval Zone Two

[illegible]	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
[illegible]	[illegible]	2960	96.93%	26488	29006	91.32%	-10.32	-7.27
[illegible]	[illegible]	3687	97.70%	26111	28736	90.87%	-13.58	-9.26
[illegible]	[illegible]	3248	98.52%	27604	30139	91.59%	-13.53	-9.22
[illegible]	[illegible]	3456	97.88%	32820	35211	93.21%	-8.9	-6.41
[illegible]	[illegible]	2363	98.65%	27048	29102	92.94%	-10.41	-7.33
[illegible]	[illegible]	3561	98.13%	30568	32583	93.82%	-12.34	-8.5
[illegible]	[illegible]	4367	96.50%	27032	28648	94.36%	10.31	5.27
[illegible]	[illegible]	3424	96.06%	22546	24608	91.62%	-8.78	-6.34
[illegible]	[illegible]	4744	99.11%	24705	26732	92.42%	-16	-10.73
[illegible]	[illegible]	3520	98.01%	21486	23132	92.88%	-11.02	-7.7
[illegible]	[illegible]	5848	98.82%	23482	25097	93.57%	-14.75	-9.97
[illegible]	[illegible]	3561	98.03%	23098	24686	93.57%	-12.59	-8.65



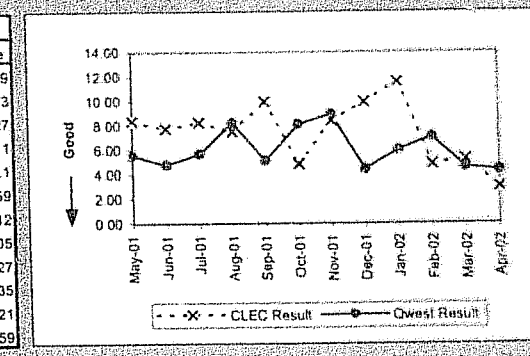
Installation Interval (Average Days) (OP-4E)-- Interval Zone Two

[illegible]	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
[illegible]	[illegible]	1129	6.28	176146	29006	6.07	0.59	-0.64
[illegible]	[illegible]	1371	5.75	190579	28736	6.63	-1.99	-2.21
[illegible]	[illegible]	1303	6.02	190096	30404	6.25	-0.59	-1.36
[illegible]	[illegible]	1099	5.74	215030	35621	6.04	-0.93	-1.56
[illegible]	[illegible]	887	5.46	170551	29399	5.80	-1.12	-1.68
[illegible]	[illegible]	1903	5.42	182636	32818	5.57	-0.56	-1.34
[illegible]	[illegible]	1768	7.03	163906	28831	5.69	4.96	2.01
[illegible]	[illegible]	1562	6.16	142914	24762	5.77	1.19	-0.28
[illegible]	[illegible]	2307	5.44	141609	26905	5.26	0.71	-0.57
[illegible]	[illegible]	1347	5.11	127710	23274	5.49	-0.93	-1.56
[illegible]	[illegible]	3488	4.06	133121	25229	5.28	-6.2	-4.77
[illegible]	[illegible]	2740	4.95	135850	24849	5.47	-3.19	-2.94



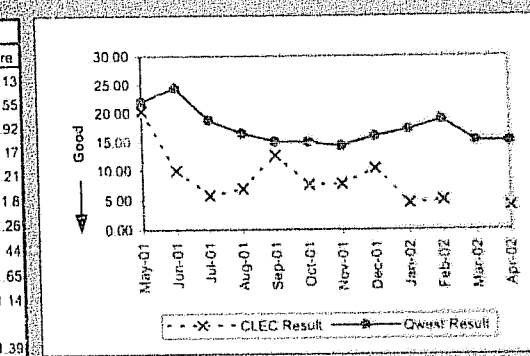
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5)-- Interval Zone Two

[illegible]	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
[illegible]	[illegible]	74	8.39	3789	683	5.55	1.33	-0.19
[illegible]	[illegible]	74	7.77	3584	747	4.80	1.43	-0.13
[illegible]	[illegible]	127	8.27	5091	895	5.69	1.2	-0.27
[illegible]	[illegible]	87	7.53	7241	878	8.25	-0.18	-1.11
[illegible]	[illegible]	57	9.98	3707	722	5.13	1.48	-0.1
[illegible]	[illegible]	146	4.86	6616	817	8.10	-0.97	-1.59
[illegible]	[illegible]	406	8.39	6402	717	8.93	-0.19	-1.12
[illegible]	[illegible]	238	9.94	4199	949	4.42	5.02	2.05
[illegible]	[illegible]	74	11.54	6596	1104	5.97	1.21	-0.27
[illegible]	[illegible]	74	4.85	6223	881	7.06	-0.57	-1.35
[illegible]	[illegible]	79	5.24	3683	806	4.57	1.3	-0.21
[illegible]	[illegible]	123	2.96	3419	793	4.31	-0.97	-1.59



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

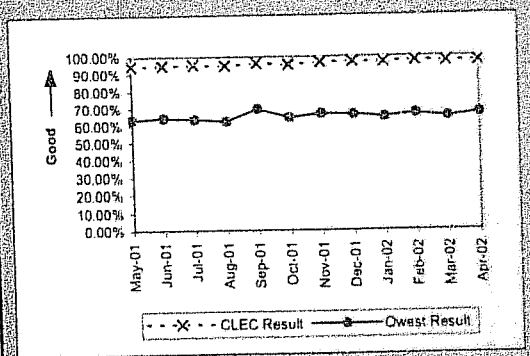
[illegible]	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
[illegible]	[illegible]	17	20.35	40417	1835	22.03	-0.22	-1.13
[illegible]	[illegible]	11	10.00	45879	1878	24.43	-0.9	-1.55
[illegible]	[illegible]	31	5.81	33366	1782	18.72	-1.52	-1.92
[illegible]	[illegible]	35	6.94	27081	1650	16.41	-1.93	-2.17
[illegible]	[illegible]	15	12.67	22193	1481	14.99	-0.34	-1.21
[illegible]	[illegible]	43	7.58	20438	1374	14.87	-1.32	-1.8
[illegible]	[illegible]	68	7.69	15413	1082	14.24	-2.08	-2.26
[illegible]	[illegible]	33	10.38	20186	1267	15.93	-0.72	-1.44
[illegible]	[illegible]	16	4.50	18806	1097	17.14	-1.07	-1.65
[illegible]	[illegible]	1	5.00	17131	907	18.89	-0.23	-1.14
[illegible]	[illegible]			14207	941	15.10		
[illegible]	[illegible]	3	4.00	14393	958	15.02	-0.64	-1.39



Checklist #4 - Unbundled Loop - Analog Installation

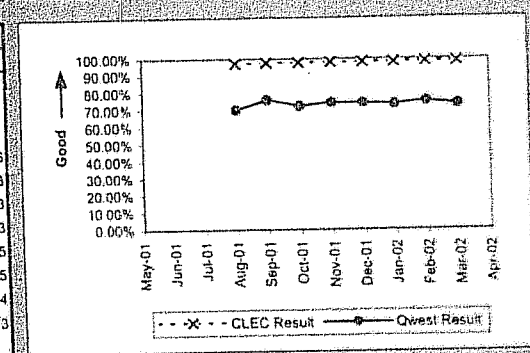
New Service Installation Quality (Percent) (OP-5)-- Interval Zone One and Two

	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
	[illegible]	15247	94.86%	84096	133023	63.22%	-76.74	-47.65
	[illegible]	16758	94.98%	90660	140744	64.41%	-78.16	-48.52
	[illegible]	18852	95.61%	88112	138351	63.69%	-79.19	-49.15
	[illegible]	19072	95.12%	91135	145845	62.49%	-81.09	-50.3
	[illegible]	17164	96.06%	90993	142091	69.67%	-71.87	-44.69
	[illegible]	21930	95.55%	85073	132876	64.48%	-89.09	-55.16
	[illegible]	24471	97.01%	86448	129399	66.81%	-92	-56.93
	[illegible]	22614	97.17%	75321	113493	66.37%	-89.86	-55.63
	[illegible]	22520	97.02%	72488	111652	64.92%	-92.08	-56.98
	[illegible]	19997	97.70%	73213	109527	66.84%	-84.51	-52.38
	[illegible]	17618	97.41%	67799	104346	64.98%	-83.46	-51.74
	[illegible]	19143	97.37%	70953	105672	67.14%	-81.93	-50.81



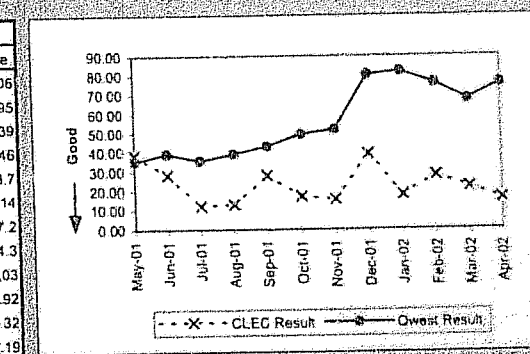
New Service Installation Quality (Percent) (OP-5*)-- Interval Zone One and Two

	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
	[illegible]	19072	97.18%	102479	145845	70.27%	-70.83	-44.06
	[illegible]	17164	97.75%	107793	142091	75.86%	-63.3	-39.48
	[illegible]	21930	97.61%	96213	132876	72.41%	-77.35	-48.03
	[illegible]	24471	98.11%	96038	129399	74.22%	-78.34	-48.63
	[illegible]	22614	98.18%	84090	113493	74.10%	-75.75	-47.05
	[illegible]	22520	98.25%	82004	111652	73.45%	-76.9	-47.75
	[illegible]	19997	98.63%	82360	109527	75.20%	-69.97	-43.54
	[illegible]	17618	98.56%	76390	104346	73.21%	-70.29	-43.73



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

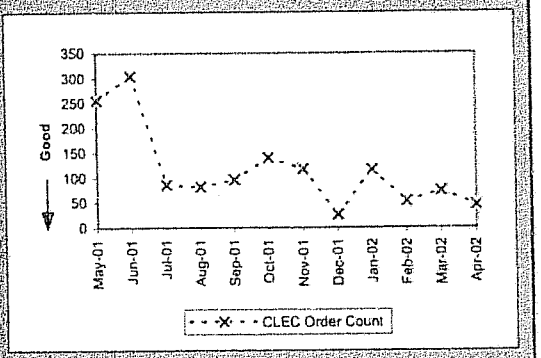
	CLEC Num	CLEC Denom	CLEC Result	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
	[illegible]	494	38.58	254762	7200	35.38	1.75	0.06
	[illegible]	469	28.43	292047	7447	39.22	-4.86	-3.85
	[illegible]	206	12.33	260107	7274	35.76	-7.22	-5.39
	[illegible]	297	13.02	353327	9054	39.02	-8.98	-6.46
	[illegible]	265	28.15	372410	8683	42.89	-4.44	-3.7
	[illegible]	248	17.17	395543	8034	49.23	-8.45	-6.14
	[illegible]	326	15.87	461923	8916	51.81	-10.19	-7.2
	[illegible]	99	39.17	403810	5030	80.28	-5.43	-4.3
	[illegible]	209	17.88	403644	4925	81.96	-11.57	-8.03
	[illegible]	120	27.87	398154	5247	75.88	-6.45	-4.92
	[illegible]	169	22.04	434618	6449	67.39	-7.11	-5.32
	[illegible]	227	15.91	454743	6002	75.77	-10.18	-7.19



Checklist #4 - Unbundled Loop - Analog Installation

Count of Service Orders Delayed for Facilities Reasons Unbundled Loop Analog (OP-15B)

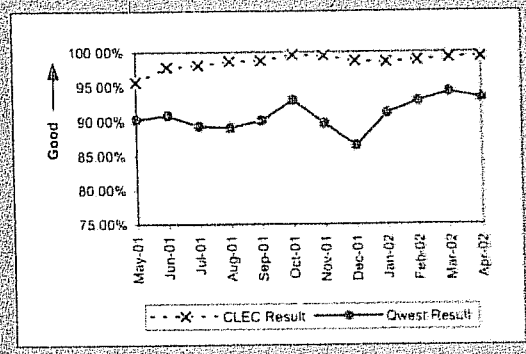
	CLEC Order Count
	256
	305
	86
	82
	96
	140
	118
	26
	116
	53
	74
	45



Checklist #4 - Unbundled Loop - Analog Repair

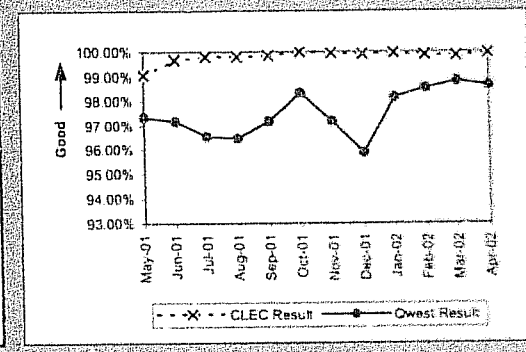
Out of Service Cleared within 24 hours (Percent) (MR-3D)-- Interval Zone One

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Score
May-01	2076	2172	95.72%	20.24%	137086	151802	90.31%	-8.46	-6.15
Jun-01	2193	2245	97.81%	14.62%	138684	152551	90.91%	-11.29	-7.86
Jul-01	2109	2142	98.09%	13.70%	135739	151870	89.38%	-12.99	-8.9
Aug-01	2804	2808	98.70%	11.34%	135635	152181	89.13%	-15.57	-10.46
Sep-01	1929	1953	98.77%	11.02%	104886	116310	90.18%	-12.65	-8.69
Oct-01	2875	2884	99.65%	5.89%	109046	117149	93.08%	-13.02	-8.91
Nov-01	2200	2210	99.50%	7.02%	95817	106724	89.78%	-14.97	-10.1
Dec-01	2156	2163	98.75%	11.10%	86161	99583	86.52%	-16.48	-11.02
Jan-02	2165	2170	98.62%	11.68%	83353	91382	91.21%	-12.04	-8.32
Feb-02	1699	1709	98.89%	10.49%	74762	80435	92.95%	-9.49	-6.77
Mar-02	1866	1882	99.26%	8.60%	81677	86690	94.22%	-9.26	-6.63
Apr-02	2007	2015	99.35%	8.01%	81986	87779	93.40%	-10.64	-7.47



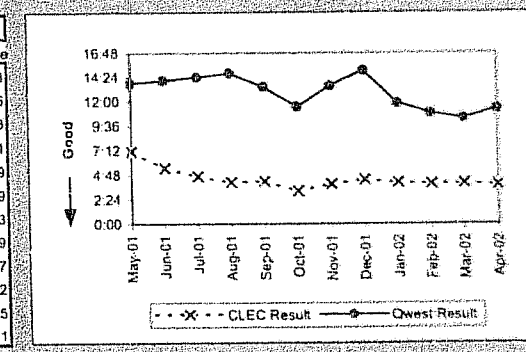
All Trouble Cleared within 48 hours (Percent) (MR-4D)-- Interval Zone One

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Score
May-01	2150	2172	99.08%	9.55%	209722	215450	97.34%	-5.01	-4.05
Jun-01	2234	2245	99.69%	5.58%	209159	215236	97.18%	-7.15	-5.35
Jul-01	2167	2171	99.82%	4.29%	208663	216124	96.55%	-8.3	-6.05
Aug-01	2623	2627	99.81%	4.36%	213852	221671	96.47%	-9.22	-6.6
Sep-01	1972	1982	99.65%	3.89%	165739	170549	97.18%	-7.14	-5.34
Oct-01	2611	2611	100.00%	0.00%	171388	174256	98.35%	-6.56	-4.99
Nov-01	2256	2257	99.96%	2.10%	156584	161124	97.18%	-7.91	-5.81
Dec-01	2189	2191	99.91%	3.02%	144078	150264	95.88%	-9.42	-6.72
Jan-02	2240	2241	99.96%	2.11%	140277	142908	98.16%	-6.28	-4.82
Feb-02	1760	1762	99.89%	3.37%	123028	124864	98.53%	-4.7	-3.86
Mar-02	1933	1936	99.85%	3.93%	130832	132386	98.83%	-4.13	-3.51
Apr-02	2071	2072	99.95%	2.20%	132652	134470	98.65%	-5.1	-4.1



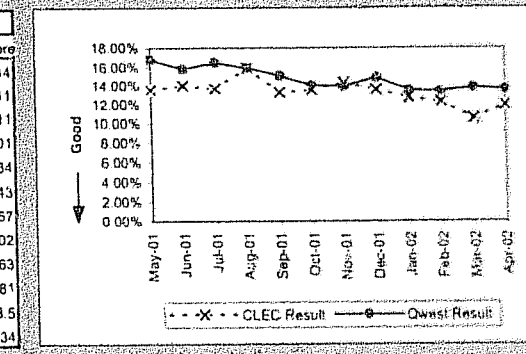
Mean Time to Restore (Hours:Minutes) (MR-6D)-- Interval Zone One

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Score
May-01	1597935	2172	7:09	10:30	2973677:25	215450	13:48	-18.89	-12.48
Jun-01	1236803	2245	5:31	8:03	3025405:27	215236	14:03	-10.79	-7.56
Jul-01	1023802	2171	4:42	7:16	3112419:03	216124	14:24	-19.63	-12.93
Aug-01	1059078	2627	4:07	7:02	3278120:05	221671	14:47	-25.67	-16.61
Sep-01	832763	1982	4:12	8:27	2287071:25	170549	13:25	-26.3	-16.99
Oct-01	644656	2611	3:14	4:56	1999011:09	174256	11:28	-29.76	-19.09
Nov-01	597010	2257	3:56	5:41	2180063:07	161124	13:32	-26.81	-17.3
Dec-01	597630	2191	4:22	6:23	2259387:50	150264	15:02	-11.34	-7.9
Jan-02	910755	2241	4:04	6:11	1689187:22	142908	11:49	-23.64	-15.37
Feb-02	650125	1762	3:57	6:08	1352781:50	124864	10:50	-21.71	-14.2
Mar-02	726607	1936	4:02	6:30	1366861:02	132386	10:19	-22.2	-14.5
Apr-02	796824	2072	3:51	5:37	1512609:54	134470	11:15	-24.69	-16.01



Repair Repeat Report Rate (Percent) (MR-7D)-- Interval Zone One

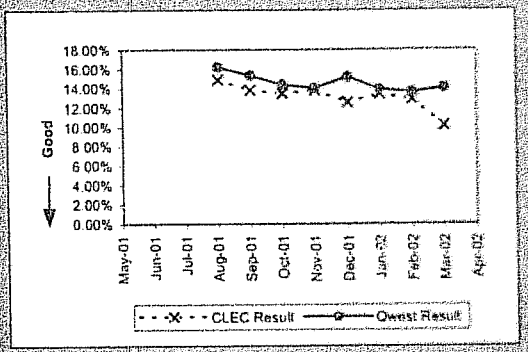
Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Score
May-01	295	2172	13.58%	34.26%	37240	221326	16.83%	-4.02	-3.44
Jun-01	315	2245	14.03%	34.73%	35042	221353	15.83%	-2.32	-2.41
Jul-01	298	2171	13.73%	34.41%	36711	222495	16.50%	-3.46	-3.11
Aug-01	418	2627	15.91%	36.58%	36475	229071	15.92%	-0.02	-1.01
Sep-01	264	1982	13.32%	33.98%	26528	175627	15.10%	-2.21	-2.34
Oct-01	354	2611	13.56%	34.23%	25170	179250	14.04%	-0.71	-1.43
Nov-01	324	2257	14.36%	35.06%	23104	165577	13.95%	0.55	-0.67
Dec-01	298	2191	13.60%	34.26%	23085	155089	14.89%	-1.68	-2.02
Jan-02	286	2241	12.76%	33.37%	19840	146751	13.52%	-1.04	-1.63
Feb-02	217	1762	12.32%	32.86%	17120	127713	13.41%	-1.33	-1.81
Mar-02	264	1936	10.54%	30.70%	18628	135201	13.78%	-4.11	-3.5
Apr-02	247	2072	11.92%	32.40%	18683	137403	13.60%	-2.21	-2.34



Checklist #4 - Unbundled Loop - Analog Repair

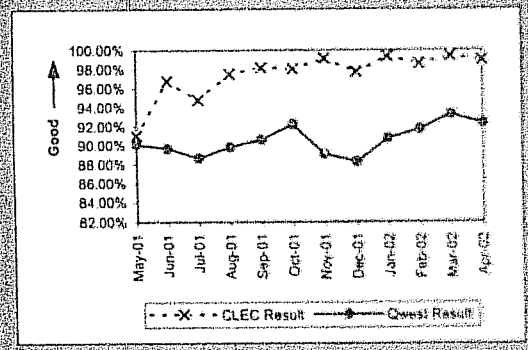
Repair Repeat Report Rate (Percent) (MR-7D*)-- Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
May-01									
Jun-01									
Jul-01									
Aug-01	238	1592	14.95%	35.66%	29847	183934	16.23%	-1.38	-1.84
Sep-01	170	1228	13.84%	34.54%	21575	140596	15.35%	-1.45	-1.88
Oct-01	203	1504	13.50%	34.17%	19973	138641	14.41%	-1	-1.61
Nov-01	196	1418	13.82%	34.51%	18200	129569	14.05%	-0.24	-1.15
Dec-01	181	1440	12.57%	33.15%	18322	120491	15.21%	-2.77	-2.68
Jan-02	189	1408	13.42%	34.09%	15348	110591	13.88%	-0.49	-1.3
Feb-02	143	1111	12.87%	33.49%	12990	95278	13.63%	-0.74	-1.45
Mar-02	123	1210	10.17%	30.22%	14446	102973	14.03%	-3.85	-3.34
Apr-02									



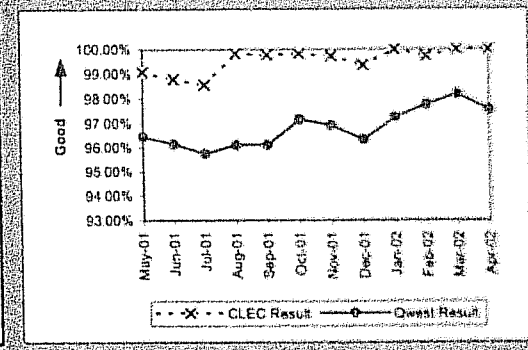
Out of Service Cleared within 24 hours (Percent) (MR-3E)-- Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
May-01	329	438	91.10%	28.48%	38351	42543	90.15%	-0.66	-1.4
Jun-01	482	498	96.79%	17.63%	41826	46613	89.73%	-5.16	-4.14
Jul-01	460	485	94.85%	22.11%	42277	47687	88.66%	-4.28	-3.6
Aug-01	547	561	97.50%	15.60%	42401	47185	89.86%	-5.96	-4.62
Sep-01	428	436	98.17%	13.42%	31903	35212	90.60%	-5.38	-4.27
Oct-01	550	561	98.04%	13.86%	31165	33787	92.24%	-5.09	-4.1
Nov-01	359	362	99.17%	9.07%	27806	31250	89.08%	-6.12	-4.72
Dec-01	301	308	97.73%	14.90%	24809	28103	88.28%	-5.13	-4.12
Jan-02	306	307	99.35%	8.05%	23571	25965	90.78%	-5.16	-4.14
Feb-02	350	355	98.59%	11.78%	21273	23187	91.75%	-4.65	-3.83
Mar-02	326	328	99.39%	7.78%	24010	25745	93.26%	-4.4	-3.68
Apr-02	482	487	98.97%	10.08%	26095	28273	92.30%	-5.48	-4.33



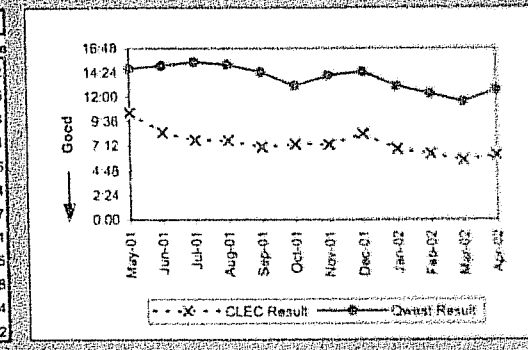
All Troubles Cleared within 48 hours (Percent) (MR-4E)-- Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
May-01	434	438	99.09%	9.51%	58685	60847	96.45%	-2.97	-2.81
Jun-01	492	498	98.80%	10.91%	62994	65516	96.15%	-3.06	-2.86
Jul-01	478	485	98.56%	11.93%	64980	67861	95.75%	-3.05	-2.85
Aug-01	560	561	99.82%	4.22%	65687	68342	96.12%	-4.52	-3.75
Sep-01	435	436	99.77%	4.78%	49628	51634	96.12%	-3.93	-3.39
Oct-01	562	563	99.82%	4.21%	49887	51344	97.16%	-3.78	-3.3
Nov-01	363	364	99.73%	5.23%	46443	47923	96.91%	-3.09	-2.88
Dec-01	306	308	99.35%	8.03%	41526	43103	96.34%	-2.8	-2.7
Jan-02	311	311	100.00%	0.00%	40641	41798	97.23%	-2.96	-2.8
Feb-02	360	361	99.72%	5.26%	36024	36851	97.76%	-2.51	-2.53
Mar-02	361	361	100.00%	0.00%	39600	40341	98.16%	-2.59	-2.57
Apr-02	505	506	100.00%	0.00%	42331	43399	97.54%	-3.55	-3.16



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

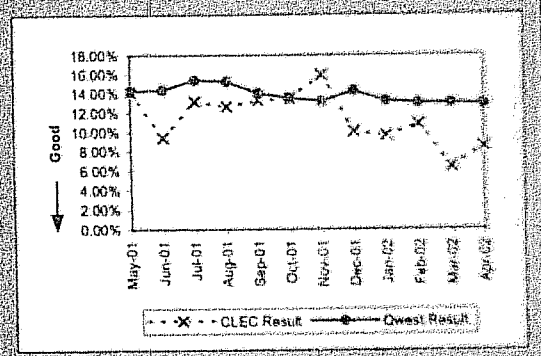
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
May-01	4596:39	438	10:30	11:19	902046:21	60847	14:49	-4.31	-3.62
Jun-01	4245:49	498	8:32	10:36	988818:46	65516	15:06	-7.99	-5.86
Jul-01	3595:03	485	7:49	10:15	1049570:35	67861	15:28	-8.13	-5.94
Aug-01	4342:02	561	7:44	8:46	1039536:55	68342	15:13	-9.23	-6.61
Sep-01	3102:44	436	7:07	8:10	745153:49	51634	14:26	-8.49	-6.16
Oct-01	4163:14	563	7:24	8:37	672861:55	51344	13:06	-7.64	-5.64
Nov-01	2680:30	364	7:22	8:19	677080:29	47923	14:08	-8.34	-6.07
Dec-01	2583:59	308	8:23	10:49	625759:18	43103	14:31	-4.3	-3.61
Jan-02	2150:41	311	6:55	7:50	545848:53	41798	13:04	-6.33	-4.85
Feb-02	2332:14	361	6:28	8:09	453157:38	36851	12:18	-6.87	-5.18
Mar-02	2117:28	361	5:52	6:54	484945:18	40341	11:32	-5.33	-4.24
Apr-02	3213:15	506	6:21	7:33	551098:08	43399	12:42	-8.42	-6.12



Checklist #4 - Unbundled Loop - Analog Repair

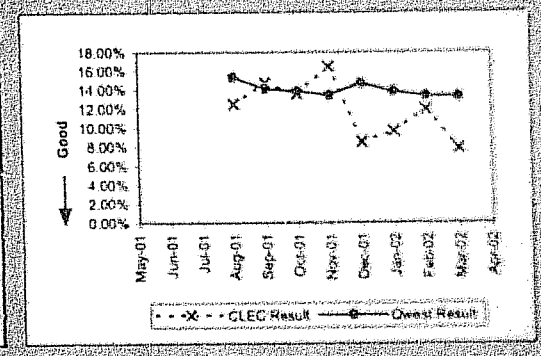
Repair Repeat Report Rate (Percent) (MR-7E)-- Interval Zone Two

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Score
May-01	62	436	14.16%	34.86%	8825	61799	14.28%	-0.07	-1.05
Jun-01	47	498	9.44%	29.24%	9595	66622	14.40%	-3.14	-2.91
Jul-01	64	485	13.20%	33.84%	10661	69153	15.42%	-1.35	-1.82
Aug-01	71	561	12.66%	33.25%	10685	70009	15.26%	-1.71	-2.04
Sep-01	58	436	13.30%	33.96%	7386	52593	14.04%	-0.44	-1.27
Oct-01	76	563	13.50%	34.17%	7063	52245	13.52%	-0.01	-1.01
Nov-01	58	364	15.93%	36.60%	6422	48718	13.18%	1.52	-0.08
Dec-01	31	308	10.06%	30.09%	6281	43980	14.28%	-2.11	-2.26
Jan-02	30	311	9.65%	29.52%	5621	42522	13.22%	-1.85	-2.13
Feb-02	39	361	10.80%	31.04%	4963	37446	12.99%	-1.23	-1.75
Mar-02	23	361	6.37%	24.42%	5310	40939	12.97%	-3.72	-3.26
Apr-02	43	506	8.50%	27.89%	5641	43961	12.83%	-2.9	-2.76



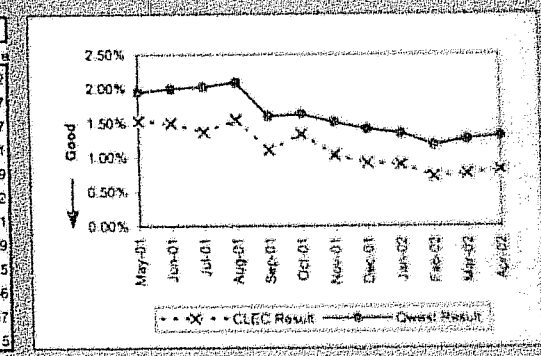
Repair Repeat Report Rate (Percent) (MR-7E*)-- Interval Zone Two

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Score
May-01									
Jun-01									
Jul-01									
Aug-01	52	416	12.50%	33.07%	8645	56292	15.36%	-1.61	-1.98
Sep-01	45	305	14.75%	35.46%	5909	42031	14.06%	0.36	-0.76
Oct-01	53	392	13.52%	34.19%	5691	41209	13.81%	-0.17	-1.1
Nov-01	44	267	16.48%	37.10%	5031	37528	13.41%	1.44	-0.12
Dec-01	20	235	8.51%	27.90%	4914	33561	14.64%	-2.65	-2.61
Jan-02	22	228	9.65%	29.53%	4313	31361	13.75%	-1.79	-2.09
Feb-02	30	252	11.90%	32.38%	3653	27431	13.32%	-0.56	-1.4
Mar-02	20	255	7.84%	26.88%	4066	30639	13.27%	-2.54	-2.55
Apr-02									



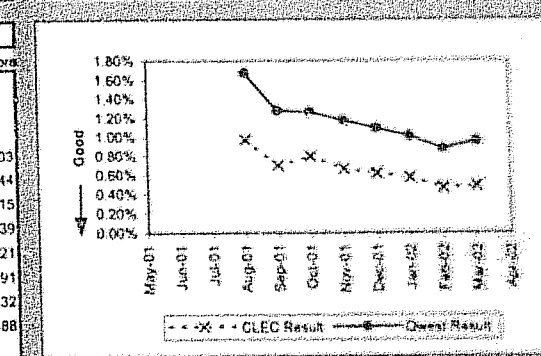
Trouble Rate (Percent) (MR-8)-- Interval Zone One and Two

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Score
May-01	2810	170698	1.53%	12.27%	283125	14555504	1.95%	-12.38	-8.52
Jun-01	2743	183254	1.50%	12.14%	287975	14452265	1.99%	-15.09	-10.17
Jul-01	2656	193778	1.37%	11.63%	291648	14395514	2.03%	-20.34	-13.37
Aug-01	3188	206176	1.55%	12.34%	299080	14314198	2.09%	-17.12	-11.41
Sep-01	2418	218124	1.11%	10.47%	228220	14285037	1.60%	-18.08	-11.99
Oct-01	3174	236898	1.34%	11.50%	231495	14244813	1.63%	-10.89	-7.62
Nov-01	2621	253032	1.04%	10.12%	214295	14182796	1.51%	-19.42	-12.81
Dec-01	2499	270468	0.92%	9.57%	199069	14126582	1.41%	-21.2	-13.89
Jan-02	2552	284032	0.90%	9.44%	189273	14064648	1.35%	-20.48	-13.45
Feb-02	2123	292001	0.73%	8.50%	165159	13985013	1.18%	-22.47	-14.66
Mar-02	2297	300165	0.77%	8.71%	176140	13955969	1.26%	-24.13	-15.67
Apr-02	2578	314294	0.82%	9.02%	181364	13871941	1.31%	-23.78	-15.45



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

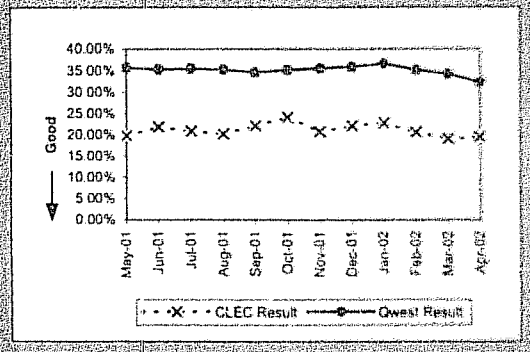
Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Score
May-01									
Jun-01									
Jul-01									
Aug-01	2008	206176	0.97%	9.82%	240226	14314198	1.68%	-24.72	-16.03
Sep-01	1533	218124	0.70%	8.35%	182627	14285037	1.28%	-23.75	-15.44
Oct-01	1696	236898	0.80%	8.91%	179850	14244813	1.26%	-19.98	-13.15
Nov-01	1685	253032	0.67%	8.13%	167097	14182796	1.18%	-23.67	-15.39
Dec-01	1675	270468	0.62%	7.85%	154052	14126582	1.09%	-23.37	-15.21
Jan-02	1536	284032	0.58%	7.57%	141952	14064648	1.01%	-22.87	-14.91
Feb-02	1363	292001	0.47%	6.82%	122709	13985013	0.88%	-23.55	-15.32
Mar-02	1465	300165	0.49%	6.97%	133612	13955969	0.96%	-26.13	-16.88
Apr-02									



Checklist #4 - Unbundled Loop - Analog Repair

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	Parity Score
May-01	648	3258	19.89%	39.92%	157785	440910	35.79%	-18.86	-12.47
Jun-01	769	3512	21.90%	41.35%	157324	445299	35.33%	-16.59	-11.09
Jul-01	703	3359	20.93%	40.68%	160820	452468	35.54%	-17.63	-11.72
Aug-01	812	4000	20.30%	40.22%	163134	462214	35.29%	-19.76	-13.01
Sep-01	686	3104	22.10%	41.49%	120985	349205	34.65%	-14.62	-9.89
Oct-01	1014	4188	24.21%	42.84%	126039	357534	35.25%	-14.87	-10.04
Nov-01	687	3308	20.77%	40.56%	118295	332590	35.57%	-17.69	-11.76
Dec-01	714	3213	22.22%	41.57%	111619	310688	35.93%	-16.11	-10.79
Jan-02	756	3308	22.85%	41.99%	109681	298954	36.69%	-16.42	-10.98
Feb-02	555	2678	20.72%	40.53%	89958	255117	35.26%	-15.66	-10.52
Mar-02	545	2842	19.18%	39.37%	92031	268171	34.32%	-16.91	-11.28
Apr-02	626	3206	19.59%	39.69%	86886	268250	32.39%	-15.4	-10.36

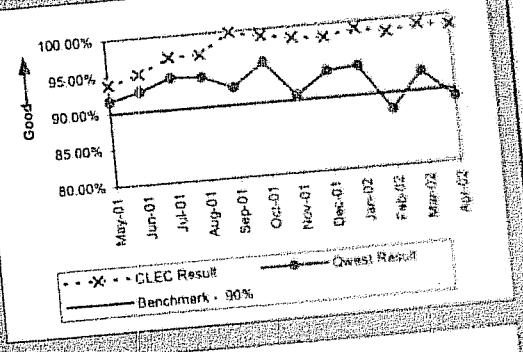


Qwest Performance Results (ROC 271 PID 4.1)

Checklist #4 - Unbundled Loop - Non-Loaded (2-Wire) Installation

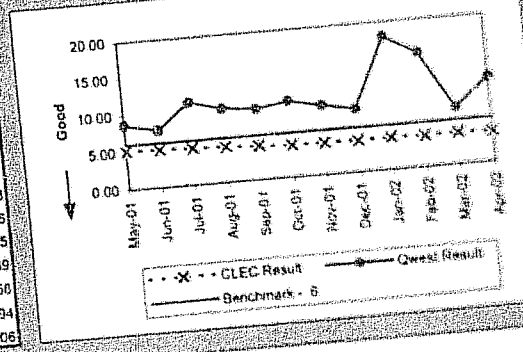
Installation Commitments Met (Percent) (OP-3D)-- Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
May-01	1600	1705	93.84%	24.04%	2359	2575	91.61%	-2.58	-2.57
Jun-01	1119	1176	95.15%	21.48%	2239	2414	92.75%	-2.61	-2.58
Jul-01	1117	1150	97.13%	16.70%	1944	2060	94.37%	-3.25	-2.98
Aug-01	1518	1562	97.18%	16.55%	1969	2092	94.12%	-3.89	-3.37
Sep-01	831	832	99.88%	3.46%	1529	1655	92.39%	-6.65	-5.04
Oct-01	644	650	99.08%	9.56%	2144	2244	95.54%	-3.84	-3.34
Nov-01	336	341	98.53%	12.02%	1542	1701	90.65%	-4.56	-3.77
Dec-01	830	845	98.22%	13.20%	1342	1433	93.65%	-4.33	-3.63
Jan-02	770	777	99.10%	9.45%	3694	3929	94.02%	-5.46	-4.32
Feb-02	985	1002	98.30%	12.91%	1853	2112	87.74%	-8.4	-6.11
Mar-02	1063	1074	98.98%	10.07%	1572	1697	92.63%	-6.23	-4.79
Apr-02	909	921	98.70%	11.34%	1676	1885	88.91%	-7.75	-5.71



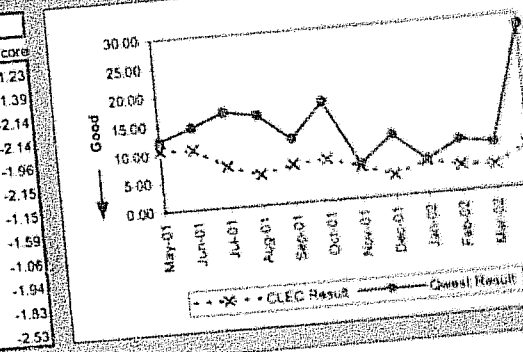
Installation Interval (Average Days) (OP-4D)-- Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
May-01	7049	1364	5.17	4.01	20747	2394	8.67	-7.15	-5.35
Jun-01	4450	873	5.10	4.07	17315	2228	7.77	-5.32	-4.24
Jul-01	4227	843	5.01	2.71	23635	2110	11.20	-11.86	-8.21
Aug-01	5092	1238	4.84	2.80	22259	2224	10.01	-13.04	-8.93
Sep-01	3443	752	4.58	2.06	16530	1727	9.57	-10.31	-7.27
Oct-01	2563	591	4.34	2.87	23523	2282	10.31	-8.02	-5.88
Nov-01	1209	283	4.27	2.07	15753	1684	9.35	-6.52	-4.96
Dec-01	2917	687	4.25	1.80	12488	1462	8.54	-9.04	-6.5
Jan-02	2609	602	4.33	2.03	70942	3937	18.02	-20.38	-13.39
Feb-02	2809	668	4.21	2.33	35198	2266	15.53	-15.76	-10.56
Mar-02	3404	791	4.30	1.26	12418	1624	7.65	-9.78	-6.94
Apr-02	3083	740	4.14	1.93	20693	1793	11.54	-8.32	-6.06



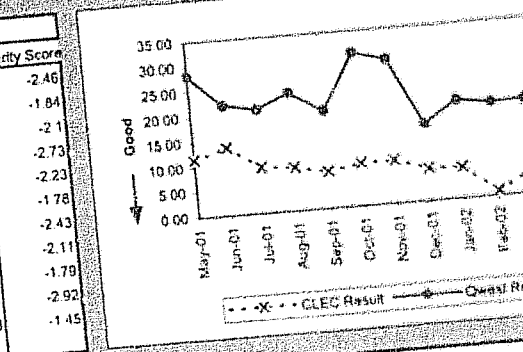
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-4)-- Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
May-01	589	55	10.71	10.78	1257	102	12.32	-0.38	-1.23
Jun-01	317	30	10.57	12.16	1085	75	14.47	-0.64	-1.39
Jul-01	260	36	7.22	6.10	2325	139	16.73	-1.87	-2.14
Aug-01	168	31	5.42	6.30	3545	224	15.83	-1.87	-2.14
Sep-01	367	54	6.80	5.65	2242	198	11.32	-1.57	-1.96
Oct-01	324	44	7.36	7.74	2134	123	17.35	-1.9	-2.15
Nov-01	239	43	5.56	5.54	1109	183	6.06	-0.25	-1.15
Dec-01	105	28	3.75	4.14	1916	178	10.76	-0.97	-1.59
Jan-02	179	31	5.77	7.65	3649	605	6.03	-0.09	-1.06
Feb-02	147	32	4.59	7.72	5088	560	9.09	-1.54	-1.94
Mar-02	82	19	4.32	3.64	1399	170	8.23	-1.36	-1.83
Apr-02	118	16	7.44	6.12	7070	251	28.17	-2.52	-2.53



Delayed Days for Facility Reasons (Average Days) (OP-6B-4)-- Interval Zone One

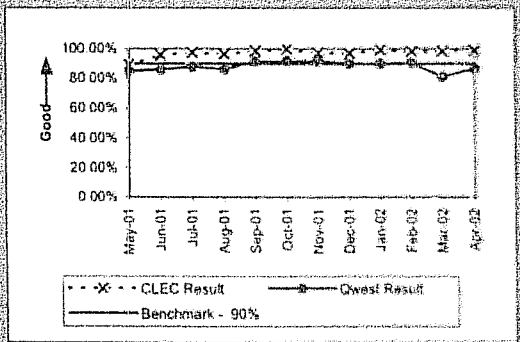
Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
May-01	580	50	11.60	6.50	3219	114	28.24	-2.4	-2.46
Jun-01	368	27	13.63	18.14	2194	100	21.94	-1.38	-1.84
Jul-01	167	18	9.28	7.31	1456	70	20.80	-1.81	-2.1
Aug-01	263	32	8.84	10.23	1913	81	23.62	-2.85	-2.73
Sep-01	157	21	7.48	8.97	1037	53	19.57	-2.02	-2.23
Oct-01	183	21	8.71	7.33	1925	63	30.56	-1.28	-1.78
Nov-01	123	14	8.79	10.35	2249	78	28.83	-2.35	-2.43
Dec-01	80	18	6.67	5.28	619	40	15.48	-1.82	-2.11
Jan-02	19	7	6.33	2.31	904	46	19.65	-1.29	-1.79
Feb-02	4	4	1.00	0.00	468	25	18.72	-3.15	-2.92
Mar-02	9	2	4.50	4.95	114	6	19.00	-0.73	-1.45
Apr-02					106	10	10.60		



Checklist #4 - Unbundled Loop - Non-Loaded (2-Wire) Installation

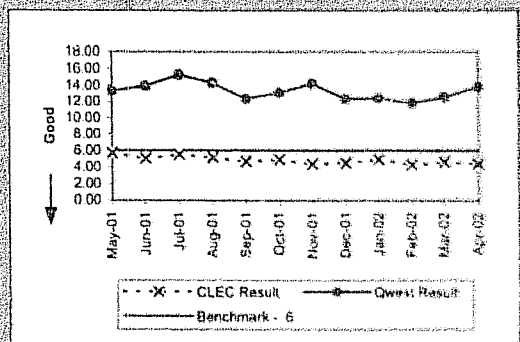
Installation Commitments Met (Percent) (OP-3E)-- Interval Zone Two

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Score
May-01	389	435	89.43%	30.75%	397	467	85.01%	-1.86	-2.13
Jun-01	481	502	95.82%	20.02%	453	527	85.96%	-4.55	-3.77
Jul-01	458	469	97.65%	15.13%	388	442	87.78%	-4.55	-3.76
Aug-01	551	571	96.50%	18.38%	397	461	86.12%	-4.79	-3.91
Sep-01	296	300	98.67%	11.47%	481	525	91.62%	-3.51	-3.14
Oct-01	372	372	100.00%	0.00%	450	490	91.84%	-4.34	-3.64
Nov-01	267	274	97.45%	15.78%	409	446	91.70%	-2.71	-2.65
Dec-01	333	343	97.08%	16.82%	297	330	90.00%	-3.06	-2.86
Jan-02	696	703	99.29%	8.40%	312	347	89.91%	-4.75	-3.88
Feb-02	556	565	98.41%	12.52%	472	522	90.42%	-4.47	-3.72
Mar-02	579	588	98.47%	12.28%	344	424	81.13%	-6.96	-5.23
Apr-02	396	400	99.00%	9.95%	341	394	86.55%	-5.14	-4.13



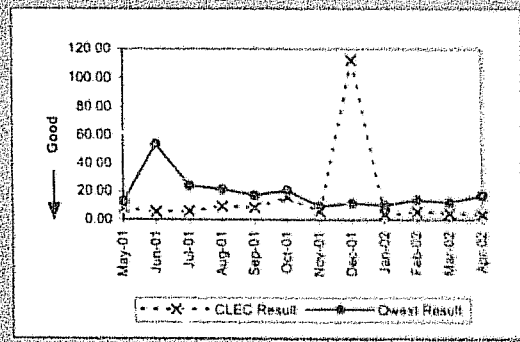
Installation Interval (Average Days) (OP-4E)-- Interval Zone Two

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Score
May-01	1576	274	5.75	4.34	5641	423	13.34	-3.37	-3.05
Jun-01	1514	297	5.10	3.02	6785	486	13.96	-2.8	-2.7
Jul-01	1426	256	5.57	3.30	7067	462	15.30	-5.37	-4.27
Aug-01	1697	325	5.22	3.20	6828	477	14.31	-8.83	-6.37
Sep-01	845	179	4.72	2.25	6668	540	12.35	-7.21	-5.38
Oct-01	1431	290	4.93	5.20	6784	518	13.10	-7.13	-5.34
Nov-01	874	198	4.41	2.31	7417	520	14.26	-8.91	-6.42
Dec-01	1024	225	4.55	2.17	4108	332	12.37	-5.85	-4.56
Jan-02	2155	434	4.97	1.78	4411	355	12.43	-7.98	-5.85
Feb-02	1053	242	4.35	1.63	6117	516	11.85	-7.88	-5.79
Mar-02	1665	355	4.69	1.05	5377	428	12.56	-8.88	-6.4
Apr-02	1423	252	4.46	1.56	5430	393	13.82	-5.93	-4.61



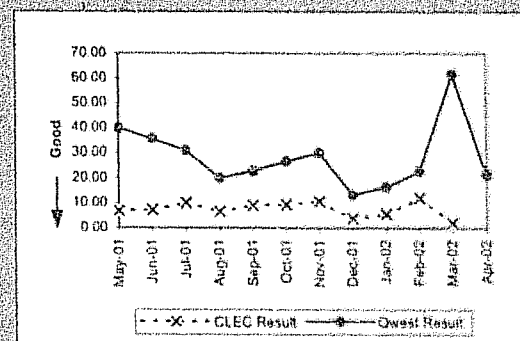
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5)-- Interval Zone Two

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Score
May-01	322	39	8.26	7.52	259	20	12.95	-1.25	-1.76
Jun-01	74	13	5.69	5.36	1132	21	53.90	-0.83	-1.5
Jul-01	169	27	6.26	4.17	1518	63	24.10	-2.08	-2.27
Aug-01	172	18	9.56	6.53	1310	61	21.48	-1.77	-2.08
Sep-01	213	25	8.52	4.86	678	39	17.38	-1.37	-1.83
Oct-01	246	15	16.40	14.29	1070	52	20.58	-0.6	-1.37
Nov-01	188	31	6.06	7.06	1071	111	9.65	-1.18	-1.72
Dec-01	2693	24	112.21	526.50	592	51	11.61	1.25	-0.24
Jan-02	82	22	3.73	3.89	630	61	10.33	-1.76	-2.07
Feb-02	121	21	5.76	7.15	988	70	14.11	-1.64	-2
Mar-02	94	20	4.70	4.35	1254	102	12.29	-2.05	-2.25
Apr-02	26	7	3.71	4.07	1106	64	17.28	-0.83	-1.51



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

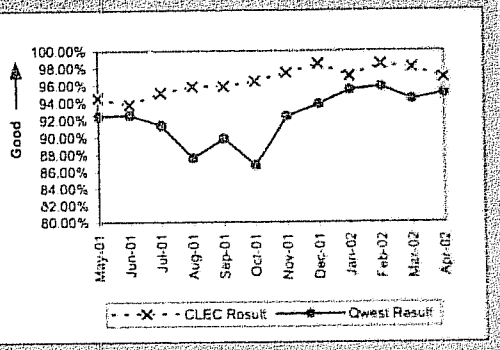
Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Score
May-01	46	7	6.86	5.21	1991	50	39.82	-1.13	-1.69
Jun-01	58	8	7.25	12.90	1881	53	35.49	-1.3	-1.79
Jul-01	60	6	10.00	6.16	1172	38	30.84	-1.04	-1.63
Aug-01	92	14	6.57	3.59	1095	55	19.91	-2.26	-2.38
Sep-01	72	8	9.00	5.07	857	29	22.66	-1.57	-1.95
Oct-01	66	7	9.43	4.65	877	33	26.58	-1.6	-1.97
Nov-01	75	7	10.71	10.19	810	27	30.00	-1.68	-2.02
Dec-01	19	7	3.80	1.92	239	18	13.28	-2.08	-2.26
Jan-02	28	7	5.60	2.88	360	22	16.36	-1.77	-2.07
Feb-02	12	1	12.00		91	4	22.75	-0.54	-1.33
Mar-02	2	1	2.00		493	8	61.62	-0.63	-1.38
Apr-02					149	7	21.29		



Checklist #4 - Unbundled Loop - Non-Loaded (2-Wire) Installation

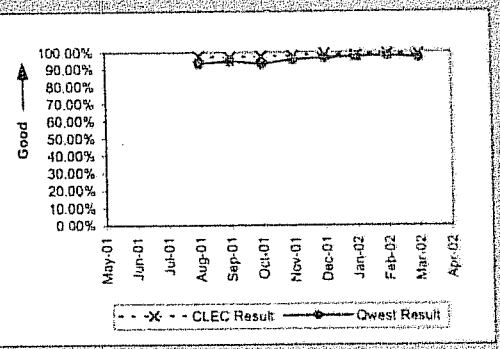
New Service Installation Quality (Percent) (OP-5)– Interval Zone One and Two

Date	CLEC Num	CLEC Den	CLEC Result	CLEC Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Score
May-01	2631	2782	94.57%	22.66%	3126	3381	92.46%	-3.13	-2.9
Jun-01	1923	2050	93.80%	24.11%	3042	3286	92.57%	-1.67	-2.01
Jul-01	1646	1724	95.13%	21.53%	2729	2986	91.39%	-4.4	-3.68
Aug-01	1849	1927	95.90%	19.83%	2460	2808	87.61%	-8.51	-6.17
Sep-01	1956	2059	95.89%	19.86%	2378	2645	89.91%	-6.67	-5.05
Oct-01	1763	1827	96.50%	18.39%	2318	2671	86.78%	-9.45	-6.74
Nov-01	1478	1578	97.47%	15.72%	2448	2649	92.41%	-6	-4.65
Dec-01	1255	1294	98.61%	12.12%	2005	2138	93.78%	-5.53	-4.36
Jan-02	1454	1446	97.10%	16.79%	3182	3333	95.47%	-2.48	-2.51
Feb-02	1611	1636	98.47%	12.27%	3700	3862	95.81%	-4.51	-3.74
Mar-02	1678	1708	98.07%	13.77%	2447	2593	94.37%	-5.15	-4.13
Apr-02	1534	1568	96.81%	17.29%	2163	2276	95.04%	-2.65	-2.61



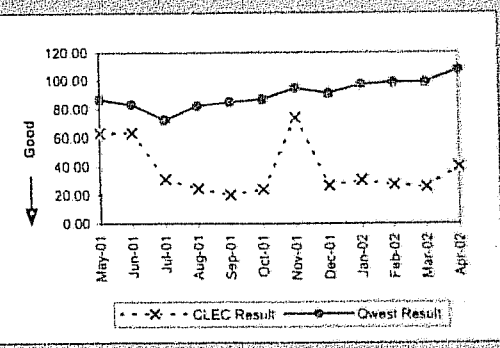
New Service Installation Quality (Percent) (OP-5*)– Interval Zone One and Two

Date	CLEC Num	CLEC Den	CLEC Result	CLEC Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Score
May-01									
Jun-01									
Jul-01									
Aug-01	1904	1922	97.77%	14.77%	2617	2808	93.20%	-6.14	-4.73
Sep-01	1909	1969	96.95%	17.19%	2505	2645	94.71%	-3.37	-3.05
Oct-01	1798	1827	97.76%	14.81%	2488	2671	93.15%	-6.01	-4.65
Nov-01	1544	1578	97.85%	14.52%	2535	2649	95.70%	-3.33	-3.02
Dec-01	1260	1274	99.14%	9.25%	2065	2138	96.59%	-3.97	-3.41
Jan-02	1419	1446	98.13%	13.54%	3243	3333	97.30%	-1.63	-1.99
Feb-02	1622	1636	99.14%	9.21%	3779	3862	97.85%	-3.02	-2.84
Mar-02	1690	1708	98.95%	10.21%	2512	2593	96.88%	-3.82	-3.32
Apr-02									



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

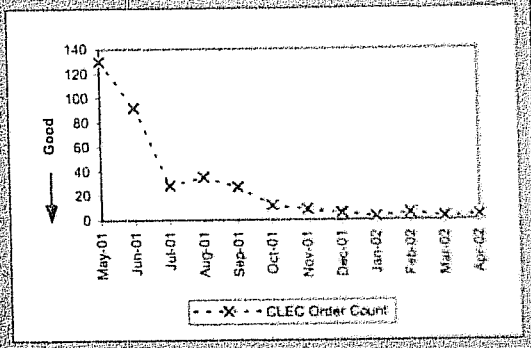
Date	CLEC Num	CLEC Den	CLEC Result	CLEC Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Score
May-01	10623	171	63.34	97.36	72790	838	86.86	-2.86	-2.74
Jun-01	7242	114	63.53	112.15	62701	754	83.16	-1.93	-2.18
Jul-01	1282	41	31.27	77.80	38654	534	72.39	-2.47	-2.5
Aug-01	1453	59	24.63	70.79	42906	522	82.20	-3.8	-3.31
Sep-01	1481	73	20.29	62.50	41208	485	84.96	-4.55	-3.77
Oct-01	1250	51	24.31	70.81	42500	490	86.73	-3.54	-3.15
Nov-01	3029	53	74.08	358.07	46509	491	94.72	-1.12	-1.68
Dec-01	1287	48	26.81	80.76	49209	540	91.13	-3.43	-3.09
Jan-02	1259	41	30.71	92.07	52546	541	97.13	-3.37	-3.05
Feb-02	1364	57	27.44	81.94	58613	594	98.68	-4.41	-3.68
Mar-02	1582	61	25.95	83.57	62414	631	98.91	-5.05	-4.07
Apr-02	1845	48	40.11	99.00	59917	556	107.76	-3.63	-3.21



Checklist #4 - Unbundled Loop - Non-Loaded (2-Wire) Installation

Count of Pending Orders Delayed for Facilities Reasons Unbundled Loop - 2 Wire Non-Loaded (OP-15B)

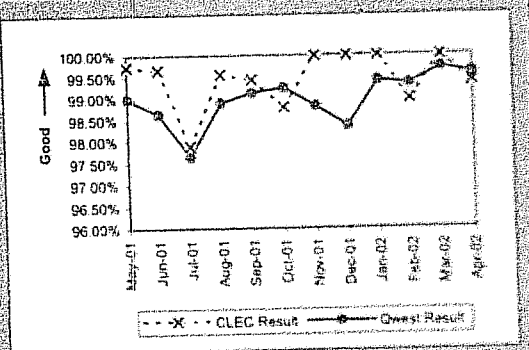
Date	CLEC Order Count
May-01	130
Jun-01	92
Jul-01	26
Aug-01	35
Sep-01	27
Oct-01	12
Nov-01	9
Dec-01	6
Jan-02	3
Feb-02	6
Mar-02	3
Apr-02	4



Checklist #4 - Unbundled Loop - Non-Loaded (2-Wire) Repair

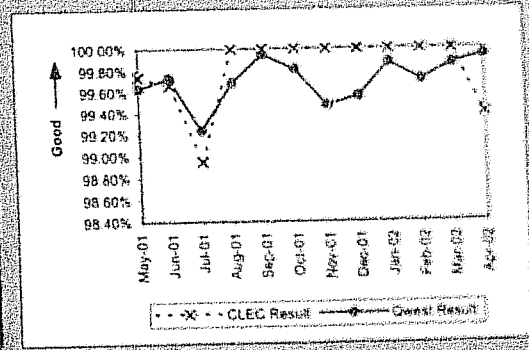
Out of Service Cleared within 24 hours (Percent) (MR-3D)-- Interval Zone One

Date	CLEC Num	CLEC Den	CLEC Resu	CLEC Std D	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Score
May-01	386	387	99.74%	5.08%	2152	2174	98.99%	-1.36	-1.83
Jun-01	296	297	99.66%	5.79%	2173	2203	98.64%	-1.43	-1.87
Jul-01	279	285	97.89%	14.36%	2160	2212	97.65%	-0.26	-1.16
Aug-01	226	227	99.56%	6.62%	2496	2524	98.89%	-0.92	-1.56
Sep-01	176	179	99.44%	7.45%	1819	1835	99.13%	-0.43	-1.26
Oct-01	164	166	98.80%	10.91%	2106	2122	99.25%	0.65	-0.61
Nov-01	145	145	100.00%	0.00%	1678	1698	98.82%	-1.26	-1.77
Dec-01	111	111	100.00%	0.00%	1316	1338	98.36%	-1.31	-1.8
Jan-02	113	113	100.00%	0.00%	1517	1526	99.41%	-0.79	-1.48
Feb-02	97	98	98.98%	10.05%	1347	1356	99.34%	0.43	-0.74
Mar-02	120	120	100.00%	0.00%	1356	1360	99.71%	-0.57	-1.35
Apr-02	159	160	99.38%	7.88%	1433	1439	99.58%	0.39	-0.77



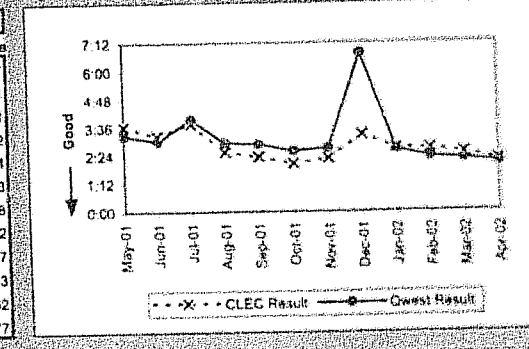
All Troubles Cleared within 48 hours (Percent) (MR-4D)-- Interval Zone One

Date	CLEC Num	CLEC Den	CLEC Resu	CLEC Std D	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Score
May-01	386	387	99.74%	5.08%	2191	2199	99.64%	-0.32	-1.19
Jun-01	298	299	99.67%	5.77%	2218	2224	99.73%	0.23	-0.86
Jul-01	283	286	98.95%	10.19%	2208	2225	99.24%	0.54	-0.67
Aug-01	229	229	100.00%	0.00%	2525	2533	99.68%	-0.82	-1.5
Sep-01	179	179	100.00%	0.00%	1848	1849	99.95%	-0.3	-1.18
Oct-01	168	168	100.00%	0.00%	2135	2139	99.81%	-0.54	-1.33
Nov-01	147	147	100.00%	0.00%	1703	1712	99.47%	-0.85	-1.51
Dec-01	112	112	100.00%	0.00%	1344	1350	99.56%	-0.68	-1.41
Jan-02	114	114	100.00%	0.00%	1544	1546	99.87%	-0.37	-1.23
Feb-02	100	100	100.00%	0.00%	1364	1368	99.71%	-0.52	-1.32
Mar-02	123	123	100.00%	0.00%	1370	1372	99.85%	-0.41	-1.25
Apr-02	164	165	99.39%	7.76%	1456	1457	99.93%	1.31	-0.2



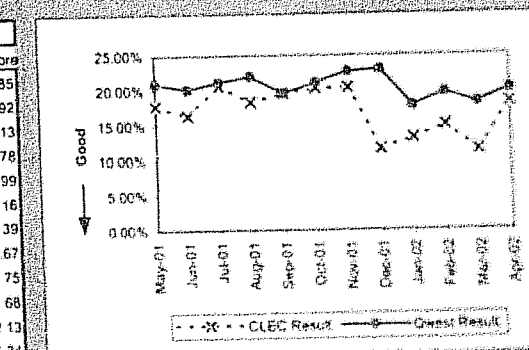
Mean Time to Restore (Hours:Minutes) (MR-6D)-- Interval Zone One

Date	CLEC Num	CLEC Den	CLEC Resu	CLEC Std D	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Score
May-01	1419:50	387	3:40	8:47	7204:27	2199	3:17	0.5	-0.7
Jun-01	972:23	299	3:15	5:02	6692:03	2224	3:01	0.64	-0.61
Jul-01	1080:37	286	3:47	11:25	8815:20	2225	3:58	-0.18	-1.11
Aug-01	583:05	229	2:33	3:26	7459:51	2533	2:57	-0.7	-1.42
Sep-01	421:13	179	2:21	3:07	5331:35	1849	2:53	-1.39	-1.84
Oct-01	344:56	168	2:03	2:58	5534:52	2139	2:35	-1.2	-1.73
Nov-01	332:34	147	2:16	2:43	4650:52	1712	2:43	-0.8	-1.48
Dec-01	370:14	112	3:18	4:24	9122:46	1350	6:45	-0.33	-1.2
Jan-02	309:48	114	2:43	3:27	4100:56	1546	2:39	0.05	-0.97
Feb-02	269:12	100	2:42	4:24	3175:42	1368	2:19	1.09	-0.33
Mar-02	309:41	123	2:31	3:19	3054:34	1372	2:14	0.63	-0.62
Apr-02	361:58	165	2:12	5:26	3037:42	1457	2:05	0.37	-0.77



Repair Repeat Report Rate (Percent) (MR-7D)-- Interval Zone One

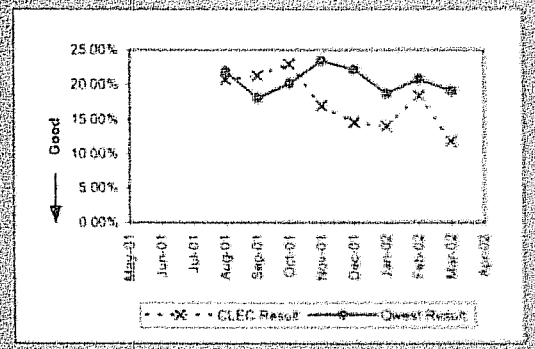
Date	CLEC Num	CLEC Den	CLEC Resu	CLEC Std D	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Score
May-01	69	387	17.83%	38.28%	461	2200	20.95%	-1.39	-1.85
Jun-01	49	299	16.39%	37.02%	448	2224	20.14%	-1.52	-1.92
Jul-01	59	286	20.63%	40.46%	471	2226	21.16%	-0.21	-1.13
Aug-01	62	229	16.34%	38.70%	558	2537	21.99%	-1.28	-1.78
Sep-01	35	179	19.55%	39.66%	362	1852	19.55%	0.02	-0.99
Oct-01	34	168	20.24%	40.18%	451	2140	21.07%	-0.26	-1.16
Nov-01	30	147	20.41%	40.30%	389	1714	22.70%	-0.64	-1.39
Dec-01	13	112	11.61%	32.03%	310	1350	22.96%	-2.75	-2.67
Jan-02	15	114	13.16%	33.80%	274	1546	17.72%	-1.23	-1.75
Feb-02	15	100	15.00%	35.71%	268	1368	19.59%	-1.12	-1.68
Mar-02	14	123	11.38%	31.76%	249	1373	18.14%	-1.86	-2.13
Apr-02	30	165	18.18%	38.57%	292	1458	20.03%	-0.56	-1.34



Checklist #4 - Unbundled Loop - Non-Loaded (2-Wire) Repair

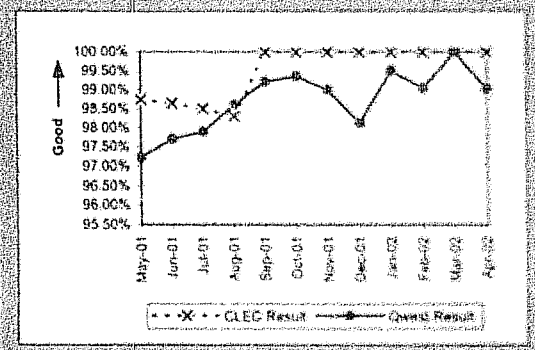
Repair Repeat Report Rate (Percent) (MR-7D*)-- Interval Zone One

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Score
May-01									
Jun-01									
Jul-01									
Aug-01	33	159	20.75%	40.56%	270	1231	21.93%	-0.34	-1.21
Sep-01	29	136	21.32%	40.96%	166	919	18.06%	0.91	-0.45
Oct-01	26	113	23.01%	42.09%	220	1090	20.18%	0.71	-0.57
Nov-01	17	100	17.00%	37.56%	212	904	23.45%	-1.44	-1.88
Dec-01	12	82	14.63%	35.34%	153	690	22.17%	-1.55	-1.94
Jan-02	12	85	14.12%	34.82%	154	824	18.69%	-1.03	-1.63
Feb-02	12	65	18.46%	38.80%	147	707	20.79%	-0.44	-1.27
Mar-02	10	84	11.90%	32.38%	131	686	19.10%	-1.58	-1.96
Apr-02									



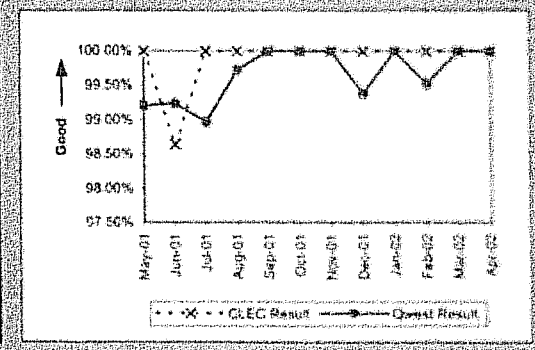
Out of Service Cleared within 24 hours (Percent) (MR-3E)-- Interval Zone Two

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Score
May-01	79	80	98.75%	11.11%	246	253	97.23%	-0.72	-1.44
Jun-01	73	74	98.65%	11.55%	256	262	97.71%	-0.48	-1.29
Jul-01	66	67	98.51%	12.13%	279	285	97.89%	-0.31	-1.19
Aug-01	58	59	98.31%	12.91%	355	360	98.61%	0.2	-0.88
Sep-01	54	54	100.00%	0.00%	255	257	99.22%	-0.59	-1.36
Oct-01	51	51	100.00%	0.00%	311	313	99.36%	-0.53	-1.32
Nov-01	41	41	100.00%	0.00%	199	201	99.07%	-0.59	-1.36
Dec-01	37	37	100.00%	0.00%	158	161	98.14%	-0.76	-1.46
Jan-02	48	48	100.00%	0.00%	203	204	99.51%	-0.44	-1.27
Feb-02	38	38	100.00%	0.00%	207	209	99.04%	-0.56	-1.34
Mar-02	62	62	100.00%	0.00%	198	198	100.00%	N/A	N/A
Apr-02	72	72	100.00%	0.00%	203	205	99.02%	-0.72	-1.44



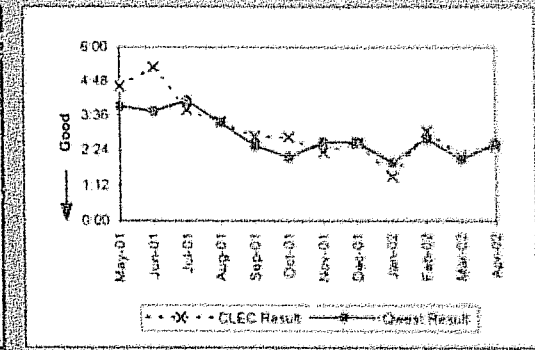
All Troubles Cleared within 48 hours (Percent) (MR-4E)-- Interval Zone Two

Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Score
May-01	80	80	100.00%	0.00%	252	254	99.21%	-0.69	-1.42
Jun-01	73	74	98.65%	11.55%	261	263	99.24%	0.42	-0.75
Jul-01	67	67	100.00%	0.00%	288	291	98.97%	-0.75	-1.46
Aug-01	59	59	100.00%	0.00%	359	360	99.72%	-0.38	-1.23
Sep-01	54	54	100.00%	0.00%	259	259	100.00%	N/A	N/A
Oct-01	51	51	100.00%	0.00%	313	313	100.00%	N/A	N/A
Nov-01	41	41	100.00%	0.00%	202	202	100.00%	N/A	N/A
Dec-01	37	37	100.00%	0.00%	161	162	99.38%	-0.43	-1.26
Jan-02	48	48	100.00%	0.00%	207	207	100.00%	N/A	N/A
Feb-02	38	38	100.00%	0.00%	209	210	99.52%	-0.39	-1.24
Mar-02	62	62	100.00%	0.00%	198	198	100.00%	N/A	N/A
Apr-02	72	72	100.00%	0.00%	206	206	100.00%	N/A	N/A



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

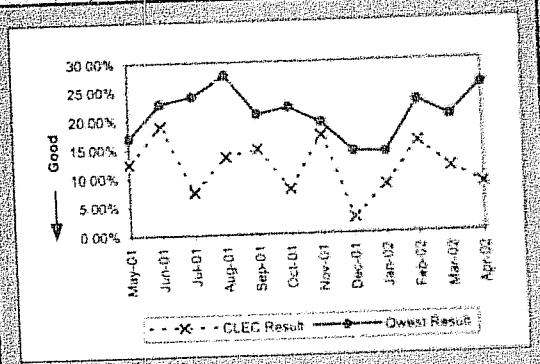
Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Score
May-01	368:50	80	4:37	5:53	991:11	254	3:54	0.71	-0.57
Jun-01	391:23	74	5:17	9:57	982:24	263	3:44	0.72	-0.56
Jul-01	254:29	67	3:48	5:17	1197:06	291	4:07	-0.3	-1.18
Aug-01	199:20	59	3:23	5:43	1207:58	360	3:21	0.57	-0.65
Sep-01	155:58	54	2:53	3:26	663:52	259	2:34	0.47	-0.71
Oct-01	146:03	51	2:52	4:03	683:07	313	2:11	1.06	-0.35
Nov-01	97:15	41	2:22	2:50	544:07	202	2:42	-0.38	-1.23
Dec-01	99:49	37	2:40	2:27	435:39	162	2:41	-0.02	-1.01
Jan-02	73:48	48	1:32	1:24	413:49	207	2:00	-0.82	-1.5
Feb-02	116:15	38	3:04	3:40	589:09	210	2:48	0.44	-0.73
Mar-02	137:29	62	2:13	2:41	417:39	198	2:07	0.37	-0.78
Apr-02	184:21	72	2:34	2:55	541:33	206	2:38	-0.11	-1.06



Checklist #4 - Unbundled Loop - Non-Loaded (2-Wire) Repair

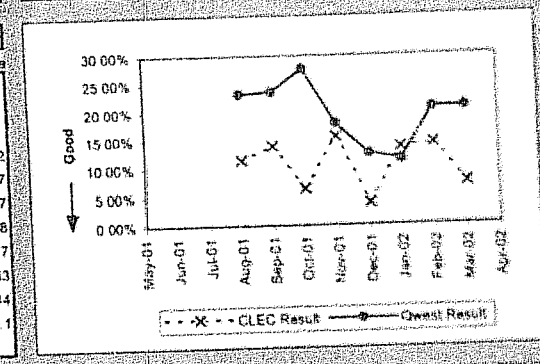
Repair Repeat Report Rate (Percent) (MR-7E)-- Interval Zone Two

Date	CLEC Num	CLEC Den	CLEC Resu	CLEC Std D	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Score
May-01	10	80	12.50%	33.07%	43	254	16.93%	-0.92	-1.56
Jun-01	14	74	18.92%	39.17%	60	263	22.81%	-0.71	-1.43
Jul-01	5	67	7.46%	26.26%	70	291	24.06%	-2.86	-2.74
Aug-01	8	59	13.56%	34.24%	100	360	27.78%	-2.26	-2.37
Sep-01	8	54	14.81%	35.52%	54	259	20.85%	-0.99	-1.6
Oct-01	4	51	7.84%	26.88%	69	313	22.04%	-2.27	-2.38
Nov-01	7	41	17.07%	37.63%	39	202	19.31%	-0.33	-1.2
Dec-01	1	37	2.70%	16.22%	23	162	14.20%	-1.81	-2.1
Jan-02	2	48	8.33%	27.64%	29	207	14.01%	-1.02	-1.62
Feb-02	6	38	15.79%	36.46%	48	210	22.86%	-0.95	-1.58
Mar-02	7	62	11.29%	31.65%	40	198	20.20%	-1.53	-1.93
Apr-02	6	72	8.33%	27.64%	53	206	25.73%	-2.91	-2.77



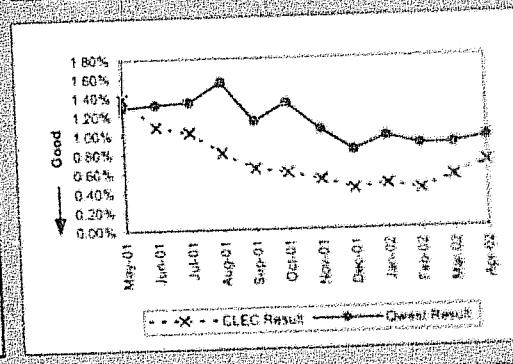
Repair Repeat Report Rate (Percent) (MR-7E*)-- Interval Zone Two

Date	CLEC Num	CLEC Den	CLEC Resu	CLEC Std D	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Score
May-01									
Jun-01									
Jul-01									
Aug-01	4	35	11.43%	31.82%	43	185	23.24%	-1.52	-1.92
Sep-01	6	43	13.95%	34.65%	26	110	23.64%	-1.27	-1.77
Oct-01	2	31	6.45%	24.57%	44	159	27.67%	-2.42	-2.47
Nov-01	5	32	15.63%	36.31%	16	89	17.98%	-0.3	-1.18
Dec-01	1	26	3.85%	19.23%	10	80	12.50%	-1.16	-1.7
Jan-02	3	22	13.64%	34.32%	10	88	11.36%	0.27	-0.83
Feb-02	4	28	14.29%	34.99%	20	97	20.62%	-0.73	-1.44
Mar-02	3	41	7.32%	26.04%	23	111	20.72%	-1.81	-2.1
Apr-02									



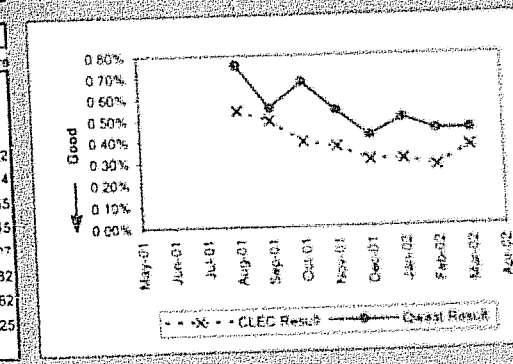
Trouble Rate (Percent) (MR-8)-- Interval Zone One and Two

Date	CLEC Num	CLEC Den	CLEC Resu	CLEC Std D	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Score
May-01	467	33682	1.39%	11.69%	2454	190136	1.29%	1.44	-0.13
Jun-01	373	34430	1.08%	10.35%	2487	188686	1.32%	-3.51	-3.13
Jul-01	353	34619	1.02%	10.05%	2517	187909	1.34%	-4.76	-3.85
Aug-01	286	35844	0.80%	8.93%	2897	187280	1.55%	-10.45	-7.35
Sep-01	233	36277	0.64%	7.99%	2111	186329	1.13%	-8.08	-5.91
Oct-01	219	36599	0.60%	7.71%	2453	185014	1.33%	-11.12	-7.75
Nov-01	188	35814	0.52%	7.23%	1916	184334	1.04%	-8.78	-6.34
Dec-01	149	35470	0.42%	6.47%	1512	183312	0.82%	-7.71	-5.59
Jan-02	162	34715	0.47%	6.82%	1753	182572	0.96%	-8.64	-6.25
Feb-02	138	33797	0.41%	6.38%	1578	180684	0.87%	-8.43	-6.13
Mar-02	185	34282	0.54%	7.33%	1571	178951	0.88%	-6.15	-4.74
Apr-02	237	34549	0.69%	8.25%	1664	177337	0.94%	-4.45	-3.71



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

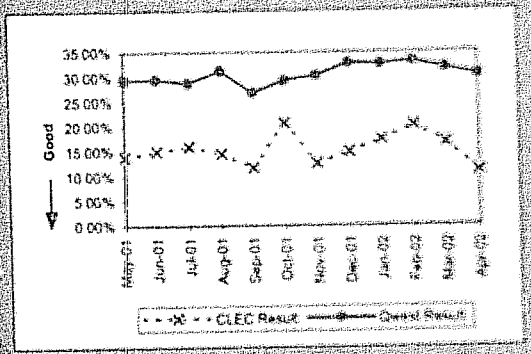
Date	CLEC Num	CLEC Den	CLEC Resu	CLEC Std D	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Score
May-01									
Jun-01									
Jul-01									
Aug-01	194	35844	0.54%	7.34%	1416	187280	0.76%	-4.3	-3.62
Sep-01	179	36277	0.49%	7.01%	1029	186329	0.55%	-1.38	-1.84
Oct-01	144	36599	0.39%	6.26%	1249	185014	0.68%	-6.01	-4.65
Nov-01	132	35814	0.37%	6.06%	993	184334	0.54%	-4.02	-3.45
Dec-01	108	35470	0.30%	5.51%	770	183312	0.42%	-3.08	-2.77
Jan-02	107	34715	0.31%	5.54%	912	182572	0.50%	-4.63	-3.82
Feb-02	93	33797	0.28%	5.24%	804	180684	0.45%	-4.3	-3.62
Mar-02	125	34282	0.36%	6.03%	797	178951	0.45%	-2.06	-2.25
Apr-02									



Checklist #4 - Unbundled Loop - Non-Loaded (2-Wire) Repair

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

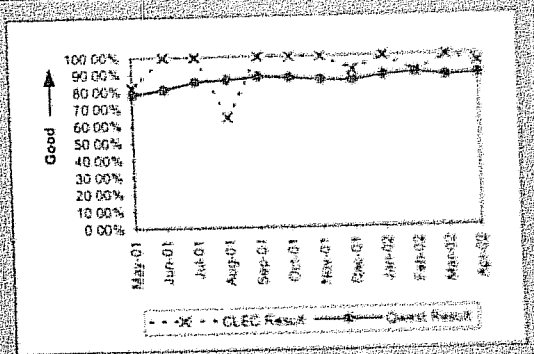
Date	CLEC Num	CLEC Denc	CLEC Resu	CLEC Std D	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Score
May-01	75	542	13.84%	34.53%	1025	3479	29.46%	-7.42	-5.51
Jun-01	66	439	15.03%	35.74%	1043	3530	29.55%	-6.29	-4.82
Jul-01	67	420	15.95%	36.62%	1018	3535	28.80%	-5.5	-4.34
Aug-01	49	337	14.54%	35.25%	1318	4215	31.27%	-6.37	-4.88
Sep-01	31	264	11.74%	32.19%	775	2886	26.85%	-5.3	-4.22
Oct-01	57	276	20.65%	40.48%	1015	3468	29.27%	-3.03	-2.84
Nov-01	27	215	12.56%	33.14%	832	2748	30.28%	-5.45	-4.31
Dec-01	26	175	14.86%	35.57%	739	2251	32.83%	-4.88	-3.97
Jan-02	34	196	17.35%	37.87%	850	2603	32.65%	-4.41	-3.68
Feb-02	35	173	20.23%	40.17%	783	2361	33.16%	-3.49	-3.12
Mar-02	37	222	16.67%	37.27%	732	2303	31.78%	-4.62	-3.81
Apr-02	29	266	10.90%	31.17%	727	2391	30.41%	-6.56	-4.99



Checklist #4 - Unbundled Loop - Non-Loaded (4-Wire) Installation

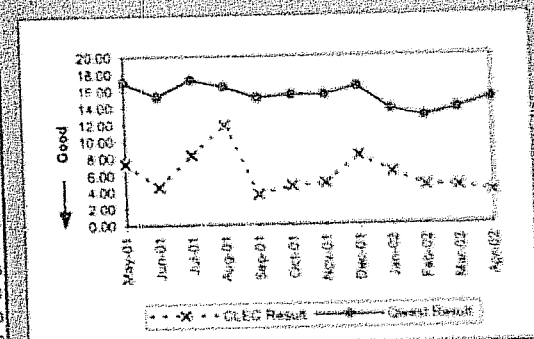
Installation Commitments Met (Percent) (OP-3D)-- Interval Zone One

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Dens	Qwest Res	Mod Z Scr	Parity Score
May-01	14	17	82.35%	38.12%	2269	2901	78.21%	-0.41	-1.25
Jun-01	12	12	100.00%	0.00%	2591	3195	81.10%	-1.67	-2.01
Jul-01	10	10	100.00%	0.00%	2516	2945	85.43%	-1.3	-1.79
Aug-01	9	14	64.29%	47.92%	2963	3432	86.33%	2.07	0.26
Sep-01	6	6	100.00%	0.00%	2862	3251	88.03%	-0.9	-1.55
Oct-01	7	7	100.00%	0.00%	3120	3571	87.37%	-1	-1.61
Nov-01	1	1	100.00%	0.00%	2809	3258	86.22%	-0.4	-1.24
Dec-01	11	12	91.67%	27.64%	2620	3062	85.57%	-0.6	-1.36
Jan-02	3	3	100.00%	0.00%	3417	3869	88.32%	-0.63	-1.38
Feb-02	9	10	90.00%	30.00%	3260	3636	89.66%	-0.04	-1.02
Mar-02	14	14	100.00%	0.00%	2772	3164	87.61%	-1.4	-1.85
Apr-02	24	25	96.00%	19.60%	3108	3509	88.57%	-1.16	-1.71



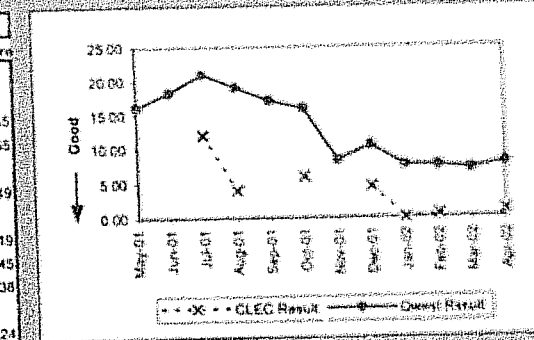
Installation Interval (Average Days) (OP-4D)-- Interval Zone One

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Dens	Qwest Res	Mod Z Scr	Parity Score
May-01	103	14	7.36	9.95	48583	2862	16.98	-2.29	-2.39
Jun-01	46	10	4.60	0.84	48632	3173	15.33	-2.1	-2.26
Jul-01	109	13	8.38	8.75	73506	4244	17.32	-1.86	-2.13
Aug-01	178	15	11.87	15.68	76695	4664	16.44	-1.07	-1.65
Sep-01	11	3	3.67	0.58	66905	4418	15.14	-1.45	-1.88
Oct-01	28	6	4.67	0.52	79727	5160	15.45	-1.82	-2.11
Nov-01	5	1	5.00		68216	4413	15.46	-0.74	-1.45
Dec-01	74	9	8.22	4.87	63661	3874	16.43	-1.38	-1.84
Jan-02	25	4	6.25	3.40	64368	4702	13.69	-1.24	-1.75
Feb-02	48	10	4.60	1.96	56278	4384	12.84	-2.32	-2.41
Mar-02	41	9	4.56	0.53	52446	3810	13.77	-1.69	-2.03
Apr-02	50	13	3.85	0.99	65955	4429	14.89	-3.12	-2.9



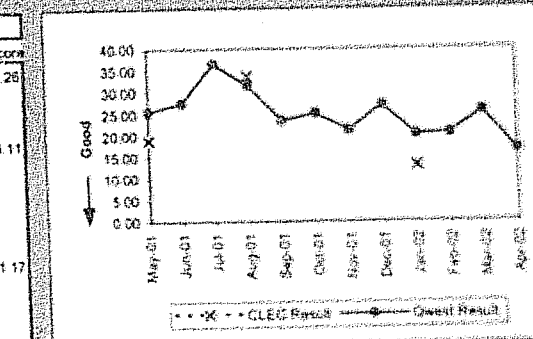
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-4)-- Interval Zone One

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Dens	Qwest Res	Mod Z Scr	Parity Score
May-01					6831	423	16.15		
Jun-01					7788	425	18.32		
Jul-01	36	3	12.00	10.82	17222	821	20.98	-0.73	-1.45
Aug-01	12	3	4.00	2.00	15908	834	19.07	-1.07	-1.65
Sep-01					12179	711	17.13		
Oct-01	18	3	6.00	2.65	14313	896	15.97	-0.81	-1.49
Nov-01					13363	1598	8.36		
Dec-01	9	2	4.50	6.36	14024	1338	10.48	-0.31	-1.19
Jan-02	0	2	0.00	0.00	9655	1271	7.60	-0.73	-1.45
Feb-02	1	2	0.50	0.71	8688	1158	7.50	-0.62	-1.38
Mar-02					8025	1139	7.05		
Apr-02	1	1	1.00		10616	1348	7.88	-0.39	-1.24



Delayed Days for Facility Reasons (Average Days) (OP-6B-4)-- Interval Zone One

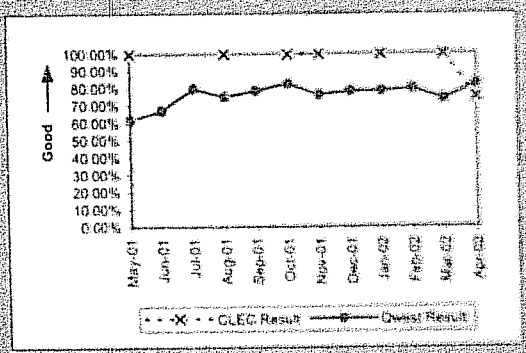
Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Dens	Qwest Res	Mod Z Scr	Parity Score
May-01	57	3	19.00	15.13	5335	209	25.53	-0.42	-1.26
Jun-01					4929	179	27.54		
Jul-01					5108	140	36.49		
Aug-01	101	3	33.67	19.01	4147	131	31.66	1.46	-0.11
Sep-01					2230	95	23.47		
Oct-01					2744	109	25.17		
Nov-01					2965	139	21.33		
Dec-01					3190	118	27.03		
Jan-02	13	1	13.00		2387	118	20.23	-0.27	-1.17
Feb-02					700	34	20.59		
Mar-02					1175	46	25.54		
Apr-02					792	48	16.50		



Checklist #4 - Unbundled Loop - Non-Loaded (4-Wire) Installation

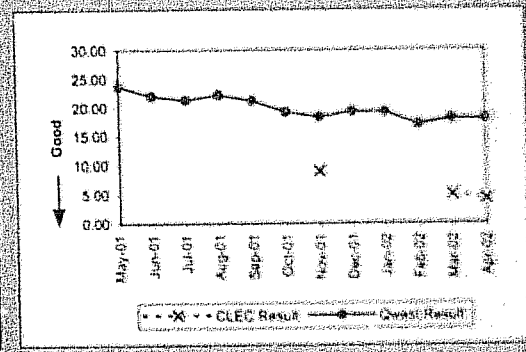
Installation Commitments Met (Percent) (OP-3E)-- Interval Zone Two

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Score
May-01	1	1	100.00%	0.00%	901	1451	62.10%	-0.78	-1.47
Jun-01					1215	1809	67.16%		
Jul-01					1317	1651	79.77%		
Aug-01	1	1	100.00%	0.00%	1226	1634	75.03%	-0.58	-1.35
Sep-01					1135	1445	78.55%		
Oct-01	1	1	100.00%	0.00%	1536	1859	82.63%	-0.46	-1.28
Nov-01	1	1	100.00%	0.00%	1517	1994	76.08%	-0.56	-1.34
Dec-01					1363	1743	78.20%		
Jan-02	2	2	100.00%	0.00%	1384	1765	78.41%	-0.74	-1.45
Feb-02					1476	1855	79.57%		
Mar-02	1	1	100.00%	0.00%	1314	1780	73.82%	-0.6	-1.36
Apr-02	3	4	75.00%	43.30%	1642	1996	82.26%	0.39	-0.76



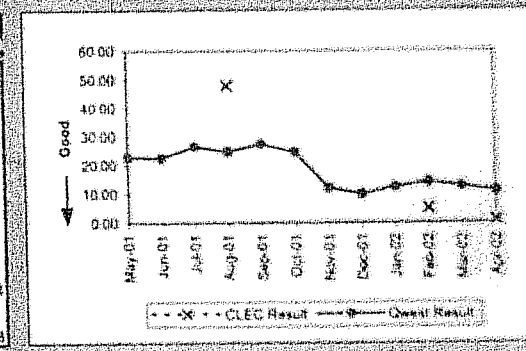
Installation Interval (Average Days) (OP-4E)-- Interval Zone Two

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Score
May-01					34031	1429	23.81		
Jun-01					39557	1791	22.09		
Jul-01					52783	2467	21.40		
Aug-01					56572	2537	22.30		
Sep-01					44831	2105	21.30		
Oct-01					50939	2646	19.25		
Nov-01	9	1	9.00		50135	2732	18.35	-0.52	-1.32
Dec-01					46510	2406	19.33		
Jan-02					45212	2354	19.21		
Feb-02					38007	2234	17.01		
Mar-02	5	1	5.00		40888	2265	18.05	-0.69	-1.42
Apr-02	13	3	4.33	0.58	46580	2594	17.96	-1.47	-1.9



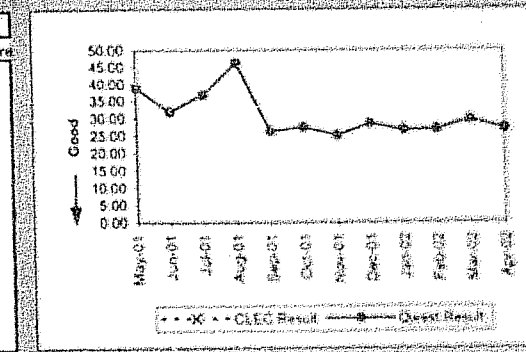
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5)-- Interval Zone Two

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Score
May-01					9271	405	22.89		
Jun-01					9733	433	22.48		
Jul-01					16376	617	26.54		
Aug-01	48	1	48.00		17827	723	24.66	2.75	0.67
Sep-01					15360	560	27.43		
Oct-01					15043	615	24.46		
Nov-01					13683	1149	11.91		
Dec-01					10116	1034	9.78		
Jan-02					11406	930	12.26		
Feb-02	5	1	5.00		10565	755	13.99	-0.4	-1.24
Mar-02					11842	943	12.56		
Apr-02	1	1	1.00		10240	944	10.85	-0.45	-1.28



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

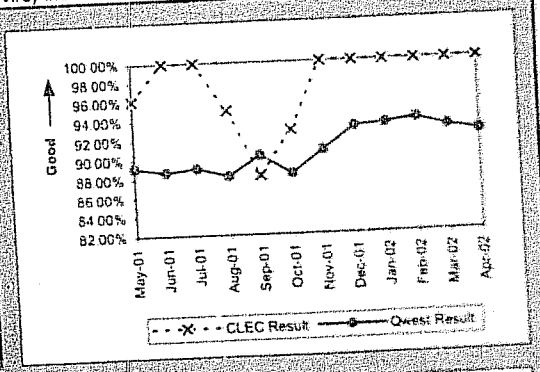
Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Score
May-01					5643	145	38.92		
Jun-01					5128	161	31.85		
Jul-01					3457	94	36.78		
Aug-01					5363	116	46.23		
Sep-01					2089	80	26.11		
Oct-01					2297	84	27.35		
Nov-01					2828	113	25.03		
Dec-01					1930	68	28.38		
Jan-02					2549	96	26.55		
Feb-02					1393	52	26.79		
Mar-02					1441	49	29.41		
Apr-02					1132	42	26.95		



Checklist #4 - Unbundled Loop - Non-Loaded (4-Wire) Installation

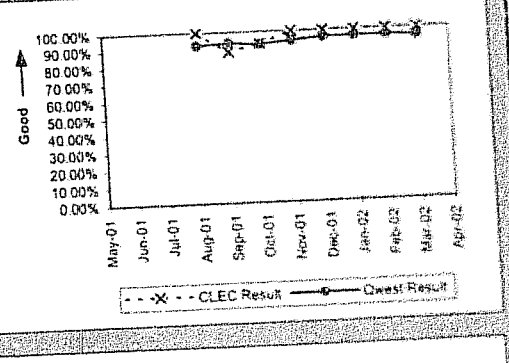
New Service Installation Quality (Percent) (OP-5)-- Interval Zone One and Two

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Score
May-01	25	26	96.15%	19.23%	6257	7013	89.22%	-1.14	-1.69
Jun-01	23	23	100.00%	0.00%	5951	6709	88.70%	-1.71	-2.04
Jul-01	17	17	100.00%	0.00%	6156	6913	89.05%	-1.44	-1.88
Aug-01	19	20	95.00%	21.79%	6298	7139	88.22%	-0.94	-1.57
Sep-01	16	17	88.24%	32.22%	6394	7080	90.31%	0.35	-0.79
Oct-01	13	14	92.86%	25.75%	6484	7338	88.36%	-0.52	-1.32
Nov-01	10	10	100.00%	0.00%	6937	7648	90.70%	-1.01	-1.62
Dec-01	9	9	100.00%	0.00%	6450	6933	93.03%	-0.82	-1.5
Jan-02	11	11	100.00%	0.00%	6417	6879	93.28%	-0.89	-1.54
Feb-02	10	10	100.00%	0.00%	6540	6976	93.75%	-0.82	-1.5
Mar-02	14	14	100.00%	0.00%	6036	6499	92.88%	-1.04	-1.63
Apr-02	22	22	100.00%	0.00%	6182	6698	92.30%	-1.35	-1.82



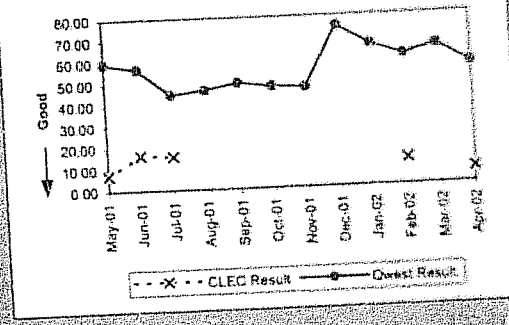
New Service Installation Quality (Percent) (OP-5*)-- Interval Zone One and Two

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Score
May-01									
Jun-01									
Jul-01									
Aug-01	20	20	100.00%	0.00%	6596	7139	92.39%	-1.28	-1.78
Sep-01	15	17	88.24%	32.22%	6625	7080	93.57%	0.86	-0.48
Oct-01	13	14	92.86%	25.75%	6788	7338	92.50%	-0.05	-1.03
Nov-01	10	10	100.00%	0.00%	7210	7648	94.27%	-0.78	-1.47
Dec-01	9	9	100.00%	0.00%	6646	6933	95.86%	-0.62	-1.38
Jan-02	11	11	100.00%	0.00%	6600	6879	95.94%	-0.68	-1.41
Feb-02	10	10	100.00%	0.00%	6706	6976	96.13%	-0.63	-1.39
Mar-02	14	14	100.00%	0.00%	6184	6499	95.15%	-0.84	-1.51
Apr-02									



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

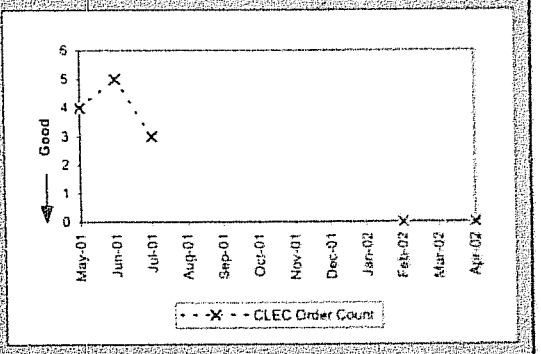
Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Score
May-01	29	4	7.25	6.08	118949	1996	59.59	-1.38	-1.84
Jun-01	98	6	16.33	12.36	108968	1917	56.84	-1.25	-1.76
Jul-01	78	5	15.60	12.93	70450	1578	44.65	-0.95	-1.58
Aug-01					71793	1539	46.65		
Sep-01					72169	1452	49.70		
Oct-01					69384	1455	47.69		
Nov-01					73319	1564	46.88		
Dec-01					61142	815	75.02		
Jan-02					69527	1053	66.03		
Feb-02	48	4	12.00	0.00	69117	1132	61.06	-1.1	-1.67
Mar-02					67798	1039	65.25		
Apr-02	7	1	7.00		71610	1265	56.61	-0.53	-1.33



Checklist #4 - Unbundled Loop - Non-Loaded (4-Wire) Installation

Count of Pending Orders Delayed for Facilities Reasons Unbundled Loop - 4 Wire Non-Loaded (OP-15B)

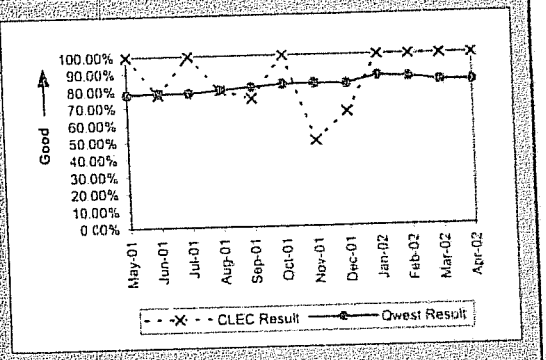
Date	CLEC Order Count
May-01	4
Jun-01	5
Jul-01	3
Aug-01	
Sep-01	
Oct-01	
Nov-01	
Dec-01	
Jan-02	
Feb-02	0
Mar-02	
Apr-02	0



Checklist #4 - Unbundled Loop - Non-Loaded (4-Wire) Repair

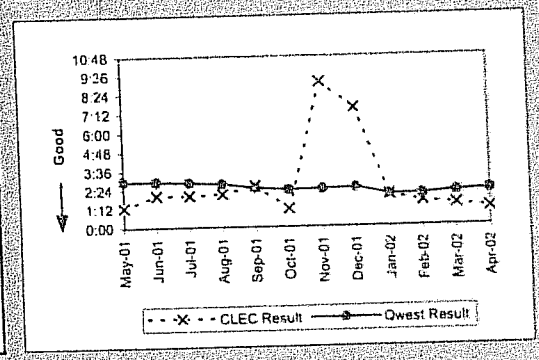
All Troubles Cleared within 4 hours (Percent) (MR-5A)-- Interval Zone One

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01	3	3	100.00%	0.00%	4148	5303	78.22%	-0.91	-1.56
Jun-01	7	9	77.78%	41.57%	4215	5355	78.71%	0.12	-0.93
Jul-01	2	2	100.00%	0.00%	3988	5078	78.53%	-0.74	-1.45
Aug-01	8	10	80.00%	40.00%	4190	5223	80.22%	0.08	-0.95
Sep-01	6	8	75.00%	43.30%	3571	4369	81.74%	0.51	-0.69
Oct-01	6	6	100.00%	0.00%	4061	4880	83.22%	-1.1	-1.67
Nov-01	3	6	50.00%	50.00%	3500	4189	83.55%	1.83	0.12
Dec-01	2	3	66.67%	47.14%	2962	3561	83.18%	0.67	-0.59
Jan-02	4	4	100.00%	0.00%	3341	3826	87.32%	-0.76	-1.46
Feb-02	2	2	100.00%	0.00%	2971	3437	86.44%	-0.56	-1.34
Mar-02	5	5	100.00%	0.00%	3055	3631	84.14%	-0.97	-1.59
Apr-02	3	3	100.00%	0.00%	3274	3895	84.06%	-0.75	-1.46



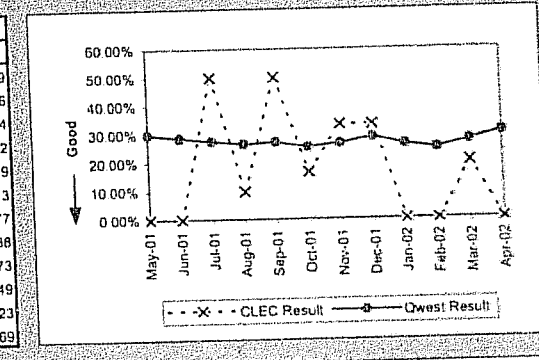
Mean Time to Restore (Hours:Minutes) (MR-6D)-- Interval Zone One

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01	3:52	3	1:17	0:22	15666:02	5303	2:57	-0.61	-1.37
Jun-01	18:17	9	2:02	1:42	15581:24	5355	2:55	-0.52	-1.32
Jul-01	4:03	2	2:01	0:40	14491:35	5078	2:51	-0.23	-1.14
Aug-01	20:55	10	2:06	2:48	14353:10	5223	2:45	-0.22	-1.13
Sep-01	21:05	8	2:39	1:49	10835:06	4369	2:29	1.66	0.01
Oct-01	6:57	6	1:10	1:04	11617:03	4880	2:23	-0.84	-1.51
Nov-01	54:57	6	9:09	11:26	10127:22	4189	2:25	2.51	0.53
Dec-01	22:36	3	7:29	6:26	8779:36	3561	2:28	3.09	0.88
Jan-02	8:03	4	2:01	1:18	7765:14	3826	2:02	-0.01	-1.01
Feb-02	3:11	2	1:36	1:27	6974:59	3437	2:02	-0.2	-1.12
Mar-02	6:59	6	1:24	1:15	7961:26	3631	2:12	-0.59	-1.36
Apr-02	3:27	3	1:09	0:44	8893:50	3895	2:17	-0.56	-1.34



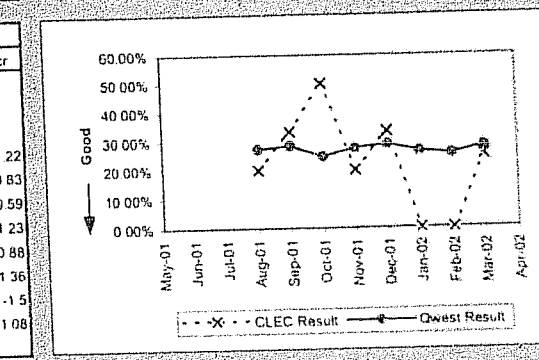
Repair Repeat Report Rate (Percent) (MR-7D)-- Interval Zone One

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01	0	3	0.00%	0.00%	1590	5303	29.98%	-1.13	-1.69
Jun-01	0	9	0.00%	0.00%	1536	5355	28.68%	-1.9	-2.16
Jul-01	1	2	50.00%	50.00%	1397	5078	27.51%	0.6	-0.64
Aug-01	1	10	10.00%	30.00%	1386	5223	26.54%	-1.18	-1.72
Sep-01	4	8	50.00%	50.00%	1192	4369	27.28%	1.33	-0.19
Oct-01	1	6	16.67%	37.27%	1243	4880	25.47%	-0.49	-1.3
Nov-01	2	6	33.33%	47.14%	1118	4189	26.69%	0.38	-0.77
Dec-01	1	3	33.33%	47.14%	1021	3561	28.67%	0.2	-0.86
Jan-02	0	4	0.00%	0.00%	1006	3826	26.29%	-1.19	-1.73
Feb-02	0	2	0.00%	0.00%	851	3437	24.76%	-0.81	-1.49
Mar-02	1	5	20.00%	40.00%	996	3631	27.43%	-0.37	-1.23
Apr-02	0	3	0.00%	0.00%	1179	3895	30.27%	-1.14	-1.69



Repair Repeat Report Rate (Percent) (MR-7D*)-- Interval Zone One

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01	2	5	20.00%	40.00%	935	3435	27.22%	-0.36	-1.22
Sep-01	2	6	33.33%	47.14%	813	2865	28.38%	0.29	-0.83
Oct-01	1	2	50.00%	50.00%	787	3182	24.73%	0.68	-0.59
Nov-01	1	5	20.00%	40.00%	739	2684	27.53%	-0.38	-1.23
Dec-01	1	3	33.33%	47.14%	651	2256	28.86%	0.19	-0.88
Jan-02	0	1	0.00%	0.00%	644	2433	26.47%	-0.6	-1.36
Feb-02	0	2	0.00%	0.00%	552	2164	25.51%	-0.83	-1.5
Mar-02	1	4	25.00%	43.30%	675	2401	28.11%	-0.14	-1.08
Apr-02									



CONTINUATION

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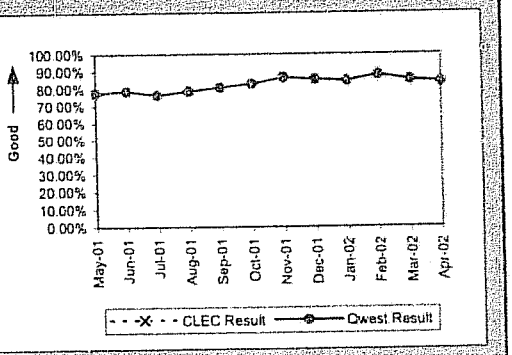
Checklist #4 - Unbundled Loop - Non-Loaded (4-Wire) Repair

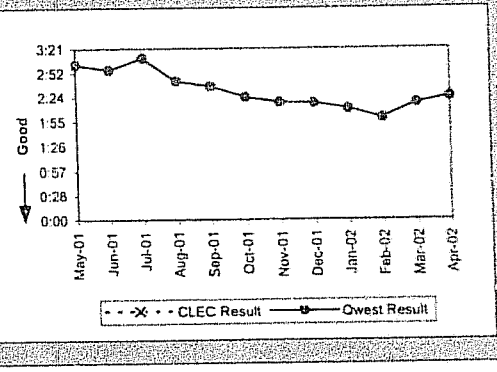
All Trouble Cleared within 4 hours (Percent) (MR-5B)-- Interval Zone Two

Date	CLEC Num	CLEC Den	CLEC Res	Std Dev	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
May-01					1885	2429	77.60%		
Jun-01					2037	2579	78.98%		
Jul-01					2147	2800	76.68%		
Aug-01					2286	2899	78.92%		
Sep-01					1684	2078	81.04%		
Oct-01					1864	2240	83.21%		
Nov-01					1726	1993	86.60%		
Dec-01					1468	1719	85.40%		
Jan-02					1461	1723	84.79%		
Feb-02					1470	1668	88.13%		
Mar-02					1609	1888	85.22%		
Apr-02					1784	2123	84.03%		



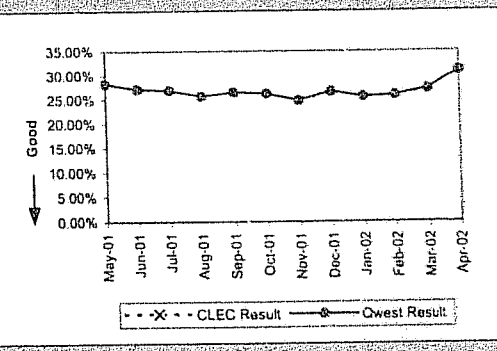
Mean Time to Restore (Hours:Minutes) (MR-6E)-- Interval Zone Two

Date	CLEC Num	CLEC Den	CLEC Res	Std Dev	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
May-01					7423:10	2429	3:03		
Jun-01					7593:00	2579	2:57		
Jul-01					8924:17	2800	3:11		
Aug-01					7872:43	2899	2:43		
Sep-01					5430:33	2078	2:37		
Oct-01					5384:11	2240	2:24		
Nov-01					4584:21	1993	2:18		
Dec-01					3914:24	1719	2:17		
Jan-02					3726:58	1723	2:10		
Feb-02					3313:54	1668	1:59		
Mar-02					4315:22	1888	2:17		
Apr-02					5083:52	2123	2:24		



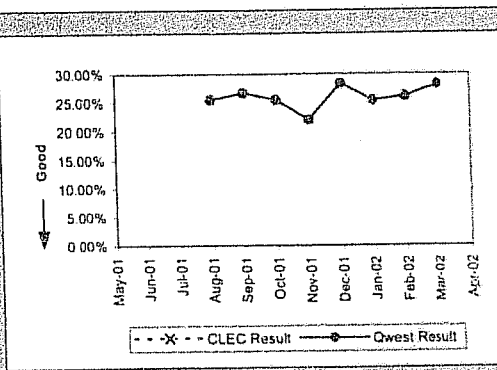
Repair Repeat Report Rate (Percent) (MR-7E)-- Interval Zone Two

Date	CLEC Num	CLEC Den	CLEC Res	Std Dev	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
May-01					688	2429	28.32%		
Jun-01					702	2579	27.22%		
Jul-01					753	2800	26.89%		
Aug-01					744	2899	25.66%		
Sep-01					550	2078	26.47%		
Oct-01					587	2240	26.21%		
Nov-01					493	1993	24.74%		
Dec-01					458	1719	26.64%		
Jan-02					440	1723	25.54%		
Feb-02					432	1668	25.90%		
Mar-02					513	1888	27.17%		
Apr-02					656	2123	30.90%		



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

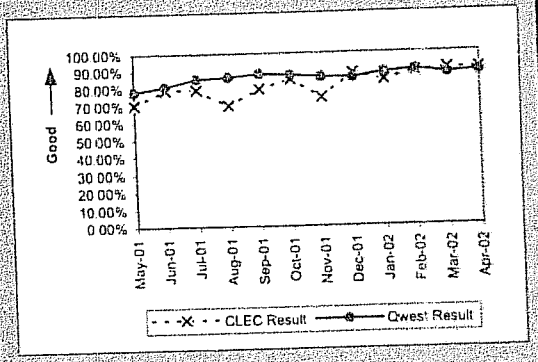
Date	CLEC Num	CLEC Den	CLEC Res	Std Dev	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01					481	1882	25.56%		
Sep-01					353	1323	26.68%		
Oct-01					349	1369	25.49%		
Nov-01					262	1191	22.00%		
Dec-01					297	1049	28.31%		
Jan-02					262	1033	25.36%		
Feb-02					269	1032	26.07%		
Mar-02					344	1222	28.15%		
Apr-02									



Checklist #4 - Unbundled Loop - DS1 Capable Installation

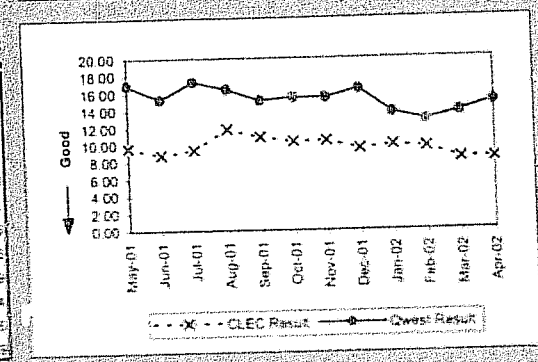
Installation Commitments Met (Percent) (OP-3D)-- Interval Zone One

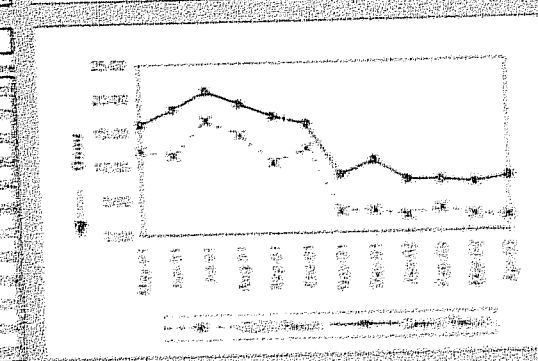
	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Score
	36	179	20.11%	45.59%	2269	2901	78.21%	2	0.22
	51	179	28.49%	40.64%	2591	3195	81.10%	0.54	-0.67
	115	179	64.25%	40.64%	2516	2945	85.43%	1.8	0.09
	146	179	81.56%	45.89%	2963	3432	86.33%	5.01	2.05
	111	179	62.01%	40.53%	2862	3251	88.03%	2.58	0.57
	162	179	90.50%	35.81%	3129	3571	87.37%	1	-0.39
	138	179	77.09%	43.77%	2809	3258	86.22%	3.42	1.08
	59	179	32.96%	32.37%	2620	3063	85.57%	-0.96	-1.58
	63	179	35.19%	36.54%	3411	3869	88.32%	1.76	0.07
	22	179	12.29%	33.54%	3260	3636	89.66%	0.45	-0.73
	57	179	31.84%	29.45%	2772	3164	87.61%	-1.45	-1.88
	36	179	20.11%	29.45%	3108	3509	88.57%	-1	-1.61

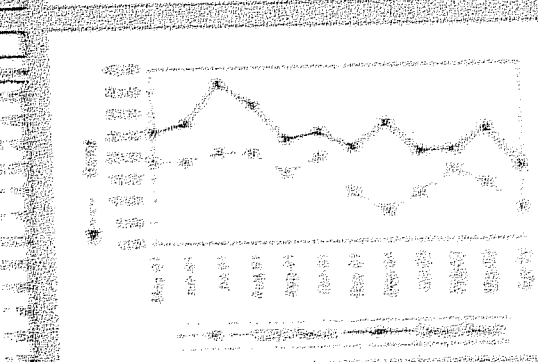


Installation Average Delay (OP-4D)-- Interval Zone One

	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Score
	36	179	20.11%	45.59%	2269	2901	78.21%	2	0.22
	51	179	28.49%	40.64%	2591	3195	81.10%	0.54	-0.67
	115	179	64.25%	40.64%	2516	2945	85.43%	1.8	0.09
	146	179	81.56%	45.89%	2963	3432	86.33%	5.01	2.05
	111	179	62.01%	40.53%	2862	3251	88.03%	2.58	0.57
	162	179	90.50%	35.81%	3129	3571	87.37%	1	-0.39
	138	179	77.09%	43.77%	2809	3258	86.22%	3.42	1.08
	59	179	32.96%	32.37%	2620	3063	85.57%	-0.96	-1.58
	63	179	35.19%	36.54%	3411	3869	88.32%	1.76	0.07
	22	179	12.29%	33.54%	3260	3636	89.66%	0.45	-0.73
	57	179	31.84%	29.45%	2772	3164	87.61%	-1.45	-1.88
	36	179	20.11%	29.45%	3108	3509	88.57%	-1	-1.61



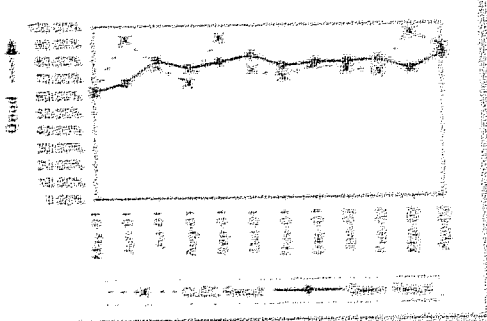




Checklist #4 - Unbundled Loop - DS1 Capable Facilities

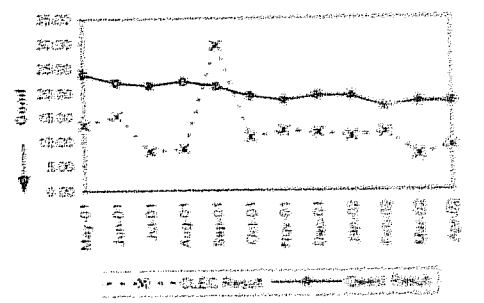
Installation Commitments Met Percent (OP-3E)– Interval Zone Two

Date	CLEC Num	CLEC Dem	CLEC Result	Std Dev	Qwest Num	Qwest Dem	Qwest Result	Mod Z Scr	Parity Score
May-01	56	74	75.68%	44.47%	991	1461	67.83%	-2.08	-1.75
Jun-01	61	68	89.71%	30.65%	1218	1809	67.33%	-4.72	-4.72
Jul-01	71	93	76.34%	42.62%	1291	1651	78.19%	0.97	-0.13
Aug-01	74	97	76.29%	42.74%	1336	1654	80.77%	1.91	-0.13
Sep-01	74	94	78.72%	41.14%	1336	1654	80.77%	1.91	-0.13
Oct-01	74	94	78.72%	41.14%	1336	1654	80.77%	1.91	-0.13
Nov-01	74	94	78.72%	41.14%	1336	1654	80.77%	1.91	-0.13
Dec-01	74	94	78.72%	41.14%	1336	1654	80.77%	1.91	-0.13
Jan-02	74	94	78.72%	41.14%	1336	1654	80.77%	1.91	-0.13
Feb-02	74	94	78.72%	41.14%	1336	1654	80.77%	1.91	-0.13
Mar-02	74	94	78.72%	41.14%	1336	1654	80.77%	1.91	-0.13
Apr-02	74	94	78.72%	41.14%	1336	1654	80.77%	1.91	-0.13



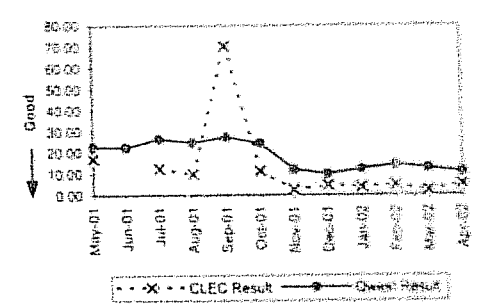
Installation Intervals (Average Days) (OP-4E)– Interval Zone Two

Date	CLEC Num	CLEC Dem	CLEC Result	Std Dev	Qwest Num	Qwest Dem	Qwest Result	Mod Z Scr	Parity Score
May-01	94	1	19.43	8.19	34831	1429	23.81	-1.19	-1.65
Jun-01	61	4	18.25	19.84	39557	1791	22.09	-0.64	-1.35
Jul-01	69	23	7.96	12.57	52763	2457	21.47	-3.06	-2.66
Aug-01	101	14	8.44	7.75	56573	2627	21.53	-2.34	-2.43
Sep-01	300	27	29.62	46.46	44631	2135	20.90	2.01	0.22
Oct-01	299	28	10.68	5.85	50539	2546	19.85	-4.11	-3.29
Nov-01	304	27	12.15	8.03	50135	2715	18.46	-1.59	-1.99
Dec-01	409	35	11.69	9.65	48516	2406	15.30	-2.7	-2.64
Jan-02	409	30	14.06	5.43	46242	2354	19.27	-2.54	-2.64
Feb-02	409	30	11.79	9.36	38807	2294	17.01	-2.15	-2.31
Mar-02	330	26	7.97	3.06	43288	2265	18.05	-3.84	-3.34
Apr-02	662	72	8.50	6.70	46580	2534	17.38	-4.73	-2.84



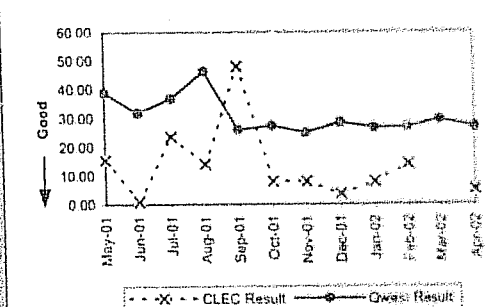
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5)– Interval Zone Two

Date	CLEC Num	CLEC Dem	CLEC Result	Std Dev	Qwest Num	Qwest Dem	Qwest Result	Mod Z Scr	Parity Score
May-01	34	3	11.00	5.66	9271	405	22.89	-0.31	-1.19
Jun-01					9733	433	22.48		
Jul-01	93	7	12.43	9.64	16078	617	26.54	-1.4	-1.55
Aug-01	49	4	10.00	10.23	17827	723	24.66	-1.07	-1.65
Sep-01	104	10	70.40	54.48	15360	560	27.43	1.79	0.09
Oct-01	102	9	11.33	6.65	15043	615	24.46	-1.26	-1.76
Nov-01	40	16	2.56	4.59	13683	1149	11.91	-1.77	-2.06
Dec-01	112	25	4.48	9.19	10116	1034	9.78	-1.34	-1.81
Jan-02	95	25	3.80	5.89	11406	930	12.26	-1.93	-2.18
Feb-02	250	41	4.88	8.74	10565	755	13.99	-2.53	-2.54
Mar-02	84	36	2.33	4.66	11842	943	12.56	-2.46	-2.5
Apr-02	309	41	5.10	8.29	10240	944	10.85	-1.66	-2.01



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

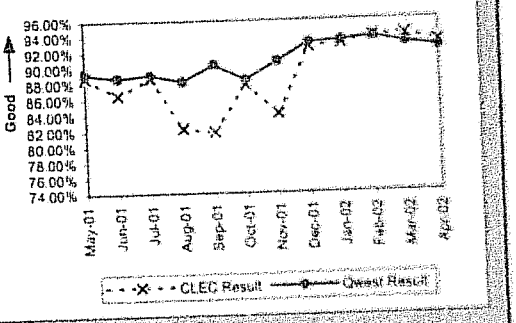
Date	CLEC Num	CLEC Dem	CLEC Result	Std Dev	Qwest Num	Qwest Dem	Qwest Result	Mod Z Scr	Parity Score
May-01	62	4	15.50	12.87	5643	145	38.92	-1.24	-1.75
Jun-01	1	1	1.00		5128	161	31.85	-0.82	-1.5
Jul-01	95	4	23.75	25.43	3457	94	36.78	-0.84	-1.51
Aug-01	84	6	14.00	11.95	5363	116	46.23	-1.41	-1.86
Sep-01	48	1	48.00		2089	80	26.11	1.59	-0.03
Oct-01	64	8	8.00	9.34	2297	84	27.35	-2.07	-2.26
Nov-01	48	6	8.00	13.84	2828	113	25.03	-1.54	-1.94
Dec-01	21	6	3.50	2.74	1930	68	28.38	-1.54	-1.94
Jan-02	39	5	7.80	5.40	2549	96	26.55	-1.74	-2.06
Feb-02	28	2	14.00	18.38	1393	52	26.79	-0.58	-1.36
Mar-02					1441	49	29.41		
Apr-02	5	1	5.00		1132	42	26.95	-0.82	-1.5



Checklist #4 - Unbundled Loop - DS1 Capable Installation

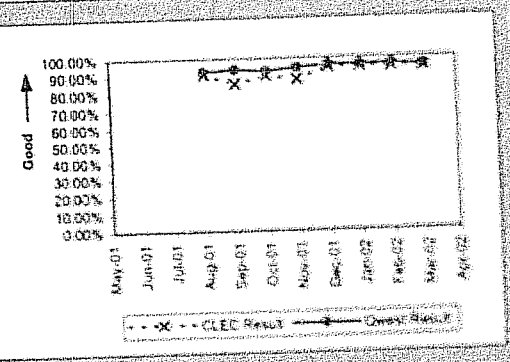
New Service Installation Quality (Percent) (OP-5)-- Interval Zone One and Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
May-01	269	303	88.78%	31.56%	6257	7013	89.22%	0.26	-0.84
Jun-01	270	312	86.54%	34.13%	5951	6709	88.70%	1.17	-0.29
Jul-01	282	318	88.68%	31.68%	6156	6913	89.05%	0.23	-0.86
Aug-01	274	333	82.28%	38.18%	6298	7139	88.22%	3.09	0.88
Sep-01	248	303	81.85%	38.54%	6394	7080	90.31%	4.4	1.67
Oct-01	280	319	87.77%	32.76%	6484	7338	88.36%	0.34	-0.8
Nov-01	274	326	84.05%	36.62%	6937	7648	90.70%	3.71	1.26
Dec-01	321	347	92.51%	26.33%	6450	6933	93.03%	0.4	-0.76
Jan-02	404	436	92.87%	25.73%	6417	6879	93.28%	0.35	-0.79
Feb-02	479	501	93.81%	24.09%	6540	6976	93.75%	-0.06	-1.03
Mar-02	519	551	94.01%	23.73%	6036	6499	92.88%	-0.99	-1.6
Apr-02	560	602	93.02%	25.48%	6182	6698	92.30%	-0.64	-1.39



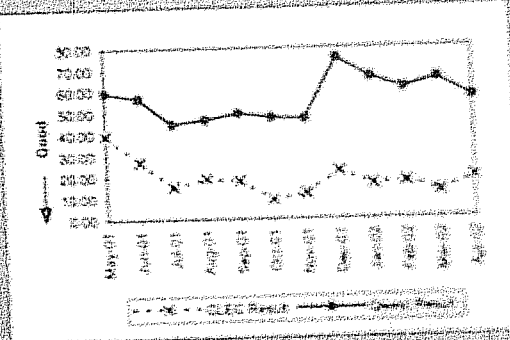
New Service Installation Quality (Percent) (OP-5*)-- Interval Zone One and Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
May-01									
Jun-01									
Jul-01									
Aug-01	[illegible]	353	90.59%	28.69%	6595	7139	92.39%	0.94	-0.43
Sep-01	[illegible]	305	85.48%	35.20%	6625	7080	93.57%	4.86	1.95
Oct-01	[illegible]	338	86.87%	33.84%	6788	7338	92.50%	1.63	-0.01
Nov-01	[illegible]	326	87.73%	32.81%	7210	7648	94.27%	4.34	1.64
Dec-01	[illegible]	347	84.62%	36.75%	6641	6933	95.79%	1.19	-0.26
Jan-02	[illegible]	435	94.71%	22.38%	6600	6879	95.94%	1.23	-0.25
Feb-02	[illegible]	501	94.81%	22.08%	6906	6976	96.43%	1.7	0.02
Mar-02	[illegible]	551	94.56%	22.69%	6184	6499	95.15%	0.63	-0.62
Apr-02	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	[illegible]



Average Installation Interval Delayed Past Due Date (Average Days) (OP-15A)

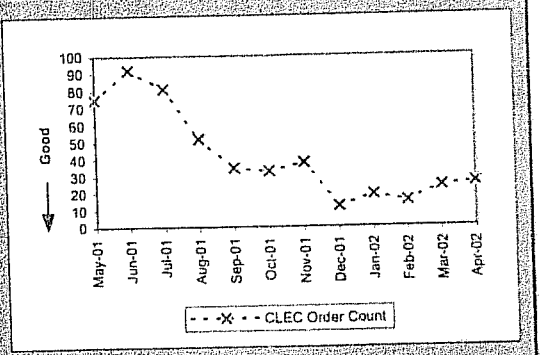
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
May-01	[illegible]	[illegible]	29.55	65.97	[illegible]	1956	59.49	-2.44	-2.48
Jun-01	[illegible]	[illegible]	37.96	82.86	[illegible]	1910	58.54	-3.72	-3.39
Jul-01	[illegible]	[illegible]	16.38	24.54	[illegible]	1978	44.82	-3.93	-3.36
Aug-01	[illegible]	[illegible]	19.01	33.12	[illegible]	1935	46.66	-2.83	-2.51
Sep-01	[illegible]	[illegible]	18.01	35.48	[illegible]	1953	46.71	-2.61	-2.65
Oct-01	[illegible]	[illegible]	9.15	13.56	[illegible]	1955	47.85	-3.06	-2.98
Nov-01	[illegible]	[illegible]	17.96	16.24	[illegible]	1964	46.88	-2.89	-2.88
Dec-01	[illegible]	[illegible]	22.29	18.47	[illegible]	1935	45.02	-2.45	-2.51
Jan-02	[illegible]	[illegible]	16.18	18.34	[illegible]	1950	46.62	-3.19	-2.94
Feb-02	[illegible]	[illegible]	17.28	16.25	[illegible]	1433	61.98	-3.09	-2.84
Mar-02	[illegible]	[illegible]	12.89	17.41	[illegible]	1539	65.25	-3.4	-3.06
Apr-02	[illegible]	[illegible]	19.30	21.85	[illegible]	1265	56.61	-2.71	-2.65



Checklist #4 - Unbundled Loop - DS1 Capable Installation

Count of Pending Orders Delayed for Facilities Reasons Unbundled Loop - DS1 Capable (OP-15B)

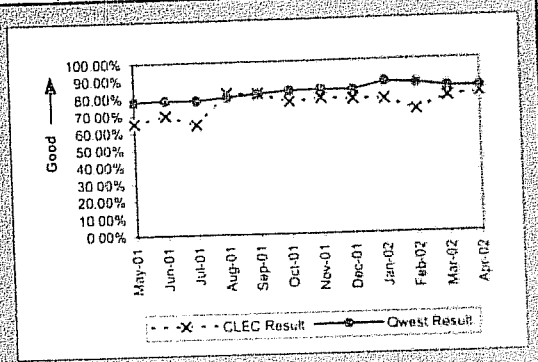
Date	CLEC Order Count
May-01	75
Jun-01	92
Jul-01	81
Aug-01	52
Sep-01	35
Oct-01	33
Nov-01	38
Dec-01	12
Jan-02	19
Feb-02	15
Mar-02	24
Apr-02	26



Checklist #4 - Unbundled Loop - DS1 Capable Repair

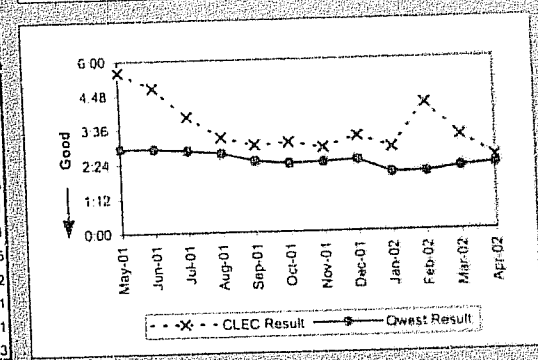
All Troubles Cleared within 4 Hours (Percent) (MR-5A)-- Interval Zone One

		112	65.45%	47.55%	4148	5303	78.22%	3.04	0.85
		139	69.78%	45.92%	4215	5355	78.71%	2.44	0.48
		110	64.55%	47.84%	3988	5078	78.53%	3.33	1.02
		171	82.46%	38.03%	4190	5223	80.22%	-0.72	-1.44
		127	81.89%	38.51%	3571	4369	81.74%	-0.04	-1.03
		134	76.87%	42.17%	4061	4880	83.22%	1.87	0.14
		164	78.66%	40.97%	3500	4189	83.55%	1.61	-0.02
		127	77.95%	41.46%	2962	3561	83.18%	1.51	-0.08
		121	72.69%	41.64%	3341	3826	87.32%	2.89	0.76
		112	71.43%	45.18%	2971	3437	86.44%	4.07	1.48
		151	78.81%	40.87%	3055	3631	84.14%	1.7	0.03
		181	80.66%	39.49%	3274	3895	84.06%	1.2	-0.27



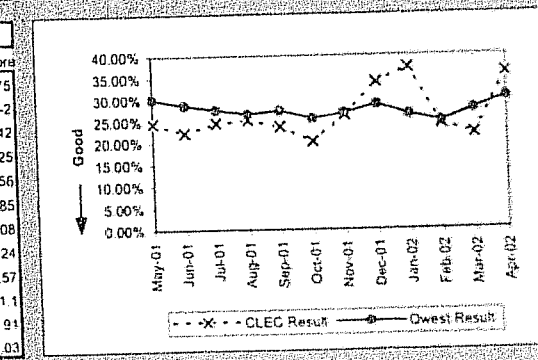
Mean Time to Restore (Hours:Minutes) (MR-6D)-- Interval Zone One

		112	5:37	13:39	15606:02	5303	2:57	5.83	2.55
		139	5:54	10:09	15581:24	5355	2:55	4.96	2.01
		110	4:02	5:38	14491:35	5078	2:51	2.41	0.47
		171	3:17	7:42	14353:10	5223	2:45	0.73	-0.56
		127	3:01	5:14	10835:06	4369	2:29	1.6	-0.03
		134	3:06	4:20	11617:03	4880	2:23	2.32	0.41
		164	2:54	3:28	10127:22	4189	2:25	1.67	0.01
		127	3:17	4:32	8779:36	3561	2:28	2.22	0.35
		121	2:53	3:25	7765:14	3826	2:02	3	0.82
		112	4:25	7:13	6974:59	3437	2:02	8.07	3.91
		151	3:16	7:08	7961:26	3631	2:12	4.3	1.61
		181	2:37	2:20	8893:50	3895	2:17	0.93	-0.43



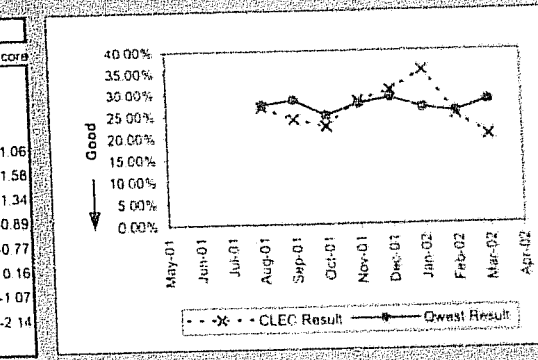
Repair Repeat Report Rate (Percent) (MR-7D)-- Interval Zone One

		112	24.55%	43.04%	1590	5303	29.98%	-1.23	-1.75
		139	22.30%	41.63%	1536	5355	28.68%	-1.64	-2
		110	24.55%	43.04%	1397	5078	27.51%	-0.69	-1.42
		171	25.15%	43.39%	1386	5223	26.54%	-0.41	-1.25
		127	23.62%	42.48%	1192	4369	27.28%	-0.91	-1.56
		134	20.15%	40.11%	1243	4880	25.47%	-1.39	-1.85
		164	26.22%	43.98%	1118	4189	26.69%	-0.13	-1.08
		127	33.86%	47.32%	1021	3561	28.67%	1.26	-0.24
		121	37.19%	48.33%	1008	3826	26.29%	2.59	0.57
		112	24.11%	42.77%	851	3437	24.76%	-0.16	-1.1
		151	21.85%	41.33%	996	3631	27.43%	-1.5	-1.91
		181	35.91%	47.97%	1179	3895	30.27%	1.59	-0.03



Repair Repeat Report Rate (Percent) (MR-7D*)-- Interval Zone One

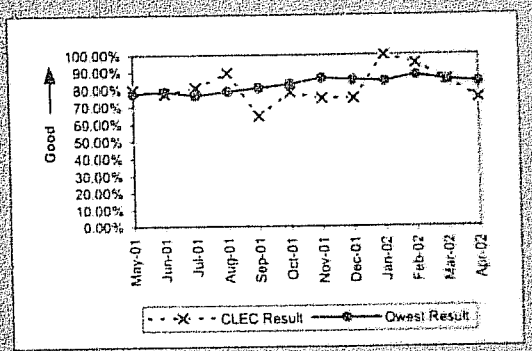
		112	26.79%	44.28%	935	3435	27.22%	-0.1	-1.06
		100	24.00%	42.71%	813	2865	28.38%	-0.95	-1.58
		103	22.33%	41.65%	787	3182	24.73%	-0.56	-1.34
		131	28.24%	45.02%	739	2684	27.53%	0.19	-0.89
		96	36.61%	48.09%	651	2256	28.86%	0.38	-0.77
		99	35.35%	47.81%	644	2433	26.47%	1.91	0.16
		92	25.00%	43.30%	552	2164	25.51%	-0.11	-1.07
		119	29.17%	46.13%	675	2401	28.11%	-1.80	-2.14



Checklist #4 - Unbundled Loop - DS1 Capable Repair

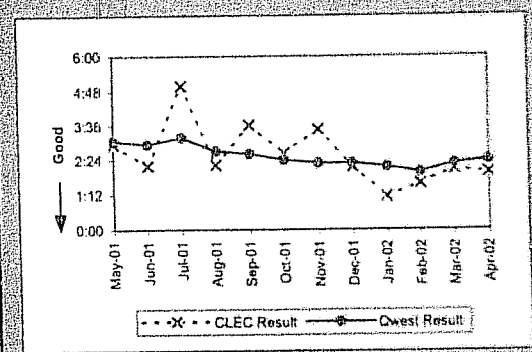
Trouble Cleared within 4 Hours (Percent) (MR-5B)-- Interval Zone Two

				80.00%	40.00%	1665	2429	77.60%	-0.13	-1.08
				77.78%	41.57%	2037	2579	78.98%	0.14	-0.92
				81.25%	39.03%	2147	2800	76.68%	-0.43	-1.26
				89.47%	30.89%	2288	2899	78.92%	-1.12	-1.68
				84.21%	47.79%	1664	2078	81.04%	1.59	-0.03
				78.57%	41.03%	1864	2240	83.21%	0.49	-0.7
				75.00%	43.30%	1726	1993	86.60%	1.41	-0.14
				75.00%	43.30%	1466	1719	85.40%	0.79	-0.52
				100.00%	0.00%	1461	1723	84.79%	-1.63	-1.99
				95.24%	21.30%	1470	1668	88.13%	-1	-1.61
				85.71%	34.99%	1609	1888	85.22%	-0.05	-1.03
				75.00%	43.30%	1784	2123	84.03%	1.33	-0.19



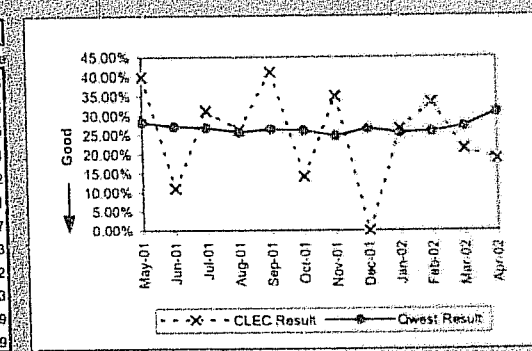
Mean Time to Restore (Hours:Minutes) (MR-6E)-- Interval Zone Two

				2:57	2:54	7423:10	2429	3:03	-0.05	-1.03
				2:42	1:44	7593:00	2579	2:57	-0.45	-1.27
				5:00	9:49	8924:17	2800	3:11	2.23	0.35
				2:14	2:24	7872:43	2899	2:43	-0.53	-1.32
				3:37	3:04	5430:33	2078	2:37	1.94	0.18
				2:06	1:35	5384:11	2240	2:24	1.98	0.2
				3:28	3:43	4584:21	1993	2:18	2	0.21
				2:19	2:28	3914:24	1719	2:17	-0.09	-1.05
				1:09	0:59	3726:58	1723	2:10	-1.23	-1.75
				1:36	1:18	3313:54	1668	1:59	-0.59	-1.36
				2:06	1:49	4315:22	1888	2:17	-0.22	-1.13
				1:59	2:16	5083:52	2123	2:24	-0.64	-1.39



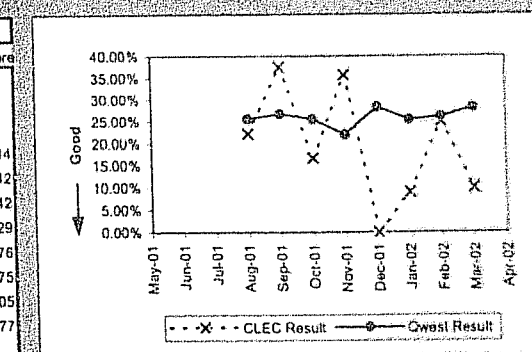
Repair Repeat Report Rate (Percent) (MR-7E)-- Interval Zone Two

				40.00%	48.99%	688	2429	28.32%	0.55	-0.66
				31.11%	31.43%	702	2579	27.22%	-1.08	-1.66
				31.25%	46.35%	753	2800	26.89%	0.41	-0.75
				26.32%	44.03%	744	2899	25.66%	0.1	-0.94
				41.18%	49.22%	550	2078	26.47%	1.31	-0.2
				14.29%	34.99%	587	2240	26.21%	-1.01	-1.61
				35.00%	47.70%	493	1993	24.74%	1.03	-0.37
				0.00%	0.00%	458	1719	26.64%	-1.7	-2.03
				26.67%	44.22%	440	1723	25.54%	0.13	-0.92
				33.33%	47.14%	432	1668	25.90%	0.77	-0.53
				21.43%	41.03%	513	1888	27.17%	-0.48	-1.29
				18.75%	39.03%	656	2123	30.90%	-1.48	-1.9



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

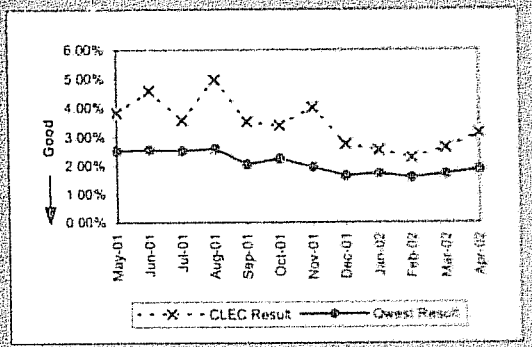
				22.22%	41.57%	481	1882	25.56%	-0.23	-1.14
				37.50%	48.41%	353	1323	26.68%	0.95	-0.42
				18.67%	37.27%	349	1369	25.49%	-0.7	-1.42
				35.71%	47.92%	262	1191	22.00%	1.17	-0.29
				0.00%	0.00%	297	1049	28.31%	-1.25	-1.76
				9.09%	28.76%	262	1033	25.36%	-1.23	-1.75
				25.00%	43.30%	269	1032	26.07%	-0.08	-1.05
				10.00%	30.00%	344	1222	28.15%	-1.27	-1.77



Checklist #4 - Unbundled Loop - DS1 Capable Repair

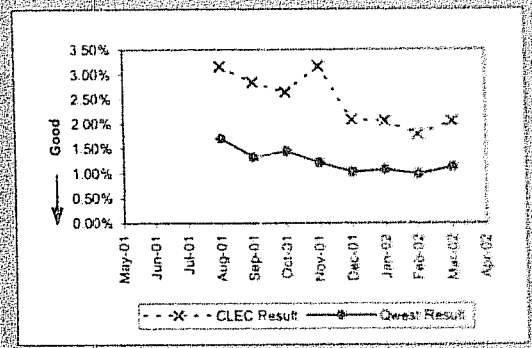
Trouble Rate (Percent) (MR-8)-- Interval Zone One and Two

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Score
May-01	115	3025	3.81%	19.18%	7732	306364	2.52%	4.53	1.76
Jun-01	148	3223	4.59%	20.93%	7934	309003	2.57%	7.23	3.39
Jul-01	126	3513	3.59%	18.60%	7878	310507	2.54%	3.93	1.39
Aug-01	130	3522	4.07%	21.74%	8122	312764	2.60%	9.17	4.58
Sep-01	141	4074	3.53%	18.47%	6447	314738	2.05%	6.65	3.05
Oct-01	149	4344	3.41%	18.14%	7120	315764	2.25%	5.08	2.09
Nov-01	164	4570	4.03%	19.66%	6182	318019	1.94%	10.12	5.15
Dec-01	135	4891	2.76%	16.38%	5280	320210	1.65%	6.06	2.68
Jan-02	136	5337	2.55%	15.76%	5549	322799	1.72%	4.62	1.81
Feb-02	130	5814	2.28%	14.95%	5105	322988	1.58%	4.28	1.6
Mar-02	165	6275	2.63%	16.00%	5519	322151	1.71%	5.54	2.37
Apr-02	211	6797	3.13%	17.42%	6018	321850	1.87%	7.61	3.63



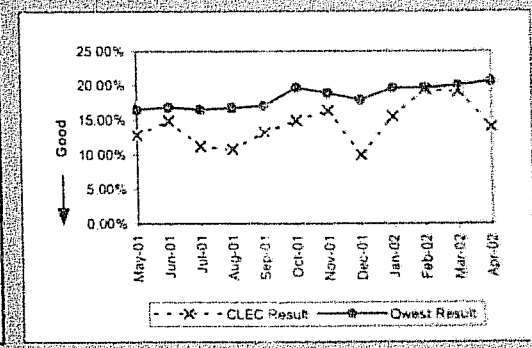
Trouble Rate (Percent) (MR-8*)-- Interval Zone One and Two

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Score
May-01									
Jun-01									
Jul-01									
Aug-01	121	3822	3.17%	17.51%	5317	312764	1.70%	6.97	3.24
Sep-01	116	4074	2.85%	16.63%	4188	314738	1.33%	8.39	4.1
Oct-01	113	4344	2.65%	16.05%	4551	315764	1.44%	6.62	3.03
Nov-01	145	4570	3.17%	17.53%	3875	318019	1.22%	11.96	6.27
Dec-01	102	4891	2.09%	14.29%	3305	320210	1.03%	7.23	3.4
Jan-02	115	5337	2.06%	14.21%	3466	322799	1.07%	6.94	3.22
Feb-02	104	5814	1.79%	13.25%	3196	322988	0.99%	6.1	2.71
Mar-02	129	6275	2.06%	14.19%	3623	322151	1.12%	6.93	3.21
Apr-02									



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

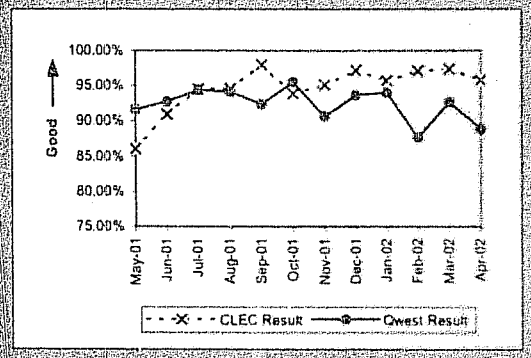
Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Score
May-01	17	132	12.88%	33.50%	1530	9262	16.52%	-1.12	-1.68
Jun-01	19	127	14.94%	35.65%	1606	9540	16.83%	-0.66	-1.4
Jul-01	16	142	11.27%	31.62%	1560	9438	16.53%	-1.68	-2.02
Aug-01	25	210	10.80%	31.04%	1635	9757	16.76%	-2.3	-2.4
Sep-01	17	166	13.25%	33.91%	1321	7768	17.01%	-1.27	-1.77
Oct-01	26	174	14.94%	35.65%	1740	8860	19.64%	-1.54	-1.94
Nov-01	36	220	16.36%	36.99%	1436	7618	18.85%	-0.93	-1.57
Dec-01	15	150	10.00%	30.00%	1149	6429	17.87%	-2.49	-2.51
Jan-02	25	161	15.53%	36.22%	1351	6900	19.58%	-1.28	-1.78
Feb-02	23	165	13.33%	33.54%	1244	6349	19.59%	-0.06	-1.04
Mar-02	39	204	19.12%	39.32%	1378	6897	19.98%	-0.3	-1.18
Apr-02	35	248	14.11%	34.82%	1559	7577	20.58%	-2.48	-2.51



Checklist #4 - Unbundled Loop - ISDN Capable Installation

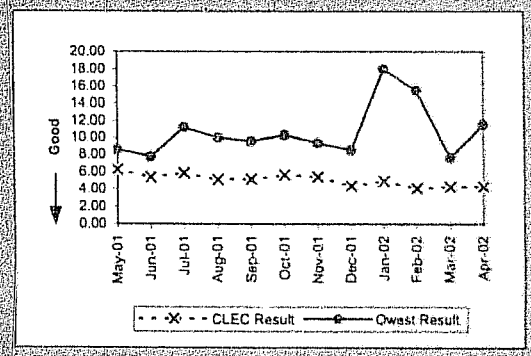
Installation Commitments Met (Percent) (OP-3D)-- Interval Zone One

Date	CLEC Num	CLEC Dem	CLEC Result	Std Dev	Qwest Num	Qwest Dem	Qwest Result	Mod Z Scr	Parity Score
[illegible]	[illegible]	300	86.13%	34.57%	2359	2575	91.61%	4.89	1.97
[illegible]	[illegible]	566	90.94%	28.70%	2239	2414	92.75%	1.53	-0.07
[illegible]	[illegible]	560	94.49%	22.61%	1944	2060	94.37%	-0.11	-1.07
[illegible]	[illegible]	793	94.58%	22.65%	1969	2092	94.12%	-0.47	-1.28
[illegible]	[illegible]	501	98.00%	13.99%	1529	1655	92.39%	-4.15	-3.53
[illegible]	[illegible]	213	93.90%	23.94%	2144	2244	95.54%	1.08	-0.34
[illegible]	[illegible]	103	95.15%	21.49%	1542	1701	90.65%	-1.52	-1.92
[illegible]	[illegible]	336	97.32%	16.43%	1342	1433	93.65%	-2.58	-2.57
[illegible]	[illegible]	305	95.74%	20.20%	3694	3929	94.02%	-1.22	-1.74
[illegible]	[illegible]	592	97.13%	16.70%	1853	2112	87.74%	-6.16	-4.74
[illegible]	[illegible]	421	97.39%	15.95%	1572	1697	92.63%	-3.34	-3.03
[illegible]	[illegible]	449	95.77%	20.13%	1676	1885	88.91%	-4.16	-3.53



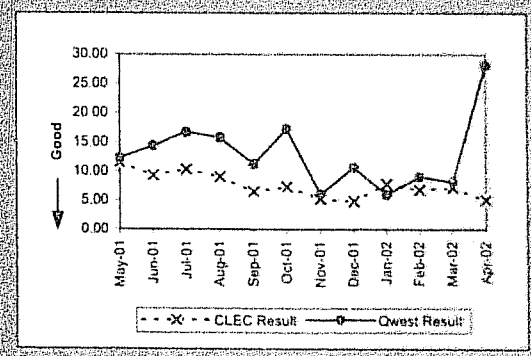
Installation Interval (Average Days) (OP-4D)-- Interval Zone One

Date	CLEC Num	CLEC Dem	CLEC Result	Std Dev	Qwest Num	Qwest Dem	Qwest Result	Mod Z Scr	Parity Score
[illegible]	[illegible]	657	6.26	7.85	20747	2394	8.67	-3.79	-3.3
[illegible]	[illegible]	475	5.41	4.15	17315	2228	7.77	-3.72	-3.26
[illegible]	[illegible]	589	6.89	7.19	23635	2110	11.20	-8.12	-5.94
[illegible]	[illegible]	641	5.15	3.16	22259	2224	10.01	-9.7	-6.9
[illegible]	[illegible]	465	5.21	3.23	16530	1727	9.57	-7.53	-5.58
[illegible]	[illegible]	228	5.68	4.13	23523	2282	10.31	-4.13	-3.51
[illegible]	[illegible]	86	5.41	3.95	15753	1684	9.35	-2.97	-2.81
[illegible]	[illegible]	348	4.44	2.19	12488	1462	8.54	-6.85	-5.16
[illegible]	[illegible]	266	4.97	3.06	70942	3937	18.02	-13.94	-9.47
[illegible]	[illegible]	481	4.16	2.69	35108	2266	15.53	-13.87	-9.43
[illegible]	[illegible]	397	4.30	1.79	12418	1624	7.65	-7.23	-5.39
[illegible]	[illegible]	415	4.31	2.09	20693	1793	11.54	-6.52	-4.96



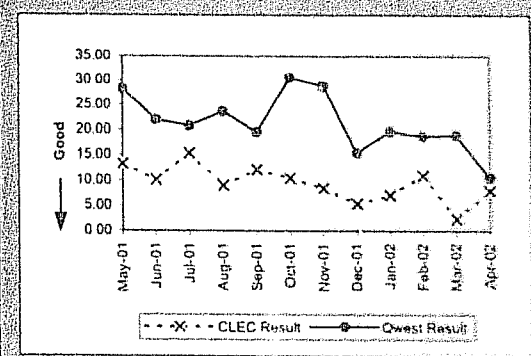
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-4)-- Interval Zone One

Date	CLEC Num	CLEC Dem	CLEC Result	Std Dev	Qwest Num	Qwest Dem	Qwest Result	Mod Z Scr	Parity Score
[illegible]	[illegible]	57	11.58	17.95	1257	102	12.32	-0.18	-1.11
[illegible]	[illegible]	26	9.38	11.12	1085	75	14.47	-0.79	-1.48
[illegible]	[illegible]	29	10.41	13.57	2325	139	16.73	-1.14	-1.69
[illegible]	[illegible]	23	9.09	8.23	3545	224	15.83	-1.06	-1.64
[illegible]	[illegible]	64	6.55	5.90	2242	198	11.32	-1.77	-2.08
[illegible]	[illegible]	69	7.41	5.71	2134	123	17.35	-2.21	-2.34
[illegible]	[illegible]	32	5.34	4.04	1109	183	6.06	-0.32	-1.19
[illegible]	[illegible]	18	4.68	4.04	1916	178	10.76	-0.67	-1.41
[illegible]	[illegible]	29	7.89	6.23	3649	605	6.03	1.13	-0.32
[illegible]	[illegible]	34	6.88	6.15	5088	560	9.09	-0.78	-1.47
[illegible]	[illegible]	18	7.22	9.26	1399	170	8.23	-0.34	-1.21
[illegible]	[illegible]	22	5.18	4.70	7070	251	28.17	-3.24	-2.97



Delayed Days for Facility Reasons (Average Days) (OP-6B-4)-- Interval Zone One

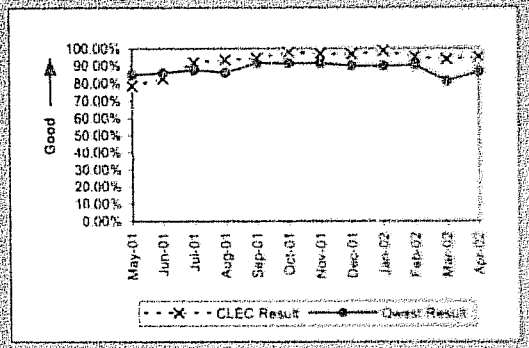
Date	CLEC Num	CLEC Dem	CLEC Result	Std Dev	Qwest Num	Qwest Dem	Qwest Result	Mod Z Scr	Parity Score
[illegible]	[illegible]	54	13.31	13.46	3219	114	28.24	-2.21	-2.34
[illegible]	[illegible]	38	10.14	15.22	2104	100	21.94	-1.99	-2.21
[illegible]	[illegible]	35	15.40	20.65	1456	70	20.80	-0.96	-1.59
[illegible]	[illegible]	37	6.97	7.08	1913	81	23.62	-2.97	-2.81
[illegible]	[illegible]	21	12.14	10.51	1037	53	19.57	-1.24	-1.76
[illegible]	[illegible]	23	10.48	8.20	1925	63	30.56	-1.22	-1.74
[illegible]	[illegible]	26	6.46	8.21	2249	78	28.83	-3.06	-2.86
[illegible]	[illegible]	16	5.40	7.78	619	40	15.48	-2	-2.21
[illegible]	[illegible]	13	7.10	4.46	904	46	19.65	-1.57	-1.96
[illegible]	[illegible]	1	11.00		468	25	18.72	-0.73	-1.44
[illegible]	[illegible]	3	2.33	2.31	114	6	19.00	-0.97	-1.59
[illegible]	[illegible]	1	8.00		106	10	10.60	-0.25	-1.15



Checklist #4 - Unbundled Loop - ISDN Capable Installation

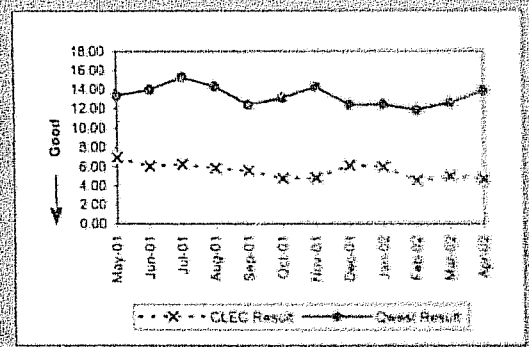
Installation Commitments Met (Percent) (OP-3E)-- Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
May-01	85	108	78.70%	40.94%	397	467	85.01%	1.57	-0.05
Jun-01	78	94	82.98%	37.58%	453	527	85.96%	0.76	-0.54
Jul-01	106	115	92.17%	26.86%	388	442	87.78%	-1.28	-1.78
Aug-01	117	125	93.60%	24.48%	397	461	86.12%	-2.15	-2.3
Sep-01	53	56	94.64%	22.52%	481	525	91.62%	-0.78	-1.47
Oct-01	51	52	98.08%	13.73%	450	490	91.84%	-1.56	-1.95
Nov-01	37	38	97.37%	16.01%	409	446	91.70%	-1.22	-1.74
Dec-01	62	64	96.88%	17.40%	297	330	90.00%	-1.68	-2.02
Jan-02	76	77	98.70%	11.32%	312	347	89.91%	-2.32	-2.41
Feb-02	61	64	95.31%	21.14%	472	522	90.42%	-1.25	-1.76
Mar-02	91	97	93.81%	24.09%	344	424	81.13%	-2.88	-2.75
Apr-02	103	108	95.37%	21.01%	341	394	86.55%	-2.38	-2.45



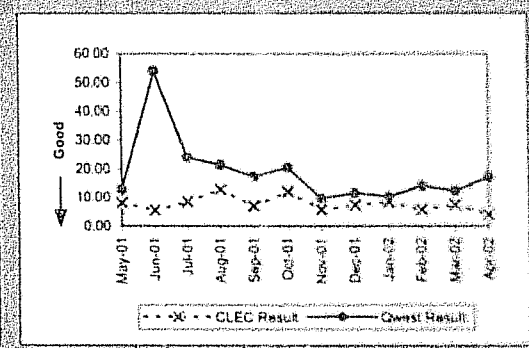
Installation Interval (Average Days) (OP-4E)-- Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
May-01	539	77	7.00	5.65	5641	423	13.34	-1.76	-2.07
Jun-01	352	58	6.07	4.56	6785	486	13.96	-1.32	-1.8
Jul-01	478	76	6.29	5.17	7067	462	15.30	-3.13	-2.9
Aug-01	531	87	5.87	6.23	6828	477	14.31	-5.06	-4.08
Sep-01	264	47	5.62	3.93	6668	540	12.35	-3.61	-3.19
Oct-01	206	43	4.79	1.71	6784	518	13.10	-3.35	-3.04
Nov-01	138	28	4.86	2.26	7417	520	14.26	-3.66	-3.23
Dec-01	389	63	6.17	5.00	4108	332	12.37	-2.91	-2.77
Jan-02	433	72	6.01	4.52	4411	355	12.43	-3.8	-3.31
Feb-02	212	48	4.56	1.83	6117	516	11.85	-3.95	-3.4
Mar-02	422	84	5.02	1.89	5377	428	12.56	-5.12	-4.11
Apr-02	468	99	4.73	2.03	5430	393	13.82	-4.14	-3.51



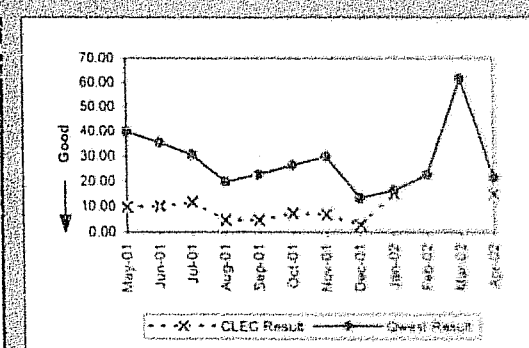
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5)-- Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
May-01	75	9	8.33	5.61	259	20	12.95	-0.84	-1.51
Jun-01	17	3	5.67	2.31	1132	21	53.90	-0.47	-1.29
Jul-01	60	7	8.57	3.74	1518	63	24.10	-1.05	-1.64
Aug-01	103	8	12.88	11.48	1310	61	21.48	-0.91	-1.55
Sep-01	120	17	7.06	4.60	678	39	17.38	-1.41	-1.86
Oct-01	255	21	12.14	15.49	1070	52	20.58	-1.37	-1.84
Nov-01	59	10	5.90	5.72	1071	111	9.65	-0.76	-1.46
Dec-01	105	14	7.50	8.26	592	51	11.61	-0.68	-1.41
Jan-02	110	13	8.46	7.08	630	61	10.33	-0.41	-1.25
Feb-02	53	9	5.89	3.37	988	70	14.11	-1.14	-1.69
Mar-02	76	10	7.60	2.63	1254	102	12.29	-0.93	-1.57
Apr-02	21	5	4.20	4.55	1106	64	17.28	-0.69	-1.42



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

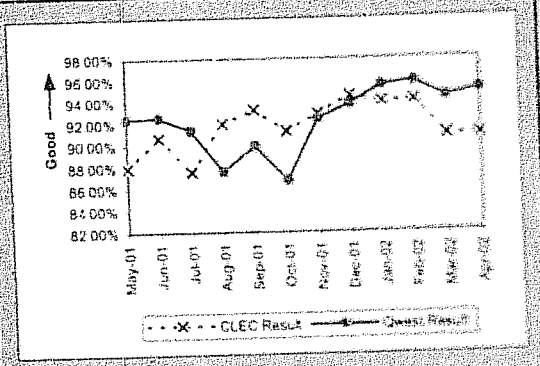
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
May-01	138	14	9.86	9.84	1991	50	39.82	-1.37	-1.84
Jun-01	132	13	10.15	8.69	1881	53	35.49	-1.43	-1.87
Jul-01	71	6	11.83	10.74	1172	38	30.84	-0.95	-1.58
Aug-01	24	5	4.80	4.44	1095	55	19.91	-1.64	-2
Sep-01	29	6	4.83	7.05	657	29	22.66	-1.82	-2.11
Oct-01	45	6	7.50	8.02	877	33	26.58	-1.67	-2.01
Nov-01	49	7	7.00	7.64	810	27	30.00	-2	-2.22
Dec-01	9	3	3.00	2.83	239	18	13.28	-1.61	-1.98
Jan-02	15	1	15.00		360	22	16.36	-0.09	-1.06
Feb-02					91	4	22.75		
Mar-02					493	8	61.62		
Apr-02	45	3	15.00	12.49	149	7	21.29	-0.73	-1.44



Checklist #4 - Unbundled Loop - ISDN Capable Installation

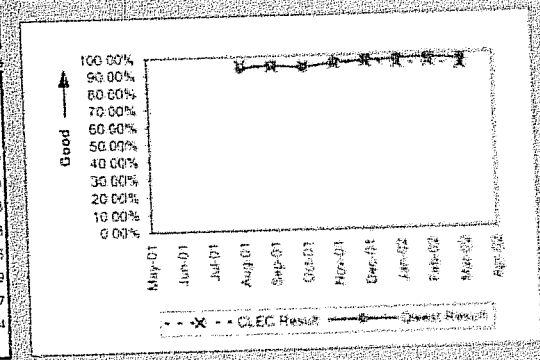
New Service Installation Quality (Percent) (OP-5)– Interval Zone One and Two

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Score
[illegible]	957	1088	87.96%	32.54%	3126	3381	92.46%	4.89	1.97
[illegible]	827	912	90.68%	29.07%	3042	3286	92.57%	1.93	0.17
[illegible]	657	750	87.60%	32.96%	2729	2986	91.39%	3.31	1.01
[illegible]	778	837	92.00%	27.14%	2460	2808	87.61%	-3.38	-3.06
[illegible]	872	935	93.26%	25.07%	2378	2645	89.91%	-2.93	-2.78
[illegible]	805	882	91.27%	28.23%	2318	2671	86.78%	-3.41	-3.07
[illegible]	664	715	92.87%	25.74%	2448	2649	92.41%	-0.41	-1.25
[illegible]	519	549	94.54%	22.73%	2005	2138	93.78%	-0.65	-1.4
[illegible]	453	481	93.97%	23.80%	3182	3333	95.47%	1.42	-0.14
[illegible]	544	578	94.12%	23.53%	3700	3862	95.81%	1.89	0.15
[illegible]	575	633	90.84%	28.85%	2447	2593	94.37%	3.46	1.1
[illegible]	526	581	90.88%	28.79%	2163	2276	95.04%	4.12	1.5



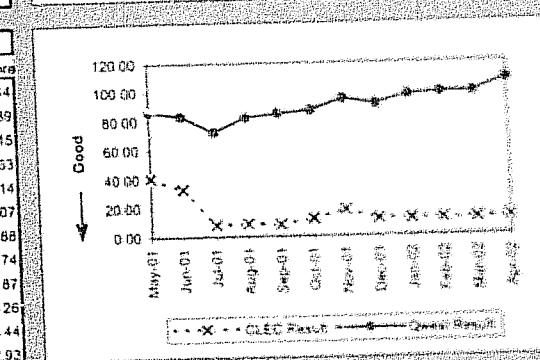
New Service Installation Quality (Percent) (OP-5*)– Interval Zone One and Two

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Score
[illegible]									
[illegible]									
[illegible]									
[illegible]	795	837	94.98%	21.83%	2617	2808	93.20%	-1.8	-2.09
[illegible]	881	935	94.22%	23.33%	2505	2645	94.71%	0.57	-0.66
[illegible]	827	882	93.76%	24.18%	2488	2671	93.15%	-0.63	-1.38
[illegible]	680	715	95.10%	21.58%	2535	2649	95.70%	0.69	-0.56
[illegible]	525	549	95.81%	20.03%	2065	2138	96.59%	0.89	-0.46
[illegible]	456	481	94.80%	22.20%	3243	3333	97.30%	2.77	0.69
[illegible]	551	578	95.33%	21.10%	3779	3862	97.85%	3.9	1.37
[illegible]	592	633	93.52%	24.61%	2512	2593	96.88%	4.35	1.64
[illegible]									



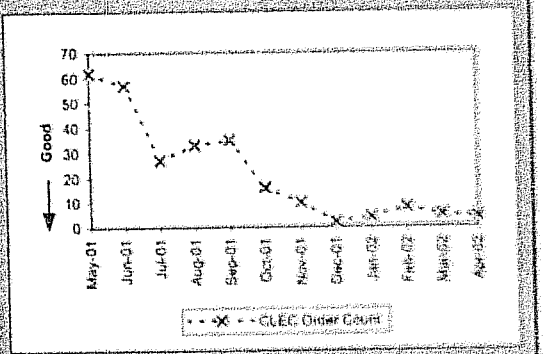
Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A)

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Score
[illegible]	3262	80	40.78	78.72	72790	838	86.86	-4.02	-3.44
[illegible]	2292	69	33.22	76.18	62701	754	83.16	-3.93	-3.39
[illegible]	281	34	8.26	9.12	38654	534	72.39	-3.53	-3.15
[illegible]	411	46	8.93	11.60	42906	522	82.20	-4.32	-3.63
[illegible]	553	66	8.36	12.08	41208	485	84.96	-5.16	-4.14
[illegible]	391	32	12.22	19.60	42500	490	86.73	-3.41	-3.07
[illegible]	513	28	18.32	25.02	46509	491	94.72	-3.09	-2.88
[illegible]	249	21	11.86	14.22	49209	540	91.13	-2.86	-2.74
[illegible]	238	20	11.90	6.61	52546	541	97.13	-3.08	-2.87
[illegible]	307	26	11.81	12.37	58613	594	98.68	-3.72	-3.26
[illegible]	316	26	12.15	15.15	62414	631	98.91	-4.02	-3.44
[illegible]	216	17	12.82	17.76	59917	556	107.76	-3.18	-2.93



Checklist #4 - Unbundled Loop - ISDN Capable Installation

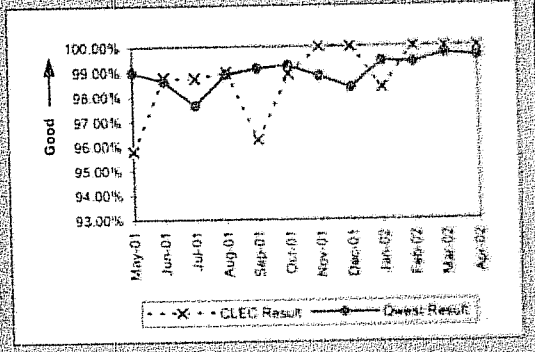
Count of Pending Orders Delayed for Facilities Reasons Unbundled Loop ISDN Capable (OP-15B)	
Date	CLEC Order Count
May-01	62
Jun-01	57
Jul-01	27
Aug-01	33
Sep-01	35
Oct-01	16
Nov-01	10
Dec-01	2
Jan-02	4
Feb-02	8
Mar-02	5
Apr-02	4



Checklist #4 - Unbundled Loop - ISDN Capable Repair

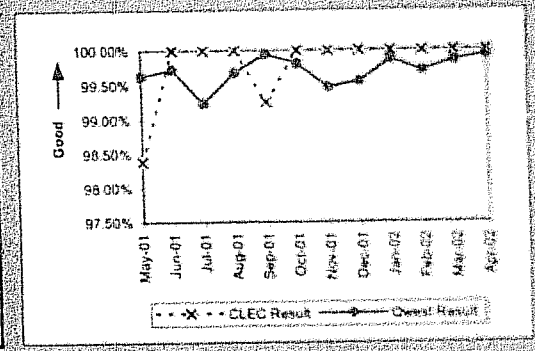
Out of Service Cleared within 24 hours (Percent) (MR-3D)-- Interval Zone One

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Score
May-01	297	310	95.81%	20.04%	2152	2174	98.99%	3.68	1.24
Jun-01	242	245	98.78%	11.00%	2173	2203	98.64%	-0.18	-1.11
Jul-01	234	237	98.73%	11.18%	2160	2212	97.65%	-1.05	-1.64
Aug-01	194	196	98.98%	10.05%	2496	2524	98.99%	-0.11	-1.07
Sep-01	129	134	96.27%	18.95%	1819	1835	99.13%	2.5	0.52
Oct-01	162	164	98.91%	10.37%	2106	2122	99.25%	0.52	-0.68
Nov-01	167	167	100.00%	0.00%	1678	1698	98.82%	-1.35	-1.82
Dec-01	121	121	100.00%	0.00%	1316	1338	98.36%	-1.36	-1.83
Jan-02	120	122	98.36%	12.70%	1517	1526	99.41%	1.21	-0.26
Feb-02	106	106	100.00%	0.00%	1347	1356	99.34%	-0.81	-1.49
Mar-02	145	145	100.00%	0.00%	1356	1360	99.71%	-0.62	-1.38
Apr-02	169	169	100.00%	0.00%	1433	1439	99.58%	-0.8	-1.48



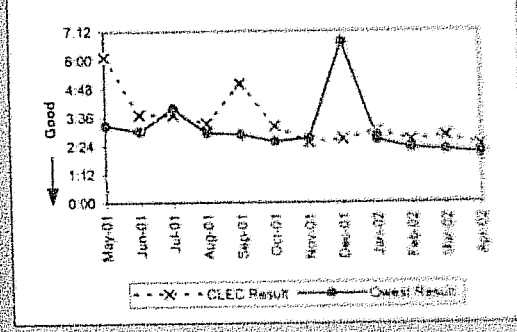
All Troubles Cleared within 48 hours (Percent) (MR-4D)-- Interval Zone One

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Score
May-01	307	312	98.40%	12.56%	2191	2199	99.64%	2.36	0.43
Jun-01	249	249	100.00%	0.00%	2218	2224	99.73%	-0.78	-1.47
Jul-01	241	241	100.00%	0.00%	2208	2225	99.24%	-1.29	-1.79
Aug-01	200	200	100.00%	0.00%	2525	2533	99.68%	-0.77	-1.47
Sep-01	134	135	99.26%	8.57%	1848	1849	99.95%	1.54	-0.06
Oct-01	188	188	100.00%	0.00%	2135	2139	99.81%	-0.57	-1.35
Nov-01	177	177	100.00%	0.00%	1703	1712	99.47%	-0.92	-1.56
Dec-01	123	123	100.00%	0.00%	1344	1350	99.56%	-0.71	-1.43
Jan-02	123	123	100.00%	0.00%	1544	1546	99.87%	-0.38	-1.23
Feb-02	114	114	100.00%	0.00%	1364	1368	99.71%	-0.56	-1.34
Mar-02	147	147	100.00%	0.00%	1370	1372	99.85%	-0.44	-1.27
Apr-02	177	177	100.00%	0.00%	1456	1457	99.93%	-0.33	-1.2



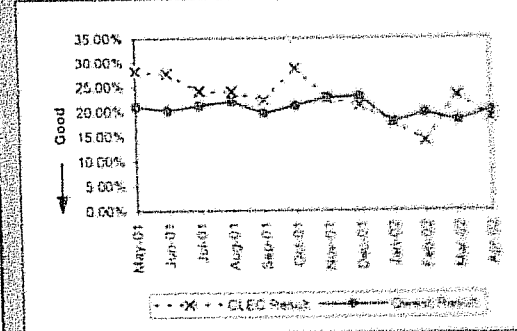
Mean Time to Restore (Hours:Minutes) (MR-6D)-- Interval Zone One

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Score
May-01	1913:56	312	6:08	11:44	7204:27	2199	3:17	3.29	1
Jun-01	926:32	249	3:43	4:43	6692:03	2224	3:01	1.74	0.06
Jul-01	892:06	241	3:42	5:09	8815:20	2225	3:58	-0.24	-1.15
Aug-01	669:08	200	3:21	4:38	7459:51	2533	2:57	0.66	-0.6
Sep-01	675:01	135	5:00	11:31	5331:35	1849	2:53	4.86	1.95
Oct-01	606:22	188	3:14	4:19	5534:52	2139	2:35	1.53	-0.07
Nov-01	452:45	177	2:33	2:26	4650:52	1712	2:43	-0.3	-1.10
Dec-01	332:53	123	2:42	2:49	9122:46	1350	6:45	-0.4	-1.24
Jan-02	372:24	123	3:02	3:53	4100:56	1546	2:39	0.3	-0.82
Feb-02	302:40	114	2:39	2:57	3175:42	1368	2:19	0.52	-0.68
Mar-02	414:30	147	2:49	2:42	3054:34	1372	2:14	1.39	-0.15
Apr-02	434:38	177	2:27	2:31	3037:42	1457	2:05	1.32	-0.2



Repair Repeat Report Rate (Percent) (MR-7D)-- Interval Zone One

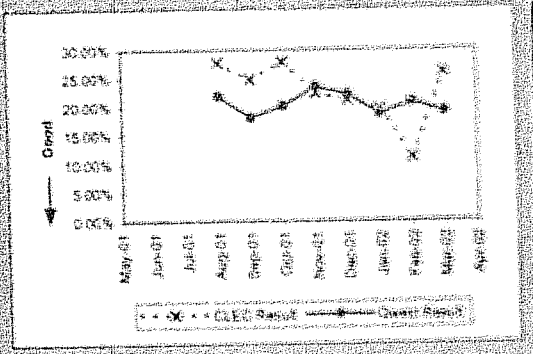
Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Score
May-01	88	312	28.21%	45.00%	461	2200	20.95%	2.83	0.72
Jun-01	69	249	27.71%	44.76%	448	2224	20.14%	2.71	0.65
Jul-01	58	241	24.07%	42.75%	471	2226	21.16%	1.04	-0.37
Aug-01	48	200	24.00%	42.71%	558	2537	21.99%	0.66	-0.6
Sep-01	30	135	22.22%	41.57%	362	1852	19.55%	0.76	-0.54
Oct-01	54	188	28.72%	45.25%	451	2140	21.07%	2.37	0.44
Nov-01	40	177	22.60%	41.82%	389	1714	22.70%	-0.03	-1.02
Dec-01	26	123	21.14%	40.83%	310	1350	22.96%	-0.46	-1.28
Jan-02	22	123	17.89%	38.32%	274	1546	17.72%	0.05	-0.96
Feb-02	15	114	14.04%	34.74%	268	1368	19.59%	-1.44	-1.87
Mar-02	34	147	23.13%	42.17%	249	1373	18.14%	1.45	-0.12
Apr-02	33	177	18.64%	38.95%	292	1458	20.03%	-0.43	-1.26



Checklist #4 - Unbundled Loop - ISDN Capable Repair

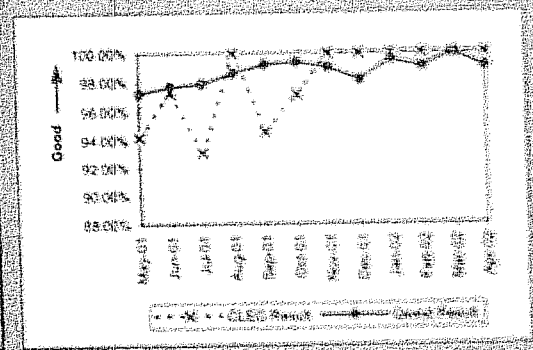
Repair Repeat Report Rate (Percent) (MR-7D*)-- Interval Zone One

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Score
May-01									
Jun-01									
Jul-01									
Aug-01	43	155	27.74%	44.77%	270	1231	21.93%	1.6	-0.62
Sep-01	28	113	24.78%	43.17%	166	919	18.06%	1.68	0.62
Oct-01	42	150	28.00%	44.90%	220	1090	20.18%	2.14	0.3
Nov-01	31	138	22.46%	41.73%	212	904	23.45%	-0.26	-1.16
Dec-01	21	99	21.21%	40.86%	153	690	22.17%	-0.22	-1.13
Jan-02	21	107	19.63%	39.72%	154	824	18.69%	0.25	-0.85
Feb-02	10	90	11.11%	31.43%	147	707	20.79%	-2.13	-2.3
Mar-02	30	115	26.09%	43.91%	131	686	19.10%	1.69	0.03
Apr-02									



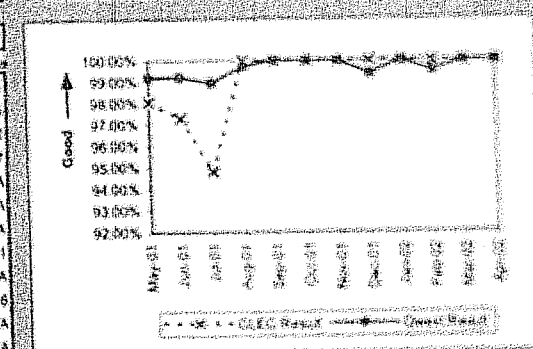
Out of Service Cleared within 24 hours (Percent) (MR-3E)-- Interval Zone Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Score
May-01	49	52	94.23%	23.32%	246	253	97.23%	1.05	-0.56
Jun-01	36	37	97.30%	16.22%	256	262	97.71%	0.18	-0.69
Jul-01	54	58	93.10%	25.34%	279	285	97.89%	1.75	0.07
Aug-01	30	30	100.00%	0.00%	355	360	98.61%	-0.62	-1.38
Sep-01	35	37	94.59%	22.61%	255	257	99.22%	1.77	0.08
Oct-01	34	35	97.14%	16.66%	311	313	99.36%	1.05	-0.36
Nov-01	27	27	100.00%	0.00%	199	201	99.01%	-0.49	-1.3
Dec-01	21	21	100.00%	0.00%	158	161	98.14%	-0.59	-1.36
Jan-02	23	23	100.00%	0.00%	203	204	99.51%	-0.32	-1.19
Feb-02	15	15	100.00%	0.00%	207	209	99.04%	-0.37	-1.22
Mar-02	18	18	100.00%	0.00%	198	198	100.00%	N/A	N/A
Apr-02	29	29	100.00%	0.00%	203	205	99.02%	-0.5	-1.5



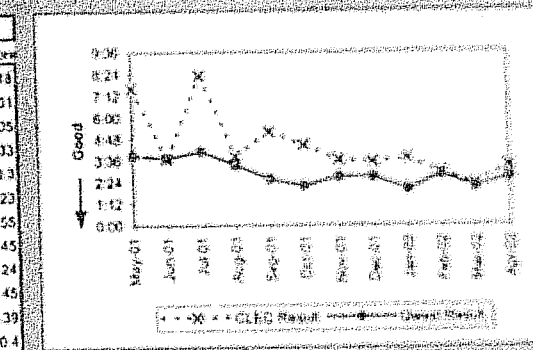
All Troubles Cleared within 48 hours (Percent) (MR-4E)-- Interval Zone Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Score
May-01	51	52	98.08%	13.73%	252	254	99.21%	0.64	-0.61
Jun-01	36	37	97.30%	16.22%	261	263	99.24%	0.9	-0.45
Jul-01	55	58	94.83%	22.15%	288	291	98.97%	1.84	0.12
Aug-01	30	30	100.00%	0.00%	359	360	99.72%	-0.28	-1.17
Sep-01	37	37	100.00%	0.00%	259	259	100.00%	N/A	N/A
Oct-01	36	36	100.00%	0.00%	313	313	100.00%	N/A	N/A
Nov-01	27	27	100.00%	0.00%	202	202	100.00%	N/A	N/A
Dec-01	21	21	100.00%	0.00%	161	162	99.38%	-0.34	-1.21
Jan-02	23	23	100.00%	0.00%	207	207	100.00%	N/A	N/A
Feb-02	15	15	100.00%	0.00%	209	210	99.52%	-0.26	-1.16
Mar-02	18	18	100.00%	0.00%	198	198	100.00%	N/A	N/A
Apr-02	29	29	100.00%	0.00%	206	206	100.00%	N/A	N/A



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

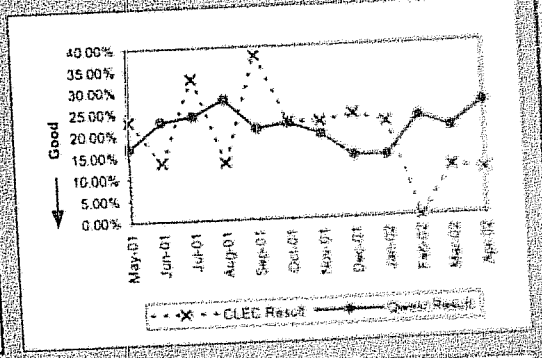
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Score
May-01	396:32	52	7:38	14:52	991:11	254	3:54	1.35	-0.18
Jun-01	137:35	37	3:43	8:35	982:24	263	3:44	-0.01	-1.01
Jul-01	482:26	58	8:19	19:33	1197:06	291	4:07	1.73	0.05
Aug-01	116:14	30	3:52	4:46	1207:58	360	3:21	1.1	-0.33
Sep-01	191:39	37	5:11	7:24	663:52	259	2:34	2.14	0.3
Oct-01	160:56	36	4:28	6:26	683:07	313	2:11	1.26	-0.23
Nov-01	98:25	27	3:39	3:50	544:07	202	2:42	0.75	-0.55
Dec-01	73:58	21	3:31	3:04	435:39	162	2:41	0.9	-0.45
Jan-02	86:01	23	3:44	3:36	413:49	207	2:00	1.24	-0.24
Feb-02	43:23	15	2:54	2:17	589:09	210	2:48	0.91	-0.45
Mar-02	41:02	18	2:17	1:41	417:39	198	2:07	1.01	-0.39
Apr-02	94:49	29	3:16	2:23	541:33	206	2:38	0.98	-0.4



