



**Qwest**  
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February 1, 2001

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**FEB 1 2001**

**FEDERAL COMMUNICATIONS COMMISSION  
OFFICE OF THE SECRETARY**

Ms. Magalie Roman Salas  
Secretary  
Federal Communications Commission  
445 – 12<sup>th</sup> Street, SW, TW-A325  
Washington, DC 20554

RE: Qwest<sup>1</sup> ONA Nondiscrimination Report  
CC Docket No. 88-2 Phase I, CC Docket No. 96-128

Dear Ms. Salas:

Pursuant to the FCC Orders concerning Qwest ONA Plans<sup>2</sup>, Qwest hereby submits its ONA Nondiscrimination Report for installation and maintenance for the fourth quarter of 2000.

Acknowledgment of date of receipt of this submission is requested. A duplicate of this letter is provided for this purpose.

Please contact me if you have questions.

Sincerely,

Attachment

cc: Ms. Janice Myles

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<sup>1</sup> On June 30, 2000, U S WEST, Inc., the parent and sole shareholder of U S WEST Communications, Inc., merged with and into Qwest Communications International Inc. Further, on July 6, 2000, U S WEST Communications, Inc. was renamed Qwest Corporation.

<sup>2</sup> See In the Matter of Filing and Review of Open Network Architecture Plans, Memorandum Opinion and Order, 5 FCC Rcd. 3103 (1990) and Memorandum Opinion and Order on Reconsideration, 5 FCC Rcd. 3084 (1990). Also See In the Matter of Implementation of the Pay Telephone Reclassification and Compensation Provisions of the Telecommunications Act of 1996, Report and Order, 11 FCC Rcd. 20541 (1996).

Quarterly ONA Maintenance Report - Tickets with Due Dates

**Qwest**  
4 QTR 2000

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>
<b>A1 - Business</b>		
Total Tickets	44,339	78,277
Average Interval in Hrs/Mns	11:44	14:35
Due Dates Missed	3,662	7,435
% Due Dates Missed	8.26%	9.50%
<b>A2 - PBX</b>		
Total Tickets	671	4,555
Average Interval in Hrs/Mns	11:21	11:13
Due Dates Missed	56	389
% Due Dates Missed	8.35%	8.54%
<b>A3 - Centrex</b>		
Total Tickets	12,186	18,250
Average Interval in Hrs/Mns	14:31	16:32
Due Dates Missed	1,412	2,471
% Due Dates Missed	11.59%	13.54%
<b>A4 - WATS</b>		
Total Tickets	5	25
Average Interval in Hrs/Mns	3:12	4:24
Due Dates Missed	1	2
% Due Dates Missed	20.00%	8.00%
<b>A5 - Mobile</b>		
Total Tickets	4	19
Average Interval in Hrs/Mns	4:06	6:57
Due Dates Missed	0	1
% Due Dates Missed	0.00%	5.26%
<b>A6 - Feature Group A</b>		
Total Tickets	17	193
Average Interval in Hrs/Mns	3:39	8:21
Due Dates Missed	0	27
% Due Dates Missed	0.00%	13.99%
<b>A7 - Foreign Exchange</b>		
Total Tickets	438	1,146
Average Interval in Hrs/Mns	4:38	6:35
Due Dates Missed	13	69
% Due Dates Missed	2.97%	6.02%

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Quarterly ONA Maintenance Report

Qwest  
4 QTR 2000

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
<b>K1- Dedicated Digital, 3.152 mbps</b>				
Total Tickets	0		0	
Average Interval in Hrs/Mns	NO ACTIVITY		NO ACTIVITY	
<b>K2- Dedicated Digital, 6.312 mbps</b>				
Total Tickets	0		0	
Average Interval in Hrs/Mns	NO ACTIVITY		NO ACTIVITY	
<b>K3- Dedicated Digital, 44.736 mbps</b>				
Total Tickets	8		360	
Average Interval in Hrs/Mns	5	32	2	55
<b>K4- Dedicated Digital, 45 mbps or Higher</b>				
Total Tickets	0		3	
Average Interval in Hrs/Mns	NO ACTIVITY		2	23
*****:***** *****				







