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Qwest®

# Performance Results

## *Idaho*

### *June 2001 - May 2002*

**June 23, 2002**

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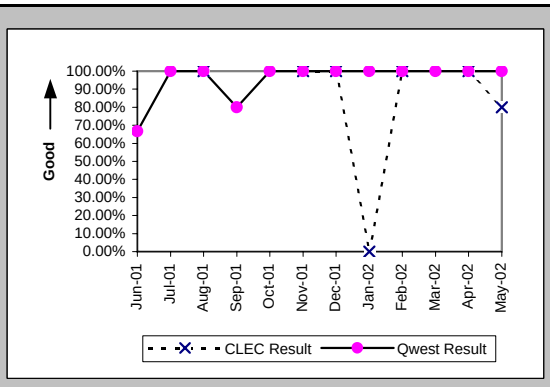
## Checklist #1 - Local Interconnection - LIS Installation

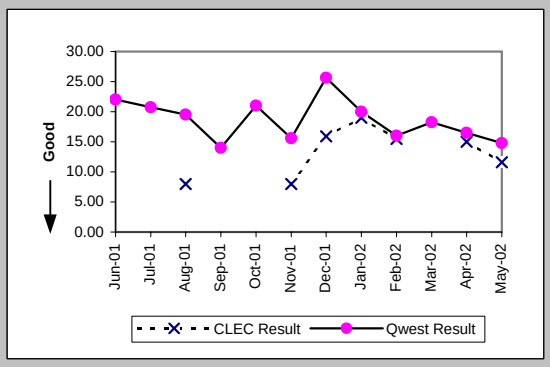
### Installation Commitments Met (Percent) (OP-3D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 2 | 3 | 66.67% | | |
| Jul-01 | | | | | 1 | 1 | 100.00% | | |
| Aug-01 | 1 | 1 | 100.00% | 0.00% | 4 | 4 | 100.00% | N/A | N/A |
| Sep-01 | | | | | 4 | 5 | 80.00% | | |
| Oct-01 | | | | | 13 | 13 | 100.00% | | |
| Nov-01 | 1 | 1 | 100.00% | 0.00% | 11 | 11 | 100.00% | N/A | N/A |
| Dec-01 | 10 | 10 | 100.00% | 0.00% | 15 | 15 | 100.00% | N/A | N/A |
| Jan-02 | 0 | 1 | 0.00% | 0.00% | 3 | 3 | 100.00% | N/A | -0.24 |
| Feb-02 | 2 | 2 | 100.00% | 0.00% | 4 | 4 | 100.00% | N/A | N/A |
| Mar-02 | | | | | 3 | 3 | 100.00% | | |
| Apr-02 | 1 | 1 | 100.00% | 0.00% | 2 | 2 | 100.00% | N/A | N/A |
| May-02 | 4 | 5 | 80.00% | 40.00% | 5 | 5 | 100.00% | N/A | -0.63 |



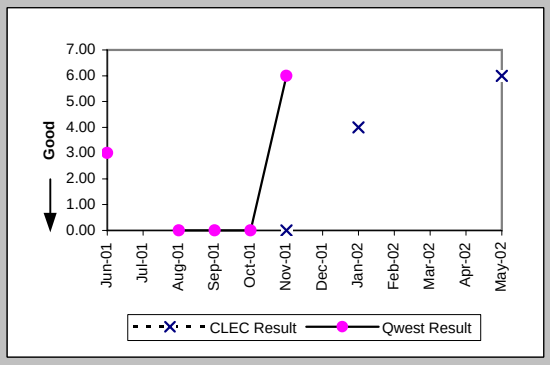

### Installation Interval (Average Days) (OP-4D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 66 | 3 | 22.00 | | |
| Jul-01 | | | | | 83 | 4 | 20.75 | | |
| Aug-01 | 8 | 1 | 8.00 | | 117 | 6 | 19.50 | -2.52 | -2.53 |
| Sep-01 | | | | | 98 | 7 | 14.00 | | |
| Oct-01 | | | | | 315 | 15 | 21.00 | | |
| Nov-01 | 16 | 2 | 8.00 | 7.07 | 218 | 14 | 15.57 | -1.24 | -1.76 |
| Dec-01 | 159 | 10 | 15.90 | 7.09 | 436 | 17 | 25.65 | -2.73 | -2.66 |
| Jan-02 | 38 | 2 | 19.00 | 7.07 | 100 | 5 | 20.00 | -0.47 | -1.29 |
| Feb-02 | 62 | 4 | 15.50 | 7.59 | 64 | 4 | 16.00 | -0.11 | -1.06 |
| Mar-02 | | | | | 73 | 4 | 18.25 | | |
| Apr-02 | 30 | 2 | 15.00 | 1.41 | 33 | 2 | 16.50 | -0.16 | -1.1 |
| May-02 | 58 | 5 | 11.60 | 4.39 | 74 | 5 | 14.80 | -1.06 | -1.65 |



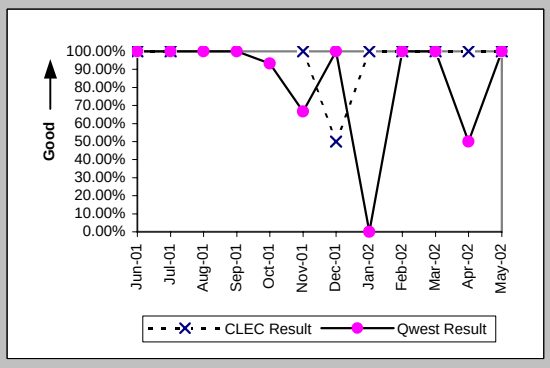

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-4) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 3 | 1 | 3.00 | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 0 | 1 | 0.00 | | |
| Sep-01 | | | | | 0 | 2 | 0.00 | | |
| Oct-01 | | | | | 0 | 1 | 0.00 | | |
| Nov-01 | 0 | 1 | 0.00 | | 18 | 3 | 6.00 | -0.5 | -1.3 |
| Dec-01 | | | | | | | | | |
| Jan-02 | 8 | 2 | 4.00 | 2.83 | | | | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | | | | | |
| Apr-02 | | | | | | | | | |
| May-02 | 6 | 1 | 6.00 | | | | | | |




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

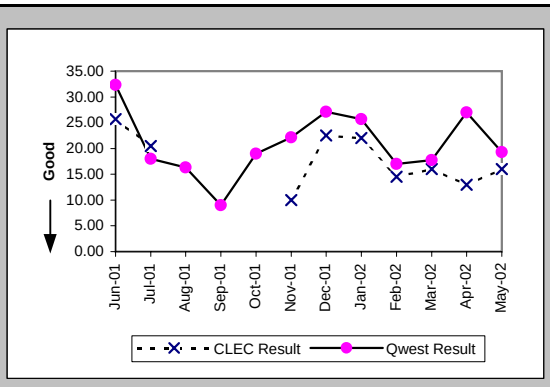
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 3 | 3 | 100.00% | 0.00% | 6 | 6 | 100.00% | N/A | N/A |
| Jul-01 | 2 | 2 | 100.00% | 0.00% | 1 | 1 | 100.00% | N/A | N/A |
| Aug-01 | | | | | 10 | 10 | 100.00% | | |
| Sep-01 | | | | | 1 | 1 | 100.00% | | |
| Oct-01 | | | | | 14 | 15 | 93.33% | | |
| Nov-01 | 1 | 1 | 100.00% | 0.00% | 2 | 3 | 66.67% | -0.61 | -1.37 |
| Dec-01 | 1 | 2 | 50.00% | 50.00% | 13 | 13 | 100.00% | N/A | -0.03 |
| Jan-02 | 2 | 2 | 100.00% | 0.00% | 0 | 1 | 0.00% | N/A | |
| Feb-02 | 4 | 4 | 100.00% | 0.00% | 5 | 5 | 100.00% | N/A | N/A |
| Mar-02 | 1 | 1 | 100.00% | 0.00% | 3 | 3 | 100.00% | N/A | N/A |
| Apr-02 | 2 | 2 | 100.00% | 0.00% | 1 | 2 | 50.00% | -1 | -1.61 |
| May-02 | 1 | 1 | 100.00% | 0.00% | 3 | 3 | 100.00% | N/A | N/A |



## Checklist #1 - Local Interconnection - LIS Installation

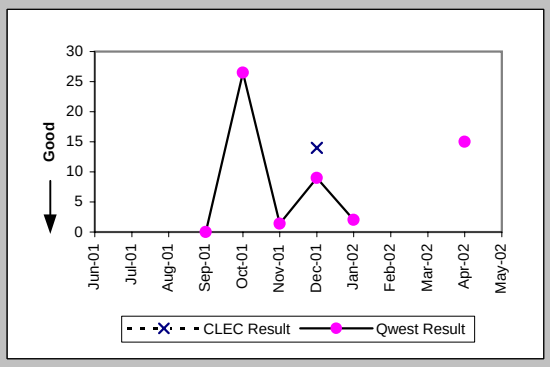
### Installation Interval (Average Days) (OP-4E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 77 | 3 | 25.67 | 22.90 | 194 | 6 | 32.33 | -0.95 | -1.58 |
| Jul-01 | 41 | 2 | 20.50 | 2.12 | 72 | 4 | 18.00 | 0.48 | -0.71 |
| Aug-01 | | | | | 245 | 15 | 16.33 | | |
| Sep-01 | | | | | 18 | 2 | 9.00 | | |
| Oct-01 | | | | | 342 | 18 | 19.00 | | |
| Nov-01 | 10 | 1 | 10.00 | | 266 | 12 | 22.17 | -1.8 | -2.1 |
| Dec-01 | 45 | 2 | 22.50 | 0.71 | 597 | 22 | 27.14 | -1 | -1.61 |
| Jan-02 | 66 | 3 | 22.00 | 3.46 | 154 | 6 | 25.67 | -6.35 | -4.86 |
| Feb-02 | 58 | 4 | 14.50 | 7.85 | 85 | 5 | 17.00 | -1.01 | -1.62 |
| Mar-02 | 16 | 1 | 16.00 | | 71 | 4 | 17.75 | -0.63 | -1.38 |
| Apr-02 | 26 | 2 | 13.00 | 8.49 | 54 | 2 | 27.00 | -1.98 | -2.2 |
| May-02 | 16 | 1 | 16.00 | | 58 | 3 | 19.33 | -0.52 | -1.32 |



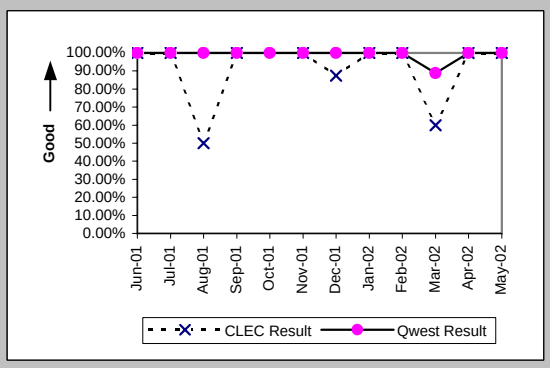

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | 0 | 1 | 0.00 | | |
| Oct-01 | | | | | 53 | 2 | 26.50 | | |
| Nov-01 | | | | | 14 | 10 | 1.40 | | |
| Dec-01 | 14 | 1 | 14.00 | | 18 | 2 | 9.00 | -0.06 | -1.04 |
| Jan-02 | | | | | 2 | 1 | 2.00 | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | | | | | |
| Apr-02 | | | | | 15 | 1 | 15.00 | | |
| May-02 | | | | | | | | | |



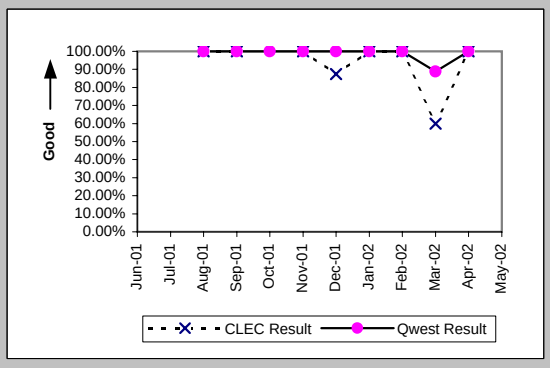

### New Service Installation Quality (Percent) (OP-5) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 4 | 4 | 100.00% | 0.00% | 10 | 10 | 100.00% | N/A | N/A |
| Jul-01 | 4 | 4 | 100.00% | 0.00% | 10 | 10 | 100.00% | N/A | N/A |
| Aug-01 | 1 | 2 | 50.00% | 50.00% | 15 | 15 | 100.00% | N/A | 0.01 |
| Sep-01 | 1 | 1 | 100.00% | 0.00% | 15 | 15 | 100.00% | N/A | N/A |
| Oct-01 | | | | | 21 | 21 | 100.00% | | |
| Nov-01 | 2 | 2 | 100.00% | 0.00% | 30 | 30 | 100.00% | N/A | N/A |
| Dec-01 | 7 | 8 | 87.50% | 33.07% | 33 | 33 | 100.00% | N/A | -0.18 |
| Jan-02 | 9 | 9 | 100.00% | 0.00% | 25 | 25 | 100.00% | N/A | N/A |
| Feb-02 | 7 | 7 | 100.00% | 0.00% | 10 | 10 | 100.00% | N/A | N/A |
| Mar-02 | 3 | 5 | 60.00% | 48.99% | 8 | 9 | 88.89% | 1.09 | -0.34 |
| Apr-02 | 3 | 3 | 100.00% | 0.00% | 6 | 6 | 100.00% | N/A | N/A |
| May-02 | 5 | 5 | 100.00% | 0.00% | 6 | 6 | 100.00% | N/A | N/A |




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

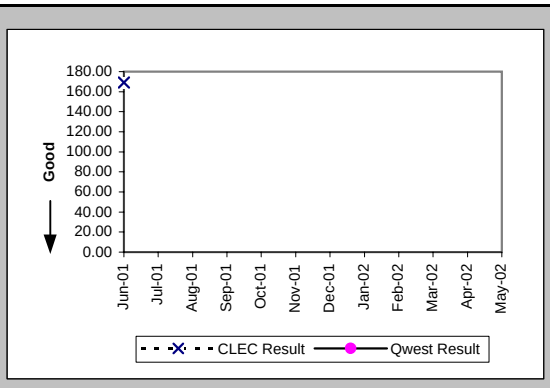
| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | 2 | 2 | 100.00% | 0.00% | 15 | 15 | 100.00% | N/A | N/A |
| Sep-01 | 1 | 1 | 100.00% | 0.00% | 15 | 15 | 100.00% | N/A | N/A |
| Oct-01 | | | | | 21 | 21 | 100.00% | | |
| Nov-01 | 2 | 2 | 100.00% | 0.00% | 30 | 30 | 100.00% | N/A | N/A |
| Dec-01 | 7 | 8 | 87.50% | 33.07% | 33 | 33 | 100.00% | N/A | -0.18 |
| Jan-02 | 9 | 9 | 100.00% | 0.00% | 25 | 25 | 100.00% | N/A | N/A |
| Feb-02 | 7 | 7 | 100.00% | 0.00% | 10 | 10 | 100.00% | N/A | N/A |
| Mar-02 | 3 | 5 | 60.00% | 48.99% | 8 | 9 | 88.89% | 1.09 | -0.34 |
| Apr-02 | 3 | 3 | 100.00% | 0.00% | 6 | 6 | 100.00% | N/A | N/A |
| May-02 | | | | | | | | | |



## Checklist #1 - Local Interconnection - LIS Installation

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

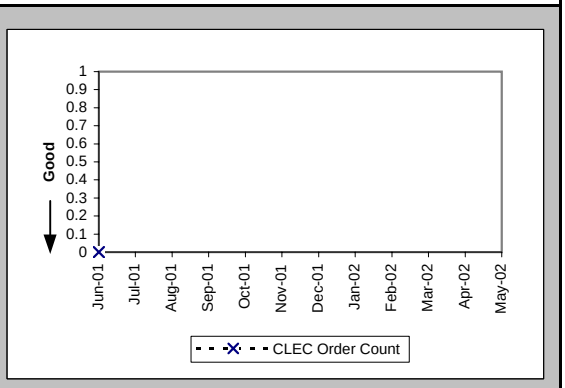
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 169 | 1 | 169.00 | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | | | | | |
| Apr-02 | | | | | | | | | |
| May-02 | | | | | | | | | |



Checklist #1 - Local Interconnection - LIS Installation

Count of Pending Orders Delayed for Facilities Reasons LIS Trunk (OP-15B) (Diagnostic)

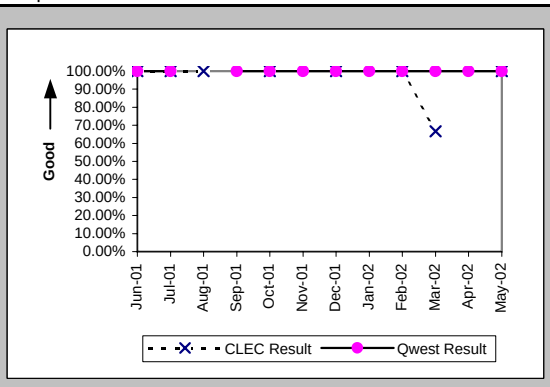
| Date | CLEC Order Count |
|---|---|
| Jun-01 | 0 |
| Jul-01 | |
| Aug-01 | |
| Sep-01 | |
| Oct-01 | |
| Nov-01 | |
| Dec-01 | |
| Jan-02 | |
| Feb-02 | |
| Mar-02 | |
| Apr-02 | |
| May-02 | |



## Checklist #1 - Local Interconnection - LIS Repair

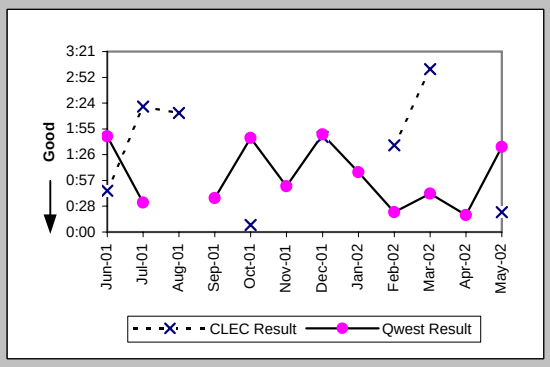
### All Troubles Cleared within 4 hours (Percent) (MR-5A) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 1 | 1 | 100.00% | 0.00% | 2 | 2 | 100.00% | N/A | N/A |
| Jul-01 | 2 | 2 | 100.00% | 0.00% | 3 | 3 | 100.00% | N/A | N/A |
| Aug-01 | 1 | 1 | 100.00% | 0.00% | | | | | |
| Sep-01 | | | | | 2 | 2 | 100.00% | | |
| Oct-01 | 1 | 1 | 100.00% | 0.00% | 1 | 1 | 100.00% | N/A | N/A |
| Nov-01 | | | | | 1 | 1 | 100.00% | | |
| Dec-01 | 2 | 2 | 100.00% | 0.00% | 1 | 1 | 100.00% | N/A | N/A |
| Jan-02 | | | | | 4 | 4 | 100.00% | | |
| Feb-02 | 1 | 1 | 100.00% | 0.00% | 2 | 2 | 100.00% | N/A | N/A |
| Mar-02 | 2 | 3 | 66.67% | 47.14% | 1 | 1 | 100.00% | N/A | -0.9 |
| Apr-02 | | | | | 4 | 4 | 100.00% | | |
| May-02 | 1 | 1 | 100.00% | 0.00% | 3 | 3 | 100.00% | N/A | N/A |



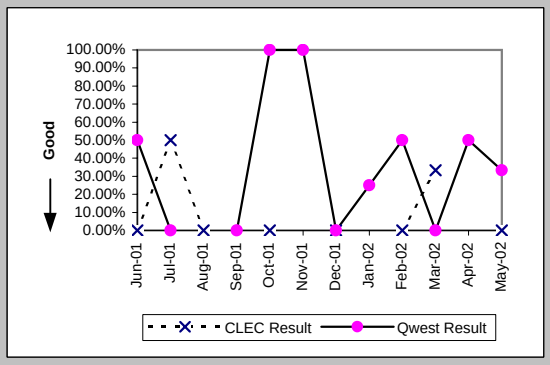

### Mean Time to Restore (Hours:Minutes) (MR-6D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 0:46 | 1 | 0:46 | | 3:34 | 2 | 1:47 | -1.17 | -1.71 |
| Jul-01 | 4:40 | 2 | 2:20 | 0:38 | 1:38 | 3 | 0:33 | 1.39 | -0.16 |
| Aug-01 | 2:13 | 1 | 2:13 | | | | | | |
| Sep-01 | | | | | 1:17 | 2 | 0:38 | | |
| Oct-01 | 0:08 | 1 | 0:08 | | 1:45 | 1 | 1:45 | | |
| Nov-01 | | | | | 0:51 | 1 | 0:51 | | |
| Dec-01 | 3:31 | 2 | 1:46 | 1:38 | 1:49 | 1 | 1:49 | | |
| Jan-02 | | | | | 4:27 | 4 | 1:07 | | |
| Feb-02 | 1:37 | 1 | 1:37 | | 0:44 | 2 | 0:22 | 0.67 | -0.59 |
| Mar-02 | 9:06 | 3 | 3:02 | 0:54 | 0:43 | 1 | 0:43 | | |
| Apr-02 | | | | | 1:16 | 4 | 0:19 | | |
| May-02 | 0:22 | 1 | 0:22 | | 4:44 | 3 | 1:35 | -2.16 | -2.32 |



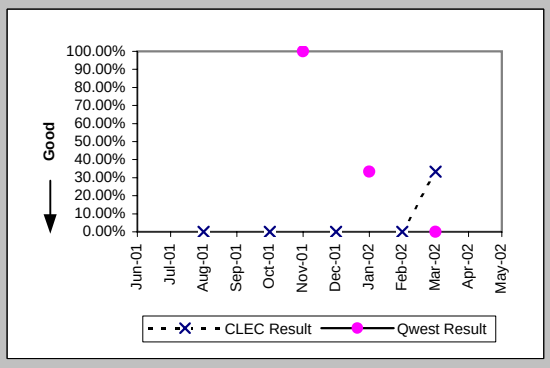

### Repair Repeat Report Rate (Percent) (MR-7D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 0 | 1 | 0.00% | 0.00% | 1 | 2 | 50.00% | -0.82 | -1.5 |
| Jul-01 | 1 | 2 | 50.00% | 50.00% | 0 | 3 | 0.00% | N/A | -0.49 |
| Aug-01 | 0 | 1 | 0.00% | 0.00% | | | | | |
| Sep-01 | | | | | 0 | 2 | 0.00% | | |
| Oct-01 | 0 | 1 | 0.00% | 0.00% | 1 | 1 | 100.00% | N/A | |
| Nov-01 | | | | | 1 | 1 | 100.00% | | |
| Dec-01 | 0 | 2 | 0.00% | 0.00% | 0 | 1 | 0.00% | N/A | N/A |
| Jan-02 | | | | | 1 | 4 | 25.00% | | |
| Feb-02 | 0 | 1 | 0.00% | 0.00% | 1 | 2 | 50.00% | -0.82 | -1.5 |
| Mar-02 | 1 | 3 | 33.33% | 47.14% | 0 | 1 | 0.00% | N/A | -0.9 |
| Apr-02 | | | | | 2 | 4 | 50.00% | | |
| May-02 | 0 | 1 | 0.00% | 0.00% | 1 | 3 | 33.33% | -0.61 | -1.37 |




### Repair Repeat Report Rate (Percent) (MR-7D*) (Parity)-- Interval Zone One

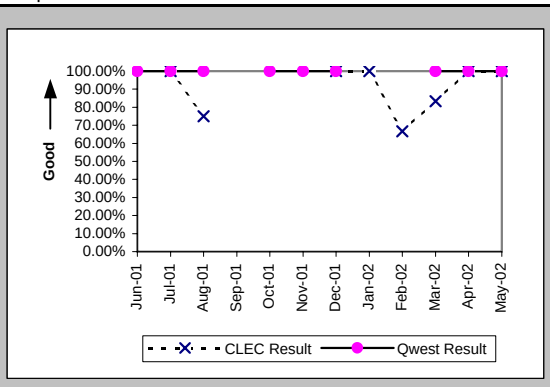
| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | 0 | 1 | 0.00% | 0.00% | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | 0 | 1 | 0.00% | 0.00% | | | | | |
| Nov-01 | | | | | 1 | 1 | 100.00% | | |
| Dec-01 | 0 | 2 | 0.00% | 0.00% | | | | | |
| Jan-02 | | | | | 1 | 3 | 33.33% | | |
| Feb-02 | 0 | 1 | 0.00% | 0.00% | | | | | |
| Mar-02 | 1 | 3 | 33.33% | 47.14% | 0 | 1 | 0.00% | N/A | -0.9 |
| Apr-02 | | | | | | | | | |
| May-02 | | | | | | | | | |



## Checklist #1 - Local Interconnection - LIS Repair

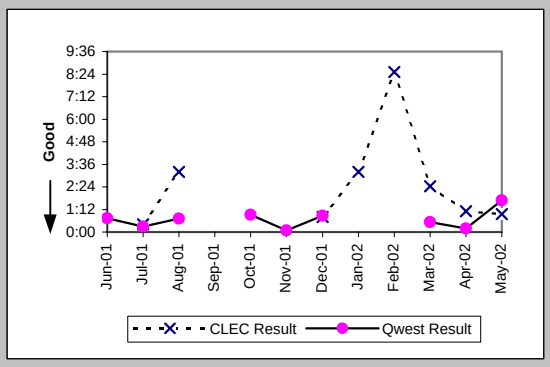
### All Troubles Cleared within 4 hours (Percent) (MR-5B) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 1 | 1 | 100.00% | | |
| Jul-01 | 3 | 3 | 100.00% | 0.00% | 2 | 2 | 100.00% | N/A | N/A |
| Aug-01 | 3 | 4 | 75.00% | 43.30% | 2 | 2 | 100.00% | N/A | -0.79 |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | 3 | 3 | 100.00% | | |
| Nov-01 | | | | | 1 | 1 | 100.00% | | |
| Dec-01 | 2 | 2 | 100.00% | 0.00% | 2 | 2 | 100.00% | N/A | N/A |
| Jan-02 | 1 | 1 | 100.00% | 0.00% | | | | | |
| Feb-02 | 2 | 3 | 66.67% | 47.14% | | | | | |
| Mar-02 | 5 | 6 | 83.33% | 37.27% | 1 | 1 | 100.00% | N/A | -1.03 |
| Apr-02 | 2 | 2 | 100.00% | 0.00% | 1 | 1 | 100.00% | N/A | N/A |
| May-02 | 7 | 7 | 100.00% | 0.00% | 1 | 1 | 100.00% | N/A | N/A |



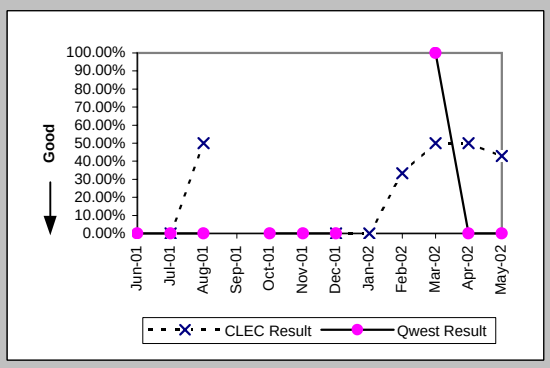

### Mean Time to Restore (Hours:Minutes) (MR-6E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 0:44 | 1 | 0:44 | | |
| Jul-01 | 1:15 | 3 | 0:25 | 0:26 | 0:34 | 2 | 0:17 | -0.23 | -1.14 |
| Aug-01 | 12:47 | 4 | 3:12 | 4:21 | 1:25 | 2 | 0:43 | -0.13 | -1.08 |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | 2:46 | 3 | 0:55 | | |
| Nov-01 | | | | | 0:05 | 1 | 0:05 | | |
| Dec-01 | 1:36 | 2 | 0:48 | 0:03 | 1:45 | 2 | 0:52 | -0.58 | -1.35 |
| Jan-02 | 3:12 | 1 | 3:12 | | | | | | |
| Feb-02 | 25:33 | 3 | 8:31 | 11:52 | | | | | |
| Mar-02 | 14:35 | 6 | 2:26 | 1:34 | 0:32 | 1 | 0:32 | | |
| Apr-02 | 2:11 | 2 | 1:06 | 0:40 | 0:11 | 1 | 0:11 | | |
| May-02 | 6:39 | 7 | 0:57 | 1:22 | 1:41 | 1 | 1:41 | | |