Checklist #4 - Unbundled Loop - ISDN Capable Repair

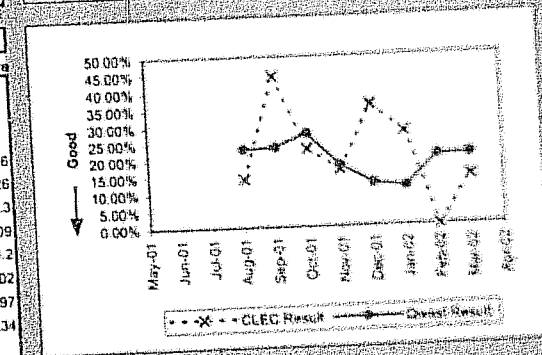
Repair Repeat Report Rate (Percent) (MR-7E)-- Interval Zone Two

Date	CLEC Num	CLEC Dens	CLEC Resu	Std Dev	Qwest Num	Qwest Dens	Qwest Resu	Mod Z Scr	Parity Score
May-01	12	52	23.08%	42.13%	43	254	16.93%	1.04	-0.37
Jun-01	5	37	13.51%	34.19%	60	263	22.81%	-1.26	-1.77
Jul-01	19	58	32.76%	46.93%	70	291	24.06%	1.36	-0.17
Aug-01	4	30	13.33%	33.99%	100	360	27.78%	-1.7	-2.03
Sep-01	14	37	37.84%	48.50%	54	259	20.85%	2.17	0.32
Oct-01	8	36	22.22%	41.57%	69	313	22.04%	0.04	-0.97
Nov-01	6	27	22.22%	41.57%	39	202	19.31%	0.37	-0.77
Dec-01	5	21	23.81%	42.59%	23	162	14.20%	1.11	-0.33
Jan-02	5	23	21.74%	41.25%	29	207	14.01%	0.96	-0.42
Feb-02	0	15	0.00%	0.00%	48	210	22.86%	-2.04	-2.24
Mar-02	2	18	11.11%	31.43%	40	198	20.20%	-0.92	-1.56
Apr-02	3	29	10.34%	30.45%	53	206	25.73%	-1.77	-2.08



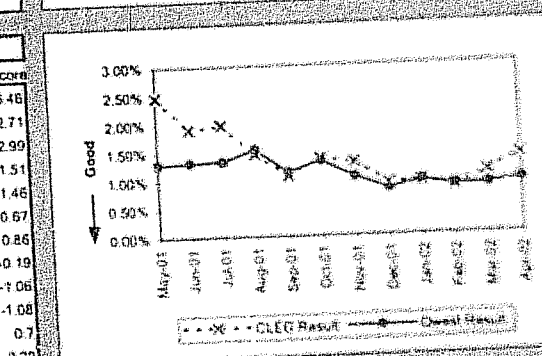
Repair Repeat Report Rate (Percent) (MR-7E*)-- Interval Zone Two

Date	CLEC Num	CLEC Dens	CLEC Resu	Std Dev	Qwest Num	Qwest Dens	Qwest Resu	Mod Z Scr	Parity Score
May-01									
Jun-01									
Jul-01									
Aug-01	3	21	14.29%	34.99%	43	185	23.24%	-0.92	-1.56
Sep-01	12	27	44.44%	49.69%	26	110	23.64%	2.08	0.26
Oct-01	6	26	23.08%	42.13%	44	159	27.67%	-0.49	-1.3
Nov-01	4	24	16.67%	37.27%	16	89	17.98%	-0.15	-1.09
Dec-01	5	14	35.71%	47.92%	10	80	12.50%	1.97	0.2
Jan-02	5	18	27.78%	44.79%	10	88	11.36%	1.68	0.02
Feb-02	0	11	0.00%	0.00%	20	97	20.62%	-1.6	-1.97
Mar-02	2	14	14.29%	34.99%	23	111	20.72%	-0.56	-1.34
Apr-02									



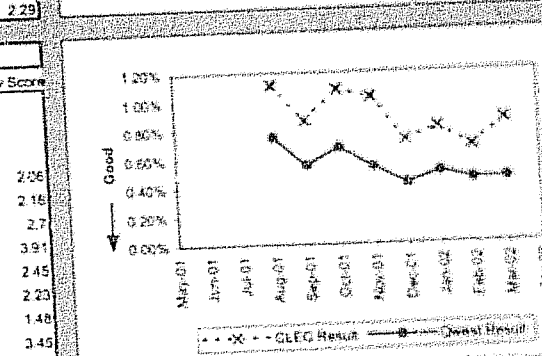
Trouble Rate (Percent) (MR-8)-- Interval Zone One and Two

Date	CLEC Num	CLEC Dens	CLEC Resu	Std Dev	Qwest Num	Qwest Dens	Qwest Resu	Mod Z Scr	Parity Score
May-01	364	14698	2.48%	15.54%	2454	190136	1.29%	12.27	6.46
Jun-01	286	14984	1.91%	13.68%	2487	188686	1.32%	6.1	2.71
Jul-01	299	15122	1.98%	13.92%	2517	187909	1.34%	6.56	2.99
Aug-01	230	15745	1.46%	12.00%	2897	187280	1.55%	-0.84	-1.51
Sep-01	172	16122	1.07%	10.27%	2111	186329	1.13%	-0.76	-1.46
Oct-01	224	16264	1.38%	11.65%	2453	185014	1.33%	0.55	-0.67
Nov-01	204	15732	1.30%	11.31%	1916	184334	1.04%	3.05	0.86
Dec-01	144	15563	0.93%	9.57%	1512	183312	0.82%	1.33	-0.19
Jan-02	146	15344	0.95%	9.71%	1753	182572	0.96%	-0.11	-1.06
Feb-02	129	14942	0.86%	9.25%	1578	180684	0.87%	-0.13	-1.08
Mar-02	165	15006	1.10%	10.43%	1571	178951	0.88%	2.8	0.7
Apr-02	206	14889	1.38%	11.68%	1664	177337	0.94%	5.41	2.29



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

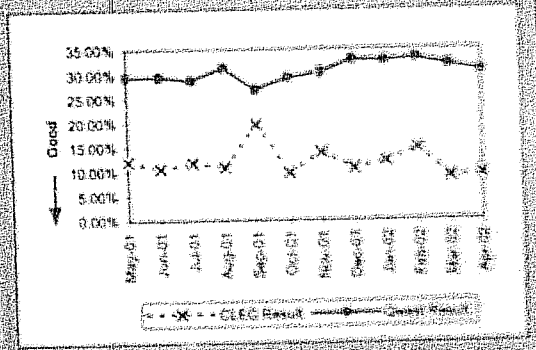
Date	CLEC Num	CLEC Dens	CLEC Resu	Std Dev	Qwest Num	Qwest Dens	Qwest Resu	Mod Z Scr	Parity Score
May-01									
Jun-01									
Jul-01									
Aug-01	176	15745	1.12%	10.51%	1416	187280	0.76%	5.03	2.26
Sep-01	140	16122	0.87%	9.28%	1029	186329	0.55%	5.2	2.16
Oct-01	176	16264	1.08%	10.35%	1249	185014	0.68%	6.08	2.7
Nov-01	162	15732	1.03%	10.10%	993	184334	0.54%	6.08	3.91
Dec-01	113	15563	0.73%	8.49%	770	183312	0.42%	5.67	2.45
Jan-02	125	15344	0.81%	8.99%	912	182572	0.50%	5.32	2.23
Feb-02	101	14942	0.68%	8.19%	804	180684	0.45%	4.08	1.48
Mar-02	129	15006	0.86%	9.23%	797	178951	0.45%	7.32	3.45
Apr-02									



Checklist #4 - Unbundled Loop - ISDN Capable Repair

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

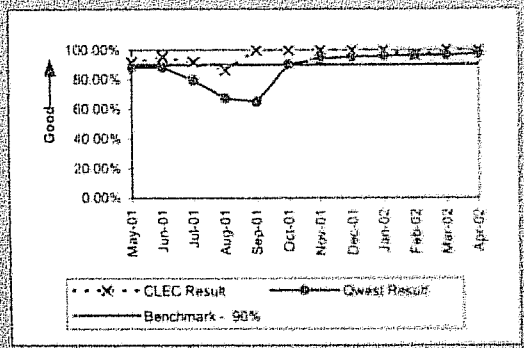
Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Score
May-01	50	414	12.08%	32.59%	1025	3479	29.46%	-7.34	-5.46
Jun-01	34	320	10.63%	30.82%	1043	3530	29.55%	-7.1	-5.32
Jul-01	40	339	11.80%	32.26%	1018	3535	28.80%	-6.6	-5.01
Aug-01	28	258	10.85%	31.10%	1318	4215	31.27%	-6.87	-5.17
Sep-01	42	214	19.63%	39.72%	775	2886	26.85%	-2.3	-2.4
Oct-01	24	248	9.68%	29.57%	1015	3468	29.27%	-6.55	-4.98
Nov-01	33	237	13.92%	34.62%	832	2748	30.28%	-5.26	-4.2
Dec-01	17	161	10.56%	30.73%	739	2251	32.83%	-5.81	-4.53
Jan-02	20	166	12.05%	32.55%	850	2603	32.65%	-5.49	-4.34
Feb-02	22	151	14.57%	35.28%	783	2361	33.16%	-4.71	-3.86
Mar-02	16	181	8.84%	28.39%	732	2303	31.78%	-6.38	-4.88
Apr-02	21	227	9.25%	28.97%	727	2391	30.41%	-6.62	-5.03



Checklist #4 - Unbundled Loop - ADSL Qualified Installation

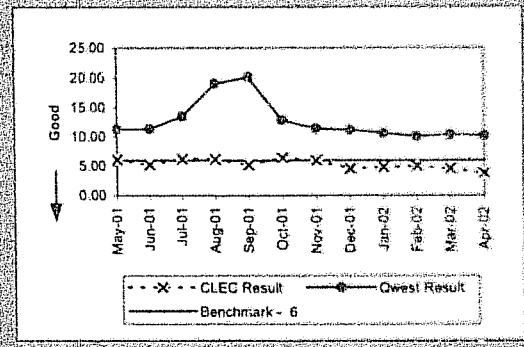
Installation Commitments Met (Percent) (OP-3D)– Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
May-01	89	97	91.75%	27.51%	8507	9643	88.22%	-1.07	-1.65
Jun-01	105	110	95.45%	20.83%	7464	8452	88.31%	-2.32	-2.41
Jul-01	75	86	91.86%	27.34%	4399	5545	79.33%	-2.85	-2.73
Aug-01	70	68	86.36%	34.32%	5838	8666	67.37%	-3.78	-3.3
Sep-01	23	23	100.00%	0.00%	6668	10246	65.08%	-3.51	-3.13
Oct-01	15	15	100.00%	0.00%	8634	9550	90.41%	-1.38	-1.84
Nov-01	6	6	100.00%	0.00%	7844	8339	94.06%	-0.62	-1.37
Dec-01	55	55	100.00%	0.00%	7962	8334	95.54%	-1.6	-1.97
Jan-02	37	37	100.00%	0.00%	7199	7505	95.92%	-1.25	-1.76
Feb-02	26	27	96.30%	18.89%	6501	6752	96.28%	0	-1
Mar-02	55	55	100.00%	0.00%	6287	6528	96.31%	-1.45	-1.88
Apr-02	128	128	100.00%	0.00%	6315	6479	97.47%	-1.81	-2.1



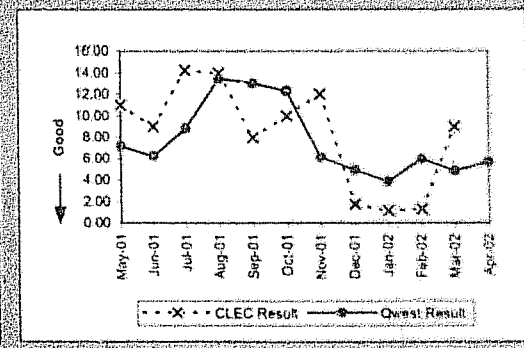
Installation Interval (Average Days) (OP-4D)– Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
May-01	398	65	6.12	4.48	108050	9570	11.29	-6.49	-4.94
Jun-01	266	50	5.28	2.79	95586	8428	11.34	-7.63	-5.64
Jul-01	194	31	6.26	4.89	79631	5872	13.56	-4.96	-4.01
Aug-01	248	40	6.20	3.76	168952	8850	19.09	-6.01	-4.65
Sep-01	63	12	5.25	2.60	210922	10477	20.13	-3.46	-3.1
Oct-01	45	7	6.43	6.53	125246	9718	12.89	-1.83	-2.11
Nov-01	18	3	6.00	1.00	95740	8378	11.43	-1.51	-1.92
Dec-01	87	19	4.58	1.26	93474	8371	11.17	-5.21	-4.17
Jan-02	136	28	4.86	1.33	80625	7577	10.64	-4.08	-3.48
Feb-02	121	24	5.04	2.33	68387	6796	10.06	-4.81	-3.93
Mar-02	221	48	4.60	0.76	67971	6562	10.35	-8.08	-5.92
Apr-02	417	109	3.83	1.18	66622	6516	10.22	-18.79	-12.42



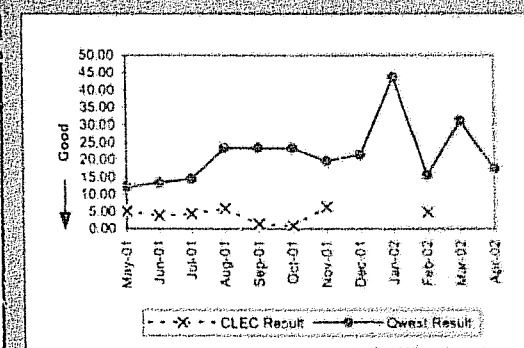
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-4)– Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
May-01	44	4	11.00	6.38	6617	926	7.15	2.01	0.22
Jun-01	18	2	9.00	1.41	5158	830	6.21	2.33	0.41
Jul-01	57	4	14.25	4.19	7062	801	8.82	2.46	0.49
Aug-01	84	6	14.00	12.81	13155	978	13.45	1.88	0.14
Sep-01	24	3	8.00	2.65	17324	1332	13.01	-0.62	-1.38
Oct-01	10	1	10.00		7140	581	12.29	-0.17	-1.1
Nov-01	36	3	12.00	9.00	2340	383	6.11	2.01	0.22
Dec-01	9	5	1.80	1.92	1493	302	4.94	-0.67	-1.41
Jan-02	6	5	1.20	1.64	1193	307	3.89	-0.78	-1.48
Feb-02	4	3	1.33	1.15	1593	267	5.97	-0.56	-1.34
Mar-02	18	2	9.00	12.73	1223	251	4.87	2.23	0.35
Apr-02					946	167	5.66		



Delayed Days for Facility Reasons (Average Days) (OP-6B-4)– Interval Zone One

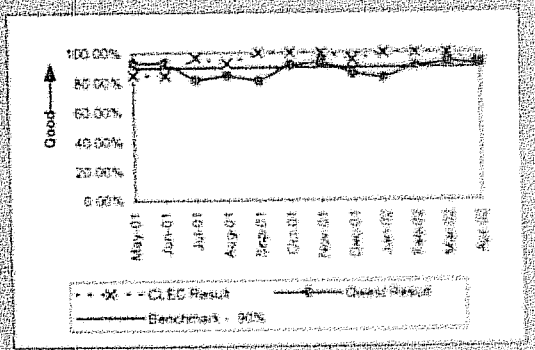
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
May-01	21	4	5.25	2.22	2562	210	12.20	-1.63	-1.99
Jun-01	12	3	4.00	3.61	2121	158	13.42	-1.47	-1.69
Jul-01	18	4	4.50	2.38	7082	483	14.66	-2.62	-2.59
Aug-01	42	7	6.00	3.74	46025	1956	23.53	-4.21	-3.56
Sep-01	3	2	1.50	0.71	57457	2446	23.49	-2.32	-2.41
Oct-01	1	1	1.00		11644	497	23.43	-1.25	-1.76
Nov-01	13	2	6.50	0.71	2979	151	19.73	-0.89	-1.54
Dec-01		1			2304	107	21.53		
Jan-02					3108	71	43.77		
Feb-02	10	2	5.00	0.00	472	30	15.73	-0.66	-1.4
Mar-02					780	25	31.20		
Apr-02					594	34	17.47		



Checklist #4 - Unbundled Loop - ADSL Qualified Installation

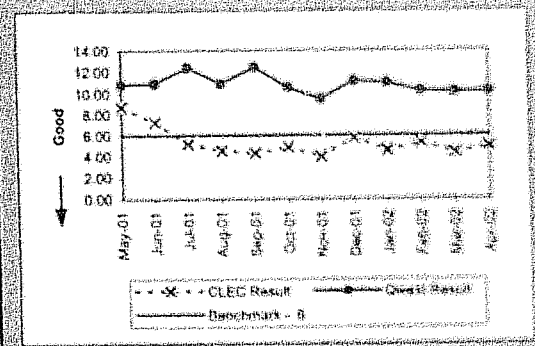
Installation Commitments Met (Percent) (OP-3E)-- Interval Zone Two

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Score
May-01	47	55	85.45%	35.26%	1909	2048	93.21%	2.01	0.22
Jun-01	34	40	85.00%	35.71%	1455	1559	93.33%	1.85	0.12
Jul-01	31	32	96.88%	17.40%	147	180	81.67%	-2.05	-2.25
Aug-01	52	56	92.86%	25.75%	172	203	84.73%	-1.5	-1.91
Sep-01	27	27	100.00%	0.00%	102	126	80.95%	-2.29	-2.39
Oct-01	26	26	100.00%	0.00%	118	129	91.47%	-1.42	-1.86
Nov-01	16	16	100.00%	0.00%	105	112	93.75%	-0.97	-1.59
Dec-01	43	45	95.56%	20.61%	111	129	86.05%	-1.59	-1.96
Jan-02	44	44	100.00%	0.00%	108	130	83.08%	-2.59	-2.57
Feb-02	31	31	100.00%	0.00%	160	176	90.91%	-1.62	-1.99
Mar-02	64	64	100.00%	0.00%	149	159	93.71%	-1.75	-2.06
Apr-02	43	46	93.48%	24.69%	157	170	92.35%	-0.25	-1.15



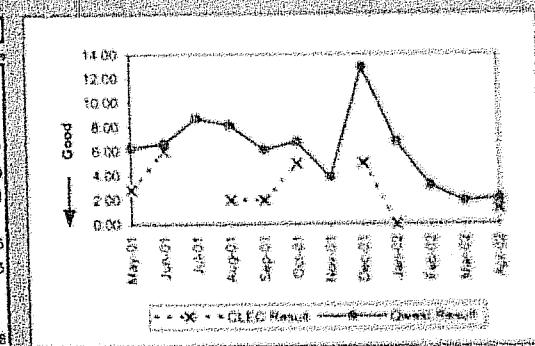
Installation Interval (Average Days) (OP-4E)-- Interval Zone Two

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Score
May-01	149	17	8.76	13.25	22097	2037	10.85	-2.47	-2.5
Jun-01	131	18	7.28	3.77	16974	1553	10.93	-3.11	-2.89
Jul-01	88	17	5.18	2.72	2318	187	12.40	-2.47	-2.5
Aug-01	150	33	4.55	1.66	2281	209	10.91	-4.86	-3.95
Sep-01	78	18	4.33	1.24	1619	130	12.45	-3.28	-3
Oct-01	68	14	4.86	1.51	1394	132	10.56	-2.99	-2.82
Nov-01	36	9	4.00	1.41	1069	113	9.46	-3.74	-3.27
Dec-01	156	27	5.78	2.39	1471	132	11.14	-1.91	-2.16
Jan-02	164	36	4.56	0.77	1470	134	10.97	-5.82	-4.54
Feb-02	117	22	5.32	1.94	1861	182	10.23	-4.71	-3.86
Mar-02	201	46	4.37	1.02	1615	160	10.09	-7.16	-5.35
Apr-02	183	37	4.95	1.33	1770	174	10.17	-8.63	-6.25



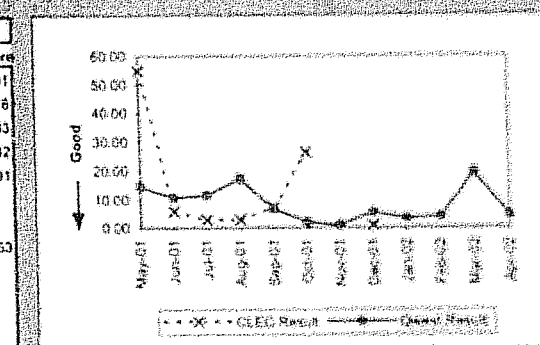
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5)-- Interval Zone Two

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Score
May-01	20	7	2.86	3.29	764	122	6.26	-1.23	-1.75
Jun-01	6	1	6.00		644	97	6.64	-0.05	-1.03
Jul-01					218	25	8.72		
Aug-01	6	3	2.00	0.00	252	31	8.13	-1.43	-1.87
Sep-01	2	1	2.00		135	22	6.14	-0.48	-1.29
Oct-01	20	4	5.00	8.00	81	12	6.75	-0.18	-1.11
Nov-01					27	7	3.86		
Dec-01	5	1	5.00		245	19	12.89	-0.25	-1.15
Jan-02	0	1	0.00		156	23	6.78	-0.74	-1.45
Feb-02					60	19	3.16		
Mar-02					17	9	1.89		
Apr-02	5	4	1.25	1.26	25	12	2.08	-0.46	-1.28



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

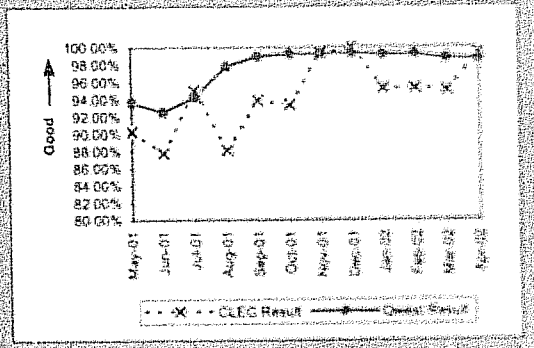
Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Score
May-01	55	1	55.00		250	17	14.71	1.66	0.01
Jun-01	30	5	6.00	4.53	76	7	10.86	-0.99	-1.6
Jul-01	3	1	3.00		176	15	11.73	-1.36	-1.83
Aug-01	6	2	3.00	1.41	87	5	17.40	-2.17	-2.32
Sep-01	15	2	7.50	2.12	41	6	6.83	0.15	-0.91
Oct-01	79	3	26.33	38.80	4	2	2.00		
Nov-01					1	1	1.00		
Dec-01	1	1	1.00		11	2	5.50	-1.04	-1.63
Jan-02					10	3	3.33		
Feb-02					12	3	4.00		
Mar-02					39	2	19.50		
Apr-02					23	5	4.60		



Checklist #4 - Unbundled Loop - ADSL Qualified Installation

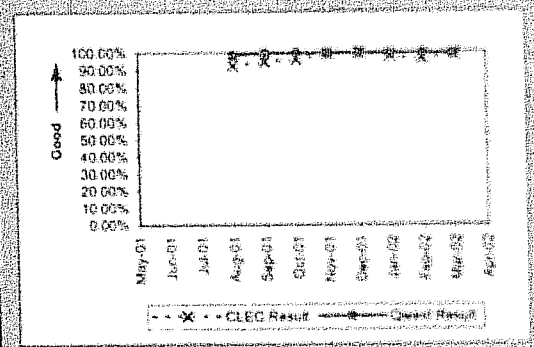
New Service Installation Quality (Percent) (OP-5)-- Interval Zone One and Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
May-01	149	165	90.30%	29.59%	16895	18040	93.65%	1.67	0.02
Jun-01	144	164	87.80%	32.72%	11945	12905	92.56%	2.15	0.31
Jul-01	134	141	95.04%	21.72%	8833	9372	94.25%	-0.4	-1.24
Aug-01	119	135	88.15%	32.32%	7397	7562	97.82%	5.35	2.35
Sep-01	123	131	93.89%	23.95%	9731	9834	98.95%	3.9	1.37
Oct-01	141	151	93.38%	24.87%	10146	10229	99.19%	4.94	2.01
Nov-01	145	146	99.32%	8.25%	9099	9171	99.21%	-0.14	-1.08
Dec-01	108	108	100.00%	0.00%	8436	8497	99.28%	-0.88	-1.53
Jan-02	100	105	95.24%	21.30%	8034	8107	99.10%	2.96	0.8
Feb-02	81	85	95.29%	21.18%	7284	7346	99.16%	2.72	0.65
Mar-02	96	101	95.05%	21.69%	6763	6852	98.70%	2.5	0.52
Apr-02	157	158	99.37%	7.93%	6614	6707	98.61%	-0.8	-1.49



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

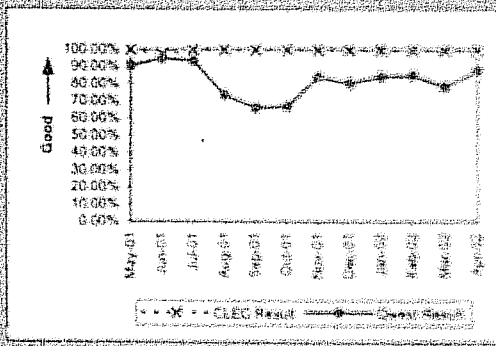
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
May-01									
Jun-01									
Jul-01									
Aug-01	125	135	92.59%	26.19%	7429	7562	98.24%	3.72	1.26
Sep-01	124	131	94.66%	22.49%	9757	9834	99.22%	3.89	1.36
Oct-01	145	151	96.03%	19.53%	10170	10229	99.42%	3.6	1.19
Nov-01	145	146	99.32%	8.25%	9109	9171	99.32%	0.11	-0.93
Dec-01	108	108	100.00%	0.00%	8451	8497	99.46%	-0.76	-1.46
Jan-02	103	105	98.10%	13.67%	8048	8107	99.27%	1.23	-0.25
Feb-02	82	85	96.47%	18.45%	7293	7346	99.28%	2.22	0.35
Mar-02	100	101	99.01%	9.90%	6782	6852	98.98%	-0.03	-1.02
Apr-02									



Checklist #4 - Unbundled Loop - ADSL Qualified Repair

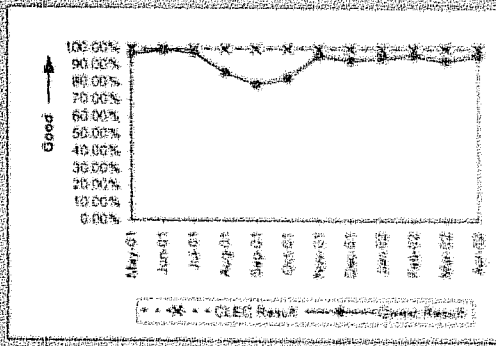
Out of Service Cleared within 24 hours (Percent) (MR-3D)-- Interval Zone One

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Score
May-01	23	23	100.00%	0.00%	4378	4824	90.75%	-1.53	-1.93
Jun-01	39	40	97.50%	15.61%	3840	4044	94.96%	-0.73	-1.44
Jul-01	30	30	100.00%	0.00%	3349	3572	93.76%	-1.41	-1.86
Aug-01	31	31	100.00%	0.00%	3690	5007	73.70%	-3.32	-3.02
Sep-01	20	20	100.00%	0.00%	2112	3195	66.10%	-3.19	-2.94
Oct-01	25	25	100.00%	0.00%	2097	3129	67.02%	-3.49	-3.12
Nov-01	13	13	100.00%	0.00%	1797	2138	84.05%	-1.57	-1.95
Dec-01	14	14	100.00%	0.00%	1692	2101	80.53%	-1.83	-2.11
Jan-02	18	18	100.00%	0.00%	2033	2409	84.39%	-1.82	-2.11
Feb-02	12	12	100.00%	0.00%	1278	1503	85.03%	-1.45	-1.88
Mar-02	14	14	100.00%	0.00%	1567	1994	78.59%	-1.95	-2.18
Apr-02	10	10	100.00%	0.00%	1773	2019	87.82%	-1.18	-1.71



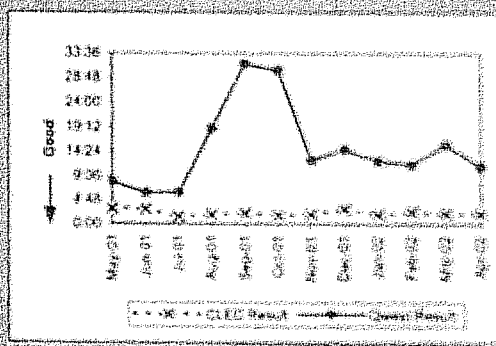
All Troubles Cleared within 48 hours (Percent) (MR-4D)-- Interval Zone One

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Score
May-01	23	23	100.00%	0.00%	4682	4824	97.06%	-0.83	-1.51
Jun-01	40	40	100.00%	0.00%	4001	4044	98.94%	-0.65	-1.4
Jul-01	32	32	100.00%	0.00%	3489	3572	97.68%	-0.87	-1.53
Aug-01	31	31	100.00%	0.00%	4309	5007	86.06%	-2.23	-2.36
Sep-01	20	20	100.00%	0.00%	2537	3205	79.16%	-2.29	-2.39
Oct-01	25	25	100.00%	0.00%	2627	3180	82.61%	-2.29	-2.39
Nov-01	13	13	100.00%	0.00%	2074	2167	95.71%	-0.76	-1.46
Dec-01	14	14	100.00%	0.00%	1979	2128	93.00%	-1.02	-1.62
Jan-02	18	18	100.00%	0.00%	2295	2435	94.25%	-1.04	-1.63
Feb-02	12	12	100.00%	0.00%	1454	1516	95.91%	-0.71	-1.43
Mar-02	14	14	100.00%	0.00%	1859	2005	92.72%	-1.04	-1.64
Apr-02	10	10	100.00%	0.00%	1938	2023	95.80%	-0.66	-1.4



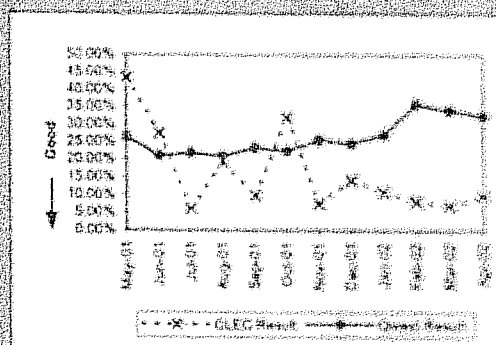
Mean Time to Restore (Hours:Minutes) (MR-6D)-- Interval Zone One

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Score
May-01	71:37	23	3:07	4:18	40695:10	4824	8:26	-1.43	-1.87
Jun-01	122:20	40	3:04	4:18	25534:59	4044	6:19	-1.69	-2.03
Jul-01	50:01	32	1:34	1:19	22866:01	3572	6:24	-1.84	-2.12
Aug-01	61:15	31	1:59	1:52	95574:34	5007	19:05	-2.84	-2.71
Sep-01	45:31	20	2:17	1:41	101056:09	3205	31:32	-2.43	-2.48
Oct-01	46:14	25	1:51	1:35	96178:58	3180	30:15	-2.74	-2.67
Nov-01	25:57	13	2:00	1:48	27832:37	2167	12:51	-2.05	-2.24
Dec-01	44:29	14	3:11	2:11	31761:54	2128	14:56	-1.84	-2.12
Jan-02	36:37	18	2:02	2:10	30856:09	2435	12:40	-1.96	-2.19
Feb-02	31:18	12	2:36	2:49	16272:38	1516	12:03	-1.82	-2.11
Mar-02	38:09	14	2:09	2:09	31930:57	2005	15:56	-2.05	-2.24
Apr-02	22:00	10	2:12	2:10	23525:46	2023	11:38	-1.46	-1.99



Repair Repeat Report Rate (Percent) (MR-7D)-- Interval Zone One

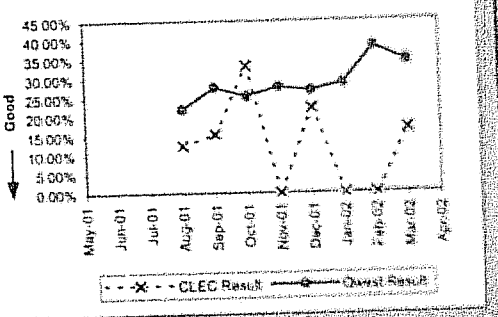
Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Score
May-01	10	23	43.48%	49.57%	1276	4824	26.45%	1.76	0.97
Jun-01	11	40	27.50%	44.65%	855	4044	21.14%	0.97	-0.41
Jul-01	2	32	6.25%	24.21%	783	3572	21.92%	-2.13	-2.3
Aug-01	6	31	19.35%	39.51%	1052	5007	21.01%	-0.23	-1.14
Sep-01	2	20	10.00%	30.00%	750	3205	23.40%	-1.41	-1.86
Oct-01	8	25	32.00%	46.65%	715	3180	22.48%	1.11	-0.33
Nov-01	1	13	7.69%	26.65%	556	2167	25.66%	-1.48	-1.9
Dec-01	2	14	14.29%	34.99%	525	2128	24.67%	-0.9	-1.55
Jan-02	2	18	11.11%	31.43%	663	2435	27.23%	-1.53	-1.93
Feb-02	1	12	8.33%	27.64%	543	1516	35.82%	-1.98	-2.2
Mar-02	1	14	7.14%	25.75%	684	2005	34.11%	-2.12	-2.29
Apr-02	1	10	10.00%	30.00%	656	2023	32.43%	-1.51	-1.92



Checklist #4 - Unbundled Loop - ADSL Qualified Repair

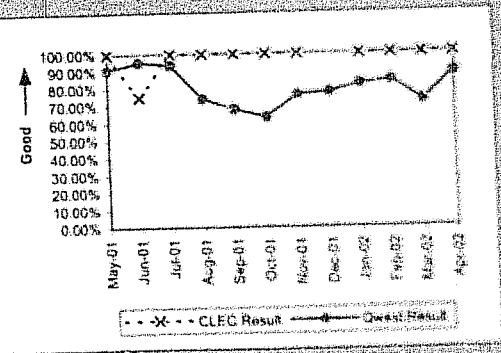
Repair Repeat Report Rate (Percent) (MR-7D*)-- Interval Zone One

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Score
May-01									
Jun-01									
Jul-01									
Aug-01	2	16	12.50%	33.07%	820	3718	22.05%	-0.92	-1.56
Sep-01	2	13	15.38%	36.08%	519	1871	27.74%	-0.99	-1.6
Oct-01	4	12	33.33%	47.14%	471	1856	25.38%	0.63	-0.62
Nov-01	0	4	0.00%	0.00%	403	1450	27.79%	-1.24	-1.75
Dec-01	2	9	22.22%	41.57%	366	1366	26.79%	-0.31	-1.19
Jan-02	0	7	0.00%	0.00%	457	1590	28.74%	-1.68	-2.02
Feb-02	0	6	0.00%	0.00%	413	1083	38.13%	-1.92	-2.17
Mar-02	1	6	16.67%	37.27%	488	1418	34.41%	-0.91	-1.56
Apr-02									



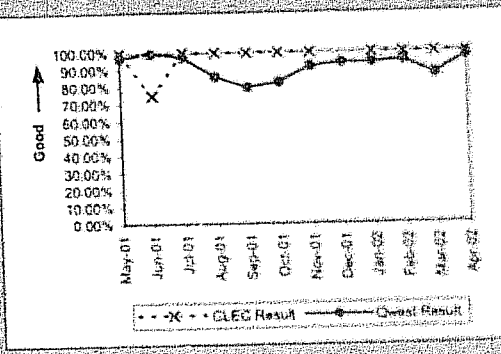
Out of Service Cleared within 24 hours (Percent) (MR-3E)-- Interval Zone Two

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Score
May-01	2	2	100.00%	0.00%	690	757	91.15%	-0.44	-1.27
Jun-01	3	4	75.00%	43.30%	653	685	95.33%	1.32	-0.2
Jul-01	2	2	100.00%	0.00%	617	658	93.77%	-0.36	-1.22
Aug-01	14	14	100.00%	0.00%	609	824	73.91%	-2.2	-2.34
Sep-01	5	5	100.00%	0.00%	298	440	67.73%	-1.53	-1.93
Oct-01	3	3	100.00%	0.00%	322	509	63.26%	-1.32	-1.8
Nov-01	4	4	100.00%	0.00%	277	364	76.10%	-1.11	-1.68
Dec-01					271	349	77.65%		
Jan-02	4	4	100.00%	0.00%	329	400	82.25%	-0.92	-1.56
Feb-02	6	6	100.00%	0.00%	224	266	84.21%	-1.05	-1.64
Mar-02	5	5	100.00%	0.00%	230	318	72.33%	-1.37	-1.83
Apr-02	4	4	100.00%	0.00%	241	272	88.60%	-0.71	-1.43



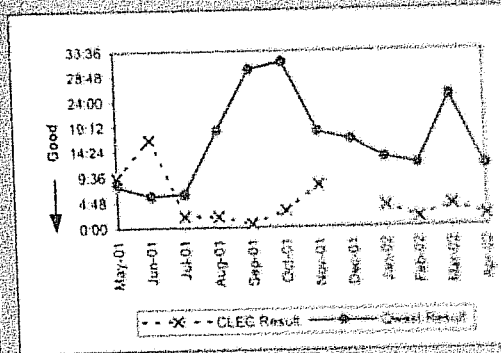
All Troubles Cleared within 40 hours (Percent) (MR-4E)-- Interval Zone Two

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Score
May-01	2	2	100.00%	0.00%	736	757	97.23%	-0.24	-1.15
Jun-01	3	4	75.00%	43.30%	681	685	99.42%	2.23	0.35
Jul-01	2	2	100.00%	0.00%	642	658	97.57%	-0.22	-1.14
Aug-01	14	14	100.00%	0.00%	709	824	86.04%	-1.49	-1.91
Sep-01	5	5	100.00%	0.00%	351	440	79.77%	-1.12	-1.68
Oct-01	3	3	100.00%	0.00%	424	513	82.65%	-0.79	-1.48
Nov-01	4	4	100.00%	0.00%	341	371	91.91%	-0.59	-1.36
Dec-01					331	352	94.03%		
Jan-02	4	4	100.00%	0.00%	377	402	93.78%	-0.51	-1.31
Feb-02	6	6	100.00%	0.00%	253	266	95.11%	-0.55	-1.33
Mar-02	5	5	100.00%	0.00%	278	319	87.15%	-0.85	-1.52
Apr-02	4	4	100.00%	0.00%	266	273	97.44%	-0.32	-1.2



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

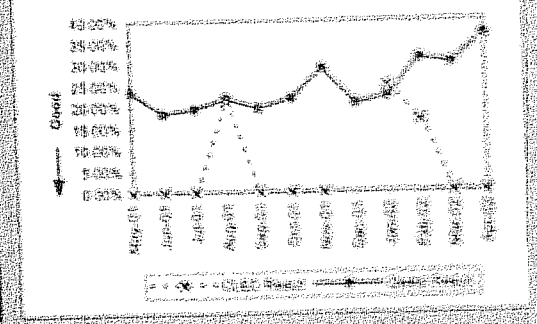
Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Score
May-01	19:00	2	9:30	11:58	5840:56	757	7:43	1.79	0.09
Jun-01	66:46	4	16:42	22:59	4070:00	685	5:56	2.2	0.34
Jul-01	4:15	2	2:08	0:11	4123:13	658	6:16	-0.46	-1.28
Aug-01	29:50	14	2:04	1:30	15226:27	824	18:29	-1.85	-2.12
Sep-01	3:40	5	0:44	0:32	13230:33	440	30:04	-1.3	-1.79
Oct-01	9:17	3	3:06	1:00	16161:33	513	31:30	-0.99	-1.6
Nov-01	31:29	4	7:52	9:55	6709:20	371	18:05	-0.59	-1.36
Dec-01					5820:23	352	16:32		
Jan-02	16:01	4	4:00	3:15	5278:36	402	13:08	-0.8	-1.48
Feb-02	10:30	6	1:45	1:06	3127:58	266	11:46	-1.39	-1.85
Mar-02	19:55	5	3:59	3:52	7933:22	319	24:52	-0.7	-1.42
Apr-02	7:55	4	1:59	0:56	3086:51	273	11:18	-1.24	-1.76



Checklist #4 - Unbundled Loop - ADSL Qualified Repair

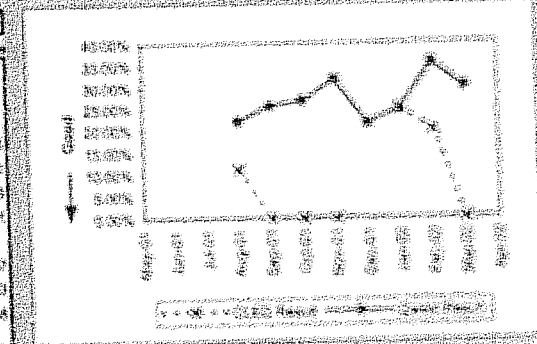
Repair Repeat Report Rate (Percent) (MR-7E)-- Interval Zone Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Score
May-01	0	2	0.00%	0.00%	178	757	23.51%	-0.78	-1.18
Jun-01	0	4	0.00%	0.00%	126	685	18.39%	-0.95	-1.58
Jul-01	0	2	0.00%	0.00%	128	658	19.45%	-0.69	-1.42
Aug-01	3	14	21.43%	41.03%	180	824	21.84%	-0.04	-1.03
Sep-01	0	5	0.00%	0.00%	86	440	19.55%	-1.1	-1.67
Oct-01	0	3	0.00%	0.00%	112	513	21.83%	-0.81	-1.53
Nov-01	0	4	0.00%	0.00%	107	371	28.84%	-3.27	-3.77
Dec-01					73	352	20.74%		
Jan-02	1	4	25.00%	43.30%	90	402	22.39%	0.16	-0.91
Feb-02	1	6	16.67%	37.27%	83	266	31.20%	-2.76	-3.44
Mar-02	0	5	0.00%	0.00%	96	319	30.09%	-3.46	-3.89
Apr-02	0	4	0.00%	0.00%	100	273	36.63%	-4.51	-4.92



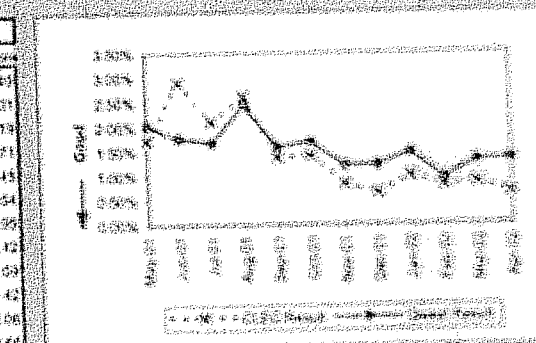
Repair Repeat Report Rate (Percent) (MR-7E*)-- Interval Zone Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Score
May-01									
Jun-01									
Jul-01									
Aug-01	1	9	11.11%	31.43%	125	566	22.08%	-0.79	-1.48
Sep-01	0	3	0.00%	0.00%	63	245	25.65%	-1.03	-1.81
Oct-01	0	3	0.00%	0.00%	81	302	26.82%	-1.04	-1.83
Nov-01	0	3	0.00%	0.00%	69	217	31.80%	-1.43	-1.71
Dec-01					51	237	21.52%		
Jan-02	1	4	25.00%	43.30%	61	247	24.70%	0.05	-0.93
Feb-02	1	5	20.00%	40.00%	65	183	35.52%	-2.72	-3.43
Mar-02	0	3	0.00%	0.00%	66	220	30.00%	-1.19	-1.68
Apr-02									



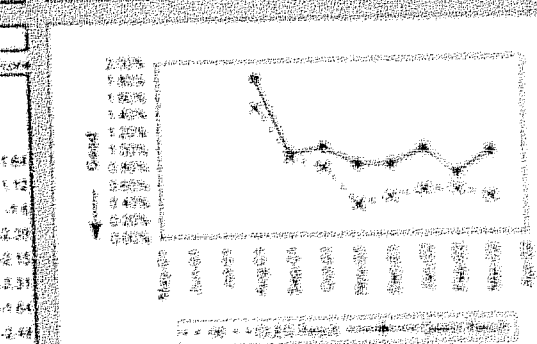
Trouble Rate (Percent) (MR-6)-- Interval Zone One and Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Score
May-01	25	1445	1.73%	13.04%	5581	274534	2.03%	-0.81	-1.64
Jun-01	44	1517	2.90%	16.78%	4729	266282	1.78%	3.31	1.01
Jul-01	34	1615	2.11%	14.36%	4230	252102	1.68%	1.53	-0.19
Aug-01	45	1714	2.63%	15.99%	5831	238364	2.45%	0.48	-0.71
Sep-01	25	1807	1.38%	11.68%	3645	227625	1.60%	-0.73	-1.45
Oct-01	28	1953	1.43%	11.89%	3693	217706	1.70%	-0.89	-1.54
Nov-01	17	2029	0.84%	9.12%	2538	208053	1.22%	-1.56	-1.95
Dec-01	14	2096	0.67%	8.15%	2480	200987	1.23%	-2.04	-2.42
Jan-02	22	2167	1.02%	10.02%	2837	191123	1.48%	-1.8	-2.09
Feb-02	18	2185	0.82%	9.04%	1782	183565	0.97%	-0.7	-1.43
Mar-02	19	2150	0.88%	9.36%	2324	177040	1.31%	-1.74	-2.06
Apr-02	14	2128	0.66%	8.08%	2296	170927	1.34%	-2.73	-2.65



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

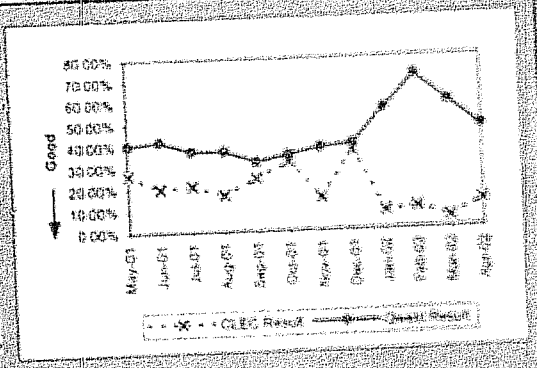
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Score
May-01									
Jun-01									
Jul-01									
Aug-01	25	1714	1.46%	11.99%	4284	238364	1.80%	-1.05	-1.64
Sep-01	16	1807	0.89%	9.37%	2117	227625	0.93%	-0.2	-1.12
Oct-01	15	1953	0.77%	8.73%	2158	217706	0.99%	-0.99	-1.6
Nov-01	7	2029	0.35%	5.86%	1667	208053	0.80%	-2.25	-2.39
Dec-01	9	2096	0.43%	6.54%	1603	200987	0.80%	-1.85	-2.15
Jan-02	11	2167	0.51%	7.11%	1837	191123	0.96%	-2.15	-2.31
Feb-02	11	2185	0.50%	7.08%	1266	183565	0.69%	-1.05	-1.64
Mar-02	9	2150	0.42%	6.46%	1638	177040	0.93%	-2.44	-2.44
Apr-02									



Checklist #4 - Unbundled Loop - ADSL Qualified Repair

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

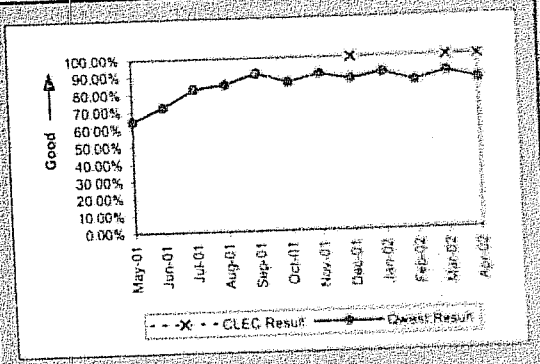
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Score
May-01	9	34	26.47%	44.12%	3787	9368	40.42%	-1.66	-2.01
Jun-01	11	55	20.00%	40.00%	3373	8102	41.63%	-3.24	-2.97
Jul-01	9	43	20.93%	40.68%	2498	6726	37.13%	-2.15	-2.33
Aug-01	9	54	16.67%	37.27%	3429	9260	37.03%	-3.09	-2.88
Sep-01	8	33	24.24%	42.86%	1706	5351	31.88%	-0.94	-1.57
Oct-01	13	41	31.71%	46.53%	1992	5685	35.04%	-0.45	-1.27
Nov-01	3	20	15.00%	35.71%	1569	4107	38.20%	-2.13	-2.3
Dec-01	8	22	36.36%	48.10%	1622	4102	39.54%	-0.3	-1.18
Jan-02	2	24	8.33%	27.64%	3596	6433	55.90%	-4.68	-3.85
Feb-02	2	20	10.00%	30.00%	4407	6189	71.21%	-6.04	-4.67
Mar-02	1	20	5.00%	21.79%	3335	5659	58.93%	-4.89	-3.98
Apr-02	2	16	12.50%	33.07%	2041	4337	47.06%	-2.76	-2.68



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

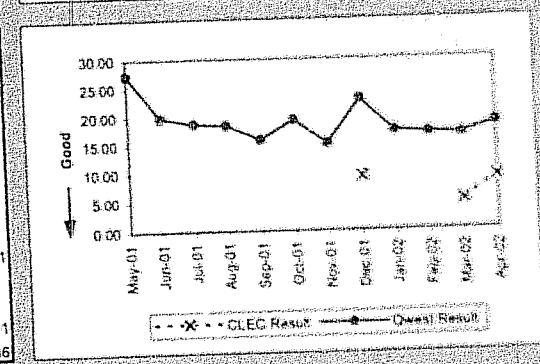
Installation Commitments Met (Percent) (OP-3D)-- Interval Zone One

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01					98	152	64.47%		
Jun-01					139	192	72.40%		
Jul-01					141	171	82.46%		
Aug-01					140	165	84.85%		
Sep-01					212	233	90.99%		
Oct-01					169	197	85.79%		
Nov-01					156	173	90.17%		
Dec-01	1	1	100.00%	0.00%	141	162	87.04%	-0.38	-1.23
Jan-02					220	243	90.54%		
Feb-02					118	138	85.51%		
Mar-02	1	1	100.00%	0.00%	273	302	90.40%	-0.33	-1.2
Apr-02	1	1	100.00%	0.00%	189	220	85.91%	-0.4	-1.25



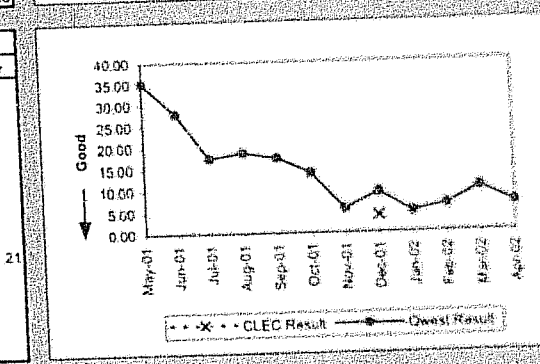
Installation Interval (Average Days) (OP-4D)-- Interval Zone One

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01					4135	151	27.38		
Jun-01					3745	189	19.81		
Jul-01					7591	406	18.70		
Aug-01					6486	351	18.48		
Sep-01					7901	498	15.87		
Oct-01					9329	483	19.31		
Nov-01					4724	313	15.09		
Dec-01	37	4	9.25	3.77	6202	271	22.89	-1.17	-1.71
Jan-02					7158	416	17.21		
Feb-02					4336	257	16.87		
Mar-02	5	1	5.00		7026	424	16.57	-0.67	-1.41
Apr-02	9	1	9.00		5947	375	18.53	-0.59	-1.36



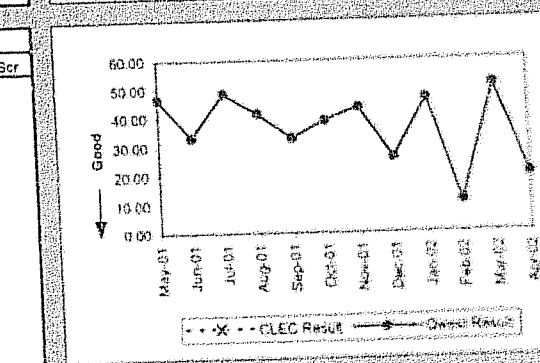
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-4)-- Interval Zone One

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01					1091	31	35.19		
Jun-01					1062	38	27.95		
Jul-01					1807	104	17.38		
Aug-01					1697	91	18.65		
Sep-01					1513	87	17.39		
Oct-01					1864	135	13.81		
Nov-01					892	161	5.54		
Dec-01	12	3	4.00	1.73	1273	137	9.29	-0.35	-1.21
Jan-02					1000	208	4.81		
Feb-02					910	142	6.41		
Mar-02					1643	161	10.20		
Apr-02					1231	184	6.69		



Delayed Days for Facility Reasons (Average Days) (OP-6B-4)-- Interval Zone One

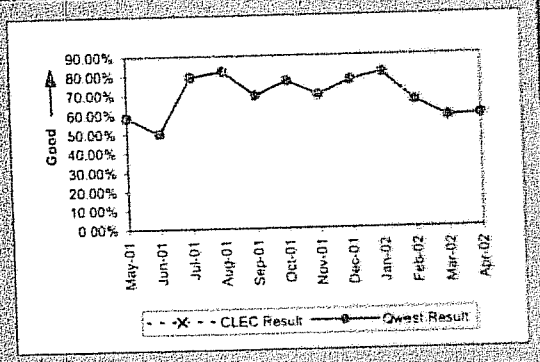
Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01					1076	23	46.78		
Jun-01					498	15	33.20		
Jul-01					291	6	48.50		
Aug-01					248	6	41.33		
Sep-01					263	8	32.88		
Oct-01					388	10	38.80		
Nov-01					217	5	43.40		
Dec-01					129	5	25.80		
Jan-02					232	5	46.40		
Feb-02					11	1	11.00		
Mar-02					102	2	51.00		
Apr-02					60	3	20.00		



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

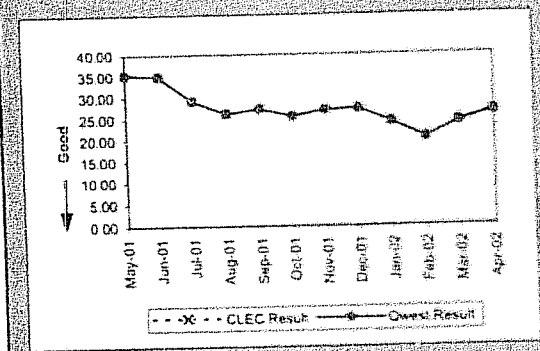
Installation Commitments Met (Percent) (OP-3E)– Interval Zone Two

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
					34	58	58.62%		
					29	58	50.00%		
					34	43	79.07%		
					50	61	81.97%		
					41	59	69.49%		
					56	73	76.71%		
					64	92	69.57%		
					64	83	77.11%		
					68	84	80.95%		
					43	65	66.15%		
					42	73	57.53%		
					41	70	58.57%		



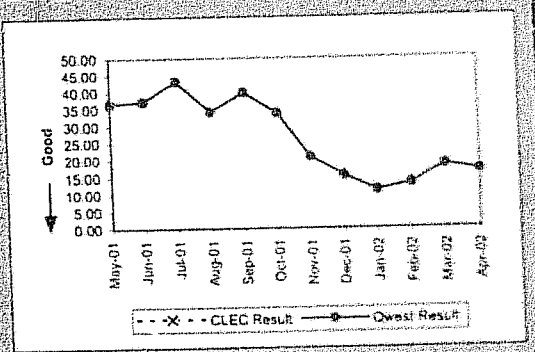
Installation Interval (Average Days) (OP-4E)– Interval Zone Two

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
					2053	58	35.40		
					2023	58	34.88		
					4543	156	29.12		
					3559	136	26.17		
					3672	135	27.20		
					5137	201	25.56		
					4316	160	26.98		
					3726	137	27.20		
					3535	146	24.21		
					2213	108	20.49		
					3048	126	24.19		
					3839	145	26.48		



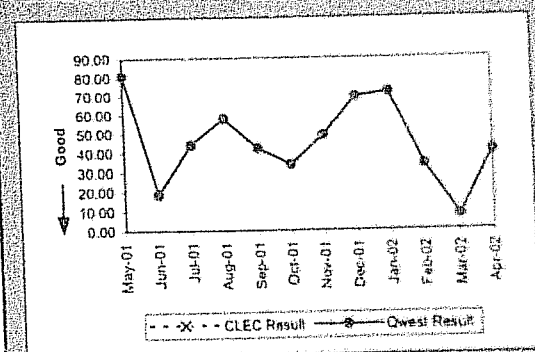
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5)– Interval Zone Two

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
					586	16	36.62		
					931	25	37.24		
					2248	52	43.23		
					1506	44	34.23		
					1516	38	39.89		
					2261	67	33.75		
					1841	88	20.92		
					1053	68	15.49		
					826	74	11.16		
					841	64	13.14		
					1551	84	18.46		
					1752	104	16.85		



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

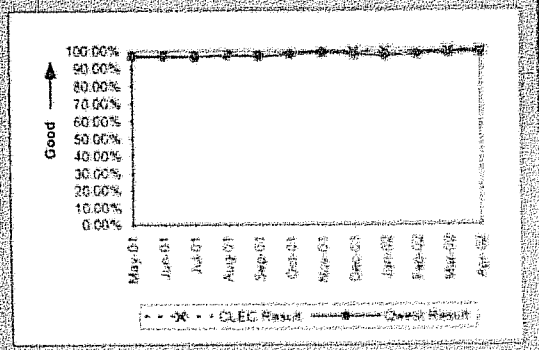
Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
					647	8	80.88		
					75	4	18.75		
					264	6	44.00		
					347	6	57.83		
					337	8	42.12		
					202	6	33.67		
					537	11	48.82		
					485	7	69.29		
					430	6	71.67		
					67	2	33.50		
					15	2	7.50		
					121	3	40.33		



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

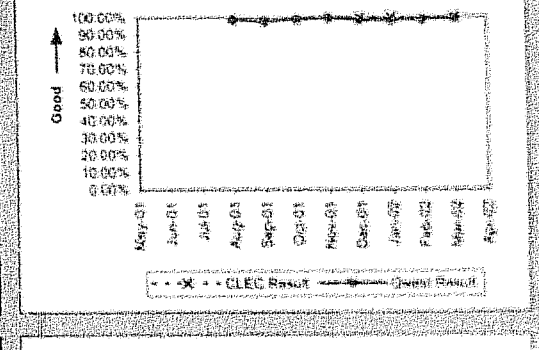
New Service Installation Quality (Percent) (OP-5)-- Interval Zone One and Two

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01					524	539	97.22%		
Jun-01					513	529	96.98%		
Jul-01					529	547	96.71%		
Aug-01					524	536	97.76%		
Sep-01					559	576	97.05%		
Oct-01					675	689	97.97%		
Nov-01					604	609	99.18%		
Dec-01	2	2	100.00%	0.00%	445	454	98.02%	-0.2	-1.12
Jan-02	2	2	100.00%	0.00%	488	502	97.21%	-0.24	-1.15
Feb-02					467	476	98.11%		
Mar-02	1	1	100.00%	0.00%	460	467	98.50%	-0.12	-1.07
Apr-02	1	1	100.00%	0.00%	537	544	98.71%	-0.11	-1.07



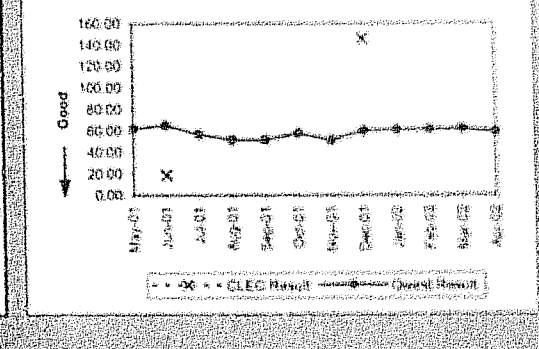
New Service Installation Quality (Percent) (OP-5*)-- Interval Zone One and Two

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01					528	536	98.51%		
Sep-01					562	576	97.57%		
Oct-01					680	689	98.69%		
Nov-01					607	609	99.67%		
Dec-01	2	2	100.00%	0.00%	446	454	98.24%	-0.19	-1.11
Jan-02	2	2	100.00%	0.00%	492	502	98.01%	-0.2	-1.12
Feb-02					469	476	98.53%		
Mar-02	1	1	100.00%	0.00%	463	467	99.14%	-0.09	-1.08
Apr-02									



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

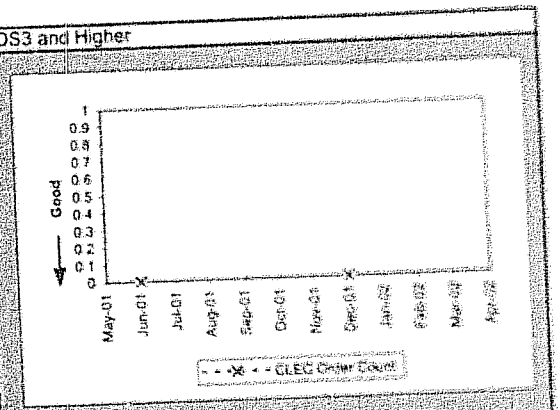
Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01					23328	375	62.21		
Jun-01	19	1	19.00		22204	341	65.11	-0.64	-1.39
Jul-01					12089	213	56.76		
Aug-01					12347	239	51.66		
Sep-01					12570	243	51.73		
Oct-01					12902	223	57.86		
Nov-01					11028	215	51.29		
Dec-01	146	1	146.00		10041	167	60.13	2.75	0.67
Jan-02					10005	164	61.01		
Feb-02					9674	158	61.23		
Mar-02					9604	155	61.96		
Apr-02					10246	174	58.89		



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

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

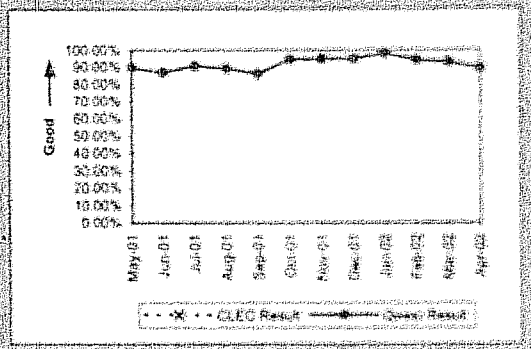
Date	CLEC Order Count
May-01	0
Jun-01	
Jul-01	
Aug-01	
Sep-01	
Oct-01	
Nov-01	0
Dec-01	
Jan-02	
Feb-02	
Mar-02	
Apr-02	



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

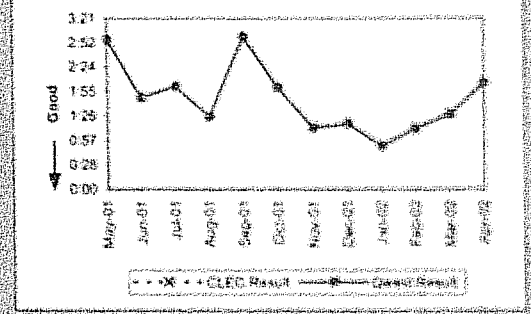
All Troubles Cleared within 4 hours (Percent) (MR-5A)-- Interval Zone One

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01					113	126	89.68%		
Jun-01					107	123	86.99%		
Jul-01					90	99	90.91%		
Aug-01					101	113	89.38%		
Sep-01					133	154	86.36%		
Oct-01					128	135	94.81%		
Nov-01					121	127	95.28%		
Dec-01					98	103	95.15%		
Jan-02					116	118	98.31%		
Feb-02					83	88	94.32%		
Mar-02					95	102	93.14%		
Apr-02					101	113	89.38%		



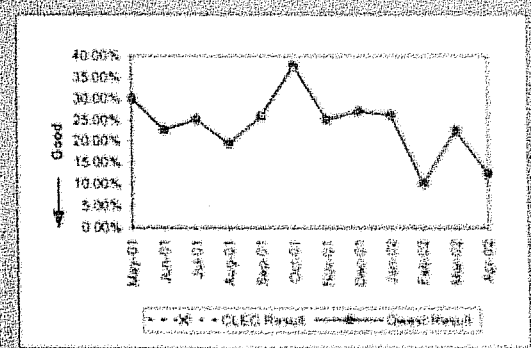
Mean Time to Restore (Hours:Minutes) (MR-6D)-- Interval Zone One

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01					371:24	126	2:57		
Jun-01					221:10	123	1:48		
Jul-01					199:17	99	2:01		
Aug-01					161:41	113	1:26		
Sep-01					461:47	154	3:00		
Oct-01					270:13	135	2:00		
Nov-01					154:42	127	1:13		
Dec-01					134:43	103	1:18		
Jan-02					101:44	118	0:52		
Feb-02					106:00	88	1:12		
Mar-02					151:40	102	1:29		
Apr-02					235:19	113	2:05		



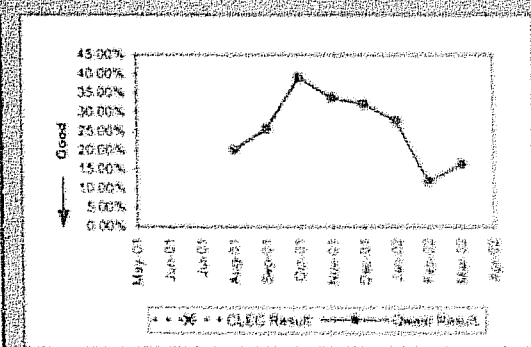
Repair Repeat Report Rate (Percent) (MR-7D)-- Interval Zone One

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01					38	126	30.16%		
Jun-01					28	123	22.76%		
Jul-01					25	99	25.25%		
Aug-01					22	113	19.47%		
Sep-01					40	154	25.97%		
Oct-01					51	135	37.78%		
Nov-01					32	127	25.20%		
Dec-01					28	103	27.18%		
Jan-02					31	118	26.27%		
Feb-02					9	88	10.23%		
Mar-02					23	102	22.55%		
Apr-02					14	113	12.39%		



Repair Repeat Report Rate (Percent) (MR-7D*)-- Interval Zone One

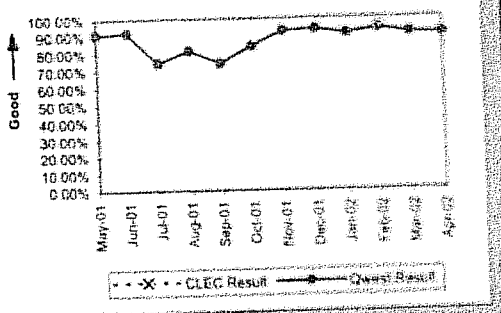
Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01					14	69	20.29%		
Sep-01					24	93	25.81%		
Oct-01					27	69	39.13%		
Nov-01					23	68	33.82%		
Dec-01					20	62	32.26%		
Jan-02					17	61	27.87%		
Feb-02					6	50	12.00%		
Mar-02					9	55	16.36%		
Apr-02									



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

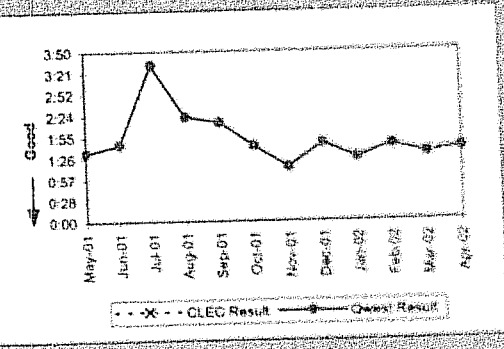
All Troubles Cleared within 4 hours (Percent) (MR-5B)-- Interval Zone Two

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01					30	33	90.91%		
Jun-01					35	38	92.11%		
Jul-01					38	51	74.51%		
Aug-01					35	43	81.40%		
Sep-01					29	39	74.36%		
Oct-01					31	37	83.78%		
Nov-01					25	27	92.59%		
Dec-01					29	31	93.55%		
Jan-02					50	55	90.91%		
Feb-02					29	31	93.55%		
Mar-02					30	33	90.91%		
Apr-02					37	41	90.24%		



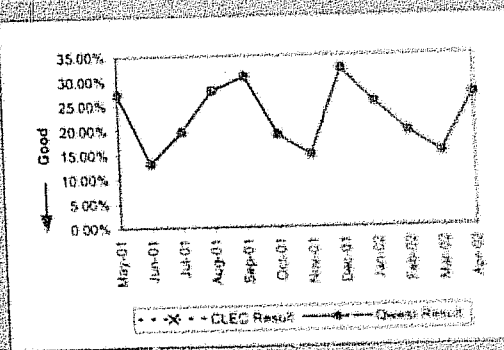
Mean Time to Restore (Hours:Minutes) (MR-6E)-- Interval Zone Two

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01					51:53	33	1:34		
Jun-01					66:23	38	1:45		
Jul-01					180:02	51	3:32		
Aug-01					102:00	43	2:22		
Sep-01					87:29	39	2:15		
Oct-01					63:25	37	1:43		
Nov-01					33:26	27	1:14		
Dec-01					54:53	31	1:46		
Jan-02					78:33	55	1:26		
Feb-02					53:16	31	1:43		
Mar-02					50:27	33	1:32		
Apr-02					66:52	41	1:38		



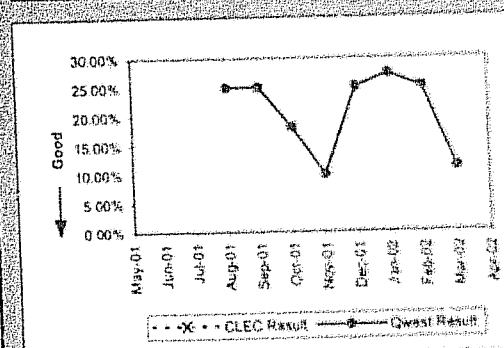
Repair Repeat Report Rate (Percent) (MR-7E)-- Interval Zone Two

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01					9	33	27.27%		
Jun-01					5	38	13.16%		
Jul-01					10	51	19.61%		
Aug-01					12	43	27.91%		
Sep-01					12	39	30.77%		
Oct-01					7	37	18.92%		
Nov-01					4	27	14.81%		
Dec-01					10	31	32.26%		
Jan-02					14	55	25.45%		
Feb-02					6	31	19.35%		
Mar-02					5	33	15.15%		
Apr-02					11	41	26.83%		



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

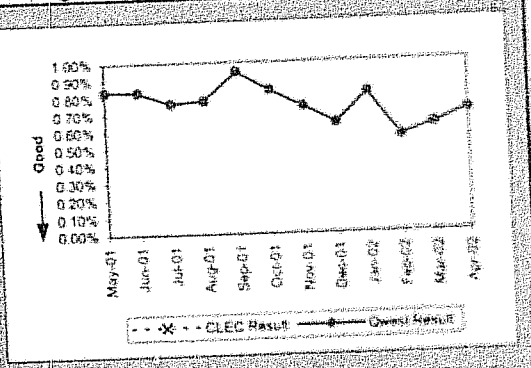
Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01					9	36	25.00%		
Sep-01					7	28	25.00%		
Oct-01					4	22	18.18%		
Nov-01					1	10	10.00%		
Dec-01					4	16	25.00%		
Jan-02					9	33	27.27%		
Feb-02					5	20	25.00%		
Mar-02					2	18	11.11%		
Apr-02									



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

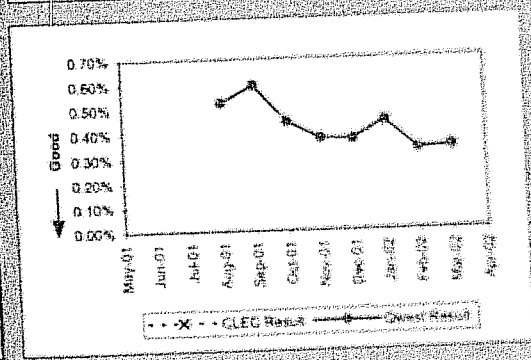
Trouble Rate (Percent) (MR-8)– Interval Zone One and Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01					159	18987	0.84%		
Jun-01					161	19343	0.83%		
Jul-01					150	19686	0.76%		
Aug-01					156	20036	0.78%		
Sep-01					193	20400	0.95%		
Oct-01					172	20591	0.84%		
Nov-01					154	20806	0.74%		
Dec-01					134	21020	0.64%		
Jan-02					173	21223	0.82%		
Feb-02					119	21400	0.56%		
Mar-02					135	21641	0.62%		
Apr-02					154	21880	0.70%		



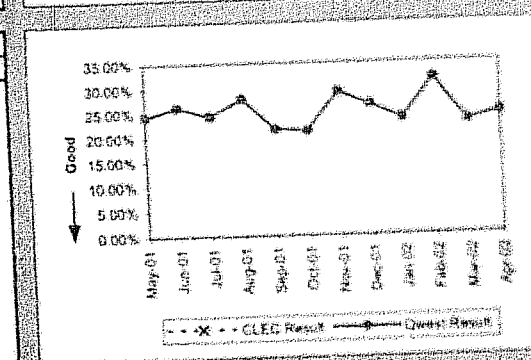
Trouble Rate (Percent) (MR-8*)– Interval Zone One and Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01					105	20036	0.52%		
Aug-01					121	20400	0.59%		
Sep-01					91	20591	0.44%		
Oct-01					78	20806	0.37%		
Nov-01					78	21020	0.37%		
Dec-01					94	21223	0.44%		
Jan-02					70	21400	0.33%		
Feb-02					73	21641	0.34%		
Mar-02									
Apr-02									



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

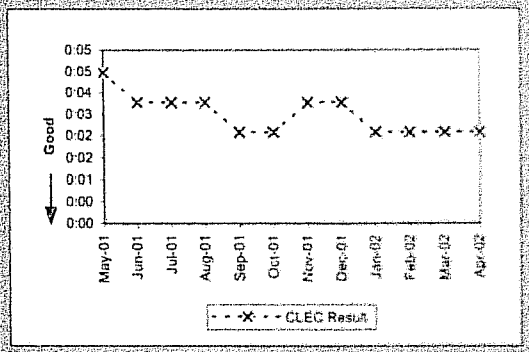
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01					51	210	24.29%		
Jun-01					57	218	26.15%		
Jul-01					48	198	24.24%		
Aug-01					60	216	27.78%		
Sep-01					53	246	21.54%		
Oct-01					46	218	21.10%		
Nov-01					63	217	29.03%		
Dec-01					48	182	26.37%		
Jan-02					53	226	23.45%		
Feb-02					55	174	31.61%		
Mar-02					40	175	22.86%		
Apr-02					50	204	24.51%		



Checklist #4 - Unbundled Loop Cutovers

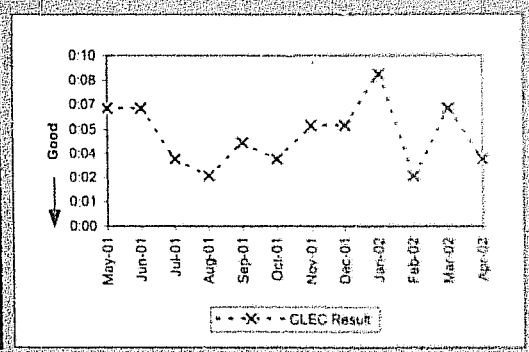
OP-7 - Coordinated "Hot Cut" Interval - Unbundled Loops (Hours:Minutes) Unbundled Loop - Analog (OP-7)

Date	CLEC Num	CLEC Denom	CLEC Result
May-01	947:31	12358	0:05
Jun-01	766:45	11882	0:04
Jul-01	671:03	10884	0:04
Aug-01	715:15	12138	0:04
Sep-01	680:05	11766	0:03
Oct-01	1158:29	20448	0:03
Nov-01	1043:21	17336	0:04
Dec-01	1062:47	17775	0:04
Jan-02	607:17	10915	0:03
Feb-02	472:51	9335	0:03
Mar-02	429:27	7880	0:03
Apr-02	600:22	10935	0:03



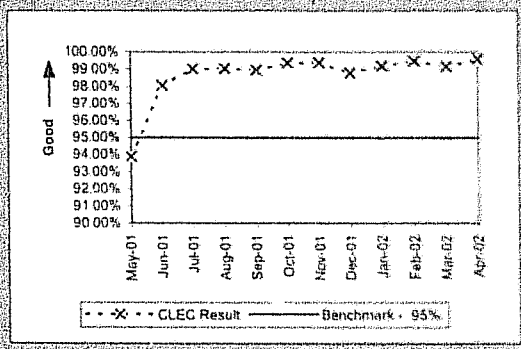
OP-7 - Coordinated "Hot Cut" Interval - Unbundled Loops (Hours:Minutes) Unbundled Loop Other (OP-7)

Date	CLEC Num	CLEC Denom	CLEC Result
May-01	4:48	44	0:07
Jun-01	4:14	35	0:07
Jul-01	1:40	27	0:04
Aug-01	6:16	111	0:03
Sep-01	7:59	90	0:05
Oct-01	3:21	55	0:04
Nov-01	4:35	49	0:06
Dec-01	4:39	50	0:06
Jan-02	7:13	47	0:09
Feb-02	3:23	60	0:03
Mar-02	4:22	37	0:07
Apr-02	1:20	20	0:04



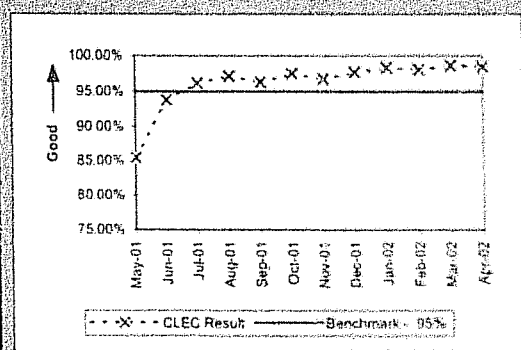
Coordinated Cuts Completed on Time (Percent) Unbundled Loop - Analog (OP-13A)

Date	CLEC Num	CLEC Denom	CLEC Result
May-01	4413	4700	93.89%
Jun-01	4672	4764	98.07%
Jul-01	4300	4342	99.03%
Aug-01	4434	4477	99.04%
Sep-01	4415	4462	98.95%
Oct-01	7401	7447	99.38%
Nov-01	5889	5925	99.39%
Dec-01	6173	6248	98.80%
Jan-02	4270	4304	99.21%
Feb-02	3332	3349	99.49%
Mar-02	2871	2895	99.17%
Apr-02	4098	4115	99.59%



Coordinated Cuts Completed on Time (Percent) Unbundled Loop Other (OP-13A)

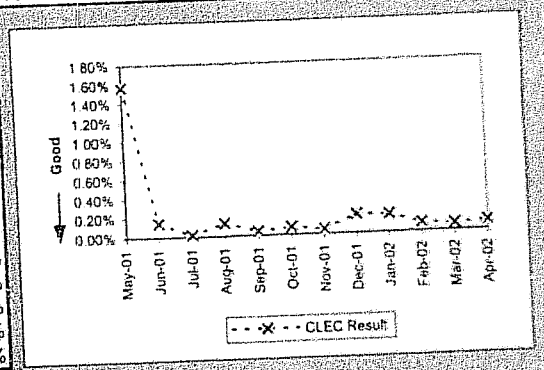
Date	CLEC Num	CLEC Denom	CLEC Result
May-01	1926	2252	85.52%
Jun-01	1661	1771	93.79%
Jul-01	1530	1591	96.17%
Aug-01	2354	2423	97.15%
Sep-01	1878	1950	96.31%
Oct-01	1845	1892	97.52%
Nov-01	1171	1210	96.78%
Dec-01	1177	1204	97.76%
Jan-02	1194	1214	98.35%
Feb-02	976	995	98.09%
Mar-02	971	984	98.68%
Apr-02	918	932	98.50%



Checklist #4 - Unbundled Loop Cutovers

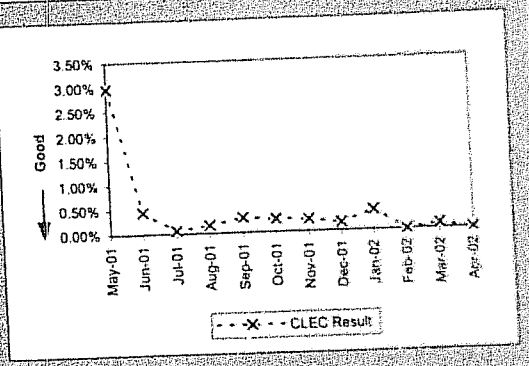
Coordinated Cuts Started Without CLEC Approval (Percent) Unbundled Loop - Analog (OP-13B)

Date	CLEC Num	CLEC Denom	CLEC Result
May-01	74	4700	1.57%
Jun-01	7	4764	0.15%
Jul-01	1	4342	0.02%
Aug-01	6	4477	0.13%
Sep-01	2	4462	0.04%
Oct-01	6	7447	0.08%
Nov-01	3	5925	0.05%
Dec-01	12	6248	0.19%
Jan-02	8	4304	0.19%
Feb-02	3	3349	0.09%
Mar-02	2	2895	0.07%
Apr-02	4	4115	0.10%



Coordinated Cuts Started Without CLEC Approval (Percent) Unbundled Loop Other (OP-13B)

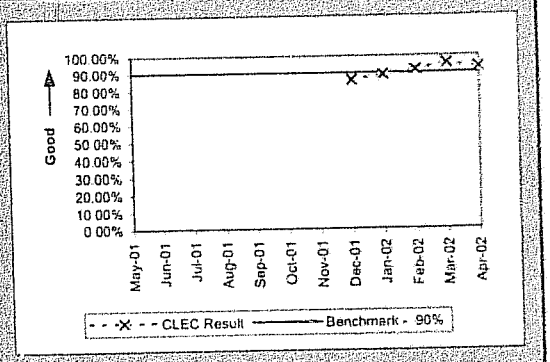
Date	CLEC Num	CLEC Denom	CLEC Result
May-01	67	2252	2.98%
Jun-01	8	1771	0.45%
Jul-01	1	1591	0.06%
Aug-01	4	2423	0.17%
Sep-01	6	1950	0.31%
Oct-01	5	1892	0.26%
Nov-01	3	1210	0.25%
Dec-01	2	1204	0.17%
Jan-02	5	1214	0.41%
Feb-02	0	995	0.00%
Mar-02	1	984	0.10%
Apr-02	0	932	0.00%



Checklist #4 - Unbundled Loop - Conditioned

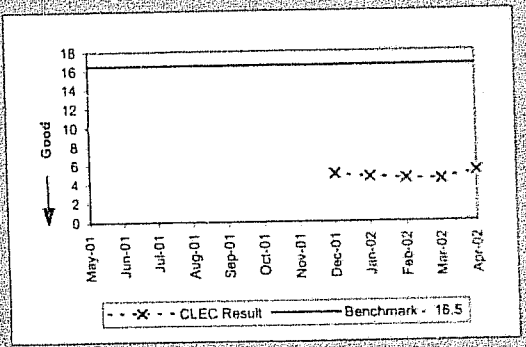
Installation Commitments Met (Percent) (OP-3D)-- Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
May-01				
Jun-01				
Jul-01				
Aug-01				
Sep-01				
Oct-01				
Nov-01				
Dec-01	758	884	85.75%	34.96%
Jan-02	1021	1146	89.09%	31.17%
Feb-02	716	780	91.79%	27.44%
Mar-02	688	720	95.56%	20.61%
Apr-02	679	728	93.27%	25.06%



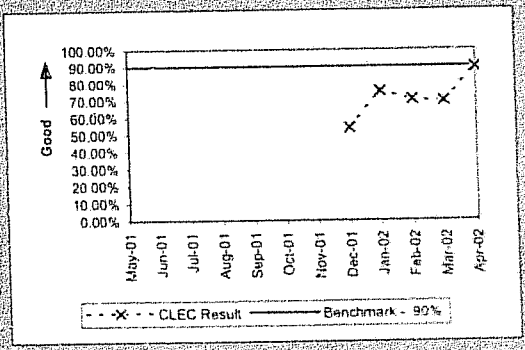
Installation Interval (Average Days) (OP-4D)-- Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
May-01				
Jun-01				
Jul-01				
Aug-01				
Sep-01				
Oct-01				
Nov-01				
Dec-01	2585	514	5.03	3.70
Jan-02	4935	1048	4.71	4.14
Feb-02	3422	750	4.56	3.45
Mar-02	3091	696	4.44	3.33
Apr-02	3758	708	5.31	3.89



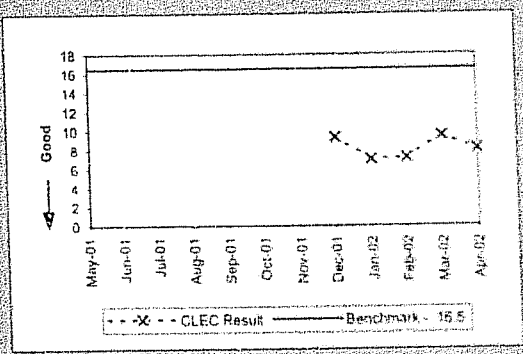
Installation Commitments Met (Percent) (OP-3E)-- Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
May-01				
Jun-01				
Jul-01				
Aug-01				
Sep-01				
Oct-01				
Nov-01				
Dec-01	20	37	54.05%	49.84%
Jan-02	43	57	75.44%	43.05%
Feb-02	45	64	70.31%	45.69%
Mar-02	48	69	69.57%	46.01%
Apr-02	69	77	89.61%	30.51%



Installation Interval (Average Days) (OP-4E)-- Interval Zone Two

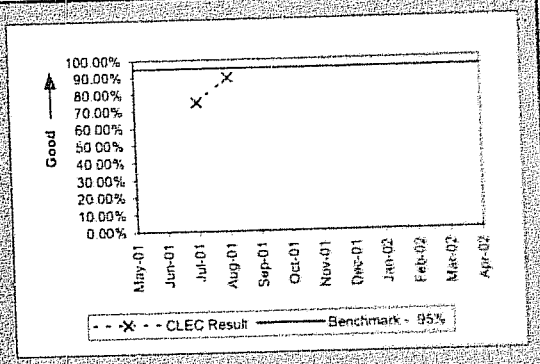
Date	CLEC Num	CLEC Denom	CLEC Result	CLEC Std Dev
May-01				
Jun-01				
Jul-01				
Aug-01				
Sep-01				
Oct-01				
Nov-01				
Dec-01	270	29	9.31	5.27
Jan-02	260	37	7.03	5.30
Feb-02	281	39	7.21	6.17
Mar-02	464	49	9.47	7.50
Apr-02	502	62	8.10	4.96



Checklist #4 - Line Sharing Installation

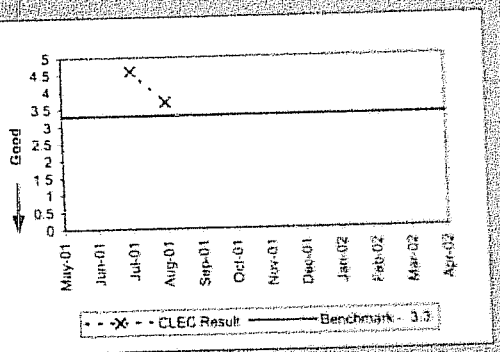
Installation Commitments Met (Percent) (OP-3A)– Dispatches Within MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
May-01				
Jun-01				
Jul-01	15	20	75.00%	43.30%
Aug-01	17	19	89.47%	30.69%
Sep-01				
Oct-01				
Nov-01				
Dec-01				
Jan-02				
Feb-02				
Mar-02				
Apr-02				



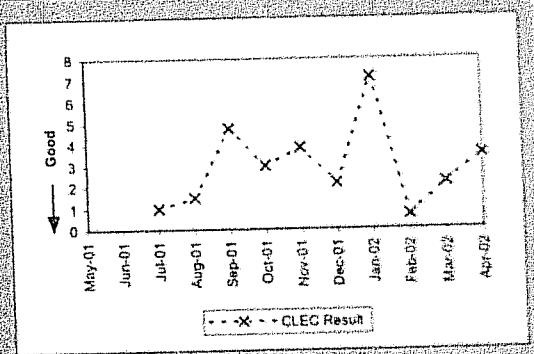
Installation Interval (Average Days) (OP-4A)– Dispatches Within MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
May-01				
Jun-01				
Jul-01	92	20	4.60	2.91
Aug-01	74	20	3.70	1.03
Sep-01				
Oct-01				
Nov-01				
Dec-01				
Jan-02				
Feb-02				
Mar-02				
Apr-02				



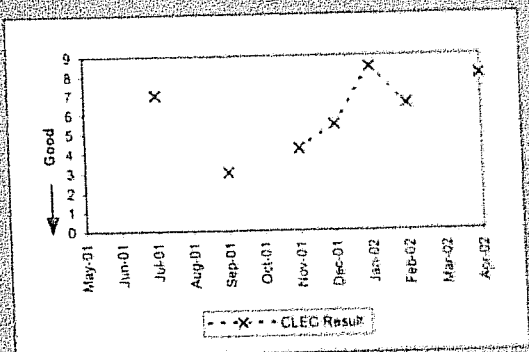
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-1)– Dispatches Within MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
May-01				
Jun-01				
Jul-01	3	3	1.00	0.00
Aug-01	3	2	1.50	0.71
Sep-01	19	4	4.75	3.30
Oct-01	3	1	3.00	
Nov-01	23	6	3.83	3.49
Dec-01	13	6	2.17	2.04
Jan-02	107	15	7.13	7.20
Feb-02	4	6	0.67	0.52
Mar-02	24	11	2.18	1.40
Apr-02	28	8	3.50	3.07



Delayed Days for Facility Reasons (Average Days) (OP-6B-1)– Dispatches Within MSAs

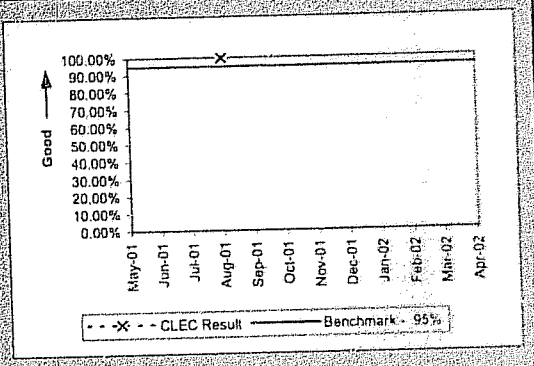
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
May-01				
Jun-01				
Jul-01	14	2	7.00	4.24
Aug-01				
Sep-01	3	1	3.00	
Oct-01				
Nov-01	59	14	4.21	4.21
Dec-01	98	18	5.44	5.43
Jan-02	143	17	8.41	7.22
Feb-02	13	3	6.50	7.78
Mar-02				
Apr-02	56	7	8.00	4.80



Checklist #4 - Line Sharing Installation

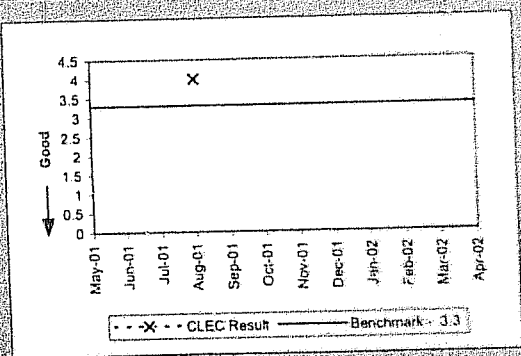
Installation Commitments Met (Percent) (OP-3B)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
May-01				
Jun-01				
Jul-01				
Aug-01	2	2	100.00%	0.00%
Sep-01				
Oct-01				
Nov-01				
Dec-01				
Jan-02				
Feb-02				
Mar-02				
Apr-02				



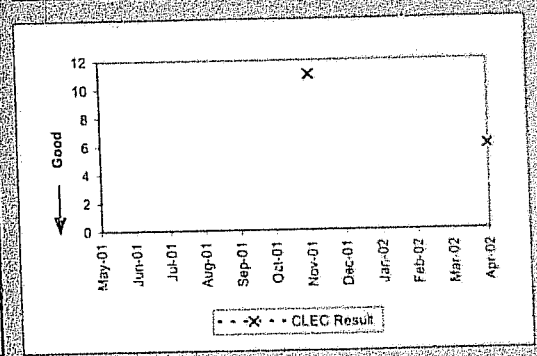
Installation Interval (Average Days) (OP-4B)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
May-01				
Jun-01				
Jul-01				
Aug-01	8	2	4.00	1.41
Sep-01				
Oct-01				
Nov-01				
Dec-01				
Jan-02				
Feb-02				
Mar-02				
Apr-02				



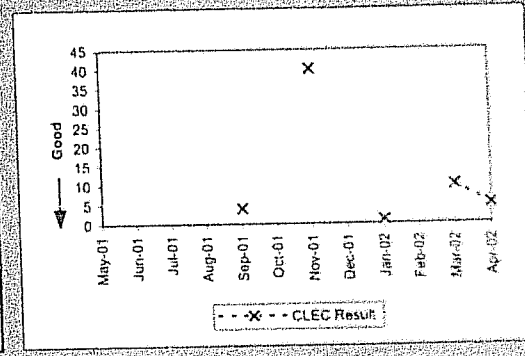
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-2)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
May-01				
Jun-01				
Jul-01				
Aug-01				
Sep-01				
Oct-01				
Nov-01	11	1	11.00	
Dec-01				
Jan-02				
Feb-02				
Mar-02				
Apr-02	6	1	6.00	



Delayed Days for Facility Reasons (Average Days) (OP-6B-2)-- Dispatches Outside MSAs

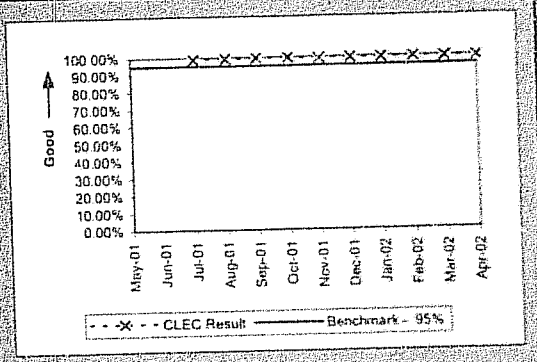
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
May-01				
Jun-01				
Jul-01				
Aug-01				
Sep-01	4	1	4.00	
Oct-01				
Nov-01	40	1	40.00	
Dec-01				
Jan-02	1	1	1.00	
Feb-02				
Mar-02	10	1	10.00	
Apr-02	5	1	5.00	



Checklist #4 - Line Sharing Installation

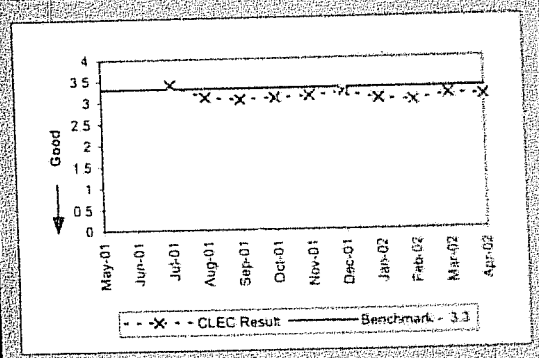
Installation Commitments Met (Percent) (OP-3C)-- No Dispatches

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
May-01				
Jun-01				
Jul-01	1377	1393	98.85%	10.66%
Aug-01	1322	1332	99.25%	8.63%
Sep-01	1129	1133	99.65%	5.93%
Oct-01	1281	1283	99.84%	3.95%
Nov-01	1089	1097	99.27%	8.51%
Dec-01	1356	1360	99.71%	5.42%
Jan-02	1554	1562	99.49%	7.14%
Feb-02	1186	1188	99.83%	4.10%
Mar-02	1071	1074	99.72%	5.28%
Apr-02	1135	1141	99.47%	7.23%



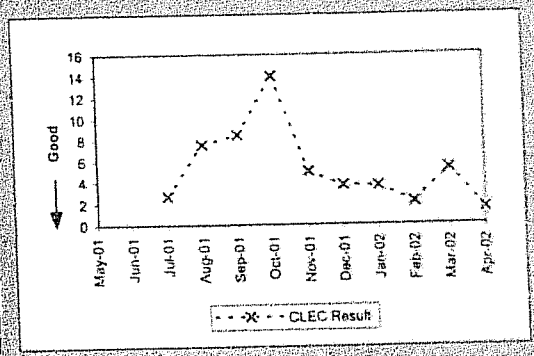
Installation Interval (Average Days) (OP-4C)-- No Dispatches

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
May-01				
Jun-01				
Jul-01	2219	653	3.40	1.23
Aug-01	2768	894	3.10	1.25
Sep-01	2390	787	3.04	0.51
Oct-01	3315	1077	3.08	0.52
Nov-01	2357	755	3.12	0.71
Dec-01	1857	581	3.20	0.87
Jan-02	4090	1347	3.04	0.75
Feb-02	3171	1059	2.99	0.33
Mar-02	3018	961	3.14	1.70
Apr-02	3218	1041	3.09	0.51



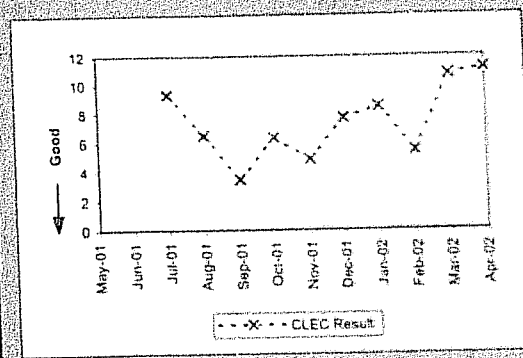
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-3)-- No Dispatches

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
May-01				
Jun-01				
Jul-01	27	10	2.70	1.57
Aug-01	53	7	7.57	8.64
Sep-01	34	4	8.50	15.67
Oct-01	42	3	14.00	13.23
Nov-01	55	11	5.00	7.69
Dec-01	92	25	3.68	4.38
Jan-02	102	28	3.64	4.35
Feb-02	23	11	2.09	3.56
Mar-02	21	4	5.25	8.06
Apr-02	9	6	1.50	1.05



Delayed Days for Facility Reasons (Average Days) (OP-6B-3)-- No Dispatches

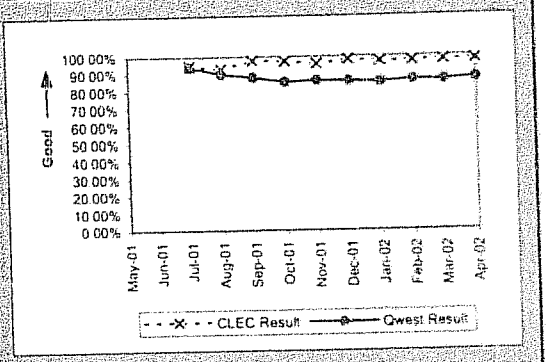
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
May-01				
Jun-01				
Jul-01	56	6	9.33	8.43
Aug-01	26	4	6.50	5.00
Sep-01	7	2	3.50	0.71
Oct-01	57	9	6.33	2.35
Nov-01	380	78	4.87	3.90
Dec-01	484	63	7.68	6.60
Jan-02	533	63	8.46	6.84
Feb-02	98	19	5.44	4.09
Mar-02	75	7	10.71	12.74
Apr-02	278	26	11.12	2.64



Checklist #4 - Line Sharing Installation

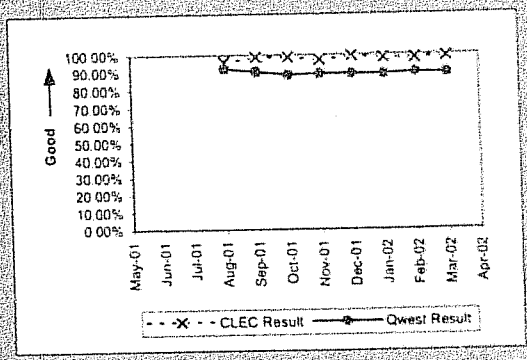
New Service Installation Quality (Percent) (OP-5)

			CLEC Res	Std Dev	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
			94.67%	32.48%	762605	812844	93.82%	-1.32	-1.8
			92.99%	25.53%	491277	545987	89.98%	-3.73	-3.27
			87.71%	14.97%	313188	356286	87.90%	-10.67	-7.49
			91.32%	15.15%	272655	319858	85.24%	-12.1	-8.36
			85.60%	20.31%	264825	307780	86.04%	-10.69	-7.5
			88.20%	13.29%	230810	268982	85.81%	-15.38	-10.35
			87.17%	16.58%	224880	264044	85.17%	-16.49	-11.02
			87.34%	16.09%	228816	265130	86.30%	-15.18	-10.23
			87.67%	15.08%	223975	260522	85.97%	-14.27	-9.67
			87.89%	14.37%	235194	269913	87.14%	-13.41	-9.15



New Service Installation Quality (Percent) (OP-5*)

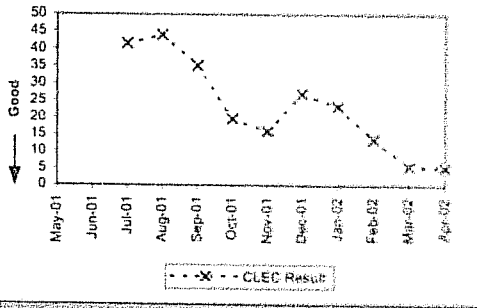
			CLEC Res	Std Dev	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
			95.86%	19.87%	502621	545987	92.06%	-5.25	-4.19
			98.73%	11.18%	321988	356286	90.37%	-10.06	-7.12
			98.62%	10.81%	283195	319858	88.54%	-11.47	-7.97
			97.17%	16.58%	274419	307780	89.16%	-9.9	-7.02
			99.21%	8.68%	239585	268982	89.07%	-14.07	-9.55
			98.30%	12.95%	234396	264044	88.77%	-14.73	-9.95
			98.05%	13.83%	237963	265130	89.75%	-12.94	-8.87
			98.73%	11.22%	232568	260522	89.27%	-12.94	-8.86



Checklist #4 - Line Sharing Installation

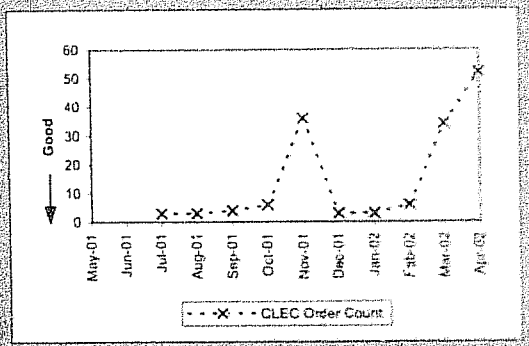
Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A)

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
May-01				
Jun-01				
Jul-01	292	7	41.71	54.05
Aug-01	397	9	44.11	58.12
Sep-01	529	15	35.27	52.56
Oct-01	376	19	19.79	40.33
Nov-01	849	53	16.02	29.08
Dec-01	326	12	27.17	33.38
Jan-02	211	9	23.44	47.82
Feb-02	123	9	13.67	17.39
Mar-02	212	38	5.58	11.82
Apr-02	307	58	5.29	12.83



Checklist #4 - Line Sharing Installation

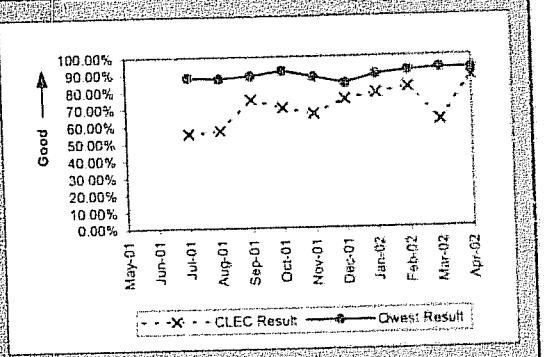
Count of Pending Orders Delayed for Facilities Reasons Line Sharing (OP-15B)	
Date	CLEC Order Count
May-01	3
Jun-01	3
Jul-01	4
Aug-01	6
Sep-01	36
Oct-01	3
Nov-01	3
Dec-01	6
Jan-02	34
Feb-02	52



Checklist #4 - Line Sharing Repair

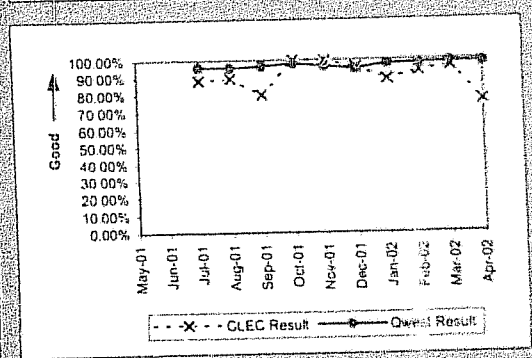
Out of Service Cleared within 24 hours (Percent) (MR-3A)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01	5	9	55.56%	49.69%	112515	127723	88.09%	2.38	0.45
Aug-01	4	7	57.14%	49.49%	112632	128820	87.43%	1.94	0.18
Sep-01	3	4	75.00%	43.30%	86686	97653	88.77%	0.77	-0.53
Oct-01	2	10	70.00%	45.83%	86609	94407	91.74%	1.96	0.19
Nov-01	8	12	66.67%	47.14%	76893	87269	88.11%	1.93	0.17
Dec-01	6	8	75.00%	43.30%	67854	80585	84.20%	0.7	-0.58
Jan-02	11	14	78.57%	41.03%	63989	71596	89.38%	1.19	-0.27
Feb-02	9	11	81.82%	38.57%	55559	60847	91.31%	1.02	-0.38
Mar-02	5	8	62.50%	48.41%	61083	65817	92.81%	2.39	0.45
Apr-02	7	8	87.50%	33.07%	67550	73230	92.24%	0.52	-0.66



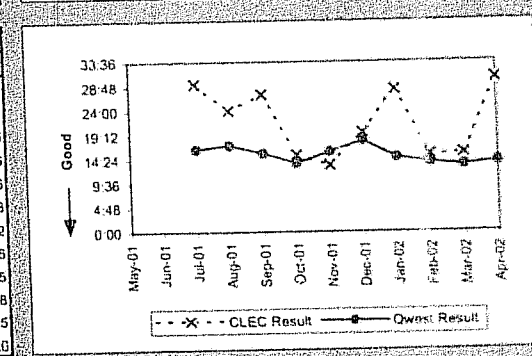
All Trouble Cleared within 48 hours (Percent) (MR-4A)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01	15	17	88.24%	32.22%	162971	170054	95.83%	1.32	-0.2
Aug-01	12	19	89.47%	30.69%	167518	175435	95.49%	1.12	-0.32
Sep-01	12	15	80.00%	40.00%	129084	133810	96.47%	2.41	0.47
Oct-01	20	20	100.00%	0.00%	127808	130646	97.83%	-0.67	-1.41
Nov-01	34	34	100.00%	0.00%	117095	121450	96.41%	-1.12	-1.68
Dec-01	23	24	95.83%	19.98%	106900	112773	94.79%	-0.23	-1.14
Jan-02	40	45	88.89%	31.43%	98058	100567	97.51%	2.76	0.68
Feb-02	42	46	93.48%	24.69%	82062	83809	97.92%	1.72	0.05
Mar-02	26	27	96.30%	18.89%	87781	89211	98.40%	0.8	-0.51
Apr-02	38	50	76.00%	42.71%	98148	99996	98.15%	6.48	2.94



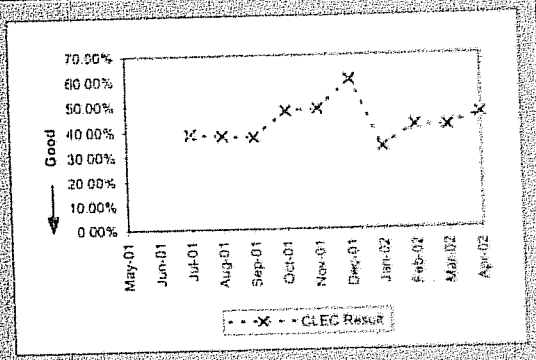
Mean Time to Restore (Hours:Minutes) (MR-6A)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01	296:20	17	29:19	20:42	2795680:03	170054	16:26	3.72	1.26
Aug-01	452:38	19	24:08	17:25	3022829:48	175435	17:14	3.72	1.26
Sep-01	409:43	15	27:17	25:14	2087316:26	133810	15:36	3.72	1.26
Oct-01	305:46	20	15:17	10:09	1779047:28	130646	13:37	3.09	0.88
Nov-01	457:01	34	13:18	11:37	1935673:57	121450	15:56	-0.85	-1.52
Dec-01	434:05	24	19:45	16:31	2038205:05	112773	18:04	3.72	1.26
Jan-02	1266:24	45	26:09	56:18	1482973:18	100567	14:45	2.88	0.75
Feb-02	394:52	46	15:19	14:54	1153156:42	83809	13:46	3.09	0.88
Mar-02	459:39	27	15:33	15:19	1176455:28	89211	13:11	2.88	0.75
Apr-02	1513:53	50	30:16	29:11	1379979:59	99996	13:48	3.72	1.26

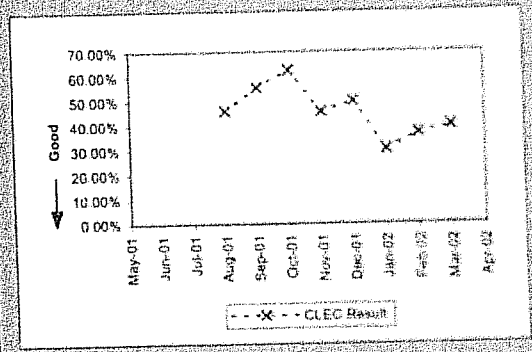


Checklist #4 - Line Sharing Repair

Repair Repeat Report Rate (Percent) (MR-7A)-- Dispatches Within MSAs				
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
May-01				
Jun-01				
Jul-01	7	18	38.89%	48.75%
Aug-01	8	21	38.10%	48.56%
Sep-01	6	16	37.50%	48.41%
Oct-01	10	21	47.62%	49.94%
Nov-01	17	35	48.57%	49.98%
Dec-01	18	30	60.00%	48.99%
Jan-02	15	45	33.33%	47.14%
Feb-02	20	48	41.67%	49.30%
Mar-02	12	29	41.38%	49.25%
Apr-02	23	50	46.00%	49.84%



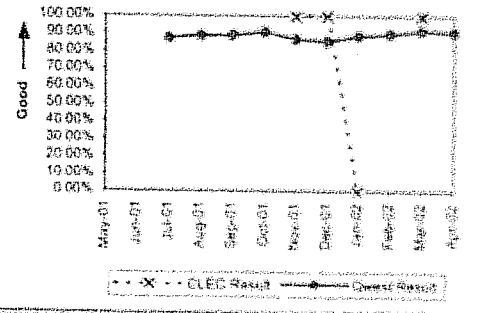
Repair Repeat Report Rate (Percent) (MR-7A*)-- Dispatches Within MSAs				
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
May-01				
Jun-01				
Jul-01				
Aug-01	6	13	46.15%	49.85%
Sep-01	5	9	55.56%	49.69%
Oct-01	5	8	62.50%	48.41%
Nov-01	11	24	45.83%	49.83%
Dec-01	9	18	50.00%	50.00%
Jan-02	10	33	30.30%	45.96%
Feb-02	14	38	36.84%	48.24%
Mar-02	10	25	40.00%	48.99%
Apr-02				



Checklist #4 - Line Sharing Repair

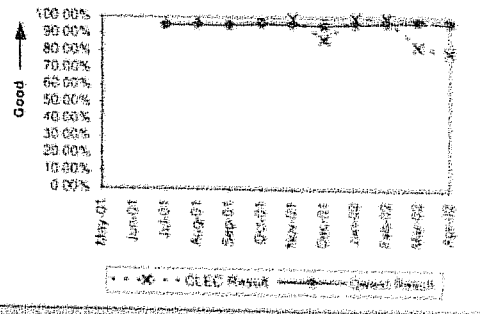
Out of Service Cleared within 24 hours (Percent) (MR-3B)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01					31406	35931	87.41%		
Aug-01					31878	35884	88.84%		
Sep-01					23818	26756	89.02%		
Oct-01					22791	25082	90.87%		
Nov-01	1	1	100.00%	0.00%	20267	23317	86.92%	-0.39	-1.24
Dec-01	2	2	100.00%	0.00%	18168	21157	85.87%	-0.57	-1.35
Jan-02	0	1	0.00%	0.00%	16538	18654	88.66%	1.59	-0.04
Feb-02					14937	16625	89.85%		
Mar-02	1	1	100.00%	0.00%	16877	18374	91.85%	-0.3	-1.18
Apr-02					19274	21137	91.19%		



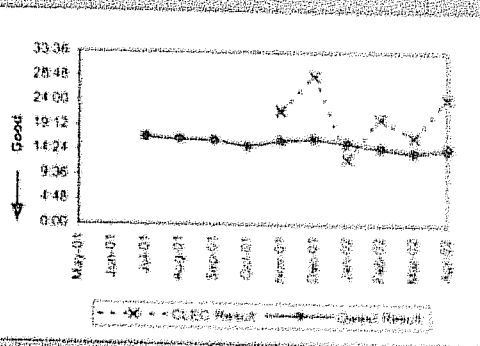
All Troubles Cleared within 48 hours (Percent) (MR-4B)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01					46508	48783	95.34%		
Aug-01					47530	49572	95.88%		
Sep-01					35404	37126	95.36%		
Oct-01					34434	35660	96.56%		
Nov-01	5	5	100.00%	0.00%	32191	33502	96.09%	-0.45	-1.27
Dec-01	7	8	87.50%	33.07%	29050	30406	95.54%	0.93	-0.43
Jan-02	4	4	100.00%	0.00%	26557	27560	96.36%	-0.39	-1.24
Feb-02	1	1	100.00%	0.00%	22972	23665	97.07%	-0.17	-1.11
Mar-02	5	6	83.33%	37.27%	25214	25824	97.64%	1.47	-0.1
Apr-02	4	5	80.00%	40.00%	28660	29530	97.05%	1.45	-0.12



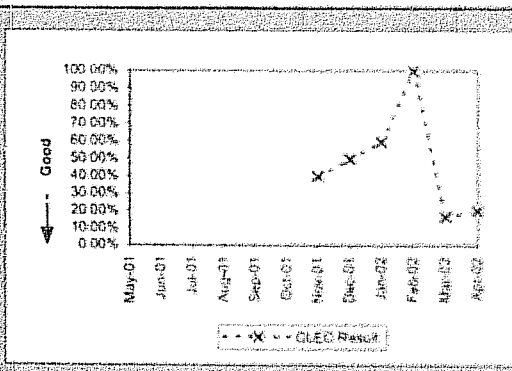
Mean Time to Restore (Hours:Minutes) (MR-6B)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01					830936:42	48783	17:02		
Aug-01					824847:58	49572	16:38		
Sep-01					609397:08	37126	16:25		
Oct-01					545078:48	35660	15:17		
Nov-01	111:30	5	22:18	15:40	549404:12	33502	16:24	3.72	1.26
Dec-01	232:41	8	29:05	16:00	510816:24	30406	16:48	3.09	0.88
Jan-02	51:50	4	12:58	10:26	440322:54	27560	15:59	-0.34	-1.2
Feb-02	20:49	1	20:49		355685:30	23665	15:02	3.72	1.26
Mar-02	102:50	6	17:08	18:07	366716:42	25824	14:12	3.72	1.26
Apr-02	123:29	5	24:42	28:24	438198:49	29530	14:50	3.72	1.26

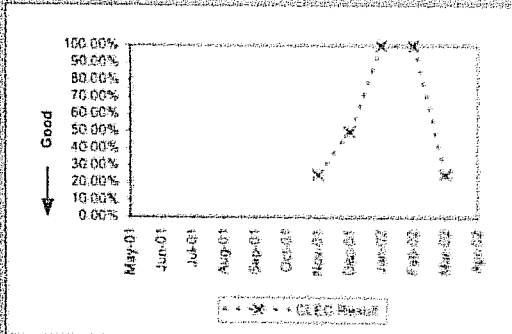


Checklist #4 - Line Sharing Repair

Repair Repeat Report Rate (Percent) (MR-7B)-- Dispatches Outside MSAs				
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
May-01				
Jun-01				
Jul-01				
Aug-01				
Sep-01				
Oct-01				
Nov-01	2	5	40.00%	48.99%
Dec-01	4	8	50.00%	50.00%
Jan-02	3	5	60.00%	48.99%
Feb-02	1	1	100.00%	0.00%
Mar-02	1	6	16.67%	37.27%
Apr-02	1	5	20.00%	40.00%



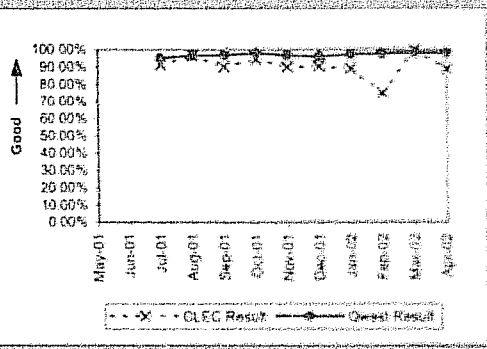
Repair Repeat Report Rate (Percent) (MR-7B*)-- Dispatches Outside MSAs				
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
May-01				
Jun-01				
Jul-01				
Aug-01				
Sep-01				
Oct-01				
Nov-01	1	4	25.00%	43.30%
Dec-01	1	2	50.00%	50.00%
Jan-02	1	1	100.00%	0.00%
Feb-02	1	1	100.00%	0.00%
Mar-02	1	4	25.00%	43.30%
Apr-02				



Checklist #4 - Line Sharing Repair

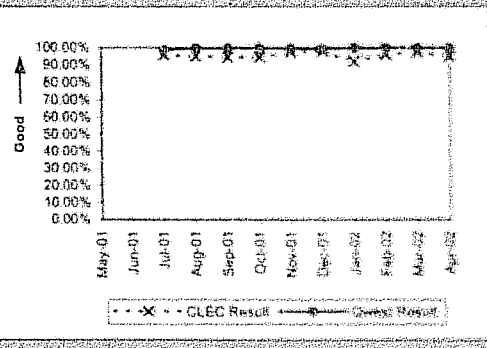
Out of Service Cleared within 24 hours (Percent) (MR-3C)-- No Dispatches

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01	32	35	91.43%	27.98%	34095	35903	94.96%	0.93	-0.44
Aug-01	29	30	96.67%	17.95%	33526	34662	96.72%	0.13	-0.92
Sep-01	19	21	90.48%	29.35%	26285	27113	96.95%	1.41	-0.14
Oct-01	18	19	94.74%	22.33%	30811	31447	97.98%	0.88	-0.46
Nov-01	28	31	90.32%	29.57%	26493	27388	96.73%	1.67	0.01
Dec-01	19	21	90.48%	29.35%	24948	25944	96.16%	1.19	-0.28
Jan-02	33	37	89.19%	31.05%	26397	27097	97.42%	2.39	0.45
Feb-02	3	4	75.00%	43.30%	25539	26150	97.66%	1.68	0.02
Mar-02	1	1	100.00%	0.00%	27727	28244	98.17%	-0.14	-1.08
Apr-02	8	9	88.89%	31.43%	21257	21685	98.03%	1.35	-0.18



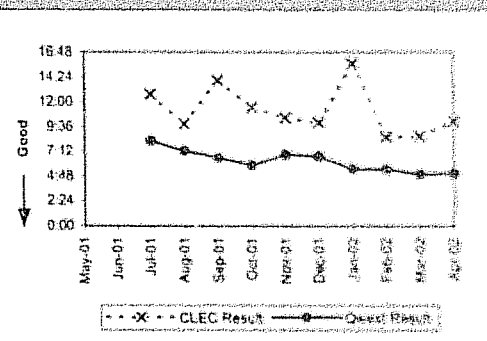
All Troubles Cleared within 48 hours (Percent) (MR-4C)-- No Dispatches

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01	157	164	95.73%	20.21%	64164	65148	98.49%	2.41	0.46
Aug-01	160	168	95.24%	21.30%	64491	65006	99.21%	3.97	1.42
Sep-01	85	90	94.44%	22.91%	50879	51247	99.28%	3.47	1.11
Oct-01	86	91	94.51%	22.79%	59033	59294	99.56%	4.04	1.46
Nov-01	154	158	97.47%	15.71%	53741	54095	99.35%	2.26	0.37
Dec-01	90	92	97.83%	14.58%	49654	50188	98.94%	0.97	-0.41
Jan-02	142	154	92.21%	26.80%	56303	56579	99.51%	6.69	3.07
Feb-02	101	105	96.19%	19.14%	54018	54241	99.59%	3.3	1
Mar-02	79	81	97.53%	15.52%	57437	57692	99.56%	1.92	0.17
Apr-02	58	61	95.08%	21.62%	48175	48343	99.65%	3.22	0.96



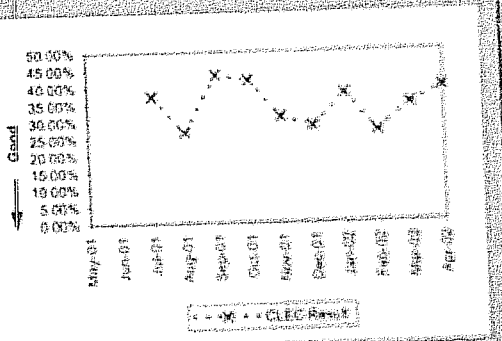
Mean Time to Restore (Hours:Minutes) (MR-6C)-- No Dispatches

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01	2091:49	164	12:45	29:18	535372:53	65148	8:13	2.95	0.8
Aug-01	1660:01	168	9:53	15:41	469979:14	65006	7:14	2.46	0.49
Sep-01	1267:59	90	14:05	20:31	335511:41	51247	6:33	3.72	1.26
Oct-01	1046:16	91	11:30	20:13	347746:48	59294	5:52	2.58	0.57
Nov-01	1658:00	158	10:30	13:06	372065:27	54095	6:53	4.51	1.74
Dec-01	935:21	92	10:03	16:28	336125:39	50188	6:42	2.51	0.53
Jan-02	2416:17	154	15:41	31:07	311740:03	56579	5:31	12.08	6.34
Feb-02	902:42	105	8:36	15:17	297097:16	54241	5:29	3.46	1.11
Mar-02	703:41	81	8:41	12:36	288634:10	57692	5:00	2.85	0.75
Apr-02	610:49	61	10:10	21:30	245529:14	48343	5:05	2.88	0.75

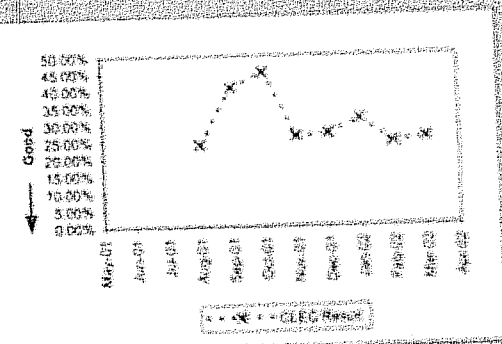


Checklist #4 - Line Sharing Repair

Repair Repeat Report Rate (Percent) (MR-7C)-- No Dispatches				
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
May-01				
Jun-01				
Jul-01	61	164	37.20%	48.33%
Aug-01	45	168	26.79%	44.28%
Sep-01	39	90	43.33%	49.55%
Oct-01	38	91	41.76%	49.32%
Nov-01	49	158	31.01%	46.25%
Dec-01	26	92	28.26%	45.03%
Jan-02	58	154	37.66%	48.45%
Feb-02	28	105	26.67%	44.22%
Mar-02	28	81	34.57%	47.56%
Apr-02	24	61	39.34%	48.85%



Repair Repeat Report Rate (Percent) (MR-7C*)-- No Dispatches				
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
May-01				
Jun-01				
Jul-01				
Aug-01	23	96	23.96%	42.68%
Sep-01	17	42	40.48%	49.08%
Oct-01	18	40	45.00%	49.75%
Nov-01	24	91	26.37%	44.07%
Dec-01	10	37	27.03%	44.41%
Jan-02	24	77	31.17%	46.32%
Feb-02	16	66	24.24%	42.86%
Mar-02	10	39	25.64%	43.67%
Apr-02				



CONTINUATION

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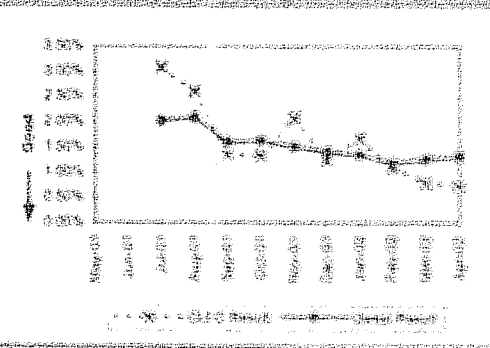
Checklist #4 - Line Sharing Repair

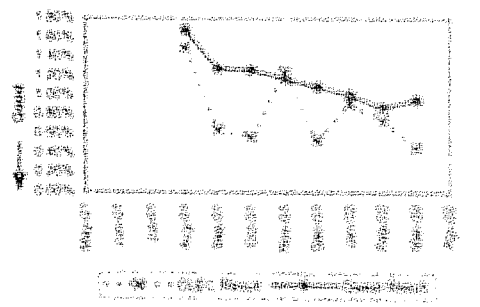
Trouble Rate (Percent) (MR-8)

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Rat	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01	182	5893	3.09%	17.30%	291648	14395514	2.03%	5.79	2.45
Aug-01	189	7266	2.60%	15.92%	299080	14314199	2.09%	3.05	0.85
Sep-01	106	7839	1.35%	11.55%	228220	14285037	1.60%	-1.73	-2.05
Oct-01	112	8379	1.34%	11.48%	231455	14244813	1.63%	-2.09	-2.23
Nov-01	198	9508	2.08%	14.28%	214295	14182796	1.51%	4.57	1.78
Dec-01	130	10507	1.24%	11.03%	199069	14128582	1.41%	-1.49	-1.90
Jan-02	204	12083	1.69%	12.88%	189273	14064648	1.35%	3.27	0.99
Feb-02	154	13985	1.10%	10.44%	165159	13985013	1.18%	-0.83	-1.53
Mar-02	116	14589	0.80%	8.88%	176140	13955969	1.26%	-5.05	-4.63
Apr-02	116	15738	0.74%	8.55%	181364	13871941	1.31%	-6.3	-4.83



Trouble Rate (Percent) (MR-8*)

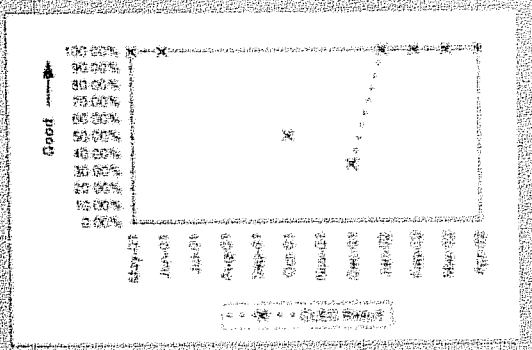
Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Rat	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01	109	7266	1.50%	12.16%	240226	14314199	1.68%	-1.18	-1.72
Sep-01	51	7839	0.65%	8.04%	182627	14285037	1.28%	-4.95	-4.01
Oct-01	48	8379	0.57%	7.55%	179550	14244813	1.25%	-5.65	-4.44
Nov-01	119	9508	1.25%	11.12%	167097	14182796	1.18%	-0.66	-0.5
Dec-01	57	10507	0.54%	7.35%	154052	14128582	1.09%	-5.41	-4.35
Jan-02	111	12083	0.92%	9.54%	141952	14064648	1.01%	-3	-1.81
Feb-02	105	13985	0.75%	8.63%	122709	13985013	0.88%	-1.6	-1.39
Mar-02	68	14589	0.47%	6.81%	133612	13955969	0.96%	-6.09	-4.7
Apr-02									



Checklist #4 - Sub-Loop Unbundling Installation

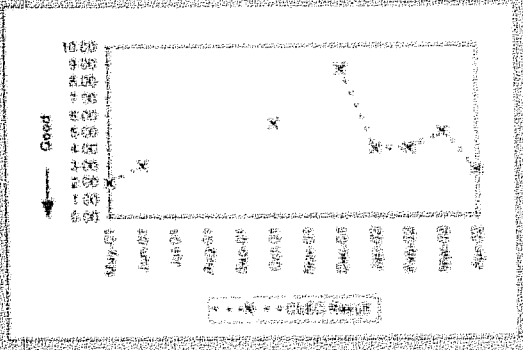
Installation Commitments Met (Percent) (OP-3A)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
May-01	2	2	100.00%	0.00%
Jun-01	1	1	100.00%	0.00%
Jul-01				
Aug-01				
Sep-01				
Oct-01	2	4	50.00%	50.00%
Nov-01				
Dec-01	1	3	33.33%	47.14%
Jan-02	1	1	100.00%	0.00%
Feb-02	1	1	100.00%	0.00%
Mar-02	2	2	100.00%	0.00%
Apr-02	3	3	100.00%	0.00%



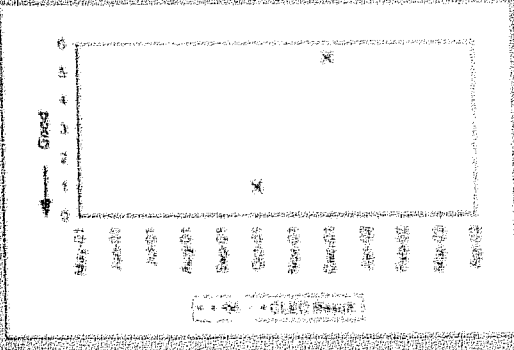
Installation Interval (Average Days) (OP-4A)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
May-01	4	2	2.00	0.00
Jun-01	3	1	3.00	
Jul-01				
Aug-01				
Sep-01				
Oct-01	22	4	5.50	0.58
Nov-01				
Dec-01	26	3	8.67	3.21
Jan-02	4	1	4.00	
Feb-02	4	1	4.00	
Mar-02	10	2	5.00	0.00
Apr-02	8	3	2.67	2.08



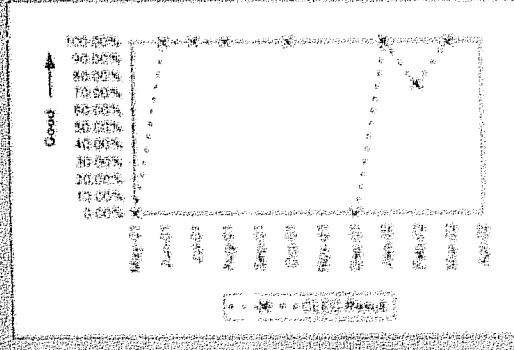
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-1)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
May-01				
Jun-01				
Jul-01				
Aug-01				
Sep-01				
Oct-01	2	2	1.00	0.00
Nov-01				
Dec-01	11	2	5.50	0.71
Jan-02				
Feb-02				
Mar-02				
Apr-02				



Installation Commitments Met (Percent) (OP-3B)-- Dispatches Outside MSAs

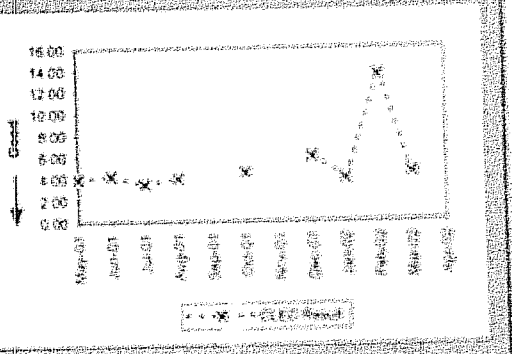
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
May-01	0	1	0.00%	0.00%
Jun-01	8	8	100.00%	0.00%
Jul-01	4	4	100.00%	0.00%
Aug-01	4	4	100.00%	0.00%
Sep-01				
Oct-01	2	2	100.00%	0.00%
Nov-01				
Dec-01	0	1	0.00%	0.00%
Jan-02	3	3	100.00%	0.00%
Feb-02	3	4	75.00%	43.30%
Mar-02	2	2	100.00%	0.00%
Apr-02				



Checklist #4 - Sub-Loop Unbundling Installation

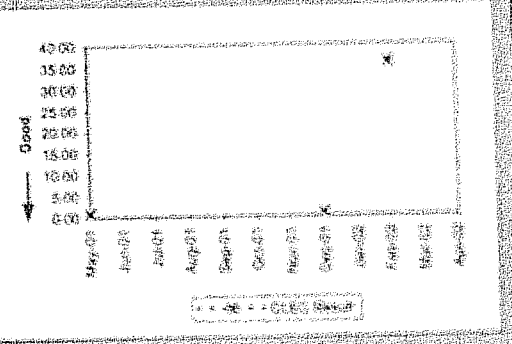
Installation Interval (Average Days) (OP-4B)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
May-01	4	1	4.00	
Jun-01	34	8	4.25	2.05
Jul-01	14	4	3.50	1.00
Aug-01	16	4	4.00	1.15
Sep-01				
Oct-01	9	2	4.50	0.71
Nov-01				
Dec-01	6	1	6.00	
Jan-02	12	3	4.00	0.00
Feb-02	54	4	13.50	20.34
Mar-02	9	2	4.50	2.12
Apr-02				



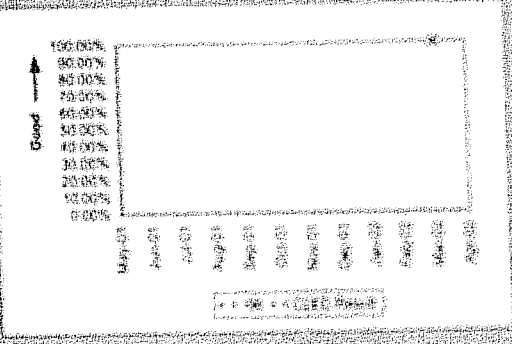
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-2)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
May-01	1	1	1.00	
Jun-01				
Jul-01				
Aug-01				
Sep-01				
Oct-01				
Nov-01				
Dec-01	1	1	1.00	
Jan-02				
Feb-02	36	1	36.00	
Mar-02				
Apr-02				



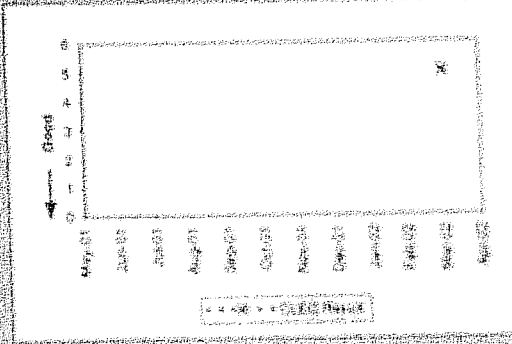
Installation Commitments Met (Percent) (OP-3C)-- No Dispatches

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
May-01				
Jun-01				
Jul-01				
Aug-01				
Sep-01				
Oct-01				
Nov-01				
Dec-01				
Jan-02				
Feb-02				
Mar-02	1	1	100.00%	0.00%
Apr-02				



Installation Interval (Average Days) (OP-4C)-- No Dispatches

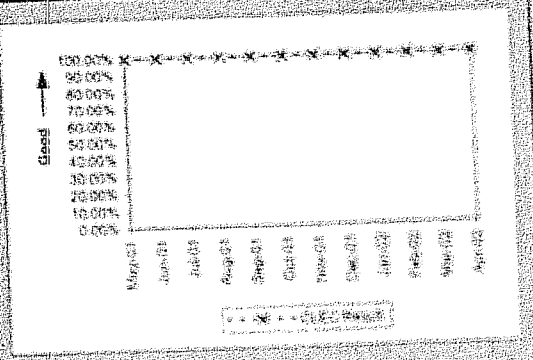
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
May-01				
Jun-01				
Jul-01				
Aug-01				
Sep-01				
Oct-01				
Nov-01				
Dec-01				
Jan-02				
Feb-02				
Mar-02	5	1	5.00	
Apr-02				



Checklist #4 - Sub-Loop Unbundling Installation

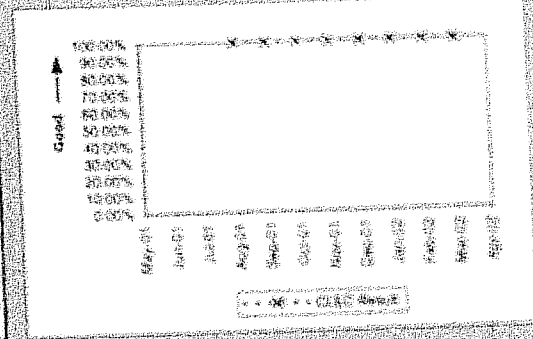
New Service Installation Quality (Percent) (OP-5)

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
May-01	3	3	100.00%	0.00%
Jun-01	6	6	100.00%	0.00%
Jul-01	7	7	100.00%	0.00%
Aug-01	4	4	100.00%	0.00%
Sep-01	2	2	100.00%	0.00%
Oct-01	3	3	100.00%	0.00%
Nov-01	3	3	100.00%	0.00%
Dec-01	2	2	100.00%	0.00%
Jan-02	4	4	100.00%	0.00%
Feb-02	5	5	100.00%	0.00%
Mar-02	5	5	100.00%	0.00%
Apr-02	4	4	100.00%	0.00%



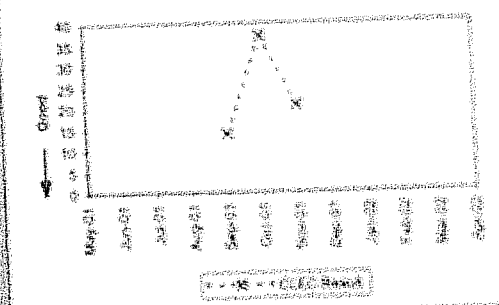
New Service Installation Quality (Percent) (OP-5*)

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
May-01				
Jun-01				
Jul-01				
Aug-01	4	4	100.00%	0.00%
Sep-01	2	2	100.00%	0.00%
Oct-01	3	3	100.00%	0.00%
Nov-01	3	3	100.00%	0.00%
Dec-01	2	2	100.00%	0.00%
Jan-02	4	4	100.00%	0.00%
Feb-02	5	5	100.00%	0.00%
Mar-02	5	5	100.00%	0.00%
Apr-02				



Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A)

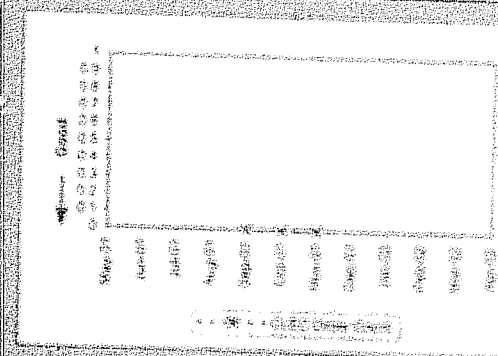
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
May-01				
Jun-01				
Jul-01				
Aug-01	14	1	14.00	
Sep-01	37	1	37.00	
Oct-01	62	3	20.67	32.33
Nov-01				
Dec-01				
Jan-02				
Feb-02				
Mar-02				
Apr-02				



Checklist #4 - Sub-Loop Unbundling Installation

Count of Pending Orders Delayed for Facilities Reasons Sub-Loop Unbundling (OP-15B)

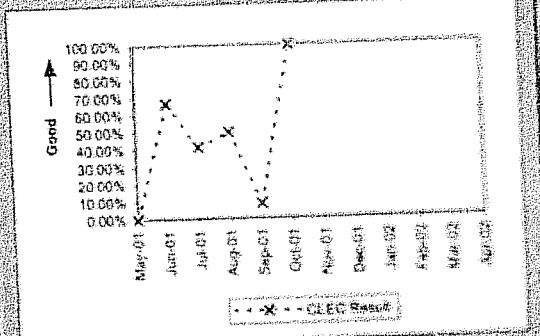
Date	CLEC Order Count
May-01	
Jun-01	
Jul-01	
Aug-01	
Sep-01	
Oct-01	
Nov-01	
Dec-01	
Jan-02	
Feb-02	
Mar-02	
Apr-02	



Checklist #4 - Dark Fiber - Loop Installation

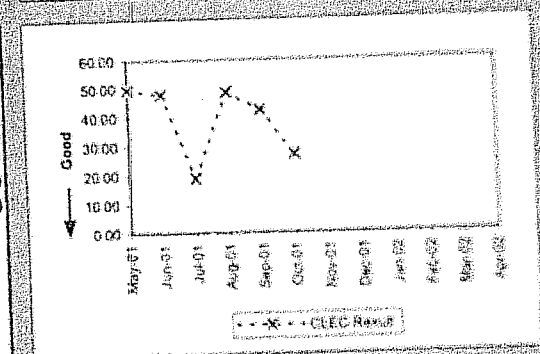
Installation Commitments Met (Percent) (OP-3D)-- Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
May-01	0	4	0.00%	0.00%
Jun-01	4	6	66.67%	47.14%
Jul-01	12	29	41.38%	49.25%
Aug-01	2	4	50.00%	50.00%
Sep-01	7	80	8.75%	28.26%
Oct-01	4	4	100.00%	0.00%
Nov-01				
Dec-01				
Jan-02				
Feb-02				
Mar-02				
Apr-02				



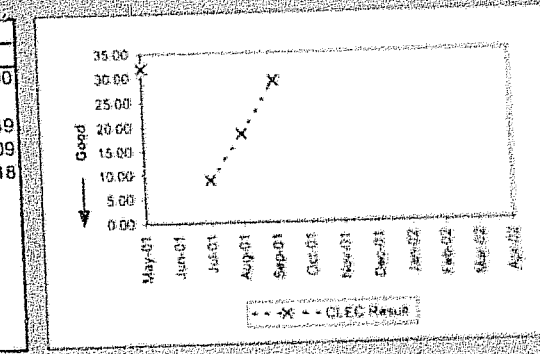
Installation Interval (Average Days) (OP-4D)-- Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
May-01	199	4	49.75	0.50
Jun-01	288	6	48.00	22.29
Jul-01	556	29	19.17	5.74
Aug-01	195	4	48.75	39.20
Sep-01	3386	80	42.32	15.20
Oct-01	108	4	27.00	0.00
Nov-01				
Dec-01				
Jan-02				
Feb-02				
Mar-02				
Apr-02				



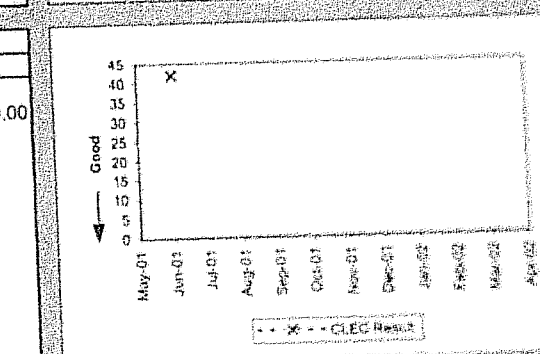
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-4)-- Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
May-01	128	4	32.00	0.00
Jun-01				
Jul-01	151	17	8.88	8.49
Aug-01	37	2	18.50	19.09
Sep-01	2134	73	29.23	10.18
Oct-01				
Nov-01				
Dec-01				
Jan-02				
Feb-02				
Mar-02				
Apr-02				



Delayed Days for Facility Reasons (Average Days) (OP-6B-4)-- Interval Zone One

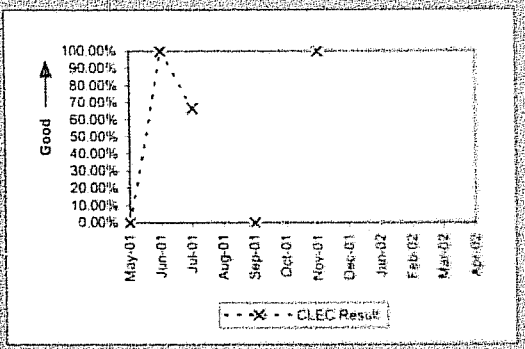
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
May-01				
Jun-01	84	2	42.00	0.00
Jul-01				
Aug-01				
Sep-01				
Oct-01				
Nov-01				
Dec-01				
Jan-02				
Feb-02				
Mar-02				
Apr-02				



Checklist #4 - Dark Fiber - Loop Installation

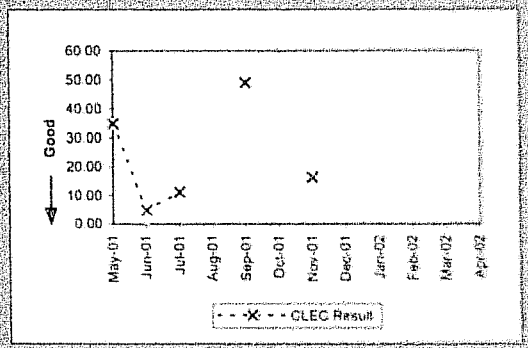
Installation Commitments Met (Percent) (OP-3E)-- Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
May-01	0	2	0.00%	0.00%
Jun-01	1	1	100.00%	0.00%
Jul-01	2	3	66.67%	47.14%
Aug-01				
Sep-01	0	5	0.00%	0.00%
Oct-01				
Nov-01	4	4	100.00%	0.00%
Dec-01				
Jan-02				
Feb-02				
Mar-02				
Apr-02				



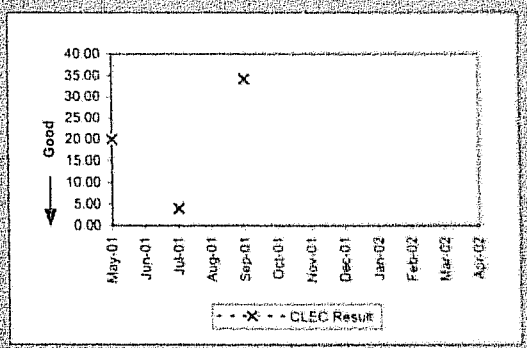
Installation Interval (Average Days) (OP-4E)-- Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
May-01	70	2	35.00	0.00
Jun-01	5	1	5.00	
Jul-01	34	3	11.33	9.87
Aug-01				
Sep-01	246	5	49.20	1.30
Oct-01				
Nov-01	66	4	16.50	3.00
Dec-01				
Jan-02				
Feb-02				
Mar-02				
Apr-02				



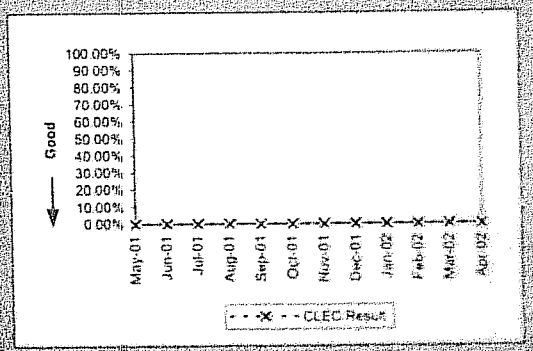
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5)-- Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
May-01	40	2	20.00	0.00
Jun-01				
Jul-01	4	1	4.00	
Aug-01				
Sep-01	171	5	34.20	3.49
Oct-01				
Nov-01				
Dec-01				
Jan-02				
Feb-02				
Mar-02				
Apr-02				

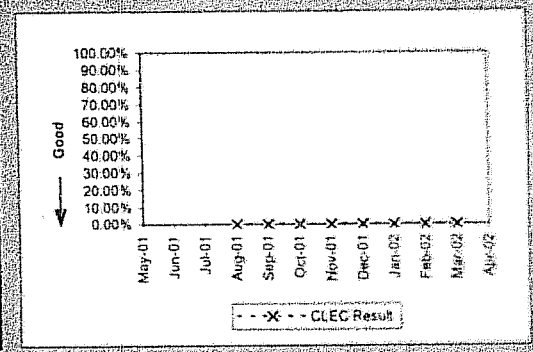


Checklist #4 - Dark Fiber - Loop Repair

Trouble Rate (Percent) (MR-8)-- Interval Zone One and Two				
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
May-01	0	53	0.00%	0.00%
Jun-01	0	62	0.00%	0.00%
Jul-01	0	69	0.00%	0.00%
Aug-01	0	73	0.00%	0.00%
Sep-01	0	81	0.00%	0.00%
Oct-01	0	63	0.00%	0.00%
Nov-01	0	66	0.00%	0.00%
Dec-01	0	66	0.00%	0.00%
Jan-02	0	64	0.00%	0.00%
Feb-02	0	68	0.00%	0.00%
Mar-02	0	68	0.00%	0.00%
Apr-02	0	63	0.00%	0.00%



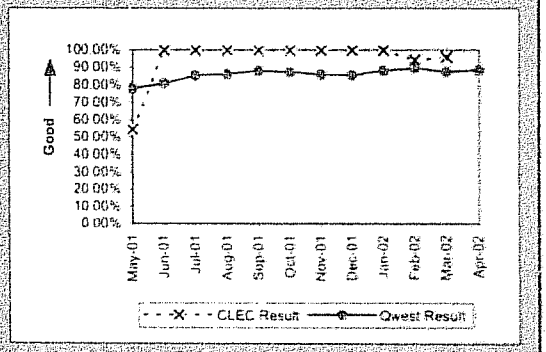
Trouble Rate (Percent) (MR-8*)-- Interval Zone One and Two				
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
May-01				
Jun-01				
Jul-01				
Aug-01	0	73	0.00%	0.00%
Sep-01	0	81	0.00%	0.00%
Oct-01	0	63	0.00%	0.00%
Nov-01	0	66	0.00%	0.00%
Dec-01	0	66	0.00%	0.00%
Jan-02	0	64	0.00%	0.00%
Feb-02	0	68	0.00%	0.00%
Mar-02	0	68	0.00%	0.00%
Apr-02				



Checklist #5 - Unbundled Transport (UDIT) DS1 Level Installation

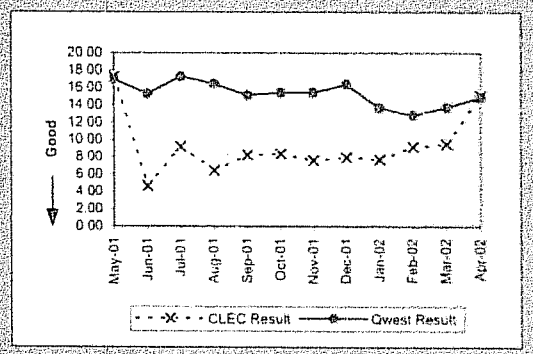
Installation Commitments Met (Percent) (OP-3D)– Interval Zone One

CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Score
12	22	54.55%	49.79%	2269	2901	78.21%	2.45	0.49
15	15	100.00%	0.00%	2591	3195	81.10%	-2.1	-2.28
21	21	100.00%	0.00%	2516	2945	85.43%	-2.01	-2.22
21	21	100.00%	0.00%	2963	3432	86.33%	-1.98	-2.21
25	25	100.00%	0.00%	2862	3251	88.03%	-1.87	-2.14
6	6	100.00%	0.00%	3120	3571	87.37%	-0.93	-1.57
4	4	100.00%	0.00%	2800	3258	86.22%	-0.98	-1.59
13	13	100.00%	0.00%	2620	3062	85.57%	-1.48	-1.9
13	13	100.00%	0.00%	3417	3869	88.32%	-1.5	-1.91
14	32	84.44%	22.91%	3260	3636	89.66%	-0.94	-1.57
25	25	99.15%	19.23%	2772	3164	87.61%	-1.32	-1.8
				3108	3509	88.57%		



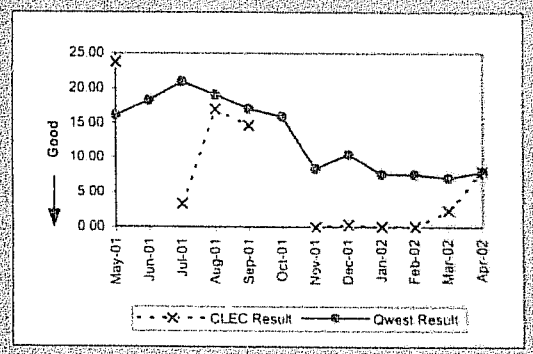
Installation Interval (Average Days) (OP-4D)– Interval Zone One

CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Score
396	22	17.27	19.49	48583	2862	16.98	1.98	0.2
74	15	4.68	2.63	46632	3173	15.33	-2.87	-2.74
103	21	9.23	3.44	73506	4244	17.32	-4.39	-3.67
154	21	6.48	4.28	76695	4664	16.44	-3.87	-3.35
482	56	8.26	6.12	66905	4418	15.14	-3.74	-3.27
109	13	8.42	3.39	79727	5160	15.45	-2.11	-2.28
120	17	7.65	3.35	68216	4413	15.46	-2.27	-2.38
264	76	7.67	3.09	63661	3874	16.43	-4.1	-3.49
275	45	4.73	1.92	54368	4702	13.69	-3.45	-3.1
402	53	9.22	4.88	56278	4384	12.84	-3.01	-2.83
434	46	9.54	6.16	52446	3810	13.77	-1.75	-2.06
616	54	15.11	7.26	65955	4429	14.89	1.9	0.15



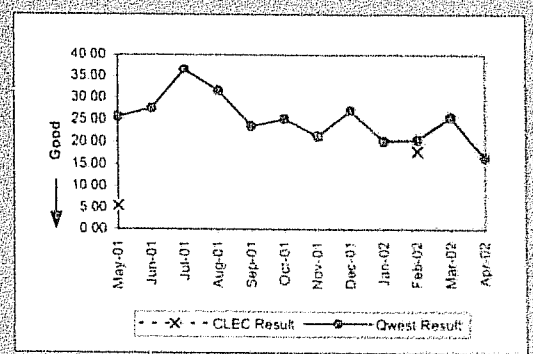
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-4)– Interval Zone One

CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Score
8	8	23.75	25.69	6831	423	16.15	1.79	0.09
				7786	425	18.32		
40	12	3.35	8.34	17222	821	20.98	-2.87	-2.74
17	1	17.00		15908	834	19.07	-0.09	-1.05
44	3	14.67	20.43	12179	711	17.13	-0.21	-1.13
				14313	896	15.97		
0	11	0.00	0.00	13363	1598	8.36	-1.67	-2.01
67	63	0.33	1.96	14024	1338	10.48	-2.87	-2.75
2	32	0.06	0.35	9655	1271	7.60	-2.87	-2.75
2	53	0.04	0.27	8688	1158	7.50	-3.33	-3.02
180	77	2.36	3.00	8025	1139	7.05	-1.55	-1.94
453	56	8.09	8.05	10616	1348	7.88	1.43	-0.13



Delayed Days for Facility Reasons (Average Days) (OP-6B-4)– Interval Zone One

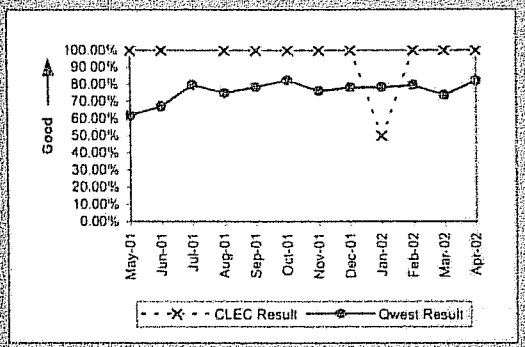
CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Score
11	2	5.50	3.54	5335	209	25.53	-1.07	-1.65
				4929	179	27.54		
				5108	140	36.49		
				4147	131	31.66		
				2230	95	23.47		
				2744	109	25.17		
				2965	139	21.33		
				3190	118	27.03		
				2387	118	20.23		
36	2	18.00	24.04	709	34	20.59	-0.21	-1.13
				1175	46	25.54		
				792	48	16.50		



Checklist #5 - Unbundled Transport (UDIT) DS1 Level Installation

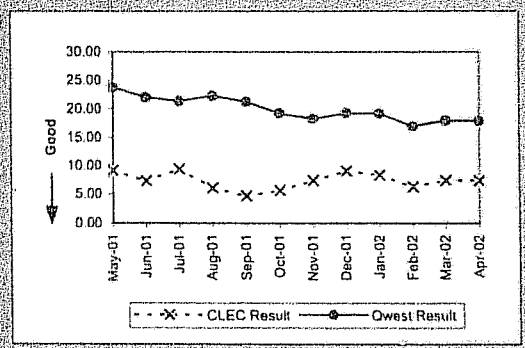
Interval Zone Two

Qwest Num	Qwest Dem	Qwest Res	Mod Z Scr	Parity Score
901	1451	62.10%	-1.91	-2.16
1215	1809	67.16%	-1.71	-2.04
1317	1651	79.77%		
1255	1634	76.80%	-2.3	-2.4
1135	1445	78.55%	-2.69	-2.64
1528	1859	82.63%	-1.45	-1.88
1511	1994	76.08%	-0.56	-1.34
1363	1743	78.20%	-0.91	-1.56
1364	1755	78.41%	0.78	-0.52
1475	1855	79.57%	-1.13	-1.69
1314	1780	73.82%	-1.97	-2.2
1642	1990	82.26%	-0.46	-1.28



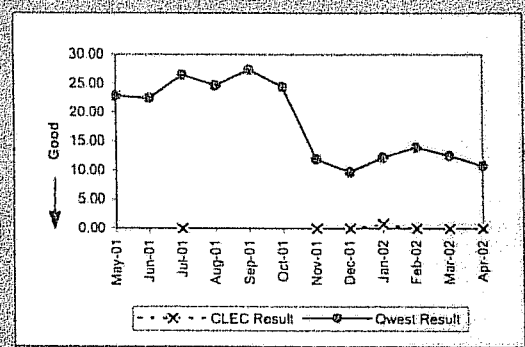
Interval Zone Two

Qwest Num	Qwest Dem	Qwest Res	Mod Z Scr	Parity Score
340331	1429	23.81	-1.46	-1.9
339497	1791	22.09	-1.68	-2.02
327353	2467	21.40	-1.28	-1.78
345522	2537	22.30	-2.82	-2.71
446631	2105	21.30	-3.35	-3.04
339139	2640	19.25	-2.36	-2.44
327135	2232	18.35	-1.61	-1.98
469170	2406	19.33	-2.59	-2.57
452212	2354	19.21	-1.34	-1.82
340607	2234	17.01	-1.49	-1.91
409566	2265	18.05	-2.29	-2.39
468380	2594	17.96	-1.47	-1.9



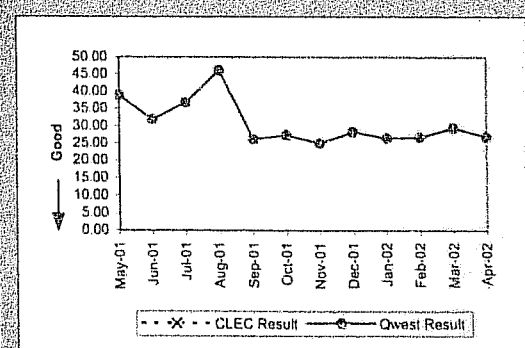
Interval Zone Two

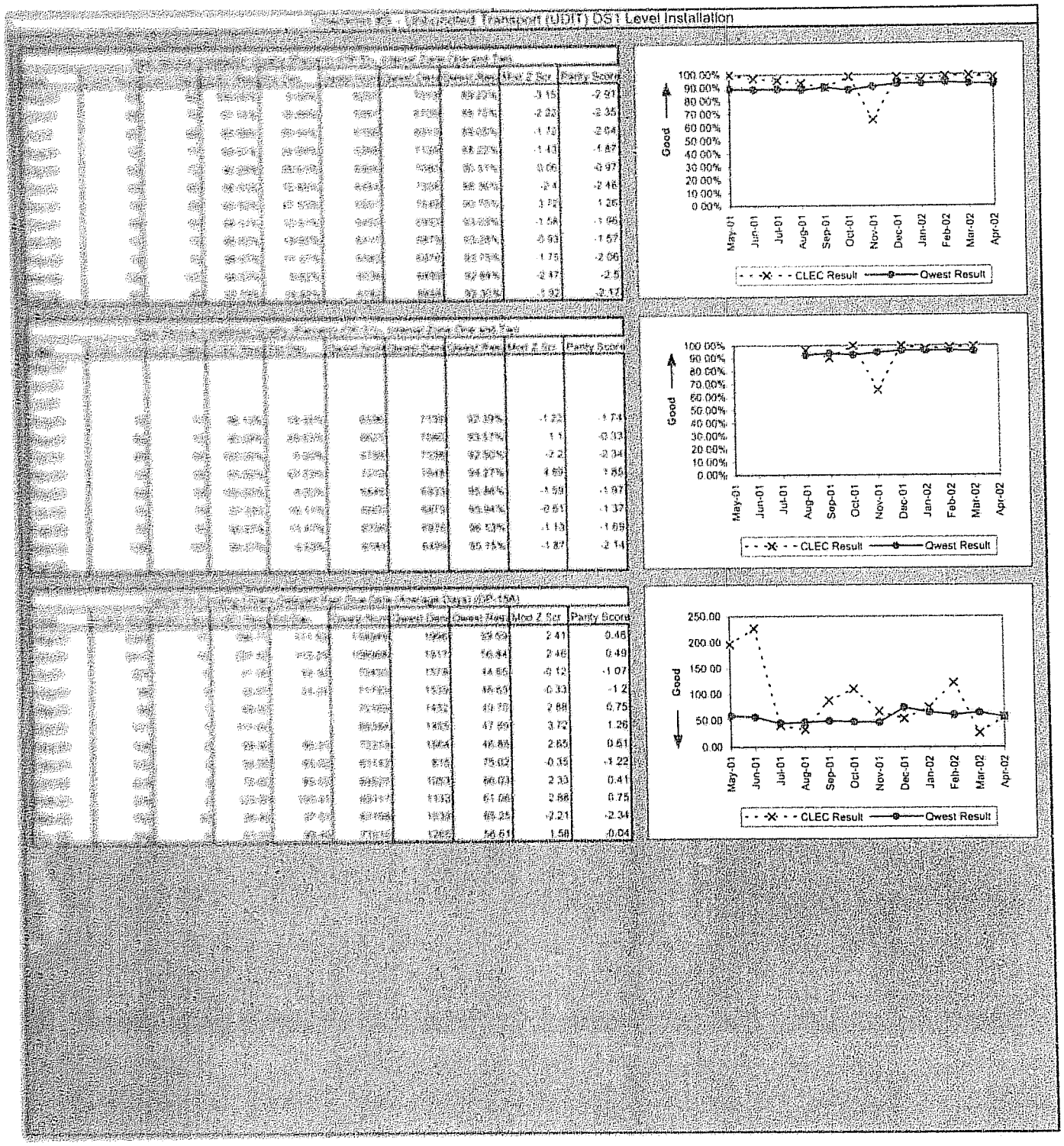
Qwest Num	Qwest Dem	Qwest Res	Mod Z Scr	Parity Score
9271	405	22.89		
9732	433	22.48		
16378	617	26.54	-1.99	-2.21
17827	723	24.66		
15366	560	27.43		
16043	615	24.46		
13883	1149	11.91	-1.38	-1.84
10116	1034	9.78	-1.92	-2.17
11406	930	12.26	-1.18	-1.72
10365	755	13.99	-0.62	-1.38
11642	943	12.56	-1.25	-1.78
10240	944	10.85	-1	-1.61



Interval Zone Two

Qwest Num	Qwest Dem	Qwest Res	Mod Z Scr	Parity Score
5843	145	38.92		
5106	161	31.85		
3457	94	36.78		
5063	116	46.23		
3589	80	26.11		
3597	84	27.35		
3629	113	25.03		
1930	69	28.36		
2545	96	26.55		
1993	52	26.79		
1441	49	29.41		
1532	42	26.95		

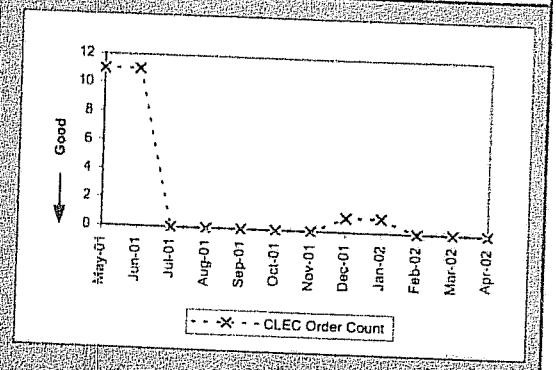



Unbundled Transport (UDIT) DS1 Level Installation
Party Score
Z Scr
Qwest Result
CLEC Result
Good
100.00%
90.00%
80.00%
70.00%
60.00%
50.00%
40.00%
30.00%
20.00%
10.00%
0.00%
May-01
Jun-01
Jul-01
Aug-01
Sep-01
Oct-01
Nov-01
Dec-01
Jan-02
Feb-02
Mar-02
Apr-02
250.00
200.00
150.00
100.00
50.00
0.00

Checklist #5 - Unbundled Transport (UDIT) DS1 Level Installation

Percentage Orders Delayed by Provider Reasons UDIT DS1 (OP-15B)

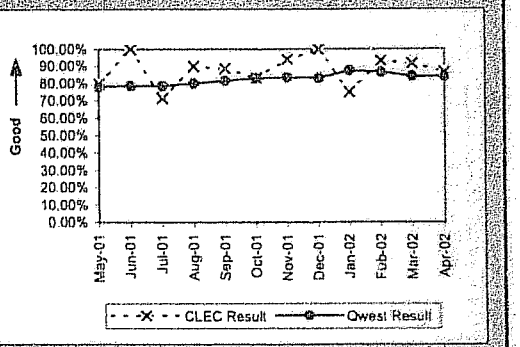
	CLEC Order Count
	11
	11
	0
	0
	0
	0
	0
	1
	1
	0
	0
	0



Checklist #5 - Unbundled Transport (UDIT) DS1 Level Repair

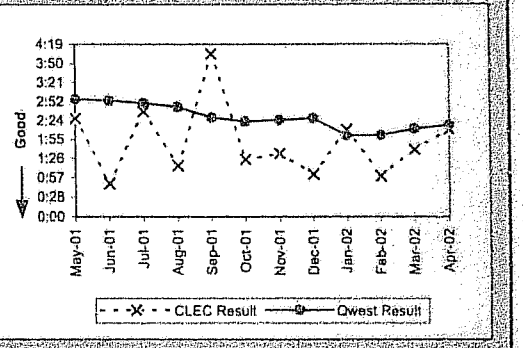
Percent Installation Troubles (Percent) (MR-5A)-- Interval Zone One

				Std Dev	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Score
				43.00%	4148	5303	78.22%	-0.14	-1.08
				6.06%	4215	5355	78.71%	-1.16	-1.71
				45.15%	3968	5078	78.53%	0.47	-0.71
				50.00%	4180	5223	80.22%	-0.78	-1.47
				37.43%	3571	4369	81.74%	-0.55	-1.34
				37.87%	4061	4880	83.22%	-0.01	-1
				33.53%	3500	4189	83.55%	-1.17	-1.71
				6.06%	2962	3561	83.18%	-1.42	-1.86
				43.32%	3341	3826	87.32%	0.95	-0.42
				24.94%	2971	3437	86.44%	-0.78	-1.47
				22.84%	3039	3631	84.14%	-0.71	-1.43
				33.99%	3274	3895	84.06%	-0.28	-1.17



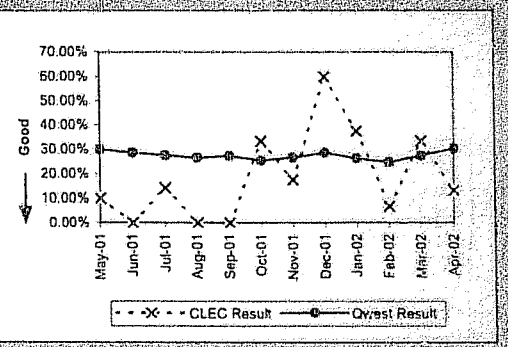
Trouble Report Interval (Hours Minutes) (MR-6D)-- Interval Zone One

				Std Dev	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Score
				2:12	15868:02	5303	2:57	-0.33	-1.2
				6:13	15581:24	5355	2:55	-0.93	-1.56
				5:22	14491:39	5078	2:51	-0.11	-1.07
				5:17	14353:10	5223	2:45	-0.5	-1.3
				7:27	10635:00	4369	2:29	2.41	0.46
				1:45	11617:03	4880	2:23	-0.66	-1.4
				2:27	10127:22	4189	2:25	-0.97	-1.59
				1:39	8770:36	3561	2:28	-1.09	-1.66
				1:54	7765:14	3826	2:02	2.46	0.49
				3:18	8974:59	3437	2:02	-1.28	-1.78
				1:36	7961:26	3631	2:12	-0.61	-1.37
				2:00	8691:50	3895	2:17	-0.1	-1.06



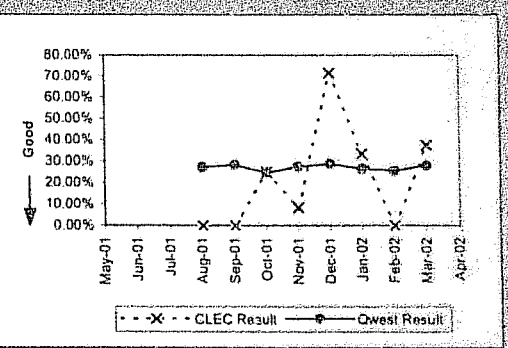
Repeat Trouble Report Rate (Percent) (MR-7D)-- Interval Zone One

				Std Dev	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Score
				30.00%	1990	5303	29.98%	-1.38	-1.84
				0.00%	1536	5355	26.68%	-1.42	-1.86
				31.97%	1397	5078	27.51%	-0.78	-1.48
				0.00%	1386	5223	26.54%	-1.9	-2.15
				0.00%	1192	4369	27.28%	-1.84	-2.12
				47.14%	1243	4880	25.47%	0.45	-0.73
				58.12%	1118	4189	26.69%	-0.84	-1.51
				48.50%	1021	3561	28.67%	2.01	0.22
				48.41%	1006	3826	26.29%	0.7	-0.58
				24.94%	851	3437	24.76%	-1.62	-1.98
				47.14%	996	3631	27.43%	0.47	-0.72
				33.99%	1179	3895	30.27%	-1.42	-1.87



Repeat Trouble Report Rate (Percent) (MR-7D*)-- Interval Zone One

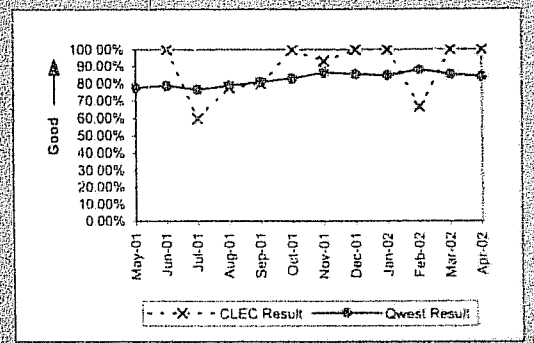
				Std Dev	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Score
				0.00%	935	3435	27.22%	-1.06	-1.64
				0.00%	813	2865	28.38%	-1.78	-2.08
				43.30%	787	3182	24.73%	0.07	-0.96
				27.84%	739	2684	27.53%	-1.49	-1.9
				45.18%	651	2258	28.86%	2.23	0.35
				47.14%	644	2433	26.47%	0.39	-0.76
				0.00%	552	2164	25.51%	-1.65	-2
				48.41%	675	2401	28.11%	0.58	-0.65



Checklist #5 - Unbundled Transport (UDIT) DS1 Level Repair

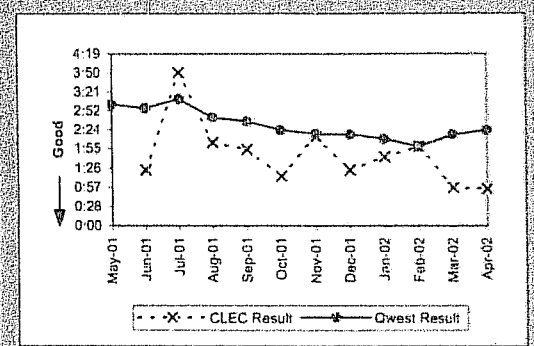
Percent Missed Repair Appointments (MR-6) – Interval Zone Two

				Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Score
				1885	2429	77.60%		
				2037	2579	78.98%	-1.26	-1.77
				2147	2800	76.68%	0.81	-0.51
				2285	2899	78.92%	0.16	-0.9
				1684	2078	81.04%	0.12	-0.93
				1864	2240	83.21%	-0.63	-1.39
				1726	1993	86.60%	-0.78	-1.46
				1468	1719	85.40%	-0.72	-1.44
				1461	1723	84.79%	-0.85	-1.51
				1478	1668	88.13%	0.92	-0.44
				1609	1888	85.22%	-0.72	-1.44
				1784	2123	84.03%	-0.62	-1.37



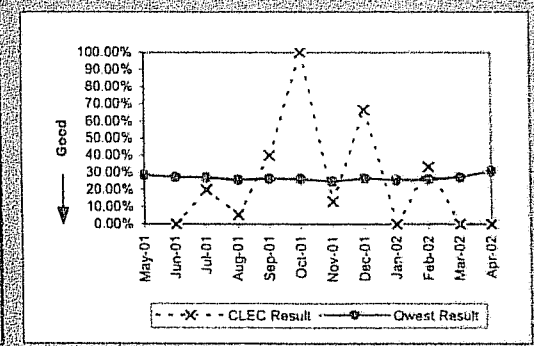
Mean Time to Restore (Hours:Minutes) (MR-6E) – Interval Zone Two

				Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Score
				7483:10	2429	3:03		
				7503:00	2579	2:57	-0.76	-1.46
				8024:17	2800	3:11	2.46	0.49
				7878:43	2899	2:43	-0.68	-1.42
				5430:33	2078	2:37	-0.35	-1.21
				5384:11	2240	2:24	-0.44	-1.27
				4564:21	1993	2:18	-0.06	-1.04
				3914:24	1719	2:17	-0.4	-1.25
				3726:58	1723	2:10	-0.27	-1.17
				3313:54	1668	1:59	1.12	-0.32
				4215:22	1888	2:17	-0.73	-1.44
				5080:52	2123	2:24	-0.58	-1.35



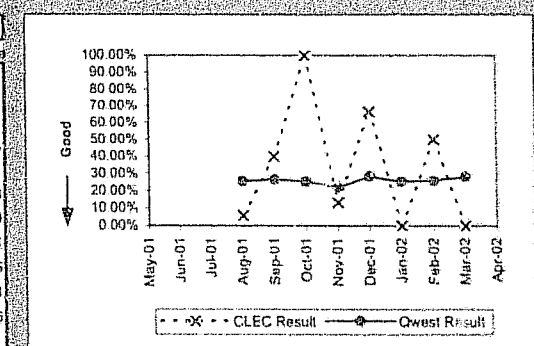
Percent Repeat Repair Rate (Percent) (MR-7E) – Interval Zone Two

				Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Score
				688	2429	28.32%		
				702	2579	27.22%	-1.5	-1.91
				753	2800	26.89%	-0.35	-1.21
				744	2899	25.66%	-1.95	-2.18
				550	2078	26.47%	0.65	-0.61
				587	2240	26.21%	1.83	0.12
				493	1993	24.74%	-1.02	-1.62
				458	1719	26.64%	1.31	-0.2
				440	1723	25.54%	-1.17	-1.71
				432	1668	25.90%	0.3	-0.82
				513	1888	27.17%	-1.06	-1.64
				656	2123	30.90%	-0.95	-1.57



Repeat Repair Rate (Percent) (MR-7E*) – Interval Zone Two

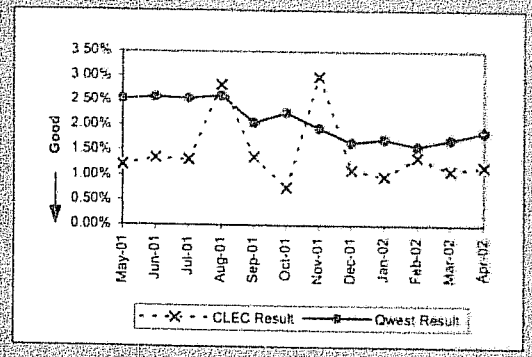
				Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Score
				481	1882	25.56%	-1.85	-2.13
				353	1323	26.68%	0.64	-0.61
				349	1369	25.49%	1.86	0.13
				262	1191	22.00%	-0.81	-1.49
				297	1049	28.31%	1.24	-0.24
				262	1033	25.36%	-0.82	-1.5
				269	1032	26.07%	0.64	-0.61
				344	1222	28.15%	-1.08	-1.66



Checklist #5 - Unbundled Transport (UDIT) DS1 Level Repair

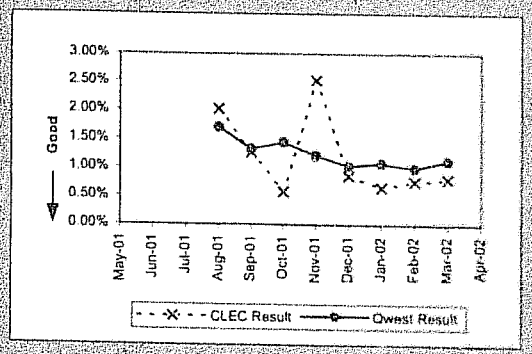
Trouble Rate (Percent) (MR-8)-- Interval Zone One and Two

			1.22%	10.96%	7732	306364	2.52%	-2.39	-2.45
			1.35%	11.56%	7934	309003	2.57%	-2.19	-2.33
			1.31%	11.39%	7878	310507	2.54%	-2.35	-2.43
			0.83%	16.57%	8122	312764	2.60%	0.45	-0.73
			1.37%	11.62%	6447	314738	2.05%	-1.53	-1.93
			0.76%	8.71%	7120	315764	2.25%	-3.24	-2.97
			2.39%	17.03%	6182	318019	1.94%	2.48	0.51
			1.11%	10.49%	5280	320210	1.65%	-1.44	-1.87
			0.89%	9.88%	5549	322799	1.72%	-1.97	-2.2
			1.16%	11.60%	5105	322988	1.58%	-0.63	-1.36
			1.10%	10.42%	5519	322151	1.71%	-1.75	-2.06
			1.19%	10.83%	6018	321850	1.87%	-1.9	-2.16



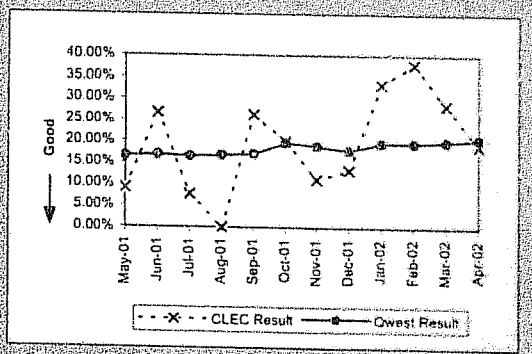
Trouble Rate (Percent) (MR-8)-- Interval Zone One and Two

	593	2.02%	14.06%	5317	312764	1.70%	0.77	-0.53
	1213	1.27%	11.20%	4188	314738	1.33%	-0.17	-1.1
	1046	0.57%	7.55%	4551	315764	1.44%	-2.35	-2.43
	1670	2.52%	15.68%	3875	318019	1.22%	3.88	1.36
	1168	0.86%	9.21%	3305	320210	1.03%	-0.59	-1.36
	1219	0.66%	8.08%	3466	322799	1.07%	-1.41	-1.86
	1329	0.75%	8.67%	3196	322988	0.99%	-0.85	-1.52
	1067	0.80%	8.93%	3623	322151	1.12%	-1.12	-1.68



Trouble and Non-Qwest Related Trouble Reports (Percent) (MR-10)-- Interval Zone One and Two

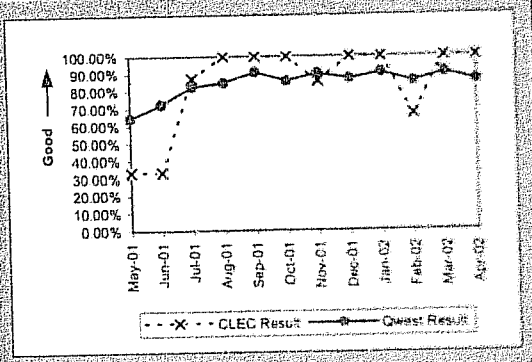
	11	5.09%	28.75%	1530	9262	16.52%	-0.66	-1.4
	15	26.67%	44.22%	1606	9540	16.83%	0.98	-0.41
	13	7.69%	26.65%	1560	9438	16.53%	-0.86	-1.52
	25	0.00%	0.00%	1635	9757	16.76%	-2.37	-2.44
	19	36.32%	44.03%	1321	7768	17.01%	1.04	-0.37
	10	20.00%	40.00%	1740	8860	19.64%	0.09	-0.95
	36	11.11%	31.43%	1436	7618	18.85%	-1.18	-1.72
	15	13.33%	33.99%	1149	6429	17.87%	-0.46	-1.28
	18	33.33%	47.14%	1351	6900	19.58%	1.38	-0.16
	29	37.93%	48.52%	1244	6349	19.59%	2.29	0.39
	21	28.57%	45.18%	1378	6897	19.98%	0.96	-0.42
	21	19.05%	39.27%	1559	7577	20.58%	-0.17	-1.11



Checklist #5 - Unbundled Transport (UDIT) Above DS1 Level Installation

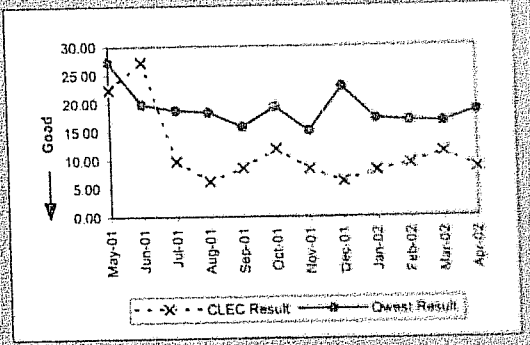
Installation Commitments Met (Percent) (OP-3D)-- Interval Zone One

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Score
May-01	3	9	33.33%	47.14%	98	152	64.47%	1.79	0.09
Jun-01	3	9	33.33%	47.14%	139	192	72.40%	2.33	0.42
Jul-01	7	8	87.50%	33.07%	141	171	82.46%	-0.37	-1.22
Aug-01	13	13	100.00%	0.00%	140	165	84.85%	-1.47	-1.89
Sep-01	5	5	100.00%	0.00%	212	233	90.99%	-0.7	-1.42
Oct-01	6	6	100.00%	0.00%	169	197	85.79%	-0.98	-1.6
Nov-01	6	7	85.71%	34.99%	156	173	90.17%	0.39	-0.76
Dec-01	21	21	100.00%	0.00%	141	162	87.04%	-1.66	-2.01
Jan-02	12	12	100.00%	0.00%	220	243	90.54%	-1.09	-1.66
Feb-02	2	3	66.67%	47.14%	118	138	85.51%	0.76	-0.54
Mar-02	3	3	100.00%	0.00%	273	302	90.40%	-0.56	-1.34
Apr-02	4	4	100.00%	0.00%	189	220	85.91%	-0.8	-1.49



