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FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

November 1, 2001

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

RE: Qwest 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 Plans¹, Qwest hereby submits the attached ONA Nondiscrimination Report for installation and maintenance for the third quarter of 2001. These include both provisioning and maintenance results and are broken down into the categories as mandated by the FCC in CC Docket 88-2, Phase I, MO&O on Reconsideration, Appendix B.

This report also includes the categories of Public Access Lines in accordance with CC Docket 96-128, implementing Section 276 of the Telecom Act.

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

¹ 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 Installation Detail Report

Qwest
3 QTR 2001

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
A1 - Business				
Total Orders	156470	Average Interval	197941	Average Interval
Due Dates Missed	3212	(In Days)	5116	(In Days)
% Due Dates Missed	2.05%	4	2.58%	4
		0		0
A2 - PBX				
Total Orders	2052	Average Interval	11877	Average Interval
Due Dates Missed	62	(In Days)	432	(In Days)
% Due Dates Missed	3.02%	7	3.64%	8
		3		1
A3 - Centrex				
Total Orders	26344	Average Interval	37683	Average Interval
Due Dates Missed	625	(In Days)	1040	(In Days)
% Due Dates Missed	2.37%	4	2.76%	4
		0		1
A4 - WATS				
Total Orders	40	Average Interval	1175	Average Interval
Due Dates Missed	0	(In Days)	23	(In Days)
% Due Dates Missed	0.00%	3	1.96%	2
		0		0
A5 - Mobile				
Total Orders	0	Average Interval	1	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	0.00%	9
		0		0
A6 - Feature Group A				
Total Orders	8	Average Interval	219	Average Interval
Due Dates Missed	0	(In Days)	9	(In Days)
% Due Dates Missed	0.00%	1	4.11%	4
		0		3
A7 - Foreign Exchange				
Total Orders	397	Average Interval	943	Average Interval
Due Dates Missed	11	(In Days)	22	(In Days)
% Due Dates Missed	2.77%	3	2.33%	3
		0		1

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 orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
Qwest
 3 QTR 2001

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>
B1 - Feature Group B			
Total Orders	0	Average Interval	85
Due Dates Missed	0	(In Days)	3
% Due Dates Missed	No Activity	0	3.53%
		0	15
			8
B2 - Feature Group D			
Total Orders	0	Average Interval	2417
Due Dates Missed	0	(In Days)	62
% Due Dates Missed	No Activity	0	2.57%
		0	22
			8
B3 - DID			
Total Orders	884	Average Interval	7236
Due Dates Missed	26	(In Days)	383
% Due Dates Missed	2.94%	8	5.29%
		1	11
			1

 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 orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report

Qwest
3 QTR 2001

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
C1 - Packet DDD Line				
Total Orders	10	Average Interval	171	Average Interval
Due Dates Missed	1	(In Days)	2	(In Days)
% Due Dates Missed	10.00%	12	1.17%	7
		1		1
C2 - Packet Synchronous Access				
Total Orders	21	Average Interval	13390	Average Interval
Due Dates Missed	2	(In Days)	525	(In Days)
% Due Dates Missed	9.52%	18	3.92%	13
		5		6
C3 - Packet Asynchronous Access				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0

 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 orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
Qwest
 3 QTR 2001

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
D1 - Protective Alarm				
Total Orders	9	Average Interval	67	Average Interval
Due Dates Missed	2	(In Days)	9	(In Days)
% Due Dates Missed	22.22%	4	13.43%	5
		0		0
D2 - Protective Relay				
Total Orders	0	Average Interval	1	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	0.00%	5
		0		5
D3 - Control Circuit				
Total Orders	0	Average Interval	4	Average Interval
Due Dates Missed	0	(In Days)	2	(In Days)
% Due Dates Missed	No Activity	0	50.00%	15
		0		0

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 orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
Qwest
 3 QTR 2001

	AFFILIATE		ALL OTHERS	
E1 - Telegraph 75 Baud				
Total Orders	0	Average Interval	34	Average Interval
Due Dates Missed	0	(In Days)	2	(In Days)
% Due Dates Missed	No Activity	0	5.88%	8
		0		0
E2 - Telegraph 150 Baud				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0