Quarterly ONA Maintenance Report  
**Qwest**  
 4 QTR 2000

	<b>AFFILIATE</b>		<b>ALL OTHERS</b>
<b>G1- Program Audio, 200-3500 Hz</b>			
Total Tickets	0		6
Average Interval in Hrs/Mns	<b>NO ACTIVITY</b>		<b>3            1</b>
<b>G2- Program Audio, 100-5000 Hz</b>			
Total Tickets	0		11
Average Interval in Hrs/Mns	<b>NO ACTIVITY</b>		<b>5            59</b>
<b>G3- Program Audio, 50-8000 Hz</b>			
Total Tickets	4		44
Average Interval in Hrs/Mns	2	19	9            10
<b>G4- Program Audio, 50-15000 Hz</b>			
Total Tickets	0		43
Average Interval in Hrs/Mns	<b>NO ACTIVITY</b>		<b>10           14</b>
*****:*****:***** *****:***** *****			

Quarterly ONA Maintenance Report  
**Qwest**  
 4 QTR 2000

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
<b>F1- Voice, Non-Switched Line</b>				
Total Tickets	2		133	
Average Interval in Hrs/Mns	4	37	4	26
<b>F2- Voice, Switched Line</b>				
Total Tickets	649		2904	
Average Interval in Hrs/Mns	4	5	4	40
<b>F3- Voice, Switched Trunk</b>				
Total Tickets	369		2622	
Average Interval in Hrs/Mns	2	30	2	30
<b>F4- Voice and Tone, Radio Land Line</b>				
Total Tickets	6		176	
Average Interval in Hrs/Mns	10	5	7	11
<b>F5- Data, Low Speed</b>				
Total Tickets	4		229	
Average Interval in Hrs/Mns	2	36	3	53
<b>F6- Basic Data and Voice</b>				
Total Tickets	113		6020	
Average Interval in Hrs/Mns	1	59	3	14
<b>F7- Voice and Data, PSN Access</b>				
Total Tickets	0		184	
Average Interval in Hrs/Mns	NO ACTIVITY		2	23
<b>F8- Voice and Data, SSN Access</b>				
Total Tickets	0		0	
Average Interval in Hrs/Mns	NO ACTIVITY		NO ACTIVITY	
<b>F9- Voice and Data, SSN Intermachine</b>				
Total Tickets	0		0	
Average Interval in Hrs/Mns	NO ACTIVITY		NO ACTIVITY	
<b>F10- Data Extension, Voice Grade</b>				
Total Tickets	1		108	
Average Interval in Hrs/Mns	2	36	2	50
<b>F11- Voice Grade Telephoto and Facsimile</b>				
Total Tickets	0		0	
Average Interval in Hrs/Mns	NO ACTIVITY		NO ACTIVITY	
<b>F12- Protective Relay, Voice Grade</b>				
Total Tickets	0		4	
Average Interval in Hrs/Mns	NO ACTIVITY		4	52

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Quarterly ONA Maintenance Report

Qwest

4 QTR 2000

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>	
<b>E1- Telegraph Grade, 75 Baud</b>			
Total Tickets	0	0	
Average Interval in Hrs/Mns	NO ACTIVITY	NO ACTIVITY	
<b>E2- Telegraph Grade, 150 Baud</b>			
Total Tickets	0	22	
Average Interval in Hrs/Mns	NO ACTIVITY	4	27

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Quarterly ONA Maintenance Report  
**Qwest**  
 4 QTR 2000