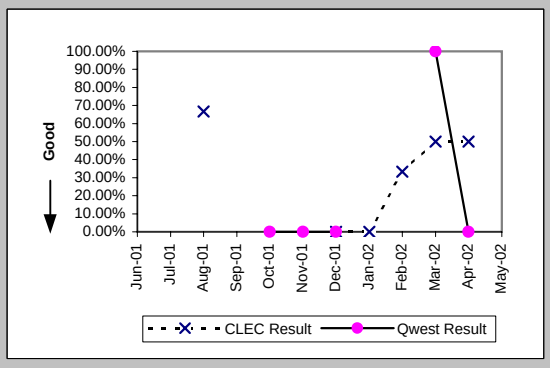

### Repair Repeat Report Rate (Percent) (MR-7E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 0 | 1 | 0.00% | | |
| Jul-01 | 0 | 3 | 0.00% | 0.00% | 0 | 2 | 0.00% | N/A | N/A |
| Aug-01 | 2 | 4 | 50.00% | 50.00% | 0 | 2 | 0.00% | N/A | -0.46 |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | 0 | 3 | 0.00% | | |
| Nov-01 | | | | | 0 | 1 | 0.00% | | |
| Dec-01 | 0 | 2 | 0.00% | 0.00% | 0 | 2 | 0.00% | N/A | N/A |
| Jan-02 | 0 | 1 | 0.00% | 0.00% | | | | | |
| Feb-02 | 1 | 3 | 33.33% | 47.14% | | | | | |
| Mar-02 | 3 | 6 | 50.00% | 50.00% | 1 | 1 | 100.00% | N/A | |
| Apr-02 | 1 | 2 | 50.00% | 50.00% | 0 | 1 | 0.00% | N/A | -0.8 |
| May-02 | 3 | 7 | 42.86% | 49.49% | 0 | 1 | 0.00% | N/A | -0.73 |




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

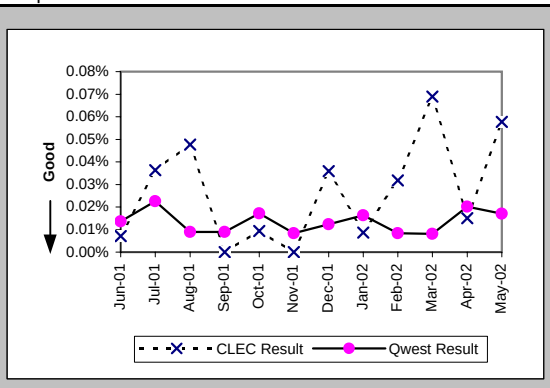
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | 2 | 3 | 66.67% | 47.14% | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | 0 | 3 | 0.00% | | |
| Nov-01 | | | | | 0 | 1 | 0.00% | | |
| Dec-01 | 0 | 2 | 0.00% | 0.00% | 0 | 2 | 0.00% | N/A | N/A |
| Jan-02 | 0 | 1 | 0.00% | 0.00% | | | | | |
| Feb-02 | 1 | 3 | 33.33% | 47.14% | | | | | |
| Mar-02 | 3 | 6 | 50.00% | 50.00% | 1 | 1 | 100.00% | N/A | |
| Apr-02 | 1 | 2 | 50.00% | 50.00% | 0 | 1 | 0.00% | N/A | -0.8 |
| May-02 | | | | | | | | | |



## Checklist #1 - Local Interconnection - LIS Repair

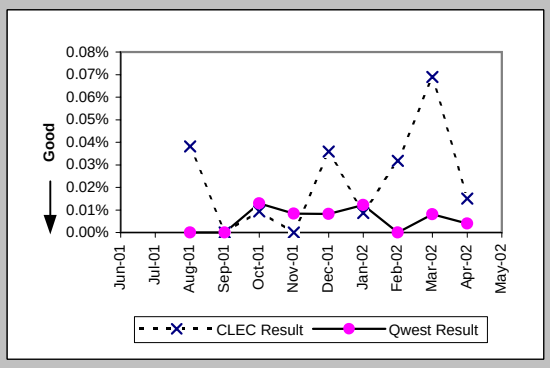
Trouble Rate (Percent) (MR-8) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 1 | 14044 | 0.01% | 0.84% | 3 | 22079 | 0.01% | -0.51 | -1.31 |
| Jul-01 | 5 | 13756 | 0.04% | 1.91% | 5 | 22205 | 0.02% | 0.85 | -0.48 |
| Aug-01 | 5 | 10497 | 0.05% | 2.18% | 2 | 22439 | 0.01% | 3.47 | 1.11 |
| Sep-01 | 0 | 10497 | 0.00% | 0.00% | 2 | 22583 | 0.01% | -0.8 | -1.48 |
| Oct-01 | 1 | 10713 | 0.01% | 0.97% | 4 | 23303 | 0.02% | -0.51 | -1.31 |
| Nov-01 | 0 | 11001 | 0.00% | 0.00% | 2 | 24083 | 0.01% | -0.79 | -1.48 |
| Dec-01 | 4 | 11145 | 0.04% | 1.89% | 3 | 24335 | 0.01% | 1.86 | 0.13 |
| Jan-02 | 1 | 11553 | 0.01% | 0.93% | 4 | 24527 | 0.02% | -0.53 | -1.32 |
| Feb-02 | 4 | 12585 | 0.03% | 1.78% | 2 | 23831 | 0.01% | 2.32 | 0.41 |
| Mar-02 | 9 | 13041 | 0.07% | 2.63% | 2 | 24839 | 0.01% | 6.28 | 2.82 |
| Apr-02 | 2 | 13281 | 0.02% | 1.23% | 5 | 24839 | 0.02% | -0.33 | -1.2 |
| May-02 | 8 | 13833 | 0.06% | 2.40% | 4 | 23495 | 0.02% | 2.92 | 0.77 |



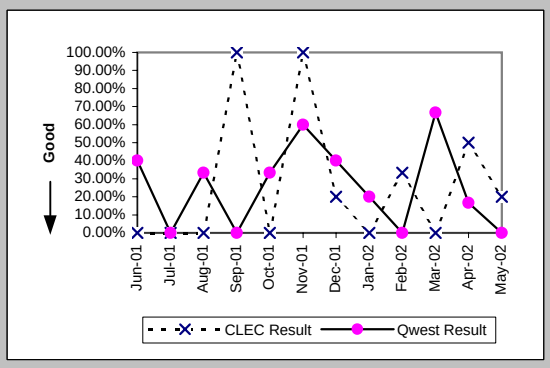

Trouble Rate (Percent) (MR-8*) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | 4 | 10497 | 0.04% | 1.95% | 0 | 22439 | 0.00% | N/A | |
| Sep-01 | 0 | 10497 | 0.00% | 0.00% | 0 | 22583 | 0.00% | N/A | N/A |
| Oct-01 | 1 | 10713 | 0.01% | 0.97% | 3 | 23303 | 0.01% | -0.27 | -1.16 |
| Nov-01 | 0 | 11001 | 0.00% | 0.00% | 2 | 24083 | 0.01% | -0.79 | -1.48 |
| Dec-01 | 4 | 11145 | 0.04% | 1.89% | 2 | 24335 | 0.01% | 2.67 | 0.62 |
| Jan-02 | 1 | 11553 | 0.01% | 0.93% | 3 | 24527 | 0.01% | -0.29 | -1.17 |
| Feb-02 | 4 | 12585 | 0.03% | 1.78% | 0 | 23831 | 0.00% | N/A | |
| Mar-02 | 9 | 13041 | 0.07% | 2.63% | 2 | 24839 | 0.01% | 6.28 | 2.82 |
| Apr-02 | 2 | 13281 | 0.02% | 1.23% | 1 | 24839 | 0.00% | 1.62 | -0.02 |
| May-02 | | | | | | | | | |




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

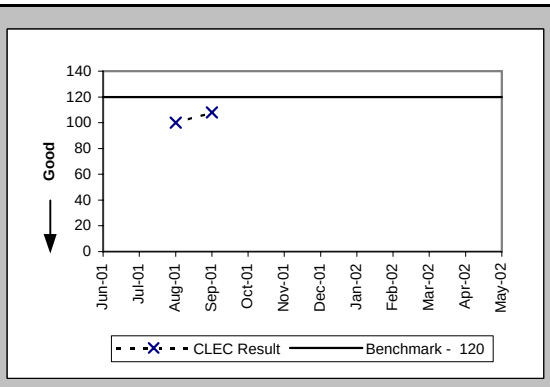
| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 0 | 1 | 0.00% | 0.00% | 2 | 5 | 40.00% | -0.75 | -1.45 |
| Jul-01 | 0 | 5 | 0.00% | 0.00% | 0 | 5 | 0.00% | N/A | N/A |
| Aug-01 | 0 | 5 | 0.00% | 0.00% | 1 | 3 | 33.33% | -0.97 | -1.59 |
| Sep-01 | 1 | 1 | 100.00% | 0.00% | 0 | 2 | 0.00% | N/A | -0.37 |
| Oct-01 | 0 | 1 | 0.00% | 0.00% | 2 | 6 | 33.33% | -0.65 | -1.4 |
| Nov-01 | 2 | 2 | 100.00% | 0.00% | 3 | 5 | 60.00% | 0.75 | -0.54 |
| Dec-01 | 1 | 5 | 20.00% | 40.00% | 2 | 5 | 40.00% | -0.65 | -1.39 |
| Jan-02 | 0 | 1 | 0.00% | 0.00% | 1 | 5 | 20.00% | -0.46 | -1.28 |
| Feb-02 | 2 | 6 | 33.33% | 47.14% | 0 | 2 | 0.00% | N/A | -0.62 |
| Mar-02 | 0 | 9 | 0.00% | 0.00% | 4 | 6 | 66.67% | -2.68 | -2.63 |
| Apr-02 | 2 | 4 | 50.00% | 50.00% | 1 | 6 | 16.67% | 0.93 | -0.43 |
| May-02 | 2 | 10 | 20.00% | 40.00% | 0 | 4 | 0.00% | N/A | -0.56 |



## Checklist #1 - Collocation

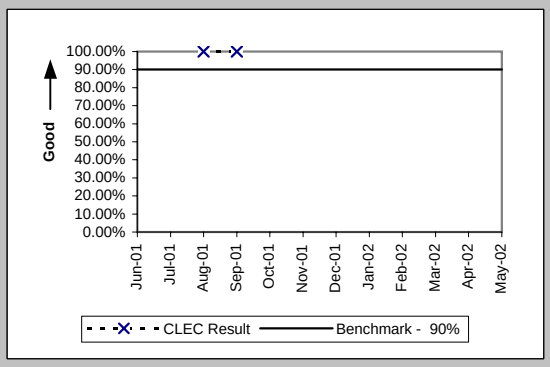
### Scheduled Interval 91 to 120 Calendar Days (Average Days) (CP-1B) (Benchmark)

| Date | CLEC Num | CLEC Denom | CLEC Result | CLEC Std Dev |
|---|---|---|---|---|
| Jun-01 | | | | |
| Jul-01 | | | | |
| Aug-01 | 100 | 1 | 100.00 | |
| Sep-01 | 108 | 1 | 108.00 | |
| Oct-01 | | | | |
| Nov-01 | | | | |
| Dec-01 | | | | |
| Jan-02 | | | | |
| Feb-02 | | | | |
| Mar-02 | | | | |
| Apr-02 | | | | |
| May-02 | | | | |



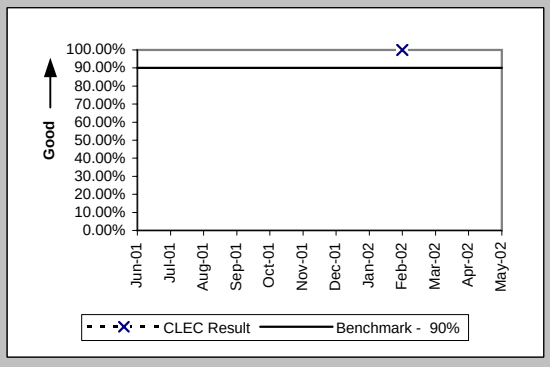

### Non-Forcasted & Late Collocations (Percent) (CP-2B) (Benchmark)

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



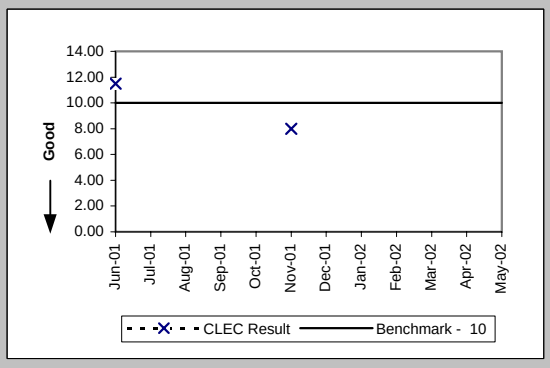

### Collocations with Intervals Longer than 120 Days (Percent) (CP-2C) (Benchmark)

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



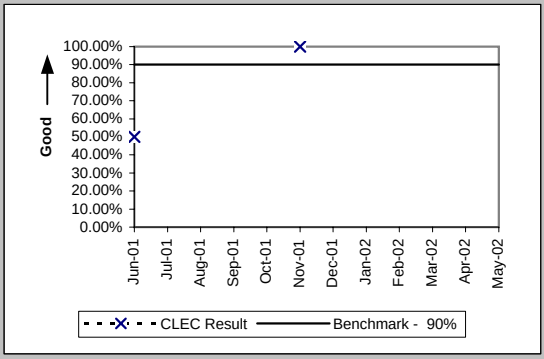

### Collocation Feasibility Study Interval (Average Days) (CP-3) (Benchmark)

| Date | CLEC Num | CLEC Denom | CLEC Result | CLEC Std Dev |
|---|---|---|---|---|
| Jun-01 | 23 | 2 | 11.50 | 2.12 |
| Jul-01 | | | | |
| Aug-01 | | | | |
| Sep-01 | | | | |
| Oct-01 | | | | |
| Nov-01 | 8 | 1 | 8.00 | |
| Dec-01 | | | | |
| Jan-02 | | | | |
| Feb-02 | | | | |
| Mar-02 | | | | |
| Apr-02 | | | | |
| May-02 | | | | |



Checklist #1 - Collocation

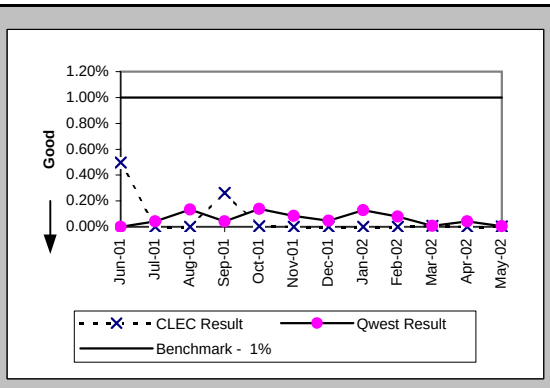
| Collocation Feasibility Study Commitments Met (Percent) (CP-4) (Benchmark) | | | | |
|---|---|---|---|---|
| Date | CLEC Num | CLEC Denom | CLEC Result | CLEC Std Dev |
| Jun-01 | 1 | 2 | 50.00% | 50.00% |
| Jul-01 | | | | |
| Aug-01 | | | | |
| Sep-01 | | | | |
| Oct-01 | | | | |
| Nov-01 | 1 | 1 | 100.00% | 0.00% |
| Dec-01 | | | | |
| Jan-02 | | | | |
| Feb-02 | | | | |
| Mar-02 | | | | |
| Apr-02 | | | | |
| May-02 | | | | |



## Checklist #1 - Trunk Blocking

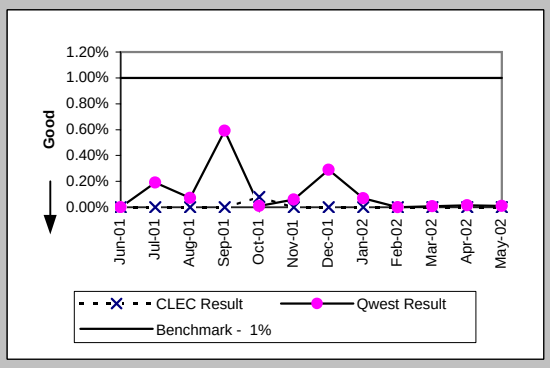
Trunk Blockage to Qwest Tandem Offices (Percent) (NI-1A) (Benchmark)

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 14.06 | 2832 | 0.50% | 0.91% | 0 | 6145 | 0.00% | | |
| Jul-01 | 0 | 2832 | 0.00% | 0.00% | 2.65 | 6145 | 0.04% | -9.76 | -6.94 |
| Aug-01 | 0 | 1512 | 0.00% | 0.00% | 8.16 | 6145 | 0.13% | -12.55 | -8.63 |
| Sep-01 | 3.96 | 1512 | 0.26% | 0.89% | 2.63 | 6145 | 0.04% | 54.84 | 32.34 |
| Oct-01 | 0.09 | 1512 | 0.01% | 0.02% | 9.26 | 6649 | 0.14% | -9.81 | -6.96 |
| Nov-01 | 0 | 1488 | 0.00% | 0.00% | 5.56 | 6649 | 0.08% | -11.37 | -7.92 |
| Dec-01 | 0 | 1632 | 0.00% | 0.00% | 2.86 | 6073 | 0.05% | -4.72 | -3.87 |
| Jan-02 | 0 | 1584 | 0.00% | 0.00% | 7.82 | 6073 | 0.13% | -13.7 | -9.33 |
| Feb-02 | 0 | 1584 | 0.00% | 0.00% | 4.48 | 5737 | 0.08% | -6.99 | -5.25 |
| Mar-02 | 0.11 | 1608 | 0.01% | 0.04% | 0.4 | 5785 | 0.01% | 0.03 | -0.98 |
| Apr-02 | 0 | 1680 | 0.00% | 0.00% | 2.66 | 6193 | 0.04% | -5.91 | -4.59 |
| May-02 | 0.02 | 1680 | 0.00% | 0.01% | 0.27 | 5929 | 0.00% | -4 | -3.43 |



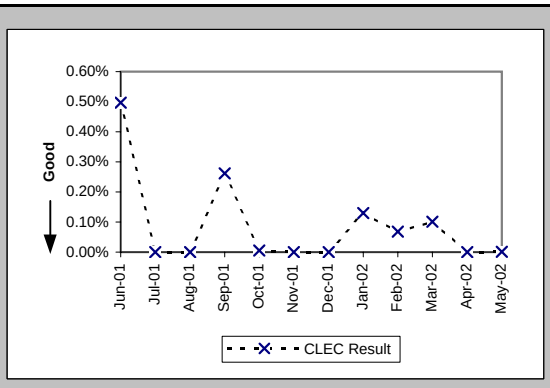

Trunk Blockage to Qwest End Offices (Percent) (NI-1B) (Benchmark)

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 0 | 144 | 0.00% | 0.00% | 0.03 | 8784 | 0.00% | -1.66 | -2.01 |
| Jul-01 | 0 | 144 | 0.00% | 0.00% | 13.79 | 7200 | 0.19% | -3.68 | -3.24 |
| Aug-01 | 0 | 144 | 0.00% | 0.00% | 5.2 | 7200 | 0.07% | -7.59 | -5.61 |
| Sep-01 | 0 | 144 | 0.00% | 0.00% | 43.08 | 7296 | 0.59% | -7.58 | -5.61 |
| Oct-01 | 0.12 | 144 | 0.08% | 0.00% | 0.78 | 8616 | 0.01% | 8.5 | 4.17 |
| Nov-01 | 0 | 144 | 0.00% | 0.00% | 5.11 | 8616 | 0.06% | -4.15 | -3.52 |
| Dec-01 | 0 | 144 | 0.00% | 0.00% | 33.41 | 11496 | 0.29% | -3.72 | -3.26 |
| Jan-02 | 0 | 144 | 0.00% | 0.00% | 6.74 | 9744 | 0.07% | -2.17 | -2.32 |
| Feb-02 | 0 | 144 | 0.00% | 0.00% | 0 | 10968 | 0.00% | | |
| Mar-02 | 0 | 144 | 0.00% | 0.00% | 0.71 | 10968 | 0.01% | -0.97 | -1.59 |
| Apr-02 | 0 | 144 | 0.00% | 0.00% | 1.62 | 11328 | 0.01% | -1.38 | -1.84 |
| May-02 | 0 | 144 | 0.00% | 0.00% | 0.98 | 11328 | 0.01% | -2.23 | -2.36 |

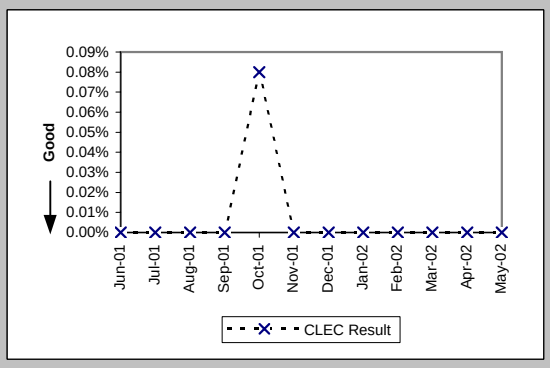


## Checklist #1 - Trunk Blocking

| Trunk Blockage to Qwest Tandem Offices (Percent) (NI-1C) (Diagnostic) | | | | |
|---|---|---|---|---|
| Date | CLEC Num | CLEC Denom | CLEC Result | CLEC Std Dev |
| Jun-01 | 14.06 | 2832 | 0.50% | 0.91% |
| Jul-01 | 0 | 2832 | 0.00% | 0.00% |
| Aug-01 | 0 | 1512 | 0.00% | 0.00% |
| Sep-01 | 3.96 | 1512 | 0.26% | 0.89% |
| Oct-01 | 0.09 | 1512 | 0.01% | 0.02% |
| Nov-01 | 0 | 1488 | 0.00% | 0.00% |
| Dec-01 | 0 | 1632 | 0.00% | 0.00% |
| Jan-02 | 2.11 | 1632 | 0.13% | 0.74% |
| Feb-02 | 1.11 | 1632 | 0.07% | 0.39% |
| Mar-02 | 1.64 | 1632 | 0.10% | 0.77% |
| Apr-02 | 0 | 1680 | 0.00% | 0.00% |
| May-02 | 0.02 | 1680 | 0.00% | 0.01% |

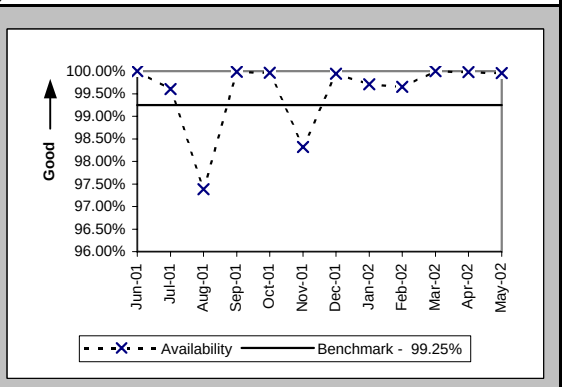



| Trunk Blockage to Qwest End Offices (Percent) (NI-1D) (Diagnostic) | | | | |
|---|---|---|---|---|
| Date | CLEC Num | CLEC Denom | CLEC Result | CLEC Std Dev |
| Jun-01 | 0 | 144 | 0.00% | 0.00% |
| Jul-01 | 0 | 144 | 0.00% | 0.00% |
| Aug-01 | 0 | 144 | 0.00% | 0.00% |
| Sep-01 | 0 | 144 | 0.00% | 0.00% |
| Oct-01 | 0.12 | 144 | 0.08% | 0.00% |
| Nov-01 | 0 | 144 | 0.00% | 0.00% |
| Dec-01 | 0 | 144 | 0.00% | 0.00% |
| Jan-02 | 0 | 144 | 0.00% | 0.00% |
| Feb-02 | 0 | 144 | 0.00% | 0.00% |
| Mar-02 | 0 | 144 | 0.00% | 0.00% |
| Apr-02 | 0 | 144 | 0.00% | 0.00% |
| May-02 | 0 | 144 | 0.00% | 0.00% |

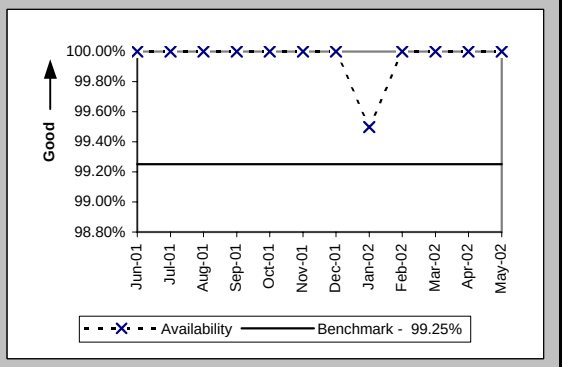


## Checklist #2 - Gateway Availability

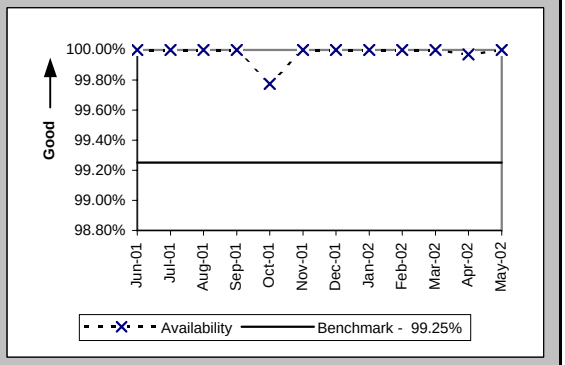
| Gateway Availability - IMA-GUI (Percent) All (GA-1A) (Benchmark) | |
|---|---|
| Date | Availability |
| Jun-01 | 100.00% |
| Jul-01 | 99.60% |
| Aug-01 | 97.38% |
| Sep-01 | 99.99% |
| Oct-01 | 99.97% |
| Nov-01 | 98.32% |
| Dec-01 | 99.94% |
| Jan-02 | 99.71% |
| Feb-02 | 99.65% |
| Mar-02 | 100.00% |
| Apr-02 | 99.98% |
| May-02 | 99.96% |



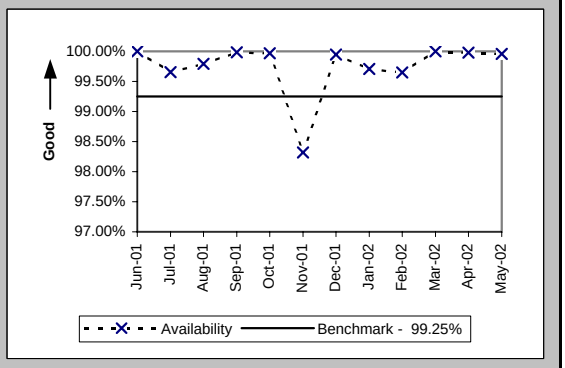

| Gateway Availability - IMA-GUI (Percent) Fetch-n-Stuff (GA-1B) (Benchmark) | |
|---|---|
| Date | Availability |
| Jun-01 | 100.00% |
| Jul-01 | 100.00% |
| Aug-01 | 100.00% |
| Sep-01 | 100.00% |
| Oct-01 | 100.00% |
| Nov-01 | 100.00% |
| Dec-01 | 100.00% |
| Jan-02 | 99.50% |
| Feb-02 | 100.00% |
| Mar-02 | 100.00% |
| Apr-02 | 100.00% |
| May-02 | 100.00% |




| Gateway Availability - IMA-GUI (Percent) Data Arbiter (GA-1C) (Benchmark) | |
|---|---|
| Date | Availability |
| 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% |
| May-02 | 100.00% |

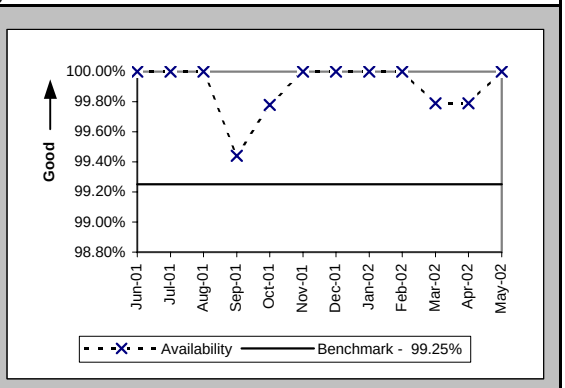



| Gateway Availability - IMA-EDI (Percent) Default (GA-2) (Benchmark) | |
|---|---|
| Date | Availability |
| Jun-01 | 100.00% |
| Jul-01 | 99.65% |
| Aug-01 | 99.79% |
| Sep-01 | 99.99% |
| Oct-01 | 99.97% |
| Nov-01 | 98.32% |
| Dec-01 | 99.94% |
| Jan-02 | 99.71% |
| Feb-02 | 99.65% |
| Mar-02 | 100.00% |
| Apr-02 | 99.98% |
| May-02 | 99.96% |