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 orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
Qwest
 3 QTR 2001

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
F1 - Voice, Non-Switched Line				
Total Orders	0	Average Interval	102	Average Interval
Due Dates Missed	0	(In Days)	5	(In Days)
% Due Dates Missed	No Activity	0	4.90%	19
		0		5
F2 - Voice, Switched Line				
Total Orders	29	Average Interval	954	Average Interval
Due Dates Missed	1	(In Days)	84	(In Days)
% Due Dates Missed	3.45%	6	8.81%	10
		0		4
F3 - Voice, Switched Trunk				
Total Orders	6	Average Interval	1086	Average Interval
Due Dates Missed	0	(In Days)	114	(In Days)
% Due Dates Missed	0.00%	24	10.50%	24
		0		16
F4 - Voice and Tone, Radio Land Line				
Total Orders	0	Average Interval	26	Average Interval
Due Dates Missed	0	(In Days)	9	(In Days)
% Due Dates Missed	No Activity	0	34.62%	12
		0		2
F5 - Data, Low Speed				
Total Orders	0	Average Interval	60	Average Interval
Due Dates Missed	0	(In Days)	3	(In Days)
% Due Dates Missed	No Activity	0	5.00%	10
		0		7
F6 - Basic Data and Voice				
Total Orders	37	Average Interval	2377	Average Interval
Due Dates Missed	1	(In Days)	123	(In Days)
% Due Dates Missed	2.70%	21	5.17%	14
		6		5
F7 - Voice/Data PSN Access Tie Trunk				
Total Orders	0	Average Interval	271	Average Interval
Due Dates Missed	0	(In Days)	8	(In Days)
% Due Dates Missed	No Activity	0	2.95%	13
		0		9
F8 - Voice/Data SSN Access				
Total Orders	0	Average Interval	139	Average Interval
Due Dates Missed	0	(In Days)	14	(In Days)
% Due Dates Missed	No Activity	0	10.07%	22
		0		7
F9 - Voice/Data SSN Intermachine Trunk				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0

 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 orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
Qwest
 3 QTR 2001

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
F10 - Data Extension, Voice Grade				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0
F11 - Voice Grade Telephoto and Facsimile				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0
F12 - Protective Relay, Voice Grade				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0

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 orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report

Qwest
3 QTR 2001

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
G1 - Program Audio, 200-3500 Hz				
Total Orders	0	Average Interval	12	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	0.00%	17
		0		0
G2 - Program Audio, 100-5000 Hz				
Total Orders	0	Average Interval	11	Average Interval
Due Dates Missed	0	(In Days)	1	(In Days)
% Due Dates Missed	No Activity	0	9.09%	6
		0		1
G3 - Program Audio, 50-8000 Hz				
Total Orders	5	Average Interval	44	Average Interval
Due Dates Missed	0	(In Days)	8	(In Days)
% Due Dates Missed	0.00%	6	18.18%	9
		2		1
G4 - Program Audio, 50-15000 Hz				
Total Orders	4	Average Interval	45	Average Interval
Due Dates Missed	1	(In Days)	4	(In Days)
% Due Dates Missed	25.00%	12	8.89%	8
		0		1

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 orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report

Qwest
3 QTR 2001

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
H1 - TV Channel 1 Way 15 kHz Audio				
Total Orders	1	Average Interval	76	Average Interval
Due Dates Missed	0	(In Days)	5	(In Days)
% Due Dates Missed	0.00%	9	6.58%	15
		0		3
H2 - TV Channel 1 Way 5 kHz Audio				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0

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 orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
Qwest
 3 QTR 2001