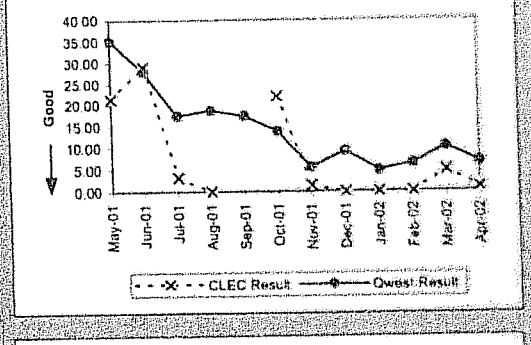
Installation Interval (Average Days) (OP-4D)-- Interval Zone One

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Score
May-01	203	9	22.44	19.22	4135	151	27.38	-0.46	-1.28
Jun-01	245	9	27.22	19.13	3745	189	19.81	1.73	0.05
Jul-01	225	23	9.78	8.34	7591	406	18.70	-2.05	-2.25
Aug-01	184	29	6.21	1.40	6486	351	18.48	-3.38	-3.05
Sep-01	146	17	8.59	5.04	7901	498	15.87	-1.87	-2.13
Oct-01	274	23	11.91	7.73	9329	483	19.31	-2.12	-2.29
Nov-01	305	36	8.42	5.67	4724	313	15.09	-2.45	-2.49
Dec-01	174	28	6.25	4.15	6202	271	22.89	-3.63	-3.21
Jan-02	230	29	8.14	2.98	7158	416	17.21	-2.62	-2.59
Feb-02	159	17	9.35	3.67	4336	257	16.87	-1.76	-2.07
Mar-02	156	12	11.33	7.10	7026	424	16.57	-1.04	-1.63
Apr-02	156	16	8.56	4.02	6947	375	18.53	-2.42	-2.47



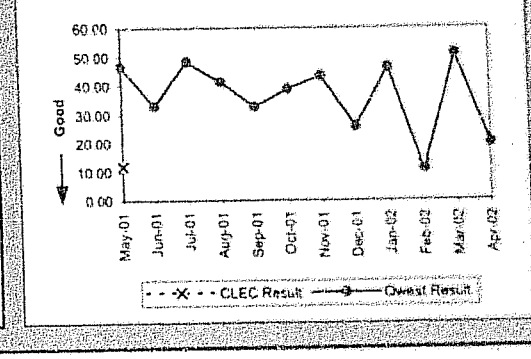
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-4)-- Interval Zone One

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Score
May-01	107	5	21.40	20.57	1091	31	35.19	-0.69	-1.42
Jun-01	174	6	29.00	14.10	1062	38	27.95	0.89	-0.46
Jul-01	13	4	3.25	5.25	1807	104	17.38	-1.04	-1.63
Aug-01	0	2	0.00	0.00	1697	91	18.65	-1.06	-1.64
Sep-01					1513	87	17.39		
Oct-01	22	1	22.00		1864	135	13.81	2.26	0.37
Nov-01	45	30	1.50	5.72	892	161	5.54	-1.39	-1.85
Dec-01	0	7	0.00	0.00	1273	137	9.29	-0.91	-1.56
Jan-02	0	17	0.00	0.00	1000	208	4.81	-1.18	-1.72
Feb-02	0	14	0.00	0.00	910	142	6.41	-1.32	-1.81
Mar-02	50	11	4.62	8.42	1643	161	10.20	-0.75	-1.45
Apr-02	11	12	0.92	2.23	1231	184	6.69	-1.02	-1.62



Delayed Days for Facility Reasons (Average Days) (OP-6B-4)-- Interval Zone One

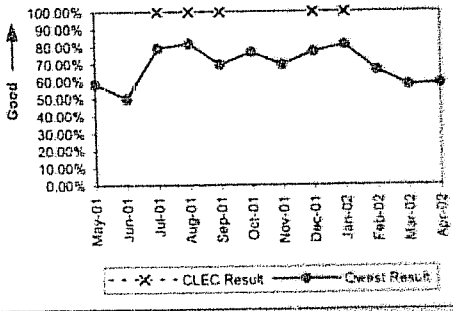
Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Score
May-01	12	1	12.00		1076	23	46.78	-0.99	-1.6
Jun-01					498	15	33.20		
Jul-01					291	6	48.50		
Aug-01					248	6	41.33		
Sep-01					263	8	32.88		
Oct-01					388	10	38.80		
Nov-01					217	5	43.40		
Dec-01					129	5	25.80		
Jan-02					232	5	46.40		
Feb-02	12	1	12.00		11	1	11.00		
Mar-02					102	2	51.00		
Apr-02					60	3	20.00		



Checklist #5 - Unbundled Transport (UDIT) Above DS1 Level Installation

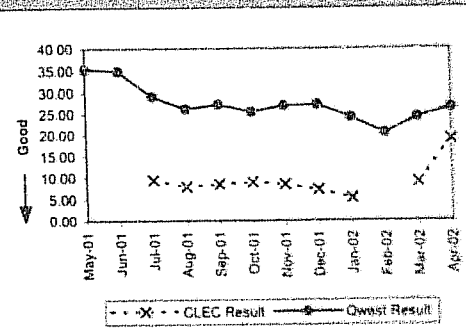
Installation Commitments Met (Percent) (OP-3E)– Interval Zone Two

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Score
					34	58	58.62%		
					29	58	50.00%		
	1	1	100.00%	0.00%	34	43	79.07%	-0.51	-1.31
	3	3	100.00%	0.00%	50	61	81.97%	-1.18	-1.71
	2	2	100.00%	0.00%	41	59	69.49%	-0.92	-1.56
					56	73	76.71%		
					64	92	69.57%		
	9	9	100.00%	0.00%	64	83	77.11%	-1.47	-1.69
	7	7	100.00%	0.00%	68	84	80.95%	-0.68	-1.41
					43	65	66.15%		
					42	73	57.53%		
					41	70	58.57%		



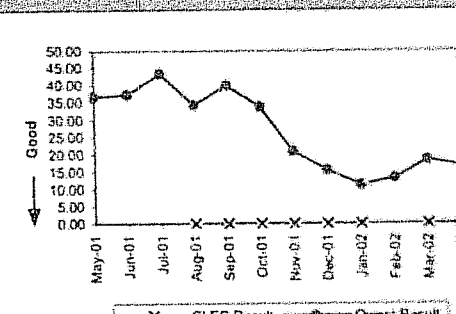
Installation Interval (Average Days) (OP-4E)– Interval Zone Two

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Score
					2053	58	35.40		
					2023	58	34.88		
	18	3	9.50	0.71	4543	156	29.12	-0.87	-1.53
	22	12	7.92	1.62	3559	136	26.17	-2.15	-2.31
	18	8	8.50	2.33	3672	135	27.20	-1.38	-1.84
	9	1	9.00		5137	201	25.56	-0.56	-1.34
	17	2	8.50	0.71	4316	160	26.98	-0.57	-1.35
	36	13	7.23	2.20	3726	137	27.20	-2.24	-2.36
	16	3	5.33	4.73	3535	146	24.21	-1.31	-1.8
					2213	108	20.49		
	9	1	9.00		3048	126	24.19	-0.63	-1.38
	36	3	19.00	12.73	3639	145	26.48	-0.38	-1.23



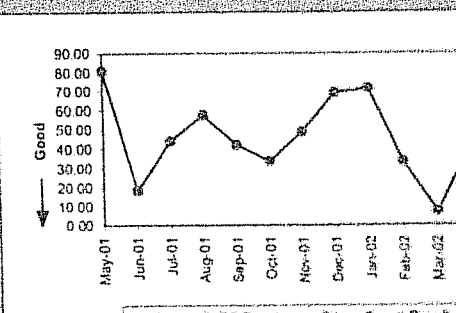
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5)– Interval Zone Two

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Score
					566	16	36.62		
					931	25	37.24		
					2246	52	43.23		
	0	1	0.00		1506	44	34.23	-0.94	-1.57
	0	2	0.00	0.00	1516	38	39.89	-1	-1.61
	0	1	0.00		2261	67	33.75	-0.95	-1.59
	0	2	0.00	0.00	1841	88	20.92	-0.61	-1.37
	0	5	0.00	0.00	1053	68	15.49	-1.21	-1.74
	0	1	0.00		826	74	11.16	-0.49	-1.3
					841	64	13.14		
	0	1	0.00		1551	84	18.46	-0.7	-1.42
	0	2	0.00	0.00	1752	104	16.85	-0.78	-1.48



Delayed Days for Facility Reasons (Average Days) (OP-6B-5)– Interval Zone Two

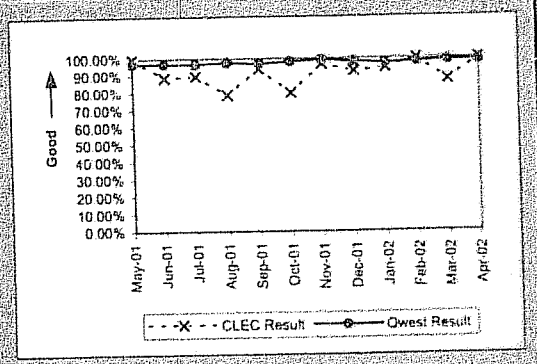
Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Score
					647	8	80.88		
					75	4	18.75		
					264	6	44.00		
					347	6	57.83		
					337	8	42.12		
					202	6	33.67		
					537	11	48.82		
					485	7	69.29		
					430	6	71.67		
					67	2	33.50		
					15	2	7.50		
					121	3	40.33		



Checklist #5 - Unbundled Transport (UDIT) Above DS1 Level Installation

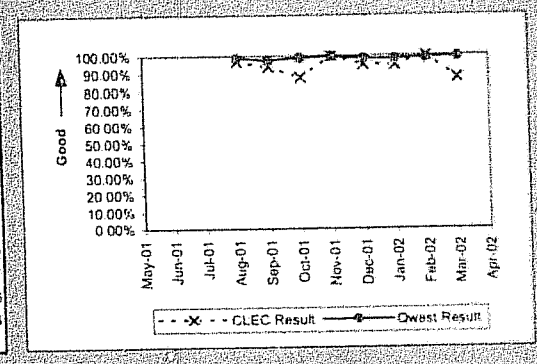
Interval Zone One and Two

					Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Score
					524	539	97.22%	-0.94	-1.57
					513	529	96.98%	1.86	0.13
					529	547	96.71%	1.68	0.02
					524	536	97.76%	4.14	1.52
					559	576	97.05%	0.94	-0.43
					675	689	97.97%	3.68	1.24
					604	609	99.18%	1.07	-0.35
					445	454	98.02%	1.81	0.1
					488	502	97.21%	0.87	-0.47
					467	476	98.11%	-0.68	-1.41
					460	467	98.50%	2.18	0.33
					537	544	98.71%	-0.46	-1.26



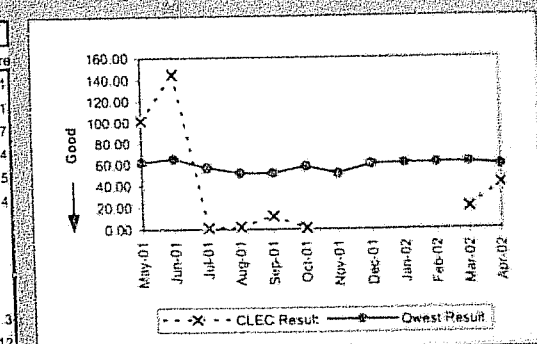
Interval Zone One and Two

					Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Score
					528	536	98.51%	0.64	-0.61
					562	576	97.57%	1.14	-0.31
					680	689	98.69%	2.76	0.68
					607	609	99.67%	-0.31	-1.19
					446	454	98.24%	1.23	-0.25
					492	502	98.01%	1.2	-0.27
					469	476	98.53%	-0.6	-1.36
					463	467	99.14%	2.53	0.54



Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A)

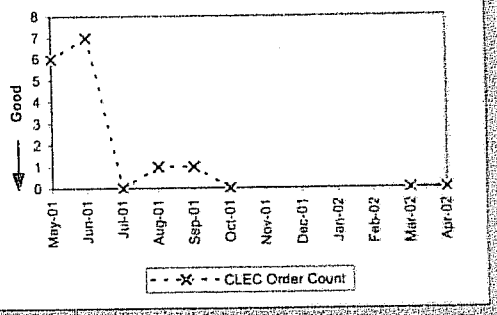
					Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Score
					23328	375	62.21	1.63	-0.01
					22204	341	65.11	1.63	-0.01
					12989	213	56.76	-1.1	-1.67
					12347	239	51.66	-0.66	-1.4
					12570	243	51.73	-0.75	-1.45
					12902	223	57.86	-0.72	-1.44
					11028	215	51.29		
					10841	167	60.13		
					10005	164	61.01		
					9674	158	61.23		
					9604	155	61.96	-0.5	-1.3
					10246	174	58.89	-0.2	-1.12



Checklist #5 - Unbundled Transport (UDIT) Above DS1 Level Installation

Percent of Missing Orders Delayed for Facilities Reasons UDIT Above DS1 Level (OP-15B)

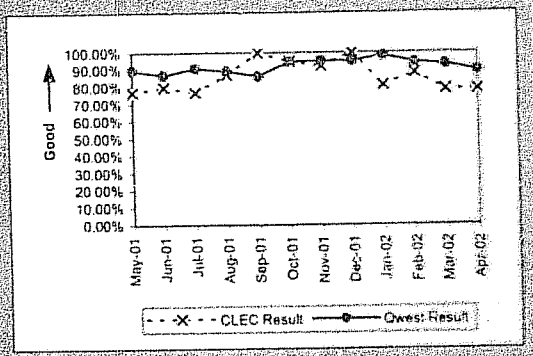
	CLEC Order Count
	6
	7
	0
	1
	1
	0
	0
	0



Checklist #5 - Unbundled Transport (UDIT) Above DS1 Level Repair

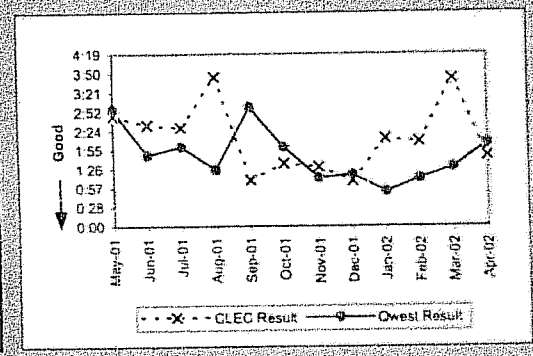
20 Trouble Cleared within 4 Hours (Percent) (MR-5A)-- Interval Zone One

	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Score
	12	13	76.92%	42.13%	113	126	89.68%	1.26	-0.24
	12	15	80.00%	40.00%	107	123	86.99%	0.73	-0.56
	12	13	76.92%	42.13%	90	99	90.91%	1.38	-0.16
	14	16	87.50%	33.07%	101	113	89.38%	0.25	-0.85
	9	9	100.00%	0.00%	133	154	86.36%	-1.16	-1.7
	19	20	95.00%	21.79%	128	135	94.81%	-0.03	-1.02
	12	13	92.31%	26.65%	121	127	95.28%	0.45	-0.73
	17	17	100.00%	0.00%	98	103	95.15%	-0.86	-1.52
	13	16	81.25%	39.03%	116	118	98.31%	2.54	0.54
	11	17	64.94%	32.22%	83	88	94.32%	0.85	-0.48
	11	14	78.57%	41.03%	95	102	93.14%	1.59	-0.03
	12	14	78.57%	41.03%	101	113	89.38%	1.1	-0.33



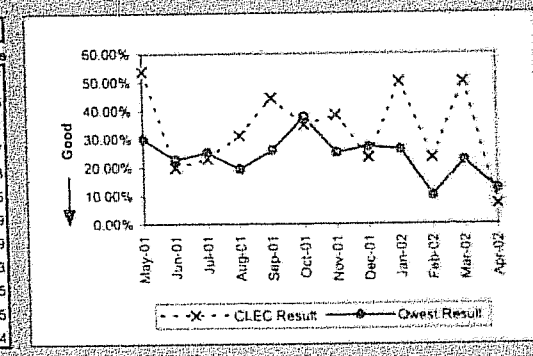
Mean Time to Restore (Hours:Minutes) (MR-6D)-- Interval Zone One

	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Score
	36:57	13	2:47	1:51	371:24	126	2:57	-0.04	-1.02
	36:36	15	2:34	2:41	221:10	123	1:48	1.21	-0.26
	32:30	13	2:30	2:30	199:17	99	2:01	0.97	-0.41
	59:27	16	3:45	9:28	161:41	113	1:26	1.23	-0.25
	18:30	9	1:16	1:09	461:47	154	3:00	-0.77	-1.47
	34:30	20	1:35	1:26	270:13	135	2:00	-0.26	-1.16
	39:36	13	1:36	2:47	154:42	127	1:13	1.19	-0.28
	19:07	17	1:05	0:47	134:43	103	1:18	-0.32	-1.19
	35:31	16	2:13	2:15	101:44	118	0:52	1.23	-0.25
	36:15	17	2:08	2:45	106:00	88	1:12	1.03	-0.37
	53:50	14	3:42	5:03	151:40	102	1:29	1.14	-0.31
	24:39	14	1:46	2:33	235:19	113	2:05	-0.18	-1.11



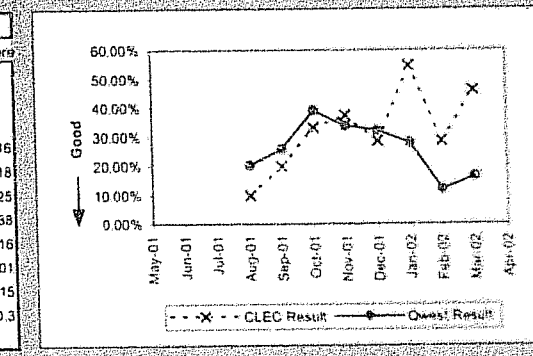
Repair Repeat Report Rate (Percent) (MR-7D)-- Interval Zone One

	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Score
	7	13	53.85%	49.85%	38	126	30.16%	1.66	0.01
	3	15	20.00%	40.00%	28	123	22.76%	-0.24	-1.15
	3	13	23.08%	42.13%	25	99	25.25%	-0.17	-1.1
	5	16	31.25%	46.35%	22	113	19.47%	1.04	-0.37
	4	9	44.44%	49.69%	40	154	25.97%	1.15	-0.3
	7	20	35.00%	47.70%	51	135	37.78%	-0.24	-1.15
	5	13	38.46%	48.65%	32	127	25.20%	1	-0.39
	4	17	23.53%	42.42%	28	103	27.18%	-0.31	-1.19
	8	16	50.00%	50.00%	31	118	26.27%	1.87	0.13
	4	17	23.53%	42.42%	9	88	10.23%	1.4	-0.15
	7	14	50.00%	50.00%	23	102	22.55%	2.06	0.25
	3	14	7.14%	25.75%	14	113	12.39%	-0.56	-1.34



Repair Repeat Report Rate (Percent) (MR-7D*)-- Interval Zone One

	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Score
	1	10	10.00%	30.00%	14	69	20.29%	-0.76	-1.46
	1	5	20.00%	40.00%	24	93	25.81%	-0.29	-1.18
	5	15	33.33%	47.14%	27	69	39.13%	-0.42	-1.25
	3	8	37.50%	46.41%	23	68	33.82%	0.2	-0.88
	4	14	28.57%	45.18%	20	62	32.26%	-0.27	-1.16
	6	11	54.55%	49.79%	17	61	27.87%	1.66	0.01
	4	14	28.57%	45.18%	6	50	12.00%	1.4	-0.15
	6	13	46.15%	49.85%	8	55	16.36%	2.14	0.3



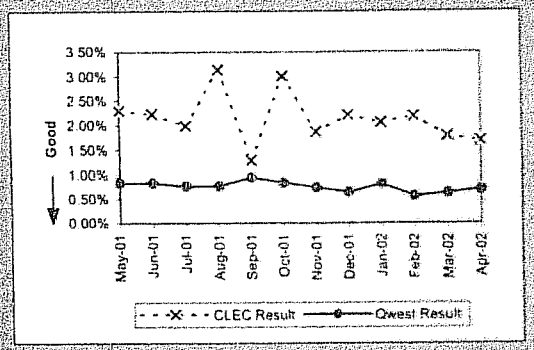
Checklist #5 - Unbundled Transport (UDIT) Above DS1 Level Repair

All Trks Disc Cleared within 4 hours (Percent) (MR-5B)-- Interval Zone Two

Checklist #5 - Unbundled Transport (UDIT) Above DS1 Level Repair

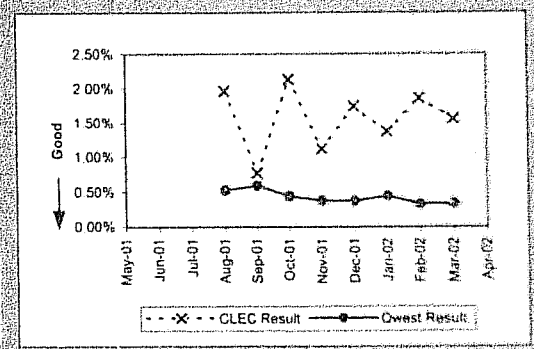
Trouble Rate (Percent) (MR-8)-- Interval Zone One and Two

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Score
[illegible]	15	685	2.30%	15.00%	159	18987	0.84%	4.16	1.53
[illegible]	16	716	2.23%	14.78%	161	19342	0.83%	4.06	1.47
[illegible]	14	702	1.99%	13.98%	150	19686	0.76%	3.69	1.24
[illegible]	23	764	3.14%	17.44%	156	20036	0.78%	7.29	3.43
[illegible]	18	772	1.30%	11.31%	193	20400	0.95%	0.98	-0.4
[illegible]	24	797	3.01%	17.09%	172	20591	0.84%	6.62	3.03
[illegible]	15	804	1.87%	13.53%	154	20806	0.74%	3.65	1.22
[illegible]	19	859	2.21%	14.71%	134	21020	0.64%	5.68	2.45
[illegible]	24	874	2.06%	14.20%	173	21223	0.82%	4.01	1.44
[illegible]	20	914	2.19%	14.63%	119	21400	0.56%	6.5	2.95
[illegible]	16	897	1.78%	13.24%	135	21641	0.62%	4.32	1.63
[illegible]	15	890	1.69%	12.87%	154	21880	0.70%	3.43	1.09



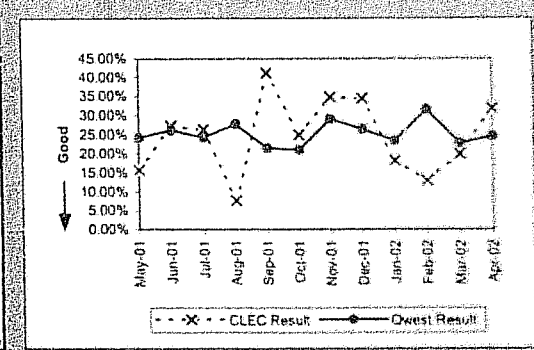
Trouble Rate (Percent) (MR-8*)-- Interval Zone One and Two

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Score
[illegible]									
[illegible]									
[illegible]									
[illegible]	15	764	1.96%	13.87%	105	20036	0.52%	5.41	2.29
[illegible]	6	772	0.78%	8.78%	121	20400	0.59%	0.65	-0.6
[illegible]	19	797	2.13%	14.45%	91	20591	0.44%	7.06	3.29
[illegible]	9	804	1.12%	10.52%	78	20806	0.37%	3.39	1.06
[illegible]	15	859	1.75%	13.10%	78	21020	0.37%	6.5	2.95
[illegible]	12	874	1.37%	11.64%	94	21223	0.44%	4.06	1.47
[illegible]	17	914	1.86%	13.51%	70	21400	0.33%	7.95	3.63
[illegible]	14	897	1.56%	12.40%	73	21641	0.34%	6.19	2.76
[illegible]									



Trouble and Non-Qwest Related Trouble Reports (Percent) (MR-10)-- Interval Zone One and Two

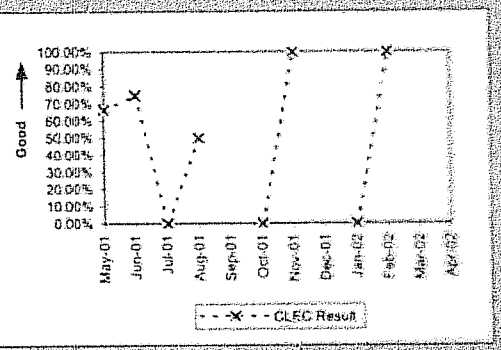
Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Score
[illegible]	9	16	15.79%	36.46%	51	210	24.29%	-0.83	-1.5
[illegible]	6	22	27.27%	44.54%	57	218	26.15%	0.13	-0.92
[illegible]	5	19	26.32%	44.03%	48	198	24.24%	0.22	-0.87
[illegible]	2	26	7.69%	26.65%	60	216	27.78%	-2.16	-2.31
[illegible]	7	17	41.18%	49.22%	53	246	21.54%	1.75	0.07
[illegible]	8	32	25.00%	43.30%	46	218	21.10%	0.51	-0.69
[illegible]	8	23	34.78%	47.63%	63	217	29.03%	0.57	-0.65
[illegible]	10	29	34.48%	47.53%	48	182	26.37%	0.9	-0.46
[illegible]	4	22	18.18%	38.57%	53	226	23.45%	-0.56	-1.34
[illegible]	3	23	13.04%	33.68%	55	174	31.61%	-1.8	-2.09
[illegible]	4	20	20.00%	40.00%	40	175	22.86%	-0.29	-1.18
[illegible]	7	22	31.82%	46.58%	50	204	24.51%	0.74	-0.55



Checklist #5 - Dark Fiber - IOF Installation

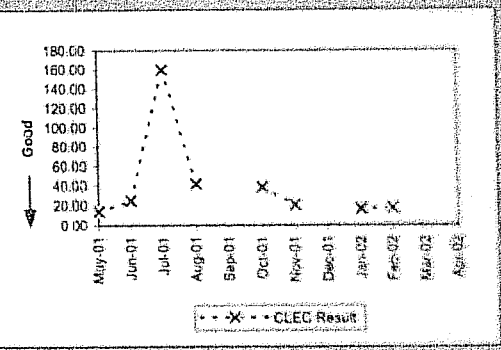
Installation Commitments Met (Percent) (OP-3D)-- Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
May-01	2	3	66.67%	47.14%
Jun-01	6	8	75.00%	43.30%
Jul-01	0	4	0.00%	0.00%
Aug-01	2	4	50.00%	50.00%
Sep-01				
Oct-01	0	2	0.00%	0.00%
Nov-01	1	1	100.00%	0.00%
Dec-01				
Jan-02	0	1	0.00%	0.00%
Feb-02	2	2	100.00%	0.00%
Mar-02				
Apr-02				



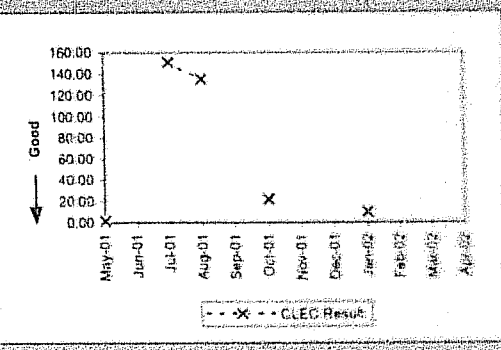
Installation Interval (Average Days) (OP-4D)-- Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
May-01	44	3	14.67	8.14
Jun-01	204	8	25.50	45.47
Jul-01	640	4	160.00	0.00
Aug-01	168	4	42.00	68.77
Sep-01				
Oct-01	78	2	39.00	0.00
Nov-01	21	1	21.00	
Dec-01				
Jan-02	17	1	17.00	
Feb-02	36	2	18.00	0.00
Mar-02				
Apr-02				



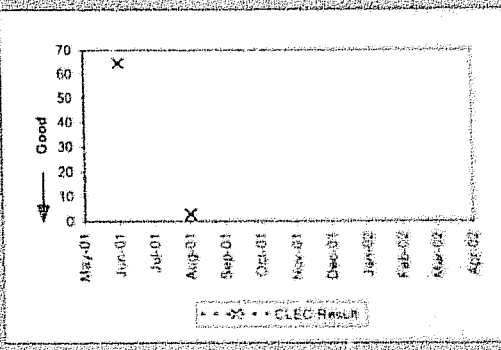
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-4)-- Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
May-01	2	1	2.00	
Jun-01				
Jul-01	604	4	151.00	0.00
Aug-01	135	1	135.00	
Sep-01				
Oct-01	44	2	22.00	0.00
Nov-01				
Dec-01				
Jan-02	10	1	10.00	
Feb-02				
Mar-02				
Apr-02				



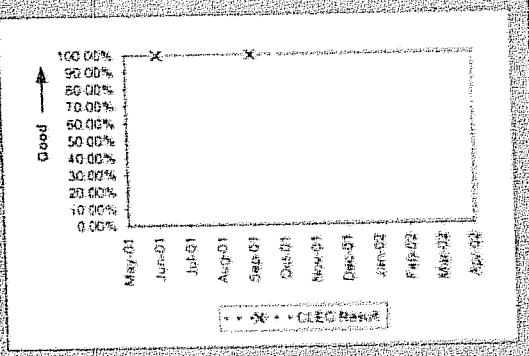
Delayed Days for Facility Reasons (Average Days) (OP-6B-4)-- Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
May-01				
Jun-01	129	2	64.50	86.97
Jul-01				
Aug-01	3	1	3.00	
Sep-01				
Oct-01				
Nov-01				
Dec-01				
Jan-02				
Feb-02				
Mar-02				
Apr-02				

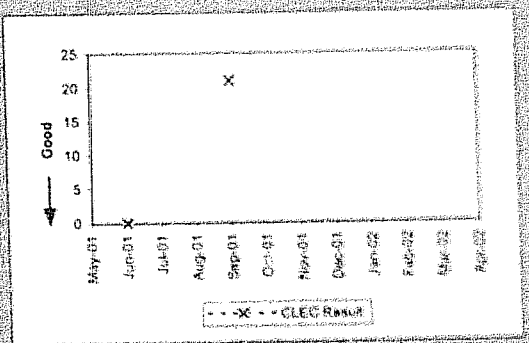


Checklist #5 - Dark Fiber - IOF Installation

Installation Commitments Met (Percent) (OP-3E)-- Interval Zone Two				
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
May-01				
Jun-01	1	1	100.00%	0.00%
Jul-01				
Aug-01				
Sep-01	2	2	100.00%	0.00%
Oct-01				
Nov-01				
Dec-01				
Jan-02				
Feb-02				
Mar-02				
Apr-02				



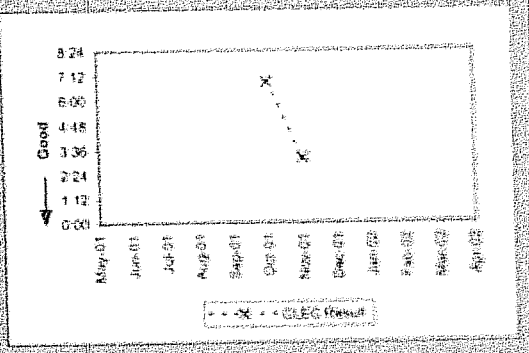
Installation Interval (Average Days) (OP-4E)-- Interval Zone Two				
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
May-01				
Jun-01	0	1	0.00	
Jul-01				
Aug-01				
Sep-01	42	2	21.00	0.00
Oct-01				
Nov-01				
Dec-01				
Jan-02				
Feb-02				
Mar-02				
Apr-02				



Checklist #5 - Dark Fiber - IOF Repair

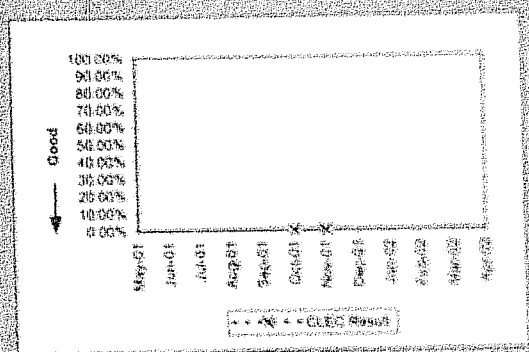
Mean Time to Restore (Hours:Minutes) (MR-6D)-- Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
May-01				
Jun-01				
Jul-01				
Aug-01				
Sep-01				
Oct-01	20:41	3	6:54	6:49
Nov-01	9:38	3	3:13	0:02
Dec-01				
Jan-02				
Feb-02				
Mar-02				
Apr-02				



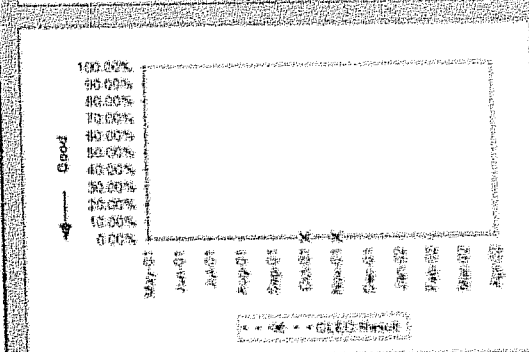
Repair Repeat Report Rate (Percent) (MR-7D)-- Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
May-01				
Jun-01				
Jul-01				
Aug-01				
Sep-01				
Oct-01	0	3	0.00%	0.00%
Nov-01	0	3	0.00%	0.00%
Dec-01				
Jan-02				
Feb-02				
Mar-02				
Apr-02				



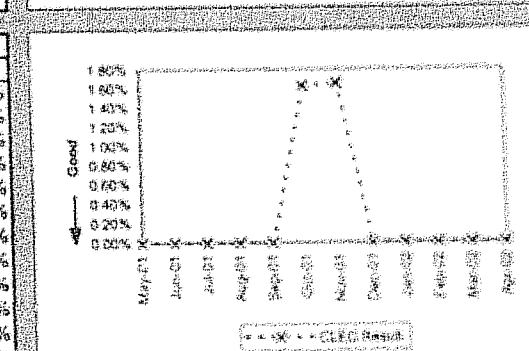
Repair Repeat Report Rate (Percent) (MR-7D*)-- Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
May-01				
Jun-01				
Jul-01				
Aug-01				
Sep-01				
Oct-01	0	2	0.00%	0.00%
Nov-01	0	3	0.00%	0.00%
Dec-01				
Jan-02				
Feb-02				
Mar-02				
Apr-02				



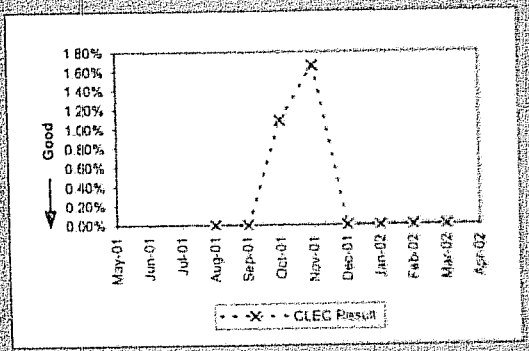
Trouble Rate (Percent) (MR-8)-- Interval Zone One and Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
May-01	0	201	0.00%	0.00%
Jun-01	0	209	0.00%	0.00%
Jul-01	0	213	0.00%	0.00%
Aug-01	0	202	0.00%	0.00%
Sep-01	0	184	0.00%	0.00%
Oct-01	3	184	1.63%	12.66%
Nov-01	3	181	1.66%	12.77%
Dec-01	0	181	0.00%	0.00%
Jan-02	0	170	0.00%	0.00%
Feb-02	0	148	0.00%	0.00%
Mar-02	0	137	0.00%	0.00%
Apr-02	0	133	0.00%	0.00%



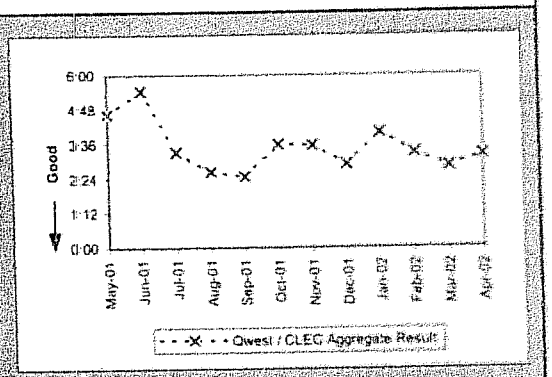
Checklist #5 - Dark Fiber - IOF Repair

Trouble Rate (Percent) (MR-8*)-- Interval Zone One and Two				
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev
May-01				
Jun-01				
Jul-01				
Aug-01	0	202	0.00%	0.00%
Sep-01	0	184	0.00%	0.00%
Oct-01	2	184	1.09%	10.37%
Nov-01	3	181	1.66%	12.77%
Dec-01	0	181	0.00%	0.00%
Jan-02	0	170	0.00%	0.00%
Feb-02	0	148	0.00%	0.00%
Mar-02	0	137	0.00%	0.00%
Apr-02				



Checklist #7 - E911

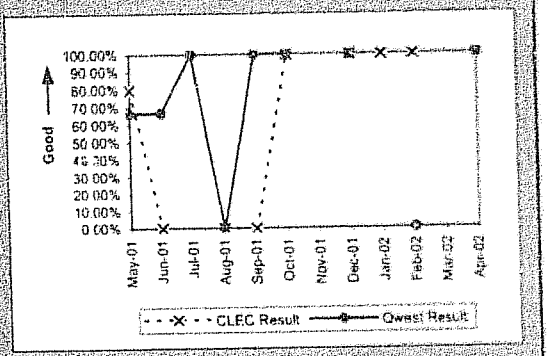
Time to Update Databases (Hours:Minutes) (DB-1A)	
Date	Qwest / CLEC Aggregate Result
May-01	4:38
Jun-01	5:27
Jul-01	3:19
Aug-01	2:38
Sep-01	2:29
Oct-01	3:35
Nov-01	3:33
Dec-01	2:54
Jan-02	4:00
Feb-02	3:18
Mar-02	2:49
Apr-02	3:13



Checklist #7 - E911/911 Trunk Installation

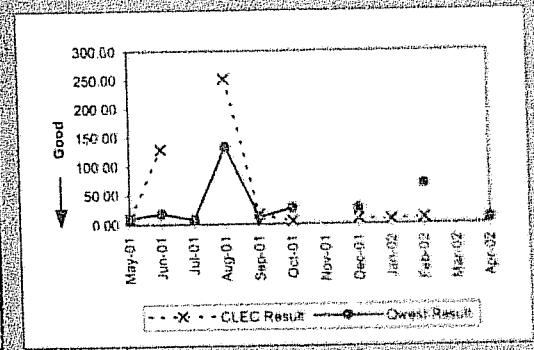
Installation Commitments Met (Percent) (OP-3D)-- Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	4	5	80.00%	40.00%	2	3	66.67%	-0.39	-1.24
Jun-01	2	8	0.00%	0.00%	2	3	66.67%	2.03	0.23
Jul-01					2	2	100.00%		
Aug-01	0	2	0.00%	0.00%	0	6	0.00%	N/A	N/A
Sep-01	0	6	0.00%	0.00%	4	4	100.00%	N/A	0.85
Oct-01	2	2	100.00%	0.00%	9	9	100.00%	N/A	N/A
Nov-01									
Dec-01	3	3	100.00%	0.00%	1	1	100.00%	N/A	N/A
Jan-02	1	1	100.00%	0.00%					
Feb-02	16	16	100.00%	0.00%	0	3	0.00%	N/A	
Mar-02									
Apr-02					5	5	100.00%		



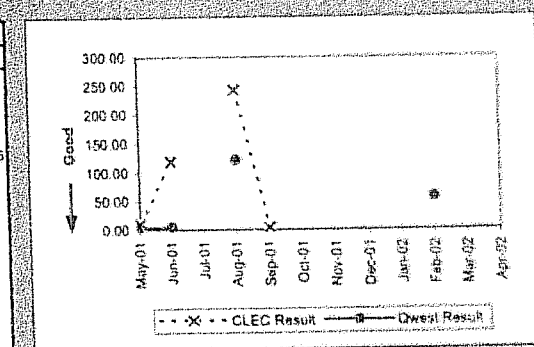
Installation Interval (Average Days) (OP-4D)-- Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	50	5	10.60	5.41	32	3	10.67	-0.08	-1.05
Jun-01	1037	8	129.62	18.78	54	3	18.00	3.72	1.26
Jul-01					16	2	8.00		
Aug-01	504	2	252.00	227.69	800	6	133.33	3.72	1.26
Sep-01	102	6	17.00	0.00	46	4	11.50	3.72	1.26
Oct-01	11	2	5.50	4.95	246	9	27.33	-1.3	-1.79
Nov-01									
Dec-01	28	3	9.33	0.58	27	1	27.00		
Jan-02	8	1	8.00						
Feb-02	174	16	10.88	0.34	206	3	68.67	-1.94	-2.18
Mar-02									
Apr-02					43	5	8.60		



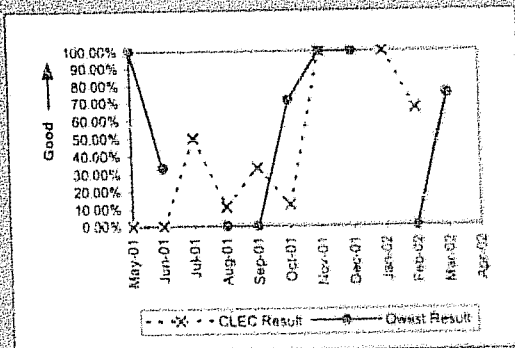
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-4)-- Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	11	1	11.00		4	1	4.00		
Jun-01	957	8	119.62	18.78	5	1	5.00		
Jul-01									
Aug-01	485	2	242.50	228.40	734	6	122.33	3.72	1.26
Sep-01	30	6	5.00	0.00					
Oct-01									
Nov-01									
Dec-01									
Jan-02									
Feb-02					171	3	57.00		
Mar-02									
Apr-02									



Installation Commitments Met (Percent) (OP-3E)-- Interval Zone Two

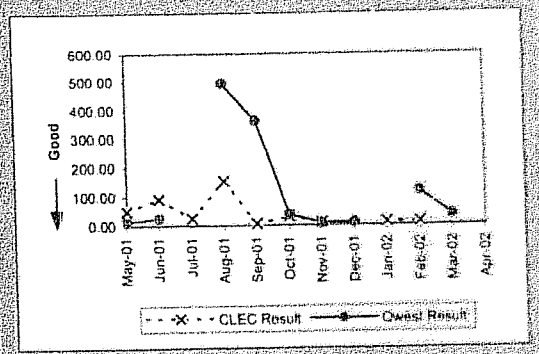
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	0	2	0.00%	0.00%	4	4	100.00%	N/A	0.23
Jun-01	0	10	0.00%	0.00%	1	3	33.33%	1.25	-0.24
Jul-01	1	2	50.00%	50.00%					
Aug-01	1	9	11.11%	31.43%	0	2	0.00%	N/A	
Sep-01	1	3	33.33%	47.14%	0	4	0.00%	N/A	
Oct-01	1	8	12.50%	33.07%	5	7	71.43%	2.16	0.33
Nov-01	1	1	100.00%	0.00%	10	10	100.00%	N/A	N/A
Dec-01					3	3	100.00%		
Jan-02	1	1	100.00%	0.00%					
Feb-02	2	3	66.67%	47.14%	0	5	0.00%	N/A	
Mar-02					3	4	75.00%		
Apr-02									



Checklist #7 - E911/911 Trunk Installation

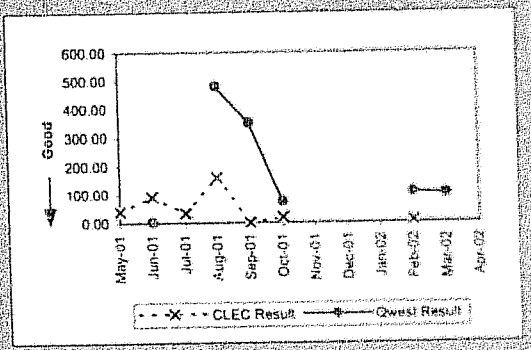
Installation Interval (Average Days) (OP-4E)-- Interval Zone Two

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01	102	2	51.00	42.43	51	4	12.75	3.72	1.26
Jun-01	928	10	92.80	40.50	76	3	25.33	3.72	1.26
Jul-01	51	2	25.50	21.92					
Aug-01	1065	9	153.89	54.33	990	2	495.00	-0.67	-1.41
Sep-01	90	3	6.67	0.58	1456	4	364.00		
Oct-01	247	8	30.88	6.01	254	7	36.29	-0.24	-1.14
Nov-01	11	1	11.00		84	10	8.40	3.72	1.26
Dec-01					32	3	10.67		
Jan-02	12	1	12.00						
Feb-02	39	3	13.00	4.00	592	5	118.40	-3.47	-3.11
Mar-02					138	4	34.50		
Apr-02									



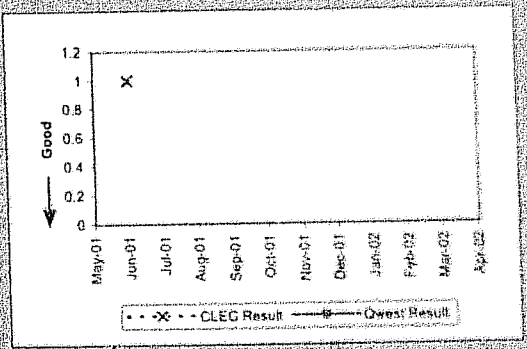
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5)-- Interval Zone Two

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01	81	2	40.50	41.72					
Jun-01	819	9	91.00	33.00	6	2	3.00	-3.72	-3.26
Jul-01	34	1	34.00						
Aug-01	1288	8	161.00	0.00	959	2	479.50	-0.62	-1.38
Sep-01	2	2	1.00	0.00	1400	4	350.00		
Oct-01	133	7	19.00	0.00	150	2	75.00	-1.7	-2.04
Nov-01									
Dec-01									
Jan-02									
Feb-02	7	1	7.00		530	5	106.00	-2.25	-2.37
Mar-02					102	1	102.00		
Apr-02									



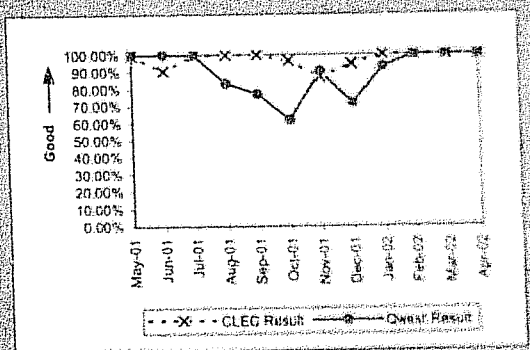
Delayed Days for Facility Reasons (Average Days) (OP-6B-5)-- Interval Zone Two

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01									
Jun-01	1	1	1.00						
Jul-01									
Aug-01									
Sep-01									
Oct-01									
Nov-01									
Dec-01									
Jan-02									
Feb-02									
Mar-02									
Apr-02									



New Service Installation Quality (Percent) (OP-5)-- Interval Zone One and Two

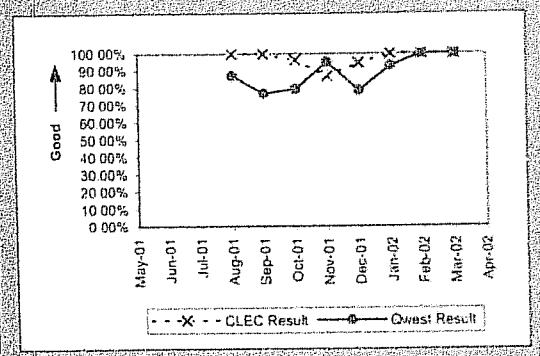
Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01	24	24	100.00%	0.00%	10	10	100.00%	N/A	N/A
Jun-01	29	32	90.63%	29.15%	15	15	100.00%	N/A	-0.32
Jul-01	48	48	100.00%	0.00%	25	25	100.00%	N/A	N/A
Aug-01	46	46	100.00%	0.00%	20	24	83.33%	-1.78	-2.08
Sep-01	43	43	100.00%	0.00%	20	26	76.92%	-2.2	-2.34
Oct-01	55	57	96.49%	18.40%	21	34	61.76%	-3.3	-3
Nov-01	53	58	86.84%	33.80%	19	21	90.48%	0.33	-0.8
Dec-01	18	19	94.74%	22.33%	10	14	71.43%	-1.46	-1.89
Jan-02	26	26	100.00%	0.00%	13	14	92.86%	-0.84	-1.51
Feb-02	32	32	100.00%	0.00%	20	20	100.00%	N/A	N/A
Mar-02	26	26	100.00%	0.00%	22	22	100.00%	N/A	N/A
Apr-02	3	3	100.00%	0.00%	26	26	100.00%	N/A	N/A



Checklist #7 - E911/911 Trunk Installation

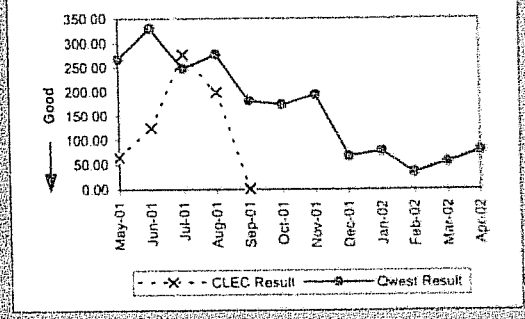
Trunk Service Installation Quality (Percent) (OP-5)- Interval Zone One and Two

				Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
	45	45	100.00%	0.00%	21	24	87.50%	-1.5	-1.91
	43	43	100.00%	0.00%	20	26	76.92%	-2.2	-2.34
	52	52	96.49%	18.40%	27	34	79.41%	-1.95	-2.19
	19	19	86.64%	33.80%	20	21	95.24%	0.95	-0.42
	15	15	84.74%	22.33%	11	14	78.57%	-1.12	-1.68
	25	25	100.00%	0.00%	13	14	92.86%	-0.84	-1.51
	32	32	100.00%	0.00%	20	20	100.00%	N/A	N/A
	25	25	100.00%	0.00%	22	22	100.00%	N/A	N/A



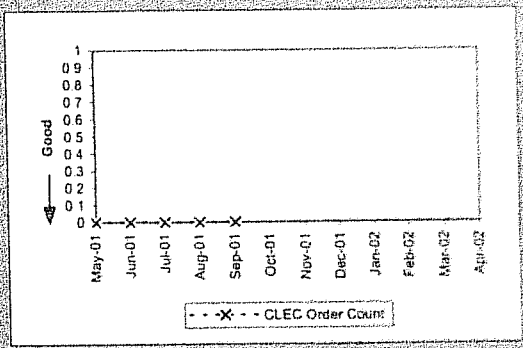
Interval for Providing Orders Delayed Past Due Date (Average Days) (OP-15A)

				Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
		21	60.24	16703	70	267.19	-3.49	-3.12
		4	125.44	17496	53	330.00	-2.47	-2.5
		4	270.69	10931	44	248.43	1.32	-0.2
		4	199.56	8297	30	276.57	-0.95	-1.58
		5	1.56	2717	15	181.13	-1.31	-1.79
				3113	18	172.94		
				3491	18	193.94		
				336	5	67.20		
				460	6	76.67		
				34	1	34.00		
				55	1	55.00		
				77	1	77.00		



Checklist #7 - E911/911 Trunk Installation

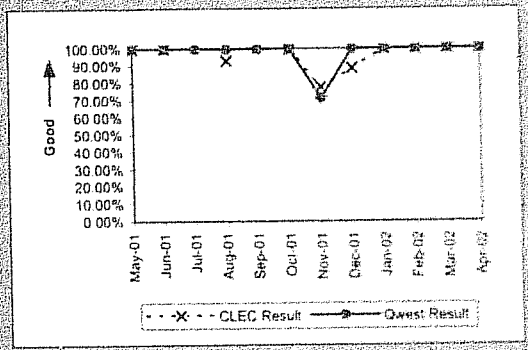
Count of Pending Orders Delayed for Facilities Reasons E911 (OP-15B)	
	CLEC Order Count
May-01	0
Jun-01	0
Jul-01	0
Aug-01	0
Sep-01	0
Oct-01	
Nov-01	
Dec-01	
Jan-02	
Feb-02	
Mar-02	
Apr-02	



Checklist #7 - E911/911 Trunk Repair

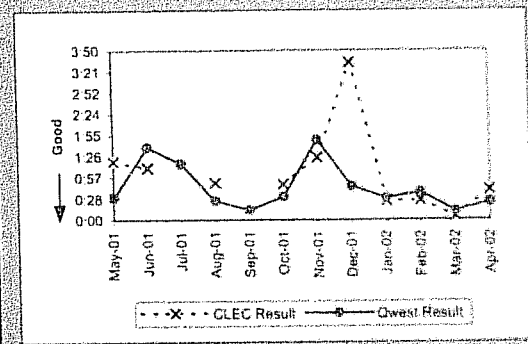
All Trouble Cleared within 4 hours (Percent) (MR-5A)-- Interval Zone One

	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Score
	6	6	100.00%	0.00%	11	11	100.00%	N/A	N/A
	13	13	100.00%	0.00%	8	8	100.00%	N/A	N/A
					5	5	100.00%		
	14	15	93.33%	24.94%	17	17	100.00%	N/A	-0.58
					9	9	100.00%		
	5	5	100.00%	0.00%	11	11	100.00%	N/A	N/A
	7	9	77.78%	41.57%	5	7	71.43%	-0.28	-1.17
	8	9	88.89%	31.43%	9	9	100.00%	N/A	-0.62
	12	12	100.00%	0.00%	7	7	100.00%	N/A	N/A
	12	12	100.00%	0.00%	12	12	100.00%	N/A	N/A
	12	12	100.00%	0.00%	12	12	100.00%	N/A	N/A
	5	5	100.00%	0.00%	6	6	100.00%	N/A	N/A



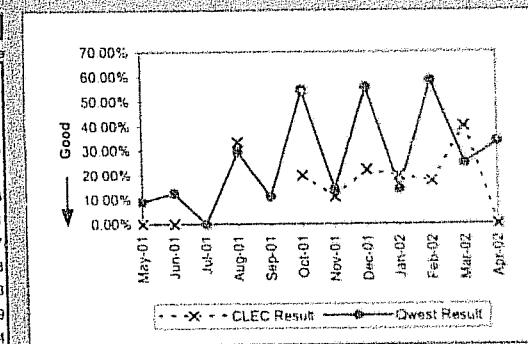
Mean Time to Restore (Hours:Minutes) (MR-6D)-- Interval Zone One

	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Score
	7:58	6	1:20	1:13	5:42	11	0:31	2.05	0.25
	10:23	13	1:11	1:23	13:10	8	1:39	-0.8	-1.48
					6:24	5	1:17		
	12:46	15	0:51	2:12	7:19	17	0:26	1.72	0.04
					2:10	9	0:14		
	4:43	5	0:49	0:35	5:57	11	0:32	0.56	-0.66
	10:48	9	1:25	2:18	12:44	7	1:49	-0.32	-1.19
	50:56	9	3:34	9:44	6:57	9	0:46	1.47	-0.11
	4:28	15	0:26	0:54	3:29	7	0:30	-0.17	-1.1
	7:33	17	0:27	0:53	7:30	12	0:38	-0.55	-1.33
	2:38	15	0:05	0:07	2:22	12	0:12	-1.53	-1.93
	4:00	6	0:41	0:53	2:22	6	0:24	0.46	-0.72



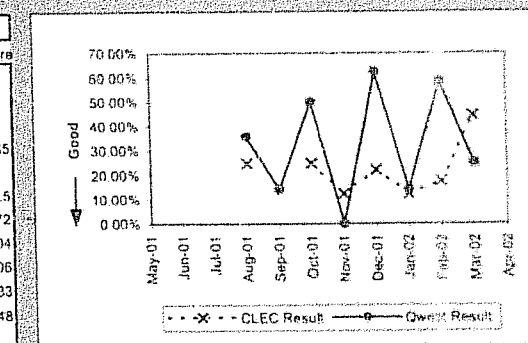
Repair Repeat Report Rate (Percent) (MR-7D)-- Interval Zone One

	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Score
	0	6	0.00%	0.00%	1	11	9.09%	-0.62	-1.38
	0	13	0.00%	0.00%	1	8	12.50%	-0.84	-1.51
					0	5	0.00%		
	5	15	33.33%	47.14%	5	17	29.41%	0.19	-0.88
					1	9	11.11%		
	1	5	20.00%	40.00%	6	11	54.55%	-1.29	-1.78
	1	9	11.11%	31.43%	1	7	14.29%	-0.18	-1.11
	2	9	22.22%	41.57%	5	9	55.56%	-1.42	-1.87
	2	10	20.00%	40.00%	1	7	14.29%	0.12	-0.93
	3	17	17.65%	38.12%	7	12	58.33%	-2.19	-2.33
	4	10	40.00%	48.99%	3	12	25.00%	0.67	-0.59
	0	6	0.00%	0.00%	2	6	33.33%	-1.22	-1.74



Repair Repeat Report Rate (Percent) (MR-7D*)-- Interval Zone One

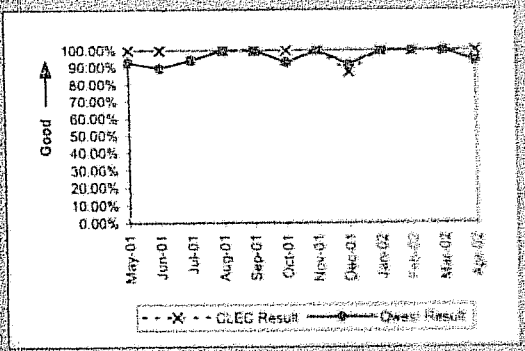
	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Score
	3	12	25.00%	43.30%	5	14	35.71%	-0.57	-1.35
					1	7	14.29%		
	1	4	25.00%	43.30%	4	8	50.00%	-0.82	-1.5
	1	8	12.50%	33.07%	0	5	0.00%	N/A	-0.72
	2	9	22.22%	41.57%	5	8	62.50%	-1.71	-2.04
	1	8	12.50%	33.07%	1	7	14.29%	-0.1	-1.06
	3	17	17.65%	38.12%	7	12	58.33%	-2.19	-2.33
	4	9	44.44%	49.69%	3	12	25.00%	0.85	-0.48



Checklist #7 - E911/911 Trunk Repair

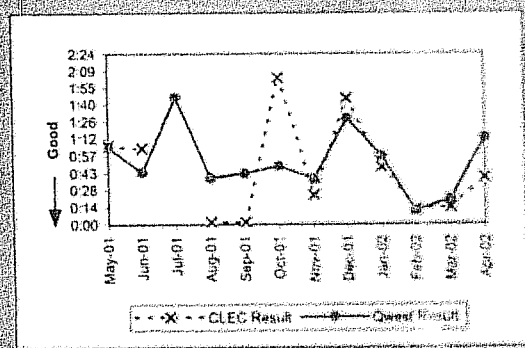
All Troubles Cleared within 4 hours (Percent) (MR-5B)-- Interval Zone Two

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Score
May-01	3	3	100.00%	0.00%	26	28	92.65%	-0.46	-1.28
Jun-01	1	1	100.00%	0.00%	17	19	89.47%	-0.33	-1.2
Jul-01					33	35	94.29%		
Aug-01	2	2	100.00%	0.00%	20	20	100.00%	N/A	N/A
Sep-01	1	1	100.00%	0.00%	14	14	100.00%	N/A	N/A
Oct-01	2	2	100.00%	0.00%	26	28	92.86%	-0.38	-1.23
Nov-01	10	10	100.00%	0.00%	11	11	100.00%	N/A	N/A
Dec-01	7	8	87.50%	33.07%	11	12	91.67%	0.2	-0.88
Jan-02	4	4	100.00%	0.00%	9	9	100.00%	N/A	N/A
Feb-02	2	2	100.00%	0.00%	12	12	100.00%	N/A	N/A
Mar-02	3	3	100.00%	0.00%	13	13	100.00%	N/A	N/A
Apr-02	3	3	100.00%	0.00%	15	16	93.75%	-0.41	-1.25



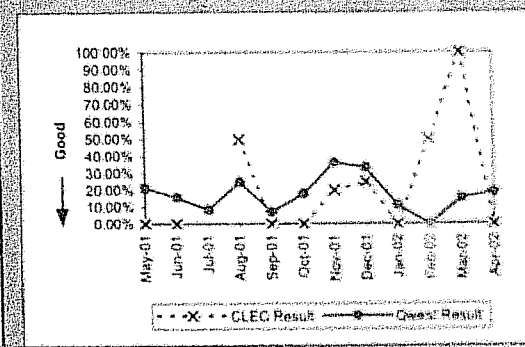
Mean Time to Restore (Hours:Minutes) (MR-6E)-- Interval Zone Two

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Score
May-01	3:17	3	1:06	0:39	30:23	28	1:05	0.6	-0.64
Jun-01	1:04	1	1:04		13:54	19	0:44	0.5	-0.7
Jul-01					62:24	35	1:47		
Aug-01	0:05	2	0:02	0:01	12:58	20	0:39	-0.86	-1.52
Sep-01	0:02	1	0:02		10:00	14	0:43	-0.92	-1.56
Oct-01	4:08	2	2:04	0:18	22:56	28	0:49	1.43	-0.13
Nov-01	4:07	10	0:25	0:40	6:57	11	0:38	-0.43	-1.26
Dec-01	16:06	8	1:46	2:05	17:53	12	1:29	0.29	-0.82
Jan-02	3:12	4	0:48	0:54	8:37	9	0:57	-0.24	-1.14
Feb-02	0:29	2	0:13	0:16	2:08	12	0:11	0.13	-0.92
Mar-02	0:43	3	0:14	0:13	4:34	13	0:21	-0.26	-1.16
Apr-02	1:57	3	0:39	0:16	19:08	16	1:12	-0.59	-1.36



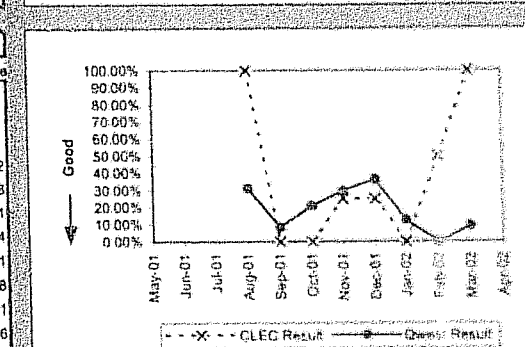
Repair Repeat Report Rate (Percent) (MR-7E)-- Interval Zone Two

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Score
May-01	0	3	0.00%	0.00%	6	28	21.43%	-0.86	-1.52
Jun-01	0	1	0.00%	0.00%	3	19	15.79%	-0.42	-1.26
Jul-01					3	35	8.57%		
Aug-01	1	2	50.00%	50.00%	5	20	25.00%	0.58	-0.65
Sep-01	0	1	0.00%	0.00%	1	14	7.14%	-0.27	-1.16
Oct-01	0	2	0.00%	0.00%	5	28	17.86%	-0.64	-1.39
Nov-01	2	10	20.00%	40.00%	4	11	36.36%	-0.78	-1.47
Dec-01	2	8	25.00%	43.30%	4	12	33.33%	-0.39	-1.24
Jan-02	0	4	0.00%	0.00%	1	9	11.11%	-0.59	-1.36
Feb-02	1	2	50.00%	50.00%	0	12	0.00%	N/A	-0.05
Mar-02	3	3	100.00%	0.00%	2	13	15.38%	2.55	0.55
Apr-02	0	3	0.00%	0.00%	3	16	18.75%	-0.76	-1.46



Repair Repeat Report Rate (Percent) (MR-7E*)-- Interval Zone Two

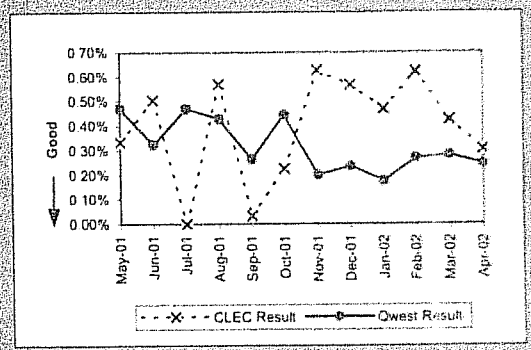
Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Score
May-01									
Jun-01									
Jul-01									
Aug-01	1	1	100.00%	0.00%	5	16	31.25%	0.96	-0.42
Sep-01	0	1	0.00%	0.00%	1	12	8.33%	-0.29	-1.18
Oct-01	0	1	0.00%	0.00%	5	24	20.83%	-0.5	-1.31
Nov-01	3	8	25.00%	43.30%	3	10	30.00%	-0.23	-1.14
Dec-01	2	8	25.00%	43.30%	4	11	36.36%	-0.51	-1.31
Jan-02	0	4	0.00%	0.00%	1	8	12.50%	-0.62	-1.38
Feb-02	1	2	50.00%	50.00%	0	10	0.00%	N/A	-0.11
Mar-02	3	3	100.00%	0.00%	1	11	9.09%	2.74	0.66
Apr-02									



Checklist #7 - E911/911 Trunk Repair

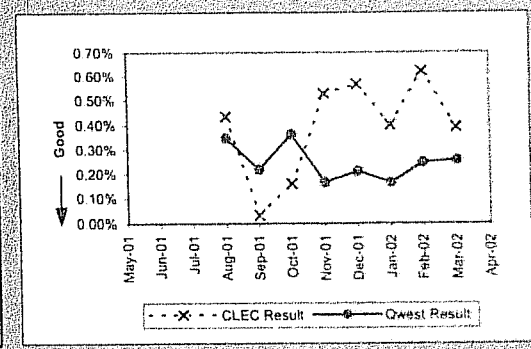
Trouble Rate (Percent) (MR-8)-- Interval Zone One and Two

[illegible]	CLEC Num	CLEC Den	CLEC Rest	Std Dev	Qwest Num	Qwest Den	Qwest Rest	Mod Z Scr	Parity Score
[illegible]	8	2687	0.33%	5.78%	39	8260	0.47%	-0.9	-1.55
[illegible]	14	2777	0.50%	7.08%	27	8363	0.32%	1.46	-0.11
[illegible]	0	2832	0.00%	0.00%	40	8533	0.47%	-3.16	-2.92
[illegible]	11	2981	0.57%	7.53%	37	8607	0.43%	1.01	-0.39
[illegible]	1	3009	0.03%	1.82%	23	8693	0.26%	-2.13	-2.29
[illegible]	7	3093	0.23%	4.75%	39	8769	0.44%	-1.57	-1.95
[illegible]	15	3024	0.83%	7.90%	18	9003	0.20%	4.56	1.77
[illegible]	17	2993	0.57%	7.51%	21	8956	0.23%	3.26	0.98
[illegible]	14	2992	0.47%	6.82%	16	9144	0.18%	3.33	1.02
[illegible]	19	3061	0.62%	7.85%	24	8930	0.27%	3.25	0.97
[illegible]	13	3059	0.43%	6.51%	25	8971	0.28%	1.33	-0.19
[illegible]	9	2985	0.30%	5.50%	22	9012	0.24%	0.57	-0.65



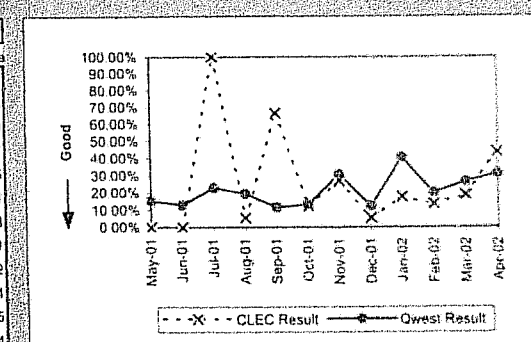
Trouble Rate (Percent) (MR-8*)-- Interval Zone One and Two

[illegible]	CLEC Num	CLEC Den	CLEC Rest	Std Dev	Qwest Num	Qwest Den	Qwest Rest	Mod Z Scr	Parity Score
[illegible]									
[illegible]									
[illegible]									
[illegible]	11	2981	0.44%	6.59%	30	8607	0.35%	0.7	-0.58
[illegible]	1	3009	0.03%	1.82%	19	8693	0.22%	-1.88	-2.14
[illegible]	5	3093	0.16%	4.02%	32	8769	0.36%	-1.61	-1.98
[illegible]	16	3024	0.53%	7.25%	15	9003	0.17%	4.23	1.57
[illegible]	17	2993	0.57%	7.51%	19	8956	0.21%	3.66	1.22
[illegible]	12	2992	0.40%	6.32%	15	9144	0.16%	2.78	0.69
[illegible]	19	3061	0.62%	7.85%	22	8930	0.25%	3.61	1.19
[illegible]	12	3059	0.39%	6.25%	23	8971	0.26%	1.28	-0.22
[illegible]									



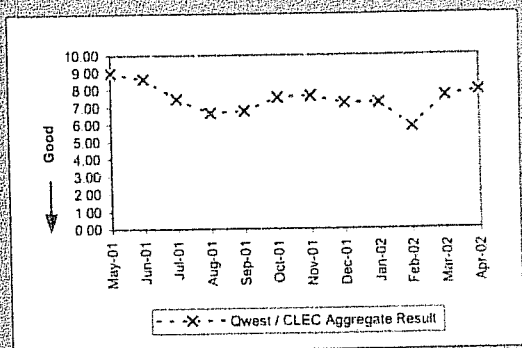
Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10)-- Interval Zone One and Two

[illegible]	CLEC Num	CLEC Den	CLEC Rest	Std Dev	Qwest Num	Qwest Den	Qwest Rest	Mod Z Scr	Parity Score
[illegible]	0	9	0.00%	0.00%	7	46	15.22%	-1.16	-1.71
[illegible]	0	10	0.00%	0.00%	4	31	12.90%	-1.2	-1.73
[illegible]	4	4	100.00%	0.00%	12	52	23.08%	2.95	0.79
[illegible]	1	18	5.56%	22.91%	9	46	19.57%	-1.27	-1.77
[illegible]	2	3	66.67%	47.14%	3	26	11.54%	1.9	0.15
[illegible]	1	8	12.50%	33.07%	6	45	13.33%	-0.06	-1.04
[illegible]	7	26	26.92%	44.36%	8	26	30.77%	-0.3	-1.18
[illegible]	1	18	5.56%	22.91%	3	24	12.50%	-0.67	-1.41
[illegible]	3	17	17.65%	38.12%	11	27	40.74%	-1.52	-1.92
[illegible]	3	22	13.64%	34.32%	6	30	20.00%	-0.57	-1.34
[illegible]	3	16	18.75%	39.03%	9	34	26.47%	-0.58	-1.35
[illegible]	7	16	43.75%	49.61%	10	32	31.25%	0.75	-0.54

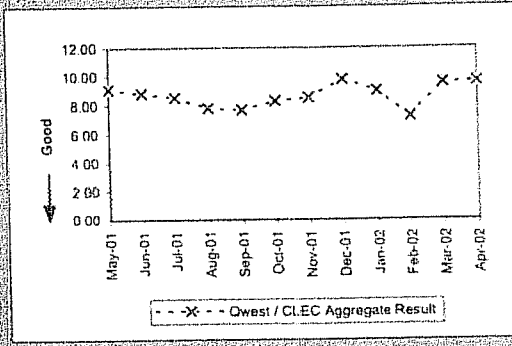


Checklist #7 - Operator Services - Directory Assistance

Speed of Answer - Directory Assistance (Avg Sec) (DA-1)	
	Qwest / CLEC Aggregate Result
	8.99
	8.63
	7.48
	6.66
	6.79
	7.56
	7.64
	7.23
	7.26
	5.85
	7.63
	7.90



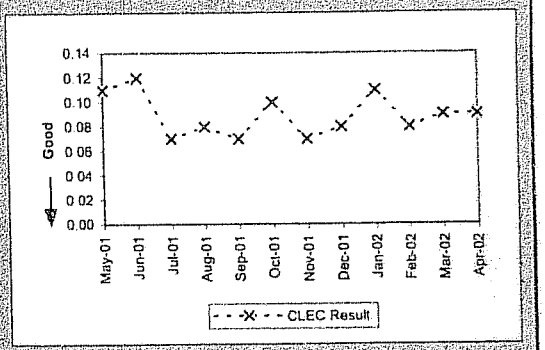
Speed of Answer - Operator Services (Avg Sec) (OS-1)	
	Qwest / CLEC Aggregate Result
	9.13
	8.83
	8.55
	7.82
	7.70
	8.31
	8.54
	9.78
	9.01
	7.26
	9.55
	9.64



Checklist #8 - Directory Listings

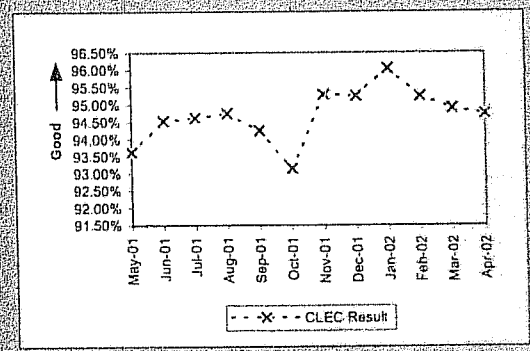
Time to Update Databases (Avg Sec) (DB-1C-1)

	CLEC Result
	0.11
	0.12
	0.07
	0.08
	0.07
	0.10
	0.07
	0.08
	0.11
	0.08
	0.09
	0.09



Accurate Database Updates (Percent) (DB-2C-1)

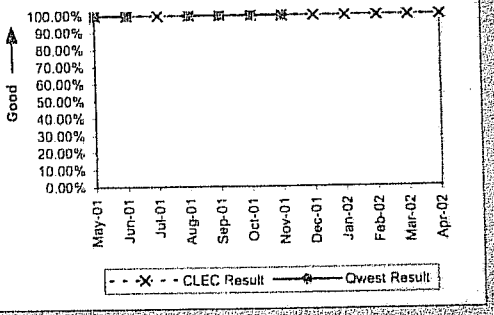
	CLEC Result
	93.65%
	94.54%
	94.63%
	94.75%
	94.25%
	93.16%
	95.29%
	95.26%
	96.05%
	95.25%
	94.91%
	94.75%



Checklist #9 - NXX Code Activation

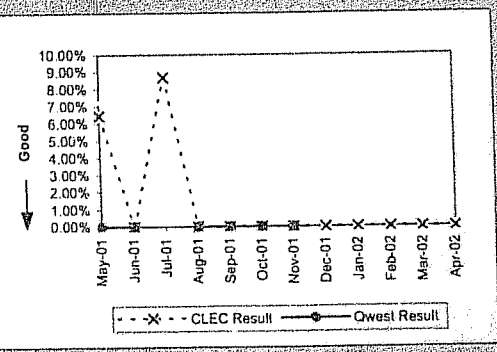
NXX Code Activation (Percent) (NP-1A)

		CLEC Result	Qwest Num	Qwest Denom	Qwest Result
	29	100.00%	5	5	100.00%
	31	100.00%	2	2	100.00%
	27	100.00%			
	32	100.00%	4	4	100.00%
	8	100.00%	3	3	100.00%
	18	100.00%	1	1	100.00%
	15	100.00%	2	2	100.00%
	21	100.00%			
	9	100.00%			
	7	100.00%			
	9	100.00%			
	14	100.00%			



NXX Code Activation - Facility Delays (Percent) (NP-1B)

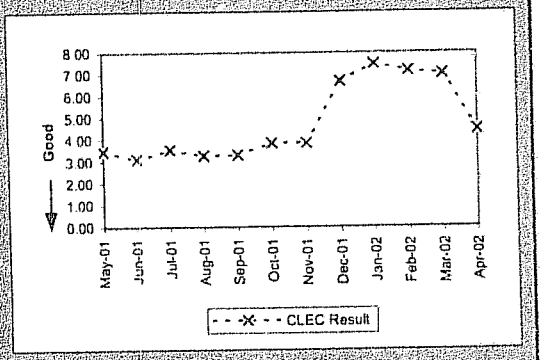
		CLEC Result	Qwest Num	Qwest Denom	Qwest Result
	31	6.45%	0	5	0.00%
	31	0.00%	0	2	0.00%
	23	8.70%			
	32	0.00%	0	4	0.00%
	8	0.00%	0	3	0.00%
	18	0.00%	0	1	0.00%
	15	0.00%	0	2	0.00%
	21	0.00%			
	9	0.00%			
	7	0.00%			
	9	0.00%			
	14	0.00%			



Checklist #10 - Databases and Signaling

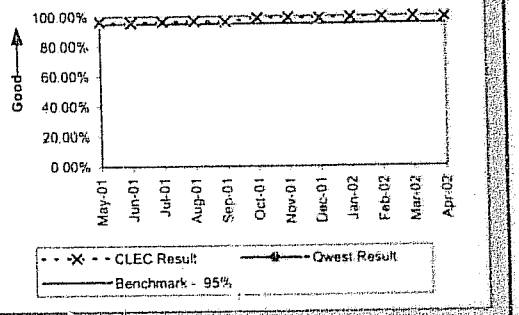
Time to Update Databases (Avg Sec) LIDB (OB-1B)

	CLEC Result
	3.48
	3.12
	3.55
	3.28
	3.31
	3.85
	3.85
	6.68
	7.47
	7.17
	7.02
	4.44

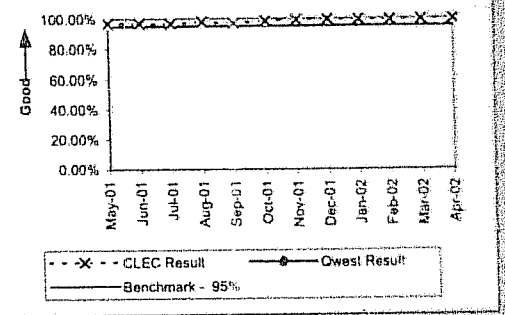


Checklist #11 - Number Portability**

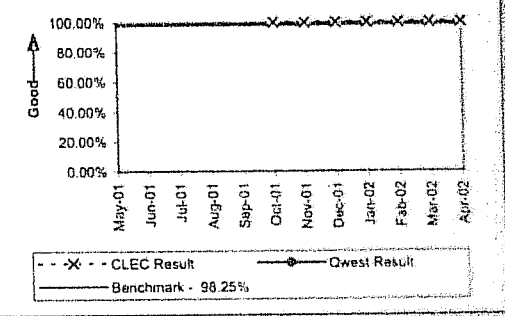
Number Portability Timeliness (Percent) (OP-8B)



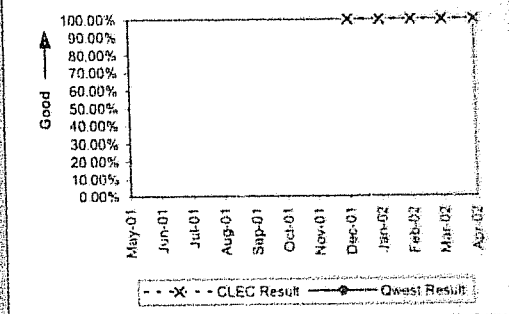
Percentage of LNP Triggers Set Prior to the Frame Due Time (Percent) (OP-8C)



Timeliness of Disconnects associated with LNP Orders (Percent) (OP-17A)



Timeliness of Disconnects associated with LNP Orders (Percent) (OP-17B)



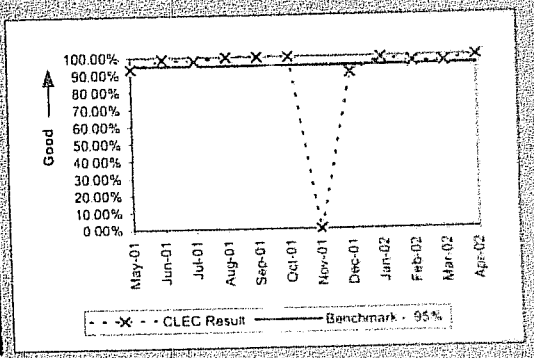
Checklist #11 - Number Portability**

LNP Trouble Reports Cleared within 4 Hours (Percent) (MR-11A)

Checklist #13 - Reciprocal Compensation

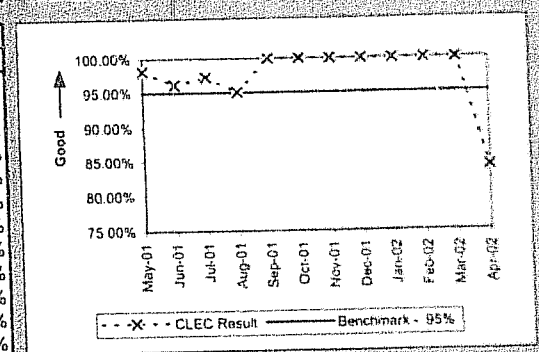
Billing Accuracy - Adjustments for Errors (Percent) Reciprocal Compensation (BI-3B)

Date	CLEC Num	CLEC Denom	CLEC Result
May-01	675602.56	722475.06	93.51%
Jun-01	780495.04	790255.5	98.76%
Jul-01	822858.4	840455.61	97.91%
Aug-01	948520.37	948520.37	100.00%
Sep-01	744258.68	744258.68	100.00%
Oct-01	740910.65	740910.65	100.00%
Nov-01	456917.68	745624.73	0.00%
Dec-01	675289.45	740610.21	91.18%
Jan-02	899808.68	906147.49	99.30%
Feb-02	750999.38	775400.12	96.85%
Mar-02	744429.89	770252.71	96.65%
Apr-02	1035003.83	1035003.83	100.00%



Billing Completeness (Percent) Reciprocal Compensation (BI-4B)

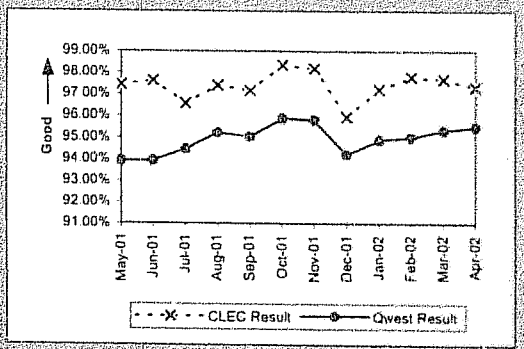
Date	CLEC Num	CLEC Denom	CLEC Result
May-01	709228.95	722475.06	98.17%
Jun-01	760025.51	790255.5	96.17%
Jul-01	817205.61	840455.61	97.23%
Aug-01	901718.56	948520.37	95.07%
Sep-01	744162.49	744258.68	99.99%
Oct-01	740760.24	740910.65	99.98%
Nov-01	745576.69	745624.73	99.99%
Dec-01	740531.84	740610.21	99.99%
Jan-02	906137.05	906147.49	100.00%
Feb-02	775396.74	775400.12	100.00%
Mar-02	770247.6	770252.71	100.00%
Apr-02	871678.07	1035003.83	84.22%



Checklist #14 - Resale - Residence Installation

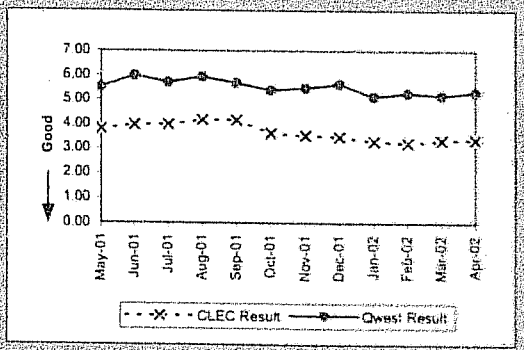
Installation Commitments Met (Percent) (OP-3A)-- Dispatches Within MSAs

	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
	1319	1415	97.46%	15.75%	78862	85013	93.94%	-5.5	-4.34
	1565	1665	97.63%	15.20%	80418	85597	93.95%	-6.13	-4.73
	1275	1385	96.56%	18.19%	85254	90229	94.49%	-3.82	-3.33
	1361	1931	97.41%	15.88%	98979	103926	95.24%	-4.44	-3.7
	1340	1377	97.16%	16.60%	79780	83930	95.06%	-3.53	-3.15
	1358	1584	96.36%	18.71%	84411	88007	95.91%	-4.87	-3.96
	1271	1296	98.21%	13.26%	74760	78020	95.82%	-4.42	-3.69
	1219	1278	95.98%	19.63%	64848	68801	94.25%	-2.62	-2.6
	1552	1562	97.25%	16.36%	72301	76176	94.91%	-4.16	-3.53
	1478	1526	97.81%	14.63%	62022	65260	95.03%	-4.92	-3.99
	1418	1418	97.71%	14.97%	65049	68215	95.36%	-4.19	-3.54
	1277	1277	97.34%	16.10%	62627	64941	95.51%	-3.12	-2.9



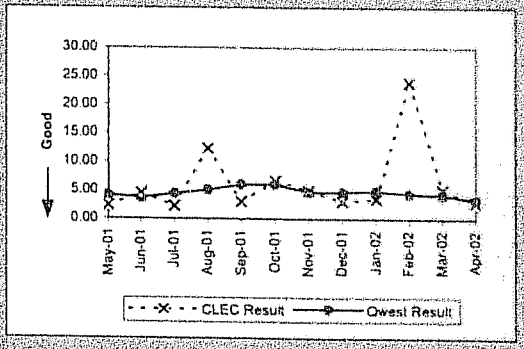
Installation Interval (Average Days) (OP-4A)-- Dispatches Within MSAs

	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
	5179	1415	3.80	3.27	469288	85010	5.52	-8.83	-6.37
	6305	1603	3.97	2.98	513471	85593	6.00	-11.29	-7.87
	5116	1290	3.98	2.29	518843	90761	5.72	-9.93	-7.04
	6747	1950	4.18	3.15	624439	104869	5.95	-10.4	-7.32
	5053	1346	4.17	3.08	482040	84623	5.70	-6.95	-5.23
	5779	1098	3.62	2.46	477459	88588	5.39	-10.48	-7.37
	6307	1406	3.54	3.13	431397	78543	5.49	-11.82	-8.19
	4662	1236	3.48	2.93	391233	69214	5.65	-12.34	-8.5
	5161	1571	3.29	2.20	393182	76629	5.13	-11.25	-7.84
	4954	1516	3.23	2.60	346188	65696	5.28	-13.57	-9.25
	4801	1439	3.34	2.60	354304	68506	5.17	-13.22	-9.04
	4338	1242	3.35	2.56	347395	65264	5.32	-12.37	-8.52



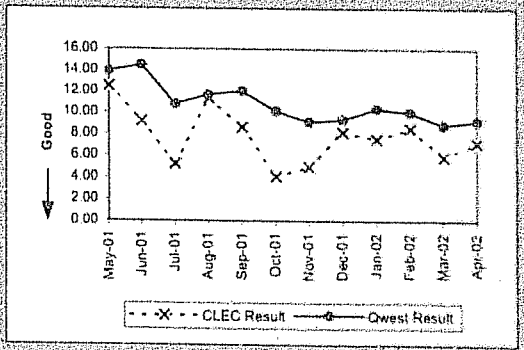
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-1)-- Dispatches Within MSAs

	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
	36	15	2.40	2.06	7630	1835	4.16	-0.5	-1.31
	81	18	4.50	5.91	7378	2006	3.68	2.65	0.61
	78	34	2.29	2.33	9787	2224	4.40	-0.89	-1.54
	534	31	12.39	45.67	11004	2165	5.08	2.1	0.27
	46	22	3.09	4.79	10509	1740	6.04	-0.85	-1.51
	155	23	6.76	9.79	11523	1889	6.10	2.26	0.37
	167	32	5.03	13.39	9742	2053	4.75	1.88	0.14
	119	38	3.13	6.43	10105	2130	4.74	-0.81	-1.49
	115	32	3.59	5.76	11889	2417	4.92	-0.38	-1.23
	956	23	23.91	105.98	8343	1897	4.40	2.2	0.34
	95	15	5.20	10.60	7204	1705	4.23	2.1	0.27
	71	24	3.00	4.59	5251	1529	3.43	-0.24	-1.15



Delayed Days for Facility Reasons (Average Days) (OP-6B-1)-- Dispatches Within MSAs

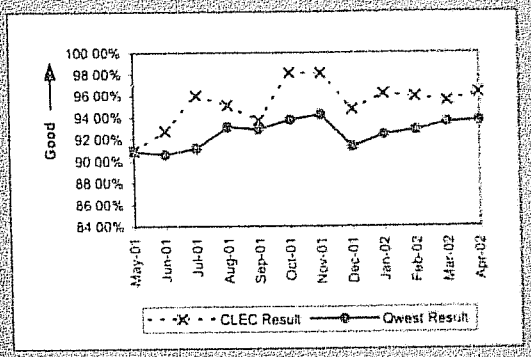
	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
	252	21	12.48	12.38	46045	3316	13.89	-0.32	-1.19
	164	20	8.20	6.66	46055	3173	14.51	-1.22	-1.74
	101	31	5.26	3.08	33451	3099	10.79	-1.35	-1.82
	254	21	11.33	10.58	36596	3136	11.67	-0.06	-1.04
	118	18	6.61	10.20	32823	2733	12.01	-0.5	-1.31
	37	9	4.11	5.53	21972	2177	10.09	-0.92	-1.56
	45	9	5.00	3.00	15821	1733	9.13	-0.48	-1.29
	156	19	8.21	6.20	21117	2259	9.35	-0.45	-1.27
	151	20	7.55	8.77	19878	1926	10.32	-0.55	-1.34
	145	11	6.53	13.94	16800	1683	9.98	-0.36	-1.22
	102	16	5.89	6.10	15490	1752	8.84	-1.09	-1.66
	104	14	7.29	5.82	15767	1708	9.23	-0.56	-1.34



Checklist #14 - Resale - Residence Installation

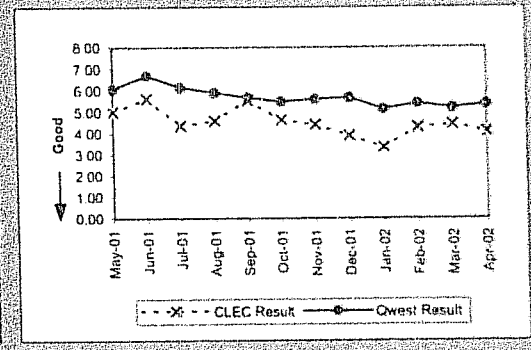
Installation Commitments Met (Percent) (OP-3B)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
[illegible]	351	375	96.94%	28.70%	18877	20765	90.91%	-0.02	-1.01
[illegible]	359	387	92.76%	25.91%	18943	20909	90.60%	-1.45	-1.88
[illegible]	411	426	96.03%	19.53%	20075	22019	91.17%	-3.51	-3.13
[illegible]	438	453	96.12%	21.55%	24122	25901	93.13%	-1.61	-1.98
[illegible]	360	384	93.75%	24.21%	19711	21213	92.92%	-0.63	-1.38
[illegible]	424	429	98.14%	13.53%	22536	24033	93.77%	-3.71	-3.25
[illegible]	411	419	98.09%	13.69%	20063	21292	94.23%	-3.36	-3.04
[illegible]	398	420	94.76%	22.28%	16746	18336	91.33%	-2.47	-2.5
[illegible]	481	500	96.20%	19.12%	17932	19402	92.42%	-3.15	-2.92
[illegible]	354	371	95.50%	19.70%	15525	16719	92.86%	-2.29	-2.39
[illegible]	362	382	94.55%	20.62%	17203	18395	93.52%	-1.6	-1.97
[illegible]	391	406	96.31%	18.86%	16681	17803	93.70%	-2.14	-2.3



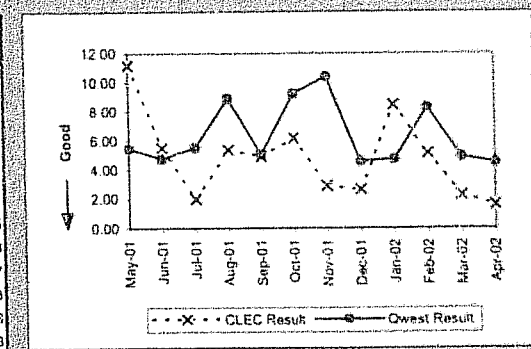
Installation Interval (Average Days) (OP-4B)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
[illegible]	1967	376	5.03	7.31	126363	20765	6.09	-1.45	-1.88
[illegible]	2744	387	5.64	10.57	139880	20909	6.69	-1.15	-1.7
[illegible]	1903	434	4.39	4.28	136582	22183	6.16	-2.44	-2.49
[illegible]	2010	435	4.62	4.10	154406	26137	5.91	-2.47	-2.5
[illegible]	2157	385	5.56	5.03	121768	21406	5.69	-0.27	-1.16
[illegible]	2023	433	4.66	3.83	133129	24201	5.50	-1.45	-1.88
[illegible]	1896	425	4.44	3.57	120038	21411	5.61	-1.97	-2.2
[illegible]	1913	421	3.91	2.68	104835	18456	5.68	-2.69	-2.64
[illegible]	1844	503	3.36	3.29	100528	19512	5.15	-3.22	-2.96
[illegible]	1958	375	4.31	8.62	90808	16810	5.40	-1.29	-1.78
[illegible]	1793	382	4.45	13.24	96133	18486	5.20	-1.2	-1.73
[illegible]	1931	407	4.11	4.16	96289	17903	5.38	-3.3	-3.01



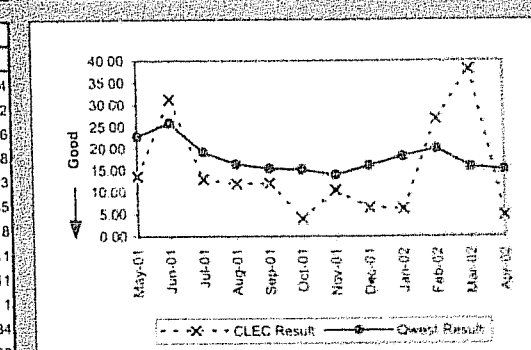
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-2)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
[illegible]	112	10	11.20	9.83	2689	490	5.49	2.05	0.25
[illegible]	52	9	5.78	5.10	2420	508	4.76	1.96	0.19
[illegible]	14	7	2.00	2.16	3646	659	5.53	-0.39	-1.24
[illegible]	79	15	5.36	6.23	5183	581	8.92	-0.32	-1.19
[illegible]	79	16	4.94	5.30	2332	460	5.07	-0.05	-1.03
[illegible]	37	5	6.25	8.32	5310	576	9.22	-0.16	-1.1
[illegible]	24	9	2.67	2.67	5160	496	10.40	-0.41	-1.25
[illegible]	35	14	2.64	2.01	3344	732	4.57	-0.38	-1.23
[illegible]	115	13	8.46	13.33	3391	716	4.72	2.1	0.27
[illegible]	36	7	5.14	5.15	4889	591	8.27	-0.22	-1.13
[illegible]	18	8	2.25	1.39	2657	543	4.89	-0.3	-1.16
[illegible]	8	5	1.60	1.34	2150	476	4.52	-0.37	-1.23



Delayed Days for Facility Reasons (Average Days) (OP-6B-2)-- Dispatches Outside MSAs

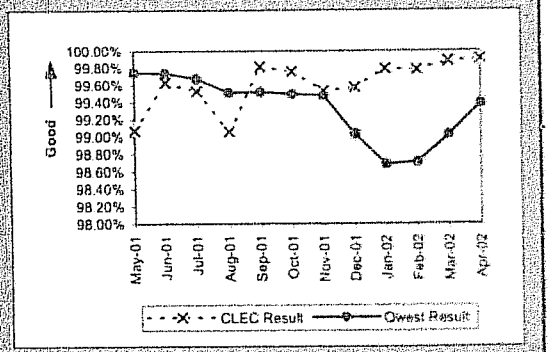
Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
[illegible]	225	15	13.67	15.23	31868	1398	22.80	-1.05	-1.64
[illegible]	594	19	31.26	35.95	37748	1458	25.89	2.17	0.32
[illegible]	169	13	13.00	11.28	26254	1378	19.05	-0.43	-1.26
[illegible]	102	9	11.89	17.00	21126	1287	16.41	-0.46	-1.28
[illegible]	159	11	12.09	14.29	17464	1141	15.31	-0.38	-1.23
[illegible]	16	4	4.00	4.08	15912	1054	15.10	-0.58	-1.35
[illegible]	92	5	18.40	5.41	11867	852	13.93	-0.3	-1.18
[illegible]	73	12	6.42	5.30	15707	978	16.06	-0.68	-1.41
[illegible]	52	6	8.67	6.53	15651	862	18.16	-0.68	-1.41
[illegible]	668	10	26.80	42.51	13850	694	19.96	1.81	0.1
[illegible]	342	9	38.00	80.57	11680	740	15.78	2.2	0.34
[illegible]	47	11	4.73	2.87	11292	746	15.14	-1.54	-1.93



Checklist #14 - Resale - Residence Installation

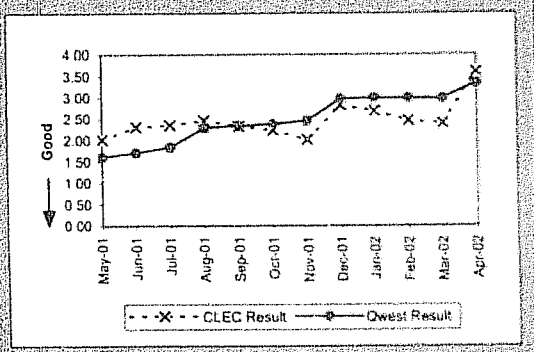
Installation Commitments Met (Percent) (OP-3C)-- No Dispatches

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01	19436	19315	99.07%	9.58%	674116	675793	99.75%	18.69	10.36
Jun-01	18365	18332	99.63%	6.03%	740716	742641	99.74%	2.8	0.7
Jul-01	9551	9597	99.53%	6.83%	536366	538103	99.68%	2.5	0.52
Aug-01	13161	13312	99.06%	9.64%	234817	235953	99.52%	7.42	3.51
Sep-01	8231	8245	99.83%	4.26%	179781	180645	99.52%	-3.81	-3.32
Oct-01	10818	10844	99.76%	4.87%	181802	182720	99.50%	-3.81	-3.31
Nov-01	11577	11581	99.53%	6.81%	162926	163779	99.48%	-0.79	-1.48
Dec-01	13016	13114	99.57%	6.52%	136407	137745	99.03%	-6.07	-4.69
Jan-02	18497	18535	99.80%	4.52%	154619	156681	98.68%	-12.55	-8.63
Feb-02	16082	16104	99.78%	4.66%	142231	144090	98.71%	-9.23	-6.61
Mar-02	11929	11943	99.88%	3.42%	156585	158133	99.02%	-9.22	-6.61
Apr-02	10974	10973	99.91%	3.02%	158483	159453	99.39%	-6.74	-5.1



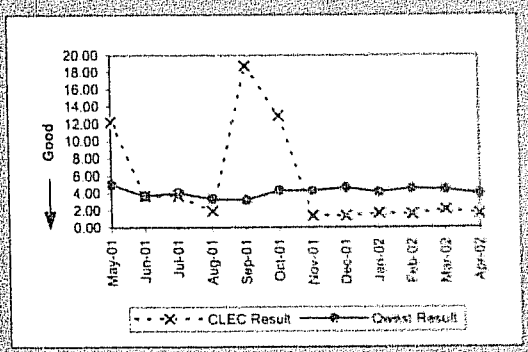
Installation Interval (Average Days) (OP-4C)-- No Dispatches

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01	24469	12013	2.03	1.13	851565	525289	1.62	31.35	18.06
Jun-01	27885	12004	2.32	1.13	934244	542376	1.72	46.78	28.66
Jul-01	16923	7158	2.36	1.22	717464	387045	1.85	32.2	18.57
Aug-01	20983	8358	2.47	0.84	354667	153656	2.30	9.56	4.81
Sep-01	12093	5192	2.33	1.03	292791	124971	2.34	-0.7	-1.42
Oct-01	14922	6645	2.25	1.12	296943	124729	2.38	-7.14	-5.34
Nov-01	14604	7412	2.03	0.99	271396	110540	2.46	-29.93	-19.2
Dec-01	20818	7321	2.82	0.99	307001	103278	2.97	-7.81	-5.75
Jan-02	20629	7661	2.69	1.00	368266	122776	3.00	-14.85	-10.03
Feb-02	17229	6994	2.46	0.82	325370	108738	2.99	-26.38	-17.04
Mar-02	15424	6438	2.40	0.91	339444	113993	2.98	-25.45	-16.47
Apr-02	21454	5966	3.60	3.16	378339	112779	3.34	13.67	7.31



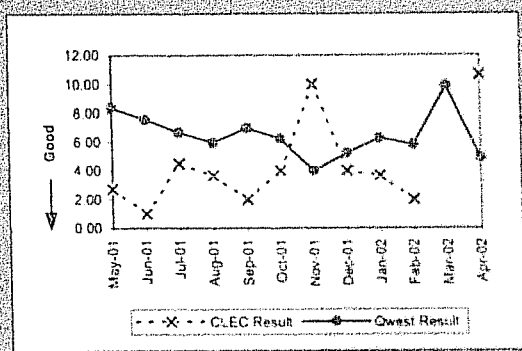
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-3)-- No Dispatches

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01	2141	175	12.23	6.59	6877	1379	4.99	7.24	3.4
Jun-01	244	66	3.70	4.70	6281	1702	3.69	1.24	-0.25
Jul-01	166	45	3.73	9.67	7484	1871	4.00	-0.16	-1.1
Aug-01	244	126	1.94	2.29	4278	1287	3.32	-1.24	-1.76
Sep-01	300	16	18.75	63.17	2939	917	3.21	2.2	0.34
Oct-01	362	28	12.96	48.64	4581	1058	4.34	1.91	0.16
Nov-01	61	59	1.37	1.62	4119	970	4.25	-1.16	-1.7
Dec-01	78	57	1.37	1.14	6280	1362	4.61	-1.5	-1.91
Jan-02	62	37	1.68	1.36	8915	2175	4.10	-0.82	-1.5
Feb-02	40	25	1.60	2.33	8281	1842	4.50	-1.26	-1.77
Mar-02	33	15	2.13	2.39	6734	1527	4.41	-0.74	-1.45
Apr-02	15	9	1.67	1.00	3701	939	3.94	-0.67	-1.41



Delayed Days for Facility Reasons (Average Days) (OP-6B-3)-- No Dispatches

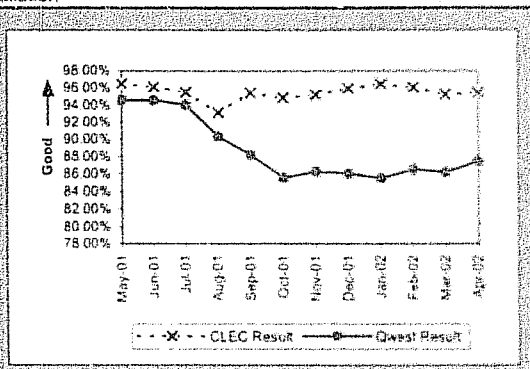
Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01	11	4	2.75	1.71	2496	298	8.38	-0.72	-1.44
Jun-01	1	1	1.00		1691	223	7.58	-0.52	-1.32
Jul-01	9	3	4.50	0.71	1077	162	6.65	-0.11	-1.07
Aug-01	11	3	3.67	1.53	1058	176	5.94	-0.34	-1.21
Sep-01	2	1	2.00		1101	158	6.97	-0.22	-1.13
Oct-01	4	1	4.00		729	117	6.23	-0.09	-1.05
Nov-01	10	1	10.00		312	79	3.95	1.98	0.2
Dec-01	8	2	4.00	2.83	599	113	5.22	-0.24	-1.15
Jan-02	11	3	3.67	3.79	877	140	6.26	-0.31	-1.19
Feb-02	2	1	2.00		662	114	5.81	-0.44	-1.27
Mar-02					1255	127	9.88		
Apr-02	32	3	10.67	6.03	524	107	4.90	1.59	-0.03



Checklist #14 - Resale - Residence Installation

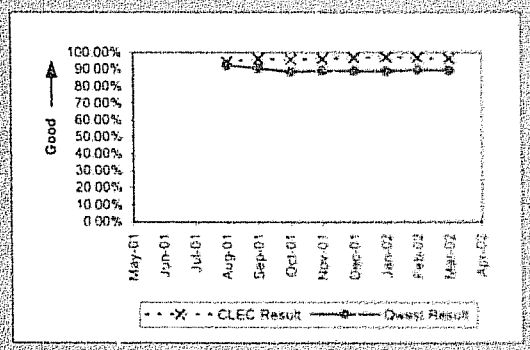
New Service Installation Quality (Percent) (OP-5)

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	18565	19237	96.51%	18.36%	756131	799694	94.55%	-11.8	-8.17
Jun-01	20916	21132	96.14%	19.27%	709933	835007	94.60%	-9.76	-6.93
Jul-01	15557	16280	95.56%	20.60%	715505	760661	94.06%	-7.99	-5.86
Aug-01	12828	13768	93.17%	25.22%	460513	509795	90.33%	-11.13	-7.76
Sep-01	12250	12850	95.46%	20.83%	289244	327933	88.20%	-25	-16.2
Oct-01	10823	11482	94.87%	22.06%	249597	291733	85.56%	-27.85	-17.93
Nov-01	12571	13198	95.25%	21.27%	241437	279860	86.27%	-29.29	-18.81
Dec-01	13500	14116	95.99%	19.62%	210622	244754	86.05%	-33.13	-21.14
Jan-02	17091	17713	96.49%	18.41%	204631	239333	85.50%	-40.08	-25.37
Feb-02	15669	16304	96.11%	19.35%	207467	239845	86.50%	-34.73	-22.11
Mar-02	12372	12881	95.27%	21.22%	203363	235915	86.20%	-29.07	-18.67
Apr-02	12617	13215	95.47%	20.79%	213401	243964	87.47%	-27.07	-17.46



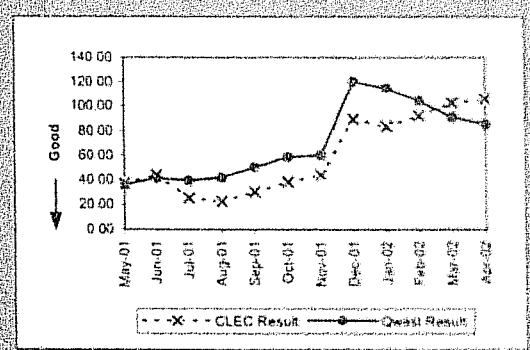
New Service Installation Quality (Percent) (OP-5*)

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01	13016	13768	94.54%	22.72%	470696	509795	92.33%	-9.61	-6.84
Sep-01	12396	12850	96.47%	18.46%	297084	327933	90.59%	-22.38	-14.6
Oct-01	11018	11482	95.94%	19.73%	258868	291733	88.73%	-23.96	-15.57
Nov-01	12715	13198	96.34%	18.76%	249969	279860	89.32%	-25.52	-16.51
Dec-01	13679	14116	96.90%	17.32%	218363	244754	89.22%	-28.63	-18.41
Jan-02	17344	17713	97.37%	15.99%	213021	239333	89.01%	-34.36	-21.89
Feb-02	15814	16304	96.99%	17.07%	215636	239845	89.91%	-29.07	-18.67
Mar-02	12415	12881	96.38%	18.67%	211006	235915	89.44%	-24.96	-16.18
Apr-02									



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
May-01	3694	98	37.39	43.66	297353	8257	36.01	1.72	0.04
Jun-01	3967	90	44.08	51.95	377958	9145	41.33	1.84	0.12
Jul-01	2047	80	25.52	36.01	350936	8909	39.39	-2.11	-2.28
Aug-01	2960	131	22.75	29.46	455054	10847	41.95	-3.45	-3.1
Sep-01	4000	131	30.53	30.23	517125	10311	50.15	-3.04	-2.85
Oct-01	4265	111	38.42	40.17	568664	9675	58.78	-2.62	-2.59
Nov-01	5707	129	44.24	45.83	667838	11050	60.44	-2.16	-2.31
Dec-01	8436	94	89.67	84.11	851675	7165	120.26	-2	-2.22
Jan-02	8055	96	83.91	76.76	782064	6817	114.72	-2.12	-2.28
Feb-02	9778	106	92.25	83.01	694774	6645	104.56	-0.92	-1.56
Mar-02	11187	108	103.03	89.23	742139	8132	91.26	0.95	-0.42
Apr-02	12067	117	105.96	99.42	756439	8869	85.29	1.91	0.16



CONTINUATION

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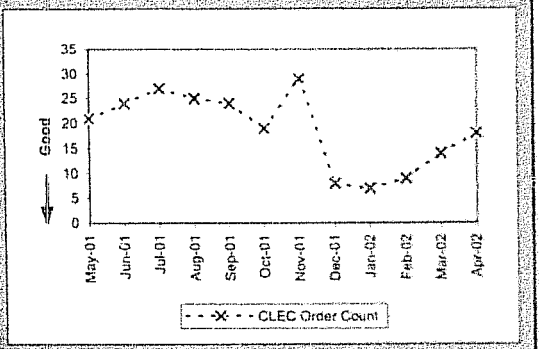
Checklist #14 - Resale - Residence Installation

Count of Pending Orders Delayed for Facilities Reasons Residence (OP-15B)

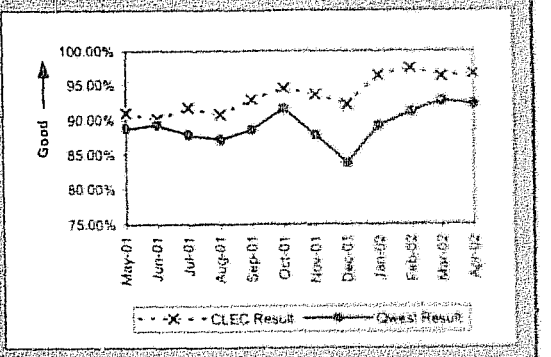
Date	CLEC Order Count
May-01	21
Jun-01	24
Jul-01	27
Aug-01	25
Sep-01	24
Oct-01	19
Nov-01	29
Dec-01	8
Jan-02	7
Feb-02	9
Mar-02	14
Apr-02	18



Checklist #14 - Resale - Residence Repair

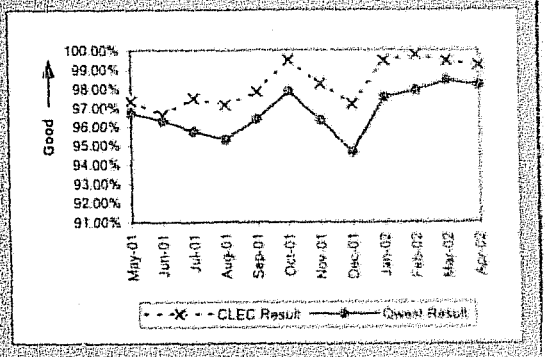
Out of Service Cleared within 24 hours (Percent) (MR-3A)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	1395	1531	91.05%	28.54%	101864	114768	88.76%	-2.82	-2.72
Jun-01	1487	1627	90.17%	29.78%	102999	115316	89.32%	-1.1	-1.67
Jul-01	1428	1556	91.77%	27.48%	100786	114743	87.84%	-4.72	-3.87
Aug-01	1568	1726	90.85%	28.84%	100725	115603	87.13%	-4.58	-3.78
Sep-01	1091	1175	92.85%	25.76%	77474	87480	88.56%	-4.59	-3.79
Oct-01	981	1038	94.51%	22.78%	76964	84013	91.61%	-3.35	-3.04
Nov-01	856	916	93.67%	24.35%	68627	78159	87.80%	-5.39	-4.28
Dec-01	712	772	92.23%	26.77%	60575	72265	83.82%	-6.31	-4.83
Jan-02	668	693	96.39%	18.65%	56505	63346	89.20%	-6.07	-4.69
Feb-02	628	642	97.51%	15.59%	49155	53943	91.12%	-5.65	-4.44
Mar-02	671	697	96.27%	18.95%	54158	58443	92.67%	-3.63	-3.2
Apr-02	841	870	96.67%	17.95%	60012	65101	92.18%	-4.89	-3.98



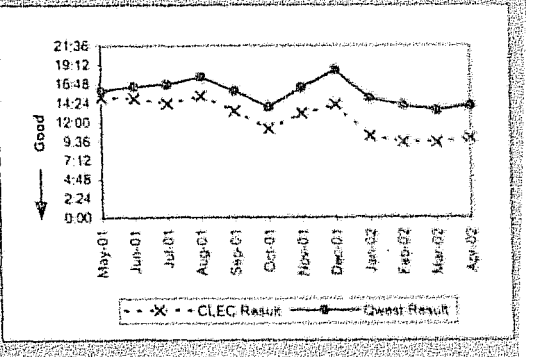
All Troubles Cleared within 48 hours (Percent) (MR-4A)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	1894	1945	97.38%	15.98%	148561	153562	96.74%	-1.57	-1.95
Jun-01	1954	2032	96.65%	17.98%	146824	152437	96.32%	-0.8	-1.49
Jul-01	1858	1905	97.53%	15.51%	146768	153283	95.75%	-3.83	-3.33
Aug-01	2115	2177	97.15%	16.63%	150649	158054	95.31%	-4.03	-3.45
Sep-01	1456	1488	97.85%	14.51%	116064	120382	96.41%	-2.96	-2.8
Oct-01	1331	1338	99.48%	7.21%	114349	116853	97.86%	-4.07	-3.47
Nov-01	1161	1202	98.25%	13.10%	105177	109166	96.35%	-3.5	-3.13
Dec-01	975	1003	97.21%	16.47%	96176	101597	94.66%	-3.57	-3.17
Jan-02	884	889	99.44%	7.48%	87149	89342	97.55%	-3.63	-3.21
Feb-02	795	797	99.75%	5.00%	72933	74487	97.91%	-3.61	-3.19
Mar-02	863	868	99.42%	7.57%	78143	79399	98.42%	-2.36	-2.44
Apr-02	1116	1125	99.20%	8.91%	87647	89264	98.19%	-2.53	-2.54



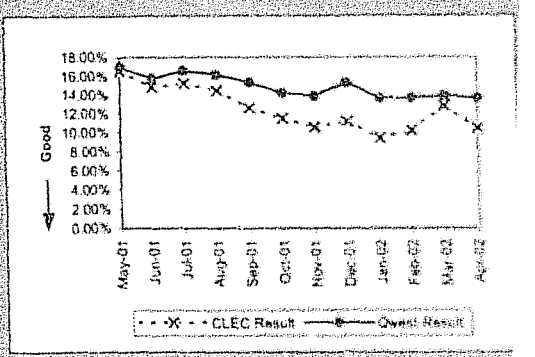
Mean Time to Restore (Hours:Minutes) (MR-6A)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	29392:54	1945	15:07	16:55	2453661:18	153562	15:59	-2.19	-2.33
Jun-01	30463:19	2032	15:00	13:48	2511962:28	152437	16:29	-2.07	-2.26
Jul-01	27411:06	1905	14:23	13:41	2570424:49	153283	16:46	-5.85	-4.56
Aug-01	33255:46	2177	15:17	14:36	2785428:24	158054	17:38	-4.73	-3.87
Sep-01	19958:07	1488	13:25	12:22	1914737:36	120382	15:54	-5.93	-4.61
Oct-01	14944:26	1338	11:10	10:29	1622337:49	116853	13:53	-6.51	-4.96
Nov-01	15769:00	1202	13:07	12:31	1778701:11	109166	16:18	-5.97	-4.63
Dec-01	14262:52	1003	14:13	23:42	1878671:27	101597	18:29	-6.14	-4.74
Jan-02	9177:59	889	10:19	13:12	1341796:57	89342	15:01	-9.38	-6.7
Feb-02	7606:21	797	9:33	8:55	1049681:45	74487	14:06	-9.01	-6.48
Mar-02	8233:55	868	9:29	9:31	1069229:59	79399	13:28	-8.94	-6.43
Apr-02	11261:03	1125	10:02	10:39	1257565:29	89264	14:05	-9.36	-6.69



Repair Repeat Report Rate (Percent) (MR-7A)-- Dispatches Within MSAs

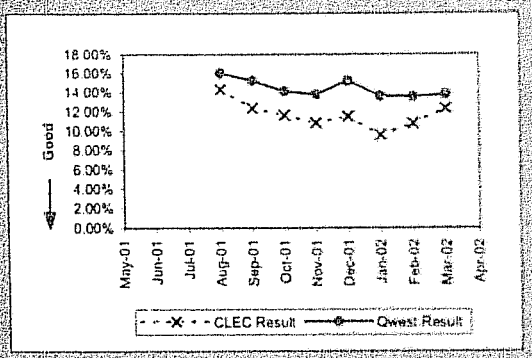
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	333	2005	16.61%	37.22%	26949	159052	16.94%	-0.4	-1.24
Jun-01	311	2094	14.85%	35.56%	24914	158186	15.75%	-1.12	-1.68
Jul-01	301	1975	15.24%	35.94%	26401	159248	16.58%	-1.59	-1.97
Aug-01	329	2271	14.49%	35.20%	26635	164971	16.15%	-2.13	-2.3
Sep-01	195	1542	12.65%	33.24%	19195	125158	15.34%	-2.91	-2.77
Oct-01	161	1396	11.53%	31.94%	17318	121534	14.25%	-2.89	-2.76
Nov-01	132	1247	10.59%	30.77%	15756	113332	13.90%	-3.37	-3.05
Dec-01	117	1043	11.22%	31.56%	16238	106099	15.30%	-3.65	-3.22
Jan-02	87	918	9.48%	29.29%	12728	92891	13.70%	-3.7	-3.25
Feb-02	84	819	10.26%	30.34%	10553	77150	13.68%	-2.84	-2.72
Mar-02	114	886	12.87%	33.48%	11455	82056	13.96%	-0.93	-1.57
Apr-02	121	1155	10.48%	30.62%	12560	92017	13.65%	-3.12	-2.9



Checklist #14 - Resale - Residence Repair

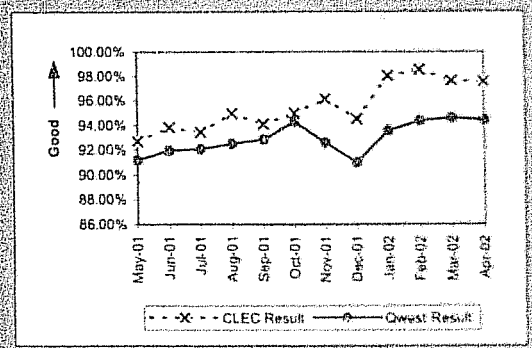
Repair Repeat Report Rate (Percent) (MR-7A*)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01	284	2040	14.37%	35.08%	23731	147815	16.05%	-2.06	-2.25
Sep-01	174	1404	12.39%	32.95%	17149	112540	15.24%	-2.95	-2.79
Oct-01	148	1279	11.65%	32.08%	15369	108762	14.13%	-2.53	-2.54
Nov-01	123	1135	10.84%	31.08%	14051	101908	13.79%	-2.87	-2.74
Dec-01	115	996	11.51%	31.91%	14484	95102	15.23%	-3.19	-2.94
Jan-02	76	826	9.56%	29.41%	11342	83139	13.64%	-3.4	-3.07
Feb-02	80	742	10.78%	31.01%	9431	69551	13.56%	-2.2	-2.34
Mar-02	101	836	12.32%	32.87%	10369	75171	13.79%	-1.23	-1.75
Apr-02									



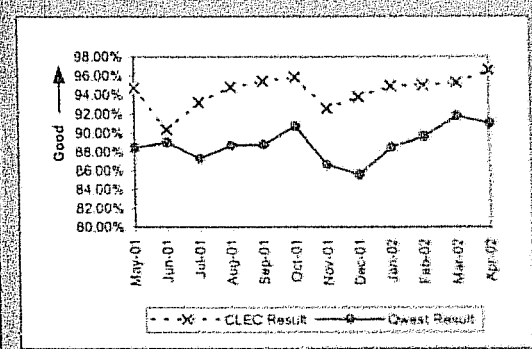
Repair Appointments Met (Percent) (MR-9A)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01	1874	2005	92.72%	25.08%	145070	159052	91.21%	-2.37	-2.44
Jun-01	1965	2094	93.84%	24.04%	145473	158186	91.96%	-3.14	-2.91
Jul-01	1846	1975	93.47%	24.71%	146641	159248	92.08%	-2.27	-2.38
Aug-01	2157	2271	94.98%	21.84%	152586	164971	92.49%	-4.47	-3.72
Sep-01	1451	1542	94.10%	23.57%	116173	125158	92.82%	-1.93	-2.17
Oct-01	1328	1396	94.99%	21.82%	114585	121534	94.28%	-1.13	-1.68
Nov-01	1199	1247	96.15%	19.24%	104931	113332	92.59%	-4.78	-3.9
Dec-01	986	1043	94.54%	22.73%	96577	106099	91.03%	-3.95	-3.4
Jan-02	906	918	98.04%	13.86%	86923	92891	93.58%	-5.49	-4.34
Feb-02	801	819	98.53%	12.02%	72809	77150	94.37%	-5.14	-4.13
Mar-02	865	886	97.63%	15.21%	77624	82056	94.60%	-3.97	-3.41
Apr-02	1127	1155	97.58%	15.38%	86870	92017	94.41%	-4.66	-3.83



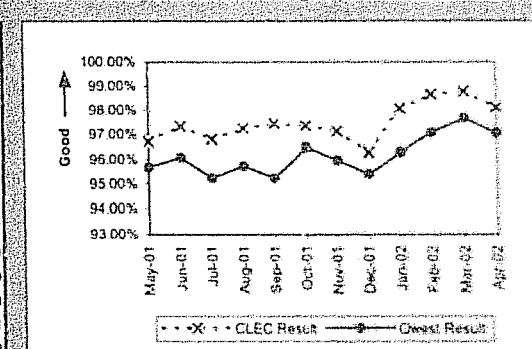
Out of Service Cleared within 24 hours (Percent) (MR-3B)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01	234	247	94.74%	22.33%	25506	28827	88.48%	-3.07	-2.86
Jun-01	331	344	90.41%	29.45%	27184	30523	89.06%	-0.8	-1.48
Jul-01	276	296	93.24%	25.10%	27781	31824	87.30%	-3.06	-2.86
Aug-01	397	408	94.85%	22.10%	28110	31679	88.73%	-3.88	-3.36
Sep-01	274	287	95.47%	20.80%	21066	23712	88.84%	-3.55	-3.16
Oct-01	256	267	95.88%	19.87%	19999	22040	90.74%	-2.88	-2.75
Nov-01	251	271	92.62%	26.14%	17846	20598	86.64%	-2.87	-2.75
Dec-01	229	243	93.83%	24.07%	15976	18669	85.58%	-3.64	-3.21
Jan-02	246	259	94.98%	21.83%	14411	16276	88.54%	-3.23	-2.96
Feb-02	210	221	95.02%	21.75%	13010	14507	89.68%	-2.59	-2.58
Mar-02	224	235	95.32%	21.12%	14841	16165	91.81%	-1.95	-2.18
Apr-02	285	295	96.61%	18.10%	17008	18680	91.05%	-3.32	-3.02



All Troubles Cleared within 48 hours (Percent) (MR-4B)-- Dispatches Outside MSAs

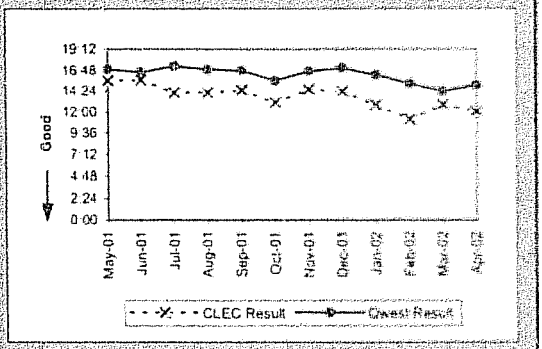
Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01	323	334	96.71%	17.85%	37331	39015	95.68%	-0.92	-1.56
Jun-01	439	451	97.34%	16.09%	39183	40775	96.10%	-1.36	-1.82
Jul-01	394	407	96.81%	17.58%	41292	43350	95.25%	-1.47	-1.89
Aug-01	533	547	97.26%	16.33%	42089	43959	95.75%	-1.74	-2.06
Sep-01	383	393	97.46%	15.75%	31501	33077	95.24%	-2.05	-2.25
Oct-01	370	380	97.37%	16.01%	30438	31547	96.48%	-0.93	-1.57
Nov-01	373	384	97.14%	16.68%	28471	29663	95.98%	-1.14	-1.7
Dec-01	339	352	96.31%	18.66%	25728	26966	95.41%	-0.8	-1.49
Jan-02	357	364	98.08%	13.73%	23295	24101	96.30%	-1.75	-2.09
Feb-02	291	296	98.65%	11.51%	20094	20700	97.07%	-1.61	-1.98
Mar-02	325	330	98.79%	10.94%	22255	22784	97.68%	-1.33	-1.81
Apr-02	418	426	98.12%	13.57%	25324	26095	97.05%	-1.3	-1.79



Checklist #14 - Resale - Residence Repair

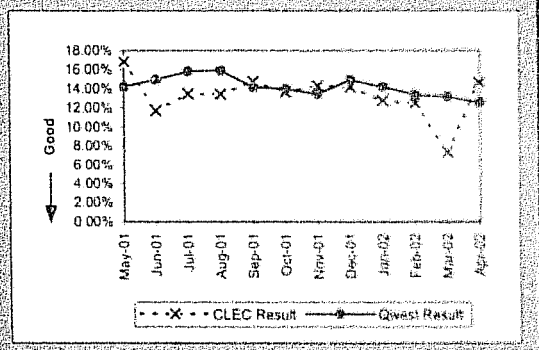
Mean Time to Restore (Hours:Minutes) (MR-6B)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	5215:24	334	15:37	15:39	660680:40	39015	16:56	-1.06	-1.64
Jun-01	7077:45	451	15:42	12:56	676310:00	40775	16:35	-1.06	-1.65
Jul-01	5803:36	407	14:16	13:19	750116:52	43350	17:18	-3.21	-2.95
Aug-01	7787:44	547	14:15	12:44	743575:01	43959	16:55	-3.42	-3.06
Sep-01	5710:07	393	14:32	12:13	553449:36	33077	16:44	-2.3	-2.4
Oct-01	4992:11	380	13:08	13:01	492157:48	31547	15:36	-2.46	-2.49
Nov-01	5619:06	384	14:38	13:16	495193:41	29663	16:42	-2.44	-2.48
Dec-01	5084:57	352	14:27	13:54	460590:32	26966	17:05	-2.81	-2.71
Jan-02	4679:22	364	12:51	15:05	393445:27	24191	16:16	-3.6	-3.19
Feb-02	3339:44	298	11:12	10:29	316779:32	20700	15:18	-4.07	-3.48
Mar-02	4262:41	336	12:55	10:44	329366:00	22784	14:27	-1.14	-1.69
Apr-02	5161:33	426	12:07	10:53	393544:01	26095	15:05	-3.44	-3.09



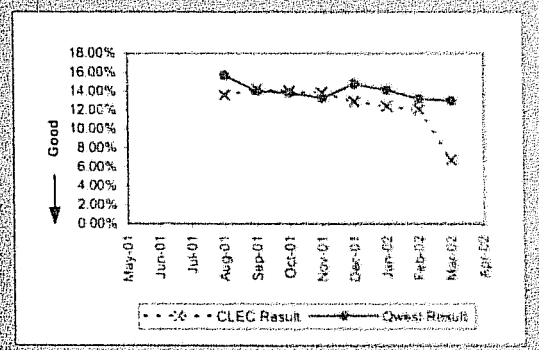
Repair Repeat Report Rate (Percent) (MR-7B)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	58	344	16.86%	37.44%	5665	39771	14.24%	1.37	-0.17
Jun-01	54	460	11.74%	32.19%	6225	41600	14.96%	-1.93	-2.17
Jul-01	56	415	13.49%	34.17%	7024	44356	15.84%	-1.3	-1.79
Aug-01	75	557	13.47%	34.13%	7223	45350	15.93%	-1.58	-1.96
Sep-01	59	399	14.79%	35.50%	4805	33838	14.20%	0.35	-0.79
Oct-01	53	387	13.70%	34.38%	4513	32276	13.98%	-0.16	-1.1
Nov-01	56	391	14.32%	35.03%	4074	30328	13.43%	0.52	-0.68
Dec-01	51	359	14.21%	34.91%	4133	27689	14.93%	-0.38	-1.23
Jan-02	47	369	12.74%	33.34%	3522	24793	14.21%	-0.8	-1.49
Feb-02	38	304	12.50%	33.07%	2831	21182	13.37%	-0.44	-1.27
Mar-02	25	336	7.44%	26.24%	3067	23251	13.19%	-3.09	-2.88
Apr-02	63	429	14.69%	35.40%	3348	26539	12.62%	1.27	-0.23



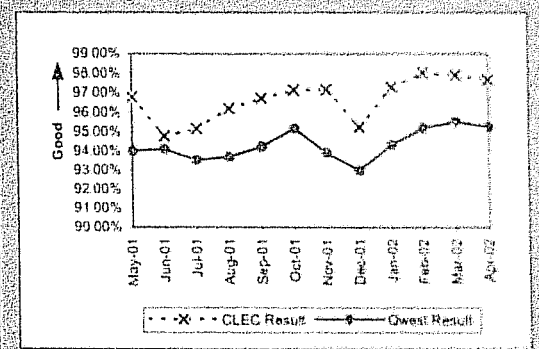
Repair Repeat Report Rate (Percent) (MR-7B*)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01	66	484	13.64%	34.32%	6293	40085	15.70%	-1.24	-1.75
Sep-01	50	351	14.25%	34.95%	4227	30130	14.03%	0.13	-0.92
Oct-01	47	334	14.07%	34.77%	3969	28653	13.85%	0.13	-0.92
Nov-01	49	352	13.92%	34.62%	3563	26778	13.31%	0.35	-0.79
Dec-01	39	301	12.96%	33.58%	3628	24508	14.80%	-0.9	-1.55
Jan-02	40	321	12.46%	33.03%	3057	21550	14.19%	-0.88	-1.53
Feb-02	34	280	12.14%	32.66%	2483	18799	13.21%	-0.52	-1.32
Mar-02	21	309	6.80%	25.17%	2732	20977	13.02%	-3.23	-2.96
Apr-02									



Repair Appointments Met (Percent) (MR-9B)-- Dispatches Outside MSAs

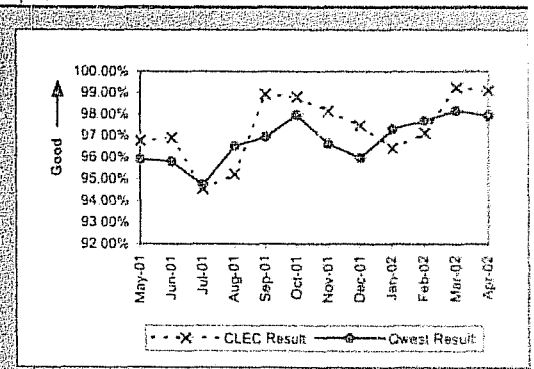
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	333	344	96.80%	17.59%	37395	39771	94.03%	-2.16	-2.32
Jun-01	436	460	94.78%	22.24%	39155	41600	94.12%	-0.6	-1.36
Jul-01	395	415	95.18%	21.42%	41494	44356	93.55%	-1.35	-1.82
Aug-01	536	557	96.23%	19.05%	42499	45350	93.71%	-2.43	-2.48
Sep-01	386	399	96.74%	17.75%	31891	33838	94.25%	-2.13	-2.29
Oct-01	376	387	97.16%	16.62%	30722	32276	95.19%	-1.8	-2.1
Nov-01	380	391	97.19%	16.54%	28482	30328	93.91%	-2.69	-2.64
Dec-01	342	359	95.26%	21.24%	25752	27689	93.00%	-1.67	-2.01
Jan-02	359	369	97.29%	16.24%	23395	24793	94.36%	-2.42	-2.47
Feb-02	298	304	98.03%	13.91%	20167	21182	95.21%	-2.28	-2.39
Mar-02	329	336	97.92%	14.28%	22213	23251	95.54%	-2.1	-2.28
Apr-02	419	429	97.67%	15.09%	25281	26539	95.26%	-2.33	-2.42



Checklist #14 - Resale - Residence Repair

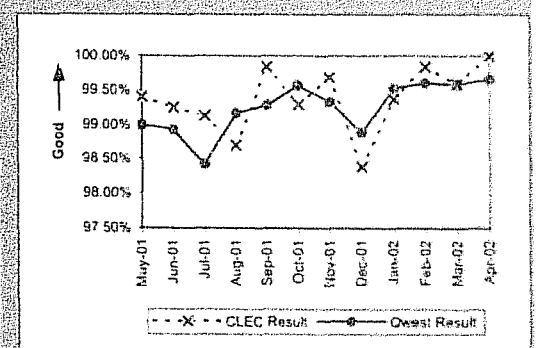
Out of Service Cleared within 24 hours (Percent) (MR-3C)-- No Dispatches

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01	330	341	96.77%	17.67%	27390	28555	95.92%	-0.79	-1.48
Jun-01	402	422	96.92%	17.28%	30479	31811	95.81%	-1.13	-1.69
Jul-01	360	405	94.57%	22.67%	29684	31328	94.75%	0.2	-0.68
Aug-01	444	463	95.25%	21.27%	29037	30077	96.54%	1.46	-0.11
Sep-01	264	287	98.95%	10.17%	22765	23478	96.96%	-1.95	-2.19
Oct-01	332	339	98.82%	10.80%	26752	27302	97.99%	-1.09	-1.66
Nov-01	268	273	98.17%	13.41%	23133	23938	96.64%	-1.4	-1.85
Dec-01	273	280	97.50%	15.61%	21629	22529	96.01%	-1.27	-1.77
Jan-02	217	225	96.44%	18.52%	22687	23308	97.34%	0.84	-0.49
Feb-02	236	246	97.15%	16.63%	22318	22841	97.71%	0.61	-0.63
Mar-02	260	265	99.25%	8.65%	24292	24740	98.19%	-1.28	-1.78
Apr-02	221	226	99.11%	9.39%	18306	18690	97.95%	-1.23	-1.74



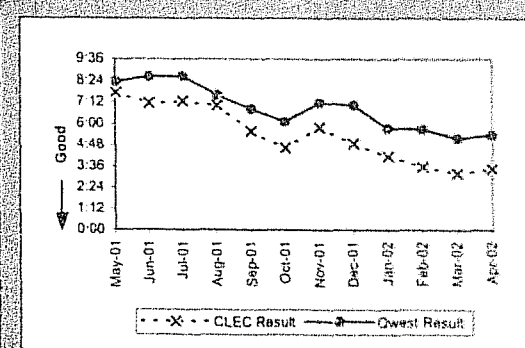
All Troubles Cleared within 48 hours (Percent) (MR-4C)-- No Dispatches

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01	662	668	99.40%	7.73%	50990	51507	99.00%	-1.04	-1.63
Jun-01	796	800	99.25%	8.63%	55883	56486	98.93%	-0.87	-1.53
Jul-01	804	811	99.14%	9.25%	55580	56481	98.42%	-1.62	-1.99
Aug-01	917	924	98.70%	11.32%	55612	56078	99.17%	1.55	-0.06
Sep-01	643	646	99.85%	3.93%	43818	44134	99.28%	-1.68	-2.02
Oct-01	705	710	99.30%	8.36%	50981	51201	99.57%	1.11	-0.32
Nov-01	640	642	99.69%	5.57%	46444	46756	99.33%	-1.1	-1.67
Dec-01	609	619	98.38%	12.61%	42902	43385	98.89%	1.18	-0.28
Jan-02	633	637	99.37%	7.90%	48285	48515	99.53%	0.56	-0.66
Feb-02	640	641	99.84%	3.95%	46909	47094	99.61%	-0.95	-1.58
Mar-02	733	735	99.59%	6.38%	49720	49928	99.58%	-0.04	-1.02
Apr-02	621	621	100.00%	0.00%	40994	41135	99.66%	-1.45	-1.88



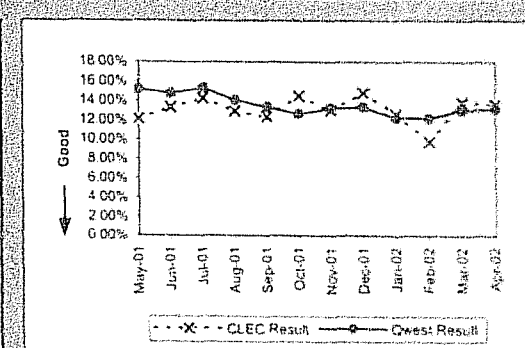
Mean Time to Restore (Hours:Minutes) (MR-6C)-- No Dispatches

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01	5563:44	666	7:45	10:06	430259:42	51507	8:21	-1.26	-1.77
Jun-01	5725:01	800	7:09	11:51	487888:27	56486	8:38	-0.87	-1.53
Jul-01	5824:13	811	7:15	12:33	488734:03	56481	8:39	-1.95	-2.18
Aug-01	6504:28	924	7:02	11:26	426575:05	56078	7:36	-1.2	-1.73
Sep-01	3592:18	646	5:34	8:14	300554:55	44134	6:49	-2.88	-2.75
Oct-01	5099:24	710	4:39	7:53	312754:07	51201	6:07	-4.53	-3.63
Nov-01	3711:19	642	5:47	8:40	335327:16	46756	7:10	-3.47	-3.11
Dec-01	3650:58	619	4:53	9:43	304873:03	43385	7:02	-0.7	-1.43
Jan-02	2663:41	637	4:11	7:29	278097:05	48515	5:44	-3.8	-3.31
Feb-02	3324:31	641	3:36	7:01	268520:31	47094	5:42	-5.74	-4.49
Mar-02	2588:03	735	3:13	6:18	259169:55	49928	5:11	-6.25	-4.8
Apr-02	2158:47	621	3:28	5:54	221555:26	41135	5:23	-5.78	-4.51



Repair Repeat Report Rate (Percent) (MR-7C)-- No Dispatches

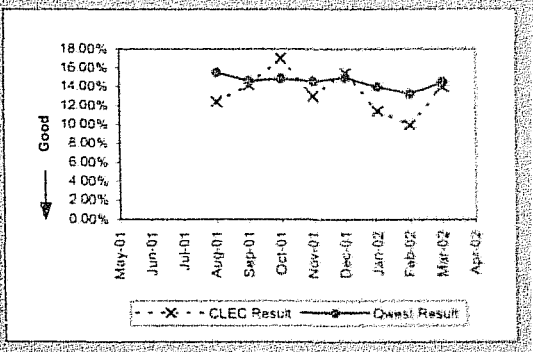
Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01	81	666	12.16%	32.68%	7820	51508	15.18%	-2.16	-2.31
Jun-01	107	800	13.38%	34.04%	8356	56489	14.79%	-1.12	-1.68
Jul-01	116	811	14.30%	35.01%	8653	56489	15.32%	-0.8	-1.48
Aug-01	129	925	12.97%	33.60%	7894	56127	14.06%	-0.95	-1.58
Sep-01	80	646	12.38%	32.94%	5912	44137	13.39%	-0.75	-1.46
Oct-01	103	710	14.51%	35.22%	6495	51203	12.68%	1.45	-0.12
Nov-01	82	642	13.08%	33.72%	6211	46758	13.28%	-0.15	-1.09
Dec-01	97	619	14.86%	35.57%	5816	43385	13.41%	1.06	-0.36
Jan-02	81	637	12.72%	33.32%	5963	48516	12.29%	0.32	-0.8
Feb-02	83	641	9.83%	29.77%	5762	47101	12.23%	-1.65	-2.12
Mar-02	102	735	13.88%	34.57%	6515	49944	13.04%	0.67	-0.6
Apr-02	81	621	13.69%	34.37%	5443	41138	13.23%	0.33	-0.8



Checklist #14 - Resale - Residence Repair

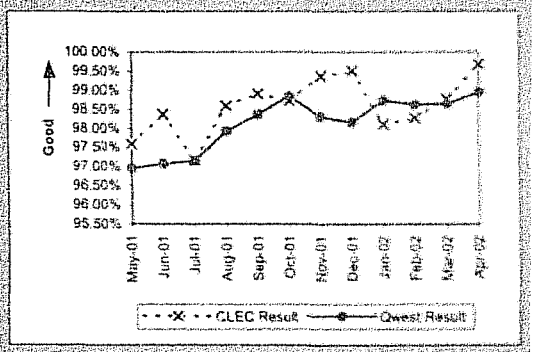
Repair Repeat Report Rate (Percent) (MR-7C*)-- No Dispatches

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01	55	442	12.44%	33.01%	4164	26861	15.50%	-1.76	-2.07
Sep-01	39	275	14.18%	34.89%	3002	20522	14.63%	-0.21	-1.13
Oct-01	58	341	17.01%	37.57%	3329	22393	14.87%	1.1	-0.33
Nov-01	37	285	12.98%	33.61%	2955	20297	14.56%	-0.75	-1.46
Dec-01	49	284	15.49%	36.18%	2693	17969	14.99%	0.25	-0.85
Jan-02	32	280	11.43%	31.82%	2821	20197	13.97%	-1.22	-1.74
Feb-02	29	291	9.97%	29.95%	2610	19732	13.23%	-1.63	-1.99
Mar-02	43	307	14.01%	34.71%	3158	21786	14.50%	-0.24	-1.15
Apr-02									



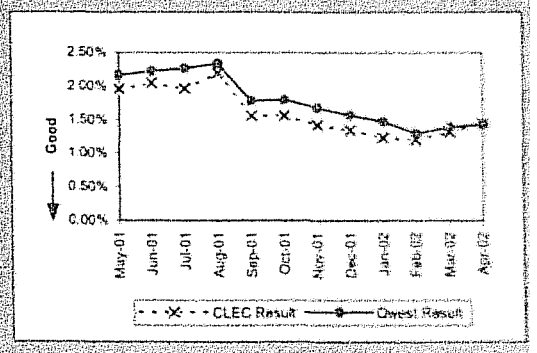
Repair Appointments Met (Percent) (MR-9C)-- No Dispatches

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01	650	666	97.60%	15.31%	49937	51508	96.95%	-0.97	-1.59
Jun-01	787	805	98.36%	12.64%	54834	56489	97.07%	-2.17	-2.32
Jul-01	766	811	97.16%	16.60%	54882	56489	97.16%	-0.01	-1.01
Aug-01	912	925	98.59%	11.77%	54968	56127	97.94%	-1.4	-1.85
Sep-01	639	646	98.92%	10.35%	43419	44137	98.37%	-1.08	-1.66
Oct-01	701	710	98.73%	11.19%	50611	51203	98.84%	0.28	-0.83
Nov-01	636	642	99.38%	7.87%	45967	46758	98.31%	-2.09	-2.27
Dec-01	635	639	99.52%	6.94%	42593	43385	98.17%	-2.47	-2.5
Jan-02	825	837	98.12%	13.80%	47900	48516	98.73%	1.38	-0.16
Feb-02	636	641	98.28%	12.99%	46455	47101	98.63%	0.74	-0.55
Mar-02	726	735	98.78%	11.00%	49268	49944	98.65%	-0.3	-1.18
Apr-02	619	621	99.68%	5.67%	40709	41138	98.96%	-1.75	-2.07



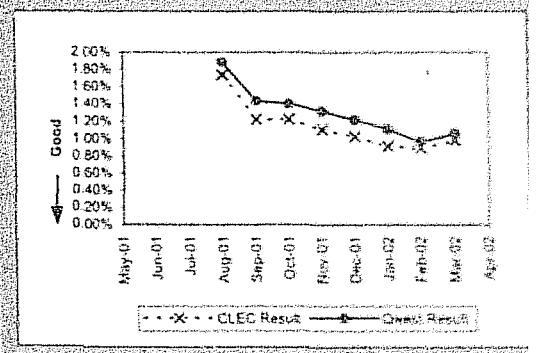
Trouble Rate (Percent) (MR-8)

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01	3015	153002	1.96%	13.86%	250331	11554708	2.17%	-5.55	-4.38
Jun-01	3354	163321	2.05%	14.18%	256275	11515376	2.23%	-4.68	-3.84
Jul-01	3291	167806	1.97%	13.88%	260093	11476244	2.27%	-8.08	-5.91
Aug-01	3753	171036	2.19%	14.65%	266448	11415311	2.33%	-3.6	-3.31
Sep-01	2567	166021	1.55%	12.39%	203133	11403640	1.78%	-6.82	-5.15
Oct-01	2493	159424	1.56%	12.41%	205013	11379525	1.80%	-7.09	-5.31
Nov-01	2260	160142	1.42%	11.85%	190418	11336659	1.68%	-7.91	-5.81
Dec-01	2021	149861	1.35%	11.53%	177173	11297861	1.57%	-6.8	-5.13
Jan-02	1924	155358	1.24%	11.06%	166200	11247317	1.48%	-7.76	-5.72
Feb-02	1764	147085	1.20%	10.89%	145433	11193539	1.30%	-3.36	-3.04
Mar-02	1957	147957	1.32%	11.42%	155251	11176531	1.39%	-2.17	-2.32
Apr-02	2205	151899	1.45%	11.95%	159694	11111203	1.44%	0.47	-0.72



Trouble Rate (Percent) (MR-8*)

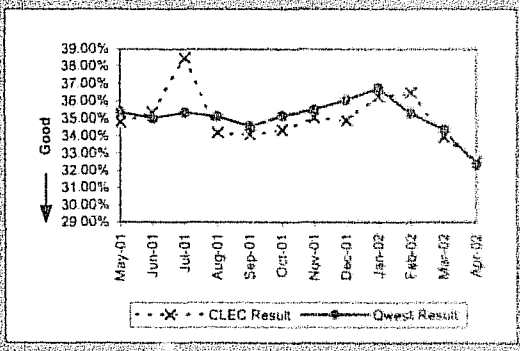
Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01	2973	171036	1.74%	13.07%	214761	11415311	1.88%	-4.34	-3.64
Sep-01	2030	166021	1.22%	10.99%	163192	11403640	1.43%	-7.1	-5.31
Oct-01	1954	159424	1.23%	11.00%	159808	11379525	1.40%	-6.02	-4.66
Nov-01	1772	160142	1.11%	10.46%	146983	11336659	1.31%	-7.25	-5.41
Dec-01	1541	149861	1.03%	10.09%	137579	11297861	1.22%	-6.64	-5.04
Jan-02	1427	155358	0.92%	9.54%	124886	11247317	1.11%	-7.17	-5.36
Feb-02	1313	147085	0.89%	9.41%	108082	11193539	0.97%	-2.84	-2.73
Mar-02	1452	147957	0.98%	9.86%	117934	11176531	1.06%	-2.76	-2.68
Apr-02									



Checklist #14 - Resale - Residence Repair

Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10)

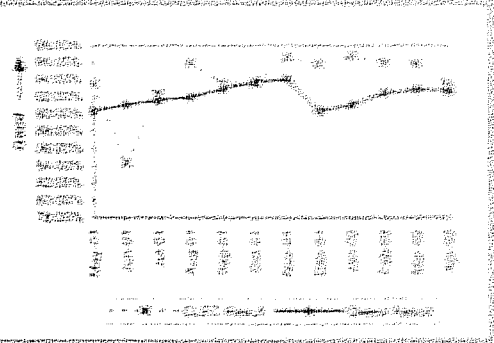
Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01	1610	4625	34.81%	47.64%	137054	387385	35.38%	-0.8	-1.49
Jun-01	1835	5189	35.36%	47.81%	138190	394465	35.03%	0.5	-0.7
Jul-01	2002	5203	38.48%	48.65%	142213	402306	35.35%	4.69	1.85
Aug-01	1951	5704	34.20%	47.44%	144296	410744	35.13%	-1.46	-1.88
Sep-01	1338	3925	34.09%	47.40%	107204	310337	34.54%	-0.6	-1.36
Oct-01	1305	3798	34.36%	47.49%	111145	316158	35.15%	-1.02	-1.62
Nov-01	1231	3511	35.06%	47.72%	104862	295280	35.51%	-0.56	-1.34
Dec-01	1084	3105	34.91%	47.67%	99890	277063	36.05%	-1.32	-1.8
Jan-02	1096	3020	36.29%	48.08%	96550	262750	36.75%	-0.52	-1.31
Feb-02	1013	2777	36.48%	48.14%	79327	224760	35.29%	1.3	-0.21
Mar-02	1006	2963	33.95%	47.35%	81224	236475	34.35%	-0.45	-1.27
Apr-02	1065	3270	32.57%	46.86%	76444	236138	32.37%	0.24	-0.86



Checklist #2 - Resale - Business Application

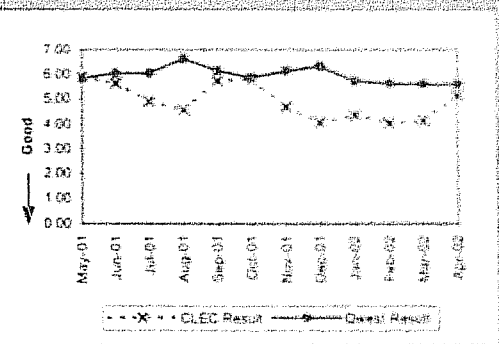
Installation Commitments Met (Percent) (OP-3A)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01	273	292	93.49%	24.66%	16034	17716	90.50%	1.19	-0.09
Jun-01	141	167	84.43%	36.29%	15655	17187	91.07%	2.79	-0.66
Jul-01	134	145	92.41%	26.48%	16199	17871	90.65%	0.36	-1.37
Aug-01	146	152	96.05%	19.47%	16005	19684	81.32%	-1.83	-2.13
Sep-01	132	141	93.62%	24.44%	15200	17430	87.20%	-0.91	-1.78
Oct-01	116	126	93.65%	24.38%	18396	19634	93.69%	0.07	-0.96
Nov-01	114	118	96.61%	18.10%	15816	16815	94.06%	0.97	-0.73
Dec-01	139	145	95.86%	19.92%	12965	14347	90.37%	-2.23	-0.96
Jan-02	122	126	96.83%	17.53%	15342	16849	91.06%	-2.25	-0.97
Feb-02	120	125	96.00%	19.60%	13941	15079	92.45%	-1.5	-0.91
Mar-02	92	96	95.83%	19.98%	14782	15919	92.86%	-1.13	-0.69
Apr-02	111	119	93.28%	25.04%	15282	16481	92.73%	-0.23	-1.14



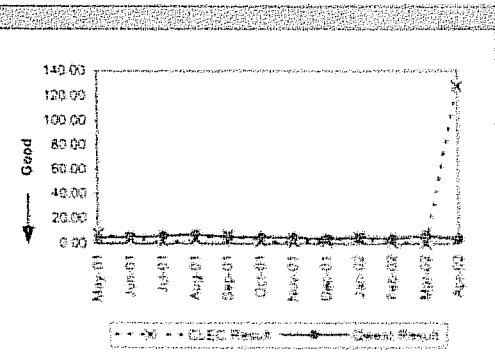
Installation Interval (Average Days) (OP-4A)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01	1720	292	5.89	4.47	103593	17716	5.85	0.08	-0.95
Jun-01	941	167	5.63	4.84	103792	17187	6.04	-0.56	-1.34
Jul-01	722	147	4.91	4.11	108250	17871	6.06	-1.5	-1.91
Aug-01	715	156	4.58	3.19	131634	19812	6.64	-2.01	-2.22
Sep-01	814	142	5.73	6.36	108645	17623	6.16	-0.57	-1.35
Oct-01	742	128	5.80	8.20	116606	19862	5.87	-0.11	-1.06
Nov-01	558	119	4.69	4.93	104418	17002	6.14	-1.84	-2.12
Dec-01	595	146	4.08	3.16	91686	14463	6.34	-3.1	-2.89
Jan-02	570	130	4.38	4.36	97663	17015	5.74	-2.03	-2.24
Feb-02	507	125	4.06	3.94	85792	15218	5.64	-2.42	-2.47
Mar-02	403	97	4.15	3.92	89923	16063	5.60	-1.8	-2.09
Apr-02	615	120	5.12	7.46	93300	16678	5.59	-0.75	-1.46



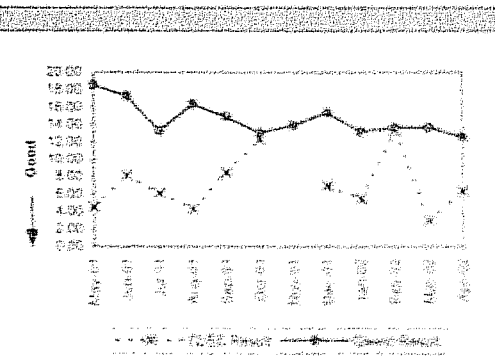
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-1)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01	105	13	8.08	9.20	3440	715	4.81	2	0.21
Jun-01	54	12	4.50	5.13	3592	678	5.30	-0.26	-1.16
Jul-01	11	6	1.83	3.06	4387	706	6.21	-0.55	-1.34
Aug-01	24	6	4.00	4.29	5691	771	7.38	-0.21	-1.12
Sep-01	27	4	6.75	5.32	3557	653	5.45	1.5	-0.09
Oct-01	12	6	2.00	1.26	3790	695	5.45	-0.53	-1.32
Nov-01	16	5	2.00	1.58	3542	696	5.09	-0.49	-1.3
Dec-01	9	4	2.25	3.20	3622	885	4.09	-0.35	-1.21
Jan-02	28	6	4.67	10.95	5727	1080	5.30	-0.07	-1.04
Feb-02	2	2	1.00	0.00	3238	833	3.89	-0.39	-1.24
Mar-02	2	4	0.50	0.58	4923	783	6.29	-0.49	-1.3
Apr-02	512	4	128.00	254.67	3345	883	3.79	2.75	0.67



Delayed Days for Facility Reasons (Average Days) (OP-6B-1)-- Dispatches Within MSAs

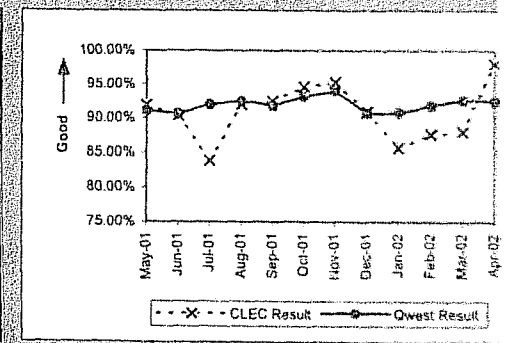
Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01	27	6	4.50	2.66	18442	993	18.57	-1.43	-1.87
Jun-01	114	14	8.14	5.22	14841	857	17.32	-1.55	-1.95
Jul-01	42	7	6.14	3.39	12029	902	13.34	-0.84	-1.54
Aug-01	13	3	4.33	1.15	15212	929	16.37	-0.91	-1.58
Sep-01	53	6	8.50	14.47	10350	691	14.98	-0.8	-1.49
Oct-01	37	3	12.33	17.10	9581	733	13.07	-0.06	-1.05
Nov-01					5675	492	11.53		
Dec-01	21	3	7.00	3.61	9515	616	15.45	-0.75	-1.45
Jan-02	11	2	5.50	2.12	7855	594	13.23	-0.65	-1.4
Feb-02	40	3	13.33	17.21	6173	451	13.69	-0.03	-1.05
Mar-02	6	2	3.00	1.41	6865	521	13.18	-0.7	-1.42
Apr-02	32	5	6.40	8.73	6491	513	12.65	-0.94	-1.57



Checklist #14 - Resale - Business Installation

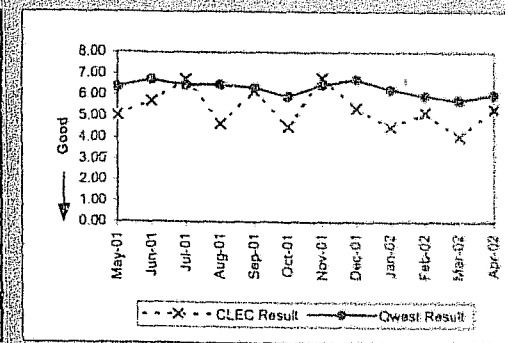
Installation Commitments Met (Percent) (OP-3B)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01	80	87	91.95%	27.20%	4426	4857	91.13%	-0.27	-1.16
Jun-01	85	94	90.43%	29.42%	4213	4647	90.66%	0.12	-0.93
Jul-01	73	87	83.91%	36.75%	4402	4783	92.03%	2.49	0.51
Aug-01	69	75	92.00%	27.13%	4757	5143	92.49%	0.21	-0.87
Sep-01	82	87	92.54%	26.28%	4068	4429	91.85%	-0.2	-1.12
Oct-01	89	94	94.68%	22.44%	4584	4917	93.23%	-0.56	-1.34
Nov-01	82	86	95.35%	21.06%	3940	4191	94.01%	-0.52	-1.31
Dec-01	50	55	90.91%	28.75%	3281	3616	90.74%	-0.04	-1.03
Jan-02	48	56	85.71%	34.99%	3895	4291	90.77%	1.25	-0.24
Feb-02	50	57	87.72%	32.82%	3559	3875	91.85%	1.1	-0.33
Mar-02	37	42	88.10%	32.38%	3763	4064	92.59%	1.07	-0.35
Apr-02	52	53	98.11%	13.61%	3983	4305	92.52%	-1.54	-1.94



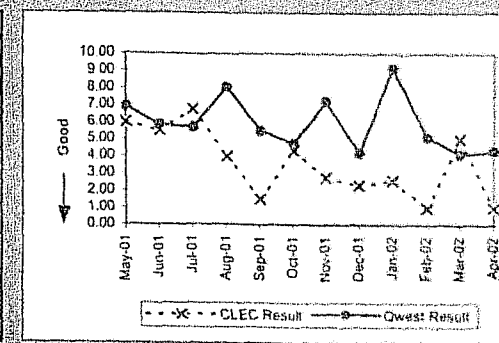
Installation Interval (Average Days) (OP-4B)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01	439	87	5.05	5.21	30941	4857	6.37	-1.18	-1.72
Jun-01	537	94	5.71	5.63	31270	4647	6.73	-0.8	-1.49
Jul-01	593	88	6.74	7.76	31263	4832	6.47	1.83	0.11
Aug-01	359	77	4.66	4.81	33682	5208	6.47	-1.4	-1.85
Sep-01	418	68	6.16	7.81	28352	4476	6.33	-0.17	-1.11
Oct-01	439	97	4.53	4.08	29314	4950	5.92	-1.55	-1.95
Nov-01	590	88	6.80	6.81	27381	4230	6.47	2.1	0.27
Dec-01	301	56	5.38	4.87	24442	3633	6.73	-0.99	-1.6
Jan-02	258	57	4.53	4.87	27050	4338	6.24	-1.24	-1.75
Feb-02	295	57	5.18	4.80	23190	3906	5.94	-0.61	-1.37
Mar-02	170	42	4.05	4.11	23467	4091	5.74	-1.56	-1.95
Apr-02	289	54	5.35	5.38	26102	4349	6.00	-0.57	-1.35



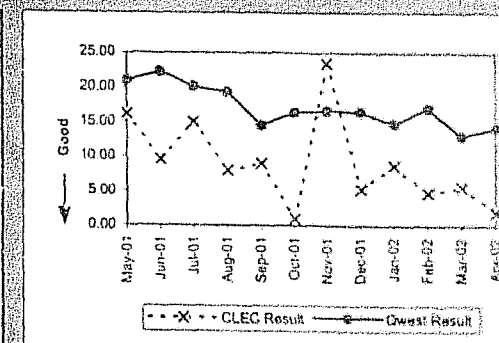
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-2)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01	12	2	6.00	7.07	872	126	6.92	-0.09	-1.05
Jun-01	22	4	5.50	7.72	839	144	5.83	-0.05	-1.03
Jul-01	54	8	6.75	6.50	871	153	5.69	1.43	-0.13
Aug-01	24	6	4.00	4.60	1457	180	8.09	-0.35	-1.21
Sep-01	3	2	1.50	0.71	851	155	5.49	-0.59	-1.36
Oct-01	26	6	4.33	3.44	712	150	4.75	-0.11	-1.06
Nov-01	11	4	2.75	2.99	960	133	7.22	-0.66	-1.4
Dec-01	7	3	2.33	2.08	610	145	4.21	-0.38	-1.23
Jan-02	13	5	2.60	3.21	2501	273	9.16	-0.42	-1.25
Feb-02	2	2	1.00	0.00	964	188	5.13	-0.29	-1.18
Mar-02	10	2	5.00	0.00	730	177	4.12	1.29	-0.22
Apr-02	1	1	1.00		935	217	4.31	-0.36	-1.22



Delayed Days for Facility Reasons (Average Days) (OP-6B-2)-- Dispatches Outside MSAs

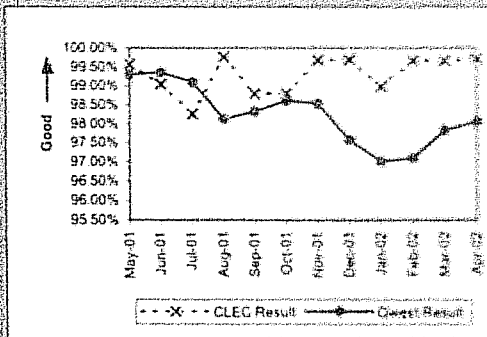
Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01	81	5	16.20	11.50	6387	305	20.94	-0.43	-1.26
Jun-01	48	5	9.60	7.83	6449	290	22.24	-0.86	-1.52
Jul-01	90	6	15.00	14.56	5223	260	20.09	-0.29	-1.18
Aug-01	8	1	8.00		4514	234	19.29	-0.36	-1.22
Sep-01	27	3	9.00	6.08	3407	234	14.56	-0.49	-1.3
Oct-01	1	1	1.00		3414	208	16.41	-0.52	-1.32
Nov-01	47	2	23.50	19.09	2632	157	16.76	2.17	0.32
Dec-01	16	3	5.33	5.86	3417	207	16.51	-0.9	-1.54
Jan-02	35	4	8.75	5.85	2515	170	14.79	-0.6	-1.37
Feb-02	24	5	4.80	4.15	2712	159	17.06	-1.14	-1.69
Mar-02	17	3	5.67	4.62	1964	151	13.01	-0.75	-1.46
Apr-02	2	1	2.00		2126	149	14.27	-0.72	-1.44



Checklist #14 - Resale - Business Installation

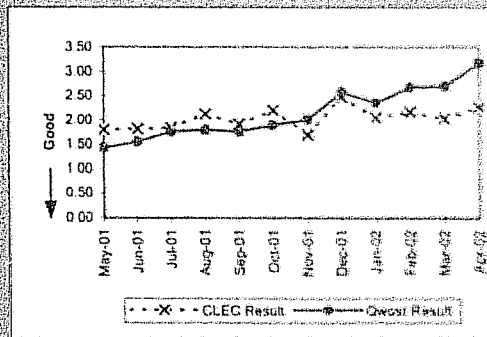
Installation Commitments Met (Percent) (OP-3C)– No Dispatches

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01	1183	1188	99.58%	6.47%	38525	38794	99.31%	-1.12	-1.68
Jun-01	1040	1050	99.05%	9.71%	37528	37770	99.36%	1.25	-0.24
Jul-01	454	462	98.27%	13.04%	18992	19164	99.10%	1.71	0.04
Aug-01	436	437	99.77%	4.78%	5307	5408	98.13%	-2.43	-2.48
Sep-01	246	249	98.80%	10.91%	4048	4117	98.32%	-0.56	-1.34
Oct-01	580	587	98.81%	10.85%	5100	5172	98.61%	-0.39	-1.24
Nov-01	318	319	99.69%	5.59%	4517	4584	98.54%	-1.65	-2
Dec-01	651	653	99.69%	5.53%	4401	4510	97.58%	-3.28	-3
Jan-02	686	693	98.99%	10.00%	5264	5426	97.01%	-2.88	-2.75
Feb-02	602	604	99.67%	5.74%	4489	4623	97.10%	-3.54	-3.15
Mar-02	616	618	99.68%	5.68%	5156	5270	97.84%	-2.97	-2.81
Apr-02	706	708	99.72%	5.31%	5310	5415	98.06%	-3.01	-2.83



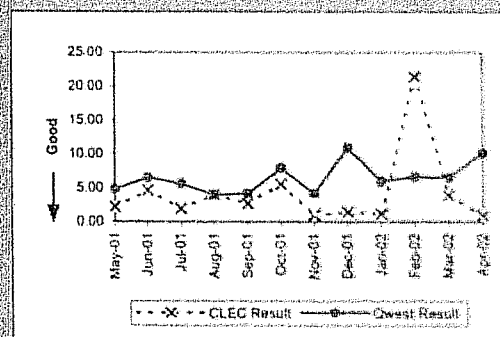
Installation Interval (Average Days) (OP-4C)– No Dispatches

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01	1462	814	1.80	1.21	46435	32546	1.43	6.62	3.03
Jun-01	1269	699	1.82	1.21	48104	31041	1.55	3.26	0.98
Jul-01	609	348	1.84	1.06	26085	14780	1.76	0.76	-0.54
Aug-01	689	323	2.13	1.09	6592	3664	1.80	3.25	0.98
Sep-01	347	181	1.92	1.12	5041	2866	1.76	1.13	-0.31
Oct-01	639	290	2.20	2.65	6602	3484	1.89	1.64	-0.01
Nov-01	345	203	1.70	1.24	5801	2889	2.01	-1.88	-2.14
Dec-01	1265	510	2.48	1.55	7752	3002	2.58	-0.18	-1.11
Jan-02	1150	560	2.05	1.14	9143	3882	2.36	-2.42	-2.47
Feb-02	933	430	2.17	1.56	8609	3210	2.68	-1.6	-1.98
Mar-02	1024	504	2.03	1.24	9471	3510	2.70	-4.64	-3.82
Apr-02	995	439	2.27	1.88	10548	3328	3.17	-4.23	-3.57



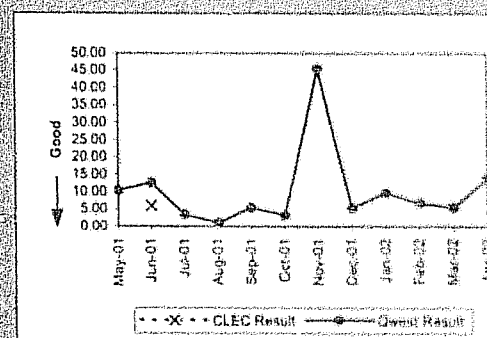
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-3)– No Dispatches

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01	11	5	2.20	0.84	1041	218	4.78	-0.55	-1.33
Jun-01	42	9	4.67	6.80	1452	221	6.57	-0.3	-1.18
Jul-01	18	9	2.00	1.32	1171	206	5.68	-1.26	-1.77
Aug-01	4	1	4.00		402	101	3.98	0.89	-0.46
Sep-01	11	4	2.75	0.96	283	67	4.22	-0.4	-1.24
Oct-01	39	7	5.57	12.09	573	72	7.96	-0.3	-1.18
Nov-01	1	1	1.00		296	71	4.17	-0.46	-1.28
Dec-01	3	2	1.50	0.71	1152	105	10.97	-0.22	-1.13
Jan-02	10	8	1.25	1.16	1033	171	6.04	-0.57	-1.34
Feb-02	43	2	21.50	27.58	929	139	6.68	1.26	-0.23
Mar-02	8	2	4.00	1.41	794	121	6.56	-0.31	-1.19
Apr-02	2	2	1.00	0.00	1134	111	10.22	-0.39	-1.24



Delayed Days for Facility Reasons (Average Days) (OP-6B-3)– No Dispatches

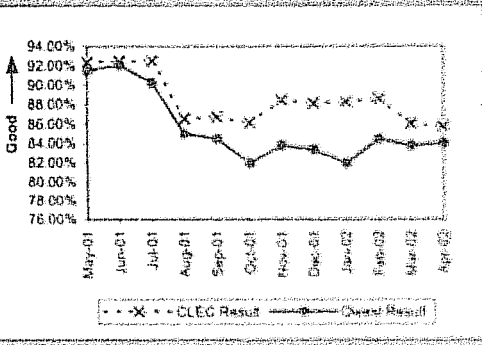
Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01					535	51	10.49		
Jun-01	6	1	6.00		265	21	12.62	-0.27	-1.17
Jul-01					31	9	3.44		
Aug-01					16	14	1.14		
Sep-01					43	8	5.38		
Oct-01					36	11	3.27		
Nov-01					591	13	45.46		
Dec-01					74	14	5.29		
Jan-02					116	12	9.67		
Feb-02					67	10	6.70		
Mar-02					55	10	5.50		
Apr-02					96	7	13.71		



Checklist #14 - Resale - Business Installation

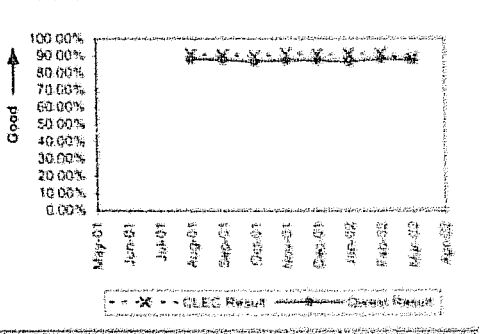
New Service Installation Quality (Percent) (OP-5)

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01	1378	1492	92.36%	26.56%	57513	62877	91.47%	-1.22	-1.74
Jun-01	1381	1493	92.50%	26.34%	58265	63275	92.08%	-0.59	-1.36
Jul-01	955	1032	92.54%	26.28%	47101	52184	90.26%	-2.45	-2.49
Aug-01	593	685	86.57%	34.10%	30764	36192	85.00%	-1.14	-1.69
Sep-01	450	565	86.73%	33.93%	23944	28353	84.45%	-1.48	-1.9
Oct-01	548	636	86.16%	34.53%	23058	28125	81.98%	-2.71	-2.65
Nov-01	592	669	88.49%	31.91%	23392	27920	83.78%	-3.26	-2.98
Dec-01	609	691	88.13%	32.34%	20188	24228	83.33%	-3.34	-3.03
Jan-02	766	868	88.25%	32.20%	20249	24711	81.94%	-4.75	-3.89
Feb-02	739	834	88.61%	31.77%	21349	25285	84.43%	-3.27	-2.99
Mar-02	664	772	86.01%	34.69%	20612	24607	83.76%	-1.67	-2.01
Apr-02	703	820	85.73%	34.97%	21794	25950	83.98%	-1.34	-1.82



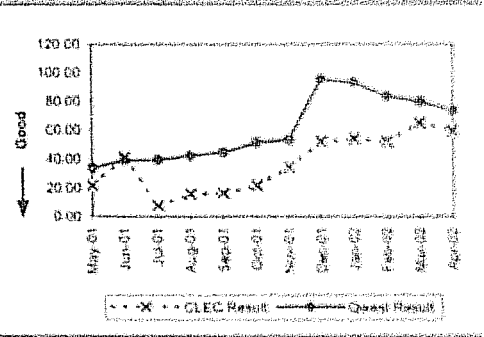
New Service Installation Quality (Percent) (OP-5*)

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01	624	685	91.09%	28.46%	31925	36192	88.21%	-2.32	-2.41
Sep-01	512	565	90.62%	29.16%	24904	28353	87.84%	-2	-2.22
Oct-01	572	636	89.94%	30.08%	24327	28125	86.50%	-2.51	-2.53
Nov-01	611	669	91.33%	28.14%	24450	27920	87.57%	-2.91	-2.77
Dec-01	629	691	91.03%	28.58%	21222	24228	87.59%	-2.7	-2.64
Jan-02	791	868	91.13%	28.43%	21375	24711	86.50%	-3.92	-3.38
Feb-02	761	834	91.25%	28.26%	22327	25285	88.30%	-2.6	-2.58
Mar-02	684	772	88.60%	31.78%	21560	24607	87.62%	-0.82	-1.5
Apr-02									



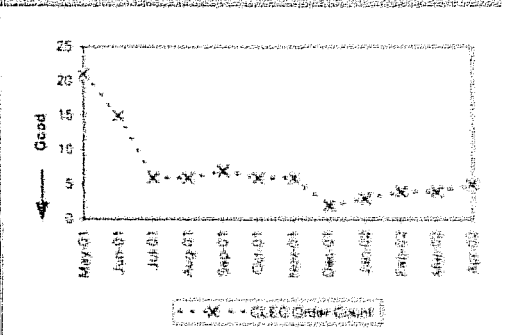
Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A)

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01	773	35	22.09	36.52	88415	2595	34.07	-1.78	-2.08
Jun-01	1195	29	41.21	54.10	110253	2797	39.42	1.74	0.08
Jul-01	110	14	7.86	7.70	102748	2597	39.56	-2.35	-2.43
Aug-01	207	13	15.92	16.25	132743	3129	42.42	-1.73	-2.05
Sep-01	267	16	16.69	18.88	136869	3060	44.73	-1.9	-2.16
Oct-01	437	20	21.85	24.75	151771	2945	51.54	-2	-2.21
Nov-01	757	22	34.41	29.73	177193	3301	53.68	-1.29	-1.79
Dec-01	472	9	52.44	50.93	188957	1978	95.53	-1.1	-1.67
Jan-02	652	12	54.33	58.16	186464	1994	93.51	-1.18	-1.72
Feb-02	727	14	51.93	66.05	198217	2369	83.67	-1.11	-1.68
Mar-02	907	14	64.79	72.28	215979	2697	80.08	-0.54	-1.33
Apr-02	1128	19	59.37	75.52	240180	3259	73.70	-0.63	-1.39



Checklist #14 - Resale - Business Installation

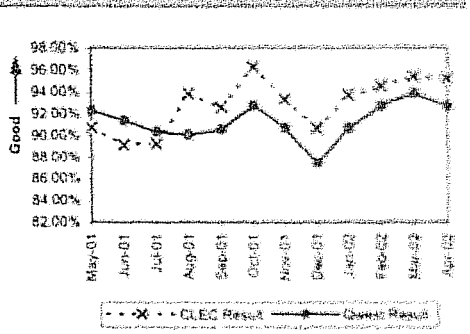
Count of Pending Orders Delayed for Facilities Reasons Business (OP-15B)	
Date	CLEC Order Count
May-01	21
Jun-01	15
Jul-01	6
Aug-01	6
Sep-01	7
Oct-01	6
Nov-01	6
Dec-01	2
Jan-02	3
Feb-02	4
Mar-02	4
Apr-02	5



Checklist #14 - Resale - Business Repair

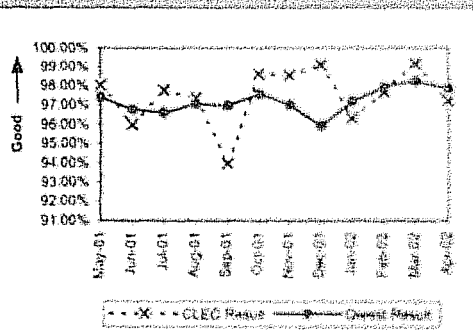
Out of Service Cleared within 24 hours (Percent) (MR-3A)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01	265	292	90.75%	28.97%	12713	13773	92.30%	0.98	-0.4
Jun-01	288	323	89.16%	31.08%	11770	12880	91.38%	1.37	-0.16
Jul-01	225	252	89.29%	30.93%	11729	12980	90.36%	0.59	-0.64
Aug-01	230	245	93.88%	23.97%	11907	13217	90.09%	-1.97	-2.2
Sep-01	138	149	92.62%	26.15%	9212	10173	90.55%	-0.86	-1.52
Oct-01	157	163	96.32%	18.83%	9645	10394	92.79%	-1.73	-2.05
Nov-01	141	151	93.38%	24.87%	8266	9110	90.74%	-1.11	-1.68
Dec-01	76	86	90.70%	29.05%	7279	8320	87.49%	-0.9	-1.54
Jan-02	90	96	93.75%	24.21%	7484	8250	90.72%	-1.02	-1.62
Feb-02	87	92	94.57%	22.67%	6404	6904	92.76%	-0.66	-1.4
Mar-02	84	88	95.45%	20.83%	6925	7374	93.91%	-0.6	-1.37
Apr-02	100	105	95.24%	21.30%	7538	8129	92.73%	-0.98	-1.6



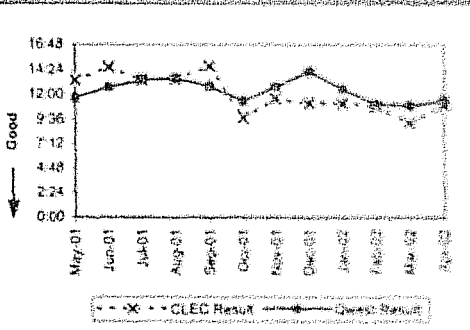
All Troubles Cleared within 48 hours (Percent) (MR-4A)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01	395	403	98.01%	13.95%	17513	17985	97.38%	-0.79	-1.48
Jun-01	409	426	96.01%	19.57%	16185	16725	96.77%	0.88	-0.46
Jul-01	306	313	97.76%	14.79%	16203	16771	96.61%	-1.11	-1.68
Aug-01	295	303	97.36%	16.03%	16869	17381	97.05%	-0.31	-1.19
Sep-01	172	183	93.99%	23.77%	13020	13428	96.96%	2.1	0.28
Oct-01	214	217	98.62%	11.68%	13459	13793	97.58%	-0.99	-1.6
Nov-01	203	206	98.54%	11.98%	11918	12284	97.02%	-1.28	-1.78
Dec-01	110	111	99.10%	9.45%	10724	11176	95.96%	-1.67	-2.02
Jan-02	132	137	96.35%	18.75%	10909	11225	97.18%	0.62	-0.62
Feb-02	127	130	97.69%	15.01%	9129	9322	97.93%	0.26	-0.84
Mar-02	116	119	99.16%	9.13%	9638	9812	98.23%	-0.77	-1.47
Apr-02	139	143	97.20%	16.49%	10501	10732	97.85%	0.57	-0.65



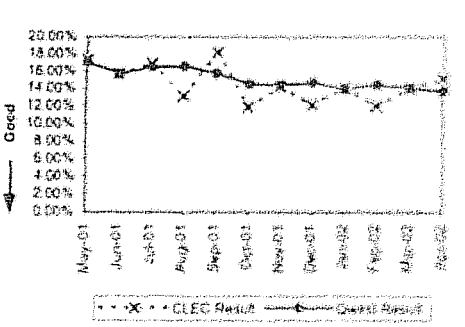
Mean Time to Restore (Hours:Minutes) (MR-6A)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01	5398:36	403	13:24	12:53	210273:58	17985	11:41	2.23	0.36
Jun-01	6237:52	426	14:39	21:47	212571:16	16725	12:43	1.34	-0.16
Jul-01	4216:59	313	13:28	18:28	225255:14	16771	13:26	0.01	-0.99
Aug-01	4098:11	303	13:32	15:34	236401:24	17381	13:36	-0.07	-1.04
Sep-01	2701:30	183	14:46	20:51	172578:50	13428	12:51	1.5	-0.09
Oct-01	2124:15	217	9:47	12:45	156709:39	13793	11:22	-1.65	-2.01
Nov-01	2398:35	206	11:39	12:14	156972:46	12284	12:47	-1.07	-1.65
Dec-01	1239:15	111	11:10	10:44	159533:38	11176	14:16	-1.92	-2.17
Jan-02	1530:23	137	11:10	13:54	141176:21	11225	12:35	-0.62	-1.38
Feb-02	1419:29	130	10:55	12:26	103274:57	9322	11:05	-0.13	-1.08
Mar-02	1102:11	119	9:16	9:27	107225:29	9812	10:56	-1.28	-1.78
Apr-02	1571:19	143	10:59	16:48	122414:30	10732	11:24	-0.33	-1.2



Repair Repeat Report Rate (Percent) (MR-7A)-- Dispatches Within MSAs

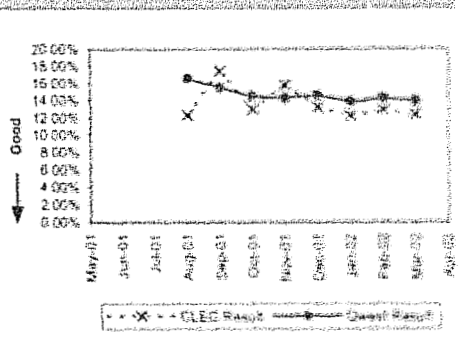
Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01	72	416	17.31%	37.83%	3155	18484	17.07%	0.14	-0.91
Jun-01	69	439	15.72%	36.40%	2707	17277	15.67%	0.04	-0.97
Jul-01	55	325	16.92%	37.50%	2861	17355	16.49%	0.23	-0.66
Aug-01	41	312	13.14%	33.78%	2976	17985	16.55%	-1.51	-1.98
Sep-01	35	192	18.23%	38.61%	2181	13857	15.74%	0.94	-0.43
Oct-01	26	219	11.87%	32.35%	2061	14209	14.50%	-1.1	-1.67
Nov-01	30	211	14.22%	34.92%	1819	12647	14.38%	-0.07	-1.04
Dec-01	14	115	12.17%	32.70%	1701	11582	14.69%	-0.76	-1.46
Jan-02	20	142	14.08%	34.79%	1619	11567	13.97%	0.07	-0.96
Feb-02	16	133	12.03%	32.53%	1385	9555	14.48%	-0.8	-1.48
Mar-02	17	121	14.05%	34.75%	1409	10023	14.06%	0	-1
Apr-02	22	145	15.17%	35.88%	1509	10982	13.74%	0.52	-0.69



Checklist #14 - Resale - Business Repair

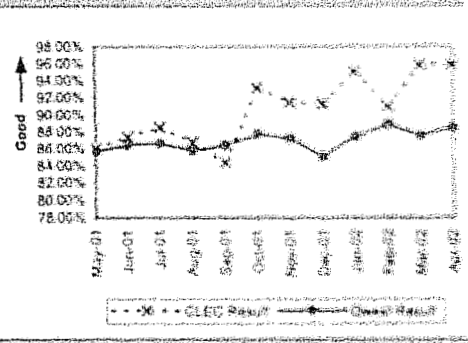
Repair Repeat Report Rate (Percent) (MR-7A*)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01	35	282	12.41%	32.97%	2588	15566	16.63%	-1.88	-2.15
Sep-01	29	166	17.47%	37.97%	1853	11946	15.51%	0.7	-0.57
Oct-01	25	192	13.02%	33.65%	1753	12120	14.46%	-0.56	-1.34
Nov-01	29	183	15.85%	36.52%	1564	10921	14.32%	0.6	-0.64
Dec-01	14	105	13.33%	33.99%	1457	9981	14.60%	-0.37	-1.22
Jan-02	16	130	12.31%	32.85%	1378	9943	13.86%	-0.51	-1.31
Feb-02	14	108	12.96%	33.59%	1184	8307	14.25%	-0.38	-1.23
Mar-02	13	104	12.50%	33.07%	1238	8828	14.02%	-0.44	-1.27
Apr-02									