	<b>AFFILIATE</b>		<b>ALL OTHERS</b>	
<b>D1- Protective Alarm</b>				
Total Tickets	1		58	
Average Interval in Hrs/Mns	3	10	11	31
<b>D2- Protective Relay</b>				
Total Tickets	0		0	
Average Interval in Hrs/Mns	NO ACTIVITY		NO ACTIVITY	
<b>D3- Control Circuit</b>				
Total Tickets	0		1	
Average Interval in Hrs/Mns	NO ACTIVITY		2	52
*****:*****				



Quarterly ONA Maintenance Report  
**Qwest**  
 4 QTR 2000

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
<b>B1- Feature Group B</b>				
Total Tickets	0		14	
Average Interval in Hrs/Mns	<b>NO ACTIVITY</b>		3	8
<b>B2- Feature Group D</b>				
Total Tickets	0		403	
Average Interval in Hrs/Mns	<b>NO ACTIVITY</b>		4	25
<b>B3- DID</b>				
Total Tickets	163		1601	
Average Interval in Hrs/Mns	4	3	4	27

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Quarterly ONA Installation Detail Report

**Qwest**  
4 QTR 2000

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
<b>L1- Smart PAL</b>				
Total Orders	1584	<b>Average Interval</b>	11	<b>Average Interval</b>
Due Dates Missed	179	(In Days)	0	(In Days)
% Due Dates Missed	<b>11.30%</b>		<b>0.00%</b>	
			3	
			1	
<b>L2- Basic PAL</b>				
Total Orders	3001	<b>Average Interval</b>	11768	<b>Average Interval</b>
Due Dates Missed	161	(In Days)	177	(In Days)
% Due Dates Missed	<b>5.36%</b>		<b>1.50%</b>	
			5	
			1	

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The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report

**Qwest**  
4 QTR 2000

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
<b>K1- Dedicated Hicap Digital, 3.152 mbps</b>				
Total Orders	0	<b>Average Interval</b>	0	<b>Average Interval</b>
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	<b>NO ACTIVITY</b>	0.00	<b>NO ACTIVITY</b>	0.00
		0.00		0.00
<b>K2- Dedicated Hicap Digital, 6.312 mbps</b>				
Total Orders	0	<b>Average Interval</b>	0	<b>Average Interval</b>
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	<b>NO ACTIVITY</b>	0.00	<b>NO ACTIVITY</b>	0.00
		0.00		0.00
<b>K3- Dedicated Hicap Digital, 44.736 mbps</b>				
Total Orders	11	<b>Average Interval</b>	2540	<b>Average Interval</b>
Due Dates Missed	1	(In Days)	339	(In Days)
% Due Dates Missed	<b>9.09%</b>	21	<b>13.35%</b>	25
		12		24
<b>K4- Dedicated Hicap Digital, &gt;45 mbps</b>				
Total Orders	160	<b>Average Interval</b>	607	<b>Average Interval</b>
Due Dates Missed	31	(In Days)	69	(In Days)
% Due Dates Missed	<b>19.38%</b>	16	<b>11.37%</b>	20
		15		13

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The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report

**Qwest**  
4 QTR 2000

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
<b>J1- Dedicated Hicap Digital, 1.544 mbps</b>				
Total Orders	252	<b>Average Interval</b>	40212	<b>Average Interval</b>
Due Dates Missed	20	(In Days)	5411	(In Days)
% Due Dates Missed	7.94%	18	13.46%	20
		18		18

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The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report  
**Qwest**  
 4 QTR 2000