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
I1 - Digital Voice Circuit				
Total Orders	22	Average Interval	252	Average Interval
Due Dates Missed	1	(In Days)	38	(In Days)
% Due Dates Missed	4.55%	9	15.08%	9
		1		1
I2 - Digital Data, 2.4 kbps				
Total Orders	0	Average Interval	84	Average Interval
Due Dates Missed	0	(In Days)	7	(In Days)
% Due Dates Missed	No Activity	0	8.33%	9
		0		1
I3 - Digital Data, 4.8 kbps				
Total Orders	0	Average Interval	27	Average Interval
Due Dates Missed	0	(In Days)	1	(In Days)
% Due Dates Missed	No Activity	0	3.70%	8
		0		5
I4 - Digital Data, 9.6 kbps				
Total Orders	0	Average Interval	645	Average Interval
Due Dates Missed	0	(In Days)	36	(In Days)
% Due Dates Missed	No Activity	0	5.58%	10
		0		5
I5 - Digital Data, 56 kbps				
Total Orders	5	Average Interval	146	Average Interval
Due Dates Missed	0	(In Days)	13	(In Days)
% Due Dates Missed	0.00%	9	8.90%	11
		0		2

 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 orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
Qwest
 3 QTR 2001

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
J1 - Dedicated Hicap Digital, 1.544 mbps				
Total Orders	318	Average Interval	48804	Average Interval
Due Dates Missed	16	(In Days)	4505	(In Days)
% Due Dates Missed	5.03%	22	9.23%	17
		4		7

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 orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
Qwest
 3 QTR 2001

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
K1 - Dedicated Hicap Digital, 3.152 mbps				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0
K2 - Dedicated Hicap Digital, 6.312 mbps				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0
K3 - Dedicated Hicap Digital, 44.736 mbps				
Total Orders	7	Average Interval	2894	Average Interval
Due Dates Missed	0	(In Days)	257	(In Days)
% Due Dates Missed	0.00%	12	8.88%	20
		3		12
K4 - Dedicated Hicap Digital, >45 mbps				
Total Orders	245	Average Interval	837	Average Interval
Due Dates Missed	29	(In Days)	69	(In Days)
% Due Dates Missed	11.84%	14	8.24%	15
		4		1

 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 orders with missed appointments due to customer reasons.

Quarterly ONA Installation Detail Report
Qwest
 3 QTR 2001

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
L1 - Smart PAL				
Total Orders	1516	Average Interval	15	Average Interval
Due Dates Missed	187	(In Days)	2	(In Days)
% Due Dates Missed	12.34%	13	13.33%	7
		2		0
L2 - Basic PAL				
Total Orders	833	Average Interval	8171	Average Interval
Due Dates Missed	39	(In Days)	98	(In Days)
% Due Dates Missed	4.68%	22	1.20%	5
		2		0

 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 orders with missed appointments due to customer reasons.

Quarterly ONA Maintenance Report

Qwest
3 QTR 2001

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
A1 - Business				
Total Tickets	144		227	
Average Interval in Hrs/Mns	4	25	3	42
A2 - PBX				
Total Tickets	133		1598	
Average Interval in Hrs/Mns	2	25	2	35
A3 - Centrex				
Total Tickets	152		155	
Average Interval in Hrs/Mns	2	29	2	17
A4 - WATS				
Total Tickets	0		32	
Average Interval in Hrs/Mns	No Activity		2	23
A5 - Mobile				
Total Tickets	0		0	
Average Interval in Hrs/Mns	No Activity		No Activity	
A6 - Feature Group A				
Total Tickets	0		102	
Average Interval in Hrs/Mns	No Activity		3	14
A7 - Foreign Exchange				
Total Tickets	92		447	
Average Interval in Hrs/Mns	2	17	2	47

Quarterly ONA Maintenance Report
Qwest
 3 QTR 2001

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
B1 - Feature Group B				
Total Tickets	0		21	
Average Interval in Hrs/Mns	No Activity		1	16
B2 - Feature Group D				
Total Tickets	0		416	
Average Interval in Hrs/Mns	No Activity		2	45
B3 - DID				
Total Tickets	92		1197	
Average Interval in Hrs/Mns	1	38	2	5