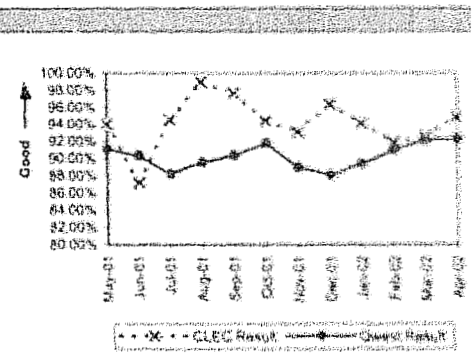
Repair Appointments Met (Percent) (MR-9A)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
May-01	358	416	86.06%	34.64%	15841	18484	85.70%	-0.21	-1.12
Jun-01	384	439	87.47%	33.10%	14939	17277	86.47%	-0.61	-1.37
Jul-01	288	325	88.62%	31.76%	15044	17355	86.68%	-1.02	-1.62
Aug-01	271	312	86.86%	33.78%	15432	17985	85.80%	-0.53	-1.32
Sep-01	162	192	84.38%	36.31%	11971	13857	86.39%	0.81	-0.5
Oct-01	204	219	93.15%	25.26%	12470	14209	87.76%	-2.42	-2.47
Nov-01	193	211	91.47%	27.93%	11035	12647	87.25%	-1.82	-2.11
Dec-01	105	115	91.30%	28.18%	9852	11582	85.06%	-1.87	-2.14
Jan-02	135	142	95.07%	21.65%	10130	11587	87.43%	-2.73	-2.66
Feb-02	121	133	90.98%	28.65%	8500	9565	88.87%	-0.77	-1.47
Mar-02	116	121	95.87%	19.90%	8779	10023	87.59%	-2.75	-2.67
Apr-02	139	145	95.86%	19.92%	9717	10982	88.48%	-2.77	-2.68



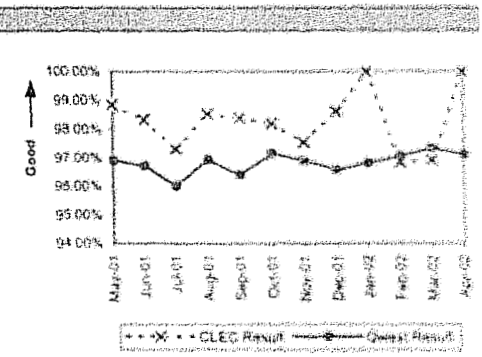
Out of Service Cleared within 24 hours (Percent) (MR-3B)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
May-01	110	117	94.02%	23.72%	3481	3821	91.10%	-1.09	-1.66
Jun-01	123	141	87.23%	33.37%	3515	3889	90.38%	1.22	-0.26
Jul-01	105	111	94.59%	22.61%	3625	4107	88.26%	-2.04	-2.24
Aug-01	98	99	98.99%	10.00%	3766	4205	89.61%	-3.02	-2.84
Sep-01	84	88	97.67%	15.07%	2752	3044	90.41%	-2.26	-2.37
Oct-01	85	90	94.44%	22.91%	2792	3042	91.78%	-0.91	-1.55
Nov-01	54	58	93.10%	25.34%	2421	2719	89.04%	-0.98	-1.0
Dec-01	54	56	96.43%	18.56%	2192	2488	88.10%	-1.9	-2.16
Jan-02	48	51	94.12%	23.53%	2127	2378	89.44%	-1.07	-1.65
Feb-02	45	49	91.84%	27.38%	1927	2118	90.98%	-0.21	-1.13
Mar-02	37	40	92.50%	26.34%	2036	2209	92.17%	-0.08	-1.05
Apr-02	55	58	94.83%	22.15%	2266	2457	92.23%	-0.73	-1.44



All Troubles Cleared within 48 hours (Percent) (MR-4B)-- Dispatches Outside MSAs

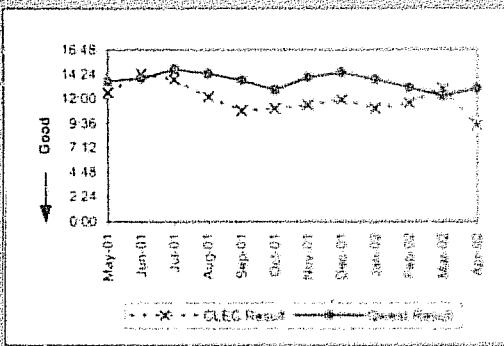
Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
May-01	171	173	98.84%	10.69%	5077	5239	96.91%	-1.45	-1.88
Jun-01	178	181	98.34%	12.77%	4987	5156	96.72%	-1.2	-1.73
Jul-01	146	150	97.33%	16.11%	5216	5433	96.01%	-0.82	-1.5
Aug-01	134	136	98.53%	12.04%	5441	5613	96.94%	-1.07	-1.65
Sep-01	122	124	98.39%	12.60%	3903	4049	96.39%	-1.17	-1.71
Oct-01	110	112	98.21%	13.24%	3996	4113	97.16%	-0.67	-1.4
Nov-01	80	82	97.56%	15.43%	3720	3839	96.90%	-0.34	-1.21
Dec-01	72	73	98.63%	11.62%	3322	3440	96.57%	-0.96	-1.58
Jan-02	68	68	100.00%	0.00%	3262	3369	96.82%	-1.48	-1.9
Feb-02	61	63	96.83%	17.53%	2878	2965	97.07%	0.19	-0.89
Mar-02	63	65	96.92%	17.27%	2959	3040	97.34%	0.28	-0.83
Apr-02	79	79	100.00%	0.00%	3336	3435	97.12%	-1.51	-1.92



Checklist #14 - Resale - Business Repair

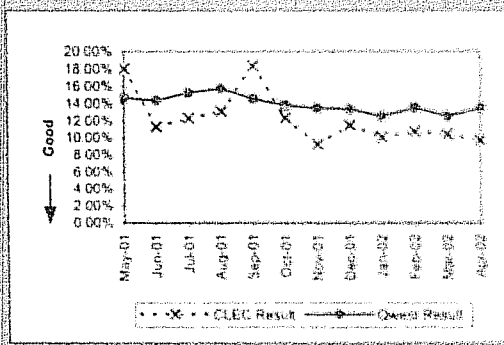
Mean Time to Restore (Hours:Minutes) (MR-6B)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01	2184:54	173	12:38	11:09	71862:26	5239	13:43	-0:72	-1:44
Jun-01	2616:44	181	14:27	18:54	72309:38	5156	14:01	0:3	-0:82
Jul-01	2084:54	150	13:54	14:01	80819:50	5433	14:53	-0:65	-1:4
Aug-01	1661:59	136	12:13	11:33	81272:57	5613	14:29	-1:25	-1:76
Sep-01	1346:01	124	10:51	12:44	55947:32	4049	13:49	-2:06	-2:25
Oct-01	1242:15	112	11:05	11:56	52921:00	4113	12:52	-1:13	-1:69
Nov-01	937:06	82	11:26	12:38	54210:31	3839	14:07	-1:57	-1:95
Dec-01	872:30	73	11:57	10:18	50225:52	3440	14:36	-1:44	-1:87
Jan-02	753:36	68	11:05	9:34	46877:27	3369	13:55	-1:26	-1:76
Feb-02	729:31	63	11:35	13:38	38905:58	2965	13:07	-0:61	-1:37
Mar-02	846:18	65	13:01	13:12	37350:42	3040	12:17	1:67	0:02
Apr-02	741:58	79	9:24	8:13	44654:48	3435	13:00	-1:37	-1:83



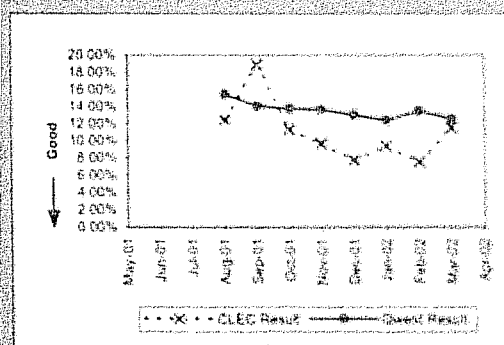
Repair Repeat Report Rate (Percent) (MR-7B)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01	32	177	18.08%	38.48%	782	5320	14.70%	1.23	-0.25
Jun-01	21	185	11.35%	31.72%	755	5250	14.38%	-1.15	-1.7
Jul-01	19	154	12.34%	32.89%	845	5532	15.27%	-1	-1.61
Aug-01	18	137	13.14%	33.78%	902	5717	15.78%	-0.84	-1.51
Sep-01	23	125	18.40%	38.75%	602	4117	14.62%	1.16	-0.29
Oct-01	14	113	12.39%	32.95%	578	4180	13.83%	-0.44	-1.27
Nov-01	8	86	9.30%	29.05%	526	3891	13.52%	-1.13	-1.69
Dec-01	9	78	11.54%	31.95%	471	3511	13.42%	-0.48	-1.29
Jan-02	7	69	10.14%	30.19%	429	3421	12.54%	-0.59	-1.36
Feb-02	7	65	10.77%	31.00%	408	3014	13.54%	-0.65	-1.39
Mar-02	7	67	10.45%	30.59%	389	3102	12.54%	-0.51	-1.31
Apr-02	8	82	9.76%	29.67%	470	3480	13.51%	-0.98	-1.6



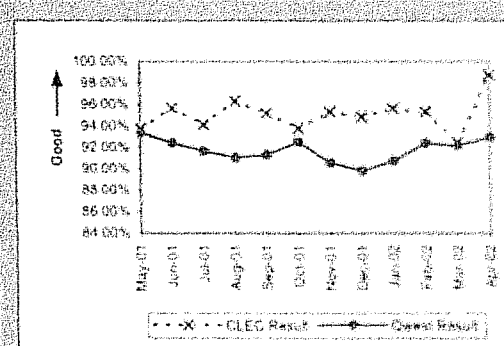
Repair Repeat Report Rate (Percent) (MR-7B')-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01	14	112	12.50%	33.07%	742	4797	15.47%	-0.86	-1.52
Sep-01	18	95	18.95%	39.19%	486	3455	14.07%	1.32	-0.2
Oct-01	10	88	11.36%	31.74%	482	3496	13.79%	-0.65	-1.4
Nov-01	7	72	9.72%	29.63%	446	3262	13.67%	-0.97	-1.59
Dec-01	5	64	7.81%	26.84%	384	2934	13.09%	-1.24	-1.75
Jan-02	5	53	9.43%	29.23%	352	2827	12.45%	-0.66	-1.4
Feb-02	4	53	7.55%	26.42%	345	2556	13.50%	-1.25	-1.76
Mar-02	7	61	11.48%	31.87%	342	2716	12.59%	-0.26	-1.16
Apr-02									



Repair Appointments Met (Percent) (MR-9B)-- Dispatches Outside MSAs

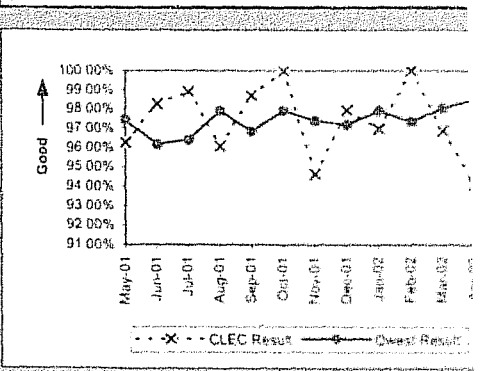
Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01	166	177	93.79%	24.14%	4970	5320	93.42%	-0.19	-1.12
Jun-01	177	185	95.68%	20.34%	4854	5250	92.46%	-1.63	-1.99
Jul-01	145	154	94.16%	23.46%	5070	5532	91.65%	-1.11	-1.67
Aug-01	132	137	96.35%	18.75%	5206	5717	91.06%	-2.14	-2.3
Sep-01	119	125	95.20%	21.38%	3760	4117	91.33%	-1.52	-1.92
Oct-01	106	113	93.81%	24.11%	3868	4180	92.54%	-0.51	-1.31
Nov-01	82	86	95.35%	21.06%	3525	3891	90.59%	-1.49	-1.91
Dec-01	74	78	94.87%	22.06%	3154	3511	89.83%	-1.46	-1.89
Jan-02	66	69	95.65%	20.39%	3105	3421	90.76%	-1.39	-1.84
Feb-02	62	65	95.38%	20.98%	2786	3014	92.44%	-0.89	-1.54
Mar-02	62	67	92.54%	26.28%	2861	3102	92.23%	-0.09	-1.06
Apr-02	81	82	98.78%	10.98%	3234	3480	92.93%	-2.04	-2.24



Checklist #14 - Resale - Business Repair

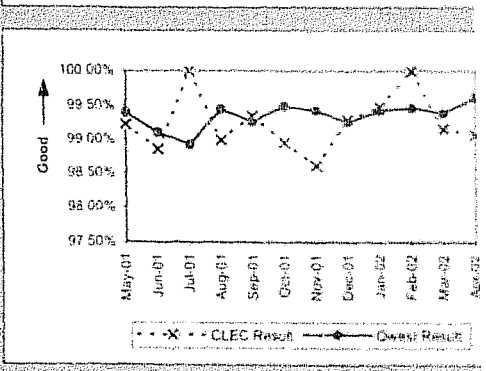
Out of Service Cleared within 24 Hours (Percent) (MR-3C)-- No Dispatches

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01	103	107	96.26%	16.97%	4483	4601	97.44%	0.77	-0.53
Jun-01	115	117	98.29%	12.96%	4563	4745	96.16%	-1.18	-1.72
Jul-01	92	93	98.92%	10.31%	4411	4575	96.42%	-1.29	-1.78
Aug-01	98	102	96.08%	19.41%	4489	4585	97.91%	1.2	-0.27
Sep-01	76	77	98.70%	11.32%	3520	3635	96.84%	-0.93	-1.56
Oct-01	77	77	100.00%	0.00%	4059	4145	97.93%	-1.27	-1.77
Nov-01	53	56	94.64%	22.52%	3360	3450	97.39%	1.18	-0.28
Dec-01	48	49	97.96%	14.14%	3319	3415	97.19%	-0.32	-1.2
Jan-02	84	86	90.97%	17.14%	3710	3789	97.92%	0.57	-0.65
Feb-02	63	63	100.00%	0.00%	3221	3309	97.34%	-1.3	-1.79
Mar-02	62	64	96.88%	17.40%	3435	3504	98.03%	0.68	-0.59
Apr-02	48	51	94.12%	23.53%	2951	2995	98.53%	2	0.22



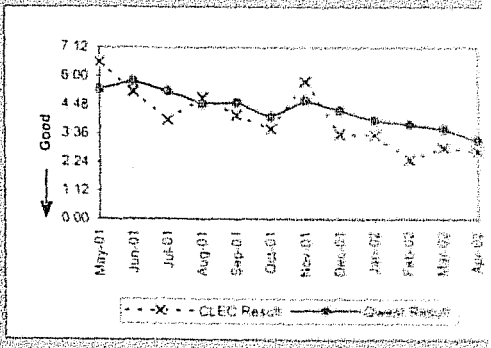
All Troubles Cleared within 48 Hours (Percent) (MR-4C)-- No Dispatches

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01	255	257	99.22%	8.79%	8935	8989	99.40%	0.42	-0.74
Jun-01	259	262	98.86%	10.64%	9091	9173	99.11%	0.48	-0.71
Jul-01	207	207	100.00%	0.00%	8574	8667	98.93%	-1.48	-1.9
Aug-01	197	199	99.00%	9.97%	8879	8928	99.45%	0.84	-0.49
Sep-01	155	156	99.36%	7.98%	7061	7113	99.27%	-0.13	-1.08
Oct-01	189	191	98.95%	10.18%	8052	8093	99.49%	0.97	-0.41
Nov-01	142	144	98.61%	11.70%	7297	7339	99.43%	1.14	-0.3
Dec-01	141	142	99.30%	8.36%	6752	6803	99.25%	-0.06	-1.04
Jan-02	194	195	99.49%	7.14%	8018	8064	99.43%	-0.11	-1.05
Feb-02	205	205	100.00%	0.00%	7109	7147	99.47%	-1.03	-1.63
Mar-02	235	237	99.16%	9.15%	7717	7764	99.39%	0.51	-0.69
Apr-02	213	215	99.07%	9.60%	7181	7208	99.63%	1.16	-0.3



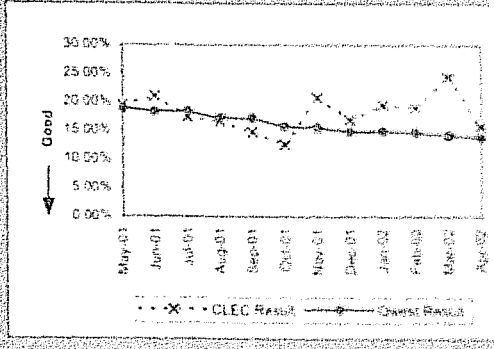
Mean Time to Restore (Hours:Minutes) (MR-6C)-- No Dispatches

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01	1692:34	257	6:35	11:04	48985:42	8989	5:27	1.74	0.06
Jun-01	1484:05	262	5:22	9:33	53182:24	9173	5:48	-0.47	-1.29
Jul-01	673:56	207	4:13	5:44	46638:50	8667	5:23	-1.33	-1.81
Aug-01	1021:19	199	5:08	11:41	43404:09	8928	4:52	0.31	-0.81
Sep-01	685:41	156	4:24	12:16	34956:46	7113	4:55	-0.63	-1.38
Oct-01	730:21	191	3:49	7:49	34992:41	8093	4:19	-0.76	-1.46
Nov-01	832:30	144	5:47	10:56	36738:11	7339	5:00	0.96	-0.41
Dec-01	508:10	142	3:35	7:33	31252:36	6803	4:36	-0.74	-1.45
Jan-02	696:37	195	3:34	6:39	33642:58	8064	4:10	-0.71	-1.43
Feb-02	520:14	205	2:32	4:46	28576:45	7147	4:00	-2.37	-2.44
Mar-02	719:04	237	3:02	7:24	29464:15	7764	3:48	-1.28	-1.78
Apr-02	626:33	215	2:53	7:18	23973:46	7208	3:20	-0.91	-1.56



Repair Repeat Report Rate (Percent) (MR-7C)-- No Dispatches

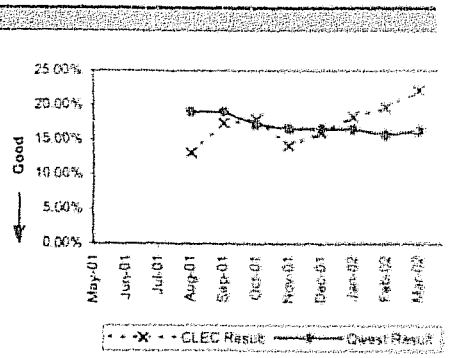
Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01	50	257	19.46%	39.59%	1694	8990	18.84%	0.26	-0.84
Jun-01	55	262	20.99%	40.73%	1680	9173	18.31%	1.1	-0.33
Jul-01	36	207	17.39%	37.90%	1588	8668	18.32%	-0.34	-1.21
Aug-01	33	199	16.58%	37.19%	1530	8930	17.13%	-0.2	-1.12
Sep-01	23	156	14.74%	35.45%	1219	7113	17.14%	-0.78	-1.46
Oct-01	24	191	12.57%	33.15%	1268	8093	15.67%	-1.17	-1.71
Nov-01	30	144	20.83%	40.61%	1140	7339	15.53%	1.69	0.03
Dec-01	24	142	16.90%	37.48%	1007	6803	14.80%	0.71	-0.57
Jan-02	38	195	19.49%	39.61%	1200	8065	14.88%	1.74	0.06
Feb-02	39	205	19.02%	39.25%	1044	7147	14.61%	1.72	0.04
Mar-02	58	237	24.47%	42.99%	1103	7764	14.21%	4.12	1.5
Apr-02	34	215	15.81%	36.49%	994	7208	13.79%	0.85	-0.48



Checklist #14 - Resale - Business Repair

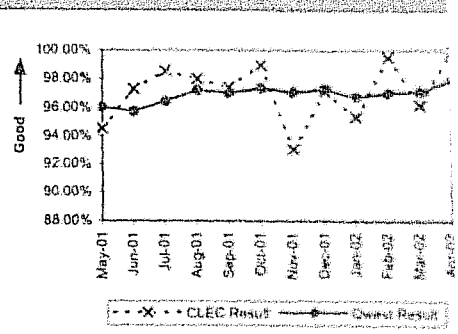
Repair Repeat Report Rate (Percent) (MR-7C*)-- No Dispatches

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01	13	99	13.13%	33.77%	974	5102	19.09%	-1.49	-1.91
Sep-01	15	86	17.44%	37.95%	767	4034	19.01%	-0.37	-1.22
Oct-01	21	117	17.95%	38.38%	762	4426	17.22%	0.23	-0.86
Nov-01	11	78	14.10%	34.80%	652	3931	16.59%	-0.58	-1.36
Dec-01	13	81	16.05%	36.71%	590	3558	16.58%	-0.13	-1.08
Jan-02	20	109	18.35%	38.71%	711	4296	16.55%	0.52	-0.69
Feb-02	24	122	19.67%	39.75%	590	3764	15.67%	1.18	-0.28
Mar-02	33	149	22.15%	41.52%	673	4134	16.28%	1.84	0.12
Apr-02									



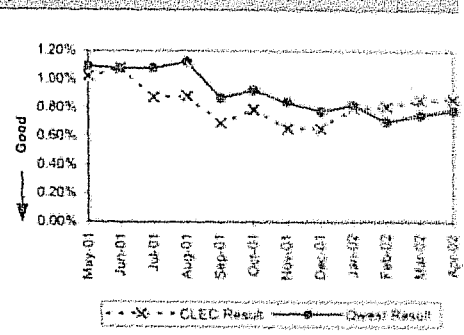
Repair Appointments Met (Percent) (MR-9C)-- No Dispatches

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01	243	257	94.55%	22.70%	8634	8990	96.04%	1.18	-0.28
Jun-01	255	262	97.33%	16.13%	8784	9173	95.76%	-1.24	-1.76
Jul-01	264	267	98.55%	11.95%	8362	8668	96.47%	-1.6	-1.97
Aug-01	195	199	97.99%	14.03%	8683	8930	97.23%	-0.64	-1.39
Sep-01	152	156	97.44%	15.81%	6902	7113	97.03%	-0.29	-1.18
Oct-01	189	191	98.95%	10.18%	7879	8093	97.36%	-1.36	-1.83
Nov-01	134	144	93.06%	25.42%	7125	7339	97.08%	2.46	0.49
Dec-01	138	142	97.18%	16.55%	6619	6803	97.30%	0.15	-0.91
Jan-02	186	195	95.38%	20.98%	7804	8065	96.76%	1.06	-0.36
Feb-02	204	205	99.51%	6.97%	6935	7147	97.03%	-2.06	-2.25
Mar-02	228	237	96.20%	19.11%	7542	7764	97.14%	0.86	-0.48
Apr-02	215	215	100.00%	0.00%	7060	7208	97.95%	-2.09	-2.27



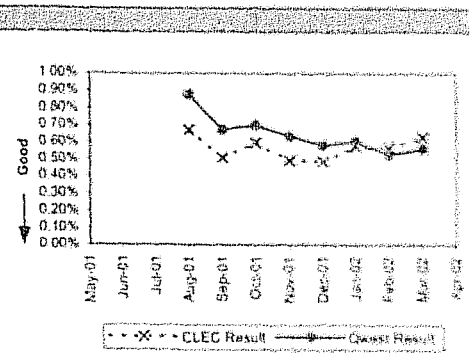
Trouble Rate (Percent) (MR-8)

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01	850	83188	1.02%	10.06%	32794	3000796	1.09%	-1.94	-2.18
Jun-01	886	81939	1.08%	10.34%	31700	2936889	1.08%	0.05	-0.97
Jul-01	686	78292	0.88%	9.32%	31555	2919270	1.08%	-5.47	-4.32
Aug-01	648	73316	0.88%	9.36%	32632	2898887	1.13%	-6.13	-4.73
Sep-01	473	68180	0.69%	8.30%	25087	2881397	0.87%	-4.91	-3.99
Oct-01	523	66348	0.79%	8.84%	23482	2865288	0.92%	-3.62	-3.2
Nov-01	441	67333	0.66%	8.07%	23877	2846137	0.84%	-5.17	-4.15
Dec-01	335	51184	0.65%	8.06%	21896	2830721	0.77%	-3.05	-2.85
Jan-02	406	50576	0.80%	8.92%	23073	2817331	0.82%	-0.4	-1.24
Feb-02	403	49725	0.81%	8.97%	19726	2791474	0.71%	2.74	0.67
Mar-02	425	49736	0.85%	9.20%	20889	2779438	0.75%	2.64	0.6
Apr-02	442	51231	0.86%	9.25%	21670	2760738	0.78%	1.98	0.2



Trouble Rate (Percent) (MR-8*)

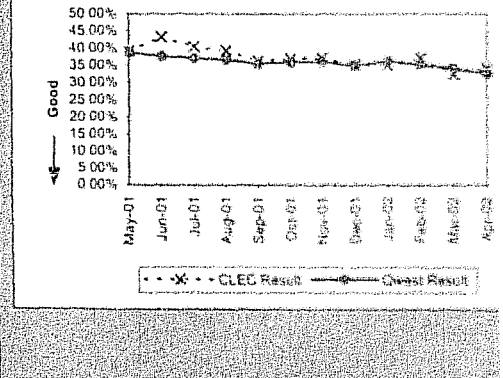
Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01	493	73316	0.67%	8.17%	25465	2898887	0.88%	-5.9	-4.59
Sep-01	347	68180	0.51%	7.12%	19435	2881397	0.67%	-5.22	-4.17
Oct-01	397	66348	0.60%	7.71%	20042	2865288	0.70%	-3.09	-2.88
Nov-01	333	67333	0.49%	7.02%	18114	2846137	0.64%	-4.58	-3.78
Dec-01	250	51184	0.49%	6.97%	16473	2830721	0.58%	-2.76	-2.68
Jan-02	292	50576	0.58%	7.58%	17066	2817331	0.61%	-0.82	-1.5
Feb-02	263	49725	0.57%	7.52%	14627	2791474	0.52%	1.38	-0.16
Mar-02	314	49736	0.63%	7.92%	15678	2779438	0.56%	1.99	0.21
Apr-02									



Checklist #14 - Resale - Business Repair

Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10)

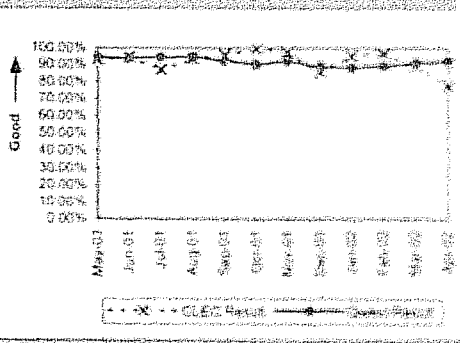
Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01	545	1395	39.07%	48.79%	20731	53525	38.73%	0.25	-0.85
Jun-01	678	1504	43.35%	49.56%	19134	50834	37.64%	4.59	1.79
Jul-01	468	1154	40.55%	49.10%	18607	50162	37.09%	2.41	0.46
Aug-01	421	1069	39.38%	48.86%	18838	51470	36.60%	1.87	0.14
Sep-01	271	744	36.42%	48.12%	13781	38868	35.46%	0.55	-0.67
Oct-01	308	831	37.06%	48.30%	14894	41376	36.00%	0.63	-0.61
Nov-01	262	703	37.27%	48.35%	13433	37310	36.00%	0.69	-0.58
Dec-01	181	516	35.08%	47.72%	11729	33625	34.88%	0.09	-0.94
Jan-02	219	625	35.04%	47.71%	13131	36204	35.27%	-0.63	-1.39
Feb-02	238	641	37.13%	48.32%	10631	30357	35.02%	1.11	-0.33
Mar-02	203	628	32.32%	46.77%	10807	31696	34.10%	-0.93	-1.56
Apr-02	229	671	34.13%	47.41%	10442	32112	32.52%	0.88	-0.46



Checklist #14 - Resale - Centrex Installation

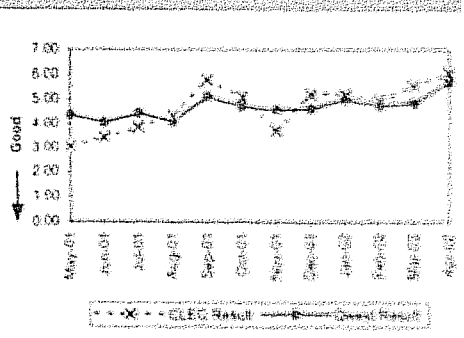
Installation Commitments Met (Percent) (OP-3A)-- Dispatchs Within MSAs

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01	121	130	93.08%	25.38%	1036	1097	94.44%	0.65	-0.6
Jun-01	106	112	94.64%	22.52%	961	1023	93.94%	-0.3	-1.16
Jul-01	62	71	87.32%	33.27%	1050	1108	94.77%	2.33	0.42
Aug-01	86	92	93.48%	24.69%	1240	1307	94.87%	0.61	-0.63
Sep-01	73	76	96.05%	19.47%	863	935	92.30%	-1.18	-1.72
Oct-01	71	71	100.00%	0.00%	801	886	90.41%	-2.64	-2.61
Nov-01	45	46	97.83%	14.58%	753	813	92.62%	-1.31	-1.8
Dec-01	43	50	86.00%	34.70%	525	589	89.13%	0.69	-0.55
Jan-02	45	47	95.74%	20.18%	768	866	88.68%	-1.49	-1.9
Feb-02	32	33	96.97%	17.14%	619	691	89.58%	-1.36	-1.83
Mar-02	17	19	89.47%	30.69%	685	751	91.21%	0.32	-0.81
Apr-02	7	9	77.78%	41.57%	673	729	92.32%	1.36	-0.17



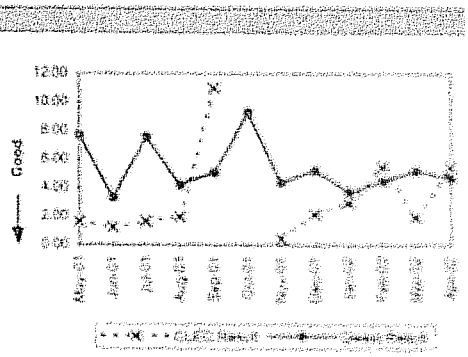
Installation Interval (Average Days) (OP-4A)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01	399	130	3.07	3.18	4799	1097	4.37	-2.34	-2.42
Jun-01	385	112	3.44	4.00	4144	1020	4.06	-1.01	-1.61
Jul-01	278	72	3.86	3.78	4988	1124	4.44	-0.76	-1.46
Aug-01	402	92	4.37	2.87	5437	1324	4.11	1.45	-0.12
Sep-01	447	77	5.81	9.55	4961	965	5.14	1.49	-0.09
Oct-01	368	72	5.11	3.98	4279	905	4.73	1.34	-0.18
Nov-01	176	47	3.74	1.31	3734	813	4.59	-1.04	-1.63
Dec-01	261	50	5.22	4.93	2731	587	4.65	1.41	-0.14
Jan-02	246	47	5.23	5.81	4387	874	5.02	1.55	-0.05
Feb-02	169	34	4.97	3.87	3320	699	4.75	1.72	0.04
Mar-02	106	19	5.58	5.14	3724	761	4.89	1.96	0.19
Apr-02	55	9	6.11	3.37	4202	736	5.71	2.05	0.25



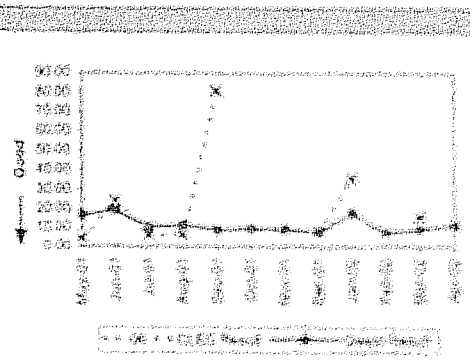
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-1)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01	10	6	1.67	1.03	269	35	7.69	-1.12	-1.68
Jun-01	5	4	1.25	0.50	144	43	3.35	-1.18	-1.71
Jul-01	10	6	1.67	2.16	302	40	7.55	-1.11	-1.67
Aug-01	6	3	2.00	1.00	234	55	4.25	-0.6	-1.36
Sep-01	33	3	11.00	12.49	356	70	5.09	1.63	-0.01
Oct-01					444	48	9.25		
Nov-01	1	2	0.50	0.71	225	51	4.41	-0.6	-1.37
Dec-01	11	5	2.20	1.30	211	40	5.28	-0.72	-1.44
Jan-02	3	1	3.00		266	71	3.75	-0.11	-1.07
Feb-02	11	2	5.50	7.78	161	36	4.47	0.9	-0.45
Mar-02	2	1	2.00		299	57	5.25	-0.22	-1.13
Apr-02	11	2	5.50	6.36	231	49	4.71	1.24	-0.24



Delayed Days for Facility Reasons (Average Days) (OP-6B-1)-- Dispatches Within MSAs

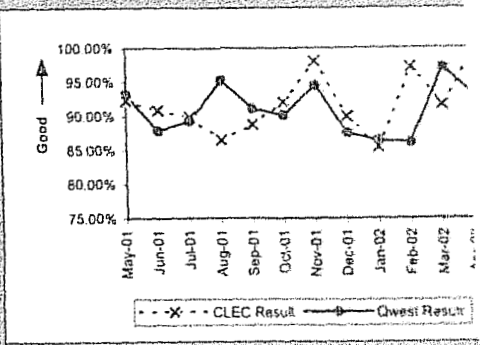
Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01	14	3	4.67	2.08	431	26	16.58	-1.12	-1.68
Jun-01	49	2	24.50	16.26	366	19	19.37	0.85	-0.43
Jul-01	24	4	6.00	6.98	232	22	10.55	-1.15	-1.7
Aug-01	20	3	6.67	9.81	213	18	11.83	-1.27	-1.77
Sep-01	81	1	81.00		265	29	9.14	1.81	0.1
Oct-01					497	51	9.75		
Nov-01					283	30	9.43		
Dec-01	17	2	8.50	2.12	253	31	8.16	1.05	-0.36
Jan-02	36	1	36.00		687	38	18.08	1.48	-0.1
Feb-02					360	48	7.50		
Mar-02	16	1	16.00		190	20	9.50	1.6	-0.63
Apr-02					209	18	11.61		



Checklist #14 - Resale - Centrex Installation

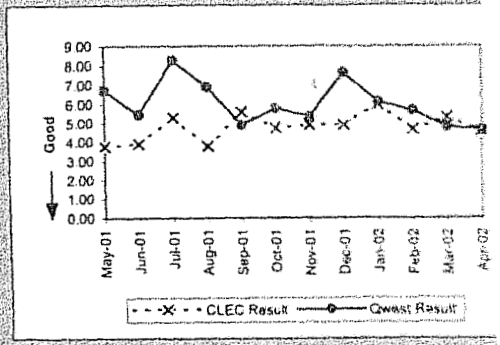
Installation Commitments Met (Percent) (OP-3B)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
[illegible]	96	104	92.31%	26.65%	110	118	93.22%	0.25	-0.85
[illegible]	80	88	90.91%	28.75%	116	132	87.88%	-0.67	-1.41
[illegible]	71	79	89.87%	30.17%	125	140	89.29%	-0.14	-1.08
[illegible]	77	89	86.52%	34.15%	160	168	95.24%	2.37	0.44
[illegible]	56	63	88.89%	31.43%	124	136	91.18%	0.51	-0.69
[illegible]	58	63	92.06%	27.03%	110	122	90.16%	-0.41	-1.25
[illegible]	50	51	98.04%	13.86%	86	91	94.51%	-0.89	-1.54
[illegible]	45	50	90.00%	30.00%	84	96	87.50%	-0.43	-1.26
[illegible]	41	48	85.42%	35.29%	83	96	86.46%	0.11	-0.94
[illegible]	35	36	97.22%	16.43%	87	101	86.14%	-1.65	-2
[illegible]	22	24	91.67%	27.64%	101	104	97.12%	1.1	-0.33
[illegible]	16	16	100.00%	0.00%	93	100	93.00%	-1.02	-1.62



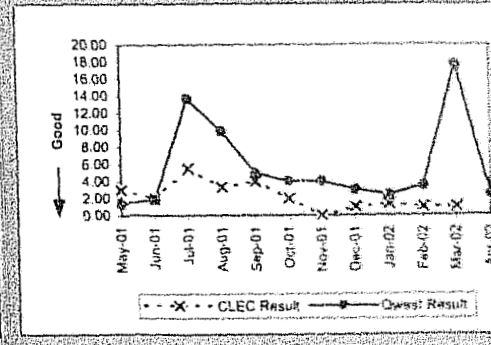
Installation Interval (Average Days) (OP-4B)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
[illegible]	395	104	3.80	4.03	795	118	6.74	-2.11	-2.28
[illegible]	344	88	3.93	4.75	722	132	5.47	-1.66	-2.01
[illegible]	426	80	5.32	4.80	1179	142	8.30	-1.76	-2.07
[illegible]	337	89	3.79	1.86	1161	171	6.91	-3.69	-3.24
[illegible]	354	63	5.62	6.73	669	136	4.92	0.48	-0.71
[illegible]	299	63	4.75	3.05	714	123	5.80	-1.17	-1.71
[illegible]	261	53	4.92	3.92	493	92	5.36	-0.44	-1.27
[illegible]	245	50	4.90	3.54	758	99	7.66	-1.48	-1.9
[illegible]	258	48	6.00	7.20	596	97	6.14	-0.07	-1.04
[illegible]	165	36	4.67	1.77	572	101	5.66	-1.1	-1.67
[illegible]	133	25	5.32	2.67	511	107	4.78	0.87	-0.47
[illegible]	73	16	4.56	1.82	470	101	4.65	-0.07	-1.04



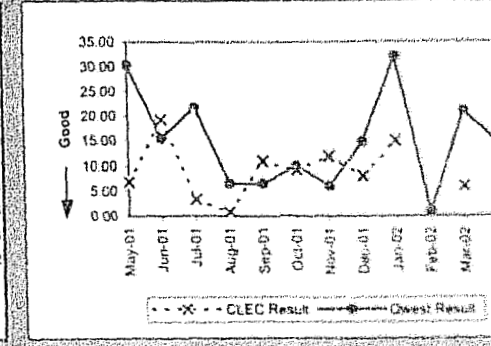
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-2)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
[illegible]	9	3	3.00	2.00	4	3	1.33	1.72	0.04
[illegible]	8	4	2.00	0.82	19	10	1.90	0.24	-0.85
[illegible]	22	4	5.50	5.26	82	6	13.67	-0.61	-1.37
[illegible]	10	3	3.33	2.08	69	7	9.86	-1.25	-1.76
[illegible]	12	3	4.00	1.73	40	8	5.00	-0.21	-1.13
[illegible]	2	1	2.00		12	3	4.00	-1.73	-2.05
[illegible]	0	2	0.00	0.00	16	4	4.00	-0.69	-1.42
[illegible]	1	1	1.00		27	9	3.00	-0.42	-1.26
[illegible]	4	3	1.33	0.58	24	10	2.40	-0.63	-1.38
[illegible]	1	1	1.00		45	13	3.46	-0.81	-1.49
[illegible]	2	2	1.00	1.41	88	5	17.60	-0.53	-1.32
[illegible]					15	6	2.50		



Delayed Days for Facility Reasons (Average Days) (OP-6B-2)-- Dispatches Outside MSAs

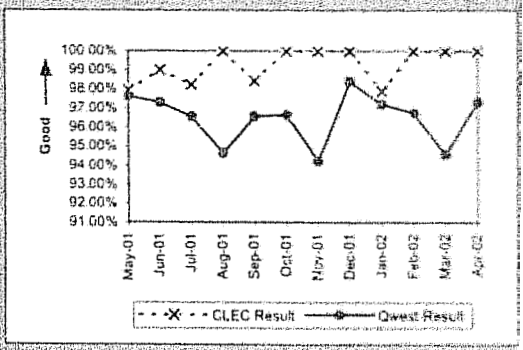
Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
[illegible]	34	5	6.80	4.27	152	5	30.40	-1.18	-1.72
[illegible]	77	4	19.25	9.29	93	6	15.50	0.57	-0.65
[illegible]	13	5	3.40	3.97	195	9	21.67	-1.14	-1.69
[illegible]	7	9	0.78	1.99	13	2	6.50	-3.45	-3.1
[illegible]	44	4	11.00	3.83	26	4	6.50	1.09	-0.33
[illegible]	37	4	9.25	6.29	91	9	10.11	-0.14	-1.08
[illegible]	12	1	12.00		12	2	6.00	3.72	1.26
[illegible]	32	4	8.00	6.88	89	6	14.83	-0.38	-1.23
[illegible]	60	4	15.00	18.35	128	4	32.00	-1.03	-1.62
[illegible]					1	1	1.00		
[illegible]	6	1	6.00		21	1	21.00		
[illegible]					29	2	14.50		



Checklist #14 - Resale - Centrex Installation

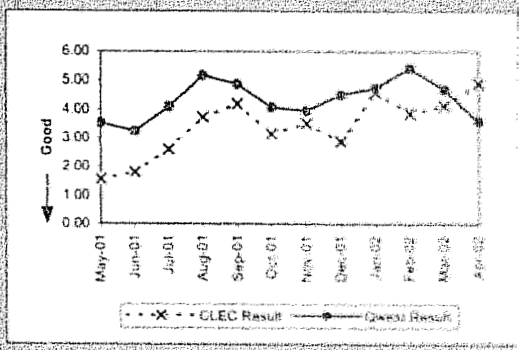
Installation Commitments Met (Percent) (OP-3C)-- No Dispatches

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01	387	395	97.97%	14.09%	1123	1149	97.65%	-0.37	-1.22
Jun-01	380	393	99.01%	9.90%	1192	1225	97.31%	-1.64	-2
Jul-01	112	114	98.25%	13.13%	563	583	96.57%	-0.9	-1.55
Aug-01	60	60	100.00%	0.00%	407	430	94.65%	-1.72	-2.05
Sep-01	63	64	98.44%	12.40%	425	440	96.59%	-0.76	-1.46
Oct-01	56	56	100.00%	0.00%	231	239	96.65%	-1.25	-1.76
Nov-01	51	51	100.00%	0.00%	131	139	94.24%	-1.51	-1.92
Dec-01	62	62	100.00%	0.00%	369	375	98.40%	-0.93	-1.57
Jan-02	47	48	97.92%	14.28%	557	573	97.21%	-0.29	-1.17
Feb-02	26	26	100.00%	0.00%	179	185	96.76%	-0.87	-1.53
Mar-02	14	14	100.00%	0.00%	157	166	94.58%	-0.86	-1.52
Apr-02	9	9	100.00%	0.00%	181	186	97.31%	-0.49	-1.3



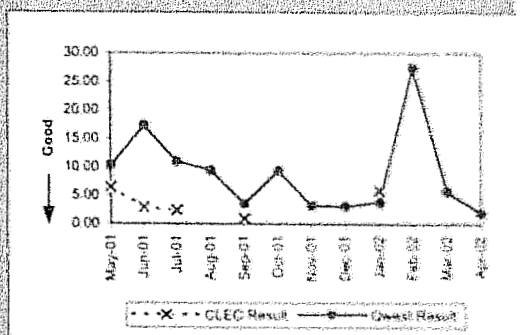
Installation Interval (Average Days) (OP-4C)-- No Dispatches

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01	618	393	1.57	2.24	3987	1128	3.53	-7	-5.25
Jun-01	539	296	1.81	1.60	3943	1213	3.25	-4.62	-3.81
Jul-01	292	112	2.61	1.83	2356	573	4.11	-2.79	-2.7
Aug-01	222	59	3.76	1.72	2180	422	5.17	-2.37	-2.44
Sep-01	269	64	4.20	1.27	2107	433	4.87	-2.52	-2.53
Oct-01	177	56	3.16	1.58	933	228	4.09	-2.2	-2.33
Nov-01	177	50	3.54	1.25	524	132	3.97	-1.15	-1.7
Dec-01	179	62	2.89	1.54	1649	366	4.51	-5.55	-4.37
Jan-02	216	48	4.50	1.81	2667	562	4.75	-0.51	-1.31
Feb-02	101	26	3.88	1.66	994	183	5.43	-0.69	-1.42
Mar-02	58	14	4.14	2.41	751	160	4.69	-0.75	-1.45
Apr-02	44	9	4.89	0.33	651	181	3.60	1.64	0



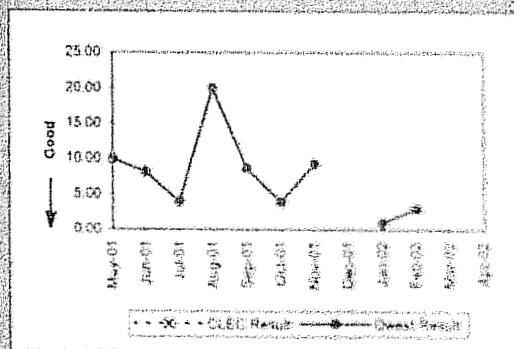
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-3)-- No Dispatches

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01	52	8	6.50	11.59	257	25	10.28	-0.34	-1.21
Jun-01	9	3	3.00	1.73	468	27	17.33	-1.15	-1.7
Jul-01	5	2	2.50	2.12	232	21	11.05	-0.53	-1.32
Aug-01					218	23	9.48		
Sep-01	1	1	1.00		47	13	3.62	-0.44	-1.27
Oct-01					94	10	9.40		
Nov-01					23	7	3.29		
Dec-01					25	8	3.12		
Jan-02	6	1	6.00		82	21	3.90	0.78	-0.52
Feb-02					192	7	27.43		
Mar-02					52	9	5.78		
Apr-02					10	5	2.00		



Delayed Days for Facility Reasons (Average Days) (OP-6B-3)-- No Dispatches

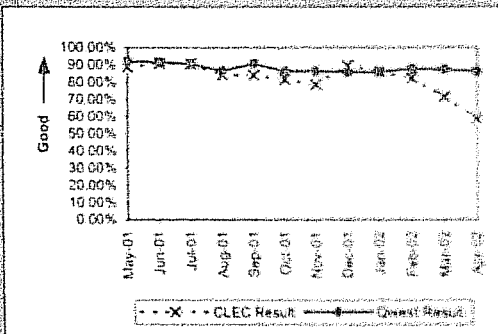
Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01					20	2	10.00		
Jun-01					49	6	8.17		
Jul-01					4	1	4.00		
Aug-01					20	1	20.00		
Sep-01					26	3	8.67		
Oct-01					4	1	4.00		
Nov-01					28	3	9.33		
Dec-01									
Jan-02					1	1	1.00		
Feb-02					3	1	3.00		
Mar-02									
Apr-02									



Checklist #14 - Resale - Centrex Installation

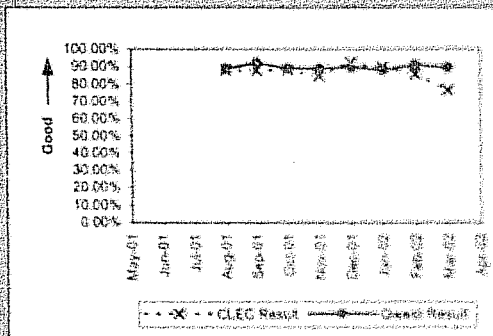
New Service Installation Quality (Percent) (OP-5)

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01	557	627	88.84%	31.49%	2281	2477	92.09%	2.69	0.64
Jun-01	529	582	90.89%	28.77%	2277	2485	91.63%	0.58	-0.65
Jul-01	355	393	90.56%	29.24%	1966	2171	90.56%	0	-1
Aug-01	214	254	84.25%	36.43%	1639	1894	86.54%	0.99	-0.4
Sep-01	188	223	84.30%	36.38%	1581	1741	90.81%	2.88	0.75
Oct-01	162	198	81.82%	38.57%	1219	1411	86.39%	1.69	0.03
Nov-01	135	171	78.95%	40.77%	1010	1169	86.40%	2.48	0.51
Dec-01	144	157	89.81%	30.25%	919	1070	85.89%	-1.32	-1.8
Jan-02	132	153	86.27%	34.41%	1128	1313	85.91%	-0.12	-1.07
Feb-02	95	120	82.50%	38.00%	1117	1272	87.81%	1.62	-0.01
Mar-02	65	77	71.43%	45.18%	883	1013	87.17%	3.49	1.12
Apr-02	27	46	58.70%	49.24%	889	1031	86.23%	4.44	1.7



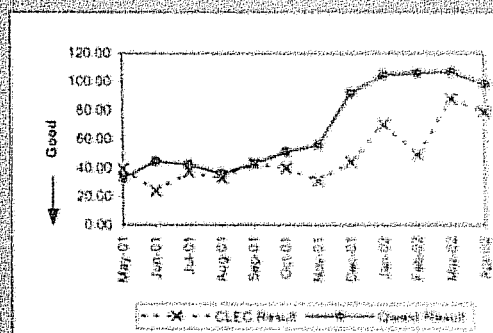
New Service Installation Quality (Percent) (OP-5*)

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01	224	254	88.19%	32.27%	1679	1894	88.65%	0.23	-0.86
Sep-01	198	223	87.89%	32.62%	1606	1741	92.25%	2.13	0.29
Oct-01	175	198	88.38%	32.04%	1255	1411	88.94%	0.25	-0.85
Nov-01	145	171	84.80%	35.91%	1042	1169	89.14%	1.62	-0.01
Dec-01	145	157	92.36%	26.57%	960	1070	89.72%	-1.02	-1.62
Jan-02	137	153	89.54%	30.60%	1157	1313	88.12%	-0.52	-1.31
Feb-02	109	120	85.83%	34.87%	1156	1272	90.88%	1.72	0.05
Mar-02	59	77	76.62%	42.32%	907	1013	89.54%	3.11	0.89
Apr-02									



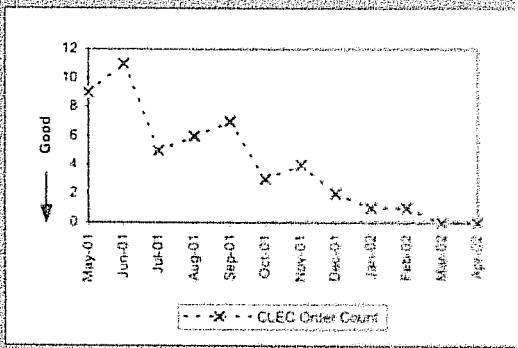
Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A)

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01	556	14	39.71	41.33	6035	183	32.98	1.66	0.01
Jun-01	461	19	24.26	33.40	7603	169	44.99	-1.66	-2.02
Jul-01	412	11	37.45	47.48	7103	167	42.53	-0.32	-1.2
Aug-01	729	22	33.14	43.15	9565	264	36.23	-0.29	-1.18
Sep-01	477	11	43.36	59.06	12158	282	43.11	1.65	0.01
Oct-01	362	9	40.22	62.27	14411	281	51.28	-0.59	-1.35
Nov-01	441	14	31.50	59.37	16257	290	56.06	-1.51	-1.92
Dec-01	313	7	44.71	85.01	11136	121	92.03	-1.9	-2.15
Jan-02	353	5	70.60	106.88	12584	121	104.83	-1.08	-1.66
Feb-02	445	9	49.44	89.57	12731	120	106.09	-1.98	-2.2
Mar-02	528	6	88.00	108.89	14126	132	107.02	-0.51	-1.31
Apr-02	473	6	78.83	122.79	13949	142	98.23	-0.48	-1.29



Checklist #14 - Resale - Centrex Installation

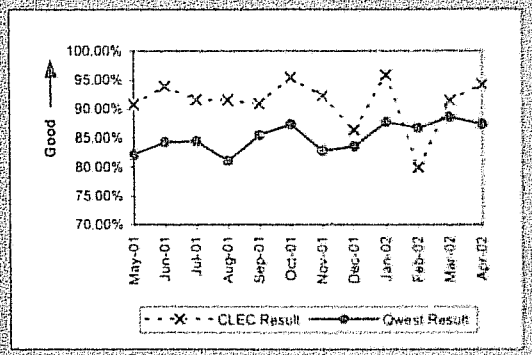
Count of Pending Orders Delayed for Facilities Reasons Centrex (OP-15B)	
Date	CLEC Order Count
May-01	9
Jun-01	11
Jul-01	5
Aug-01	6
Sep-01	7
Oct-01	3
Nov-01	4
Dec-01	2
Jan-02	1
Feb-02	1
Mar-02	0
Apr-02	0



Checklist #14 - Resale - Centrex Repair

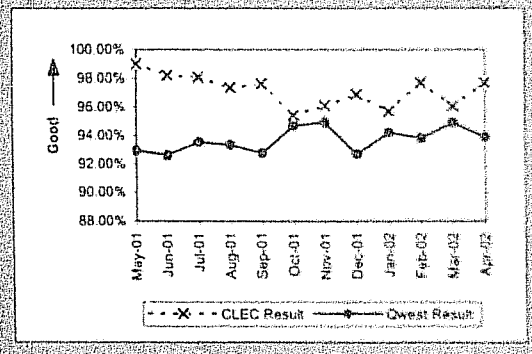
Trouble Cleared within 24 hours (Percent) (MR-3A)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01	164	183	90.60%	28.91%	602	732	82.24%	-2.59	-2.57
Jun-01	158	169	93.91%	23.91%	569	675	84.30%	-2.62	-2.59
Jul-01	156	171	91.60%	27.74%	495	586	84.47%	-1.96	-2.19
Aug-01	168	184	91.53%	27.85%	619	763	81.13%	-2.69	-2.63
Sep-01	90	99	90.91%	28.75%	455	532	85.53%	-1.4	-1.85
Oct-01	84	90	93.56%	20.61%	482	552	87.32%	-2.18	-2.32
Nov-01	83	90	92.22%	26.78%	396	478	82.85%	-2.16	-2.32
Dec-01	38	44	86.36%	34.32%	356	426	83.57%	-0.48	-1.29
Jan-02	43	49	95.92%	19.79%	428	488	87.70%	-1.67	-2.01
Feb-02	34	35	80.00%	40.00%	371	428	86.68%	1.08	-0.35
Mar-02	32	35	91.43%	27.99%	372	420	88.57%	-0.51	-1.31
Apr-02	33	35	94.29%	23.21%	386	442	87.33%	-1.19	-1.72



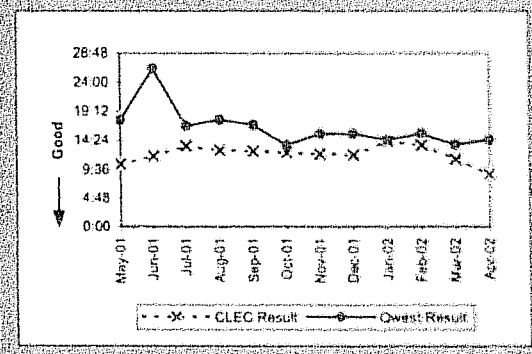
All Troubles Cleared within 48 hours (Percent) (MR-4A)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01	203	205	99.02%	9.83%	845	909	92.96%	-3.07	-2.86
Jun-01	167	170	98.24%	13.17%	766	827	92.62%	-2.55	-2.55
Jul-01	155	158	98.10%	13.65%	710	759	93.54%	-2.12	-2.29
Aug-01	149	153	97.39%	15.96%	873	935	93.37%	-1.85	-2.13
Sep-01	123	126	97.86%	15.13%	655	706	92.78%	-1.96	-2.19
Oct-01	126	132	95.45%	20.83%	678	716	94.69%	-0.36	-1.22
Nov-01	124	129	96.12%	19.30%	582	613	94.94%	-0.56	-1.34
Dec-01	63	65	96.92%	17.27%	521	562	92.70%	-1.24	-1.75
Jan-02	67	70	95.71%	20.25%	588	624	94.23%	-0.5	-1.31
Feb-02	43	44	97.73%	14.90%	501	534	93.82%	-1.03	-1.63
Mar-02	49	51	96.08%	19.41%	504	531	94.92%	-0.36	-1.22
Apr-02	43	44	97.73%	14.90%	541	576	93.92%	-1.02	-1.62



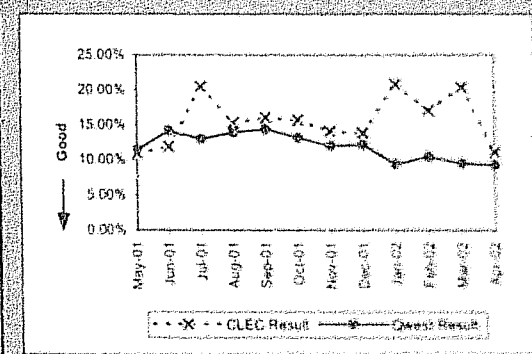
Mean Time to Restore (Hours:Minutes) (MR-6A)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01	2156:47	205	10:31	10:50	16088:59	909	17:42	-4.04	-3.45
Jun-01	2015:50	170	11:51	13:58	21696:52	827	26:14	-1.21	-1.74
Jul-01	2332:15	158	13:32	19:02	12748:50	759	16:48	-1.33	-1.81
Aug-01	1990:39	153	12:49	16:52	16668:16	935	17:50	-1.85	-2.13
Sep-01	1819:40	126	12:39	14:56	11966:58	706	16:57	-1.46	-1.89
Oct-01	1851:56	132	12:23	19:00	9751:47	716	13:37	-0.66	-1.4
Nov-01	1576:43	129	12:13	19:29	9519:49	613	15:32	-1.35	-1.82
Dec-01	782:06	65	12:02	14:31	8707:35	562	15:30	-1.39	-1.85
Jan-02	1004:43	70	14:21	21:08	9058:46	624	14:31	-0.05	-1.03
Feb-02	602:16	44	13:41	14:01	8309:54	534	15:34	-0.47	-1.28
Mar-02	572:32	51	11:19	12:44	7270:29	531	13:42	-0.73	-1.44
Apr-02	381:06	44	8:53	12:08	8375:02	576	14:32	-1.39	-1.84



Repair Repeat Report Rate (Percent) (MR-7A)-- Dispatches Within MSAs

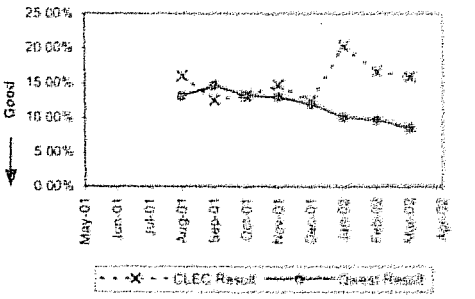
Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01	29	210	10.95%	31.23%	105	923	11.38%	-0.17	-1.11
Jun-01	21	177	11.86%	32.34%	120	849	14.13%	-0.79	-1.48
Jul-01	33	161	20.50%	40.37%	102	788	12.94%	2.41	0.46
Aug-01	24	157	15.29%	35.99%	134	966	13.87%	0.48	-0.71
Sep-01	21	131	16.03%	36.69%	105	732	14.34%	0.51	-0.69
Oct-01	21	134	15.67%	36.35%	98	746	13.14%	0.79	-0.52
Nov-01	19	135	14.07%	34.78%	76	634	11.99%	0.68	-0.59
Dec-01	9	65	13.85%	34.54%	70	577	12.13%	0.42	-0.74
Jan-02	15	72	20.83%	40.61%	60	637	9.42%	2.72	0.66
Feb-02	8	47	17.02%	37.58%	58	555	10.45%	1.33	-0.19
Mar-02	11	54	20.37%	40.28%	52	549	9.47%	2.29	0.39
Apr-02	5	45	11.11%	31.43%	55	595	9.24%	0.45	-0.73



Checklist #14 - Resale - Centrex Repair

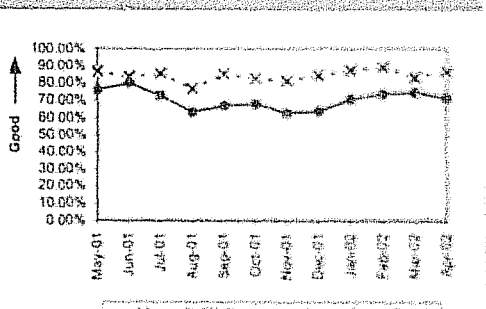
Repair Repeat Report Rate (Percent) (MR-7A*)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01	21	131	16.03%	36.69%	106	804	13.18%	0.88	-0.46
Sep-01	12	95	12.63%	33.22%	88	599	14.69%	-0.53	-1.32
Oct-01	13	98	13.27%	33.92%	83	627	13.24%	0.03	-0.98
Nov-01	17	115	14.78%	35.49%	66	506	13.04%	0.5	-0.69
Dec-01	7	56	12.50%	33.07%	58	481	12.06%	0.13	-0.92
Jan-02	12	59	20.34%	40.25%	55	544	10.11%	2.2	0.34
Feb-02	7	42	16.67%	37.27%	45	464	9.70%	1.36	-0.17
Mar-02	7	44	15.91%	36.58%	39	458	8.52%	1.53	-0.07
Apr-02									



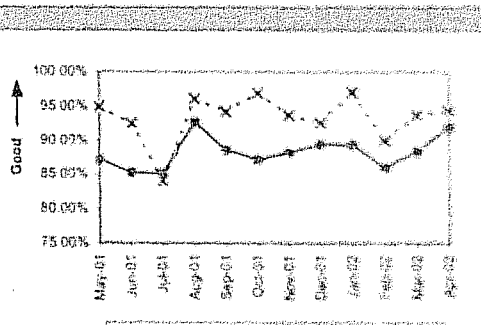
Repair Appointments Met (Percent) (MR-9A)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01	182	210	86.67%	33.99%	664	872	76.15%	-3.21	-2.95
Jun-01	148	177	83.62%	37.01%	640	801	79.90%	-1.12	-1.68
Jul-01	137	160	85.63%	35.08%	556	764	72.77%	-3.32	-3.02
Aug-01	119	155	76.77%	42.23%	582	919	63.33%	-3.21	-2.95
Sep-01	112	131	85.50%	35.21%	464	693	66.96%	-4.14	-3.52
Oct-01	111	134	82.84%	37.71%	477	702	67.95%	-3.38	-3.06
Nov-01	109	134	81.34%	38.96%	384	612	62.75%	-4.03	-3.45
Dec-01	55	65	84.62%	36.08%	357	559	63.86%	-3.3	-3
Jan-02	63	72	87.50%	33.07%	426	602	70.76%	-2.95	-2.79
Feb-02	42	47	89.36%	30.83%	386	524	73.66%	-2.34	-2.42
Mar-02	45	54	83.33%	37.27%	391	524	74.62%	-1.4	-1.85
Apr-02	38	45	84.67%	33.99%	403	564	71.45%	-2.17	-2.32



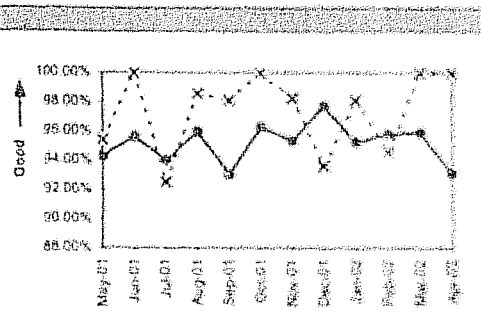
Out of Service Cleared within 24 hours (Percent) (MR-3B)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01	38	40	95.00%	21.79%	156	179	87.15%	-1.34	-1.82
Jun-01	37	40	92.50%	26.34%	116	130	85.29%	-1.13	-1.69
Jul-01	37	44	84.09%	36.58%	126	148	85.14%	0.18	-0.89
Aug-01	50	52	96.15%	19.23%	179	193	92.75%	-0.84	-1.51
Sep-01	33	35	94.29%	23.21%	132	149	88.59%	-0.95	-1.58
Oct-01	32	33	96.97%	17.14%	109	125	87.20%	-1.49	-1.91
Nov-01	30	32	93.75%	24.21%	75	85	88.24%	-0.83	-1.5
Dec-01	25	27	92.59%	26.19%	93	104	89.42%	-0.48	-1.29
Jan-02	33	34	97.06%	16.90%	84	94	89.36%	-1.25	-1.76
Feb-02	18	20	90.00%	30.00%	74	86	86.05%	-0.46	-1.28
Mar-02	30	32	93.75%	24.21%	99	112	88.39%	-0.83	-1.51
Apr-02	17	18	94.44%	22.91%	80	87	91.95%	-0.35	-1.21



All Troubles Cleared within 48 hours (Percent) (MR-4B)-- Dispatches Outside MSAs

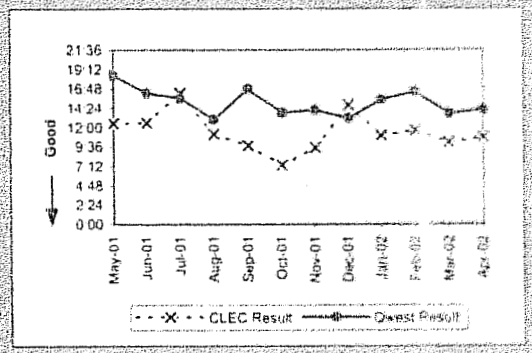
Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01	63	66	95.45%	20.83%	215	228	94.30%	-0.35	-1.22
Jun-01	62	62	100.00%	0.00%	175	183	95.63%	-1.46	-1.88
Jul-01	62	67	92.54%	26.28%	187	199	93.97%	0.42	-0.75
Aug-01	69	70	98.57%	11.87%	238	248	95.97%	-0.98	-1.59
Sep-01	52	53	98.11%	13.61%	174	187	93.05%	-1.26	-1.70
Oct-01	42	42	100.00%	0.00%	156	162	96.30%	-1.13	-1.69
Nov-01	57	58	98.28%	13.02%	123	129	95.35%	-0.38	-1.53
Dec-01	44	47	93.62%	24.44%	128	131	97.71%	1.23	-0.25
Jan-02	51	52	98.08%	13.73%	120	126	95.24%	-0.61	-1.49
Feb-02	35	37	94.59%	22.61%	114	119	95.80%	0.32	-0.81
Mar-02	40	40	100.00%	0.00%	141	147	95.92%	-1.16	-1.7
Apr-02	31	31	100.00%	0.00%	108	116	93.10%	-1.35	-1.62



Checklist #14 - Resale - Centrex Repair

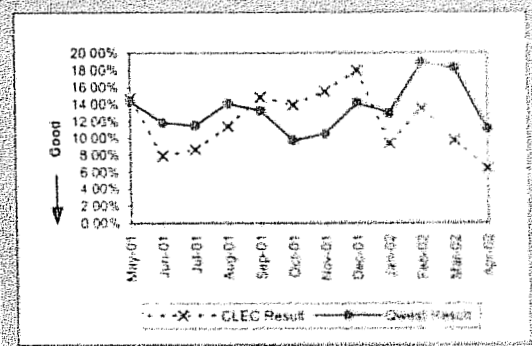
Mean Time to Restore (Hours:Minutes) (MR-6B)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01	828:36	66	12:33	15:25	4231:10	228	18:33	-1.44	-1.87
Jun-01	782:40	62	12:37	9:55	2983:12	183	16:18	-1.49	-1.9
Jul-01	1092:33	67	16:18	16:42	3124:55	199	15:42	0.71	-0.57
Aug-01	786:10	70	11:14	10:52	3240:40	248	13:04	-0.93	-1.57
Sep-01	570:40	53	9:49	9:39	3152:39	187	16:52	-0.96	-1.58
Oct-01	311:35	42	7:25	6:44	2251:29	162	13:54	-2.05	-2.24
Nov-01	555:57	58	9:35	11:54	1832:55	129	14:13	-2.12	-2.29
Dec-01	668:16	47	14:51	17:21	1730:43	131	13:13	0.68	-0.58
Jan-02	674:49	52	11:03	11:03	1952:24	126	15:30	-0.71	-1.43
Feb-02	433:51	37	11:44	16:54	1965:06	119	16:31	-1.69	-2.03
Mar-02	407:43	40	10:12	8:34	2020:45	147	13:45	-0.99	-1.6
Apr-02	335:52	31	10:50	8:55	1650:56	116	14:14	-1.01	-1.61



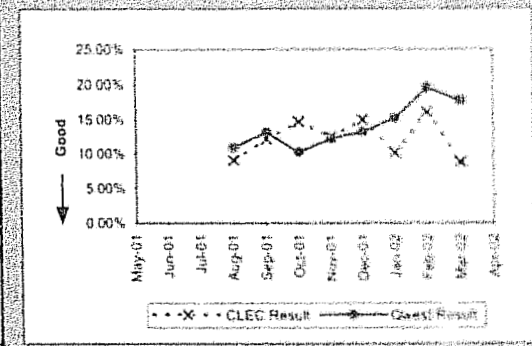
Repair Repeat Report Rate (Percent) (MR-7B)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01	10	68	14.71%	35.42%	33	229	14.41%	0.07	-0.96
Jun-01	5	63	7.94%	27.03%	22	186	11.83%	-0.83	-1.5
Jul-01	6	69	8.70%	28.18%	23	200	11.50%	-0.63	-1.38
Aug-01	8	70	11.43%	31.82%	36	255	14.12%	-0.57	-1.35
Sep-01	8	54	14.81%	35.52%	25	189	13.23%	0.3	-0.82
Oct-01	6	43	13.95%	34.65%	16	164	9.76%	0.78	-0.52
Nov-01	9	58	15.52%	36.21%	14	133	10.53%	0.96	-0.42
Dec-01	9	50	18.00%	38.42%	19	134	14.18%	0.64	-0.61
Jan-02	5	53	9.43%	29.23%	17	131	12.98%	-0.65	-1.39
Feb-02	5	37	13.51%	34.19%	23	122	18.85%	-0.73	-1.44
Mar-02	4	41	9.76%	29.67%	27	146	18.24%	-1.25	-1.76
Apr-02	2	31	6.45%	24.57%	13	117	11.11%	-0.73	-1.45



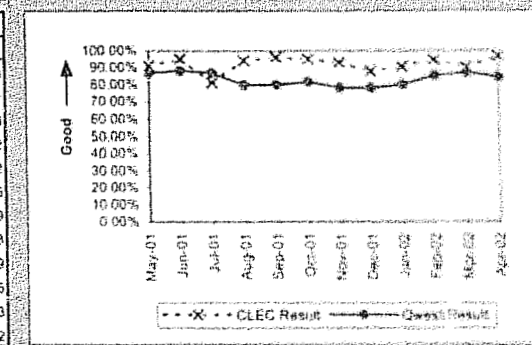
Repair Repeat Report Rate (Percent) (MR-7B*)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01	5	55	9.09%	28.75%	22	201	10.95%	-0.39	-1.24
Sep-01	5	41	12.20%	32.72%	20	152	13.16%	-0.16	-1.1
Oct-01	5	34	14.71%	35.42%	14	136	10.29%	0.69	-0.58
Nov-01	6	48	12.50%	33.07%	13	106	12.26%	0.04	-0.97
Dec-01	6	40	15.00%	35.71%	15	113	13.27%	0.27	-0.83
Jan-02	4	39	10.26%	30.34%	17	112	15.18%	-0.74	-1.45
Feb-02	5	31	16.13%	36.78%	10	97	19.59%	-0.42	-1.26
Mar-02	3	34	8.82%	28.36%	22	124	17.74%	-1.21	-1.73
Apr-02									



Repair Appointments Met (Percent) (MR-9B)-- Dispatches Outside MSAs

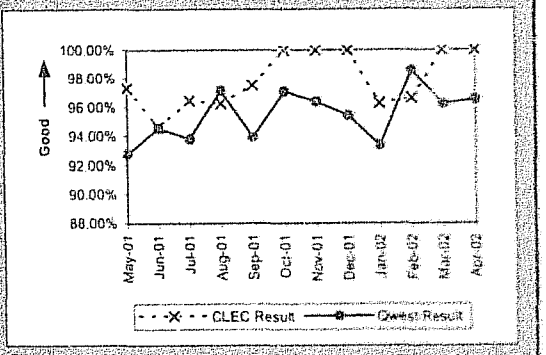
Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01	62	68	91.18%	28.36%	195	225	86.67%	-0.96	-1.58
Jun-01	60	63	95.24%	21.30%	164	186	88.17%	-1.5	-1.91
Jul-01	56	69	81.16%	39.10%	173	199	86.93%	1.15	-0.3
Aug-01	66	70	94.29%	23.21%	202	253	79.84%	-2.67	-2.62
Sep-01	52	54	96.30%	18.89%	150	188	79.79%	-2.66	-2.62
Oct-01	41	43	95.35%	21.06%	133	163	81.60%	-2.07	-2.26
Nov-01	54	58	93.10%	25.34%	104	133	78.20%	-2.29	-2.39
Dec-01	44	50	88.00%	32.50%	103	132	78.03%	-1.45	-1.88
Jan-02	48	53	90.57%	29.23%	104	130	80.00%	-1.62	-1.99
Feb-02	35	37	94.59%	22.61%	104	122	85.25%	-1.4	-1.85
Mar-02	37	41	90.24%	29.67%	127	146	86.99%	-0.55	-1.33
Apr-02	30	31	96.77%	17.67%	98	116	84.48%	-1.68	-2.02



Checklist #14 - Resale - Centrex Repair

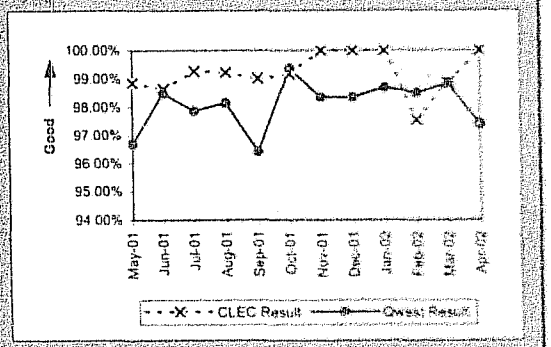
Out of Service Cleared within 24 hours (Percent) (MR-3C)-- No Dispatches

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01	73	75	97.33%	16.11%	271	292	92.81%	-1.35	-1.92
Jun-01	50	56	94.64%	22.52%	261	276	94.57%	-0.02	-1.01
Jul-01	55	57	96.49%	18.40%	304	324	93.83%	-0.77	-1.47
Aug-01	52	54	96.30%	18.89%	377	388	97.16%	0.39	-0.76
Sep-01	40	41	97.56%	15.43%	202	215	93.95%	-0.89	-1.54
Oct-01	48	48	100.00%	0.00%	235	242	97.11%	-1.09	-1.66
Nov-01	48	48	100.00%	0.00%	240	249	96.39%	-1.23	-1.75
Dec-01	34	34	100.00%	0.00%	189	198	95.45%	-1.18	-1.71
Jan-02	26	27	96.30%	18.89%	226	242	93.39%	-0.58	-1.35
Feb-02	29	30	96.67%	17.95%	211	214	98.60%	0.68	-0.59
Mar-02	33	33	100.00%	0.00%	231	240	96.25%	-1.06	-1.65
Apr-02	31	31	100.00%	0.00%	222	230	96.52%	-0.99	-1.6



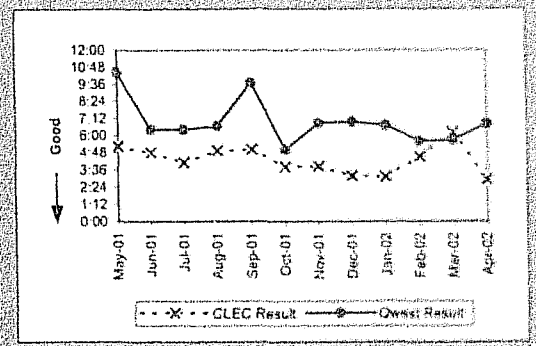
All Troubles Cleared within 48 hours (Percent) (MR-4C)-- No Dispatches

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01	175	177	98.87%	10.57%	587	607	96.71%	-1.42	-1.86
Jun-01	147	149	98.66%	11.51%	525	533	98.50%	-0.14	-1.09
Jul-01	138	139	99.28%	8.45%	551	563	97.87%	-1.03	-1.63
Aug-01	130	131	99.24%	8.70%	641	653	98.16%	-0.84	-1.51
Sep-01	102	103	99.03%	9.81%	405	420	96.43%	-1.27	-1.77
Oct-01	121	122	99.18%	9.02%	473	476	99.37%	0.23	-0.86
Nov-01	149	149	100.00%	0.00%	476	484	98.35%	-1.38	-1.84
Dec-01	97	97	100.00%	0.00%	357	363	98.35%	-1.13	-1.69
Jan-02	86	86	100.00%	0.00%	456	462	98.70%	-0.98	-1.59
Feb-02	80	82	97.56%	15.43%	398	404	98.51%	0.62	-0.62
Mar-02	68	69	98.88%	10.54%	431	436	98.85%	-0.02	-1.01
Apr-02	80	80	100.00%	0.00%	452	464	97.41%	-1.35	-1.82



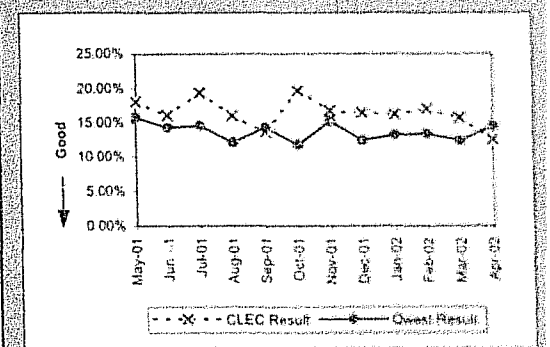
Mean Time to Restore (Hours:Minutes) (MR-6C)-- No Dispatches

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01	929:29	177	5:15	11:38	6328:02	607	10:26	-1.83	-2.11
Jun-01	719:36	149	4:50	8:33	3426:59	533	6:26	-1.37	-1.83
Jul-01	573:23	139	4:08	7:23	3626:28	563	6:26	-1.83	-2.11
Aug-01	548:07	131	4:57	8:49	4355:19	653	6:40	-0.71	-1.43
Sep-01	520:01	103	5:03	10:56	4080:09	420	9:43	-0.77	-1.47
Oct-01	467:50	122	3:50	7:47	2383:20	476	5:00	-0.96	-1.58
Nov-01	576:07	149	3:52	6:11	3323:09	484	6:52	-1.25	-1.76
Dec-01	368:46	97	3:11	5:32	2525:29	363	6:57	-2.54	-2.55
Jan-02	285:54	86	3:08	5:15	3112:36	462	6:44	-2.04	-2.24
Feb-02	372:54	82	4:33	10:51	2261:16	404	5:36	-0.42	-1.26
Mar-02	554:44	69	6:14	10:34	2480:58	436	5:41	0.97	-0.41
Apr-02	233:51	80	2:55	6:23	3160:49	464	6:49	-1.29	-1.78



Repair Repeat Report Rate (Percent) (MR-7C)-- No Dispatches

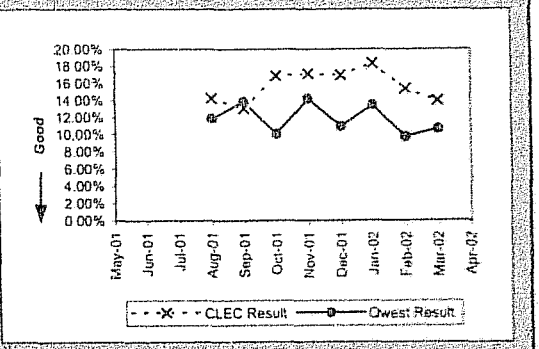
Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01	32	177	18.08%	38.48%	96	607	15.82%	0.72	-0.56
Jun-01	24	149	16.11%	36.76%	78	533	14.26%	0.57	-0.65
Jul-01	27	139	19.42%	39.56%	82	563	14.56%	1.39	-0.15
Aug-01	21	131	16.03%	36.69%	79	653	12.10%	1.21	-0.26
Sep-01	14	103	13.59%	34.27%	60	420	14.29%	-0.18	-1.11
Oct-01	24	122	19.67%	39.75%	56	476	11.76%	2.2	0.34
Nov-01	25	149	16.78%	37.37%	74	484	15.29%	0.44	-0.73
Dec-01	16	97	16.49%	37.11%	45	363	12.40%	1.05	-0.36
Jan-02	14	86	16.28%	36.92%	61	462	13.20%	0.76	-0.54
Feb-02	14	82	17.07%	37.63%	54	404	13.37%	0.88	-0.47
Mar-02	14	69	15.73%	36.41%	54	436	12.39%	0.85	-0.48
Apr-02	10	80	12.50%	33.07%	67	464	14.44%	-0.46	-1.28



Checklist #14 - Resale - Centrex Repair

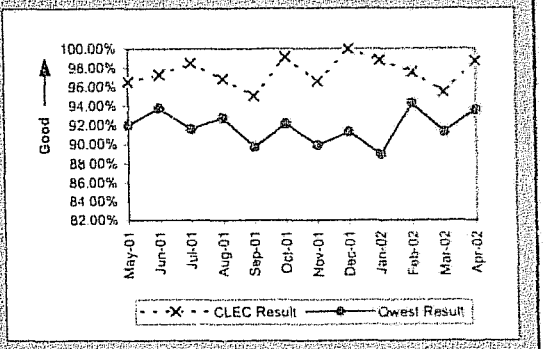
Trouble Report Rate (Percent) (MR-7C) -- No Dispatches

			CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
			14.29%	38.90%	55	462	11.90%	0.62	-0.63
			13.11%	33.76%	41	296	13.85%	-0.15	-1.09
			16.66%	37.36%	35	347	10.09%	1.59	-0.03
			17.11%	37.71%	50	352	14.20%	0.73	-0.55
			16.36%	37.55%	25	228	10.96%	1.18	-0.28
			18.37%	38.72%	43	319	13.48%	0.91	-0.45
			13.36%	34.08%	23	236	9.75%	1.03	-0.37
			14.62%	34.70%	30	281	10.68%	0.69	-0.58



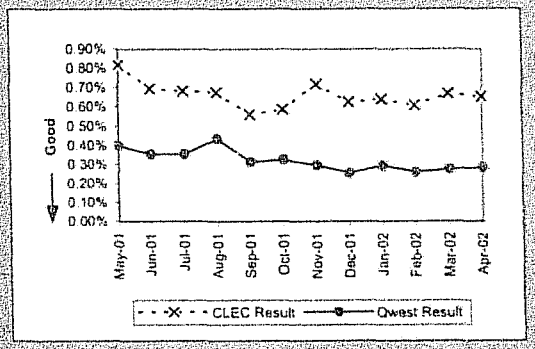
Missed Appointments Met (Percent) (MR-8C) -- No Dispatches

			CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
			90.59%	18.15%	484	526	92.02%	-1.94	-2.18
			87.32%	16.16%	436	465	93.76%	-1.56	-1.95
			90.84%	11.66%	469	512	91.60%	-2.6	-2.58
			96.56%	17.40%	526	567	92.77%	-1.62	-1.98
			95.10%	21.50%	333	371	89.76%	-1.58	-1.96
			95.18%	9.62%	376	408	92.16%	-2.53	-2.54
			96.62%	18.07%	375	417	89.93%	-2.32	-2.41
			100.00%	0.00%	305	334	91.32%	-2.67	-2.63
			90.84%	19.73%	354	396	88.94%	-2.65	-2.61
			97.34%	15.43%	332	352	94.32%	-1.14	-1.69
			95.51%	20.72%	347	380	91.32%	-1.26	-1.77
			98.25%	13.11%	397	424	93.63%	-1.72	-2.05



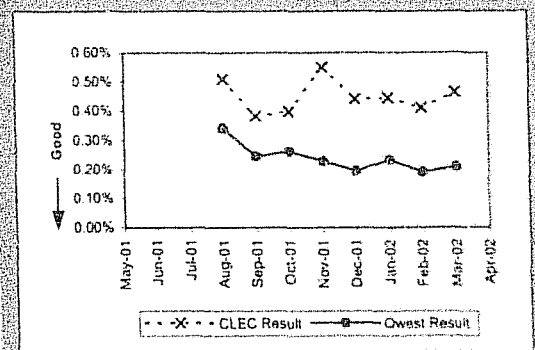
Trouble Rate (Percent) (MR-8)

			CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
			0.92%	9.00%	1759	439344	0.40%	14.68	7.92
			0.70%	8.31%	1568	440977	0.36%	12.74	6.75
			0.68%	8.23%	1551	436656	0.36%	12.06	6.33
			0.68%	8.19%	1874	430212	0.44%	7.91	3.81
			0.56%	7.46%	1341	426464	0.31%	9.38	4.71
			0.59%	7.64%	1386	424339	0.33%	9.72	4.91
			0.72%	8.44%	1251	421670	0.30%	16.02	8.74
			0.63%	7.89%	1074	419731	0.26%	12.96	6.88
			0.64%	7.97%	1230	418609	0.29%	11.16	5.78
			0.61%	7.78%	1081	414632	0.26%	10.92	5.64
			0.67%	8.15%	1133	412381	0.27%	12.07	6.34
			0.65%	8.05%	1176	415531	0.28%	10.44	5.35



Trouble Rate (Percent) (MR-8*)

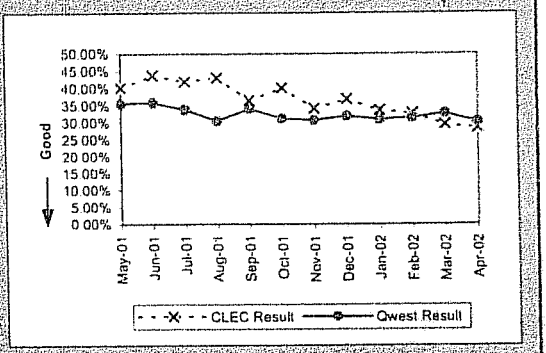
			CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
			0.51%	7.12%	1467	430212	0.34%	6.27	2.81
			0.38%	6.16%	1047	426464	0.25%	5.95	2.61
			0.40%	6.39%	1110	424339	0.26%	5.7	2.47
			0.55%	7.39%	964	421670	0.23%	13.92	7.46
			0.44%	6.62%	822	419731	0.20%	9.77	4.94
			0.45%	6.66%	975	418609	0.23%	7.71	3.68
			0.41%	6.40%	797	414632	0.19%	7.98	3.85
			0.46%	6.80%	863	412381	0.21%	8.98	4.46



Checklist #14 - Resale - Centrex Repair

Customer and Sales (Qwest Related) Trouble Reports (Percent) (MR-10)

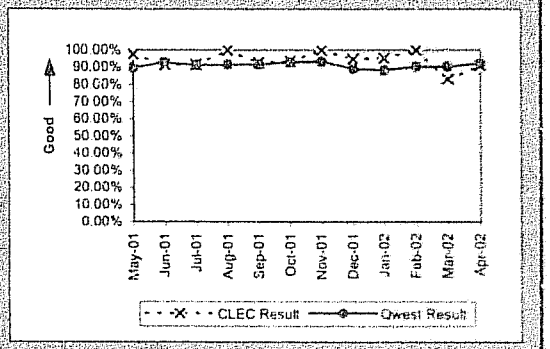
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	Std Dev	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	49.05%	975	2734	35.66%	2.36	0.43
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	49.62%	879	2447	35.92%	3.85	1.34
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	49.35%	795	2346	33.89%	3.82	1.33
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	49.53%	827	2701	30.62%	6.16	2.74
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	49.16%	696	2037	34.17%	0.97	-0.41
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	49.03%	630	2016	31.25%	3.76	1.29
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	47.11%	555	1806	30.73%	1.47	-0.11
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	48.25%	594	1578	31.94%	1.75	0.06
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	47.25%	550	1780	30.90%	0.97	-0.41
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	46.95%	496	1577	31.45%	0.43	-0.74
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	45.69%	551	1684	32.72%	-1.03	-1.63
[illegible]	[illegible]	[illegible]	[illegible]	[illegible]	45.11%	510	1686	30.25%	-0.55	-1.33



Checklist #14 - Resale - Centrex 21 Installation

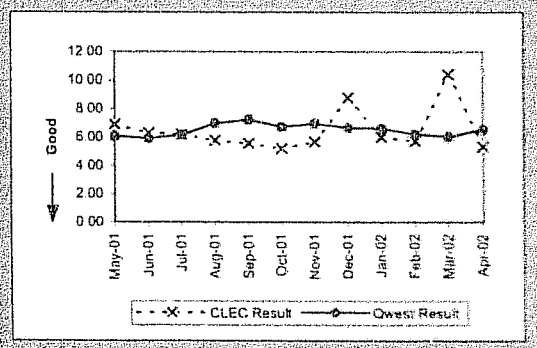
Installation Commitments Met (Percent) (OP-3A)-- Dispatches Within MSAs

	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
	62	63	97.67%	15.07%	1515	1686	89.86%	-1.68	-2.02
	43	46	91.47%	27.64%	1436	1546	92.88%	0.37	-0.77
	33	36	91.67%	27.64%	1466	1607	91.23%	-0.09	-1.06
	27	27	100.00%	0.00%	1508	1643	91.66%	-1.55	-1.95
	13	14	92.86%	25.75%	1296	1414	91.65%	-0.16	-1.1
	29	31	93.55%	24.37%	1569	1685	93.12%	-0.09	-1.06
	23	23	100.00%	0.00%	1321	1413	93.49%	-1.26	-1.76
	19	20	95.00%	21.79%	1133	1271	89.14%	-0.84	-1.51
	21	22	95.45%	20.83%	1208	1365	86.50%	-1.01	-1.62
	25	25	100.00%	0.00%	1201	1327	90.50%	-1.6	-1.98
	12	12	83.33%	37.27%	1262	1394	90.53%	0.82	-0.5
	41	43	93.01%	26.75%	1268	1375	92.22%	0.23	-0.86



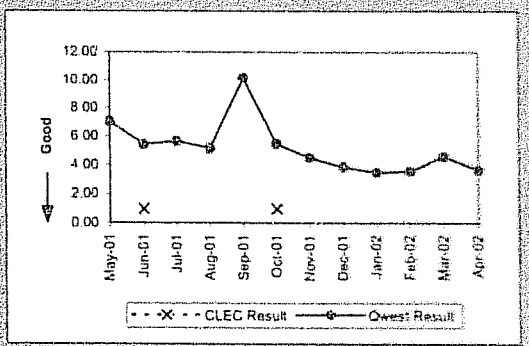
Installation Interval (Average Days) (OP-4A)-- Dispatches Within MSAs

	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
	233	43	6.91	5.05	10236	1684	6.08	1.54	-0.06
	143	46	6.91	2.95	9185	1545	5.94	1.65	0.01
	323	36	6.22	3.31	10076	1633	6.17	1.51	-0.08
	153	27	5.81	2.86	11689	1669	7.00	-0.65	-1.4
	84	15	5.60	2.06	10425	1436	7.26	-0.62	-1.38
	182	31	5.23	3.10	11535	1710	6.75	-0.87	-1.53
	133	25	5.76	5.37	10025	1437	6.98	-0.66	-1.4
	176	25	8.80	12.15	8590	1284	6.69	1.85	0.13
	103	22	6.05	2.68	9237	1392	6.64	-0.27	-1.16
	134	24	5.75	2.86	8371	1344	6.23	-0.28	-1.17
	125	12	10.42	11.09	8540	1410	6.06	2.07	0.26
	39	15	5.36	2.50	9160	1396	6.56	-0.41	-1.25



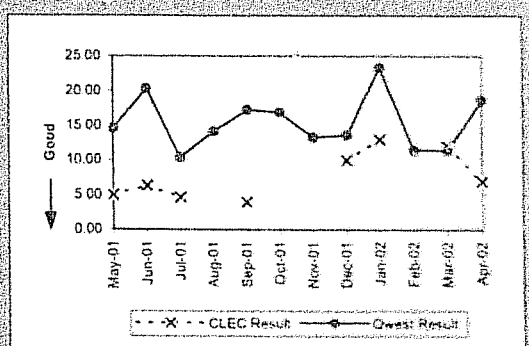
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-1)-- Dispatches Within MSAs

	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
					615	87	7.07		
	1	1	1.00		364	65	5.45	-0.45	-1.27
					493	87	5.67		
					394	76	5.18		
					791	78	10.14		
	2	2	1.00	0.00	383	70	5.47	-0.68	-1.41
					348	77	4.52		
					345	89	3.88		
					503	144	3.49		
					364	102	3.57		
					507	110	4.61		
					351	96	3.66		



Delayed Days for Facility Reasons (Average Days) (OP-6B-1)-- Dispatches Within MSAs

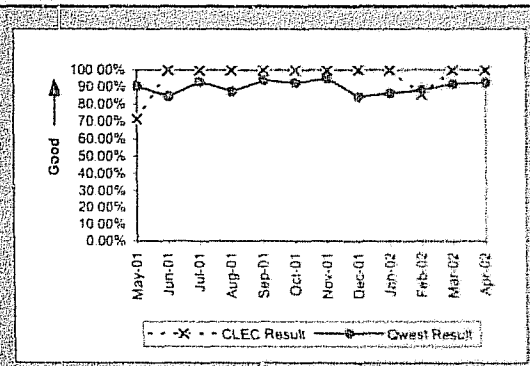
	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
	5	1	5.00		1226	84	14.60	-0.54	-1.33
	19	3	6.33	3.79	916	45	20.36	-0.88	-1.54
	26	3	4.67	3.79	695	67	10.37	-0.78	-1.48
					1031	73	14.12		
	4	1	4.00		1001	58	17.26	-0.62	-1.37
					1047	62	16.89		
					533	40	13.32		
	10	1	10.00		840	62	13.55	-0.25	-1.15
	13	1	13.00		934	40	23.35	-0.3	-1.18
					483	42	11.50		
	24	2	12.00	2.83	433	38	11.39	1.07	-0.35
	8	1	7.00		616	33	18.67	-0.35	-1.22



Checklist #14 - Resale - Centrex 21 Installation

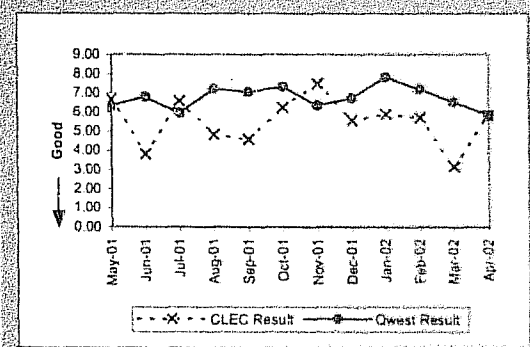
Installation Commitments Met (Percent) (OP-3B)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01	5	7	71.43%	45.18%	211	233	90.56%	1.4	-0.15
Jun-01	4	5	100.00%	0.00%	206	243	84.77%	-1.03	-1.62
Jul-01	10	10	100.00%	0.00%	226	243	93.00%	-0.85	-1.52
Aug-01	5	5	100.00%	0.00%	170	201	87.56%	-0.33	-1.51
Sep-01	5	5	100.00%	0.00%	190	202	94.06%	-0.56	-1.34
Oct-01	12	12	100.00%	0.00%	233	252	92.46%	-0.97	-1.59
Nov-01	2	2	100.00%	0.00%	207	218	94.95%	-0.32	-1.2
Dec-01	7	7	100.00%	0.00%	145	172	84.30%	-1.12	-1.68
Jan-02	10	10	100.00%	0.00%	196	227	86.34%	-1.23	-1.75
Feb-02	6	7	85.71%	34.99%	178	202	88.12%	0.23	-0.86
Mar-02	6	6	100.00%	0.00%	203	221	91.86%	-0.72	-1.44
Apr-02	11	11	100.00%	0.00%	204	221	92.31%	-0.93	-1.57



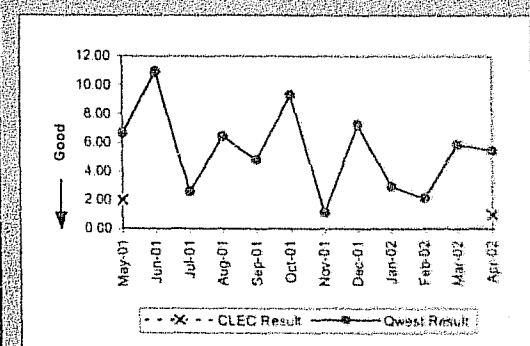
Installation Interval (Average Days) (OP-4B)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01	47	7	6.71	2.43	1475	233	6.33	0.88	-0.46
Jun-01	23	5	3.83	1.47	1650	243	6.79	-0.74	-1.45
Jul-01	66	10	6.60	3.03	1457	244	5.97	1.7	0.03
Aug-01	29	5	4.83	0.41	1473	204	7.22	-0.51	-1.31
Sep-01	23	5	4.60	0.89	1438	204	7.05	-0.58	-1.36
Oct-01	75	12	6.25	3.52	1866	255	7.32	-0.34	-1.21
Nov-01	15	2	7.50	3.54	1398	220	6.35	1.51	-0.08
Dec-01	39	7	5.57	2.51	1173	174	6.74	-0.38	-1.23
Jan-02	59	10	5.90	3.25	1795	229	7.84	-0.48	-1.29
Feb-02	43	7	6.71	1.98	1466	204	7.19	-0.36	-1.22
Mar-02	19	6	3.17	1.72	1444	221	6.53	-0.67	-1.41
Apr-02	39	12	5.83	3.24	1297	223	5.82	0.9	-0.45



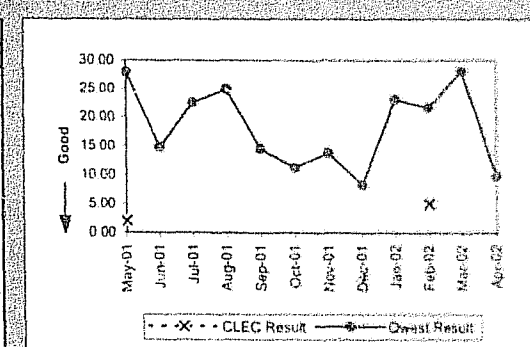
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-2)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01	2	1	2.00		73	11	6.64	-0.71	-1.43
Jun-01					175	16	10.94		
Jul-01					26	10	2.60		
Aug-01					71	11	6.45		
Sep-01					29	6	4.83		
Oct-01					121	13	9.31		
Nov-01					8	7	1.14		
Dec-01					116	16	7.25		
Jan-02					59	20	2.95		
Feb-02					30	14	2.14		
Mar-02					53	9	5.89		
Apr-02	1	1	1.00		77	14	5.50	-0.82	-1.5



Delayed Days for Facility Reasons (Average Days) (OP-6B-2)-- Dispatches Outside MSAs

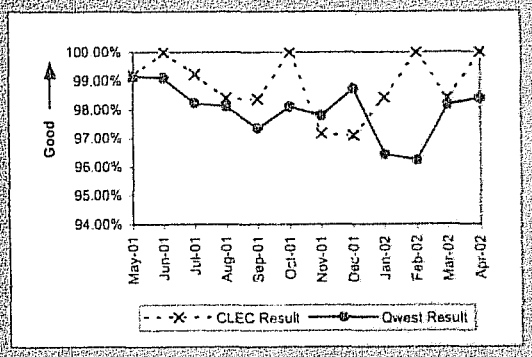
Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01	2	1	2.00		307	11	27.91	-0.66	-1.4
Jun-01					309	21	14.71		
Jul-01					158	7	22.57		
Aug-01					373	15	24.87		
Sep-01					87	6	14.50		
Oct-01					90	8	11.25		
Nov-01					83	6	13.83		
Dec-01					108	13	8.31		
Jan-02					301	13	23.15		
Feb-02	5	1	5.00		260	12	21.67	-0.6	-1.37
Mar-02					253	9	28.11		
Apr-02					49	5	9.80		



Checklist #14 - Resale - Centrex 21 Installation

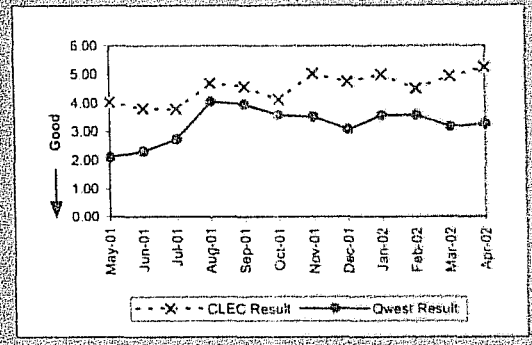
Installation Commitments Met (Percent) (OP-3C)-- No Dispatches

			CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
	249	249	99.19%	8.94%	5197	5241	99.16%	-0.06	-1.03
	537	537	100.00%	0.00%	5529	5579	99.10%	-1.43	-1.87
	131	131	99.24%	8.70%	3788	3856	98.24%	-0.86	-1.52
	93	93	98.41%	12.50%	1465	1493	98.12%	-0.17	-1.1
	97	97	98.38%	12.60%	1182	1214	97.36%	-0.49	-1.3
	72	72	100.00%	0.00%	1660	1692	98.11%	-1.18	-1.72
	71	71	97.18%	16.55%	1203	1230	97.80%	0.4	-0.76
	69	69	97.10%	16.78%	935	947	98.73%	1.03	-0.37
	64	64	98.44%	12.40%	892	925	96.43%	-0.84	-1.51
	56	56	100.00%	0.00%	1049	1090	96.24%	-1.47	-1.89
	63	63	98.41%	12.50%	967	985	98.17%	-0.14	-1.08
	76	76	100.00%	0.00%	796	809	98.39%	-1.07	-1.65



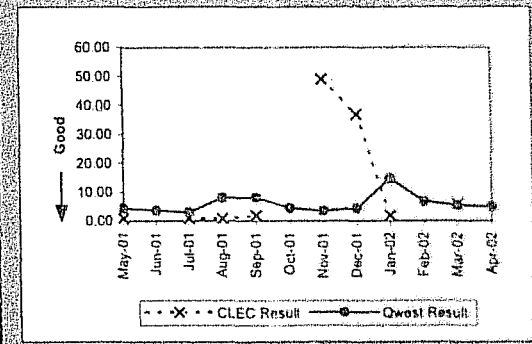
Installation Interval (Average Days) (OP-4C)-- No Dispatches

			CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
	571	571	4.04	1.27	10486	4953	2.12	16.34	8.93
	189	189	3.82	1.48	11484	4959	2.32	9.56	4.81
	119	119	3.80	1.59	9047	3294	2.75	6.37	2.87
	55	55	4.69	0.94	4884	1206	4.05	1.71	0.04
	45	45	4.57	1.06	3035	767	3.96	1.17	-0.29
	58	58	4.14	1.32	3709	1033	3.59	1.64	0
	67	67	5.03	5.19	3162	896	3.53	1.46	-0.11
	83	83	4.76	1.57	2130	692	3.08	1.55	-0.05
	63	63	5.00	1.04	2117	593	3.57	1.42	-0.14
	45	45	4.51	1.14	2859	799	3.58	1.73	0.05
	47	47	4.94	1.24	2081	657	3.17	1.62	-0.02
	59	59	5.24	2.92	1898	579	3.28	2.41	0.46



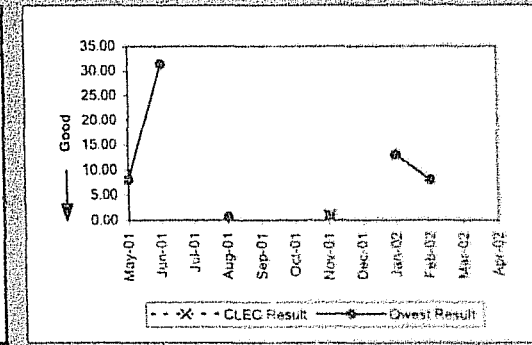
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-3)-- No Dispatches

			CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
	2	2	1.00	0.00	189	42	4.50	-0.77	-1.47
					182	47	3.87		
	1	1	1.00		222	72	3.08	-0.59	-1.36
	1	1	1.00		245	30	8.17	-0.51	-1.31
	1	1	2.50		327	40	8.18	-0.59	-1.36
					154	34	4.53		
	49	1	49.00		111	31	3.58	3.72	1.26
	111	3	37.00	53.02	71	16	4.44	3.72	1.26
	2	1	2.00		639	43	14.86	-0.32	-1.2
					313	45	6.96		
	6	1	6.00		108	20	5.40	0.74	-0.55
					95	19	5.00		



Delayed Days for Facility Reasons (Average Days) (OP-6B-3)-- No Dispatches

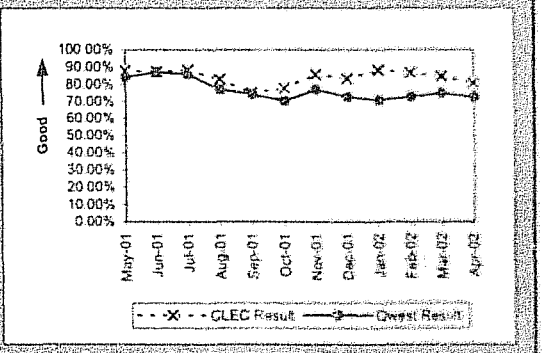
			CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
					16	2	8.00		
					94	3	31.33		
					2	3	0.67		
	1	1	1.00		2	2	1.00		
					13	1	13.00		
					16	2	8.00		



Checklist #14 - Resale - Centrex 21 Installation

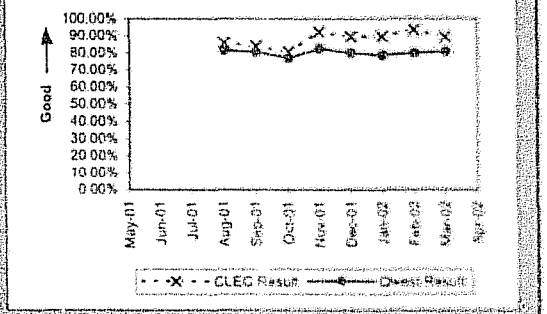
New Service Installation Quality (Percent) (OP-5)

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01	240	272	88.24%	32.22%	6036	7158	84.33%	-1.74	-2.06
Jun-01	267	304	87.83%	32.70%	6520	7477	87.20%	-0.32	-1.2
Jul-01	216	237	88.61%	31.77%	5744	6666	86.17%	-1.07	-1.65
Aug-01	114	137	83.21%	37.38%	3517	4564	77.06%	-1.69	-2.03
Sep-01	67	89	75.28%	43.14%	2322	3123	74.35%	-0.2	-1.12
Oct-01	78	100	78.00%	41.42%	2303	3263	70.58%	-1.6	-1.98
Nov-01	92	107	85.98%	34.72%	2528	3278	77.12%	-2.15	-2.31
Dec-01	81	97	83.51%	37.11%	1928	2652	72.70%	-2.35	-2.43
Jan-02	86	97	88.66%	31.71%	1760	2483	70.88%	-3.78	-3.3
Feb-02	81	93	87.10%	33.52%	1891	2601	72.70%	-3.06	-2.86
Mar-02	73	86	84.88%	35.82%	1972	2632	74.92%	-2.1	-2.27
Apr-02	73	90	81.11%	39.14%	1832	2527	72.50%	-1.8	-2.09



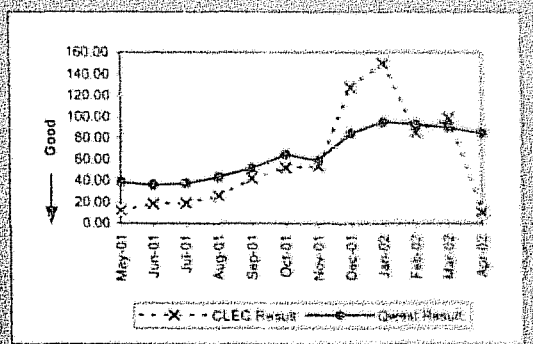
New Service Installation Quality (Percent) (OP-5*)

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01	118	137	86.13%	34.56%	3731	4564	81.75%	-1.31	-1.8
Sep-01	75	89	84.27%	36.41%	2517	3123	80.60%	-0.86	-1.53
Oct-01	81	100	81.00%	39.23%	2519	3263	77.20%	-0.89	-1.54
Nov-01	95	107	92.52%	26.30%	2711	3278	82.70%	-2.64	-2.61
Dec-01	87	97	89.69%	30.41%	2124	2652	80.09%	-2.33	-2.41
Jan-02	87	97	89.69%	30.41%	1954	2483	78.70%	-2.59	-2.58
Feb-02	87	93	93.55%	24.57%	2081	2601	80.01%	-3.21	-2.95
Mar-02	77	86	89.53%	30.61%	2131	2632	80.97%	-1.99	-2.21
Apr-02									



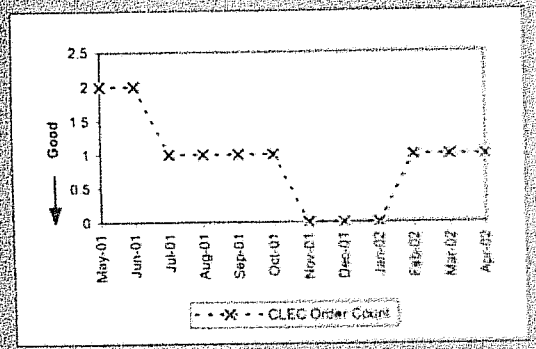
Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A)

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01	49	4	12.25	18.52	10006	257	38.93	-1.2	-1.73
Jun-01	75	4	18.75	28.24	11355	315	36.05	-0.74	-1.45
Jul-01	96	5	19.20	12.87	11797	312	37.81	-0.95	-1.58
Aug-01	234	9	26.00	21.44	15746	363	43.38	-1	-1.61
Sep-01	213	5	42.60	26.73	16397	316	51.89	-0.37	-1.22
Oct-01	315	6	52.50	35.89	18233	282	64.66	-0.48	-1.29
Nov-01	269	5	53.80	40.03	21621	366	59.07	-0.18	-1.11
Dec-01	128	1	128.00		19400	229	84.72	2.37	0.44
Jan-02	150	1	150.00		21701	227	95.60	2.51	0.53
Feb-02	171	2	85.50	119.50	24170	260	92.96	-0.12	-1.07
Mar-02	198	2	99.00	130.11	28393	315	90.14	2.17	0.32
Apr-02	32	3	10.67	6.11	31352	369	84.96	-1.39	-1.85



Checklist #14 - Resale - Centrex 21 Installation

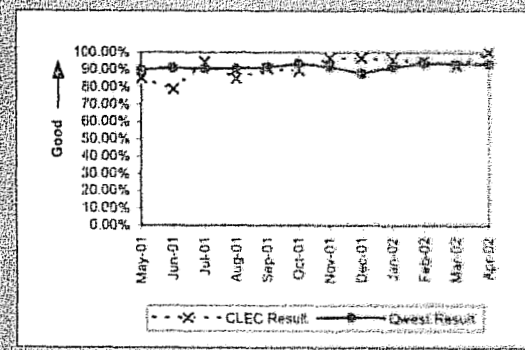
Count of Pending Orders Delayed for Facilities Reasons Centrex 21 (OP-15B)	
Date	CLEC Order Count
May-01	2
Jun-01	2
Jul-01	1
Aug-01	1
Sep-01	1
Oct-01	1
Nov-01	0
Dec-01	0
Jan-02	0
Feb-02	1
Mar-02	1
Apr-02	1



Checklist #14 - Resale - Centrex 21 Repair

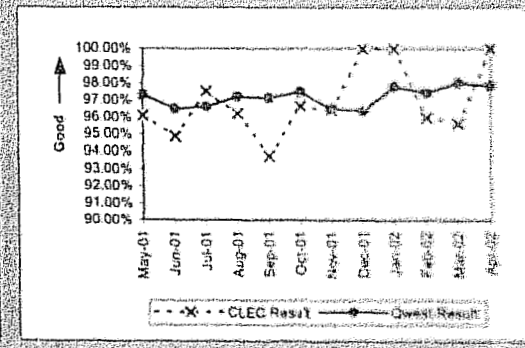
Out of Service Cleared within 24 hours (Percent) (MR-3A)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	53	62	85.48%	35.23%	2802	3106	90.21%	1.2	-0.27
Jun-01	45	57	78.95%	40.77%	2724	2988	91.16%	2.8	0.7
Jul-01	55	58	94.83%	22.15%	2612	2872	90.95%	-1.02	-1.62
Aug-01	46	54	85.19%	35.52%	2816	3100	90.84%	1.36	-0.17
Sep-01	39	43	90.70%	29.05%	2272	2478	91.69%	0.29	-0.83
Oct-01	35	39	89.74%	30.34%	2135	2286	93.39%	0.9	-0.45
Nov-01	33	34	97.06%	16.90%	1836	1998	91.89%	-1.09	-1.67
Dec-01	30	31	96.77%	17.67%	1695	1926	88.01%	-1.49	-1.91
Jan-02	24	25	96.00%	19.60%	1645	1795	91.64%	-0.78	-1.48
Feb-02	19	20	95.00%	21.79%	1571	1674	93.85%	-0.21	-1.13
Mar-02	12	13	92.31%	26.65%	1543	1653	93.35%	0.23	-0.86
Apr-02	17	17	100.00%	0.00%	1559	1667	93.52%	-1.08	-1.66



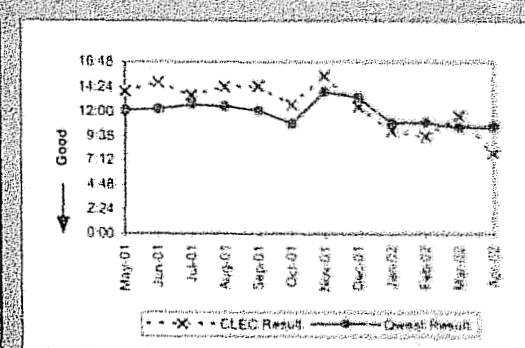
All Troubles Cleared within 48 hours (Percent) (MR-4A)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	74	77	96.10%	19.35%	3961	4069	97.35%	0.69	-0.58
Jun-01	74	78	94.87%	22.06%	3718	3853	96.50%	0.78	-0.52
Jul-01	80	82	97.56%	15.43%	3616	3742	96.63%	-0.46	-1.28
Aug-01	78	79	98.20%	19.11%	3982	4096	97.22%	0.58	-0.65
Sep-01	60	64	93.75%	24.21%	3172	3265	97.15%	1.45	-0.12
Oct-01	58	60	96.67%	17.95%	3036	3114	97.50%	0.46	-0.72
Nov-01	54	56	96.43%	18.56%	2602	2696	96.51%	0.11	-0.93
Dec-01	45	45	100.00%	0.00%	2467	2560	96.37%	-1.29	-1.78
Jan-02	31	31	100.00%	0.00%	2372	2425	97.81%	-0.83	-1.5
Feb-02	24	25	96.00%	19.60%	2139	2195	97.45%	0.49	-0.7
Mar-02	22	23	95.65%	20.39%	2162	2205	98.05%	0.76	-0.54
Apr-02	26	26	100.00%	0.00%	2236	2285	97.86%	-0.75	-1.46



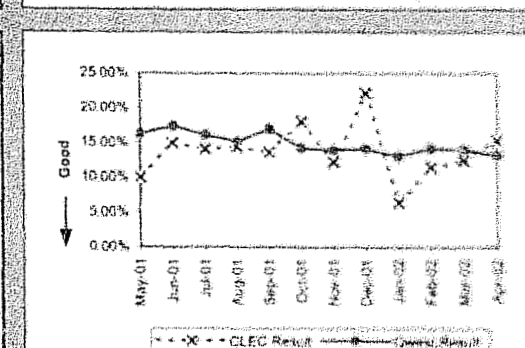
Mean Time to Restore (Hours:Minutes) (MR-6A)-- Dispatchas Within MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	1079:06	77	14:01	15:00	49452:41	4069	12:09	2.12	0.29
Jun-01	1158:14	78	14:51	15:04	47231:44	3853	12:16	2.14	0.3
Jul-01	1119:37	82	13:39	14:17	47652:04	3742	12:44	1.63	-0.01
Aug-01	1143:31	79	14:28	14:48	51432:06	4096	12:33	1.93	0.17
Sep-01	929:44	64	14:32	16:22	39747:01	3265	12:10	2.14	0.3
Oct-01	762:12	60	12:42	14:52	33760:50	3114	10:50	2.17	0.32
Nov-01	869:25	56	15:32	15:58	37726:43	2696	14:00	1.67	0.02
Dec-01	563:07	45	12:31	11:24	34493:30	2560	13:28	-0.39	-1.24
Jan-02	314:33	31	10:09	8:30	26589:05	2425	10:58	-0.33	-1.2
Feb-02	240:29	25	9:37	14:28	24061:47	2195	10:58	-0.42	-1.26
Mar-02	267:57	23	11:39	14:12	23192:02	2205	10:31	2.01	0.22
Apr-02	206:01	26	7:55	8:04	24090:19	2285	10:33	-0.94	-1.57



Repair Repeat Report Rate (Percent) (MR-7A)-- Dispatches Within MSAs

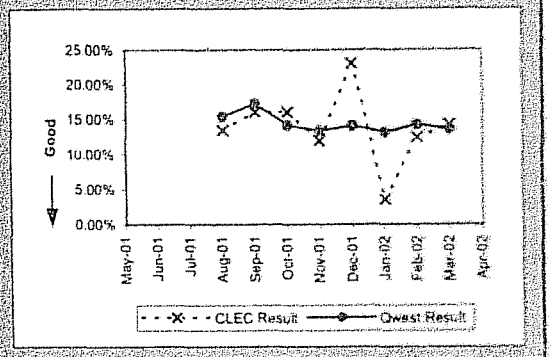
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	8	80	10.00%	30.00%	679	4188	16.21%	-1.49	-1.91
Jun-01	12	80	15.00%	35.71%	689	3968	17.36%	-0.55	-1.34
Jul-01	12	85	14.12%	34.82%	621	3862	16.08%	-0.49	-1.3
Aug-01	12	83	14.46%	35.17%	640	4207	15.21%	-0.19	-1.12
Sep-01	9	66	13.64%	34.32%	569	3348	17.00%	-0.72	-1.44
Oct-01	11	61	18.03%	38.45%	456	3204	14.23%	0.84	-0.49
Nov-01	7	57	12.28%	32.62%	384	2757	13.93%	-0.36	-1.22
Dec-01	10	45	22.22%	41.57%	374	2642	14.16%	1.47	-0.11
Jan-02	2	31	6.45%	24.57%	327	2497	13.10%	-1.09	-1.66
Feb-02	3	26	11.54%	31.95%	317	2237	14.17%	-0.38	-1.23
Mar-02	3	24	12.50%	33.07%	316	2248	14.06%	-0.22	-1.13
Apr-02	4	26	15.38%	36.08%	307	2325	13.20%	0.37	-0.78



Checklist #14 - Resale - Centrex 21 Repair

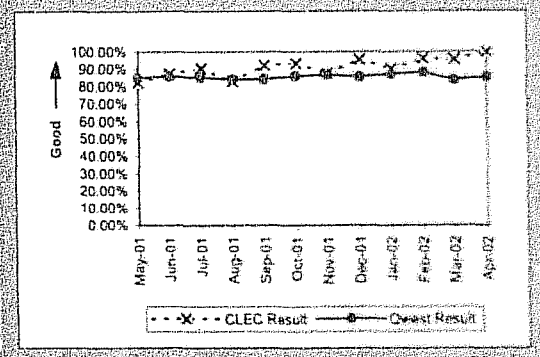
Repair Repeat Report Rate (Percent) (MR-7A*)-- Dispatches Within MSAs

	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01	10	74	13.51%	34.19%	551	3571	15.43%	-0.45	-1.27
Sep-01	9	56	16.07%	36.73%	498	2871	17.35%	-0.25	-1.15
Oct-01	9	56	16.07%	36.73%	386	2723	14.18%	0.43	-0.74
Nov-01	8	50	16.00%	36.50%	311	2325	13.38%	0.28	-1.17
Dec-01	9	39	23.08%	42.13%	315	2236	14.09%	1.52	-0.08
Jan-02	1	28	3.57%	18.56%	282	2141	13.17%	-1.49	-1.91
Feb-02	3	24	12.50%	33.07%	266	1866	14.26%	-0.24	-1.15
Mar-02	3	21	14.29%	34.99%	266	1954	13.61%	0.15	-0.91
Apr-02									



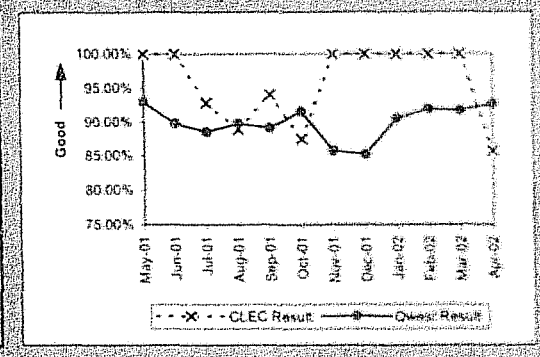
Repair Appointments Met (Percent) (MR-9A)-- Dispatches Within MSAs

	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01	42	80	52.50%	38.00%	3567	4188	85.17%	0.68	-0.59
Jun-01	79	90	87.50%	33.07%	3415	3968	86.06%	-0.37	-1.22
Jul-01	77	85	90.59%	29.20%	3294	3862	85.29%	-1.36	-1.83
Aug-01	69	83	83.13%	37.45%	3553	4207	84.45%	0.35	-0.78
Sep-01	61	66	92.42%	26.46%	2823	3348	84.32%	-1.79	-2.09
Oct-01	82	91	91.44%	24.75%	2753	3204	85.92%	-1.67	-2.02
Nov-01	50	57	87.72%	32.82%	2394	2757	86.83%	-0.2	-1.12
Dec-01	43	45	95.56%	20.61%	2261	2642	85.58%	-1.89	-2.15
Jan-02	28	31	90.32%	29.57%	2179	2497	87.26%	-0.51	-1.31
Feb-02	25	26	96.15%	19.23%	1970	2237	88.06%	-1.26	-1.77
Mar-02	23	24	95.83%	19.98%	1887	2248	83.94%	-1.58	-1.96
Apr-02	26	26	100.00%	0.00%	1988	2325	85.51%	-2.09	-2.27



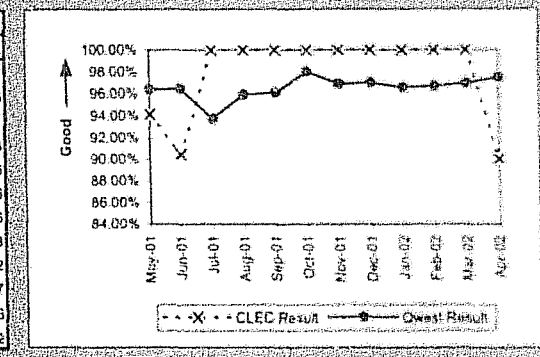
All Trouble Cleared within 24 hours (Percent) (MR-3B)-- Dispatches Outside MSAs

	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01	10	10	100.00%	0.00%	359	386	93.01%	-0.86	-1.52
Jun-01	9	9	100.00%	0.00%	378	421	89.79%	-1	-1.61
Jul-01	13	14	92.86%	25.75%	378	427	88.52%	-0.5	-1.3
Aug-01	8	9	88.89%	31.43%	369	411	89.78%	0.15	-0.91
Sep-01	11	12	91.12%	23.53%	287	322	89.13%	-0.64	-1.39
Oct-01	7	8	87.50%	33.07%	306	334	91.62%	0.43	-0.74
Nov-01	4	4	100.00%	0.00%	247	288	85.76%	-0.81	-1.49
Dec-01	9	9	100.00%	0.00%	225	264	85.23%	-1.23	-1.75
Jan-02	2	2	100.00%	0.00%	261	288	90.63%	-0.45	-1.28
Feb-02	5	5	100.00%	0.00%	206	224	91.96%	-0.65	-1.4
Mar-02	2	2	100.00%	0.00%	234	255	91.76%	-0.42	-1.25
Apr-02	2	2	85.71%	34.99%	229	247	92.71%	0.64	-0.61



All Troubles Cleared within 48 hours (Percent) (MR-4B)-- Dispatches Outside MSAs

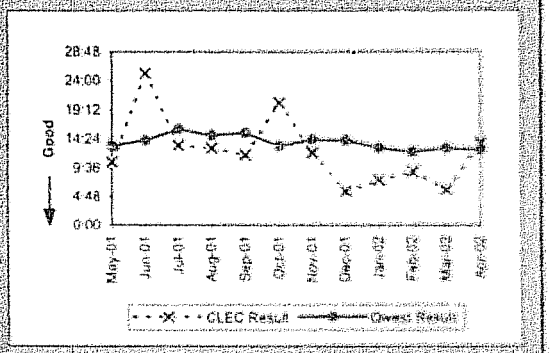
	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01	16	17	94.12%	23.53%	504	523	96.37%	0.49	-0.7
Jun-01	19	21	90.48%	29.35%	543	563	96.45%	1.24	-0.25
Jul-01	25	25	100.00%	0.00%	526	561	93.76%	-1.16	-1.71
Aug-01	15	15	100.00%	0.00%	540	563	95.91%	-0.79	-1.48
Sep-01	22	22	100.00%	0.00%	441	459	96.08%	-0.93	-1.56
Oct-01	9	9	100.00%	0.00%	442	451	98.00%	-0.42	-1.26
Nov-01	11	11	100.00%	0.00%	402	415	96.87%	-0.59	-1.36
Dec-01	10	10	100.00%	0.00%	360	371	97.04%	-0.55	-1.33
Jan-02	3	3	100.00%	0.00%	394	408	96.57%	-0.33	-1.2
Feb-02	6	6	100.00%	0.00%	321	332	96.69%	-0.45	-1.27
Mar-02	6	6	100.00%	0.00%	348	359	96.94%	-0.43	-1.26
Apr-02	9	10	90.00%	30.00%	351	360	97.50%	1.12	-0.32



Checklist #14 - Resale - Centrex 21 Repair

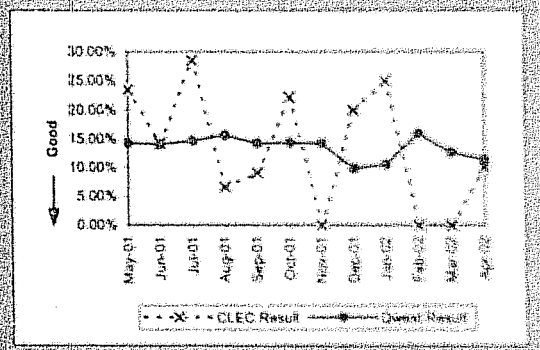
Mean Time to Restore (Hours:Minutes) (MR-6B)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	180:49	17	10:38	17:06	6942:34	523	13:16	-0.74	-1.45
Jun-01	529:57	21	25:14	41:55	7987:02	563	14:11	1.81	0.1
Jul-01	285:15	21	13:24	11:36	8964:48	561	15:59	-0.65	-1.4
Aug-01	190:41	15	12:55	12:40	8465:05	563	15:02	-0.42	-1.26
Sep-01	259:27	22	11:48	8:47	7078:10	459	15:25	-0.93	-1.57
Oct-01	183:45	9	20:25	15:39	5989:56	451	13:17	1.96	0.19
Nov-01	133:53	11	12:10	9:20	5931:53	415	14:18	-0.46	-1.28
Dec-01	57:17	10	5:44	6:34	5256:44	371	14:10	-1.96	-2.19
Jan-02	22:50	3	7:37	9:34	5261:29	408	12:54	-0.67	-1.41
Feb-02	54:12	6	9:02	9:27	4078:37	332	12:17	-0.56	-1.34
Mar-02	35:47	5	5:58	6:14	4611:30	359	12:51	-1	-1.61
Apr-02	137:53	10	13:47	22:07	4567:20	360	12:41	1.73	0.05



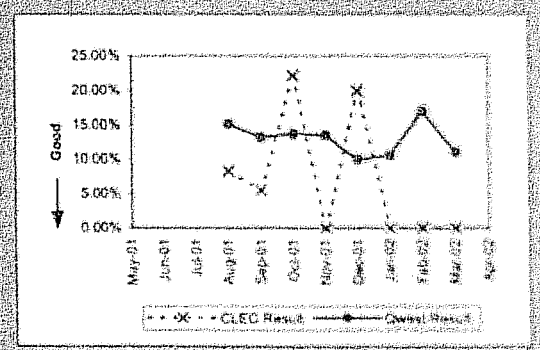
Repair Repeat Report Rate (Percent) (MR-7B)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	4	17	23.53%	42.42%	76	532	14.29%	1.03	-0.38
Jun-01	3	21	14.29%	34.99%	81	575	14.09%	0.08	-0.95
Jul-01	6	21	28.57%	45.18%	64	571	14.71%	1.61	-0.02
Aug-01	1	15	6.67%	24.94%	90	572	15.73%	-0.95	-1.58
Sep-01	2	22	9.09%	28.75%	67	470	14.26%	-0.68	-1.41
Oct-01	2	9	22.22%	41.57%	66	458	14.41%	0.65	-0.6
Nov-01	0	11	0.00%	0.00%	60	421	14.25%	-1.33	-1.81
Dec-01	2	10	20.00%	40.00%	37	375	9.87%	0.97	-0.41
Jan-02	1	4	25.00%	43.30%	44	417	10.55%	0.8	-0.52
Feb-02	0	6	0.00%	0.00%	54	338	15.98%	-1.06	-1.64
Mar-02	0	6	0.00%	0.00%	46	362	12.71%	-0.93	-1.56
Apr-02	1	10	10.00%	30.00%	42	369	11.38%	-0.14	-1.08



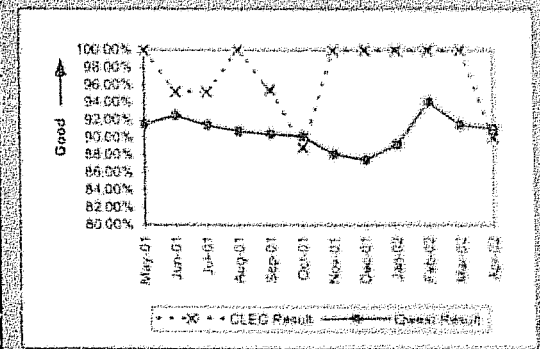
Repair Repeat Report Rate (Percent) (MR-7B*)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01	1	12	8.33%	27.64%	71	468	15.17%	-0.65	-1.4
Sep-01	1	18	5.56%	22.91%	51	385	13.25%	-0.94	-1.57
Oct-01	2	9	22.22%	41.57%	49	357	13.73%	0.71	-0.57
Nov-01	0	6	0.00%	0.00%	47	348	13.51%	-0.96	-1.58
Dec-01	2	10	20.00%	40.00%	30	299	10.03%	0.95	-0.42
Jan-02	0	3	0.00%	0.00%	35	331	10.57%	-0.59	-1.36
Feb-02	0	3	0.00%	0.00%	46	270	17.04%	-0.78	-1.47
Mar-02	0	4	0.00%	0.00%	33	298	11.07%	-0.7	-1.43
Apr-02									



Repair Appointments Met (Percent) (MR-9B)-- Dispatches Outside MSAs

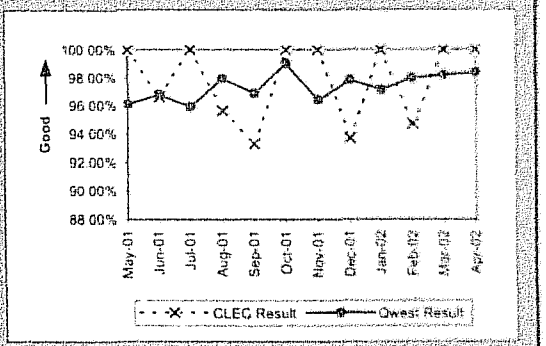
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	17	17	100.00%	0.00%	487	532	91.54%	-1.23	-1.75
Jun-01	20	21	95.24%	21.30%	532	575	92.52%	-0.46	-1.28
Jul-01	20	21	95.24%	21.30%	522	571	91.42%	-0.61	-1.37
Aug-01	15	15	100.00%	0.00%	519	572	90.73%	-1.22	-1.74
Sep-01	21	22	95.45%	20.83%	425	470	90.43%	-0.78	-1.48
Oct-01	8	9	88.89%	31.43%	413	458	90.17%	0.19	-0.89
Nov-01	11	11	100.00%	0.00%	371	421	88.12%	-1.2	-1.73
Dec-01	10	10	100.00%	0.00%	328	375	87.47%	-1.18	-1.72
Jan-02	4	4	100.00%	0.00%	372	417	89.21%	-0.69	-1.42
Feb-02	6	6	100.00%	0.00%	318	338	94.08%	-0.61	-1.37
Mar-02	6	6	100.00%	0.00%	331	362	91.44%	-0.74	-1.45
Apr-02	9	10	90.00%	30.00%	336	369	91.06%	0.17	-0.9



Checklist #14 - Resale - Centrex 21 Repair

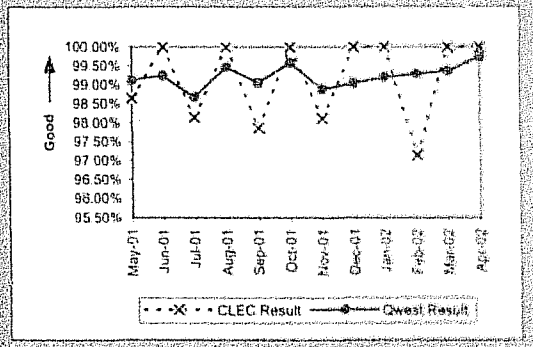
Out of Service Cleared within 24 hours (Percent) (MR-3C)-- No Dispatches

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	27	27	100.00%	0.00%	1071	1114	96.14%	-1.03	-1.63
Jun-01	29	30	96.67%	17.95%	1054	1089	96.79%	0.12	-0.93
Jul-01	22	22	100.00%	0.00%	942	982	95.93%	-0.96	-1.58
Aug-01	22	23	95.65%	20.39%	1086	1109	97.93%	0.7	-0.57
Sep-01	14	15	93.33%	24.94%	812	838	96.90%	0.72	-0.56
Oct-01	15	15	100.00%	0.00%	923	932	99.03%	-0.38	-1.23
Nov-01	13	13	100.00%	0.00%	727	754	96.42%	-0.69	-1.42
Dec-01	15	16	93.75%	24.21%	685	700	97.86%	0.93	-0.44
Jan-02	9	9	100.00%	0.00%	749	771	97.15%	-0.51	-1.31
Feb-02	18	19	94.74%	22.33%	726	741	97.98%	0.85	-0.48
Mar-02	10	10	100.00%	0.00%	757	771	98.18%	-0.43	-1.26
Apr-02	15	15	100.00%	0.00%	658	669	98.36%	-0.5	-1.3



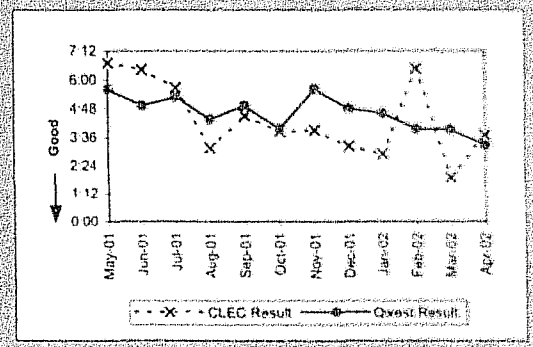
All Troubles Cleared within 48 hours (Percent) (MR-4C)-- No Dispatches

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	73	74	98.65%	11.55%	2157	2176	99.13%	0.46	-0.72
Jun-01	65	65	100.00%	0.00%	2105	2121	99.25%	-0.69	-1.42
Jul-01	53	54	98.15%	13.48%	1858	1883	98.67%	0.38	-0.77
Aug-01	52	52	100.00%	0.00%	2050	2061	99.47%	-0.52	-1.32
Sep-01	46	47	97.87%	14.43%	1573	1588	99.06%	0.75	-0.55
Oct-01	48	48	100.00%	0.00%	1888	1896	99.58%	-0.45	-1.27
Nov-01	52	53	98.11%	13.61%	1682	1701	98.88%	0.53	-0.68
Dec-01	36	36	100.00%	0.00%	1448	1462	99.04%	-0.58	-1.35
Jan-02	38	38	100.00%	0.00%	1723	1737	99.19%	-0.55	-1.33
Feb-02	34	35	97.14%	16.66%	1654	1666	99.28%	1.12	-0.32
Mar-02	36	36	100.00%	0.00%	1716	1727	99.36%	-0.48	-1.29
Apr-02	41	41	100.00%	0.00%	1546	1550	99.74%	-0.32	-1.2



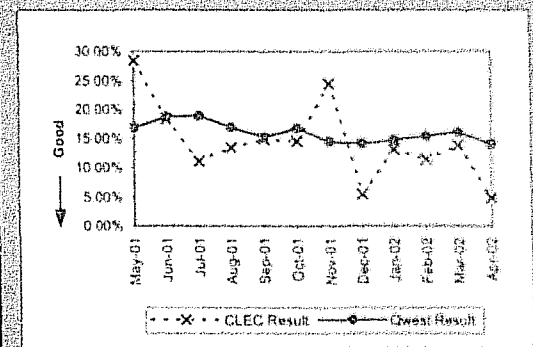
Mean Time to Restore (Hours:Minutes) (MR-6C)-- No Dispatches

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	496:58	74	6:43	10:27	12171:02	2176	5:36	1.74	0.06
Jun-01	417:15	65	6:25	9:05	10464:18	2121	4:56	1.88	0.14
Jul-01	307:18	54	5:41	11:00	9953:18	1883	5:17	1.3	-0.21
Aug-01	164:09	52	3:09	4:42	8984:58	2061	4:22	-0.96	-1.58
Sep-01	211:59	47	4:31	9:06	7824:56	1588	4:56	-0.24	-1.14
Oct-01	185:49	48	3:52	5:56	7516:26	1896	3:58	-0.08	-1.05
Nov-01	207:21	53	3:55	8:38	9571:11	1701	5:38	-1.18	-1.72
Dec-01	156:38	36	2:14	4:57	7039:43	1462	4:49	-0.82	-1.5
Jan-02	110:32	38	2:55	4:48	8022:50	1737	4:37	-0.92	-1.56
Feb-02	226:08	35	6:28	13:29	6619:03	1666	3:58	1.88	0.14
Mar-02	68:44	36	1:55	3:49	6812:52	1727	3:57	-1.3	-1.79
Apr-02	152:29	41	3:43	8:14	5097:09	1550	3:17	1.3	-0.21



Repair Repeat Report Rate (Percent) (MR-7C)-- No Dispatches

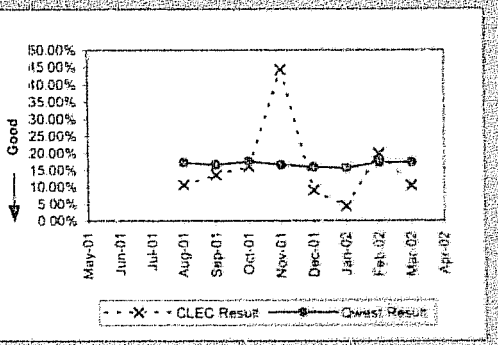
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	21	74	28.38%	45.08%	367	2176	16.87%	2.43	0.48
Jun-01	12	65	18.46%	38.80%	397	2121	18.72%	-0.05	-1.03
Jul-01	6	54	11.11%	31.43%	357	1883	18.96%	-1.45	-1.88
Aug-01	7	52	13.46%	34.13%	349	2061	16.93%	-0.66	-1.4
Sep-01	7	47	14.89%	35.60%	241	1588	15.18%	-0.05	-1.03
Oct-01	7	48	14.58%	35.29%	317	1896	16.72%	-0.39	-1.24
Nov-01	13	53	24.53%	43.03%	246	1701	14.46%	1.92	0.17
Dec-01	2	36	5.56%	22.91%	207	1462	14.16%	-1.46	-1.89
Jan-02	5	38	13.16%	33.80%	256	1737	14.74%	-0.27	-1.17
Feb-02	4	35	11.43%	31.82%	257	1666	15.43%	-0.65	-1.39
Mar-02	5	36	13.89%	34.58%	277	1727	16.04%	-0.35	-1.21
Apr-02	3	41	4.88%	21.54%	218	1550	14.06%	-1.67	-2.02



Checklist #14 - Resale - Centrex 21 Repair

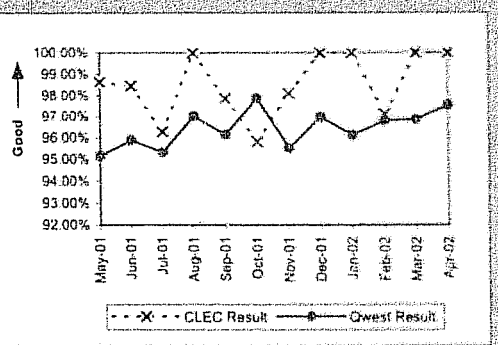
Repair Repeat Report Rate (Percent) (MR-7C*)-- No Dispatches

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01	3	28	10.71%	30.93%	218	1259	17.32%	-0.91	-1.56
Sep-01	3	22	13.64%	34.32%	148	888	16.67%	-0.38	-1.23
Oct-01	6	37	16.22%	36.86%	182	1032	17.64%	-0.22	-1.14
Nov-01	12	27	44.44%	49.69%	148	886	16.70%	3.31	1.01
Dec-01	2	22	9.09%	28.75%	117	734	15.94%	-0.86	-1.53
Jan-02	1	22	4.55%	20.83%	151	961	15.71%	-1.42	-1.87
Feb-02	3	15	20.00%	40.00%	152	873	17.41%	0.3	-0.82
Mar-02	3	19	15.53%	30.62%	162	932	17.38%	-0.78	-1.47
Apr-02									



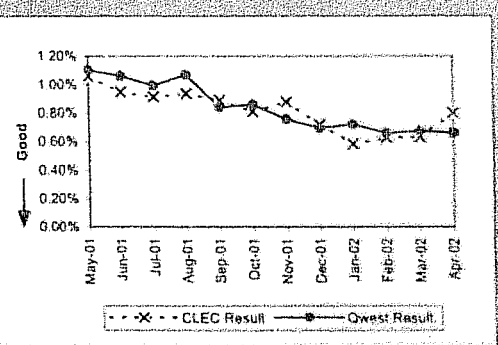
Repair Appointments Met (Percent) (MR-9C)-- No Dispatches

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01	53	74	98.65%	11.55%	2071	2176	95.17%	-1.37	-1.83
Jun-01	64	65	98.46%	12.31%	2034	2121	95.90%	-1.03	-1.62
Jul-01	52	54	96.30%	18.89%	1795	1883	95.33%	-0.33	-1.2
Aug-01	52	52	100.00%	0.00%	2000	2061	97.04%	-1.24	-1.76
Sep-01	46	47	97.87%	14.43%	1527	1588	96.16%	-0.6	-1.37
Oct-01	48	48	95.83%	19.98%	1856	1896	97.89%	0.92	-0.44
Nov-01	52	53	98.11%	13.61%	1625	1701	95.53%	-0.9	-1.54
Dec-01	36	36	100.00%	0.00%	1418	1462	96.99%	-1.04	-1.63
Jan-02	36	36	100.00%	0.00%	1670	1737	96.14%	-1.22	-1.74
Feb-02	34	35	97.14%	16.66%	1613	1666	96.82%	-0.11	-1.07
Mar-02	36	36	100.00%	0.00%	1673	1727	96.87%	-1.07	-1.65
Apr-02	41	41	100.00%	0.00%	1512	1550	97.55%	-1	-1.61



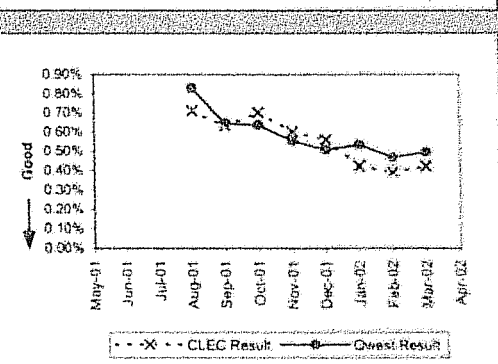
Trouble Rate (Percent) (MR-8)

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01	171	16151	1.06%	10.24%	6896	625927	1.10%	-0.52	-1.31
Jun-01	166	17503	0.95%	9.69%	6664	627821	1.06%	-1.44	-1.88
Jul-01	168	17469	0.96%	9.52%	6316	635643	0.99%	-1.04	-1.63
Aug-01	156	16603	0.94%	9.64%	5640	638818	1.07%	-1.62	-1.98
Sep-01	132	15151	0.89%	9.40%	5406	643127	0.84%	0.67	-0.59
Oct-01	118	14622	0.81%	8.98%	5558	645438	0.86%	-0.63	-1.38
Nov-01	121	13750	0.88%	9.34%	4879	644876	0.76%	1.65	0
Dec-01	91	12634	0.72%	8.46%	4479	644452	0.70%	0.34	-0.79
Jan-02	78	12497	0.62%	7.82%	4651	644227	0.72%	-1.8	-2.1
Feb-02	67	10687	0.63%	7.89%	4241	642724	0.66%	-0.42	-1.25
Mar-02	78	10410	0.75%	8.63%	4337	643904	0.67%	0.49	-1.3
Apr-02	72	9670	0.74%	8.53%	4244	641875	0.66%	1.72	0.04

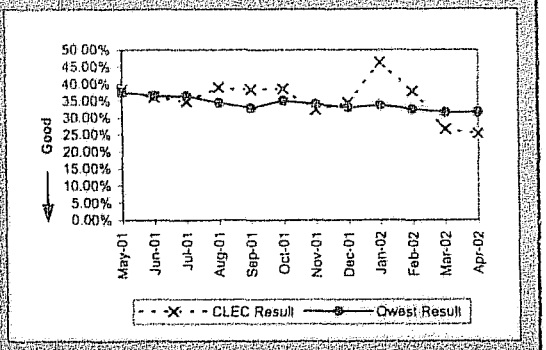


Trouble Rate (Percent) (MR-8*)

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01	114	16603	0.71%	8.41%	5298	638818	0.83%	-1.61	-1.98
Sep-01	96	15151	0.63%	7.93%	4144	643127	0.64%	-0.16	-1.1
Oct-01	102	14622	0.70%	8.35%	4112	645438	0.64%	0.98	-0.41
Nov-01	80	13750	0.58%	7.75%	3559	644876	0.55%	0.81	-0.51
Dec-01	71	12634	0.56%	7.48%	3269	644452	0.51%	0.86	-0.49
Jan-02	62	12497	0.50%	6.50%	3433	644227	0.53%	-1.65	-2.01
Feb-02	42	10687	0.39%	6.26%	3009	642724	0.47%	-1.13	-1.69
Mar-02	44	10410	0.42%	6.48%	3184	643904	0.49%	-1.04	-1.63
Apr-02									



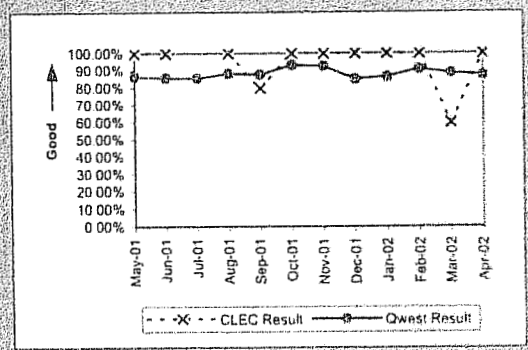
Checklist #14 - Resale - Centrex 21 Repair



Checklist #14 - Resale - PBX Installation

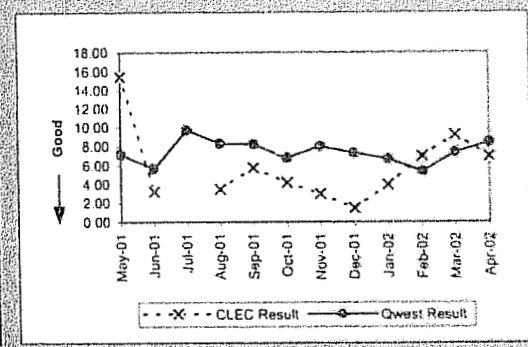
Provisioning Commitments Met (Percent) (OP-3A)-- Dispatches Within MSAs

				Std Dev	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
			100.00%	0.00%	198	229	86.46%	-0.78	-1.48
			100.00%	0.00%	170	198	85.86%	-0.8	-1.49
					161	188	85.64%		
			100.00%	0.00%	167	189	88.36%	-0.51	-1.31
			80.00%	40.00%	144	164	87.80%	0.49	-0.7
			100.00%	0.00%	181	194	93.30%	-0.59	-1.36
			100.00%	0.00%	149	161	92.55%	-0.4	-1.24
			100.00%	0.00%	125	147	85.03%	-0.59	-1.36
			100.00%	0.00%	145	171	86.55%	-0.39	-1.24
			100.00%	0.00%	131	144	90.97%	-0.31	-1.19
			50.00%	48.99%	118	133	88.72%	1.57	-0.05
			100.00%	0.00%	119	136	87.50%	-0.53	-1.32



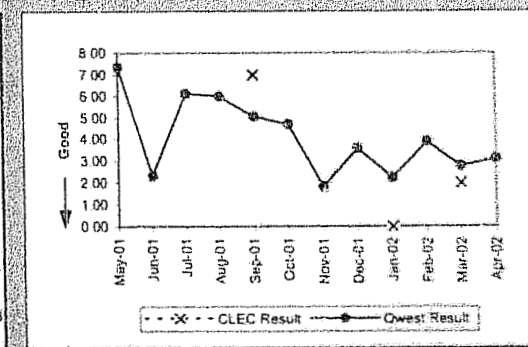
Provisioning Interval (Average Days) (OP-4A)-- Dispatches Within MSAs

				Std Dev	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
			15.50	12.12	1660	229	7.25	2.05	0.25
			9.25	0.96	1123	198	5.67	-0.49	-1.3
					1891	195	9.70		
			5.50	2.12	1621	195	8.31	-0.47	-1.29
			5.50	3.27	1395	169	8.25	-0.42	-1.25
			4.20	1.92	1348	197	6.84	-0.57	-1.35
			3.00	1.41	1321	165	8.01	-0.56	-1.34
			1.50	2.12	1100	150	7.33	-0.78	-1.47
			4.00	2.83	1193	178	6.70	-0.3	-1.18
			7.00		801	149	5.38	2.29	0.39
			9.20	10.71	994	135	7.36	1.8	0.09
			7.00	5.66	1194	142	8.41	-0.18	-1.11



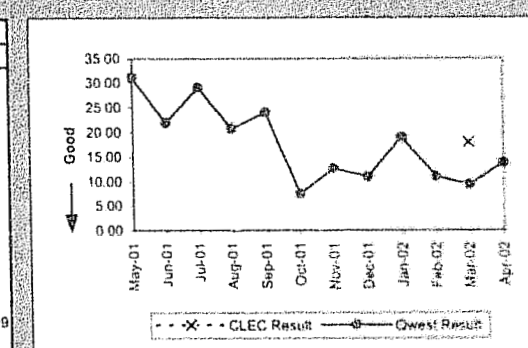
Provisioning Intervals for Facility Reasons (Average Days) (OP-6A-1)-- Dispatches Within MSAs

				Std Dev	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
					155	21	7.38		
					44	19	2.32		
					98	16	6.12		
					72	12	6.00		
			7.00		76	15	5.07	0.53	-0.68
					47	10	4.70		
					24	13	1.85		
					75	21	3.57		
			0.00		56	25	2.24	-0.56	-1.34
					62	16	3.88		
			2.00		22	8	2.75	-0.29	-1.18
					56	18	3.11		



Provisioning Intervals for Facility Reasons (Average Days) (OP-6B-1)-- Dispatches Within MSAs

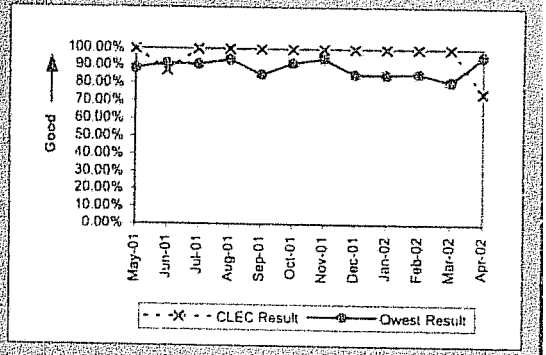
				Std Dev	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
					312	10	31.20		
					197	9	21.89		
					407	14	29.07		
					249	12	20.75		
					144	6	24.00		
					30	4	7.50		
					38	3	12.67		
					44	4	11.00		
					95	5	19.00		
					22	2	11.00		
			18.00		84	9	9.33	1.16	-0.29
					69	5	13.80		



Checklist #14 - Resale - PBX Installation

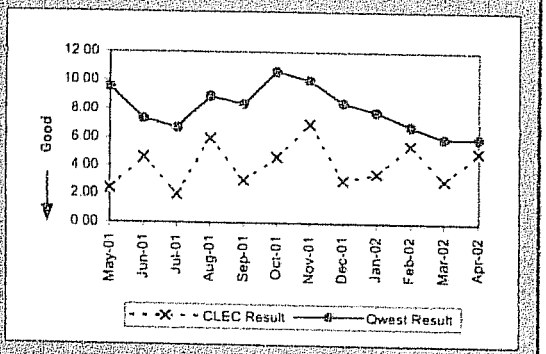
Provisioning Average Duration (OP-5A-2) - Dispatches Outside MSAs

Qwest Num	Qwest Dem	Qwest Result	Mod Z Scr	Parity Scr
45	45	88.89%	-0.75	-1.46
42	46	91.30%	0.31	-0.81
40	44	90.91%	-0.67	-1.41
43	46	93.75%	-0.26	-1.16
23	27	85.19%	-0.86	-1.52
34	37	91.89%	-0.49	-1.3
32	33	94.29%	-0.24	-1.15
35	41	85.37%	-0.69	-1.42
23	27	85.19%	-0.57	-1.35
24	28	85.71%	-0.56	-1.34
26	32	81.25%	-0.47	-1.29
23	24	95.83%	1.09	-0.34



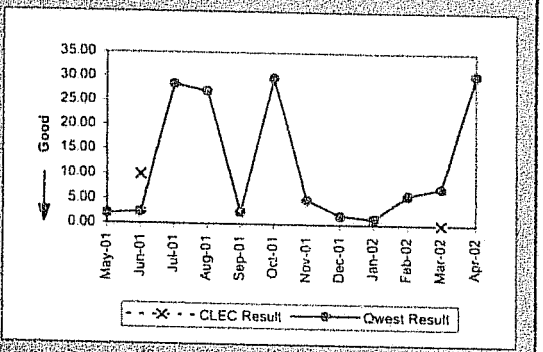
Provisioning Average Duration (OP-5A-2) - Dispatches Outside MSAs

Qwest Num	Qwest Dem	Qwest Result	Mod Z Scr	Parity Scr
430	45	9.56	-0.83	-1.5
337	46	7.33	-0.45	-1.27
309	46	6.72	-0.76	-1.46
447	50	8.94	-0.2	-1.12
269	32	8.41	-0.91	-1.55
459	43	10.67	-0.48	-1.29
402	40	10.05	-0.2	-1.12
357	42	8.50	-0.79	-1.48
227	29	7.83	-0.57	-1.35
192	28	6.86	-0.21	-1.13
192	32	6.00	-0.65	-1.4
156	26	6.00	-0.16	-1.1



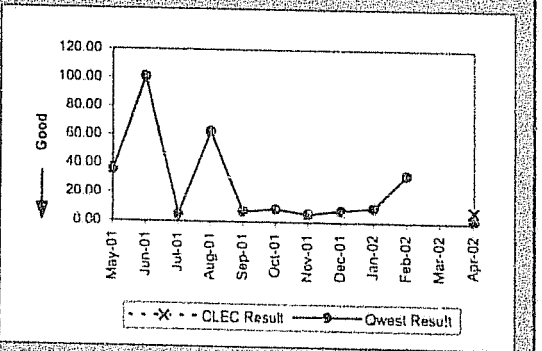
Provisioning Average Duration (OP-5A-2) - Dispatches Outside MSAs

Qwest Num	Qwest Dem	Qwest Result	Mod Z Scr	Parity Scr
2	1	2.00		
7	3	2.33	3.72	1.26
114	4	28.50		
81	3	27.00		
5	2	2.50		
149	5	29.80		
25	5	5.00		
11	6	1.83		
5	4	1.25		
18	3	6.00		
45	6	7.50	-0.83	-1.5
61	2	30.50		



Provisioning Average Duration (OP-5A-2) - Dispatches Outside MSAs

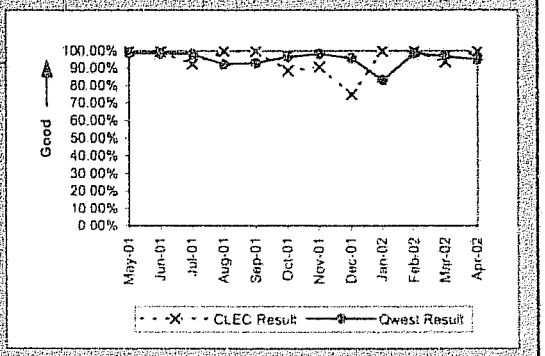
Qwest Num	Qwest Dem	Qwest Result	Mod Z Scr	Parity Scr
142	4	35.50		
101	1	101.00		
5	1	5.00		
63	1	63.00		
21	3	7.00		
18	2	9.00		
11	2	5.50		
8	1	8.00		
20	2	10.00		
33	1	33.00		
2	1	2.00		



Checklist #14 - Resale - PBX Installation

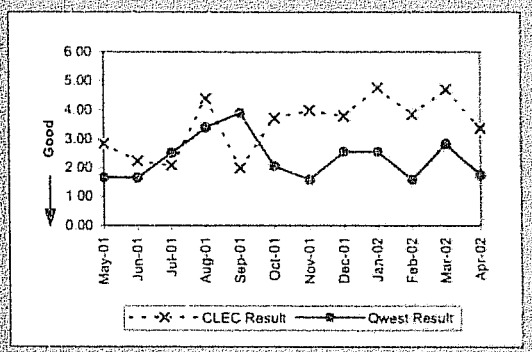
Installation Commitments Met (Percent) (OP-3C) -- No Dispatches

					Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
					1073	1084	98.99%	-0.67	-1.4
					1263	1282	98.67%	-0.63	-1.38
					497	506	98.22%	1.61	-0.02
					61	66	92.42%	-1.05	-1.64
					68	73	93.15%	-0.69	-1.42
					62	64	96.88%	1.2	-0.27
					61	62	98.39%	1.05	-0.36
					68	71	95.77%	2.85	0.73
					45	54	83.33%	-1.3	-1.79
					76	77	98.70%	-0.51	-1.31
					53	65	96.92%	0.51	-0.69
					60	63	95.24%	-0.73	-1.45



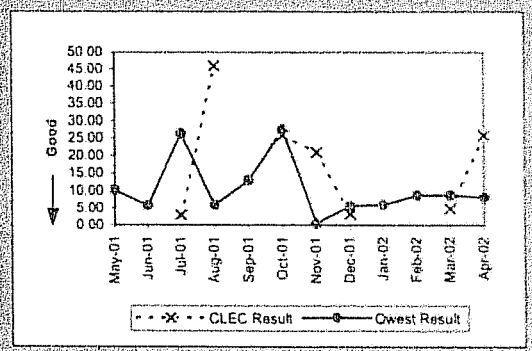
Installation Intervals (Average Days) (OP-4C) -- No Dispatches

					Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
					1722	1033	1.67	1.93	0.17
					1993	1210	1.65	1.79	0.09
					1161	456	2.53	-0.28	-1.17
					143	42	3.40	0.6	-0.63
					195	50	3.90	-0.4	-1.24
					113	55	2.05	0.97	-0.41
					73	46	1.59	1.04	-0.37
					139	54	2.57	0.66	-0.6
					87	34	2.56	0.8	-0.51
					104	66	1.58	1.65	0.01
					162	57	2.84	0.86	-0.48
					90	51	1.76	1.09	-0.34



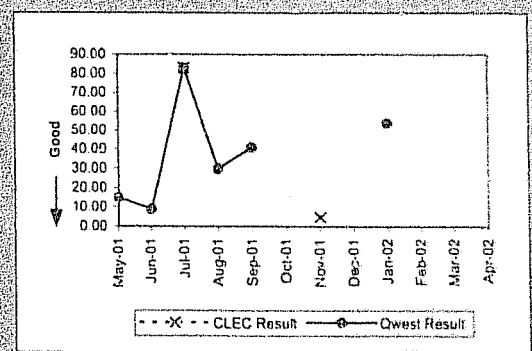
Missed Days for Non-Facility Reasons (Average Days) (OP-6A-3) -- No Dispatches

					Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
					92	9	10.22		
					87	15	5.80		
					423	16	26.44	-0.56	-1.34
					24	4	6.00	3.72	1.26
					78	6	13.00		
					193	7	27.57	-0.05	-1.03
					3	6	0.50	3.72	1.26
					75	13	5.77	-0.5	-1.3
					60	10	6.00		
					35	4	8.75		
					105	12	8.75	-0.21	-1.13
					114	14	8.14	1.11	-0.32



Missed Days for Facility Reasons (Average Days) (OP-6B-3) -- No Dispatches

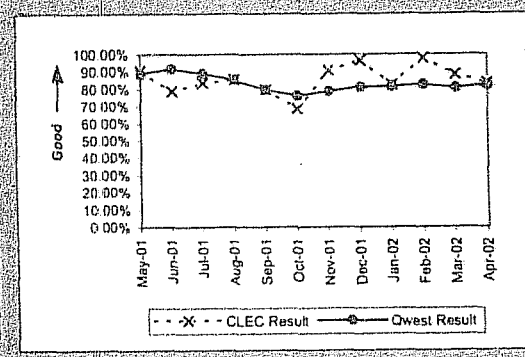
					Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
					30	2	15.00		
					18	2	9.00		
					83	1	83.00		
					60	2	30.00		
					82	2	41.00		
					54	1	54.00		



Checklist #14 - Resale - PBX Installation

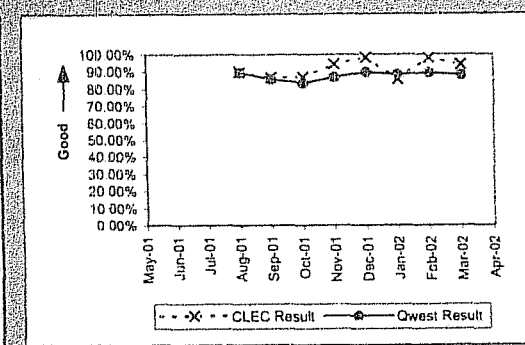
Trouble Report Rate Quality (Percent) (OP-5)

					Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
					1838	2171	89.27%	-0.59	-1.36
					2053	2213	91.67%	4.45	1.7
					1633	1836	89.16%	1.68	0.02
					1019	1179	85.67%	-0.05	-1.03
					666	823	79.71%	-0.06	-1.04
					624	818	76.28%	1.29	-0.22
					618	856	78.97%	-2.11	-2.28
					597	734	81.34%	-2.93	-2.78
					583	714	81.65%	-0.17	-1.11
					583	704	82.81%	-2.82	-2.71
					546	675	80.89%	-1.34	-1.81
					564	684	82.46%	-0.22	-1.13



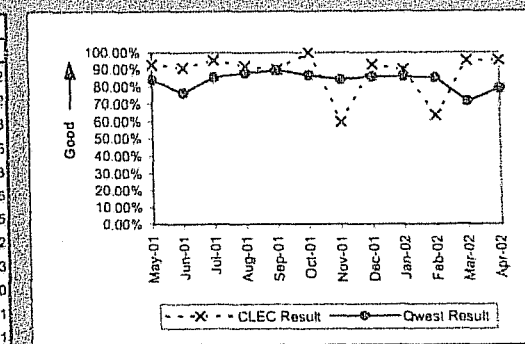
Trouble Report Rate Quality (Percent) (OP-5*)

					Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
					1058	1179	89.57%	-0.1	-1.06
					705	820	85.66%	-0.24	-1.14
					682	818	83.37%	-0.71	-1.43
					744	856	86.92%	-1.63	-1.99
					659	734	89.78%	-2.1	-2.28
					630	714	88.24%	0.61	-0.63
					428	704	89.20%	-1.99	-2.21
					594	675	88.00%	-1.33	-1.81



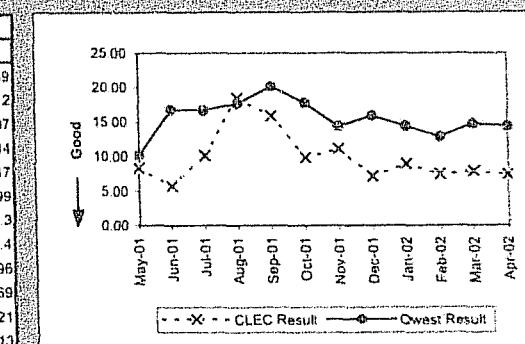
Trouble Report Rate Met (Percent) (OP-3D) -- Interval Zone One

					Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
					202	240	84.17%	-1.19	-1.72
					153	200	76.50%	-1.51	-1.92
					144	168	85.71%	-1.28	-1.78
					120	140	87.86%	-0.58	-1.36
					85	95	89.47%	-0.05	-1.03
					118	136	86.76%	-1.25	-1.76
					102	121	84.30%	1.24	-0.25
					79	85	85.88%	-0.69	-1.42
					110	128	85.94%	-0.49	-1.3
					108	127	85.04%	1.65	0
					106	148	71.62%	-2.31	-2.41
					106	134	79.10%	-1.8	-2.1



Trouble Report Average Days (OP-4D) -- Interval Zone One

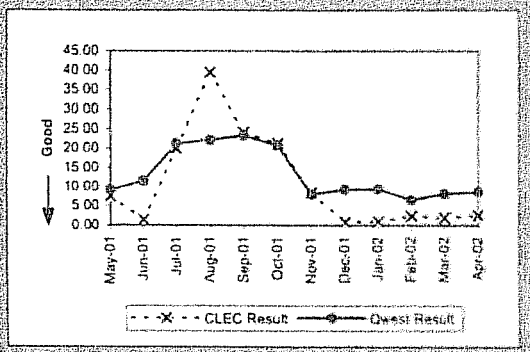
					Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
					2906	225	10.25	-0.65	-1.39
					3228	193	16.73	-1.84	-2.12
					6747	406	16.61	-1.76	-2.07
					5646	320	17.65	0.92	-0.44
					4283	213	20.11	-0.78	-1.47
					5329	304	17.69	-1.63	-1.99
					3705	258	14.36	-0.49	-1.3
					3243	205	15.82	-2.3	-2.4
					3246	226	14.34	-1.58	-1.96
					2647	207	12.79	-1.14	-1.69
					3475	237	14.66	-2	-2.21
					3317	232	14.30	-1.86	-2.13



Checklist #14 - Resale - PBX Installation

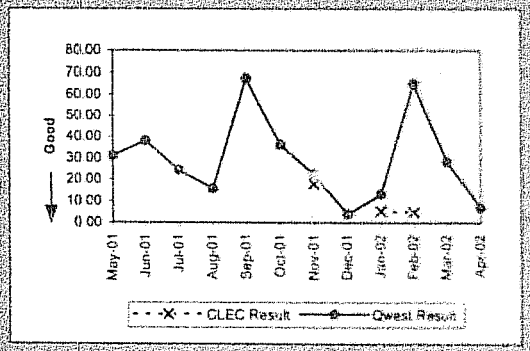
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-4)-- Interval Zone One

Date	CLEC Num	CLEC Dem	CLEC Result	Std Dev	Qwest Num	Qwest Dem	Qwest Result	Mod Z Scr	Parity Scr
May-01	15	2	7.50	6.36	228	25	9.12	-0.19	-1.12
Jun-01	6	2	1.50	0.71	150	13	11.54	-0.89	-1.54
Jul-01	141	7	20.14	9.55	3082	145	21.26	-0.14	-1.09
Aug-01	319	8	39.50	33.35	2660	120	22.17	1.57	-0.04
Sep-01	194	8	24.25	11.34	2245	96	23.39	1.09	-0.33
Oct-01	173	8	21.58	20.53	2382	115	20.71	1.08	-0.34
Nov-01	59	7	8.43	13.73	1457	180	8.09	1.01	-0.39
Dec-01	3	5	0.88	2.10	1356	145	9.35	-1.57	-1.95
Jan-02	4	4	1.00	1.41	1229	131	9.38	-0.64	-1.39
Feb-02	10	4	2.50	3.11	706	108	6.54	-0.46	-1.29
Mar-02	8	4	2.00	2.45	1141	139	8.21	-0.76	-1.46
Apr-02	8	3	2.67	3.79	1215	140	8.68	-0.72	-1.44



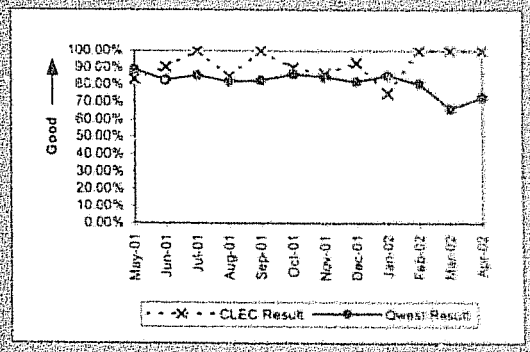
Delayed Days for Facility Reasons (Average Days) (OP-6B-4)-- Interval Zone One

Date	CLEC Num	CLEC Dem	CLEC Result	Std Dev	Qwest Num	Qwest Dem	Qwest Result	Mod Z Scr	Parity Scr
May-01					403	13	31.00		
Jun-01					1297	34	38.15		
Jul-01					268	11	24.36		
Aug-01					142	9	15.78		
Sep-01					135	2	67.50		
Oct-01					291	8	36.38		
Nov-01	18	1	18.00		158	7	22.57	-0.11	-1.07
Dec-01					8	2	4.00		
Jan-02	11	2	5.50	3.54	40	3	13.33	-0.72	-1.44
Feb-02	5	1	5.00		65	1	65.00		
Mar-02					114	4	28.50		
Apr-02					7	1	7.00		



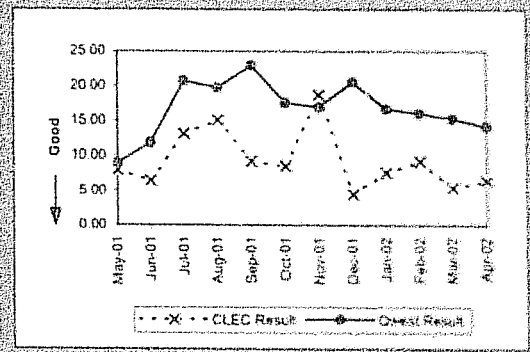
Installation Commitments Met (Percent) (OP-3E)-- Interval Zone Two

Date	CLEC Num	CLEC Dem	CLEC Result	Std Dev	Qwest Num	Qwest Dem	Qwest Result	Mod Z Scr	Parity Scr
May-01	20	24	83.33%	37.27%	122	137	89.05%	0.79	-0.52
Jun-01	19	21	90.48%	29.35%	87	105	82.86%	-0.85	-1.51
Jul-01	12	12	100.00%	0.00%	53	62	85.48%	-1.31	-1.79
Aug-01	17	20	85.00%	35.71%	68	83	81.93%	-0.32	-1.19
Sep-01	7	7	100.00%	0.00%	66	80	82.50%	-1.17	-1.71
Oct-01	9	10	90.00%	30.00%	106	123	86.18%	-0.34	-1.2
Nov-01	10	15	86.67%	33.99%	100	118	84.75%	-0.19	-1.12
Dec-01	13	14	92.86%	25.75%	54	66	81.82%	-0.97	-1.59
Jan-02	9	12	75.00%	43.30%	82	96	85.42%	0.89	-0.46
Feb-02	7	7	100.00%	0.00%	78	97	80.41%	-1.26	-1.77
Mar-02	5	5	100.00%	0.00%	76	115	66.09%	-1.22	-1.74
Apr-02	9	9	100.00%	0.00%	67	92	72.83%	-1.75	-2.06



Installation Interval (Average Days) (OP-4E)-- Interval Zone Two

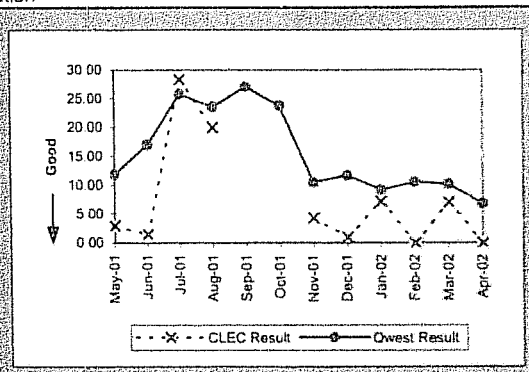
Date	CLEC Num	CLEC Dem	CLEC Result	Std Dev	Qwest Num	Qwest Dem	Qwest Result	Mod Z Scr	Parity Scr
May-01	168	21	8.00	6.48	1217	136	8.95	-0.55	-1.33
Jun-01	117	18	6.50	5.38	1137	96	11.84	-1.4	-1.85
Jul-01	262	20	13.10	13.91	4141	200	20.70	-1.51	-1.92
Aug-01	351	20	15.05	11.54	4244	215	19.74	-0.99	-1.6
Sep-01	148	16	9.25	4.27	3828	167	22.92	-2.03	-2.23
Oct-01	103	12	8.58	6.24	4037	230	17.55	-1.4	-1.85
Nov-01	337	18	18.72	32.59	3633	214	16.98	0.79	-0.52
Dec-01	68	15	4.53	2.47	3614	176	20.53	-1.7	-2.03
Jan-02	130	13	7.69	4.33	3915	228	16.73	-1.86	-2.13
Feb-02	74	8	9.25	6.56	2837	175	16.04	-0.87	-1.53
Mar-02	22	4	5.50	1.29	2858	188	15.26	-1.09	-1.66
Apr-02	39	6	6.50	1.64	2471	175	14.12	-1.47	-1.89



Checklist #14 - Resale - PBX Installation

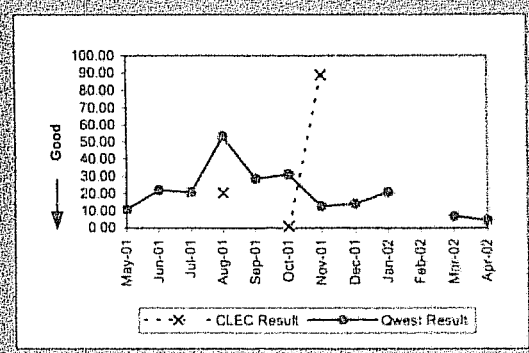
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5)– Interval Zone Two

				1.41	83	7	11.86	-1.43	-1.87
				0.71	163	9	17.00	-0.68	-1.42
			26.33	19.80	2349	91	25.81	1.2	-0.27
			20.55	13.53	2261	96	23.55	-0.3	-1.18
					1841	68	27.07		
					1737	73	23.79		
			4.29	8.83	1278	122	10.48	-0.89	-1.54
			1.00	1.41	1463	125	11.70	-0.4	-1.24
			7.25	9.39	1436	156	9.21	-0.27	-1.16
			0.00	0.00	1117	106	10.54	-0.87	-1.53
			7.00	9.90	1264	124	10.19	-0.24	-1.14
			0.00		791	117	6.76	-0.57	-1.34



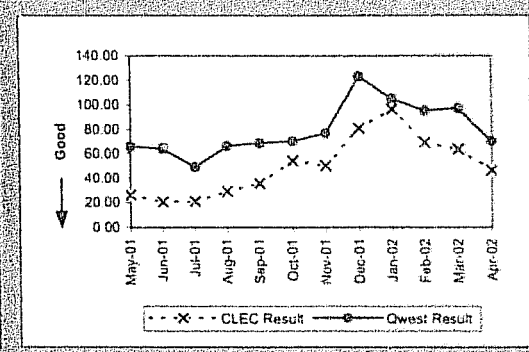
Delayed Days for Facility Reasons (Average Days) (OP-6B-5)– Interval Zone Two

					88	8	11.00		
					200	9	22.22		
					21	1	21.00		
			20.67	15.82	427	8	53.38	-1.17	-1.71
					256	9	28.67		
			1.00		281	9	31.22	-0.94	-1.57
			48.00		102	8	12.75	3.72	1.26
					71	5	14.20		
					105	5	21.00		
					7	1	7.00		
					9	2	4.50		



Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A)

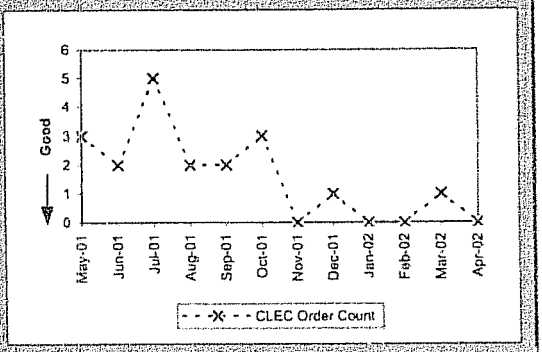
			28.64	22.16	16276	247	65.89	-1.49	-1.9
			30.85	25.33	16418	255	64.38	-1.4	-1.85
			21.42	20.19	11179	228	49.03	-1.18	-1.72
			25.56	28.74	11600	175	66.29	-1.33	-1.81
			35.82	31.86	11606	169	68.67	-1.11	-1.68
			54.56	41.29	11305	161	70.22	-0.47	-1.28
			50.50	43.45	14244	185	76.99	-0.6	-1.37
			84.29	66.65	12592	102	123.45	-0.79	-1.48
			96.71	74.54	13790	131	105.27	-0.17	-1.1
			69.33	68.53	12799	134	95.51	-0.35	-1.21
			63.75	74.17	13714	141	97.26	-0.5	-1.3
			48.71	70.55	15099	215	70.23	-0.55	-1.34



Checklist #14 - Resale - PBX Installation

Percent Pending Orders Delayed for Facilities Reasons PBX (OP-15B)

	CLEC Order Count
	3
	2
	5
	2
	2
	3
	0
	1
	0
	0
	1
	0

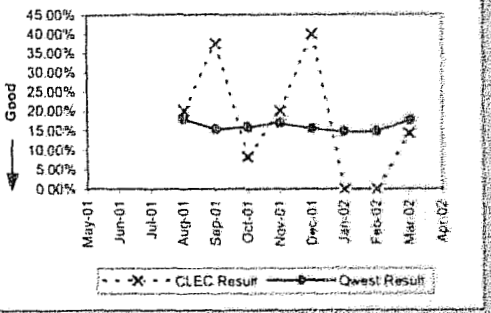


Checklist #14 - Resale - PBX Repair

Checklist #14 - Resale - PBX Repair

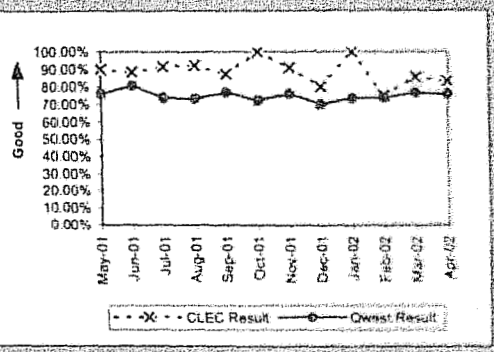
Repair Repeat Repair Rate (Percent) (MR-7A*)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01	3	15	20.00%	40.00%	101	562	17.97%	0.24	-0.85
Sep-01	6	16	37.50%	48.41%	61	399	15.29%	2.12	0.29
Oct-01	1	12	8.33%	27.64%	68	429	15.85%	-0.7	-1.43
Nov-01	3	15	20.00%	40.00%	58	343	16.91%	0.29	-0.82
Dec-01	2	5	40.00%	46.99%	49	316	15.51%	1.28	-0.22
Jan-02	0	6	0.00%	0.00%	61	416	14.66%	-1.01	-1.61
Feb-02	0	3	0.00%	0.00%	43	292	14.73%	-0.72	-1.44
Mar-02	1	7	14.29%	34.99%	53	302	17.55%	-0.22	-1.14
Apr-02									



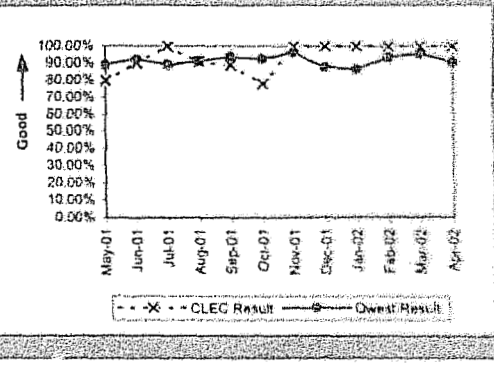
Repair Appointments Met (Percent) (MR-9A)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01	18	20	90.00%	30.00%	342	449	76.17%	-1.42	-1.86
Jun-01	31	35	88.57%	31.82%	382	473	80.76%	-1.13	-1.69
Jul-01	19	19	91.67%	27.64%	330	446	73.99%	-1.38	-1.84
Aug-01	12	13	92.31%	26.65%	333	455	73.19%	-1.53	-1.93
Sep-01	14	16	87.50%	33.07%	239	311	76.85%	-0.99	-1.6
Oct-01	6	6	100.00%	0.00%	267	370	72.16%	-1.51	-1.92
Nov-01	10	11	90.91%	28.75%	214	282	75.89%	-1.14	-1.69
Dec-01	4	5	80.00%	40.00%	208	298	69.80%	-0.49	-1.3
Jan-02	5	7	100.00%	0.00%	243	331	73.41%	-1.58	-1.96
Feb-02	3	4	75.00%	43.30%	174	236	73.73%	-0.06	-1.03
Mar-02	6	7	85.71%	34.99%	186	243	76.54%	-0.56	-1.34
Apr-02	5	6	83.33%	37.27%	206	273	75.46%	-0.44	-1.27