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
<b>I1- Digital Voice Circuit</b>				
Total Orders	26	<b>Average Interval</b>	278	<b>Average Interval</b>
Due Dates Missed	4	(In Days)	34	(In Days)
% Due Dates Missed	<b>15.38%</b>	9	<b>12.23%</b>	11
		8		12
<b>I2- Digital Data, 2.4 kbps</b>				
Total Orders	0	<b>Average Interval</b>	92	<b>Average Interval</b>
Due Dates Missed	0	(In Days)	11	(In Days)
% Due Dates Missed	<b>NO ACTIVITY</b>	0.00	<b>11.96%</b>	14
		0.00		19
<b>I3- Digital Data, 4.8 kbps</b>				
Total Orders	0	<b>Average Interval</b>	24	<b>Average Interval</b>
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	<b>NO ACTIVITY</b>	0.00	<b>0.00%</b>	10
		0.00		7
<b>I4- Digital Data, 9.6 kbps</b>				
Total Orders	0	<b>Average Interval</b>	725	<b>Average Interval</b>
Due Dates Missed	0	(In Days)	32	(In Days)
% Due Dates Missed	<b>NO ACTIVITY</b>	0.00	<b>4.41%</b>	11
		0.00		9
<b>I5- Digital Data, 56 kbps</b>				
Total Orders	5	<b>Average Interval</b>	131	<b>Average Interval</b>
Due Dates Missed	1	(In Days)	23	(In Days)
% Due Dates Missed	<b>20.00%</b>	10	<b>17.56%</b>	10
		1		9

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The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The bottom Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report

**Qwest**  
4 QTR 2000

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
<b>H1- TV Channel, 1 Way 15 kHz Audio</b>				
Total Orders	3	<b>Average Interval</b>	79	<b>Average Interval</b>
Due Dates Missed	0	(In Days)	24	(In Days)
% Due Dates Missed	<b>0.00%</b>	5	<b>30.38%</b>	21
		0.00		15
<b>H2- TV Channel, 1 Way 5 kHz Audio</b>				
Total Orders	0	<b>Average Interval</b>	0	<b>Average Interval</b>
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	<b>NO ACTIVITY</b>	0.00	<b>NO ACTIVITY</b>	0.00
		0.00		0.00

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The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report

Qwest  
4 QTR 2000

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
<b>G1- Program Audio, 200-3500 Hz</b>				
Total Orders	0	<b>Average Interval</b>	11	<b>Average Interval</b>
Due Dates Missed	0	(In Days)	3	(In Days)
% Due Dates Missed	<b>NO ACTIVITY</b>	0.00	<b>27.27%</b>	9
		0.00		6
<b>G2- Program Audio, 100-5000 Hz</b>				
Total Orders	1	<b>Average Interval</b>	7	<b>Average Interval</b>
Due Dates Missed	1	(In Days)	0	(In Days)
% Due Dates Missed	<b>100.00%</b>	7	<b>0.00%</b>	5
		0.00		0.00
<b>G3- Program Audio, 50-8000 Hz</b>				
Total Orders	3	<b>Average Interval</b>	29	<b>Average Interval</b>
Due Dates Missed	0	(In Days)	5	(In Days)
% Due Dates Missed	<b>0.00%</b>	8	<b>17.24%</b>	12
		5		14
<b>G4- Program Audio, 50-15000 Hz</b>				
Total Orders	3	<b>Average Interval</b>	21	<b>Average Interval</b>
Due Dates Missed	0	(In Days)	3	(In Days)
% Due Dates Missed	<b>0.00%</b>	6	<b>14.29%</b>	14
		0.00		27

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The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report  
Qwest  
4 QTR 2000