Quarterly ONA Maintenance Report
Qwest
 3 QTR 2001

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
C1 - Packet DDD Line				
Total Tickets	1		204	
Average Interval in Hrs/Mns	0	6	1	33
C2 - Packet Synchronous Access				
Total Tickets	0		136	
Average Interval in Hrs/Mns	No Activity		1	30
C3 - Packet Asynchronous Access				
Total Tickets	0		0	
Average Interval in Hrs/Mns	No Activity		No Activity	

Quarterly ONA Maintenance Report
Qwest
 3 QTR 2001

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
D1 - Protective Alarm				
Total Tickets	1		88	
Average Interval in Hrs/Mns	0	1	4	6
D2 - Protective Relay				
Total Tickets	0		0	
Average Interval in Hrs/Mns	No Activity		No Activity	
D3 - Control Circuit				
Total Tickets	0		3	
Average Interval in Hrs/Mns	No Activity		10	13

Quarterly ONA Maintenance Report
Qwest
3 QTR 2001

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>	
E1 - Telegraph 75 Baud			
Total Tickets	0	0	
Average Interval in Hrs/Mns	No Activity	No Activity	
E2 - Telegraph 150 Baud			
Total Tickets	0	21	
Average Interval in Hrs/Mns	No Activity	4	58

Quarterly ONA Maintenance Report
Qwest
 3 QTR 2001

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
F1 - Voice, Non-Switched Line				
Total Tickets	0		114	
Average Interval in Hrs/Mns	No Activity		4	26
F2 - Voice, Switched Line				
Total Tickets	433		2399	
Average Interval in Hrs/Mns	2	51	2	58
F3 - Voice, Switched Trunk				
Total Tickets	299		2162	
Average Interval in Hrs/Mns	1	44	1	48
F4 - Voice and Tone, Radio Land Line				
Total Tickets	5		167	
Average Interval in Hrs/Mns	4	1	3	56
F5 - Data, Low Speed				
Total Tickets	0		150	
Average Interval in Hrs/Mns	No Activity		2	55
F6 - Basic Data and Voice				
Total Tickets	28		5986	
Average Interval in Hrs/Mns	2	39	2	25
F7 - Voice/Data PSN Access Tie Trunk				
Total Tickets	0		219	
Average Interval in Hrs/Mns	No Activity		1	56
F8 - Voice/Data SSN Access				
Total Tickets	0		1	
Average Interval in Hrs/Mns	No Activity		1	52
F9 - Voice/Data SSN Intermachine Trunk				
Total Tickets	0		0	
Average Interval in Hrs/Mns	No Activity		No Activity	
F10 - Data Extension, Voice Grade				
Total Tickets	1		74	
Average Interval in Hrs/Mns	0	48	2	27
F11 - Voice Grade Telephoto and Facsimile				
Total Tickets	0		0	
Average Interval in Hrs/Mns	No Activity		No Activity	
F12 - Protective Relay, Voice Grade				
Total Tickets	0		7	
Average Interval in Hrs/Mns	No Activity		5	27

Quarterly ONA Maintenance Report
Qwest
 3 QTR 2001

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
G1 - Program Audio, 200-3500 Hz				
Total Tickets	0		11	
Average Interval in Hrs/Mns	No Activity		4	40
G2 - Program Audio, 100-5000 Hz				
Total Tickets	0		7	
Average Interval in Hrs/Mns	No Activity		2	31
G3 - Program Audio, 50-8000 Hz				
Total Tickets	2		41	
Average Interval in Hrs/Mns	2	30	4	14
G4 - Program Audio, 50-15000 Hz				
Total Tickets	0		41	
Average Interval in Hrs/Mns	No Activity		4	40

Quarterly ONA Maintenance Report
Qwest
 3 QTR 2001

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>	
H1 - TV Channel 1 Way 15 kHz Audio			
Total Tickets	0	27	
Average Interval in Hrs/Mns	No Activity	4	51
H2 - TV Channel 1 Way 5 kHz Audio			
Total Tickets	0	0	
Average Interval in Hrs/Mns	No Activity	No Activity	