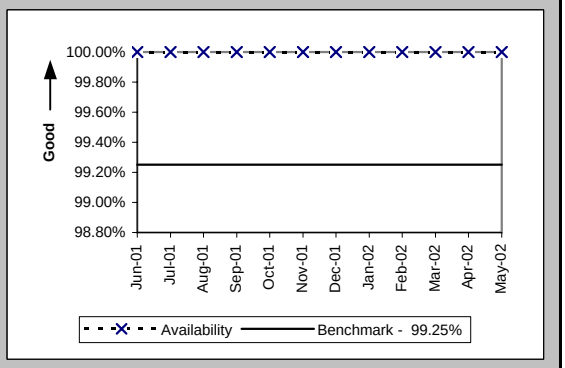


## Checklist #2 - Gateway Availability

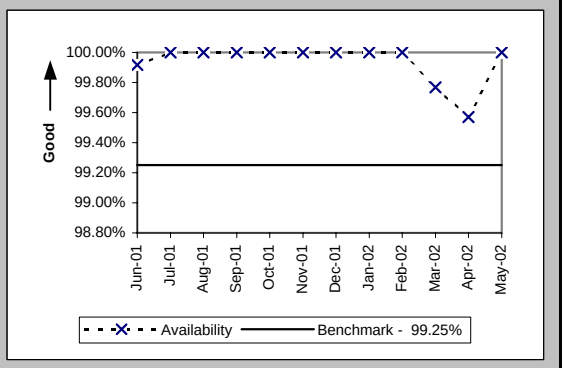
| Gateway Availability - EB-TA (Percent) Default (GA-3) (Benchmark) | |
|---|---|
| Date | Availability |
| Jun-01 | 100.00% |
| Jul-01 | 100.00% |
| Aug-01 | 100.00% |
| Sep-01 | 99.44% |
| Oct-01 | 99.78% |
| Nov-01 | 100.00% |
| Dec-01 | 100.00% |
| Jan-02 | 100.00% |
| Feb-02 | 100.00% |
| Mar-02 | 99.79% |
| Apr-02 | 99.79% |
| May-02 | 100.00% |




| System Availability - EXACT (Percent) Default (GA-4) (Benchmark) | |
|---|---|
| Date | Availability |
| 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% |
| May-02 | 100.00% |

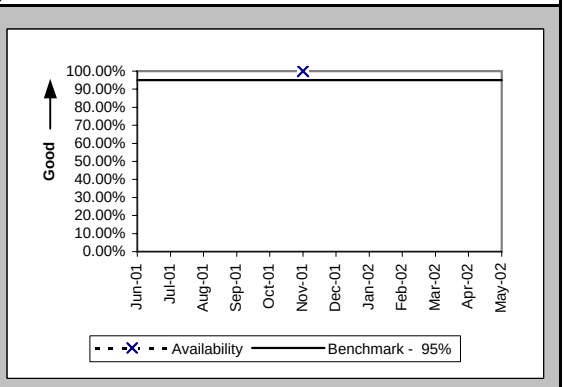



| Gateway Availability - GUI - Repair (Percent) Default (GA-6) (Benchmark) | |
|---|---|
| Date | Availability |
| Jun-01 | 99.92% |
| Jul-01 | 100.00% |
| Aug-01 | 100.00% |
| Sep-01 | 100.00% |
| Oct-01 | 100.00% |
| Nov-01 | 100.00% |
| Dec-01 | 100.00% |
| Jan-02 | 100.00% |
| Feb-02 | 100.00% |
| Mar-02 | 99.77% |
| Apr-02 | 99.57% |
| May-02 | 100.00% |



## Checklist #2 - Gateway Availability

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

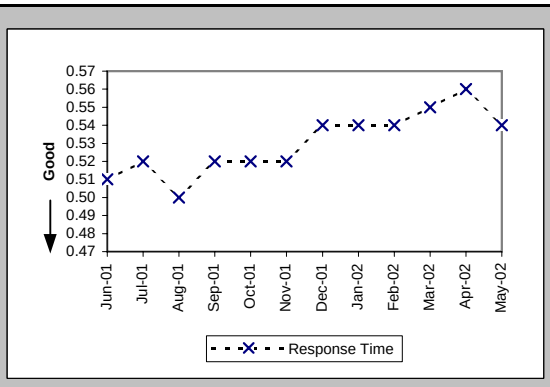



If the outage volume is less than 20 in the reporting month, the standard is 1 miss

## Checklist #2 - Preorder Response Times - IMA

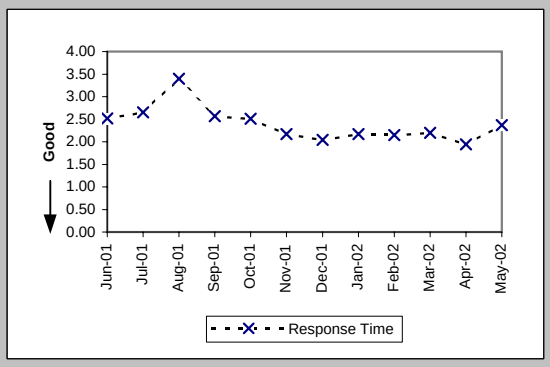
Pre-Order Response Times (Appt. Scheduler) (Avg Sec) IMA Request (PO-1A-1(a)) (Diagnostic)

| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| 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 |
| May-02 | 1548.18 | 2867 | 0.54 | 0.12 |



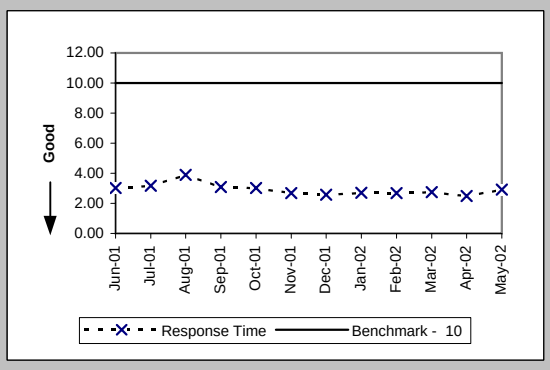

Pre-Order Response Times (Appt. Scheduler) (Avg Sec) IMA Response/Accept (PO-1A-1(b,c)) (Diagnostic)

| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| 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 |
| May-02 | 6794.79 | 2867 | 2.37 | 1.61 |



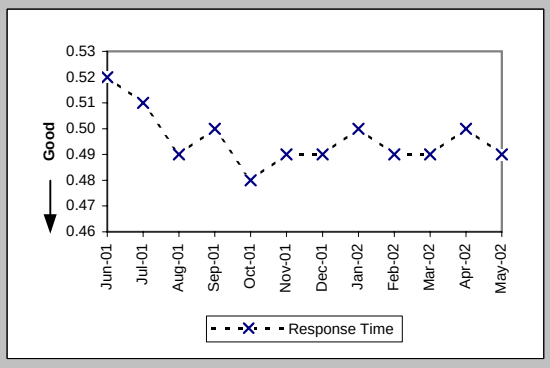

Pre-Order Response Times (Appt. Scheduler) (Avg Sec) IMA Aggregate (PO-1A-1 Total) (Benchmark)

| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| 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 | |
| May-02 | 8342.97 | 2867 | 2.91 | |




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

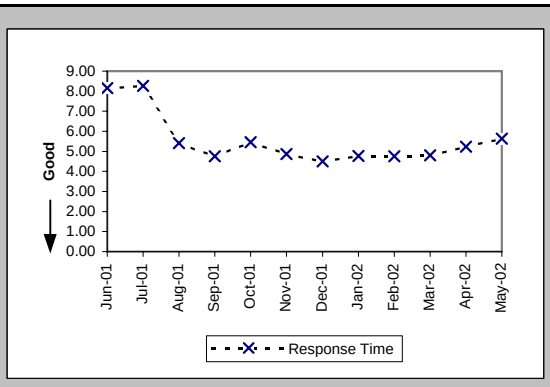
| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| Jun-01 | 1469 | 2825 | 0.52 | 0.19 |
| Jul-01 | 1386.18 | 2718 | 0.51 | 0.09 |
| Aug-01 | 1666 | 3400 | 0.49 | 0.06 |
| Sep-01 | 1635 | 3270 | 0.50 | 0.17 |
| Oct-01 | 1687.2 | 3515 | 0.48 | 0.08 |
| Nov-01 | 1614.65 | 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 |
| May-02 | 1999.01 | 4049 | 0.49 | 0.08 |



## Checklist #2 - Preorder Response Times - IMA

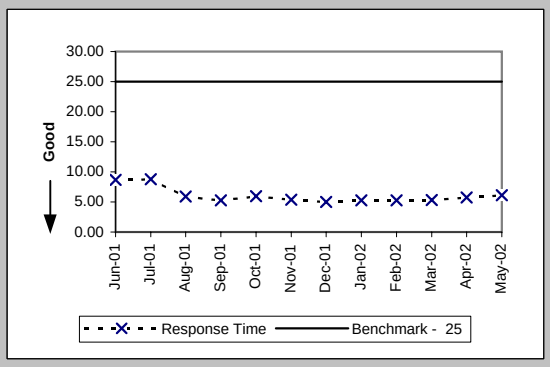
Pre-Order Response Times (Service Availability) (Avg Sec) IMA Response (PO-1A-2(b)) (Diagnostic)

| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| 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 |
| May-02 | 22850.47 | 4049 | 5.64 | 4.94 |



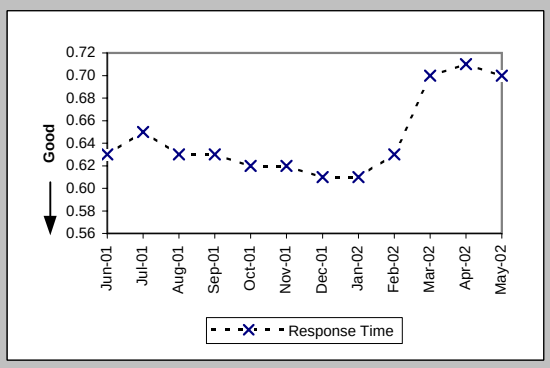

Pre-Order Response Times (Service Availability) (Avg Sec) IMA Aggregate (PO-1A-2 Total) (Benchmark)

| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| 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 | |
| May-02 | 24849.48 | 4049 | 6.14 | |



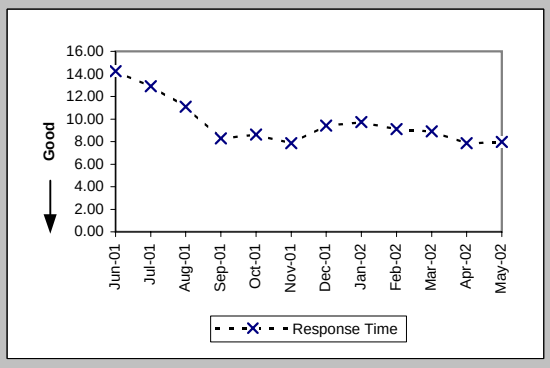

Pre-Order Response Times (Facility Check) (Avg Sec) IMA Request (PO-1A-3(a)) (Diagnostic)

| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| 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 |
| May-02 | 516.6 | 738 | 0.70 | 0.07 |




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

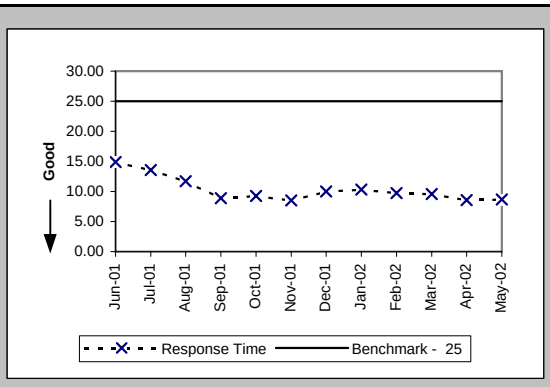
| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| Jun-01 | 6156 | 432 | 14.25 | 5.95 |
| Jul-01 | 4992.3 | 387 | 12.90 | 3.63 |
| Aug-01 | 6005.36 | 542 | 11.08 | 7.05 |
| Sep-01 | 3994.41 | 483 | 8.27 | 2.86 |
| Oct-01 | 4763.76 | 552 | 8.63 | 5.16 |
| Nov-01 | 4147.49 | 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 |
| May-02 | 5874.48 | 738 | 7.96 | 3.90 |



## Checklist #2 - Preorder Response Times - IMA

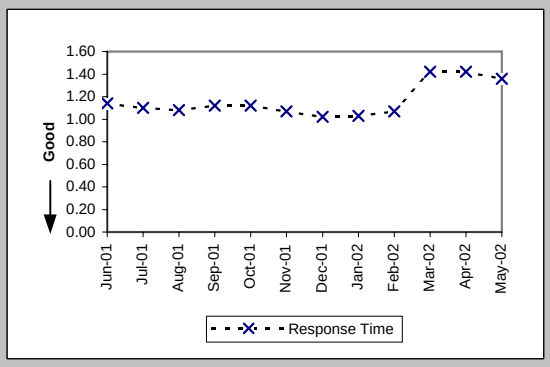
### Pre-Order Response Times (Facility Check) (Avg Sec) IMA Aggregate (PO-1A-3 Total) (Benchmark)

| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| 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 | |
| May-02 | 6391.08 | 738 | 8.66 | |



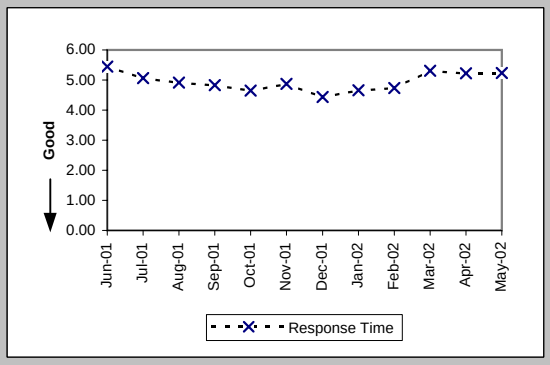

### Pre-Order Response Times (Address Validation) (Avg Sec) IMA Request (PO-1A-4(a)) (Diagnostic)

| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| 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 |
| May-02 | 9229.6 | 6795 | 1.36 | 0.56 |



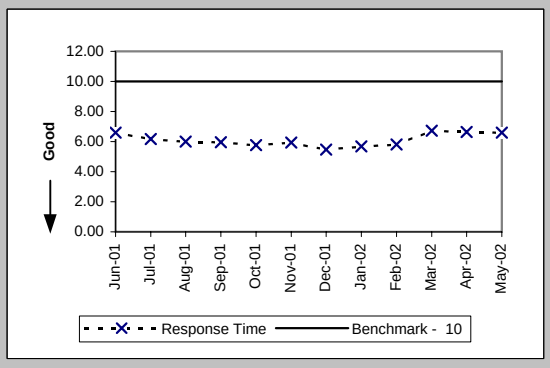

### Pre-Order Response Times (Address Validation) (Avg Sec) IMA Response (PO-1A-4(b)) (Diagnostic)

| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| 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 |
| May-02 | 35518.04 | 6795 | 5.23 | 3.07 |




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

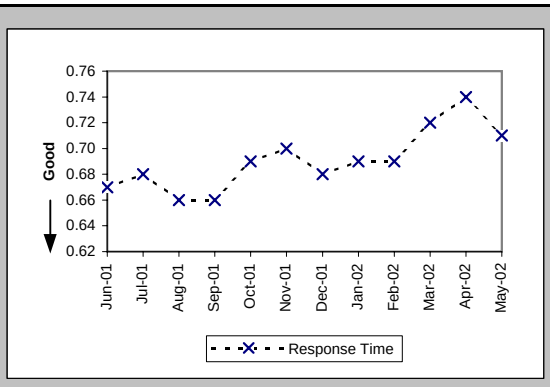
| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| Jun-01 | 26557.7 | 4030 | 6.59 | |
| Jul-01 | 23611.28 | 3833 | 6.16 | |
| Aug-01 | 30912 | 5152 | 6.00 | |
| Sep-01 | 28786.1 | 4838 | 5.95 | |
| Oct-01 | 29992.46 | 5198 | 5.77 | |
| Nov-01 | 31426.97 | 5289 | 5.94 | |
| 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 | |
| May-02 | 44747.64 | 6795 | 6.59 | |



## Checklist #2 - Preorder Response Times - IMA

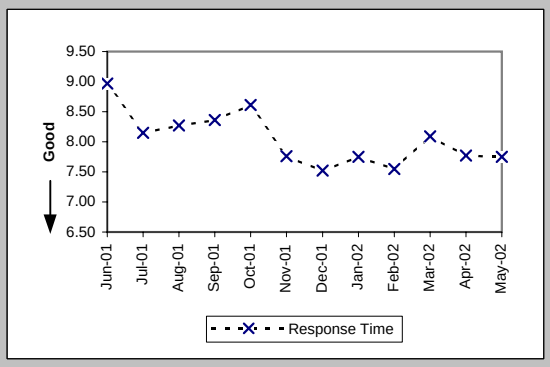
Pre-Order Response Times (Get CSR) (Avg Sec) IMA Request (PO-1A-5(a)) (Diagnostic)

| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| 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 |
| May-02 | 712.28 | 999 | 0.71 | 0.49 |



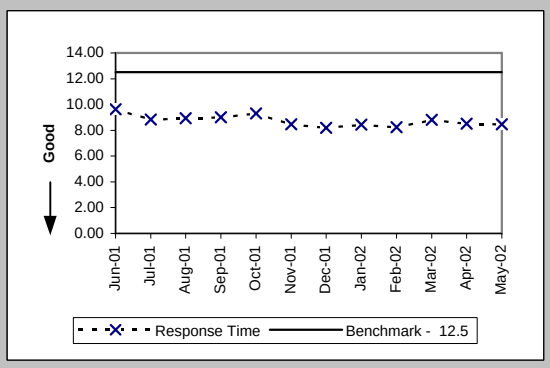

Pre-Order Response Times (Get CSR) (Avg Sec) IMA Response (PO-1A-5(b)) (Diagnostic)

| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| 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 |
| May-02 | 7737.61 | 999 | 7.75 | 2.90 |



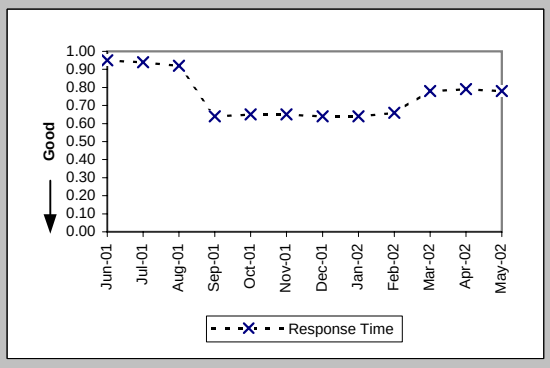

Pre-Order Response Times (Get CSR) (Avg Sec) IMA Aggregate (PO-1A-5 Total) (Benchmark)

| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| 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 | |
| May-02 | 8449.89 | 999 | 8.46 | |




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

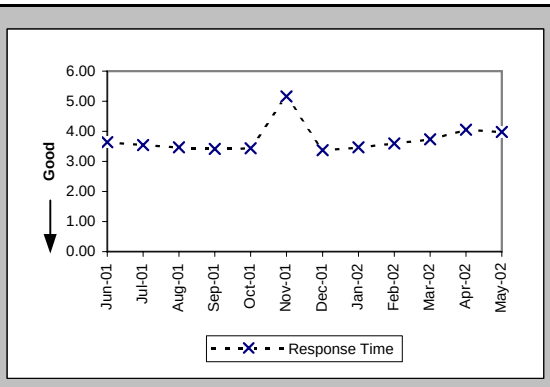
| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| Jun-01 | 6193.05 | 6519 | 0.95 | 0.18 |
| Jul-01 | 7121.44 | 7576 | 0.94 | 0.16 |
| Aug-01 | 9027.04 | 9812 | 0.92 | 0.17 |
| Sep-01 | 926.72 | 1448 | 0.64 | 0.09 |
| Oct-01 | 1025.7 | 1578 | 0.65 | 0.18 |
| Nov-01 | 955.49 | 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 |
| May-02 | 1282.5 | 1651 | 0.78 | 0.07 |



## Checklist #2 - Preorder Response Times - IMA

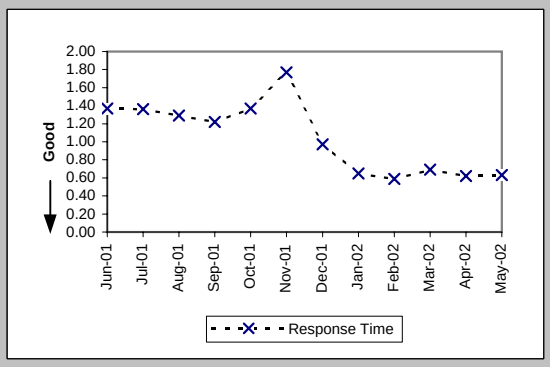
Pre-Order Response Times (TN Reservation) (Avg Sec) IMA Response (PO-1A-6(b)) (Diagnostic)

| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| 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 |
| May-02 | 6568.62 | 1651 | 3.98 | 1.46 |



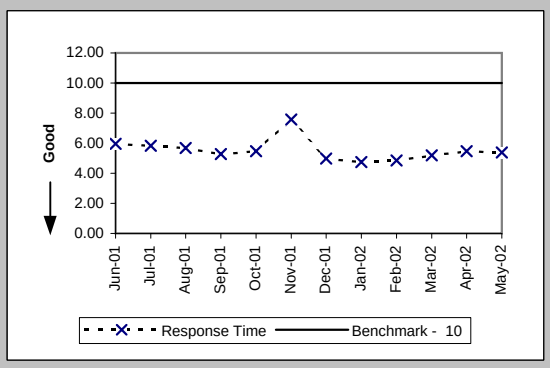

Pre-Order Response Times (TN Reservation) (Avg Sec) IMA Accept (PO-1A-6(c)) (Diagnostic)

| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| 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 |
| May-02 | 1034.37 | 1651 | 0.63 | 0.16 |



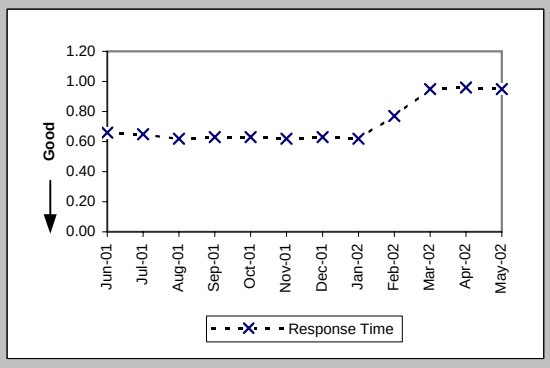

Pre-Order Response Times (TN Reservation) (Avg Sec) IMA Aggregate (PO-1A-6 Total) (Benchmark)

| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| 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 | |
| May-02 | 8885.49 | 1651 | 5.38 | |




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

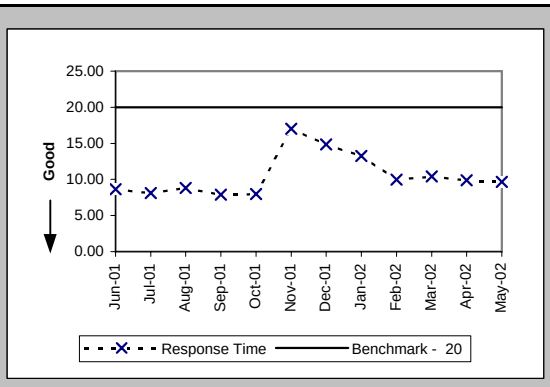
| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| Jun-01 | 246.18 | 373 | 0.66 | 0.26 |
| Jul-01 | 219.05 | 337 | 0.65 | 0.07 |
| Aug-01 | 298.22 | 481 | 0.62 | 0.07 |
| Sep-01 | 290.43 | 461 | 0.63 | 0.14 |
| Oct-01 | 320.67 | 509 | 0.63 | 0.16 |
| Nov-01 | 301.92 | 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 | 2535.4 | 3282 | 0.77 | 0.25 |
| Mar-02 | 3407.79 | 3605 | 0.95 | 0.21 |
| Apr-02 | 3451.65 | 3586 | 0.96 | 0.28 |
| May-02 | 3506.33 | 3703 | 0.95 | 0.21 |



## Checklist #2 - Preorder Response Times - IMA

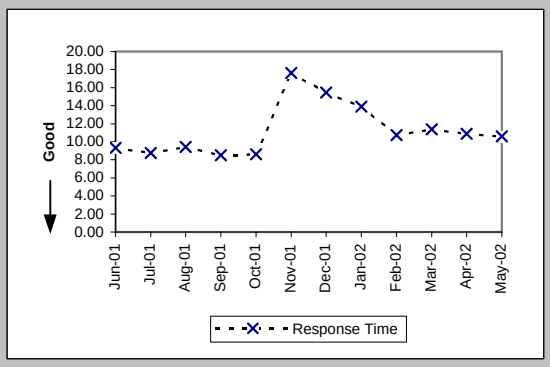
Pre-Order Response Times (Loop Qualification Tools) (Avg Sec) IMA Response (PO-1A-7(b)) (Diagnostic)

| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| 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 | 32707.68 | 3282 | 9.97 | 5.50 |
| Mar-02 | 37615.98 | 3605 | 10.43 | 6.27 |
| Apr-02 | 35516.6 | 3586 | 9.90 | 5.24 |
| May-02 | 35821.73 | 3703 | 9.67 | 5.28 |



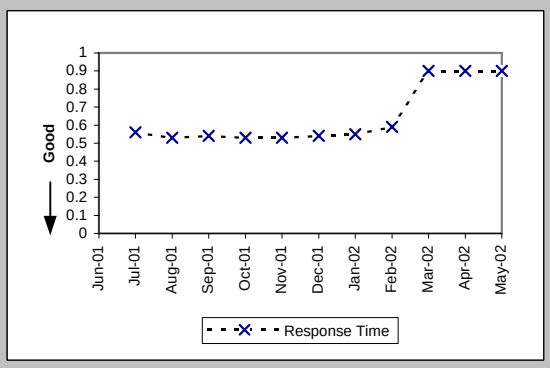

Pre-Order Response Times (Loop Qualification Tools) (Avg Sec) IMA Aggregate (PO-1A-7 Total) (Benchmark)

| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| 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 | 35243.08 | 3282 | 10.74 | |
| Mar-02 | 41023.77 | 3605 | 11.38 | |
| Apr-02 | 38968.25 | 3586 | 10.87 | |
| May-02 | 39328.06 | 3703 | 10.62 | |



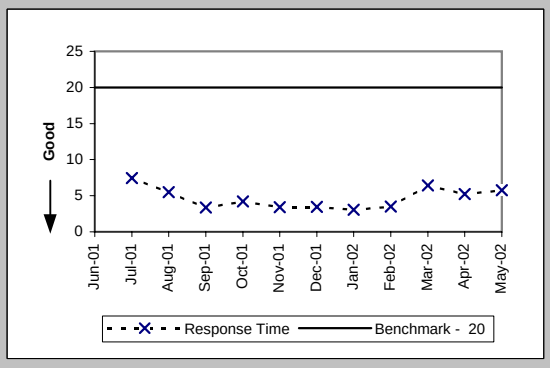

Pre-Order Response Times (Resale of Qwest DSL Qualification) (Avg Sec) IMA Request (PO-1A-8(a)) (Diagnostic)

| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| 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 |
| May-02 | 420.3 | 467 | 0.90 | 0.06 |




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

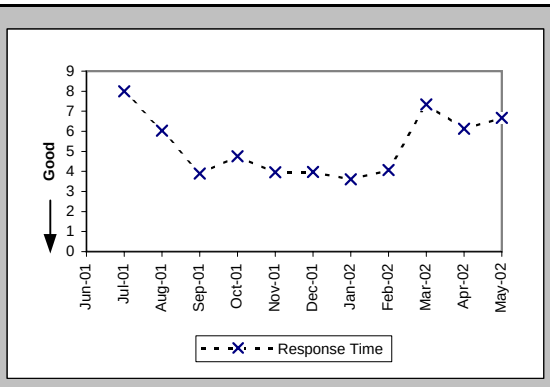
| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| Jun-01 | | | | |
| Jul-01 | 2336.16 | 314 | 7.44 | 5.34 |
| Aug-01 | 2376 | 432 | 5.50 | 4.14 |
| Sep-01 | 1447.2 | 432 | 3.35 | 2.77 |
| Oct-01 | 1920.42 | 454 | 4.23 | 6.88 |
| Nov-01 | 1450.08 | 424 | 3.42 | 2.80 |
| 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 |
| May-02 | 2694.59 | 467 | 5.77 | 5.76 |