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
<b>F1- Voice, Non-Switched Line</b>				
Total Orders	0	Average Interval	92	Average Interval
Due Dates Missed	0	(In Days)	7	(In Days)
% Due Dates Missed	<b>NO ACTIVITY</b>	0.00	7.61%	16
		0.00		6
<b>F2- Voice, Switched Line</b>				
Total Orders	12	Average Interval	732	Average Interval
Due Dates Missed	3	(In Days)	104	(In Days)
% Due Dates Missed	<b>25.00%</b>	28	<b>14.21%</b>	13
		3		12
<b>F3- Voice, Switched Trunk</b>				
Total Orders	0	Average Interval	1340	Average Interval
Due Dates Missed	0	(In Days)	100	(In Days)
% Due Dates Missed	<b>NO ACTIVITY</b>	0.00	7.46%	25
		0.00		25
<b>F4- Voice and Tone, Radio Land Line</b>				
Total Orders	1	Average Interval	33	Average Interval
Due Dates Missed	0	(In Days)	1	(In Days)
% Due Dates Missed	<b>0.00%</b>	34	<b>3.03%</b>	12
		0.00		5
<b>F5- Data, Low Speed</b>				
Total Orders	0	Average Interval	112	Average Interval
Due Dates Missed	0	(In Days)	7	(In Days)
% Due Dates Missed	<b>NO ACTIVITY</b>	0.00	6.25%	13
		0.00		11
<b>F6- Basic Data and Voice</b>				
Total Orders	6	Average Interval	2444	Average Interval
Due Dates Missed	1	(In Days)	162	(In Days)
% Due Dates Missed	<b>16.67%</b>	15	<b>6.63%</b>	12
		0.00		10
<b>F7- Voice/Data PSN Access Tie Trunk</b>				
Total Orders	0	Average Interval	275	Average Interval
Due Dates Missed	0	(In Days)	12	(In Days)
% Due Dates Missed	<b>NO ACTIVITY</b>	0.00	4.36%	17
		0.00		16
<b>F8- Voice/Data SSN Access</b>				
Total Orders	0	Average Interval	270	Average Interval
Due Dates Missed	0	(In Days)	57	(In Days)
% Due Dates Missed	<b>NO ACTIVITY</b>	0.00	21.11%	33
		0.00		41
<b>F9- Voice/Data SSN Intermachine Trunk</b>				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	<b>NO ACTIVITY</b>	0.00	<b>NO ACTIVITY</b>	0.00
		0.00		0.00
<b>F10- Data Extension, Voice Grade</b>				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	<b>NO ACTIVITY</b>	0.00	<b>NO ACTIVITY</b>	0.00
		0.00		0.00
<b>F11- Voice Grade Telephoto and Facsimile</b>				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	<b>NO ACTIVITY</b>	0.00	<b>NO ACTIVITY</b>	0.00
		0.00		0.00
<b>F12- Protective Relay, Voice Grade</b>				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	<b>NO ACTIVITY</b>	0.00	<b>NO ACTIVITY</b>	0.00
		0.00		0.00

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The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report

**Qwest**  
4 QTR 2000

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
<b>E1- Telegraph 75 Baud</b>				
Total Orders	5	<b>Average Interval</b>	101	<b>Average Interval</b>
Due Dates Missed	4	(In Days)	37	(In Days)
% Due Dates Missed	80.00%	8	36.63%	6
		0.00		9
<b>E2- Telegraph 150 Baud</b>				
Total Orders	0	<b>Average Interval</b>	1	<b>Average Interval</b>
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	<b>NO ACTIVITY</b>	0.00	0.00%	3
		0.00		3

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The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report

**Qwest**  
4 QTR 2000

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
<b>D1- Protective Alarm</b>				
Total Orders	6	<b>Average Interval</b>	96	<b>Average Interval</b>
Due Dates Missed	1	(In Days)	4	(In Days)
% Due Dates Missed	16.67%	3	4.17%	5
		0.00		13
<b>D2- Protective Relay</b>				
Total Orders	0	<b>Average Interval</b>	18	<b>Average Interval</b>
Due Dates Missed	0	(In Days)	1	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	5.56%	11
		0.00		13
<b>D3- Control Circuit</b>				
Total Orders	0	<b>Average Interval</b>	2	<b>Average Interval</b>
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	0.00%	12
		0.00		11

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The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report

**Qwest**  
4 QTR 2000

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
<b>C1-Packet DDD Line</b>				
Total Orders	17	<b>Average Interval</b>	275	<b>Average Interval</b>
Due Dates Missed	0	(In Days)	75	(In Days)
% Due Dates Missed	0.00%	11	27.27%	10
		0.00		7
<b>C2-Packet Synchronous Access</b>				
Total Orders	22	<b>Average Interval</b>	12124	<b>Average Interval</b>
Due Dates Missed	1	(In Days)	899	(In Days)
% Due Dates Missed	4.55%	23	7.42%	15
		18		13
<b>C3-Packet Asynchronous Access</b>				
Total Orders	0	<b>Average Interval</b>	0	<b>Average Interval</b>
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	NO ACTIVITY	0.00
		0.00		0.00