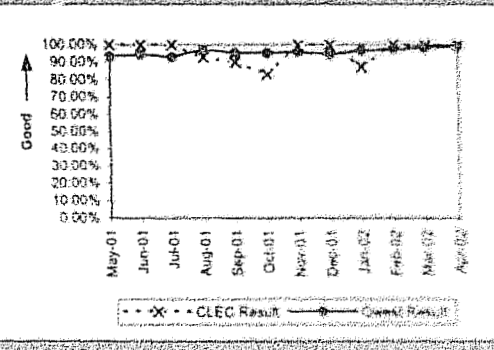
Out of Service Cleared within 24 hours (Percent) (MR-3B)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01	8	10	80.00%	40.00%	107	120	89.17%	0.82	-0.5
Jun-01	9	10	90.00%	30.00%	119	129	92.25%	0.27	-0.84
Jul-01	8	8	100.00%	0.00%	113	127	88.98%	-0.97	-1.59
Aug-01	10	11	90.91%	28.75%	105	115	91.30%	0.07	-0.96
Sep-01	8	9	88.89%	31.43%	105	112	93.75%	0.52	-0.68
Oct-01	7	9	77.78%	41.57%	122	132	92.42%	1.31	-0.2
Nov-01	5	5	100.00%	0.00%	79	82	96.34%	-0.42	-1.26
Dec-01	4	4	100.00%	0.00%	85	97	87.63%	-0.74	-1.45
Jan-02	4	4	100.00%	0.00%	82	95	86.32%	-0.78	-1.47
Feb-02	1	1	100.00%	0.00%	86	92	93.48%	-0.26	-1.16
Mar-02	3	3	100.00%	0.00%	86	90	95.56%	-0.37	-1.22
Apr-02	11	11	100.00%	0.00%	58	64	90.63%	-0.99	-1.6



All Troubles Cleared within 48 hours (Percent) (MR-4B)-- Dispatches Outside MSAs

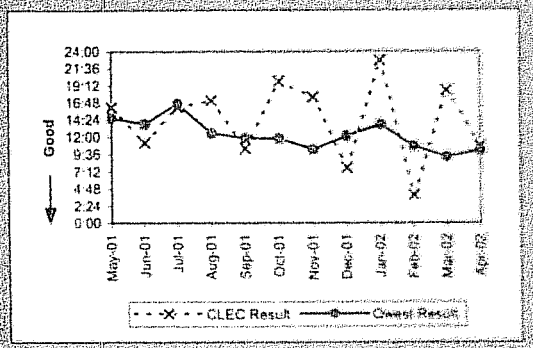
Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01	10	10	100.00%	0.00%	140	150	93.33%	-0.92	-1.56
Jun-01	10	10	100.00%	0.00%	153	162	94.44%	-0.74	-1.45
Jul-01	10	10	100.00%	0.00%	144	155	92.90%	-0.65	-1.52
Aug-01	13	14	92.86%	25.75%	143	147	97.28%	0.78	-0.53
Sep-01	9	10	90.00%	30.00%	123	129	95.35%	0.66	-0.5
Oct-01	10	12	83.33%	37.27%	142	149	95.30%	1.45	-0.12
Nov-01	6	6	100.00%	0.00%	96	100	96.00%	-0.49	-1.3
Dec-01	8	8	100.00%	0.00%	108	114	94.74%	-0.56	-1.34
Jan-02	7	8	87.50%	33.07%	114	118	96.61%	1.01	-0.39
Feb-02	2	2	100.00%	0.00%	117	120	97.50%	-0.22	-1.14
Mar-02	4	4	100.00%	0.00%	115	117	98.29%	-0.26	-1.15
Apr-02	14	14	100.00%	0.00%	83	84	98.81%	-0.38	-1.23



Checklist #14 - Resale - PBX Repair

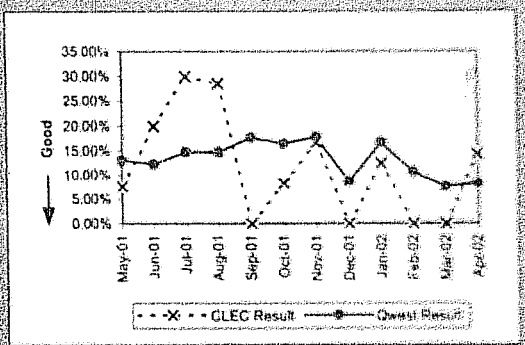
Mean Time to Restore (Hours:Minutes) (MR-6B)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01	210:13	13	16:10	11:39	2203:57	150	14:42	1.41	-0.14
Jun-01	112:29	10	11:15	10:11	2242:45	162	13:51	-0.46	-1.28
Jul-01	161:29	10	16:09	9:03	2584:17	155	16:40	-0.08	-1.05
Aug-01	240:17	14	17:10	17:50	1848:11	147	12:34	1.34	-0.18
Sep-01	154:49	10	10:29	17:40	1531:39	129	11:52	-0.26	-1.16
Oct-01	238:31	12	19:53	24:05	1760:45	149	11:49	1.48	-0.1
Nov-01	105:43	6	17:38	5:47	1029:52	100	10:18	1.55	-0.06
Dec-01	46:14	6	7:46	7:54	1389:06	114	12:11	-0.64	-1.39
Jan-02	182:05	8	22:46	23:25	1623:06	118	13:45	1.64	0
Feb-02	8:00	2	4:00	2:03	1288:16	120	10:44	-0.69	-1.42
Mar-02	74:09	4	18:32	19:16	1080:30	117	9:14	1.88	0.14
Apr-02	150:38	14	10:46	8:46	849:09	84	10:07	1.08	-0.35



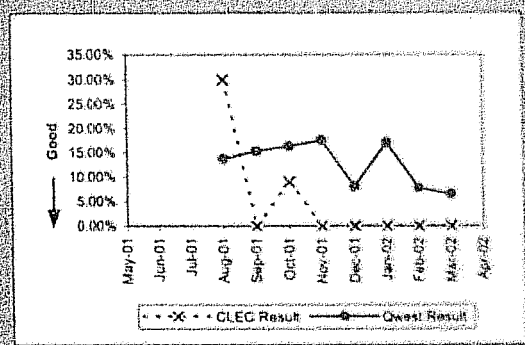
Repair Repeat Report Rate (Percent) (MR-7B)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01	1	13	7.69%	26.65%	20	153	13.07%	-0.55	-1.34
Jun-01	2	10	20.00%	40.00%	20	163	12.27%	0.69	-0.58
Jul-01	3	10	30.00%	45.83%	23	156	14.74%	1.19	-0.28
Aug-01	4	14	28.57%	45.18%	22	149	14.77%	1.26	-0.23
Sep-01	0	10	0.00%	0.00%	23	130	17.69%	-1.41	-1.86
Oct-01	1	12	8.33%	27.64%	25	152	16.45%	-0.73	-1.44
Nov-01	1	6	16.67%	37.27%	18	101	17.82%	-0.07	-1.04
Dec-01	0	6	0.00%	0.00%	10	114	8.77%	-0.74	-1.45
Jan-02	1	8	12.50%	33.07%	20	120	16.67%	-0.31	-1.19
Feb-02	0	3	0.00%	0.00%	13	122	10.66%	-0.59	-1.36
Mar-02	0	4	0.00%	0.00%	9	118	7.63%	-0.57	-1.34
Apr-02	2	14	14.29%	34.99%	7	84	8.33%	0.68	-0.59



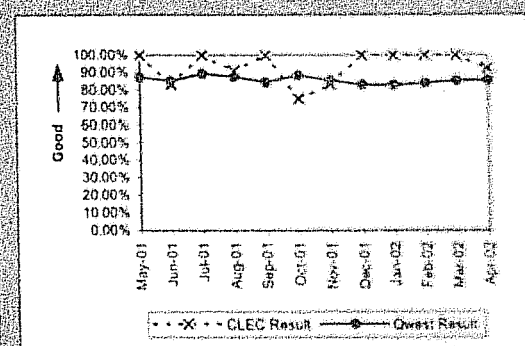
Repair Repeat Report Rate (Percent) (MR-7B*)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01	3	10	30.00%	45.83%	15	109	13.76%	1.26	-0.24
Sep-01	0	9	0.00%	0.00%	16	104	15.38%	-1.23	-1.75
Oct-01	1	11	9.09%	28.75%	20	122	16.39%	-0.63	-1.38
Nov-01	0	5	0.00%	0.00%	12	68	17.65%	-1	-1.61
Dec-01	0	2	0.00%	0.00%	7	86	8.14%	-0.42	-1.25
Jan-02	0	5	0.00%	0.00%	16	93	17.20%	-0.99	-1.5
Feb-02	0	2	0.00%	0.00%	7	90	7.78%	-0.41	-1.25
Mar-02	0	2	0.00%	0.00%	6	92	6.52%	-0.37	-1.22
Apr-02									



Repair Appointments Met (Percent) (MR-9B)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01	12	12	100.00%	0.00%	90	103	87.38%	-1.25	-1.76
Jun-01	5	6	83.33%	37.27%	97	114	85.09%	0.14	-0.92
Jul-01	9	9	100.00%	0.00%	93	104	89.42%	-0.99	-1.6
Aug-01	10	11	90.91%	28.75%	92	105	87.62%	-0.32	-1.19
Sep-01	6	6	100.00%	0.00%	76	90	84.44%	-1.02	-1.62
Oct-01	9	12	75.00%	43.30%	91	103	88.35%	1.2	-0.27
Nov-01	5	6	83.33%	37.27%	59	69	85.51%	0.15	-0.91
Dec-01	6	6	100.00%	0.00%	68	82	82.93%	-1.07	-1.65
Jan-02	8	8	100.00%	0.00%	77	93	82.80%	-1.24	-1.75
Feb-02	3	3	100.00%	0.00%	73	87	83.91%	-0.75	-1.45
Mar-02	4	4	100.00%	0.00%	70	82	85.37%	-0.81	-1.49
Apr-02	12	13	92.31%	26.65%	48	56	85.71%	-0.61	-1.37



CONTINUATION

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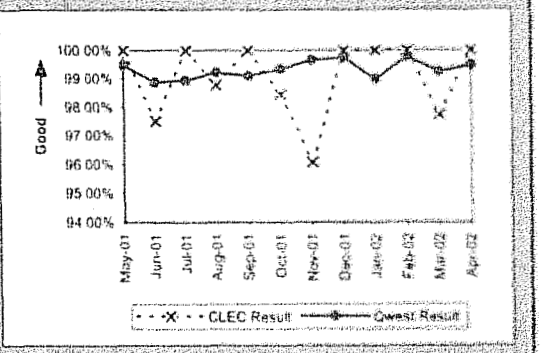
Checklist #14 - Resale - PBX Repair

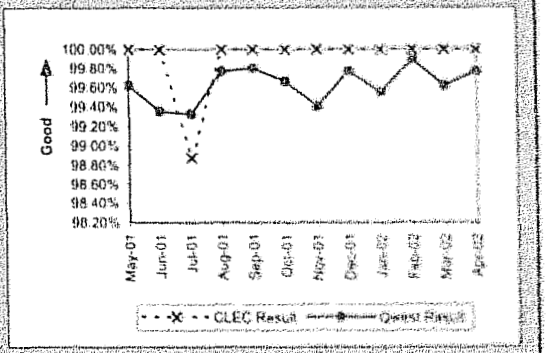
Out of Service Cleared within 24 hours (Percent) (MR-3C)-- No Dispatches

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01	69	69	100.00%	0.00%	1146	1152	99.48%	-0.58	-1.35
Jun-01	78	80	97.50%	15.61%	1051	1063	98.87%	1	-0.39
Jul-01	72	72	100.00%	0.00%	1024	1035	98.94%	-0.85	-1.52
Aug-01	81	82	98.78%	10.98%	1155	1164	99.23%	0.45	-0.73
Sep-01	63	63	100.00%	0.00%	886	894	99.11%	-0.73	-1.44
Oct-01	64	65	98.46%	12.31%	1054	1061	99.34%	0.74	-0.55
Nov-01	49	51	96.08%	19.41%	851	854	99.65%	2.26	0.37
Dec-01	40	40	100.00%	0.00%	758	760	99.74%	-0.32	-1.19
Jan-02	47	47	100.00%	0.00%	966	976	98.98%	-0.68	-1.41
Feb-02	26	26	100.00%	0.00%	789	791	99.75%	-0.25	-1.15
Mar-02	43	44	97.73%	14.90%	912	919	99.24%	0.91	-0.45
Apr-02	42	42	100.00%	0.00%	732	736	99.46%	-0.47	-1.28



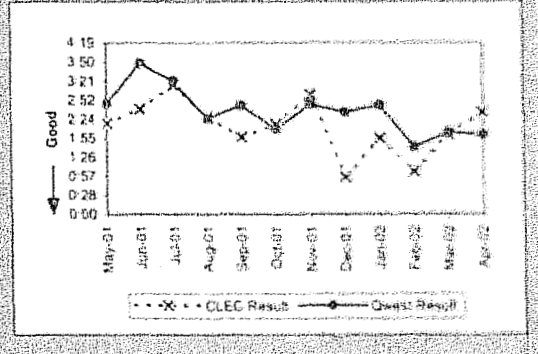
All Troubles Cleared within 48 hours (Percent) (MR-4C)-- No Dispatches

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01	77	77	100.00%	0.00%	1315	1320	99.62%	-0.53	-1.32
Jun-01	92	92	100.00%	0.00%	1230	1238	99.35%	-0.75	-1.45
Jul-01	88	89	98.88%	10.54%	1180	1188	99.33%	0.49	-0.7
Aug-01	92	92	100.00%	0.00%	1307	1310	99.77%	-0.44	-1.27
Sep-01	65	65	100.00%	0.00%	1016	1018	99.80%	-0.35	-1.21
Oct-01	78	78	100.00%	0.00%	1179	1183	99.66%	-0.5	-1.3
Nov-01	62	62	100.00%	0.00%	1003	1009	99.41%	-0.59	-1.36
Dec-01	47	47	100.00%	0.00%	874	876	99.77%	-0.32	-1.19
Jan-02	62	62	100.00%	0.00%	1103	1108	99.55%	-0.52	-1.31
Feb-02	33	33	100.00%	0.00%	910	911	99.89%	-0.19	-1.11
Mar-02	49	49	100.00%	0.00%	1038	1042	99.62%	-0.42	-1.26
Apr-02	51	51	100.00%	0.00%	861	863	99.77%	-0.33	-1.2



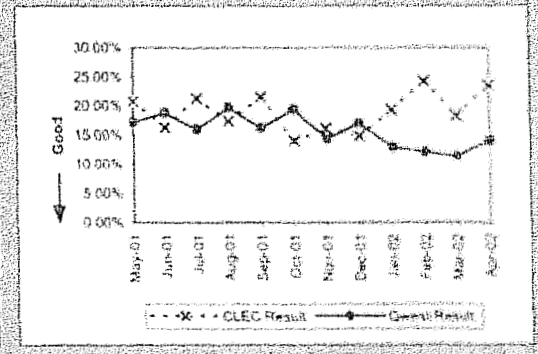
Mean Time to Restore (Hours:Minutes) (MR-6C)-- No Dispatches

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01	178:08	77	2:19	4:38	3700:14	1320	2:48	-0.48	-1.29
Jun-01	245:19	92	2:40	5:21	4726:28	1238	3:49	-0.5	-1.3
Jul-01	291:13	89	3:16	9:05	3991:15	1188	3:22	-0.09	-1.05
Aug-01	224:40	92	2:27	5:40	3171:13	1310	2:25	0.98	-0.41
Sep-01	127:12	65	1:57	3:43	2794:02	1018	2:45	-0.5	-1.31
Oct-01	178:20	78	2:17	4:37	2569:13	1183	2:10	1.22	-0.26
Nov-01	186:56	62	3:01	6:25	2808:17	1009	2:47	1.18	-0.28
Dec-01	44:33	47	0:57	1:08	2259:27	876	2:35	-1.07	-1.65
Jan-02	120:04	62	1:56	4:36	3061:00	1108	2:46	-0.45	-1.27
Feb-02	35:49	33	1:05	0:58	1549:36	911	1:42	-0.84	-1.51
Mar-02	99:20	49	2:02	5:44	2149:58	1042	2:04	-0.04	-1.02
Apr-02	131:45	51	2:35	5:30	1743:10	863	2:01	1.35	-0.18



Repair Repeat Report Rate (Percent) (MR-7C)-- No Dispatches

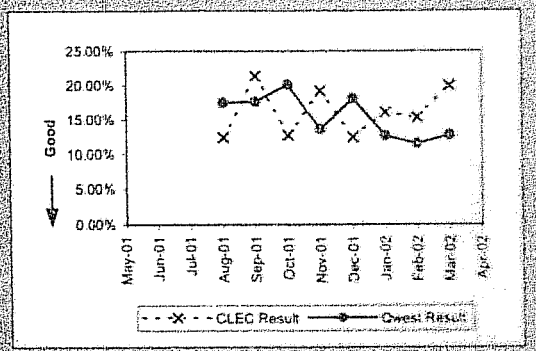
Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01	16	77	20.78%	40.57%	227	1320	17.20%	0.81	-0.51
Jun-01	15	92	16.30%	36.94%	233	1238	18.82%	-0.6	-1.35
Jul-01	19	89	21.35%	40.98%	190	1188	15.99%	1.29	-0.21
Aug-01	16	92	17.39%	37.90%	258	1310	19.69%	-0.54	-1.33
Sep-01	14	65	21.54%	41.11%	165	1018	16.21%	1.11	-0.33
Oct-01	17	78	14.10%	34.80%	230	1183	19.44%	-1.15	-1.7
Nov-01	10	62	16.13%	36.78%	145	1009	14.37%	0.41	-0.75
Dec-01	7	47	14.89%	35.60%	149	876	17.01%	-0.38	-1.23
Jan-02	12	62	19.35%	39.51%	144	1108	13.00%	1.39	-0.16
Feb-02	8	33	24.24%	42.86%	110	911	12.07%	1.91	0.16
Mar-02	9	49	18.37%	38.72%	119	1042	11.42%	1.41	-0.14
Apr-02	12	51	23.53%	42.42%	121	863	14.02%	1.77	0.08



Checklist #14 - Resale - PBX Repair

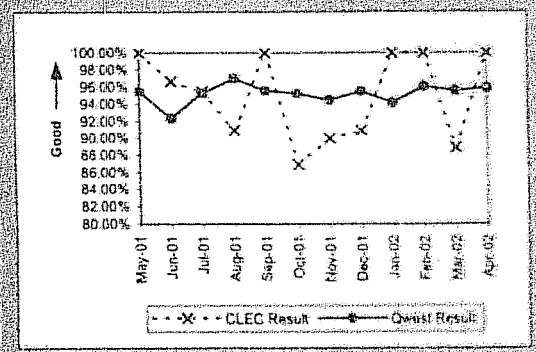
Repair Repeat Report Rate (Percent) (MR-7C*)-- No Dispatches

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01	6	48	12.50%	33.07%	117	668	17.52%	-0.88	-1.54
Sep-01	6	28	21.43%	41.03%	91	514	17.70%	0.52	-0.68
Oct-01	5	39	12.82%	33.43%	115	572	20.10%	-1.1	-1.67
Nov-01	5	26	19.23%	39.41%	60	440	13.64%	0.8	-0.51
Dec-01	3	24	12.50%	33.07%	74	408	18.14%	-0.7	-1.42
Jan-02	5	31	16.13%	36.78%	70	552	12.68%	0.58	-0.65
Feb-02	2	13	15.38%	36.08%	50	433	11.55%	0.45	-0.72
Mar-02	5	25	20.00%	40.00%	56	438	12.79%	1.01	-0.39
Apr-02									



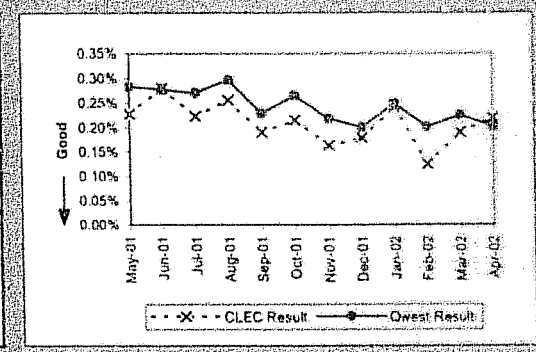
Repair Appointments Met (Percent) (MR-9C)-- No Dispatches

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01	18	18	100.00%	0.00%	320	335	95.52%	-0.89	-1.54
Jun-01	29	30	96.67%	17.95%	313	339	92.33%	-0.86	-1.52
Jul-01	21	22	95.45%	20.83%	302	317	95.27%	-0.04	-1.02
Aug-01	20	22	90.91%	28.75%	320	330	96.97%	1.31	-0.2
Sep-01	10	10	100.00%	0.00%	259	271	95.57%	-0.67	-1.41
Oct-01	20	23	86.96%	33.68%	260	273	95.24%	1.49	-0.09
Nov-01	18	20	90.00%	30.00%	239	253	94.47%	0.79	-0.52
Dec-01	10	11	90.91%	28.75%	233	244	95.49%	0.65	-0.61
Jan-02	22	22	100.00%	0.00%	257	273	94.14%	-1.13	-1.68
Feb-02	9	9	100.00%	0.00%	220	229	96.07%	-0.6	-1.36
Mar-02	8	9	88.89%	31.43%	237	248	95.56%	0.81	-0.51
Apr-02	18	18	100.00%	0.00%	210	219	95.89%	-0.84	-1.51



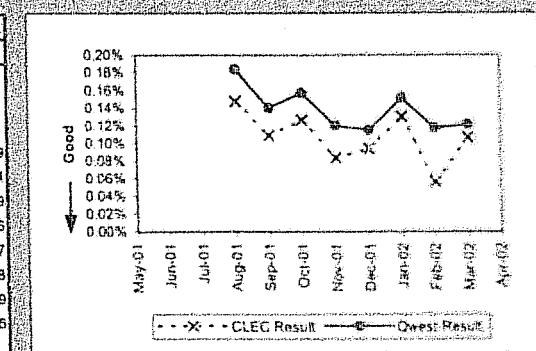
Trouble Rate (Percent) (MR-8)

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01	114	49081	0.23%	4.77%	2139	754573	0.28%	-2.26	-2.37
Jun-01	142	50658	0.28%	5.29%	2083	748765	0.28%	0.09	-0.95
Jul-01	112	49664	0.22%	4.73%	2002	739592	0.27%	-1.94	-2.16
Aug-01	126	49187	0.26%	5.05%	2159	726779	0.30%	-1.61	-1.98
Sep-01	93	48583	0.19%	4.37%	1656	722146	0.23%	-1.69	-2.03
Oct-01	105	48762	0.22%	4.64%	1893	714107	0.27%	-2.07	-2.26
Nov-01	80	48783	0.16%	4.05%	1547	707971	0.22%	-2.49	-2.52
Dec-01	59	32684	0.18%	4.23%	1412	701750	0.20%	-0.86	-1.52
Jan-02	78	32150	0.24%	4.92%	1743	698465	0.25%	-0.24	-1.15
Feb-02	40	31852	0.13%	3.54%	1393	691231	0.20%	-2.95	-2.8
Mar-02	61	31869	0.19%	4.37%	1540	684330	0.23%	-1.24	-1.75
Apr-02	71	32256	0.22%	4.69%	1371	677034	0.20%	0.69	-0.58



Trouble Rate (Percent) (MR-8*)

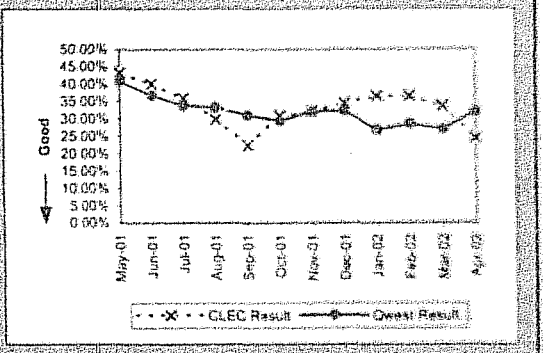
Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01	83	49187	0.16%	3.85%	1339	726779	0.18%	-1.79	-2.09
Sep-01	53	48583	0.11%	3.30%	1017	722146	0.14%	-1.81	-2.1
Oct-01	62	48762	0.13%	3.56%	1123	714107	0.16%	-1.62	-1.99
Nov-01	43	48783	0.09%	2.90%	851	707971	0.12%	-2.23	-2.36
Dec-01	31	32684	0.09%	3.07%	810	701750	0.12%	-1.1	-1.67
Jan-02	42	32150	0.13%	3.61%	1061	698465	0.15%	-0.96	-1.58
Feb-02	16	31852	0.06%	2.38%	815	691231	0.12%	-3.12	-2.9
Mar-02	34	31869	0.11%	3.25%	832	684330	0.12%	-0.75	-1.45
Apr-02									



Checklist #14 - Resale - PBX Repair

Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10)

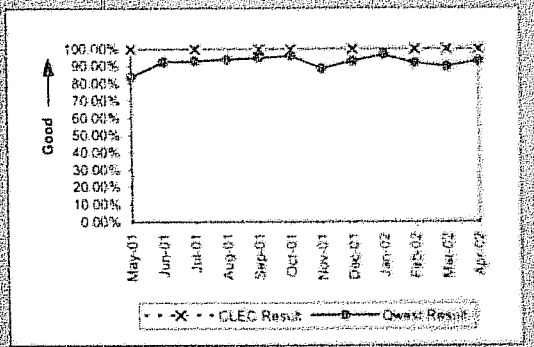
Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01	87	201	43.28%	49.55%	1481	3620	40.91%	0.67	-0.6
Jun-01	95	237	40.08%	49.01%	1207	3290	36.69%	1.04	-0.38
Jul-01	63	175	36.00%	48.00%	1022	3024	33.80%	0.6	-0.63
Aug-01	54	180	30.00%	45.83%	1074	3233	33.22%	-0.89	-1.54
Sep-01	27	120	22.50%	41.76%	744	2400	31.00%	-1.96	-2.19
Oct-01	47	152	30.92%	46.22%	768	2681	29.39%	0.41	-0.75
Nov-01	38	118	32.20%	46.73%	730	2277	32.06%	0.04	-0.97
Dec-01	31	90	34.44%	47.52%	674	2086	32.31%	0.43	-0.74
Jan-02	45	123	36.59%	48.17%	638	2381	26.80%	2.32	0.41
Feb-02	23	63	36.51%	48.15%	556	1949	28.53%	1.36	-0.18
Mar-02	31	92	33.70%	47.27%	567	2107	26.91%	1.41	-0.14
Apr-02	23	94	24.47%	42.99%	645	2016	31.99%	-1.53	-1.93



Checklist #14 - Resale - Basic ISDN Installation

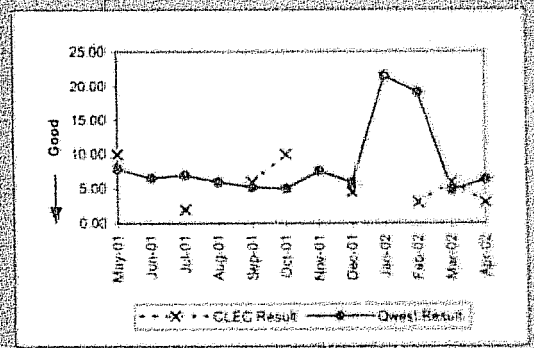
Installation Commitments Met (Percent) (OP-3A)– Dispatches Within MSAs

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01	2	2	100.00%	0.00%	353	421	83.85%	-0.62	-1.38
Jun-01					408	442	92.31%		
Jul-01	1	1	100.00%	0.00%	376	405	92.84%	-0.28	-1.17
Aug-01					468	499	93.79%		
Sep-01	4	4	100.00%	0.00%	320	338	94.67%	-0.47	-1.29
Oct-01	1	1	100.00%	0.00%	539	562	95.91%	-0.21	-1.13
Nov-01					445	502	88.65%		
Dec-01	2	2	100.00%	0.00%	535	576	92.88%	-0.39	-1.24
Jan-02					2215	2298	96.39%		
Feb-02	1	1	100.00%	0.00%	700	763	91.74%	-0.3	-1.18
Mar-02	2	2	100.00%	0.00%	493	550	89.64%	-0.48	-1.29
Apr-02	1	1	100.00%	0.00%	681	734	92.78%	-0.28	-1.17



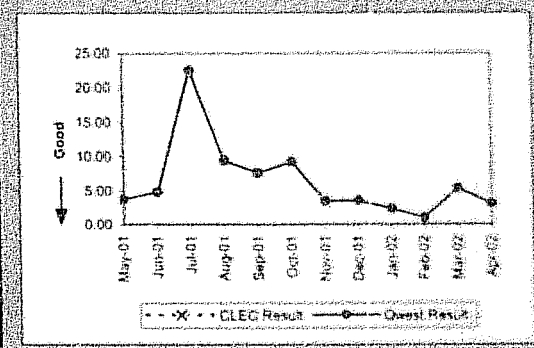
Installation Interval (Average Days) (OP-4A)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01	20	2	10.00	7.07	3315	421	7.87	2.65	0.61
Jun-01					2884	442	6.52		
Jul-01	2	1	2.00		2949	425	6.94	-0.29	-1.18
Aug-01					3094	520	5.95		
Sep-01	24	4	6.00	3.83	1615	348	5.22	1.54	-0.06
Oct-01	10	1	10.00		2912	579	5.03	2.65	0.61
Nov-01					3886	514	7.56		
Dec-01	9	2	4.50	2.12	3479	590	5.90	-0.23	-1.14
Jan-02					54935	2546	21.58		
Feb-02	3	1	3.00		19067	995	19.16	-0.9	-1.55
Mar-02	12	2	6.00	1.41	2628	555	4.74	2.03	0.24
Apr-02	3	1	3.00		4694	741	6.33	-0.33	-1.2



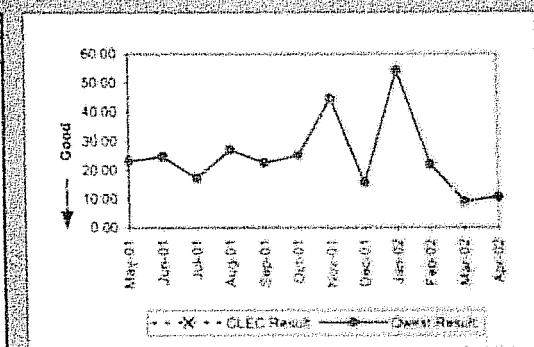
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-1)– Dispatches Within MSAs

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01					164	43	3.81		
Jun-01					87	18	4.83		
Jul-01					655	29	22.59		
Aug-01					179	19	9.42		
Sep-01					69	9	7.67		
Oct-01					223	24	9.29		
Nov-01					178	51	3.49		
Dec-01					148	41	3.61		
Jan-02					756	325	2.33		
Feb-02					296	288	1.03		
Mar-02					320	59	5.42		
Apr-02					179	57	3.14		



Delayed Days for Facility Reasons (Average Days) (OP-6B-1)– Dispatches Within MSAs

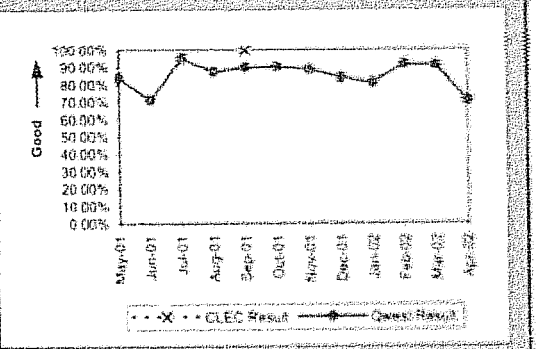
Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01					581	25	23.24		
Jun-01					396	16	24.75		
Jul-01					278	16	17.38		
Aug-01					461	17	27.12		
Sep-01					272	12	22.67		
Oct-01					202	8	25.25		
Nov-01					805	18	44.72		
Dec-01					222	14	15.86		
Jan-02					325	6	54.17		
Feb-02					155	7	22.14		
Mar-02					27	3	9.00		
Apr-02					32	3	10.67		



Checklist #14 - Resale - Basic ISDN Installation

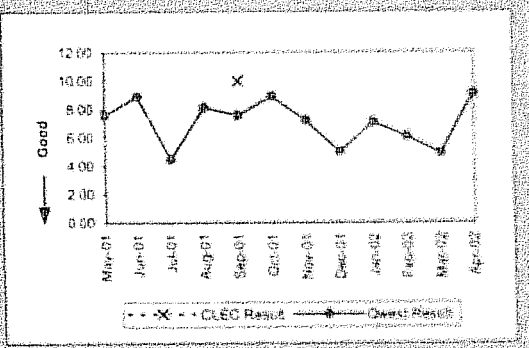
Installation Commitments Met (Percent) (OP-3B)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01					21	25	84.00%		
Jun-01					15	21	71.43%		
Jul-01					20	21	95.24%		
Aug-01					14	16	87.50%		
Sep-01	1	1	100.00%	0.00%	18	20	90.00%	-0.33	-1.2
Oct-01					28	31	90.32%		
Nov-01					16	18	88.89%		
Dec-01					26	31	83.87%		
Jan-02					21	26	80.77%		
Feb-02					21	23	91.30%		
Mar-02					29	32	90.63%		
Apr-02					17	24	70.83%		



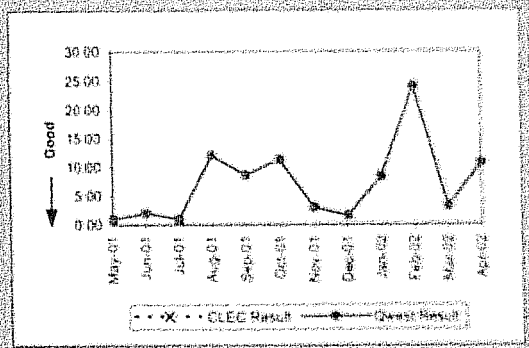
Installation Interval (Average Days) (OP-4B)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01					190	25	7.60		
Jun-01					187	21	8.90		
Jul-01					99	22	4.50		
Aug-01					138	17	8.12		
Sep-01	10	1	10.00		159	21	7.57	1.02	-0.38
Oct-01					303	34	8.91		
Nov-01					130	18	7.22		
Dec-01					161	32	5.03		
Jan-02					184	26	7.08		
Feb-02					140	23	6.09		
Mar-02					171	35	4.89		
Apr-02					217	24	9.04		



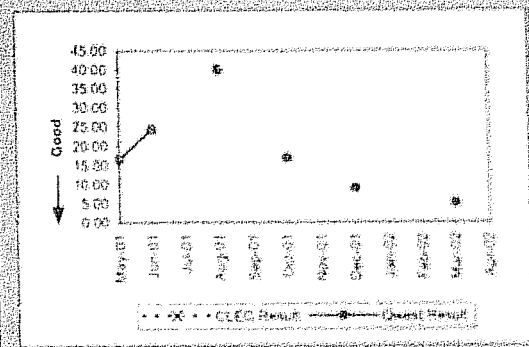
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-2)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01					1	1	1.00		
Jun-01					6	3	2.00		
Jul-01					1	1	1.00		
Aug-01					12	1	12.00		
Sep-01					26	3	8.67		
Oct-01					34	3	11.33		
Nov-01					6	2	3.00		
Dec-01					8	5	1.60		
Jan-02					42	5	8.40		
Feb-02					48	2	24.00		
Mar-02					16	5	3.20		
Apr-02					75	7	10.71		



Delayed Days for Facility Reasons (Average Days) (OP-6B-2)-- Dispatches Outside MSAs

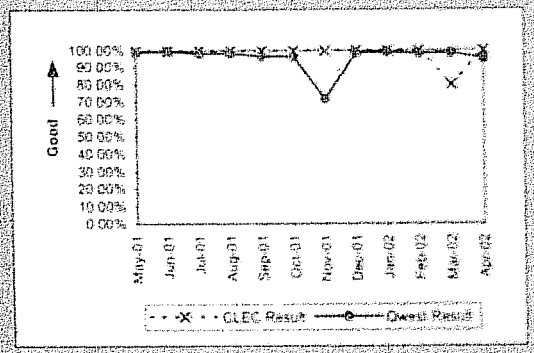
Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01					50	3	16.67		
Jun-01					73	3	24.33		
Jul-01									
Aug-01					40	1	40.00		
Sep-01									
Oct-01					34	2	17.00		
Nov-01									
Dec-01					9	1	9.00		
Jan-02									
Feb-02									
Mar-02					5	1	5.00		
Apr-02									



Checklist #14 - Resale - Basic ISDN Installation

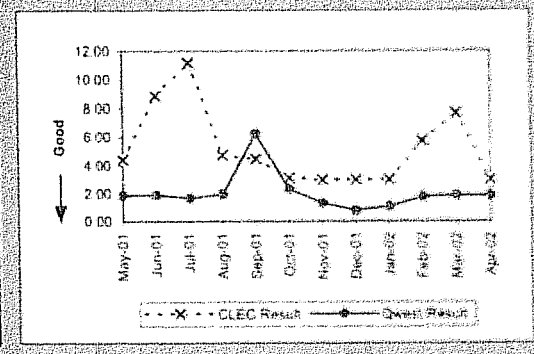
Installation Commitments Met (Percent) (OP-3C)-- No Dispatches

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01	14	14	100.00%	0.00%	749	758	98.81%	-0.41	-1.25
Jun-01	9	9	100.00%	0.00%	867	872	99.43%	-0.23	-1.14
Jul-01	6	6	100.00%	0.00%	115	117	98.29%	-0.32	-1.19
Aug-01	4	4	100.00%	0.00%	218	222	98.20%	-0.27	-1.16
Sep-01	4	4	100.00%	0.00%	91	94	96.81%	-0.36	-1.22
Oct-01	13	13	100.00%	0.00%	83	86	96.51%	-0.64	-1.39
Nov-01	8	8	100.00%	0.00%	71	99	71.72%	-1.71	-2.04
Dec-01	6	6	100.00%	0.00%	73	74	98.65%	-0.28	-1.17
Jan-02	5	5	100.00%	0.00%	195	197	98.98%	-0.22	-1.14
Feb-02	5	5	100.00%	0.00%	97	99	97.98%	-0.34	-1.21
Mar-02	4	5	80.00%	40.00%	137	139	98.56%	1.68	0.02
Apr-02	3	3	100.00%	0.00%	152	160	95.00%	-0.39	-1.24



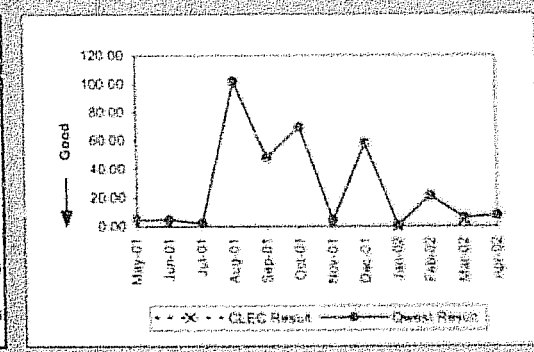
Installation Interval (Average Days) (OP-4C)-- No Dispatches

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01	62	14	4.43	1.34	1172	624	1.88	2	0.21
Jun-01	80	9	8.89	10.35	1390	724	1.92	2.51	0.53
Jul-01	56	5	11.20	7.89	148	86	1.68	3.72	1.26
Aug-01	19	4	4.75	1.50	262	134	1.96	1.61	-0.02
Sep-01	9	2	4.50	0.71	355	57	6.23	-0.1	-1.06
Oct-01	22	7	3.14	0.69	104	45	2.31	1.13	-0.32
Nov-01	12	4	3.00	0.00	72	55	1.31	1.48	-0.1
Dec-01	6	2	3.00	0.00	35	45	0.78	1.66	0.01
Jan-02	6	2	3.00	0.00	175	160	1.09	2.23	0.35
Feb-02	23	4	5.75	1.26	115	65	1.77	2.88	0.75
Mar-02	23	3	7.67	8.08	156	83	1.88	1.83	0.11
Apr-02	9	3	3.00	0.00	154	73	1.84	1.72	0.04



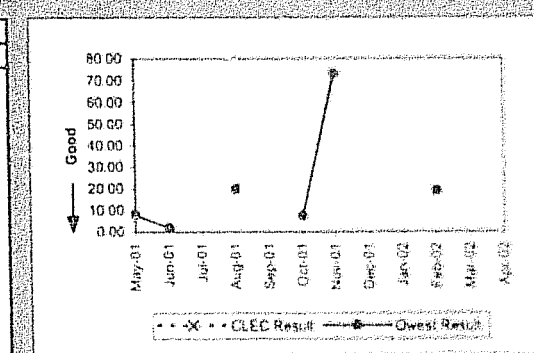
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-3)-- No Dispatches

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01					24	5	4.80		
Jun-01					19	4	4.75		
Jul-01					7	3	2.33		
Aug-01					815	8	101.88		
Sep-01					241	5	48.20		
Oct-01					139	2	69.50		
Nov-01					142	32	4.44		
Dec-01					174	3	58.00		
Jan-02	0	1	0.00		7	9	0.78	-0.43	-1.26
Feb-02					43	2	21.50		
Mar-02	5	1	5.00		24	4	6.00	-0.1	-1.05
Apr-02					87	11	7.91		



Delayed Days for Facility Reasons (Average Days) (OP-6B-3)-- No Dispatches

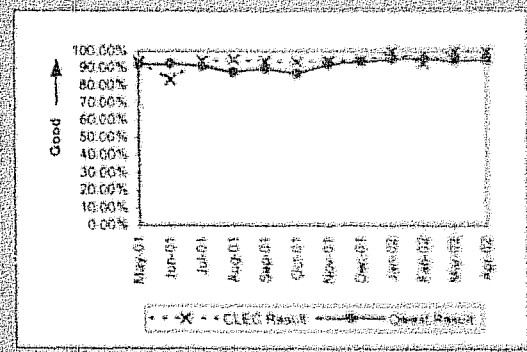
Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01					31	4	7.75		
Jun-01					2	1	2.00		
Jul-01									
Aug-01					20	1	20.00		
Sep-01									
Oct-01					15	2	7.50		
Nov-01					73	1	73.00		
Dec-01									
Jan-02									
Feb-02					19	1	19.00		
Mar-02									
Apr-02									



Checklist #14 - Resale - Basic ISDN Installation

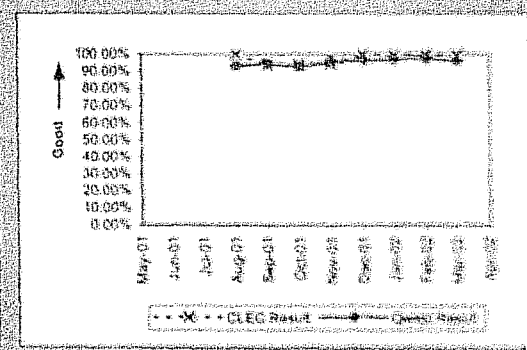
New Service Installation Quality (Percent) (OP-5)

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	46	51	94.12%	23.53%	3126	3381	92.46%	-0.45	-1.27
Jun-01	25	30	83.33%	37.27%	3042	3286	92.57%	1.71	0.04
Jul-01	18	19	94.74%	22.33%	2729	2986	91.39%	-0.52	-1.31
Aug-01	20	21	95.24%	21.30%	2460	2808	87.61%	-1.06	-1.64
Sep-01	33	35	94.29%	23.21%	2378	2645	89.91%	-0.85	-1.52
Oct-01	30	32	93.75%	24.21%	2318	2671	86.78%	-1.16	-1.7
Nov-01	18	19	94.74%	22.33%	2448	2649	92.41%	-0.38	-1.23
Dec-01	17	18	94.44%	22.91%	2005	2138	93.78%	-0.12	-1.07
Jan-02	16	16	100.00%	0.00%	3182	3333	95.47%	-0.87	-1.53
Feb-02	13	14	92.86%	25.75%	3700	3862	95.81%	0.56	-0.66
Mar-02	13	13	100.00%	0.00%	2447	2593	94.37%	-0.88	-1.53
Apr-02	11	11	100.00%	0.00%	2163	2276	95.04%	-0.76	-1.46



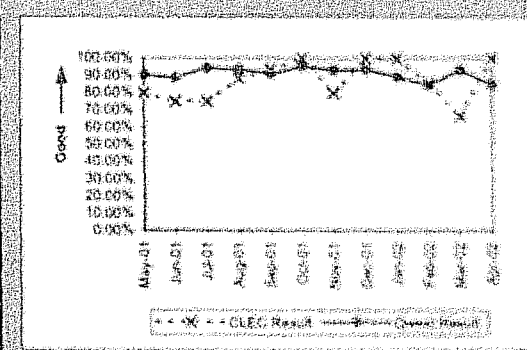
New Service Installation Quality (Percent) (OP-5)

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01	21	21	100.00%	0.00%	2617	2808	93.20%	-1.23	-1.75
Sep-01	33	35	94.29%	23.21%	2505	2645	94.71%	0.19	-0.89
Oct-01	30	32	93.75%	24.21%	2488	2671	93.15%	-0.13	-1.08
Nov-01	18	19	94.74%	22.33%	2535	2649	95.70%	0.28	-0.63
Dec-01	18	18	100.00%	0.00%	2065	2138	96.59%	-0.79	-1.48
Jan-02	16	16	100.00%	0.00%	3243	3333	97.30%	-0.66	-1.4
Feb-02	14	14	100.00%	0.00%	3779	3862	97.85%	-0.55	-1.34
Mar-02	13	13	100.00%	0.00%	2512	2593	96.88%	-0.65	-1.34
Apr-02									



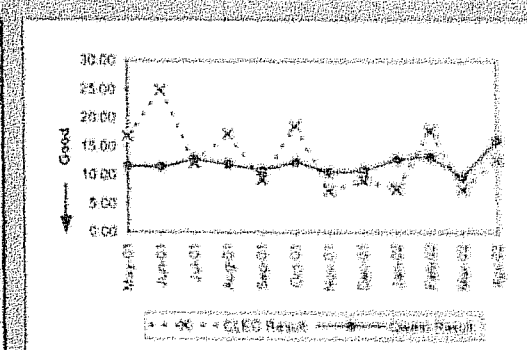
Installation Commitments Met (Percent) (OP-3D)-- Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	12	15	80.00%	40.00%	1328	1469	90.40%	1.24	-0.25
Jun-01	6	8	75.00%	43.30%	1076	1212	88.78%	1.1	-0.33
Jul-01	3	4	75.00%	43.30%	1457	1543	94.43%	1.22	-0.26
Aug-01	15	17	88.24%	32.22%	1322	1412	93.63%	0.86	-0.47
Sep-01	30	32	93.75%	24.21%	1121	1227	91.36%	-0.47	-1.29
Oct-01	2	2	100.00%	0.00%	1527	1601	95.38%	-0.31	-1.19
Nov-01	4	5	80.00%	40.00%	1027	1102	93.19%	0.95	-0.42
Dec-01	9	9	100.00%	0.00%	738	788	93.65%	-0.78	-1.47
Jan-02	4	4	100.00%	0.00%	1292	1442	89.60%	-0.58	-1.41
Feb-02	6	7	85.71%	34.99%	1062	1257	84.49%	-0.09	-1.05
Mar-02	2	3	66.67%	47.14%	950	1017	93.41%	1.29	-0.22
Apr-02	6	6	100.00%	0.00%	854	1006	84.89%	-1.03	-1.83



Installation Interval (Average Days) (OP-4D)-- Interval Zone One

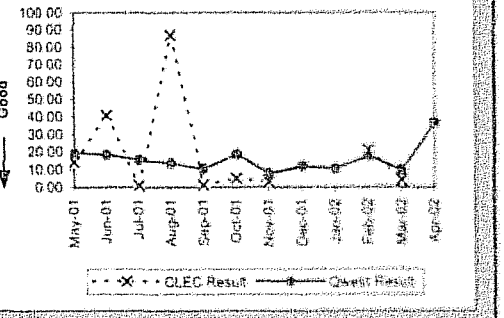
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	253	15	16.87	8.61	16380	1405	11.65	1.72	0.04
Jun-01	200	8	25.00	36.66	13313	1159	11.49	2.2	0.34
Jul-01	49	4	12.25	4.79	20552	1601	12.84	-0.1	-1.06
Aug-01	294	17	17.29	25.22	18989	1579	12.03	1.61	-0.02
Sep-01	300	32	9.38	2.87	14407	1325	10.87	-0.8	-1.49
Oct-01	56	3	18.67	11.50	20586	1661	12.39	2.26	0.37
Nov-01	37	5	7.40	2.97	11793	1116	10.57	-0.63	-1.38
Dec-01	73	8	9.12	3.56	8992	839	10.83	-0.44	-1.27
Jan-02	31	4	7.75	3.10	15834	1233	12.84	-0.8	-1.49
Feb-02	142	8	17.75	13.47	16037	1211	13.24	1.94	0.18
Mar-02	23	3	7.67	5.03	9649	991	9.74	-0.41	-1.25
Apr-02	76	6	12.67	8.09	15956	992	16.09	-0.33	-1.2



Checklist #14 - Resale - Basic ISDN Installation

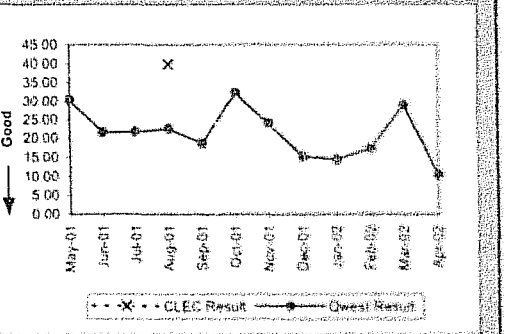
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-4)– Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	43	3	14.33	12.22	1071	55	19.47	-0.27	-1.17
Jun-01	82	2	41.00	53.74	979	53	18.47	1.77	0.08
Jul-01	1	1	1.00		1667	108	15.44	-0.93	-1.57
Aug-01	87	1	87.00		2696	198	13.62	2.14	0.3
Sep-01	3	2	1.50	0.71	1932	184	10.50	-0.81	-1.49
Oct-01	5	1	5.00		1839	99	18.58	-0.44	-1.27
Nov-01	3	1	3.00		794	101	7.86	-0.34	-1.21
Dec-01					1596	135	11.82		
Jan-02					2886	271	10.65		
Feb-02	43	2	21.50	0.71	4751	271	17.53	0.56	-0.66
Mar-02	4	1	4.00		1058	108	9.80	-0.42	-1.26
Apr-02					6816	187	36.45		



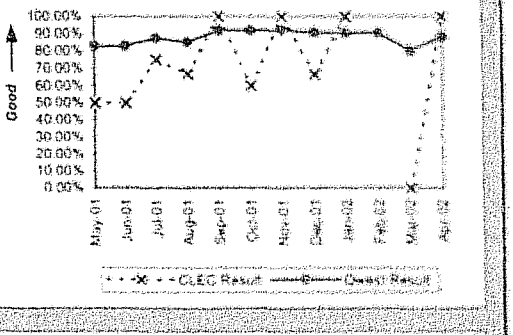
Delayed Days for Facility Reasons (Average Days) (OP-6B-4)– Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01					2616	86	30.42		
Jun-01					1796	83	21.64		
Jul-01					1178	54	21.81		
Aug-01	40	1	40.00		1465	65	22.54	1.96	0.19
Sep-01					784	42	18.67		
Oct-01					1708	53	32.23		
Nov-01					1444	60	24.07		
Dec-01					397	26	15.27		
Jan-02					579	40	14.48		
Feb-02					294	17	17.29		
Mar-02					87	3	29.00		
Apr-02					74	7	10.57		



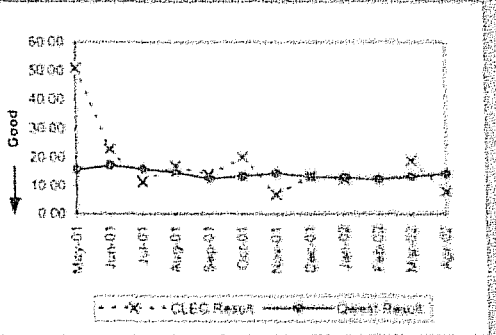
Installation Commitments Met (Percent) (OP-3E)– Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	1	2	50.00%	50.00%	305	369	82.66%	0.94	-0.43
Jun-01	3	6	50.00%	50.00%	326	394	82.74%	1.78	0.08
Jul-01	3	4	75.00%	43.30%	364	416	87.50%	0.67	-0.59
Aug-01	4	6	66.67%	47.14%	344	404	85.15%	1.11	-0.32
Sep-01	1	1	100.00%	0.00%	460	501	91.82%	-0.3	-1.18
Oct-01	3	5	60.00%	48.99%	417	454	91.85%	1.89	0.15
Nov-01	2	2	100.00%	0.00%	392	426	92.02%	-0.42	-1.25
Dec-01	2	3	66.67%	47.14%	267	294	90.82%	1.08	-0.34
Jan-02	1	1	100.00%	0.00%	283	313	90.42%	-0.33	-1.2
Feb-02					445	492	90.45%		
Mar-02	0	1	0.00%	0.00%	307	383	80.16%	1.29	-0.21
Apr-02	1	1	100.00%	0.00%	313	355	88.17%	-0.37	-1.22



Installation Interval (Average Days) (OP-4E)– Interval Zone Two

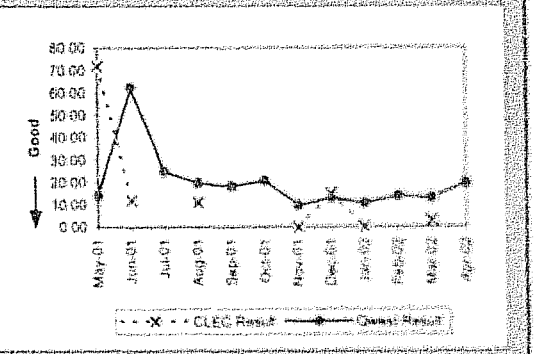
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	102	2	51.00	52.33	5331	341	15.63	2.01	0.22
Jun-01	138	6	23.00	9.27	6329	368	17.19	1.51	-0.08
Jul-01	46	4	11.50	10.97	6954	436	15.95	-0.37	-1.23
Aug-01	103	6	17.17	9.28	6604	451	14.64	1.85	0.13
Sep-01	14	1	14.00		6462	516	12.52	1.5	-0.09
Oct-01	101	5	20.20	14.02	6402	481	13.31	1.87	0.13
Nov-01	21	3	7.00	6.24	7287	501	14.54	-0.98	-1.6
Dec-01	41	3	13.67	12.66	3929	297	13.23	1.55	-0.06
Jan-02	25	2	12.50	0.71	4225	327	12.92	-0.04	-1.03
Feb-02					5956	488	12.20		
Mar-02	19	1	19.00		5191	388	13.38	1.46	-0.11
Apr-02	5	1	5.00		5112	356	14.36	-0.31	-1.19



Checklist #14 - Resale - Basic ISDN Installation

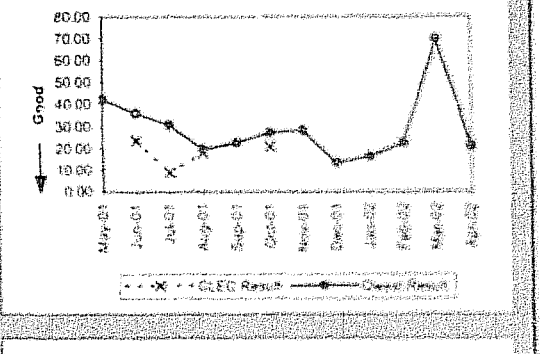
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5)-- Interval Zone Two

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01	72	1	72.00		256	18	14.22	1.67	0.02
Jun-01	24	2	12.00	1.41	1126	18	62.56	-0.38	-1.23
Jul-01					1513	61	24.80		
Aug-01	11	1	11.00		1153	59	19.54	-0.43	-1.26
Sep-01					652	36	18.11		
Oct-01					969	47	20.62		
Nov-01	0	1	0.00		1060	108	9.81	-0.65	-1.39
Dec-01	15	1	15.00		582	45	12.93	1.05	-0.36
Jan-02	0	1	0.00		588	56	10.50	-0.68	-1.41
Feb-02					938	67	14.00		
Mar-02	3	1	3.00		1235	96	12.86	-0.64	-1.39
Apr-02					1015	53	19.23		



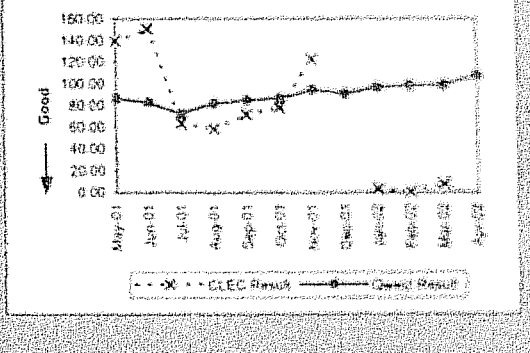
Delayed Days for Facility Reasons (Average Days) (OP-6B-5)-- Interval Zone Two

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01					1932	46	42.00		
Jun-01	24	1	24.00		1808	50	36.16	-0.21	-1.13
Jul-01	9	1	9.00		1172	38	30.84	-0.47	-1.29
Aug-01	18	1	18.00		1022	52	19.65	-0.08	-1.05
Sep-01					636	28	22.79		
Oct-01	42	2	21.00	8.49	843	31	27.19	-0.32	-1.19
Nov-01					737	26	28.35		
Dec-01					230	17	13.53		
Jan-02					360	22	16.36		
Feb-02					91	4	22.75		
Mar-02					468	7	66.71		
Apr-02					149	7	21.29		



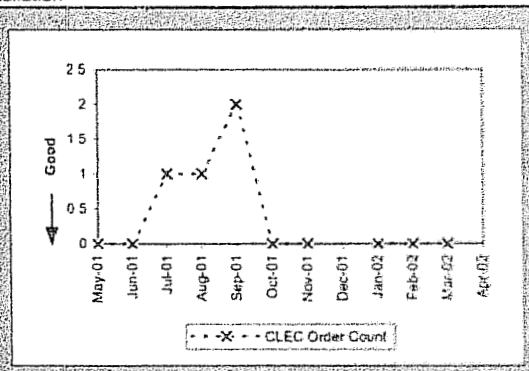
Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A)

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Res	Mod Z Scr	Parity Scr
May-01	279	2	139.50	183.14	72790	838	86.86	3.09	0.88
Jun-01	302	2	151.00	196.58	62701	754	83.16	2.88	0.75
Jul-01	191	3	63.67	72.07	38654	534	72.39	-0.15	-1.09
Aug-01	176	3	58.67	95.62	42906	522	82.20	-0.37	-1.22
Sep-01	216	3	72.00	101.17	41208	485	84.96	-0.2	-1.12
Oct-01	235	3	78.33	114.89	42500	490	86.73	-0.12	-1.07
Nov-01	246	2	123.00	154.15	46509	491	94.72	2.75	0.67
Dec-01					49209	540	91.13		
Jan-02	4	1	4.00		52546	541	97.13	-0.77	-1.47
Feb-02	1	1	1.00		58613	594	98.68	-0.84	-1.51
Mar-02	16	2	8.00	0.00	62414	631	98.91	-1.19	-1.72
Apr-02					59917	556	107.76		



Checklist #14 - Resale - Basic ISDN Installation

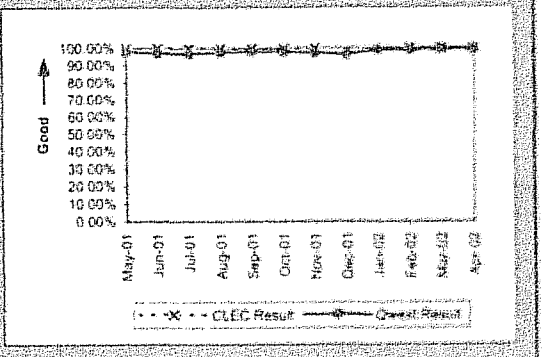
Count of Pending Orders Delayed for Facilities Reasons Basic Rate ISDN (OP-15B)	
Date	CLEC Order Count
May-01	0
Jun-01	0
Jul-01	1
Aug-01	1
Sep-01	2
Oct-01	0
Nov-01	0
Dec-01	
Jan-02	0
Feb-02	0
Mar-02	0
Apr-02	



Checklist #14 - Resale - Basic ISDN Repair

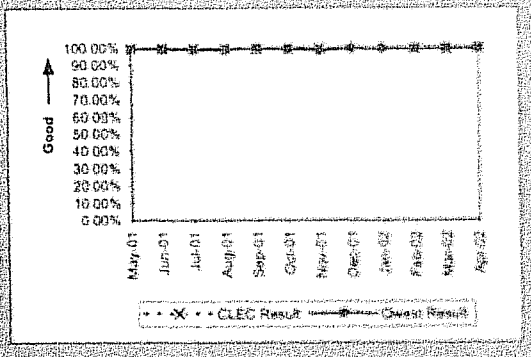
Out of Service Cleared within 24 hours (Percent) (MR-3A)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01	7	7	100.00%	0.00%	868	885	98.08%	-0.37	-1.22
Jun-01	5	5	100.00%	0.00%	855	880	97.16%	-0.38	-1.23
Jul-01	9	9	100.00%	0.00%	862	888	97.07%	-0.52	-1.32
Aug-01	6	6	100.00%	0.00%	938	960	97.71%	-0.37	-1.23
Sep-01	5	5	100.00%	0.00%	686	698	98.28%	-0.29	-1.18
Oct-01	8	8	100.00%	0.00%	760	775	98.06%	-0.4	-1.24
Nov-01	1	1	100.00%	0.00%	618	636	97.17%	-0.17	-1.1
Dec-01					471	489	96.32%		
Jan-02					565	572	98.78%		
Feb-02	1	1	100.00%	0.00%	514	520	98.85%	-0.11	-1.07
Mar-02	1	1	100.00%	0.00%	478	461	99.38%	-0.08	-1.05
Apr-02	1	1	100.00%	0.00%	550	556	98.92%	-0.1	-1.06



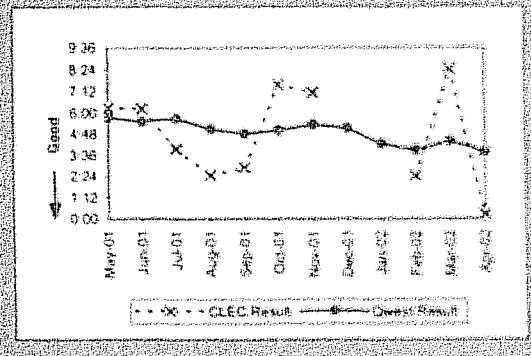
All Troubles Cleared within 48 hours (Percent) (MR-4A)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01	7	7	100.00%	0.00%	887	892	99.44%	-0.2	-1.12
Jun-01	5	5	100.00%	0.00%	880	885	99.44%	-0.17	-1.1
Jul-01	9	9	100.00%	0.00%	884	892	99.10%	-0.28	-1.17
Aug-01	6	6	100.00%	0.00%	954	960	99.38%	-0.19	-1.12
Sep-01	5	5	100.00%	0.00%	700	701	99.86%	-0.08	-1.05
Oct-01	8	8	100.00%	0.00%	775	779	99.49%	-0.2	-1.12
Nov-01	1	1	100.00%	0.00%	631	640	98.59%	-0.12	-1.07
Dec-01					489	491	99.59%		
Jan-02					575	576	99.83%		
Feb-02	1	1	100.00%	0.00%	519	520	99.81%	-0.04	-1.03
Mar-02	1	1	100.00%	0.00%	484	486	99.59%	-0.06	-1.04
Apr-02	1	1	100.00%	0.00%	562	563	99.82%	-0.04	-1.03



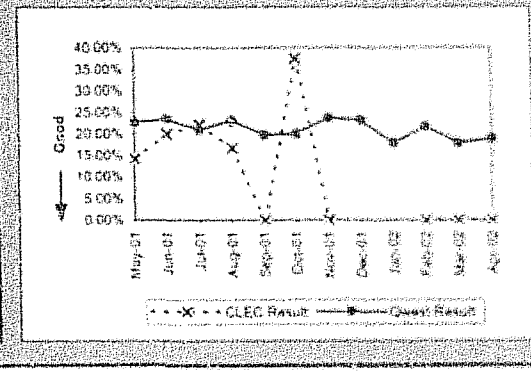
Mean Time to Restore (Hours:Minutes) (MR-6A)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01	44:12	7	6:19	7.22	5148:24	892	5:46	1.87	0.13
Jun-01	31:18	5	6:16	8.11	4905:14	885	5:33	2.29	0.39
Jul-01	35:48	9	3:59	4.25	5082:56	892	5:42	-0.52	-1.31
Aug-01	14:54	6	2:29	1.43	4896:32	960	5:06	-0.69	-1.42
Sep-01	14:33	5	2:55	1:29	3389:24	701	4:50	-0.71	-1.43
Oct-01	60:47	8	7:36	6:01	3918:58	779	5:02	2.46	0.49
Nov-01	7:09	1	7:09		3438:23	640	5:22	1.87	0.13
Dec-01					2528:47	491	5:09		
Jan-02					2463:23	576	4:17		
Feb-02	2:27	1	2:27		2035:07	520	3:55	-0.28	-1.17
Mar-02	8:28	1	8:28		2151:30	486	4:26	2.26	0.37
Apr-02	0:16	1	0:16		2147:34	563	3:49	-0.72	-1.44



Repair Repeat Report Rate (Percent) (MR-7A)-- Dispatches Within MSAs

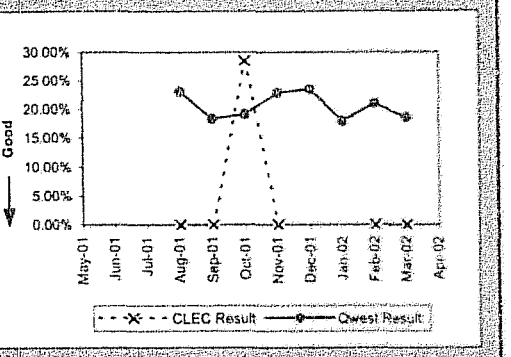
Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01	1	7	14.29%	34.99%	203	893	22.73%	-0.53	-1.32
Jun-01	1	5	20.00%	40.00%	207	885	23.39%	-0.18	-1.11
Jul-01	2	9	22.22%	41.57%	187	893	20.94%	0.14	-0.92
Aug-01	1	6	16.67%	37.27%	223	964	23.13%	-0.37	-1.23
Sep-01	0	5	0.00%	0.00%	139	704	19.74%	-1.11	-1.67
Oct-01	3	8	37.50%	48.41%	156	780	20.00%	1.13	-0.31
Nov-01	0	1	0.00%	0.00%	152	642	23.68%	-0.56	-1.34
Dec-01					114	491	23.22%		
Jan-02					103	576	17.88%		
Feb-02	0	1	0.00%	0.00%	113	520	21.73%	-0.53	-1.32
Mar-02	0	1	0.00%	0.00%	87	487	17.86%	-0.47	-1.28
Apr-02	0	1	0.00%	0.00%	106	564	18.79%	-0.46	-1.29



Checklist #14 - Resale - Basic ISDN Repair

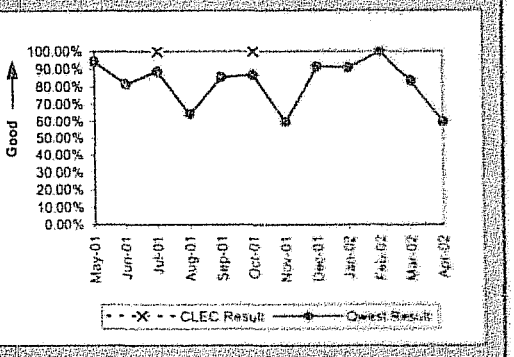
Repair Repeat Report Rate (Percent) (MR-7A*)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01	0	5	0.00%	0.00%	174	752	23.14%	-1.22	-1.74
Sep-01	0	5	0.00%	0.00%	101	551	18.33%	-1.05	-1.64
Oct-01	2	7	28.57%	45.18%	117	611	19.15%	0.62	-0.62
Nov-01	0	1	0.00%	0.00%	118	515	22.91%	-0.54	-1.33
Dec-01					95	403	23.57%		
Jan-02					87	485	17.94%		
Feb-02	0	1	0.00%	0.00%	85	405	20.99%	-0.51	-1.31
Mar-02	0	1	0.00%	0.00%	72	388	18.56%	-0.48	-1.29
Apr-02									



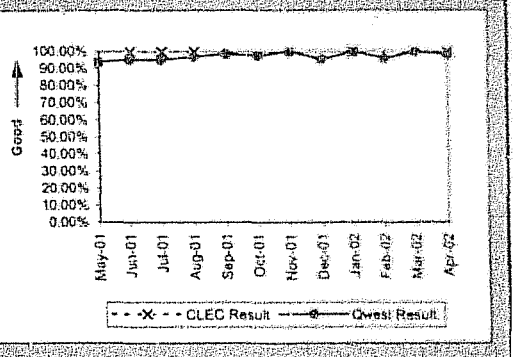
Repair Appointments Met (Percent) (MR-9A)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01					17	18	94.44%		
Jun-01					22	27	81.48%		
Jul-01	1	1	100.00%	0.00%	16	18	88.89%	-0.34	-1.21
Aug-01					9	14	64.29%		
Sep-01					18	21	85.71%		
Oct-01	1	1	100.00%	0.00%	13	15	86.67%	-0.38	-1.23
Nov-01					12	20	60.00%		
Dec-01					11	12	91.67%		
Jan-02					10	11	90.91%		
Feb-02					5	5	100.00%		
Mar-02					10	12	83.33%		
Apr-02					9	15	60.00%		



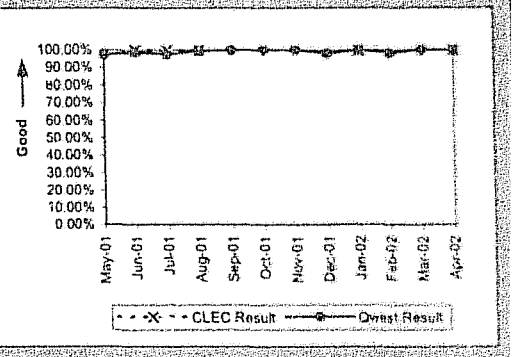
Out of Service Cleared within 24 hours (Percent) (MR-3B)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01					77	82	93.90%		
Jun-01	1	1	100.00%	0.00%	79	83	95.18%	-0.22	-1.14
Jul-01	1	1	100.00%	0.00%	81	85	95.29%	-0.22	-1.13
Aug-01	5	5	100.00%	0.00%	129	133	96.99%	-0.39	-1.24
Sep-01					70	71	98.59%		
Oct-01					78	80	97.50%		
Nov-01					52	52	100.00%		
Dec-01					44	46	95.65%		
Jan-02	4	4	100.00%	0.00%	54	54	100.00%	N/A	N/A
Feb-02					48	50	96.00%		
Mar-02					54	54	100.00%		
Apr-02	1	1	100.00%	0.00%	63	64	98.44%	-0.13	-1.08



All Troubles Cleared within 48 hours (Percent) (MR-4B)-- Dispatches Outside MSAs

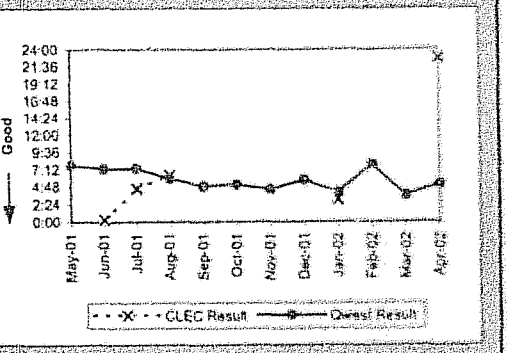
Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01					80	82	97.56%		
Jun-01	1	1	100.00%	0.00%	82	83	98.80%	-0.11	-1.07
Jul-01	1	1	100.00%	0.00%	86	88	97.73%	-0.15	-1.09
Aug-01	5	5	100.00%	0.00%	132	133	99.25%	-0.19	-1.12
Sep-01					71	71	100.00%		
Oct-01					80	80	100.00%		
Nov-01					52	52	100.00%		
Dec-01					45	46	97.83%		
Jan-02	4	4	100.00%	0.00%	54	54	100.00%	N/A	N/A
Feb-02					50	51	98.04%		
Mar-02					54	54	100.00%		
Apr-02	1	1	100.00%	0.00%	64	64	100.00%	N/A	N/A



Checklist #14 - Resale - Basic ISDN Repair

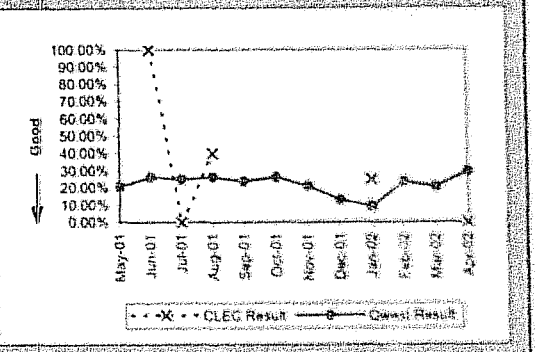
Mean Time to Restore (Hours:Minutes) (MR-6B)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01					636:45	82	7:46		
Jun-01	0:18	1	0:18		607:03	83	7:19	-0.8	-1.49
Jul-01	4:36	1	4:36		647:39	88	7:22	-0.26	-1.16
Aug-01	32:17	5	6:27	6:59	793:23	133	5:58	1.36	-0.17
Sep-01					347:03	71	4:53		
Oct-01					407:55	80	5:06		
Nov-01					233:17	52	4:29		
Dec-01					264:45	46	5:45		
Jan-02	12:04	4	3:01	0:11	214:52	54	3:59	-0.42	-1.26
Feb-02					404:52	51	7:56		
Mar-02					195:50	54	3:38		
Apr-02	22:46	1	22:46		328:36	64	5:08	2.07	0.26



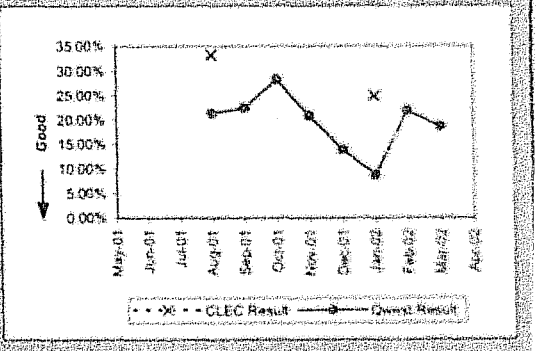
Repair Repeat Report Rate (Percent) (MR-7B)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01					17	82	20.73%		
Jun-01	1	1	100.00%	0.00%	22	83	26.51%	1.11	-0.32
Jul-01	0	1	0.00%	0.00%	22	88	25.00%	-0.57	-1.35
Aug-01	2	5	40.00%	48.99%	35	133	26.32%	0.64	-0.61
Sep-01					17	71	23.94%		
Oct-01					21	80	26.25%		
Nov-01					11	52	21.15%		
Dec-01					6	46	13.04%		
Jan-02	1	4	25.00%	43.30%	5	54	9.26%	0.82	-0.5
Feb-02					12	51	23.53%		
Mar-02					11	54	20.37%		
Apr-02	0	1	0.00%	0.00%	19	64	29.69%	-0.64	-1.39



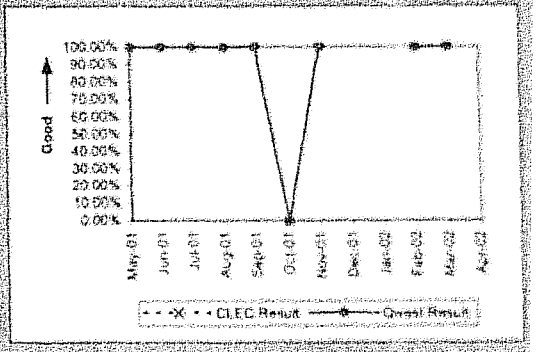
Repair Repeat Report Rate (Percent) (MR-7B*)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01	1	3	33.33%	47.14%	23	107	21.50%	0.44	-0.73
Sep-01					11	49	22.45%		
Oct-01					19	67	28.36%		
Nov-01					9	43	20.93%		
Dec-01					5	36	13.89%		
Jan-02	1	4	25.00%	43.30%	3	34	8.82%	0.8	-0.51
Feb-02					9	41	21.95%		
Mar-02					8	43	18.60%		
Apr-02									



Repair Appointments Met (Percent) (MR-9B)-- Dispatches Outside MSAs

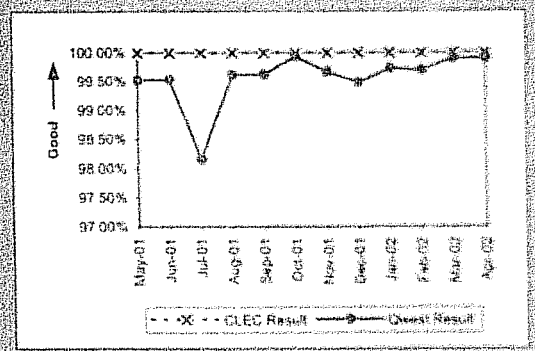
Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01					5	5	100.00%		
Jun-01					4	4	100.00%		
Jul-01					3	3	100.00%		
Aug-01					1	1	100.00%		
Sep-01					1	1	100.00%		
Oct-01					0	1	0.00%		
Nov-01					2	2	100.00%		
Dec-01									
Jan-02									
Feb-02					2	2	100.00%		
Mar-02					1	1	100.00%		
Apr-02									



Checklist #14 - Resale - Basic ISDN Repair

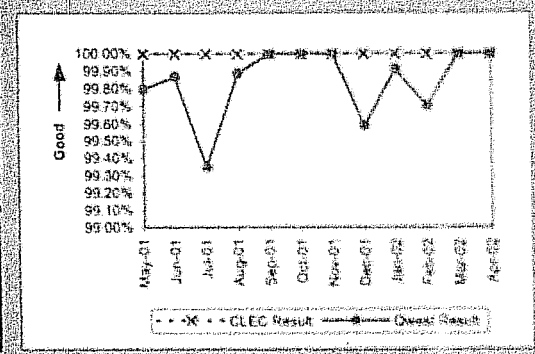
Out of Service Cleared within 24 hours (Percent) (MR-3C)-- No Dispatches

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01	15	15	100.00%	0.00%	1453	1460	99.52%	-0.27	-1.16
Jun-01	11	11	100.00%	0.00%	1495	1502	99.53%	-0.23	-1.14
Jul-01	4	4	100.00%	0.00%	1496	1524	98.16%	-0.27	-1.17
Aug-01	14	14	100.00%	0.00%	1784	1791	99.61%	-0.23	-1.14
Sep-01	13	13	100.00%	0.00%	1318	1323	99.62%	-0.22	-1.13
Oct-01	9	9	100.00%	0.00%	1579	1580	99.94%	-0.08	-1.05
Nov-01	13	13	100.00%	0.00%	1207	1211	99.67%	-0.21	-1.13
Dec-01	7	7	100.00%	0.00%	959	964	99.48%	-0.19	-1.12
Jan-02	9	9	100.00%	0.00%	1101	1104	99.73%	-0.16	-1.09
Feb-02	7	7	100.00%	0.00%	992	995	99.70%	-0.14	-1.09
Mar-02	7	7	100.00%	0.00%	1022	1023	99.90%	-0.08	-1.05
Apr-02	8	8	100.00%	0.00%	1023	1024	99.90%	-0.09	-1.05



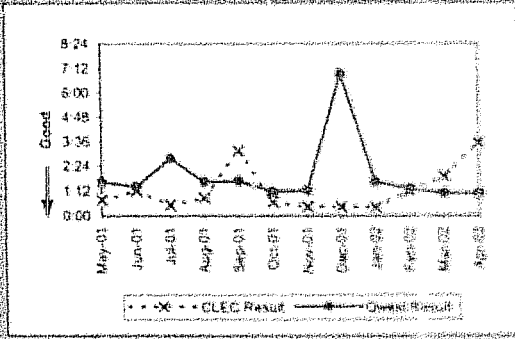
All Troubles Cleared within 48 hours (Percent) (MR-4C)-- No Dispatches

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01	15	15	100.00%	0.00%	1476	1479	99.80%	-0.17	-1.11
Jun-01	11	11	100.00%	0.00%	1517	1519	99.87%	-0.12	-1.07
Jul-01	4	4	100.00%	0.00%	1526	1536	99.35%	-0.16	-1.1
Aug-01	14	14	100.00%	0.00%	1798	1800	99.89%	-0.12	-1.08
Sep-01	13	13	100.00%	0.00%	1336	1336	100.00%	N/A	N/A
Oct-01	9	9	100.00%	0.00%	1593	1593	100.00%	N/A	N/A
Nov-01	13	13	100.00%	0.00%	1222	1222	100.00%	N/A	N/A
Dec-01	7	7	100.00%	0.00%	971	975	99.59%	-0.17	-1.1
Jan-02	9	9	100.00%	0.00%	1122	1123	99.91%	-0.09	-1.05
Feb-02	7	7	100.00%	0.00%	1004	1007	99.70%	-0.14	-1.09
Mar-02	7	7	100.00%	0.00%	1030	1030	100.00%	N/A	N/A
Apr-02	8	8	100.00%	0.00%	1036	1036	100.00%	N/A	N/A



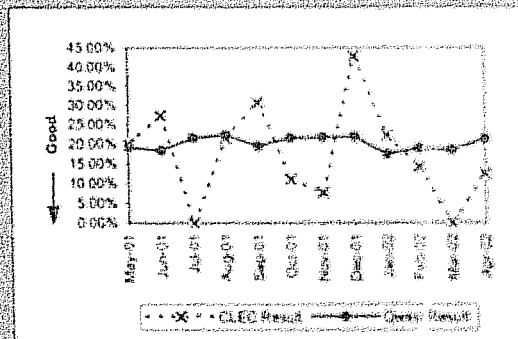
Mean Time to Restore (Hours:Minutes) (MR-6C)-- No Dispatches

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01	11:45	15	0:47	0:49	2410:29	1479	1:38	-0.75	-1.46
Jun-01	13:39	11	1:14	1:35	2162:10	1519	1:25	-0.17	-1.1
Jul-01	2:10	4	0:32	0:30	4281:51	1536	2:47	-0.25	-1.15
Aug-01	12:35	14	0:54	1:08	2977:54	1800	1:39	-0.4	-1.25
Sep-01	41:16	13	3:10	4:23	2259:00	1336	1:41	2.37	0.44
Oct-01	6:13	9	0:41	0:31	1891:06	1593	1:11	-0.7	-1.43
Nov-01	5:47	13	0:27	0:33	1523:19	1222	1:15	-0.95	-1.58
Dec-01	3:10	7	0:27	0:19	6764:53	975	6:56	-0.14	-1.08
Jan-02	3:54	9	0:26	0:32	1836:30	1123	1:38	-0.24	-1.14
Feb-02	8:32	7	1:13	1:22	1324:52	1007	1:19	-0.04	-1.02
Mar-02	13:28	7	1:55	2:51	1124:53	1030	1:06	2.26	0.37
Apr-02	28:21	8	3:33	6:20	1103:05	1036	1:04	2.23	0.35



Repair Repeat Report Rate (Percent) (MR-7C)-- No Dispatches

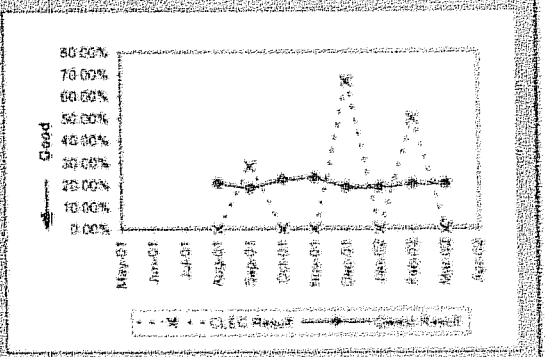
Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01	3	15	20.00%	40.00%	284	1479	19.20%	0.13	-0.92
Jun-01	3	11	27.27%	44.54%	279	1519	18.37%	0.75	-0.55
Jul-01	0	4	0.00%	0.00%	332	1536	21.61%	-1.05	-1.64
Aug-01	3	14	21.43%	41.03%	400	1800	22.22%	-0.07	-1.04
Sep-01	4	13	30.77%	46.15%	260	1336	19.46%	0.99	-0.4
Oct-01	1	9	11.11%	31.43%	343	1593	21.53%	-0.76	-1.46
Nov-01	1	13	7.69%	26.65%	265	1222	21.69%	-1.22	-1.74
Dec-01	3	7	42.86%	49.49%	213	975	21.85%	1.22	-0.26
Jan-02	2	9	22.22%	41.57%	195	1123	17.36%	0.41	-0.73
Feb-02	1	7	14.29%	34.99%	191	1007	18.97%	-0.31	-1.19
Mar-02	0	7	0.00%	0.00%	191	1030	18.54%	-1.26	-1.76
Apr-02	1	8	12.50%	33.07%	220	1036	21.24%	-0.6	-1.37



Checklist #14 - Resale - Basic ISDN Repair

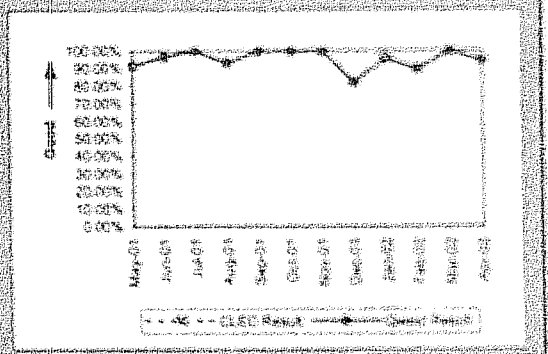
Repair Repeat Report Rate (Percent) (MR-7C*)-- No Dispatches

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01	0	3	0.00%	0.00%	116	557	20.83%	-0.89	-1.54
Sep-01	2	7	28.57%	45.18%	80	429	18.65%	0.65	-0.61
Oct-01	0	3	0.00%	0.00%	128	571	22.42%	-0.93	-1.56
Nov-01	0	3	0.00%	0.00%	101	435	23.22%	-0.95	-1.58
Dec-01	2	3	66.67%	47.14%	63	331	19.03%	1.65	0.01
Jan-02	0	1	0.00%	0.00%	74	393	18.83%	-0.48	-1.29
Feb-02	1	2	50.00%	50.00%	73	358	20.39%	0.82	-0.5
Mar-02	0	1	0.00%	0.00%	74	366	20.22%	-0.5	-1.31
Apr-02									



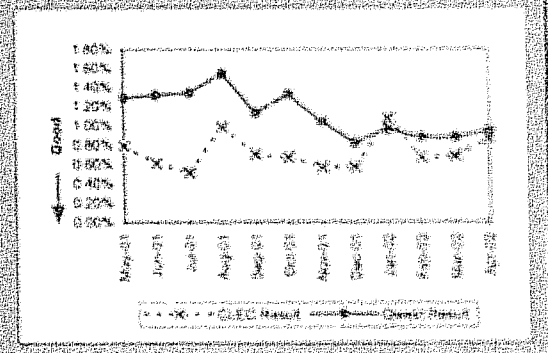
Repair Appointments Met (Percent) (MR-9C)-- No Dispatches

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
May-01					22	24	91.67%		
Jun-01					28	29	96.55%		
Jul-01					27	27	100.00%		
Aug-01					14	15	93.33%		
Sep-01					26	26	100.00%		
Oct-01					19	19	100.00%		
Nov-01					22	22	100.00%		
Dec-01					14	17	82.35%		
Jan-02					23	24	95.83%		
Feb-02					17	19	89.47%		
Mar-02					15	15	100.00%		
Apr-02					17	18	94.44%		



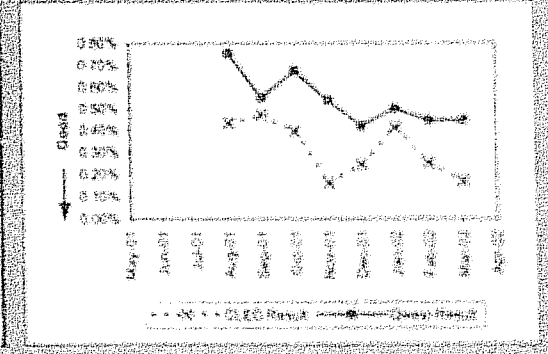
Trouble Rate (Percent) (MR-8)

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
May-01	22	2766	0.80%	8.88%	2454	190136	1.29%	-2.29	-2.99
Jun-01	17	2772	0.61%	7.61%	2487	188686	1.32%	-3.23	-2.96
Jul-01	14	2701	0.52%	7.18%	2517	187909	1.34%	-3.69	-3.24
Aug-01	25	2533	0.99%	9.89%	2897	187280	1.55%	-2.27	-2.38
Sep-01	18	2547	0.71%	8.38%	2111	186329	1.13%	-2.02	-3.23
Oct-01	17	2529	0.67%	8.17%	2453	185014	1.33%	-2.85	-2.74
Nov-01	14	2451	0.57%	7.54%	1916	184334	1.04%	-2.27	-2.38
Dec-01	7	1221	0.57%	7.55%	1512	183312	0.82%	-0.92	-1.59
Jan-02	13	1210	1.07%	10.31%	1753	182572	0.96%	0.41	-0.75
Feb-02	8	1190	0.67%	8.17%	1578	180684	0.87%	-0.74	-1.45
Mar-02	8	1168	0.68%	8.25%	1571	178951	0.88%	-0.7	-1.43
Apr-02	10	1155	0.87%	9.26%	1664	177337	0.94%	-0.25	-1.15



Trouble Rate (Percent) (MR-8*)

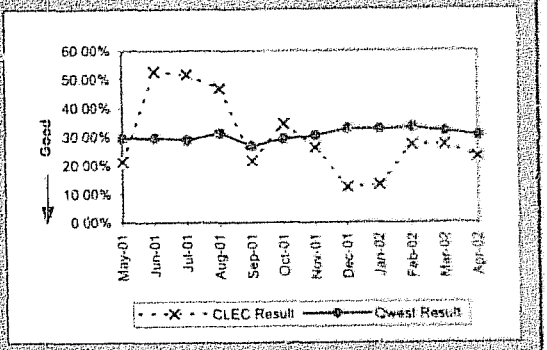
Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01	11	2533	0.43%	6.58%	1416	187280	0.76%	-1.86	-2.13
Sep-01	12	2547	0.47%	6.85%	1029	186329	0.55%	-0.55	-1.33
Oct-01	10	2529	0.40%	6.28%	1249	185014	0.68%	-1.71	-2.04
Nov-01	4	2451	0.16%	4.04%	993	184334	0.54%	-2.52	-3.53
Dec-01	3	1221	0.25%	4.95%	770	183312	0.42%	-0.94	-1.57
Jan-02	5	1210	0.41%	6.41%	912	182572	0.50%	-0.42	-1.29
Feb-02	3	1190	0.25%	5.01%	804	180684	0.45%	-1	-1.61
Mar-02	2	1168	0.17%	4.13%	797	178951	0.45%	-1.4	-1.85
Apr-02									



Checklist #14 - Resale - Basic ISDN Repair

Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10)

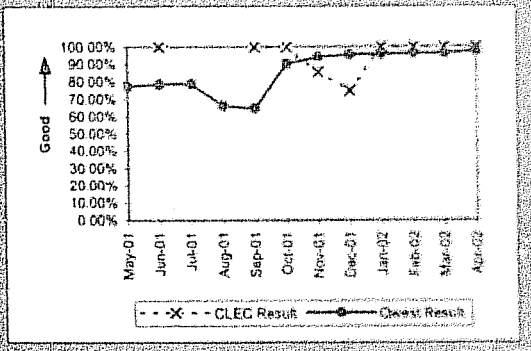
Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
[illegible]-01	6	28	21.43%	41.03%	1025	3479	29.46%	-0.93	-1.56
[illegible]-01	19	36	52.78%	49.92%	1043	3530	29.55%	2.89	0.76
[illegible]-01	15	29	51.72%	49.97%	1018	3535	28.80%	2.57	0.56
Aug-01	22	47	46.81%	49.90%	1318	4215	31.27%	2.21	0.35
Sep-01	5	23	21.74%	41.25%	775	2886	26.85%	-0.55	-1.34
[illegible]-01	9	26	34.62%	47.57%	1015	3468	29.27%	0.6	-0.63
Nov-01	5	18	26.32%	44.03%	832	2748	30.28%	-0.37	-1.23
[illegible]-01	1	8	12.50%	33.07%	739	2251	32.83%	-1.22	-1.74
[illegible]-02	2	15	13.33%	33.89%	850	2603	32.65%	-1.59	-1.97
Feb-02	3	11	27.27%	44.54%	783	2361	33.16%	-0.41	-1.25
Mar-02	3	11	27.27%	44.54%	732	2303	31.78%	-0.32	-1.19
[illegible]-02	3	13	23.08%	42.13%	727	2391	30.41%	-0.57	-1.35



Checklist #14 - Resale - Qwest DSL Installation

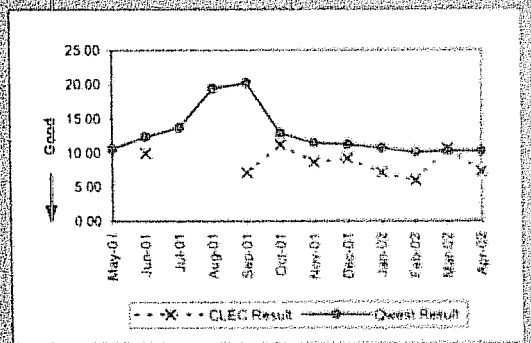
Installation Commitments Met (Percent) (OP-3A)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01					1718	2217	77.49%		
Jun-01	1	1	100.00%	0.00%	1820	2318	78.52%	-0.52	-1.32
Jul-01					4281	5428	78.87%		
Aug-01					5631	8459	66.57%		
Sep-01	5	5	100.00%	0.00%	6600	10160	64.96%	-1.64	-2
Oct-01	8	8	100.00%	0.00%	8609	9524	90.39%	-0.92	-1.56
Nov-01	6	7	85.71%	34.99%	7778	8266	94.10%	0.83	-0.5
Dec-01	3	4	75.00%	43.30%	7874	8239	95.57%	1.35	-0.18
Jan-02	5	5	100.00%	0.00%	7126	7430	95.91%	0.46	-1.28
Feb-02	1	1	100.00%	0.00%	6485	6734	96.30%	0.2	-1.12
Mar-02	3	3	100.00%	0.00%	6272	6513	96.30%	0.34	-1.21
Apr-02	3	3	100.00%	0.00%	6301	6464	97.48%	0.28	-1.17



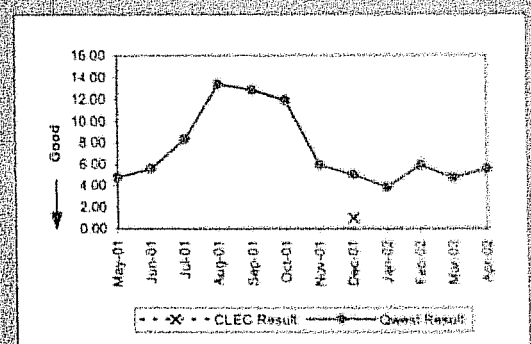
Installation Interval (Average Days) (OP-4A)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01					23575	2217	10.63		
Jun-01	10	1	10.00		28815	2318	12.43	-0.32	-1.19
Jul-01					78419	5729	13.69		
Aug-01					167495	8634	19.40		
Sep-01	36	5	7.20	3.56	209987	10387	20.22	-1.95	-2.19
Oct-01	90	8	11.25	3.77	124841	9684	12.89	-0.5	-1.3
Nov-01	61	7	8.71	3.64	95280	8303	11.48	-1.18	-1.72
Dec-01	37	4	9.25	4.27	93024	8274	11.24	-0.73	-1.44
Jan-02	36	5	7.20	2.28	80440	7505	10.72	-1.05	-1.64
Feb-02	6	1	6.00		68431	6781	10.09	-0.8	-1.49
Mar-02	32	3	10.67	2.08	67974	6548	10.38	2.88	0.75
Apr-02	22	3	7.33	3.79	66658	6501	10.25	-1.46	-1.89



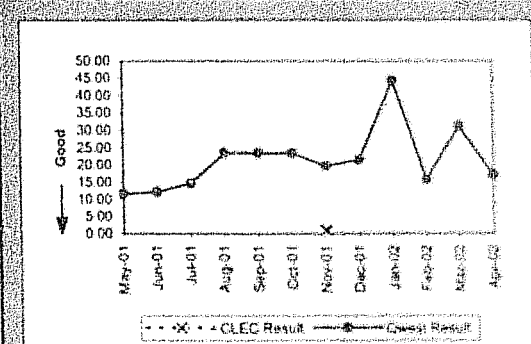
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-1)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01					2050	432	4.75		
Jun-01					2526	451	5.60		
Jul-01					6490	777	8.35		
Aug-01					12966	969	13.38		
Sep-01					16844	1310	12.86		
Oct-01					6810	572	11.91		
Nov-01					2219	374	5.93		
Dec-01	1	1	1.00		1475	293	5.03	-0.38	-1.23
Jan-02					1192	309	3.86		
Feb-02					1577	266	5.93		
Mar-02					1185	251	4.72		
Apr-02					916	165	5.55		



Delayed Days for Facility Reasons (Average Days) (OP-6B-1)-- Dispatches Within MSAs

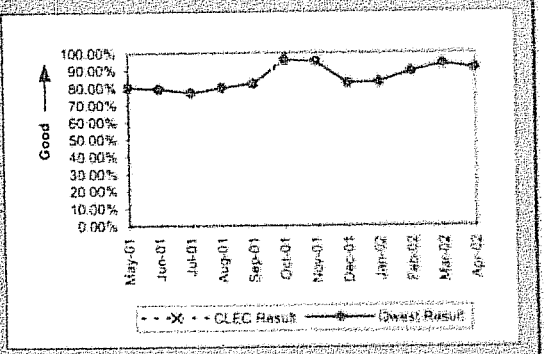
Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01					778	67	11.61		
Jun-01					569	47	12.11		
Jul-01					7082	483	14.66		
Aug-01					46025	1956	23.53		
Sep-01					57393	2446	23.46		
Oct-01					11645	497	23.43		
Nov-01	1	1	1.00		2979	151	19.73	-0.9	-1.55
Dec-01					2304	107	21.53		
Jan-02					3104	70	44.34		
Feb-02					472	30	15.73		
Mar-02					780	25	31.20		
Apr-02					597	35	17.06		



Checklist #14 - Resale - Qwest DSL Installation

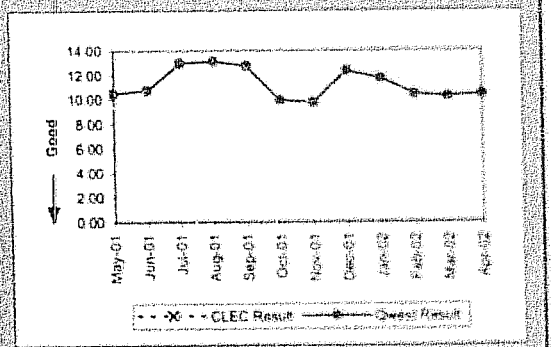
Installation Commitments Met (Percent) (OP-3B)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01					65	81	80.25%		
Jun-01					58	73	79.45%		
Jul-01					91	118	77.12%		
Aug-01					84	105	80.00%		
Sep-01					75	91	82.42%		
Oct-01					95	99	95.96%		
Nov-01					79	83	95.18%		
Dec-01					77	93	82.80%		
Jan-02					80	96	83.33%		
Feb-02					128	143	89.51%		
Mar-02					121	129	93.80%		
Apr-02					123	135	91.11%		



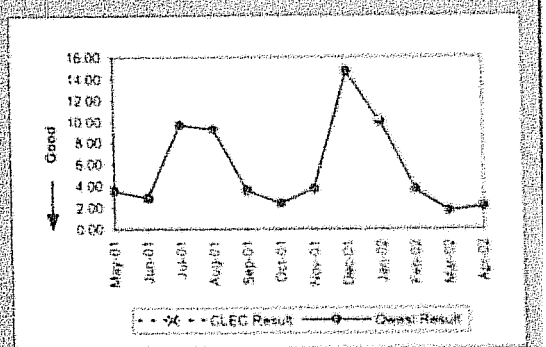
Installation Interval (Average Days) (OP-4B)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01					852	81	10.52		
Jun-01					786	73	10.77		
Jul-01					1570	121	12.98		
Aug-01					1418	108	13.13		
Sep-01					1186	93	12.75		
Oct-01					1003	101	9.93		
Nov-01					819	84	9.75		
Dec-01					1174	95	12.36		
Jan-02					1139	97	11.74		
Feb-02					1532	147	10.42		
Mar-02					1333	130	10.25		
Apr-02					1448	139	10.42		



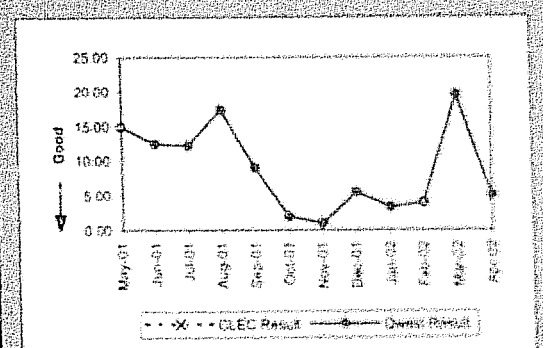
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-2)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01					50	14	3.57		
Jun-01					32	11	2.91		
Jul-01					155	16	9.69		
Aug-01					176	19	9.26		
Sep-01					50	14	3.57		
Oct-01					12	5	2.40		
Nov-01					15	4	3.75		
Dec-01					235	16	14.69		
Jan-02					140	14	10.00		
Feb-02					59	16	3.69		
Mar-02					12	7	1.71		
Apr-02					25	12	2.08		



Delayed Days for Facility Reasons (Average Days) (OP-6B-2)-- Dispatches Outside MSAs

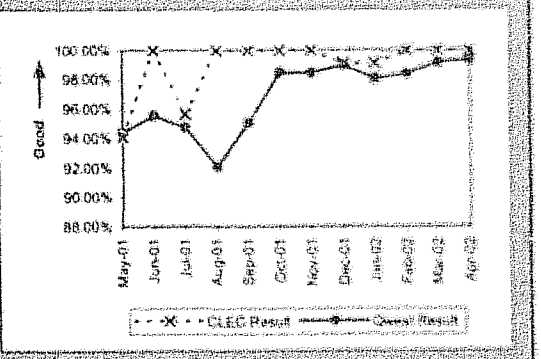
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01					30	2	15.00		
Jun-01					50	4	12.50		
Jul-01					172	14	12.29		
Aug-01					87	5	17.40		
Sep-01					36	4	9.00		
Oct-01					2	1	2.00		
Nov-01					1	1	1.00		
Dec-01					11	2	5.50		
Jan-02					10	3	3.33		
Feb-02					12	3	4.00		
Mar-02					39	2	19.50		
Apr-02					20	4	5.00		



Checklist #14 - Resale - Qwest DSL Installation

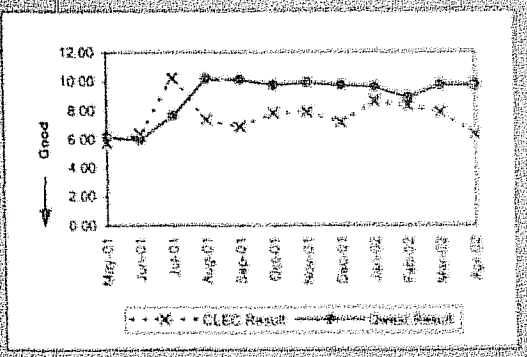
Installation Commitments Met (Percent) (OP-3C)-- No Dispatches

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	16	17	94.12%	23.53%	31591	33467	94.39%	0.16	-0.9
Jun-01	15	15	100.00%	0.00%	32610	34127	95.55%	-0.84	-1.51
Jul-01	22	23	95.65%	20.39%	36691	38724	94.75%	-0.19	-1.12
Aug-01	21	21	100.00%	0.00%	20808	22593	92.10%	-1.34	-1.82
Sep-01	34	34	100.00%	0.00%	17473	18385	95.04%	-1.33	-1.91
Oct-01	99	99	100.00%	0.00%	31595	32096	98.44%	-1.25	-1.76
Nov-01	77	77	100.00%	0.00%	28258	28712	98.42%	-1.11	-1.68
Dec-01	109	109	99.08%	9.53%	34639	35012	98.93%	-0.15	-1.09
Jan-02	110	111	99.10%	9.45%	33091	33749	98.05%	-0.8	-1.49
Feb-02	111	111	100.00%	0.00%	30333	30834	98.38%	-1.35	-1.82
Mar-02	109	109	100.00%	0.00%	29828	30085	99.15%	-0.97	-1.59
Apr-02	106	106	100.00%	0.00%	32654	32879	99.32%	-0.85	-1.52



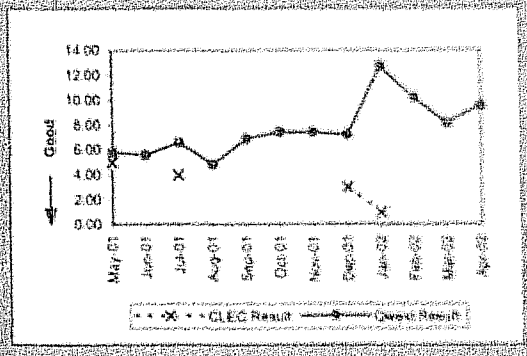
Installation Interval (Average Days) (OP-4C)-- No Dispatches

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	98	17	5.76	4.07	158118	25680	6.16	-0.33	-1.2
Jun-01	96	15	6.40	3.46	154260	25858	5.97	2.88	0.75
Jul-01	225	22	10.23	2.67	200531	26219	7.65	2.86	0.75
Aug-01	118	16	7.38	2.47	147196	14467	10.17	-3.63	-3.21
Sep-01	200	29	6.90	3.32	127857	12644	10.11	-5.52	-4.36
Oct-01	657	84	7.82	2.60	223877	22977	9.74	-8.36	-6.08
Nov-01	372	47	7.91	3.08	161855	16354	9.90	-5.43	-4.3
Dec-01	353	49	7.20	2.74	131770	13584	9.70	-6.38	-4.88
Jan-02	432	50	8.64	3.04	182231	19003	9.59	-2.36	-2.43
Feb-02	467	56	8.34	2.67	200178	22500	8.90	-1.41	-1.86
Mar-02	236	30	7.87	2.62	199392	20491	9.73	-3.75	-3.28
Apr-02	304	48	6.33	3.42	224484	23098	9.72	-13.03	-8.92



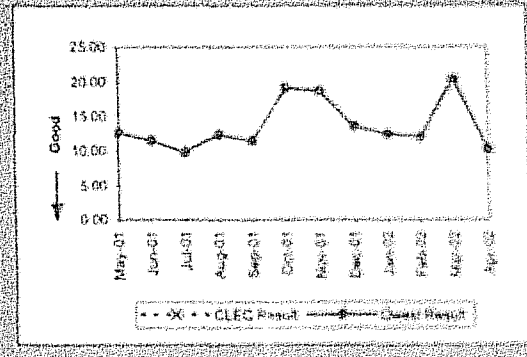
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-3)-- No Dispatches

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	5	1	5.00		8444	1458	5.79	-0.12	-1.07
Jun-01					7763	1391	5.58		
Jul-01	4	1	4.00		11988	1824	6.57	-0.29	-1.18
Aug-01					6141	1268	4.84		
Sep-01					5134	745	6.89		
Oct-01					3617	488	7.41		
Nov-01					3288	445	7.39		
Dec-01	3	1	3.00		2437	339	7.19	-0.33	-1.2
Jan-02	1	1	1.00		8030	631	12.73	-0.87	-1.53
Feb-02					4479	438	10.23		
Mar-02					2062	253	8.15		
Apr-02					1594	167	9.54		



Delayed Days for Facility Reasons (Average Days) (OP-6B-3)-- No Dispatches

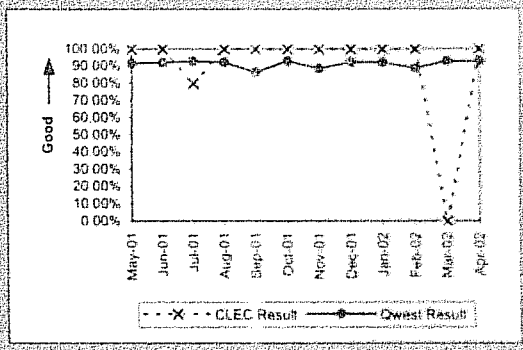
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01					5277	418	12.62		
Jun-01					1446	126	11.48		
Jul-01					2306	234	9.85		
Aug-01					6513	529	12.31		
Sep-01					2090	183	11.42		
Oct-01					459	24	19.12		
Nov-01					579	31	18.68		
Dec-01					527	39	13.51		
Jan-02					472	38	12.42		
Feb-02					792	66	12.00		
Mar-02					468	23	20.35		
Apr-02					707	69	10.25		



Checklist #14 - Resale - Qwest DSL Installation

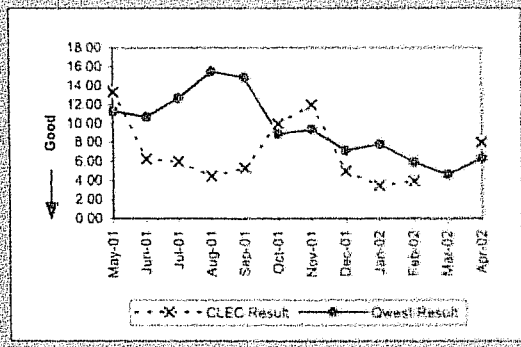
Installation Commitments Met (Percent) (OP-3D)-- Interval Zone One

Time	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01	8	8	100.00%	0.00%	7466	8147	91.64%	-0.85	-1.52
Jun-01	7	7	100.00%	0.00%	6103	6630	92.05%	-0.78	-1.47
Jul-01	4	5	80.00%	40.00%	837	902	92.79%	0.91	-0.44
Aug-01	2	2	100.00%	0.00%	526	570	92.28%	-0.41	-1.25
Sep-01	3	3	100.00%	0.00%	292	338	86.39%	-0.68	-1.42
Oct-01	2	2	100.00%	0.00%	264	284	92.96%	-0.39	-1.24
Nov-01	1	1	100.00%	0.00%	224	253	88.54%	-0.36	-1.22
Dec-01	1	1	100.00%	0.00%	216	236	92.37%	-0.29	-1.17
Jan-02	2	2	100.00%	0.00%	245	266	92.11%	-0.41	-1.25
Feb-02	1	1	100.00%	0.00%	161	204	88.73%	-0.36	-1.22
Mar-02	0	1	0.00%	0.00%	211	227	92.95%	1.81	0.1
Apr-02	1	1	100.00%	0.00%	299	323	92.57%	-0.28	-1.17



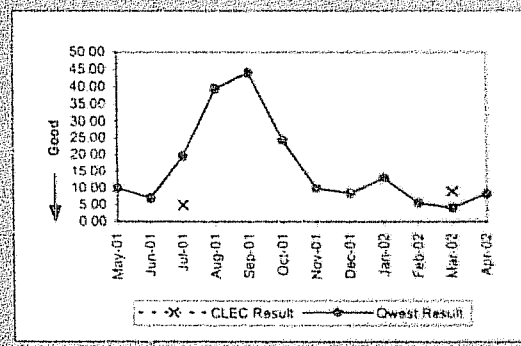
Installation Interval (Average Days) (OP-4D)-- Interval Zone One

Time	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01	101	8	13.38	24.13	91512	8070	11.34	2.65	0.61
Jun-01	68	7	9.29	3.73	70760	6602	10.72	-2.49	-2.51
Jul-01	24	4	6.00	2.45	14754	1161	12.71	-0.93	-1.56
Aug-01	9	2	4.50	0.71	10147	656	15.47	-0.69	-1.42
Sep-01	16	3	5.33	0.58	5270	355	14.85	-0.61	-1.37
Oct-01	20	2	10.00	5.66	2700	303	8.91	1.79	0.09
Nov-01	12	1	12.00		2476	264	9.38	1.66	0.01
Dec-01	5	1	5.00		1706	239	7.14	-0.2	-1.12
Jan-02	7	2	3.50	0.71	2246	287	7.83	-0.46	-1.28
Feb-02	4	1	4.00		1174	198	5.93	-0.26	-1.16
Mar-02					1043	226	4.62		
Apr-02	8	1	8.00		2035	322	6.32	1.59	-0.03



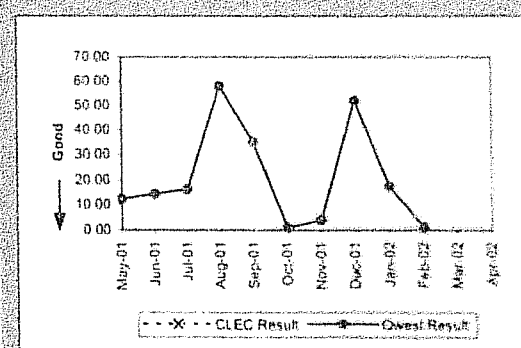
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-4)-- Interval Zone One

Time	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01					5234	528	9.91		
Jun-01					2802	407	6.88		
Jul-01	6	1	5.00		5623	286	19.66	-0.74	-1.45
Aug-01					5407	137	39.47		
Sep-01					2905	66	44.02		
Oct-01					1031	42	24.55		
Nov-01					524	53	9.89		
Dec-01					262	31	8.45		
Jan-02					571	44	12.98		
Feb-02					156	28	5.57		
Mar-02	9	1	9.00		80	19	4.21	1	-0.39
Apr-02					276	33	8.36		



Delayed Days for Facility Reasons (Average Days) (OP-6B-4)-- Interval Zone One

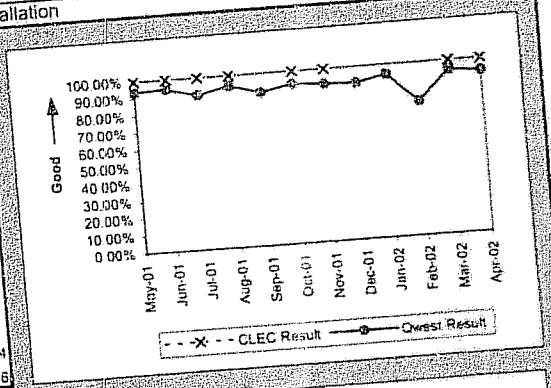
Time	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01					1906	153	12.46		
Jun-01					1713	120	14.28		
Jul-01					342	21	16.29		
Aug-01					116	2	58.00		
Sep-01					70	2	35.00		
Oct-01					1	1	1.00		
Nov-01					4	1	4.00		
Dec-01					52	1	52.00		
Jan-02					52	3	17.33		
Feb-02					1	1	1.00		
Mar-02									
Apr-02									



Checklist #14 - Resale - Qwest DSL Installation

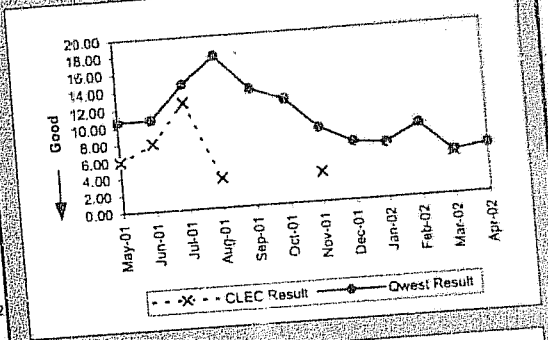
Installation Commitments Met Percent (OP-3E) – Interval Zone Two

CLEC Num	CLEC Dem	CLEC Result	Std Dev	Qwest Num	Qwest Dem	Qwest Result	Mod Z Scr	Parity Scr
	1	100.00%	0.00%	2001	2132	93.86%	-0.26	-1.16
	1	100.00%	0.00%	1511	1598	94.56%	-0.24	-1.15
	2	100.00%	0.00%	163	181	90.06%	-0.47	-1.28
	2	100.00%	0.00%	113	120	94.17%	-0.35	-1.21
	2	100.00%	0.00%	58	65	89.23%		
	1	100.00%	0.00%	52	56	92.86%	-0.27	-1.17
	2	100.00%	0.00%	54	59	91.53%	-0.42	-1.26
				39	43	90.70%		
				51	54	94.44%		
				42	54	77.78%		
				36	38	94.74%	-0.23	-1.14
	1	100.00%	0.00%	67	72	93.06%	-0.27	-1.16
	1	100.00%	0.00%					



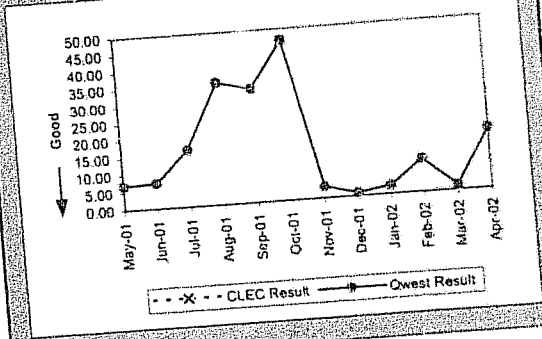
Installation Interval (Average Days) (OP-4E) – Interval Zone Two

CLEC Num	CLEC Dem	CLEC Result	Std Dev	Qwest Num	Qwest Dem	Qwest Result	Mod Z Scr	Parity Scr
	1	6.00		22682	2117	10.71	-1.29	-1.79
	1	6.00		17119	1591	10.76	-0.53	-1.33
	2	12.50	2.12	3347	230	14.55	-0.16	-1.1
	2	3.50	0.71	2773	157	17.66	-0.93	-1.57
				1001	74	13.53		
				706	58	12.17		
	2	3.50	3.54	472	54	8.74	-0.38	-1.23
				287	42	6.83		
				340	52	6.54		
				443	52	8.52		
				195	38	5.13	-0.03	-1.02
	1	5.00		395	69	5.72		



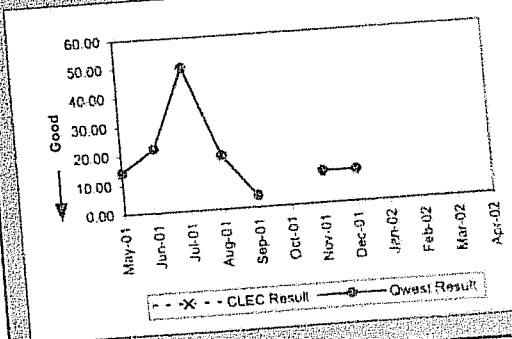
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5) – Interval Zone Two

CLEC Num	CLEC Dem	CLEC Result	Std Dev	Qwest Num	Qwest Dem	Qwest Result	Mod Z Scr	Parity Scr
				805	115	7.00		
				608	83	7.33		
				1000	60	16.67		
				1567	44	35.61		
				565	17	33.24		
				327	7	46.71		
				21	6	3.50		
				5	5	1.00		
				20	8	2.50		
				135	14	9.64		
				4	3	1.33		
				106	6	17.67		



Delayed Days for Facility Reasons (Average Days) (OP-6B-5) – Interval Zone Two

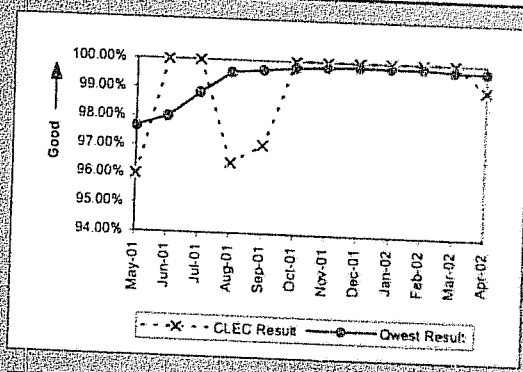
CLEC Num	CLEC Dem	CLEC Result	Std Dev	Qwest Num	Qwest Dem	Qwest Result	Mod Z Scr	Parity Scr
				230	16	14.38		
				88	4	22.00		
				297	6	49.50		
				37	2	18.50		
				4	1	4.00		
				22	2	11.00		
				11	1	11.00		



Checklist #14 - Resale - Qwest DSL Installation

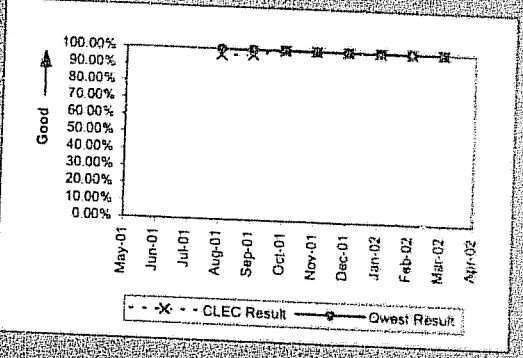
New Service Installation Quality (Percent) (OP-5)– Interval Zone One and Two

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01	24	25	96.00%	19.60%	47764	48909	97.66%	0.58	-0.65
Jun-01	26	26	100.00%	0.00%	47266	48226	98.01%	-0.73	-1.44
Jul-01	27	27	100.00%	0.00%	46533	47072	98.85%	-0.56	-1.34
Aug-01	27	28	96.43%	18.56%	38952	39117	99.58%	1.57	-0.05
Sep-01	33	34	97.06%	16.90%	30658	30761	99.67%	1.59	-0.04
Oct-01	76	76	100.00%	0.00%	35719	35802	99.77%	-0.42	-1.26
Nov-01	99	99	100.00%	0.00%	39795	39867	99.82%	-0.42	-1.26
Dec-01	101	101	100.00%	0.00%	40510	40571	99.85%	-0.39	-1.24
Jan-02	116	116	100.00%	0.00%	42624	42697	99.83%	-0.45	-1.27
Feb-02	116	116	100.00%	0.00%	39810	39872	99.84%	-0.42	-1.26
Mar-02	114	114	100.00%	0.00%	37452	37541	99.76%	-0.52	-1.32
Apr-02	112	113	99.12%	9.37%	38400	38493	99.76%	1.1	-0.33



New Service Installation Quality (Percent) (OP-5*)– Interval Zone One and Two

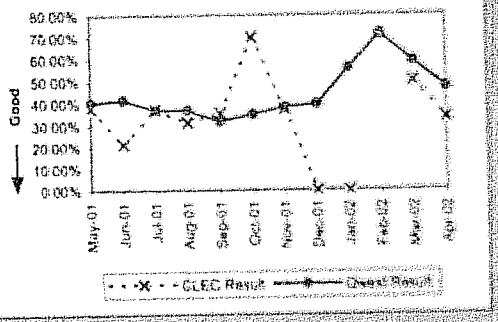
Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01	27	28	96.43%	18.56%	38984	39117	99.66%	1.67	0.02
Sep-01	33	34	97.06%	16.90%	30684	30761	99.75%	1.73	0.05
Oct-01	76	76	100.00%	0.00%	35743	35802	99.84%	-0.35	-1.22
Nov-01	99	99	100.00%	0.00%	39805	39867	99.84%	-0.39	-1.24
Dec-01	101	101	100.00%	0.00%	40525	40571	99.89%	-0.34	-1.21
Jan-02	116	116	100.00%	0.00%	42638	42697	99.86%	-0.4	-1.24
Feb-02	116	116	100.00%	0.00%	39819	39872	99.87%	-0.39	-1.24
Mar-02	114	114	100.00%	0.00%	37471	37541	99.81%	-0.46	-1.28
Apr-02									



Checklist #14 - Resale - Qwest DSL Repair

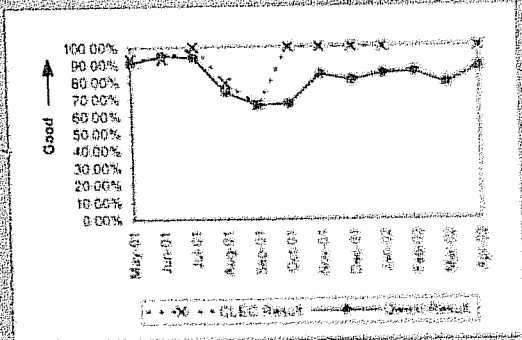
Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10)-- Interval Zone One and Two

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01	28	74	37.84%	48.50%	3787	9368	40.42%	-0.45	-1.27
Jun-01	12	56	21.43%	41.03%	3373	8102	41.63%	-3.06	-2.86
Jul-01	6	16	37.50%	48.41%	2498	6728	37.13%	0.05	-0.97
Aug-01	11	35	31.43%	46.42%	3429	9260	37.03%	-0.68	-1.42
Sep-01	5	14	35.71%	47.92%	1706	5351	31.88%	0.32	-0.8
Oct-01	7	10	70.00%	45.83%	1992	5685	35.04%	2.17	0.32
Nov-01	6	16	37.50%	48.41%	1569	4107	38.20%	-0.06	-1.04
Dec-01	0	1	0.00%	0.00%	1622	4102	39.54%	-0.81	-1.49
Jan-02	0	3	0.00%	0.00%	3596	6433	55.90%	-1.95	-2.19
Feb-02					4407	6189	71.21%		
Mar-02	1	2	50.00%	50.00%	3335	5659	58.93%	-0.26	-1.16
Apr-02	2	6	33.33%	47.14%	2041	4337	47.06%	-0.67	-1.41



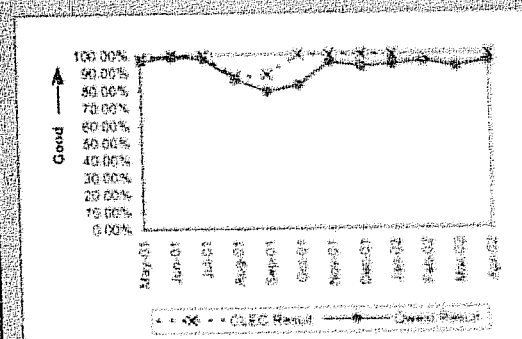
Out of Service Cleared within 24 hours (Percent) (MR-3D)-- Interval Zone One

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01	43	46	93.48%	24.69%	4378	4824	90.75%	-0.63	-1.39
Jun-01	40	43	93.02%	25.48%	3840	4044	94.96%	0.61	-0.63
Jul-01	9	9	100.00%	0.00%	3349	3572	93.76%	-0.77	-1.47
Aug-01	19	24	79.17%	40.61%	3690	5007	73.70%	-0.61	-1.37
Sep-01	6	9	66.67%	47.14%	2112	3195	66.10%	-0.04	-1.02
Oct-01	3	3	100.00%	0.00%	2097	3129	67.02%	-1.21	-1.74
Nov-01	10	10	100.00%	0.00%	1797	2138	84.05%	-1.37	-1.84
Dec-01	1	1	100.00%	0.00%	1692	2101	80.53%	-0.49	-1.3
Jan-02	3	3	100.00%	0.00%	2033	2409	84.39%	-0.74	-1.45
Feb-02					1278	1503	85.03%		
Mar-02					1567	1994	78.59%		
Apr-02	4	4	100.00%	0.00%	1773	2019	87.82%	-0.74	-1.45



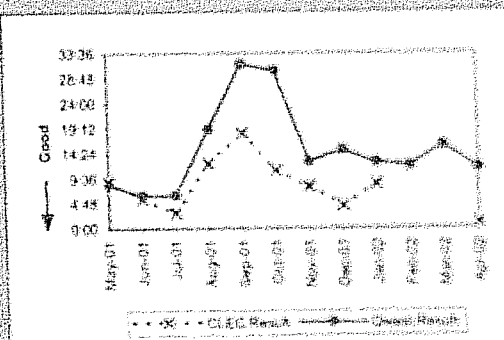
All Troubles Cleared within 48 hours (Percent) (MR-4D)-- Interval Zone One

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01	45	46	97.83%	14.58%	4682	4824	97.06%	-0.31	-1.19
Jun-01	43	43	100.00%	0.00%	4001	4044	98.94%	-0.68	-1.41
Jul-01	9	9	100.00%	0.00%	3489	3572	97.68%	-0.46	-1.26
Aug-01	21	24	87.50%	33.07%	4309	5007	86.06%	-0.2	-1.12
Sep-01	8	9	88.89%	31.43%	2537	3205	79.16%	-0.72	-1.44
Oct-01	3	3	100.00%	0.00%	2627	3180	82.61%	-0.79	-1.48
Nov-01	10	10	100.00%	0.00%	2074	2167	95.71%	-0.67	-1.41
Dec-01	1	1	100.00%	0.00%	1979	2128	93.00%	-0.27	-1.17
Jan-02	3	3	100.00%	0.00%	2295	2435	94.25%	-0.43	-1.26
Feb-02					1454	1516	95.91%		
Mar-02					1859	2005	92.72%		
Apr-02	4	4	100.00%	0.00%	1938	2023	95.80%	-0.42	-1.25



Mean Time to Restore (Hours:Minutes) (MR-6D)-- Interval Zone One

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01	415:01	46	9:01	20:20	40695:10	4824	8:26	2.2	0.34
Jun-01	241:58	43	5:38	7:39	25534:59	4044	6:19	-0.37	-1.22
Jul-01	27:01	9	3:00	5:31	22866:01	3572	6:24	-0.69	-1.42
Aug-01	299:59	24	12:30	21:26	95574:34	5007	19:05	-0.96	-1.59
Sep-01	164:57	9	18:20	24:20	101056:09	3205	31:32	-0.74	-1.45
Oct-01	33:28	3	11:09	9:43	96178:58	3180	30:15	-0.64	-1.39
Nov-01	80:07	10	8:01	8:52	27832:37	2167	12:51	-0.8	-1.49
Dec-01	4:17	1	4:17		31761:54	2128	14:56	-0.45	-1.27
Jan-02	25:29	3	8:30	13:13	30856:09	2435	12:40	-0.32	-1.19
Feb-02					18272:38	1516	12:03		
Mar-02					31930:57	2005	15:56		
Apr-02	3:45	4	0:57	0:36	23525:46	2023	11:38	-1.05	-1.64

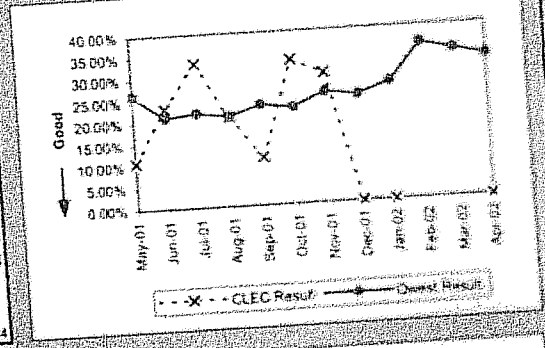


Qwest Performance Results (ROC 271 PID 4.1)

Checklist #14 - Resale - Qwest DSL Repair

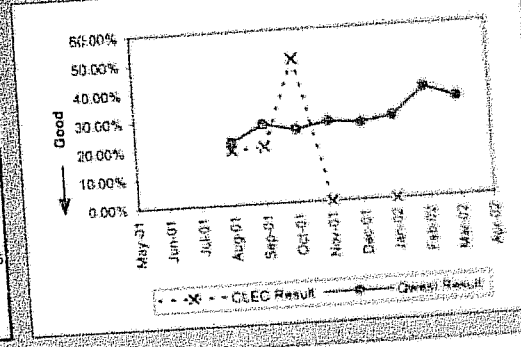
Repair Repeat Report Rate (Percent) (MR-7D)-- Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	5	46	10.87%	31.13%	1276	4824	26.45%	-2.38	-2.45
Jun-01	10	43	23.26%	42.25%	855	4044	21.14%	0.36	-0.76
Jul-01	3	9	33.33%	47.14%	783	3572	21.92%	0.8	-0.52
Aug-01	5	24	20.83%	40.61%	1052	5007	21.01%	-0.02	-1.01
Sep-01	1	9	11.11%	31.43%	750	3205	23.40%	-0.87	-1.55
Oct-01	1	3	33.33%	47.14%	715	3180	22.48%	0.43	-0.74
Nov-01	3	10	30.00%	45.83%	556	2167	25.66%	0.34	-0.8
Dec-01	0	1	0.00%	0.00%	525	2128	24.67%	-0.57	-1.35
Jan-02	0	3	0.00%	0.00%	663	2435	27.23%	-1.06	-1.84
Feb-02					543	1516	35.82%		
Mar-02					684	2005	34.11%		
Apr-02	0	4	0.00%	0.00%	656	2023	32.43%	-1.38	-1.84



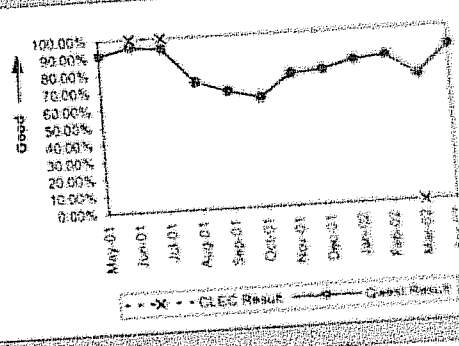
Repair Repeat Report Rate (Percent) (MR-7D*)-- Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01					820	3718	22.05%	-0.33	-1.2
Aug-01	4	21	19.05%	39.27%	519	1871	27.74%	-0.39	-1.23
Sep-01	1	5	20.00%	40.00%	471	1856	25.38%	0.66	-0.6
Oct-01	1	2	50.00%	50.00%	403	1450	27.79%	-1.52	-1.92
Nov-01	0	6	0.00%	0.00%	366	1366	26.79%		
Dec-01					457	1590	28.74%	-0.9	-1.55
Jan-02	0	2	0.00%	0.00%	413	1083	38.13%		
Feb-02					488	1418	34.41%		
Mar-02									
Apr-02									



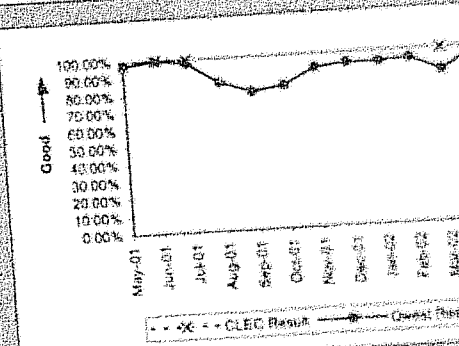
Out of Service Cleared within 24 hours (Percent) (MR-3E)-- Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01					690	757	91.15%		
Jun-01	1	1	100.00%	0.00%	653	685	95.33%	-0.22	-1.13
Jul-01	1	1	100.00%	0.00%	617	658	93.77%	-0.26	-1.16
Aug-01					609	824	73.91%		
Sep-01					298	440	67.73%		
Oct-01					322	509	63.26%		
Nov-01					277	364	76.10%		
Dec-01					271	349	77.65%		
Jan-02					329	400	82.25%		
Feb-02					224	266	84.21%		
Mar-02	0	1	0.00%	0.00%	230	318	72.33%	1.09	-0.34
Apr-02					241	272	88.60%		



All Troubles Cleared within 48 hours (Percent) (MR-4E)-- Interval Zone Two

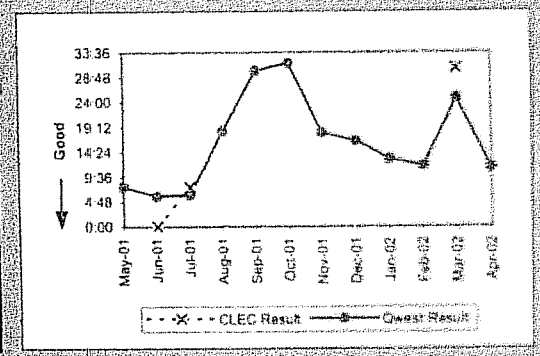
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01					736	757	97.23%		
Jun-01	1	1	100.00%	0.00%	681	685	99.42%	-0.08	-1.05
Jul-01	1	1	100.00%	0.00%	642	658	97.57%	-0.16	-1.1
Aug-01					709	824	86.04%		
Sep-01					351	440	79.77%		
Oct-01					424	513	82.65%		
Nov-01					341	371	91.91%		
Dec-01					331	352	94.03%		
Jan-02					377	402	93.78%		
Feb-02					253	266	95.11%		
Mar-02	1	1	100.00%	0.00%	278	319	87.15%	-0.38	-1.23
Apr-02					266	273	97.44%		



Checklist #14 - Resale - Qwest DSL Repair

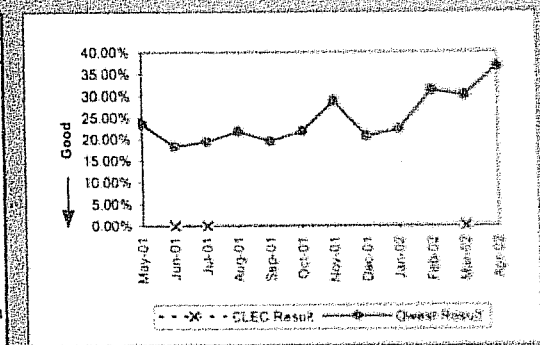
Mean Time to Restore (Hours:Minutes) (MR-6E)-- Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01					5840:56	757	7:43		
Jun-01	0:02	1	0:02		4070:00	685	5:56	-0.64	-1.39
Jul-01	7:44	1	7:44		4123:13	658	6:16	1.53	-0.07
Aug-01					15226:27	824	18:29		
Sep-01					13230:33	440	30:04		
Oct-01					16161:33	513	31:30		
Nov-01					6709:20	371	18:05		
Dec-01					5820:23	352	16:32		
Jan-02					5278:36	402	13:08		
Feb-02					3127:58	266	11:46		
Mar-02	30:32	1	30:32		7933:22	319	24:52	1.5	-0.09
Apr-02					3086:51	273	11:18		



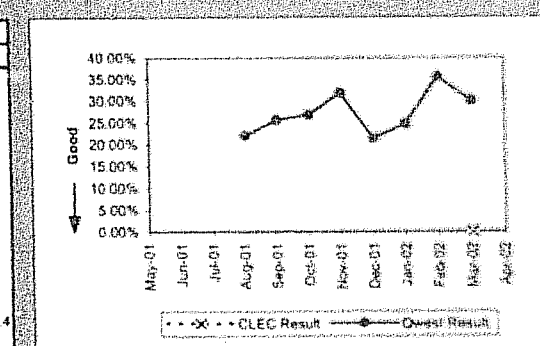
Repair Repeat Report Rate (Percent) (MR-7E)-- Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01					178	757	23.51%		
Jun-01	0	1	0.00%	0.00%	126	685	18.39%	-0.47	-1.29
Jul-01	0	1	0.00%	0.00%	128	658	19.45%	-0.49	-1.3
Aug-01					180	824	21.84%		
Sep-01					86	440	19.55%		
Oct-01					112	513	21.83%		
Nov-01					107	371	28.84%		
Dec-01					73	352	20.74%		
Jan-02					90	402	22.39%		
Feb-02					83	266	31.20%		
Mar-02	0	1	0.00%	0.00%	96	319	30.09%	-0.66	-1.4
Apr-02					100	273	36.63%		



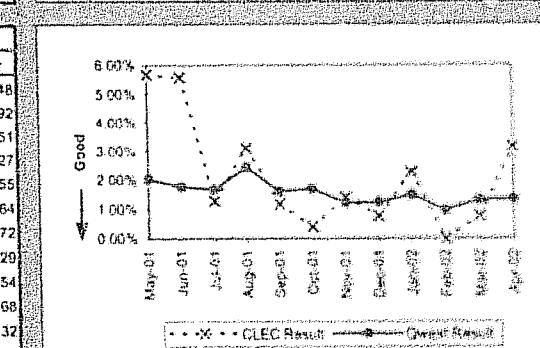
Repair Repeat Report Rate (Percent) (MR-7E*)-- Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01					125	566	22.08%		
Sep-01					63	246	25.61%		
Oct-01					81	302	26.82%		
Nov-01					69	217	31.80%		
Dec-01					51	237	21.52%		
Jan-02					61	247	24.70%		
Feb-02					65	183	35.52%		
Mar-02	0	1	0.00%	0.00%	66	220	30.00%	-0.65	-1.4
Apr-02									



Trouble Rate (Percent) (MR-8)-- Interval Zone One and Two

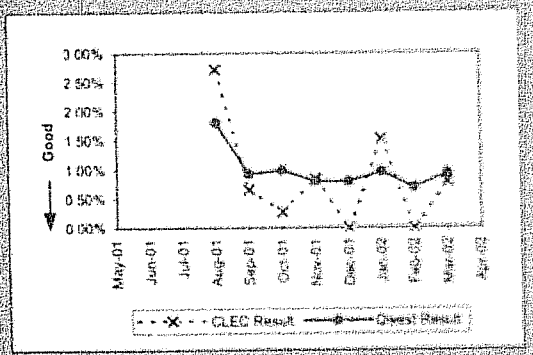
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	46	808	5.69%	23.17%	5581	274534	2.03%	7.36	3.48
Jun-01	44	787	5.59%	22.97%	4729	266282	1.78%	8.09	3.92
Jul-01	10	777	1.29%	11.27%	4230	252102	1.68%	-0.85	-1.51
Aug-01	24	771	3.11%	17.37%	5831	238364	2.45%	1.2	-0.27
Sep-01	9	757	1.19%	10.84%	3645	227625	1.60%	-0.9	-1.55
Oct-01	3	736	0.41%	6.37%	3693	217706	1.70%	-2.7	-2.64
Nov-01	10	710	1.41%	11.78%	2538	208053	1.22%	0.46	-0.72
Dec-01	1	129	0.78%	8.77%	2480	200987	1.23%	-0.47	-1.29
Jan-02	3	132	2.27%	14.90%	2837	191123	1.48%	0.76	-0.54
Feb-02	0	129	0.00%	0.00%	1782	183565	0.97%	-1.12	-1.68
Mar-02	1	128	0.78%	8.80%	2324	177040	1.31%	-0.53	-1.32
Apr-02	4	126	3.17%	17.53%	2296	170937	1.34%	1.57	-0.05



Checklist #14 - Resale - Qwest DSL Repair

Trouble Rate (Percent) (MR-8*)-- Interval Zone One and Two

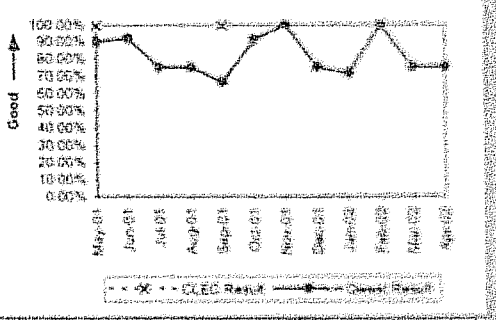
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01	21	771	2.72%	16.28%	4284	238364	1.80%	1.93	0.18
Sep-01	5	757	0.66%	8.10%	2117	227625	0.93%	-0.77	-1.47
Oct-01	2	736	0.27%	5.21%	2158	217706	0.99%	-1.97	-2.2
Nov-01	6	710	0.85%	9.15%	1667	208053	0.80%	0.13	-0.92
Dec-01	0	129	0.00%	0.00%	1603	200987	0.80%	-1.02	-1.62
Jan-02	2	132	1.52%	12.22%	1837	191123	0.96%	0.68	-0.59
Feb-02	0	129	0.00%	0.00%	1266	183555	0.69%	-0.95	-1.58
Mar-02	1	128	0.78%	8.80%	1638	177040	0.93%	-0.17	-1.1
Apr-02									



Checklist #14 - Resale - Primary ISDN Installation

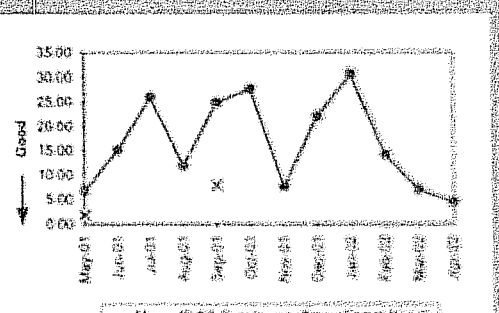
Installation Commitments Met (Percent) (OP-3A)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	1	1	100.00%	0.00%	9	10	90.00%	-0.32	-1.19
Jun-01					23	25	92.00%		
Jul-01					6	8	75.00%		
Aug-01					3	4	75.00%		
Sep-01	1	1	100.00%	0.00%	6	9	66.67%	-0.67	-1.41
Oct-01					10	11	90.91%		
Nov-01					5	5	100.00%		
Dec-01					3	4	75.00%		
Jan-02					5	7	71.43%		
Feb-02					7	7	100.00%		
Mar-02					6	8	75.00%		
Apr-02					3	4	75.00%		



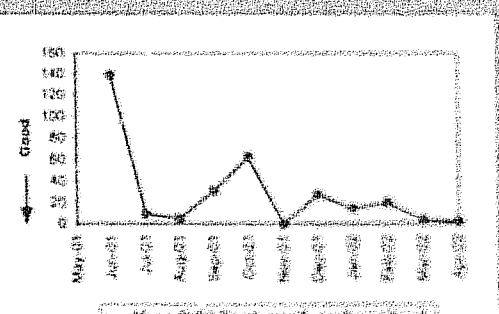
Installation Interval (Average Days) (OP-4A)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	2	1	2.00		68	10	6.80	-0.46	-1.28
Jun-01					378	25	15.12		
Jul-01					313	12	26.08		
Aug-01					96	8	12.00		
Sep-01	8	1	8.00		299	12	24.92	-0.56	-1.34
Oct-01					444	16	27.75		
Nov-01					46	6	7.67		
Dec-01					155	7	22.14		
Jan-02					399	13	30.69		
Feb-02					156	11	14.18		
Mar-02					56	8	7.00		
Apr-02					23	5	4.60		



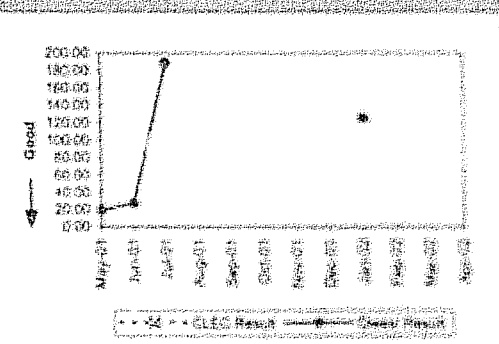
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-1)-- Dispatches Within MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01									
Jun-01					139	1	139.00		
Jul-01					27	3	9.00		
Aug-01					5	1	5.00		
Sep-01					187	6	31.17		
Oct-01					312	5	62.40		
Nov-01					9	1	0.00		
Dec-01					110	4	27.50		
Jan-02					104	7	14.86		
Feb-02					79	4	19.75		
Mar-02					8	2	4.00		
Apr-02					4	2	2.00		



Delayed Days for Facility Reasons (Average Days) (OP-6B-1)-- Dispatches Within MSAs

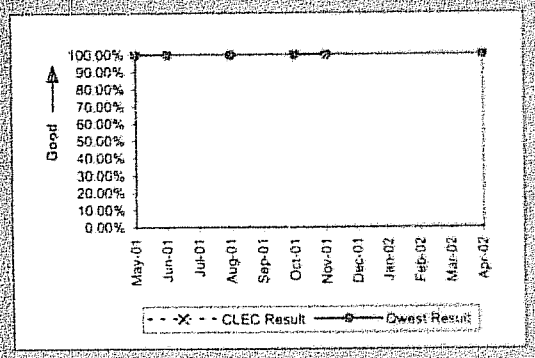
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01					19	1	19.00		
Jun-01					28	1	28.00		
Jul-01					189	1	189.00		
Aug-01									
Sep-01									
Oct-01									
Nov-01									
Dec-01									
Jan-02					126	1	126.00		
Feb-02									
Mar-02									
Apr-02									



Checklist #14 - Resale - Primary ISDN Installation

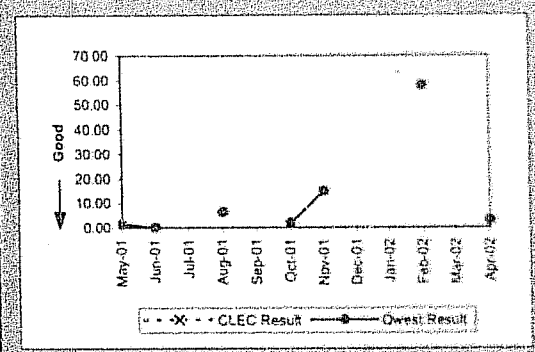
Installation Commitments Met (Percent) (OP-3B)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01					3	3	100.00%		
Jun-01					1	1	100.00%		
Jul-01									
Aug-01					1	1	100.00%		
Sep-01									
Oct-01					1	1	100.00%		
Nov-01					5	5	100.00%		
Dec-01									
Jan-02									
Feb-02									
Mar-02									
Apr-02					1	1	100.00%		



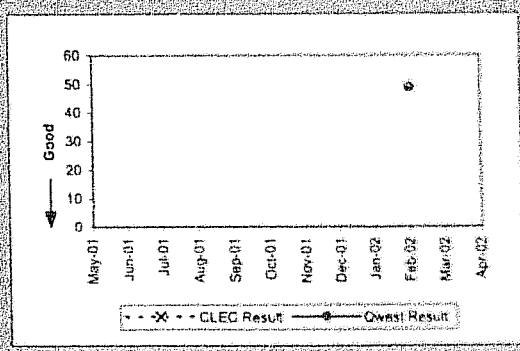
Installation Interval (Average Days) (OP-4B)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01					5	3	1.67		
Jun-01					0	1	0.00		
Jul-01									
Aug-01					13	2	6.50		
Sep-01									
Oct-01					2	1	2.00		
Nov-01					75	5	15.00		
Dec-01									
Jan-02									
Feb-02					58	1	58.00		
Mar-02									
Apr-02					3	1	3.00		



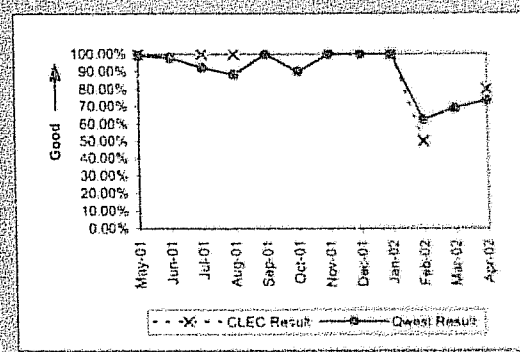
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-2)-- Dispatches Outside MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01									
Sep-01									
Oct-01									
Nov-01									
Dec-01									
Jan-02									
Feb-02					49	1	49.00		
Mar-02									
Apr-02									



Installation Commitments Met (Percent) (OP-3C)-- No Dispatches

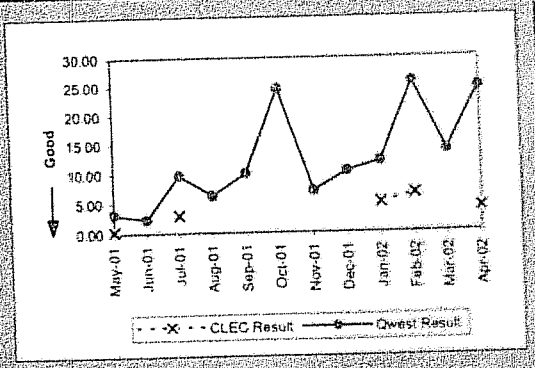
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	5	5	100.00%	0.00%	114	115	99.13%	-0.21	-1.12
Jun-01					133	136	97.79%		
Jul-01	2	2	100.00%	0.00%	61	66	92.42%	-0.4	-1.24
Aug-01	2	2	100.00%	0.00%	15	17	88.24%	-0.49	-1.3
Sep-01					12	12	100.00%		
Oct-01					9	10	90.00%		
Nov-01					6	6	100.00%		
Dec-01					14	14	100.00%		
Jan-02	1	1	100.00%	0.00%	31	31	100.00%	N/A	N/A
Feb-02	1	2	50.00%	50.00%	5	8	62.50%	0.14	-0.92
Mar-02					11	16	68.75%		
Apr-02	4	5	80.00%	40.00%	11	15	73.33%	-0.29	-1.18



Checklist #14 - Resale - Primary ISDN Installation

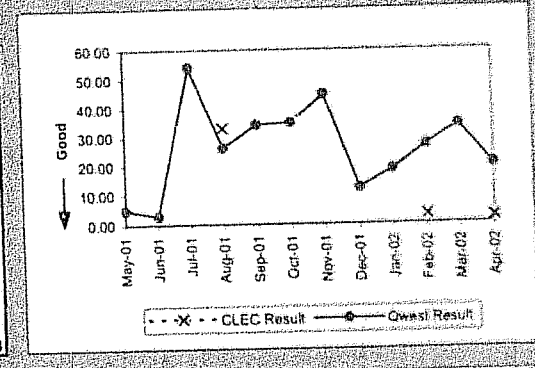
Installation Interval (Average Days) (OP-4C)-- No Dispatches

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01	1	3	0.33	0.58	335	103	3.25	-1.56	-1.95
Jun-01					309	132	2.34		
Jul-01					680	70	9.71		
Aug-01	3	1	3.00		107	17	6.29	-0.34	-1.21
Sep-01					191	19	10.05		
Oct-01					369	15	24.60		
Nov-01					70	10	7.00		
Dec-01					206	20	10.30		
Jan-02	6	1	6.00		588	49	12.00	-0.36	-1.23
Feb-02	13	2	6.50	3.54	489	19	25.74	-0.98	-1.59
Mar-02					360	26	13.85		
Apr-02	20	5	4.00	2.92	1354	55	24.62	-1.32	-1.8



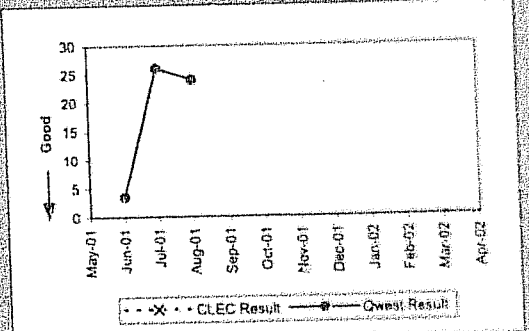
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-3)-- No Dispatches

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01					5	1	5.00		
Jun-01					3	1	3.00		
Jul-01					380	7	54.29		
Aug-01	33	1	33.00		105	4	26.25	0.74	-0.55
Sep-01					137	4	34.25		
Oct-01					314	9	34.89		
Nov-01					402	9	44.67		
Dec-01					122	10	12.20		
Jan-02					522	28	18.64		
Feb-02	3	1	3.00		567	21	27.00	-0.73	-1.44
Mar-02					1055	31	34.03		
Apr-02	2	1	2.00		1130	56	20.18	-0.56	-1.34



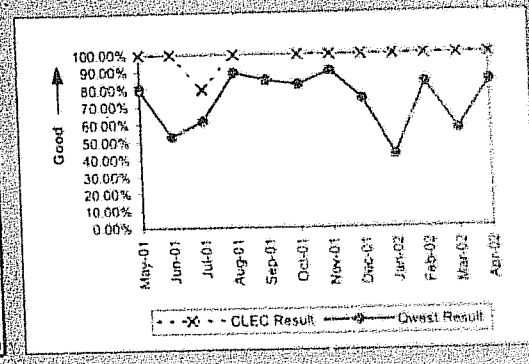
Delayed Days for Facility Reasons (Average Days) (OP-6B-3)-- No Dispatches

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01					7	2	3.50		
Jun-01					104	4	26.00		
Jul-01					24	1	24.00		
Aug-01									
Sep-01									
Oct-01									
Nov-01									
Dec-01									
Jan-02									
Feb-02									
Mar-02									
Apr-02									



Installation Commitments Met (Percent) (OP-3D)-- Interval Zone One

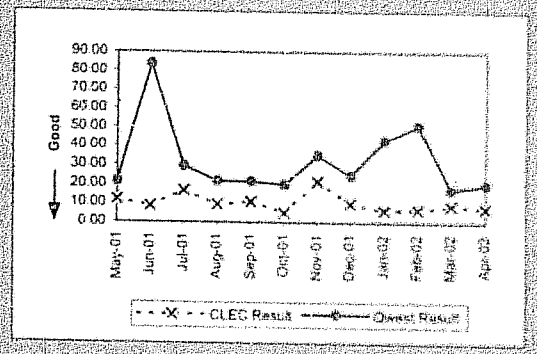
Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01	1	1	100.00%	0.00%	185	231	80.09%	-0.5	-1.3
Jun-01	9	9	100.00%	0.00%	220	417	52.76%	-2.81	-2.71
Jul-01	4	5	80.00%	40.00%	79	128	61.72%	-0.83	-1.5
Aug-01	4	4	100.00%	0.00%	205	230	89.13%	-0.69	-1.42
Sep-01					96	113	84.96%		
Oct-01	3	3	100.00%	0.00%	131	159	82.39%	-0.79	-1.48
Nov-01	2	2	100.00%	0.00%	184	204	90.20%	-0.46	-1.28
Dec-01	1	1	100.00%	0.00%	113	152	74.34%	-0.59	-1.36
Jan-02	3	3	100.00%	0.00%	222	527	42.13%	-2.02	-2.23
Feb-02	2	2	100.00%	0.00%	381	457	83.37%	-0.63	-1.38
Mar-02	1	1	100.00%	0.00%	160	283	56.54%	-0.88	-1.53
Apr-02	7	7	100.00%	0.00%	284	338	84.02%	-1.14	-1.69



Checklist #14 - Resale - Primary ISDN Installation

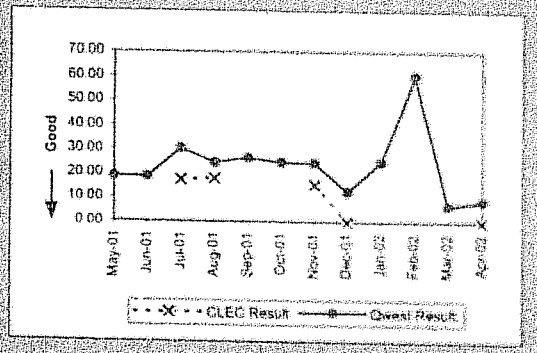
Installation Interval (Average Days) (OP-4D)-- Interval Zone One

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01	12	1	12.00		4774	221	21.60	-0.39	-1.24
Jun-01	61	7	8.71	7.32	33912	405	83.73	-1.64	-2
Jul-01	101	6	16.83	16.20	14641	495	29.58	-0.78	-1.47
Aug-01	38	4	9.50	3.87	11968	551	21.72	-0.93	-1.57
Sep-01	22	2	11.00	2.83	7300	340	21.47	-0.73	-1.44
Oct-01	16	3	5.33	2.52	9306	467	19.93	-1.28	-1.78
Nov-01	65	3	21.67	22.12	27582	781	35.32	-0.45	-1.27
Dec-01	60	6	10.00	2.45	10509	426	24.67	-1.62	-1.98
Jan-02	13	2	6.50	2.12	42572	990	43.00	-1.01	-1.61
Feb-02	14	2	7.00	1.41	28803	565	50.98	-0.73	-1.44
Mar-02	9	1	9.00		11237	648	17.34	-0.54	-1.33
Apr-02	38	5	7.60	3.03	13607	681	19.98	-1.08	-1.65



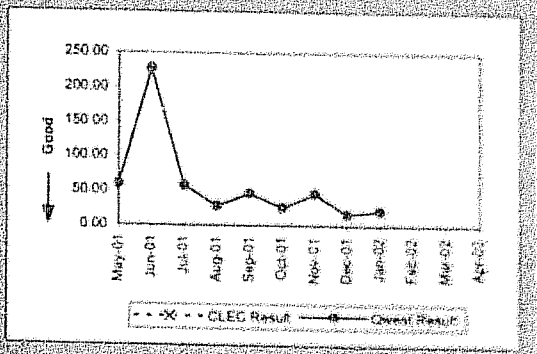
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-4)-- Interval Zone One

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01					454	24	18.92		
Jun-01					1735	93	18.66		
Jul-01	57	5	17.40	14.98	7148	235	30.42	-0.82	-1.5
Aug-01	18	1	18.00		4341	177	24.53	-0.2	-1.12
Sep-01					3662	138	26.54		
Oct-01					5206	211	24.67		
Nov-01	31	2	15.50	21.92	14661	599	24.48	-0.3	-1.18
Dec-01	0	6	0.00	0.00	4074	321	12.69	-1.29	-1.79
Jan-02					19624	792	24.78		
Feb-02					19901	329	60.49		
Mar-02					3755	556	6.75		
Apr-02	0	1	0.00		3922	457	8.58	-0.48	-1.29



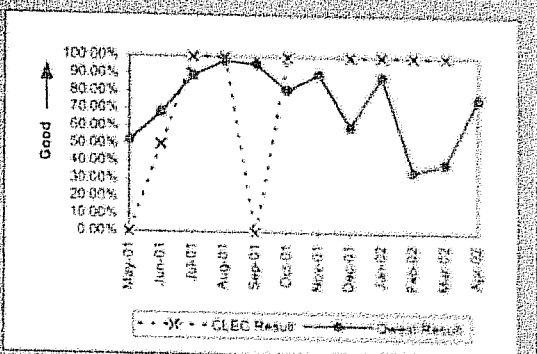
Delayed Days for Facility Reasons (Average Days) (OP-6B-4)-- Interval Zone One

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01					1321	22	60.05		
Jun-01					23664	104	227.54		
Jul-01					2020	35	57.71		
Aug-01					57	2	28.50		
Sep-01					417	9	46.33		
Oct-01					78	3	26.00		
Nov-01					465	10	46.50		
Dec-01					101	6	16.83		
Jan-02					218	10	21.80		
Feb-02									
Mar-02									
Apr-02									



Installation Commitments Met (Percent) (OP-3E)-- Interval Zone Two

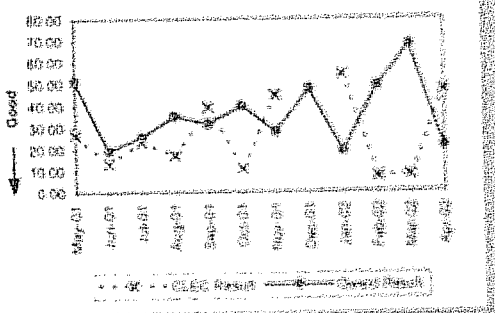
Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01	0	1	0.00%	0.00%	48	92	52.17%	0.7	-0.57
Jun-01	1	2	50.00%	50.00%	49	72	68.06%	0.43	-0.74
Jul-01	4	4	100.00%	0.00%	90	101	89.11%	-0.69	-1.42
Aug-01	4	4	100.00%	0.00%	246	252	97.62%	-0.31	-1.19
Sep-01	0	1	0.00%	0.00%	114	119	95.80%	2	0.22
Oct-01	5	5	100.00%	0.00%	72	89	80.90%	-1.06	-1.64
Nov-01					92	102	90.20%		
Dec-01	2	2	100.00%	0.00%	76	126	60.32%	-1.14	-1.69
Jan-02	3	3	100.00%	0.00%	86	97	88.66%	-0.61	-1.37
Feb-02	3	3	100.00%	0.00%	112	321	34.89%	-2.36	-2.43
Mar-02	3	3	100.00%	0.00%	78	197	39.59%	-2.12	-2.29
Apr-02					123	161	76.40%		



Checklist #14 - Resale - Primary ISDN Installation

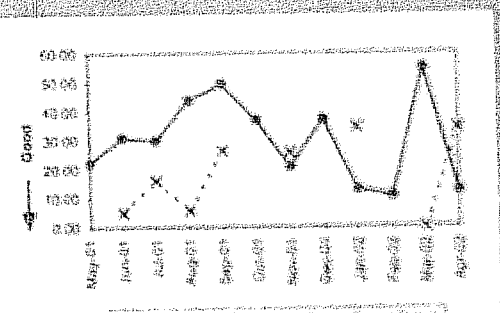
Installation Interval (Average Days) (OP-4E)-- Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	27	1	27.00		4744	92	51.57	-0.42	-1.26
Jun-01	27	2	13.50	6.36	1320	68	19.41	-0.43	-1.26
Jul-01	47	2	23.50	21.92	14078	546	25.77	-0.1	-1.06
Aug-01	103	6	17.17	9.00	26297	744	35.35	-1.23	-1.75
Sep-01	79	2	39.50	3.54	10325	325	31.77	2.17	0.32
Oct-01	66	6	11.00	4.00	15504	387	40.06	-1.82	-2.11
Nov-01	45	1	45.00		7741	275	28.15	2.75	0.67
Dec-01					11863	249	47.64		
Jan-02	326	6	54.33	50.07	6033	314	19.21	1.83	0.11
Feb-02	22	3	7.33	3.21	23101	472	48.94	-1.58	-1.96
Mar-02	32	4	8.00	1.41	27847	412	67.59	-1.06	-1.64
Apr-02	94	2	47.00	0.00	7469	357	20.98	2.2	0.34



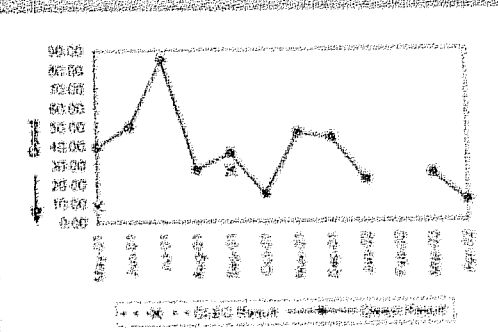
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5)-- Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01					580	26	22.31		
Jun-01	5	1	5.00		616	20	30.80	-2.01	-2.22
Jul-01	16	1	16.00		6686	224	29.85	-0.57	-1.35
Aug-01	23	4	5.75	3.30	12200	278	43.88	-2.81	-2.71
Sep-01	79	3	26.33	6.03	5919	120	49.32	-0.89	-1.54
Oct-01					8647	235	36.80		
Nov-01	52	2	26.00	4.24	4044	194	20.85	2.14	0.3
Dec-01					6335	170	37.26		
Jan-02	138	4	34.50	23.00	3077	239	12.87	1.63	-0.01
Feb-02					4533	424	10.69		
Mar-02	0	1	0.00		20952	383	54.70	-0.52	-1.31
Apr-02	68	2	34.00	0.00	3879	313	12.39	1.84	0.12



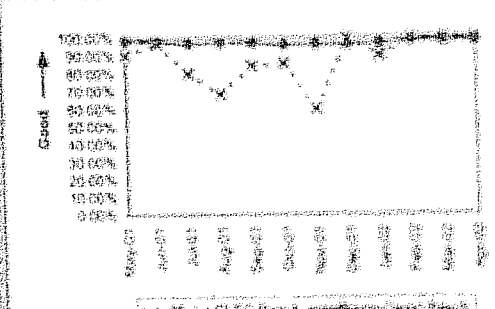
Delayed Days for Facility Reasons (Average Days) (OP-6B-5)-- Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	9	1	9.00		712	18	39.56	-1.57	-1.95
Jun-01					150	3	50.00		
Jul-01					85	1	85.00		
Aug-01					55	2	27.50		
Sep-01	27	1	27.00		144	4	36.00	-0.32	-1.2
Oct-01					159	11	14.45		
Nov-01					232	5	46.40		
Dec-01					354	8	44.25		
Jan-02					66	3	22.00		
Feb-02									
Mar-02					25	1	25.00		
Apr-02					11	1	11.00		



New Service Installation Quality (Percent) (OP-5)-- Interval Zone One and Two

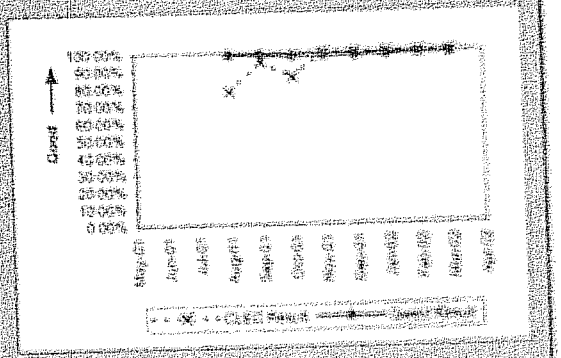
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	19	21	90.48%	29.35%	2502	2541	98.47%	2.02	0.25
Jun-01	32	33	96.97%	17.14%	2039	2080	98.03%	0.47	-0.31
Jul-01	20	25	80.00%	40.00%	1585	1636	96.88%	3.28	1
Aug-01	15	22	68.18%	46.58%	1314	1350	97.33%	4.8	1.92
Sep-01	16	19	84.21%	36.46%	1109	1140	97.28%	2.42	0.47
Oct-01	12	14	85.71%	34.99%	846	882	95.92%	1.53	0.07
Nov-01	6	10	60.00%	48.99%	1001	1038	96.44%	3.03	1.21
Dec-01	8	8	100.00%	0.00%	885	918	96.41%	-0.54	-0.43
Jan-02	9	10	90.00%	30.00%	1038	1075	96.56%	0.54	-0.43
Feb-02	9	9	100.00%	0.00%	1330	1354	98.23%	-0.4	-1.21
Mar-02	6	6	100.00%	0.00%	1237	1256	98.49%	-0.3	-1.19
Apr-02	10	10	100.00%	0.00%	1215	1240	97.98%	-0.45	-1.27



Checklist #14 - Resale - Primary ISDN Installation

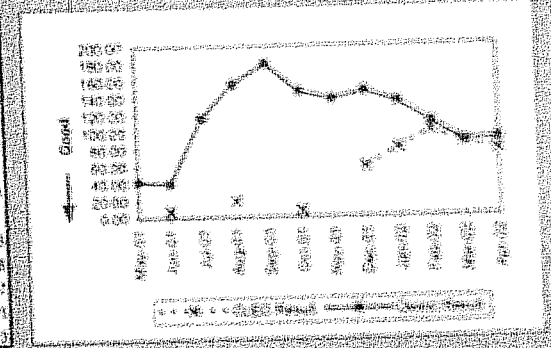
New Service Installation Quality (Percent) (OP-5*)-- Interval Zone One and Two

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resi	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01	17	22	77.27%	41.91%	1333	1350	98.74%	4.42	1.69
Sep-01	18	19	94.74%	22.33%	1125	1140	98.68%	1.13	-0.31
Oct-01	12	14	85.71%	34.99%	864	882	97.96%	2.11	0.26
Nov-01	10	10	100.00%	0.00%	1018	1038	98.07%	-0.41	-1.27
Dec-01	8	8	100.00%	0.00%	898	918	97.82%	-0.42	-1.28
Jan-02	10	10	100.00%	0.00%	1058	1075	98.42%	-0.4	-1.24
Feb-02	9	9	100.00%	0.00%	1343	1354	99.19%	-0.27	-1.16
Mar-02	6	6	100.00%	0.00%	1245	1256	99.12%	-0.23	-1.14
Apr-02									



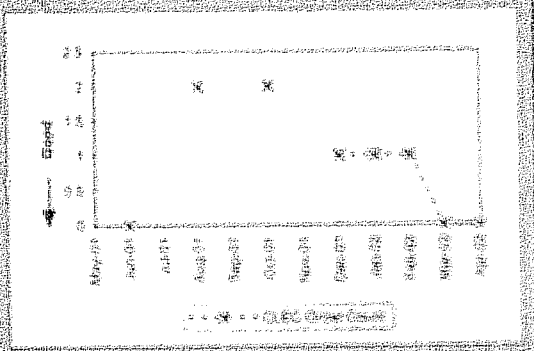
Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-13A)

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resi	Mod Z Scr	Parity Scr
May-01					88101	2054	42.89		
Jun-01	16	2	8.00	9.90	80209	2009	39.92	-1.18	-1.72
Jul-01					189838	1631	116.39		
Aug-01	39	2	19.50	3.54	227814	1457	156.36	2.33	2.41
Sep-01					230859	1284	179.80		
Oct-01	16	2	8.00	5.66	105822	721	146.77	-2.04	-2.24
Nov-01					107549	780	137.88		
Dec-01	117	2	58.50	62.93	89678	609	147.25	1.08	1.88
Jan-02	161	2	80.50	62.93	96485	718	134.38	-0.6	-1.08
Feb-02	201	2	100.50	62.93	103397	937	110.35	-0.11	-1.02
Mar-02	173	2	86.50	112.43	98231	1127	87.16	-0.61	-1.01
Apr-02	233	3	77.67	95.77	123366	1370	90.05	-0.21	-1.13



Checklist #14 - Resale - Primary ISDN Installation

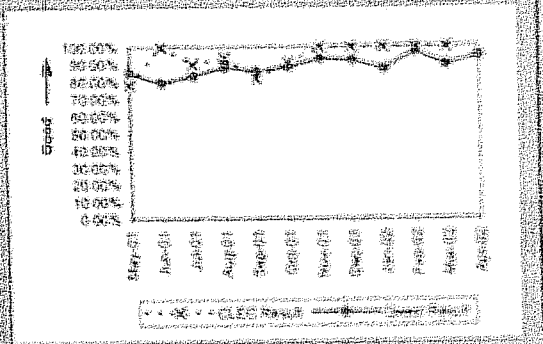
Count of Pending Orders Delayed for Facilities Reasons ISDN Primary (OP-15B)	
Date	CLEC Order Count
May-01	
Jun-01	0
Jul-01	
Aug-01	2
Sep-01	
Oct-01	
Nov-01	1
Dec-01	
Jan-02	
Feb-02	0
Mar-02	
Apr-02	0



Checklist #14 - Resale - Primary ISDN Repair

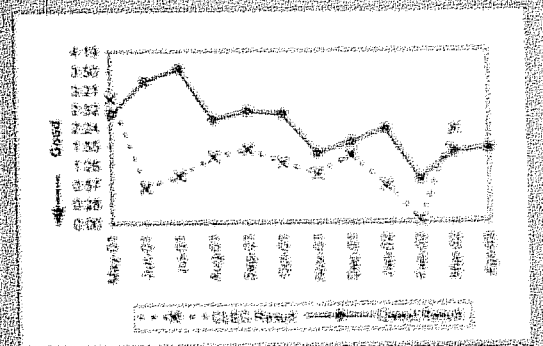
All Troubles Cleared within 4 hours (Percent) (MR-5A)-- Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	11	14	78.57%	41.03%	159	187	85.03%	0.65	-0.61
Jun-01	11	11	100.00%	0.00%	138	174	79.31%	-1.64	-2
Jul-01	9	10	90.00%	30.00%	164	197	83.25%	-0.56	-1.34
Aug-01	15	16	93.75%	24.21%	143	162	88.27%	-0.65	-1.41
Sep-01	9	11	81.82%	38.57%	166	193	86.01%	0.41	-0.75
Oct-01	10	11	90.91%	28.75%	195	221	88.24%	-0.27	-1.16
Nov-01	7	7	100.00%	0.00%	201	216	93.06%	-0.71	-1.43
Dec-01	2	2	100.00%	0.00%	167	181	92.27%	-0.41	-1.25
Jan-02	4	4	100.00%	0.00%	183	210	87.14%	-0.76	-1.46
Feb-02	11	11	100.00%	0.00%	187	192	97.40%	-0.53	-1.32
Mar-02	1	1	100.00%	0.00%	169	189	89.42%	-0.34	-1.21
Apr-02					151	160	94.38%		



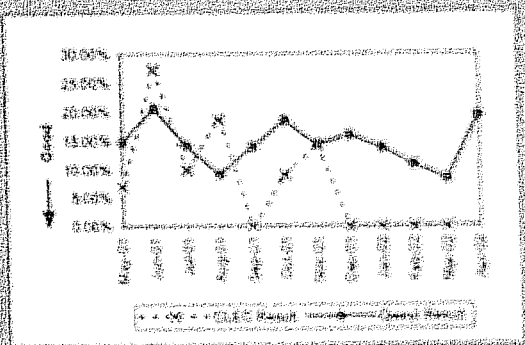
Mean Time to Restore (Hours:Minutes) (MR-6D)-- Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	44:01	14	3:09	6:54	513:47	187	2:45	0:95	-0.42
Jun-01	9:44	11	0:53	0:37	620:09	174	3:34	-0:99	-1.5
Jul-01	11:45	10	1:10	2:24	763:35	197	3:53	-0:46	-1.29
Aug-01	26:18	16	1:39	1:27	422:17	162	2:36	-0:64	-1.39
Sep-01	20:15	11	1:50	2:01	541:52	193	2:48	-0:5	-1.3
Oct-01	16:23	11	1:29	2:03	603:59	221	2:44	-0:57	-1.34
Nov-01	8:29	7	1:13	1:02	369:52	216	1:43	-0:35	-1.21
Dec-01	3:22	2	1:41	1:22	362:45	181	2:00	-0:08	-1.05
Jan-02	3:38	4	0:55	0:33	488:43	210	2:20	-0:66	-1.4
Feb-02	0:31	11	0:03	0:04	203:16	192	1:04	-1:81	-2.1
Mar-02	2:20	1	2:20		329:48	189	1:45	0:65	-0.6
Apr-02					290:41	160	1:49		



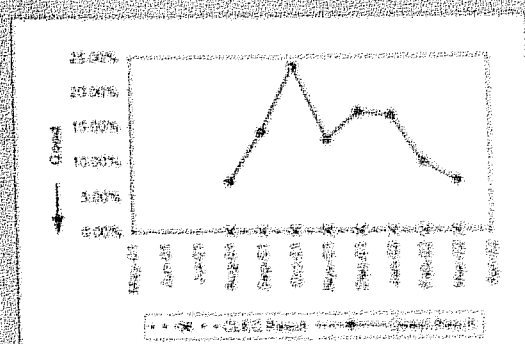
Repair Repeat Report Rate (Percent) (MR-7D)-- Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	1	14	7.14%	25.75%	28	188	14.89%	-0.79	-1.48
Jun-01	3	11	27.27%	44.54%	36	174	20.69%	0.52	-0.88
Jul-01	1	10	10.00%	30.00%	28	197	14.21%	-0.57	-1.23
Aug-01	3	16	18.75%	39.03%	15	163	9.20%	1.13	-0.31
Sep-01	0	11	0.00%	0.00%	27	193	13.99%	-1.3	-1.79
Oct-01	1	11	9.09%	28.75%	41	221	18.55%	-0.79	-1.48
Nov-01	1	7	14.29%	34.99%	31	216	14.35%	0	-1
Dec-01	0	2	0.00%	0.00%	29	181	16.02%	-0.61	-1.31
Jan-02	0	4	0.00%	0.00%	29	210	13.81%	-0.75	-1.48
Feb-02	0	11	0.00%	0.00%	21	192	10.94%	-1.13	-1.69
Mar-02	0	1	0.00%	0.00%	16	189	8.47%	-0.3	-1.18
Apr-02					31	160	19.38%		



Repair Repeat Report Rate (Percent) (MR-7D*)-- Interval Zone One

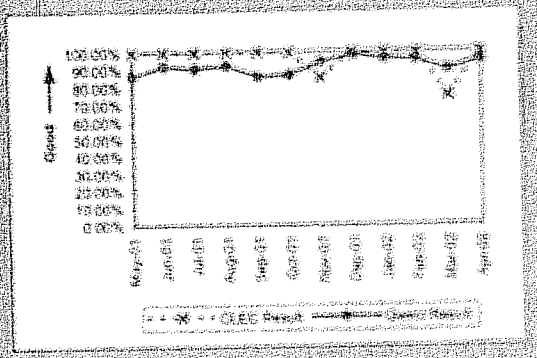
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01	0	3	0.00%	0.00%	5	70	7.14%	-0.47	-1.29
Sep-01	0	4	0.00%	0.00%	11	78	14.10%	-0.79	-1.48
Oct-01	0	5	0.00%	0.00%	21	89	23.60%	-1.21	-1.74
Nov-01	0	3	0.00%	0.00%	13	100	13.00%	-0.66	-1.4
Dec-01	0	1	0.00%	0.00%	15	89	16.85%	-0.45	-1.27
Jan-02	0	2	0.00%	0.00%	18	110	16.36%	-0.62	-1.36
Feb-02	0	11	0.00%	0.00%	9	92	9.78%	-1.03	-1.63
Mar-02	0	1	0.00%	0.00%	8	112	7.14%	-0.28	-1.17
Apr-02									



Checklist #14 - Resale - Primary ISDN Repair

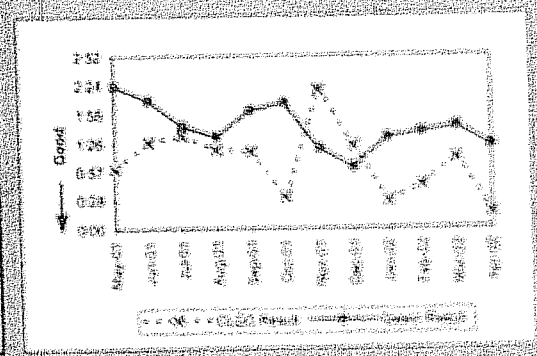
All Troubles Cleared within 4 hours (Percent) (MR-5B)-- Interval Zone Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
May-01	9	9	100.00%	0.00%	57	66	86.36%	-1.12	-1.69
Jun-01	8	8	100.00%	0.00%	82	89	92.13%	-0.79	-1.48
Jul-01	5	5	100.00%	0.00%	79	87	90.80%	-0.69	-1.42
Aug-01	5	5	100.00%	0.00%	96	104	92.31%	-0.63	-1.38
Sep-01	5	5	100.00%	0.00%	69	80	86.25%	-0.87	-1.53
Oct-01	1	1	100.00%	0.00%	87	100	87.00%	-0.38	-1.23
Nov-01	6	7	85.71%	34.99%	103	109	94.50%	0.8	-0.51
Dec-01	1	1	100.00%	0.00%	64	65	98.46%	-0.12	-1.08
Jan-02	9	9	100.00%	0.00%	107	111	96.40%	-0.56	-1.34
Feb-02	2	2	100.00%	0.00%	88	92	95.65%	-0.3	-1.14
Mar-02	3	4	75.00%	43.30%	78	87	89.66%	0.77	-0.53
Apr-02	4	4	100.00%	0.00%	73	77	94.81%	-0.46	-1.28



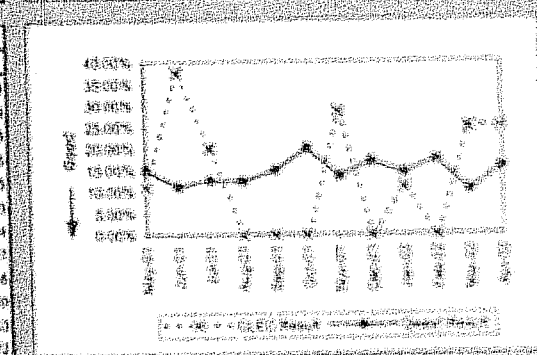
Mean Time to Restore (Hours:Minutes) (MR-6E)-- Interval Zone Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
May-01	9:13	9	1:01	0:54	157:17	66	2:23	-0.82	-1.5
Jun-01	11:41	8	1:28	0:53	191:09	89	2:09	-0.28	-1.17
Jul-01	7:49	5	1:34	1:05	150:40	87	1:44	-0.12	-1.08
Aug-01	6:42	5	1:20	0:51	161:06	104	1:33	-0.2	-1.12
Sep-01	6:32	5	1:18	0:35	159:06	80	1:59	-0.42	-1.26
Oct-01	0:32	1	0:32		210:18	100	2:06	-0.48	-1.29
Nov-01	16:11	7	2:19	3:58	147:45	109	1:21	-0.83	-0.5
Dec-01	1:24	1	1:24		67:27	65	1:02	-0.98	-0.41
Jan-02	4:15	9	0:26	0:26	170:54	111	1:32	-0.65	-1.39
Feb-02	1:27	2	0:44	0:43	148:33	92	1:37	-0.23	-1.15
Mar-02	4:44	4	1:11	2:11	149:46	87	1:43	-0.5	-1.3
Apr-02	1:05	4	0:16	0:12	108:10	77	1:24	-0.84	-1.5