## Checklist #2 - Preorder Response Times - IMA

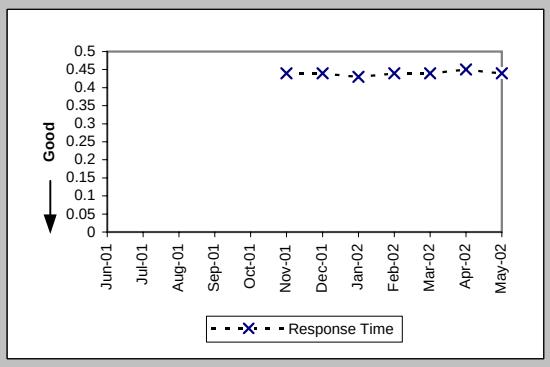
Pre-Order Response Times (Resale of Qwest DSL Qualification) (Avg Sec) IMA Aggregate (PO-1A-8 Total) (Benchmark)

| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| 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 | |
| May-02 | 3114.89 | 467 | 6.67 | |



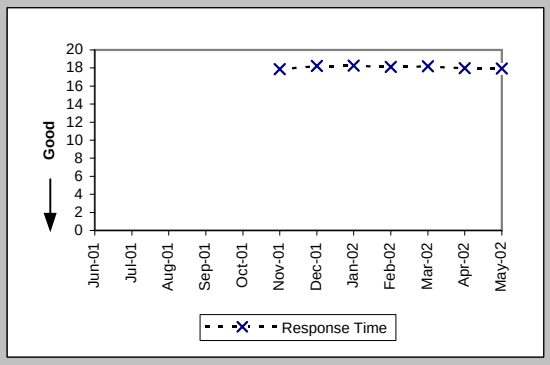

Pre-Order Response Times (Connecting Facility Assignment) (Avg Sec) IMA Request (PO-1A-9(a)) (Diagnostic)

| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| 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 |
| May-02 | 1051.3 | 2367 | 0.44 | 0.04 |



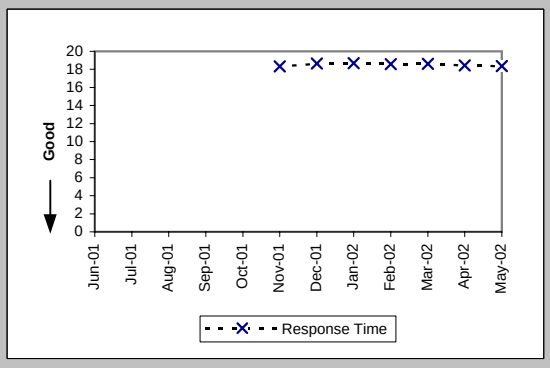

Pre-Order Response Times (Connecting Facility Assignment) (Avg Sec) IMA Response (PO-1A-9(b)) (Diagnostic)

| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| 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 |
| May-02 | 42441.73 | 2367 | 17.93 | 6.15 |




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

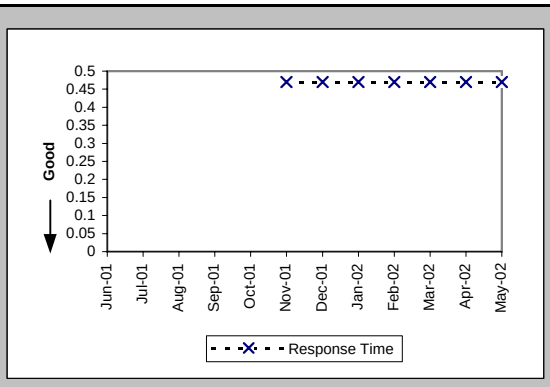
| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| Jun-01 | | | | |
| Jul-01 | | | | |
| Aug-01 | | | | |
| Sep-01 | | | | |
| Oct-01 | | | | |
| Nov-01 | 25662.31 | 1401 | 18.32 | |
| Dec-01 | 32858.15 | 1760 | 18.67 | |
| Jan-02 | 43068.8 | 2303 | 18.70 | |
| Feb-02 | 38099.17 | 2052 | 18.57 | |
| Mar-02 | 42581.04 | 2286 | 18.63 | |
| Apr-02 | 42753.19 | 2320 | 18.43 | |
| May-02 | 43493.03 | 2367 | 18.37 | |



## Checklist #2 - Preorder Response Times - IMA

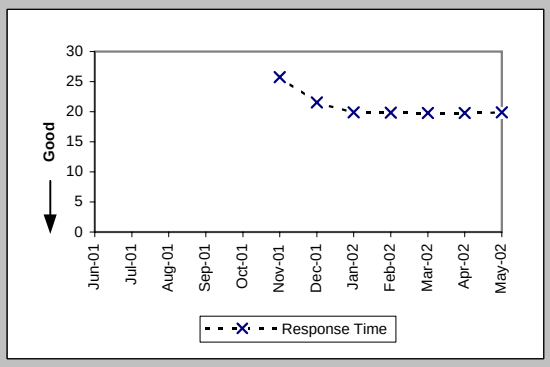
### Pre-Order Response Times (Meet Point Inquiry) (Avg Sec) IMA Request (PO-1A-10(a)) (Diagnostic)

| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| 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 |
| May-02 | 254.02 | 540 | 0.47 | 0.04 |



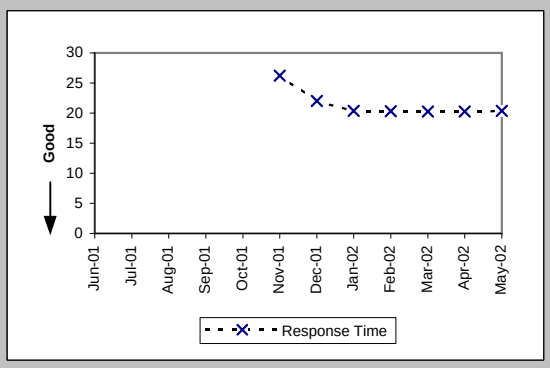

### Pre-Order Response Times (Meet Point Inquiry) (Avg Sec) IMA Response (PO-1A-10(b)) (Diagnostic)

| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| 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 |
| May-02 | 10758.19 | 540 | 19.92 | 0.77 |



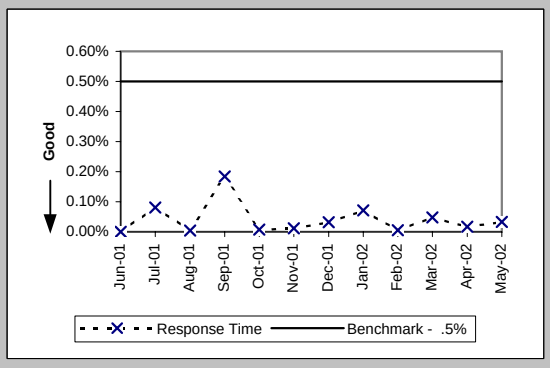

### Pre-Order Response Times (Meet Point Inquiry) (Avg Sec) IMA Aggregate (PO-1A-10 Total) (Benchmark)

| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| 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 | |
| May-02 | 11012.21 | 540 | 20.39 | |



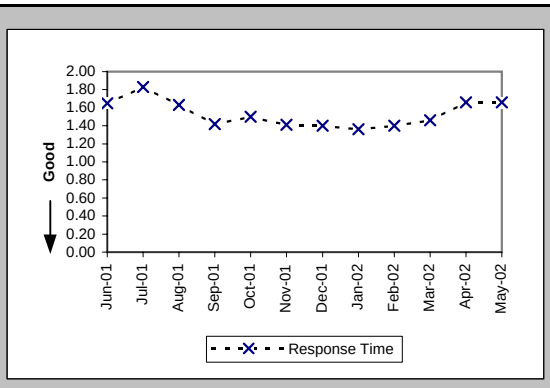

### Pre-Order Response Times (Timeout) (Percent) IMA Total (PO-1C-1) (Benchmark)

| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| 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 | 20605 | 0.01% | 0.70% |
| Mar-02 | 11 | 22991 | 0.05% | 2.19% |
| Apr-02 | 4 | 23526 | 0.02% | 1.30% |
| May-02 | 8 | 24184 | 0.03% | 1.82% |



Checklist #2 - Preorder Response Times - IMA

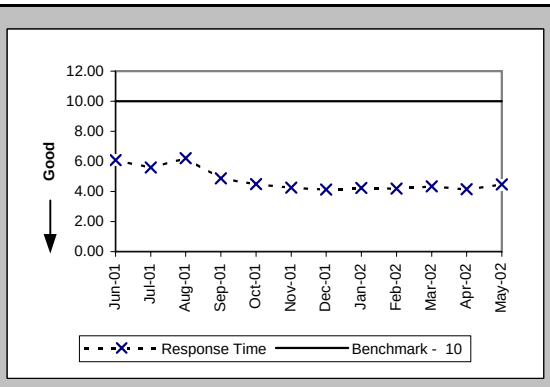
| Pre-Order Response Times (Rejected Query) (Avg Sec) IMA Total (PO-1D-1) (Diagnostic) | | | | |
|---|---|---|---|---|
| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
| Jun-01 | 5515.95 | 3343 | 1.65 | 1.91 |
| Jul-01 | 7462.74 | 4078 | 1.83 | 3.52 |
| Aug-01 | 6943.8 | 4260 | 1.63 | 3.19 |
| 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 |
| May-02 | 8768.12 | 5282 | 1.66 | 1.82 |



## Checklist #2 - Preorder Response Times - EDI

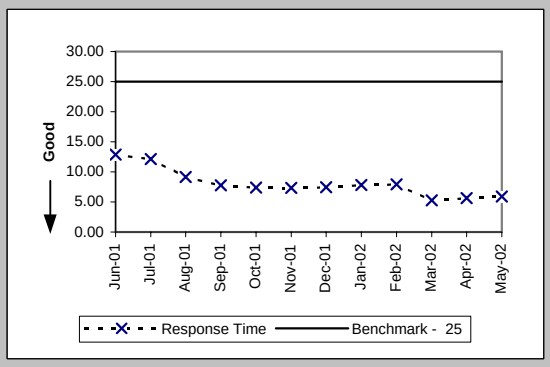
Pre-Order Response Times (Appt. Scheduler) (Avg Sec) EDI Request/Response (PO-1B-1) (Benchmark)

| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| 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 |
| May-02 | 23172.48 | 5184 | 4.47 | 1.47 |



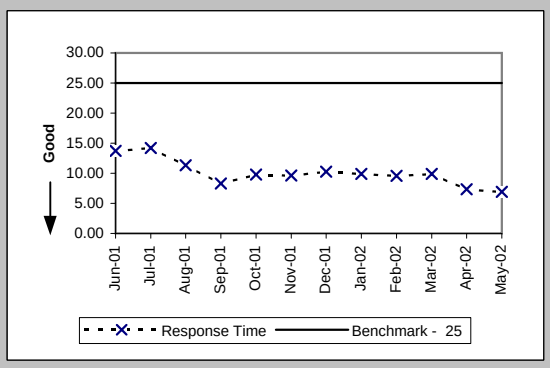

Pre-Order Response Times (Service Availability) (Avg Sec) EDI Request/Response (PO-1B-2) (Benchmark)

| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| 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 |
| May-02 | 27098.65 | 4600 | 5.89 | 6.41 |



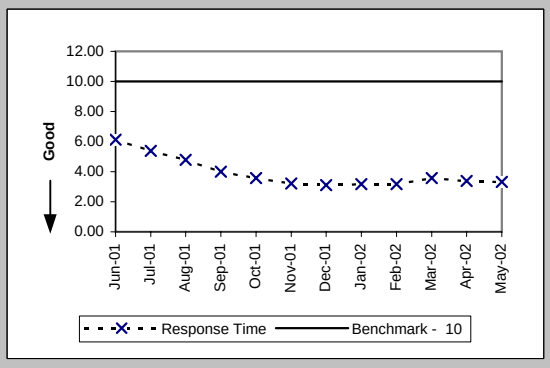

Pre-Order Response Times (Facility Check) (Avg Sec) EDI Request/Response (PO-1B-3) (Benchmark)

| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| 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 |
| May-02 | 3042.9 | 441 | 6.90 | 3.02 |




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

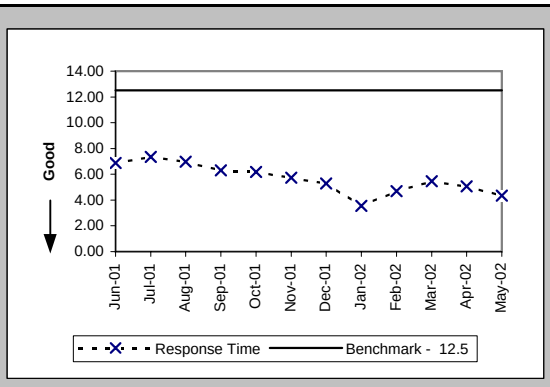
| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| Jun-01 | 39330.08 | 6416 | 6.13 | 8.97 |
| Jul-01 | 46278.54 | 8586 | 5.39 | 6.73 |
| Aug-01 | 41925.38 | 8771 | 4.78 | 8.14 |
| Sep-01 | 34542.14 | 8614 | 4.01 | 4.43 |
| Oct-01 | 29406.09 | 8237 | 3.57 | 2.34 |
| Nov-01 | 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 |
| May-02 | 25460.48 | 7668 | 3.32 | 2.71 |



## Checklist #2 - Preorder Response Times - EDI

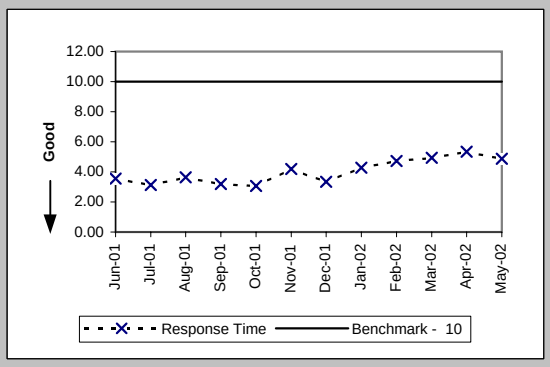
Pre-Order Response Times (Get CSR) (Avg Sec) EDI Request/Response (PO-1B-5) (Benchmark)

| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| 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 |
| May-02 | 2695.43 | 621 | 4.34 | 1.63 |



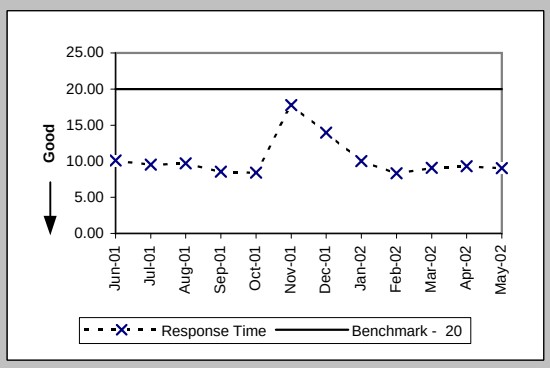

Pre-Order Response Times (TN Reservation) (Avg Sec) EDI Request/Response (PO-1B-6) (Benchmark)

| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| 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 |
| May-02 | 12137.38 | 2489 | 4.88 | 1.76 |



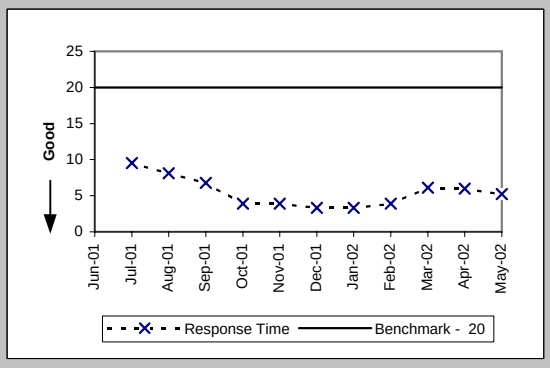

Pre-Order Response Times (Loop Qualification Tools) (Avg Sec) EDI Request/Response (PO-1B-7) (Benchmark)

| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| 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 | 23849.97 | 2864 | 8.33 | 7.32 |
| Mar-02 | 28699.81 | 3157 | 9.09 | 8.13 |
| Apr-02 | 29511.93 | 3173 | 9.30 | 7.53 |
| May-02 | 28598.5 | 3167 | 9.03 | 7.46 |




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

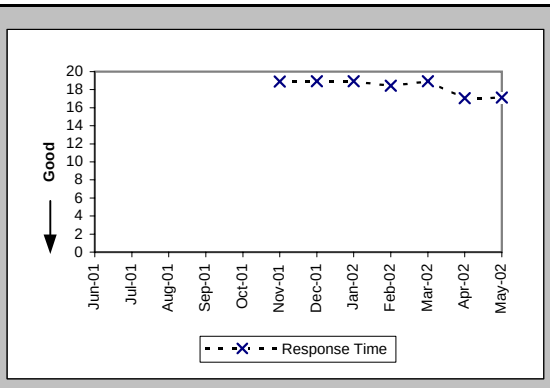
| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| Jun-01 | | | | |
| Jul-01 | 5493.04 | 577 | 9.52 | 11.12 |
| Aug-01 | 4886.36 | 604 | 8.09 | 11.20 |
| Sep-01 | 3842 | 565 | 6.80 | 3.43 |
| Oct-01 | 2869.44 | 732 | 3.92 | 7.02 |
| Nov-01 | 2870.82 | 738 | 3.89 | 5.58 |
| 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 |
| May-02 | 3436.11 | 657 | 5.23 | 5.49 |



## Checklist #2 - Preorder Response Times - EDI

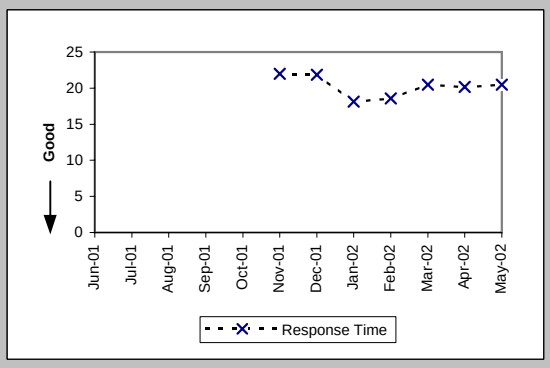
### Pre-Order Response Times (Connecting Facility Assignment) (Avg Sec) EDI Request/Response (PO-1B-9) (Diagnostic)

| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| 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 |
| May-02 | 19607.49 | 1146 | 17.11 | 6.80 |



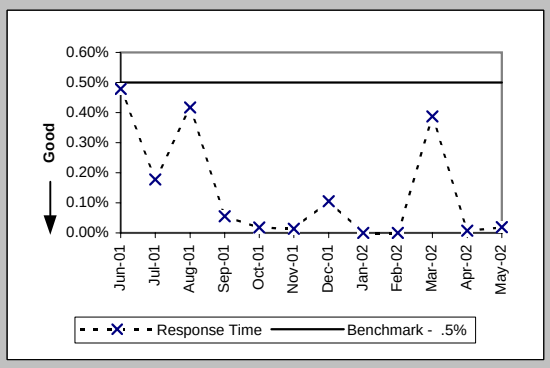

### Pre-Order Response Times (Meet Point Inquiry) (Avg Sec) EDI Request/Response (PO-1B-10) (Diagnostic)

| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| 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 |
| May-02 | 20088.09 | 982 | 20.46 | 2.50 |



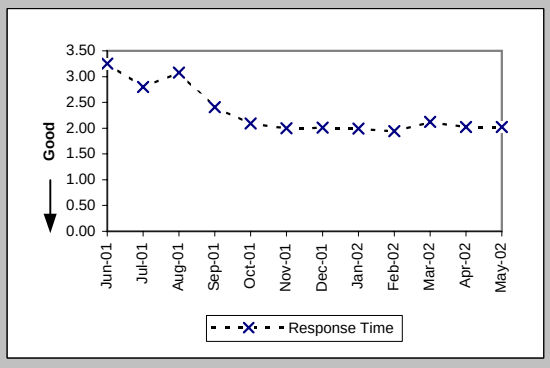

### Pre-Order Response Times (Timeout) (Percent) EDI Total (PO-1C-2) (Benchmark)

| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| 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 | 23842 | 0.00% | 0.00% |
| Mar-02 | 104 | 26851 | 0.39% | 6.21% |
| Apr-02 | 2 | 26771 | 0.01% | 0.86% |
| May-02 | 5 | 26960 | 0.02% | 1.36% |




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

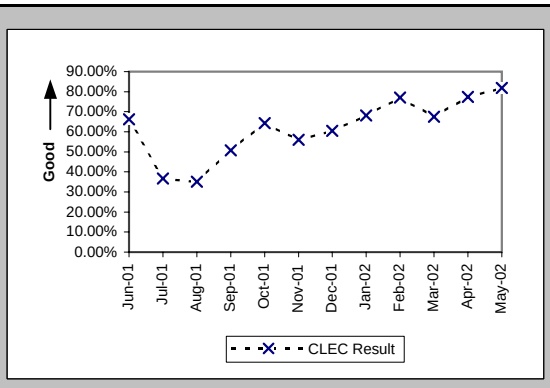
| Date | CLEC Num | CLEC Denom | Response Time | Std Dev |
|---|---|---|---|---|
| Jun-01 | 17631.25 | 5425 | 3.25 | 7.27 |
| Jul-01 | 19569.2 | 6989 | 2.80 | 5.57 |
| Aug-01 | 21218.12 | 6889 | 3.08 | 8.92 |
| Sep-01 | 16359.08 | 6788 | 2.41 | 4.27 |
| Oct-01 | 15223.56 | 7284 | 2.09 | 2.40 |
| Nov-01 | 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 |
| May-02 | 16774.08 | 8304 | 2.02 | 1.44 |



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

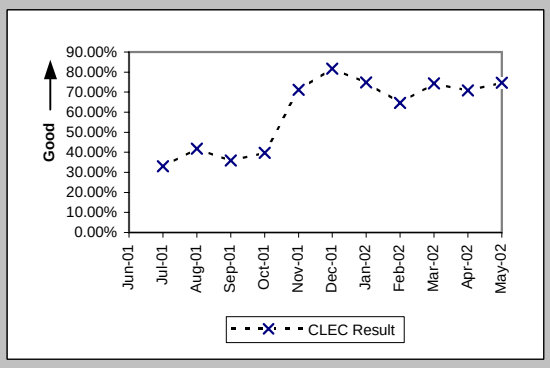
Electronic Flow-through for LSRs Received via IMA Resale Aggregate W/O UNE-P-POTS (Percent) (PO-2A-1) (Diagnostic)

| Date | CLEC Num | CLEC Denom | CLEC Result | Std Dev |
|---|---|---|---|---|
| Jun-01 | 2272 | 3430 | 66.24% | 47.29% |
| Jul-01 | 355 | 968 | 36.67% | 48.19% |
| Aug-01 | 201 | 572 | 35.14% | 47.74% |
| Sep-01 | 183 | 361 | 50.69% | 50.00% |
| Oct-01 | 166 | 258 | 64.34% | 47.90% |
| Nov-01 | 121 | 216 | 56.02% | 49.64% |
| Dec-01 | 95 | 157 | 60.51% | 48.88% |
| Jan-02 | 154 | 226 | 68.14% | 46.59% |
| Feb-02 | 175 | 227 | 77.09% | 42.02% |
| Mar-02 | 141 | 209 | 67.46% | 46.85% |
| Apr-02 | 189 | 244 | 77.46% | 41.79% |
| May-02 | 212 | 259 | 81.85% | 38.54% |



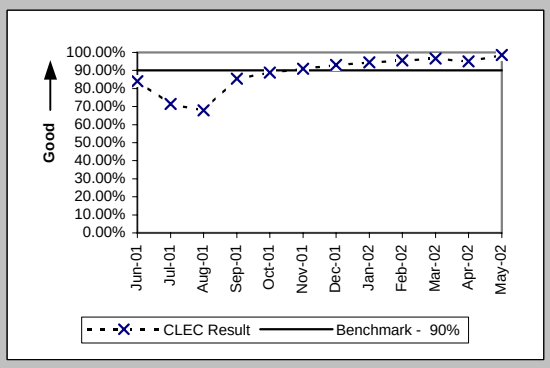

Electronic Flow-through for LSRs Received via EDI Resale Aggregate W/O UNE-P-POTS (Percent) (PO-2A-2) (Diagnostic)

| Date | CLEC Num | CLEC Denom | CLEC Result | Std Dev |
|---|---|---|---|---|
| Jun-01 | | | | |
| Jul-01 | 31 | 94 | 32.98% | 47.01% |
| Aug-01 | 302 | 722 | 41.83% | 49.33% |
| Sep-01 | 130 | 362 | 35.91% | 47.97% |
| Oct-01 | 445 | 1118 | 39.80% | 48.95% |
| Nov-01 | 1004 | 1410 | 71.21% | 45.28% |
| Dec-01 | 1029 | 1259 | 81.73% | 38.64% |
| Jan-02 | 856 | 1143 | 74.89% | 43.36% |
| Feb-02 | 279 | 432 | 64.58% | 47.83% |
| Mar-02 | 270 | 363 | 74.38% | 43.65% |
| Apr-02 | 229 | 323 | 70.90% | 45.42% |
| May-02 | 194 | 260 | 74.62% | 43.52% |



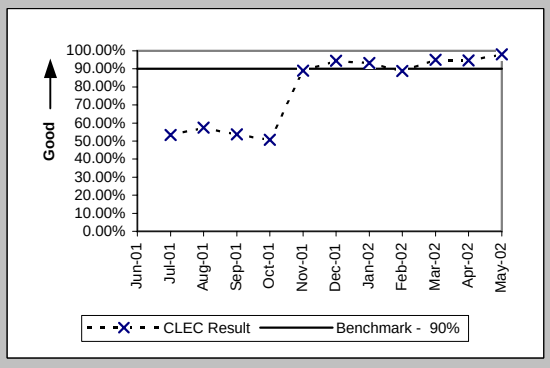

Electronic Flow-through for All Eligible LSRs Received via IMA POTS Resale (Percent) (PO-2B-1) (Benchmark)

| Date | CLEC Num | CLEC Denom | CLEC Result | Std Dev |
|---|---|---|---|---|
| Jun-01 | 2272 | 2702 | 84.09% | 36.58% |
| Jul-01 | 355 | 497 | 71.43% | 45.18% |
| Aug-01 | 201 | 296 | 67.91% | 46.68% |
| Sep-01 | 183 | 214 | 85.51% | 35.20% |
| Oct-01 | 166 | 187 | 88.77% | 31.57% |
| Nov-01 | 121 | 133 | 90.98% | 28.65% |
| Dec-01 | 95 | 102 | 93.14% | 25.28% |
| Jan-02 | 154 | 163 | 94.48% | 22.84% |
| Feb-02 | 175 | 183 | 95.63% | 20.45% |
| Mar-02 | 141 | 146 | 96.58% | 18.19% |
| Apr-02 | 189 | 199 | 94.97% | 21.85% |
| May-02 | 212 | 215 | 98.60% | 11.73% |




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

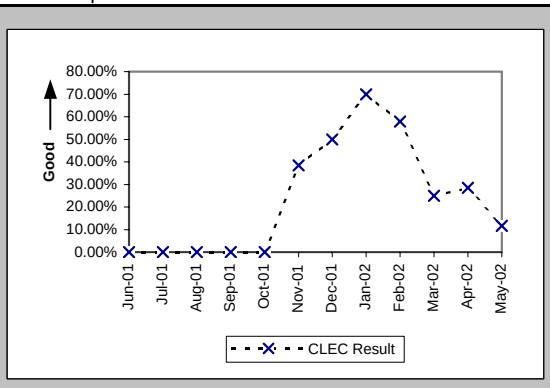
| Date | CLEC Num | CLEC Denom | CLEC Result | Std Dev |
|---|---|---|---|---|
| Jun-01 | | | | |
| Jul-01 | 31 | 58 | 53.45% | 49.88% |
| Aug-01 | 302 | 525 | 57.52% | 49.43% |
| Sep-01 | 130 | 242 | 53.72% | 49.86% |
| Oct-01 | 445 | 877 | 50.74% | 49.99% |
| Nov-01 | 1004 | 1128 | 89.01% | 31.28% |
| Dec-01 | 1029 | 1089 | 94.49% | 22.82% |
| Jan-02 | 856 | 917 | 93.35% | 24.92% |
| Feb-02 | 279 | 314 | 88.85% | 31.47% |
| Mar-02 | 270 | 284 | 95.07% | 21.65% |
| Apr-02 | 229 | 242 | 94.63% | 22.55% |
| May-02 | 194 | 198 | 97.98% | 14.07% |