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The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report

**Qwest**  
4 QTR 2000

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
<b>B1- Feature Group B</b>				
Total Orders	0	<b>Average Interval</b>	61	<b>Average Interval</b>
Due Dates Missed	0	(In Days)	4	(In Days)
% Due Dates Missed	<b>NO ACTIVITY</b>	0.00	<b>6.56%</b>	25
		0.00		18
<b>B2-Feature Group D</b>				
Total Orders	0	<b>Average Interval</b>	1756	<b>Average Interval</b>
Due Dates Missed	0	(In Days)	103	(In Days)
% Due Dates Missed	<b>NO ACTIVITY</b>	0.00	<b>5.87%</b>	28
		0.00		25
<b>B3- DID</b>				
Total Orders	663	<b>Average Interval</b>	7003	<b>Average Interval</b>
Due Dates Missed	19	(In Days)	377	(In Days)
% Due Dates Missed	<b>2.87%</b>	11	<b>5.38%</b>	15
		19		14

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The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report

Qwest  
4 QTR 2000

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
<b>A1- Business</b>				
Total Orders	133723	<b>Average Interval</b>	211868	<b>Average Interval</b>
Due Dates Missed	3479	(In Days)	7472	(In Days)
% Due Dates Missed	2.60%	3	3.53%	4
		2		2
<b>A2- PBX</b>				
Total Orders	1368	<b>Average Interval</b>	9637	<b>Average Interval</b>
Due Dates Missed	47	(In Days)	432	(In Days)
% Due Dates Missed	3.44%	7	4.48%	8
		6		8
<b>A3- Centrex</b>				
Total Orders	24968	<b>Average Interval</b>	33479	<b>Average Interval</b>
Due Dates Missed	737	(In Days)	1351	(In Days)
% Due Dates Missed	2.95%	4	4.04%	4
		3		3
<b>A4- WATS</b>				
Total Orders	45	<b>Average Interval</b>	1037	<b>Average Interval</b>
Due Dates Missed	1	(In Days)	12	(In Days)
% Due Dates Missed	2.22%	2	1.16%	3
		2		5
<b>A5- Mobile</b>				
Total Orders	0	<b>Average Interval</b>	3	<b>Average Interval</b>
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	NO ACTIVITY	0.00	0.00%	24
		0.00		69
<b>A6- Feature Group A</b>				
Total Orders	6	<b>Average Interval</b>	177	<b>Average Interval</b>
Due Dates Missed	0	(In Days)	10	(In Days)
% Due Dates Missed	0.00%	2	5.65%	5
		2		4
<b>A7- Foreign Exchange</b>				
Total Orders	405	<b>Average Interval</b>	1096	<b>Average Interval</b>
Due Dates Missed	12	(In Days)	35	(In Days)
% Due Dates Missed	2.96%	2	3.19%	4
		2		2

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The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes customer negotiated due dates and orders with missed appointments due to customer reasons.

Quarterly ONA Maintenance Report - Tickets with Due Dates

**Qwest**  
4 QTR 2000

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>
<b>E1 - Telegraph grade, 75 baud</b>		
Total Tickets	0	0
Average Interval in Hrs/Mns	<b>NO ACTIVITY</b>	<b>NO ACTIVITY</b>
<b>E2 - Telegraph grade, 150 baud</b>		
Total Tickets	8	149
Average Interval in Hrs/Mns	<b>44:29</b>	<b>40:06</b>
Due Dates Missed	4	92
% Due Dates Missed	<b>50.00%</b>	<b>61.74%</b>

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