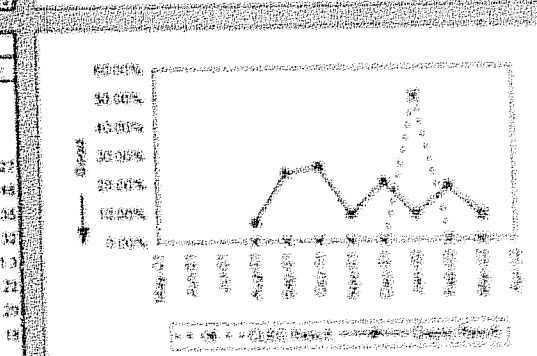
Repair Repeat Report Rate (Percent) (MR-7E)-- Interval Zone Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
May-01	1	9	11.11%	31.43%	10	66	15.15%	-0.32	-0.19
Jun-01	3	8	37.50%	43.41%	10	89	11.24%	1.79	0.09
Jul-01	1	5	20.00%	40.00%	11	87	12.64%	0.44	-0.73
Aug-01	0	5	0.00%	0.00%	13	104	12.50%	-0.83	-1.3
Sep-01	0	5	0.00%	0.00%	12	80	15.00%	-0.01	-1.35
Oct-01	0	1	0.00%	0.00%	20	100	20.00%	-0.5	-1.3
Nov-01	2	7	28.57%	45.18%	15	109	13.76%	0.96	-0.4
Dec-01	0	1	0.00%	0.00%	11	65	16.92%	-0.45	-1.23
Jan-02	1	9	11.11%	31.43%	16	111	14.41%	-0.22	-1.18
Feb-02	0	2	0.00%	0.00%	16	92	17.39%	-0.64	-1.39
Mar-02	1	4	25.00%	43.30%	9	87	10.34%	0.77	-0.53
Apr-02	1	4	25.00%	43.30%	12	77	15.58%	0.45	-0.72



Repair Repeat Report Rate (Percent) (MR-7E*)-- Interval Zone Two

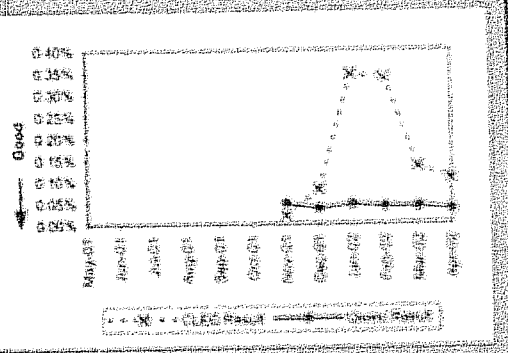
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01	0	3	0.00%	0.00%	3	46	6.52%	-0.44	-1.22
Sep-01	0	2	0.00%	0.00%	8	34	23.53%	0.76	-0.48
Oct-01	0	1	0.00%	0.00%	12	47	25.53%	0.94	-0.35
Nov-01	0	3	0.00%	0.00%	3	33	9.09%	-0.52	-1.32
Dec-01	0	1	0.00%	0.00%	5	25	20.00%	-0.49	-1.3
Jan-02	1	2	50.00%	50.00%	4	45	8.89%	1.28	-0.21
Feb-02	0	1	0.00%	0.00%	9	49	18.37%	-0.47	-1.29
Mar-02	0	1	0.00%	0.00%	4	47	8.51%	-0.3	-1.18
Apr-02									



Checklist #14 - Resale - Primary ISDN Report

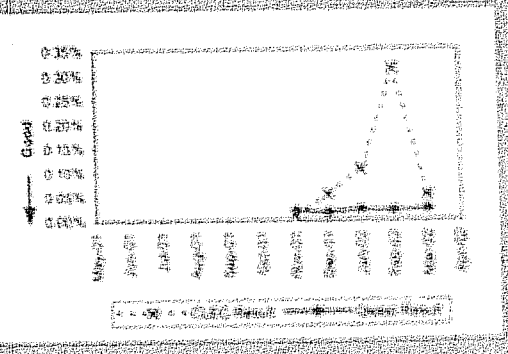
Trouble Rate (Percent) (MR-8)-- Interval Zone One and Two

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01									
Sep-01									
Oct-01									
Nov-01	14	69912	0.02%	1.42%	325	607722	0.05%	-3.16	-2.92
Dec-01	3	3724	0.08%	2.84%	246	696743	0.04%	1.47	-0.11
Jan-02	13	3773	0.34%	5.86%	321	711330	0.05%	8.64	4.85
Feb-02	13	3856	0.34%	5.80%	284	700356	0.04%	9.12	4.55
Mar-02	5	3778	0.13%	3.64%	276	700087	0.04%	2.87	0.74
Apr-02	4	3816	0.10%	3.24%	237	708388	0.03%	2.4	0.46



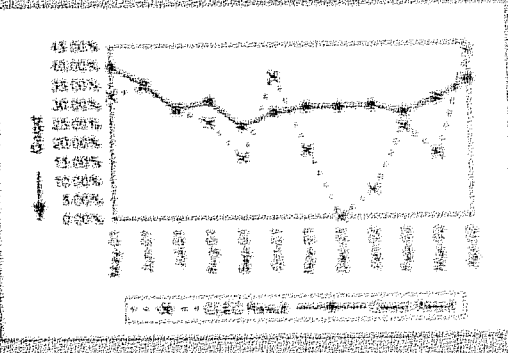
Trouble Rate (Percent) (MR-8)-- Interval Zone One and Two

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01									
Sep-01									
Oct-01									
Nov-01	6	69912	0.01%	0.93%	133	607722	0.02%	-1.95	-2.16
Dec-01	2	3724	0.05%	2.32%	114	696743	0.02%	1.78	0.08
Jan-02	4	3773	0.11%	3.25%	155	711330	0.02%	3.5	1.13
Feb-02	12	3856	0.31%	5.57%	141	700358	0.02%	12.7	8.72
Mar-02	2	3778	0.05%	2.30%	159	700087	0.02%	1.33	-0.23
Apr-02									



Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10)-- Interval Zone One and Two

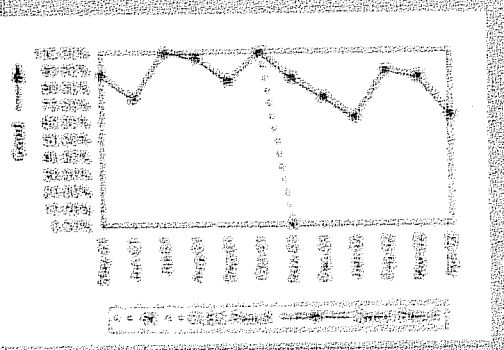
Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01	11	34	32.35%	46.78%	187	421	30.87%	-0.84	-1.31
Jun-01	10	29	34.48%	47.53%	143	406	35.22%	-0.06	-1.05
Jul-01	6	21	28.57%	45.16%	114	398	28.64%	-0.01	-1
Aug-01	7	28	25.00%	43.30%	117	384	30.47%	-0.61	-1.32
Sep-01	3	19	15.79%	36.46%	86	359	23.96%	-0.81	-1.49
Oct-01	7	19	36.84%	48.24%	122	443	27.54%	0.87	-0.47
Nov-01	3	17	17.65%	38.12%	132	457	28.88%	-1	-1.61
Dec-01	0	3	0.00%	0.00%	100	345	28.90%	-1.1	-1.67
Jan-02	1	14	7.14%	25.75%	132	453	29.14%	-1.78	-2.08
Feb-02	4	17	23.53%	42.42%	107	391	27.37%	-0.35	-1.21
Mar-02	1	6	16.67%	37.27%	123	399	30.83%	-0.75	-1.45
Apr-02	3	7	42.86%	49.49%	131	368	35.60%	0.35	-0.74



Checklist #14 - Resale - DSL Installation

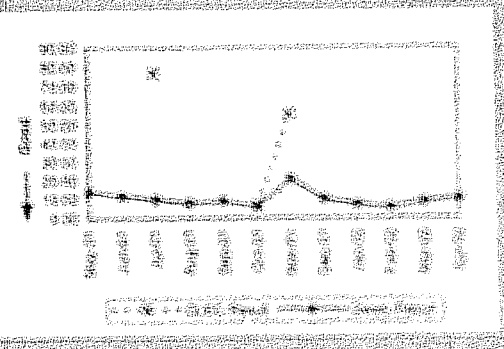
Installation Commitments Met (Percent) (OP-3A) – Dispatches Within MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Score	Parity Score
May-01					34	39	87.18%		
Jun-01					30	41	73.17%		
Jul-01					19	19	100.00%		
Aug-01					30	31	96.77%		
Sep-01					10	12	83.33%		
Oct-01	1	1	100.00%	0.00%	17	17	100.00%	N/A	N/A
Nov-01	0	1	0.00%	0.00%	17	20	85.00%	1.39	-0.91
Dec-01					14	19	73.68%		
Jan-02					13	21	61.90%		
Feb-02					15	18	83.33%		
Mar-02					23	27	85.19%		
Apr-02					12	19	63.16%		



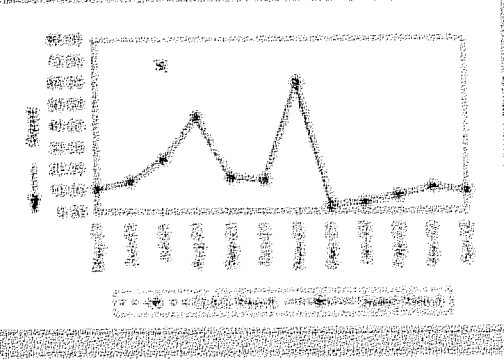
Installation Interval (Average Days) (OP-4A) – Dispatches Within MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Score	Parity Score
May-01					584	39	14.97		
Jun-01					486	41	11.85		
Jul-01	77	1	77.00		301	34	10.00	3.72	-1.98
Aug-01					303	33	9.18		
Sep-01					172	19	9.05		
Oct-01	7	1	7.00		251	40	6.28	1.51	-0.70
Nov-01	56	1	56.00		519	25	20.76	1.4	-0.91
Dec-01					245	24	10.21		
Jan-02					194	27	7.19		
Feb-02					167	19	8.79		
Mar-02					265	31	8.55		
Apr-02					370	26	14.23		



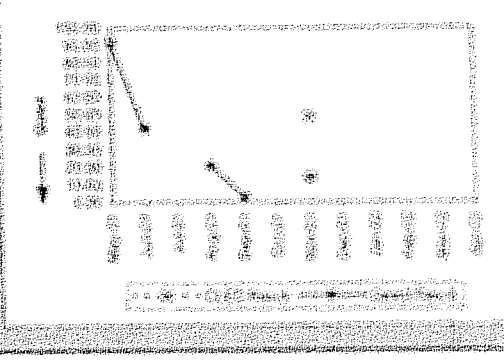
Delayed Days for Non-Facility Reasons (Average Days) (OP-4A.1) – Dispatches Within MSAs

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Score	Parity Score
May-01					21	3	7.00		
Jun-01					145	10	14.50		
Jul-01	68	1	68.00		85	4	21.25	3.87	-4.89
Aug-01					88	2	44.00		
Sep-01					63	4	15.75		
Oct-01					44	3	14.67		
Nov-01					358	6	59.67		
Dec-01					32	10	3.20		
Jan-02					58	11	5.27		
Feb-02					22	3	7.33		
Mar-02					90	6	15.00		
Apr-02					109	14	7.79		



Delayed Days for Facility Reasons (Average Days) (OP-4B.1) – Dispatches Within MSAs

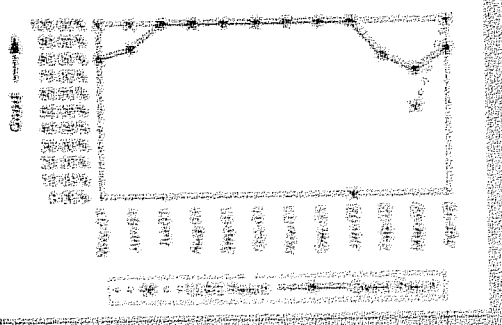
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Score	Parity Score
May-01					276	3	92.00		
Jun-01					42	1	42.00		
Jul-01									
Aug-01					21	1	21.00		
Sep-01					3	1	3.00		
Oct-01									
Nov-01	49	1	49.00		28	2	14.00	1.27	-2.26
Dec-01									
Jan-02									
Feb-02									
Mar-02									
Apr-02									



Checklist #14 - Resale - DS0 Installation

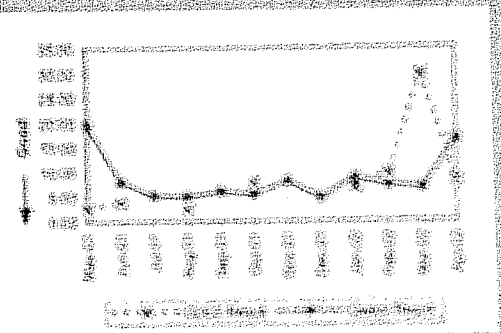
Installation Commitments Met (Percent) (OP-3B) -- Dispatches Outside MSAs

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Res	Mod Z Sc	Parity Sc
May-01	1	1	100.00%	0.00%	8	10	80.00%	-0.43	-1.25
Jun-01	2	2	100.00%	0.00%	6	7	85.71%	-0.51	-1.50
Jul-01					5	5	100.00%		
Aug-01	2	2	100.00%	0.00%	8	8	100.00%	N/A	N/A
Sep-01					19	19	100.00%		
Oct-01	1	1	100.00%	0.00%	8	8	100.00%	N/A	N/A
Nov-01					11	11	100.00%		
Dec-01					6	6	100.00%		
Jan-02	0	1	0.00%	0.00%	6	6	100.00%	N/A	N/A
Feb-02					4	5	80.00%		
Mar-02	1	2	50.00%	50.00%	5	7	71.43%	-0.55	-1.65
Apr-02	3	3	100.00%	0.00%	10	12	83.33%	-0.69	-1.42



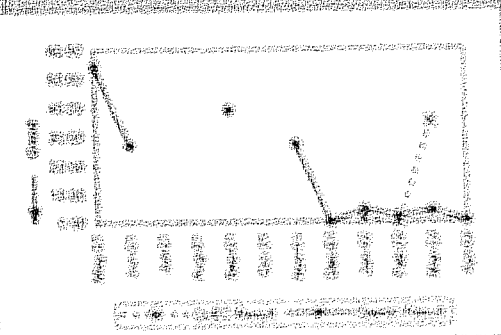
Installation Interval (Average Days) (OP-4B) -- Dispatches Outside MSAs

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Res	Mod Z Sc	Parity Sc
May-01	3	1	3.00		196	10	19.60	-0.83	-0.36
Jun-01	8	2	4.00	1.41	57	7	8.14	-0.49	-0.09
Jul-01					32	6	5.33		
Aug-01	8	3	2.67	2.89	41	8	5.12	-0.38	-0.40
Sep-01					141	23	6.13		
Oct-01	8	1	8.00		56	10	5.60	1.26	-0.21
Nov-01					98	12	8.17		
Dec-01					44	9	4.89		
Jan-02	7	1	7.00		93	11	8.45	-0.25	-0.13
Feb-02	10	1	10.00		50	8	6.25	1.15	-0.24
Mar-02	69	3	29.67	23.46	55	8	6.88	3.73	0.39
Apr-02	25	3	8.33	6.66	243	15	16.20	0.73	-0.11



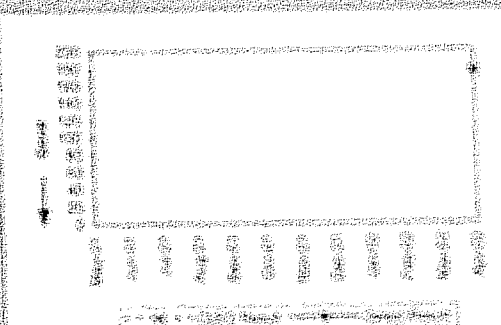
Delayed Days for Non-Facility Reasons (Average Days) (OP-5A) -- Dispatches Outside MSAs

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Res	Mod Z Sc	Parity Sc
May-01					108	2	54.00		
Jun-01					27	1	27.00		
Jul-01									
Aug-01									
Sep-01					35	1	35.00		
Oct-01									
Nov-01					47	1	47.00		
Dec-01					0	1	0.00		
Jan-02	1	1	1.00		22	5	4.40	-0.32	-0.15
Feb-02	0	1	0.00		7	4	1.75	-0.65	-0.27
Mar-02	70	2	35.00	8.49	11	3	3.67	3.72	1.28
Apr-02					1	4	0.25		



Delayed Days for Facility Reasons (Average Days) (OP-5B,2) -- Dispatches Outside MSAs

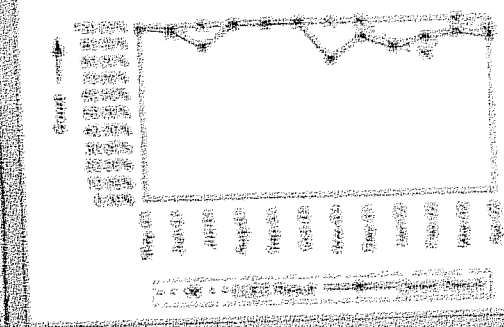
Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Res	Mod Z Sc	Parity Sc
May-01									
Jun-01									
Jul-01									
Aug-01									
Sep-01									
Oct-01									
Nov-01									
Dec-01									
Jan-02									
Feb-02									
Mar-02									
Apr-02					176	1	176.00		



Checklist #14 - Resale - DSO Installation

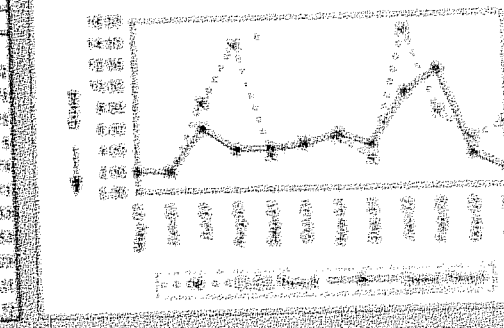
Installation Commitments Met (Percent) (OP-3C) - No Disaggregation

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Wholesale Std Score	Parity Result
May-01					187	190	98.42%		
Jun-01	23	24	95.83%	19.98%	70	72	97.22%	-0.68	-0.47
Jul-01	4	4	100.00%	0.00%	34	35	97.14%	-0.73	-1.44
Aug-01	3	3	100.00%	0.00%	41	41	100.00%	N/A	N/A
Sep-01	11	11	100.00%	0.00%	53	53	100.00%	N/A	N/A
Oct-01	22	22	100.00%	0.00%	10	10	100.00%	N/A	N/A
Nov-01	7	7	100.00%	0.00%	9	9	77.78%	-1.06	-1.64
Dec-01	35	35	100.00%	0.00%	22	22	90.91%	-1.16	-1.77
Jan-02	6	7	85.71%	34.99%	21	25	84.00%	-0.15	-0.65
Feb-02	4	5	80.00%	40.00%	17	19	89.47%	-0.63	-0.73
Mar-02	7	7	100.00%	0.00%	46	50	92.00%	-0.63	-1.32
Apr-02	13	14	92.86%	25.75%	43	44	97.73%	-0.35	-0.51



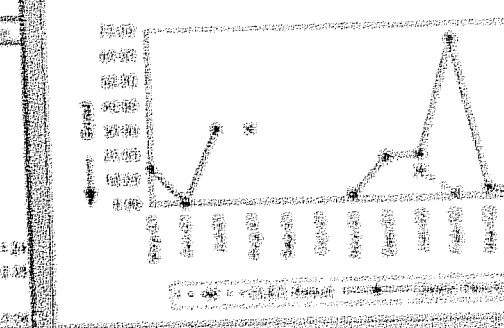
Installation Interval (Average Days) (OP-4C) - No Disaggregation

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Wholesale Std Score	Parity Result
May-01					231	150	1.98		
Jun-01	45	24	1.88	2.47	154	71	1.99	-0.03	-1.00
Jul-01	33	4	8.25	5.20	108	30	5.91	0.85	0.73
Aug-01	27	2	13.50	12.02	171	43	3.98	0.89	0.73
Sep-01	40	12	3.33	2.74	84	14	2.86	0.63	-1.15
Oct-01	95	21	4.52	1.36	95	10	4.10	0.30	-0.75
Nov-01	34	7	4.86	1.07	35	6	5.83	-0.82	-1.53
Dec-01	97	35	2.77	2.14	94	23	4.09	-0.68	-1.53
Jan-02	73	5	14.60	12.73	231	26	6.58	0.97	-0.53
Feb-02	42	6	7.00	2.28	154	16	10.38	-0.46	-1.73
Mar-02	32	7	4.57	1.51	158	32	3.94	0.19	-0.39
Apr-02	72	12	6.00	5.31	211	42	4.55	1.84	0.73



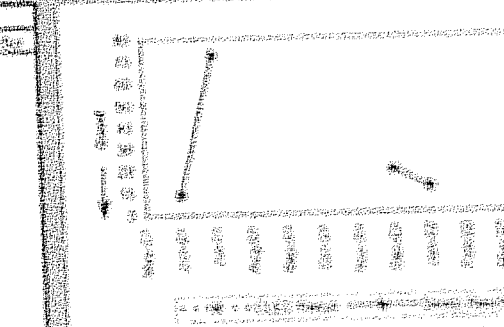
Delayed Days for Non-Facility Reasons (Average Days) (OP-4A) - No Disaggregation

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Wholesale Std Score	Parity Result
May-01					44	3	14.67		
Jun-01	2	1	2.00		6	1	6.00		
Jul-01					60	2	30.00		
Aug-01	30	1	30.00						
Sep-01									
Oct-01									
Nov-01					9	4	2.25		
Dec-01					69	4	17.25		
Jan-02	44	4	11.00	15.47	125	7	17.86	-0.41	-0.24
Feb-02	3	2	1.50	2.12	191	8	23.87	-0.23	-0.32
Mar-02					27	8	3.38		
Apr-02	19	2	9.50	7.78	8	1	8.00	0.19	-0.26



Delayed Days for Facility Reasons (Average Days) (OP-4B) - No Disaggregation

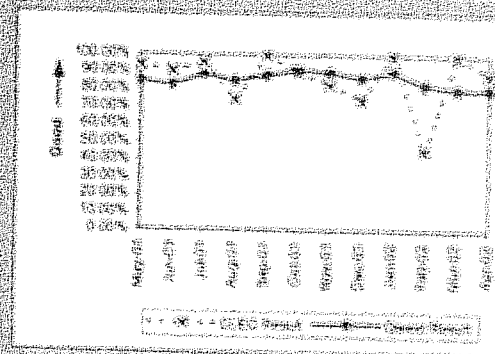
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Wholesale Std Score	Parity Result
May-01									
Jun-01					9	1	9.00		
Jul-01					363	51	72.60		
Aug-01									
Sep-01									
Oct-01									
Nov-01									
Dec-01					55	1	55.00		
Jan-02					11	1	11.00		
Feb-02									
Mar-02									
Apr-02									



Checklist #14 - Resale - DS0 Installation

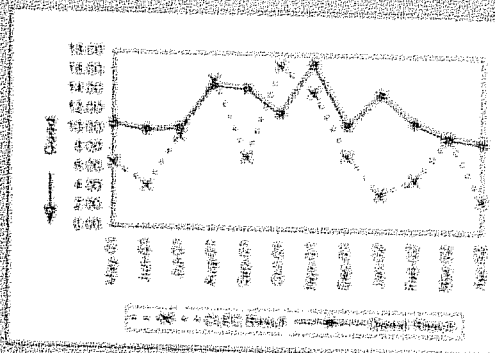
Installation Commitments Met (Percent) (OP-3)-- Interval Zone One

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
May-01	16	17	94.12%	23.53%	133	157	84.71%	-1.62	-1.62
Jun-01	20	22	90.91%	28.75%	90	109	82.57%	-0.91	-1.07
Jul-01	23	24	95.83%	19.98%	70	79	88.61%	-0.94	-1.39
Aug-01	6	8	75.00%	43.30%	142	167	85.03%	0.73	-0.55
Sep-01	4	4	100.00%	0.00%	75	85	88.24%	-0.71	-1.43
Oct-01	10	11	90.91%	28.75%	140	154	90.91%	0	-1
Nov-01	5	6	83.33%	37.27%	84	93	90.32%	0.51	-0.69
Dec-01	6	8	75.00%	43.30%	81	93	87.10%	0.88	-0.47
Jan-02	5	5	100.00%	0.00%	122	135	90.37%	0.72	-0.44
Feb-02	12	26	46.15%	49.85%	108	130	83.08%	3.74	1.27
Mar-02	5	5	100.00%	0.00%	84	104	80.77%	-1.07	-1.63
Apr-02	50	56	89.29%	30.93%	78	96	81.25%	-1.22	-1.71



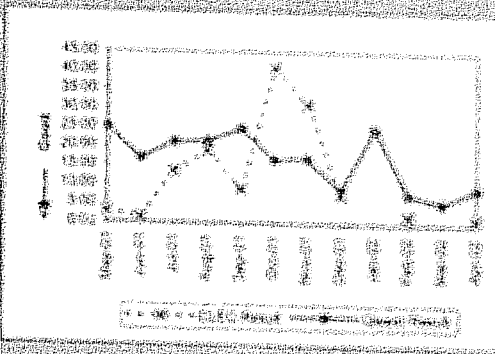
Installation Interval (Average Days) (OP-4D)-- Interval Zone One

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
May-01	106	16	6.62	2.96	1605	152	10.56	-1.02	-1.43
Jun-01	86	20	4.30	1.78	1068	107	9.98	-2.39	-2.45
Jul-01	209	22	9.50	4.81	1270	124	10.24	-0.21	-1.14
Aug-01	214	14	15.29	14.35	3535	246	14.23	1.22	-0.26
Sep-01	37	5	7.40	4.83	1755	122	14.39	-0.69	-1.43
Oct-01	219	13	16.85	24.05	2166	182	11.90	1.51	-0.04
Nov-01	113	8	14.12	15.83	2477	145	17.08	-0.34	-1.21
Dec-01	84	11	7.64	4.46	1209	112	10.79	-0.7	-1.42
Jan-02	15	4	3.75	2.22	2071	148	13.99	-0.53	-1.32
Feb-02	122	23	5.30	3.05	1727	156	11.07	-2.27	-2.38
Mar-02	19	2	9.50	10.61	1224	127	9.64	-0.02	-1.07
Apr-02	156	48	3.25	1.99	1017	111	9.16	-3.36	-3.04



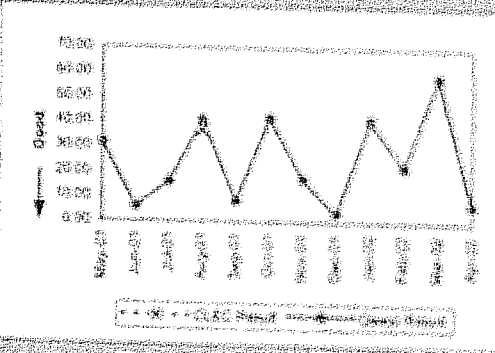
Delayed Days for Non-Facility Reasons (Average Days) (OP-5A-1)-- Interval Zone One

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
May-01	3	1	3.00		348	14	24.86	-0.89	-1.54
Jun-01	3	2	1.50	0.71	220	13	16.92	-1.35	-1.82
Jul-01	27	2	13.50	19.81	529	25	21.16	-0.36	-1.02
Aug-01	95	5	19.00	15.70	1184	55	21.53	-0.14	-1.09
Sep-01	9	1	9.00		816	33	24.73	-0.45	-1.07
Oct-01	123	3	41.00	34.64	785	47	16.70	1.65	-0.01
Nov-01	125	4	31.25	28.68	1102	65	16.95	1.31	-0.04
Dec-01	38	5	7.60	4.28	472	53	8.91	-0.12	-1.09
Jan-02					1339	54	24.80		
Feb-02	31	14	2.21	0.80	470	61	7.70	-2	-2.22
Mar-02					290	52	5.58		
Apr-02	11	7	1.57	0.79	306	33	9.27	-1.49	-1.9



Delayed Days for Facility Reasons (Average Days) (OP-5B-1)-- Interval Zone One

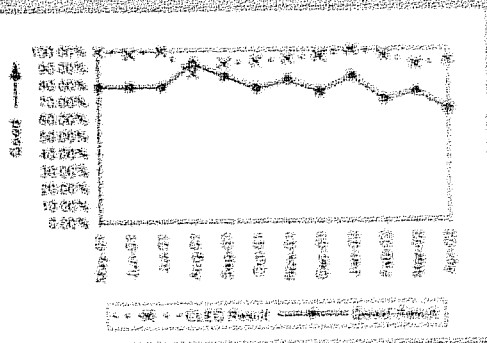
Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
May-01					318	10	31.80		
Jun-01					37	6	6.17		
Jul-01					81	5	16.20		
Aug-01	37	1	37.00		410	10	41.00	-0.65	-1.03
Sep-01					35	4	8.75		
Oct-01					250	6	41.67		
Nov-01					88	5	17.60		
Dec-01					15	4	3.75		
Jan-02					330	8	41.25		
Feb-02					90	4	22.50		
Mar-02					352	6	58.67		
Apr-02					37	5	7.40		



Checklist #14 - Resale - DS0 Installation

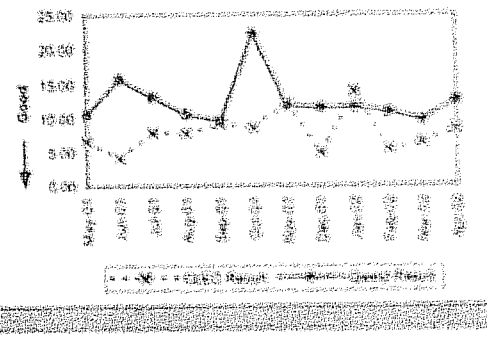
Installation Commitments Met (Percent) (OP-3E)-- Interval Zone Two

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
May-01	37	37	100.00%	0.00%	122	155	78.71%	-2.84	-2.73
Jun-01	61	62	98.39%	12.60%	89	113	78.76%	-3.04	-2.85
Jul-01	28	28	100.00%	0.00%	85	108	78.70%	-2.45	-2.49
Aug-01	27	31	87.10%	33.52%	161	174	92.53%	0.98	-0.41
Sep-01	12	13	92.31%	26.65%	94	111	84.68%	-0.72	-1.44
Oct-01	29	31	93.55%	24.57%	129	167	77.25%	-1.99	-2.21
Nov-01	20	21	95.24%	21.30%	103	125	82.40%	-1.43	-1.83
Dec-01	27	28	96.43%	18.56%	79	105	75.24%	-2.31	-2.4
Jan-02	16	16	100.00%	0.00%	140	166	84.34%	-1.65	-2
Feb-02	29	30	96.67%	17.95%	83	118	70.34%	-2.82	-2.71
Mar-02	21	23	91.30%	28.18%	95	127	74.80%	-1.68	-2.02
Apr-02	73	78	93.59%	24.49%	97	150	64.67%	-4.33	-3.64



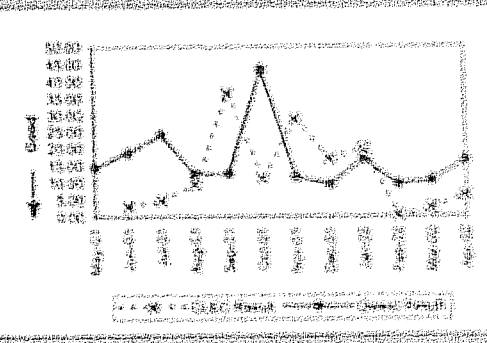
Installation Interval (Average Days) (OP-4E)-- Interval Zone Two

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
May-01	238	35	6.80	6.23	1619	152	10.65	-1.5	-1.91
Jun-01	234	57	4.11	1.41	1745	111	15.72	-1.33	-1.84
Jul-01	481	60	8.02	7.59	1845	140	13.18	-1.99	-2.21
Aug-01	252	32	7.88	5.07	2366	223	10.62	-1.04	-1.64
Sep-01	176	19	9.26	16.28	1507	156	9.66	-0.15	-1.09
Oct-01	280	32	8.75	11.37	4477	201	22.27	-2.66	-2.35
Nov-01	283	23	12.30	19.92	1868	156	11.92	1.02	-0.38
Dec-01	144	29	4.97	5.91	1468	127	11.56	-2	-2.22
Jan-02	210	15	14.00	17.02	2333	199	11.72	1.04	-0.37
Feb-02	152	28	5.43	2.10	1507	137	11.00	-1.66	-2.13
Mar-02	156	24	6.50	4.01	1401	143	9.80	-1.38	-1.84
Apr-02	382	68	8.56	5.01	1391	157	12.68	-1.44	-1.88



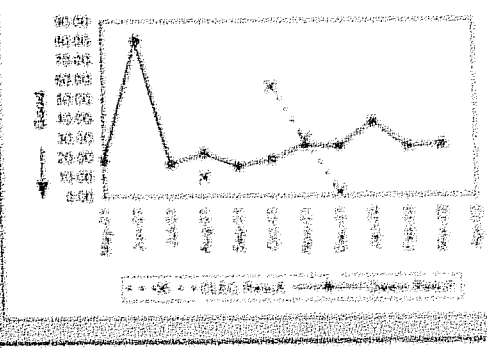
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5)-- Interval Zone Two

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
May-01					319	22	14.50		
Jun-01	3	1	3.00		286	15	19.07	-0.64	-1.01
Jul-01	156	32	4.88	8.78	868	36	24.11	-0.24	-0.87
Aug-01	38	4	9.50	9.95	476	38	12.53	-0.37	-1.23
Sep-01	73	2	36.50	47.38	377	30	12.57	1.54	-0.08
Oct-01	34	3	11.33	13.65	2996	69	43.47	-1.23	-1.75
Nov-01	115	4	28.75	33.44	510	44	11.59	1.48	-0.1
Dec-01	34	2	17.00	15.56	539	57	9.46	1.46	-0.11
Jan-02	120	6	20.00	22.05	1171	70	16.73	0.88	-0.46
Feb-02	2	5	0.40	0.89	625	66	9.47	-1.06	-1.64
Mar-02	18	7	2.57	6.37	501	48	10.44	-1.36	-1.83
Apr-02	55	9	6.11	8.22	1059	65	16.29	-1.03	-1.62



Delayed Days for Facility Reasons (Average Days) (OP-6B-5)-- Interval Zone Two

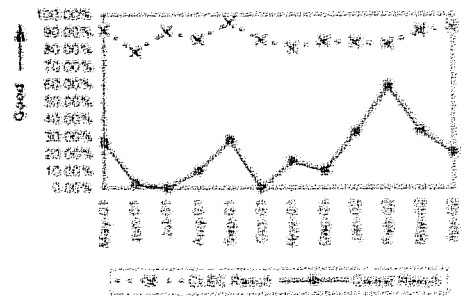
Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
May-01					204	11	18.55		
Jun-01					720	9	80.00		
Jul-01					116	7	16.57		
Aug-01	20	2	10.00	7.07	131	6	21.83	-0.47	-1.29
Sep-01					154	10	15.40		
Oct-01	56	1	56.00		243	13	18.69	1.35	-0.18
Nov-01	29	1	29.00		313	12	26.08	1.03	-0.35
Dec-01	2	1	2.00		76	3	25.33	-0.94	-1.57
Jan-02					263	7	37.57		
Feb-02					25	1	25.00		
Mar-02					26	1	26.00		
Apr-02									



Checklist #14 - Resale - DS0 Installation

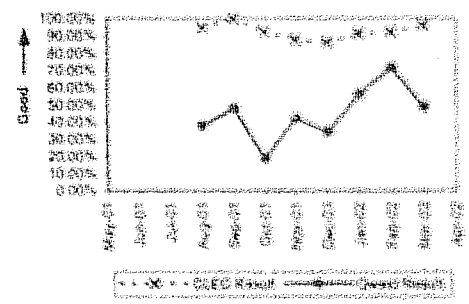
New Service Installation Quality (Percent) (OP-5)-- Interval Zone One and Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	158	173	91.33%	28.14%	184	688	26.74%	-17.16	-11.43
Jun-01	70	89	78.65%	40.98%	15	579	2.59%	-42.05	-26.67
Jul-01	97	107	90.65%	29.11%	0	413	0.00%	N/A	
Aug-01	66	77	85.71%	34.99%	47	469	10.02%	-20.5	-13.46
Sep-01	46	48	95.83%	19.98%	131	467	28.05%	-9.95	-7.05
Oct-01	47	55	85.45%	35.26%	0	433	0.00%	N/A	
Nov-01	47	58	81.03%	39.20%	69	436	15.83%	-12.78	-8.77
Dec-01	50	59	84.75%	35.95%	35	348	10.06%	-17.64	-11.72
Jan-02	48	57	84.21%	36.46%	131	402	32.59%	7.78	-5.73
Feb-02	44	53	83.02%	37.55%	247	419	58.95%	-3.36	-3.04
Mar-02	50	55	90.91%	28.75%	126	375	33.60%	-8.4	-6.11
Apr-02	93	100	93.00%	25.51%	78	373	20.91%	-15.74	-10.57



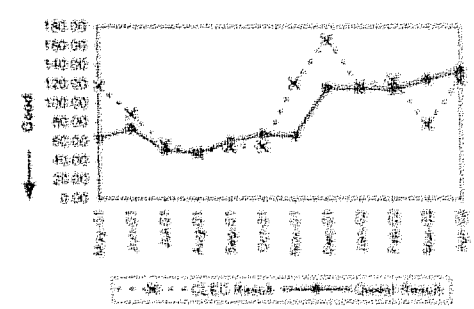
New Service Installation Quality (Percent) (OP-5)-- Interval Zone One and Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01	73	77	94.81%	22.19%	178	469	37.95%	-9.53	-6.79
Sep-01	48	48	100.00%	0.00%	225	467	48.18%	-6.84	-5.15
Oct-01	51	55	92.73%	25.97%	83	433	19.17%	-13.05	-8.94
Nov-01	51	58	87.93%	32.58%	185	436	42.43%	-6.59	-5
Dec-01	51	59	86.44%	34.24%	120	348	34.48%	-7.76	-5.72
Jan-02	52	57	91.23%	28.29%	227	402	56.47%	-4.95	-4.01
Feb-02	49	53	92.45%	26.42%	301	419	71.84%	-3.14	-2.91
Mar-02	53	55	96.36%	18.72%	184	375	49.07%	-6.55	-4.96
Apr-02									



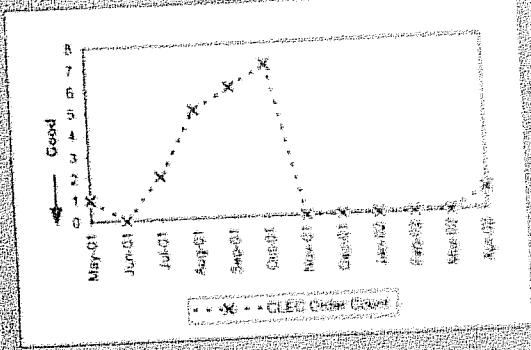
Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A)

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	356	3	118.67	185.73	11658	184	63.36	2.17	0.32
Jun-01	445	5	89.00	148.51	11520	156	73.85	1.83	0.13
Jul-01	511	9	56.78	120.09	7022	137	51.26	1.51	-0.08
Aug-01	681	14	48.64	102.82	9325	195	47.82	1.45	-0.12
Sep-01	760	14	54.29	106.71	10134	168	60.32	-0.31	-1.19
Oct-01	772	14	55.14	113.49	10683	158	67.61	-0.57	-1.35
Nov-01	607	5	121.40	192.79	12079	183	66.01	1.9	0.15
Dec-01	664	4	166.00	213.19	17511	151	115.97	1.84	0.12
Jan-02	707	6	117.83	195.56	17481	151	115.77	1.79	0.09
Feb-02	746	6	124.33	203.15	19146	167	114.65	1.77	0.08
Mar-02	938	12	78.17	153.92	20594	165	124.81	-1.51	-1.92
Apr-02	992	8	124.00	188.67	20975	156	134.46	-0.26	-1.18



Checklist #14 - Resale - DS0 Installation

Count of Pending Orders Delayed for Facilities Reasons DS0 (OP-15B)	
Date	CLEC Order Count
May-01	1
Jun-01	0
Jul-01	2
Aug-01	5
Sep-01	6
Oct-01	7
Nov-01	0
Dec-01	0
Jan-02	0
Feb-02	0
Mar-02	1
Apr-02	

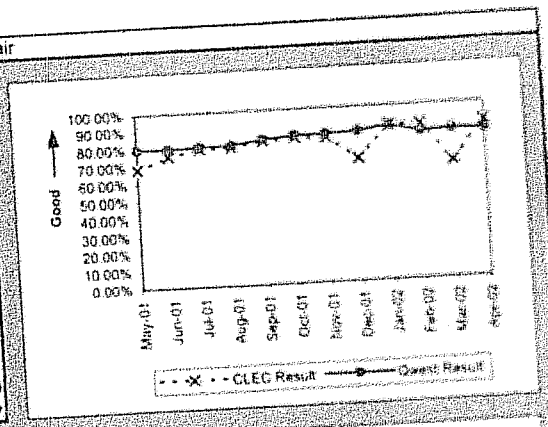


Qwest Performance Results (ROC 271 PID 4.1)

Checklist #14 - Resale - DS0 Repair

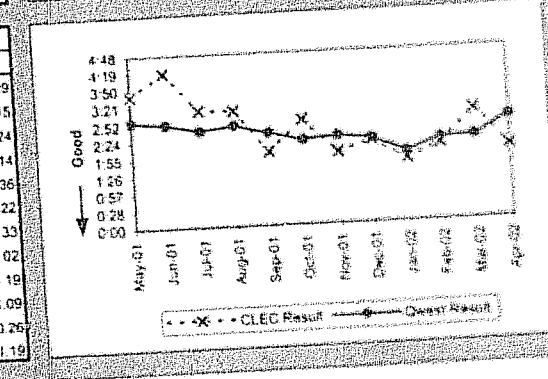
All Troubles Cleared within 4 hours (Percent) (MR-5A)-- Interval Zone One

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01	35	51	68.63%	46.40%	3319	4154	79.90%	1.9	0.16
Jun-01	43	57	75.44%	43.05%	3433	4312	79.62%	0.78	-0.52
Jul-01	49	62	79.03%	40.71%	3185	3972	80.19%	0.25	-0.85
Aug-01	42	53	79.25%	40.56%	3441	4278	80.43%	0.24	-0.85
Sep-01	23	28	82.14%	38.30%	2606	3142	82.94%	0.15	-0.91
Oct-01	30	36	83.33%	37.27%	3313	3913	84.67%	0.26	-0.84
Nov-01	29	35	82.86%	37.69%	2646	3114	84.97%	0.38	-0.77
Dec-01	7	10	70.00%	45.83%	2467	2872	85.90%	1.3	-0.21
Jan-02	23	26	88.46%	31.95%	2592	2929	88.49%	0.07	-0.96
Feb-02	16	18	88.89%	31.43%	2238	2649	84.48%	-0.51	-1.31
Mar-02	10	15	66.67%	47.14%	2203	2586	85.19%	1.79	0.09
Apr-02	17	19	89.47%	30.69%	2557	3030	84.39%	-0.61	-1.37



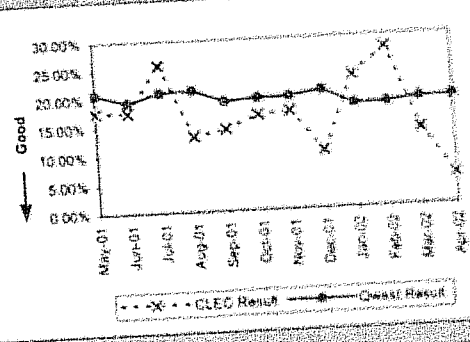
Mean Time to Restore (Hours:Minutes) (MR-6D)-- Interval Zone One

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01	187:24	51	3:40	4:07	12233:51	4154	2:57	2.12	0.29
Jun-01	244:42	57	4:18	8:36	12351:52	4312	2:52	1.9	0.15
Jul-01	200:33	62	3:14	6:18	10675:37	3972	2:41	2.03	0.24
Aug-01	169:26	53	3:12	4:40	11943:53	4278	2:48	1.68	0.14
Sep-01	57:22	28	2:03	2:09	8076:03	3142	2:34	-0.6	-1.36
Oct-01	104:23	36	2:54	5:02	9184:48	3913	2:21	2.01	0.22
Nov-01	69:19	35	1:59	2:05	7576:05	3114	2:26	-0.55	-1.33
Dec-01	22:54	10	2:17	1:53	5724:41	2872	2:20	-0.04	-1.02
Jan-02	44:55	26	1:44	2:13	5680:47	2929	1:56	-0.32	-1.19
Feb-02	38:04	18	2:07	2:31	5993:30	2649	2:16	-0.14	-1.09
Mar-02	45:22	15	3:01	3:35	5939:01	2586	2:18	2.07	0.26
Apr-02	38:03	19	2:00	2:14	8494:28	3030	2:48	-0.32	-1.19



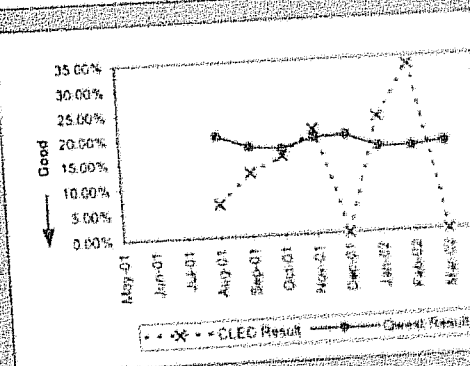
Repair Repeat Report Rate (Percent) (MR-7D)-- Interval Zone One

Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01	9	51	17.65%	38.12%	869	4154	20.92%	-0.57	-1.35
Jun-01	10	57	17.54%	38.03%	833	4312	19.32%	-0.34	-1.2
Jul-01	16	62	25.81%	43.76%	833	3972	20.97%	0.93	-0.44
Aug-01	7	53	13.21%	33.86%	906	4278	21.18%	-1.41	-1.86
Sep-01	4	28	14.29%	34.99%	602	3142	19.16%	-0.65	-1.4
Oct-01	6	36	16.67%	37.27%	765	3913	19.55%	-0.43	-1.26
Nov-01	6	35	17.14%	37.69%	613	3114	19.69%	-0.38	-1.23
Dec-01	1	10	10.00%	30.00%	591	2872	20.58%	-0.83	-1.5
Jan-02	6	26	23.08%	42.13%	528	2929	18.03%	0.68	-0.59
Feb-02	5	18	27.78%	44.79%	479	2649	18.08%	1.03	-0.37
Mar-02	2	15	13.33%	33.99%	485	2586	18.75%	-0.54	-1.33
Apr-02	1	19	5.26%	22.33%	571	3030	18.84%	-1.51	-1.92



Repair Repeat Report Rate (Percent) (MR-7D*)-- Interval Zone One

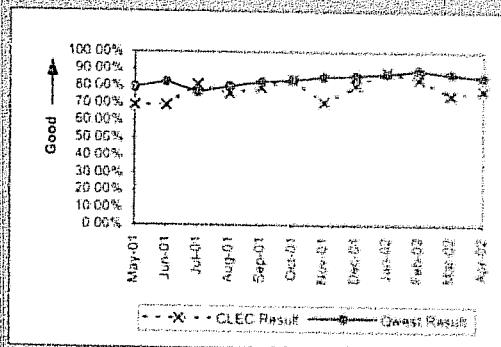
Date	CLEC Num	CLEC Den	CLEC Result	Std Dev	Qwest Num	Qwest Den	Qwest Result	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01	2	31	6.45%	24.57%	604	2989	20.21%	-1.9	-2.15
Aug-01	2	16	12.50%	33.07%	372	2081	17.88%	-0.56	-1.34
Sep-01	3	19	15.79%	36.46%	447	2598	17.21%	-0.16	-1.1
Oct-01	4	19	21.05%	40.77%	395	2051	19.26%	0.24	-0.86
Nov-01	0	6	0.00%	0.00%	388	1981	19.59%	-1.21	-1.73
Dec-01	3	13	23.08%	42.13%	316	1867	16.93%	0.6	-0.63
Jan-02	4	12	33.33%	47.14%	315	1866	16.88%	1.39	-0.16
Feb-02	0	10	0.00%	0.00%	306	1738	17.61%	-1.45	-1.89
Mar-02									
Apr-02									



Checklist #14 - Resale - DS0 Repair

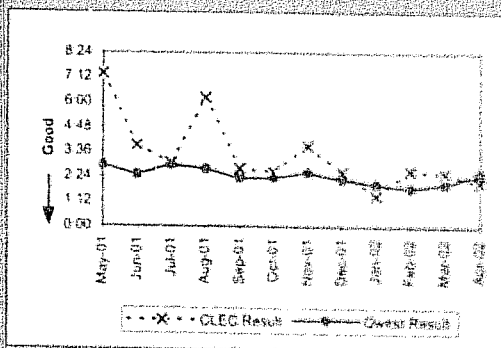
All Troubles Cleared within 4 hours (Percent) (MR-5B)-- Interval Zone Two

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01	27	39	69.23%	46.15%	2445	3073	79.56%	1.53	-0.07
Jun-01	38	55	69.09%	46.21%	2778	3364	82.58%	2.43	0.48
Jul-01	35	43	81.40%	38.91%	2626	3422	76.74%	-0.72	-1.44
Aug-01	38	50	76.00%	42.71%	2946	3688	79.88%	0.69	-0.58
Sep-01	27	34	79.41%	40.43%	2138	2588	82.61%	0.51	-0.69
Oct-01	26	31	83.87%	36.78%	2344	2799	83.74%	-0.02	-1.01
Nov-01	22	31	70.97%	45.39%	1830	2138	85.59%	2.1	0.27
Dec-01	25	31	80.65%	39.51%	1811	2096	86.40%	0.92	-0.44
Jan-02	30	34	88.24%	32.22%	1864	2132	87.43%	-0.14	-1.09
Feb-02	16	19	84.21%	36.46%	1639	1834	89.37%	0.73	-0.56
Mar-02	6	8	75.00%	43.30%	1787	2048	87.26%	0.95	-0.42
Apr-02	21	27	77.78%	41.57%	1985	2334	85.05%	1.03	-0.38



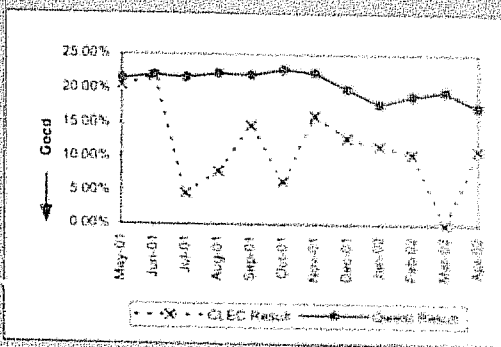
Mean Time to Restore (Hours:Minutes) (MR-6E)-- Interval Zone Two

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01	287:35	39	7:22	24:10	9075:16	3073	2:57	2.05	0.25
Jun-01	215:37	55	3:55	5:42	8414:11	3364	2:30	1.65	0.01
Jul-01	132:51	43	3:05	4:08	10205:37	3422	2:59	1.68	0.02
Aug-01	312:51	50	6:15	21:24	10261:25	3688	2:47	1.94	0.18
Sep-01	95:48	34	2:49	3:48	6018:50	2588	2:20	1.61	-0.02
Oct-01	83:22	31	2:41	3:59	6647:31	2799	2:22	1.76	0.07
Nov-01	120:42	31	3:54	4:46	5587:40	2138	2:37	1.51	-0.08
Dec-01	82:50	31	2:40	3:59	4784:59	2096	2:17	1.56	-0.05
Jan-02	51:07	34	1:30	1:50	4326:55	2132	2:02	-0.68	-1.42
Feb-02	51:35	19	2:43	4:03	3411:19	1834	1:52	1.87	0.13
Mar-02	20:47	8	2:36	3:04	4193:26	2048	2:03	2.14	0.3
Apr-02	58:11	27	2:09	2:29	6014:29	2334	2:35	-0.25	-1.15



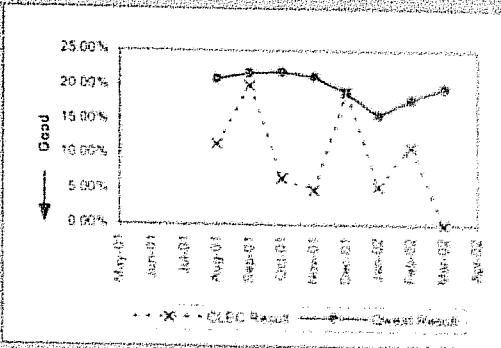
Repair Repeat Report Rate (Percent) (MR-7E)-- Interval Zone Two

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01	8	39	20.51%	40.30%	661	3073	21.51%	-0.15	-1.09
Jun-01	12	55	21.82%	41.30%	740	3364	22.00%	-0.03	-1.02
Jul-01	2	43	4.65%	21.06%	741	3422	21.65%	-2.69	-2.64
Aug-01	4	50	8.00%	27.13%	820	3688	22.23%	-2.4	-2.46
Sep-01	5	34	14.71%	35.42%	570	2588	22.02%	-1.02	-1.62
Oct-01	2	31	6.45%	24.57%	639	2799	22.83%	-2.16	-2.31
Nov-01	5	31	16.13%	36.78%	479	2138	22.40%	-0.83	-1.51
Dec-01	4	31	12.90%	33.52%	420	2096	20.04%	-0.99	-1.6
Jan-02	4	34	11.76%	32.22%	379	2132	17.78%	-0.91	-1.55
Feb-02	2	19	10.53%	30.69%	349	1834	19.03%	-0.94	-1.57
Mar-02	0	8	0.00%	0.00%	402	2048	19.63%	-1.4	-1.85
Apr-02	3	27	11.11%	31.43%	408	2334	17.48%	-0.87	-1.53



Repair Repeat Report Rate (Percent) (MR-7E*)-- Interval Zone Two

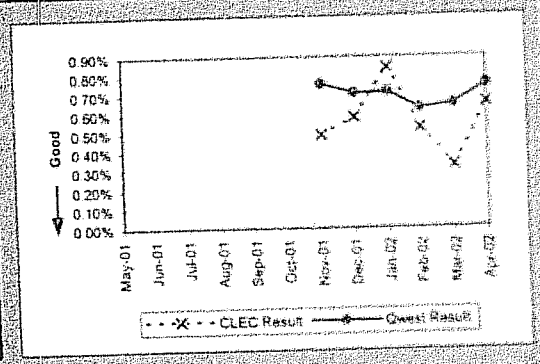
Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01	3	26	11.54%	31.95%	533	2542	20.97%	-1.18	-1.71
Sep-01	3	15	20.00%	40.00%	385	1763	21.84%	-0.17	-1.1
Oct-01	1	15	6.67%	24.94%	402	1828	21.99%	-1.43	-1.87
Nov-01	1	20	5.00%	21.79%	287	1349	21.28%	-1.77	-2.07
Dec-01	4	21	19.05%	39.27%	241	1265	19.05%	0	-1
Jan-02	1	18	5.56%	22.91%	208	1318	15.76%	-1.18	-1.72
Feb-02	1	9	11.11%	31.43%	212	1175	18.04%	-0.54	-1.33
Mar-02	0	4	0.00%	0.00%	259	1320	19.62%	-0.99	-1.6
Apr-02									



Checklist #14 - Resale - DS0 Repair

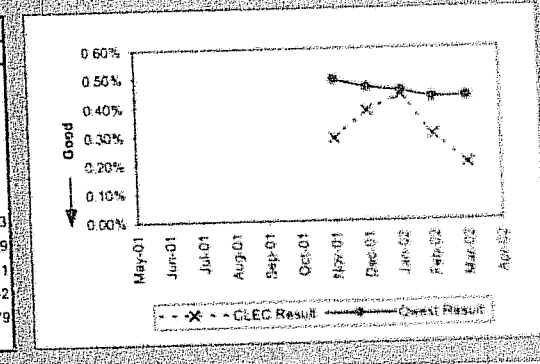
Trouble Rate (Percent) (MR-8)-- Interval Zone One and Two

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01									
Sep-01									
Oct-01									
Nov-01	68	13465	0.49%	6.98%	5252	694524	0.76%	-3.53	-3.15
Dec-01	41	7043	0.58%	7.61%	4958	701335	0.71%	-1.26	-1.76
Jan-02	60	7115	0.84%	9.14%	5061	709091	0.71%	1.29	-0.21
Feb-02	37	7053	0.52%	7.22%	4483	714587	0.63%	-1.09	-1.66
Mar-02	23	7067	0.33%	5.70%	4634	715585	0.65%	-3.36	-3.04
Apr-02	46	7036	0.65%	8.06%	5364	715673	0.75%	-0.93	-1.56



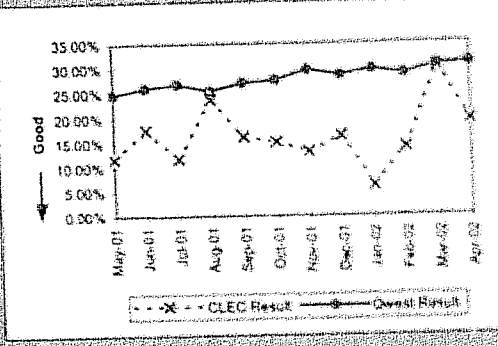
Trouble Rate (Percent) (MR-8*)-- Interval Zone One and Two

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01									
Sep-01									
Oct-01									
Nov-01	39	13465	0.29%	5.37%	3400	694524	0.49%	-3.29	-3
Dec-01	27	7043	0.38%	6.18%	3246	701335	0.46%	-0.98	-1.59
Jan-02	31	7115	0.44%	6.59%	3185	709091	0.45%	-0.17	-1.1
Feb-02	21	7053	0.30%	5.45%	3041	714587	0.43%	-1.64	-2
Mar-02	14	7067	0.20%	4.45%	3058	715585	0.43%	-2.94	-2.79
Apr-02									



Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10)-- Interval Zone One and Two

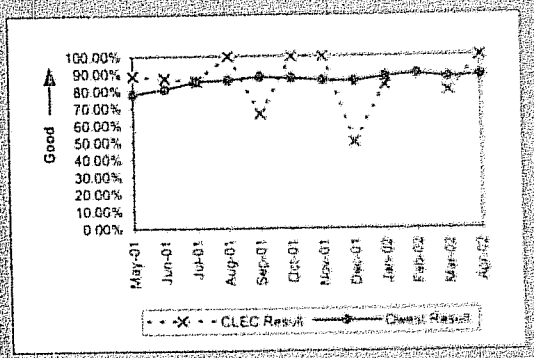
Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01	12	102	11.76%	32.22%	2379	9606	24.77%	-3.03	-2.84
Jun-01	24	136	17.65%	38.12%	2708	10384	26.08%	-2.22	-2.35
Jul-01	14	119	11.76%	32.22%	2708	10102	26.81%	-3.68	-3.24
Aug-01	32	135	23.70%	42.53%	2719	10685	25.45%	-0.46	-1.28
Sep-01	12	74	16.22%	36.86%	2124	7854	27.04%	-2.09	-2.27
Oct-01	12	79	15.19%	35.89%	2562	9274	27.63%	-2.46	-2.5
Nov-01	10	76	13.16%	33.80%	2214	7466	29.65%	-3.13	-2.9
Dec-01	8	49	16.33%	36.96%	1983	6951	28.53%	-1.88	-2.15
Jan-02	4	64	6.25%	24.21%	2142	7203	29.74%	-4.09	-3.49
Feb-02	6	43	13.95%	34.65%	1810	6293	28.76%	-2.14	-2.3
Mar-02	10	33	30.30%	45.96%	2031	6665	30.47%	-0.02	-1.01
Apr-02	11	57	19.30%	39.46%	2409	7773	30.99%	-1.9	-2.16



Checklist #14 - Resale - DS1 Installation

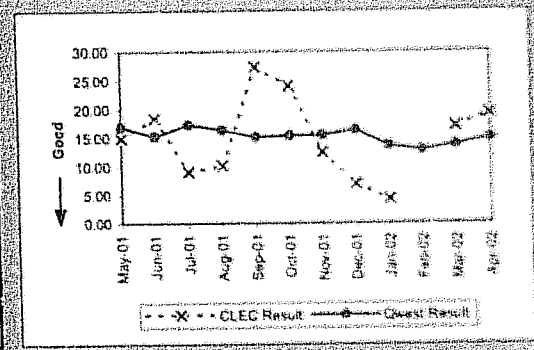
Installation Commitments Met (Percent) (OP-3D)-- Interval Zone One

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01	8	9	88.89%	31.43%	2269	2901	78.21%	-0.77	-1.47
Jun-01	7	8	87.50%	33.07%	2591	3195	81.10%	-0.46	-1.28
Jul-01	6	7	85.71%	34.99%	2516	2945	85.43%	-0.02	-1.01
Aug-01	5	5	100.00%	0.00%	2963	3432	86.33%	-0.89	-1.54
Sep-01	2	3	66.67%	47.14%	2862	3251	88.03%	0.92	-0.44
Oct-01	2	2	100.00%	0.00%	3120	3571	87.37%	-0.54	-1.33
Nov-01	1	1	100.00%	0.00%	2809	3258	86.22%	-0.4	-1.24
Dec-01	1	2	50.00%	50.00%	2620	3062	85.57%	1.06	-0.35
Jan-02	5	6	83.33%	37.27%	3417	3869	88.32%	0.41	-0.75
Feb-02					3260	3636	89.66%		
Mar-02	4	5	80.00%	40.00%	2772	3164	87.61%	0.51	-0.69
Apr-02	10	10	100.00%	0.00%	3108	3509	88.57%	-1.13	-1.69



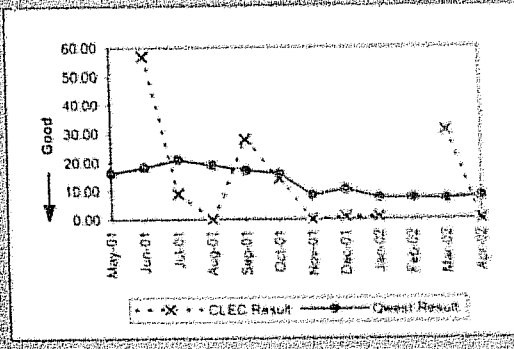
Installation Interval (Average Days) (OP-4D)-- Interval Zone One

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01	135	9	15.00	30.20	48583	2862	16.98	-0.38	-1.23
Jun-01	147	8	18.38	23.69	48632	3173	15.33	2.07	0.26
Jul-01	64	7	9.14	8.43	73506	4244	17.32	-1.25	-1.76
Aug-01	72	7	10.29	6.87	76695	4664	16.44	-0.99	-1.6
Sep-01	137	5	27.40	18.77	66905	4418	15.14	2.58	0.57
Oct-01	193	8	24.12	17.39	79727	5160	15.45	2.26	0.37
Nov-01	25	2	12.50	2.12	68216	4413	15.46	-0.29	-1.18
Dec-01	7	1	7.00		63661	3874	16.43	-0.53	-1.32
Jan-02	26	6	4.33	3.14	64368	4702	13.69	-1.91	-2.16
Feb-02					56278	4384	12.84		
Mar-02	85	5	17.00	13.93	52446	3810	13.77	2.17	0.32
Apr-02	326	17	19.18	11.39	65955	4429	14.89	1.98	0.2



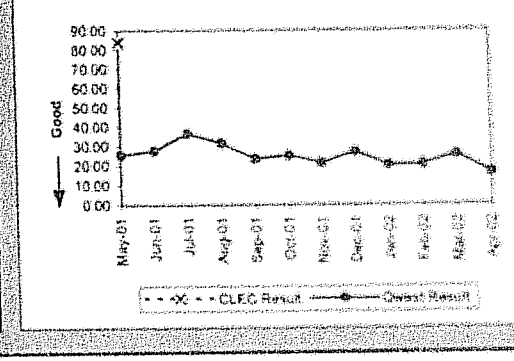
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-4)-- Interval Zone One

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01					6831	423	16.15		
Jun-01	57	1	57.00		7788	425	18.32	2.29	0.39
Jul-01	27	3	9.00	3.46	17222	821	20.98	-0.98	-1.59
Aug-01	0	1	0.00		15908	834	19.07	-0.78	-1.48
Sep-01	56	2	28.00	11.31	12179	711	17.13	2.1	0.27
Oct-01	113	8	14.12	14.99	14313	896	15.97	-0.25	-1.35
Nov-01	0	1	0.00		13363	1598	8.36	-0.5	-1.31
Dec-01	1	1	1.00		14024	1338	10.48	-0.35	-1.21
Jan-02	1	1	1.00		9655	1271	7.60	-0.45	-1.27
Feb-02					8688	1158	7.50		
Mar-02	31	1	31.00		8025	1139	7.05	2.41	0.46
Apr-02	0	10	0.00	0.00	10616	1348	7.88	-1.4	-1.85



Delayed Days for Facility Reasons (Average Days) (OP-6B-4)-- Interval Zone One

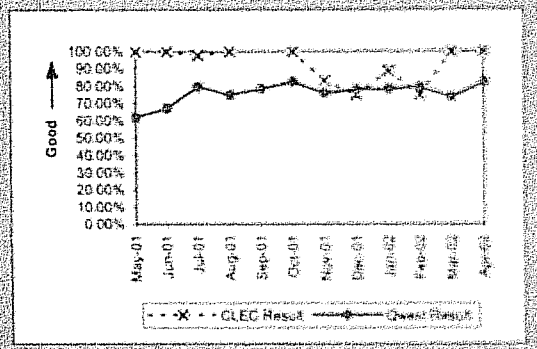
Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01	84	1	84.00		5335	209	25.53	2.1	0.27
Jun-01					4929	179	27.54		
Jul-01					5108	140	36.49		
Aug-01					4147	131	31.66		
Sep-01					2230	95	23.47		
Oct-01					2744	109	25.17		
Nov-01					2965	139	21.33		
Dec-01					3190	118	27.03		
Jan-02					2387	118	20.23		
Feb-02					700	34	20.59		
Mar-02					1170	46	25.54		
Apr-02					792	48	16.50		



Checklist #14 - Resale - DS1 Installation

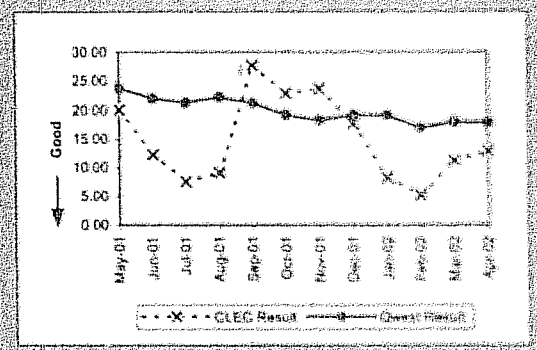
Installation Commitments Met (Percent) (OP-3E)-- Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	15	15	100.00%	0.00%	901	1451	62.10%	-3.01	-2.83
Jun-01	3	3	100.00%	0.00%	1215	1809	67.16%	-1.21	-1.74
Jul-01	47	48	97.92%	14.28%	1317	1651	79.77%	-3.09	-2.88
Aug-01	3	3	100.00%	0.00%	1226	1634	75.03%	-1	-1.61
Sep-01					1135	1445	78.55%		
Oct-01	1	1	100.00%	0.00%	1536	1859	82.63%	-0.46	-1.28
Nov-01	5	6	83.33%	37.27%	1517	1994	76.08%	-0.42	-1.25
Dec-01	3	4	75.00%	43.30%	1363	1743	78.20%	0.2	-0.88
Jan-02	8	9	88.89%	31.43%	1384	1765	78.41%	-0.76	-1.46
Feb-02	3	4	75.00%	43.30%	1476	1855	79.57%	0.26	-0.84
Mar-02	3	3	100.00%	0.00%	1314	1780	73.82%	-1.03	-1.63
Apr-02	10	10	100.00%	0.00%	1642	1996	82.26%	-1.46	-1.89



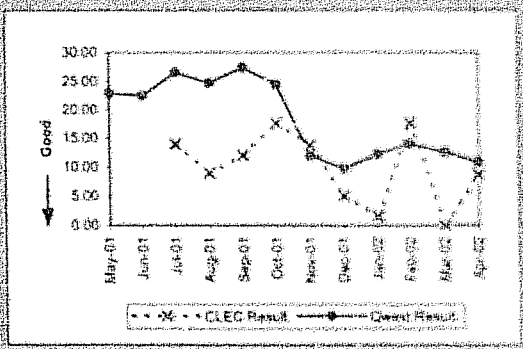
Installation Interval (Average Days) (OP-4E)-- Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	282	14	20.14	3.48	34031	1429	23.81	-0.56	-1.34
Jun-01	37	3	12.33	9.24	39557	1791	22.09	-0.79	-1.48
Jul-01	76	10	7.60	7.20	52783	2467	21.40	-2.08	-2.26
Aug-01	64	7	9.14	6.79	56572	2537	22.30	-1.47	-1.9
Sep-01	111	4	27.75	7.23	44831	2105	21.30	2.07	0.26
Oct-01	69	3	23.00	14.00	50939	2646	19.25	2.12	0.29
Nov-01	166	7	23.71	16.64	50135	2732	18.35	1.96	0.19
Dec-01	195	11	17.73	24.19	46510	2406	19.33	-0.32	-1.19
Jan-02	116	14	8.29	5.84	45212	2354	19.21	-2.06	-2.25
Feb-02	21	4	5.25	0.96	38007	2234	17.01	-1.34	-1.82
Mar-02	34	3	11.33	7.09	40888	2265	18.05	-0.61	-1.37
Apr-02	143	11	13.00	6.42	46580	2594	17.96	-1.03	-1.62



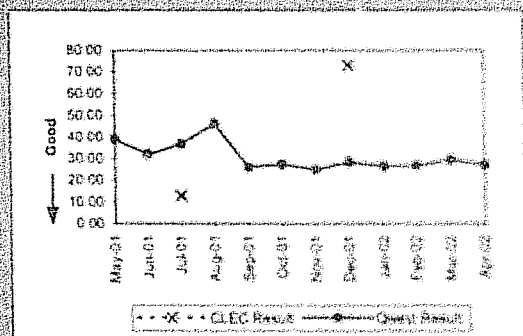
Delayed Days for Non-Facility Reasons (Average Days) (OP-5A-5)-- Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01					9271	405	22.89		
Jun-01					9733	433	22.48		
Jul-01	14	1	14.00		16376	617	26.54	-0.47	-1.29
Aug-01	18	2	9.00	0.00	17827	723	24.66	-0.81	-1.49
Sep-01	36	3	12.00	0.00	15360	560	27.43	-0.68	-1.41
Oct-01	53	3	17.67	19.14	15043	615	24.46	-0.38	-1.23
Nov-01	55	4	13.75	17.73	13683	1149	11.91	2.07	0.25
Dec-01	46	9	5.11	15.33	10116	1034	9.78	-0.71	-1.43
Jan-02	10	6	1.67	2.66	11406	930	12.26	-1.2	-1.73
Feb-02	53	3	17.67	14.47	10565	755	13.99	1.93	0.17
Mar-02	0	2	0.00	0.00	11842	943	12.56	-0.72	-1.44
Apr-02	44	5	8.80	13.31	10240	944	10.85	-0.21	-1.13



Delayed Days for Facility Reasons (Average Days) (OP-6B-5)-- Interval Zone Two

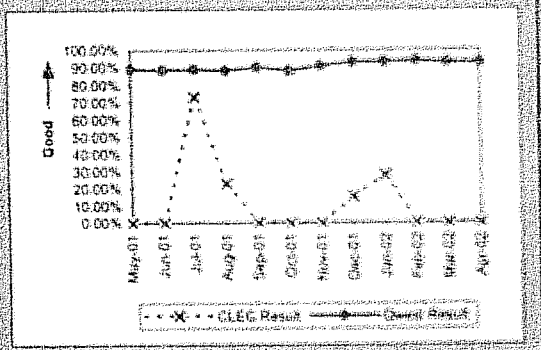
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01					5643	145	38.92		
Jun-01					5128	161	31.85		
Jul-01	13	1	13.00		3457	94	36.78	-0.78	-1.47
Aug-01					5363	116	46.23		
Sep-01					2089	80	26.11		
Oct-01					2297	84	27.35		
Nov-01					2828	113	25.03		
Dec-01	73	1	73.00		1930	68	28.38	1.03	-0.01
Jan-02					2549	96	26.55		
Feb-02					1393	52	26.79		
Mar-02					1441	49	29.41		
Apr-02					1132	42	26.95		



Checklist #14 - Resale - DS1 Installation

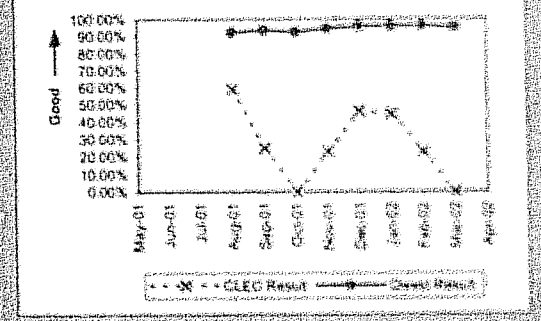
New Service Installation Quality (Percent) (OP-5)– Interval Zone One and Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	0	22	0.00%	0.00%	6257	7013	89.22%	7.94	3.83
Jun-01	0	25	0.00%	0.00%	5951	6709	88.70%	7.94	3.83
Jul-01	30	41	73.17%	44.31%	6156	6913	89.05%	2.83	0.72
Aug-01	9	39	23.08%	42.13%	6298	7139	88.22%	7.94	3.83
Sep-01	0	12	0.00%	0.00%	6394	7080	90.31%	7.21	3.38
Oct-01	0	12	0.00%	0.00%	6484	7338	88.36%	6.9	3.2
Nov-01	0	13	0.00%	0.00%	6937	7648	90.70%	7.59	3.61
Dec-01	2	13	15.38%	36.08%	6450	6933	93.03%	6.79	3.13
Jan-02	5	18	27.78%	44.79%	6417	6879	93.28%	6.98	3.24
Feb-02	0	13	0.00%	0.00%	6540	6976	93.75%	7.94	3.83
Mar-02	0	8	0.00%	0.00%	6036	6499	92.88%	6.2	2.77
Apr-02	0	23	0.00%	0.00%	6182	6698	92.30%	7.94	3.83



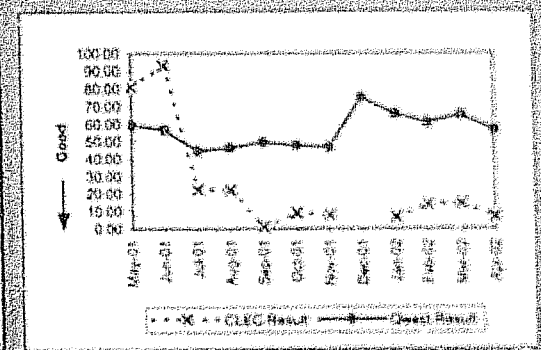
New Service Installation Quality (Percent) (OP-5*)– Interval Zone One and Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01	23	39	58.97%	49.19%	6596	7139	92.39%	5.75	2.5
Sep-01	3	12	25.00%	43.30%	6625	7080	93.57%	5.93	2.61
Oct-01	0	12	0.00%	0.00%	6788	7338	92.50%	7.62	3.63
Nov-01	3	13	23.08%	42.13%	7210	7648	94.27%	6.5	2.95
Dec-01	6	13	46.15%	49.85%	6646	6933	95.86%	5.15	2.13
Jan-02	8	18	44.44%	49.69%	6600	6879	95.94%	6.28	2.82
Feb-02	3	13	23.08%	42.13%	6706	6976	96.13%	7.06	3.39
Mar-02	0	8	0.00%	0.00%	6184	6499	95.15%	6.67	3.06
Apr-02									



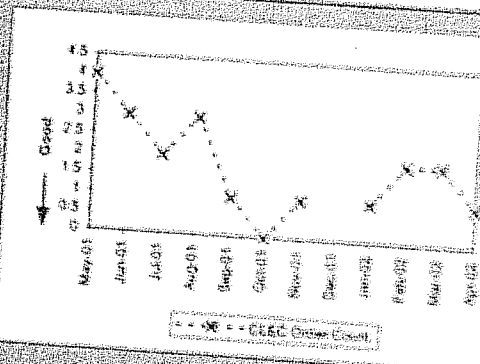
Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A)

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	568	7	81.14	93.33	118949	1996	59.59	2.03	0.24
Jun-01	467	5	93.40	104.69	108968	1917	56.84	2.23	0.35
Jul-01	45	2	22.50	27.58	70450	1578	44.65	-0.46	-1.28
Aug-01	111	5	22.20	25.65	71793	1539	46.65	-0.74	-1.45
Sep-01	2	2	1.00	1.41	72169	1452	49.70	-0.88	-1.53
Oct-01	9	1	9.00		69384	1455	47.69	-0.49	-1.3
Nov-01	8	1	8.00		73319	1564	46.88	-0.48	-1.29
Dec-01					61142	815	75.02		
Jan-02	7	1	7.00		69527	1053	66.03	-0.62	-1.38
Feb-02	28	2	14.00	18.38	69117	1132	61.06	-0.75	-1.45
Mar-02	43	3	14.33	6.66	67798	1039	65.25	-0.93	-1.56
Apr-02	7	1	7.00		71610	1265	56.61	-0.53	-1.33



Checklist #14 - Resale - DS1 Installation

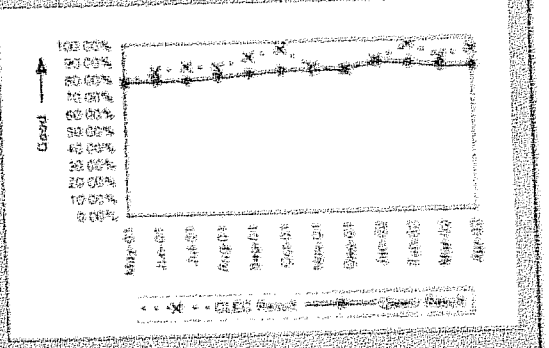
Count of Pending Orders Delayed for Facilities Reasons DS1 (OP-15B)	
Date	CLEC Order Count
May-01	4
Jun-01	3
Jul-01	2
Aug-01	3
Sep-01	1
Oct-01	0
Nov-01	1
Dec-01	
Jan-02	1
Feb-02	2
Mar-02	2
Apr-02	1



Checklist #14 - Resale - OS1 Repair

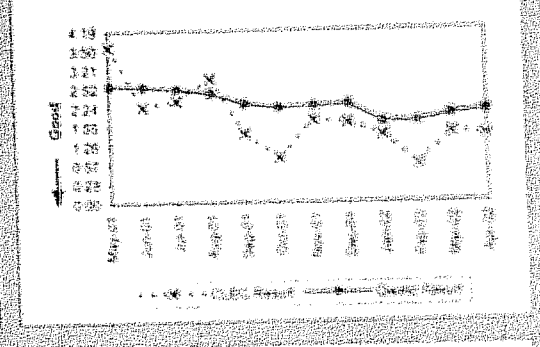
All Troubles Cleared within 4 hours (Percent) (MR-5A)-- Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	119	151	78.81%	40.87%	4148	5303	78.22%	-0.17	-1.1
Jun-01	145	172	84.30%	36.38%	4215	5355	78.71%	-1.76	-2.07
Jul-01	93	107	86.92%	33.72%	3988	5078	78.53%	-2.09	-2.27
Aug-01	140	163	85.89%	34.81%	4190	5223	80.22%	-1.79	-2.09
Sep-01	88	96	91.67%	27.64%	3571	4369	81.74%	-2.49	-2.51
Oct-01	100	104	96.15%	19.23%	4061	4880	83.22%	-3.49	-3.12
Nov-01	137	161	85.09%	35.62%	3500	4189	83.55%	-0.52	-1.31
Dec-01	30	36	83.33%	37.27%	2962	3561	83.18%	-0.02	-1.01
Jan-02	30	34	88.24%	32.22%	3341	3826	87.32%	-0.16	-1.1
Feb-02	36	37	97.30%	16.22%	2971	3437	86.44%	-1.92	-2.17
Mar-02	43	48	89.58%	30.55%	3055	3631	84.14%	-1.03	-1.62
Apr-02	47	50	94.00%	23.75%	3274	3895	84.06%	-1.91	-2.16



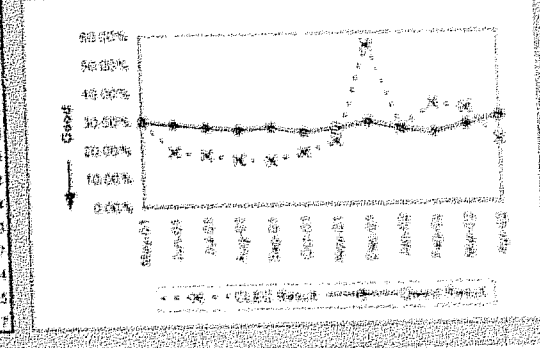
Mean Time to Restore (Hours:Minutes) (MR-6D)-- Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	593:04	151	3:56	8:52	15666:02	5303	2:57	2:49	0:51
Jun-01	417:00	172	2:25	5:02	15581:24	5355	2:55	-1:24	-1:15
Jul-01	274:12	107	2:34	4:32	14491:35	5078	2:51	-0:59	-1:36
Aug-01	508:50	163	3:07	9:34	14353:10	5223	2:45	0:51	-0:09
Sep-01	165:44	96	1:44	3:00	10835:06	4369	2:29	-1:05	-2:18
Oct-01	118:17	104	1:08	1:19	11617:03	4880	2:23	-3:51	-3:13
Nov-01	335:29	161	2:05	2:11	10127:22	4189	2:25	-1:16	-1:7
Dec-01	72:52	36	2:01	3:11	8779:36	3561	2:28	-0:65	-1:39
Jan-02	57:46	34	1:42	1:48	7765:14	3826	2:02	-0:62	-1:38
Feb-02	35:23	37	0:57	1:12	6974:59	3437	2:02	-2:11	-2:28
Mar-02	84:10	48	1:45	2:26	7961:26	3631	2:12	-1:01	-1:61
Apr-02	83:49	50	1:41	2:56	8893:50	3895	2:17	-1:21	-1:74



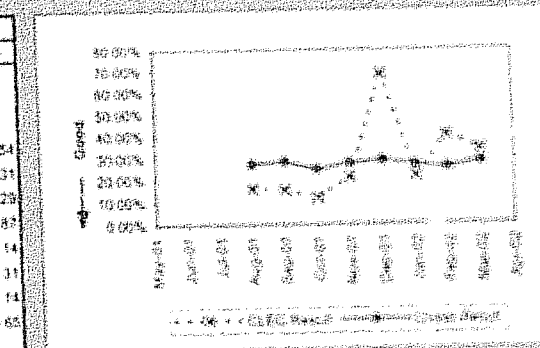
Repair Repeat Report Rate (Percent) (MR-7D)-- Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01	45	151	29.80%	45.74%	1599	5303	29.98%	-0.05	-1.09
Jun-01	33	172	19.19%	39.38%	1536	5355	28.68%	-2.71	-2.65
Jul-01	19	107	17.76%	38.22%	1397	5078	27.51%	-2.24	-2.36
Aug-01	26	163	15.95%	36.62%	1386	5223	26.54%	-3.01	-2.83
Sep-01	15	96	15.63%	36.31%	1192	4369	27.28%	-2.54	-2.54
Oct-01	19	104	18.27%	38.64%	1243	4880	25.47%	-1.63	-2.01
Nov-01	36	161	22.36%	41.67%	1118	4189	26.69%	-1.22	-1.74
Dec-01	20	36	55.56%	49.69%	1021	3561	28.67%	3.34	1.03
Jan-02	9	34	26.47%	44.12%	1006	3826	26.29%	0.05	-0.97
Feb-02	13	37	35.14%	47.74%	851	3437	24.76%	1.41	-0.14
Mar-02	16	48	33.33%	47.14%	996	3631	27.43%	0.91	-0.45
Apr-02	11	50	22.00%	41.42%	1179	3895	30.27%	-1.28	-1.77



Repair Repeat Report Rate (Percent) (MR-7D*)-- Interval Zone One

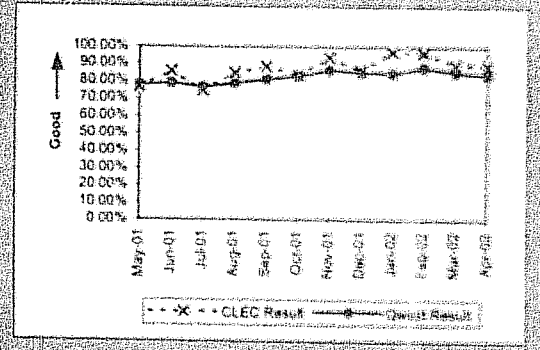
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01	16	101	15.84%	36.51%	935	3435	27.22%	-2.53	-2.54
Sep-01	9	58	15.52%	36.21%	813	2865	28.38%	-2.15	-2.31
Oct-01	6	51	11.76%	32.22%	787	3182	24.73%	-2.13	-2.28
Nov-01	22	104	21.15%	40.84%	739	2684	27.53%	-1.43	-1.83
Dec-01	13	19	68.42%	46.48%	651	2256	28.86%	3.51	1.54
Jan-02	5	23	21.74%	41.25%	644	2433	26.47%	-0.51	-1.31
Feb-02	8	20	40.00%	48.99%	552	2164	25.51%	1.43	-0.14
Mar-02	8	24	33.33%	47.14%	675	2401	28.11%	0.87	-0.65
Apr-02									



Checklist #14 - Resale - DS1 Repair

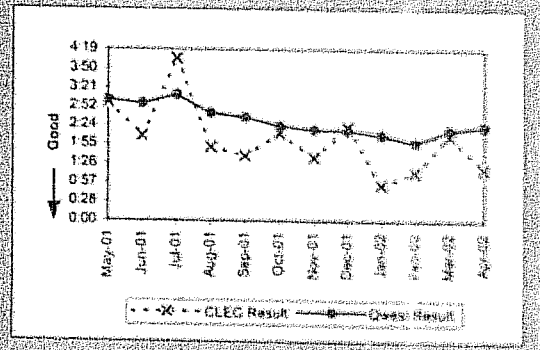
All Troubles Cleared within 4 hours (Percent) (MR-5B)-- Interval Zone Two

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01	59	77	76.62%	42.32%	1885	2429	77.60%	0.22	-0.86
Jun-01	73	85	85.88%	34.82%	2037	2579	78.98%	-1.54	-1.93
Jul-01	56	75	74.67%	43.49%	2147	2800	76.68%	0.42	-0.74
Aug-01	85	100	85.00%	35.71%	2288	2899	78.92%	-1.46	-1.89
Sep-01	47	53	88.68%	31.66%	1684	2078	81.04%	-1.4	-1.85
Oct-01	66	79	83.54%	37.08%	1864	2240	83.21%	-0.08	-1.05
Nov-01	46	49	93.88%	23.97%	1726	1993	86.60%	-1.48	-1.9
Dec-01	19	22	86.36%	34.32%	1468	1719	85.40%	-0.13	-1.08
Jan-02	37	38	97.37%	16.01%	1461	1723	84.79%	-2.14	-2.3
Feb-02	31	32	96.88%	17.40%	1470	1668	88.13%	-1.52	-1.92
Mar-02	35	39	89.74%	30.34%	1609	1888	85.22%	-0.79	-1.48
Apr-02	25	28	89.29%	30.93%	1784	2123	84.03%	-0.75	-1.46



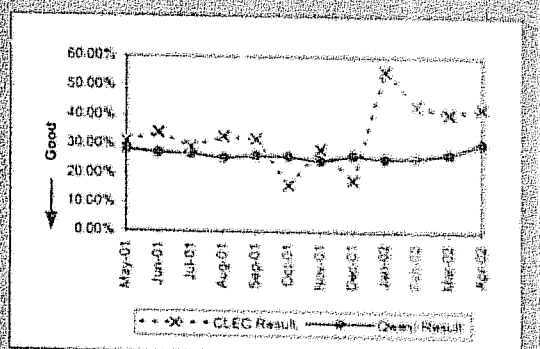
Mean Time to Restore (Hours:Minutes) (MR-6E)-- Interval Zone Two

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01	229:33	77	2:59	5:02	7423:10	2429	3:03	-0.12	-1.08
Jun-01	181:17	85	2:08	2:45	7593:00	2579	2:57	-1.49	-1.9
Jul-01	307:22	75	4:06	10:07	8924:17	2800	3:11	1.61	-0.02
Aug-01	186:36	100	1:52	2:50	7872:43	2899	2:43	-2.12	-2.29
Sep-01	87:25	53	1:39	2:05	5430:33	2078	2:37	-1.56	-1.95
Oct-01	175:48	79	2:13	3:01	5384:11	2240	2:24	-0.42	-1.26
Nov-01	78:00	49	1:30	2:02	4584:21	1993	2:18	-1.13	-1.69
Dec-01	51:56	22	2:22	4:28	3914:24	1719	2:17	1.23	-0.25
Jan-02	34:51	38	0:55	1:16	3726:58	1723	2:10	-2.38	-2.45
Feb-02	39:17	32	1:14	1:23	3313:54	1668	1:59	-1.42	-1.86
Mar-02	83:38	39	2:09	3:57	4315:22	1888	2:17	-0.28	-1.17
Apr-02	36:58	28	1:19	1:48	5083:52	2123	2:24	-1.59	-1.97



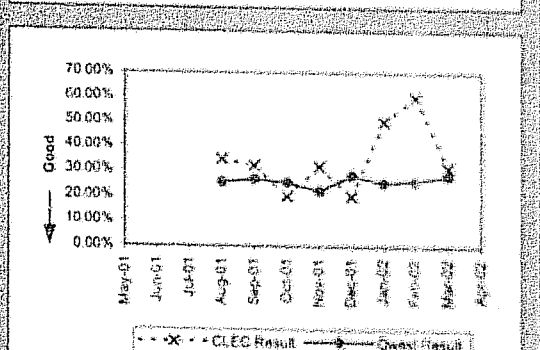
Repair Repeat Report Rate (Percent) (MR-7E)-- Interval Zone Two

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01	24	77	31.17%	46.32%	688	2429	28.32%	0.55	-0.66
Jun-01	29	85	34.12%	47.41%	702	2579	27.22%	1.38	-0.16
Jul-01	22	75	29.33%	45.53%	753	2800	26.89%	0.48	-0.71
Aug-01	33	100	33.00%	47.02%	744	2899	25.66%	1.62	-0.02
Sep-01	17	53	32.08%	46.68%	550	2078	26.47%	0.91	-0.45
Oct-01	13	79	16.46%	37.08%	587	2240	26.21%	-1.94	-2.18
Nov-01	14	49	28.57%	45.18%	493	1993	24.74%	0.62	-0.62
Dec-01	4	22	18.18%	38.57%	458	1719	26.64%	-0.89	-1.54
Jan-02	21	38	55.26%	49.72%	440	1723	25.54%	3.83	1.33
Feb-02	14	32	43.75%	49.61%	432	1668	25.90%	2.17	0.32
Mar-02	16	39	41.03%	49.19%	513	1888	27.17%	1.85	0.13
Apr-02	12	28	42.86%	49.49%	656	2123	30.90%	1.33	-0.18



Repair Repeat Report Rate (Percent) (MR-7E*)-- Interval Zone Two

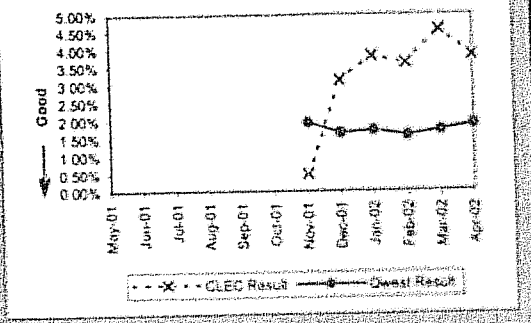
Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01	17	49	34.69%	47.60%	481	1882	25.56%	1.41	-0.14
Sep-01	9	28	32.14%	46.70%	353	1323	26.68%	0.65	-0.6
Oct-01	9	45	20.00%	40.00%	349	1369	25.49%	-0.83	-1.51
Nov-01	7	22	31.82%	46.58%	262	1191	22.00%	1.07	-0.35
Dec-01	2	10	20.00%	40.00%	297	1049	28.31%	-0.58	-1.35
Jan-02	7	14	50.00%	50.00%	262	1033	25.36%	1.95	0.19
Feb-02	9	15	60.00%	48.99%	269	1032	26.07%	2.72	0.65
Mar-02	6	19	31.58%	46.48%	344	1222	28.15%	0.35	-0.79
Apr-02									

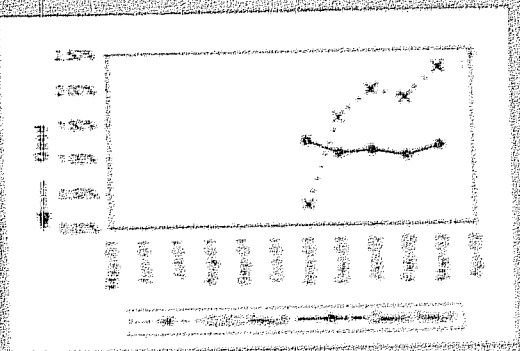


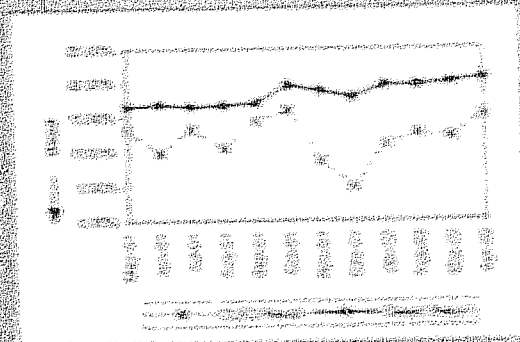
Checklist #14 - Resale - DS1 Repair

Trouble Rate (Percent) (MR-8) – Interval Zone One and Two

Date	CLEC Num	CLEC Den	CLEC Rate	Std Dev	Qwest Num	Qwest Den	Qwest Rate	Mod Z Scr	Parity Scr
May-01							1.94%	-20.39	-13.39
Jun-01							1.65%	4.97	2.02
Jul-01							1.72%	6.96	3.23
Aug-01							1.58%	7.08	3.3
Sep-01							1.71%	9.55	4.81
Oct-01							1.67%	6.43	2.94
Nov-01									
Dec-01									
Jan-02									
Feb-02									
Mar-02									
Apr-02									



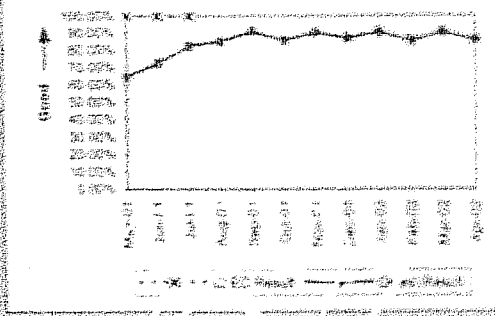




Checklist #14 - Resale - Installation for DS3 and Higher

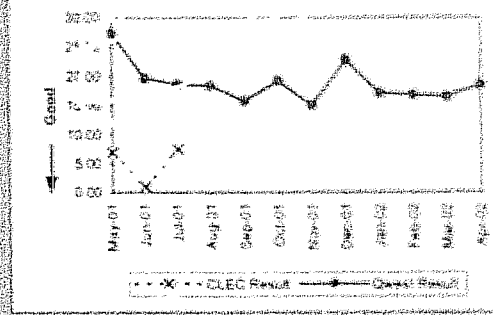
Installation Commitments Met (Percent) (OP-3D)– Interval Zone One

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01	3	3	100.00%	0.00%	96	150	64.47%	1.71	1.71
Jun-01	3	3	100.00%	0.00%	139	192	72.40%	1.06	1.65
Jul-01	4	4	100.00%	0.00%	141	171	82.46%	2.65	1.39
Aug-01					140	165	84.85%		
Sep-01					212	235	90.21%		
Oct-01					168	197	85.79%		
Nov-01					156	173	90.17%		
Dec-01					141	165	85.45%		
Jan-02					220	243	90.54%		
Feb-02					118	138	85.51%		
Mar-02					273	302	90.40%		
Apr-02					189	226	83.63%		



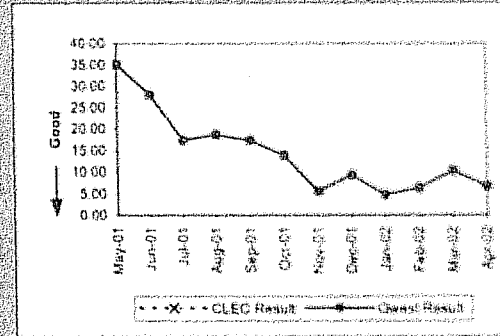
Installation Interval (Average Days) (OP-4D)– Interval Zone One

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01	21	3	7.00	0.00	4135	151	27.38	-1.13	-1.68
Jun-01	2	3	5.00	1.73	3745	189	19.81	-1.3	-1.79
Jul-01	15	2	7.50	0.71	7555	405	18.70	-0.75	-1.47
Aug-01					6486	351	18.48		
Sep-01					7951	498	15.97		
Oct-01					9329	483	19.31		
Nov-01					4724	313	15.09		
Dec-01					6202	271	22.89		
Jan-02					7158	416	17.21		
Feb-02					4336	257	16.87		
Mar-02					7026	424	16.57		
Apr-02					6947	375	18.53		



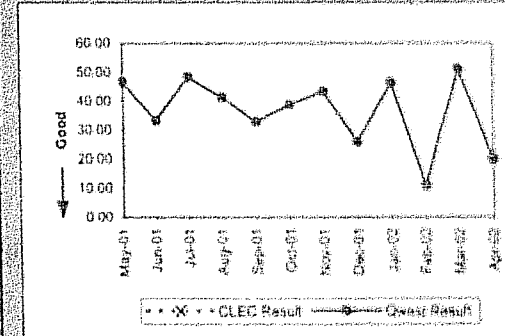
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-4)– Interval Zone One

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01					1091	31	35.19		
Jun-01					1062	38	27.95		
Jul-01					1807	104	17.38		
Aug-01					1697	91	18.65		
Sep-01					1513	87	17.39		
Oct-01					1864	135	13.81		
Nov-01					892	161	5.54		
Dec-01					1273	137	9.29		
Jan-02					1000	208	4.81		
Feb-02					910	142	6.41		
Mar-02					1643	161	10.20		
Apr-02					1231	184	6.69		



Delayed Days for Facility Reasons (Average Days) (OP-6B-4)– Interval Zone One

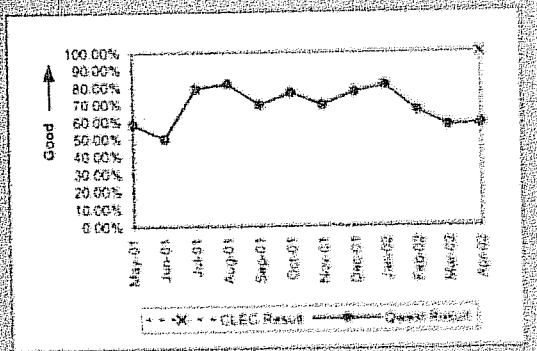
Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01					1076	23	46.78		
Jun-01					498	15	33.20		
Jul-01					291	6	48.50		
Aug-01					248	6	41.33		
Sep-01					263	8	32.88		
Oct-01					388	10	38.80		
Nov-01					217	5	43.40		
Dec-01					129	5	25.80		
Jan-02					232	5	46.40		
Feb-02					11	1	11.00		
Mar-02					102	2	51.00		
Apr-02					60	3	20.00		



Checklist #14 - Resale - Installation for DS3 and Higher

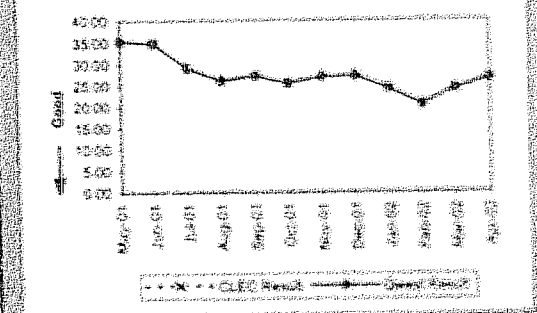
Installation Commitments Met (Percent) (OP-3E)– Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01					34	58	58.62%		
Jun-01					29	58	50.00%		
Jul-01					34	43	79.07%		
Aug-01					50	61	81.97%		
Sep-01					41	59	69.49%		
Oct-01					56	73	76.71%		
Nov-01					64	92	69.57%		
Dec-01					64	83	77.11%		
Jan-02					56	54	80.95%		
Feb-02					43	65	66.15%		
Mar-02					42	73	57.53%		
Apr-02	1	1	100.00%	0.00%	41	70	58.57%	-5.84	-1.51



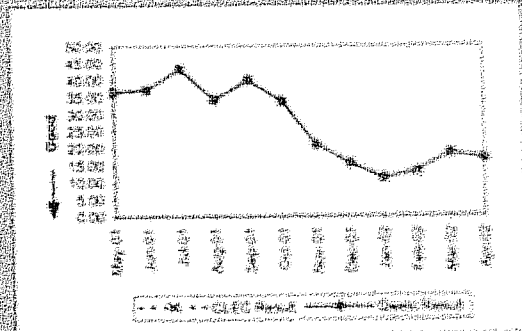
Installation Interval (Average Days) (OP-4E)– Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01					2053	58	35.40		
Jun-01					2023	58	34.88		
Jul-01					4543	156	29.12		
Aug-01					3555	135	26.33		
Sep-01					2672	135	19.20		
Oct-01					5431	351	15.56		
Nov-01					4595	165	28.09		
Dec-01					3705	137	27.05		
Jan-02					2635	108	24.40		
Feb-02					2310	80	28.88		
Mar-02					3049	126	24.19		
Apr-02					3836	145	26.48		



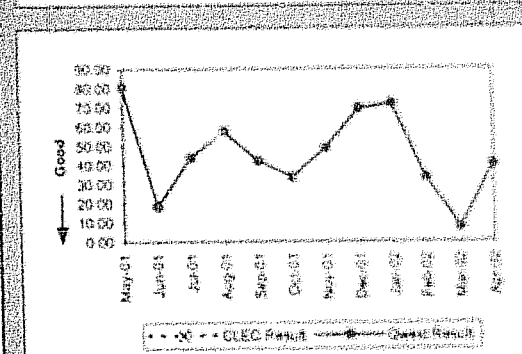
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5)– Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01					588	16	36.62		
Jun-01					931	25	37.24		
Jul-01					2245	52	43.23		
Aug-01					1556	44	34.23		
Sep-01					1516	38	39.89		
Oct-01					2261	67	33.75		
Nov-01					1841	88	20.92		
Dec-01					1053	68	15.49		
Jan-02					829	74	11.16		
Feb-02					841	64	13.14		
Mar-02					1551	84	18.46		
Apr-02					1752	104	16.85		



Delayed Days for Facility Reasons (Average Days) (OP-6B-5)– Interval Zone Two

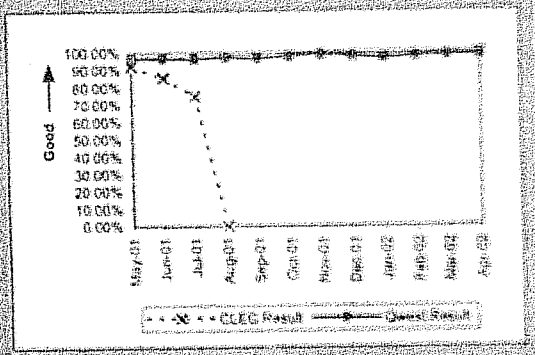
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01					647	8	80.88		
Jun-01					75	4	18.75		
Jul-01					264	6	44.00		
Aug-01					347	6	57.83		
Sep-01					337	8	42.12		
Oct-01					202	6	33.67		
Nov-01					537	11	48.82		
Dec-01					485	7	69.29		
Jan-02					430	6	71.67		
Feb-02					67	2	33.50		
Mar-02					15	2	7.50		
Apr-02					121	3	40.33		



Checklist #14 - Resale - Installation for DS3 and Higher

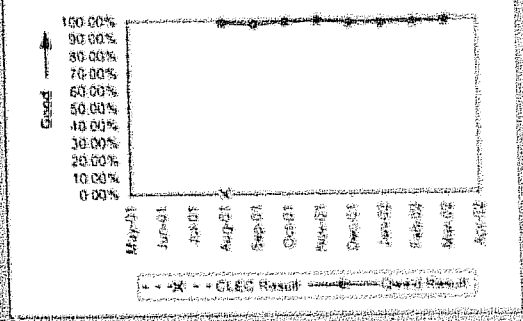
New Service Installation Quality (Percent) (OP-5)– Interval Zone One and Two

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01	12	13	92.31%	26.65%	524	539	97.22%	0.89	-0.46
Jun-01	6	7	85.71%	34.99%	513	529	96.98%	1.24	-0.25
Jul-01	3	4	75.00%	43.30%	529	547	96.71%	1.5	-0.09
Aug-01	0	1	0.00%	0.00%	524	536	97.76%	2.28	0.39
Sep-01					559	576	97.05%		
Oct-01					675	689	97.97%		
Nov-01					604	609	99.18%		
Dec-01					445	454	98.02%		
Jan-02					488	502	97.21%		
Feb-02					467	476	98.11%		
Mar-02					460	467	98.50%		
Apr-02	1	1	100.00%	0.00%	537	544	98.71%	-0.11	-1.07



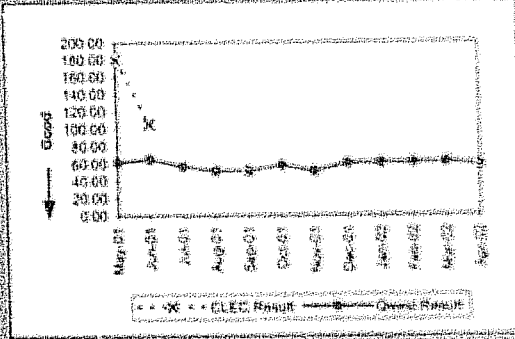
New Service Installation Quality (Percent) (OP-5*)– Interval Zone One and Two

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01	0	1	0.00%	0.00%	528	536	98.51%	2.42	0.47
Sep-01					562	576	97.57%		
Oct-01					580	689	98.69%		
Nov-01					607	609	99.67%		
Dec-01					446	454	98.24%		
Jan-02					492	502	98.01%		
Feb-02					469	476	98.53%		
Mar-02					463	467	99.14%		
Apr-02									



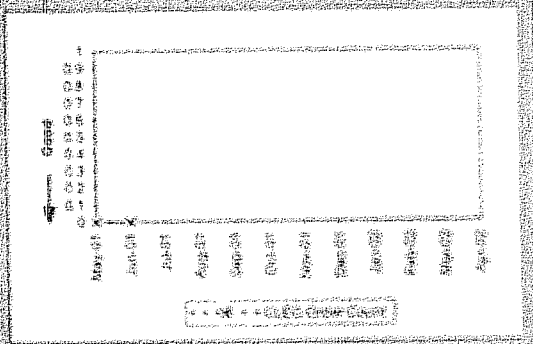
Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A)

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01	543	3	181.00	15.72	23328	375	62.21	1.91	0.16
Jun-01	211	2	105.50	146.37	22204	341	65.11	2.03	0.24
Jul-01					12089	213	56.76		
Aug-01					12347	239	51.66		
Sep-01					12570	243	51.73		
Oct-01					12902	223	57.86		
Nov-01					11028	215	51.29		
Dec-01					10041	167	60.13		
Jan-02					10005	164	61.01		
Feb-02					9674	158	61.23		
Mar-02					9604	155	61.98		
Apr-02					10245	174	58.89		



Checklist #14 - Resale - Installation for DS3 and Higher

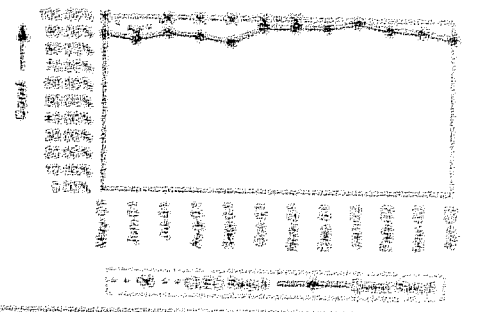
Count of Pending Orders Delayed for Facilities Reasons DS3 (OP-15B)	
Date	CLEC Order Count
May-01	0
Jun-01	0
Jul-01	
Aug-01	
Sep-01	
Oct-01	
Nov-01	
Dec-01	
Jan-02	
Feb-02	
Mar-02	
Apr-02	



Checklist #14 - Resale - Repair for DS3 and Higher

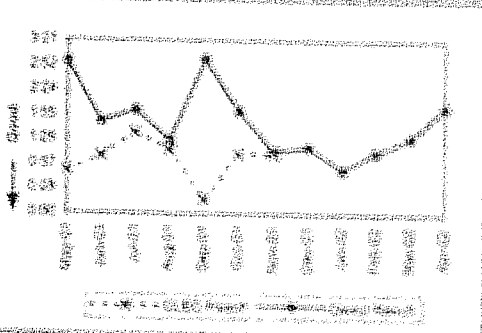
All Troubles Cleared within 4 hours (Percent) (MR-5A)– Interval Zone One

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
May-01	3	3	100.00%	0.00%	113	126	89.68%	-0.58	-1.96
Jun-01	10	11	90.91%	28.75%	107	123	86.99%	-0.97	-1.65
Jul-01	1	1	100.00%	0.00%	90	99	90.91%	-0.31	-1.96
Aug-01	4	4	100.00%	0.00%	101	113	89.38%	-0.68	-1.91
Sep-01	6	6	100.00%	0.00%	133	154	86.36%	-0.95	-1.84
Oct-01	5	5	100.00%	0.00%	128	135	94.81%	-0.51	-1.91
Nov-01	5	5	100.00%	0.00%	121	127	95.28%	-0.42	-1.91
Dec-01					98	103	95.15%		
Jan-02					115	118	98.31%		
Feb-02					83	88	94.32%		
Mar-02					95	102	93.14%		
Apr-02					101	113	89.38%		



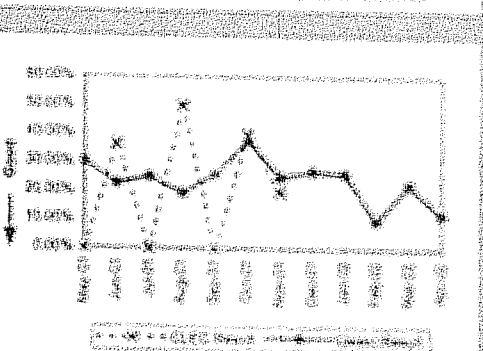
Mean Time to Restore (Hours:Minutes) (MR-6D)– Interval Zone One

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
May-01	2:30	3	0:50	0:04	371:24	126	2:57	-0.24	-1.15
Jun-01	12:32	11	1:08	1:46	221:10	123	1:48	-0.65	-1.56
Jul-01	1:35	1	1:35		199:17	99	2:01	-0.53	-1.68
Aug-01	5:01	4	1:15	0:59	161:41	113	1:26	-0.19	-1.11
Sep-01	1:41	6	0:17	0:16	461:47	154	3:00	-0.93	-1.57
Oct-01	5:48	5	1:10	1:31	270:13	135	2:00	-0.27	-1.17
Nov-01	5:51	5	1:10	0:41	154:42	127	1:13	-0.58	-1.68
Dec-01					134:43	103	1:18		
Jan-02					101:44	118	0:52		
Feb-02					106:00	88	1:12		
Mar-02					151:40	102	1:29		
Apr-02					235:19	113	2:05		



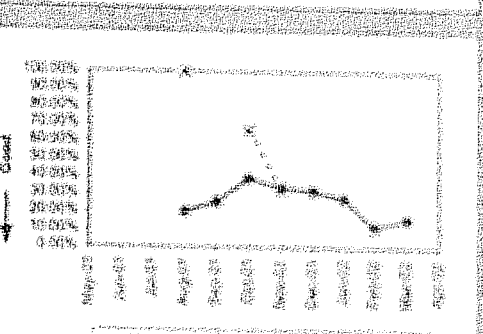
Repair Repeat Report Rate (Percent) (MR-7D)– Interval Zone One

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
May-01	0	3	0.00%	0.00%	38	126	30.16%	-1.12	-1.68
Jun-01	4	11	36.36%	48.10%	28	123	22.76%	0.93	-0.41
Jul-01	0	1	0.00%	0.00%	25	99	25.25%	-0.58	-1.35
Aug-01	2	4	50.00%	50.00%	22	113	19.47%	1.28	-0.22
Sep-01	0	6	0.00%	0.00%	40	154	25.97%	-1.47	-1.81
Oct-01	2	5	40.00%	48.99%	51	135	37.78%	0.29	-0.94
Nov-01	1	5	20.00%	40.00%	32	127	25.20%	-0.29	-1.16
Dec-01					28	103	27.18%		
Jan-02					31	118	26.27%		
Feb-02					9	88	10.23%		
Mar-02					23	102	22.55%		
Apr-02					14	113	12.39%		



Repair Repeat Report Rate (Percent) (MR-7D*)– Interval Zone One

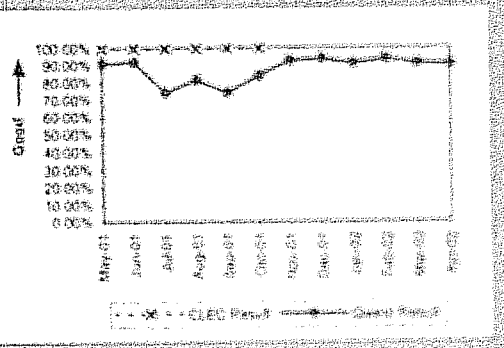
Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Res	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01	1	1	100.00%	0.00%	14	69	20.25%	1.27	-0.51
Sep-01					24	90	26.81%		
Oct-01	2	3	66.67%	47.14%	27	69	39.13%	0.83	-0.5
Nov-01	1	3	33.33%	47.14%	23	69	33.62%	-0.02	-1.01
Dec-01					20	62	32.26%		
Jan-02					17	61	27.87%		
Feb-02					6	50	12.00%		
Mar-02					9	55	16.36%		
Apr-02									



Checklist #14 - Resale - Repair for DS3 and Higher

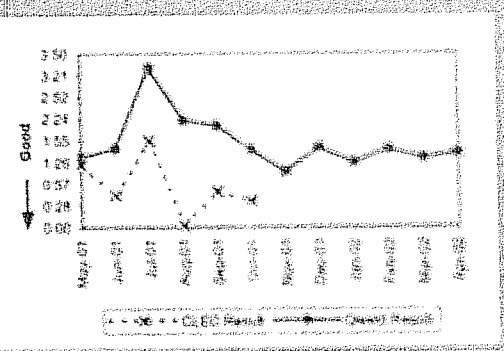
All Troubles Cleared within 4 hours (Percent) (MR-5B)-- Interval Zone Two

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01	1	1	100.00%	0.00%	30	33	90.91%	-0.31	-1.19
Jun-01	1	1	100.00%	0.00%	35	38	92.11%	-0.29	-1.14
Jul-01	1	1	100.00%	0.00%	38	51	74.51%	-0.58	-1.35
Aug-01	1	1	100.00%	0.00%	35	43	81.40%	-0.47	-1.29
Sep-01	2	2	100.00%	0.00%	29	39	74.36%	-0.81	-1.49
Oct-01	1	1	100.00%	0.00%	31	37	83.78%	-0.43	-1.26
Nov-01					25	27	92.59%		
Dec-01					29	31	93.55%		
Jan-02					50	55	90.91%		
Feb-02					29	31	93.55%		
Mar-02					30	33	90.91%		
Apr-02					37	41	90.24%		



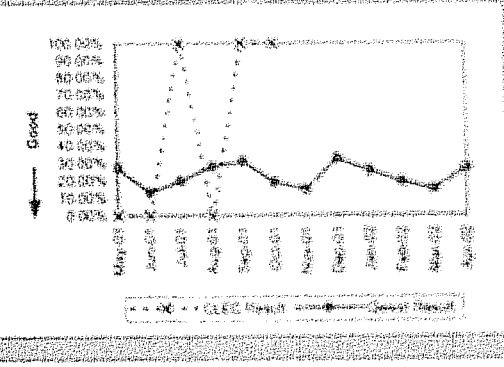
Mean Time to Restore (Hours:Minutes) (MR-6E)-- Interval Zone Two

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01	1:24	1	1:24		51:53	33	1:34	-0.1	-1.06
Jun-01	0:43	1	0:43		66:23	38	1:45	-0.53	-1.32
Jul-01	1:55	1	1:55		180:02	51	3:32	-0.36	-1.22
Aug-01	0:03	1	0:03		102:00	43	2:22	-1.3	-1.79
Sep-01	1:36	2	0:48	0:03	87:29	39	2:15	-1.1	-1.67
Oct-01	0:35	1	0:35		63:25	37	1:43	-0.63	-1.38
Nov-01					33:26	27	1:14		
Dec-01					54:53	31	1:46		
Jan-02					78:33	55	1:26		
Feb-02					53:16	31	1:43		
Mar-02					50:27	33	1:32		
Apr-02					66:52	41	1:38		



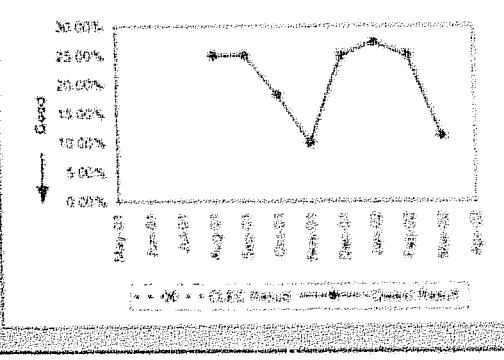
Repair Repeat Report Rate (Percent) (MR-7E)-- Interval Zone Two

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01	0	1	0.00%	0.00%	9	33	27.27%	-0.6	-1.37
Jun-01	0	1	0.00%	0.00%	5	38	13.16%	-0.38	-1.23
Jul-01	1	1	100.00%	0.00%	10	51	19.61%	1.28	-0.22
Aug-01	0	1	0.00%	0.00%	12	43	27.91%	-0.62	-1.37
Sep-01	2	2	100.00%	0.00%	12	39	30.77%	1.68	0.02
Oct-01	1	1	100.00%	0.00%	7	37	18.92%	1.29	-0.22
Nov-01					4	27	14.81%		
Dec-01					10	31	32.26%		
Jan-02					14	55	25.45%		
Feb-02					6	31	19.35%		
Mar-02					5	33	15.15%		
Apr-02					11	41	26.83%		



Repair Repeat Report Rate (Percent) (MR-7E*)-- Interval Zone Two

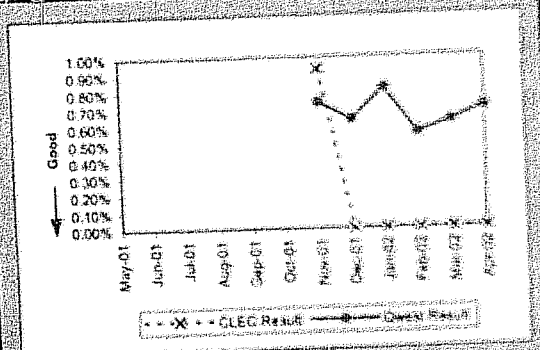
Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01					9	36	25.00%		
Sep-01					7	28	25.00%		
Oct-01					4	22	18.18%		
Nov-01					1	10	10.00%		
Dec-01					4	16	25.00%		
Jan-02					9	33	27.27%		
Feb-02					5	20	25.00%		
Mar-02					2	18	11.11%		
Apr-02									



Checklist #14 - Resale - Repair for DS3 and Higher

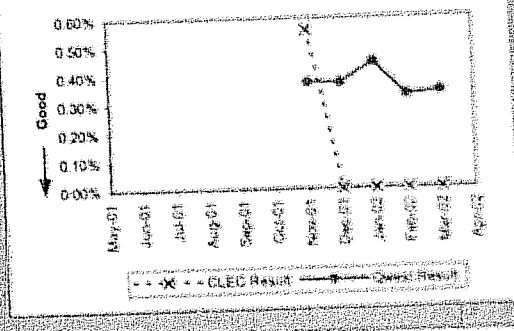
Trouble Rate (Percent) (MR-8)-- Interval Zone One and Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01									
Sep-01									
Oct-01									
Nov-01	5	537	0.93%	9.60%	154	20806	0.74%	0.51	-0.69
Dec-01	0	4	0.00%	0.00%	134	21020	0.64%	-0.16	-1.1
Jan-02	0	6	0.00%	0.00%	173	21223	0.82%	-0.22	-1.13
Feb-02	0	6	0.00%	0.00%	119	21400	0.56%	-0.18	-1.11
Mar-02	0	7	0.00%	0.00%	135	21641	0.62%	-0.21	-1.13
Apr-02	0	8	0.00%	0.00%	151	21880	0.70%	-0.24	-1.14



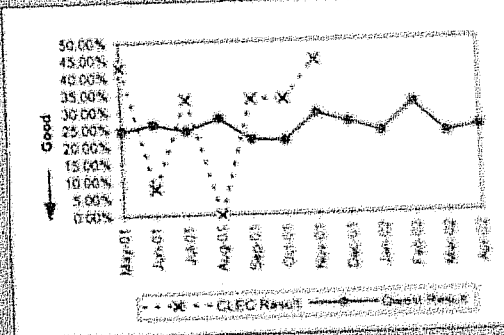
Trouble Rate (Percent) (MR-8*)-- Interval Zone One and Two

Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01									
Sep-01									
Oct-01									
Nov-01	3	537	0.56%	7.45%	78	20806	0.37%	0.69	-0.58
Dec-01	0	4	0.00%	0.00%	78	21020	0.37%	-0.12	-1.07
Jan-02	0	6	0.00%	0.00%	94	21223	0.44%	-0.16	-1.1
Feb-02	0	6	0.00%	0.00%	70	21400	0.33%	-0.14	-1.09
Mar-02	0	7	0.00%	0.00%	73	21641	0.34%	-0.15	-1.09
Apr-02									



Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10)-- Interval Zone One and Two

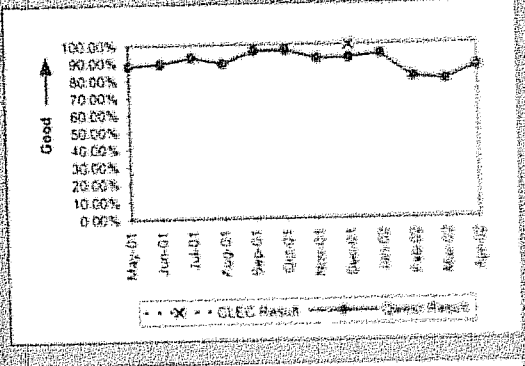
Date	CLEC Num	CLEC Dend	CLEC Resu	Std Dev	Qwest Num	Qwest Dend	Qwest Resu	Mod Z Scr	Parity Scr
May-01	3	7	42.86%	49.49%	51	210	24.29%	1.05	-0.36
Jun-01	1	13	7.69%	26.65%	57	218	26.15%	-1.47	-1.89
Jul-01	1	3	33.33%	47.14%	48	198	24.24%	0.34	-0.79
Aug-01	0	5	0.00%	0.00%	60	216	27.78%	-1.37	-1.83
Sep-01	4	12	33.33%	47.14%	53	246	21.54%	0.93	-0.43
Oct-01	3	9	33.33%	47.14%	46	218	21.10%	0.84	-0.49
Nov-01	4	9	44.44%	49.69%	63	217	29.03%	0.95	-0.42
Dec-01					48	182	26.37%		
Jan-02					53	226	23.45%		
Feb-02					55	174	31.61%		
Mar-02					40	175	22.86%		
Apr-02					50	204	24.51%		



Checklist #14 - Resale - Frame Relay Installation

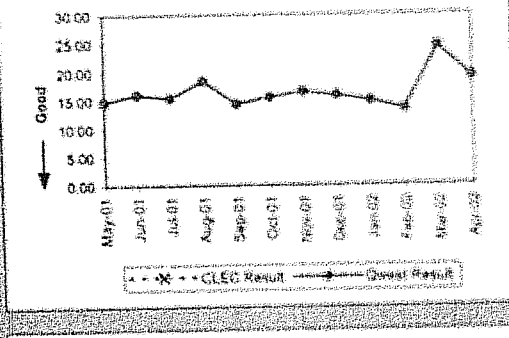
Installation Commitments Met (Percent) (OP-3D)– Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01					228	258	88.37%		
Jun-01					533	596	89.43%		
Jul-01					656	707	92.79%		
Aug-01					411	460	89.35%		
Sep-01					811	843	96.20%		
Oct-01					691	715	96.64%		
Nov-01					575	625	92.00%		
Dec-01	1	1	100.00%	0.00%	387	419	92.36%	-0.29	-1.17
Jan-02					460	488	94.26%		
Feb-02					450	555	81.08%		
Mar-02					428	539	79.41%		
Apr-02					436	502	86.85%		



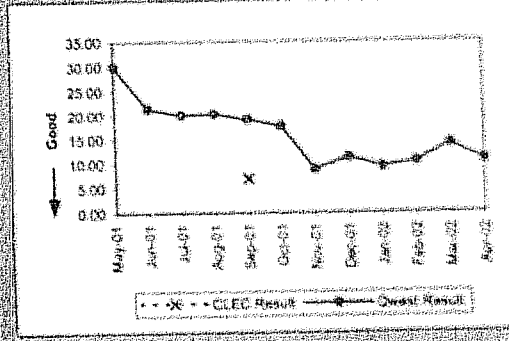
Installation Interval (Average Days) (OP-4D)– Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01					3832	258	14.85		
Jun-01					9601	596	16.11		
Jul-01					464	30	15.47		
Aug-01					407	22	18.50		
Sep-01					260	18	14.44		
Oct-01					327	21	15.57		
Nov-01					182	11	16.55		
Dec-01					159	10	15.90		
Jan-02					239	16	14.94		
Feb-02					243	18	13.50		
Mar-02					561	23	24.39		
Apr-02					230	12	19.17		



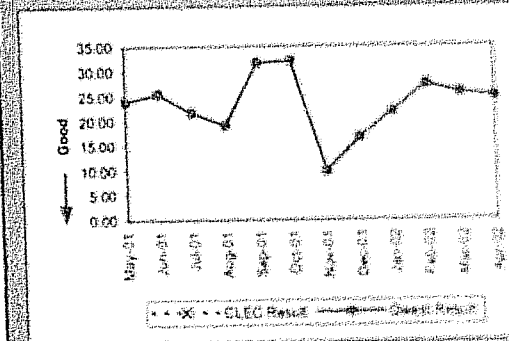
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-4)– Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01					362	12	30.17		
Jun-01					856	40	21.40		
Jul-01					2487	124	20.06		
Aug-01					2191	108	20.29		
Sep-01	14	2	7.00	1.41	3494	183	19.09	-0.8	-1.49
Oct-01					3196	180	17.76		
Nov-01					1798	202	8.90		
Dec-01					1551	137	11.32		
Jan-02					1785	191	9.35		
Feb-02					1701	163	10.44		
Mar-02					2329	167	13.95		
Apr-02					1184	110	10.76		



Delayed Days for Facility Reasons (Average Days) (OP-6B-4)– Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01					431	18	23.94		
Jun-01					587	23	25.52		
Jul-01					521	24	21.71		
Aug-01					459	24	19.12		
Sep-01					444	14	31.71		
Oct-01					320	10	32.00		
Nov-01					177	18	9.83		
Dec-01					299	18	16.61		
Jan-02					240	11	21.82		
Feb-02					218	8	27.25		
Mar-02					153	6	25.50		
Apr-02					198	8	24.75		



CONTINUATION

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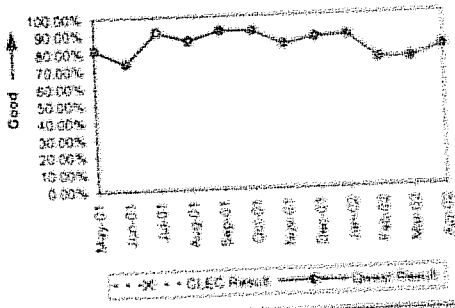
Checklist #14 - Resale - Frame Relay Installation

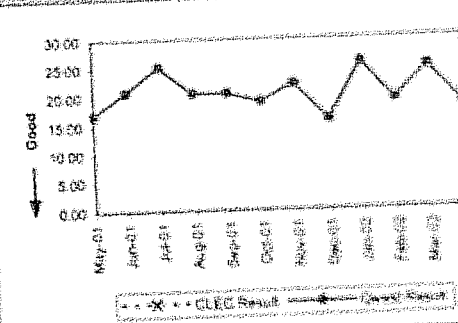
Installation Commitments Met (Percent) (OP-3E)– Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01					201	246	81.71%		
Jun-01					390	529	73.72%		
Jul-01					788	864	91.20%		
Aug-01					403	469	85.93%		
Sep-01					553	604	91.56%		
Oct-01					491	539	91.09%		
Nov-01					361	434	83.18%		
Dec-01					292	336	86.90%		
Jan-02					374	426	87.79%		
Feb-02					414	557	74.33%		
Mar-02					438	591	74.11%		
Apr-02					438	545	80.37%		



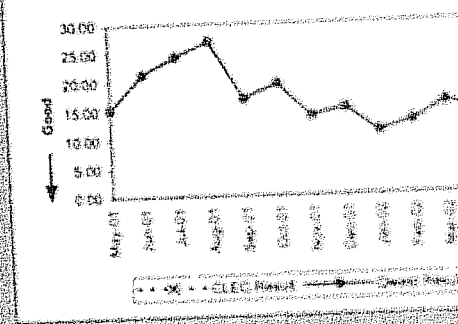
Installation Interval (Average Days) (OP-4E)– Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01					4162	246	16.92		
Jun-01					10990	529	20.78		
Jul-01					580	23	25.22		
Aug-01					922	45	20.49		
Sep-01					799	39	20.49		
Oct-01					494	26	19.00		
Nov-01					506	23	22.00		
Dec-01					315	20	15.75		
Jan-02					438	17	25.76		
Feb-02					419	22	19.05		
Mar-02					720	29	24.83		
Apr-02					128	7	18.29		



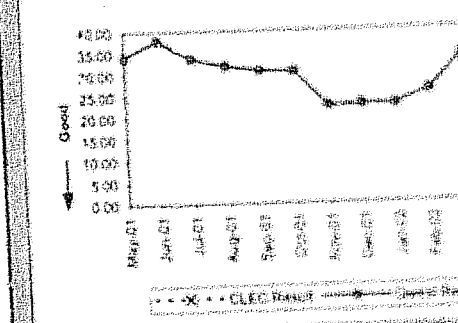
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5)– Interval Zone Two

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01					458	30	15.27		
Jun-01					2049	96	21.34		
Jul-01					3503	144	24.33		
Aug-01					2756	102	27.02		
Sep-01					2966	175	16.95		
Oct-01					3111	160	19.44		
Nov-01					2603	188	13.85		
Dec-01					1950	128	15.23		
Jan-02					2311	209	11.06		
Feb-02					2186	171	12.78		
Mar-02					3131	197	15.89		
Apr-02					2226	150	14.84		



Delayed Days for Facility Reasons (Average Days) (OP-6B-5)– Interval Zone Two

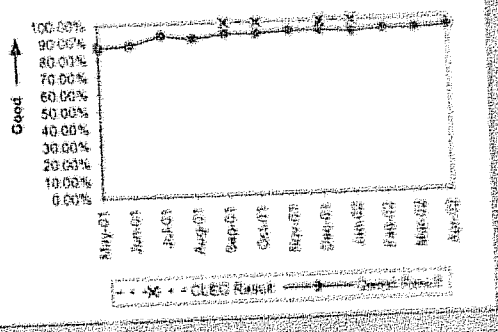
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01					514	15	34.27		
Jun-01					1631	43	37.93		
Jul-01					809	24	33.71		
Aug-01					1118	35	31.94		
Sep-01					802	26	30.85		
Oct-01					765	25	30.60		
Nov-01					471	21	22.43		
Dec-01					294	13	22.62		
Jan-02					317	14	22.64		
Feb-02					386	15	25.73		
Mar-02					540	16	33.75		
Apr-02					98	6	16.33		



Checklist #14 - Resale - Frame Relay Installation

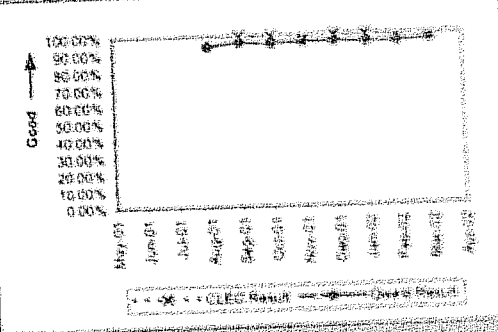
New Service Installation Quality (Percent) (OP-5)– Interval Zone One and Two

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01					898	1034	86.85%		
Jun-01					999	1138	87.79%		
Jul-01					1666	1787	93.23%		
Aug-01					1463	1607	91.04%		
Sep-01	1	1	100.00%	0.00%	1562	1667	93.70%	-0.26	-1.16
Oct-01	1	1	100.00%	0.00%	1790	1922	93.13%	-0.27	-1.17
Nov-01					1483	1568	94.58%		
Dec-01	1	1	100.00%	0.00%	1103	1170	94.27%	-0.25	-1.15
Jan-02	1	1	100.00%	0.00%	1043	1117	93.38%	-0.27	-1.16
Feb-02					1171	1240	94.44%		
Mar-02					1164	1237	94.10%		
Apr-02					1140	1200	95.00%		



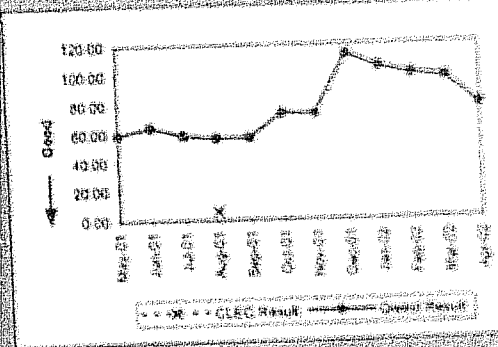
New Service Installation Quality (Percent) (OP-5*)– Interval Zone One and Two

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01					1515	1607	94.28%		
Aug-01					1609	1667	96.52%	-0.19	-1.12
Sep-01	1	1	100.00%	0.00%	1833	1922	95.37%	-0.22	-1.13
Oct-01	1	1	100.00%	0.00%	1513	1568	96.49%		
Nov-01					1131	1170	96.67%	-0.19	-1.11
Dec-01	1	1	100.00%	0.00%	1070	1117	95.79%	-0.21	-1.13
Jan-02	1	1	100.00%	0.00%	1189	1240	95.89%		
Feb-02					1198	1237	96.85%		
Mar-02									
Apr-02									



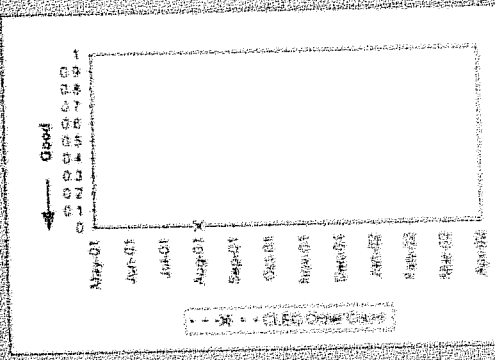
Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A)

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01					27262	460	59.27		
Jun-01					25567	397	64.40		
Jul-01					22859	389	58.76		
Aug-01	6	1	6.00		25375	449	56.51	-0.64	-1.39
Sep-01					23177	406	57.09		
Oct-01					24264	330	73.53		
Nov-01					24952	342	72.96		
Dec-01					21160	187	113.16		
Jan-02					23563	225	104.72		
Feb-02					24230	243	99.71		
Mar-02					22668	233	97.29		
Apr-02					22816	290	78.66		



Checklist #14 - Resale - Frame Relay Installation

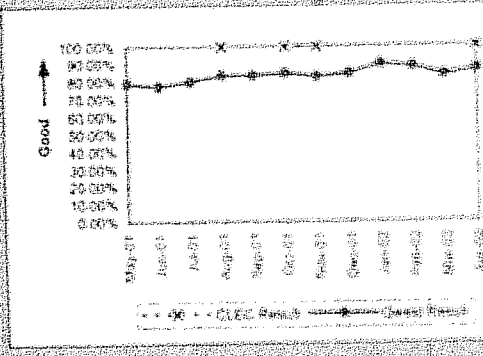
Count of Pending Orders Delayed for Facilities Reasons Frame Relay (OP-15B)	
Date	CLEC Order Count
May-01	
Jun-01	
Jul-01	0
Aug-01	
Sep-01	
Oct-01	
Nov-01	
Dec-01	
Jan-02	
Feb-02	
Mar-02	
Apr-02	



Checklist #14 - Resale - Frame Relay Repair

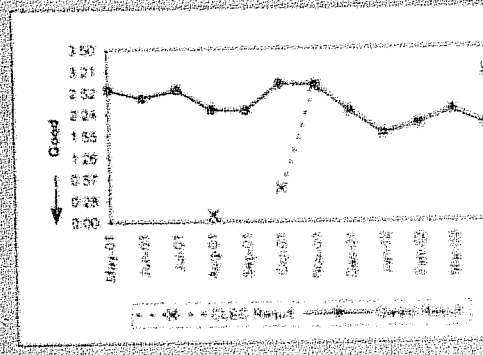
All Troubles Cleared within 4 hours (Percent) (MR-5A)-- Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01					948	1201	78.93%		
Jun-01					948	1225	77.39%		
Jul-01					875	1094	79.98%		
Aug-01	1	1	100.00%	0.00%	975	1168	83.48%	-0.44	-1.27
Sep-01					713	856	83.29%		
Oct-01	1	1	100.00%	0.00%	806	955	84.40%	-0.43	-1.26
Nov-01	1	1	100.00%	0.00%	710	861	82.46%	-0.46	-1.28
Dec-01					683	811	84.22%		
Jan-02					729	812	89.78%		
Feb-02					626	710	88.17%		
Mar-02					625	750	83.33%		
Apr-02	1	1	100.00%	0.00%	687	795	86.42%	-0.4	-1.24



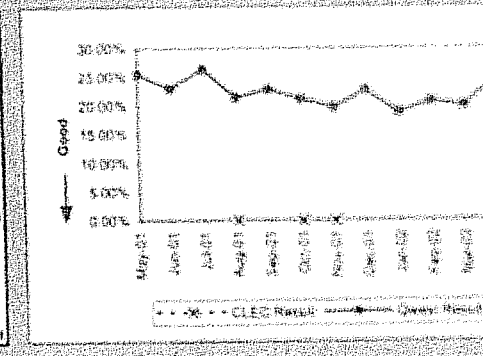
Mean Time to Restore (Hours:Minutes) (MR-6D)-- Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01					3536:54	1201	2:57		
Jun-01					3364:10	1225	2:45		
Jul-01					3202:57	1094	2:56		
Aug-01	0:10	1	0:10		2906:46	1168	2:29	-0.55	-1.33
Sep-01					2116:31	856	2:28		
Oct-01	0:45	1	0:45		2925:14	955	3:04	-0.25	-1.19
Nov-01	2:59	1	2:59		2617:08	861	3:02	-0.01	-1
Dec-01					1987:34	811	2:27		
Jan-02					1586:16	812	1:57		
Feb-02					1537:16	710	2:10		
Mar-02					1845:20	750	2:28		
Apr-02	3:19	1	3:19		1691:56	795	2:08	1.67	0.02



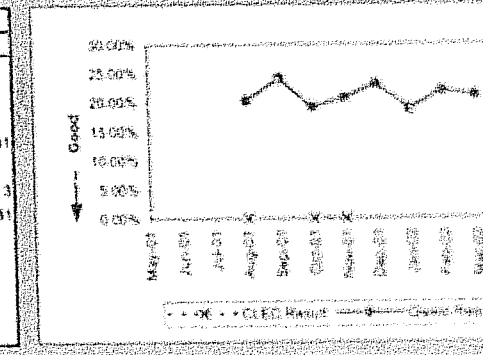
Repair Repeat Report Rate (Percent) (MR-7D)-- Interval Zone One

Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01					306	1201	25.48%		
Jun-01					281	1225	22.94%		
Jul-01					288	1094	26.33%		
Aug-01	0	1	0.00%	0.00%	250	1168	21.40%	-0.52	-1.32
Sep-01					195	856	22.78%		
Oct-01	0	1	0.00%	0.00%	201	955	21.05%	-0.52	-1.31
Nov-01	0	1	0.00%	0.00%	169	861	19.63%	-0.49	-1.3
Dec-01					183	811	22.56%		
Jan-02					152	812	18.72%		
Feb-02					146	710	20.56%		
Mar-02					149	750	19.87%		
Apr-02	0	1	0.00%	0.00%	193	795	24.28%	-0.57	-1.34



Repair Repeat Report Rate (Percent) (MR-7D*)-- Interval Zone One

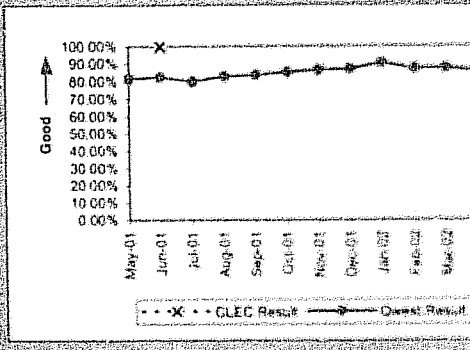
Date	CLEC Num	CLEC Denom	CLEC Result	Std Dev	Qwest Num	Qwest Denom	Qwest Result	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01	0	1	0.00%	0.00%	151	748	20.19%	-0.5	-1.31
Sep-01					132	549	24.04%		
Oct-01	0	1	0.00%	0.00%	118	616	19.16%	-0.49	-1.3
Nov-01	0	1	0.00%	0.00%	114	553	20.61%	-0.51	-1.31
Dec-01					118	512	23.05%		
Jan-02					93	495	18.79%		
Feb-02					101	463	21.81%		
Mar-02					105	498	21.08%		
Apr-02									



Checklist #14 - Resale - Frame Relay Repair

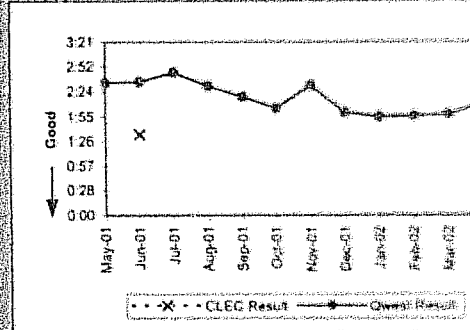
All Troubles Cleared within 4 hours (Percent) (MR-5B)-- Interval Zone Two

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Resu	Mod Z Scr	Parity Scr
May-01					813	995	81.71%		
Jun-01	1	1	100.00%	0.00%	848	1026	82.65%	-0.46	-1.28
Jul-01					823	1026	80.21%		
Aug-01					838	1009	83.05%		
Sep-01					664	793	83.73%		
Oct-01					732	859	85.22%		
Nov-01					588	680	86.47%		
Dec-01					609	700	87.00%		
Jan-02					607	671	90.46%		
Feb-02					518	594	87.21%		
Mar-02					558	637	87.60%		
Apr-02					597	695	85.90%		



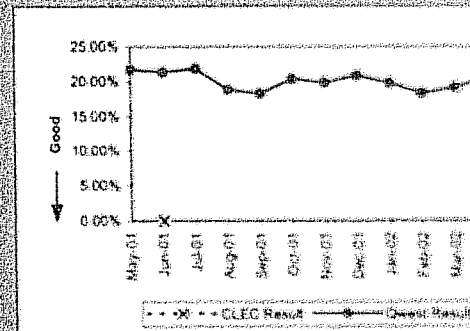
Mean Time to Restore (Hours:Minutes) (MR-6E)-- Interval Zone Two

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Res	Mod Z Scr	Parity Scr
May-01					2545:45	995	2:34		
Jun-01	1:35	1	1:35		2644:18	1026	2:35	-0.21	-1.13
Jul-01					2831:11	1026	2:46		
Aug-01					2518:49	1009	2:30		
Sep-01					1828:54	793	2:18		
Oct-01					1794:29	859	2:05		
Nov-01					1711:44	680	2:31		
Dec-01					1404:02	700	2:00		
Jan-02					1283:57	671	1:55		
Feb-02					1149:24	594	1:56		
Mar-02					1248:13	637	1:58		
Apr-02					1505:20	695	2:10		



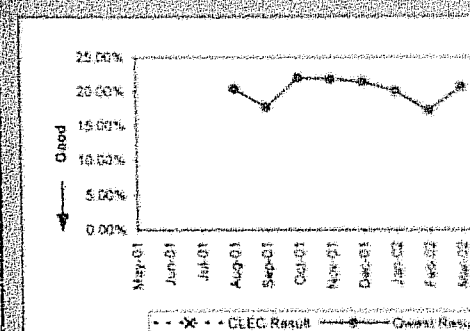
Repair Repeat Report Rate (Percent) (MR-7E)-- Interval Zone Two

Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Res	Mod Z Scr	Parity Scr
May-01					216	995	21.71%		
Jun-01	0	1	0.00%	0.00%	219	1026	21.35%	-0.52	-1.32
Jul-01					224	1026	21.83%		
Aug-01					190	1009	18.83%		
Sep-01					145	793	18.29%		
Oct-01					175	859	20.37%		
Nov-01					135	680	19.85%		
Dec-01					146	700	20.86%		
Jan-02					133	671	19.82%		
Feb-02					109	594	18.35%		
Mar-02					122	637	19.15%		
Apr-02					143	695	20.58%		



Repair Repeat Report Rate (Percent) (MR-7E*)-- Interval Zone Two

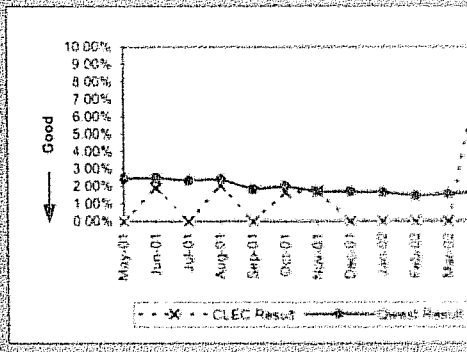
Date	CLEC Num	CLEC Denc	CLEC Resu	Std Dev	Qwest Num	Qwest Denc	Qwest Res	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01					123	603	20.40%		
Sep-01					87	491	17.72%		
Oct-01					114	518	22.01%		
Nov-01					84	386	21.76%		
Dec-01					87	406	21.43%		
Jan-02					76	379	20.05%		
Feb-02					64	371	17.25%		
Mar-02					78	378	20.63%		
Apr-02									



Checklist #14 - Resale - Frame Relay Repair

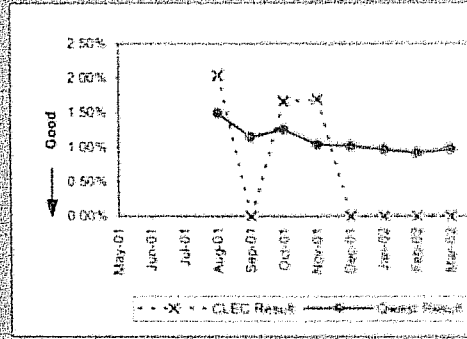
Trouble Rate (Percent) (MR-8)-- Interval Zone One and Two

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01	0	51	0.00%	0.00%	2196	90029	2.44%	-1.13	-1.69
Jun-01	1	52	1.92%	13.73%	2251	90382	2.49%	-0.26	-1.16
Jul-01	0	51	0.00%	0.00%	2120	90328	2.35%	-1.11	-1.67
Aug-01	1	49	2.04%	14.14%	2177	90443	2.41%	-0.17	-1.1
Sep-01	0	52	0.00%	0.00%	1649	90462	1.82%	-0.98	-1.6
Oct-01	1	60	1.67%	12.80%	1814	90466	2.01%	-0.19	-1.11
Nov-01	1	59	1.69%	12.91%	1541	90265	1.71%	-0.01	-1
Dec-01	0	9	0.00%	0.00%	1511	90053	1.68%	-0.39	-1.24
Jan-02	0	9	0.00%	0.00%	1483	90040	1.65%	-0.39	-1.24
Feb-02	0	9	0.00%	0.00%	1304	90317	1.44%	-0.36	-1.22
Mar-02	0	10	0.00%	0.00%	1387	89687	1.55%	-0.4	-1.24
Apr-02	1	11	9.09%	28.75%	1490	89095	1.67%	1.33	-0.19



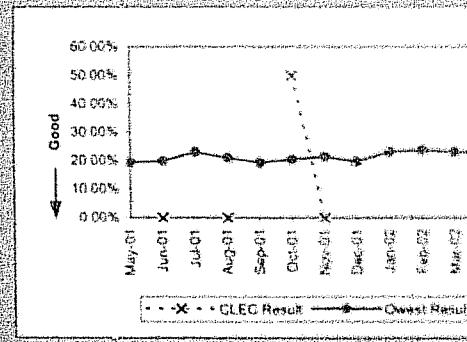
Trouble Rate (Percent) (MR-8*)-- Interval Zone One and Two

Date	CLEC Num	CLEC Den	CLEC Resu	Std Dev	Qwest Num	Qwest Den	Qwest Resu	Mod Z Scr	Parity Scr
May-01									
Jun-01									
Jul-01									
Aug-01	1	49	2.04%	14.14%	1351	90443	1.49%	0.4	-0.76
Sep-01	0	52	0.00%	0.00%	1040	90462	1.15%	-0.78	-1.47
Oct-01	1	60	1.67%	12.80%	1134	90466	1.25%	0.37	-0.77
Nov-01	1	59	1.69%	12.91%	939	90265	1.04%	0.54	-0.67
Dec-01	0	9	0.00%	0.00%	918	90053	1.02%	-0.3	-1.19
Jan-02	0	9	0.00%	0.00%	874	90040	0.97%	-0.3	-1.18
Feb-02	0	9	0.00%	0.00%	834	90317	0.92%	-0.29	-1.18
Mar-02	0	10	0.00%	0.00%	876	89687	0.98%	-0.31	-1.19
Apr-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	Parity Scr
May-01					525	2721	19.29%		
Jun-01	0	1	0.00%	0.00%	554	2805	19.75%	-0.5	-1.3
Jul-01					633	2753	22.99%		
Aug-01	0	1	0.00%	0.00%	576	2753	20.92%	-0.51	-1.31
Sep-01					394	2043	19.29%		
Oct-01	1	2	50.00%	50.00%	467	2281	20.47%	0.82	-0.5
Nov-01	0	1	0.00%	0.00%	420	1961	21.42%	-0.52	-1.32
Dec-01					370	1881	19.67%		
Jan-02					444	1927	23.04%		
Feb-02					404	1708	23.65%		
Mar-02					414	1801	22.99%		
Apr-02	0	1	0.00%	0.00%	438	1928	22.72%	-0.54	-1.33

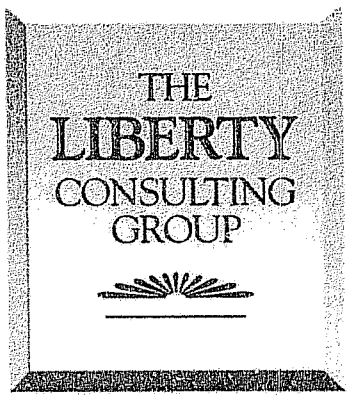


Report on
Data Reconciliation of
Qwest's Performance Measures

Presented to:

The Regional Oversight Committee

By:



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April 2002

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B. Process and Data
C. Scope
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B. AT&T 2

A. Objective

The Liberty Consulting Group (Liberty) conducted an audit of Qwest's performance measure for the ROC, and issued the final report from that audit on September 25, 2001. As an extensio to the audit, and through its Change Request process, the ROC requested that Liberty conduct "data validation to resolve any debates concerning the accuracy of performance data emanatin from particular ROC PIDs." (ROC Change Request #20.) Certain CLECs had expresse concerns about the accuracy of Qwest's reported performance results as they relate to the servic that they were receiving. The ROC decided to conduct this data reconciliation work in order t test those concerns.

Liberty conducted multiple discussions with state commission personnel, Qwest, and CLECs i order to secure their comments on the scope and objectives for this test. Liberty determined tha the objective for the data reconciliation process solicited by the ROC should be to answer th following question:

> **Does any of the information provided by the participating CLECs demonstrate inaccuracy in Qwest's reporting of performance results under the measures defined in the PID?**

The question presented is an important, but narrow one. It allowed the exclusion of activities tha would have substantially expanded the scope of this test. For example, Liberty was not require to determine whether CLECs could reproduce Qwest's performance results with their ow information, or what changes would be required to allow such recreation. There were als situations in which Liberty found that Qwest and a CLEC interpreted requirements differently had different understandings of how interactions with Qwest or the information resulting fro them should be treated. In those cases, Liberty did not seek to determine who was right and wh was wrong, or who reflected the better practice. Instead, Liberty's goal was to determi whether, in consideration of the requirements of the PID (Performance Indicator Definitions Qwest's methods practices, or processes contained material error. Therefore, in the case of da discrepancies, Liberty required an affirmative showing of a Qwest error or omission befo issuing an exception or observation. However, in order to make clear the details of i examination, Liberty has reported the cases where it found the information provided by th parties to be inconclusive.

Certain CLECs have claimed that Liberty's stated objective is wrong, protesting that the burd to prove the performance measures correct lies with Qwest, and that the CLECs did not need prove Qwest wrong. These claims are misplaced. First, it was because of assertions by CLE that Qwest was reporting inaccurately that this effort was authorized. More importantl however, is the simple fact that in the course of its data reconciliation work, if Liberty fou something wrong with the way Qwest reported performance results, regardless of t information provided by the CLEC, Liberty reported that problem. When Liberty fou problems, it wasn't because a CLEC proved Qwest wrong, but rather that CLEC informati pointed to differences in data that Liberty investigated and discovered problems with the w Qwest processed information. Some problems were discovered through examining informati

completely independent of data provided by CLECs, or through direct admissions by Qwest. Therefore, any arguments related to an improper study objective should be brushed aside.

B. Process and Data

In its comments on CR #20, AT&T described what it thought should be the process for what has been referred to as "data reconciliation," as follows:

> *1. The CLEC identifies what it believes are discrepancies between performance results it has produced and the performance results that Qwest has produced. The CLEC should identify the particular performance measurement in question and the evidence that lead the CLEC to conclude that a discrepancy exists.*
>
> *2. The auditor takes the CLECs information and confirms the existence of the discrepancy.*
>
> *3. After confirming the discrepancy, the auditor determines and identifies the source of the discrepancy.*
>
> *4. If the source of the discrepancy is the CLEC, the auditor will share its findings at a high level with the TAG. The specific details of the discrepancy shall be shared by the auditor privately with the specific CLEC.*
>
> *5. If the source of a discrepancy is Qwest and that discrepancy points to some problem with Qwest's raw data, the auditor shall create an Exception/Observation per the Exception and Observation process used in the ROC OSS test. In the Exception/Observation, the auditor will make recommendations as to whether the identified deficiency is likely to affect multiple services and/or multiple CLECs. The auditor will also identify what it believes is the period of time that Qwest may have been producing questionable performance results.*
>
> *6. After the Exception/Observation has been created, it should follow the normal process for closure as would any other Exception or Observation.*

In general, the process described by AT&T reflected how the data reconciliation e proceeded. However, and for the most part, CLECs did not identify "what it believes discrepancies between performance results it has produced and the performance results Qwest has produced." Nor did CLECs generally identify "the evidence that lead the CLE conclude that a discrepancy exists." CLECs provided some of its ordering information that supposed to relate to the products and months that were in the scope of the study. Li requested additional information and clarifications from the CLECs. As expected overwhelming bulk of the information that Liberty used in the data reconciliation study from Qwest. Liberty obtained information from Qwest through hundreds of data request responses to which consisted of many thousands of pages and detailed data files. Only

Qwest's basic information used to calculate the performance measure matched that provided by the CLEC did Liberty not seek additional backup source documentation from Qwest.

Three CLECs participated in the study, AT&T, WorldCom, and Covad. Qwest, the CLECs, and Liberty spent significant time and effort resolving the specific scope of the performance measures to be included in data reconciliation. During the course of its data reconciliation test work, Liberty was able to match a significant portion of the apparently contradictory data presented by CLECs and Qwest. This success in data matching was important, but the discrepancies remained very large even after it was completed.

Liberty found that, given the way CLECs captured data and accounted for information related to Qwest's wholesale performance measures, it is understandable why the CLECs thought Qwest was not reporting accurately. The CLECs likely recorded data that was relevant to performance measure results in ways that best suited their own operational and management needs. They were obviously not concerned with making those data coincide exactly with that reported by Qwest insofar as detailed concerns such as which records are included and excluded, what time-of-day clock to use, and the like. What information was then available to the CLECs showed results that were different than those that Qwest reported. In some cases, the CLECs did not have the systems required to track performance measure results at the level of detail required of Qwest. CLECs even had differing systems within their own company. For the most part, the CLECs did not have personnel who are very familiar with the details of how performance data are captured, manipulated, and ultimately reported by Qwest.

C. Scope

Qwest and the participating CLECs agreed that the scope of the reconciliation effort would use data from seven states: Arizona, Colorado, Nebraska, Washington, Oregon, Utah, and Minnesota. Liberty performed the reconciliation on a state-by-state basis and issued reports on the results as follows:

- Arizona – December 3, 2001
- Colorado – January 3, 2002
- Nebraska – January 28, 2002
- Washington – March 2, 2002
- Oregon – March 28, 2002

This report contains the specific findings from the reconciliation of data from Utah and Minnesota.

The performance measures included in the study were:

- PO-5 – Firm Order Confirmations (FOCs) On Time
- OP-3 – Installation Commitments Met
- OP-4 – Installation Interval

- OP-6 – Delayed Days
- OP-13 – Coordinated Cuts On Time – Unbundled Loop
- OP-15 – Interval for Pending Orders Delayed Past Due Date
- MR-6 – Mean Time to Restore

Products included in the study were line sharing, unbundled loops, and LIS trunks. The scope of the study did not include the entire matrix of the three CLECs and all measures, states, and products. For example, the scope for data from Utah included only AT&T's LIS trunks, and the scope for Covad included only line sharing and unbundled loops. Furthermore, the agreed upon work related to MR-6 was not a complete reconciliation, but rather an examination of particular trouble tickets for which AT&T's and Qwest's records matched. Nevertheless, the data reconciliation study involved consideration of several thousand records, i.e., orders, FOCs, trouble tickets, and hot-cut records.

The timeframe for the data that were reconciled was the first half of 2001. This is particularly noteworthy for certain of the OP measures because Qwest made significant changes to its methods for calculating OP-3, -4, -6, and -15 with the release of PID 4.0 in the second half of 2001. PID 3.0 governed the reporting of performance measures during the period of the reconciliation study.

D. Confidentiality

The scope of the data reconciliation study was generally known to members of the ROC-TAG. Therefore the particular products and states for which one of the CLECs requested reconciliation was not considered proprietary. Liberty's data requests and the responses to them were shared with both Qwest and the specific CLEC involved. In its reporting of findings, Liberty attempted to prepare reports in a way that would be informative to all parties without revealing confidential information. Liberty provided detailed spreadsheets of its analysis of individual records to Qwest and the affected CLEC.

II. Conclusions

A. Summary

As a result of its initial data reconciliation work, Liberty concluded that "the information provided by CLECs for the state of Arizona did not demonstrate that Qwest reports of its performance are materially inaccurate." While Liberty discovered and reported some errors, the amount and nature of the errors, with the exception of a couple of specific issues, did not exceed what Liberty considered to be expected levels.

In addition to the inadequacy of CLECs' records discussed above, Liberty determined several other reasons why CLECs may have suspected that Qwest's reporting was inaccurate. AT&T and Qwest used different definitions for service order completion on LIS trunks. While both parties' definitions were reasonable, Liberty concluded that Qwest's definition and use of a service order completion date could not be considered out of conformance with the PID. Qwest uses a reference date in its data processing to ensure that all appropriate orders are reported. The effect of this practice is that some orders may be actually completed in one month but reported in the completion totals for a later month. CLECs had no ready way to learn whether a particular order may be reported in a different month than that of the recorded completion date. Another example of differences between the CLECs and Qwest concerned situation in which the CLEC requested a revised due date. Since OP-3 required a comparison of the completion date to the original due date (in accordance with PID 3.0), Qwest did not report orders for which the CLEC changed that original due date. Finally, it became apparent that Qwest often used multiple trouble tickets to handle situations that AT&T reported with a single trouble report, and that AT&T did not account for no-access time in its consideration of the average time to repair a trouble.

Data from Colorado, Liberty's second state for the study, showed different results. Liberty reported several process errors and three issues related to human errors. Using hindsight, several reasons for these different results became apparent. First, Covad provided some useful information for Colorado but had not done so for Arizona. Some of the problems found in Colorado related to the line-sharing product and Covad was the only CLEC to request reconciliation of that product. Second, the scope of the reconciliation effort for AT&T was smaller in Colorado than it was in Arizona, and this permitted Liberty to examine a higher percentage of orders in greater depth than had been done earlier. Finally, all of the issues that caused significant differences between Qwest and the CLECs, such as the use of a reference date and the definition of service order completion had been examined for Arizona and did not require additional effort in the subsequent states.

Liberty's third report, which covered the reconciliation of data from Nebraska, reported on two additional problems that had been discovered. One was a process error unique to Qwest's eastern service order processor. The other involved human errors in recording information used to report the average time to close a trouble ticket. While some errors had been noted in this area in Arizona, the percentage in Nebraska was higher and caused Liberty to issue an Observation report to document the potential problem.

Data from the state of Washington showed more examples of the same type of problems that had already been reported. In addition, Liberty discovered and reported that Qwest had not been consistent in its treatment of LIS trunk orders that involved a re-termination from one switch to

another. Liberty also increased the scope of an earlier observation (O1031) dealing with the assignment of jeopardy and miss codes because Qwest should have excluded some orders from OP-15 but did not.

Using data from Oregon and considering AT&T's unbundled loop orders, Liberty found problems with some of Qwest's performance reporting that had not been previously discovered. More specifically, in some instances Qwest improperly recorded the stop times for coordinated cuts, which are used to calculate OP-13. Qwest also improperly omitted some orders in calculating OP-15A. Finally, Liberty again added to the scope of Observation 1031 because it found that Qwest's order typists had entered the incorrect completion dates and assigned customer miss codes.

As discussed in section III of this report, Liberty's reconciliation work using data from Utah and Minnesota did not result in the identification of any new problems.

Given the objective of this study, Liberty's work focused on the identification of problems with Qwest's performance measure reporting. Consistent with procedures established for reporting such problems, Liberty issued 1 Exception report and 13 Observation reports, and followed through on these matters to a final resolution. All 14 of these matters have been closed as discussed in more detail in the following section.

Some of the problems identified by Liberty had already been known to, and corrected by, Qwest. For these cases, the data reconciliation effort served little more than to document the issues and the resolution and make them known to interested parties. In general, Qwest did not report on problems it had found and corrected. For other issues, Qwest had not been aware of the problem and had to take new actions to either correct them or to prevent their recurrence. For these matters, Liberty believes that the data reconciliation effort contributed to more accurate performance reporting by Qwest.

Several of the issues identified by Liberty concerned the line-sharing product. During the period of applicability of the data reconciliation work, line sharing was a relatively new product. In addition, because the service involves using a single installation for service by both Qwest and a CLEC, reporting of performance measures had some unique aspects that caused problems. Qwest apparently continues to have some difficulty in getting the line-sharing product reported correctly (refer to KPMG Exception 3120).

About half of the performance-measure-reporting problems that Liberty identified were process- or system-type matters. These issues have, in general, solutions available through computer programming or revised data collection methods. They are also relatively easy to confirm that the solutions are effective in preventing the problem in the future. The other half of the problems were associated with human errors. While human errors cannot be made to totally disappear, Liberty identified issues that either because of the number or nature of the examples found pointed to matters that could have a non-trivial effect on the reported performance results. The corrective actions related to these issues necessarily take the form of new job aids or tools, revised methods and checks, and additional or focused training. All that can be done to verify appropriate corrective action is to judge whether these tools, methods, and training are on point and should be effective. In some cases Liberty recommended that the human-error issues identified during the data reconciliation work could be used to identify areas for future

monitoring or auditing of Qwest's performance measures. Liberty did not detect any evidence that Qwest was attempting to manipulate data in order to improve its reported performance. Moreover, none of the human-error issues combined with Qwest's corrective actions caused Liberty to believe that Qwest's current performance reporting could not be relied upon as a measure of Qwest's actual performance.

When all of the performance measures and their various forms of disaggregation are considered, Qwest is required to report on over 700 measures for the region, each state, and to individual CLECs. To accomplish this reporting, Qwest must acquire data from systems and processes that were designed to help operate and manage a telecommunications company, not report performance on one segment of the business (wholesale) and compare it to another (retail). As a result of its audit of Qwest's performance measures, Liberty identified many (about 70 Observation and Exception reports in total) issues and needs for corrections and improvements. The data reconciliation work permitted Liberty to examine Qwest's performance reporting from the initial data input stage and at a very detailed level into certain of Qwest's processes. This work resulted in the identification of additional problems (another 14 Observation and Exception reports). Liberty is satisfied that these two work efforts have contributed significantly to more accurate and reliable reporting of performance by Qwest. Liberty also knows that, with the complexity involved in the required performance reporting, there may be undetected errors in Qwest's processes, and of course human error cannot be totally eliminated in such a complex process. However, Liberty found that Qwest has reasonable processes in place to self-check its performance reporting and to correct problems found. And, on the basis of its audit and data reconciliation work that has spanned nearly two years, and on the resolution and corrections of the matters addressed in the 84 Observation and Exception reports that it has issued, Liberty believes that Qwest's performance reporting accurately and reliably report Qwest's actual performance.

B. Exception and Observation Reports

This section provides a summary of each of the problem reports that Liberty issued during the course of its data reconciliation work.

Exception 1046

Exception 1046 stated that, during the period being covered by Liberty's data reconciliation, Qwest's systems sometimes truncated the third digit of an order's missed function code while it was being transferred from the Integrated Data Repository pending data source to the Detailed Data Set used by RRS to calculate OP-15 performance measure results. The Wholesale Regulatory Reporting program looks up the code in a miss code table to determine how the order should be handled. If it fails to find the code, it defaults the miss to Qwest. Thus, all of the LIS trunk orders showing two-digit miss codes were being reported as Qwest misses, even though not all of them were.

Qwest stated that it had already identified the problem and that the programming code had been corrected in the August 2001 release of performance results. Qwest also stated that the problem

Liberty issued data requests for the old and new programming code for OP-15, as well as for Qwest's documentation of how it identified the problem, developed revised business requirements, and solved the problem. Liberty reviewed the revised code for OP-15, conducted a telephone interview, and concluded that the code was no longer truncating the missed function code. Liberty also reviewed the PEND data files for the months of September through December 2001, the period after the fix was reportedly in place. Liberty confirmed that these files contained all three characters of the missed function code, *i.e.*, there was no truncation. Liberty then used the files to determine how many orders should have been included in the OP-15 measure results for these months and confirmed that the published performance reports included the same number of orders. Liberty considers this exception to be closed.

Observation 1026

Observation 1026 identified retail orders that were being included in performance reports as wholesale orders. Qwest indicated that the process of provisioning a line-sharing order involves Qwest issuing a separate retail and wholesale order. The wholesale order was being correctly included in the RRS calculations. However, because there was no retail line sharing, the second order was being defaulted into the wholesale category, resulting in a double count. Qwest implemented a code change to look for orders that contain billing USOCs with retail activity and then exclude such orders from the measure. Qwest indicated that this action prevents the reporting of retail orders as line-sharing activity. The code changes were implemented effective with the November 2001 release of performance results. Qwest indicated that the December 2001 release corrected the results for all months in 2001.

Qwest provided data files that contained the orders identified by Liberty that were affected by this observation. Liberty has reviewed these files and found that the appropriate changes had been made for orders from July onward. Also, during its re-audit of the PID 4.0 OP measures, Liberty reviewed the code that is used to identify orders with retail activity. Liberty conducted an interview with Qwest on this matter and received responses to related data requests.

Liberty found that for months before July 2001, Qwest's revised code could not correct the problem. Qwest acknowledged this in a supplemental data request response.

Observation 1027

Observation 1027 identified various orders that were included and counted in more than one month. Qwest acknowledged the problem and indicated that it occurred when an order was completed in one month and then passed through completions again in a second month. If an order was passed through with a completed status (CP) in one month and goes through a second completion as a billing post (PP) in another month then it was double counted. Qwest implemented new code that reviews the record for the previous seven months and, if the record has been previously counted, it is omitted from the current month's calculations.

Liberty conducted an interview with Qwest on this matter and received responses to related data requests. Liberty reviewed the data files and the revised code provided by Qwest to confirm that the problem has been resolved. Liberty considers this observation to be closed.

Observation 1028

Observation 1028 reported that there was a significant error rate (about 15 percent) in the mean-time-to-repair (MTTR), or repair duration, used by Qwest in calculating its MR-6 measure for AT&T in Nebraska. In its earlier reconciliation work, Liberty found that Qwest's overall error rate of about 3 percent in Arizona, when viewed alone, was within the range of a reasonable human error rate. However, when Arizona and Nebraska results were combined, the error rate was 6.5 percent, which in Liberty's opinion could be problematic.

To obtain additional data on the nature and frequency of errors, Liberty conducted an analysis of AT&T trouble tickets in Oregon. Liberty found an error rate of 6.5 percent, the same as the combined results from Arizona and Nebraska. Liberty also requested information on Qwest's compliance review and coaching programs to ascertain whether such programs could be effective. Materials provided by Qwest included checklists of areas to be examined during the semi-annual reviews, with areas to record expectations, findings, and recommendations. These checklists encompassed a broad range of areas, including such topics as handoff of tickets to the central office, proper billing and rebate coding, sufficiency of work force, and valid no access time used on tickets. Qwest also provided ticket review worksheets and process guides on various aspects of trouble ticket administration.

Liberty's general assessment of the material was that the compliance reviews and coaching programs did not appear to be of the scope and focus that would minimize significantly the kind of errors found during data reconciliation. During its analysis, Liberty had found that the errors in MTTR were generally due to improper handling of "no access" time and improper ticket restoring and closing procedures. These errors were made by both customer technicians and by "scrubbers," the administrative technicians responsible for verifying and reconciling ticket histories. Qwest's compliance reviews and coaching programs were simply not geared to focus on these troublesome areas.

Qwest subsequently provided Liberty with additional information describing recent training programs and review efforts geared towards improving the handling of trouble tickets. A focused training process was completed in January 2002. All Design Service Center Directors, Administrative Technicians, and Customer Communication Technicians received additional training and documentation on guidelines for handling no access time and for providing information to customers as part of the ticket restoration process. In addition to the sampling and coaching programs that had been in place, Qwest implemented an audit process where each Design Service Center manager is now responsible for verifying repair process adherence.

While Liberty expects that the renewed focus on methods and procedures should work to reduce the error rate in MTTR, it cannot substantiate those effects. Liberty therefore recommends that the error rate be the subject of any future monitoring work. Liberty is satisfied that Qwest has

taken positive steps to reduce the level of errors found during the data reconciliation work, and considers this observation closed.

Observation 1029

Observation 1029 noted the exclusion of certain CLEC line-sharing orders because the CLEC was unknown. Qwest acknowledged that it was unable to report the majority of line-sharing orders in the months of July and going forward for certain CLECs. Qwest indicated that its order writing process did not capture the data used to identify CLECs, and thus Qwest was not able to report line-sharing results for the majority of the orders at the CLEC-specific level for this time period. Beginning with the December 2001 data and going forward, a new detail field was added to PANS that addressed this problem.

Liberty has conducted an interview with Qwest on this matter and received responses to its data requests. The data responses included revised computer code, updated July RSOR data files with a solution in place, identification of other measures affected by this problem, and information on the development of the new data field. Liberty compared the original test July RSOR file sample with the corrected July RSOR data file sample and was able to confirm that the improperly excluded orders were included in the new July RSOR data set. Liberty considers this observation to be closed.

Observation 1030

Observation 1030 noted that Qwest failed to report a number of Covad's Firm Order Commitment *(FOC)* records because the state code was not automatically logged for those transactions. Qwest acknowledged that there was a problem. However, Qwest stated that only a small percentage of the transactions were not recorded. Qwest indicated that the issue was caused by a code break in EDI 6.0 related to unbundled loop processing. Qwest also indicated that affected customers were moved off EDI 6.0 in August and September and EDI 6.0 was retired in December 2001, so the problem with EDI 6.0 has been addressed with the new technology. For those records that are not properly logged with the new technology, Qwest will run an *ad hoc* report to identify them and will manually populate the state code.

Liberty conducted interviews with Qwest personnel and issued a number of data requests concerning this issue. Qwest acknowledged that "code break" affected the results for the entire period. From January through April 2001 there were 28 records that were excluded from PO-5C results. According to Qwest, PO-5A and PO-5B were not affected. Qwest also provided the number of records excluded from PO-2 (3 out of 99,487 records), PO-3 (246 out of 44,969), and PO-4 (808 out of 150,776 records) in July. In each case the resulting percentage was less than or approximately equal to .005 percent.

On the basis of Liberty's review of this matter, including Qwest's proposed solution to identifying records that did not contain a state code, Liberty considers this observation closed.

Observation 1031 initially reported that the Service Order Miss Code *(SOMC)* in the RSOR data for some orders was incorrect, leading to errors in performance measurement reporting. Liberty noted several different types of anomalies regarding the information in WFAC, the SOMC, and how they are used in performance measure reporting.

Qwest initially responded to this observation on January 24, 2002. Qwest stated that it had clarified the Missed Function Code (MFC) coding process documentation, conducted a review with the Network Organization to ensure that employees correctly complete the MFC field, and individually reviewed SOMC coding with each ISC representative responsible for the coding errors identified.

Qwest conducted an additional assessment of the underlying causes of these human error problems and the means by which they should be corrected, and provided a supplemental response to this observation on March 21, 2002. In its supplemental response, Qwest stated that it found no issues that it believed were *1031 issues* with either Covad or WorldCom orders. Qwest also stated that, for all *1031 issue* orders it identified, the order was first held for facility reasons without populating WFAC with the associated jeopardy code (which should have been done according to Qwest procedures). If such an order was subsequently jeopardized to the CLEC and that jeopardy code was populated in WFAC, then the Service Delivery Coordinator might be unaware of the Qwest facility jeopardy and populate the SOMC with a customer miss. This in turn would result in the order being inappropriately excluded from the performance measures.

Liberty requested information to learn exactly how Qwest had conducted the analysis from which it concluded that all *1031 issues* were related to orders held for facilities. Qwest stated that it had assessed every LIS trunk and UBL order which a CLEC had submitted for data reconciliation and which Qwest had excluded as a customer miss. Qwest stated that, for each such order, it reviewed the WFAC log to determine if the customer jeopardy was justified and it also reviewed the TIRKS record to see if there had been a facility miss. EXACT screens were reviewed in those cases when it was necessary to determine if a customer jeopardy was due to a customer supplementing an order in such a way that a due date change was required. In every case, Qwest found that either the customer jeopardy was appropriate or there was also a facility miss in TIRKS. Liberty agrees that this was the appropriate analysis to perform.

Liberty did further work to confirm that the miscoding was always associated with a facility miss. Liberty identified numerous AT&T LIS trunk orders from Arizona that appeared to have been inappropriately jeopardized to AT&T without being related to a facility miss. Liberty then discussed each of these orders with Qwest in a teleconference, and Qwest demonstrated that the customer jeopardy was actually correct in every case.

Qwest stated that it retrained the affected employees on February 12, 2002 to ensure that they populate TIRKS with all Qwest-caused facility delays and that those delays are correctly transferred to WFAC. The retraining began with a conference call that included trainers and the directors of the five design centers. Two documents were used in the training. One was a brief document entitled *Escalation Management Jeopardy Posting Job Aid* that has a simple if-then format, and the other was a much longer document entitled *Jeopardy Code Job Aid*. Liberty

reviewed these two documents and found that they adequately addressed the coding issue. These same two documents were then used by each director to train the employees in each center. In addition, personnel in the Delayed Order Group (which is responsible for initially recording any facility misses in TIRKS) were trained at the same time. A subsequent "coach's calf" allowed employees to ask questions and get any required clarification. Qwest has also stated that its twice yearly audits of each center include reviewing MFC accuracy, and that each center also holds regular "miss meetings" to determine if misses have been accurately recorded.

Qwest also stated that it revised its code so that the MFC in WFAC will be used for OP-3, OP-4, and OP-6 instead of the SOMC for all designed services (which include LIS trunks), thus removing one step where errors could occur. Liberty reviewed both the old and the new code to ensure that the change had been made.

Finally, Qwest stated that it assessed the magnitude of the *1031 issue*, and that the issue has had minimal impact, *i.e.*, Qwest stated that its "historical results are accurate and reliable." Qwest stated that it analyzed orders from December 2001 and January 2002 and found that this issue affected 0.002 percent of the CLECs' analog loop orders, 0.18 percent of the 2-wire non-loaded loop orders, and none of the interconnection trunks that CLECs ordered in those two months. Qwest stated that it also analyzed Feature Group D trunks and found this issue affected 0.1 percent of the Feature Group D orders in those two months.

In addition to the problem discussed above, Liberty has addressed three additional issues in this observation. First, Liberty had found that Qwest included several AT&T Washington LIS trunk orders in the reporting of OP-15 even though AT&T had caused the delay and the orders should therefore have been excluded. This matter was investigated as part of this Observation because it initially appeared to be a miscoding problem. In response to data request 85-007, Qwest provided information clearly confirming that the orders had been improperly included, but not because of miscoding. Rather, they had been included because of a programming problem previously identified by Liberty in Exception 1046. That exception has already been closed.

For a large number of Covad's unbundled loop orders, Liberty found that while Qwest's treatment of the orders was correct, Qwest's processes or procedures differed from what Liberty had observed in other states and also differed from what had previously been described to Liberty. Specifically, Qwest had indicated that the SOMC field was only populated in cases where the due date had been missed. For the Washington data, however, Liberty found customer-caused miss codes entered in the SOMC field for orders in which the due date had been met. Because this also related to coding, Liberty investigated this second matter as part of Observation 1031.

In response to a data request, Qwest stated: "Qwest considers the Customer Caused Miss Codes only if the due date is missed. If the due dates are met, no attention is paid to the customer caused miss code and therefore the order could be still included in the OP-4 measure even if it had a customer caused miss notification identified with it. Qwest has reviewed all COVAD WA OP-4 data sets submitted to Liberty and have determined that all 99 of the entries have an Order Completion (SOCD) that is earlier than or equal to the Order Due Date (SODD) for May, June and July 2001." Liberty has reviewed Qwest's procedures and programming code and agrees that Qwest is correct, i.e., the RSOR process is such that if Qwest meets its commitment date, then the SOMC field is not used.

Qwest has been populating the SOMC field even when a due date is not missed because of its legacy system requirements. The Western region RSOLAR system and the Eastern region SOLAR system both require a miss code whenever the completion date does not equal the due date. The Central region SOPAD system does not require an SOMC in such cases, but it will accept one. Although this situation does not cause misreporting of performance results, Qwest has decided to implement a process of using an SOMC of "Z35" to satisfy legacy system edit requirements, rather than a customer miss code.

During its data reconciliation work for Oregon UBL orders, Liberty found a third issue, that Qwest's order typist had entered an incorrect completion date and that this affected the results for OP-3 and -4. In all cases, the typist entered exactly one day later than was correct. In one-third of such cases, the typist also entered a customer-caused miss code, which resulted in the orders being improperly excluded from the measure. The WFAC documents contained the correct completion date, and Qwest speculated that the typist may have entered the current (today's) date instead of that contained within WFAC. It could not be determined exactly why a customer miss was entered for some of these orders. Qwest provided to Liberty its revised Service Order Completion Process training and job aid materials that very clearly indicated the source that should be used for completion dates, missed codes, and jeopardy codes.

Liberty now considers this observation to be closed.

Observation 1032

Observation 1032 noted that Qwest included some orders in OP-4 that should have been excluded because the requested provisioning interval was greater than the then-current standard installation interval. Qwest's response indicated that out of a very large number of orders, Liberty found only a few PONS for which this had occurred. Originally Liberty thought the percentage of orders affected was more significant. But after additional analysis and correction of errors, Liberty found that, in the sample of UBL orders for Colorado and Washington combined, about 4 percent of the orders for which Qwest and the CLEC disagreed had this problem. When the agreed upon orders are also counted, the percentage is even lower.

Qwest's responded to the observation by indicating that the orders should have been excluded but were not because of human error when the order was processed. Qwest personnel had failed to populate the "L" (for longer than standard interval) field on the service order. Qwest indicated that it had improved its documentation in an effort to prevent this problem from recurring. Liberty reviewed the improved documentation and concluded that it adequately described the process and should help to avoid this kind of error in the future.

On the basis of Liberty's additional analysis of Colorado and Washington orders showing a lower percentage than had been thought to be the case, and the evaluation of the steps and improved tools implemented by Qwest to minimize the likelihood of the error, Liberty has concluded that this observation should be closed.

Observation 1033

Observation 1033 stated that there were instances where Qwest personnel determined the order application date/time incorrectly for OP-4 LIS trunk performance measurement reporting purposes. In some instances, Qwest failed to change the application day to the next day, even though the ASR was received after 3:00 p.m. MT. In other cases, it appears that Qwest used the wrong application date because of uncertainty as to whether the application was "complete and accurate" as is required in the definition section of the PID.

In addition, Liberty determined that several Covad UBL orders in Arizona received after 7 p.m. were dated the same day, rather than the next day in accordance with the PID. This resulted from Liberty's review of the data Covad provided too late for inclusion in the Arizona report.

In the responses to data requests, Liberty received the documentation used by Qwest to train personnel in properly determining the application date, and the Qwest application date methods and procedures. Liberty reviewed those documents and found that they clearly described the application date and how it should be determined, included examples, and were all internally consistent. Liberty considers this observation to be closed.