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

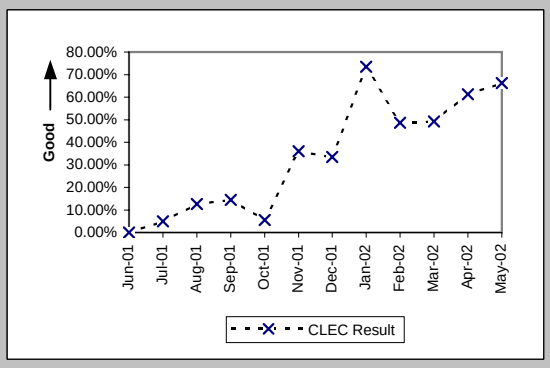
Electronic Flow-through for LSRs Received via IMA (Percent) (PO-2A-1) (Diagnostic)

| Date | CLEC Num | CLEC Denom | CLEC Result | CLEC Std Dev |
|---|---|---|---|---|
| Jun-01 | 0 | 14 | 0.00% | 0.00% |
| Jul-01 | 0 | 18 | 0.00% | 0.00% |
| Aug-01 | 0 | 11 | 0.00% | 0.00% |
| Sep-01 | 0 | 18 | 0.00% | 0.00% |
| Oct-01 | 0 | 22 | 0.00% | 0.00% |
| Nov-01 | 5 | 13 | 38.46% | 48.65% |
| Dec-01 | 7 | 14 | 50.00% | 50.00% |
| Jan-02 | 7 | 10 | 70.00% | 45.83% |
| Feb-02 | 11 | 19 | 57.89% | 49.37% |
| Mar-02 | 4 | 16 | 25.00% | 43.30% |
| Apr-02 | 16 | 56 | 28.57% | 45.18% |
| May-02 | 5 | 43 | 11.63% | 32.06% |



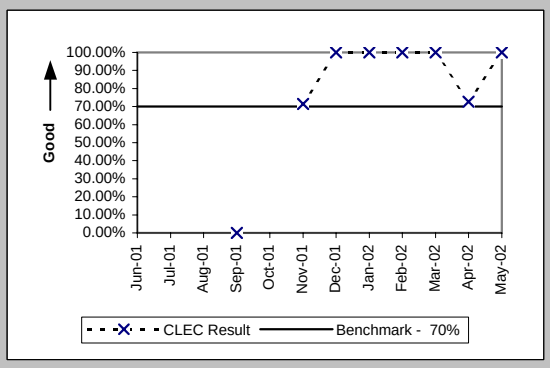

Electronic Flow-through for LSRs Received via EDI (Percent) (PO-2A-2) (Diagnostic)

| Date | CLEC Num | CLEC Denom | CLEC Result | CLEC Std Dev |
|---|---|---|---|---|
| Jun-01 | 0 | 33 | 0.00% | 0.00% |
| Jul-01 | 2 | 40 | 5.00% | 21.79% |
| Aug-01 | 18 | 142 | 12.68% | 33.27% |
| Sep-01 | 68 | 470 | 14.47% | 35.18% |
| Oct-01 | 30 | 542 | 5.54% | 22.87% |
| Nov-01 | 88 | 244 | 36.07% | 48.02% |
| Dec-01 | 65 | 194 | 33.51% | 47.20% |
| Jan-02 | 567 | 771 | 73.54% | 44.11% |
| Feb-02 | 111 | 228 | 48.68% | 49.98% |
| Mar-02 | 118 | 240 | 49.17% | 49.99% |
| Apr-02 | 182 | 297 | 61.28% | 48.71% |
| May-02 | 96 | 145 | 66.21% | 47.30% |



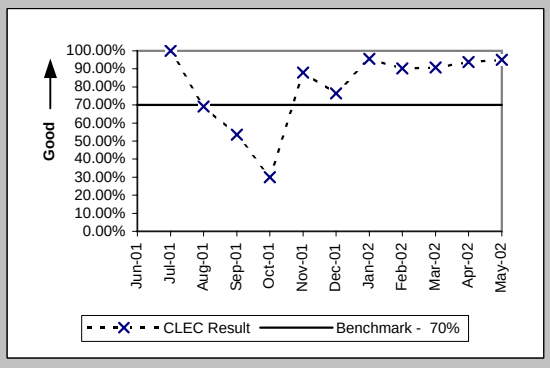

Electronic Flow-through for All Eligible LSRs Received via IMA (Percent) (PO-2B-1) (Benchmark)

| Date | CLEC Num | CLEC Denom | CLEC Result | CLEC Std Dev |
|---|---|---|---|---|
| Jun-01 | | | | |
| Jul-01 | | | | |
| Aug-01 | | | | |
| Sep-01 | 0 | 1 | 0.00% | 0.00% |
| Oct-01 | | | | |
| Nov-01 | 5 | 7 | 71.43% | 45.18% |
| Dec-01 | 7 | 7 | 100.00% | 0.00% |
| Jan-02 | 7 | 7 | 100.00% | 0.00% |
| Feb-02 | 11 | 11 | 100.00% | 0.00% |
| Mar-02 | 4 | 4 | 100.00% | 0.00% |
| Apr-02 | 16 | 22 | 72.73% | 44.54% |
| May-02 | 5 | 5 | 100.00% | 0.00% |




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

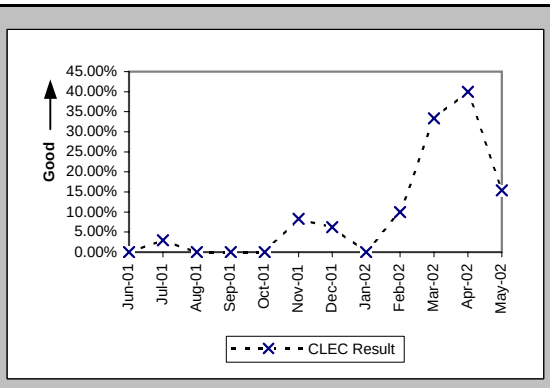
| Date | CLEC Num | CLEC Denom | CLEC Result | CLEC Std Dev |
|---|---|---|---|---|
| Jun-01 | | | | |
| Jul-01 | 2 | 2 | 100.00% | 0.00% |
| Aug-01 | 18 | 26 | 69.23% | 46.15% |
| Sep-01 | 68 | 127 | 53.54% | 49.87% |
| Oct-01 | 30 | 100 | 30.00% | 45.83% |
| Nov-01 | 88 | 100 | 88.00% | 32.50% |
| Dec-01 | 65 | 85 | 76.47% | 42.42% |
| Jan-02 | 567 | 593 | 95.62% | 20.48% |
| Feb-02 | 111 | 123 | 90.24% | 29.67% |
| Mar-02 | 118 | 130 | 90.77% | 28.95% |
| Apr-02 | 182 | 194 | 93.81% | 24.09% |
| May-02 | 96 | 101 | 95.05% | 21.69% |



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

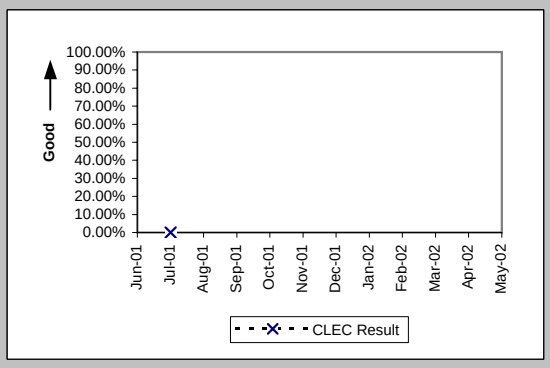
Electronic Flow-through for LSRs Received via IMA LNP (Percent) (PO-2A-1) (Diagnostic)

| Date | CLEC Num | CLEC Denom | CLEC Result | CLEC Std Dev |
|---|---|---|---|---|
| Jun-01 | 0 | 14 | 0.00% | 0.00% |
| Jul-01 | 1 | 34 | 2.94% | 16.90% |
| Aug-01 | 0 | 17 | 0.00% | 0.00% |
| Sep-01 | 0 | 27 | 0.00% | 0.00% |
| Oct-01 | 0 | 11 | 0.00% | 0.00% |
| Nov-01 | 2 | 24 | 8.33% | 27.64% |
| Dec-01 | 1 | 16 | 6.25% | 24.21% |
| Jan-02 | 0 | 37 | 0.00% | 0.00% |
| Feb-02 | 3 | 30 | 10.00% | 30.00% |
| Mar-02 | 2 | 6 | 33.33% | 47.14% |
| Apr-02 | 6 | 15 | 40.00% | 48.99% |
| May-02 | 4 | 26 | 15.38% | 36.08% |



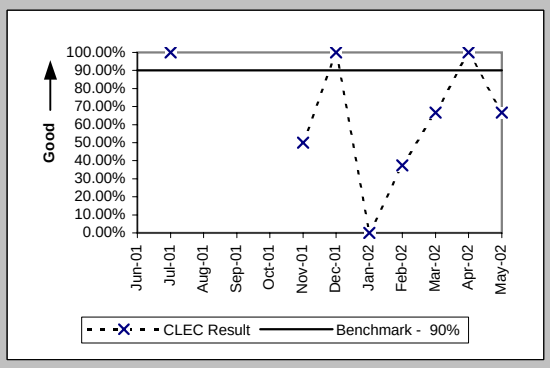

Electronic Flow-through for LSRs Received via EDI LNP (Percent) (PO-2A-2) (Diagnostic)

| Date | CLEC Num | CLEC Denom | CLEC Result | CLEC Std Dev |
|---|---|---|---|---|
| Jun-01 | | | | |
| Jul-01 | 0 | 2 | 0.00% | 0.00% |
| Aug-01 | | | | |
| Sep-01 | | | | |
| Oct-01 | | | | |
| Nov-01 | | | | |
| Dec-01 | | | | |
| Jan-02 | | | | |
| Feb-02 | | | | |
| Mar-02 | | | | |
| Apr-02 | | | | |
| May-02 | | | | |




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

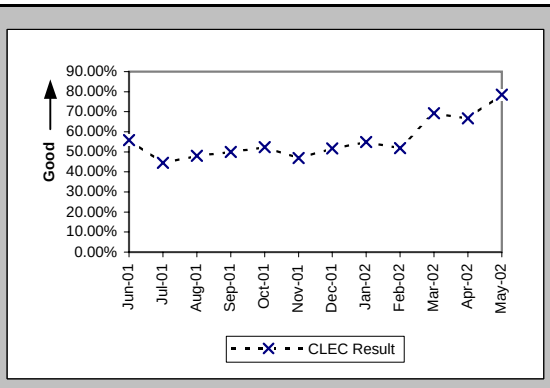
| Date | CLEC Num | CLEC Denom | CLEC Result | CLEC Std Dev |
|---|---|---|---|---|
| Jun-01 | | | | |
| Jul-01 | 1 | 1 | 100.00% | 0.00% |
| Aug-01 | | | | |
| Sep-01 | | | | |
| Oct-01 | | | | |
| Nov-01 | 2 | 4 | 50.00% | 50.00% |
| Dec-01 | 1 | 1 | 100.00% | 0.00% |
| Jan-02 | 0 | 1 | 0.00% | 0.00% |
| Feb-02 | 3 | 8 | 37.50% | 48.41% |
| Mar-02 | 2 | 3 | 66.67% | 47.14% |
| Apr-02 | 6 | 6 | 100.00% | 0.00% |
| May-02 | 4 | 6 | 66.67% | 47.14% |



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

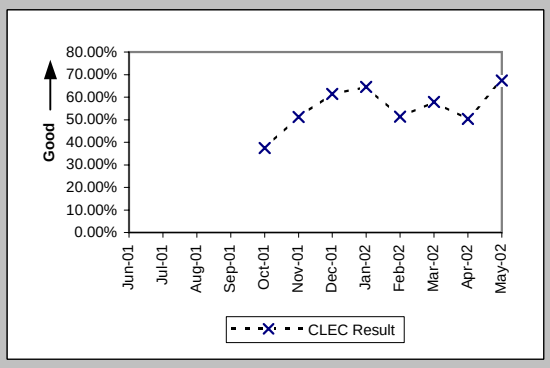
Electronic Flow-through for LSRs Received via IMA (Percent) (PO-2A-1) (Diagnostic)

| Date | CLEC Num | CLEC Denom | CLEC Result | CLEC Std Dev |
|---|---|---|---|---|
| Jun-01 | 38 | 68 | 55.88% | 49.65% |
| Jul-01 | 16 | 36 | 44.44% | 49.69% |
| Aug-01 | 24 | 50 | 48.00% | 49.96% |
| Sep-01 | 10 | 20 | 50.00% | 50.00% |
| Oct-01 | 104 | 199 | 52.26% | 49.95% |
| Nov-01 | 104 | 222 | 46.85% | 49.90% |
| Dec-01 | 77 | 149 | 51.68% | 49.97% |
| Jan-02 | 119 | 217 | 54.84% | 49.77% |
| Feb-02 | 57 | 110 | 51.82% | 49.97% |
| Mar-02 | 115 | 166 | 69.28% | 46.13% |
| Apr-02 | 80 | 120 | 66.67% | 47.14% |
| May-02 | 106 | 135 | 78.52% | 41.07% |



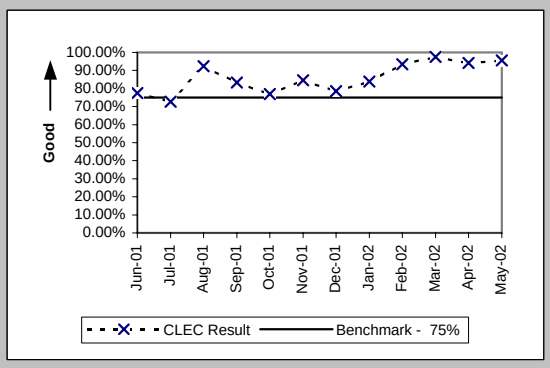

Electronic Flow-through for LSRs Received via EDI (Percent) (PO-2A-2) (Diagnostic)

| Date | CLEC Num | CLEC Denom | CLEC Result | CLEC Std Dev |
|---|---|---|---|---|
| Jun-01 | | | | |
| Jul-01 | | | | |
| Aug-01 | | | | |
| Sep-01 | | | | |
| Oct-01 | 108 | 288 | 37.50% | 48.41% |
| Nov-01 | 135 | 264 | 51.14% | 49.99% |
| Dec-01 | 102 | 166 | 61.45% | 48.67% |
| Jan-02 | 271 | 420 | 64.52% | 47.84% |
| Feb-02 | 160 | 312 | 51.28% | 49.98% |
| Mar-02 | 136 | 235 | 57.87% | 49.38% |
| Apr-02 | 158 | 314 | 50.32% | 50.00% |
| May-02 | 153 | 227 | 67.40% | 46.87% |



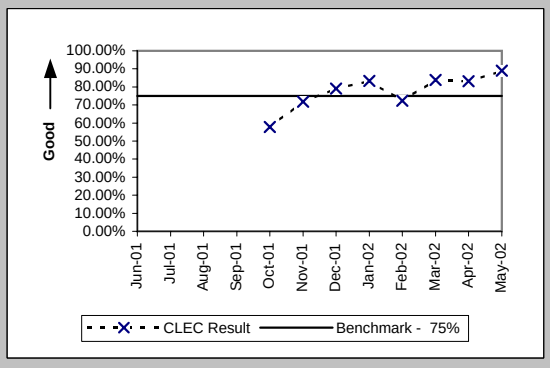

Electronic Flow-through for All Eligible LSRs Received via IMA (Percent) (PO-2B-1) (Benchmark)

| Date | CLEC Num | CLEC Denom | CLEC Result | CLEC Std Dev |
|---|---|---|---|---|
| Jun-01 | 38 | 49 | 77.55% | 41.72% |
| Jul-01 | 16 | 22 | 72.73% | 44.54% |
| Aug-01 | 24 | 26 | 92.31% | 26.65% |
| Sep-01 | 10 | 12 | 83.33% | 37.27% |
| Oct-01 | 104 | 135 | 77.04% | 42.06% |
| Nov-01 | 104 | 123 | 84.55% | 36.14% |
| Dec-01 | 77 | 98 | 78.57% | 41.03% |
| Jan-02 | 119 | 142 | 83.80% | 36.84% |
| Feb-02 | 57 | 61 | 93.44% | 24.75% |
| Mar-02 | 115 | 118 | 97.46% | 15.74% |
| Apr-02 | 80 | 85 | 94.12% | 23.53% |
| May-02 | 106 | 111 | 95.50% | 20.74% |




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

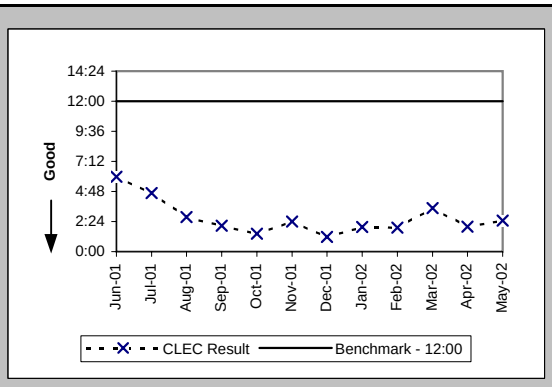
| Date | CLEC Num | CLEC Denom | CLEC Result | CLEC Std Dev |
|---|---|---|---|---|
| Jun-01 | | | | |
| Jul-01 | | | | |
| Aug-01 | | | | |
| Sep-01 | | | | |
| Oct-01 | 108 | 187 | 57.75% | 49.40% |
| Nov-01 | 135 | 188 | 71.81% | 44.99% |
| Dec-01 | 102 | 129 | 79.07% | 40.68% |
| Jan-02 | 271 | 325 | 83.38% | 37.22% |
| Feb-02 | 160 | 221 | 72.40% | 44.70% |
| Mar-02 | 136 | 162 | 83.95% | 36.71% |
| Apr-02 | 158 | 190 | 83.16% | 37.42% |
| May-02 | 153 | 172 | 88.95% | 31.35% |



## Checklist #2 - LSR Rejections

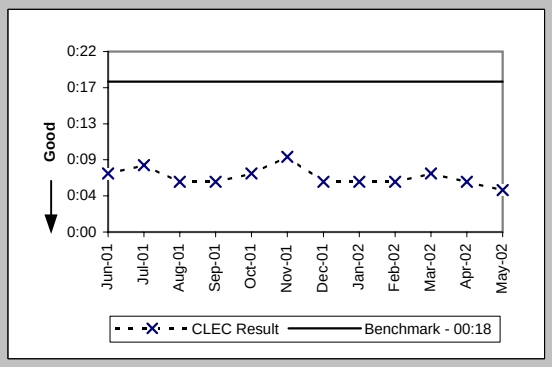
LSR Rejection Notice Interval for IMA - Rejected Manually (Hours:Minutes) (PO-3A-1) (Benchmark)

| Date | CLEC Num | CLEC Denom | CLEC Result |
|---|---|---|---|
| Jun-01 | 1017:41 | 170 | 5:59 |
| Jul-01 | 663:58 | 142 | 4:41 |
| Aug-01 | 340:49 | 124 | 2:45 |
| Sep-01 | 182:25 | 88 | 2:04 |
| Oct-01 | 99:00 | 69 | 1:26 |
| Nov-01 | 139:16 | 58 | 2:24 |
| Dec-01 | 56:08 | 48 | 1:10 |
| Jan-02 | 68:42 | 35 | 1:58 |
| Feb-02 | 78:25 | 41 | 1:55 |
| Mar-02 | 131:46 | 38 | 3:28 |
| Apr-02 | 61:31 | 31 | 1:59 |
| May-02 | 64:03 | 26 | 2:28 |



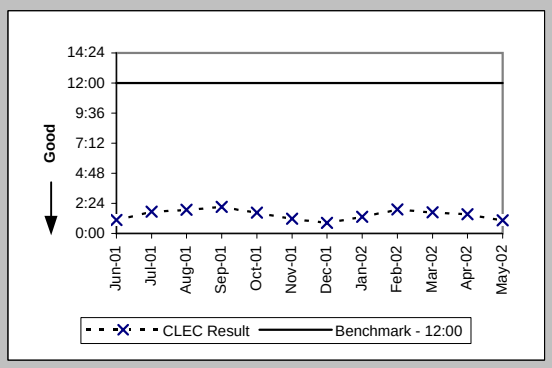

LSR Rejection Notice Interval for IMA - Auto-Rejected (Minutes:Seconds) (PO-3A-2) (Benchmark)

| Date | CLEC Num | CLEC Denom | CLEC Result |
|---|---|---|---|
| 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 |
| May-02 | 2415:14 | 29158 | 0:05 |



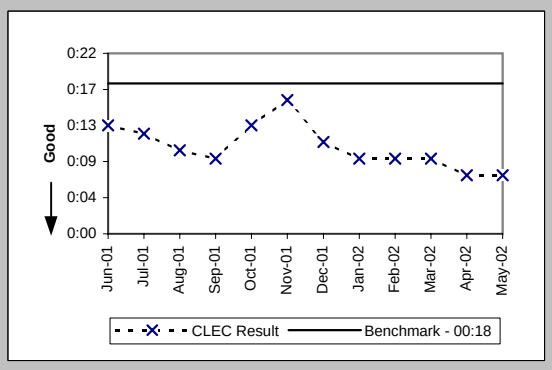

LSR Rejection Notice Interval for EDI - Rejected Manually (Hours:Minutes) (PO-3B-1) (Benchmark)

| Date | CLEC Num | CLEC Denom | CLEC Result |
|---|---|---|---|
| Jun-01 | 11:48 | 11 | 1:04 |
| Jul-01 | 45:10 | 26 | 1:44 |
| Aug-01 | 401:38 | 212 | 1:54 |
| Sep-01 | 397:59 | 188 | 2:07 |
| Oct-01 | 758:28 | 457 | 1:40 |
| Nov-01 | 217:55 | 188 | 1:10 |
| Dec-01 | 84:43 | 99 | 0:51 |
| Jan-02 | 203:59 | 154 | 1:19 |
| Feb-02 | 202:29 | 106 | 1:55 |
| Mar-02 | 118:00 | 70 | 1:41 |
| Apr-02 | 132:06 | 86 | 1:32 |
| May-02 | 48:14 | 46 | 1:03 |



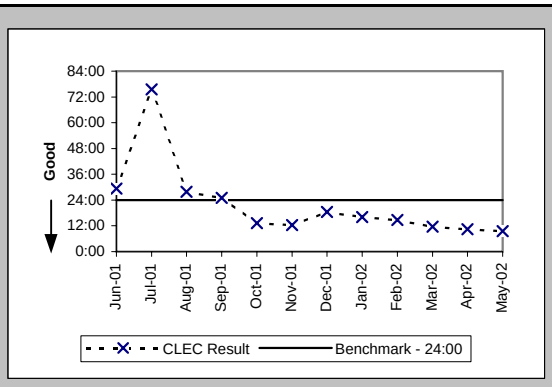

LSR Rejection Notice Interval for EDI - Auto-Rejected (Minutes:Seconds) (PO-3B-2) (Benchmark)

| Date | CLEC Num | CLEC Denom | CLEC Result |
|---|---|---|---|
| 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 |
| May-02 | 2013:47 | 16508 | 0:07 |

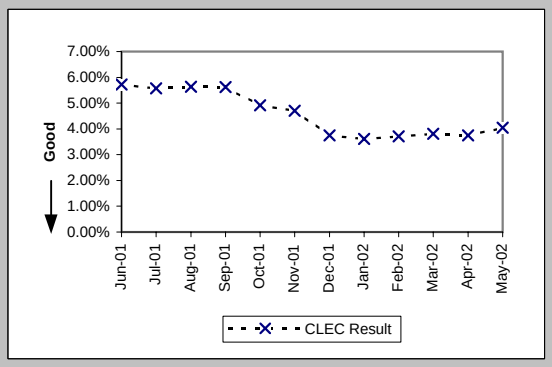


## Checklist #2 - LSR Rejections

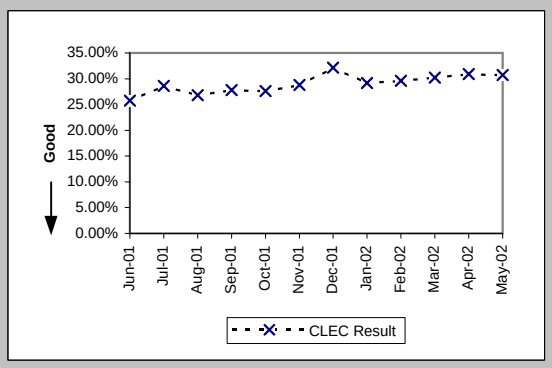
| LSR Rejection Notice Interval for Manual and IIS (Hours:Minutes) (PO-3C) (Benchmark) | | | |
|---|---|---|---|
| Date | CLEC Num | CLEC Denom | CLEC Result |
| Jun-01 | 1940:13 | 66 | 29:24 |
| Jul-01 | 1963:14 | 26 | 75:31 |
| Aug-01 | 1114:10 | 40 | 27:51 |
| Sep-01 | 599:31 | 24 | 24:59 |
| Oct-01 | 452:50 | 34 | 13:19 |
| Nov-01 | 135:50 | 11 | 12:21 |
| Dec-01 | 664:44 | 36 | 18:28 |
| Jan-02 | 305:46 | 19 | 16:06 |
| Feb-02 | 337:37 | 23 | 14:41 |
| Mar-02 | 325:20 | 28 | 11:37 |
| Apr-02 | 355:26 | 34 | 10:27 |
| May-02 | 161:39 | 17 | 9:31 |



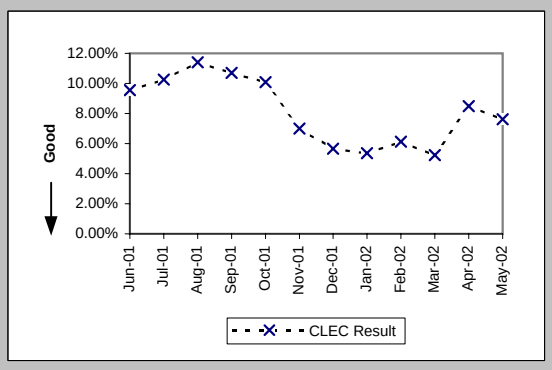

| LSRs Rejected for IMA - Rejected Manually (Percent) (PO-4A-1) (Diagnostic) | | | |
|---|---|---|---|
| Date | CLEC Num | CLEC Denom | CLEC Result |
| Jun-01 | 4947 | 86450 | 5.72% |
| Jul-01 | 4933 | 88485 | 5.58% |
| Aug-01 | 5158 | 91530 | 5.64% |
| Sep-01 | 4114 | 73160 | 5.62% |
| Oct-01 | 4578 | 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% |
| May-02 | 3840 | 94906 | 4.05% |




| LSRs Rejected for IMA - Auto-Rejected (Percent) (PO-4A-2) (Diagnostic) | | | |
|---|---|---|---|
| Date | CLEC Num | CLEC Denom | CLEC Result |
| 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% |
| May-02 | 29158 | 94906 | 30.72% |

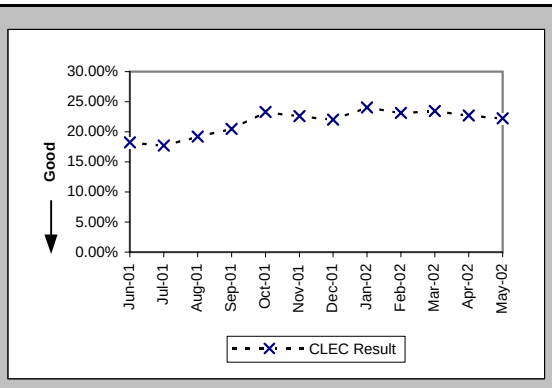



| LSRs Rejected for EDI - Rejected Manually (Percent) (PO-4B-1) (Diagnostic) | | | |
|---|---|---|---|
| Date | CLEC Num | CLEC Denom | CLEC Result |
| Jun-01 | 4046 | 42364 | 9.55% |
| Jul-01 | 4528 | 44111 | 10.27% |
| Aug-01 | 6185 | 54234 | 11.40% |
| Sep-01 | 5138 | 47978 | 10.71% |
| Oct-01 | 6241 | 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% |
| May-02 | 5659 | 74231 | 7.62% |

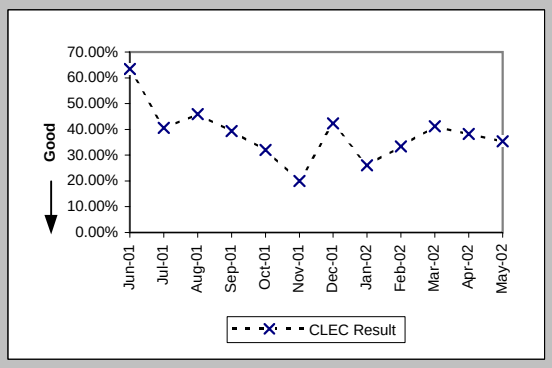


## Checklist #2 - LSR Rejections

| LSRs Rejected for EDI - Auto-Rejected (Percent) (PO-4B-2) (Diagnostic) | | | |
|---|---|---|---|
| Date | CLEC Num | CLEC Denom | CLEC Result |
| 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% |
| May-02 | 16508 | 74231 | 22.24% |