Quarterly ONA Maintenance Report
Qwest
 3 QTR 2001

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
I1 - Digital Voice Circuit				
Total Tickets	13		69	
Average Interval in Hrs/Mns	4	28	2	19
I2 - Digital Data, 2.4 kbps				
Total Tickets	0		93	
Average Interval in Hrs/Mns	No Activity		2	20
I3 - Digital Data, 4.8 kbps				
Total Tickets	0		16	
Average Interval in Hrs/Mns	No Activity		2	52
I4 - Digital Data, 9.6 kbps				
Total Tickets	0		412	
Average Interval in Hrs/Mns	No Activity		2	21
I5 - Digital Data, 56 kbps				
Total Tickets	40		6957	
Average Interval in Hrs/Mns	1	25	2	44

Quarterly ONA Maintenance Report
Qwest
3 QTR 2001

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
J1 - Dedicated Hicap Digital, 1.544 mbps				
Total Tickets	10557		20194	
Average Interval in Hrs/Mns	18	17	4	34

Quarterly ONA Maintenance Report

Qwest
3 QTR 2001

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
K1 - Dedicated Hicap Digital, 3.152 mbps				
Total Tickets	0		0	
Average Interval in Hrs/Mns	No Activity		No Activity	
K2 - Dedicated Hicap Digital, 6.312 mbps				
Total Tickets	0		0	
Average Interval in Hrs/Mns	No Activity		No Activity	
K3 - Dedicated Hicap Digital, 44.736 mbps				
Total Tickets	4		351	
Average Interval in Hrs/Mns	0	38	1	39
K4 - Dedicated Hicap Digital, >45 mbps				
Total Tickets	0		6	
Average Interval in Hrs/Mns	No Activity		1	13
*****:*****/*****				

Quarterly ONA Maintenance Report
Qwest
3 QTR 2001

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>
L1 - Smart PAL		
Total Tickets	0	0
Average Interval in Hrs/Mns	No Activity	No Activity
L2 - Basic PAL		
Total Tickets	0	0
Average Interval in Hrs/Mns	No Activity	No Activity

Quarterly ONA Maintenance Report - Tickets with Due Dates
Qwest
 3 QTR 2001

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>
A1 - Business		
Total Tickets	24389	69099
Average Interval in Hrs/Mns	10:48	12:15
Due Dates Missed	2169	6798
% Due Dates Missed	8.89%	9.84%
A2 - PBX		
Total Tickets	278	2799
Average Interval in Hrs/Mns	10:19	12:39
Due Dates Missed	37	366
% Due Dates Missed	13.31%	13.08%
A3 - Centrex		
Total Tickets	6699	17392
Average Interval in Hrs/Mns	10:16	12:27
Due Dates Missed	854	2317
% Due Dates Missed	12.75%	13.32%
A4 - WATS		
Total Tickets	0	18
Average Interval in Hrs/Mns	No Activity	0:02
Due Dates Missed	0	5
% Due Dates Missed	0.00%	27.78%
A5 - Mobile		
Total Tickets	1	8
Average Interval in Hrs/Mns	3:21	8:17
Due Dates Missed	0	2
% Due Dates Missed	0.00%	25.00%
A6 - Feature Group A		
Total Tickets	7	131
Average Interval in Hrs/Mns	15:08	14:50
Due Dates Missed	1	29
% Due Dates Missed	14.29%	22.14%
A7 - Foreign Exchange		
Total Tickets	134	470
Average Interval in Hrs/Mns	5:44	10:11
Due Dates Missed	8	45
% Due Dates Missed	5.97%	9.57%

Quarterly ONA Maintenance Report - Tickets with Due Dates
Qwest
 3 QTR 2001

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>
E1 - Telegraph 75 Baud		
Total Tickets	0	0
Average Interval in Hrs/Mns	No Activity	No Activity
Due Dates Missed	0	0
% Due Dates Missed	0.00%	0.00%
E2 - Telegraph 150 Baud		
Total Tickets	0	109
Average Interval in Hrs/Mns	No Activity	23:04
Due Dates Missed	0	63
% Due Dates Missed	0.00%	57.80%