Observation 1034

Observation 1034 identified various line-sharing orders that were incorrectly excluded as loops with non-standard intervals of 72 hours. Liberty identified the problem in the Covad's Colorado May PO-5 performance report and did not find this problem occurring in the months of June and July. Qwest in its response concurred with Liberty that a number of line-sharing orders for May had been excluded from the performance report because the orders had been assigned a non-standard FOC interval of 72 hours. Qwest indicated that the problem was human error and that the exclusions of the line-sharing orders were improper. Qwest stated that their processes currently dictate that the 72-hour interval should be manually selected only on specific unbundled loop products where the CLEC has a special non-standard FOC agreement. Qwest contends that this process should and did address the concerns raised in the observation.

Qwest identified for Covad's May performance report 23 line sharing orders in Arizona, 29 line sharing orders in Colorado, and 91 line sharing orders in Washington excluded because of the assignment of a non-standard interval. Qwest provided ad hoc files for each month from May through December 2001. Liberty has reviewed each month and agrees that Qwest has identified the magnitude of the problem in Arizona, Colorado, and Washington. Furthermore, Liberty confirmed that the sharing non-standard interval assignment did not occur during the months from June through December 2001.

In an interview, Qwest gave a plausible explanation for why this problem only occurred during the month of May 2001. Since Liberty has confirmed that the problem has not appeared after that month, this observation is considered closed.

Observation 1035

Observation 1035 reported that there were errors in the OP-3 and OP-4 measures prior to June 2001 because Qwest included cancelled orders in the measures. According to Qwest, the problem affected only orders coming through SOLAR, the service order processor for the five eastern states (Iowa, Minnesota, Nebraska, North Dakota, and South Dakota). Qwest has indicated that the problem was resolved as of May 12, 2001, but all results prior to June 2001 for the five states were affected. Liberty saw no evidence of the problem in Arizona or Colorado, and has found no reason to conclude that the problem affected anything other than these five states.

Qwest indicated that the cause of the problem was a software error that resulted in not all cancelled orders being assigned a completion date of 11/11/1111 (and thus properly excluded from the measures). According to Qwest, any order that had multiple activities in one day, including cancellation would not go through the portion of the programming logic that assigned the 11/11/1111 date. Any order with only cancellation activity in a given day would have been handled correctly.

The programming fix put in place as of May 12, 2001 has corrected the problem of cancelled orders being included in OP-3 and OP4, and results beginning with June 2001 should not be affected. Liberty therefore considers this observation closed.

Observation 1036

When Qwest plans to undertake a switch conversion, it notifies its customers, who then submit disconnect and re-termination orders to move their LIS trunks from the old Qwest switch to the new one. Coordination between the parties is required to ensure that service is not adversely affected during the conversion process.

In Washington, Liberty identified several LIS trunk re-termination orders that AT&T had included in the OP and PO-5 performance measures, but Qwest had not. Qwest did not include them in PO-5 because Qwest considers re-termination orders to be projects, and projects are excluded from the PO-5 measure.

However, orders deemed to be projects are not excluded from the OP-3, OP-4, OP-6, and OP-15 measures. Qwest sometimes excluded these re-termination orders from these OP measures and sometimes it included them. For example, Liberty identified several Colorado AT&T LIS trunk re-termination orders that Qwest did include in the OP measures. In addition, Washington re-termination orders were improperly coded C40 due to human error.

PID version 3.0 specifies that only inward orders are to be included in OP-3, OP-4, OP-6, and OP-15. Qwest stated in its response to this observation that it does not view re-termination orders as having inward activity, and it therefore believes that these types of orders should be excluded from the OP measures. It also agreed that, historically, it had treated these orders inconsistently, sometimes including them in the measures and sometimes excluding them. AT&T stated that it accepts Qwest's explanation of why re-termination orders should be excluded from the performance measures, although it expressed concern that Qwest's performance on these orders

included in performance reporting.

In its response to this observation, Qwest also stated that it was making a programming code change that would fix the re-termination order problem retroactive to December 2001 data. Qwest provided Liberty with the revised programming code for the OP measures as a supplement to its observation response. Liberty reviewed it and confirmed that Qwest had created a new exclusion that removes central office conversion orders from that measure.

Qwest stated that it retrained all Customer Communication Technicians – Implementer in the Des Moines Design Service Center (DSC) on February 12, 2002. The Des Moines DSC handles all switch conversion interconnection trunks. Liberty reviewed the training materials and confirmed that they clearly require that the jeopardy code of H41 be used for switch conversions and not the jeopardy code of C40. Liberty now considers this observation to be closed.

Observation 1037

Observation 1037 noted that Qwest had not correctly recorded the coordinated hot cut stop time used for OP-13A. Liberty discovered this issue during its data reconciliation work using Oregon data. In some instances during April and May 2001, testers were not reporting stop time as the time when physical work and Qwest testing were completed (consistent with PID version 3.0) but rather as the time the CLEC called back to confirm that the order was completed. As a result, the hot cut interval was longer than it should have been. In some cases, this difference caused Qwest to consider the hot cut commitments as "missed" when they were not. Reported performance results for April and May were therefore incorrect.

Qwest informed Liberty that these errors coincided with its moving the coordinated cut service center from Des Moines to Omaha. Qwest told Liberty that it had training efforts on-going during these months, had identified the issue during the April and May timeframe, and had retrained its testers. According to Qwest, errors of this type were eliminated by June. Qwest subsequently provided OP-13A files for July and August 2001. Liberty reviewed these data and found no indication that testers were still making these errors. In addition, Liberty investigated other hot cut data from the July file that had recorded times different from the norm. Liberty found only one instance in which a recording error had been made – a delay time had been recorded incorrectly by 15 minutes.

Liberty had also discovered that, during the month of June 2001, many testers had begun to record the time spent waiting for a call back from the CLEC as "delay time." Qwest had appropriately subtracted any delay time from the calculated interval used to derive the measure, consistent with the PID. Therefore, the duration of the coordinated cut was accurate in these cases, but the actual stop time recorded was not consistent with the PID definition.

Qwest reported that it had updated its job aids and retrained its testers on the correct treatment of stop times as of April 5, 2002. Liberty believes Qwest has taken positive steps to improve the consistency of its recorded data with the PID. Again, however, this inconsistency did not affect results.

On the basis of its review of OP-13 data from the months of June, July, and August 2001, Liberty considers this observation closed.

Observation 1038

Observation 1038 noted that there were orders omitted from OP-15A unbundled loop results for April 2001. Liberty discovered this matter during its reconciliation work using data from Oregon. Qwest indicated that because it re-ran the April results at a later date than normal, not all pending orders were captured. The programming code did not account for a later-than-normal running of results by not searching in all locations for orders that may have been pending as of the last day of the month. Qwest also indicated that it had previously identified this problem and had made a modification to its programming code in February 2002 such that OP-15A results starting with January 2002 were not affected. Qwest said that it also restated the results for December 2001. Results prior to December 2001 were affected but were not restated.

Qwest provided and Liberty reviewed the revised programming code. Liberty conducted an interview with Qwest's programmers and others to review the code in detail. Orders are stored in both pending and completed files. The program now specifically captures all orders that were pending at the end of the month regardless of where the order is stored. Qwest also provided a revised data file for the April unbundled loops that Liberty used during reconciliation. It showed that the missing orders had been properly captured.

Liberty is satisfied that the programming code modification corrected the error noted in this observation, and considers this observation closed.

III. Specific Results from Utah and Minnesota Data

A. Covad

Liberty performed a reconciliation of Covad and Qwest data for OP-4 and PO-5. In all but a very few isolated cases, the problems with Qwest's reporting were the same problems that had been detected in the work from earlier states. These problems have been corrected and the associated Observation reports closed. The following paragraphs provide a summary of the results; detailed spreadsheets have been provided to Covad and Qwest.

Liberty reconciled a sample of 113 line-sharing orders for performance measure OP-4. For 19 orders, Qwest and Covad agreed. For 65 orders, Qwest was correct, not shown to be wrong, or the data were inconclusive. Qwest was wrong on 29 orders. Fourteen of these involved the retail/wholesale issue discussed in Observation 1026, 13 involved the matter of the CLEC being unknown discussed in Observation 1029, 1 order Qwest mistakenly cancelled, and 1 order Qwest's records had an incorrect due date that caused the order to be excluded.

Liberty reconciled a sample of 119 line-sharing orders for performance measure PO-5. For 28 orders, Qwest and Covad agreed. For 64 orders, Qwest was correct, not shown to be wrong, or the data were inconclusive. Qwest was wrong on 27 orders. For 14 orders the problem was the state code issue identified in Observation 1030. For 12 orders the problem was a mix-up of UBL and line-sharing orders (Observation 1034), and for one order Qwest appeared to incorrectly calculate the interval. Aside from this one outlier, these mistakes were problems that had already been identified, and resolved through Observations.

Liberty reconciled a sample of 137 UBL orders for performance measure OP-4. For 67 orders, Qwest and Covad agreed. For 57 orders, Qwest was correct, not shown to be wrong, or the data were inconclusive. Qwest was wrong on 13 orders. Nine of these involved the non-standard interval issue addressed in Observation 1032, one order involved the duplicate reporting discussed in Observation 1027, two orders were duplicate reporting from the same PON, and for one order, Qwest miscalculated the interval numerator by one day because of a computer system failure on the completion date.

B. AT&T

Liberty performed a reconciliation of AT&T LIS trunk orders for the states of Utah and Minnesota for OP-3, OP-4, OP-6, OP-15, and PO-5. As with the Covad reconciliation, the problems with Qwest's reporting were almost all the same as those identified in states reconciled earlier. The following paragraphs provide a summary of the results for both states combined; detailed spreadsheets have been provided to AT&T and Qwest.

For OP-3, Liberty reconciled 45 orders, for which the parties agreed on 19. Of the 26 orders where the parties disagreed, Qwest was incorrect on 5. Four of Qwest's errors related to Observation 1031, and the fifth was because of inadequate support for Qwest's information.

For OP-4, there were again 45 orders, with the parties agreeing on 13. Of the 32 orders where there was disagreement, Qwest was wrong on 7. Four of the errors related to Observation 1031, 2 related to Observation 1033, and the seventh was because of inadequate support.

There were 10 orders to reconcile for OP-6, with the parties agreeing on only 2. Where the parties disagreed, Qwest was wrong one time because of Observation 1031.

Only 6 orders required reconciliation for OP-15, and the parties agreed on 1. Of the 5 orders where there was disagreement, Qwest was incorrect on 4 because of Observation 1031.

Finally, there were a total of 36 orders in PO-5, with the parties agreeing on 27. Qwest was correct every time there was a disagreement.

CONTINUATION # [4]

ride the light
Qwest

EXHIBIT
4

Summary of Qwest's 271 Performance Results

Jan - Apr 02 Results

State: South Dakota

Legend (based on number of "misses" in the 4-month period):

Classifications:	A		B		C		D
0 to 1 miss =	A	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

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

tate: South Dakota

Jan - Apr 02 Results

PROVISIONING

roduct	Category	OP-3 Commitments	OP-4 Intervals	OP-5 New Svc Trouble	OP-6A Delays/Non-Facil.	OP-6B Delays/Facilities
IS Trunks	Zone 1	-	-		-	-
	Zone 2					

	Category	NI-1A To Tandem Ofce	NI-1B To End Offices
IS Trunks	Statewide		

TRUNK BLOCKING

REPAIR

roduct	Category	MR-5 Cleared < 4 hours	MR-6 Mean Time Restore	MR-7 Repeat Reports	MR-8 Trouble Rate
IS Trunks	Zone 1	-	-	-	
	Zone 2				

CHECKLIST ITEM 1 - COLLOCATION

ride the light Qwest

State: South Dakota

Jan - Apr 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

Qwest

State: South Dakota

Jan - Apr 02 Results

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%	

CHECKLIST ITEM 2 - Change Management

Qwest

State: South Dakota

Jan - Apr 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: South Dakota

Jan - Apr 02 Results

Query/Response

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
		Pre-Order Transaction Types							
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	Benchmarks
PO-3	(A) IMA			Manual 12 business hours
	(B) EDI			Auto-rejects 18 seconds
	(C) Fax ---------->	10.1 - 99.5 hours / 31.9 hours		Benchmark: 24 hours

5 of the last 7 mos. below the benchmark. One of the two missed months was 26.5 hours.
Faxed orders copnstitutess less than 1% of the overall order volume.

Firm Order Confirmations

PO-5 - FOC Timeliness	A-Fully Electronic		B-Electronic/Manual		PO-5C	PO-5D
	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

Qwest

State: South Dakota

PO-2A (All LSRs)

Most recent month

	IMA-GUI	IMA-EDI	TOTAL
RESALE	55.4%	0.0%	54.86%
LOOPS	32.2%	19.3%	22.56%
UNE-P	23.8%	-	23.81%
LNP	59.2%	-	59.24%

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. PO-2A is a diagnostic measurement. The FCC does not consider flow-through to be a "conclusive measure of noi ordering functions, but as one indicium among many of the performance" of Qwest's OSS. Verizon Massachusetts O FCC recognizes that CLECs can impact heavily the flow-through rates that a BOC can achieve -- efficient CLECs car through rates, while other, less-efficient CLECs have lower flow-through rates. Id. at paras. 78, 80. Thus, the FCC h flow-through rates than on whether the BOC's OSS are capable of flowing orders through. Id. paras. 77, 80.

CHECKLIST ITEM 2 - Centers Access

Qwest

State: South Dakota

Jan - Apr 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

Qwest

State: South Dakota

Jan - Apr 02 Results

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	0.0% - 99.4% 56.7%
BI-3B	Billing accuracy - adjustments for errors - Reciprocal compensation	95%	
BI-4A	Billing completeness - UNE & Resale	Parity	
BI-4B	Billing completeness - Reciprocal compensation	95%	71.5% - 100.0% 79.3%
PO-7A (IMA)	Billing completion notification timeliness	Parity	
PO-7B (EDI)	Billing completion notification timeliness	Parity	-

MIKE: NEED HELP HERE ON WHAT HAPPENED IN RECENT MOS IN SD.

Apr 02 is only month not at 100%, due to SS7 problem, affecting long-duration calls, caused by software problem of outside vendor. Letter from vendor now on file explaining issue steps to insure no repetition. 7 of the last 8 mos above 95% benchmark.

CHECKLIST ITEM 2 - UNE-PLATFORM

Qwest

State: South Dakota

Jan - Apr 02 Results

March and April at parity. Jan. to Feb. out of parity because of conservative assumptions made in calculating the

10 of 12 mos. at parity

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		2.7 - 3.0 days 3.1 days			
UNE-P(Centrex)	Dispatch I/MSAs		5.4 - 6.6 days 6.9 days			
	Dispatch o/MSA			83.0% - 85.5% 91.1%		
	No Dispatch		4.7 - 5.4 days 4.9 days			
EELs	Zone 1	-				
	Zone 2					

Very little comparable retail data. However, Qwest consistently meets 100% of its commitments.

Appears would be dark blue if "no troubles found" were excluded. See OP-5*

Only one order delayed in the last 12 mos., and that order drove disparity.

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						
	Dispatch o/MSA						
	No Dispatch						
UNE-P(Centrex)	Dispatch I/ MSAs						
	Dispatch o/MSA					0.6% - 0.7% 0.6%	
	No Dispatch						
EELs	Zone 1						
	Zone 2						

CHECKLIST ITEM 4 - UNBUNDLED LOOPS

ride the light Qwest

State: South Dakota

Jan - Apr 02 Results

PROVISIONING

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					
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	No Dispatch	-	-	-		

CHECKLIST ITEM 4 - UNBUNDLED LOOPS

Qwest

State: South Dakota

Jan - Apr 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					
ADSL-Cmp.	Zone 1	-	-	-	-	-
	Zone 2	-	-	-	-	
Line Sharing	Dispatch i/ MSAs	-	-	-		-
	Dispatch o/MSA	-	-	-		
	No Dispatch	-	-	-		

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

Qwest

Jan - Apr 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	0.0% - 100.0% 33.3%	
Benchmark	90%	16.5 Days

1 of 3 loops conditioned on time. Regional data (with more data points) shows that Qwest has a clear improving trend until it met the 90% benchmark in April.

CHECKLIST ITEM 5 - UNBUNDLED TRANSPORT

State: South Dakota

Jan - Apr 02 Results

Qwest

PROVISIONING

Product	Categ.	OP-3 Commitments	OP-4 Intervals	OP-5 New Svc Trouble	OP-6A Delayed Held	OP-6B Delayed 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

Qwest

State: South Dakota

Jan - Apr 02 Results

PROVISIONING

Product	Categ.	OP-3 Commitments	OP-4 Intervals	OP-5 New Svc Trouble	OP-6A Delays/Non Fac'l	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

Qwest

State: South Dakota Jan - Apr 02 Results

Checklist # 8 - Directory Listing

Product	Categ.	DB-1C-1	
Listings	Sub-region		(Timeliness)
		DB-2C-1	
Listings	Region		(Accuracy)

Checklist # 9 - NXX Code Activation

Product	Categ.	NP-1A	
NXX Code	State		(Timeliness)

CHECKLIST ITEM 10 & 11

State: South Dakota Jan - Apr 02 Results

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-17A
L N P	State			
		95%	95%	98.25%

REPAIR

Product	Categ.	MR-11A	MR-11B
		Out of Svc<24 hrs	All Trbl < 48 hours
L N P	State	-	
		Parity	Parity

CHECKLIST ITEM 13

State: South Dakota Jan - Apr 02 Results

Qwest

Checklist # 13 - Reciprocal Compensation

Product	Categ.	BI-3B	BI-4B
Reciprocal Compensation	State		71.9% - 100.0% 73.2%

(Billing Accuracy and Completeness)

(against 95% Benchmarks)

Apr 02 is only month not at 100%, due to SS7 problem, affecting long-duration calls, caused by software problem of outside vendor. Letter from vendor now on file explaining issue steps to insure no repetition.
7 of the last 8 mos above 95% benchmark.

CHECKLIST ITEM 14 - RESALE: Non-designed Products

State: South Dakota

Jan - Apr 02 Results

PROVISIONING

Qwest

OP-3 = 100% commitments met in each month.

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					
	Dispatch o/MSA					
	No Dispatch					
Business	Dispatch i/MSAs					
	Dispatch o/MSA					
	No Dispatch					
Centrex-21	Dispatch i/MSAs					
	Dispatch o/MSA					
	No Dispatch		≤ 5 Days < 5 Days			
PBX	Dispatch i/MSAs	-	-		-	-
	Dispatch o/MSA	-	-		-	-
	No Dispatch					

CHECKLIST ITEM 14 - RESALE: Non-designed Products

State: South Dakota

Jan - Apr 02 Results

REPAIR

Qwest

9 of 12 mos. at parity. It appears that all mos. Would be at parity if "no troubles found" were excluded. See MR-7*

11 of 12 mos. at parity

Product	Disaggreg.	MR-3 Out of Service < 24 hrs	MR-4 Att Rpt < 48 hours	MR-6 Mean Time Restore	MR-7 Repeat Reports	MR-8 Trouble Rate	MR-9 Appointments
Residence	Dispatch // MSAs						96.4%, 98.1%, 98.7%
	Dispatch o/MSA						
	No Dispatch				100%, 100%, 100%		
Business	Dispatch // MSAs						
	Dispatch o/MSA				100%, 100%, 100%		
	No Dispatch	100%, 100%, 97.7%					
Centrex-21	Dispatch // MSAs						
	Dispatch o/MSA					0.2% - 0.7% 0.0%	
	No Dispatch						
PBX	Dispatch // MSAs						
	Dispatch o/MSA	-				0.0% - 0.3% 0.2%	
	No Dispatch						

Appears may be dark blue if "no troubles found" were excluded. See MR-7*

11 of 12 mos. at parity. April outside of parity because 4 of 5 orders met on time.

11 of 12 mos. at parity

CHECKLIST ITEM 14 - RESALE: Designed Products

State: South Dakota

PROVISIONING

Qwest

Jan - Apr 02 Results

Product	Categ.	OP-3 Commitments	OP-4 Intervals	OP-5 New Svc Trouble	OP-6A Delayed Fac.	OP-6B Delays Facilities
DS0	Zone 1	-	-		-	-
	Zone 2					
DS1	Zone 1	-	-	[illegible]	-	-
	Zone 2					

One installation trouble led to disparity.

REPAIR

Jan - Apr 02 Results

Product	Categ.	MR-5 Cleared < 4 hours	MR-6 Mean Time Restore	MR-7 Repeat Reports	MR-8 Trouble Rate
DS0	Zone 1	-	-	-	
	Zone 2				
DS1	Zone 1	-	-	-	
	Zone 2				

Qwest

Summary of Qwest's 271 Performance Results

Jan - Apr 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 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

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

Jan - Apr 02 Results

PROVISIONING

		OP-3	OP-4	OP-5	OP-6A	OP-6B
Product	Category	Commitments	Intervals	New Svc Trouble	Delays/Non-Facil	Delays/Facilities
LIS Trunks	Zone 1				1 in 5.3 days 7.2 days	1 in 32.0 days 32.0 days
	Zone 2					64.2 64.2 days 64.2 avg

1 of 10 mos. at parity

In the last 5 mos., Qwest has had two circuits delayed for facility reasons. One delay in Zone 1 lasted 64 days and 1 in Zone 2 lasted 32 days.

		NI-1A	NI-1B
	Category	To Tandem Office	To End Offices
LIS Trunks	Statewide		

TRUNK BLOCKING

REPAIR

		MR-5	MR-6	MR-7	MR-8
Product	Category	Cleared < 4 hours	Mean Time Restore	Repeat Reports	Trouble Rate
LIS Trunks	Zone 1				0.0% - 0.0% 0.0%
	Zone 2				

Must go to additional decimal places to see disparity at all. Service is outstanding with no more than 2 in 10,000 CLEC trunks experiencing trouble.

CHECKLIST ITEM 1 - COLLOCATION

Qwest

State: Regional

Jan - Apr 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

Qwest

State: Regional

Jan - Apr 02 Results

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%	

CHECKLIST ITEM 2 - Change Management

State: Regional

Jan - Apr 02 Results

Qwest

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%	[redacted]

CHECKLIST ITEM 2 - PRE-ORDER

Qwest

State: Regional

Jan - Apr 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	30 sec

Timeouts		Benchmarks
PO-1C	(1) IMA	0.5%
	(2) EDI	0.5%

The overall company met against the 24 hr standard interval for PO-1C combined.

Reject Notifications		1-Manual	2-Auto	Benchmarks
PO-3	(A) IMA			Manual: 12 business hours
	(B) EDI			Auto-rejects: 15 seconds
	(C) Fax			Benchmark: 24 hours

3 Mo. Avg. = 15.5% for CLECs vs. 15.5% for retail.

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	2.3 - 3.3 days 2.7 days			3.5 - 12.1 days 6.5 days
PO-9 Percent		7.5% - 24.4% 16.6%		
Standards:	Parity	Parity	Parity	Parity

4 Mo. Avg. = 6.5 days for CLECs vs. 4.8 days for retail.

CHECKLIST ITEM 2 - FLOW-THROUGH

Qwest

State: Regional

Jan - Apr 02 Results

PO-2A (All LSRs) (4-Month Averages Shown)

	IMA-GUI	IMA-EDI	TOTAL	Perf. Obj.
RESALE	69.26%	74.05%	70.28%	Diagnostic
LOOPS	34.41%	53.99%	45.45%	Diagnostic
UNE-P	57.2%	53.1%	54.84%	Diagnostic
LNP	57.46%	62.77%	60.02%	Diagnostic

PO-2B (Flow-through-eligible LSRs) (4-Month Averages Shown)

	IMA-GUI	IMA-EDI	TOTAL	Perf. Obj.
RESALE				90%
LOOPS				70%
UNE-P				75%
LNP				90%

1. The results show a general upward trend.
2. PO-2A is a diagnostic measurement. The FCC does not consider flow-through to be a "conclusive measure of nondiscriminatory access to ordering functions, but as one indicium among many of the performance" of Qwest's OSS. Verizon Massachusetts Order at para. 77. The FCC recognizes that CLECs can impact heavily the flow-through rates that a BOC can achieve -- efficient CLECs can achieve high flow-through rates, while other, less-efficient CLECs have lower flow-through rates. Id. at paras. 78, 80. Thus, the FCC has focused less on actual flow-through rates than on whether the BOC's OSS are capable of flowing orders through. Id. paras. 77, 80.

CHECKLIST ITEM 2 - Centers Access

Qwest

State: Regional

Jan - Apr 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

Jan - Apr 02 Results

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%	4 Mo. Avg. = 97.9% for CLECs vs. 98.2% for retail.
BI-3A	Billing accuracy - adjustments for errors - UNE & Resale	Parity	94.6% - 98.9% 97.0%
BI-3B	Billing accuracy - adjustments for errors - Reciprocal compensation	95%	3 of the last 4 months at parity. Just April outside and it shows 96.1% for CLECs vs. 96.7% for retail. The 4 Mo. Avg. = identical for both retail and CLECs.
BI-4A	Billing completeness - UNE & Resale	Parity	96.1% - 98.1% 97.4%
BI-4B	Billing completeness - Reciprocal compensation	95%	84.2% - 100.0% 96.3% Apr 02 is only month not at 100%, due to SS7 problem, affecting long-duration calls, caused by software problem of outside vendor. Letter from vendor now on file explaining issue steps to insure no repetition. 11 of 12 mos. above 95%
PO-7A (IMA)	Billing completion notification timeliness	Parity	
PO-7B (EDI)	Billing completion notification timeliness	Parity	-

CHECKLIST ITEM 2 - UNE-PLATFORM

Qwest

State: Regional

Jan - Apr 02 Results

PROVISIONING

Product	Disaggreg.	OP-3 Commitments	OP-4 Intervals	OP-5 New Svc Trouble	OP-6A Delays/Non-Fact.	OP-6B Delays/Facilities
UNE-P(POTS)	Dispatch i/MSAs				16 - 17.2 days 17 days	15 - 17.2 days 17 days
	Dispatch o/MSA					
	No Dispatch		3.0 - 3.4 days 3.2 days		3.1 - 3.4 days 4.3 days	
UNE-P(Centrex)	Dispatch i/MSAs		3.6 - 5.3 days 2.4 days			
	Dispatch o/MSA		3.6 - 5.3 days 3.1 days	93.6% - 94.1% 88.6%		
	No Dispatch		4.6 - 5.0 days 4.8 days			4.1 - 31.0 days 4.5 days
EELs	Zone 1	72.9% - 90.1% 86.2%				
	Zone 2	50.0% - 100% 73.1%				

Clear upward trend until bested 90% benchmark with increasing demand in

4 Mo. Avg. = higher because of conservative assumptions made in January and Feb. around intervals.

13 of 12 mos. at parity

4 Mo. Avg. = 4.9 days for CLECs vs. 4.7 days for

10 of 12 mos. at parity

4 Mo. Avg. = 1 day or more longer for retail customers.

Shown only out of caution, as there is no comparable retail data.

4 Mo. Avg. = 4.5 days for both retail and CLECs.

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						88.7% - 91.6% 90.0%
	Dispatch o/MSA						
	No Dispatch				17.8% - 21.9% 19.8%		97.4% - 98.0% 97.8%
UNE-P(Centrex)	Dispatch I/ MSAs				12.6% - 16.0% 14.4%		
	Dispatch o/MSA					0.6% - 0.9% 0.8%	
	No Dispatch				16.6% - 17.5% 17.1%		
EELs	Zone 1						
	Zone 2						

Would be medium blue if "no troubles found" were excluded. See

CHECKLIST ITEM 4 - UNBUNDLED LOOPS

Qwest

State: Regional

Jan - Apr 02 Results

PROVISIONING

Delays are rare at Qwest. Qwest meets over 97% of its analog loop commitments each

Loop Type	Categ.	OP-3 Commitments	OP-4 Intervals	OP-5 New Svc Troubles	OP-6A Delays Non-Fac	OP-6B Delays Facilities
Analog	Zone 1				4.5 - 8.8 days 7.1 days	
	Zone 2					
2-Wire NL	Zone 1					
	Zone 2					
ISDN-Cap.	Zone 1			90.8% - 94.1% 92.3%		
	Zone 2					
ADSL-Cmp.	Zone 1			95.0% - 99.4% 96.7%	1.2 - 2.0 days 2.8 days	
	Zone 2					
4-Wire NL	Zone 1					
	Zone 2					
DS1-Cap.	Zone 1					
	Zone 2					
DS3 +	Zone 1					
	Zone 2	-	-		-	-
Line Sharing	No Dispatch					

4 Mo. Avg. = 2.8 days for CLECs vs. 5.0 days for retail.

CHECKLIST ITEM 4 - UNBUNDLED LOOPS

Qwest

State: *Regional*

Jan - Apr 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					0.9% - 1.4% 1.1%
	Zone 2					
ADSL-Cmp.	Zone 1					
	Zone 2					
Line Sharing	Dispatch I/ MSAs		76.0% - 96.3% 87.5%	15.3 - 30.3 hours 23.2 hours	(Diagnostic)	
	Dispatch o/MSA			13.0 - 24.7 hours 18.7 hours		
	No Dispatch	75.0% - 100.0% 89.2%	92.2% - 97.5% 94.8%	8.6 - 15.7 hours 11.6 hours		

The percentage of out of service troubles is 2-5 times higher on the retail side. Out of service troubles have a higher priority in the repair queue. Thus, it is not surprising that MR-4 & MR-6 are disparate. Qwest has begun steps (e.g., CMP) necessary to change process to treat all CLEC Line Sharing troubles as out-of-service.

Improving trend until at parity in April.

Improving trend and 4-Mo. Avg = well within 4-hour

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	71.4% - 80.7% 77.7%	2.5 - 4.4 hours 3.2 hours		2.3% - 3.1% 2.7%
	Zone 2				
DS3 +	Zone 1	-	-	-	-
	Zone 2	-	-	-	

CHECKLIST ITEM 4 - Coordinated Cuts & Loop Conditioning

State: *Regional*

ride the light Qwest

Jan - Apr 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	69.6% - 89.6% 76.8%	
Benchmark	90%	16.5 Days

Improving trend.
Overall, eliminating the Zone distinctions, Qwest meets more than the 90% objective each month.

CHECKLIST ITEM 5 - UNBUNDLED TRANSPORT

State: *Regional*

Jan - Apr 02 Results

ride the light Qwest.

PROVISIONING

10 of 12 mos. at parity

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		7.7 - 15.1 days 10.3 days			
	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			7.1% - 50.0% 32.6%	1.7% - 2.2% 1.9%
	Zone 2				

CHECKLIST ITEM 7 - 911

ride the light
Qwest

State: *Regional*

Jan - Apr 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				0.3% - 0.6%
	Zone 2				0.5%

CHECKLIST ITEMS 8 & 9

ride the light Qwest.

State: *Regional* *Jan - Apr 02 Results*

Checklist # 8 - Directory Listing

Product	Categ.	DB-1C-1
Listings	Sub-region	
		DB-2C-1
Listings	Region	

(Timeliness)

(Accuracy)

Checklist # 9 - NXX Code Activation

Product	Categ.	NP-1A
NXX Code	State	

(Timeliness)

CHECKLIST ITEM 10 & 11

State: *Regional*

Jan - Apr 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-17B
L N P	State			
		95%	95%	98.25%

REPAIR

Product	Categ.	MR-11A	MR-11B
		Out of Svc<24 hrs	All Trbl < 48 hours
L N P	State		
		Parity	Parity

CHECKLIST ITEM 13

State: *Regional*

Jan - Apr 02 Results

Apr 02 is only month not at 100%, due to SS7 problem, affecting long-duration calls, caused by software problem of outside vendor. Letter from vendor now on file explaining issue steps to insure no repetition. 11 of 12 mos. above 95% benchmark.

Checklist # 13 - Reciprocal Compensation

Product	Categ.	BI-3B	BI-4B
Reciprocal Compensation	State	[redacted]	84.2% - 100.0% 95.3%

(Billing Accuracy and Completeness)

(against 95% Benchmarks)

CHECKLIST ITEM 14 - RESALE: Non-designed Products

State: *Regional*

Jan - Apr 02 Results
PROVISIONING

Qwest

7 of last 8 mos. at parity.

10 of 12 mos. at parity

Delays are infrequent as OP-3 always exceeds 95% commitments met

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				4.6 - 23.1 days / 4.7 days	
	Dispatch o/MSA					4.7 - 7.1 Days / 11.4 days
	No Dispatch		2.4 - 3.6 days / 2.6 days			
Business	Dispatch i/MSAs				6.5 - 7.1 days / 5.0 days	
	Dispatch o/MSA					
	No Dispatch					
Centrex	Dispatch i/MSAs		5.0 - 6.1 days / 5.3 days	58.7% - 86.3% / 79.0%		
	Dispatch o/MSA					
	No Dispatch		3.9 - 4.9 days / 4.4 days			
Centrex-21	Dispatch i/MSAs					
	Dispatch o/MSA					
	No Dispatch		4.5 - 5.2 days / 4.9 days			
PBX	Dispatch i/MSAs		4.0 - 9.2 days / 7.5 days			
	Dispatch o/MSA					
	No Dispatch					
Basic ISDN	Dispatch i/MSAs					
	Dispatch o/MSA	-	-		-	-
	No Dispatch		3.0 - 7.7 days / 5.1 days			
Qwest DSL	Dispatch i/MSAs					
	Dispatch o/MSA	-	-		-	-
	No Dispatch					

4 Mo. Avg. = 5.3 days for CLECs vs. 5.1 days for retail.

11 of 12 mos. at parity
4 Mo. Avg. = 4.4 days for CLECs vs.

7 of last 9 mos. at parity.

OP-3 = 100% commitments met in virtually every month

CHECKLIST ITEM 14 - RESALE: Non-designed Products

State: Regional

Jan - Apr 02 Results

REPAIR

Qwest

11 of 12 mos. at parity

9 of 12 mos. at parity
4 Mo. Avg. = over 2 hours shorter for CLECs.

Would be dark blue if "no troubles found" were excluded. See MR-7*

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					0.8% - 0.9% 0.8%	
	No Dispatch	94.1% - 100.0% 97.1%			15.9% - 24.5% 19.8%		
Centrex	Dispatch I/ MSAs				11.1% - 20.5% 17.9%		
	Dispatch o/MSA					0.6% - 0.7% 0.6%	
	No Dispatch						
Centrex-21	Dispatch I/ MSAs						
	Dispatch o/MSA			9.9 - 13.8 hours 10.0 hours		0.6% - 0.8% 0.7%	
	No Dispatch						
PBX	Dispatch I/ MSAs			8.3 - 17.0 hours 12.6 hours			
	Dispatch o/MSA			4.9 - 22.8 hours 14.6 hours			
	No Dispatch				18.4% - 24.2% 21.0%		
Basic ISDN	Dispatch I/ MSAs						-
	Dispatch o/MSA			3.9 - 22.6 hours 7.0 hours			-
	No Dispatch			6.4 - 35 hours 17 hours			-
Qwest DSL	Zone 1						
	Zone 2	-	-	-	-		

8 of 12 mos. at parity

1 trouble cleared in 22.8 hours -- within the 24 hour objective -- caused the disparity.

Appears would be dark blue if "no troubles found" were excluded. See MR-7*

9 of 12 mos. at parity

10 of 12 mos. at parity

CHECKLIST ITEM 14 - RESALE: Designed Products

State: Regional

PROVISIONING

Qwest ride the light

Jan - Apr 02 Results

4 Mo. Avg. = 10 days longer for retail than CLECs.

Product	Categ.	OP-3 Commitments	OP-4 Intervals	OP-5 New Svc Trouble	OP-6A Delays/Non-Facil.	OP-6B Delays/Facilities
Basic ISDN	Zone 1					
	Zone 2					
Pri ISDN	Zone 1					
	Zone 2		7.3 - 54.3 days / 51.0 days		0.0 - 35.5 days / 29.4 days	
DS0	Zone 1					
	Zone 2					
DS1	Zone 1		4.3 - 19.2 days / 15.6 days	0.0% - 27.8% / 8.1%		
	Zone 2					
DS3	Zone 1	-	-		-	-
	Zone 2		-			
Frame Rel.	Zone 1	-	-		-	-
	Zone 2	-	-		-	-
Qwest DSL	Zone 1					
	Zone 2					

1. OP-5 has inherent limitations that cause it to understate new service quality where there are multiple lines installed per order. The reason is that the numerator is driven by troubles that are reported per circuit, whereas the denominator is on a per-order basis. This situation is significantly compounded where, as with DS1s, there are multiple circuits per DS1. Hence, for DS1s and higher, OP-5 can indicate if Qwest is satsifying the standard, but if not, this measurement cannot conclusively indicate that Qwest is not satisfying the

CONTINUATION

[15]

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STOEL RIVES LLP
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June 14, 2002

RECEIVED
JUN 17 2002
SOUTH DAKOTA PUBLIC
UTILITIES COMMISSION

VIA OVERNIGHT DELIVERY

Debra Elofson, Executive Director
Public Utilities Commission
500 East Capitol
Pierre, SD 57501

Re: IN THE MATTER OF THE ANALYSIS INTO QWEST CORPORATION'S COMPLIANCE WITH SECTION 271 (c) OF THE TELECOMMUNICATIONS ACT OF 1996 -Docket No. TC01-165

Dear Ms. Elofson:

Enclosed for filing with the Commission are eleven CD-Roms of the 700+ page ROC OSS Test Final Report. The successful completion of the ROC OSS Test ends a two-year review of Qwest's operational support systems which allow competitors access to these systems on a nondiscriminatory manner. Also enclosed is the original and ten copies of the Certificate of Mailing dated June 14, 2002.

An electronic copy of the ROC OSS Test Final Report was transmitted to you and to the service list on June 14, 2002.

Thank you for your assistance in this matter.

Very truly yours,

Mary S. Hobson

Mary S. Hobson

Enclosures

cc: Steven H. Weigler
Gregory J. Bernard
David Gerdes
Karen Cremer
Harlan Best
Warren R. Fisher
Mark Stacy
Marlon Buster Griffing

Boise-142466.1 0029164-00073

EXHIBIT
Qwest
87
7-11-02 cw

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Colleen Sevold
Thomas J. Welk
Gene N. Lebrun

Initial Release Date: December 12, 2001
First Response Date: January 7, 2002
Second Response Date: February 12, 2002
Third Response Date: March 28, 2002
Disposition Report Date: April 4, 2002
Fourth Response Date: April 25, 2002
Supplemental Disposition Report Date: May 21, 2002

SUPPLEMENTAL EXCEPTION DISPOSITION REPORT

An exception has been identified as a result of the test activities associated with the Change Management Review, MTP Test 23.

Exception:

Qwest did not adhere to its established change management process for notifying CLECs about a proposed process change, and allowing input from all interested parties.

Summary of Exception:

KPMG Consulting observed an instance in which Qwest did not provide CLECs with complete information about, and a reasonable interval for, a CLEC-impacting Product/Process Change Request (CR). Qwest SMEs held meetings with CLECs but did not adequately address CLEC concerns regarding a significant change. In addition, Qwest implemented the process change according to a pre-determined schedule despite CLEC objections. KPMG Consulting identified the following issues associated with the issuance and implementation of CR No. PC100101-5:

- Qwest, through the CMP, did not provide adequate information to CLECs about a significant CLEC-impacting process change;
- Once Qwest had answered some of the important regulatory, product, and documentation questions, Qwest allowed only four (4) business days for CLECs to prepare for the proposed change;
- Qwest, through the CMP, did not respond to input from all interested parties; a number of CLECs objected to Qwest's implementation of this change and requested its immediate suspension.
- Qwest, through the CMP, did not update CR status on a timely basis;
- Qwest CR includes rate changes that are not explicitly defined to be within the scope of CMP.

KPMG Consulting considered the fact that Qwest implemented CR PC100101-5 without taking into consideration CLEC objections, its failure to make available complete information

sufficiently in advance of the scheduled change, as well as the subsequent impasse[1] about the process governing Qwest-initiated changes, as indicative of a lack of a defined and documented change management process.

Summary of Qwest's Initial and Supplemental Responses:

In its initial response, Qwest's stated that this Exception was based on the *Interim Qwest Initiated Product/Process Change Request Initiation Process* that Qwest and CLECs had jointly developed during earlier CMP Redesign sessions. Qwest believed that the interim process might apply to the testing process clarification, and therefore, in good faith, submitted a CR. Qwest stated that subsequent to the submission of this CR, Qwest decided the CR was unnecessary because the interim process only applied to changes that directly stemmed from the OSS 271 testing efforts. Qwest responded to another issue in the Exception, adequate advance notice of the change, by stating that CLECs had more than six weeks to prepare for the change and that Qwest had already delayed the initial implementation date for a follow-up meeting on November 26, 2001.

Qwest and CLECs continued engaging in the collaborative CMP Redesign process and held a number of meetings to revise the CMP. Over the course of CMP Redesign, Qwest recognized the fact that Qwest and CLECs were at impasse over the process that governs Qwest-initiated Product/Process changes. Qwest subsequently negotiated and implemented a new *ad hoc* process (also referred to by Qwest as the *Interim Qwest-Initiated Product/Process Change Management Process*). Qwest indicated that CMP Redesign participants agreed to implement this process on April 1, 2002, with changes occurring on an 'as needed' basis only.

On April 22, 2002, Qwest requested that KPMG Consulting resume re-test activity for Exception 3094. Qwest stated that on April 16, 2002, Qwest and CLECs reached final agreement on the revised process for Qwest-initiated product and process changes. This process replaced the previously agreed-to interim process. Qwest requested KPMG Consulting to confirm that the prescribed process had been formalized and that the Redesign sessions were complete for the Product/Process portion of CMP. Qwest acknowledged that KPMG Consulting would be unable to observe adherence to the process.

On May 3, 2002, Qwest provided KPMG Consulting with a list of seven CMP Qwest-Initiated Product/Process changes that had been implemented in accordance with the agreed-upon procedures. Qwest also identified two other changes that had been internally initiated prior to April 1, 2002 (i.e., not subject to the new process) but that were still scheduled for issuance to CLECs on May 10, 2002.

1 KPMG Consulting observed that Qwest and CLECs were at impasse about Qwest-initiated Product/Process changes from December 2001 to March 2002.

KPMG Consulting's Supplemental Disposition Report (05/21/02):

Summary of KPMG Consulting's Retest Activities:

Based on the deficiencies noted in this Exception, KPMG Consulting recommended that the Exception remain open pending implementation of, and observation of adherence to, a complete process for Qwest-initiated Product and Process changes.

KPMG Consulting tested the Product/Process portion of the Qwest CMP through April 4, 2002, when it issued its first Disposition Report to this Exception. Since the ad hoc process was not final, and third party testing was concluding at that time, KPMG was unable to conduct its testing to ensure the existence of a complete and functioning Product/Process CMP. At Qwest's request, KPMG Consulting re-opened Exception 3094 on April 22, 2002, and conducted further testing. Re-test consisted of the following activities:

- Attending and observing Qwest-CLEC Redesign meetings;
- Attending and observing CMP monthly meetings;
- Reviewing publicly available documentation;
- Reviewing Qwest's internal documentation regarding Product/Process changes;
- Responding to Exception 3094; and
- Assessing Qwest notifications for Product/Process changes, including the seven Qwest-initiated changes that reportedly followed the agreed-upon procedures.

On April 25, 2002, KPMG Consulting confirmed that the draft CMP document included the revised process for Qwest-originated Product/Process changes. The revised documentation reflected changes from recent Qwest-CLEC discussions during the CMP Redesign meetings. The CMP Redesign agenda indicated that the collaborative meetings would continue through June 2002.

Summary of KPMG Consulting's Retest Results:

The procedures for Qwest-initiated Product/Process changes underwent considerable revisions in April 2002. Since the inception of the interim process on April 1, 2002, Qwest and CLECs changed the number of Qwest-initiated Product/Process change categories from four to five, and revised the criteria for categorizing such changes within defined levels. Qwest documented the revised process in the *Master Redlined CLEC-Qwest CMP Redesign Framework* document.

KPMG Consulting confirmed that Qwest initiated seven changes between April 1, 2002, and April 26, 2002. KPMG Consulting reviewed the relevant Qwest notifications and found that five of the changes were initiated after April 16, 2002, the date on which Qwest and CLECs reached agreement about the revised process. These five notifications include four Level 1 changes and one Level 2 change. Since the draft CMP document specifies that Level 1 changes are effective

immediately upon notice to CLECs, there was no change implementation interval associated with this type of notification. KPMG Consulting verified that the one Level 2 change followed the 21-day advance notification interval. Due to the relatively few notifications issued since April 16, 2002 under the new process, KPMG Consulting was unable to make a conclusive determination that Qwest adheres to the process for Qwest-initiated Product/Process changes.

Qwest and CLECs will continue discussions about the process for postponing a Product/Process change on May 21, 2002. This component of the Product/Process CMP is relevant to this Exception, which concerns the "notice-and-go" nature of the Product/Process CMP and lack of CLEC input for Product/Process changes. Based on this unresolved component, it appears that Qwest and CLECs have not developed all pertinent components of the Product/Process CMP.

KPMG Consulting recommends that Exception 3094 be closed unresolved.

ROC_TI764_EXP3094_Qwest Response to KPMG 4th Supp Rec_05_03_02.doc

Test Vendor ID:	EXP 3094
Qwest Internal Tracking ID:	TI 764
Observation/Exception Title:	Change Management Process not Adhered to
Test Type/Domain:	Test 23 – Change Management
Date Qwest Received:	12/12/2001
Initial Response Date:	12/21/2001
1st Supplemental Response Date:	01/25/2002
2nd Supplemental Response Date:	02/28/2002
3rd Supplemental Response Date:	03/22/2002
4th Supplemental Response Date:	03/28/2002
5th Supplemental Response Date:	04/03/2002
6th Supplemental Response Date:	04/22/2002
7th Supplemental Response Date:	05/03/2002

Test Incident Summary:

An exception has been identified as a result of the test activities associated with the Change Management Test, MTP Test 23.

Exception:

Qwest did not adhere to its established change management process for notifying CLECs about a proposed change, and allowing input from all interested parties.

Background

The Qwest Product/Process Change Management Process (CMP) is the method used by both Qwest and CLECs to introduce and implement changes to Qwest wholesale products and business processes. The Qwest CMP managers are responsible for the administration of Change Requests (CRs) and Notifications, including changes to, and updates of, relevant Qwest documentation. The Qwest Subject Matter Experts (SMEs) are responsible for the products and processes associated with proposed changes.

KPMG Consulting observed an instance in which Qwest did not provide CLECs with complete information about, and a reasonable interval for, a CLEC-impacting CR. On October 17, 2001 Qwest informed CLECs of a Qwest-initiated Process CR PC100101-5 "Clarification of additional testing process" (see Attachment A), which was scheduled for implementation on November 19, 2001[1]. At a follow-up meeting on October 31, 2001, CLECs reported to Qwest that the CR would affect their business operations, and that Qwest did not provided adequate information about this CR to answer the following questions:

[1] Information about this CR and supporting documentation (process documentation, process presentation, and Question & Answers) may be found at http://www.qwest.com/wholesale/cmp/changerequest.html

- Regulatory: CLECs requested that Qwest investigate whether or not the proposed CR would comply with Qwest's legal obligations, such as SGATs and Interconnection Agreements.
- Products: CLECs requested that Qwest provide a list of all products affected by this CR. At the follow-up meeting, Qwest was unsure if the CR would affect line-shared loops; and
- Documentation: CLECs requested that Qwest include the precise wording of the affected Product Catalogue (PCAT) in the CR. In the CR, Qwest provided limited text to describe the new process, and how the changes would affect CLECs.

In order to respond to the remaining CLEC inquiries, Qwest scheduled a follow-up meeting on November 26, 2001, and delayed the scheduled implementation until December 1, 2001.

During CMP Redesign meetings, at least three CLECs made an attempt to halt the implementation date and escalate this CR. Qwest implemented CR PC100101-5 on December 1, 2001, and distributed a notification on December 3, 2001[2].

The event timeline for the CR that is the subject of this Exception is as follows:

Date	Event
10/17/2001	Qwest presented change request (CR) PC100101-5 "Clarification of additional testing process" at the monthly Change Management meeting.
10/31/2001	Follow-up meeting held – Intended for Qwest to clarify outstanding issues.
11/26/2001	Follow-up meeting held – Qwest answered some of the questions from CLECs.
12/01/2001	Scheduled process implementation date
12/04/2001	Qwest notification about update applied to CEMR User Guide. CLECs issue written statement requesting a status update, and that Qwest immediately stop implementation of this CR.

Issue

KPMG Consulting observed the following issues related to CR PC100101-5:

- Qwest, through the CMP, did not provide adequate information to CLECs about a significant CLEC-impacting process change;
- Once Qwest had answered some of the important regulatory, product, and documentation questions, Qwest allowed only four (4) business days for CLECs to prepare for the proposed change[3];
- Qwest, through the CMP, did not respond to input from all interested parties; a number of CLECs objected to Qwest's implementation of this change and requested its immediate suspension.
- Qwest, through the CMP, did not update CR status on a timely basis;
- Qwest CR includes rate changes that are not explicitly defined to be within the scope of CMP.

[2] Qwest notification titled "Documentation: CEMR: User's Guide Updated: 12/03/01."
[3] At the time of this report, KPMG Consulting observed that Qwest and CLECs had not agreed on all legal and regulatory aspects of this CR.

Impact

Qwest did not adhere to its established change management process for notifying CLECs about proposed changes, and allowing input from all interested parties. In this instance, Qwest's failure to conduct thorough research prior to CR initiation necessitated follow-up investigations that increased the length of legal, regulatory, and operational discussions, thereby reducing the time allowed for CLECs to prepare for proposed changes. Any changes that are implemented without close examination by all interested parties may override Qwest's prior agreed upon service obligations to CLECs.

Qwest Formal Response:

This Exception is premised on KPMG's statement that "Qwest did not adhere to its established change management process for notifying CLECs about proposed changes" in processing the CR at issue. KPMG appears to assume that the process that applies to this CR is the *Interim Qwest Initiated Product/Process Change Request Initiation Process* that was developed in the CMP Redesign Sessions. CLECs have now clearly stated, however, that they never intended for that interim process to apply to the Qwest-initiated change at issue here.

At the time Qwest issued this CR, Qwest believed that this interim process might apply to the testing process clarification and, therefore, in good faith, submitted a CR. However, there was confusion between Qwest and the CLECs regarding the applicability of that interim process. The CLECs subsequently clarified at the December 10-11, 2001 redesign session that they never intended for that interim process to only apply to anything except changes that arose from 271 workshops or OSS testing. The interim process, as clarified by the CLECs and agreed to by Qwest, currently calls for Qwest to initiate CRs only for changes that alter CLEC operating procedures (as determined by Qwest), and that are made as a result of third party test or a 271 Workshop. Therefore, under the established change management process, Qwest was not required to submit or process a CR for this issue in the first place. Nonetheless, even though submission of the CR turned out not to be necessary, Qwest submitted a CR in good faith and followed the interim process.

Qwest's responses to each of the five bullet points KPMG raises are set forth below.

KPMG Issue: *Qwest, through the CMP, did not provide adequate information to CLECs about a significant CLEC-impacting process change.*

Qwest Response:

Qwest provided information and answered CLEC questions regarding this CR by introducing CR No. PC100101-5 to the CLEC community through the Change Management Process (CMP). As noted above, at the time Qwest submitted this CR, it did so based on a good faith effort to comply with the *Interim Qwest Initiated Product/Process Change Request Initiation Process*. Since that time, the CLECs have clarified that they want that process to only apply to certain changes arising from 271 workshops or OSS testing. All other Qwest initiated product/process changes will be discussed at future Redesign sessions. At those future sessions, the nature and amount of information that Qwest must provide regarding its product/process CRs will be defined. Thus, Qwest provided more information than was required under existing processes by submitting the CR to the CLECs.

Qwest's efforts to provide information did not stop with submitting the CR. Qwest held at least three meetings with CLECs to provide information and answer CLEC questions relating to the CR. See Chronology of Events below.

KPMG Issue: *Once Qwest had answered some of the important regulatory, product, and documentation questions, Qwest allowed only four (4) business days for CLECs to prepare for the proposed change*[4];

Qwest response:

The process for additional testing described in the CR, which was introduced on October 17, 2001, did not change from that time until the time it was fully implemented on December 1, 2001. Thus, the CLECs had more than 6 weeks -- not only 4 days -- to prepare for the change. The chronology below outlines the key notification dates relating to this CR.

Chronology of Events for CR No. PC 100101-5

10/17/01 - CMP Meeting: Qwest introduced "Description of Change" and agreed to provide detailed package for CLEC review. Walk through meeting to be scheduled by Qwest in the late October/early November 2001 time frame.

10/26/01 - Notification forwarded to the CLEC community regarding presentation of CR in the October 31, 2001 CMP Re-Design Meeting.

10/31/01 - CR presented to the participating CLECs at the CMP Re-Design Meeting. CLECs were requested to provide comments. **Qwest agreed to delay initial implementation date to address CLEC concerns.**

11/08/01 - Qwest Notification (Document No. PROD.11.08.R.00197.Misc&Repair Language. Subject: Update to Product Information on Maintenance and Repair Language within EEL, UDIT, LMC and Unbundled Loop General) transmitted to CLEC community.

11/08/01 - PCAT Documents posted to the Qwest Wholesale CMP Document Review website: http://www.qwest.com/wholesale/cmp/review.html. Comments from CLEC community due in 15 calendar days (11/23/01), as stated in "Interim External Change Management Process for Qwest Initiated Product/Process Changes," Version 6 - 11/26/01.

11/13/01 - Notification transmitted to CLEC community regarding follow-up meeting scheduled for 11/26/01.

11/14/01 - CMP Meeting - Qwest advised CLEC community that PCAT documents currently are available for comment.

11/24/01 - No comments were received from the CLEC community regarding PCAT documents posted to the Qwest Wholesale CMP Document Review Website.

11/26/01 - Qwest conducted a follow-up meeting with the CLEC community to discuss any technical issues with the CR (primarily operational and testing issues). Responses to questions were prepared for posting on the Qwest Wholesale WEB page.

11/28/01 - "Questions & Answers for Additional Testing 11/26/01" document posted to Qwest Wholesale website http://www.qwest.com/wholesale/cmp/changerequest.html

11/28/01 - "Additional Testing Process Document - 11/09/01" and "Additional Testing Process Presentation - 11/09/01" posted to Qwest Wholesale website.

[4] At the time of this report, KPMG Consulting observed that Qwest and CLECs had not agreed on all legal and regulatory aspects of this CR.

http://www.qwest.com/wholesale/cmp/changerequest.html These documents were previously posted in the Qwest Wholesale CMP Re-Design website: http://www.qwest.com/wholesale/cmp/redesign.html

11/30/01 - Qwest IT Wholesale Communicator, November 30, 2001, Document No. SYST.11.30.01.F.02444_CEMR_UG_Update, CEMR User's Guide Update transmitted to Qwest Wholesale Customers

12/05/01 - Formal Escalation received from Eschelon regarding implementation of CR.

12/06/01 - Qwest response sent acknowledging receipt of Formal Escalation from Eschelon (PC100101-5-E01).

12/07/01 - KMC Telecom notified Qwest to participate in the formal escalation initiated by Eschelon.

KPMG Issue: *Qwest, through the CMP, did not respond to input from all interested parties; a number of CLECs objected to Qwest's implementation of this change and requested its immediate suspension.*

Qwest response: Qwest acted on CLEC input by holding additional meetings and agreeing to delay the original implementation date. Further, the processes that Qwest and the CLECs agreed to use for resolving disagreements are the escalation and dispute resolution processes. CLECs have invoked the escalation process with regard to this CR. In accordance with that process, Qwest responded to the escalation and offered a proposed process for resolving the CLEC concerns. Qwest will continue to abide by the agreed processes for resolving the disagreements relating to this CR and hopes to reach a mutually agreeable solution to the issues.

KPMG Issue: *Qwest, through the CMP, did not update CR status on a timely basis.*

Qwest response:

The CMP database is posted to the website on an "every third day" basis with updated CR status, status history, responses, meeting minutes, etc. for all active CRs. Qwest therefore does not understand KPMG's statement and needs additional detail regarding the specific issue if KPMG needs a more specific response.

KPMG Issue: *Qwest CR includes rate changes that are not explicitly defined to be within the scope of CMP.*

Qwest response:

The Qwest-initiated CR at issue here does not include rate changes. The purpose of the CR is to clarify that, if a CLEC chooses not to perform diagnostic testing to determine whether trouble resides within the CLEC's network, the CLEC may request that Qwest perform that testing on the CLEC's behalf. Under the process, a CLEC that asks Qwest to test on the CLEC's behalf also authorizes Qwest to charge the CLEC for performing that testing. Qwest proposed to use existing labor rates -- in CLEC interconnection agreements or the SGAT -- for performing the testing. Qwest also offered to enter into an amendment to interconnection agreements to specify the rate if a CLEC preferred to address the issue that way.

KPMG Comments (01/08/2002):

KPMG Consulting reviewed Qwest's response and found that the information presented differs in several ways from KPMG Consulting's understanding of the Interim Product/Process CMP. Qwest stated, in October 2001, that it would submit CRs for changes to products or processes that alter CLEC operating

procedures, and that the Interim Product/Process CMP would govern all Qwest-initiated Product/Process CRs.[5] KPMG Consulting attended the October 17, 2001 Product/Process CMP Meeting, and observed that Qwest planned to implement PC100101-5 sooner than the 45-day interval that the interim process specifies. CLECs expressly stated that this change would be CLEC-impacting.[6]

KPMG Consulting observed that, on October 31, 2001,Qwest agreed to take the following action items:

Regulatory:	Qwest would investigate whether or not the proposed CR would comply with Qwest's legal obligations, such as SGATs and Interconnection Agreements;
Products:	Qwest would specify the products affected by the proposed CR;
Documentation:	Qwest would provide CLECs with the revised PCAT language.

At the October 31, 2001 meeting, Qwest agreed to change the implementation date from November 19, 2001 to December 1, 2001. This change was made because Qwest planned to address important questions related to the above three topic areas at the follow-up meeting scheduled for November 26, 2001.

In response to CLEC objections, Qwest's legal and change management staffs stated, on November 29, 2001, that Qwest would investigate whether or not the implementation of this change would be suspended. As of December 1, 2001, however, Qwest had not provided CLECs with any status update regarding this CR. Based on information on the Qwest CMP Web site, it was unclear if CR PC100101-5 was going to be suspended, delayed a second time, or implemented on December 1, 2001. In response to a CLEC inquiry regarding the issue, Qwest formally informed CLECs, on December 4, 2001, that CR PC100101-5 had been executed on December 1, 2001, and advised the inquiring CLEC, through an email response, that interested parties should escalate the issue through the formal Change Management escalation procedure.

Based on the above events, KPMG Consulting provides a review each of the major issues included in this Exception:

1. *Following its responses to important regulatory, product, and documentation questions, Qwest allowed only four (4) business days for CLECs to prepare for the proposed change.*

   Appendix A shows that the original CR form lacked specific information about the proposed change. As of October 31, 2001, Qwest had not provided CLECs with details or answers that addressed important regulatory, products, and documentation questions. In addition, KPMG Consulting observed that Qwest had not provided CLECs with draft PCAT documentation until November 8, 2001. In the absence of the above information and/or documentation, CLECs were unable to adequately prepare for the proposed change in advance of its implementation. Qwest's failure to conduct thorough research prior to initiating the CR necessitated follow-up investigations that increased the length of legal, regulatory, and operational discussions, thereby reducing the time allowed for CLECs to prepare for the proposed change. Based on the above observation, KPMG Consulting respectfully disagrees with Qwest's statement that CLECs had "more than six weeks" to make informed decisions and adapt to the proposed change.

2. *Qwest, through the CMP, did not provide adequate information to CLECs about a significant CLEC-impacting process change.*

   KPMG Consulting observed that Qwest did not provide CLECs with adequate information in advance of the CR implementation. As shown in Appendix A, the original CR form, which CLECs expressly

[5] *Qwest Corporation's Report on the Status of Change Management Process Redesign before the Public Utilities Commission of the State of Colorado* dated October 10, 2001.

[6] The draft meeting minutes of the October 17, 2001 Product/Process CMP meeting were included in the November 2001 Product/Process CMP distribution package located at http://www.qwest.com/wholesale/downloads/2001/011112/ProductProcessNovDistPackage2.pdf.

stated on October 17, 2001 would impact their business operations, lacked specific information about the proposed change. As of October 31, 2001, Qwest had not provided CLECs with details or answers that addressed important regulatory, product, and documentation questions. In addition, KPMG Consulting observed that Qwest had not provided CLECs with draft PCAT documentation until November 8, 2001, and a follow-up meeting did not take place until November 26, 2001, four days before the CR's actual implementation. Qwest's failure to provide information necessitated follow-up investigations that increased the length of legal, regulatory, and operational discussions, thereby not affording CLECs adequate time to prepare for the proposed change.

3. *Qwest, through the CMP, did not respond to input from all interested parties; a number of CLECs objected to Qwest's implementation of this change and requested its immediate suspension.*

   KPMG Consulting understands that CLECs have invoked the Escalation Process with regard to the CR in question. Nonetheless, since Qwest did submit a CR through the CMP, the fact that Qwest implemented the change – in spite of CLEC objections – indicates that, within the overall CMP framework, there is a lack of clarity between what Qwest defines as a CR, and a Qwest unilateral notification of process change. In addition, Qwest was unable to answer all CLEC inquiries at the additional meetings held to discuss this CR in more detail. At the November 29, 2001 meeting, it was still uncertain whether or not the change would be implemented on December 1, 2001.

4. *Qwest, through the CMP, did not update CR status on a timely basis.*

   Qwest distributed SYST.11.30.01.F.02444_CEMR_UG_Update at 10:39 AM MST on ***December 3, 2001*** (see Appendix B). On November 29, 2001, Qwest legal and change management staff indicated that Qwest would investigate whether or not the CR would be suspended, but did not provide CLECs with the status update until December 4, 2001, three days after the change had gone into effect. As of December 1, 2001, the CR status report on the Qwest CMP Web site did not indicate if CR PC100101-5 was suspended or implemented.

5. *Qwest CR includes rate changes that are not explicitly defined as within the scope of CMP.*

Qwest's response to this issue stated that the CR, itself, did not result in rate changes. However, the change in question is Qwest's implementation of a new testing process for Maintenance & Repair that results in Qwest's unilateral imposition of labor rates without CLEC agreement. The change potentially does have a significant financial impact on some CLECs. KPMG Consulting is aware that rate changes are not explicitly defined as within the scope of CMP, but would expect all Qwest-initiated CRs to follow the defined CMP Process.

KPMG Consulting did not observe Qwest's offer[7] to enter into an amendment to interconnection agreements. KPMG Consulting reviewed the *Questions & Answers for Additional Testing 11/26/2001* document, and was unable to locate information to support Qwest's statement.[8] Instead, KPMG Consulting observed that Qwest repeatedly stated in meetings that the CR was a clarification of existing requirements, thus making an amendment unnecessary. For instance, at the October 31, 2001 meeting, one CLEC asked if Qwest had checked all existing interconnection agreements to ensure that the CR was consistent with Qwest's legal obligations. Qwest replied, "yes," suggesting that no amendment was necessary.

KPMG Consulting recommends that this Exception remain open pending resolution of the above issues.

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[7] Qwest quote from December 21st response: "Qwest also offered to enter into an amendment to interconnection agreements to specify the rate if a CLEC preferred to address the issue that way."

[8] *The Questions & Answers for Additional Testing 11/26/2001* document is located at http://www.qwest.com/wholesale/downloads/2001/011128/QA_CR_PC100101-5OptTesting112601.doc.

Qwest Response to KPMG Comments (01/25/2002):

This Exception needs to be viewed in the unique context of the interim process for product and process changes in the Change Management Redesign process. During the redesign sessions, there was a misunderstanding regarding the scope of an interim process and the status of the CMP Redesign Team's discussions regarding that process. The redesign misunderstanding uniquely impacted the Additional Testing CR. As a result of that misunderstanding, the Additional Testing CR was initiated pursuant to the interim process established by the redesign team. Because of objections raised by CLECs in the redesign sessions, the Additional Testing CR was then handled pursuant to the process that existed before the redesign sessions began. As a result of the unique situation caused by the redesign misunderstanding, the issues raised in this Exception do not reflect the kind of systemic departure from procedure that is appropriately raised in an Exception. Further, the issues raised in this Exception appear to be confused by the inclusion of CLEC advocacy positions and/or requests in the factual recitation. The relevant facts are set forth below.

- Qwest initiated this CR under the *Interim Qwest Product/Process Change Management Process*.

As Qwest stated in its initial response, at the time Qwest issued this CR, Qwest believed that the *Interim Qwest Initiated Product/Process Change Request Initiation Process* that was developed in the CMP Redesign Sessions might apply to the testing process clarification and, therefore, it submitted the CR. Since that time, it became apparent that the CLECs and Qwest had different understandings regarding the scope of the interim process. The CLECs and Qwest have spent a great deal of time in CMP Redesign Sessions discussing their respective positions regarding the interim process. During these sessions it became clear that the CLECs intended that the interim process should only apply to changes that were generated by the 271 workshops or OSS testing. Qwest agreed to this limitation on the scope of the interim process.

These discussions are reflected in the meeting minutes for the CMP Redesign Sessions held October 30 through November 1, 2001 (see pp. 2-3); November 13, 2001 (see p. 5); and November 27 through November 29, 2001 (see pp. 13-15). Copies of the discussion summaries from these minutes have been provided with this response or they may be located at the following URL under subheading Meeting Minutes, http://qwest.com/wholesale/cmp/redesign.html

- Qwest processed this CR in accordance with the interim process until it became clear that the interim process did not apply.

The interim process requires that Qwest post its CR and related documentation to the CMP web site, and discuss it at the CMP Monthly Forum. The CLECs may raise any questions during the discussions and submit written comment through a mechanism on the web site. Any issues that are not resolved can be escalated.

Qwest followed the interim process by issuing the CR, discussing it at the CMP Monthly Forum, and posting the documentation changes on the CMP web site. Qwest also held meetings with the CLECs in addition to the CMP Monthly Forum in which Qwest answered CLEC questions relating to the CR. Qwest received no written comments through the web site mechanism. Qwest responded orally and in writing to the issues the CLECs raised in the several meeting that were held. These actions satisfied the interim process.

For ease of reference, a copy of the Interim Qwest Product-Process CMP document has been provided with this response or can be located at the following URL under Redesign Documentation, http://qwest.com/wholesale/cmp/redesign.html

* Qwest has also complied with the existing change management process.

By December 12, 2001, when this Exception was written, it was clear that the interim process did not apply. Thus, Qwest was not required to issue or process any CR in accordance with that process. Because the CMP Redesign team has not agreed to any other product/process procedures, the process that applies is the existing change management process. Under the existing process, Qwest must only provide notice before implementing a change (the existing process document titled Current CICMP has been provided with this response.) Qwest has gone far beyond that simple requirement by issuing the CR, holding several meetings to discuss the CR and answer CLEC questions, and issuing the documentation for comment.

* The remaining issues raised in this Exception do not change the analysis set forth above.

There are other issues raised in this Exception, such as KPMG's statement that that there was confusion in the November 29, 2001 CMP Redesign Session regarding whether the CR would be implemented on December 1. The minutes for that meeting do not reflect any such confusion. Moreover, Qwest clearly stated at the end of the conference call held with the CLECs on November 26, 2001 to discuss the CR that it would implement the CR on December 1. There was no reasonable basis for any such confusion.

KPMG also points to a CLEC request for suspension of the CR. It is important to note that neither process required Qwest to delay or cancel implementation simply because a CLEC disagreed with or raised questions regarding Qwest's proposed change. Furthermore, Qwest has reviewed the change management processes of other companies, and no other process in the country, including processes reviewed by KPMG in other tests, includes a requirement that the ILEC suspend a proposed change if a CLEC objects to the change. Instead, any such issue upon which agreement could not be reached is required to be treated in the same way under the existing change management process and the interim product/process change management process: they are to be escalated. That is, in fact, what happened with this CR -- Eschelon and other CLECs initiated an escalation. This was the appropriate method for resolving any unresolved issues under both processes.

KPMG Supplemental Recommendation (02/12/2002):

KPMG Consulting has reviewed Qwest's January 25, 2002 response along with the following referenced documents:

(a) *Final CMP Redesign Meeting Minutes 10/30/2001 – 11/1/2001*;
(b) *Final CMP Redesign Meeting Minutes 11/13/2001*;
(c) *Final CMP Redesign Meeting Minutes 11/27/2001 – 11/29/2001*; and
(d) *Interim Qwest Product/Process Change Management Process* dated 10/3/2001.

In addition, KPMG Consulting reviewed other meeting minutes and materials relevant to this Exception and available at the Qwest CMP Web site[9]:

(e) *Draft Meeting Minutes for Product/Process CMP Monthly Meeting 10/17/2001*;
(f) *Draft Meeting Minutes for Product/Process CMP Monthly Meeting 11/14/2001*;
(g) *Change Management Process (CMP) Improvements – 11-26-01*;
(h) *Final CMP Redesign Meeting Minutes 12/10/2001 – 12/11/2001; and*
(i) *Draft Meeting Minutes for Product/Process CMP Monthly Meeting 12/12/2001.*

KPMG Consulting agrees with Qwest that the subject of this Exception needs to be considered in relation to the applicability of the interim process for product and process changes as part of the Change

[9] CMP Redesign documents are posted at: http://www.qwest.com/wholesale/cmp/redesign.html

Management Redesign Process. Qwest has indicated, in its previous responses, that it believes that a Qwest CR was not necessary for this process change based on the scope and requirements of the Interim Product/Process CMP. Based upon discussions that were held November 27 – 29, 2001 and again on December 10 – 12, 2001, Qwest believed that the interim process applied only to changes related to Third Party Testing and to 271 workshops.

KPMG Consulting issued this Exception following an extensive review of facts and circumstances. In particular, KPMG Consulting published this Exception after December 1, 2001, the Qwest-scheduled implementation date for this process change, in order to observe the complete set of circumstances, processes, and activities related to CR PC100101-5. The Exception identifies a deficiency in the Change Management Process that will result in a negative comment for one or more of the evaluation criteria in the Final Report if left unresolved.

The specific process issues that KPMG Consulting has identified in this Exception include:

1. Qwest, through the CMP, did not provide adequate information to CLECs about a significant CLEC-impacting process change;
2. Once Qwest had answered some of the important regulatory, product, and documentation questions, Qwest allowed only four business days for CLECs to prepare for the proposed change[10];
3. Qwest, through the CMP, did not respond to input from all interested parties; a number of CLECs objected to Qwest's implementation of this change and requested its immediate suspension;
4. Qwest, through the CMP, did not update the CR's status on a timely basis;
5. Qwest's CR includes rate changes that are not explicitly defined to be within the scope of CMP.

KPMG Consulting provided a detailed review of each of these discussion items in the first response to this Exception on January 7, 2002. In its January 25, 2002 response, Qwest raised additional concerns surrounding the unique situation for the Additional Testing CR and for Change Management Redesign. KPMG Consulting offers additional comments to clarify the facts and background regarding the issuance of this Exception.

- **Qwest initiated the CR under the *Interim Qwest Product/Process Change Management Process.***

Qwest implemented the Interim Product/Process CMP on October 17, 2001, the same day that Qwest first presented CR PC100101-5 for discussion with CLECs. According to the minutes from this meeting, Qwest stated that it had intended to issue a notification instead of a CR in order to implement the proposed change in 15 days instead of 45 days. Qwest had brought the issue forward as a CR in good faith for CLECs to have adequate advance review. Several CLECs stated that the proposed change would be CLEC-impacting, and requested Qwest to provide CLECs with complete information about the proposed change before counting days as part of the defined 45 day interval for notifying CLECs, for soliciting CLEC input, and for finalizing the change. Qwest later reaffirmed that the interim process for Qwest-initiated CRs was meant for all Qwest product/process changes that altered CLEC operating procedures[11].

- **As of December 12, 2001, it was still unclear that the interim process did not apply. KPMG Consulting's understanding is that the interim process was in effect during the period in question (i.e., October 17, 2001 through December 12, 2001).**

Although Qwest stated on October 31, 2001 that it would delay implementation of the CR in question on December 1, 2001 to address CLEC concerns, Qwest had not resolved all of the regulatory, product, and documentation questions and scheduled another follow-up meeting for November 26, 2001. Meeting

[10] At the time of this report, KPMG Consulting observed that Qwest and CLECs had not agreed on all legal and regulatory aspects of this CR.
[11] See Final Meeting Minutes, CMP Process Re-design, October 30 – November 1, 2001.

minutes indicate that the discussion about the disagreement over the interim process had not begun until November 27, 2001, after Qwest had already scheduled implementation of CR PC100101-5. In this case, Qwest scheduled the change implementation date prior to making complete information available to CLECs and receiving their comments.

Based on a review of the minutes from the three Change Management Redesign sessions held prior to the CR's implementation, KPMG Consulting believes that CLECs and Qwest did not reach consensus about the degree of decision-making authority CLECs would have in modifying or suspending Qwest-initiated CRs[12]. In fact, it was in response to the objections with this CR and the degree of input into the process that the CLECs considered limiting the scope of the interim process in December.

KPMG Consulting does not consider meeting minutes which provide written record of opinions and open discussion about the Change Management development to serve as a proxy for the formalized process that was in place at the time that this change occurred. Furthermore, there does not appear to be conclusive language in the minutes to suggest that the Interim process did not apply as of December 1, 2001.

Qwest issued two documents that suggest the approach for Qwest-initiated process CRs had not changed. One document lists all CMP improvements that were effective or scheduled to be implemented as of November 26, 2001[13]. The Qwest-initiated Product and Process CR Process is cited as being implemented October – November, 2001. The other document describes the process by which baseline elements of the redesign effort may occur prior to the completion of the CMP redesign effort[14]. The document states that implementing baseline changes requires agreement among Core Team members and an implementation presentation for the general CLEC community.

KPMG Consulting considers Change Management to be an essential element of ongoing CLEC business operations and of the Qwest-CLEC business relationship. Because it governs an important part of all CLEC interaction with Qwest, KPMG Consulting would expect, at a minimum, that Qwest CMP would feature the following functions:

- Qwest notifies CLECs of all CLEC-impacting changes with complete information and sufficiently in advance of such changes;
- CMP includes the procedures through which Qwest takes into consideration the feedback from CLECs on all proposed CLEC-impacting changes; and
- CLECs have the opportunity to modify, discuss, and escalate issues encountered with proposed changes.

In response to this Exception, Qwest stated that it was not aware of CLEC objections to CR 100101-5 because Qwest did not receive any written comments through the Web-based PCAT documentation review mechanism. However, the Redesign meeting minutes clearly demonstrate that CLECs were dissatisfied with both the change in question and with the overall process for managing Qwest-initiated CRs. Qwest Change Management representatives, who act as Qwest's point of contact, were present at these meetings. After having heard CLEC objections, none of the Qwest representatives had advised CLECs to escalate the CR in question until December 4, 2001[15], three days after implementation, thus leaving CLECs wondering if Qwest was going to respond to CLECs by suspending the proposed change.

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[12] Quote from *Final CMP Redesign Meeting Minutes 11/13/2001*: "Schultz cited that there did not appear to be agreement between the CLEC community concerning the Qwest initiated product/process CR process."
[13] See Appendix B: *Process to Deploy Qwest CMP Improvements – 11-26-01*
[14] See Appendix C: *Change Management Process (CMP) Improvements – 11-26-01*
15 In response to CLEC inquiry to Judy Schultz and Laura Ford, Qwest advised Eschelon to escalate the CR in question in an email dated December 4, 2001, at 7:13 PM

Due to differences in scope and history among ILEC change management processes, KPMG Consulting considers it inappropriate to compare Qwest CMP to that of other ILECs. As part of 271 OSS Testing effort, KPMG Consulting is evaluating Qwest CMP based on a pre-determined framework of evaluation criteria. Based on Qwest's latest response and the current state of Product/Process CMP, at least one KPMG Consulting evaluation criteria for Test 23 would be assessed "Not Satisfied." KPMG Consulting points to the CLEC request for suspension of the CR as an example of the collaborative extent of CMP and the ineffectiveness of the process to address disputes such as this. The Exception is not based on a requirement that an ILEC suspend a proposed change if the CLEC objects to the change.

KPMG Consulting considers the fact that Qwest implemented CR PC100101-5 without taking into consideration CLEC objections, its failure to make available complete information sufficiently in advance of the scheduled change, as well as the subsequent impasse[16] about the process governing Qwest-initiated changes as indicative of lack of a defined and documented change management process.

KPMG Consulting reviewed aforementioned documents and identified that Qwest did not adhere to the expectations of a well-formed, functioning Qwest-CLEC change management process.

KPMG Consulting recommends that this Exception remain open pending implementation of and observation of adherence to a complete process for Qwest-initiated Product and Process Change Requests.

Qwest Response to KPMG Supplemental Recommendation (02/28/2002):

Qwest is currently working in collaboration with CLECs to develop its change management process for product/process changes. Qwest's proposed process for such changes is attached. This proposal has not yet been fully discussed and has not yet been agreed to in the redesign process. Qwest will supplement its response to this Exception when the process is more fully developed.

Qwest Supplemental Response to KPMG Supplemental Recommendation (03/22/2002):

During the March 18-19, 2002 CMP redesign session, Qwest and CLECs agreed that Qwest will implement the Qwest-initiated product/process change management process, as modified during the redesign session, as an interim process as soon as practicable.

In addition, the redesign team agreed that Qwest and CLECs will continue to evaluate and modify that process. The redesign team will review product/process notices issued over the last few months in order to make the list of categories in each of the four "Levels" of product/process changes more exhaustive. The redesign team expects this initial effort to be completed by April 16, 2002. After this review, CLECs and Qwest will baseline the interim process. Qwest will then insert it into the Qwest Wholesale Change Management Process Document and implement it as modified.

Qwest will implement the Interim Qwest-Initiated Product/Process Change Management Process on or before April 1, 2002. The interim process can be found on Qwest's wholesale web site at www.qwest.com/wholesale/cmp/whatiscmp.html.

Qwest Supplemental Response (03/28/2002):

Qwest committed to the following action item in the 3/22/02 response:

16 KPMG Consulting observed that Qwest and CLECs were at impasse about Qwest-initiated Product/Process changes from December 2001 to February 2002.

"Qwest will implement the Interim Qwest-Initiated Product/Process Change Management Process on or before April 1, 2002. The interim process can be found on Qwest's wholesale web site at http://www.qwest.com/wholesale/cmp/whatiscmp.html."

Qwest has implemented the Interim Qwest-Initiated Product/Process Change Management Process for product/process changes that are initiated on or after 4/1/02.

KPMG 2nd Supplemental Recommendation (03/29/2002):

KPMG Consulting attended the March 20, 2002 Product/Process CMP Meeting and observed that Qwest advised CLECs during the meeting that, starting April 1, 2002, Qwest would implement an *ad hoc* process to manage Qwest-initiated Product/Process changes. It is KPMG Consulting's understanding that this *ad hoc* process remains subject to further development, modifications, and negotiations in CMP Redesign (See *http://www.qwest.com/wholesale/cmp/whatiscmp.html*).

KPMG Consulting recognizes that Qwest and CLECs have yet to agree on key components of a comprehensive Product/Process CMP but that parties have come to a conceptual consensus in a number of areas (Please refer to Attachment 1 – *Concepts Agreed Upon as of the March 18-19, 2002 Redesign Session*). Due to the current test schedule, it is unlikely that KPMG Consulting will be able to evaluate the final, agreed-upon process that will result from CMP Redesign. The CMP Redesign meetings are currently scheduled to continue through June 2002.

KPMG Consulting recommends that this Exception remain open pending implementation of and observation of adherence to a complete process for Qwest-initiated Product and Process Change Requests.

Qwest Response to KPMG 2nd Supplemental Recommendation (04/03/2002):

As KPMG has noted, the parties to the Change Management Redesign meetings have reached agreement in principle on a process for Qwest-originated product and process changes. At the March 20, 2002 Product/Process CMP Meeting, Qwest advised CLECs during the meeting that, starting April 1, 2002, Qwest would implement an interim process to manage Qwest-initiated Product/Process changes. The parties to the Change Management Redesign Process agreed upon the interim process and agreed that Qwest would implement the interim process. The interim process is consistent with the agreements in principle between the parties concerning product and process changes. Although this process remains subject to further development, modifications, and negotiations in CMP Redesign, the CLECs have agreed to implementation of this process with changes on an 'as needed basis only' as redesign discussions continue.

With the implementation of the interim process for Qwest-initiated product and process changes, along with the process that Qwest implemented last year for CLEC-initiated product and process changes, Qwest's CMP processes for product and process changes are more complete and comprehensive than any other CMP process in the country. Furthermore, the FCC's 271 orders have focused on change management for OSS systems, and not on change management for product and process changes.

Due to the current schedule of this test, Qwest requests that KPMG Consulting conduct no further testing. Qwest does not believe the remaining unresolved issues warrant an extension of the test time line. Qwest recognizes this will not allow KPMG to observe implementation of and observation of adherence to the process for Qwest-initiated Product and Process Change Requests that is the final product of the Change Management Redesign process.

KPMG Disposition Report (04/04/2002):

Summary of KPMG Consulting's Retest Activities and Results:

KPMG Consulting recognizes that Qwest and CLECs have yet to agree on key components of a comprehensive Product/Process CMP. Qwest implemented an *ad hoc* process to manage Qwest-initiated Product/Process changes as of April 1, 2002. Although CLECs and Qwest have reached an "agreement in principle" for this interim process, it is KPMG Consulting's understanding that the referenced process remains subject to further development, modifications, and negotiations in CMP Redesign. KPMG Consulting is not able to conduct a thorough evaluation until the prescribed process is formalized, the Redesign sessions are complete, and the process is fully implemented and confirmed. However, the current schedule is for Redesign meetings to continue until June, 2002.

Qwest has requested that KPMG Consulting conduct no further testing. Since the ad hoc process is not final and third party testing is concluding, KPMG was unable to conduct retesting to ensure that a complete and functioning Product/Process CMP was in place.

KPMG Consulting recommends that Exception 3094 be closed unresolved.

Qwest Response to KPMG Disposition (04/22/2002):

At the April 16, 2002 Change Management Redesign meeting, Qwest and the CLECs reached agreement on a process for Qwest-originated product and process changes. This process supersedes the previously agreed to interim process. The agreements have been incorporated into the Master Redlined CLEC-Qwest CMP Redesign Framework – Revised 04-16-02 in section 5.4 Qwest Initiated Product/Process Changes. The updated document has been posted on Qwest's Change Management Process (CMP) website (http://www.qwest.com/wholesale/cmp/redesign.html).

Qwest requests KPMG Consulting review the updated Master Redlined document to confirm formalization of the process. Qwest understands that KPMG Consulting will not be able to observe adherence to the process, however, KPMG Consulting can confirm the prescribed process is formalized and the Redesign sessions are complete for Product/Process CMP. Qwest requests KPMG Consulting reconsider the disposition of this exception and if there is an opportunity to observe adherence, Qwest will notify KPMG.

KPMG 4th Supplemental Recommendation (04/25/2002):

KPMG Consulting reviewed the *Master Red-Lined CLEC-Qwest CMP Redesign Framework* document,[17] dated April 16, 2002, and acknowledges that the draft document includes a revised process for Qwest-originated product and process changes. The relevant section of the CMP is included with this Exception response as Appendix D. The revised documentation reflects changes based on Qwest-CLEC discussions and the CMP Redesign collaborative meetings that have been conducted to-date. It is KPMG Consulting's understanding that the draft CMP document and associated sub-processes continue to be discussed and negotiated as part of the CMP Redesign working sessions.

KPMG Consulting, based on its monitoring of recent CLEC-Qwest communications, observes that the Product and Process CMP is not yet fully implemented. In written exchanges with at least one CLEC, Qwest clarified that, as of April 19, 2002, it was unable to follow the interim process that went into effect on April 1, 2002 (see confidential Appendix E) because the new process had just been agreed to in the prior

[17] The *Master Red-Lined CLEC-Qwest CMP Re-Design Framework Interim Draft – (Revised 04-16-02)* document is available on the Qwest CMP Web site at http://www.qwest.com/wholesale/downloads/2002/020418/MasterRedlinedCLEC-QwestCMPRedesignFrameworkRevised04-16-02.doc

two to three weeks. KPMG Consulting has been unable to observe the documented process in practice due to a lack of change activity to which the revised Product and Process CMP has been applied. Therefore, KPMG Consulting is not able to evaluate the adequacy of, or Qwest's adherence to, the newly established process.

KPMG Consulting recommends that the status of Exception 3094 be changed from "closed, unresolved" to "open," pending full implementation of, and adherence to, a complete process for Qwest-initiated Product and Process changes.

Qwest Response to KPMG 4th Supplemental Recommendation (05/03/2002):

Qwest and KPMG discussed this Exception on the O&E call conducted on Tuesday, April 30, 2002. During that call, Qwest agreed to provide supplemental information.

As discussed on the call, Qwest agreed to implement the CMP Qwest Initiated Product/Process Changes procedures for changes initiated on or after April 1, 2002. As of April 26, 2002, Qwest has initiated 7 such changes. All changes were processed in accordance with the agreed upon procedures. A record of these notifications is provided in the attachment. Additionally, these notices are available on Qwest's Wholesale CMP website (under the Product, Process, or Training categories) at the following URL: http://www.qwest.com/wholesale/notices/cnla/.

It should be noted that there are changes that were initiated within Qwest prior to April 1, 2002 which have not yet been published to the CLECs. The CLECs agreed that changes initiated within Qwest prior to April 1, 2002 will not be subject to the CMP Qwest Initiated Product/Process Changes procedures. Two such changes are Access to Emergency Services, which is scheduled for publication on May 10, 2002 and Bona Fide Request/Special Request, which is also scheduled for publication on May 10, 2002.

Attachments: ROC_TI764_EXP3094_Attachment_05_03_02.xls

APPENDIX A

Co-Provider Change Request Form

Log # PCCR100101-5 **Status:** Submitted
Submitted By: Debra Smith Date Submitted: 10/01/01
Co-Provider:

Internal Ref#

Submitter: Debra Smith, Qwest Unbundled Loop Product Manager, dssmith@qwest.com, 515-241-1206
Name, Title, and email/fax#/phone#

Proprietary for submission to Account Manager Only? Please check mark 4 as appropriate
☐ Yes ☐ No

Title of Change:
Clarification of Additional Testing Process

Area of Change Request: Please check mark 4 as appropriate and fill out the appropriate section below
☐ System ☐ Product X Process

System Change Request Section

Interfaces Impacted: Please check mark 4 as appropriate

☐ CEMR	☐ IMA EDI	☐ MEDIACC	☐ TELIS
☐ EXACT	☐ IMA GUI	☐ Product Database	☐ Wholesale Billing Interfaces
☐ HEET	☐ Directory Listings	☐ Other	

Please describe

Description of Change:

Is new information requested in a specific screen or transaction?
☐ Yes ☐ No
If yes, name the screen or transaction:

Products Impacted: Please check mark 4 as appropriate and also list specific products within product group, if applicable

☐ Centrex		☐ Resale	
☐ Collocation		☐ SS7	
☐ EEL (UNE-C)		☐ Switched Services	
☐ Enterprise Data Services		☐ UDIT	
☐ LIDB		☐ Unbundled Loop	
☐ LIS		☐ UNE-P	
☐ LNP		☐ Wireless	
☐ Private Line		☐ Other	
	Please describe		Please describe

Known Dependencies:

Additional Information: (e.g., attachments for business specifications and/or requirements documents)

Co-Provider Priority Level
☐ High ☐ Medium ☐ Low Desired Implementation Date: ASAP- High

Product Change Request Section

Products Impacted: Please check mark 4 all that apply (if "Other" please describe further)

☐ LIS/Interconnection	☐ Collocation	☐ UNE	☐ Ancillary	☐ Resale
☐ EICT	☐ Physical	☐ Switching	☐ AIN	
☐ Tandem Trans./TST	☐ Virtual	☐ Transport (incl. EUDIT)	☐ DA	
☐ DTT/Dedicated Transport	☐ Adjacent	☐ Loop	☐ Operation Services	
☐ Tandem Switching	☐ ICDF Collo.	☐ UNE – P	☐ INP/LNP	
☐ Local Switching	☐ Other _____	☐ EEL (UNE-C)	☐ Other _____	
☐ Other _____		☐ UDF		
		☐ Other _____		

Description of Change:

Known Dependencies:

Additional Information: (e.g., attachments for business specifications and/or requirements documents)

Co-Provider Priority Level
☐ High ☐ Medium ☐ Low Desired Implementation Date: _____

Process Change Request Section

Area Impacted: Please check mark 4 as appropriate
☐ Pre-Ordering
☐ Ordering
☐ Billing
X Repair ☐ Other _____ _____
Please describe

Description of Change:
Currently, CLECs' are responsible for testing UNE's prior to submitting a trouble report to Qwest. CLECs' are to provide test diagnostics including specific evidence that the trouble is in the Qwest Network along with the associated Qwest circuit identification number. If the CLEC elects not to perform the necessary UNE testing, Qwest will offer to do such testing on CLECs' behalf. If such testing is requested by the CLEC, Qwest will perform the additional testing and bill the CLEC the appropriate charges that are in their Interconnection agreement.
If the CLEC does not provide test diagnostics and elects not to have Qwest perform additional testing on their

behalf, Qwest will not accept a trouble report. Additional Charges may apply when the testing determines the trouble is beyond the Loop Demarcation Point
This additional testing option is available on the Unbundled Loop Product Suite, Unbundled Dedicated Transport (UDIT), Enhanced Extended Loop (EEL) and Loop Mux.

Products Impacted: Please check mark 4 as appropriate and also list specific products within product group, if applicable

- ☐ Centrex _____
- ☐ Collocation _____
- X EEL (UNE-C) _____
- ☐ Enterprise Data Services _____
- ☐ LIDB _____
- ☐ LIS _____
- ☐ LNP _____
- ☐ Private Line _____

Please describe

- ☐ Resale _____
- ☐ SS7 _____
- ☐ Switched Services _____
- X UDIT _____
- X Unbundled Loop _____
- ☐ UNE-P _____
- ☐ Wireless _____
- ☐ Other _____

Please describe

Known Dependencies:

Additional Information: (e.g., attachments for business specifications and/or requirements documents)

Co-Provider Priority Level
☐High ☐ Medium ☐ Low Desired Implementation Date: _____

This Section to be Completed by Qwest CICMP Manager

Qwest Account Manager Notification
Account Manager: _____ Notified: _____

Qwest CICMP Manager Clarification Request ☐ Yes ☐ No
If yes, clarification request sent: _____ Clarification received: _____

Co-Provider Industry Team Clarification Request ☐ Yes ☐ No
If yes, clarification request sent: _____ Clarification received: _____

Status, Evaluation and Implementation Comments:
10/01/01 – CR received by Deb Smith of Qwest
10/01/01 – CR status changed to Submitted
10/01/01 – Updated CR sent to Deb Smith

Candidate for a Release ☐ Yes ☐ No
If yes, Release Number: _____

APPENDIX B

Process to Deploy Qwest CMP Improvements- 11-26-01

As Change Management Process redesign elements (major sections of the Master Redlined CMP Redesign framework) are discussed and baseline language is determined, Qwest and/or a CLEC-Core Team representative may propose to implement the baseline element. This request may occur prior to the completion of the CMP redesign effort. The CMP Redesign Core Team shall comply with the following process for implementing baseline changes:

- The Core Team reaches agreement to implement a given baseline element and determines the implementation date.
- Qwest develops an implementation presentation for the general CLEC community.
    - The Implementation Presentation shall include:
        - Language from the master redlined CMP framework
        - Other pertinent information, if applicable
        - Implementation/effective date
- At the next Monthly CMP meeting, Qwest and the Re-design Core Team will collectively present the proposed change. The Team shall seek comments, if any, from the general CLEC community.
- If there are no objections, Qwest shall implement the changes in accordance with the implementation plan.
- If there are objections, the Re-design Core Team will consider the input, and determine the appropriate course of action.

At the conclusion of the Re-design effort, the Core Team will present the Final Master Red-Line document to the general CLEC community for review and acceptance.

APPENDIX C

Change Management Process (CMP) Improvements – 11-26-01

Improvement	Implementation Date(s)
Standard Naming Convention	August 2001
Web Site Improvements - Design - Search Capabilities	October 2001
CMP Process Improvements - CR Clarification Meetings - Meeting Distribution Package - Meeting Minutes - CR Tracking and Reporting Database - CR Project Management	August – November 2001
Escalation and Dispute Resolution Process - Process - Web Site	November 2001
Exception Process	September 2001
OSS Interface 12 Month Development View	November 2001
CLEC/Qwest Initiated OSS Interface CR Process - Process - Form	October – November 2001
CLEC/Qwest Initiated Product and Process CR Process - Process - Form	October – November 2001
PCAT Red-Line	November 2001
Tech-Pub Red-Line	October 2001
Point of Contact List	October 2001
Established CMP Full Day Meetings	October 2001
Prioritization of Qwest Originated OSS Interface CRs	August – November 2001
Introduction of New OSS Interface	Ready when applicable
Web Tool to Support CLEC Comments on CRs	November 2001
Retirement of OSS Interface	Ready when applicable
Changes to an Existing OSS Application to Application Interface - Draft Technical Specifications Walkthrough - CLEC Comment Cycle - Final Technical Specifications - CLEC Testing	Effective with IMA 10.0 Release
Changes to an Existing GUI - Draft User Guide - CLEC Comment Cycle - Final User Guide	Effective with IMA 10.0 Release
OSS IMA EDI Versioning	In Effect
Interface Testing Environment - SATE	In Place

ROC_TI828_EXP3111_KPMG Disposition Report_04_04_02.doc

Initial Release Date (of O3067): December 12, 2001
First Response Date (to O3067): January 6, 2002
Second Response Date(to O3067): January 30, 2002
Initial Release Date (of E3111): January 30, 2002
First Response Date (to E3111): March 19, 2002
Second Response Date (to E3111): March 27, 2002
Disposition Report Date (of E3111): April 4, 2002

Exception 3111 was initially released as Observation 3067 on December 12, 2001. KPMG Consulting recommended on January 30, 2002 that Observation 3067 be closed and moved to Exception 3111.

EXCEPTION DISPOSITION REPORT

An Exception has been identified as a result of the test activities associated with the Change Management Test, MTP Test 23.

Exception:

Qwest Systems Change Management Process (CMP) lacks guidelines for prioritizing and implementing CLEC-initiated systems Change Requests (CRs); criteria are not defined for developing the scope of an OSS Interface Release Package.

Summary of Exception:

KPMG Consulting identified that Qwest lacked documented guidelines for the CR Prioritization Process of major software releases, specifically:

(1) Qwest documents lacked information on the roles and responsibilities of Qwest staff involved in the analysis of CLEC-initiated systems CRs;

(2) Qwest documents lacked information on how Qwest allocated available resources (capacity) for all systems CRs to be included in an OSS release;

(3) Detailed business analyses and system analyses from Qwest software development team were not performed for all CLEC-initiated CRs;

(4) Qwest documents lacked definitions and criteria for the Level of Effort (LOE, formerly known as "T-shirt size") assignment for individual CRs; and

(5) Qwest documents lacked information on how Qwest identified CR packaging options for a software release that it recommended to CLECs, following the CR Prioritization Process.

Criteria for use by Qwest's software development teams to develop the priorities, capacity, and capabilities of a software release were neither documented nor fully defined. The lack of established and documented development criteria, and a clear process for Qwest resource allocation for wholesale OSS, may result in the Qwest software development teams' overlooking and/or ignoring CRs deemed important to CLECs, as determined by the results of the prioritization process. Failure on the part of Qwest to attend to CRs that CLECs deem critical to their business operations in a timely manner could result in lengthy delays in implementing these changes. This would prevent CLECs from receiving important order and pre-order functionality, thus inhibiting their ability to compete in the local exchange carrier market.

Summary of Qwest's Initial and Supplemental Responses:

Qwest's responses to Observation 3067 indicated that it had not documented the roles and responsibilities of the IT staff that conduct detailed business and system analyses of CLEC-initiated systems CRs. The amount of business information that Qwest communicates to CLECs prior to the CR Prioritization Process, such as release capacity and LOE definitions, was subject to ongoing Qwest-CLEC negotiation in the CMP Redesign Process. In addition, Qwest also stated that it did not have a systematic and consistent process to determine the CR packaging options that it recommended to CLECs, following the CR Prioritization Process. Based on the above information, KPMG Consulting closed Observation 3067 and issued Exception 3111.

Qwest subsequently developed documentation that details relevant internal IT processes, as well as the roles and responsibilities of the IT personnel involved in the analysis of CLEC-initiated systems CRs. In addition, Qwest and CLECs have negotiated the amount of release capacity and LOE information, both now defined in terms of person hours, that Qwest will disclose prior to the CR prioritization vote. Qwest indicated on February 12, 2002 that it would provide release capacity information, for use in the prioritization process, starting with IMA 11.0 and SATE 11.0.

Qwest reported during the Observation and Exception Focused call held March 21, 2002 and again in its March 27, 2002 and April 3, 2002 written responses to Exception 3111 that it adhered with each phase of the prioritization and packaging processes for major systems releases and that these processes were in place and agreed to via CMP at the time of execution of the process.

KPMG Consulting's Disposition Report (04/04/2002):

Summary of KPMG Consulting's Retest Activities:

KPMG Consulting identified five issues in Exception 3111 that related to inadequate processes and a pattern of information-sharing that prevented CLECs from making informed decisions

during the CR Prioritization Process for Change Management. KPMG Consulting conducted a retest by reviewing Qwest-provided documentation and by observing Change Management activity and meetings up through April 4, 2002. Due to the current schedule of this test, KPMG Consulting will be unable to observe the complete prioritization and packaging processes, as now documented, for IMA Release 11.0 or SATE 11.0.

Summary of KPMG Consulting's Retest Results:

KPMG Consulting reviewed various internal documents, verifying that Qwest had adequately addressed each of the five issues raised in this Exception through documentation modifications and enhancements to the process. However, KPMG Consulting observed that Qwest and CLECs had not finalized the prioritization and packaging processes before prioritization for IMA Release 10.0 took place. Therefore, adherence to the new process was unable to be confirmed for at least two of the original issues raised in Exception 3111 - issue reference numbers (2) and (5).

Exception 3111 was the subject of the Focus Call on March 21, 2002. Qwest requested that KPMG Consulting review IMA Release 10.0 to test its applicability to the current processes since packaging for IMA Release 11.0 is not scheduled to occur until after the conclusion of OSS 271 Third Party Testing. KPMG Consulting stated in its March 27, 2002 response that there are several areas where the new prioritization and packaging process was either not established, or not followed, for IMA 10.0. Since the process was not completely established and followed for IMA Release 10.0, and packaging and prioritization for Release 11.0 is scheduled to occur beyond the completion of this Test, KPMG Consulting was unable to test adherence to the complete prioritization and packaging process for a new IMA Release.

Given the significance of prioritization and packaging processes in allocating IT resources and managing overall changes applied to Qwest Wholesale OSS interfaces, KPMG Consulting cannot reach a definitive conclusion regarding current processes without verifying the participants' adherence. Qwest requested on April 3, 2002, that KPMG Consulting conduct no further testing related to this Exception. Qwest recognized that this will not allow KPMG to observe Qwest's adherence to the complete end-to-end prioritization and packaging processes for a single major system release.

KPMG Consulting recommends that Exception 3111 be closed inconclusive.

ROC_TI828_EXP3111_Qwest_Supp_Response_04_03_02.doc

Test Vendor ID:	EXP 3111
Qwest Internal Tracking ID:	TI 828
Observation/Exception Title:	Change Management Process
Test Type/Domain:	Test 23 - Change Management
Date Qwest Received:	01/30/2002
Initial Response Date:	02/12/2002
Supplemental Response Date:	02/22/2002
2nd Supplemental Response Date:	03/12/2002
3rd Supplemental Response Date:	03/27/2002
4th Supplemental Response Date:	04/03/2002

Test Incident Summary:

Exception 3111 was initially released as Observation 3067 on December 12, 2001. KPMG Consulting recommended on January 30, 2002 that Observation 3067 be closed and moved to Exception 3111.

EXCEPTION REPORT

An Exception has been identified as a result of the test activities associated with the Change Management Test, MTP Test 23.

Exception:

Qwest Systems Change Management Process (CMP) lacks guidelines for prioritizing and implementing CLEC-initiated systems Change Requests (CRs); criteria are not defined for developing the scope of an OSS Interface Release Package.

Background:

The Qwest Systems Change Management Process (CMP) is the method used by both Qwest and CLECs to implement changes to Qwest wholesale OSS interfaces. This process includes initiation, clarification/evaluation, presentation, prioritization, implementation, and completion of all systems change requests (CRs). CLECs participate in the CR Prioritization Process to vote on both Qwest- and CLEC-initiated CRs.[1] The outcome of this CR Prioritization Process determines if CRs deemed critical to CLEC business operations, according to CLEC voting results, will be included in an upcoming OSS release.

Issue:

Qwest Systems CMP lacks documented guidelines for prioritizing and implementing CLEC-initiated systems CRs. KPMG Consulting reviewed existing Qwest documentation, including the *Co-Provider*

[1] In the context of CMP Redesign, Qwest and CLECs have not yet agreed on whether or not regulatory and industry guideline CRs are subject to the CR Prioritization Process.

Industry Change Management Process (CICMP) Document and the *CICMP – CR Prioritization Process Document*[2], and noted the following:

- Qwest documents lacked information on the roles and responsibilities of Qwest staff involved in the analysis of CLEC-initiated systems CRs;
- Qwest documents lacked information on how Qwest allocated available resources (capacity) for all systems CRs to be included in an OSS release;
- Detailed business analyses and system analyses from the Qwest software development team were not performed for all CLEC-initiated CRs;
- Qwest documents lacked definitions and criteria for the Level of Effort (formerly known as "T-shirt size") assignment for individual CRs; and
- Qwest documents lacked information on how Qwest identified CR package options for a software release that it recommended to CLECs, following the CR Prioritization Process.
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Impact:

In the absence of guidelines for the system CR Prioritization Process, there is no assurance that all CRs receive a thorough assessment from the Qwest software development team. In addition, it is unclear how Qwest allocates resources for the wholesale OSS to accommodate CLEC business needs, and how Qwest estimates the resources required to complete individual CLEC-initiated CRs. Failure on the part of Qwest to attend to CRs that CLECs deem critical to CLEC business operations in a timely manner may result in lengthy delays in implementing these changes. In fact, the limited capacity that Qwest allows for each release may categorically prevent the implementation of some CRs.

Qwest Formal Response to O3067 (12/20/01):

Qwest responses to the 5 KPMG stated issues.

1. *"Qwest documents lacked information on the roles and responsibilities of Qwest staff involved in the analysis of CLEC-initiated systems CRs."*

Once approved by the Re-design Team, the Master Redline CLEC-Qwest CMP Re-Design Framework Interim Draft - Revised 12-10-01, located at http://www.qwest.com/wholesale/cmp/redesign.html, will further illuminate the process, roles and responsibilities of Qwest personnel during the preliminary evaluation and subsequent prioritization of CLEC-initiated systems CRs.

2. *"Qwest documents lacked information on how Qwest allocated available resources (capacity) for all systems CRs to be included in an OSS release."*

Qwest and the CLECs are currently negotiating the extent to which Qwest will disclose this business information to the CLECs. This issue will be resolved and included in the Qwest Proposed Prioritization Language when it is accepted by the Re-design Team.

3. *"Detailed business analyses and system analyses from the Qwest software development team were not performed for all CLEC-initiated CRs."*

Detailed business and systems requirement development occurs after the CLECs and Qwest prioritize the list of CLEC initiated CRs pursuant to the Co-Provider Industry Change Management Process document, Section IV. Additionally, the Qwest Proposed Prioritization Language, collaboratively written by Qwest and the CLECs, but not yet adopted by the Re-design Team, details the following:

[2] The *CICMP Document* and *CICMP – CR Prioritization Process Document*, located at www.qwest.com/wholesale/cmp/whatiscmp.html, represent the most recent Qwest documents relevant to the CR Prioritization Process prior to the initiation of CMP Redesign.

- There is insufficient space to include all CLEC initiated CRs in the upcoming release. The prioritization process channels the business and system requirements development effort.
- The business and system requirement development effort begins with CRs at the top of the prioritization list and continues down the list until all available development resources are exhausted.
- Business and systems requirements are developed for more CRs than can ultimately be included in the release.

4. *"Qwest documents lacked definitions and criteria for the Level of Effort (formerly known as "T-shirt size") assignment for individual CRs."*

The *Co-Provider Industry Change Management Process document* does not have specific definitions for Level of Effort. However, in the *Master Red-Lined CLEC-Qwest CMP Re-Design Framework Interim Draft - Revised 11-29-01* the following language has been agreed to in the *CLEC-Qwest OSS Interface Change Request Initiation Process* section:

"Identification of the preliminary level of effort (S, M, L, XL) required to implement the CR.

- Small – requires changes to only one subsystem of a single system
- Medium – requires changes to 2 or more subsystems of a single system
- Large – requires changes to 2 or more systems or complex changes in multiple subsystems of a single system
- Extra Large – requires extensive redesign of at least one system."

Additionally, Qwest and the CLECs are currently negotiating a refined preliminary Level of Effort criteria based on a rough estimate of the number of people-hours necessary to complete a CR.

5. *Qwest documents lacked information on how Qwest identified CR package options "for a software release that it recommended to CLECs, following the CR Prioritization Process."*

The CLEC-Qwest OSS Interface Change Request Initiation Process section of the Master Red-Lined CLEC-Qwest CMP Re-Design Framework Interim Draft - Revised 12-10-01 provides the following language which has been agreed to by the CLECs and Qwest:

> "At the monthly CMP meeting following the completion of the business and system requirements, Qwest will conduct a packaging discussion, which may include packaging options based on any affinities between candidates on the release candidate list. The newly packaged list of CRs will be used as the release candidate list during the design phase of a release. At the monthly CMP meeting following the completion of design, Qwest will commit to a final list of CRs for inclusion in the release."

KPMG Consulting's First Response to O3067 (01/04/2002):

KPMG Consulting reviewed Qwest's responses, and identified the following issues:

1. KPMG Consulting reviewed the *Master Redline CLEC-Qwest CMP Re-Design Framework* document but is unable to identify information therein that describes the roles and responsibilities of Qwest staff who conduct business and system analyses of CLEC-initiated systems CRs.

2. KPMG Consulting is aware of the ongoing CMP Redesign effort, and requests that Qwest provide related documentation for review, once it is finalized.

3. KPMG Consulting is aware of the possibility that not all CLEC-initiated, CLEC-prioritized CRs may be included in a given, upcoming release. It is thus critical that Qwest's software development team conducts a thorough assessment of all CRs, and provides CLECs with adequate information (see the following paragraph) so that CLECs are able to make informed decisions about ***all CRs*** during the prioritization process.

4. Based on the definitions of the preliminary levels of effort (S, M, L, and XL), KPMG Consulting could not quantify the amount of work performed by the Qwest software development team, or the total amount of work required for each software release. It is unclear how the above specifications would inform CLECs of the overall capacity of a given, upcoming release, and enable CLECs to make informed decisions on the bases of interdependences, as well as tradeoffs, among numerous CRs, during the prioritization process.

5. KPMG Consulting reviewed the cited text and is unable to identify the criteria that Qwest software developers utilize to identify affinities between candidates.

Qwest Response to KPMG Comments to O3067 (01/14/02):

The following response addresses the five issues identified by KPMG in their response dated January 4th, 2002. KPMG's issues have been replicated below in *Italics* for ease of reading.

1. *KPMG Consulting reviewed the Master Redline CLEC-Qwest CMP Re-Design Framework document but is unable to identify information therein that describes the roles and responsibilities of Qwest staff who conduct business and system analysis of CLEC-initiated systems CRs.*

   There has been no definitive discussion in CMP Redesign sessions to include a detailed description of the roles and responsibilities of Qwest staff who do not interface directly with CLECs on CMP functions, including those who conduct detailed business and system analyses of CLEC-initiated systems CRs. However, once approved by the Re-design Team, the Master Redline CLEC-Qwest CMP Re-Design Framework Interim Draft will further describe the process, roles and responsibilities of Qwest personnel who participate in the preliminary evaluation and subsequent prioritization of CLEC-initiated systems CRs.

   As stated in Qwest's initial response, this text is not included in the *Master Redline* document because it has yet to be reviewed and approved by the CMP Redesign team. A draft of the text is contained in the document *Qwest Proposed Managing the CMP Language - Revised 11-20-01* which is located in the *Redesign Documentation* section of the Qwest CMP Redesign Web site. (http://www.qwest.com/wholesale/downloads/2001/011121/PrpManagingCMPLang.doc).

2. *KPMG Consulting is aware of the ongoing CMP Redesign effort, and requests that Qwest provide related documentation for review, once it is finalized.*

   Qwest will continue to publish completed and accepted Redesign documentation in the form of the most recent update of the Master Redline CLEC-Qwest CMP Re-Design Framework Interim Draft. This document is available on the Qwest CMP Redesign Web site, http://www.qwest.com/wholesale/cmp/redesign.html. Additionally, Qwest distributes an email message containing all Redesign documentation, agreed-to and proposed, before and after each Redesign session. KPMG representatives are included in these distributions. The next meeting of the CMP Redesign team is scheduled for January 22nd through 24th, 2002. The findings should be documented by January 28th, 2001. If that timetable is met, KPMG will receive the revised documentation no later than January 29th, 2002.

3. *KPMG Consulting is aware of the possibility that not all CLEC-initiated, CLEC-prioritized CRs may be included in a given, upcoming release. It is thus critical that Qwest's software development team conducts a thorough assessment of all CRs, and provides CLECs with adequate information (see the following paragraph) so that CLECs are able to make informed decisions about all CRs during the prioritization process.*

   As discussed, agreed-to, and documented in Section 3.0 of the *Master Redline*, an initial "rough estimate" of the level of effort (LOE) for each CR is determined as an aid in CLEC prioritization. Due to resource constraints, Qwest is unable to commit to conduct a detailed assessment of the level of effort (LOE) for every release candidate.

4. *Based on the definitions of the preliminary levels of effort (S, M, L, and XL), KPMG Consulting could not quantify the amount of work performed by the Qwest software development team, or the total amount of work required for each software release. It is unclear how the above specifications would inform CLECs of the overall capacity of a given, upcoming release, and enable CLECs to make informed decisions on the bases of interdependencies, as well as tradeoffs, among numerous CRs, during the prioritization process.*

   After discussion during several recent Redesign meetings Qwest and the CLECs agreed to no longer utilize "T-shirt" sizing to categorize the level of effort for a release candidate. At Redesign meetings Qwest has agreed to provide CLEC's with actual level of effort range estimates in order for CLEC's to prioritize which CRs can be included in a major release. Qwest is currently developing these range estimates, and will present them to the CLECs at the January 2002 Redesign session. These estimated ranges are not intended to give the CLECs a view of the overall capacity of the release.

   Qwest and the CLECs have agreed to a process documented in Section 3.0 of the *Master Redline* that will provide the CLECs with meaningful information with which to make informed decisions regarding the prioritization of CRs. That process is currently written as follows but will be updated to remove the T-shirt sizing when the ranges have been agreed upon.

   "Qwest will review the CRs received prior to the cut off date and evaluate whether Qwest can implement them. Qwest's responses will be one of the following:

   - "Accepted" (Qwest will implement the CLEC request) with position stated. If the CR is accepted, Qwest will provide the following in its response:
     - Determination and presentation of options of how the CR can be implemented
     - Identification of the preliminary level of effort (S, M, L, and XL) required to implement the CR. **(WCOM COMMENT: WCOM WOULD LIKE IT NOTED THAT A REQUEST WAS MADE AS TO WHAT IS MEANT BY PRELIMINARY LEVEL OF EFFORT AND IS TO BE DEFINED BY QWEST.)**
     - Small – requires changes to only one subsystem of a single system
     - Medium – requires changes to 2 or more subsystems of a single system
     - Large – requires changes to 2 or more systems or complex changes in multiple subsystems of a single system
     - Extra Large – requires extensive redesign of at least one system.

   If CLECs do not accept Qwest's response, they may elect to escalate or dispute the CR in accordance with the agreed upon CMP escalation or dispute resolution procedures. If the originating CLEC does not agree with the determination to escalate or pursue the dispute resolution, it may withdraw its participation from the CR and any other CLEC may become responsible for pursuing the CR upon providing written notice to the Qwest CMP Manager. If the CLECs do not accept Qwest's response and do not intend to escalate or dispute at the present time, they may request Qwest to status the CR as deferred. The CR will be status deferred and CLECs may activate or close the CR at a later date.

At the monthly CMP meeting, the CR originator will provide an overview of its respective CR(s) and Qwest will present either a status or its response.

Qwest or CLEC originated CRs for changes to an existing OSS interface will then be prioritized by the CLECs and Qwest, resulting in the initial release candidate list. CLEC or Qwest originated CRs for introduction of a new interface or retirement of an existing interface are not subject to prioritization and will follow the introduction or retirement processes outlined in Sections x and x of the *Master Redline*, respectively.

Based on the initial release candidate list, Qwest will begin its development cycle, which includes the following milestones:

- Business and systems requirements: Qwest engineers define the business and functional specifications during this phase. The specifications are completed on a per candidate basis in priority order.
- **(AT&T Comment)** ***Packaging: Qwest and CLECs will discuss grouping candidates with affinities may be addressed more efficiently if taken together.[AT&T comment: this may not be exactly the right description. We just wanted to add this to this list of steps.]***
- Design: Qwest engineers define the architectural and code changes required to complete the work associated with each candidate. The design work is completed on a per candidate basis in priority order.
- Code & Test: Qwest engineers will perform the coding and testing required to complete the work associated with each candidate. The code and test work is completed on a per candidate basis in priority order.

Using the initial release candidate list, Qwest will begin business and system requirements. During the business and systems requirement efforts, CRs may be modified or new CRs may be generated (by CLECs or Qwest), with a request that the new or modified CRs be considered for addition to the release candidate list (late added CRs). ***(WCOM COMMENTS: CHANGE "INITIAL RELEASE CANDIDATE LIST TO "RELEASE CANDIDATE LIST.)*** If the CMP body grants the request to consider the late added CRs for addition to the release candidate list, Qwest will size the CR's requirements work effort. If the requirements work effort, for the late added CRs, can be completed by the end of system requirements, the initial release candidate list and the new CRs will be prioritized by CLECs in accordance with the agreed upon Prioritization Process (see Section xx of the *Master Redline*). If the requirements work effort, for the late added CRs, cannot be completed by the end of system requirements, the CR will not be eligible for the release and will be returned to the pool of CRs that are available for prioritization in the next OSS interface release.

At the monthly CMP meeting following the completion of the business and system requirements, Qwest will conduct a packaging discussion, which may include packaging options based on any affinities between candidates on the release candidate list. The newly packaged list of CRs will be used as the release candidate list during the design phase of a release. At the monthly CMP meeting following the completion of design, Qwest will commit to a final list of CRs for inclusion in the release."

This process, agreed-to by Qwest and the CLECs, provides a Level of Effort to the CLECs to use during Prioritization and outlines to process for Qwest to present various packaging options to the CLECs.

5. *KPMG Consulting reviewed the cited text and is unable to identify the criteria that Qwest software developers utilize to identify affinities between candidates.*

The assessment and identification of candidate affinities is not a structured process. Qwest relies on the knowledge and experience of its system architects and analysts to identify opportunities for efficiency in all areas of system development including those related to candidate affinity. A few of the factors considered in assessing affinities include modifications to common modules or data components, changes to common transactions, and use of common resources.

KPMG Consulting's Initial Release of Exception 3111 (01/30/2002):

KPMG Consulting responses for each issue raised in Observation 3067 are detailed below. For ease of reference, KPMG Consulting has assigned numbers for each issue.

1) *Qwest internal and external documents lack the roles and responsibilities of Qwest software development staff who are involved in the analysis of CLEC-initiated systems CRs.*

In its response to Observation 3067, Qwest affirmed that text regarding the roles and responsibilities of staff who conduct business and system analyses of CLEC-initiated systems CRs is not included in *Master Redline CLEC-Qwest CMP Redesign Framework Interim Draft*, since it has not yet been reviewed and approved by the CMP Redesign team. Qwest indicated that draft language was contained in another document, *Qwest Proposed Managing the CMP Language – Revised 11-20-01*. KPMG Consulting reviewed this document, and was unable to identify information therein that describes the responsibilities of Qwest staff who perform the preliminary evaluation, analyses, or subsequent packaging of CLEC-initiated CRs. Because the draft language has not yet been finalized or agreed upon as part of CMP Redesign, and is not included in any formal Qwest document, KPMG Consulting considers these roles and responsibilities to be undefined. As previously mentioned in its January 4, 2002 response to Observation 3067, KPMG Consulting continues to monitor the CMP Redesign process relative to the assignment of staff and managers.

KPMG Consulting deems the existence of defined roles and responsibilities for groups such as the IT staff, internal boards, external vendors, and Wholesale Change Management representatives to be indicative of whether or not a fully functional process is in place. KPMG Consulting recognizes that, prior to the CMP Redesign, Qwest operated a former process, referred to as the Co-Provider Industry Change Management Process (CICMP), and that, therein, established procedures for considering the CLEC-assigned priority of a change request in relation to such factors as available resources and Qwest-initiated priorities may have existed. KPMG Consulting would expect Qwest to be able to provide some information independent of CMP Redesign status that explains the functions of personnel who are responsible for evaluating CLEC-initiated CRs, as well as any guidelines used to carry out work assignments. This issue is unresolved.

2) *Qwest does not provide CLECs with information on the manner in which Qwest allocates available resources (capacity) for systems CRs to be included in an OSS release.*

Qwest's January 14, 2002 response stated that resolution of how Qwest allocates its available resources for systems CRs to be included in releases is still pending Qwest-CLEC negotiation of CMP Redesign. Under the terms of the CMP Redesign process, Qwest will continue to publish the completed and accepted Redesign documentation at the Qwest Redesign Web site. Qwest and CLECs held a series of meetings on January 22 through 24, 2002.

KPMG Consulting reviewed all information pertaining to resource allocation issues that was discussed at the most recent collaborative sessions. KPMG Consulting's understanding is that the documentation from those sessions remains incomplete and in draft state, and that Qwest plans to provide the *revised* documentation by January 29, 2002. KPMG Consulting is prepared to consider and review all *final*

documentation that accurately describes the formalized, implemented process (i.e., documentation that reflects the most current representation of Change Management for this subtopic/area).

The lack of capacity resource information for conducting a fundamental task, i.e., implementation of changes requested by wholesale customers, is reflective of the larger issue, confirmed by Qwest, that no criteria defined for Qwest's developing the scope of an OSS Interface Release Package exist. Thus, when CLECs assign a priority for CRs, and collectively decide which they consider important, there is very little information available about how Qwest factors the results of CLEC prioritization into its program development and project planning activities. This issue remains unresolved.

3) *Qwest software development teams do not perform detailed business and system analyses on CLEC-initiated CRs;*

In response to this issue, Qwest reiterated that it cannot include all CLEC-initiated CRs in a given, upcoming release, and that a detailed assessment of all CLEC-initiated CRs is infeasible due to resource constraints. Qwest also stated that it begins at the top of the prioritization list and continues down until all development resources are exhausted. Systems requirements are developed for more CRs than can ultimately be included in the release. Yet, it is unclear as to if, or how, Qwest considers relative costs and benefits, whether or not there is any pairing or interaction between system CRs filed for the same release (i.e., affinities), and if any of the same CMP development resources are dedicated to correct defects and conduct maintenance of Qwest production systems. In a discussion about meeting topics, one CLEC noted that, during the January 2002 prioritization exercise, some lower priority items were "packaged" (i.e., scheduled for inclusion in a release), whereas some higher priority requests were excluded or delayed.[3]

KPMG Consulting considers the fact that Qwest software development teams do not perform structured business and systems analysis of CLEC-initiated CRs as another indicator that no defined criteria are used to determine the overall scope of release capacity, and no systematic, consistent, and repeatable process is used to implement both CLEC and Qwest-initiated change requests. This issue, which remains unresolved, is related to the level of effort (LOE) estimate, which Qwest stated was already agreed-to as an aid to CLEC prioritization.

4) *Qwest documents lack definitions and criteria for establishing the Level of Effort (LOE, formerly known as "T-shirt size") assignment for individual CRs; and*

In response to this issue, Qwest indicated that it plans to revise the LOE parameters to provide CLECs with an actual level of effort range. It also stated that these ranges would not be intended to provide CLECs with a view of the overall capacity of the release. Qwest outlined the agreed-upon packaging process that is included in the *Master Redline* document. Although the Redesign efforts have resulted in progress for this area, and some language has been completed, incorporation of LOE ranges remains unresolved until CLECs and Qwest can agree upon the appropriate level of detail for CR sizing definitions. Participants in the CMP Redesign meetings held January 22 through 24, 2002, did not discuss or resolve pending Action Items, including #146 *Criteria used to determine LOE for a release*. In its previous response, Qwest stated that it is unable to commit to conducting a detailed assessment of the LOE for every release candidate. KPMG Consulting requests that Qwest provide information about which release candidates will receive detailed business and system analyses, and how this decision will be made. This issue is unresolved.

5) *Qwest documents lack information on the manner in which Qwest identifies CR package options for a discrete software release that it recommends to CLECs, following the CR Prioritization Process.*

[3] See CMP Redesign email sent by Qwest to Eschelon Telecom, Inc. on January 22, 2002, Subject: *Redesign issues discussed in January CMP meetings*, Item Number 4.

In response to this issue, Qwest stated that, "the assessment and identification of candidate affinities *is not a structured process*" [italics added]. This served as a further indication that criteria, such as those that Qwest would use to identify package options, do not exist, are not formally defined, and are not documented, either internally or within the context of CMP Redesign. This issue is unresolved.

Observation 3067 has been escalated to Exception 3111 for three reasons:

- KPMG Consulting considers the five sub-issues above unresolved; some issues appear to be at impasse.
- Qwest stated that elements described in the original Observation will not be finalized (and thus cannot be implemented) until CMP Redesign is complete.
- Based on Qwest's latest response and the current state of CMP Redesign implementation, at least one KPMG Consulting evaluation criterion for Test 23 would be assigned a "Not Satisfied" result.

To summarize, criteria for use by Qwest's software development teams to develop the priorities, capacity, and capabilities of a software release are neither documented nor fully defined. The lack of established and documented development criteria, and a clear process for Qwest resource allocation for wholesale OSS, may result in the Qwest software development teams' overlooking and/or ignoring CRs deemed important to CLECs, as determined by the results of the prioritization process. Failure on the part of Qwest to attend to CRs that CLECs deem critical to their business operations in a timely manner may result in lengthy delays in implementing these changes. This may prevent CLECs from receiving important order and pre-order functionality, thus inhibiting their ability to compete in the local exchange carrier market.

Qwest Formal Response to Exception 3111 (02/12/2002):

Listed below are Qwest's responses to each of the "sub-issues" identified in KPMG's previous response. The numbers correspond to those used by KPMG.

1. Qwest will provide, via the data request process, documentation of the internal methods and procedures that define the roles and responsibilities for Qwest personnel involved in prioritization of CLEC initiated system change requests. The documentation will be made available by February 22nd, 2002.

2. The Master Redline document, Section 9.2 states: *"At the last Systems CMP meeting before Prioritization, Qwest will facilitate the presentation of all CRs eligible for Prioritization. At this meeting Qwest will provide a high level estimate of the Level of Effort of each CR and the estimated total capacity of the release. This estimate will be a rough estimate of the number of person hours required to incorporate the CR into the release."*

   Qwest has subsequently added similar language in the CR Initiation section to state that LOEs will be provided: 1) Prior to prioritization 2) At packaging and 3) At commitment. The submitted text will be reviewed with the CLECs during the next CMP Redesign session scheduled for February 19th, 2002. Qwest will provide an update regarding the progress of this issue in a supplemental response to this exception by February 22, 2002. IMA 11.0 and SATE 11.0 will be the first releases for which Qwest will provide release capacity estimates for use in the CR prioritization process.

3. As stated above in the response to sub-issue 2, Qwest agreed to provide the capacity constraints of major releases for use in prioritization of CRs. Qwest also provides a high level estimate of the LOE for all CR candidates for use CR prioritization. After prioritization, Qwest conducts a detailed evaluation of each CR candidate beginning with the highest priority CR and ending when the capacity of the release is exhausted. All of these activities are identical whether Qwest or a member of the CLEC community initiated the CR.

The CMP redesign sessions conducted February 5-7 2002 concluded without a resolution to CR prioritization. The topic will be re-addressed at the next CMP Redesign session scheduled for February 19th, 2002. Qwest will provide an update regarding the progress of this issue in a supplemental response to this exception by February 22, 2002. When the prioritization process is agreed upon this sub-issue will be completely addressed.

4. As stated in the prior response and reiterated in the response to sub-issue 3 above, Qwest provides a high level estimate of the LOE required for each CR candidate. The high level estimate is for use in candidate prioritization. After the release candidates are prioritized, using the process agreed to in the CMP redesign, Qwest conducts a detailed assessment of the LOE for each candidate beginning with the highest priority candidate and concluding when the estimated capacity for the release is exhausted.

   Qwest and the CLECs have achieved significant progress toward defining the LOE estimation process for change requests. These refinements are reflected in the most recent version of the Master Redlined Document posted on Qwest's web site repository for CMP documents.

5. Qwest will provide, via the data request process, documentation of the internal methods and procedures followed by Qwest to identify packaging efficiencies for system changes. The documentation will be made available by February 22nd, 2002.

Qwest Supplemental Response (02/22/2002):

In the prior response to this exception Qwest agreed to provide documentation regarding the roles and responsibilities for Qwest personnel involved in processing CLEC initiated CRs and the methods and procedures Qwest uses to identify packaging efficiencies. The roles and responsibilities are defined in Sections 3.1 and 5.4.1 of Qwest's *Wholesale IT Systems Process Document*. The methods and procedures for identifying packaging efficiencies are captured in Section 5.3.3 of Qwest's *Wholesale IT Systems Process Document*. The complete document is attached.

Qwest also agreed to provide a CMP Redesign progress update regarding CR prioritization, release capacity and high level CR LOE estimates. CR prioritization was discussed during the February 19th, 2002 CMP Redesign session but no resolution was reached. The current CMP prioritization process remains in place until such time that a revised process is agreed upon.

Release capacity and high level CR LOEs were not discussed. Prioritization, release capacity and CR LOEs will be on the agenda for the next CMP Redesign Session, March 5th – 7th, 2002. Qwest will issue a supplemental response by March 8th, 2002 documenting the progress of these remaining issues.

Qwest Supplemental Response:

Qwest submits the following additional responses to the five issues identified by KPMG in their response dated January 4th, 2002.

1. The roles and responsibilities of Qwest staff involved in the analysis of CLEC-initiated systems CRs are defined in Sections 3.1 and 5.4.1 of Qwest's *Wholesale IT PMO Integrated Process Document*. This document will be provided through a data request. Qwest provided KPMG a previous version of this document under the name *Wholesale IT Systems Process Document*.

2. On March 5, 2002, Qwest and the CLECs agreed to include the Qwest Proposed OSS CR Initiation Language in the Master Redlined CLEC-Qwest CMP Redesign Framework - Revised 03-07-02. Sections 3.1, 3.2.2, and 3.2.4 address how Qwest will provide the capacity of each systems release before release Prioritization, Packaging, and Commitment. This document is posted on the CMP Redesign Web site, http://www.qwest.com/wholesale/cmp/redesign.html. In addition, Section 5.3 of

the *Wholesale IT PMO Integrated Process Document* outlines how Qwest internal groups determine release capacity. This document will be provided through a data request. Finally, although the process was not, at the time, fully developed, Qwest announced the release capacity of IMA Release 10.0 at Packaging and of IMA Release 11.0 before Prioritization.

3. Qwest's process for conducting business and system analyses of CLEC-initiated CRs is documented in Section 3.2.1 of the Master Redlined CLEC-Qwest CMP Redesign Framework - Revised 03-07-02, and Sections 3.2 and 6.3.2 of the *Wholesale IT PMO Integrated Process Document*. The latter document will be provided through a data request. The text from the Master Redline document reads:

   "3.2.1 Business and Systems Requirements
   Qwest engineers define the business and functional specifications during this phase. The specifications are completed on a per candidate basis in priority order. During business and system requirements, any candidates which have affinities and may be more efficiently implemented together will be discussed. Candidates with affinities are defined as candidates with similarities in functions or software components. Qwest will also present any complexities, changes in candidate size, or other concerns that may arise during business or system requirements which would impact the implementation of the candidate. During the business and systems requirement efforts, CRs may be modified or new CRs may be generated (by CLECs or Qwest), with a request that the new or modified CRs be considered for addition to the release candidate list (late added CRs). If the CMP body grants the request to consider the late added CRs for addition to the release candidate list, Qwest will size the CR's requirements work effort. If the requirements work effort for the late added CRs can be completed by the end of system requirements, the release candidate list and the new CRs will be prioritized by CLECs in accordance with the agreed upon Prioritization Process (see Section xx). If the requirements work effort for the late added CRs cannot be completed by the end of system requirements, the CR will not be eligible for the release and will be returned to the pool of CRs that are available for prioritization in the next OSS interface release."

4. On March 5, 2002, the CLECs closed Action Item #146 which KPMG referenced in Initial Release of Exception 3111 (01/30/02). In Action Item #146 the CLECs requested that Qwest answer the question: "What are the criteria used to determine 'level of effort' (i.e., S, M, L, XL) for a release?" Qwest answered this Action Item by including language in Section 3.1 of the Master Redlined CLEC-Qwest CMP Redesign Framework - Revised 03-07-02 committing to provide the CLECs a Level of Effort estimate of the number of hours necessary to implement the CR rather than a "T-shirt" size.

5. Qwest previously provided KPMG a document under the name *Wholesale IT Systems Process Document*, this document is now available under a new name *Wholesale IT PMO Integrated Process Document* in version 1.2. This latest version of the document will be provided through a data request (TI-828S).

KPMG Comments (03/19/2002):

KPMG Consulting confirms that it received the *Wholesale IT PMO Integrated Process Document* on March 13, 2002. KPMG Consulting responses to each of the issues raised in this Exception are presented below:

1) *Qwest internal and external documents lack the roles and responsibilities of Qwest software development staff who are involved in the analysis of CLEC-initiated systems CRs.*

   KPMG Consulting reviewed Sections 3 and 5.4.1 of the *Wholesale IT PMO Integrated Process Document* that contain descriptions of the IT staff involved in the analysis, software development, and project management of systems changes that are scheduled for implementation. KPMG Consulting also reviewed Section 4 that specifies the deliverables of business requirement and system architecture analyses as well as disclosure requirements for these changes that will affect the IMA system. KPMG

Consulting expects that any changes in work assignments and/or responsibilities for vendors resulting from further Qwest-CLEC CMP Redesign discussions will be updated in each of the targeted documents. This issue is resolved.

2) *Qwest does not provide CLECs with information on the manner in which Qwest allocates available resources (capacity) for systems CRs to be included in an OSS release;*

KPMG Consulting reviewed the IMA 11.0 CR Prioritization Form that Qwest distributed on February 25, 2002, in which Qwest disclosed release capacity and LOE for both Qwest- and CLEC-initiated CRs in terms of person hours. KPMG Consulting also reviewed the *Master Redlined CLEC-Qwest CMP Redesign Framework* dated March 7, 2002 and found sections 3.1, 3.2.2, and 3.2.4 state that Qwest will provide CLECs with release capacity information on the following three occasions during the prioritization process:

- During the last monthly Systems CMP Meeting before prioritization vote;
- At Qwest's presentation of release packaging options; and
- As part of the presentation of the committed candidates, after the Qwest IT organization has completed its systems design work.

This issue is resolved.

3) *Qwest software development teams do not perform detailed business and system analyses on CLEC-initiated CRs;*

KPMG Consulting reviewed Sections 3 and 6.3 of the *Wholesale IT PMO Integrated Process Document,* which details the process for conducting business and system analyses of CRs prior to software development and implementation. KPMG Consulting observed that Qwest has disclosed the estimated person hours for individual CRs prior to the prioritization vote for IMA 11.0. KPMG Consulting reviewed the LOE information, noting that Qwest-initiated and CLEC-initiated CRs appeared to receive equal treatment. This issue is resolved.

4) *Qwest documents lack definitions and criteria for establishing the Level of Effort (LOE, formerly known as "T-shirt size") assignment for individual CRs; and*

KPMG Consulting observed that, instead of the previously defined "T-shirt size" assignments (i.e., S, M, L, XL), Qwest has changed LOE to estimated person hours necessary to implement a systems CR. Section 3.1 of the *Master Redlined CLEC-Qwest CMP Redesign Framework* dated March 7, 2002 specifies that Qwest will provide CLECs with LOE and release capacity information in terms of estimated person hours. At the last Systems CMP meeting before Prioritization, Qwest will facilitate the presentation of all CRs eligible for Prioritization. Qwest will provide a high level estimate of the Level of Effort of each CR and the estimated total capacity of the release. Additionally, at the conclusion of system requirements, Qwest will present packaging options (i.e., different combinations of candidates proposed for continuing through the next stage of development) for implementing the release candidates. Options may be identified based on affinities or relationships between candidates and resource constraints that may prevent some candidates from being implemented. This issue is resolved.

5) *Qwest documents lack information on the manner in which Qwest identifies CR package options for a discrete software release that it recommends to CLECs, following the CR Prioritization Process.*

KPMG Consulting reviewed Section 3.2 of the *Master Red-Lined CLEC-Qwest CMP Re-Design Framework (03-07-02 Version)* document and Section 5.3.2 of the *Wholesale IT PMO Integrated Process Document*. The documentation specifies that the IT Development team take into consideration the functional and software dependencies, as well as resource requirements, when it decides packaging

options based on the results of the prioritization process. The Wholesale IT 271 PMO is responsible for communicating the alternative packaging options to the Wholesale CMP staff for presentation at the monthly CMP meeting. KPMG Consulting will observe the presentation of IMA 11.0 packaging options at the March 21, 2002 monthly Systems CMP Meeting. This issue remains open pending retesting and KPMG Consulting's observation of this portion of the Change Management Process.

KPMG Consulting recommends that Exception 3111 remain open pending retesting and confirmation of the enhanced Qwest-CLEC Prioritization and Packaging portion of the Change Management Process.

KPMG Supplemental Recommendation (03/27/2002):

This exception identified five issues related to inadequate processes and information sharing that prevented CLECs from making informed decisions in the CR Prioritization Process. Four of the five issues were resolved in KPMG Consulting's March 19, 2002 response. The remaining issue and KPMG Consulting's response are outlined below:

(5) Qwest documents lacked information on how Qwest identified CR packaging options for a software release that it recommended to CLECs, following the CR Prioritization Process.

Section 5.3.2 of the Wholesale IT PMO Integrated Process Document outlines the specific process that the IT Development team follows, taking into consideration the functional and software dependencies, as well as resource requirements, when it decides packaging options based on the results of the prioritization process. The Wholesale IT 271 PMO is responsible for communicating the alternative packaging options to the Wholesale CMP staff for presentation at the monthly CMP meeting.

While Qwest has established and documented the new process for prioritization and packaging, KPMG Consulting has not yet been able to observe implementation of the complete process for a new release. Qwest indicated at an Observation and Exception Focus Call on March 21, 2002 that IMA Release 10.0 had followed CMP during the prioritization and packaging processes. Therefore, KPMG Consulting reviewed the prioritization and packaging processes for IMA Release 10.0 and observed the following issues:

- Qwest and CLECs were unable to reach consensus about the classification of changes. KPMG Consulting observed that Qwest classified five CRs as Regulatory changes in IMA 10.0 and proceeded with the development work over CLEC objections. Since Regulatory CRs do not require CLEC input, Qwest did not subject these CRs to the prioritization process. At the time when Qwest conducted the prioritization vote for IMA Release 10.0, Qwest and CLECs were at impasse about the definition of Regulatory CRs.

- Qwest did not provide CLECs with total capacity information prior to the prioritization votes on IMA 10.0 in August and October of 2001. In addition, Qwest did not provide updated LOE and capacity information in accordance with Section 3.2.4 of Master Redlined CLEC-Qwest CMP Redesign Framework when it presented the committed CRs for IMA 10.0 on March 21, 2002.[4] Therefore, Qwest did not adhere to the process as described in Issue (2) of this Exception for IMA Release 10.0.

- Qwest participated in the prioritization process for IMA 11.0 but not for IMA 10.0. Going forward, Qwest would be expected to participate in the prioritization process, with its vote being equally weighted with that of a CLEC.

[4] The Committed CRs for IMA Release 10.0 were included in the Systems CMP Meeting Distribution Package, Dated 3/21/02. The document can be found as Attachment I in the package, located at http://www.qwest.com/wholesale/cmp/teammeetings.html.

Based on the above issues, KPMG Consulting was unable to verify adherence to the new processes for IMA Release 10.0. For IMA Release 11.0, the prioritization occurred in February 2002, however, the packaging presentation is not scheduled to occur until the June 20, 2002 Monthly CMP Meeting. KPMG Consulting recommends this exception remain open until retesting confirms that Qwest is adhering to the complete prioritization and packaging processes for system releases.

KPMG Consulting recommends that Exception 3111 remain open pending successful retesting of Qwest's adherence to the complete end-to-end prioritization and packaging processes for a major system release, as defined by the redesigned CMP.

Qwest Response to KPMG Supplemental Recommendation (03/27/2002):

Qwest responds to KPMG's 3 bulleted issues with the following 3 points:

1. In both the IMA 10.0 and 11.0 Releases, Qwest had CRs that were treated as Regulatory CRs and were subjected to the prioritization process as defined for Regulatory CRs with an "above the line" priority. Additionally, both IMA 10.0 and 11.0 release had normal CRs that were subjected to the prioritization process as ranked CRs; therefore, KPMG has had ample opportunity to view the prioritization process and determine its effectiveness, for both types of CRs.

   During the prioritization process for the IMA 10.0 and 11.0 Release, Qwest and the CLECs were at impasse over whether PID/PAP related CRs should be treated as Regulatory CRs or as normal CRs. The resolution of this issue will not change the prioritization process itself, but will simply determine which path ("above the line" or ranked) an individual CR will take through the process. Resolution of this issue should have no impact on KPMG's ability to observe Qwest's adherence to the prioritization process in IMA 10.0 or 11.0.

2. Qwest did not provide the CLECs with the total capacity of the IMA 10.0 Release prior to the CLECs prioritizing that release; however, Qwest did provide the CLECs with the total capacity of the IMA 11.0 Release prior to the packaging.

   During the January Systems CMP meeting, Qwest provided LOEs for all the CRs on the IMA 10.0 prioritized list and the subset of those CRs that were considered packaged for IMA 10.0. During the March Systems CMP meeting, Qwest stated that the previously communicated list of IMA 10.0 packaged CRs were now considered committed for the IMA 10.0 Release and that no changes had been made to the list including LOEs.

3. Qwest did indeed vote on the IMA 10.0 prioritization list. As a confidential attachment to this response, Qwest is including the spreadsheet containing the prioritized ranking of the IMA 10.0 candidate list returned by each CLEC and Qwest. The spreadsheet also contains the result of the prioritization exercise. This process was repeated for the IMA 11.0 prioritization exercise as well.

Qwest Supplemental Response (04/03/2002):

Through its review of releases 10.0 and 11.0, KPMG has reviewed Qwest's adherence with each phase of the prioritization and packaging processes for major system releases, that were in place and agreed to via CMP at the time of executing the process. Due to the current schedule of this test, Qwest requests that KPMG Consulting conduct no further testing. Qwest does not believe the remaining unresolved issues warrant an extension of the test time line. Qwest recognizes this will not allow KPMG to observe Qwest's adherence to the complete end-to-end prioritization and packaging processes for a single major system release.

Attachment(s): None

ROC_TI825_EXP3110_KPMG 2nd Disposition Report_05_21_02.doc

Initial Release Date: January 24, 2002
First Response Date: March 13, 2002
Second Response Date: March 27, 2002
Disposition Report Date: April 2, 2002
Third Response Date: May 7, 2002
Supplemental Disposition Report Date: May 21, 2002

SUPPLEMENTAL EXCEPTION DISPOSITION REPORT

An exception has been identified as a result of the test activities associated with the Change Management Review, MTP Test 23.

Exception:

Qwest did not adhere to its Change Management Process document management standards and tracking of CLEC notifications through the Mailout Notification System.

Summary of Exception:

Qwest utilizes the Mailout Notification System to distribute information that pertains to CLECs' business operations. These notifications cover a wide range of topics including documentation updates, new product offerings, training availability, OSS planned outages, Qwest-CLEC meeting notices, Qwest's responses to CLEC-initiated change requests, and notices specifically concerning the Qwest Change Management Process (CMP). These distributions are critical to allow CLECs to make informed decisions about their business operations, as well as to maintain the Qwest-CLEC business relationship. CLEC representatives rely on accurate email headlines and timely notices to redistribute the emails within their respective organizations.

KPMG Consulting reviewed a total of 115 CLEC notifications that Qwest distributed through the Mailout Notification System in December 2001, and identified the following six issues:

(1) Discrepancies between document dates and actual distribution dates indicated Qwest had not distributed some notifications in a timely manner;
(2) Inaccurate description of notification in an email headline;
(3) Late notice of system changes;
(4) Inadequate interval for announcing planned outages;
(5) Inadequate information about cost docket rate changes;
(6) Lack of adequate tracking and verification of documentation intervals.

Summary of Qwest's Initial and Supplemental Responses:

Qwest's responses indicated that the following remedies were implemented to address issues identified in this Exception:

(1) The Qwest Notification Department implemented a log-in process to ensure that all documents are distributed in a timely manner.
(2) Qwest made corrections as soon as it had detected that an inaccurate description of notification had been applied – Qwest distributed a corrected notification with the appropriate headline shortly after the original email notification.
(3) Qwest implemented a notification process and corresponding set of intervals to provide CLECs with advance notice of bill rate validation activities. With respect to three other late notices of system changes, Qwest stated that it was unable to provide CLECs with advance notices prior to error resolution.
(4) In accordance with results from CMP Redesign discussion, Qwest implemented the 48-hour interval for planned outages effective February 1, 2002.
(5) Starting March 1, 2002, Qwest implemented a new notification process to inform CLECs at least 15 days in advance of the implementation of cost docket rate changes.
(6) Qwest implemented a Web-based depository on January 31, 2002 so that CLECs could search and retrieve past notifications. Qwest also confirmed that although it does not employ a centralized database or other mechanism for tracking adherence to established CMP intervals, it does have documented procedures and project plans for tracking CMP deliverables for each type of interface.

In relation to the remaining issue (6), "lack of adequate tracking and verification of documentation intervals", Qwest provided two examples of tools used to track and verify notification intervals for systems-related CMP changes.

On April 25, 2002, Qwest requested that KPMG Consulting reopen this Exception and observe adherence to the documentation release intervals. Qwest subsequently clarified that it was able to manage all the required OSS Interface notifications since April 4, 2002 in accordance with the documented CMP notification timelines. Qwest also provided a spreadsheet showing Qwest's recent CMP notification results based on the OSS Release Calendar posted to the Qwest Wholesale CMP Website.

In response to issues KPMG Consulting raised following reopening this Exception, Qwest was asked to clarify the relationship between changes to the calendar and adherence to established intervals. Qwest stated that release dates posted to the OSS Release Calendar are considered "target dates" that Qwest occasionally changes due to various issues that arise during the software development cycles. When the target implementation date changes on the OSS Release Calendar, Qwest reported that it will modify the applicable notification dates in the OSS Release Calendar based on the intervals required by CMP.

KPMG Consulting's Supplemental Disposition Report (05/21/02):

Summary of KPMG Consulting's Retest Activities:

Exception 3110 identified six issues with the notifications that Qwest distributes to the CLEC community. KPMG Consulting conducted retesting of Qwest notifications with respect to issues

(1) and (4). KPMG Consulting reviewed Qwest's responses along with substantiating material, and confirmed that Qwest had taken steps to address issue (2) and (5). Issue (3) relates to advance intervals for notifying CLECs about unanticipated system fixes, patches, or unplanned outages. KPMG Consulting determined that this issue falls within the scope of Exception 3112.

KPMG Consulting reviewed a total of 278 notifications that Qwest distributed between February 1, 2002 and March 22, 2002 and identified one incident in which Qwest experienced a delay of two days between the time the document was prepared and actual distribution. Among the reviewed notifications, KPMG Consulting identified three planned outage notices, all of which met the advanced notice interval requirement. KPMG Consulting was satisfied with retest results and considered issues (1) through (5) resolved.

Issue #6 Lack of Adequate Tracking and Verification

Qwest confirmed that CMP managers do not employ a centralized mechanism to track and ensure that documentation release intervals are being followed for all upcoming software releases. KPMG Consulting reviewed Qwest internal process documents and verified that software, product, and process documentation teams have procedures to prepare documents and distribute them in accordance with the intervals specified in the draft CMP document. Due to the recent implementation of these process changes, KPMG Consulting was unable to observe adherence to the documented process for notification interval management and closed Exception 3110 on April 2, 2002, as inconclusive.

Summary of KPMG Consulting's Retest Results:

KPMG Consulting identified a total of eight software release notifications distributed between April 4, 2002 and May 3, 2002. These notifications included release updates for five different Qwest OSS interfaces and the retirement of IMA Release 9.0. Because of the relatively few notifications available for review, KPMG Consulting was unable to fully validate Qwest's adherence to the specified intervals.

KPMG Consulting found that Qwest appeared to have missed the distribution date for IABS Release 84. Qwest attributed this discrepancy to the lack of any CLEC-impacting changes in this particular OSS release. Qwest also stated that it had removed this IABS release from the OSS Release Calendar Version 9.0. Although KPMG Consulting understands that changes in release schedules occur, it considers consistency in the flow and distribution of information to be an important element in managing the Qwest-CLEC business relationship. KPMG Consulting, therefore, would expect the published OSS Release Calendar[1] to include this previously scheduled version of IABS in the list of interfaces for "No Planned Releases" section of the document.

[1] The OSS Release Calendar is located at http://www.qwest.com/wholesale/cmp/osscalendar.html.

KPMG Consulting noted that Qwest frequently applied changes to the notification dates and content in the OSS Release Calendar. During the period January 2002 through May 2002, Qwest issued ten versions of the OSS Release Calendar but did not immediately or consistently notify CLECs of all changes applied. CLECs are likely to face difficulties in coordinating the necessary resources for a new or upgraded system release if the published release dates frequently change.

Based on the observations noted during re-testing, KPMG Consulting was unable to conclusively verify Qwest's consistent adherence to stated CMP intervals for software release notifications. KPMG Consulting concluded its retest period on May 17, 2002.

KPMG Consulting recommends that Exception 3110 be closed as inconclusive.

ROC_TI825_EXP3110_Qwest Response to KPMG 3rd Supp Rec_05_10_02.doc

Test Vendor ID:	EXP 3110
Qwest Internal Tracking ID:	TI 825
Observation/Exception Title:	Mailout Notification System
Test Type/Domain:	Test 23 - Change Management
Date Qwest Received:	01/25/2002
Initial Response Date:	02/26/2002
Supplemental Response Date:	03/05/2002
2nd Supplemental Response Date:	03/19/2002
3rd Supplemental Response Date:	03/22/2002
4th Supplemental Response Date:	04/01/2002
5th Supplemental Response Date:	04/25/2002
6th Supplemental Response Date:	05/02/2002
7th Supplemental Response Date:	05/10/2002

Test Incident Summary:

An exception has been identified as a result of test activities associated with the Change Management Review, MTP Test 23.

Exception:

Qwest did not adhere to its Change Management Process document management standards and tracking of CLEC notifications through the Mailout Notification System.

Background:

Qwest utilizes the Mailout Notification System to distribute information that pertains to CLECs business operations. These notifications cover a wide range of topics including documentation updates, new product offerings, training availability, OSS planned outages, Qwest-CLEC meeting notices, Quest's responses to CLEC-initiated change requests, and notices specifically concerning the Qwest Change Management Process (CMP). These distributions are critical to allow CLECs to make informed decisions about their business operations, as well as to maintain the Qwest-CLEC business relationship. CLEC representatives rely on accurate email headlines and timely notices to redistribute the emails within their respective organizations.[1]

Issues:

[1] KPMG Consulting observed that, in response to CLECs' request during the CMP Redesign effort, Qwest implemented a standard naming convention for all Change Management email notifications beginning in August 2001.

Qwest did not adhere to its Change Management Process document management standards and tracking of CLEC notifications through the Mailout Notification System. KPMG Consulting reviewed a total of 115 CLEC notifications[2] that Qwest distributed through the Mailout Notification System in December 2001, and identified the following six issues:

Delayed distribution

KPMG Consulting identified 32 instances (28% of the total notifications reviewed) in which Qwest's date of a notification was earlier than its actual distribution, thus representing a delay. While the majority of these delays fell within one business day, KPMG Consulting identified 13 instances in which the delay exceeded two business days. Appendix A includes one notification that was dated December 10, 2001, but was distributed on December 27, 2001.

Email Headline	Document Date	Distribution Date
System: CEMR User's Guide Update, RN, Effective 11/30/01	11/30/2001	12/3/2001
Systems: IMA GUI Documentation Update, non-release related, 12/03/01	11/30/2001	12/3/2001
General: Meetings: RN: Collo Decommission Mtg on 12-12, Effective 12-4-01, Final	12/4/2001	12/5/2001
System: OSS Scheduled Mtc., Final 12/4/01	12/4/2001	12/5/2001
Change Management: Meeting: RN: Update from 11-30 Mtg on UNE-P Bulk Conversion, Effective 12-4-01, Final	12/4/2001	12/5/2001
Minnesota Dept. of Commerce Interrogatory Docket P421/CI-01-1370	12/5/2001	12/6/2001
System: OSS Scheduled Maintenance, 12/10/01	12/10/2001	12/11/2001
System: OSS Sched. Mtce. Weekend of 12/14, 12/12/01	12/11/2001	12/12/2001
System: IMA GUI 8.1 CTAG Users Guide Update 12/13/01	12/10/2001	12/13/2001
Process: Ordering: RN: Updates to Local Service Ordering Guidelines,	12/14/2001	12/17/2001
Product: UNE: RN: Update to Unbundled Local Loop PCAT, Effective December 17, 2001, Final	12/14/2001	12/17/2001
Process: Provisioning: RN: Update to Customer Not Ready Jeopardy Process, Effective December 14, 2001, Final	12/14/2001	12/17/2001
System: CEMR User's Guide Update, 12/14/01	12/14/2001	12/17/2001
System: Delayed Bill Post Notifications, 12/14/01	12/14/2001	12/17/2001
System: Digital Certificates & ECOM Doc, 12/14/01	12/14/2001	12/17/2001
Local Service Freeze Protection: AZ, IA, MN, MT, NE, NM, WY	12/17/2001	12/18/2001
DMT Qwest DSL Change Charge	12/14/2001	12/18/2001
Qwest DSL Service Promotion	12/14/2001	12/18/2001
Customer Premises Wire and Maintenance Plans	12/14/2001	12/18/2001
Residence VMS Service, Effective 1/2/01	12/14/2001	12/18/2001
Training: IMA Release 9.0, RN, 12/18/01	12/14/2001	12/18/2001
Business Competitive Response – IA	12/17/2001	12/19/2001
Process: Ordering: RN: Update to Service Interval Guide, Effective December 20, 2001, Final	12/19/2001	12/20/2001
Switch Conversion-Woodland Park, CO 1-12-02	12/20/2001	12/21/2001
Local Directory Assistance – MN	12/14/2001	12/26/2001

[2] KPMG Consulting received a total of 119 Qwest mailout notifications in December 2001. Four of them were repeated distributions, and thus, were excluded from this analysis.

Email Headline	Document Date	Distribution Date
Residence Caller ID and Security Screen Promo - IA, NM, OR, MT	12/21/2001	12/27/2001
Meet the Due Date Promotion, Effective 2/1/02	12/26/2001	12/27/2001
Residence Caller ID and Security Screen Promotion -ND, CO, WY	12/21/2001	12/27/2001
2002 Q1 Business Promotion Resale Notice - AZ, CO, IA, MT, NM, OR, SD, UT, WA, WY	12/26/2001	12/27/2001
Synchronous Service Transport, STS 1 Multiplexing	12/21/2001	12/27/2001
Business Caller ID Promotion, Effective 1/21/02	12/21/2001	12/27/2001
Residence Competitive Response Promotion - Utah	12/10/2001	12/27/2001

Erroneous topic

KPMG Consulting observed one instance in which the email headline contained an inaccurate description of its contents. On December 3, 2001, at 5:14 PM MT, Qwest distributed an email with the headline, "Process: Ordering: RN: Update to Resale Database Info, Effective December, 3, 2001, Final." The notification included with the email was titled "Updated Information for Getting Started as a Wholesale Customer & the Negotiations Process" (Document No. PROS.12.03.01.F.00325.Getting_Started_&_Negotiations).

Late notice of system changes

KPMG Consulting reviewed 10 notifications related to system changes, and identified four instances in which Qwest notified CLECs following implementation of the associated patch or change.

Email Headline	Implementation Date	Notification Date
System: Billing System Implementations, RN, Final, 12/3/01	11/15/2001	12/3/2001
System: EMI Fields Fixed on DUF, RN, 12/6/01	11/29/2001	12/6/2001
System: Billing System Implementation 12-7-01, Final	11/29/2001	12/7/2001
System: Delayed Bill Post Notifications, 12/14/01	12/4/2001	12/14/2001

Inadequate interval for planned outage notices

KPMG Consulting identified eight notifications that were sent to CLECs about planned system outages. All were distributed within fewer than three business days in advance of the outage.[3] In one instance, Qwest notified CLECs on December 7, 2001, at 5:41 PM, about a planned outage scheduled to start at 5:00AM on December 8, 2001. (Appendix B).

Email Headline	Planned Outage (Mountain Time)	Notification Date (Mountain Time)
System: OSS Scheduled Mtc., Final 12/4/01	12/7/2001 8:00 PM	12/5/2001 2:27 PM
System: OSS Scheduled Maintenance, N, Final, 12/5/01	12/9/2001 12:00 PM	12/5/2001 5:46 PM
Minnesota Dept. of Commerce Interrogatory Docket P421/CI-01-1370	12/9/2001 12:00 PM	12/6/2001 12:59 PM
System: DLIS Availability, 12/7/01	12/8/2001 5:00 AM	12/7/2001 5:41 PM

[3] KPMG Consulting notes that Qwest has not formally defined the notification interval for planned system outages. See Action Item #209, p. 66 of the *CMP Redesign Draft Meeting Minutes Dec. 10-11.*

Email Headline	Planned Outage (Mountain Time)	Notification Date (Mountain Time)
System: OSS Scheduled Maintenance, 12/10/01	12/12/2001 10:00 PM	12/11/2001 5:17 PM
System: OSS Scheduled Maintenance 12-13, 12/11/01	12/13/2001 10:00 PM	12/11/2001 5:30 PM
System: OSS Sched. Mtce. CEMR-MEDIACC 12/14-12/16	12/14/2001 10:00 PM	12/12/2001 6:16 PM
System: OSS Sched. Mtce. Weekend of 12/14, 12/12/01	12/13/2001 8:30 PM	12/12/2001 6:31 PM

Inadequate information

On December 27, 2001, Qwest distributed a notification informing CLECs of rate restructuring in Montana that was planned to take effect after the January 2002 billing date. Qwest advised CLECs to contact Qwest Billing Representatives for specific details after the changes were implemented, but did not specify an exact date for when the changes were to take effect (Appendix C).

Lack of adequate tracking and verification

In response to KPMG Consulting's data request and subsequent clarification, Qwest submitted copies of Mailout Notifications that it had distributed to CLECs, rather than an actual database or other logging tool used to track CLEC notifications[4]. KPMG Consulting infers from the data request responses that Qwest lacks a centralized database to track information that is distributed to CLECs.

Based on the above analysis, it appears that Qwest does not distribute accurate information on a timely basis. In addition, Qwest appears to lack the proper tools to track CLEC notifications and ensure that the information therein is accurate. KPMG Consulting considers the procedures, systems, and tools that Qwest uses to track information and monitor its compliance with documented intervals for notification to be an essential element of the Change Management process.

Impact

CLECs depend on accurate, dependable, and timely information to support their business and fulfill obligations of their customers. If a Mailout Notification includes an erroneous topic in its subject line, a CLEC may route the notification to the wrong department and responsible individual(s). If a Mailout Notification is distributed without an adequate interval in advance of the planned change, a CLEC might not have the flexibility to reschedule its workforce and to complete transactions in a timely manner. The issues identified in this Exception may result in CLEC operational inefficiencies, thereby reducing CLEC profitability and impacting the CLEC's ability to compete in the Local Exchange Carrier market.

Qwest Formal Response:

KPMG issue #1, *KPMG Consulting identified 32 instances (28% of the total notifications reviewed) in which Quest's date of a notification was earlier than its actual distribution, thus representing a delay. While the majority of these delays fell within one business day, KPMG Consulting identified 13 instances in which the delay exceeded two business days. Appendix A includes one notification that was dated December 10, 2001, but was distributed on December 27, 2001.*

[4] KPMG Consulting data request CM27: Database of Qwest notifications to CLECs. KPMG Consulting stated, in a subsequent clarification, dated December 12, 2001, that KPMG Consulting requested "the actual database tool or logging tool that Qwest uses to keep track of the notifications it has sent to CLECs."

Qwest evaluated the documents presented by KPMG. The document dates on these notices reflect the dates that the first drafts of these documents were prepared. Beginning January 2002,Qwest now corrects the document date to match the final date, which is the date of distribution.

The Three documents identified by KPMG were distributed after the effective date of the product availability, because the Qwest Notifications department did not log in these documents, after they were received from the Qwest Regulatory department. The Qwest Notifications department has implemented a log-in process to ensure that all document that are received are logged in and distributed in the received time period.

KPMG issue #2, *KPMG Consulting observed one instance in which the email headline contained an inaccurate description of its contents. On December 3, 2001, at 5:14 PM MT, Qwest distributed an email with the headline, "Process: Ordering: RN: Update to Resale Database Info, Effective December, 3, 2001, Final." The notification included with the email was titled "Updated Information for Getting Started as a Wholesale Customer & the Negotiations Process" (Document No. PROS.12.03.01.F.00325.Getting_Started_&_ Negotiations).*

Qwest is aware of the inaccurately titled notification, titled "Process: Ordering: RN: Update to Resale Database Info, Effective December 3, 2001, Final," sent at 5:14 PM MT on December 3, 2001. Qwest immediately identified the error and 13 minutes later sent a notification under the correct title, "RESEND: Process: Ordering: RN: Update to Getting Started & Negotiations Information, Effective December 3, 2001, Final," at 5:27 PM MT on December 3, 2001. Qwest feels that any confusion caused by the initial incorrect notification was immediately resolved by the corrected notification.

KPMG issue #3, *KPMG Consulting reviewed 10 notifications related to system changes, and identified four instances in which Qwest notified CLECs following implementation of the associated patch or change*

Email Headline	Implementation Date	Notification Date
System: Billing System Implementations, RN, Final, 12/3/01	11/15/2001	12/3/2001
System: EMI Fields Fixed on DUF, RN, 12/6/01	11/29/2001	12/6/2001
System: Billing System Implementation 12-7-01, Final	11/29/2001	12/7/2001
System: Delayed Bill Post Notifications, 12/14/01	12/4/2001	12/14/2001

The first notification titled "System: Billing System Implementations, RN, Final, 12/3/01" was to announce that Qwest implemented table updates to correct bills for UNE-P accounts in Colorado. The notification explained that previously, an incorrect table update occurred which resulted in UNE-P accounts receiving an incorrect credit. The notification explained that Qwest would not pursue collection for credits that had already been applied. Qwest distributed this notification to the CLECs for informational purposes only. Quest's correction of the rate table did not affect CLEC systems that interconnect with Quest's systems and it did not cause CLECs a need to alter their operating procedures. Nevertheless, in response to a similar occurrence noted in TI-785, Qwest provided KPMG with a new procedure for notification to CLECs of corrections to tables resulting from a rate validation effort. KPMG recently recommended closure of TI-785.

The second notification titled "System: EMI Fields Fixed on DUF, RN, 12/6/01" informed CLECs that Qwest had discovered and fixed two EMI fields that were not being correctly populated on the Daily Usage Feed (DUF). So as to reduce any negative impact to the CLECs, Qwest corrected these fields immediately upon error detection (i.e. a bug fix), making prior notification both impractical and impossible. Within a reasonable period following detection and correction of the error, Qwest notified CLECs of the error resolution.

The third notification titled "System: Billing System Implementation 12-7-01, Final" informed CLECs that Qwest implemented new system edits which identify whether a Qwest-carried intra-LATA toll record, is a toll call or a local call. Prior to November 29, 2001, an EMI 100101 toll record and a 100131 local record were sent to the CLEC to use to bill the end user. With this new edit, if the call is local, Qwest sends only the 100131 local record. If the call is toll, Qwest sends both the 110101 access record and a 100101 toll record. These edits corrected a problem of duplicate EMI records being created and Qwest notified CLECs of the error resolution.

The fourth notification titled "System: Delayed Bill Post Notifications, 12/14/01" informed CLECs that Qwest had discovered that some of the Bill Post Notifications associated with LSRs having multiple service orders were not sent to the GUI nor were they sent via EDI. The notification explained that, although there was a delay in providing these notifications, there was no delay in the actual posting of the service orders to the CRIS system. Again, Quest's policy is to implement systems correction immediately, if possible, rather than allowing these errors to continue until after CLECs are given advance notice of these corrections. Qwest believes it is proper to prioritize the corrections, where this is achievable. Where Qwest can immediately, or in short order, correct an identified systems error, it will continue to do so. Where systems errors cannot be immediately corrected, Qwest will provide notice in advance of corrections, which may take place at a later date.

KPMG issue #4, *KPMG Consulting identified eight notifications that were sent to CLECs about planned system outages. All were distributed within fewer than three business days in advance of the outage.*[5] *In one instance, Qwest notified CLECs on December 7, 2001, at 5:41 PM, about a planned outage scheduled to start at 5:00AM on December 8, 2001. (Appendix B).*

Qwest is committed to providing its wholesale customers accurate notifications of planned system outages no less than 48 hours in advance of the outage. Unfortunately, in two instances, Qwest did not meet that commitment because of an internal miscommunication. Qwest has addressed this issue with the employee responsible for the delay.

Following is a table that identifies the notification intervals:

Document Number Subject	Notification Date/Time	Hours in advance of Outage/Maintenance
SYST.12.04.01.F.02449_OSS_Scheduled_Mtce. Operations Support Systems(OSS) Scheduled Maintenance	12/5/2001 2:26PM	53
SYST.12.05.01.F.02451.OSS_Scheduled_Mtce Operations Support Systems Scheduled Maintenance	12/5/2001 5:45PM	90
SYST.12.06.01.F.02458.OSS_Scheduled_Mtce Operations Support Systems(OSS) Scheduled Maintenance	12/6/2001 5:22PM	NA - This was a clarification to the two notices above that did not impact notification intervals.
SYST.12.07.01.F.02463.DLIS_Availability Directory Listing Inquiry System Availability	12/7/2001 5:40PM	11
SYST.12.10.01.F.02468.OSS_Scheduled_Maintenance Operations Support Systems (OSS) Scheduled Maintenance	12/11/2001 5:17PM	29 Note: This notification informed CLECs that FOCs could be delayed beginning at 10:00 PM Dec 12 and ending at 6:00 AM Dec 13.

[5] KPMG Consulting notes that Qwest has not formally defined the notification interval for planned system outages. See Action Item #209, p. 66 of the *CMP Redesign Draft Meeting Minutes Dec. 10-11.*

Document Number Subject	Notification Date/Time	Hours in advance of Outage/Maintenance
SYST.12.11.01.F.02472.OSS_Sched_Mtce_12-13_CEMR-MEDIACC OSS Scheduled Maintenance December 13 with CEMR/MEDIACC Impacts	12/11/2001 5:29PM	52
SYST.12.12.01.F.02473.OSS_Sched_Mtce_12-14_12-16_CEMR-MEDIACC OSS Scheduled Maintenance for December 14, 2001 through December 16, 2001 with CEMR/MEDIACC Impacts	12/1/2001 6:15PM	52
SYST.12.12.01.F.02471.OSS_Sched_Mtce_12-14_Wknd Operations Support Systems (OSS) Scheduled Maintenance	12/1/2001 6:30PM	52

At the February 5-7 CMP Redesign meeting, Qwest and the CLECs agreed to planned outage notifications based on Action Item #209. That agreement is as follows:

"Action #209 (From Redesign Issues/Actions Log) Propose language and time frame for scheduled maintenance. Notification and inclusion of known patches or any other known CLEC impacting changes. Whether scheduled maintenance. Included under Production Support in Section 11.1 of the Master Red Line Document. Closed 2-6-02"

The agreed to Master Redline language is as follows:

"Notification of Planned Outages
Planned Outages are reserved times for scheduled maintenance to Operations Support Systems (OSS). Qwest sends associated Notifications to all CLECs. Planned Outage Notifications must include:

- Identification of the subject OSS.
- Description of the scheduled OSS maintenance activity.
- Impact to the CLECs (e.g. geographic area, products affected, system implications, and business implications).
- Scheduled date and scheduled start and stop times.
- Work around, if applicable.
- Qwest contact for more information on the scheduled OSS maintenance activity.

Planned Outage Notifications will be sent to CLECs and appropriate Qwest personnel within 2 days of the scheduling of the OSS maintenance activity."

Furthermore, as discussed at the January 22-24, 2002 Redesign meeting, some IT Help Desk trouble tickets may require a very quick turnaround for system maintenance. When a quick turnaround for system maintenance is required, Qwest must balance the need to address the maintenance problem with the need to notify CLECs in advance of the maintenance.

KPMG issue #5, *On December 27, 2001, Qwest distributed a notification informing CLECs of rate restructuring in Montana that was planned to take effect after the January 2002 billing date. Qwest advised CLECs to contact Qwest Billing Representatives for specific details after the changes were implemented, but did not specify an exact date for when the changes were to take effect (Appendix C).*

As indicated at the top of the notification, the Effective Date for this Regulatory Mandated change was December 28, 2001. As stated in the body of the notification, "These rates will be reflected on or after your January bill date."

Additionally, in TI 785 Qwest committed that beginning March 1, 2002, Qwest will implement a notification process to inform CLECs at least 15 days in advance of the implementation of cost docket rate changes

KPMG issue #6, *In response to KPMG Consulting's data request and subsequent clarification, Qwest submitted copies of Mail out Notifications that it had distributed to CLECs, rather than an actual database or other logging tool used to track CLEC notifications*[6]*. KPMG Consulting infers from the data request responses that Qwest lacks a centralized database to track information that is distributed to CLECs.*

Based on the above analysis, it appears that Qwest does not distribute accurate information on a timely basis. In addition, Qwest appears to lack the proper tools to track CLEC notifications and ensure that the information therein is accurate. KPMG Consulting considers the procedures, systems, and tools that Qwest uses to track information and monitor its compliance with documented intervals for notification to be an essential element of the Change Management process.

Qwest misunderstood KPMG Consulting's data request. Qwest does have a centralized internal database designed to track CLEC notifications and on January 25, 2002 Qwest launched a web based search tool for external users for Wholesale Customer Notification Letters (CNLA). (Document Number: WEBS.01.31.02.F.02700.CNLA) See APPENDIX D.

As stated in the notification,

"The customer Notification Letter Archive is a searchable database to help you find notices that have been released to Quest's Wholesale customers."

Each time a notice is distributed to our CLEC and Resale customers, a copy is posted to this site. You may search by date, category, (i.e. Product, Process, Network, etc), sub-category (i.e. meetings, announcements, UNE, Collo, Ordering, Billing etc.) The search tool itself will identify what the search options include.

The CNLA search tool was designed to support the elements in the notification Naming Convention agreed upon in the Change Management Process Redesign Meetings. The primary categories of notification are:
Change Management Notices General Notices Network Notices (including Tech Pubs)
Product Notices Process Notices Systems Notices
Tariff Notices Training Notices Web Site Notices

The tool is found on the Qwest Wholesale Web site in the Notices section at this URL:

http://www.qwest.com/wholesale/notices/cnla/

The design and naming conventions implemented with this tool were agreed to in CMP Redesign sessions.

Qwest Supplemental Response (03/05/2002):

Qwest made the following commitment in the 2/26/02 response:

> *"[Issue #5] Beginning March 1, 2002, Qwest will implement a notification process to inform CLECs at least 15 days in advance of the implementation of cost docket rate changes."*

Qwest launched this notification process on 3/1/02.

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[6] KPMG Consulting data request CM27: Database of Qwest notifications to CLECs. KPMG Consulting stated, in a subsequent clarification, dated December 12, 2001, that KPMG Consulting requested "the actual database tool or logging tool that Qwest uses to keep track of the notifications it has sent to CLECs."

KPMG Comments (03/13/2002):

KPMG Consulting reviewed Qwest's February 26, 2002 and March 5, 2002 responses. KPMG Consulting's response to each of the identified issues follows:

Issue #1 Delayed Distribution

In its response, Qwest acknowledged the incorrect date of notification in previous distributions and stated Qwest now ensures that the documentation date matches the final distribution dates. In addition, Qwest has implemented a log-in process to ensure that all documents that are received are logged in and distributed in a timely manner. KPMG Consulting will monitor notifications sent out until the end of the test to verify that Qwest's implementation of a new process addresses this notification issue. This issue remains open pending successful retest results.

Issue #2 Erroneous Topic

KPMG Consulting reviewed Qwest's response and confirms that it received the corrected notification with the appropriate headline/topic that Qwest referenced in its response. KPMG Consulting also noted that the corrected notification was distributed shortly after the identified, inaccurately titled instance. This issue is resolved.

Issue #3 Late Notice of System Changes

In its response, Qwest referred to the lack of advance notice of bill rate validation activity at the time when this Exception was first published. KPMG Consulting formally identified this issue in Observation 3074. Based on Qwest's responses to Observation 3074 and this Exception, it appears that Qwest has implemented a notification process and corresponding intervals to address the bill rate notification issue. KPMG Consulting is satisfied with Qwest's response to the first identified instance.

With respect to the latter three instances of notifications that were issued following the implementation of the change, KPMG Consulting recognizes the need for Qwest to correct system errors immediately, and that advance notice of patch implementations through the Mailout Notification System may not always be feasible. Delays for the examples provided ranged from five to eight business days. The discussion about documented intervals for notifying CLECs about unanticipated system fixes, patches, or unplanned outages is addressed in the current scope of Exception 3112. KPMG Consulting, therefore, closes these three instances for the purposes of E3110 and will address this issue in E3112.

Issue #4 Inadequate Interval for Planned Outage Notices

KPMG Consulting reviewed the Production Support section of the *Master Redlined CLEC-Qwest Redesign Framework*[7] and confirms the established documented notification interval of two days for planned outages as part of language resulting from Action Item Reference #209. Qwest and CLECs have agreed to a 48-hour interval for notification of planned outages in cases when Qwest has scheduled maintenance to Operational Support Systems. KPMG Consulting acknowledges that when a quick turnaround for system maintenance is required as described in Qwest's latest response to this Exception, those instances would be examples of *unplanned* outages and/or system fixes, which are not subject to the 48-hour interval. KPMG Consulting concurs that under the new policy as applied to the examples from December, 2001, there were only two instances in which Qwest did not meet the 48-hour commitment. KPMG Consulting will continue to monitor notifications sent out until the end of the test to verify that the 48-hour interval is being met. This issue remains open pending successful retest results.

[7] The *Master Redlined CLEC-Qwest Redesign Framework* is accessible from the Qwest CMP Redesign Web site located at http://www.qwest.com/wholesale/cmp/redesign.html.

Issue #5 Inadequate Information

KPMG Consulting reviewed Qwest's February 26 and March 5, 2002 responses which state that it had implemented a notification process to inform CLECs at least 15 days in advance of the implementation of cost docket rate changes. KPMG Consulting will monitor notifications sent out until the end of the test to verify that Qwest's implementation of a new process addresses this issue. This issue remains open pending successful retest results.

Issue #6 Lack of Adequate Tracking and Verification

KPMG Consulting reviewed the CNLA Web site and confirms it contains notifications searchable by category, distribution date, or type of notice. The Web site also hosts an archive of past notifications as well as instructions for subscribing to the Mailout Notification System.[8]

The Web site does not appear to support tracking functions to ensure that notifications are sent in compliance with agreed upon intervals. Qwest's response states that "Qwest does have a centralized internal database designed to track CLEC notifications..." KPMG Consulting requests that Qwest provide additional information and documentation to support the existence of and adherence to the tools and processes in place to ensure accurate and timely distribution of notifications. This issue remains unresolved.

KPMG Consulting recommends that Exception 3110 remain open pending resolution of the one remaining issue and successful retest results for the issues to be monitored until the test ends.

Qwest Response to KPMG Comments (03/19/2002):

Qwest has undertaken a two-fold approach to ensure that notifications are provided based on either (i) agreed to CMP requirements or (ii) when not subject to CMP requirements, other existing standards or requirements. This approach includes processes developed within each contributing functional group and an ongoing internal performance assessment.

Qwest will provide, through the confidential data request process, three Functional Process examples that demonstrate the processes that ensure compliance with customer notification obligations.

- Excerpt from *External Documentation Team Methods and Procedures*: This document excerpt illustrates the process and timelines the Qwest Wholesale External Documentation Team follows to prepare Product Catalogue (PCAT) and Local Services Ordering Guide (LSOG) additions and changes for inclusion in a customer notification and distribution to the CLECs. This document excerpt will be provided via the DR process.
- *Technical Publication Process Document, Section 2.6*: This document excerpt illustrates the process and timelines that Qwest follows to prepare Technical Publication additions and changes for inclusion in a customer notification and distribution to the CLECs. This document, in its entirety, is provided to, and used by, all publishers of network Technical Publication documentation. This document excerpt will be provided via the DR process.
- *Wholesale Customer Notification Process, Version 2.0*: This document details the process that Qwest uses to funnel all notifications to Qwest's CLEC customers through a single channel for final message preparation and distribution, and the methods Qwest uses to create messages consistent in content preparation, design, layout, and tone. This document is posted on the Qwest internal Intranet site and is used by affected employees. This document will be provided via the DR process.

[8] The subscription Web site is located at: http://www.qwest.com/wholesale/notices/cnla/maillist.html.

Qwest also develops project plans for all OSS Interface changes, introductions and retirements. Project plans assist Qwest in tracking deliverables, timelines and documentation changes, including the timely distribution of notifications. Qwest will provide two examples of these, as described below, via the DR process

- *IMA Release 10.0 DRAFT Application-to-Application and GUI Release Project Plan*: This project plan documents and tracks Qwest's compliance with every deliverable, timeline, and documentation change necessary to successfully implement IMA Release 10.0.
- *FORCAST GUI Project Plan*: This project plan documents and tracks Qwest's compliance with every deliverable, timeline, and documentation change necessary to successfully implement the FORCAST GUI.

Additionally, Qwest has implemented performance assessment tracking with all mail out notifications, and is tracking those notifications as they are issued. The *Notification Compliance Assessment – February-March 2002* includes an analysis of each notification to ensure that it meets advance notification timeframes, naming convention requirements, comment requirements, and provides feedback mechanisms, when applicable. This document will be provided via the DR process.

As agreements on notification items are reached in the CMP Redesign, such as advance notification timeframes for Qwest initiated Product/Process changes, Qwest immediately notifies all affected functional groups to inform them of the agreed to notification timeframes and required implementation dates and ensures that such groups update their applicable notification processes documents. Qwest also incorporates those notification requirements into the performance assessment tracking and begins providing immediate analysis and problem resolution recommendations, when required, to ensure compliance with the notification requirements.

Qwest Response to Focus O&E Discussion (03/22/2002):

Based on the KPMG and Qwest Focused O&E call on March 21, 2002, Qwest agreed to develop supplemental information identifying the functional roles and responsibilities of those managing notification generation and compliance. The confidential matrix that identifies those functions will be provided via the DR process.

KPMG Recommending Inconclusive Closure (03/27/2002):

KPMG Consulting has reviewed Qwest's March 19, 2002 response, participated in an O&E call held on March 21, 2002, and summarizes the remaining issues in Exception 3110 as follows:

Issue #1 Delayed Distribution

KPMG Consulting reviewed a total of 278 mailout notifications that Qwest distributed between February 1, 2002 and March 22, 2002, and identified one incident in which Qwest distributed a notification two days later than scheduled. KPMG Consulting is satisfied with retest results, and considers this issue resolved.

Issue #4 Inadequate Intervals for Planned Outage Notices

KPMG Consulting attended the January 17, 2002 Systems CMP meeting and was aware that Qwest implemented the Production Support section of the *Master Redlined CLEC-Qwest Redesign Framework* on February 1, 2002. KPMG Consulting reviewed a total of 278 mailout notifications between February 1, 2002 and March 22, 2002, and identified three planned system outage notices, all of which were distributed more than 48 hours in advance of scheduled maintenance. This issue is resolved.

Issue #5 Inadequate Information

KPMG Consulting observed that Qwest notified CLECs on March 1, 2002 about restructured rates for Washington state that would become effective as of the March and April billing cycles. In addition to observance of the Washington state notification, KPMG Consulting reviewed *Wholesale Customer Notification Process Version 2.0* dated March 15, 2002, which defines the process that supports Qwest's communications to CLECs. KPMG Consulting was unable to locate information in Section 4.3, "Distribution Timelines", that specifically relates to cost docket rate changes. KPMG Consulting would expect Qwest to update the *Wholesale Customer Notification Process Version 2.0* to reflect the specified 15-day interval for cost docket rate changes and any other intervals agreed upon through CMP Redesign. Based on the observation noted, and the expected documentation updates, KPMG Consulting considers this issue closed.

Issue #6 Lack of Adequate Tracking and Verification

Qwest stated in its March 19, 2002 response that it employs a "two-fold approach to ensure that notifications are provided based on either (i) agreed to CMP requirements or (ii) when not subject to CMP requirements, other existing standards or requirements." To support the assertion that it has processes to manage adherence to established intervals, Qwest provided KPMG Consulting with the following process documentation:

- *External Documentation Team Methods and Procedures*
- *Technical Publication Process Document, Section 2.6* dated February 22, 2002
- *Wholesale Customer Notification Process* Version 2.0 dated March 2002
- *IMA Release 10.0 DRAFT Application-to-Application and GUI Release Project Plan*
- *FORCAST GUI Project Plan*
- *Notification Compliance Assessment – February-March 2002*

In addition to the documents noted above, KPMG Consulting also reviewed the following two documents:

- *IT CMP Timeline Release Requirements for OSS Application-to-Application Interfaces* Version 1.0 dated March 20, 2002
- *IT CMP Timeline Release Requirements for OSS Graphical User Interfaces* Version 1.0 dated March 20, 2002

KPMG Consulting reviewed all of the documents, noting that it appears that the software development teams and the product/process documentation teams have processes to support adherence to the CMP established intervals. Also, KPMG Consulting confirmed that the *Qwest Notification Compliance Assessment* analyzed Qwest's compliance with the standard naming conventions, planned outage intervals, and document dates for the period beginning February 1, 2002 through March 15, 2002. Finally, KPMG Consulting reviewed the project plans for IMA 10.0 and FORCAST, and confirms that both documents specify the dates on which Qwest is committed to distribution of release documents via Change Management.

Although Qwest appears to have documented procedures for adherence to the intervals, KPMG Consulting has not been able to observe these processes in practice. In previous responses, KPMG Consulting has requested that Qwest provide evidence of a tool used to manage interval adherence. However, on a Focus Call held March 21, 2002, Qwest confirmed that CMP staff does not have a centralized mechanism to track and ensure documentation release intervals for all upcoming software releases. Since Qwest does not have a centralized tool for tracking adherence to intervals, KPMG Consulting has only been able to review the documentation noted in Qwest's March 19, 2002 response to determine Qwest's ability to use these systems to manage adherence to established intervals. Although the documentation provides sufficient evidence that procedures and systems exist, this information is not sufficient for determining adherence to the documented processes. The next major release is for IMA Release 10.0 currently scheduled for implementation on June 17, 2002.

Due to the current schedule of this test, KPMG Consulting will not be able to determine if Qwest's documented processes provide the ability to perform adequate tracking or verification for adherence to the documentation release intervals in the *Master Redlined CLEC-Qwest CMP Redesign Framework*. Therefore, KPMG Consulting recommends that this issue be closed inconclusive.

KPMG Consulting recommends that Exception 3110 be closed inconclusive based on Issue #6 noted above. A disposition report will follow.

Qwest Supplemental Response (04/01/2002):

Qwest asserts that the documented processes provide the ability to perform adequate tracking and adherence to the documentation release intervals in the *Master Redlined CLEC-Qwest CMP Redesign Framework*. Due to the current schedule of this test, Qwest requests that KPMG Consulting conduct no further testing. Qwest does not believe the one remaining unresolved issue warrants an extension of the test time line. Qwest recognizes this will not allow KPMG to determine if Qwest's documented processes, which KPMG has now evaluated, provide the ability to perform adequate tracking or verification for adherence to the documentation release intervals in the Master Redlined CLEC-Qwest CMP Redesign Framework.

KPMG Disposition Report (04/02/2002):

Summary of KPMG Consulting's Retest Activities:

Exception 3110 identified six issues with the notifications that Qwest distributes to the CLEC community. KPMG Consulting conducted retesting of Qwest notifications with respect to issues (1) and (4). KPMG Consulting reviewed Qwest's responses along with substantiating material, and confirmed that Qwest had taken steps to address issue (2) and (5). Issue (3) relates to advance intervals for notifying CLECs about unanticipated system fixes, patches, or unplanned outages. KPMG Consulting determined that this issue falls within the scope of another report, Exception 3112, and will address it accordingly. KPMG Consulting was unable to fully test for resolution of issue (6) since established intervals and milestones will occur outside of the scope of the Change Management Process test execution phase.

Summary of KPMG Consulting's Retest Results:

KPMG Consulting reviewed a total of 278 notifications that Qwest distributed between February 1, 2002 and March 22, 2002 and identified one incident in which Qwest experienced a delay of two days between the time the document was prepared and actual distribution. Among the reviewed notifications, KPMG Consulting identified three planned outage notices, all of which met the advanced notice interval requirement. KPMG Consulting was satisfied with retest results and considered issues (1) and (4) resolved.

KPMG Consulting received a corrected notification shortly after Qwest had distributed the inaccurately titled notification in issue (2). KPMG Consulting recognizes that Qwest employed an ad hoc process to address such anticipated errors, and considers issue (2) resolved.