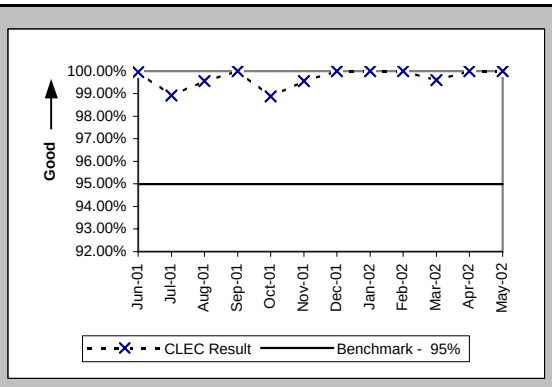

| LSRs Received via Facsimile (Percent) (PO-4C) (Diagnostic) | | | |
|---|---|---|---|
| Date | CLEC Num | CLEC Denom | CLEC Result |
| Jun-01 | 66 | 104 | 63.46% |
| Jul-01 | 26 | 64 | 40.63% |
| Aug-01 | 40 | 87 | 45.98% |
| Sep-01 | 24 | 61 | 39.34% |
| Oct-01 | 34 | 106 | 32.08% |
| Nov-01 | 11 | 55 | 20.00% |
| Dec-01 | 36 | 85 | 42.35% |
| Jan-02 | 19 | 73 | 26.03% |
| Feb-02 | 23 | 69 | 33.33% |
| Mar-02 | 28 | 68 | 41.18% |
| Apr-02 | 34 | 89 | 38.20% |
| May-02 | 17 | 48 | 35.42% |



## Checklist #2 - Firm Order Confirmations - Resale

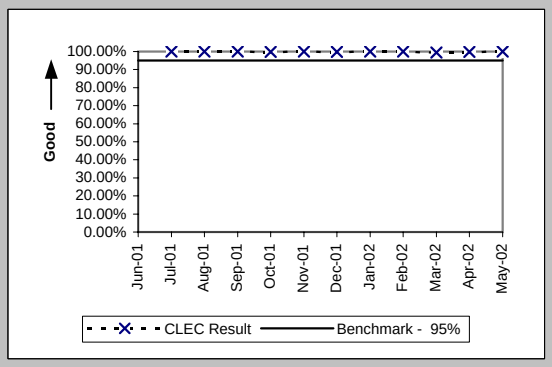
FOCs On Time for Fully Electronic LSRs Received Via IMA (Percent) (PO-5A-1(a)) (Benchmark)

| Date | CLEC Num | CLEC Denom | CLEC Result |
|---|---|---|---|
| Jun-01 | 2309 | 2310 | 99.96% |
| Jul-01 | 367 | 371 | 98.92% |
| Aug-01 | 224 | 225 | 99.56% |
| Sep-01 | 192 | 192 | 100.00% |
| Oct-01 | 266 | 269 | 98.88% |
| Nov-01 | 223 | 224 | 99.55% |
| Dec-01 | 171 | 171 | 100.00% |
| Jan-02 | 267 | 267 | 100.00% |
| Feb-02 | 230 | 230 | 100.00% |
| Mar-02 | 253 | 254 | 99.61% |
| Apr-02 | 267 | 267 | 100.00% |
| May-02 | 317 | 317 | 100.00% |



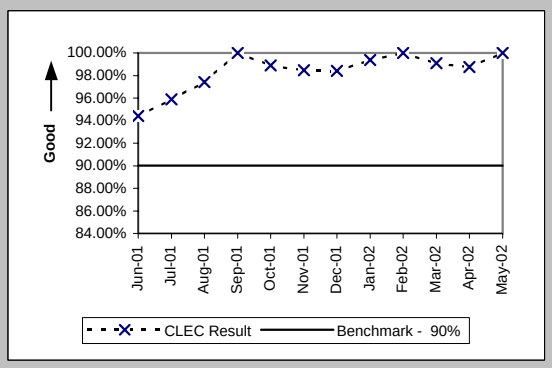

FOCs On Time for Fully Electronic LSRs Received Via EDI (Percent) (PO-5A-2(a)) (Benchmark)

| Date | CLEC Num | CLEC Denom | CLEC Result |
|---|---|---|---|
| Jun-01 | | | |
| Jul-01 | 31 | 31 | 100.00% |
| Aug-01 | 302 | 302 | 100.00% |
| Sep-01 | 130 | 130 | 100.00% |
| Oct-01 | 552 | 553 | 99.82% |
| Nov-01 | 1137 | 1138 | 99.91% |
| Dec-01 | 1127 | 1129 | 99.82% |
| Jan-02 | 1111 | 1111 | 100.00% |
| Feb-02 | 433 | 433 | 100.00% |
| Mar-02 | 397 | 399 | 99.50% |
| Apr-02 | 381 | 382 | 99.74% |
| May-02 | 345 | 345 | 100.00% |



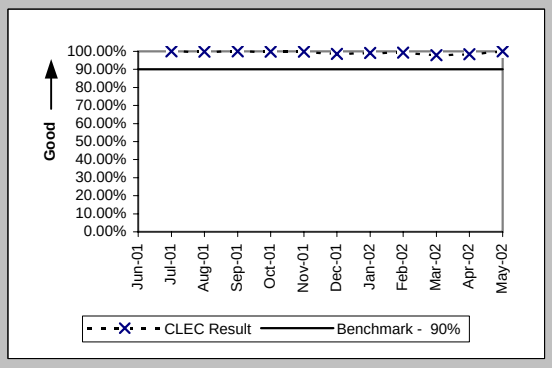

FOCs On Time For Electronic/Manual LSRs Received Via IMA (Percent) (PO-5B-1(a)) (Benchmark)

| Date | CLEC Num | CLEC Denom | CLEC Result |
|---|---|---|---|
| Jun-01 | 1063 | 1126 | 94.41% |
| Jul-01 | 583 | 608 | 95.89% |
| Aug-01 | 376 | 386 | 97.41% |
| Sep-01 | 173 | 173 | 100.00% |
| Oct-01 | 180 | 182 | 98.90% |
| Nov-01 | 193 | 196 | 98.47% |
| Dec-01 | 125 | 127 | 98.43% |
| Jan-02 | 159 | 160 | 99.38% |
| Feb-02 | 90 | 90 | 100.00% |
| Mar-02 | 108 | 109 | 99.08% |
| Apr-02 | 80 | 81 | 98.77% |
| May-02 | 74 | 74 | 100.00% |



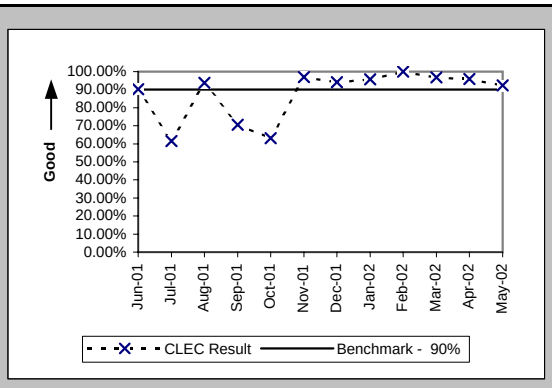

FOCs On Time For Electronic/Manual LSRs Received Via EDI (Percent) (PO-5B-2(a)) (Benchmark)

| Date | CLEC Num | CLEC Denom | CLEC Result |
|---|---|---|---|
| Jun-01 | | | |
| Jul-01 | 61 | 61 | 100.00% |
| Aug-01 | 417 | 418 | 99.76% |
| Sep-01 | 226 | 226 | 100.00% |
| Oct-01 | 844 | 846 | 99.76% |
| Nov-01 | 513 | 514 | 99.81% |
| Dec-01 | 290 | 294 | 98.64% |
| Jan-02 | 410 | 414 | 99.03% |
| Feb-02 | 298 | 300 | 99.33% |
| Mar-02 | 177 | 181 | 97.79% |
| Apr-02 | 245 | 249 | 98.39% |
| May-02 | 135 | 135 | 100.00% |



Checklist #2 - Firm Order Confirmations - Resale

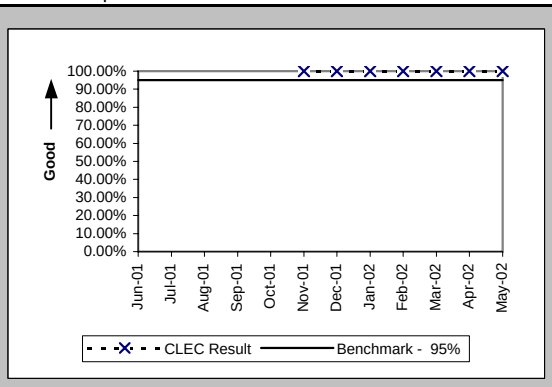
| FOCs on Time for Manual (Percent) (PO-5C-(a)) (Benchmark) | | | |
|---|---|---|---|
| Date | CLEC Num | CLEC Denom | CLEC Result |
| Jun-01 | 28 | 31 | 90.32% |
| Jul-01 | 16 | 26 | 61.54% |
| Aug-01 | 15 | 16 | 93.75% |
| Sep-01 | 12 | 17 | 70.59% |
| Oct-01 | 24 | 38 | 63.16% |
| Nov-01 | 32 | 33 | 96.97% |
| Dec-01 | 32 | 34 | 94.12% |
| Jan-02 | 45 | 47 | 95.74% |
| Feb-02 | 29 | 29 | 100.00% |
| Mar-02 | 30 | 31 | 96.77% |
| Apr-02 | 47 | 49 | 95.92% |
| May-02 | 12 | 13 | 92.31% |



## Checklist #2 - Firm Order Confirmations - Unbundled Loops

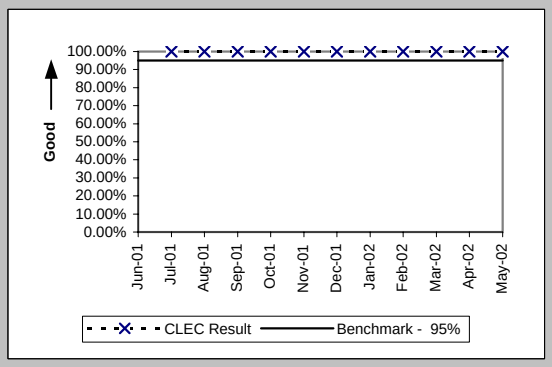
FOCs On Time for Fully Electronic LSRs Received Via IMA (Percent) (PO-5A-1(b)) (Benchmark)

| Date | CLEC Num | CLEC Denom | CLEC Result |
|---|---|---|---|
| Jun-01 | | | |
| Jul-01 | | | |
| Aug-01 | | | |
| Sep-01 | | | |
| Oct-01 | | | |
| Nov-01 | 5 | 5 | 100.00% |
| Dec-01 | 7 | 7 | 100.00% |
| Jan-02 | 7 | 7 | 100.00% |
| Feb-02 | 11 | 11 | 100.00% |
| Mar-02 | 2 | 2 | 100.00% |
| Apr-02 | 13 | 13 | 100.00% |
| May-02 | 2 | 2 | 100.00% |



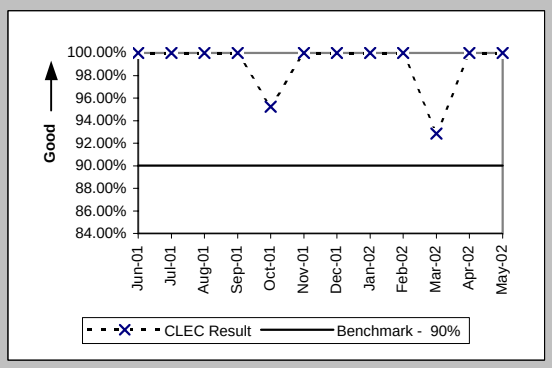

FOCs On Time for Fully Electronic LSRs Received Via EDI (Percent) (PO-5A-2(b)) (Benchmark)

| Date | CLEC Num | CLEC Denom | CLEC Result |
|---|---|---|---|
| Jun-01 | | | |
| Jul-01 | 2 | 2 | 100.00% |
| Aug-01 | 18 | 18 | 100.00% |
| Sep-01 | 68 | 68 | 100.00% |
| Oct-01 | 30 | 30 | 100.00% |
| Nov-01 | 86 | 86 | 100.00% |
| Dec-01 | 64 | 64 | 100.00% |
| Jan-02 | 556 | 556 | 100.00% |
| Feb-02 | 104 | 104 | 100.00% |
| Mar-02 | 104 | 104 | 100.00% |
| Apr-02 | 168 | 168 | 100.00% |
| May-02 | 89 | 89 | 100.00% |



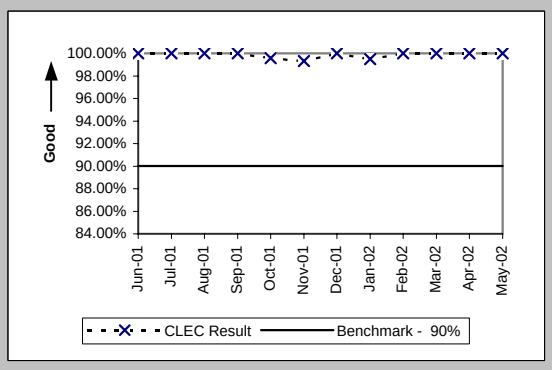

FOCs On Time For Electronic/Manual LSRs Received Via IMA (Percent) (PO-5B-1(b)) (Benchmark)

| Date | CLEC Num | CLEC Denom | CLEC Result |
|---|---|---|---|
| Jun-01 | 14 | 14 | 100.00% |
| Jul-01 | 16 | 16 | 100.00% |
| Aug-01 | 13 | 13 | 100.00% |
| Sep-01 | 19 | 19 | 100.00% |
| Oct-01 | 20 | 21 | 95.24% |
| Nov-01 | 8 | 8 | 100.00% |
| Dec-01 | 7 | 7 | 100.00% |
| Jan-02 | 3 | 3 | 100.00% |
| Feb-02 | 7 | 7 | 100.00% |
| Mar-02 | 13 | 14 | 92.86% |
| Apr-02 | 37 | 37 | 100.00% |
| May-02 | 41 | 41 | 100.00% |



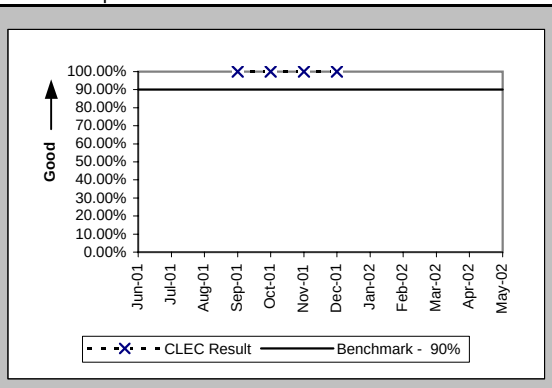

FOCs On Time For Electronic/Manual LSRs Received Via EDI (Percent) (PO-5B-2(b)) (Benchmark)

| Date | CLEC Num | CLEC Denom | CLEC Result |
|---|---|---|---|
| Jun-01 | 5 | 5 | 100.00% |
| Jul-01 | 10 | 10 | 100.00% |
| Aug-01 | 73 | 73 | 100.00% |
| Sep-01 | 358 | 358 | 100.00% |
| Oct-01 | 453 | 455 | 99.56% |
| Nov-01 | 146 | 147 | 99.32% |
| Dec-01 | 124 | 124 | 100.00% |
| Jan-02 | 198 | 199 | 99.50% |
| Feb-02 | 113 | 113 | 100.00% |
| Mar-02 | 132 | 132 | 100.00% |
| Apr-02 | 120 | 120 | 100.00% |
| May-02 | 55 | 55 | 100.00% |



Checklist #2 - Firm Order Confirmations - Unbundled Loops

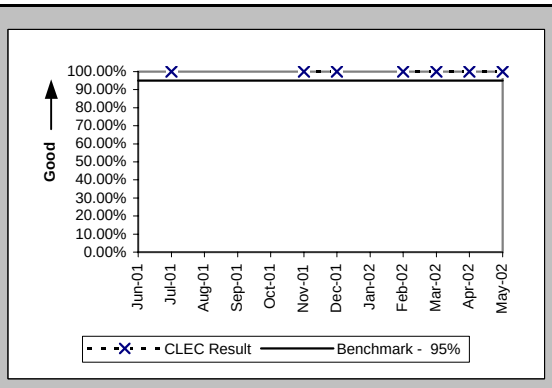
| FOCs on Time for Manual (Percent) (PO-5C-(b)) (Benchmark) | | | |
|---|---|---|---|
| Date | CLEC Num | CLEC Denom | CLEC Result |
| Jun-01 | | | |
| Jul-01 | | | |
| Aug-01 | | | |
| Sep-01 | 7 | 7 | 100.00% |
| Oct-01 | 10 | 10 | 100.00% |
| Nov-01 | 1 | 1 | 100.00% |
| Dec-01 | 3 | 3 | 100.00% |
| Jan-02 | | | |
| Feb-02 | | | |
| Mar-02 | | | |
| Apr-02 | | | |
| May-02 | | | |



## Checklist #2 - Firm Order Confirmations - LNP

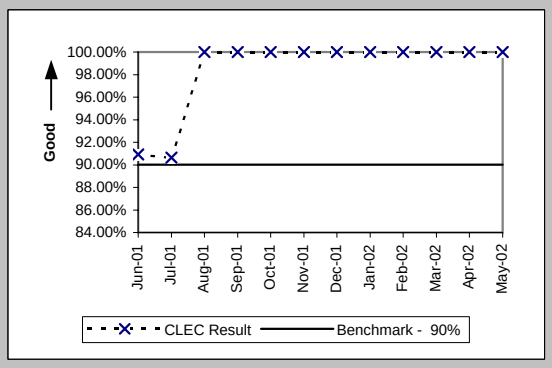
FOCs On Time for Fully Electronic LSRs Received Via IMA (Percent) (PO-5A-1(c)) (Benchmark)

| Date | CLEC Num | CLEC Denom | CLEC Result |
|---|---|---|---|
| Jun-01 | | | |
| Jul-01 | 1 | 1 | 100.00% |
| Aug-01 | | | |
| Sep-01 | | | |
| Oct-01 | | | |
| Nov-01 | 2 | 2 | 100.00% |
| Dec-01 | 1 | 1 | 100.00% |
| Jan-02 | | | |
| Feb-02 | 3 | 3 | 100.00% |
| Mar-02 | 2 | 2 | 100.00% |
| Apr-02 | 6 | 6 | 100.00% |
| May-02 | 4 | 4 | 100.00% |



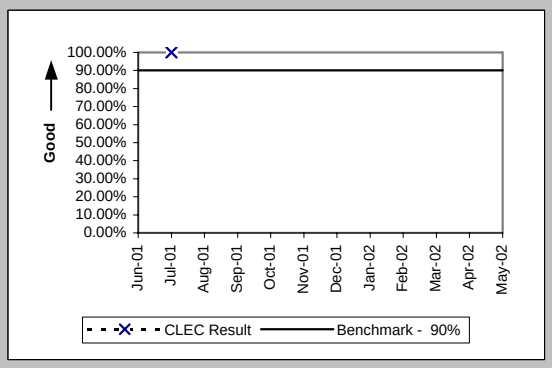

FOCs On Time For Electronic/Manual LSRs Received Via IMA (Percent) (PO-5B-1(c)) (Benchmark)

| Date | CLEC Num | CLEC Denom | CLEC Result |
|---|---|---|---|
| Jun-01 | 10 | 11 | 90.91% |
| Jul-01 | 29 | 32 | 90.63% |
| Aug-01 | 15 | 15 | 100.00% |
| Sep-01 | 13 | 13 | 100.00% |
| Oct-01 | 8 | 8 | 100.00% |
| Nov-01 | 13 | 13 | 100.00% |
| Dec-01 | 14 | 14 | 100.00% |
| Jan-02 | 25 | 25 | 100.00% |
| Feb-02 | 21 | 21 | 100.00% |
| Mar-02 | 3 | 3 | 100.00% |
| Apr-02 | 9 | 9 | 100.00% |
| May-02 | 17 | 17 | 100.00% |



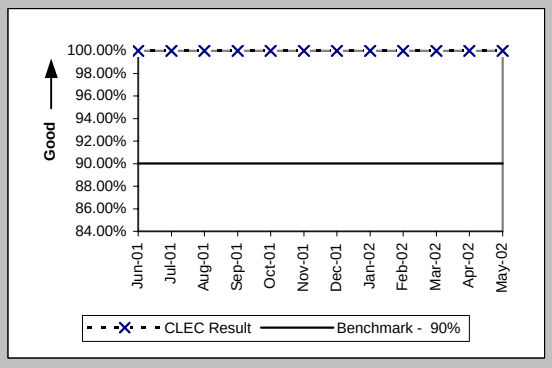

FOCs On Time For Electronic/Manual LSRs Received Via EDI (Percent) (PO-5B-2(c)) (Benchmark)

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



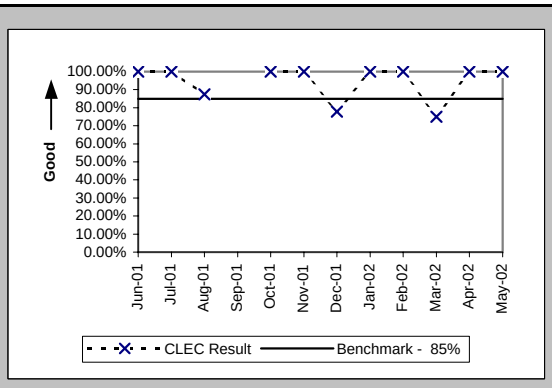

FOCs on Time for Manual (Percent) (PO-5C-(c)) (Benchmark)

| Date | CLEC Num | CLEC Denom | CLEC Result |
|---|---|---|---|
| Jun-01 | 3 | 3 | 100.00% |
| Jul-01 | 6 | 6 | 100.00% |
| Aug-01 | 7 | 7 | 100.00% |
| Sep-01 | 6 | 6 | 100.00% |
| Oct-01 | 14 | 14 | 100.00% |
| Nov-01 | 9 | 9 | 100.00% |
| Dec-01 | 5 | 5 | 100.00% |
| Jan-02 | 5 | 5 | 100.00% |
| Feb-02 | 7 | 7 | 100.00% |
| Mar-02 | 4 | 4 | 100.00% |
| Apr-02 | 2 | 2 | 100.00% |
| May-02 | 10 | 10 | 100.00% |



Checklist #2 - Firm Order Confirmations - LIS

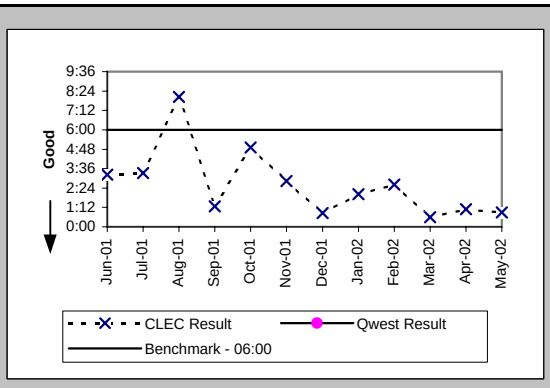
| Firm Order Confirmations (FOCs) On Time (Percent) (PO-5D) (Benchmark) | | | |
|---|---|---|---|
| Date | CLEC Num | CLEC Denom | CLEC Result |
| Jun-01 | 1 | 1 | 100.00% |
| Jul-01 | 18 | 18 | 100.00% |
| Aug-01 | 7 | 8 | 87.50% |
| Sep-01 | | | |
| Oct-01 | 2 | 2 | 100.00% |
| Nov-01 | 9 | 9 | 100.00% |
| Dec-01 | 7 | 9 | 77.78% |
| Jan-02 | 7 | 7 | 100.00% |
| Feb-02 | 8 | 8 | 100.00% |
| Mar-02 | 3 | 4 | 75.00% |
| Apr-02 | 4 | 4 | 100.00% |
| May-02 | 12 | 12 | 100.00% |



## Checklist #2 - Completion Notifications

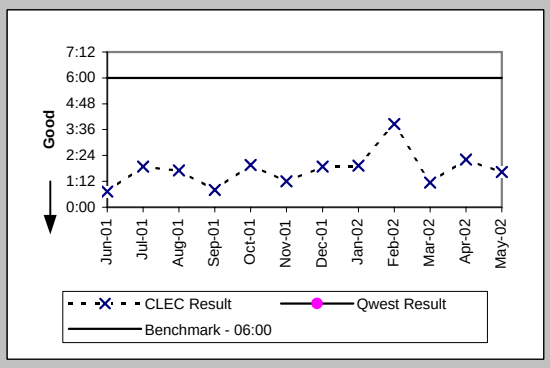
### Work Completion Notification Timeliness (Hours:Minutes) (PO-6A) (Benchmark)

| Date | CLEC Num | CLEC Denc | CLEC Resu | CLEC Std D | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 10284:46 | 3198 | 3:13 | 4:17 | | | | | |
| Jul-01 | 3355:39 | 1011 | 3:19 | 9:19 | | | | | |
| Aug-01 | 5061:25 | 630 | 8:02 | 59:05 | | | | | |
| Sep-01 | 488:03 | 387 | 1:16 | 9:14 | | | | | |
| Oct-01 | 2375:02 | 484 | 4:54 | 43:58 | | | | | |
| Nov-01 | 1158:20 | 412 | 2:50 | 28:59 | | | | | |
| Dec-01 | 291:41 | 341 | 0:51 | 4:38 | | | | | |
| Jan-02 | 876:06 | 434 | 2:01 | 6:46 | | | | | |
| Feb-02 | 911:34 | 349 | 2:37 | 18:54 | | | | | |
| Mar-02 | 254:09 | 426 | 0:36 | 4:23 | | | | | |
| Apr-02 | 379:56 | 353 | 1:05 | 12:42 | | | | | |
| May-02 | 414:59 | 469 | 0:53 | 3:21 | | | | | |



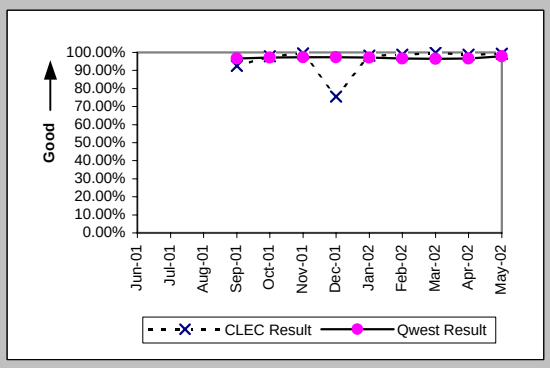

### Work Completion Notification Timeliness (Hours:Minutes) (PO-6B) (Benchmark)

| Date | CLEC Num | CLEC Denc | CLEC Resu | CLEC Std D | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 12:36 | 17 | 0:44 | 1:28 | | | | | |
| Jul-01 | 60:29 | 32 | 1:53 | 1:46 | | | | | |
| Aug-01 | 1297:09 | 762 | 1:42 | 8:05 | | | | | |
| Sep-01 | 357:05 | 449 | 0:48 | 4:04 | | | | | |
| Oct-01 | 750:57 | 383 | 1:58 | 17:33 | | | | | |
| Nov-01 | 2161:17 | 1806 | 1:12 | 19:07 | | | | | |
| Dec-01 | 3071:10 | 1633 | 1:53 | 14:41 | | | | | |
| Jan-02 | 3834:57 | 1979 | 1:56 | 12:26 | | | | | |
| Feb-02 | 3702:10 | 959 | 3:52 | 28:15 | | | | | |
| Mar-02 | 812:16 | 702 | 1:09 | 7:06 | | | | | |
| Apr-02 | 1805:32 | 815 | 2:13 | 28:11 | | | | | |
| May-02 | 1062:12 | 650 | 1:38 | 9:51 | | | | | |



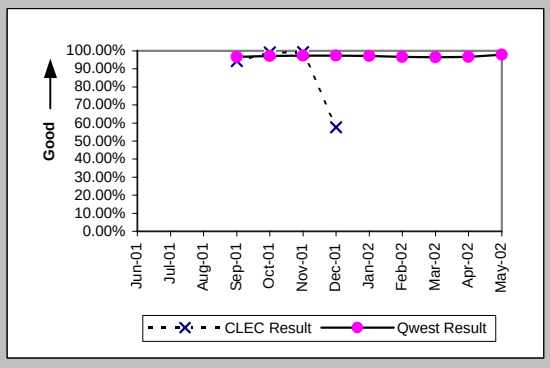

### Billing Completion Notification Timeliness (Percent) (PO-7A,C) (Parity)

| Date | CLEC Num | CLEC Denc | CLEC Resu | CLEC Std D | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | 384 | 415 | 92.53% | 26.29% | 61480 | 63667 | 96.56% | 3.93 | 1.39 |
| Oct-01 | 458 | 468 | 97.86% | 14.46% | 53758 | 55317 | 97.18% | -0.89 | -1.54 |
| Nov-01 | 415 | 417 | 99.52% | 6.91% | 77507 | 79572 | 97.40% | -2.71 | -2.65 |
| Dec-01 | 366 | 484 | 75.62% | 42.94% | 71675 | 73645 | 97.33% | 7.94 | 3.83 |
| Jan-02 | 450 | 458 | 98.25% | 13.10% | 84446 | 86939 | 97.13% | -1.43 | -1.87 |
| Feb-02 | 382 | 387 | 98.71% | 11.29% | 66637 | 68931 | 96.67% | -2.23 | -2.35 |
| Mar-02 | 475 | 476 | 99.79% | 4.58% | 66581 | 69057 | 96.41% | -3.95 | -3.4 |
| Apr-02 | 375 | 380 | 98.68% | 11.40% | 72980 | 75495 | 96.67% | -2.18 | -2.33 |
| May-02 | 540 | 544 | 99.26% | 8.54% | 76630 | 78325 | 97.84% | -2.28 | -2.39 |




### Billing Completion Notification Timeliness (Percent) (PO-7B,C) (Parity)

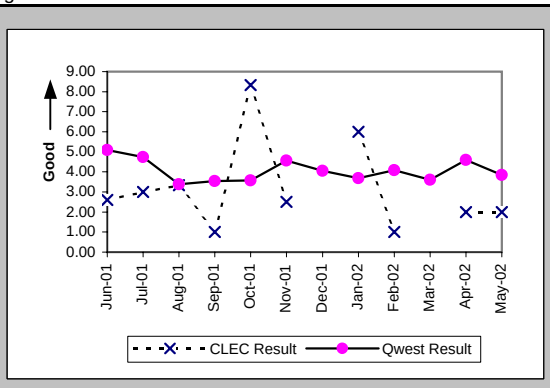
| Date | CLEC Num | CLEC Denc | CLEC Resu | CLEC Std D | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | 656 | 695 | 94.39% | 23.01% | 61480 | 63667 | 96.56% | 3.13 | 0.9 |
| Oct-01 | 348 | 351 | 99.15% | 9.21% | 53758 | 55317 | 97.18% | -2.22 | -2.35 |
| Nov-01 | 1910 | 1925 | 99.22% | 8.79% | 77507 | 79572 | 97.40% | -4.95 | -4.01 |
| Dec-01 | 1972 | 3418 | 57.69% | 49.40% | 71675 | 73645 | 97.33% | 140.38 | 84.34 |
| Jan-02 | | | | | 84446 | 86939 | 97.13% | | |
| Feb-02 | | | | | 66637 | 68931 | 96.67% | | |
| Mar-02 | | | | | 66581 | 69057 | 96.41% | | |
| Apr-02 | | | | | 72980 | 75495 | 96.67% | | |
| May-02 | | | | | 76630 | 78325 | 97.84% | | |



## Checklist #2 - Jeopardy Notifications - Non-Designed Services

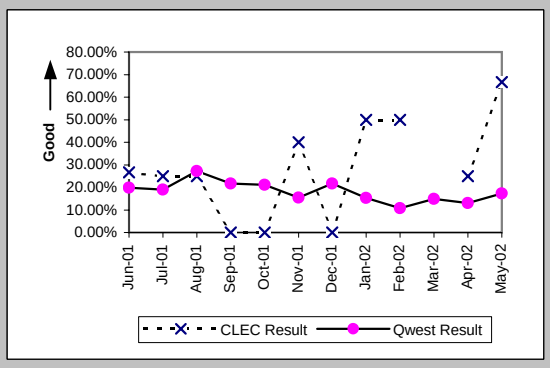
Jeopardy Notice Interval (Average Days) (PO-8A) (Parity)

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 26 | 10 | 2.60 | 2.17 | 1277 | 251 | 5.09 | 0.07 | -0.96 |
| Jul-01 | 6 | 2 | 3.00 | 1.41 | 1091 | 230 | 4.74 | -0.54 | -1.33 |
| Aug-01 | 10 | 3 | 3.33 | 0.58 | 971 | 287 | 3.38 | -0.52 | -1.31 |
| Sep-01 | 1 | 1 | 1.00 | | 677 | 191 | 3.54 | 0.24 | -0.85 |
| Oct-01 | 25 | 3 | 8.33 | 14.43 | 912 | 255 | 3.58 | -2.08 | -2.26 |
| Nov-01 | 5 | 2 | 2.50 | 2.12 | 808 | 177 | 4.56 | 0.38 | -0.77 |
| Dec-01 | | | | | 887 | 219 | 4.05 | | |
| Jan-02 | 12 | 2 | 6.00 | 2.83 | 658 | 179 | 3.68 | -0.54 | -1.33 |
| Feb-02 | 1 | 1 | 1.00 | | 565 | 138 | 4.09 | 0.82 | -0.5 |
| Mar-02 | | | | | 541 | 150 | 3.61 | | |
| Apr-02 | 4 | 2 | 2.00 | 2.83 | 790 | 172 | 4.59 | 0.45 | -0.72 |
| May-02 | 4 | 2 | 2.00 | 0.00 | 720 | 187 | 3.85 | 0.13 | -0.92 |




Timely Jeopardy Notices (Percent) (PO-9A) (Parity)

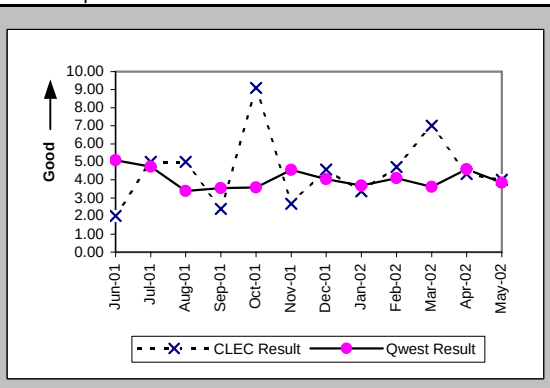
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 4 | 15 | 26.67% | 44.22% | 97 | 490 | 19.80% | -0.66 | -1.4 |
| Jul-01 | 2 | 8 | 25.00% | 43.30% | 76 | 401 | 18.95% | -0.43 | -1.26 |
| Aug-01 | 1 | 4 | 25.00% | 43.30% | 122 | 448 | 27.23% | 0.01 | -0.99 |
| Sep-01 | 0 | 4 | 0.00% | 0.00% | 70 | 322 | 21.74% | 0.91 | -0.45 |
| Oct-01 | 0 | 3 | 0.00% | 0.00% | 85 | 403 | 21.09% | 0.7 | -0.57 |
| Nov-01 | 2 | 5 | 40.00% | 48.99% | 45 | 290 | 15.52% | -1.5 | -1.91 |
| Dec-01 | 0 | 2 | 0.00% | 0.00% | 79 | 365 | 21.64% | 0.5 | -0.69 |
| Jan-02 | 2 | 4 | 50.00% | 50.00% | 50 | 326 | 15.34% | -1.91 | -2.16 |
| Feb-02 | 1 | 2 | 50.00% | 50.00% | 33 | 306 | 10.78% | -1.78 | -2.08 |
| Mar-02 | | | | | 39 | 262 | 14.89% | | |
| Apr-02 | 1 | 4 | 25.00% | 43.30% | 35 | 268 | 13.06% | -0.7 | -1.43 |
| May-02 | 2 | 3 | 66.67% | 47.14% | 49 | 283 | 17.31% | -2.25 | -2.37 |



## Checklist #2 - Jeopardy Notifications - Unbundled Loops

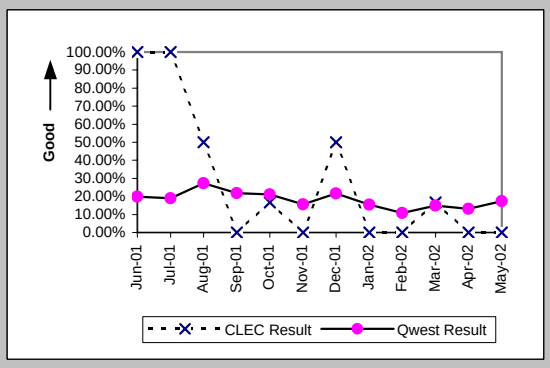
Jeopardy Notice Interval (Average Days) (PO-8B) (Parity)

| Date | CLEC Num | CLEC Deno | CLEC Resu | CLEC Std D | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 6 | 3 | 2.00 | 1.73 | 1277 | 251 | 5.09 | -0.07 | -1.04 |
| Jul-01 | 20 | 4 | 5.00 | 3.56 | 1091 | 230 | 4.74 | -0.03 | -1.02 |
| Aug-01 | 45 | 9 | 5.00 | 2.00 | 971 | 287 | 3.38 | -0.84 | -1.51 |
| Sep-01 | 12 | 5 | 2.40 | 1.14 | 677 | 191 | 3.54 | 0.09 | -0.95 |
| Oct-01 | 446 | 49 | 9.10 | 3.51 | 912 | 255 | 3.58 | -8.98 | -6.46 |
| Nov-01 | 16 | 6 | 2.67 | 1.37 | 808 | 177 | 4.56 | 0.63 | -0.62 |
| Dec-01 | 55 | 12 | 4.58 | 1.24 | 887 | 219 | 4.05 | -0.34 | -1.21 |
| Jan-02 | 37 | 11 | 3.36 | 2.69 | 658 | 179 | 3.68 | -0.16 | -1.1 |
| Feb-02 | 66 | 14 | 4.71 | 0.83 | 565 | 138 | 4.09 | -0.4 | -1.24 |
| Mar-02 | 7 | 1 | 7.00 | | 541 | 150 | 3.61 | -0.82 | -1.5 |
| Apr-02 | 13 | 3 | 4.33 | 2.31 | 790 | 172 | 4.59 | -0.58 | -1.35 |
| May-02 | 16 | 4 | 4.00 | 2.45 | 720 | 187 | 3.85 | -0.05 | -1.03 |




Timely Jeopardy Notices (Percent) (PO-9B) (Parity)

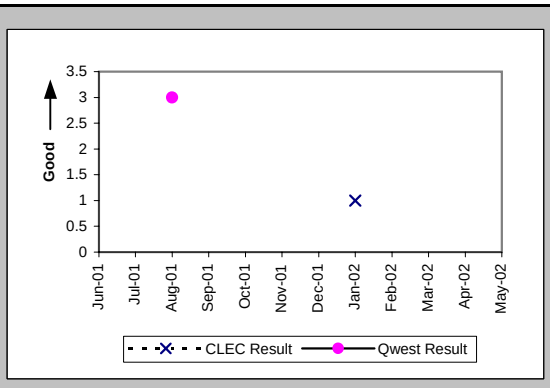
| Date | CLEC Num | CLEC Deno | CLEC Resu | CLEC Std D | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 1 | 1 | 100.00% | 0.00% | 97 | 490 | 19.80% | -2.01 | -2.22 |
| Jul-01 | 1 | 1 | 100.00% | 0.00% | 76 | 401 | 18.95% | -2.07 | -2.26 |
| Aug-01 | 1 | 2 | 50.00% | 50.00% | 122 | 448 | 27.23% | -0.72 | -1.44 |
| Sep-01 | 0 | 1 | 0.00% | 0.00% | 70 | 322 | 21.74% | 0.25 | -0.85 |
| Oct-01 | 2 | 12 | 16.67% | 37.27% | 85 | 403 | 21.09% | 0.29 | -0.82 |
| Nov-01 | 0 | 1 | 0.00% | 0.00% | 45 | 290 | 15.52% | 0.16 | -0.9 |
| Dec-01 | 1 | 2 | 50.00% | 50.00% | 79 | 365 | 21.64% | -0.97 | -1.59 |
| Jan-02 | 0 | 1 | 0.00% | 0.00% | 50 | 326 | 15.34% | 0.16 | -0.9 |
| Feb-02 | 0 | 17 | 0.00% | 0.00% | 33 | 306 | 10.78% | 1.52 | -0.07 |
| Mar-02 | 1 | 6 | 16.67% | 37.27% | 39 | 262 | 14.89% | -0.12 | -1.07 |
| Apr-02 | 0 | 53 | 0.00% | 0.00% | 35 | 268 | 13.06% | 3.22 | 0.96 |
| May-02 | 0 | 6 | 0.00% | 0.00% | 49 | 283 | 17.31% | 1.03 | -0.37 |



## Checklist #2 - Jeopardy Notifications - LIS

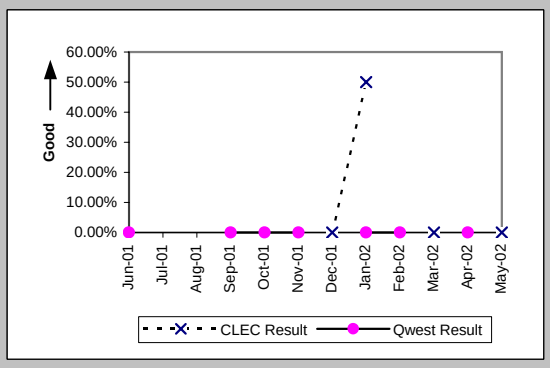
Jeopardy Notice Interval (Average Days) (PO-8C) (Parity)

| Date | CLEC Num | CLEC Deno | CLEC Resu | CLEC Std D | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 3 | 1 | 3.00 | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | 1 | 1 | 1.00 | | | | | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | | | | | |
| Apr-02 | | | | | | | | | |
| May-02 | | | | | | | | | |




Timely Jeopardy Notices (Percent) (PO-9C) (Parity)

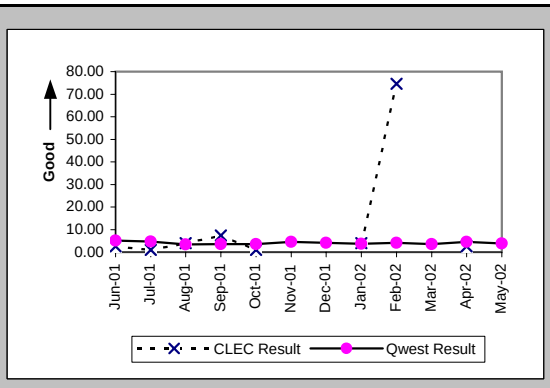
| Date | CLEC Num | CLEC Deno | CLEC Resu | CLEC Std D | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 0 | 1 | 0.00% | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | 0 | 2 | 0.00% | | |
| Oct-01 | | | | | 0 | 1 | 0.00% | | |
| Nov-01 | | | | | 0 | 2 | 0.00% | | |
| Dec-01 | 0 | 1 | 0.00% | 0.00% | | | | | |
| Jan-02 | 1 | 2 | 50.00% | 50.00% | 0 | 2 | 0.00% | N/A | |
| Feb-02 | | | | | 0 | 2 | 0.00% | | |
| Mar-02 | 0 | 1 | 0.00% | 0.00% | | | | | |
| Apr-02 | | | | | 0 | 2 | 0.00% | | |
| May-02 | 0 | 1 | 0.00% | 0.00% | | | | | |



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

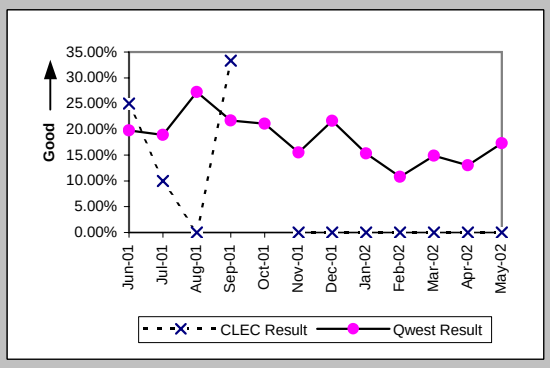
Jeopardy Notice Interval (Average Days) (PO-8D) (Parity)

| Date | CLEC Num | CLEC Deno | CLEC Resu | CLEC Std D | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 5 | 2 | 2.50 | 3.54 | 1277 | 251 | 5.09 | -0.24 | -1.15 |
| Jul-01 | 1 | 1 | 1.00 | | 1091 | 230 | 4.74 | 0.19 | -0.88 |
| Aug-01 | 4 | 1 | 4.00 | | 971 | 287 | 3.38 | -0.11 | -1.07 |
| Sep-01 | 22 | 3 | 7.33 | 11.02 | 677 | 191 | 3.54 | -1.2 | -1.73 |
| Oct-01 | 1 | 1 | 1.00 | | 912 | 255 | 3.58 | 0.64 | -0.61 |
| Nov-01 | | | | | 808 | 177 | 4.56 | | |
| Dec-01 | | | | | 887 | 219 | 4.05 | | |
| Jan-02 | 4 | 1 | 4.00 | | 658 | 179 | 3.68 | -0.05 | -1.03 |
| Feb-02 | 224 | 3 | 74.67 | 124.13 | 565 | 138 | 4.09 | -21.92 | -14.33 |
| Mar-02 | | | | | 541 | 150 | 3.61 | | |
| Apr-02 | 10 | 4 | 2.50 | 2.08 | 790 | 172 | 4.59 | 0.33 | -0.8 |
| May-02 | | | | | 720 | 187 | 3.85 | | |



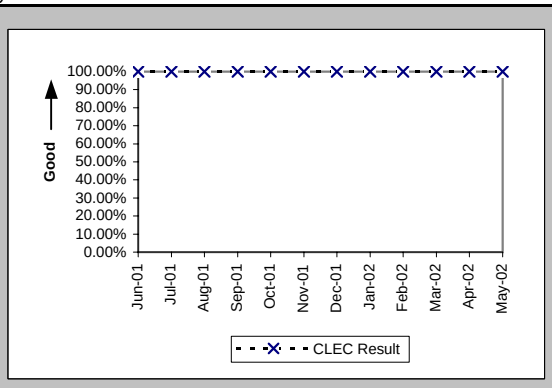

Timely Jeopardy Notices (Percent) (PO-9D) (Parity)

| Date | CLEC Num | CLEC Deno | CLEC Resu | CLEC Std D | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 1 | 4 | 25.00% | 43.30% | 97 | 490 | 19.80% | -0.26 | -1.16 |
| Jul-01 | 1 | 10 | 10.00% | 30.00% | 76 | 401 | 18.95% | 0.63 | -0.62 |
| Aug-01 | 0 | 5 | 0.00% | 0.00% | 122 | 448 | 27.23% | 1.3 | -0.21 |
| Sep-01 | 2 | 6 | 33.33% | 47.14% | 70 | 322 | 21.74% | -0.68 | -1.41 |
| Oct-01 | | | | | 85 | 403 | 21.09% | | |
| Nov-01 | 0 | 4 | 0.00% | 0.00% | 45 | 290 | 15.52% | 0.68 | -0.59 |
| Dec-01 | 0 | 3 | 0.00% | 0.00% | 79 | 365 | 21.64% | 0.72 | -0.56 |
| Jan-02 | 0 | 2 | 0.00% | 0.00% | 50 | 326 | 15.34% | 0.35 | -0.79 |
| Feb-02 | 0 | 4 | 0.00% | 0.00% | 33 | 306 | 10.78% | 0.48 | -0.71 |
| Mar-02 | 0 | 2 | 0.00% | 0.00% | 39 | 262 | 14.89% | 0.34 | -0.79 |
| Apr-02 | 0 | 1 | 0.00% | 0.00% | 35 | 268 | 13.06% | 0.12 | -0.92 |
| May-02 | 0 | 2 | 0.00% | 0.00% | 49 | 283 | 17.31% | 0.4 | -0.76 |



Checklist #2 - LSR Accountability

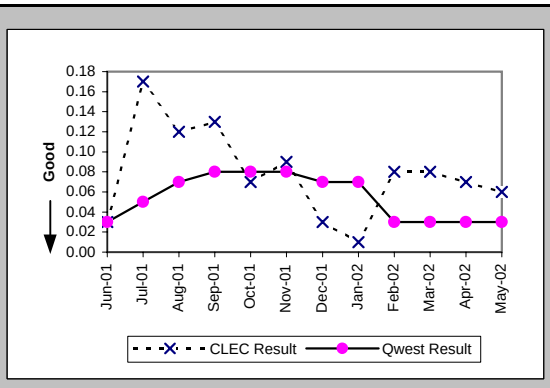
| LSR Accountability (Percent) (PO-10) (Diagnostic) | | | |
|---|---|---|---|
| Date | CLEC Num | CLEC Denom | CLEC Result |
| Jun-01 | 78870 | 78870 | 100.00% |
| Jul-01 | 73119 | 73119 | 100.00% |
| Aug-01 | 84030 | 84030 | 100.00% |
| Sep-01 | 65983 | 65983 | 100.00% |
| Oct-01 | 85412 | 85412 | 100.00% |
| 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% |
| May-02 | 91474 | 91474 | 100.00% |



## Checklist #2 - Due Date Changes

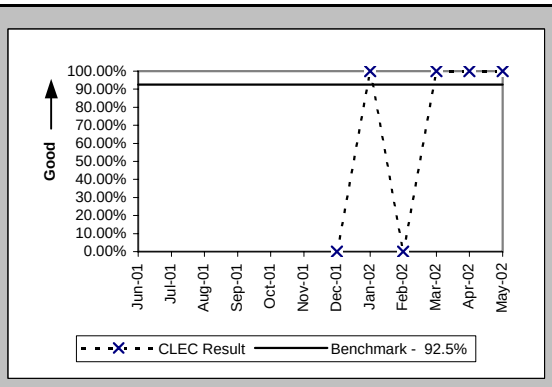
Number of Due Date Changes per Order (Average Days) (PO-15) (Diagnostic)

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 93 | 3257 | 0.03 | 0.18 | 1299 | 40490 | 0.03 | -0.98 | -1.6 |
| Jul-01 | 79 | 461 | 0.17 | 0.62 | 1276 | 24197 | 0.05 | 9.5 | 4.78 |
| Aug-01 | 106 | 856 | 0.12 | 0.39 | 1185 | 16096 | 0.07 | 4.51 | 1.74 |
| Sep-01 | 100 | 778 | 0.13 | 0.38 | 1011 | 12589 | 0.08 | 3.95 | 1.4 |
| Oct-01 | 198 | 2794 | 0.07 | 0.29 | 1159 | 13649 | 0.08 | -2.07 | -2.26 |
| Nov-01 | 159 | 1843 | 0.09 | 0.39 | 938 | 12464 | 0.08 | 1.41 | -0.15 |
| Dec-01 | 47 | 1642 | 0.03 | 0.19 | 732 | 10489 | 0.07 | -5.08 | -4.09 |
| Jan-02 | 30 | 2030 | 0.01 | 0.14 | 780 | 11749 | 0.07 | -6.07 | -4.69 |
| Feb-02 | 66 | 842 | 0.08 | 0.34 | 363 | 10653 | 0.03 | 5.69 | 2.46 |
| Mar-02 | 51 | 669 | 0.08 | 0.29 | 380 | 11403 | 0.03 | 5.31 | 2.23 |
| Apr-02 | 61 | 835 | 0.07 | 0.31 | 393 | 11534 | 0.03 | 5.25 | 2.19 |
| May-02 | 34 | 579 | 0.06 | 0.26 | 387 | 12513 | 0.03 | 3.3 | 1.01 |



Checklist #2 - Timely Release Notifications

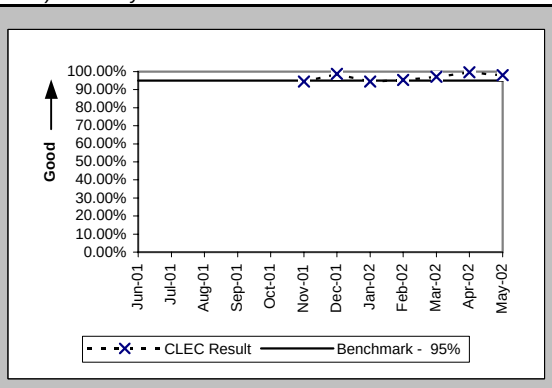
| (PO-16) Timely Release Notifications (Percent) Default (Benchmark) | | | |
|---|---|---|---|
| Date | CLEC Num | CLEC Denom | CLEC Result |
| Jun-01 | | | |
| Jul-01 | | | |
| Aug-01 | | | |
| Sep-01 | | | |
| Oct-01 | 0 | 0 | |
| Nov-01 | 0 | 0 | |
| Dec-01 | 0 | 1 | 0.00% |
| Jan-02 | 1 | 1 | 100.00% |
| Feb-02 | 0 | 2 | 0.00% |
| Mar-02 | 1 | 1 | 100.00% |
| Apr-02 | 5 | 5 | 100.00% |
| May-02 | 5 | 5 | 100.00% |




If the release notifications are less than 10 in the reporting month, the standard is 1 miss

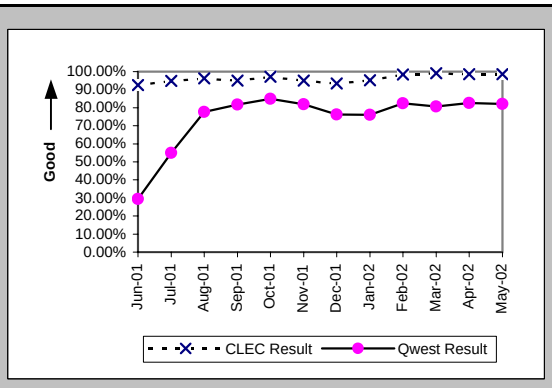
Checklist #2 - Stand-Alone Test Environment (SATE) Accuracy

| Stand-Alone Test Environment (SATE) Accuracy (Percent) (PO-19) (Benchmark) | | | |
|---|---|---|---|
| Date | CLEC Num | CLEC Denom | CLEC Result |
| 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% |
| May-02 | 646 | 659 | 98.03% |

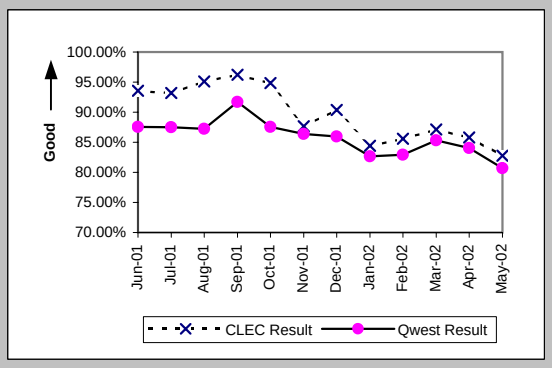


## Checklist #2 - Access To Centers

| Calls Answered within Twenty Seconds - Interconnect Provisioning Center (Percent) (OP-2) (Parity) | | | | | | |
|---|---|---|---|---|---|---|
| Date | CLEC Num | CLEC Denom | CLEC Result | Qwest Num | Qwest Denom | Qwest Result |
| 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 | 26327 | 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 | 27582 | 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% |
| May-02 | 23492 | 23823 | 98.61% | 2890939 | 3519539 | 82.14% |

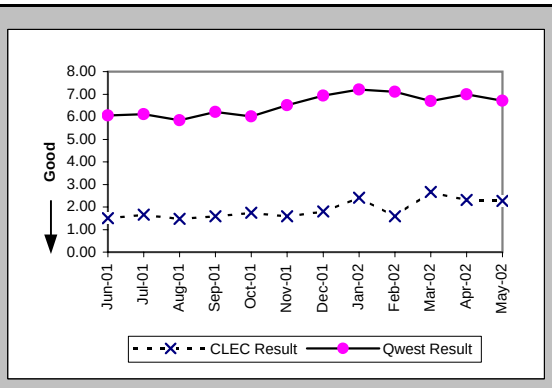



| Calls Answered within 20 seconds - Interconnect Repair Center (Percent) (MR-2) (Parity) | | | | | | |
|---|---|---|---|---|---|---|
| Date | CLEC Num | CLEC Denom | CLEC Result | Qwest Num | Qwest Denom | Qwest Result |
| Jun-01 | 25944 | 27731 | 93.56% | 775975 | 886147 | 87.57% |
| Jul-01 | 29571 | 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 | 22801 | 87.64% | 472032 | 546396 | 86.39% |
| Dec-01 | 18034 | 19952 | 90.39% | 440835 | 512988 | 85.93% |
| Jan-02 | 17097 | 20252 | 84.42% | 426971 | 516511 | 82.66% |
| 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% |
| May-02 | 18953 | 22897 | 82.78% | 378179 | 468753 | 80.68% |