KPMG Consulting observed that Qwest notified CLECs on March 1, 2002 about restructured rates for Washington State. It appeared that Qwest had implemented a notification process to inform CLECs at least 15 days in advance of the implementation of cost docket rate changes. KPMG Consulting subsequently closed issue (5).

Issue #6 Lack of Adequate Tracking and Verification

During the O/E Focus Call on March 21, 2002, Qwest confirmed that CMP managers do not employ a centralized mechanism to track and ensure that documentation release intervals are being followed for all upcoming software releases. KPMG Consulting reviewed Qwest internal process documents and verified that software and product/process documentation teams have procedures to prepare documents and distribute them in accordance with the intervals specified in the *Master Redlined CLEC-Qwest CMP Redesign Framework*. Due to the recent implementation of these process changes, KPMG Consulting has not been able to observe adherence to the documented process for notification interval management. Since Qwest has requested that KPMG Consulting conduct no further testing, KPMG Consulting will not be able to determine if Qwest's documented processes provide the ability to perform adequate tracking or verification for adherence to the documentation release intervals.

KPMG Consulting recommends that Exception 3110 be closed as inconclusive.

Qwest Response to KPMG Disposition (04/25/2002):

KPMG Consulting indicated in its 03/22/02 response that due to the schedule of the test, it would not be possible to determine if Qwest's documented processes provide the ability to perform adequate tracking and adherence to the documentation release intervals in *Master Redlined CLEC-Qwest CMP Redesign Framework*. The notification cycle for the next major release (IMA Release 10.0) is underway for the June 17, 2002 implementation date. The Draft 10.0 EDI Disclosure Document was issued April 4, 2002 with the comment period ending April 23, 2002. The Final 10.0 EDI Disclosure Document is due to be issued May 3, 2002. Qwest believes KPMG Consulting is now in a position to observe adherence to the documentation release intervals with the conclusion of the comment and response period ending on May 3, 2002. Qwest requests that KPMG Consulting review the documents issued through May 3, 2002 and reconsider the disposition of this exception.

Qwest Response to Focus O&E Action Item (05/02/2002):

Qwest is providing this response as a result of the O&E call on April 30, 2002. Qwest and the CLECs agreed that the requirements for following OSS Interface notification requirements for Changes, Introduction, or Retirement of an OSS effective with IMA 10.0. The first notification milestone date required for IMA 10.0 was the notification associated with issuing the Draft Technical Specifications. This milestone date, based on the OSS Interface Release calendar maintained on the Qwest CMP website, was April 5, 2002. Qwest issued this IMA 10.0 notification on April 4, 2002. Qwest is managing all OSS Interface notifications required on or after April 4, 2002 under the agreed to CMP notification timelines for OSS Interfaces.

Additionally, Qwest followed all applicable CMP notification timelines for Introduction of a New GUI Interface (FORCAST) beginning with the Initial Notice on March 8, 2002. FORCAST was the only OSS Interface that followed CMP notification timelines prior to April 4, 2002. The actual notifications for the above, referenced items can be found at: http://www.qwest.com/wholesale/notices/.

Qwest is providing a tracking spreadsheet titled "OSS Interface Release Notification Tracking - Wholesale CMP"that shows recent CMP notification results based on the Qwest OSS Release Calendar that is posted to the Qwest Wholesale CMP website at http://www.qwest.com/wholesale/cmp/osscalendar.html. Please note that all CMP schedule items listed on this spreadsheet are exactly as listed on the Qwest OSS Release

Calendar, but not all items require notification. For instance, the Comment Cycle lists "NA" in the "CNLA Website" column and does not require a notification.

KPMG 3rd Supplemental Recommendation (05/07/2002):

KPMG Consulting has re-evaluated Qwest's adherence to the documented process for Qwest CMP notifications. KPMG Consulting had requested that Qwest provide evidence of a centralized tool used to manage interval adherence as per the remaining Issue #6 for this Exception. Qwest stated in its April 25, 2002 response that the notification cycle for IMA Release 10.0 is progressing and that KPMG Consulting should be able to review all Qwest software release notifications issued through May 3, 2002 to observe adherence to the established documentation release intervals. Qwest further clarified that software release notifications had complied with the documented CMP intervals since April 4, 2002.

KPMG Consulting considers that the CMP intervals apply to all OSS interfaces, not just IMA. Therefore, this updated review of adherence to the defined process was based on the issuance of release notifications for CEMR, TELIS, IABS, EXACT, IMA, and RSL-IC Loss and Completion Report Calendar. KPMG Consulting confirms that for IMA Release 10.0, Qwest was able to meet the two major release interval milestones for the issuance of Draft Technical Specifications and Final Technical Specifications.

KPMG Consulting identified a total of eight software release notifications distributed between April 4, 2002 and May 3, 2002 relative to the release updates for five different Qwest OSS interfaces and the retirement of one interface, IMA Release 9.0. KPMG Consulting found one instance in which Qwest appeared to have missed the distribution date for the notification to CLECs. Specifically, KPMG Consulting had expected the release of Final Technical Specifications for IABS Release 84 on May 1, 2002 but was unable to locate this notification in the CMP mailouts. Regardless of this particular example, KPMG Consulting is currently unable to determine if Qwest adheres to all CMP software release notification intervals based on the relatively few mailout notifications sent after April 4, 2002 and available for observation.

KPMG Consulting will continue to monitor the Change Management notifications to assess adherence to the documentation release intervals through May 17, 2002. However, based on the limited information available to confirm adherence to the process since April 4, 2002, KPMG Consulting cannot yet determine if Qwest's methods, procedures, and tools are adequate for ensuring interval compliance.

Qwest provides a rolling 12-month OSS Interface Release Calendar that indicates the schedule of releases, notifications, release notes, comment cycles, and technical specifications associated with each OSS interface. The calendar has been continuously updated during the implementation of the revised CMP. For example, Version 9 of the Calendar indicates that the IABS Release R85 implementation date changed by 26 days from the date listed in the earlier Version 6[9] of the Calendar. KPMG Consulting understands that while many of the dates remain fixed and are able to be tracked relative to CMP intervals, others are more dynamic and reflect the changes and exceptions that Qwest and CLECs have imposed as a result of CMP Redesign. KPMG Consulting requests clarification regarding the relationship of changes to the OSS Interface Release Calendar and adherence to established intervals.

KPMG Consulting recommends that the status of Exception 3110 be changed from "closed, inconclusive" to "open," pending verification of adherence to established notification intervals.

[9] Versions 6 and 9 of the Qwest OSS Release Calendar were issued on March 18, 2002 and April 23, 2002 respectively.

Qwest Response to KPMG 3rd Supplemental Recommendation (05/10/2002):

Qwest has identified two items in KPMG Third Response that Qwest will address in this response.

1. *KPMG Consulting identified a total of eight software release notifications distributed between April 4, 2002 and May 3, 2002 relative to the release updates for five different Qwest OSS interfaces and the retirement of one interface, IMA Release 9.0. KPMG Consulting found one instance in which Qwest appeared to have missed the distribution date for the notification to CLECs. Specifically, KPMG Consulting had expected the release of Final Technical Specifications for IABS Release 84 on May 1, 2002 but was unable to locate this notification in the CMP mailouts. Regardless of this particular example, KPMG Consulting is currently unable to determine if Qwest adheres to all CMP software release notification intervals based on the relatively few mailout notifications sent after April 4, 2002 and available for observation.*

   As Qwest worked through the software development cycle with IABS Release 84, Qwest determined that there were no changes to billing functionality for local services provided to the CLECs or to their end-users. Since there were no changes affecting the billing functionality provided to the CLECs or to their end-users, the IABS release 84 which required final technical specifications on May 1, 2002 as well as the implementation date of June, 15, 2002, was removed from the OSS Release Calendar .

   For Version 6 of the Qwest OSS Release Calendar, ALL IABS release dates were provided for the next 12 months. As of Version 9 of the OSS Release Calendar, Qwest reflects IABS releases for the next 12 months that include identified changes to billing functionality for local services provided to the CLECs or to their end-users. If at a later date an IABS release is determined to affect billing functionality for local services provided to the CLECs or to their end-users, the release will be added to the Qwest OSS Release Calendar. As required in the *Master Redlined CLEC-Qwest CMP Redesign Framework* document in section 6.0, the OSS Release Calendar version 9 was presented to the CLECs at the first CMP Systems Meeting of the second quarter on April 18, 2002. IABS Release 84 was not presented to the CLECs at that time, as the release had been removed from the calendar.

2. *Qwest provides a rolling 12-month OSS Interface Release Calendar that indicates the schedule of releases, notifications, release notes, comment cycles, and technical specifications associated with each OSS interface. The calendar has been continuously updated during the implementation of the revised CMP. For example, Version 9 of the Calendar indicates that the IABS Release R85 implementation date changed by 26 days from the date listed in the earlier Version 610 of the Calendar. KPMG Consulting understands that while many of the dates remain fixed and are able to be tracked relative to CMP intervals, others are more dynamic and reflect the changes and exceptions that Qwest and CLECs have imposed as a result of CMP Redesign. KPMG Consulting requests clarification regarding the relationship of changes to the OSS Interface Release Calendar and adherence to established intervals.*

   Release dates posted to the OSS Release calendar are considered target dates that Qwest occasionally changes due to various issues that may arise during the software development cycles. The CMP release notification dates in the OSS Release Calendar are based on the target implementation dates contained in the OSS Release Calendar. When the target implementation date changes on the OSS Release Calendar, Qwest will modify the applicable notification dates in the OSS Release Calendar. These dates will be modified based on the intervals required by CMP.

   The example of this situation that KPMG identified was the IABS Release 85. This release was originally identified on the OSS Release Calendar with a target implementation date of July 27, 2002 as reflected in version 6 of the OSS Release Calendar. A CLEC-initiated Change Request was

[10] Versions 6 and 9 of the Qwest OSS Release Calendar were issued on March 18, 2002 and April 23, 2002 respectively.

submitted that resulted in a Qwest and CLEC agreement to move up the target implementation date of IABS Release 85 to July 1, 2002. Qwest updated the OSS Release Calendar version 9 to reflect this new date, and modified the appropriate notification dates for the release in the OSS Release Calendar. These dates are in compliance with CMP guidelines.

Attachment(s):

APPENDIX A

Qwest

December 27, 2001

KPMG Consulting
KPMG Data

qwestosscm@kpmg.com

To: KPMG Consulting

Announcement Date:	**December 10, 2001**
Effective Date:	**December 10, 2001**
Document Number:	**PROD.12.10.01.F.A000236**
Notification Category:	**Product Notification**
Target Audience:	**CLEC, Resellers**
Subject:	**Residence Competitive Response Promotion - Utah**

This is to advise you of a retail promotional offer. Qwest apologizes for the delay in notification.

Product name: Residence Competitive Response Promotion

Tariff/catalog/price list reference: No tariff

State(s): Utah

Effective date of retail offer: 12/10/01 through 3/9/02

Description:

The Residence Competitive Response Promotion will be offered during a promotional period from December 10, 2001 through March 9, 2002, to residence customers who have terminated or canceled all or part of their Company services and established service with another telecommunications provider, and such residence customers are reestablishing service with the Company.

Returning residence customers can receive a maximum of either a waiver of the current nonrecurring charge(s), or up to two months credit of the current monthly rate(s), or both, on selected services as determined by the Company.

Please notify only those resellers with approved resale agreements according to the terms specified in their resale agreement. Advise them that retail offers that are subject to Commission

approval and may change. Reseller should monitor filings, since Qwest will not provide notification of changes.

If you have any questions or would like to discuss this notice please contact your Qwest Sales Executive, Sue Gwin on 3039653353. Qwest appreciates your business and we look forward to our continued relationship.

Sincerely,

Qwest

cc: Sue Gwin

Pam O'Connell

APPENDIX B

Qwest

December 7, 2001

KPMG Consulting
KPMG Data

,
qwestosscm@kpmg.com

To: KPMG Consulting

Announcement Date:	**December 7, 2001**
Effective Date:	**December 7, 2001**
Document Number:	**SYST.12.07.01.F.02463.DLIS_Availability**
Notification Category:	**General Notification**
Target Audience:	**CLECs, Resellers**
Subject:	**Directory Listing Inquiry System Availability**

This *Communicator* is to advise you that, as a result of scheduled maintenance of the Listing Service System (LSS), the Directory Listing Inquiry System (DLIS) will not be available on December 8, 2001 from 5:00 AM to 8:00 PM Mountain time. The functionality is expected to be restored by 5:00 AM, Mountain time, December 10, 2001.

Questions regarding this *Communicator* can be directed to Melissa Garcia at 303-965-6019.

If you have any questions or would like to discuss this notice please contact your Qwest Service Manager, Pam O'Connell on 303-965-9303. Qwest appreciates your business and we look forward to our continued relationship.

Sincerely,

Qwest

cc: Sue Gwin

Pam O'Connell

CONTINUATION

[16]

Scan ~ ~ # Pgs [ ]

APPENDIX B

Qwest

December 7, 2001

KPMG Consulting
KPMG Data

,
qwestosscm@kpmg.com

To: KPMG Consulting

Announcement Date:	**December 7, 2001**
Effective Date:	**December 7, 2001**
Document Number:	**SYST.12.07.01.F.02463.DLIS_Availability**
Notification Category:	**General Notification**
Target Audience:	**CLECs, Resellers**
Subject:	**Directory Listing Inquiry System Availability**

This *Communicator* is to advise you that, as a result of scheduled maintenance of the Listing Service System (LSS), the Directory Listing Inquiry System (DLIS) will not be available on December 8, 2001 from 5:00 AM to 8:00 PM Mountain time. The functionality is expected to be restored by 5:00 AM, Mountain time, December 10, 2001.

Questions regarding this *Communicator* can be directed to Melissa Garcia at 303-965-6019.

If you have any questions or would like to discuss this notice please contact your Qwest Service Manager, Pam O'Connell on 303-965-9303. Qwest appreciates your business and we look forward to our continued relationship.

Sincerely,

Qwest

cc: Sue Gwin

Pam O'Connell

APPENDIX C

Qwest

December 27, 2001

KPMG Consulting
KPMG Data

,
qwestosscm@kpmg.com

To: KPMG Consulting

Announcement Date:	**December 27, 2001**
Effective Date:	**December 28, 2001**
Document Number:	**GENL.12.27.01.F.001516.Montana_Rate_Restructure**
Notification Category:	**General Notification**
Target Audience:	**CLEC, Reseller**
Subject:	**Rate Restructuring for the State of Montana**

In accordance with your Interconnection Agreement with Qwest Corporation (formerly doing business as U S WEST Communications, Inc), rates have been restructured pursuant to the Stipulation Agreement approved on October 12, 2001, by the Montana Public Service Commission in Docket Number D2000.6.89 by Order Number 6260a.

These rates will be reflected on or after your January bill date. Activity is in progress to apply billing adjustments based upon true-up requirements ordered by the Montana Public Service Commission as well as true-up requirements defined in your Interconnection Agreement.

Once the rates have been implemented and the adjustments have been applied, please contact your Qwest Billing Representative for specific details or if you have any questions.

If you would like a copy of your rate sheet, please contact your Service Manager.

If you have any questions or would like to discuss this notice please contact your Qwest Service Manager, Pam O'Connell on 303-965-9303. Qwest appreciates your business and we look forward to our continued relationship.

Sincerely,

Qwest

Note: While these updates reflect current practice, it is important to note that there are additional charges

that will be forthcoming as a result of ongoing regulatory activities e.g., collaborative workshops, and state commission orders. As these changes are defined and implementation dates are determined, notice of additional updates will be provided accordingly.

The Qwest Wholesale Web Site provides a comprehensive catalog of detailed information on Qwest products and services including specific descriptions on doing business with Qwest. All information provided on the site describes current activities and process.

Prior to any modifications to existing activities or processes described on the web site, wholesale customers will receive written notification announcing the upcoming change.

cc: Sue Gwin

Pam O'Connell

APPENDIX D

Announcement Date: January 31, 2002
Effective Date: Immediately

Document Number: WEBS.01.31.02.F.02700.CNLA

Notification Category: Web Site Notification

Target Audience: CLECs, Resellers

Subject: New Customer Notice Search Tool - CLNA

TO:

Qwest announces the launch of its new web based search tool for Wholesale Customer Notification Letters (CNLA). The customer Notification Letter Archive is a searchable database to help you find notices that have been released to Qwest's Wholesale customers.
Each time a notice is distributed to our CLEC and Resale customers, a copy is posted to this site. You may search by date, category, (i.e. Product, Process, Network, etc), sub-category (i.e. meetings, announcements, UNE, Collo, Ordering, Billing etc.) The search tool itself will identify what the search options include.
The CNLA search tool was designed to support the elements in the notification Naming Conventions agreed upon in the Change Management Process Redesign Meetings. The primary categories of notifications are:

Change Management Notices	General Notices	Network Notices (including Tech Pubs)
Product Notices	Process Notices	Systems Notices
Tariff Notices	Training Notices	Web Site Notices

The tool is found on the Qwest Wholesale Web site in the Notices section at this URL:
http://www.qwest.com/wholesale/notices/cnla/

As a point of clarification, notices issued prior to June 29, 2001 are not loaded into the database. However, we've added links to sections of the web site that house those notices. These would be notices issued by the former CICMP process and are identified as Release Notifications for Product/Process and Systems. They are found on the current CMP web site at: http://www.qwest.com/wholesale/cmp/emailarchive.html

As a follow-up to a notice of last week, we encourage you to subscribe to the notices you need using our web based subscription tool. This allows you to subscribe and/or unsubscribe to the categories of notice listed above. Subscribe at http://www.qwest.com/wholesale/notices/cnla/maillist.html

You are encouraged to provide feedback to this notice through our web site. We provide an easy to use feedback form at http://www.qwest.com/wholesale/feedback.html. A Qwest representative will contact you shortly to discuss your suggestion.

Sincerely,

Qwest

Washington Transcript of Proceeding, April 26, 2002 (excerpt).

BEFORE THE WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

In the Matter of the Investigation into: US WEST COMMUNICATIONS, INC.'s Compliance with Section 271 of the Telecommunications Act of 1996	Docket No. UT 003022 Volume LI Pages 7452 to 7528
In the Matter of: US WEST COMMUNICATIONS, INC.'s Statement of Generally Available Terms Pursuant to Section 252(f) of the Telecommunications Act of 1996	Docket No. UT 003040 Volume LI Pages 7452 to 7528

A prehearing conference in the above matters was held on April 26, 2002, at 9:30 a.m., at 1300 South Evergreen Park Drive Southwest, Room 206, Olympia, Washington, before Administrative Law Judge ANN E. RENDAHL and CHAIRWOMAN MARILYN SHOWALTER and COMMISSIONER PATRICK J. OSHIE and COMMISSIONER RICHARD HEMSTAD.

The parties were present as follows:

QWEST CORPORATION, by LISA ANDERL via bridge lin, and ADAM SHERR, Attorneys at Law, 1600 Seventh Avenue, Suite 3206, Seattle,Washington 98191, Telephone (206) 345-1574, Fax (206) 343-4040, E-mail, landerl@qwest.com; and by ANDREW CRAIN, Attorney at Law, 1801 California Street, Suite 1710, Denver, Colorado 80202.

Deborah L. Cook

Court Reporter

address, what I perceive of something as a new issue, that we will be able to accomplish that. But I think we actually have the agreement and building blocks in place to ensure that the notice is clear-cut in all circumstances.

CHAIRWOMAN SHOWALTER: So you have the naming conventions. They just need to be followed. But the added wrinkle of if there's a cross effect, the notice or notices in both arenas have to go out with the appropriate naming conventions? Is that what your view is?

MS. DOBERNECK: Yes.

CHAIRWOMAN SHOWALTER: Thank you.

JUDGE RENDAHL: Are there any other questions from the bench for these witnesses?

(No response.)

JUDGE RENDAHL: I have a macro-level question for the CLECs. And I guess this is really addressed to you, Mr. Menezes, because it's raised in Exhibit 1540.

And I want to confirm that the issues that are in your Exhibit 1540, AT&T and the CLECs agreed that if these issues are resolved to their satisfaction, that these are the issues that if they are resolved, then there is no issue for section 271 purposes with the change management process; is that correct?

MR. MENEZES: You referred to Exhibit 1540, which is the --

JUDGE RENDAHL: I am sorry. 1539.

MR. MENEZES: Okay. Yes. With 1539 that is what we have said. That's what we have said in our Arizona filing, and we have said here.

JUDGE RENDAHL: Understanding that change management does not end with the process -- doesn't end with the 271 case. There are other issues that need to be resolved, but they don't need to be resolved for purposes of states rendering decisions.

MR. MENEZES: Thank you for asking that, because I haven't made that clear. As I pointed out, there are many issues in CMP redesign we have winnowed down to the Exhibit 1539 list for purposes of 271; however, CPM redesign will continue even after those issues are closed. And Qwest has agreed to that.

So that if Qwest -- if these issues are closed and Qwest gets 271 approval -- and I don't know, sometime later this year, and we haven't closed the remainder of the issues -- Qwest has agreed that we will continue to work in the redesign group to close.

And then the redesign group, the notion is that it would disband from that particular function, and those meetings, the CMP itself, which has continued all

along, those meetings that are once a month, those would continue.

And then as part of the Master Redline, we have a section called managing the CMP, which needs a couple of additions. But basically it deals with when you want to further change the CMP. Once the redesign is completed, there's a process for that. Is that responsive?

JUDGE RENDAHL: Yes, that's responsive. And if a further change in the change management process, and the additional items that may flow through the change management process do not cause AT&T to say it's premature to resolve the 271 issue, it is?

MR. MENEZES: No. You are saying beyond the 1539 -- Exhibit 1539 list?

JUDGE RENDAHL: Correct.

MR. MENEZES: Correct.

JUDGE RENDAHL: And also on that point, there's some discussion about exceptions by KPMG and retesting. Is it -- do you believe that these issues are going to be resolved by the time the KPMG final report comes back to us in June? Are we going to have a final picture in June, or does AT&T require further demonstration of compliance beyond that final test report?

MR. MENEZES: I think we have talked about a

couple of things. One is the completion of the document itself, so documenting the CMP. And I think that's the first of the five or six items that the FCC has outlined as requirements that Ms. Singer Nelson presented in her opening.

Another component is that Qwest has adhered to the process over time. That part, I think, we will conclude. I think we can conclude the language in documenting the CMP by June sometime. And it's possible that it could be earlier. Whether that's sufficient time -- I mean, it depends on when we're done, and when they implement. And I have to kind of look at it overall to see if it has been adhered to for a reasonable period of time.

And Ms. Doberneck has mentioned two to three months. And I think that's what we would be looking for, some period of time once it's all done, and evidence to support that there is this adherence.

And I don't know if the ROC test -- I think the final final comes out at the end of May. How much of that will be captured by the ROC test -- I mean, we're hopeful that they are looking at all of those things and will report on it.

JUDGE RENDAHL: Because I am trying to get a sense of if we get to June, and AT&T says no, there's

not been enough. It hasn't been demonstrated over time, and what your sense of time beyond two to three months is. That's the question. I think you have answered it.

MR. MENEZES: And the other thing -- I mean, the other thing that could happen for Colorado, as we have mentioned, Qwest is to bring additional evidence to the Commission. So beyond the test part of it, if Qwest brings further evidence that's supportable, you know, and sufficient, that may be another way to demonstrate it beyond the test itself.

CHAIRWOMAN SHOWALTER: And we have asked for that evidence to be filed with us as well.

MR. MENEZES: Yes, I understand.

JUDGE RENDAHL: Ms. Doberneck, do you have anything to respond? I directed the question to Mr. Menezes.

MS. DOBERNECK: No, I --

CHAIRWOMAN SHOWALTER: Can we go off the record for a minute?

(Brief recess taken.)

JUDGE RENDAHL: Let's be back on the record.

Ms. Friesen, do you have any redirect?

MS. FRIESEN: I do, Your Honor. One brief question for Mr. Menezes.

REDIRECT EXAMINATION

BY MS. FRIESEN:

Q Do you recall the questioning by Mr. Crain, 1539, which I believe is AT&T's priority list with respect to CMP redesign?

A Yes, I do.

Q When Mr. Crain was going through that issues list with you, he described and he discussed various states of language that was in drafting form, and various conceptual agreements where language had not yet been drafted, or it was pending.

What do you anticipate will happen now that all of this is done? Where does that language end up?

A For the issues where the language is needed to -- typically that language is not yet in the CMP Master Redline document. There are few of these where there is language in the Redline that reflects some state of still needing work.

So the ultimate conclusion of this, for purposes of documenting the change management process, is to complete the language, get to the state of agreement among the CMP redesign group that the language is acceptable, it's then incorporated into the Master Redline document.

The process then has been that Qwest takes it sort of simultaneously, once the redesign group has approved the language, to the CMP forum, which is the broader group, to get their -- get their acceptance. And then Qwest implements it.

So these issues would be closed for purposes of documenting the CPM once the language is concluded and incorporated into the Master Redline document.

Q And once that happens, would it be fair to say --

JUDGE RENDAHL: Let's be off to the record for a minute.

(Brief recess taken.)

JUDGE RENDAHL: We will be back on the record.

Q BY MS. FRIESEN: Okay. Is it fair to say in AT&T's estimation that once that language is completely drafted and incorporated into the Master Redline document that Qwest will have performed adequately the FCC's requirement, number 1, that the information relating to the change management process is clearly organized and readily accessible to carriers?

A That is the goal. Yes, I think so.

Q Now, prior to that being accomplished, has Qwest -- can it meet that FCC requirement?

A No, I don't believe so.

MS. FRIESEN: Thank you, Mr. Menezes.

JUDGE RENDAHL: Is there any recross, Mr. Crain?

MR. CRAIN: There is -- no.

JUDGE RENDAHL: So the next issue would be your questioning of Mr. Thompson on the bridge line.

Mr. Thompson, are you available?

MR. THOMPSON: Yes, I am.

DIRECT EXAMINATION

BY MR. CRAIN:

Q Yes. Can you first give a brief explanation of your job responsibilities?

A Yes. I work in the Qwest information technology observation organization. I am a director there, in charge of the assistance planning and project management of the changes required to have Qwest meet the -- I believe it was to have Qwest meet its obligations in the 1996 Telecom Act.

Q Jeff, do you participate in what is known as the SATE users' group?

A I do not personally attend the SATE users' group meetings, and people in my organization who report to me do run that meeting.

BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE 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

TC 01- 165

CERTIFICATE OF SERVICE

I, Thomas J. Welk, do hereby certify that I am a member of the law firm of Boyce, Murphy, McDowell & Greenfield, L.L.P., and on the 3rd day of July, 2002, a true and correct copy of Qwest Corporation's Verified Comments Regarding the ROC Final OSS Test Reports with attached Exhibits JU 01-11 and LN 1-61, Request for Confidential Treatment and Verifications of Lynn M. Schultz and Lynn M. Notarianni were shipped via UPS overnight, to the following addresses:

Steven H. Weigler
A T & T Communications for the Midwest
1875 Lawrence Street
Denver, CO 80202

Gregory J. Bernard
Morrill, Thomas, Nooney & Braun
625 Ninth Street – 8th floor
Rapid City, SD 57709

and served by personal delivery on the following:

David A. Gerdes
May, Adam, Gerdes & Thompson LLP
503 South Pierre Street
Pierre, SD 57501-0160

Karen Cremer, Staff Attorney
Harlan Best, Staff Analyst
Public Utilities Commission
500 East Capitol Avenue
Pierre, SD 57501

Thomas J. Welk

CONTINUATION # [17]

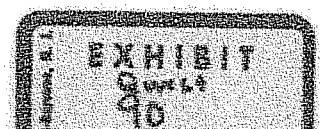
Qwest

Qwest Corporation

271 - OSS

July 11, 2002

Lynn Notarianni



Pre-Order

Pre-ordering provides the CLECs with real-time information such as telephone numbers, customer service records, appointments, and other data necessary to support customer service negotiation and submit a local service request

- Evaluated in Tests 12, 12.A, 12.7, 15, HP-Appendix B&C
- Included an evaluation of the accuracy, timeliness, and completeness of pre-order functionality, loop qualification data, capacity, and pre-order/order integration
- All evaluation criteria satisfied with 2 diagnostic criteria
- Commercial Results
  - PO-1 results all passing benchmark for past 12 months
  - Over 500,000 pre-order transactions processed per month through Qwest IMA EDI/GUI systems
  - Significant CLEC/Vendor pre-order/order integration

Ordering

Ordering allows the CLECs to submit local service requests to Qwest and obtain real-time statuses regarding the request such as firm order confirmations

- Evaluated in Tests 12 (in part), 12.8, 13, and 15
- Included an evaluation of the accuracy, timeliness, and completeness of order functionality, manual order processing, flow-through and capacity
- Nearly 50 scenarios across 18 different products were tested through the submittal of over 10,000 LSRs
- Qwest satisfied 88 of 94 non-diagnostic criteria, 2 criteria were not satisfied, and 4 criteria were unable to determine

Ordering

- Criteria 12-9-4 and 12-9-5 -- timely Jeopardy Notices
  - Dual statistical test reached no decision given limited volume of due date misses (8 Resale and 11 UNE-P POTS orders from May-August, 2001 that did not receive jeopardy notices)
  - Test results at the PID defined product disaggregations could not be used to make a pass/fail determination
  - Actual commercial performance results for resale show parity between wholesale and retail for the last 12 months
  - Actual commercial performance results for UNE-P show parity between wholesale and retail for the last 12 months where data exists

Ordering

- Concerns with human error issues relating to manual order processing caused unable to determine conclusions on:
  - Criterion 12-11-4 whether pre-order/order performance results were consistent with KPMG produced HP measures
  - Criterion 12.8-2 -- whether Qwest's procedures for manual order processing were defined, documented and followed
- Qwest has addressed and continues to address means to ensure that human error rates remain at reasonable levels
  - Reducing opportunity for manual processing through ongoing flow through efforts and process improvements
  - Internal application date audits of Resale/UNE-P and Loop manual order accuracy range from 96% to 99.5%; internal audit of total LSR reject accuracy consistently over 99.5%
  - Proposal to add a PID to measure manual order accuracy

Ordering

- Test results and actual commercial operations and data demonstrate that manual order processing errors do not negatively impact the CLECs
  - Longer intervals:
    - Little chance of extended application date -- Same day in/out procedure used to manage FOC commitments.
    - OP-4 Results generally show shorter intervals for CLECs
  - Erroneous rejects: PO-4A-1 and PO-4B-1 show low manual reject rate and internal reporting shows less than 1/2% total LSR reject in error
  - Improperly installed services: KPMG found Qwest accurately installs features -- 14-1-12 and 14-1-3 to 5

Ordering

- Test 13 -- Flowthrough
  - "Qwest order flow-through documentation is complete, accurate, clear and available to the CLEC community"
  - Although remaining test criteria was deemed diagnostic for the test, when the subsequent ROC approved benchmarks are applied to the test results, Qwest met every benchmark
- Test 15 -- Capacity
  - All 12 non-diagnostic criteria satisfied. (Normal and Peak)
  - Although the Stress test criteria was diagnostic the test results met the criteria for the Normal and Peak tests.

Provisioning

Provisioning is the process of designing, assigning, and installing facilities and providing the CLEC with attendant statuses such as completion notifications

- Evaluated in tests 14, 14.7, and 14.8
- Included an evaluation of accuracy, timeliness, and completeness of provisioning, process parity with retail, and the provisioning coordination process including process adherence
- Qwest satisfied 96 of 105 non-diagnostic evaluation criteria, 4 criteria were not satisfied, 5 criteria were unable to determine, 2 criteria were diagnostic

Provisioning

- Criteria 14-1-10 and 14-1-14 -- provisioning of Unbundled Dark Fiber and EELs by adhering to documented methods and procedures
  - Qwest updated documentation in response to KPMG's original findings
  - KPMG was unable to observe enough commercial UDF/EEL orders in re-test to conclude that Qwest was adhering to the revised procedures
- Criteria 14-1-34 -- OP-4C results for Business POTS
  - Standard Interval Guide updated to reflect modifications based on retail analogues and circulated to CLECs for comment via CMP
  - Commercial results show parity in South Dakota for the past 3 months

Provisioning

- Criteria 14-1-36 -- OP-4C results for UNE-P POTS
  - Standard Interval Guide updated to reflect modifications based on retail analogues and circulated to CLECs for comment via CMP
  - Commercial results show parity in South Dakota for the past 4 months
- Criterion 14-1-44 -- whether ordering and provisioning PID results were consistent with KPMG-produced measures
  - Unable to determine because, while system issues had been resolved, KPMG had not had the opportunity to evaluate the impact of manual processing errors

Billing

Billing is the process of collecting and transmitting usage to the CLEC as well as rendering summary and detailed wholesale bills

- Evaluated in Tests 19, 20, 20.7, and 24.10
- Included an evaluation of accuracy, completeness, and timeliness of billing, and the functionality completeness, process adherence, and management oversight of the billing and collection center
- Qwest satisfied 78 of 85 criteria, seven criteria were unable to determine

Billing

- Billing Usage Functional Evaluation (Test 19)
  - Qwest satisfied all evaluation criteria except for 2 criteria that were unable to determine
  - Criteria, 19.6-1-17 and 19.6-1-19 which involve CLEC usage return
    - KPMG validated the process but was unable to observe since CLECs do not use return functionality
- ISC/Billing and Collection Center Evaluation (Test 24.10)
  - Qwest satisfied all evaluation criteria except for 1 criterion that was unable to determine
  - 24.10-3-4 assessed Qwest's training for billing representatives was defined, documented and followed
    - KPMG was unable to determine that the training is followed because no training to place during the test

Billing

- Carrier Bill Functional Evaluation (Test 20)
  - Qwest satisfied 44 out of 48 evaluation criteria
  - 4 criteria unable to determine
    - Criterion 20.7-1-9 -- bill retention process
      - Information retained for 6 years -- test did not last that long
    - Criterion 20.7-1-5 payment and bill adjustments
      - KPMG confirmed that Qwest has in place automated systems to ensure that payments and adjustments are applied
    - Criteria 20.7-1-3 and 20.7-1-4 -- cycle balancing procedures and reasonability checks
      - KPMG determined that these processes are embedded in automated systems and were not able to observe the procedures

Maintenance & Repair

Repair allows the CLEC to diagnose customer trouble, submit trouble tickets to Qwest and obtain real-time status of the trouble ticket. Maintenance is the Qwest process of monitoring and assuring the health of the network

- Evaluated in Tests 16, 17, 18, 18.7, 18.8, and 24.9
- Included evaluation of the accuracy, timeliness, and completeness of functionality, system capacity, process parity, process effectiveness and process adherence
- 92 evaluation criteria were satisfied, 3 criteria were not satisfied, 1 criterion was unable to determine, 1 criterion was diagnostic

Repair

- Test 16 -- CEMR Functional Evaluation
  - Criterion 16-3-5 -- Volume Test
  - Qwest met all 13 benchmarks for the normal test
  - Qwest met twelve of the 13 benchmarks for the peak test day accounting for 98.2% of total transactions
  - Peak test was 150% of projected normal volume
  - Although the stress test was diagnostic, Qwest met twelve of the 13 benchmarks set for other tests in the stress test
  - Stress test was 250% of projected normal volume
  - Non-designed edit transactions averaged 27 seconds, rather than the 24-second benchmark
  - Average 0.3% of actual CLEC transaction volumes

Qwest

Repair

- Test 18 -- End-to-End Trouble Report Processing Test
  - Two Evaluation Criteria not satisfied (18-6-1 and 18-7-1)
  - One Evaluation Criterion "unable to determine" (18-6-3)
  - Criterion 18-7-1 percentage of faults successfully repaired
    - Parity is proper comparison
    - Qwest barely missed KPMG's 95% benchmark
  - Criteria 18-6-1 and 18-6-3 -- close out codes
    - Qwest performance satisfactory
    - No practical impact to CLECs

Technical Assistance

Technical Assistance provides CLECs with the necessary assistance to allow competing carriers to understand how to implement and use all of the OSS functions

- Evaluated in Tests 24, 10, 12-B, 12-C, and 12.8
- Included an evaluation of the existence, adequacy, and adherence to processes & procedures, documentation & support available to CLECs
- Focused in the areas of account establishment & management, CLEC, training, OSS interface development, ISC support, WSHD, forecasting
- 110 of 114 evaluation criteria were satisfied, 2 criteria were not satisfied, and 2 criteria were unable to determine

Technical Assistance

- Interface Testing - SATE
  - 23 of 24 criteria satisfied
  - Criteria 24.6-1-8-- functional test environment for all supported interfaces - not satisfied
    - Flowthrough & real world testing
    - Not all products supported in SATE
  - Criterion 24.6-2-9 EB-TA test environment not completely separate from production
    - M&R interface (EB-TA) -- interface not required

CONTINUATION

[18]

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NightFire®
Igniting the Bandwidth Explosion™

Jeff Thompson
Director, Wholesale IT
Qwest Communications
1005 17th Street
Denver, CO 80202

Date: June 27th, 2002

Re: IMA testing at Qwest

Mr. Thompson:

This letter confirms that NightFire Software has successfully tested in Qwest's Stand Alone Test Environment (SATE) and production systems on behalf of at least 5 Competitive Local Exchange Carriers (CLECs). NightFire has used SATE to test numerous pre-order and order transactions and have found that when a product is supported in SATE as well as in production, SATE mirrors the production environment. SATE has improved NightFire's ability to automate and manage EDI interfaces into Qwest. These interfaces connect Qwest to its CLEC trading partners and allow CLECs to have fully automated interfaces requiring little to no manual intervention.

Utilizing Qwest's SATE environment, NightFire has tested the last two major IMA releases (IMA 8.0 and 9.0) and will continue using it for future IMA releases to facilitate the testing of any new product, protocol, and business rule changes. NightFire has tested the following Qwest products in SATE:

- Resale POTS
- Unbundled Loop
- Number Portability
- Loop with Number Portability
- Directory Listings Only (Resale)
- Unbundled Distribution Loop (Sub-loop)
- Sub-loop with Number Portability
- Line Sharing
- UNE-P POTS

The SATE environment has allowed NightFire to test IMA releases and verify the functionality of the Qwest interface and NightFire's software prior to taking mutual customer's into production. NightFire has worked very closely with Qwest over the past year to define and improve the functionality of the SATE environment so that the needs of CLECs and vendors like NightFire are met. NightFire Software has provided a variety of CLEC customers and other Communication Service Providers with national LSR interfaces since 1998.

We hope this information is helpful. NightFire would be willing to discuss this information in more detail with the FCC, as needed.

Respectfully,

V.V. Swaminathan

Venkates Swaminathan
Founder, Executive Vice President, and Chief Strategist

EXHIBIT
Qwest
91
7-11-02 cw

CONTINUATION # [19]

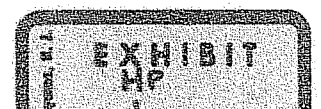
Pseudo-CLEC Summary

ROC / Qwest OSS Test

Hewlett-Packard

Before the South Dakota Public Utilities Commission

July 11, 2002



ROC P-CLEC Summary

I. **P-CLEC Principles and Scope**

II. **Building the P-CLEC** (August 2000 – March 2001)

III. **Executing the Transaction Tests** (April 2001 – April 2002)

IV. **P-CLEC Test Reports and Results**

I. P-CLEC Principles and Scope

ROC Test Requirements Document (TRD)

- **TRD Principle 8** No special treatment for P-CLEC
- **TRD Principle 12** Evaluate Qwest interface development documentation and assistance
- **"Adequate blindness"** Very high standard compared to other OSS tests

"Expanded" P-CLEC scope compared to other state tests

- The P-CLEC will recreate the CLEC experience to the fullest extent feasible

II. Building the P-CLEC

P-CLEC Account Management Highlights:

- Interacted with Qwest Wholesale Account Management team and followed Qwest documented processes for establishing a CLEC
- Executed interconnection agreements and addenda in all ROC states
- Initiated weekly P-CLEC / Qwest Account Management Team and SME conference calls that were open to the Technical Advisory Group (TAG)
- Made all issue logs publicly available

continued

II. Building the P-CLEC

P-CLEC Operation Center Highlights:

- Deployed technical infrastructure, including a Denver Operations Center and two dedicated T-1 lines to Qwest Operational Support Systems (OSS)
- Recruited 5 telecom Subject Matter Experts / Team Leads
- Staffed and trained 24 Customer Service Representatives
- Developed an Incidental Contact database to capture all Operations Center interactions with Qwest
- Completed Qwest Web-based, downloadable, and instructor-led training

continued

II. Building the P-CLEC

Interface Development and Implementation Highlights:

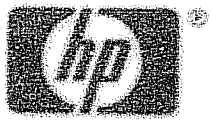
- IMA EDI – Pre-order, Order, and Post-order
- IMA GUI and Qwest Web-based Tools
- DUF – Daily Usage File
- CCUR – Co-Carrier Usage Return
- SUF – Sustained Usage File
- CRIS Wholesale Invoices via EDI (811)
- Maintenance & Repair (M&R) using the Customer Electronic Maintenance and Repair (CEMR) system
- Loss / Completion Reports

continued

II. Building the P-CLEC

IMA EDI Interface Highlights:

- Executed IMA EDI Interoperability and Certification Testing following Qwest EDI Implementation Guidelines and processes
- Certified on 4 IMA releases (5.0, 6.0, 7.0, & 8.0)
- Executed IMA EDI Recertification / Release Migration activities for IMA EDI release 6.0, 7.0, & 8.0
- IMA Releases 5.0, 6.0, and 7.0 were based on LSOG 3
- IMA Release 8.0 was based on LSOG 5



continued

II. Building the P-CLEC

IMA EDI Interface Highlights continued:

- Initiated weekly P-CLEC / Qwest EDI Team conference calls that were open to the Technical Advisory Group (TAG)
- Made available to the TAG all meeting minutes, project plans, scenario summaries, testing summaries, documentation logs, and question logs
- Performed detailed analyses of published disclosure documentation for IMA EDI Releases 5.0, 6.0, 7.0, & 8.0

continued

II. Building the P-CLEC

IMA EDI Interface Highlights continued:

- Analysis areas included:
  - ✓ Qwest documentation compared to industry publications
  - ✓ Qwest product documentation and wholesale websites
  - ✓ Qwest implementation guidelines & processes
  - ✓ Qwest operational / configuration documents & processes
  - ✓ "Pre-order to Pre-order" data integration
  - ✓ "Pre-order to Order" data integration

continued

II. Building the P-CLEC

IMA EDI Interface Highlights continued:

- Published results included:
  - ✓ Documentation Logs
  - ✓ Question Logs
  - ✓ Qwest-generated System Change Requests (CRs)
  - ✓ Observations and Exceptions

continued

III. Executing the Transaction Tests

Test Execution Highlights:

- Test Administrator (KPMG Consulting) acted as the "marketing / sales department" (i.e., issuing test orders to the P-CLEC)
- KPMG Consulting sent test transactions to the P-CLEC Operations Center on a daily basis
- HP Test Harness electronically transmitted test transaction data back to KPMG Consulting

III. Executing the Transaction Tests

Test Execution Highlights continued:

- P-CLEC submitted transactions in support of:
  - ✓ Test 12 -- Feature Function
  - ✓ Test 13 -- Flow-through
  - ✓ Test 14 -- Provisioning
  - ✓ Test 16 -- M&R Functional Evaluation
  - ✓ Test 18 -- M&R End-to-End Trouble Report Processing
  - ✓ Test 19 -- DUF
  - ✓ Test 20 -- Billing

continued

III. Executing the Transaction Tests

Test Execution Highlights continued:

- HP developed and implemented test harness technology for successful execution of:
  - ✓ Test 12 -- Feature Function via IMA GUI
  - ✓ Test 12 -- Feature Function via IMA EDI
  - ✓ Test 15 -- POP Volume -- IMA GUI
  - ✓ Test 15 -- POP Volume -- IMA EDI
  - ✓ Test 16 Phase III -- M&R Volume via CEMR

continued

III. Executing the Transaction Tests

Test Execution Highlights continued:

- The P-CLEC processed the following Feature Function-related transactions:

40,167	Pre-Order Queries
40,167	Pre-Order Responses
11,023	Order Submissions
33,358	Order Responses
124,715	***Total Transactions***

IV. P-CLEC Test Reports and Results

- The *Interim Report of the Pseudo-CLEC*, issued March 31, 2001, covers the building of the P-CLEC
- The *Electronic Bonding for Trouble Administration (EB-TA) Report*, issued April 18, 2001, reviews Qwest documentation and assistance for establishing an EB-TA interface through the Joint Implementation Agreement (JIA) phase
- Both reports are available on the ROC website

IV. P-CLEC Test Reports and Results

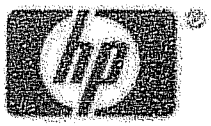
P-CLEC issued Observation and Exception Highlights:

- Total Number of Observations: 94
  - ✓ Number of Observations *Closed-Resolved*: 93
  - ✓ Number of Observations *Withdrawn*: 1 (O 2043) – issue was included in an addendum to Observation 2026
- Total Number of Exceptions: 90
  - ✓ Number of Exceptions *Closed-Resolved*: 89
  - ✓ Number of Exceptions *Withdrawn*: 1 (E 2017) – issue was included in Exception 2030

IV. P-CLEC Test Reports and Results

Observation and Exception Category Highlights:

- 2 – Training
- 5 – Change Management (CMP)
- 5 – USOC
- 6 – Qwest Account Management
- 14 – Qwest OSS systems
- 15 – M&R – CEMR
- 58 – Qwest documentation
- 79 – Transaction-based / Transaction processing (Pre-order, Order, etc.)



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IV. P-CLEC Test Reports and Results

HP Discrete Final Reports Highlights:

- Issued on May 28, 2002
- All reports are available on the ROC website
- ***Test Report 10: Order and Transaction Creation Documentation Evaluation*** summarizes the Qwest documentation review and analysis results
- ***Test Report 12-A: POP Functional Evaluation*** summarizes the P-CLEC activities and experiences while conducting transaction testing

continued

IV. P-CLEC Test Reports and Results

HP Discrete Final Reports Highlights continued:

- ***Test Report 12-B: P-CLEC OSS Interface Evaluation*** summarizes the P-CLEC activities and experiences from the issuance of the HP *Interim Report* through the end of the P-CLEC's testing activities
- ***Test Report 12-C: P-CLEC Account Management Evaluation*** summarizes the P-CLEC Account Management experiences from the issuance of the HP Interim Report through the end of the P-CLEC's testing activities
- ***Test Report 24.8: Interconnect Service Center (ISC) Support Review*** summarizes the P-CLEC activities and experiences with Qwest's help desks and service centers while conducting transaction testing

continued

IV. P-CLEC Test Reports and Results

HP Discrete Final Reports Highlights continued:

- *Appendix A - HP Observations and Exceptions*
- *Appendix B - Pre-order / Order Integration Field Comparison Reports for IMA EDI Release 7.0*
- *Appendix C - Pre-order / Order Integration Field Comparison Reports for IMA EDI Release 8.0*
- *Appendix D – P-CLEC Expectations*

IV. P-CLEC Test Reports and Results

HP Discrete Final Reports Results Summary:

- **Test 10** - 106 out of 108 Evaluation Criteria were reported as "Satisfied" – 2 were reported as "Not Applicable"
- **Test 12** - 20 out of 20 Evaluation Criteria were reported as "Satisfied"
- **Test 24.8** - 2 out of 3 Evaluation Criteria were reported as "Satisfied" – 1 was reported as "Not Applicable"

P-CLEC Recap

- HP generated an extensive record including certification testing on four IMA EDI releases, studies of Pre-order / Order integration on IMA EDI releases 7.0 and 8.0 and actual Pre-order / Order data integration on IMA EDI releases 6.0 and 7.0
- HP tested 14 Pre-order functions, 17 Qwest products, and 5 Post-order functions
- HP issued 184 Observations and Exceptions *over and above* those issued by KPMG Consulting and Liberty Consulting

P-CLEC Recap

- The ROC 271 P-CLEC activities represent the broadest scope of any 271 test ever conducted by HP
- HP's effort resulted in dramatic improvements to Qwest wholesale documentation and a comprehensive review of Pre-order / Order integration

CONTINUATION

[20]

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Janet Browne
(303) 298-6502

1875 Lawrence Street
Denver, CO 80202

July 2, 2002

RECEIVED
JUL 03 2002
SOUTH DAKOTA PUBLIC
UTILITIES COMMISSION

Via Overnight Mail

Debra Elofson
Executive Director
SD Public Utilities Commission
500 East Capitol Avenue
Pierre, SD 57501

Re: In the Matter of the Analysis into Qwest Corporation's Compliance with Section 271(c) of the Telecommunications Act of 1996, Docket No. TC01-165

Dear Ms. Elofson:

Enclosed for filing are the original and ten copies of AT&T's Comments on the ROC OSS Final Report in the above-mentioned matter.

Please call me if there are any questions with regard to this filing.

Very truly yours,

Janet Browne

Janet Browne

JB/gmd

Enclosures

cc: Service List

Recycled Paper

EXHIBIT
AT&T
15
1-11-02

CERTIFICATE OF SERVICE

I hereby certify that on July 2, 2002, the original and 10 copies of AT&T's Comments on the ROC OSS Final Report were sent by overnight delivery service to:

Debra Elofson
Executive Director
South Dakota Public Utilities Commission
500 East Capitol Avenue
Pierre, SD 57501

RECEIVED
JUL 03 2002
SOUTH DAKOTA PUBLIC
UTILITIES COMMISSION

and a true and correct copy was sent by U.S. Mail on July 2, 2002, addressed to:

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Janet Browne

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JUL 0 3 2002
SOUTH DAKOTA PUBLIC
UTILITIES COMMISSION

BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF SOUTH DAKOTA

IN THE MATTER OF THE ANALYSIS INTO QWEST CORPORATION'S COMPLIANCE WITH SECTION 271(C) OF THE TELECOMMUNICATIONS ACT OF 1996	)))	**Docket No. TC01-165**

AT&T'S COMMENTS ON THE ROC OSS FINAL REPORT

AT&T Communications of the Midwest, Inc. submits these Comments on the ROC OSS Final Report.

I. INTRODUCTION

The Regional Oversight Committee's test of Qwest's operational support systems ("OSS") has identified many significant deficiencies in the OSS access that Qwest provides to CLECs. The more significant deficiencies include:

1) Qwest order processing personnel making an excessive rate of human errors in the processing of CLEC orders,

2) inaccurate Qwest reported performance data as evidenced by KPMG Consulting's inability to independently reproduce Qwest's performance data,

3) discriminatory treatment in the provisioning of jeopardy notice,

4) insufficient capability to provision dark fiber,

5) insufficient capability to provision enhanced extended links ("EEL"s),

6) longer intervals for the provisioning of UNE-P services that do not require the dispatch of a Qwest technician than for similarly situated retail customers,

7) longer provisioning intervals for business resale services that do not require the dispatch of a Qwest technician than for similarly situated retail customers,

8) inaccurate disposition codes for CLEC trouble reports, and

9) inadequate and unstable processes for the production of DUF records.

AT&T will describe each of these deficiencies in more detail in the comments that follow.

II. SPECIFIC TEST FINDINGS

A. Pre-Ordering, Ordering and Provisioning

The OSS test has demonstrated that Qwest has serious problems in its manual handling of CLEC orders. Qwest manually handles orders when the CLEC submits orders:

- Via manual methods (i.e. Facsimile);
- Via an electronic interface and the characteristics of the orders require manual processing; and
- That contain errors.

1. The Rate of Human Errors is Excessive

a. The Number of CLEC Orders That Qwest Manually Handles and the Percentage of the Total Number of CLEC Orders are Both High

A high percentage of a CLECs orders are manually handled by Qwest in a given month. This high percentage of manually handled orders also translates into large quantities of manually handled orders. The below chart shows the percentage of CLEC orders manually handled by Qwest as compared to the total number of orders submitted by the CLEC and the total number of manually handled orders for four key services:

May 2002 Results	Resale	Unbundled Loops	Local Number Portability	UNE-P	Aggregate
% of CLEC Orders Manually Handled by Qwest[1]	44.7%	75.7%	39.8%	61.5%	49.2%
Total Number of CLEC Orders Manually Handled by Qwest[2]	1,188[3]	313	588		2,089

In addition to the valid orders that are manually processed by Qwest personnel, in May of 2002, Qwest also manually processed 221 rejected South Dakota CLEC orders.[4] Qwest personnel touch and manually handle nearly 2,300 orders for South Dakota CLECs in a month. With that amount of manual processing, it is critical that Qwest order processing personnel know how to properly treat those orders.

b. **KPMG Consulting Found That Qwest Representatives That Manually Handle CLEC Orders Create Far Too Many Human Errors in CLEC Orders.**

KPMG Consulting found that Qwest personnel did not know how to properly treat CLEC orders and that there were excessive amounts of human errors being made by Qwest personnel as they processed CLEC orders. These human errors affected the due dates that Qwest provided the pseudo-CLEC and in some cases resulted in the pseudo-CLEC order being given a due date longer than it should have received. The errors also

[1] Qwest Performance Results, Checklist Format, South Dakota, June 2001 – May 2002, June 23, 2002, ("South Dakota PID Results") PIDs PO-2A-1 and PO-2A-2, pp. 44 – 47.
[2] *Id.* PIDs PO-5B-1(a), PO-5B-2(a), PO-5B-1(b), PO-5B-2(b), PO-5B-1(c), PO-5B-2(c) , PO-5C(a), PO-5C(b), and PO-5C(c).
[3] Results combined for resale and UNE-P.
[4] *Id.* PIDs PO-3A-1, PO-3B-1, and PO-3C pp. 48 - 49.

affected Qwest's performance results. The errors caused orders to be excluded from the performance results calculation that should not have been and orders to be included that should not have been. The human errors also resulted in inaccurate calculation of provisioning intervals.

KPMG Consulting discovered this problem through the submission of pseudo-CLEC transactions and calls to the CLEC help desk as part of the pre-ordering, ordering and provisioning tests. When either KPMG Consulting or Hewlett-Packard received an unexpected response from a pseudo-CLEC transaction or a call to the CLEC help desk, an observation or exception identifying the unexpected response was created. KPMG Consulting noticed that in many of Qwest's responses to observations and exceptions created by KPMG Consulting and Hewlett-Packard that Qwest was attributing the cause of the problem to human error and that additional training of the personnel that made the errors would remedy the problem. After seeing far too many Qwest responses to problems that attributed the problem to human error and prescribing additional training as the remedy, KPMG Consulting stated that, "KPMG Consulting has identified a pattern in Qwest's Observation and Exception responses that refer to the need for additional training and/or training enhancements."[5] As background to that finding KPMG Consulting stated:

> Qwest's responses to 75 Observations and Exceptions, raised by both KPMG Consulting and Hewlett-Packard Consulting (HPC), state that training initiatives and/or enhancements have been undertaken to remedy the issues raised. Of these 75 responses, 49 describe additional training measures that directly impact Interconnect Service Center (ISC) and Service Delivery Coordinator (SDC) personnel.[6]

KPMG Consulting described the human error issue as follows:

---

[5] Observation 3086, January 29, 2002.
[6] *Id.*

> As recently as January 2002, KPMG Consulting and HPC have identified issues in the POP Feature/Function Evaluation to which Qwest has responded by stating it would perform corrective actions in the form of additional training for the ISC and SDC to remedy the reported problems. However, as issues raised in "new" Observations and Exceptions continue to point to additional training needs for the SDC and ISC, KPMG Consulting believes that the adequacy of Qwest's ISC and SDC training programs may be insufficient.[7]

In response to Observation 3086, Qwest stated that it was: 1) making system improvements to reduce the possibility of human errors, (2) improving its documentation, and (3) was reemphasizing the quality control initiatives already in place.

c. KPMG Consulting Used the Wrong Approach in Deciding to Close Observation 3086.

KPMG Consulting observed the problem of excessive human error as a direct result of transaction testing and calls to Qwest's help desk. When Qwest personnel were manually handling pseudo-CLEC orders and responding to pseudo-CLEC calls to Qwest's help desk, they found that Qwest personnel were making far too many mistakes. In verifying that Qwest's purported improvements had indeed reduced the rate of human error to acceptable levels, the obvious path would have been additional transactions designed to be manually handled and additional calls to Qwest's help desk.

Instead of taking the obvious approach of additional transaction testing and additional calls to the Qwest help desk, KPMG Consulting took the expeditious and artificial approach of reviewing Qwest documentation, interviewing Qwest employees and observing Qwest employees at the order processing centers and CLEC help desk. The Qwest documentation describes what **should** occur at the Interconnect Service Center and Qwest help desk. As was evident by the excessive amount of human error,

[7] *Id.*

what **should** be happening to CLEC orders and requests for assistance was, in fact, not happening. KPMG Consulting's approach of interviewing Qwest employees and observing Qwest employees at the Interconnect Service Center and CLEC help desk is quite artificial. KPMG Consulting's interviews and observations virtually ensured that the employees interviewed and observed would be on their best behavior. When an Interconnect Service Center representative or help desk representative is confronted with some stranger looking over their shoulder as they do their work, that representative is sure to be very cognizant of doing everything they should be doing.

Given the unrealistic and artificial approach that KPMG Consulting chose to verify that the rate of human errors had reached acceptable levels and that no additional transactions or calls to the help desk were employed in the verification, it is not surprising that KPMG Consulting reached the following conclusion:

> KPMG Consulting has conducted interviews with Qwest training staff and ISC managers, on-site observations at several ISC locations, and reviewed supporting documentation to verify the training and quality assurance procedures described by Qwest are in place and are followed. KPMG Consulting finds that these procedures sufficiently address the concerns raised in this observation.[8]

d. Observation 3110 Showed That the Rate of Human Errors Made By Qwest Order Processing Personnel Had Not Been Reduced to Acceptable Levels.

During the retest associated with Exception 3120 there were nine LSRs for UNE-P and resale services that were manually processed by Qwest personnel. Out of those nine LSRs, Qwest personnel made human errors on two of them (22.2%).[9] There were

[8] Observation 3086, KPMG Consulting Second Supplemental Response, April 12, 2002.
[9] Observation 3110, May 23, 2002.

also eighteen line sharing orders that were manually handled by Qwest personnel. Out of those eighteen orders there were at least three errors made on the orders (16.67%).[10]

As a result of the excessive rate of human errors on a limited set of Exception 3120 retest orders, KPMG Consulting reviewed historical results for orders that Qwest manually handled since its purported improvements designed to greatly reduce the rate of human error in Qwest's processing of orders. Of the forty-nine orders manually processed by Qwest, KPMG Consulting found Qwest had made human errors on seven of them (14.3%). In total, KPMG Consulting examined seventy-six pseudo-CLEC orders that were manually handled by Qwest personnel as part of the Exception 3120 retest and historical data and found twelve instances of human error (15.8%). KPMG Consulting's determination that 15.8% of the manually handled pseudo-CLEC orders had human errors is ample and sufficient evidence to show that Qwest had, in fact, not remedied the excessive rate of human errors that was the subject of Observation 3086.

Surprisingly, KPMG Consulting describes its examination of seventy-six CLEC orders and a finding of twelve orders with human errors as a "limited review."[11] KPMG Consulting has made a determination of "Satisfied" for OSS test evaluation criteria involved with manually processed orders with sample sizes smaller than seventy-six.[12] If less than seventy-six samples were not considered a "limited review" and allowed KPMG Consulting to assign a "Satisfied" result to evaluation criteria related to the manual

[10] *Id.*
[11] Observation 3110, KPMG Consulting Second Response, May 28, 2002.
[12] *See e.g.*, Evaluation Criteria 12-6-2 (75 samples), 12-6-5 (38 samples), 12-7-7 (47 samples), and 12-8-1 (23 samples).

processing of orders, then seventy-six samples should have been enough for KPMG Consulting to assign a result of "Not Satisfied" to the relevant evaluation criteria.[13]

It was reassuring that KPMG Consulting finally realized "that the only way to properly address this observation [excessive levels of human error] is to conduct a retest that focuses on orders that drop out for manual handling."[14] Unfortunately, KPMG Consulting did not realize this when it decided to close Observation 3086 based upon interviews and observations rather than retest transactions that were manually processed.

In light of KPMG Consulting's timorous conclusion that seventy-six samples was a "limited review" that warranted an "Unable to Determine" rather than a "Not Satisfied" result for the relevant evaluation criteria, it appears Qwest decided to cut its losses and take the "Unable to Determine" result rather than risk further exposure of its continuing problems with excessive rates of human error and a "Not Satisfied" result. Consequently, Qwest refused KPMG Consulting's suggestion of further retesting.

Because of the disturbing level of human errors discovered by KPMG Consulting during the retest of Exception 3120 and its review of historical test data, KPMG Consulting assigned a result of "Unable to Determine" to the evaluation criterion "Procedures for processing electronically submitted non-flow through orders are defined, documented, and followed."[15] With the very high volumes of CLEC orders that are manually processed by Qwest, a failure by Qwest to achieve a "Satisfied" result for the

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[13] KPMG Consulting stated that the Evaluation Criteria 12.8-2, 12-11-4 and 14-1-44 were associated with Observation 3120

[14] Observation 3120, KPMG Consulting Second Response, May 28, 2002

[15] *Qwest Communications OSS Evaluation, Final Report* ("Final Report"), Version 2.0, May 28, 2002, p. 445, Evaluation Criterion 12.8-2

processing of non-flow through orders is significant enough to justify a finding of non-compliance with checklist item 2.

e. Qwest's Excessive Rate of Human Errors Demonstrates That Its Performance Results Data are Inaccurate and Unreliable.

KPMG Consulting found that Qwest's excessive rate of human error in Qwest's manual processing of CLEC orders also affected the accuracy and reliability of Qwest's reported performance results data. Specifically, Qwest representatives were assigning incorrect application dates to orders.[16] The application date is essentially the point at which Qwest "starts the clock" for the provisioning of orders. Qwest uses the application date and time as the basis for its assignment of due dates and its calculation of provisioning intervals. The application date and time directly impacts the OP-3 Commitments Met, OP-4 Installation Interval, and OP-6 Delayed Days PIDs. It impacts the OP-3 measurement in the assignment of due dates. Qwest assigns due dates based upon the application date and time. If Qwest representatives determine the application date and time in error, it could result in Qwest assigning longer due dates than should have been assigned. The application date and time impacts the OP-4 and OP-6 measurements in how Qwest calculates the interval from application date to completion date.

The FCC has stated that, "the reliability of reported data is critical, and that properly validated metrics must be meaningful, accurate, and reproducible."[17] The FCC

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[16] Observation 3110, KPMG Consulting Second Supplemental Response, May, 28, 2002.

[17] Application by SBC Communications Inc., Southwestern Bell Telephone Company, and Southwestern Bell Communications Services, Inc. d/b/a Southwestern Bell Long Distance Pursuant to Section 271 of the Telecommunications Act of 1996 To Provide In-Region, InterLATA Services In Texas, CC Docket No. CC 00-65, Memorandum Opinion and Order, FCC 00-238, released June 30, 2000 ("Texas Order"), ¶ 428 (note omitted).

has also stated, "the credibility of the performance data should be above suspicion."[18] Qwest produces CLEC-specific reports for the relevant PID results. As part of the ROC OSS test, Qwest produced performance data for the Pseudo-CLEC transactions. During the ROC OSS test, HP also collected and KPMG analyzed Pseudo-CLEC data for activities performed during the test. KPMG took the raw, input data from HP and compared that to the same raw, input data provided by Qwest.

The developers of the Master Test Plan ("MTP") recognized that KPMG's independent calculation of PID-compliant performance results provided an opportunity to check the accuracy of Qwest's raw, input data as well as to confirm that Qwest continues to convert the raw, input data into PID-compliant performance results. This check can be done by simply comparing KPMG's data for the Pseudo-CLEC to the Qwest data for the Pseudo-CLEC.

One of the MTP-required outputs that KPMG must produce is a "KPMG Consulting-produced, HP data to Qwest-HP data comparison."[19] This comparison report should have provided further evidence as to the accuracy and reliability of Qwest's raw, input data and whether or not Qwest continues to turn that data into PID-compliant performance results. Unfortunately, KPMG Consulting failed to produce this report. Instead, KPMG Consulting provided an assessment of the consistency between KPMG Consulting's pseudo-CLEC data and Qwest's pseudo-CLEC data. The results of the

[18] *Id.* ¶ 429.
[19] The Regional Oversight Committee (ROC) 3rd Party Test, Qwest OSS Evaluation Project Master Test Plan, Revised Release 5.2, April 9, 2002, Sections 12.6.3 and 14.6.3.

assessment were shown in the test evaluation criteria 12-11-4[20] and 14-1-44[21]. The test evaluation criterion 12-11-4 is, "Qwest-produced measures of Pre-Order/Order performance results for HPC transactions are consistent with KPMG Consulting-produced HPC measures" and for 14-1-44 it is, "Qwest-produced measures of ordering and provisioning (OP) performance results for HPC transactions are consistent with KPMG Consulting-produced HPC measures." KPMG Consulting investigated any deviation between the KPMG- and Qwest-produced performance results to determine if the deviation is the result of inaccurate or unreliable Qwest data.

KPMG Consulting completed its comparison of the pseudo-CLEC data that it collected with the pseudo-CLEC data that Qwest collected. KPMG Consulting's comparative analysis identified several problems that required remedial action by Qwest.[22] This remedial action included Qwest's recalculation of previously submitted performance data. While Qwest corrected most of the problems identified by KPMG Consulting to the satisfaction of KPMG Consulting, a significant problem that remains open is the excessive rate of human error being introduced into orders processed by Qwest representatives.[23] KPMG Consulting's analysis of retest data for Exception 3120 as well as other historical retest data caused such concern to KPMG Consulting that it could not find that Qwest had satisfied the test evaluation criteria 12-11-4 and 14-1-44. Qwest's failure to earn a "Satisfied" result for the data accuracy and reliability test criteria call into question the accuracy of Qwest's reported results. Until Qwest has demonstrated to the satisfaction of KPMG Consulting that its performance measurement

[20] Final Report, p. 98.
[21] Final Report, p. 201.
[22] *See* Observations 3089, 3099 and 3110 and Exception 3120.
[23] Observation 3110.

results for manually processed orders are accurate and reliable, this Commission should not rely upon Qwest's reported performance results for performance measurements OP-3, OP-4 and OP-6.

2. KPMG Consulting Determined that Qwest's Provision of Jeopardy Notices to CLECs is Discriminatory.

a. The FCC's Standard.

The FCC considers the ability to provide timely jeopardy notices a critical part of a BOC's OSS. The FCC described jeopardy notices and the criticality of them as follows:

> After a competing carrier has received a FOC notice with a committed due date for the installation of a customer's service, it is critical that the BOC provide the competing carrier with timely notice if the BOC, for any reason, can no longer meet that due date. These notices are called order jeopardy notices. The failure to meet scheduled due dates is likely to have a significant competitive impact on new entrants' ability to compete, regardless of whether the delay is actually caused by the BOC. To the extent that the BOC does not provide timely order jeopardy notices to the competing carrier, the impact of missed due dates will be compounded by the inability of the competing carrier proactively to inform its customer and reschedule the time for service installation.[24]

The FCC further emphasized the importance of jeopardy notices when it stated:

> When [a BOC] cannot meet a committed due date, it is critical that the competing carrier be informed in a timely manner so that it can contact its customer in order to schedule another due date.[25]

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[24] *Application of BellSouth Corporation Pursuant to Section 271 of the Communications Act of 1934, as amended, to Provide In-Region InterLATA Services in South Carolina*, CC Docket No. 97-208, Memorandum Op. and Order (released December 24, 1997) at ¶ 130 (hereafter "*BellSouth South Carolina Order*").

[25] *Id*, ¶ 131.

The FCC established the BOC's standard for the provisioning of jeopardy notices as providing jeopardy notice information in substantially the same time and manner as it provides for its retail operations.[26]

b. KPMG Consulting Assigned a Result of "Not Satisfied" to the Evaluation Criterion, "Qwest Systems or Representatives Provide Timely Jeopardy Notices for Resale Products and Services."

In the Final Report KPMG Consulting determined that Qwest had not satisfied the evaluation criterion, "Qwest systems or representatives provide timely Jeopardy notices for Resale products and services."[27] The PO-9 Timely Jeopardy Notice measurement was the relevant measurement for this evaluation criterion. The PO-9 measurement tracks the percent of time that Qwest provides a jeopardy notice when it misses a committed due date. Qwest's failure, as determined by KPMG Consulting, to provide jeopardy notices for resale products and services in substantially the same time and manner as for retail customers is further evidence that Qwest has failed to meet its obligations for checklist item 2.

c. KPMG Consulting Assigned a Result of "Not Satisfied" to the Evaluation Criterion, "Qwest Systems or Representatives Provide Timely Jeopardy Notices for UNE-P."

As with the evaluation criterion 12-9-4, in the Final Report KPMG Consulting assigned a "Not Satisfied" result to this evaluation criterion.[28] Qwest's failure, as determined by KPMG Consulting, to provide jeopardy notices for resale products and services in substantially the same time and manner as for retail customers is further evidence that Qwest has failed to meet its obligations for checklist item 2.

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[26] BANY Order, ¶ 185.
[27] Final Report, p. 92, Evaluation Criterion 12-9-4.
[28] *Id.* Evaluation Criterion 12-9-5.

3. KPMG Consulting's Results Demonstrate That Qwest is Not Capable of Providing Unbundled Dark Fiber to CLECs.

KPMG Consulting found the evaluation criterion "Qwest provisions Unbundled Dark Fiber by adhering to documented method and procedure tasks" was not satisfied.[29] This was a test to determine if Qwest technicians follow Qwest methods and procedures when installing dark fiber. Unbundled dark fiber is a complex service where testing cannot be accomplished in a test environment without access to actual network facilities. Because of the complexity and test environment limitations, the ROC OSS TAG agreed that Qwest's ability to provision unbundled dark fiber would be tested through KPMG Consulting's review of Qwest installing unbundled dark fiber for commercial CLECs. KPMG Consulting was tasked with determining the extent of Qwest technician adherence to Qwest's documented methods and procedures. This type of testing during the ROC OSS test was commonly called a "process evaluation."

Commercial usage of dark fiber in South Dakota has been non-existent. Over the last twelve months, there were no dark fiber unbundled loops installed by Qwest in South Dakota.[30] Over the last twelve months, there were no dark fiber interoffice facility orders installed in South Dakota.[31] Since there is no commercial data for Qwest to rely upon to demonstrate it can provide unbundled dark fiber to CLECs, the ROC OSS test was designed to determine if Qwest had the capability of providing dark fiber to CLECs.

The ROC OSS test found that Qwest was not capable of providing unbundled dark fiber to CLECs. In its initial test of the ability of Qwest technicians to follow

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[29] Final Report, p. 186, Evaluation Criterion 14-1-10.
[30] Qwest does not report any performance results for Dark Fiber Unbundled Loops in its South Dakota PID Results, PID OP-3E.
[31] Qwest does not report any Dark Fiber Interoffice Transport activity in the South Dakota PID Results.

Qwest's documented methods and procedures, KPMG Consulting found **0%** compliance.[32] KPMG Consulting made its initial test findings in observing 23 orders and 115 tasks that Qwest technicians should have followed.

KPMG Consulting described the impact of Qwest's failure to follow its documented methods and procedures as follows:

> Failure to adhere to Unbundled Dark Fiber Method and Procedures could result in unnecessary delays to provision the fiber to the CLEC. The delays could result in any of the following:
>
> (i) Unnecessary and/or redundant testing on the fiber.
>
> (ii) Inability to conduct educated troubleshooting should problems arise with the fiber in the future,
>
> (iii) Provisioning inferior fiber to the CLEC that couldn't support the intended service offering. These delays could increase a CLEC's operating costs as a result of the added time required to ensure proper provisioning of the fiber, and could decrease its customers' satisfaction because of the possible delays.[33]

In a series of responses related to this Exception, Qwest made documentation improvements that eventually satisfied KPMG Consulting that Qwest's documented methods and procedures were adequate.[34] However, there remained on December 6, 2001 the question of whether Qwest technicians would follow Qwest's unbundled dark fiber methods and procedures. That question was answered during KPMG Consulting's retest of Exception 3010. During the retest, KPMG Consulting found that Qwest's adherence to its documented procedures fell far short of the 95% compliance benchmark. KPMG Consulting found that Qwest technicians only followed the documented methods and procedures in 64% of the 50 tasks when observing 10 unbundled dark fiber circuits.[35]

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[32] Final Report, p. 186.
[33] Exception 3010, KPMG Comments, August 10, 2001.
[34] Exception 3010, KPMG Response, December 6, 2002.
[35] Final Report, p. 186.

Based upon Qwest's woeful performance in following its own methods and procedures, KPMG Consulting appropriately found that Qwest had not satisfied Evaluation Criteria 14-1-10. The evidence in the record demonstrates that Qwest technicians do not follow Qwest's documented methods and procedures for provisioning unbundled dark fiber circuits.

Based upon the low level of commercial activity on unbundled dark fiber and KPMG Consulting's "Not Satisfied" finding, the Commission can comfortably conclude that Qwest is not capable of providing either dark fiber for unbundled loops (Checklist Item 4) or interoffice transport (Checklist Item 5) to CLECs.

4. KPMG Consulting has Found That Qwest is Not Capable of Providing Enhanced Extended Links to CLECs.

EELs are a combination of the unbundled loop and unbundled dedicated interoffice transport network elements. KPMG Consulting found the evaluation criterion "Qwest provisions EEL circuits by adhering to documented method and procedure tasks" was not satisfied.[36] This was a test to determine if Qwest technicians follow Qwest methods and procedures when installing EELs. Like with the testing of dark fiber, this type of testing referred to as a "process evaluation." There is very little EEL activity in the state of South Dakota. Over the last twelve months, there were only seven EEL orders installed in South Dakota.[37] Therefore, the process evaluation in the ROC test is the best method of assessing Qwest's capability to provision EELs.

The ROC OSS test found that Qwest was not capable of providing EELs to CLECs. In its initial test of the ability of Qwest technicians to follow Qwest's

[36] Final Report, p. 187, Evaluation Criterion 14-1-14.
[37] South Dakota PID Results, p. 103, PID OP-3E.

documented methods and procedures, KPMG Consulting found 87% compliance.[38] KPMG Consulting made its initial test findings in observing 11 orders and 79 tasks that Qwest technicians should have followed. KPMG Consulting described the impact of the failure of Qwest's technicians to follow Qwest methods and procedures as follows:

> Failure to provision high capacity DS1 EEL circuits in a manner consistent with documented methods and procedures may lead to the inconsistent delivery of products to CLECs. This could increase a CLEC's operating costs as a result of increased resources required to investigate the issue. A CLEC's customer may experience decreased levels of satisfaction if unnecessary delays occur.[39]

In a series of responses related to this Exception, Qwest made documentation and training improvements that eventually satisfied KPMG Consulting that Qwest's documented methods and procedures were adequate.[40] However, there remained the question of whether Qwest technicians would follow Qwest's unbundled dark fiber methods and procedures. That question was answered during KPMG Consulting's retest of Exception 3104. During the retest, KPMG Consulting found that Qwest's adherence to its documented procedures had gotten worse than during the initial test and that the rate of Qwest adherence fell far short of the 95% compliance benchmark. KPMG Consulting found that Qwest technicians only followed the documented methods and procedures in 60% of the 15 tasks when the installation of EELs occurred.[41] Based upon Qwest's woeful performance in following its own methods and procedures, KPMG Consulting appropriately found that Qwest had not satisfied Evaluation Criteria 14-1-14.

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[38] Final Report, p. 187, Evaluation Criterion 14-1-14.
[39] Exception 3104, December 27, 2001.
[40] Exception 3104, KPMG Consulting Second Response, January 28, 2002.
[41] Final Report, p. 187.

Based upon KPMG Consulting's "Not Satisfied" finding, the Commission can comfortably conclude that Qwest is not capable of providing EELs unbundled loops (Checklist Item 2) to CLECs.

5. KPMG Consulting has Found That Qwest's Provisioning of UNE-P and Business Resale Services to CLECs for Installations That do not Require a Dispatch is Discriminatory.

KPMG Consulting found that Qwest was provisioning UNE-P services[42] and business resale services[43], where the installation did not require a dispatch, in a discriminatory manner. Qwest will install the large majority of UNE-P and business resale orders without the need for a dispatch. This test finding confirms that discriminatory practices will produce discriminatory results. The discriminatory practice that creates the discriminatory result is that Qwest's standard interval for virtually all UNE-P POTS orders is three business days.[44] In contrast, many retail POTS orders where the installation does not require a dispatch can have a standard interval of the next business day.

Not surprisingly, KPMG Consulting found in the test that Qwest was installing UNE-P services in about three days and Qwest was installing the equivalent retail service in about two days. Qwest's failure of the ROC test should permit the Commission to comfortably conclude that Qwest has failed to demonstrate compliance with checklist items 2 for provisioning UNE-P services and 14 for business resale services.

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[42] Final Report, pp. 198, Evaluation Criterion 14-1-36.
[43] Final Report, pp 196 – 197, Evaluation Criterion 14-1-34.
[44] Qwest Communications, Service Interval Guide for Resale and Interconnection Services, April 18, 2002, pp. 10 – 11.

B. Maintenance and Repair

1. Qwest Fails to Provide Timely Responses to CLEC Requests to Modify a Trouble Report.

KPMG Consulting found the evaluation criterion "Modify trouble report transactions are processed within the guidelines established by the ROC TAG benchmark" not satisfied.[45] In its response to the exception that formed the basis for the not satisfied result, Exception 3107, Qwest attempted to mitigate the KPMG Consulting findings of failure to meet the benchmark standard with its own "home grown" test results.[46] Qwest's attempt to substitute independent, third party test results with its own results do not hide the fact that Qwest failed to meet the agreed upon benchmark for the time to process a request to modify a trouble report.

Qwest agreed to the testing of the modify trouble report function in the Customer Electronic Maintenance and Repair ("CEMR") interface and agreed to the 24-second benchmark for that function. The modify trouble report function is a critical component of the CEMR interface. The modify trouble report function was significant enough that Qwest agreed that it should be included in Test 16.

As to Qwest's attempts to substitute its "home grown" non-design edit transaction data for KPMG Consulting's ROC OSS test data, AT&T urges the Commission to dismiss that data for the same reasons as KPMG Consulting did. When presented with Qwest's internally developed non-design edit transaction data, it stated:

> The approach taken by Qwest to conduct three internally administered tests is inconsistent with the methodology set forth and agreed upon by the ROC TAG. As defined in the document *ROC M&R Volume Recommendation*, version 4.7, October 9, 2001, the ROC TAG agreed to a third party test conducted by KPMG Consulting. Furthermore, there are

[45] Final Report, pp. 331 – 332, Evaluation Criterion 16-3-5.
[46] Exception 3107, Qwest Initial Response, January 31, 2002.

no provisions in the *Master Test Plan* for consideration of Qwest-administered tests. KPMG Consulting concluded that the difference of three seconds between the benchmark and Qwest's performance is statistically significant and constitutes an unsatisfactory result.[47]

Qwest requested the Exception be closed as unresolved on February 21, 2002. At that point in the test, it was known that the OSS testing would not be completed until mid-March at the earliest. That provided sufficient time to complete a retest. Qwest also had the time to conduct three of its own internal retests. Rather than take the time, effort and expense to perform three internal retests, it would have been more appropriate for KPMG Consulting to perform one independent retest. The Commission should be suspicious of Qwest's internally produced data given that Qwest had the opportunity for KPMG Consulting to conduct an independent retest and declined to pursue the option that would have produced more trustworthy results.

2. KPMG Consulting Found Deficiencies in the Quality of Qwest's Repair Records.

KPMG Consulting found the evaluation criterion "Close out codes for out-of-service and service affecting wholesale UNE-P, resale, and Centrex 21 troubles indicated in Qwest's systems, and that may or may not require the dispatch of a technician, are consistent with the troubles placed on the line" not satisfied.[48] KPMG Consulting's finding of not satisfied for this evaluation criterion calls into question the accuracy of Qwest's reported maintenance and repair results. This "Not Satisfied" evaluation criterion concerns KPMG Consulting's findings that Qwest personnel were inaccurately assigning disposition and cause ("D/C") codes to CLEC trouble reports. D/C codes are necessary to determine who caused the trouble to occur (i.e. the CLEC, the customer,

[47] Exception 3107 Disposition Report, February 26, 2002.
[48] Final Report, pp. 353 – 354, Evaluation Criterion 18-6-1.

Qwest or some other party) and what was the cause of the trouble. KPMG Consulting concluded that "[i]ncorrect closeout codes could distort performance results that are reported to regulatory agencies and others."[49]

KPMG Consulting found in its initial test that Qwest personnel were improperly assigning D/C codes over 38% of the time.[50] After Qwest claimed it had instituted corrective actions and KPMG Consulting conducted a retest, Qwest personnel were found to be incorrectly applying D/C codes on over 11% of the trouble reports.[51] In its final statement concerning this exception KPMG Consulting stated that, "KPMG Consulting reaffirms its response of 01/17/2002 and believes that the results of the retest still constitute an unsatisfactory result."[52]

It should be noted that in observation 1028 Liberty Consulting found similar problems with Qwest personnel inaccurately applying D/C codes to trouble reports. In observation 1028, Liberty Consulting concluded, "[w]hile Liberty expects that the renewed focus on methods and procedures should work to reduce the error rate in MTTR, it cannot substantiate those effects at this time."[53]

Two separate auditors found problems with how Qwest was assigning D/C codes to trouble tickets and neither auditor was able to conclude that the frequency with which Qwest was making D/C code errors had reached acceptably low levels. The two separate findings of problems with the accuracy of Qwest's maintenance and repair results and

[49] Exception 3055 Disposition Report, February 7, 2002, p. 2.
[50] Exception 3055, September 27, 2001.
[51] Exception 3055 Disposition Report, February 7, 2002, p. 2.
[52] Exception 3055 Disposition Report, February 7, 2002, p. 2.
[53] Observation 1028 Disposition Report, March 1, 2002, p. 1.

Qwest's choice to not take any corrective actions suggests that Qwest's reported maintenance and repair results are unreliable and not to be trusted.

KPMG Consulting described the impact of inaccurate close out codes as follows:

> Inaccurate closeout codes could reduce Qwest's ability to detect consistent problems reported by CLECs. This could prevent Qwest from being able to repair problems before they are reported by CLECs. This could also cause a CLEC's customers to experience avoidable problems that could reduce their level of satisfaction with a CLEC.[54]

Qwest asserted that additional training of its technicians should reduce the close out code error rate to acceptable levels.[55] While Qwest recognized the problem and asserted that it had implemented a solution, Qwest chose to have Exception 3055 closed as unresolved rather than subject itself to the rigor of a KPMG Consulting retest.

3. KPMG Consulting Found Deficiencies in the Quality of Qwest's Maintenance and Repair Activities.

KPMG Consulting determined that Qwest had not satisfied the evaluation criterion, "Out-of-service and service affecting wholesale UNE-P, resale, and Centrex 21 troubles that may or may not require the dispatch of a technician are successfully repaired."[56] Successful repair of troubles by Qwest that are found in CLEC services is a critical element in the satisfaction of a CLEC's customers. A failure by Qwest to repair the service on the first attempt will necessitate a second visit to the customer and will likely reduce the level of customer satisfaction with the CLEC.

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[54] Exception 3055, September 26, 2001.
[55] Exception 3055, Qwest Response to 3rd KPMG Supplemental Recommendation, January 28, 2002.
[56] Final Report, p. 355, Evaluation Criterion, 18-7-1.

C. Billing

1. KPMG Consulting's Evaluation of the DUF Returns, Production and Distribution Process Failed to Identify Serious and Critical Deficiencies in Qwest's DUF Processes.

KPMG Consulting did two types of testing of Qwest's daily usage files ("DUF"). One test was to evaluate, from an operational perspective, Qwest's process for producing and distributing DUF.[57] The second test was to test the output of Qwest's DUF processes.[58] KPMG Consulting's testing of Qwest's ability to transmit complete and accurate DUF to CLECs (the output test) showed that Qwest failed the test five consecutive times.[59] Only on the sixth retest of DUF did KPMG Consulting find that Qwest just made KPMG Consulting's benchmark for DUF completeness and accuracy.[60]

The fact that Qwest failed, on five separate occasions, to provide complete and accurate DUF records to the pseudo-CLEC speaks very poorly of the processes that Qwest uses to produce and distribute those records. Qwest's DUF production and distribution processes time and time again provided incomplete and/or inaccurate DUF to the pseudo-CLEC. Not only was Qwest producing incomplete and/or inaccurate DUF, but it appeared the only way that Qwest was able to identify it had a serious problem with incomplete and/or inaccurate DUF was for KPMG Consulting to identify it through the OSS retesting. It does not appear that Qwest has a mechanism in place that is sensitive to and can detect problems with the completeness and accuracy of its DUF production and distribution processes.

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[57] Master Test Plan, Version 5.2, April 9, 2002, Test 19.6, pp. 90 – 93.
[58] Master Test Plan, Version 5.2, April 9, 2002, Test 19, pp. 88 – 90.
[59] Final Report, p. 19.
[60] Final Report, pp. 415 – 416. KPMG Consulting's standard for DUF completeness and accuracy was 95%. On the sixth retest, Qwest's result was 96%.

Given that Qwest's DUF production and distribution processes produced unsatisfactory results during five DUF retests, it would seem logical that KPMG Consulting would have some criticism of Qwest's DUF processes in Section 19.6 of the Final Report. Surprisingly, other than two "Unable to Determine" results for a DUF returns process that was not examined during the test, KPMG Consulting found Qwest's process for producing and distributing DUF records to be satisfactory. It is as if KPMG Consulting is saying that despite the death of five patients (the DUF retest results), the five operations were a success (the process that produced the DUF retest results).

KPMG Consulting attempted to mitigate Qwest's inadequate DUF production and distribution processes by making an inappropriate and unnecessary distinction between process activities that "are embedded in automated systems, rather than in manual processes."[61] Qwest's embedded, automated systems were losing as much as 31% of the pseudo-CLECs DUF records with apparently no visibility to anyone at Qwest. For Qwest's DUF production and distribution processes to be that defective for so long without any detection by the Qwest personnel responsible for those processes is obscene. It should be cold comfort to the Commission that when it comes to the production of complete and accurate DUF, the "sixth time's the charm." KPMG Consulting cannot rely upon the argument that since it could not easily look into the effectiveness of the embedded, automated systems that it should rely solely on the results of the DUF transaction test. Qwest finally did achieve KPMG Consulting's 95% benchmark result for DUF. However, from a process evaluation perspective, the passing of the sixth test

[61] Final Report, p. 425, Evaluation Criterion 19.6-1-5 and p. 427, Evaluation Criterion 19.6-1-6.

does not negate that those processes failed on five previous occasions and there was not apparent means for Qwest to identify its failure.

What makes KPMG Consulting's finding that a process (that produced defective results in five of six tests is satisfactory) inappropriate is that it applied a more reasonable approach in the evaluation of the process that produced CLEC bills. Like with the DUF test, Qwest failed the wholesale billing transaction test on multiple occasions. However, in its findings on the adequacy of the processes that produce wholesale bills, KPMG Consulting factored in prior transaction test failures in its conclusions. KPMG Consulting found that prior and repeated test failures made a satisfactory finding of its Wholesale Bill Production Process impossible. Specifically, KPMG stated:

> KPMG Consulting's repeated receipt of erroneous bills suggests that, while Qwest's manual process to catch errors may be adequate, Qwest may not adhere to its defined process.
>
> During final retesting of bill accuracy, KPMG Consulting did receive correct bills. However, KPMG Consulting is not able to conclusively determine whether these bills are correct because of the bill creation process, or because of adherence to Qwest's defined post-production quality assurance processes. Therefore, KPMG Consulting must assign an Unable to Determine result for Qwest's adherence to its post-production quality assurance process.[62]

AT&T believes that Qwest's repeated failure of the DUF retest demonstrates serious problems with Qwest's DUF production and distribution processes. Consequently, AT&T believes that KPMG Consulting's conclusions for Evaluation Criteria 19.6-1-1 (whether DUF production and distribution procedures are clearly defined), 19.6-1-4 (whether DUF balancing and reconciliation procedures are clearly defined), 19.6-1-5 (whether DUF routing and guiding is controlled by defined and

[62] Final Report, p. 461, Evaluation Criterion 20.7-1-4.

documented processes), and 19.6-1-6 (whether DUF routing and guiding contains functionality to adequately address pending and completed service order activity warranted a finding of "Not Satisfied.")

D. Change Management Process Comments re: Exceptions in the Final Report

The FCC's five criteria required of change management plans are:

> (1) that information relating to the change management process is clearly organized and readily accessible to competing carriers; (2) that competing carriers had substantial input in the design and continued operation of the change management process; (3) that the change management plan defines a procedure for the timely resolution of change management disputes; (4) the availability of a stable testing environment that mirrors production; and (5) the efficacy of the documentation the BOC makes available for the purpose of building an electronic gateway.[63]

"As part of this demonstration, the [FCC] will give substantial consideration to the existence of an adequate change management process and *evidence* that the [RBOC] *adhered to this process over time*."[64] This requirement forms a fundamental problem for Qwest.

In previous filings, AT&T and others have noted that KPMG could not proclaim that Qwest had complied with its obligation to adhere to its CMP plan over time. Exception 3110, 3111 and 3094 all attest to the problem and in the KPMG Consulting Final Report Version 2.0, the status of those Exceptions has not changed. As a

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[63] *In the Matter of Application by SBC Communications Inc., Southwestern Bell Telephone Company and Southwestern Bell Communications Services, Inc. d/b/a Southwestern Bell Long Distance Pursuant to Section 271 of the Telecommunications Act of 1996 To Provide In-Region, InterLATA Services In Texas*, Memorandum Opinion and Order, CC Docket No. 00-65, FCC 00-238 (Rel. June 30, 2000) at ¶ 108 (hereinafter "***SWBT Texas 271 Order***").

[64] *Joint Application by SBC Communications Inc., Southwestern Bell Tel. Co, and Southwestern Bell Communications Services, Inc. d/b/a Southwestern Bell Long Distance Pursuant to Section 271 of the Telecommunications Act of 1996 to provide In-Region, InterLATA Services in Arkansas and Missouri*, Memorandum Opinion and Order, CC Docket No. 01-194, FCC 01-338 (Rel. Nov. 16, 2001) at ¶ 40. (emphasis added).

consequence, KPMG's evaluation related to Test 23-1-7[65] (Exception 3110) is closed "unable to determine," Test 23-1-8[66] (Exception 3111) is closed "unable to determine," Test 23-1-9[67] (Exception 3110) is closed "unable to determine," Test 23-2-7[68] is closed "unable to determine," Test 23-2-8[69] (Exception 3094) is closed "unable to determine," Test 23-2-9[70] (Exception 3094) is closed "unable to determine" and Test 23-2-2[71] (Product/Process) is closed "unable to determine." In short, neither the third party tester, the Commission nor Qwest can prove that Qwest has met the FCC's criteria and adhered to it over time.

Likewise, Exception 3095 (Test 24.6-1-8) regarding whether SATE[72] is "made available to customers for all supported interfaces is closed "not satisfied." Similarly, Exception 3109 (Test 24.6-2-9) regarding whether "carrier-to-carrier test environments are available and segregated from Qwest production and development environments" also remains unsatisfied.

Again, the only conclusion possible is that Qwest has not satisfied in its entirety the requirements the FCC has set for SATE. Thus, the Commission should not recommend to the FCC that Qwest's SATE meets its criteria.

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[65] Evaluation Criteria: whether "Procedures and systems are in place to track information such as descriptions of proposed changes, key notification dates, and change status."
[66] Evaluation Criteria: whether "Criteria are defined for the prioritization system and for severity coding."
[67] Evaluation Criteria: whether "Qwest complies with notification intervals and documentation release requirements."
[68] Evaluation Criteria: whether "Procedures and systems are in place to track information such as descriptions of proposed changes, key notification dates, and change status" for Product/Process.
[69] Evaluation Criteria: whether "Criteria are defined for the prioritization system and for severity coding."
[70] Evaluation Criteria: whether "Qwest complies with notification intervals and documentation release requirements."
[71] Evaluation Criteria: whether "The change management process is in place and documented."
[72] Stand Alone Test Environment or SATE.

III. CONCLUSION

KPMG Consulting's findings in the ROC OSS test provide the Commission with sufficient reason to conclude that Qwest has not met it's obligations for checklist items 2 Access to Operational Support Systems, 5 Unbundled Interoffice Transport and 14 resale. In addition, the serious data integrity issues raised by KPMG Consulting mean that Qwest's self-reported performance measurement results are highly suspicious. Until Qwest has remedied the identified deficiencies to the satisfaction of the Commission or KPMG Consulting, Qwest should be found non-compliant with the aforementioned checklist items.

Respectfully submitted on July 2, 2002.

AT&T COMMUNICATIONS OF THE MIDWEST, INC.

By: Mary B. Tribby /SB

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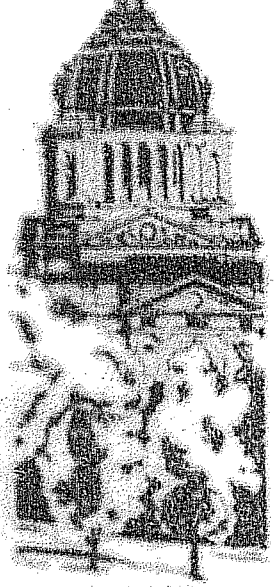

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South Dakota Public Utilities Commission

State Capitol Building, 500 East Capitol Avenue, Pierre, South Dakota 57501-5070

July 3, 2002

RECEIVED
JUL 03 2002
SOUTH DAKOTA PUBLIC
UTILITIES COMMISSION

Debra Elofson
Executive Director
Public Utilities Commission
500 East Capitol
Pierre, SD 57501

RE: In the Matter of the Analysis of Qwest Corporation's Compliance with Section 271(c) of the Telecommunications Act of 1996
TC01-165

Dear Ms. Elofson:

Pursuant to the Commission's Order for and Notice of Procedural Schedule and Hearing dated June 19, 2002, Commission Staff submits for filing its comments in the above-referenced matter.

If you have any questions, please do not hesitate to contact me.

Sincerely,

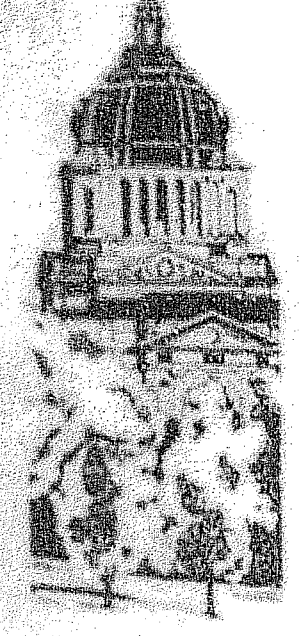
Karen E. Cremer

Karen E. Cremer
Staff Attorney

cc: Interested Parties

Enc.

EXHIBIT
Staff
1
7-11-02



South Dakota
Public Utilities Commission

State Capitol Building, 500 East Capitol Avenue, Pierre, South Dakota 57501-5070

DATE: July 8, 2002

TO: All of the Parties in Docket TC01-165

FROM: Karen E. Cremer
Staff Attorney

RE: In the Matter of the Analysis into Qwest Corporation's Compliance with Section 271(c) of the Telecommunications Act of 1996

Enclosed each of you will find a copy of Staff's Comments with reference to th above captioned matter.

Very truly yours,

Karen E. Cremer

Karen E. Cremer
Staff Attorney

KEC:dk
Enc.

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Qwest Communications
OSS Evaluation
Final Report

Comments of Dr. Buster Griffing

Staff offers these comments about the Final Report ("Report") of the Qwest Communications ("Qwest") OSS Evaluation, also popularly known as the Regional Oversight Committee (ROC) OSS Test. OSS is an acronym for "Operational Support Systems," which are the business systems that support the provisioning of service by telecommunications companies to customers, wholesale and retail.

I. Background

The motivation for the ROC OSS Test was Qwest's desire to be found in compliance with Section 271 of the federal Telecommunications Act of 1996 ("the Act"). According to Section 271, if Qwest or any other Bell Operating Company ("BOC") demonstrates that it has opened its local market to competition, then it can enter the interLATA (long-distance) market within its operating region.[1] The standards the BOCs must meet include providing non-discriminatory access to a 14-point checklist of services to competitive local exchange carriers ("CLECs"), and requirements concerning interconnection agreements, the relationship of the BOC to its long-distance affiliate, and the public interest.

As U S West, the company that Qwest was to merge with in 2000, first undertook efforts to comply with Section 271 in 1998 it had difficulty showing it met the requirements regarding CLECs' access to its OSS. Those requirements are:

[1] The prohibition of BOC in-region, interLATA service was an outcome of the break-up of the former Bell System in 1984. The prohibition did not extend to providing interLATA service out-of-region.

- Provide non-discriminatory access to its OSS on appropriate terms and conditions;
- Provide the documentation and support necessary for CLECs to access and use these systems; and
- Demonstrate that the ILEC's systems are operationally ready, and provide an appropriate level of performance.[2]

These requirements were considered part of the second of the 14 checklist items, access to unbundled network elements ("UNEs"), in the Section 271 checklist. The obstacle U S West faced in demonstrating compliance was as much quantitative as it was qualitative: few CLECs were using its OSS, so there was little data to evaluate. In the course of evaluating the 271 applications of other BOCs, the Federal Communication Communications (FCC) established that a third-party test of a BOC's OSS capability was an alternative available to the BOCs for showing access to their systems met the FCC's non-discrimination standard.[3] Subsequently, U S West and the ROC agreed in 1999 to collaborate on conducting a region-wide test of U S West's OSS. Eventually, 13 of the 14 ROC states (Arizona was the exception) took part in the collaborative. CLECs were also included in the planning and implementation of the OSS Test through participation in the Technical Advisory Group (TAG). Extensive preparation for testing took place in 1999 and 2000. Part of the planning process was deciding in broad terms what the test would measure and how outcomes would be evaluated. It was also decided that the test would require the selection of vendors to carry out three jobs: test administrator, pseudo-CLEC, and performance measures auditor. The testing process can be said to have begun with selection the summer of 2000 of three vendors to fill these roles. The companies

[2] Qwest Communications, OSS Evaluation, *Final Report*, Version 2.0, May 28, 2002, p 5 ("Report").

chosen were KPMG Consulting ("KPMG"), Test Administrator; Hewlett-Packard Consulting ("HPC"), Pseudo-CLEC; and Liberty Consulting ("Liberty"), Performance Measures Auditor. .[4]

A. Test Coverage

The goal of the Act is to establish an environment in which competition can flourish in the local and interLATA markets. The purpose of requiring BOCs to provide non-discriminatory access to its OSS is to enable CLECs to enter local markets with a reasonable chance to compete with the incumbent BOCs in those markets. OSS is often said to encompass five functions: pre-ordering, ordering, provisioning, maintenance and repair, and billing. The connection between these functions and the ability to compete is clear. As the Report states, CLECs must be able to "obtain pre-ordering information, execute service orders for resold services and unbundled network elements (UNE), manage troubles, establish and maintain [] customer relationships with Qwest, and obtain billing information at a level deemed to be non-discriminatory when compared with the Qwest's Retail operations."[5]

In addition to five OSS functions, the parties participating in planning the OSS Test added an evaluation of Relationship Management and Infrastructure (RMI) to the content of the test. This sixth area generally covers the documents and assistance Qwest provides to CLECs as they build their own OSS to connect to Qwest's OSS, plus the continuing efforts in Change Management Qwest must undertake to inform CLECs of

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[3] *In the Matter of Ameritech Michigan Pursuant to Section 271 of the Communications Act of 1934, as Amended, to Provide In-Region, InterLATA Services in Michigan*, FCC 97-298, Released August 19, 1997, para. 138 ("271 Michigan").
[4] Report, pp. 6-7.
[5] Report, pp. 5-6.

changes in its OSS and business rules so that they can keep their systems compatible with Qwest's.

B. Test Methods

The ROC state commissions, Qwest, and the CLECs handed the selected vendors the Test Requirements Document (TRD), a broad outline for evaluating Qwest's OSS. The TRD established roles and expected interactions among the vendors. The TRD listed products for which the several functions were to be evaluated, for example. The TRD also established order volumes of 140 for performance measures. Statistical methods of evaluation can minimize, but never completely eliminate, the chance of obtaining a misleading result. That is, through random chance, or "bad luck," Qwest might be found to not be providing adequate service when in fact it was. On the other hand, the same random chance could lead to Qwest's service being found in compliance when it was not in fact meeting the evaluation criterion. The purpose of setting volumes was to, on a statistical basis, reduce and roughly equalize the chance that either of these outcomes, one of which favors Qwest and the other of which favors CLECs, would occur. Yet, the TRD was not a blueprint for testing. Developing the Master Test Plan (MTP), the document that would guide testing, was the responsibility of KPMG.

As KPMG worked on the MTP, Liberty was conducting its audit of Qwest's OSS performance measure reporting. Liberty was working with the *Service Performance Indicator Definitions (PID),*[6] a document that contains the test performance measures, their definitions, and instructions for measuring performance, including at the product and sub-product level. Liberty checked whether Qwest's data collection and performance

[6] The *Service Performance Indicator Definitions (PID)* was created during test planning and updated throughout testing. The most recent version, ROC 271 Working PID 4.1, was released on April 25, 2002.

reporting of its OSS matched the content of the PID. The order-submission phase of the test could not begin until Liberty completed this audit because the quality of Qwest's performance measurement reporting needed to be evaluated. Liberty found several discrepancies, which were dealt with through the observations and exceptions process.[7] The vendor and Qwest resolved these problems through discussion and changes to Qwest's data collection and performance reporting of its OSS. Only when Liberty was satisfied that the information reported by Qwest reliably matched what the PID intended was to be captured did it release a performance measurement for testing.

The MTP as developed by KPMG included two fundamental testing techniques: transaction-based testing and operational analysis testing. Transaction testing involved the submission of orders that replicated the content of orders CLECs would submit as they gained customers. These simulated orders were submitted by HPC to Qwest's OSS using systems HPC built in its pseudo-CLEC role. As noted, the volume and content of the orders were carefully thought out to provide a comprehensive test of Qwest's ability to respond to the diverse needs of the CLECs. These test orders were also distributed among the states and sub-regions within the Qwest region so that wherever CLECs did or could operate, Qwest's systems capabilities were tested.

The other testing technique, operational analysis, involved observation of Qwest business processes, the documents used in those processes, and the actions of the personnel implementing the processes. Whereas transactional testing yielded outcomes that were measurable such as whether an order was successfully processed or how long it

[7] Throughout the audit and testing the three vendors would write an observation or exception whenever they encountered a problem with Qwest's OSS. Observations were a kind of red flag, intended to provoke discussion of the issue. If the discussion did not lead to a resolution, the issue was escalated to an

took Qwest to perform the actions following processing, operational analysis was more likely to find that Qwest documents associated with a business process were correct in describing procedures or that there were discrepancies between the manuals, handbooks, websites and so forth, and actual practices.

Section 5.0, Approach,[8] of the Report is a succinct description of the testing process as developed and carried out by KPMG and HPC.

C. Evaluation Criteria

The OSS Test standard was "military-style," frequently characterized as test until you pass. Therefore, as the test was undertaken, Qwest could not hope to get a "grade" on the test by passing or completing a certain percentage of the hundreds of performance measurements the test came to encompass. Rather, by the end of the test all Qwest OSS were expected to be working at such a level that CLEC access could be said to be non-discriminatory.

Military-style testing does not mean that Qwest had to attain perfection. Instead, Qwest was expected to meet the criteria for success for all items tested. These criteria varied according to the performance measure for transactional testing. If a Qwest retail counterpart existed for the wholesale function performed on behalf of the CLEC by Qwest, the success criterion was parity between retail and wholesale. If no Qwest counterpart existed, then a benchmark level of success had to be attained on behalf of CLECs. The statistical techniques employed to evaluate whether parity was reached and the benchmarks for non-parity measures all included leeway for Qwest, recognizing that Qwest systems and the people operating them could not be expected to be perfect.

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exception. Qwest worked with the vendors to reach resolutions for the observations and exceptions. However, a few exceptions were closed as unresolved at the end of the test.

Operational analysis testing did not always lend itself to such criteria, so industry standards and guidelines were used in evaluation.

Testing of the Qwest systems was carried out by KPMG and HPC. As they observed the results, the two vendors might encounter problems or results that did not rise to the standards for satisfactory performance. KPMG and HPC would issue observations or exceptions that noted the issue, to which Qwest would respond. More than 500 observations and exceptions were issued throughout the nearly two years of testing. The great majority of the observations and exceptions were resolved, with Qwest improving its performance or revising procedures to bring them into compliance, but a few were not. Thus, Qwest elected to exercise its option to close some observations and exceptions and hence did not literally pass all aspects of the test. The appropriateness of Qwest's closing of these observations and exceptions is a matter of contention; Staff anticipates that the Commission will be able to evaluate the opinion of various parties in their comments and testimony. Qwest, has or will, submit commercial performance data concerning these items, so the OSS Test results are not the only basis for evaluation for these closed observations and exceptions.

D. Test Results

KPMG had four possible outcomes to assign to performance measures. These outcomes are: Satisfied, Not Satisfied, Unable to Determine, and Diagnostic. A discussion of the meaning of these outcomes appears in the Evaluation Overview portion of the Report.[9] Most performance measures were eligible to receive one of the first three outcomes, while some were designated as "Diagnostic" from the beginning of the test.

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[8] Report, pp. 7-11.
[9] Report, p. 12.

Information about Qwest's performance regarding this last group of measures was collected, but KPMG did not have responsibility for determining whether Qwest met an evaluation criterion, if indeed one was established for these measures.

The results of the OSS Test are presented four times in the Report. An overview of the results for the four domains within the test appears in Section 6.0 Results of the Evaluation Overview.[10] This overview is necessarily short on detail, but it does provide a brief discussion of Qwest's successes, where it struggled and eventually succeeded, and items where it has not produced performance that satisfies the evaluation criteria. The second results discussion is the Test Summaries.[11] Here, KPMG lists every performance measurement and states the outcome. The performance measures are grouped by tests, which may be viewed as sub-tests within the OSS Test. A test in this sense might apply to pre-ordering, ordering and provisioning, or to maintenance and repair. Again, there is not a great deal of detail. For example, a reader does not learn any numerical results for a performance measure or the evaluation criterion by which an outcome was assigned. That detail is found only in the Test Reports, a comprehensive presentation of the results for every performance measure in the Report.[12] Finally, results only are presented for every performance measure in the PID Report of P-CLEC and Commercial Observations Results.[13] This set of results is organized by the type of evaluation criterion applied to a given performance measure. Benchmark measures appear first, followed by parity and diagnostic measures.

[10] Report, pp. 13-19.
[11] Report, pp. 20-61.
[12] Report, pp. 62-678.
[13] Report, pp. 679-707.

II. NOT SATISFIED AND UNABLE TO DETERMINE PERFORMANCE MEASURES

The following sections examine only each performance measure for which KPMG Consulting reached a conclusion of "Not Satisfied" or "Unable to Determine." For each of these performance measures, there is a brief discussion of what KPMG found and the circumstances that led to the particular conclusion.

A. Not Satisfied

1. Jeopardy Notices Provided Timely for Resale (Test 12-9-4)

When Qwest knows that it may not be able to meet a commitment to a CLEC for a function such as provisioning products and services by the Resale method, its systems or representatives are supposed to provide timely Jeopardy notices to CLECs. The CLECs can then use the notice to keep their end-user customers informed. The defined standard is parity with retail service.

During testing, KPMG Consulting identified a total of eight missed resale orders for all of Qwest's regions. The psuedo-CLEC did not receive jeopardy notices for any of the eight missed orders, meaning the success rate was 0 percent. Qwest's retail performance is reported by region, with a 17 percent timely Jeopardy notice rate for the Eastern Region, of which South Dakota is a part. The dual statistical test for the PO-9 PID resulted in a "no decision" for this PID. Per the MTP guidelines, KPMG Consulting submitted this issue to the attention of the TAG, whose discussion resulted in an impasse. Subsequently, the Steering Committee determined that Qwest should receive a failure for this PID.

Qwest failed this parity analysis, but the sample size of eight is quite small. Although the target number of transactions for every performance measurement in the OSS Test was 140, the order volume for this particular performance measure could not be controlled by the test vendors. Qwest had to be in jeopardy of failing to meet a commitment to warrant sending a Jeopardy notice. Qwest, of course, was trying to meet its commitments. As KPMG representatives have noted in OSS test technical conferences and elsewhere, the fact that Qwest failed to send Jeopardy notices for eight orders for which it failed to meet commitments is a comment on its success in meeting commitments. KPMG has also noted that Qwest does not want to send Jeopardy notices when it believes it has a chance to meet the commitment as scheduled. Doing so may cause concern or disrupt customers' lives unnecessarily.

Staff concludes that this Not Satisfied is not a matter that should cause the Commission to withhold approval of Qwest's 271 application. If the Commission continues to have concerns about this performance measurement, Staff notes that the 6-month review of the QPAP could serve as a reminder to revisit Qwest's performance. The Commission would want to consider whether order volumes were still low, as well as Qwest's performance level.

2. Jeopardy Notices Provided Timely for Unbundled Network Elements-Platform (UNE-P) (Test 12-9-5)

This performance measure is closely related to the preceding item, with only the product differing. During testing, KPMG Consulting identified 11 missed UNE-P Orders for which no jeopardy notice was received by the P-CLEC. The dual statistical test for the PO-9 PID resulted in a "no decision" for this PID. Per the MTP guidelines, KPMG

Consulting submitted this issue to the attention of the TAG, whose discussion resulted in an impasse. Subsequently, the Steering Committee determined that Qwest should receive a failure for this PID

Just as it did for Jeopardy Notices Provided Timely when the product was Resale, Staff concludes that this Not Satisfied for UNE-P is not a matter that should cause the Commission to withhold approval of Qwest's 271 application. If the Commission continues to have concerns about this performance measurement, Staff notes that the 6-month review of the QPAP could serve as a reminder to revisit Qwest's performance. The Commission would want to consider whether order volumes were still low, as well as Qwest's performance level.

3. Provisioning Dark Fiber (Test 14-1-10)

No PID established a standard for accuracy of provisioning Dark Fiber, so KPMG applied a benchmark of 95%. During initial testing, KPMG Consulting observed 115 tasks (23 Unbundled Dark Fiber circuits). Of these, Qwest provisioned 0 (0%) tasks in accordance with Qwest documented methods and procedures. As a result, KPMG Consulting issued Exception 3010. During retesting, KPMG Consulting reviewed 50 tasks (10 Unbundled Dark Fiber circuits). Of these, Qwest provisioned 32 (64.0%) in accordance with Qwest documented methods and procedures. The TAG subsequently made a decision to suspend testing because of low commercial volumes. The exception was closed unresolved.

Staff finds that the low demand for Dark Fiber that led to the decision to stop testing for the product means the Not Satisfied conclusion for this performance measurement is not a basis for the Commission withholding Section 271 approval. If the

Commission continues to have concerns about this performance measurement. Staff notes that the 6-month review of the QPAP could serve as a reminder to revisit Qwest's performance. The Commission would want to consider whether order volumes were still low for Dark Fiber, as well as Qwest's performance level.

4. Provisioning Enhanced Extended Loops (EELs) (Test 14-1-14)

In the absence of a documented Qwest standard or PID for accuracy of provisioning EELs, KPMG applied a benchmark of 95%. KPMG observed 79 tasks (11 EELs) in initial testing. Of these, Qwest provisioned 69 (87.3%) in accordance with Qwest documented methods and procedures. As a result, KPMG issued Exception 3104. During retesting, KPMG Consulting observed 15 tasks (2 EELS). Of these, Qwest provisioned 9 (60.0%) in accordance with Qwest documented methods and procedures. See Exception 3104 for additional information on this issue. The TAG subsequently suspended testing because of low commercial volume. See Exception 3104 for additional information on this issue. Exception 3104 is closed. KPMG Consulting also formally identified inconsistencies that exist in Qwest's Enhanced Extended Loop (EEL) DS1 provisioning documentation. These issues were subsequently closed/unresolved.

As it did for Dark Fiber, Staff finds that the low demand for EELs that led to the decision to stop testing for the product means the conclusion of Not Satisfied for this performance measurement is not a basis for the Commission withholding Section 271 approval. If the Commission continues to have concerns about this performance measurement, Staff notes that the 6-month review of the QPAP could serve as a reminder to revisit Qwest's performance. The Commission would want to consider whether order volumes were still low for EELs, as well as Qwest's performance level.

5. Installation Intervals for Business Plain Old Telephone Service (POTS) (Test 14-1-34, PID OP-4C)

The PID defined standard for this installation interval is parity with retail service. Initial testing produced the following results. In the Eastern region, Qwest took an average of 2.2 days to install 145 orders tested, as compared to 1.5 days for retail installation. In the Central region, Qwest took an average of 2.3 days to install 128 orders tested, as compared to 2.0 days for retail installation. In the Western region, Qwest took an average of 2.5 days to install 160 orders tested, as compared to 2.2 days for retail installation.

KPMG performed a Dual Test analysis of the initial test results, as required in Appendix G of the MTP, and determined Qwest failed to meet the standard in the Eastern and Western regions. Exception 3086 was issued. Upon retesting, Qwest continued to fail in the Eastern region. See Exception 3086 for additional information on this issue. Exception 3086 is closed/unresolved per Qwest's request.

There are no problems with the sample sizes for the tests of this performance measurement. Thus, there is no reason to question the validity of the conclusions of failure, both in the initial testing and in the retesting. Moreover, Business POTS is a basic product, so there is no question that demand is strong for the service.

Qwest has, however, argued in Exception 3086 that the CLEC intervals were made longer than its retail intervals through a difference in how orders in which the installation interval included a Saturday were treated. Qwest revised its processes in April 2002 so that wholesale and retail Business POTS receive the same treatment and

has said that its commercial transactions for March 2002 and subsequent months, when available, will be a good basis for judging its installation performance for this product.

Staff therefore recommends the Commission make a point of looking at recent commercial performance data for this measurement as it considers whether to grant Qwest Section 271 approval. If the commercial performance data clearly indicates Qwest does not satisfy the evaluation criterion, the Commission should consider additional tracking and reporting requirements for Qwest, particularly if there are other test items where it does not find Qwest's performance is satisfactory. If the Commission continues to have concerns about this performance measurement, Staff notes that the 6-month review of the QPAP could serve as a reminder to revisit Qwest's performance.

6. Installation Intervals for UNE-P (Test 14-1-36, PID OP-4C)

The PID defined standard for this installation interval is parity with retail service. In the Eastern region, Qwest took an average of 2.8 days to install 145 orders tested, as compared to 1.5 days for retail installation. In the Central region, Qwest took an average of 2.6 days to install 140 orders tested, as compared to 2.1 days for retail installation. In the Western region, Qwest took an average of 2.9 days to install 141 orders tested, as compared to 2.2 days for retail installation.

KPMG Consulting performed Dual Test on the initial test results, as required in Appendix G of the MTP, and determined that Qwest failed to meet the standard in all three regions. Exception 3086 was issued. Upon retesting, Qwest failed in all three regions. See Exception 3086 for additional information on this issue. Exception 3086 is closed – unresolved per Qwest's request.

Like Business POTS, UNE-P is a fundamental product that CLECs can be expected to order in large quantities. There is no problem with the volumes of orders processed in the test. But also like Business POTS, Qwest argued in Exception 3086 that retail and wholesale installation were not treated the same until April 2002, when the process was revised in a way that should shorten CLEC intervals.

Staff therefore recommends that the Commission follow the same route for UNE-P installation intervals as Staff recommended for Business POTS intervals, which is to look at recent commercial performance data for this measurement as it considers whether to grant Qwest Section 271 approval. If the commercial performance data clearly indicates Qwest does not satisfy the evaluation criterion, the Commission should consider additional tracking and reporting requirements for Qwest, particularly if there are other test items where it does not find Qwest's performance is satisfactory. If the Commission continues to have concerns about this performance measurement, Staff notes that the 6-month review of the QPAP could serve as a reminder to revisit Qwest's performance

7. Modified Trouble-Report Transactions Are Processed within the Guidelines Established by the ROC TAG Benchmark (Test 16-3-5)

KPMG issued Exception 3107 because initial test results for modifying Non-Design (ND) EDIT transactions did not meet the benchmark. In response, Qwest conducted three internally administered tests in order to replicate the KPMG-administered test. KPMG stated that such a test executed by Qwest was inconsistent with the methodology set forth and agreed upon by the ROC TAG, and that there are no provisions for its consideration. The Exception has been closed unresolved.

Staff does not believe the conclusion for the performance measurement alone is grounds for withholding Section 271 approval. However, Staff recommends that the Commission ask KPMG for its opinion about the importance of the Not Satisfied conclusion.

8. Close-Out Codes: UNE-P, Resale, Centrex 21 (Test 18-6-1)

This performance measurement involves the accuracy of codes placed on trouble tickets at closure by Qwest field technicians. These codes are intended to describe the nature and location of the repair(s) made. KPMG adopted a benchmark of 95% in the absence of a Qwest or PID standard. In initial testing 177 of 201 troubles submitted (88%) were correctly coded. As a result of this deficiency, KPMG Consulting issued Exception 3055. In the retest, 108 of 122 resale close out codes reviewed (88.5%) were accurately coded.

KPMG determined that the difference between Qwest's performance, and the performance standard used by KPMG, was statistically significant (p-value of .0032). Therefore, KPMG Consulting determined that Qwest's performance was unsatisfactory. However, Qwest asked that no additional testing be conducted, and requested that Exception 3055 be closed/unresolved.

Staff does not believe the conclusion of Not Satisfied for the performance measurement is grounds for withholding Section 271 approval. If the Commission continues to have concerns about this performance measurement, Staff notes that the 6-month review of the QPAP could serve as a reminder to revisit Qwest's performance.

9. Out-of-Service and Service-Affecting Wholesale UNE-P, Resale, and Centrex 21 Troubles That May or May Not Require the Dispatch of a Technician Are Successfully Repaired (Test 18-7-1)

In the absence of a PID-defined standard, KPMG assigned a benchmark of 95% of correct repairs. Of 259 troubles submitted, 239 (92%) were successfully repaired. KPMG found that the difference between the performance result and the standard (p-value of .0372) is statistically significant. As a result of this deficiency, KPMG issued Exception 3058. Qwest and KPMG disagreed on both the performance standard used by KPMG Consulting to evaluate Qwest's performance, and over whether or not the troubles cited in this Exception were correctly resolved. Qwest asked that no additional testing be conducted. KPMG Consulting subsequently closed Exception 3058 as unresolved.

Staff does not believe the conclusion for the performance measurement alone is grounds for withholding Section 271 approval. However, Staff recommends that the Commission ask KPMG for its opinion about the importance of the Not Satisfied conclusion.

10. Stand-Alone Test Environment (SATE): A functional test environment is made available to customers for all supported interfaces (Test 24.6-1-8)

KPMG found that a functional test environment is not made available to customers for all supported interfaces. In reaching this conclusion, KPMG reviewed SATE documentation and identified that SATE transaction responses are manually generated, and that the environment does not support flow-through transactions. As a result, KPMG issued Exception 3077. KPMG Consulting also identified problems related to adding functionality to SATE in Exception 3095. The issues raised included

the process for adding new IMA products for testing as well as adding existing products not currently supported in SATE.

Staff does not believe the conclusion for the performance measurement alone is grounds for withholding Section 271 approval. However, Staff recommends that the Commission ask KPMG for its opinion about the importance of the Not Satisfied conclusion.

11. SATE: Carrier-to-carrier test environments are available and segregated from Qwest production and development environments (Test 24.6-2-9)

KPMG found the Mediated Access (MEDIACC) portion of the test environment is run on a separate server to which the CLEC must establish a secure connection to conduct carrier-to-carrier testing. In addition, Qwest utilizes a separate server for Work Force Administration/Control (WFA/C) to process designed service test scenarios during the End-to-End testing phase with CLECs. Moreover, to prevent test transactions from being dispatched, Qwest has a Tester monitor test transactions.

KPMG investigated the experience of commercial CLECs to assess the impact of using the production component on their testing efforts. KPMG found that, due to the necessary manual intervention of the Qwest Tester, two non-designed services test trouble reports submitted by a CLEC passed through to the Qwest Production Screeners. Qwest asked that this exception be closed unresolved.

Staff does not believe the conclusion for the performance measurement alone is grounds for withholding Section 271 approval. However, Staff recommends that the Commission ask KPMG for its opinion about the importance of the Not Satisfied conclusion.

B. Unable to Determine

1. Jeopardy Notices in Advance of the Due Date for Resale (Test 12-9-1)

Qwest provides Jeopardy Notices in advance of the due date for Resale products and services. The evaluation criterion is parity with retail. During the evaluation period, Qwest did not issue any Jeopardy Notices for Resale products and services in response to test bed transactions or commercial observations. Therefore, KPMG could not reach a conclusion about this performance measure.

Staff again notes that a shortage of Jeopardy Notices is at least partly a good thing because it means commitments are being met. Staff does not believe this Unable to Determine conclusion is a reason to withhold Section 271 approval. If the Commission continues to have concerns about this performance measurement, Staff notes that the 6-month review of the QPAP could serve as a reminder to revisit Qwest's performance. The Commission would want to consider whether order volumes were still low, as well as Qwest's performance level.

2. Jeopardy Notices in Advance of the Due Date UNE-P (Test 12-9-2)

Qwest provides Jeopardy Notices in advance of the due date for UNE-P products. The evaluation criterion is parity with retail. During the evaluation period, Qwest did not issue any Jeopardy Notices for UNE-P products and services in response to test bed transactions or commercial observations. Therefore, KPMG could not reach a conclusion about this performance measure.

Staff notes that a shortage of Jeopardy Notices is at least partly a good thing because it means commitments are being met. Staff does not believe this Unable to

Determine conclusion is a reason to withhold Section 271 approval. If the Commission continues to have concerns about this performance measurement, Staff notes that the 6-month review of the QPAP could serve as a reminder to revisit Qwest's performance. The Commission would want to consider whether order volumes were still low, as well as Qwest's performance level.

3. Qwest's Measurement of Preorder/Order Test Results for HPC Transactions Consistent with KPMG/HPC's Measurement (Test 12-11-4)

Due to human error issues identified in Exception 3120 and Observation 3110 regarding manual processing of data intended for use in PID reporting, KPMG identified a need for additional retesting. Qwest elected not to perform additional testing, so KPMG is unable to reach a conclusion.

Staff does not believe this conclusion rises to the level of being a reason to withhold Section 271 approval.

4. Procedures for Electronically Submitted Non-Flow-Through Orders are Defined, Documented and Followed (Test 12.8-2)

During retesting of Exception 3120 (see Test 14, Provisioning Evaluation), KPMG Consulting formally identified issues regarding orders that dropped for manual handling. Qwest elected not to conduct further retesting of this issue. Thus, KPMG Consulting is unable to assign a result for this evaluation criterion.

Staff does not believe this conclusion rises to the level of being a reason to withhold Section 271 approval.

5. Delayed Days Business POTS (Test 14-1-38, PID OP-6A)

The PID defined standard is parity with retail service. In the Eastern and Western regions, Qwest did not delay any P-CLEC orders for Business POTS. In the Central region, for the 3 orders delayed, Qwest took an average of 1.0 day to complete the orders as compared to 9.4 days for retail completion. KPMG performed a Dual Test, as required in Appendix G of the MTP, and determined that Qwest achieved a passing result in the Central region.

Staff notes that there only three orders total for Qwest's three sub-regions for this performance measurement. The low volume indicates delayed days are generally not a problem. Therefore, this performance measurement should not be the basis for withholding Section 271 approval. If the Commission continues to have concerns about this performance measurement, Staff notes that the 6-month review of the QPAP could serve as a reminder to revisit Qwest's performance. The Commission would want to consider whether order volumes were still low, as well as Qwest's performance level.

6. Delayed Days Residential POTS (Test 14-1-39, PID OP-6A)

The PID defined standard is parity with retail service. Qwest did not delay any P-CLEC orders for Residential POTS. Therefore, KPMG was unable to evaluate this PID.

Staff notes the low volume indicates delayed days are generally not a problem. Therefore, this performance measurement should not be the basis for withholding Section 271 approval. If the Commission continues to have concerns about this performance measurement, Staff notes that the 6-month review of the QPAP could serve as a reminder to revisit Qwest's performance. The Commission would want to consider whether order volumes were still low, as well as Qwest's performance level.

7. Delayed Days UNE POTS (Test 14-1-43, PID OP-15)

The PID defined standard is parity with retail service. Qwest did not delay any P-CLEC orders for UNE-P products and services. Therefore, KPMG was unable to evaluate this PID.

Staff notes the low volume indicates delayed days are generally not a problem. Therefore, this performance measurement should not be the basis for withholding Section 271 approval. If the Commission continues to have concerns about this performance measurement, Staff notes that the 6-month review of the QPAP could serve as a reminder to revisit Qwest's performance. The Commission would want to consider whether order volumes were still low, as well as Qwest's performance level.

8. Interval for Pending Orders Delayed Past Due Date-All Products (Test 14-1-43, PID OP-15)

The P-CLEC had no pending orders delayed past the due date as of the end of the reporting period.

Staff notes the low volume indicates orders delayed past due date are generally not a problem. Therefore, this performance measurement should not be the basis for withholding Section 271 approval. If the Commission continues to have concerns about this performance measurement, Staff notes that the 6-month review of the QPAP could serve as a reminder to revisit Qwest's performance. The Commission would want to consider whether order volumes were still low, as well as Qwest's performance level.

9. Qwest's Measurement of Ordering and Provisioning Test Results for HPC Transactions Consistent with KPMG/HPC Measurement (Test 14-1-44)

KPMG identified problems with flow-through orders and measurement as a result of initial testing. These problems were satisfactorily resolved with the aid of retesting. KPMG subsequently reviewed all P-CLEC non-flow through orders issued since February 1, 2002. This analysis revealed that of 109 total non-flow through orders, 60 had problems with the system algorithm. Of the remaining 49 non-flow through orders, Qwest experienced a human error on seven. Qwest elected not to conduct any additional retesting. Without further retesting specifically designed to assess the impact of human error on the accuracy and completeness of Qwest's PID reporting, KPMG is unable to conclude that Qwest satisfied this evaluation criterion. Staff believes that Qwest should continue to inform the Commission concerning its handling of non-flow through orders in South Dakota.

Staff does not believe the conclusion for this performance measurement is a reason to withhold Section 271 approval.

10. Close-Out Codes for DS1 and Higher Rates Consistent with Troubles Placed on the Line (Test 18-6-3)

This conclusion was the result of a small sample. Of 10 troubles submitted, 9 (90%) were correctly coded. As a result of this deficiency, KPMG issued Exception 3053. KPMG found that the difference between the performance result and the standard (p-value of .4013) is not statistically significant. However, KPMG determined that the sample size was insufficient to make a definitive conclusion that the criterion was or was not satisfied. KPMG extended Qwest the opportunity to increase the sample size by conducting additional testing. Qwest chose not to conduct additional testing.

Staff does not believe this conclusion is a reason to withhold Section 271 approval. If the Commission continues to have concerns about this performance measurement, Staff notes that the 6-month review of the QPAP could serve as a reminder to revisit Qwest's performance. The Commission would want to consider whether order volumes were still low, as well as Qwest's performance level.

11. Daily Usage Feed (DUF) Corrected and Returned on Defined Schedule (Test 19.6-1-17)

DUF is critical to billing correctly. In interviews with Qwest personnel, and through documentation reviews, KPMG was able to verify the existence of the process to correct and return DUF. However, since this process is performed only when events require such action to be taken, and KPMG observed none of those such events, KPMG was unable to observe and to determine whether the process is sufficiently robust, or whether Qwest adheres to the process. KPMG noted in the vendor technical conferences that it learned CLECs typically do not ask for DUFs to be corrected and returned. Instead, they ask for a new DUF with the problems corrected.

Staff believes that because CLECs do not follow this procedure in obtaining corrected DUFs that the Commission should not give it weight as it considers granting Section 271 approval.

12. CLECs Can Readily Obtain Status of DUF Return Requests (Test 19.6-1-19)

KPMG verified the existence of the DUF Return Status Request process through interviews and documentation reviews. However, since this process is performed only when events require such action to be taken, and KPMG Consulting observed none of

those such events, KPMG Consulting was unable to observe and to determine whether the process is sufficiently robust, or whether Qwest adheres to the process. KPMG noted in the vendor technical conferences that it learned CLECs typically do not ask for DUFs to be corrected and returned. Instead, they ask for a new DUF with the problems corrected.

Staff offers the same recommendation for this DUF Return-related performance measurement as it did for the preceding item.

13. Cycle Balancing Procedures (Test 20.7-1-3)

KPMG's review of supporting documentation confirmed the existence of cycle balancing controls for billing. KPMG's interviews with Qwest billing personnel revealed that Qwest's activities associated with this criterion are embedded in automated systems, rather than in manual processes. Thus, it is impractical for KPMG to determine whether or not the process is sufficiently robust, or whether or not Qwest adheres to the process, using traditional operational analysis techniques.

Staff does not believe this conclusion is a basis for withholding Section 271 approval given that KPMG found the procedures do exist.

14. Reasonability Checks to Identify Errors (Test 20.7-1-4)

KPMG's repeated receipt of erroneous bills suggests that, while Qwest's manual process to catch errors may be adequate, Qwest may not adhere to its defined process. During final retesting of bill accuracy, KPMG Consulting did receive correct bills. However, KPMG Consulting is not able to conclusively determine whether these bills are correct because of the bill creation process, or because of adherence to Qwest's defined post-production quality assurance processes. (?)

Staff does not believe this conclusion is a basis for withholding Section 271 approval given that correct bills were received in the final retesting. In addition, if Qwest issues incorrect bills to CLECs, the Qwest Performance Assurance Plan offers remedies.

15. Procedures Exist to Make Sure Payments and Adjustments Are Applied (Test 20.7-1-5)

KPMG's interviews with Qwest Customer Records Information System (CRIS) Billing Applications Operations personnel, and documentation reviews revealed that Qwest's activities associated with this criterion are embedded in automated systems, rather than in manual processes. Thus, it is impractical for KPMG to determine whether or not the process is sufficiently robust, or whether or not Qwest adheres to the process, using traditional operational analysis techniques. KPMG is, therefore, unable to determine whether Qwest's automated processes satisfy this evaluation criterion.

Staff does not believe this conclusion is a basis for withholding Section 271 approval. In addition, if Qwest issues incorrect bills to CLECs, the QPAP offers remedies.

16. Procedures to Ensure that Bill Retention Requirements Are Operationally Satisfied (Test 20.7-1-9)

KPMG found that bill details are retained for a period of six years and summary bill information is retained for 15 years. Data is stored in an application known as the Optical Storage Computer Output Microfiche (COM) Application Retrieval (OSCAR) system. Backup files are stored off-site on servers located in four locations. Methods and procedures and performance objectives are documented in the Application Support Plan for OSCAR and the OSCAR Service Level Agreement. KPMG's interviews with

Qwest Information Technology personnel, and documentation reviews revealed that Qwest's activities associated with this criterion are embedded in automated systems, rather than in manual processes. Thus, it is impractical for KPMG Consulting to determine whether or not the process is sufficiently robust, or whether or not Qwest adheres to the process, using traditional operational analysis techniques. KPMG was unable to reach a conclusion of satisfied because the test did not last long enough to reach the threshold years for billing information retention.

Staff believes that Qwest is following the procedures, but that only the passage of time will provide a definitive answer to this question. The Commission should not find it an obstacle to granting Section 271 approval. If the Commission has concerns about Qwest's bill data and summary information being retained, it can ask Qwest for periodic reports, perhaps in conjunction with the 6-month review of the QPAP.

17. Defined Processes for Network Design Request (NDR) Implementations Are Adhered To (Test 22-1-10)

KPMG's interviews with Qwest NDR personnel, and documentation reviews revealed that Qwest did not process any commercial NDR orders during the execution of this test. KPMG therefore was not able to observe Qwest's adherence to the NDR process due to a lack of commercial activity and to the extended length of time that would have been required to assess this process from start to finish.

Staff believes that Qwest is following the procedures, but that only the passage of time will provide a definitive answer to this question. The Commission should not find it an obstacle to granting Section 271 approval. If the Commission has concerns about

Qwest's NDR processes, it can ask Qwest for periodic reports, perhaps in conjunction with the 6-month review of the QPAP.

Change Management

Change Management is the name for the process whereby Qwest endeavors to keep CLECs updated about changes to its OSS. Without such a process, CLECs would quickly lose the non-discriminatory access they need to be competitive in the telecommunications marketplace. The process is two-way, requiring continuing participation by CLECs, but the responsibility lies with Qwest to take the lead because it will be its actions that cause changes to the systems.

Qwest and the CLECs have been working on a Change Management Process (CMP) redesign for some time. Unfortunately, it is not complete. KPMG was not able to reach conclusions about the adequacy of Qwest's CMP due to the redesign still being in process.

Staff offers as a blanket recommendation for all the CMP issues addressed in these comments that the Commission ask for a progress report from Qwest on the CMP and an estimate of when the process will be concluded. If Qwest's presentations in other states[14] are a reliable guide, Qwest is planning just such a presentation in South Dakota. Staff also recommends that the Commission seek an opinion from KPMG about the CMP work which has been completed since the Report was written. Staff relies on KPMG's statement in Item 21 that the CMP document it last reviewed was not a "well-formed and complete Product/Process CMP" in making this recommendation. Again, if its work in other states is a guide, Qwest will make a distinction between Product/Process and Systems CMP. It will argue that it only has to meet FCC criteria for the Systems CMP

and not for the Product/Process CMP, but that it done better for the latter process than indicated in the Report. Staff encourages the Commission to listen to Qwest's report and learn what work has been completed in this ongoing process since the Final Report was issued.

18. Change Management: Procedures Are in Place to Track Information Such As Proposed Changes, Key Notification Dates, and Change Status (Test 23-1-7, Test 23-2-7)

KPMG ascertained through review of documentation that tracking procedures exist, but the information was not sufficient for KPMG to determine that Qwest adheres to the documented process. Near the end of the retest, Qwest provided a confidential database report method for tracking certain milestones, including CMP milestones, across a variety of releases. However, KPMG Consulting did not receive any supporting documentation, and did not perform an on-site review of the database.

Staff recommends that the Commission ask Qwest for information regarding this tracking process before arriving at a conclusion as to whether it is appropriate to grant Section 271 approval. If the Commission determines from the additional evidence that Qwest has completed or is continuing to progress toward completing the CMP Redesign, then it should not consider this finding an obstacle to Section 271 approval. The Commission also could ask Qwest to continue to report about CMP Redesign progress.

19. Change Management: Criteria Are Defined for the Prioritization System and for Severity Coding (Test 23-1-8, Test 23-2-8)

[14] Nebraska and New Mexico, for example.

KPMG observed that Qwest and CLECs had not finalized discussions about the prioritization process before IMA Release 10.0 occurred. KPMG was not able to evaluate adherence to the process during this test and closed Exception 3111 as inconclusive.

Staff recommends that the Commission ask Qwest for information regarding the prioritisation system and severity coding before arriving at a conclusion as to whether it is appropriate to grant Section 271 approval. If the Commission determines from the additional evidence that Qwest has completed or is continuing to progress toward completing the CMP Redesign, then it should not consider this finding an obstacle to Section 271 approval. The Commission also could ask Qwest to continue to report about CMP Redesign progress.

20. Change Management: Qwest Complies with Notification Intervals and Documentation Release Requirements (Test 23-1-9, Test 23-2-9)

During re-testing, KPMG Consulting was unable to observe adherence to the documented software release notification intervals.

Staff recommends that the Commission ask Qwest for evidence it complies with or is prepared to comply with notification intervals and documentation release requirements before arriving at a conclusion as to whether it is appropriate to grant Section 271 approval.

21. Change Management: Process Is in Place and Documented (Test 23-2-2)

Due to continuing Qwest-CLEC negotiations in CMP Redesign, the Product/Process CMP is not fully implemented or documented. Qwest will finalize the

draft CMP document after it has reached agreement with CLECs on the remaining issues. The "Comments" for Test 23-2-2 contain the following statement.

> In KPMG's professional opinion, the draft CMP document does not include all of the components that constitute a well-formed and complete Product/Process CMP. Although Qwest and CLECs have made significant progress in CMP Redesign, the parties have not completed discussions about Product/Process CMP, and have not documented all activities within CMP. For example, Redesign discussions continue for the definition of a CR Postponement Request and the Exception process. The CMP Redesign Process itself is scheduled through June 2002.[15]

Staff reiterates its recommendation that the Commission ask Qwest for a report on the latest CMP activity before arriving at a conclusion as to whether it is appropriate to grant Section 271 approval. If the Commission determines from the additional evidence that Qwest has completed or is continuing to progress toward completing the CMP Redesign, then it should not consider this finding an obstacle to Section 271 approval. The Commission also could ask Qwest to continue to report about CMP Redesign progress.

22. Customer Calls Are Returned Per Documented/Stated Intervals (Test 24.3-9)

Qwest published expected interval guidelines for Account Team communication on April 5, 2002, on its Wholesale Web site: http://www.qwest.com/wholesale/clecs/accountmanagers.html.

KPMG was not able to observe Qwest's adherence to the documented process due to the test schedule for the OSS Evaluation and to Qwest's recent establishment of several communication response time guidelines for Service Management response time

intervals. KPMG was also not able to monitor any P-CLEC feedback to the Account Team based on the recently publicized communication intervals.

Staff does not believe this conclusion is a basis for denying Section 271 approval. If the Commission has continuing concerns about this performance measure, it can ask Qwest to report any results compiled since the Final Report was completed or ask for periodic reports.

23. Training of Representatives Is Defined, Documented, and Followed

KPMG was able to verify the existence of Qwest's training process. However, this process is performed only when events (i.e., training classes and meetings of training staff to discuss training development issues) require such action to be taken. KPMG observed none of those events. Hence, KPMG Consulting was unable to observe and determine whether or not Qwest adheres to the process.

Staff does not believe this conclusion is a basis for denying Section 271 approval. If the Commission has continuing concerns about this performance measure, it can ask Qwest to report any results compiled since the Final Report was completed or ask for periodic reports.

C. Diagnostic

The Qwest OSS Test included several PIDs that were designated as diagnostic. The Report contains the following passage about diagnostic measures:

> Existence of a Diagnostic PID meant that KPMG Consulting was to collect and report information on the performance delivered by Qwest to the P-CLEC during the course of the test, if possible, without evaluating

[15] Report, p. 526.

whether or not Qwest's performance was acceptable. In OSS tests in other jurisdictions, the related evaluation criteria would have received either a Satisfied or a Not Satisfied result based on the ILEC's performance. Because this situation is somewhat unique, KPMG Consulting encourages regulators to examine Qwest's performance for all Diagnostic PIDs, and to determine whether or not the level of service delivered to the P-CLEC during the Qwest OSS Evaluation is consistent with commercial experience, and is acceptable for the purposes of 271 approval.[16]

Diagnostic measures were a significant part of the test. The following table shows the tests and numbers of diagnostic measures.

Test	Content	Diagnostic Measures
Test 12	Pre-Ordering, Ordering, and Provisioning Functionality and Performance	11
Test 13	Order Flow Through	10
Test 14	Provisioning	2
Test 15	Pre-Ordering, Ordering, and Provisioning Volume Performance	2
Test 16	Customer Electronic Maintenance and Repair (CEMR) Functional and Performance	1

KPMG has indicated it will offer professional opinions about any results in the Report. Staff encourages the Commission to ask KPMG if there are results for any of the diagnostic measures that would cause it to have reservations about granting Qwest 271 approval.

[16] Report, p. 13

III. SUMMARY

Staff finds that Qwest was not perfect in its performance on the OSS Test. But it did not have to be. Qwest met the evaluation criteria for the great majority of functions tested. Moreover, none of the items for which KPMG assigned an evaluation of Not Satisfied or Unable to Determine, with the exception of the Change Management Process items, are by themselves sufficient grounds to not grant Section 271 approval. Staff does note that the Commission may find after it has reviewed other evidence, such as commercial performance data, that Qwest's performance on several measures is still not satisfactory. If the Commission reaches these conclusions, then the Commission should require additional tracking and reporting requirements from Qwest, and could consider integrating the measures in the six month QPAP review process.

Staff also considered whether there were combinations of performance measurements for a product, specifically Resale and UNE-P, that when viewed as a whole might be a pattern that would be cause for denying approval. Staff concludes there is not. For the multiple Not Satisfied or Unable to Determine conclusions associated with these products, closer examination reveals that the conclusions often were due to small sample sizes, a factor beyond Qwest's control. Qwest also argues that it has made what might be considered a large clerical error on the installation of Resale and UNE-P, an error with direct negative consequences for CLECs installation intervals. Yet, if new commercial performance data collected since Qwest adjusted the processing of CLEC orders for these products yields the reduction in CLEC installation intervals predicted by Qwest, then Qwest's performance improves for these important products, perhaps to the level necessary to support a finding of Satisfied.

CONTINUATION # [21]

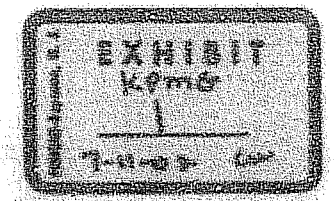
Qwest Communications
OSS Evaluation

Summary of Final Report

VERSION 2.0 dated May 28, 2002
With errata dated June 11, 2002

Presented by:

KPMG Consulting



Report Section		Result			
		Satisfied	Not Satisfied	Unable to Determine	Diagnostic
12	Evaluation Of POP Functionality And Performance Versus Parity Standards And Benchmarks	52	2	3	11
12.7	Loop Qualification Process "Parity By Design" Evaluation	11			
12.8	POP Manual Order Processing Evaluation	9		1	
13	Order Flow Through Evaluation	1			10
14	Provisioning Evaluation	33	4	4	3
14.7	Provisioning Process Parity Evaluation	50			
14.8	Provisioning Coordination Process	13			
15	POP Volume Performance Test	32			2
16	CEMR Functional And Performance Evaluation	27	1		1
17	MEDIACC (EB-TA) M&R Trouble Functional Evaluation	8			

Report Section		Result			
		Satisfied	Not Satisfied	Unable to Determine	Diagnostic
18	M&R End To End Trouble Report Processing	10	2	1	
18.7	M&R Work Center Support Process Evaluation	19			
18.8	End To End Maintenance And Repair (M&R) Process Evaluation	16			
19	Billing Usage Functional Evaluation	6			
19.6	Daily Usage Feed Returns, Production And Distribution Processes Evaluation	17		2	
20	Carrier Bill Functional Evaluation	27			
20.7	Bill Production And Distribution Process Evaluation	17		4	
22	CLEC Network Provisioning Test	33		1	
23	Change Management Test	11		7	
24.3	Account Establishment & Management Review	10		1	

Report Section		Result			
		Satisfied	Not Satisfied	Unable to Determine	Diagnostic
24.4	CLEC Forecasting Review	10			
24.5	CLEC Training	10			
24.6	OSS Interface Development Review	46	2		
24.7	Wholesale Systems Help Desk Review	13			
24.8	Interconnect Service Center (ISC) Support Review	12			
24.9	Network Surveillance & Outage Support Review	12			
24.10	ISC/Billing And Collection Center Support Review	11		1	

Not Satisfied

Evaluation Of POP Functionality And Performance Versus Parity Standards And Benchmarks	
12-9-4	Qwest systems or representatives provide timely Jeopardy notices for Resale products and services. *Dual test no decision resolved as a fail by Steering Committee.*
12-9-5	Qwest systems or representatives provide timely Jeopardy notices for UNE-P. *Dual test no decision resolved as a fail by Steering Committee.*
Provisioning Evaluation	
14-1-10	Qwest provisions Unbundled Dark Fiber by adhering to documented method and procedure tasks. *Exception 3010 followed by not enough commercial observations for retest.*
14-1-14	Qwest provisions EEL circuits by adhering to documented method and procedure tasks. *Exception 3104 followed by not enough commercial observations.*
14-1-34	Qwest meets the performance benchmark for PID OP-4C – Installation Interval for Business POTS. *Exception 3086 Closed/Unresolved and Exception 3120.*
14-1-36	Qwest meets the performance benchmark for PID OP-4C – Installation Interval for UNE-P services. *Exception 3086 Closed/Unresolved and Exception 3120.*

Not Satisfied (Cont.)

CEMR Functional And Performance Evaluation	
16-3-5	Modify a trouble report transactions are processed within the guidelines established by the ROC TAG benchmark. *Due to Closed/Unresolved on Exception 3107.*
M&R End To End Trouble Report Processing	
18-6-1	Close out codes for out-of-service and service affecting wholesale UNE-P, resale, and Centrex 21 troubles indicated in Qwest's systems, and that may or may not require the dispatch of a technician, are consistent with the troubles placed on the line. *Due to Closed/Unresolved on Exception 3055.*
18-7-1	Out-of-service and service affecting wholesale UNE-P, resale, and Centrex 21 troubles that may or may not require the dispatch of a technician are successfully repaired. *Due to Closed/Unresolved on Exception 3058.*
OSS Interface Development Review	
24.6-1-8	A functional test environment is made available to customers for all supported interfaces. (SATE – flow through) *Due to Closed/Unresolved on Exceptions 3077 and 3095.*
24.6-2-9	Carrier-to-carrier test environments are available and segregated from Qwest production and development environments. (MEDIACC EB-TA) *Due to Closed/Unresolved on Exception 3109.*

Evaluation Of POP Functionality And Performance Versus Parity Standards And Benchmarks	
12-9-1	Qwest provides Jeopardy Notices in advance of the due date for Resale products and services. *Insufficient data from the test.*
12-9-2	Qwest provides Jeopardy Notices in advance of the due date for UNE-P products. *Insufficient data from the test.*
12-11-4	Qwest-produced measures of PreOrder/Order performance results for HPC transactions are consistent with KPMG Consulting-produced HPC measures. *Qwest elected not to retest in Observation 3110.*
POP Manual Order Processing Evaluation	
12.8-2	Procedures for processing electronically submitted non-flow through orders are defined, documented, and followed *Due to Closed/Unresolved on Observation 3110.*
Provisioning Evaluation	
14-1-37	Qwest meets the parity performance requirements for PID OP-6A - Delayed Days Business POTS. *Insufficient data from test.*
14-1-38	Qwest meets the parity performance requirements for PID OP-6A - Delayed Days Residential POTS. *Insufficient data from the test.*
14-1.39	Qwest meets the parity performance requirements for PID OP-6A - Delayed Days UNE-P POTS. *Insufficient data from the test.*
14-1-44	Qwest-produced measures of ordering and provisioning (OP) performance results for HPC transactions are consistent with KPMG Consulting-produced HPC measures. *Qwest elected not to retest in Observation 3110.*

Unable to Determine (Cont.)

M&R End To End Trouble Report Processing	
18-6-3	Close out codes for out-of-service and service affecting wholesale DS1 and higher bit rate troubles indicated in Qwest's systems are consistent with the troubles placed on the line that may or may not require the dispatch of a technician. *In part due to Closed/Inconclusive Exception 3053.*
Daily Usage Feed Returns, Production And Distribution Processes Evaluation	
19.6-1-17	DUF is corrected and returned according to a defined schedule. *No events to observe.*
19.6-1-19	CLECs can readily obtain status on DUF return requests. *No events to observe.*

Unable to Determine (Cont.)

Bill Production And Distribution Process Evaluation	
20.7-1-3	Cycle balancing procedures exist to identify and resolve out-of-balance conditions. *Valid bills do not conclusively demonstrate adherence with cycle balancing procedures.*
20.7-1-4	Process includes reasonability checks to identify errors not susceptible to pre-determined balancing procedures. *Valid bills do not conclusively demonstrate adherence with post-production QA processes.*
20.7-1-5	Process includes procedures to ensure that payments and adjustments are applied. *Controls embedded in software not tested because claims not submitted for bill errors.*
20.7-1-9	Process includes procedures to ensure that bill retention requirements are operationally satisfied. *Controls embedded in software not tested because of duration of bill retention policies.*
CLEC Network Provisioning Test	
22-1-10	Defined processes for NDR implementations are adhered to. *No events to observe.*

Unable to Determine (Cont.)

Change Management Test	
23-1-7	Procedures and systems are in place to track information such as descriptions of proposed changes, key notification dates, and changes status. (Systems CMP) *In part due to Closed/Inconclusive on Exception 3110.*
23-1-8	Criteria are defined for the prioritization system and for severity coding. (System CMP) *In part due to Closed/Inconclusive on Exception 3111.*
23-1-9	Qwest complies with notification intervals and documentation release requirements. (System CMP) *In part due to Closed/Inconclusive on Exception 3110.*
23-2-2	The change management process is in place and documented. (Product/Process CMP) *In part due process not being fully implemented.*
23-2-7	Procedures and systems are in place to track information such as descriptions of proposed changes, key notification dates, and changes status. (Product/Process CMP) *In part due to process not being fully implemented.*
23-2-8	Criteria are defined for the prioritization system and for severity coding. (Product/Process CMP) *In part due to process not being fully implemented, and to Closed/Unresolved on Exception 3094.*
23-2-9	Qwest complies with notification intervals and documentation release requirements. (Product/Process CMP) *In part due to process not being fully implemented.*

Unable to Determine (Cont.)

Account Establishment & Management Review	
24.3-9	Customer calls are returned per documented/stated intervals. *No events to observe for changes made near end of test.*
ISC/Billing And Collection Center Support Review	
24.10-3-4	Training of representatives is defined and documented. *No events to observe.*

Diagnostic

Evaluation Of POP Functionality And Performance Versus Parity Standards And Benchmarks	
12-3-11	Qwest systems provide timely pre-order error message responses via IMA GUI. (2.4 Sec.)
12-4-11	Qwest systems provide timely pre-order error message responses via IMA EDI. (5.4 Sec.)
12-5-5	Qwest systems or representatives provide rejections in response to LSRs submitted via IMA GUI. (East 25.3%, Central 22.5%, West 20.2%)
12-5-6	Qwest systems or representatives provide rejections in response to LSRs submitted via IMA EDI. (East 33.6%, Central 40.5%, West 32.1%)
12-5-7	Qwest systems or representatives provide rejections in response to LSRs submitted via facsimile. (34.9%)
12-5-9	Qwest adheres to the original confirmed Due Date provided on the Firm Order Confirmation (FOC). (0.01/changes order)
12-5-10	Qwest is able to account for LSRs received electronically. (100%)
12-10-2	Qwest systems or representatives provide timely Work Completion Notifications in response to LSRs submitted via IMA GUI. (Unable to measure – No GUI SOC times)

Diagnostic (Cont.)

Evaluation Of POP Functionality And Performance Versus Parity Standards And Benchmarks (Cont.)	
12-10-3	Qwest systems or representatives provides timely Work Completion Notifications in response to LSRs submitted via IMA EDI. (262 minutes)
12-10-4	Qwest systems or representatives provide timely Billing Completion Notifications (BCNs) in response to LSRs submitted via IMA GUI. (Unable to measure- no GUI BCN).
12-10-5	Qwest systems or representatives provide timely Billing Completion Notifications (BCNs) in response to LSRs submitted via IMA EDI. (100%)
Order Flow Through Evaluation	
13-1-2	Order transactions submitted via IMA EDI flow through to the SOP. (51.86%)
13-1-3	Flow Through eligible Resale transactions are processed in IMA EDI in accordance with documented FT rules. (95.89%)
13-1-4	Flow Through eligible UNE-P transactions are processed in IMA EDI in accordance with documented FT rules. (94.93%)
13-1-5	Flow Through eligible UNE-L transactions are processed in IMA EDI in accordance with documented FT rules. (83.57%)
13-1-6	Flow Through eligible Stand Alone LNP transactions are processed in IMA EDI in accordance with documented FT rules. (100.00%)

Diagnostic (Cont.)

Order Flow Through Evaluation (Cont.)	
13-1-7	Order transactions submitted via IMA GUI flow through to the SOP. (50.45%)
13-1-8	Flow Through eligible Resale transactions are processed in IMA GUI in accordance with documented flow through rules. (94.44%)
13-1-9	Flow Through eligible UNE-P transactions are processed in IMA EDI in accordance with documented flow through rules. (96.88%)
13-1-10	Flow Through eligible UNE-L transactions are processed in IMA EDI in accordance with documented flow through rules. (87.88%)
13-1-11	Flow Through eligible Stand Alone LNP transactions are processed in IMA EDI in accordance with documented flow through rules. (100.00%)
Provisioning Evaluation	
14.1-41	Qwest meets the performance benchmark for PID OP-7 – Coordinated "Hot Cut" Interval – Unbundled Loop. (East 6.2 Sec, Central 6.6 Sec., West 8.2 Sec.)
14.1-42	Qwest meets the performance benchmark for PID OP-13B – Coordinated Cuts on Time – Unbundled Loop – Cuts Started Without CLEC Approval. (East 0%, Central 1%, West 0%)
14-1-43	Qwest meets the performance benchmark for PID OP-15 – Interval for Pending Orders Delayed Past Due Date – all Products. *Insufficient data from the test.*

Diagnostic (Cont.)

POP Volume Performance Test	
15-1-8	Qwest systems provide timely pre-order error messages via IMA EDI. (39.84 sec.)
15-1-18	Qwest systems provide timely pre-order error messages via IMA GUI. (23.60 sec.)
CEMR Functional And Performance Evaluation	
16-3-3	CEMR returns expected responses for stress load transaction volumes. (97%)

Observation & Exceptions

Vendor	Type	Total	Open	Closed / Resolved	Closed / Unresolved	Closed / Inconclusive	Moved to Exception	Withdrawn	% Closed
HPC	Exception	**90**		89				1	**100%**
HPC	Observation	**92**		89			2	1	**100%**
KPMG Consulting	Exception	**120**		84	9	5	1	21	**100%**
KPMG Consulting	Observation	**110**		90	1	1	12	6	**100%**
Liberty	Exception	**46**		42				4	**100%**
Liberty	Observation	**39**		36				3	**100%**

Closed / Unresolved

O/E #	Description
	Test 12 - Evaluation Of POP Functionality And Performance Versus Parity Standards And Benchmarks
E3061	Qwest provisioned Firm Order Confirmations (FOCs) for Resale PBX orders in a timeframe that was not in compliance with PID PO-5B. *Related to Evaluation Criterion 12-7-3.*
	Test 14 - Provisioning Evaluation
O3110	During the course of retesting Exception 3120, Qwest identified human error as the root cause for discrepancies identified with the calculation of provisioning intervals for PID OP-4. *Related to Evaluation Criterion 14-1-44.*
E3086	Qwest did not install non-dispatch orders for the P-CLEC within a time period that is in parity with Qwest's Retail Operations as measured by the PID OP-4C. *Related to Evaluation Criterion 14-1-34 and 14-1-36.*
	Test 16 - CEMR Functional And Performance Evaluation
E3107	Qwest did not process Non-Design Edit transactions that were submitted to the Customer Electronic Maintenance & Repair (CEMR) system in the timeframe defined by the benchmark. *Related to Evaluation Criterion 16-3-5.*
	Test 18 - M&R End To End Trouble Report Processing
E3055	Qwest's OSSLOG Trouble History contained inaccurate close-out codes for repairs completed to Plain Old Telephone Service (POTS) Resale and UNE-P services. *Related to Evaluation Criterion 18-6-1.*

Closed / Unresolved (cont.)

O/E #	Description
	Test 18 - M&R End To End Trouble Report Processing (Cont.)
E3058	Qwest did not successfully repair all of the Plain Old Telephone Service (POTS) Resale, UNE-P, and UNE-L circuits submitted for repair. *Related to Evaluation Criterion 18-7-1.*
	Test Test 23 - Change Management
E3094	Qwest did not adhere to its established change management process for notifying CLECs about a proposed change, and allowing input from all interested parties. *Related to Evaluation Criteria 23-2, 23-3, and 23-8.*
	Test 24.6 - OSS Interface Development Review
E3077	Qwest's Interconnect Mediated Access (IMA) Electronic Data Interchange (EDI) Stand Alone Test Environment (SATE) does not offer CLECs sufficient testing capabilities. *Related to Evaluation Criterion 24.6-1-8.*
E3095	Qwest's Interconnect Mediated Access (IMA) Electronic Data Interchange (EDI) Stand Alone Test Environment (SATE) does not offer CLECs testing capabilities for all Qwest products offered in production. *Related to Evaluation Criterion 24.6-1-8.*
E3109	Qwest's Mediated Access Electronic Bonding and Trouble Administration (MEDIACC-EBTA) End-to-End testing lacks a complete testing environment. *Related to Evaluation Criterion 24.6-2-9.*

Closed / Inconclusive

O/E #	Description
	Test 14 - Provisioning Evaluation
E3010	Qwest did not populate Dark Fiber installation test results in Work Force Administration (WFA) logs as mandated by the Unbundled Dark Fiber Customer Communication Technician- Implementer (CCT-I) Job Aid (Unbundled Dark Fiber Methods and Procedures, Designed Services DS 98-0001-H). *Related to Evaluation Criterion 14.1-10.*
E3104	Qwest personnel did not adhere to DS1 Enhanced Extended Loop (EEL) circuit provisioning methods and procedures. *Related to Evaluation Criterion 14.1-14.*
	Test 18 - M&R End To End Trouble Report Processing
E3053	Qwest's OSSLOG Trouble History was missing the close-out codes for repairs completed to DS1 Services. *Related to Evaluation Criterion 18-6-3.*
	Test Test 23 - Change Management
E3110	Qwest did not adhere to its Change Management Process document management standards and tracking of CLEC notifications through the Mailout Notification System. *Related to Evaluation Criteria 23-7 and 23-9.*
E3111	Qwest Systems Change Management Process (CMP) lacks guidelines for prioritizing and implementing CLEC-initiated systems Change Requests (CRs); criteria are not defined for developing the scope of an OSS Interface Release Package. *Related to Evaluation Criteria 23-3 and 23-8.*
	Test 24.7 - Wholesale Systems Help Desk Review
O3103	Qwest appears to have some discrepancies in the notifications to CLECs regarding failures in Operational Support System (OSS) interfaces. *Related to Evaluation Criterion 23-9.*

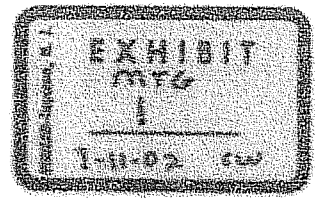
Regional Oversight Committee (ROC)
3rd Party Test of
Qwest Operational Support Systems (OSS)

Background, Organization and Process

MTG

Before the South Dakota Public Utilities Commission

July 11, 2002



telecommunications experience as consultants to the industry and as managers within service provider organizations.

Bob Center

- Twenty four years of experience working with major network operators and suppliers in the areas of planning, network engineering, network operations and customer service. Areas of expertise include switching and transmission systems and operations support systems (OSS) for local and long-distance networks.

Denise Anderson

- Twenty two years experience working with corporate, small business and start-up telecommunications firms including wireline and wireless network operators, enhanced service providers and suppliers as well as regulators at both the State and Federal levels. Areas of expertise include intelligent network design, traffic engineering, service management, operations support system (OSS), training and business development.

Marie Bakunas

- Twenty two years of experience including 16 years of service at US Sprint where she was responsible for planning, organizing and managing multiple concurrent projects. Areas of expertise include network management, order management and tracking, network capacity management, system evaluation, and business transition planning.

The formative steps toward the ROC Qwest OSS Testing Project were taken during 1999.

Prior to the ROC test, all OSS tests had been conducted on state by state basis.

A regional OSS Testing approach was suggested by Commissioner Bob Rowe, MT in March 1999.

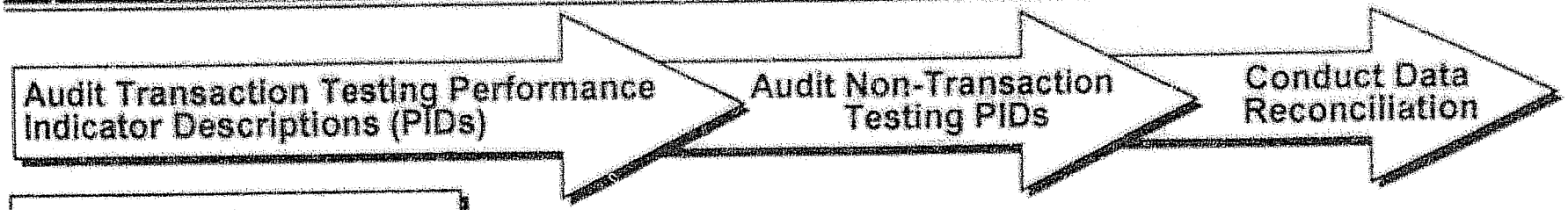
A letter of agreement to pursue a regional approach was executed by the ROC and Qwest (then US West) in September, 1999.

MTG was hired as Project Manager in October 1999.

The first Technical Advisory Group (TAG) meeting was held on November 4, 1999.

The first collaborative session on Principles and Scope was held in December 1999.

The ROC Qwest OSS Test was conducted in four phases.



Phase I

- Test organization, process and governance
- Test definition & scope
- Agreement on 13-state sample distribution
- Vendor Selection

Phase 2

- Interface certification
- Test Bed provisioning
- Start some process tests
- Clearance of Performance Measure Observations & Exceptions (Os&Es)
- Release of PIDs for use in transaction testing
- P-CLECs Interim Report

Phase 3

- FF Transaction testing
- Military style re-testing
- Rest of Process tests
- Test Administrator's (TA) Discrete Reports
- Clearance of testing Os&Es

Phase 4

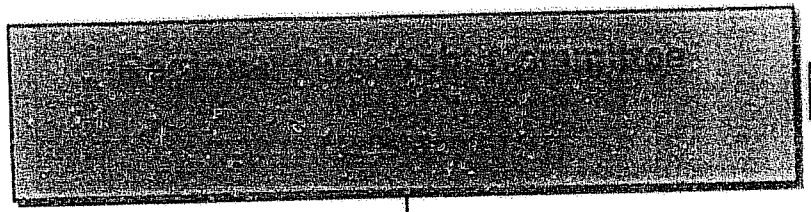
- Results development
- Statistical analysis
- Final Report

First TAG meeting
November 1999

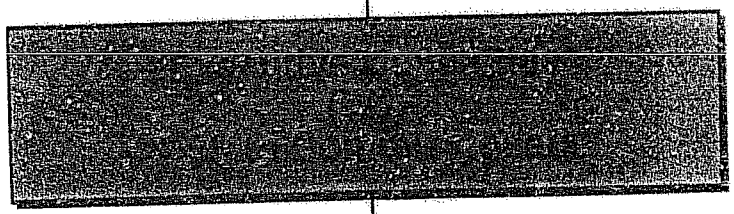
April 10th 2001

Final Report
May 28 2002

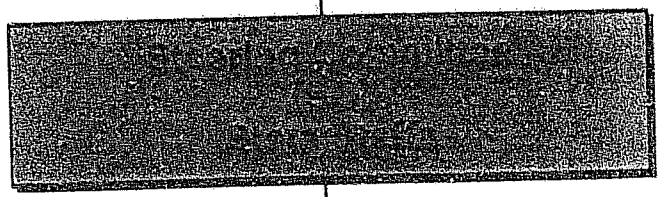
established to provide a structure for the planning [illegible]
OSS test.



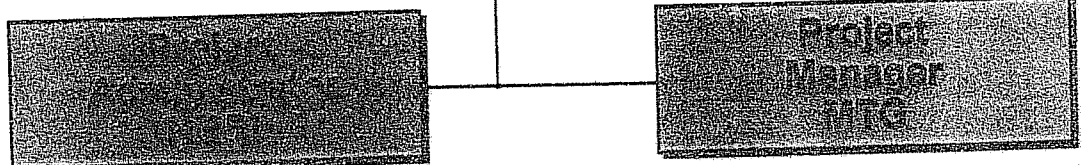
- Established project charter
- Decided policy issues



- Ensured overall progress
- Provided authority for incremental actions
- Resolved issue impasse appeals



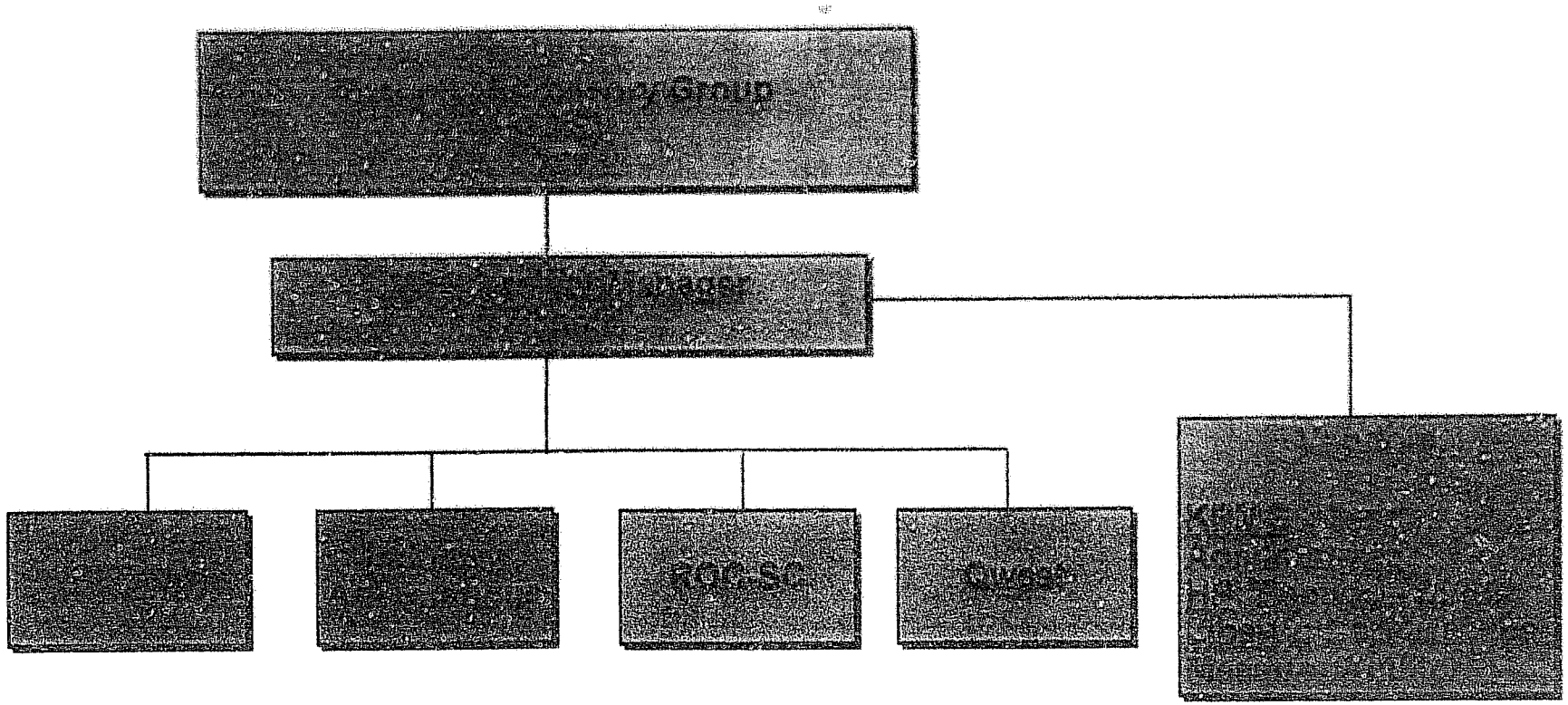
- Assisted in developing/implementing Master Test Plan (MTP), PIDs, Vendor Request for Proposals (RFP)
- Performed final vendor selection
- Approved final MTP and final report
- Oversaw test progress
- Communicated status & results
- Resolved impasse issues



- Coordinated EC, SC meetings
- Served as DOJ and FCC liaison
- Provided advice, research and assistance to EC, SC

- Served as primary liaison to vendors & TAG
- Managed overall schedule and quality
- Conducted day-to-day onsite testing oversight
- Oversaw issue resolution

The ROC Technical Advisory Group (TAG) served as the primary collaborative forum for the testing effort - throughout the testing life cycle from pre-test planning and design through execution and on to the final report.

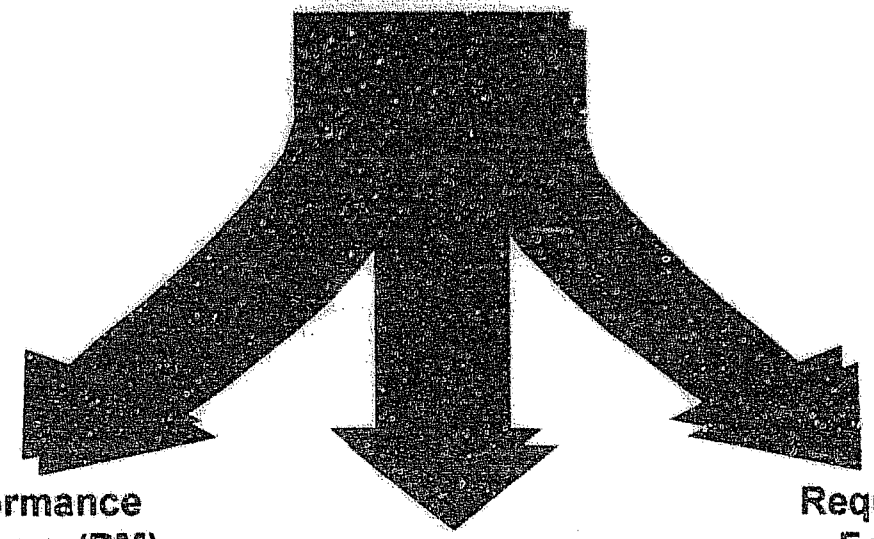


- Contributed subject matter expertise, documentation and perspectives
- Reviewed RFPs and vendor proposals
- Provided technical assistance in test planning and execution
- Provided order volume, interface usage and other data for the TA to use in determination of the "replicate mix" and capacity volume forecasts
- Assisted with scenario definition
- Provided the primary forum for review and modification of PIDs
- Assisted with issue identification, resolution and when necessary - escalation to the ROC
- Participated in the resolution of Observations and Exceptions (Os&Es)

Early planning for the ROC Test was conducted with a "Top-Down" philosophy based on the belief that if we reached consensus on the big items first, the rest would follow.

Twenty Collaboratively Developed Guiding Principles

- Testing Philosophy
- Scope
- Communications environment



Performance Measures (PM)

- Agreed in advance
- Audited before testing

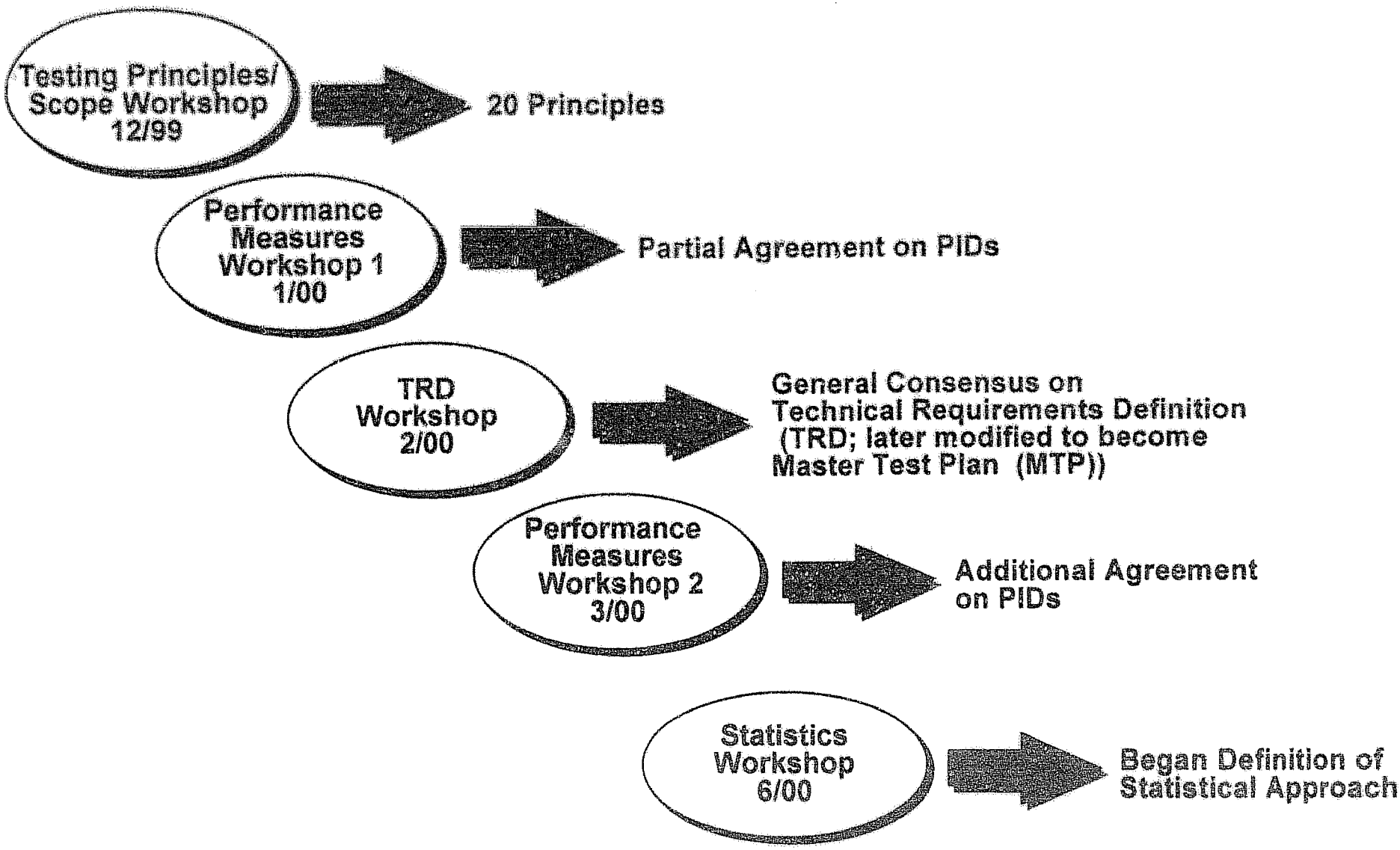
Master Test Plan (MTP)

- Strong openness requirements
- Broad scope
- 13-state mix
- Military-style testing

Request For Proposals (RFP)

- 3 roles defined
- Test Administrator (TA)
- Pseudo CLEC (P- CLEC)
- Performance Measure Auditor (PMA)

In the initial planning phase, the ROC conducted workshops that shaped the definition of the test through broad TAG participation.



Management of the ROC Qwest OSS Test was accomplished largely through regularly-scheduled and as-needed meetings.

ROC Executive Committee Meeting

- First Tuesday of every (ROC EC and invited guests)

ROC Steering Committee Meeting

- Every Monday at 11:00 MT (ROC SC and invited guests)

TAG Meeting

- Every Thursday at 1:00 MT (Open to TAG)

Project Manager's Meeting

- Every Wednesday at 1:30 MT (Open to TAG)

Observation and Exception Meetings

- Status Meeting every Tuesday at 1:30 MT (Open to TAG)
- O&E Focus Meetings as needed (Open to TAG)

Pseudo-CLEC / Qwest Account Manager's Meeting

- Every Wednesday at 10:00 MT (Open to TAG with listen-only bridge)

Various Project Management meetings

- e.g. KPMG-HP Interface Meeting (Generally limited to Vendors and SC)

The ROC decision making and impasse resolution process provided a strong framework for collaborative decision making. The great majority of issues were resolved collaboratively, with only 14 going to impasse.

ROC Issue Resolution Process

- Every reasonable effort will be made to resolve issues within the collaborative process
- When an impasse is reached on a specific issue, the dispute will be documented in terms of description, opposing positions and rationale for each to the satisfaction of all parties and transferred to the ROC TAG issue log for final resolution
- Impasse issues will be introduced at the next ROC Steering Committee along with related documentation
- ROC Steering Committee will consider and reach a consensus-based decision within 14 days
- If no decision is reached at the ROC Steering Committee level, the issue will be referred to the ROC Executive Committee with the related documentation for final resolution
- Once the ROC Steering Committee or Executive Committee reaches a decision, all parties will be informed through the ROC TAG issue log/resolution process

Throughout the project the TAG has conducted regular briefing sessions for State regulatory bodies, the FCC, the DOJ, and in one case, National Congressional Staff

ROC Meetings

- Omaha, April 2000
- Denver, October 2000
- Portland, April 2001
- Denver, October 2001
- Santa Fe, April 2002

Washington, DC Meetings

- DOJ and FCC, May 2000
- DOJ November 2000
- DOJ & FCC, May 2001
- DOJ, FCC and Congressional Staff, November 2001
- DOJ and FCC, March 2002
- DOJ and FCC, June 2002

The "ROC QWEST Information Repository" provides a comprehensive record of the "ROC QWEST OSS 3rd Party Test", structured as shown below, and located at http://www.nrri.ohio-state.edu/oss/oss.htm.

Administration	Project Management	TAG	MTP
•Background Information •Executive Committee •Press Releases and Contact Information •Vendor Contracts •Vendor Proposals •Confidentiality Agreement Form and Instructions •ROC Resolution Supporting OSS Testing	•Project Plans and Planning •Project Issues •Project Manager Meetings •Other Meetings •Confidentiality Issues •ROC Project Schedules •KPMG Project Schedules •Vendor Documents •Data Reconciliation	•Final RFP for 3rd Party Vendors •RFP Draft v2.0 dated 2/24/00 Participants Comments •Issue Logs •Dispute Resolution Process •Impasse Issue Resolutions •ROC Test Overview and Timeline •Meeting Minutes •Workshops •CLEC Link for Participation in Qwest Collaborative Process •Other Comment Processes	•Test Requirements Document •Drafts of MTP •Performance Measures •Performance Measures Data •PID Releases •Test Execution •Observations •Exceptions •Master Test Plan Change Requests •HP Interim Report •KPMG Interim Report •Discrete Test Reports •Observation & Exception Summary Log •Vendor Technical Conference •FCC & DoJ Briefing Presentations •KPMG Draft Final Report •EB-TA Process Report V2.0 •KPMG Final Final Report

Additional Information

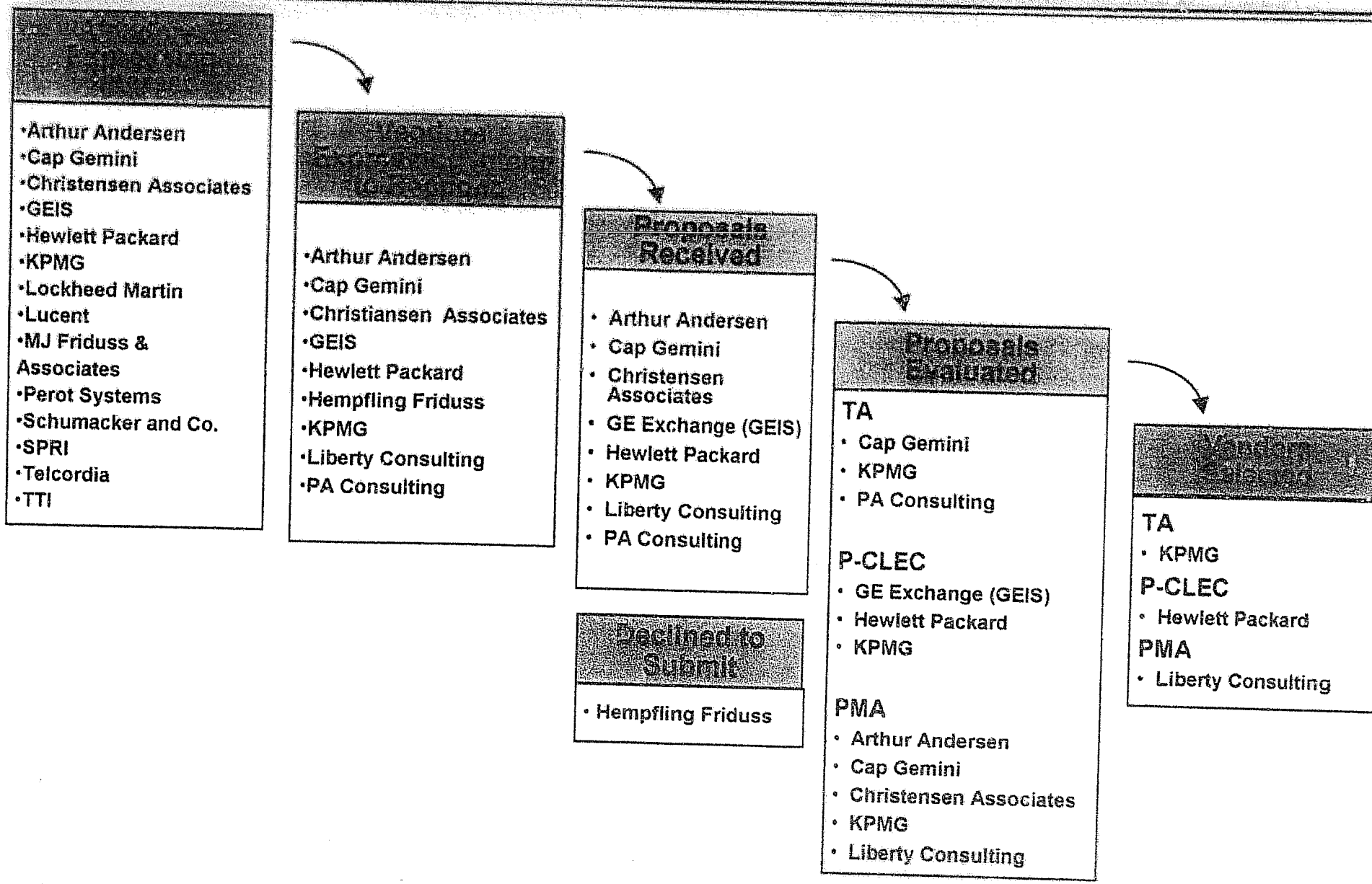
The Executive Committee is composed of Commissioners from seven ROC states.

ROC OSS Test Executive Committee

Chairman

- Bob Rowe, Commissioner, Montana Public Service Commission

Members

- Marilyn Showalter, Chairwoman, Washington Utilities and Transportation Commission
- Anne Boyle, Commissioner, Nebraska Public Service Commission
- Ed Garvey, Chairman, Minnesota Public Utilities Commission
- Allan Thoms, Chairman / Dianne Munns, Chairwoman, Iowa Utilities Board
- Stephen F. Mecham, Chairman, Utah Public Service Commission
- Ray Gifford, Chairman, Colorado Public Utilities Commission

Vendor proposals in response to the RFP were received by March 31, 2000. Proposal evaluations, including vendor interviews, was completed by June, 2000, and contracts with three vendors were executed by mid-July, 2000.