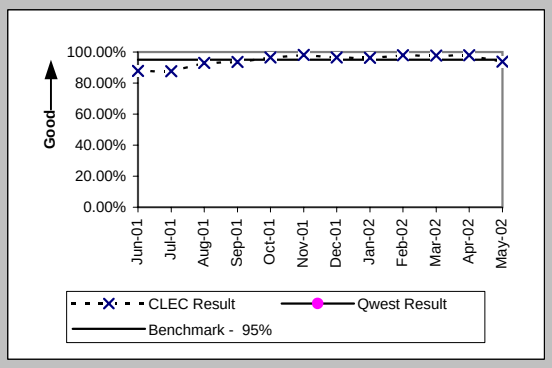


## Checklist #2 - Billing

| Time to Provide Usage Records (Average Days) UNEs and Resale Aggregate (BI-1A) (Parity) | | | | | | |
|---|---|---|---|---|---|---|
| Date | CLEC Num | CLEC Denom | CLEC Result | Qwest Num | Qwest Denom | Qwest Result |
| Jun-01 | 131968 | 87191 | 1.51 | 23827586 | 3939522 | 6.05 |
| Jul-01 | 143866 | 86843 | 1.66 | 21788871 | 3561472 | 6.12 |
| Aug-01 | 134889 | 91588 | 1.47 | 22090422 | 3778597 | 5.85 |
| Sep-01 | 127949 | 80256 | 1.59 | 19721238 | 3173344 | 6.21 |
| Oct-01 | 140384 | 80654 | 1.74 | 19484325 | 3243230 | 6.01 |
| Nov-01 | 128461 | 80763 | 1.59 | 20431605 | 3139889 | 6.51 |
| Dec-01 | 149857 | 83391 | 1.80 | 21525527 | 3107432 | 6.93 |
| Jan-02 | 226449 | 93949 | 2.41 | 23148531 | 3216611 | 7.20 |
| Feb-02 | 128087 | 80415 | 1.59 | 18065703 | 2542840 | 7.10 |
| Mar-02 | 8323791 | 3121969 | 2.67 | 18134599 | 2712032 | 6.69 |
| Apr-02 | 7643948 | 3303115 | 2.31 | 21483162 | 3067664 | 7.00 |
| May-02 | 7542190 | 3318771 | 2.27 | 20164730 | 3006875 | 6.71 |

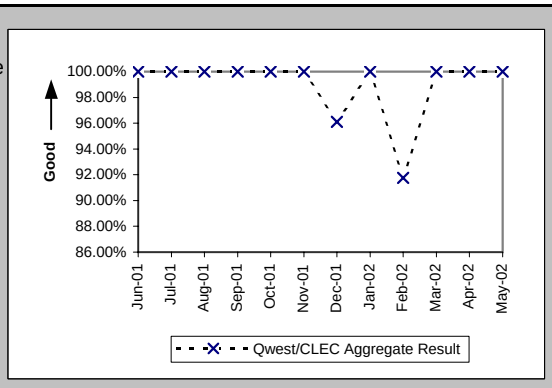



| Time to Provide Usage Records (Percent) Jointly-provided Switched Access (BI-1B) (Benchmark) | | | | | | |
|---|---|---|---|---|---|---|
| Date | CLEC Num | CLEC Denom | CLEC Result | Qwest Num | Qwest Denom | Qwest Result |
| Jun-01 | 225807 | 257300 | 87.76% | | | |
| Jul-01 | 194021 | 221232 | 87.70% | | | |
| Aug-01 | 127240 | 136962 | 92.90% | | | |
| Sep-01 | 103021 | 110057 | 93.61% | | | |
| Oct-01 | 170043 | 176046 | 96.59% | | | |
| Nov-01 | 204863 | 208869 | 98.08% | | | |
| Dec-01 | 119949 | 124206 | 96.57% | | | |
| Jan-02 | 131336 | 136303 | 96.36% | | | |
| Feb-02 | 123291 | 125842 | 97.97% | | | |
| Mar-02 | 134591 | 137677 | 97.76% | | | |
| Apr-02 | 125606 | 128293 | 97.91% | | | |
| May-02 | 120311 | 128130 | 93.90% | | | |



Checklist #2 - Billing

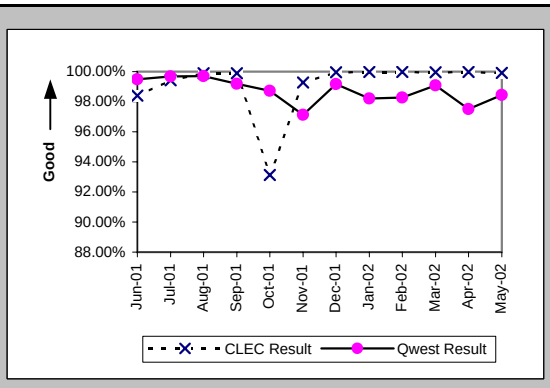
| Invoices Delivered within 10 Days (Percent) All (BI-2) (Parity) | | | |
|---|---|---|---|
| Date | Qwest/CLEC Aggregat | Qwest/CLEC Aggregat | Qwest/CLEC Aggregate |
| Jun-01 | 3652 | 3652 | 100.00% |
| Jul-01 | 3745 | 3745 | 100.00% |
| Aug-01 | 3978 | 3978 | 100.00% |
| Sep-01 | 3999 | 3999 | 100.00% |
| Oct-01 | 4045 | 4045 | 100.00% |
| Nov-01 | 4174 | 4174 | 100.00% |
| Dec-01 | 3779 | 3932 | 96.11% |
| Jan-02 | 3978 | 3978 | 100.00% |
| Feb-02 | 3734 | 4069 | 91.77% |
| Mar-02 | 4219 | 4219 | 100.00% |
| Apr-02 | 4527 | 4527 | 100.00% |
| May-02 | 4302 | 4302 | 100.00% |



## Checklist #2 - Billing

Billing Accuracy - Adjustments for Errors (Percent) UNEs and Resale Aggregate (BI-3A) (Parity)

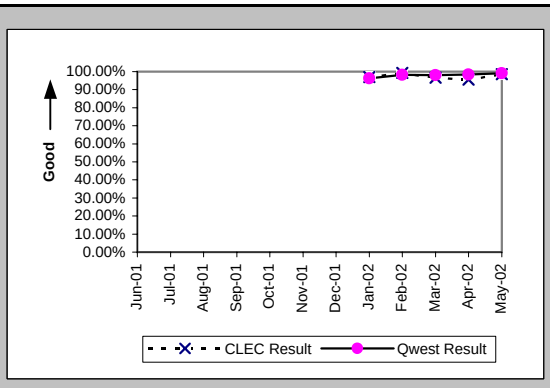
| Date | CLEC Num | CLEC Denc | CLEC Resu | CLEC Std D | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 573318.46 | 582638.79 | 98.40% | 12.55% | 25252338 | 25381969 | 99.49% | 115.29 | 69.09 |
| Jul-01 | 775613.74 | 780164.68 | 99.42% | 7.62% | 24947791 | 25029946 | 99.67% | 38.79 | 22.59 |
| Aug-01 | 702591.4 | 703290.92 | 99.90% | 3.15% | 25281298 | 25354885 | 99.71% | -29.34 | -18.83 |
| Sep-01 | 760882.74 | 761702.11 | 99.89% | 3.28% | 24536609 | 24736601 | 99.19% | -67.28 | -41.9 |
| Oct-01 | 104775.62 | 112496.06 | 93.14% | 25.28% | 22827914 | 23124051 | 98.72% | 166.11 | 99.99 |
| Nov-01 | 877735.25 | 884209.93 | 99.27% | 8.53% | 22215348 | 22872316 | 97.13% | -118.22 | -72.87 |
| Dec-01 | 862777.98 | 863182.79 | 99.95% | 2.17% | 23183638 | 23377060 | 99.17% | -78.61 | -48.79 |
| Jan-02 | 864631.62 | 864820.5 | 99.98% | 1.48% | 22378149 | 22786308 | 98.21% | -121.77 | -75.03 |
| Feb-02 | 951059.33 | 951268.25 | 99.98% | 1.48% | 23319837 | 23729015 | 98.28% | -125.07 | -77.04 |
| Mar-02 | 929531.23 | 929945.88 | 99.96% | 2.11% | 23364761 | 23579925 | 99.09% | -86.33 | -53.49 |
| Apr-02 | 938057.4 | 938290.41 | 99.98% | 1.58% | 22749806 | 23328315 | 97.52% | -149.93 | -92.15 |
| May-02 | 950234.13 | 951001.48 | 99.92% | 2.84% | 22861164 | 23221733 | 98.45% | -113.8 | -70.19 |



## Checklist #2 - Billing

Billing Completeness (Percent) UNEs and Resale Aggregate (BI-4A) (Parity)

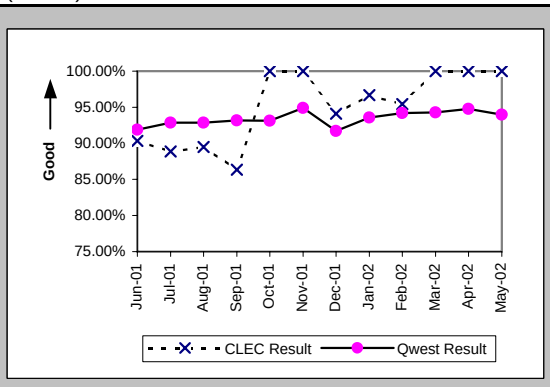
| Date | CLEC Num | CLEC Dend | CLEC Resu | CLEC Std D | Qwest Num | Qwest Dend | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | 2074 | 2140 | 96.92% | 17.29% | 77976 | 80963 | 96.31% | -1.47 | -1.89 |
| Feb-02 | 3039 | 3062 | 99.25% | 8.63% | 72386 | 73637 | 98.30% | -3.98 | -3.42 |
| Mar-02 | 1895 | 1962 | 96.59% | 18.16% | 70102 | 71481 | 98.07% | 4.72 | 1.87 |
| Apr-02 | 1584 | 1659 | 95.48% | 20.78% | 57346 | 58268 | 98.42% | 9.46 | 4.75 |
| May-02 | 1729 | 1755 | 98.52% | 12.08% | 78357 | 79001 | 99.18% | 3.07 | 0.87 |



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

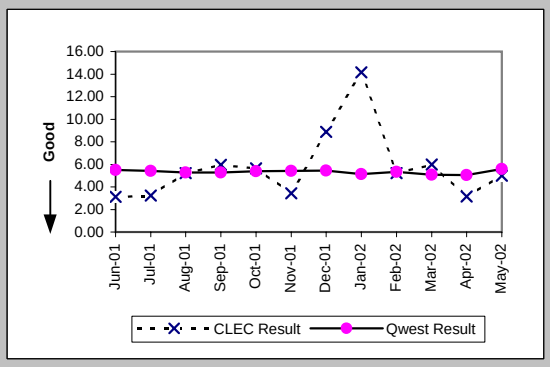
### Installation Commitments Met (Percent) (OP-3A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denc | CLEC Resu | CLEC Std D | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 28 | 31 | 90.32% | 29.57% | 2327 | 2533 | 91.87% | 0.37 | -0.78 |
| Jul-01 | 8 | 9 | 88.89% | 31.43% | 2486 | 2677 | 92.87% | 0.49 | -0.7 |
| Aug-01 | 17 | 19 | 89.47% | 30.69% | 2779 | 2992 | 92.88% | 0.6 | -0.63 |
| Sep-01 | 19 | 22 | 86.36% | 34.32% | 2236 | 2400 | 93.17% | 1.16 | -0.29 |
| Oct-01 | 22 | 22 | 100.00% | 0.00% | 2162 | 2322 | 93.11% | -1.27 | -1.77 |
| Nov-01 | 18 | 18 | 100.00% | 0.00% | 2168 | 2284 | 94.92% | -0.98 | -1.59 |
| Dec-01 | 16 | 17 | 94.12% | 23.53% | 1707 | 1861 | 91.72% | -0.36 | -1.22 |
| Jan-02 | 29 | 30 | 96.67% | 17.95% | 1957 | 2091 | 93.59% | -0.68 | -1.42 |
| Feb-02 | 21 | 22 | 95.45% | 20.83% | 1790 | 1900 | 94.21% | -0.25 | -1.15 |
| Mar-02 | 15 | 15 | 100.00% | 0.00% | 1865 | 1978 | 94.29% | -0.95 | -1.58 |
| Apr-02 | 19 | 19 | 100.00% | 0.00% | 1937 | 2044 | 94.77% | -1.02 | -1.62 |
| May-02 | 10 | 10 | 100.00% | 0.00% | 2028 | 2158 | 93.98% | -0.8 | -1.49 |



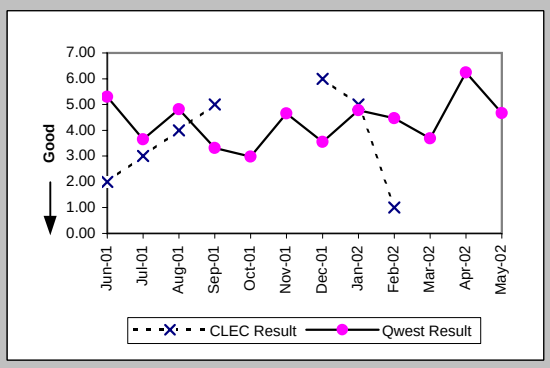

### Installation Interval (Average Days) (OP-4A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denc | CLEC Resu | CLEC Std D | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 97 | 31 | 3.13 | 2.38 | 13901 | 2533 | 5.49 | -2.14 | -2.3 |
| Jul-01 | 29 | 9 | 3.22 | 1.92 | 14624 | 2695 | 5.43 | -1.06 | -1.64 |
| Aug-01 | 99 | 19 | 5.21 | 3.95 | 15918 | 3010 | 5.29 | -0.06 | -1.03 |
| Sep-01 | 131 | 22 | 5.95 | 7.89 | 12750 | 2414 | 5.28 | 0.7 | -0.57 |
| Oct-01 | 124 | 22 | 5.64 | 5.32 | 12604 | 2339 | 5.39 | 0.34 | -0.79 |
| Nov-01 | 62 | 18 | 3.44 | 1.29 | 12521 | 2314 | 5.41 | -1.43 | -1.87 |
| Dec-01 | 151 | 17 | 8.88 | 10.08 | 10214 | 1873 | 5.45 | 2.07 | 0.26 |
| Jan-02 | 425 | 30 | 14.17 | 14.51 | 10822 | 2106 | 5.14 | 3.72 | 1.26 |
| Feb-02 | 115 | 22 | 5.23 | 3.32 | 10158 | 1906 | 5.33 | -0.09 | -1.05 |
| Mar-02 | 90 | 15 | 6.00 | 5.69 | 10083 | 1986 | 5.08 | 0.78 | -0.53 |
| Apr-02 | 60 | 19 | 3.16 | 1.34 | 10351 | 2048 | 5.05 | -1.56 | -1.95 |
| May-02 | 50 | 10 | 5.00 | 4.55 | 12045 | 2160 | 5.58 | -0.3 | -1.18 |



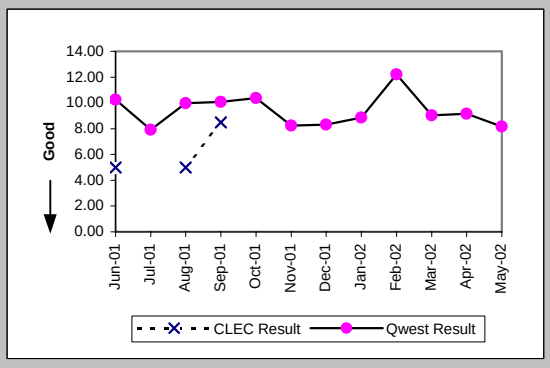

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-1) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denc | CLEC Resu | CLEC Std D | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 2 | 1 | 2.00 | | 228 | 43 | 5.30 | -0.52 | -1.31 |
| Jul-01 | 3 | 1 | 3.00 | | 168 | 46 | 3.65 | -0.16 | -1.1 |
| Aug-01 | 4 | 1 | 4.00 | | 236 | 49 | 4.82 | -0.15 | -1.09 |
| Sep-01 | 5 | 1 | 5.00 | | 103 | 31 | 3.32 | 0.5 | -0.69 |
| Oct-01 | | | | | 137 | 46 | 2.98 | | |
| Nov-01 | | | | | 316 | 68 | 4.65 | | |
| Dec-01 | 6 | 1 | 6.00 | | 135 | 38 | 3.55 | 0.84 | -0.49 |
| Jan-02 | 5 | 1 | 5.00 | | 263 | 55 | 4.78 | 0.62 | -0.62 |
| Feb-02 | 1 | 1 | 1.00 | | 286 | 64 | 4.47 | -0.59 | -1.36 |
| Mar-02 | | | | | 162 | 44 | 3.68 | | |
| Apr-02 | | | | | 393 | 63 | 6.24 | | |
| May-02 | | | | | 196 | 42 | 4.67 | | |




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

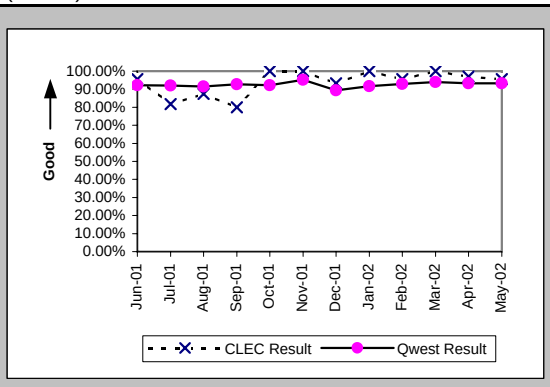
| Date | CLEC Num | CLEC Denc | CLEC Resu | CLEC Std D | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 10 | 2 | 5.00 | 2.83 | 1669 | 163 | 10.24 | -0.71 | -1.43 |
| Jul-01 | | | | | 1275 | 161 | 7.92 | | |
| Aug-01 | 5 | 1 | 5.00 | | 1778 | 178 | 9.99 | -0.49 | -1.3 |
| Sep-01 | 17 | 2 | 8.50 | 12.02 | 1472 | 146 | 10.08 | -0.17 | -1.1 |
| Oct-01 | | | | | 1359 | 131 | 10.37 | | |
| Nov-01 | | | | | 642 | 78 | 8.23 | | |
| Dec-01 | | | | | 947 | 114 | 8.31 | | |
| Jan-02 | | | | | 770 | 87 | 8.85 | | |
| Feb-02 | | | | | 611 | 50 | 12.22 | | |
| Mar-02 | | | | | 632 | 70 | 9.03 | | |
| Apr-02 | | | | | 422 | 46 | 9.17 | | |
| May-02 | | | | | 727 | 89 | 8.17 | | |



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

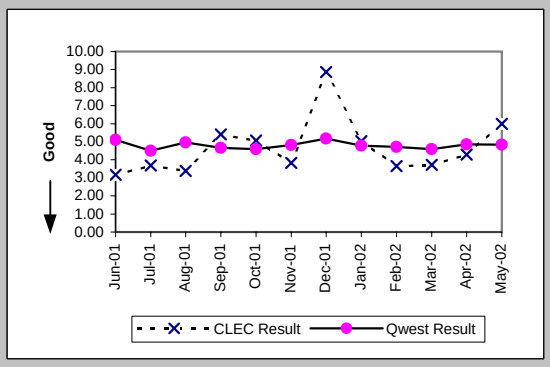
### Installation Commitments Met (Percent) (OP-3B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denc | CLEC Resu | CLEC Std D | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 22 | 23 | 95.65% | 20.39% | 1558 | 1691 | 92.13% | -0.62 | -1.38 |
| Jul-01 | 18 | 22 | 81.82% | 38.57% | 1560 | 1696 | 91.98% | 1.55 | -0.06 |
| Aug-01 | 7 | 8 | 87.50% | 33.07% | 1843 | 2016 | 91.42% | 0.43 | -0.74 |
| Sep-01 | 16 | 20 | 80.00% | 40.00% | 1619 | 1746 | 92.73% | 1.85 | 0.13 |
| Oct-01 | 15 | 15 | 100.00% | 0.00% | 1639 | 1776 | 92.29% | -1.12 | -1.68 |
| Nov-01 | 24 | 24 | 100.00% | 0.00% | 1516 | 1592 | 95.23% | -1.09 | -1.66 |
| Dec-01 | 14 | 15 | 93.33% | 24.94% | 1230 | 1376 | 89.39% | -0.49 | -1.3 |
| Jan-02 | 29 | 29 | 100.00% | 0.00% | 1341 | 1462 | 91.72% | -1.6 | -1.97 |
| Feb-02 | 22 | 23 | 95.65% | 20.39% | 1269 | 1366 | 92.90% | -0.51 | -1.31 |
| Mar-02 | 26 | 26 | 100.00% | 0.00% | 1327 | 1411 | 94.05% | -1.27 | -1.77 |
| Apr-02 | 33 | 34 | 97.06% | 16.90% | 1431 | 1534 | 93.29% | -0.87 | -1.53 |
| May-02 | 22 | 23 | 95.65% | 20.39% | 1441 | 1545 | 93.27% | -0.45 | -1.28 |



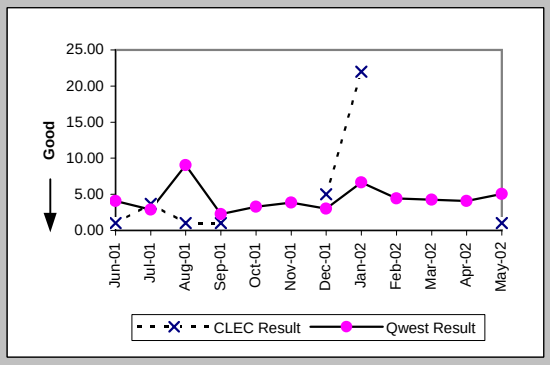

### Installation Interval (Average Days) (OP-4B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denc | CLEC Resu | CLEC Std D | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 73 | 23 | 3.17 | 1.07 | 8645 | 1691 | 5.11 | -1.28 | -1.78 |
| Jul-01 | 81 | 22 | 3.68 | 2.44 | 7675 | 1706 | 4.50 | -0.7 | -1.42 |
| Aug-01 | 27 | 8 | 3.38 | 1.19 | 10039 | 2022 | 4.96 | -0.71 | -1.43 |
| Sep-01 | 108 | 20 | 5.40 | 4.38 | 8230 | 1761 | 4.67 | 0.85 | -0.48 |
| Oct-01 | 76 | 15 | 5.07 | 3.33 | 8235 | 1794 | 4.59 | 0.59 | -0.64 |
| Nov-01 | 92 | 24 | 3.83 | 1.97 | 7718 | 1602 | 4.82 | -0.87 | -1.53 |
| Dec-01 | 133 | 15 | 8.87 | 10.68 | 7191 | 1387 | 5.18 | 1.66 | 0.01 |
| Jan-02 | 151 | 30 | 5.03 | 8.38 | 7066 | 1476 | 4.79 | 0.54 | -0.67 |
| Feb-02 | 84 | 23 | 3.65 | 2.25 | 6455 | 1370 | 4.71 | -0.92 | -1.56 |
| Mar-02 | 97 | 26 | 3.73 | 2.20 | 6515 | 1419 | 4.59 | -0.96 | -1.59 |
| Apr-02 | 146 | 34 | 4.29 | 3.15 | 7467 | 1538 | 4.86 | -0.61 | -1.37 |
| May-02 | 138 | 23 | 6.00 | 6.23 | 7500 | 1550 | 4.84 | 1.15 | -0.3 |



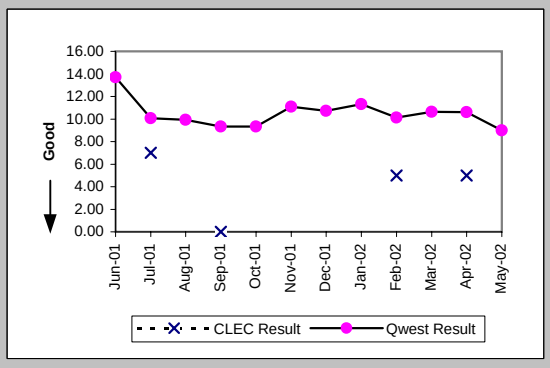

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-2) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denc | CLEC Resu | CLEC Std D | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 1 | 1 | 1.00 | | 134 | 33 | 4.06 | -0.48 | -1.29 |
| Jul-01 | 11 | 3 | 3.67 | 3.79 | 107 | 37 | 2.89 | 0.61 | -0.63 |
| Aug-01 | 1 | 1 | 1.00 | | 308 | 34 | 9.06 | -0.52 | -1.31 |
| Sep-01 | 2 | 2 | 1.00 | 0.00 | 85 | 38 | 2.24 | -0.7 | -1.42 |
| Oct-01 | | | | | 187 | 57 | 3.28 | | |
| Nov-01 | | | | | 108 | 28 | 3.86 | | |
| Dec-01 | 5 | 1 | 5.00 | | 153 | 51 | 3.00 | 0.8 | -0.51 |
| Jan-02 | 22 | 1 | 22.00 | | 446 | 67 | 6.66 | 2.26 | 0.37 |
| Feb-02 | | | | | 208 | 47 | 4.43 | | |
| Mar-02 | | | | | 174 | 41 | 4.24 | | |
| Apr-02 | | | | | 200 | 49 | 4.08 | | |
| May-02 | 1 | 1 | 1.00 | | 248 | 49 | 5.06 | -0.6 | -1.36 |




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

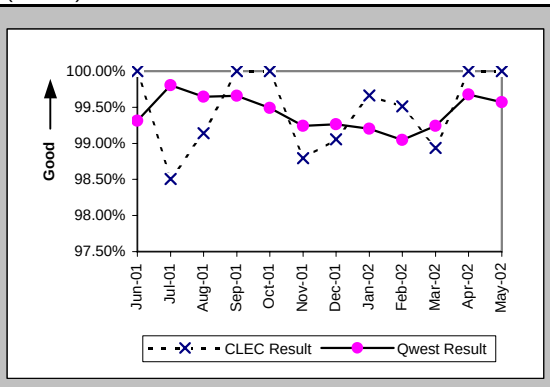
| Date | CLEC Num | CLEC Denc | CLEC Resu | CLEC Std D | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 1371 | 100 | 13.71 | | |
| Jul-01 | 7 | 1 | 7.00 | | 1076 | 107 | 10.06 | -0.38 | -1.23 |
| Aug-01 | | | | | 1431 | 144 | 9.94 | | |
| Sep-01 | 0 | 2 | 0.00 | 0.00 | 932 | 100 | 9.32 | -1.22 | -1.74 |
| Oct-01 | | | | | 906 | 97 | 9.34 | | |
| Nov-01 | | | | | 644 | 58 | 11.10 | | |
| Dec-01 | | | | | 1039 | 97 | 10.71 | | |
| Jan-02 | | | | | 747 | 66 | 11.32 | | |
| Feb-02 | 5 | 1 | 5.00 | | 516 | 51 | 10.12 | -0.48 | -1.29 |
| Mar-02 | | | | | 479 | 45 | 10.64 | | |
| Apr-02 | 5 | 1 | 5.00 | | 595 | 56 | 10.62 | -0.64 | -1.39 |
| May-02 | | | | | 504 | 56 | 9.00 | | |



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

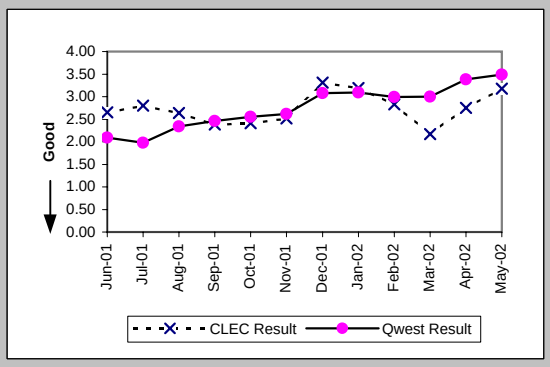
### Installation Commitments Met (Percent) (OP-3C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denc | CLEC Resu | CLEC Std D | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 425 | 425 | 100.00% | 0.00% | 21704 | 21854 | 99.31% | -1.7 | -2.03 |
| Jul-01 | 198 | 201 | 98.51% | 12.13% | 16462 | 16494 | 99.81% | 2.66 | 0.62 |
| Aug-01 | 230 | 232 | 99.14% | 9.24% | 8137 | 8166 | 99.64% | 1.14 | -0.31 |
| Sep-01 | 166 | 166 | 100.00% | 0.00% | 5854 | 5874 | 99.66% | -0.74 | -1.45 |
| Oct-01 | 226 | 226 | 100.00% | 0.00% | 6049 | 6080 | 99.49% | -1.06 | -1.64 |
| Nov-01 | 164 | 166 | 98.80% | 10.91% | 5752 | 5796 | 99.24% | 0.67 | -0.59 |
| Dec-01 | 105 | 106 | 99.06% | 9.67% | 4309 | 4341 | 99.26% | 0.31 | -0.81 |
| Jan-02 | 295 | 296 | 99.66% | 5.80% | 5361 | 5404 | 99.20% | -0.86 | -1.52 |
| Feb-02 | 205 | 206 | 99.51% | 6.95% | 4884 | 4931 | 99.05% | -0.68 | -1.41 |
| Mar-02 | 93 | 94 | 98.94% | 10.26% | 5615 | 5658 | 99.24% | 0.4 | -0.76 |
| Apr-02 | 117 | 117 | 100.00% | 0.00% | 5516 | 5534 | 99.67% | -0.61 | -1.37 |
| May-02 | 63 | 63 | 100.00% | 0.00% | 6258 | 6285 | 99.57% | -0.52 | -1.32 |



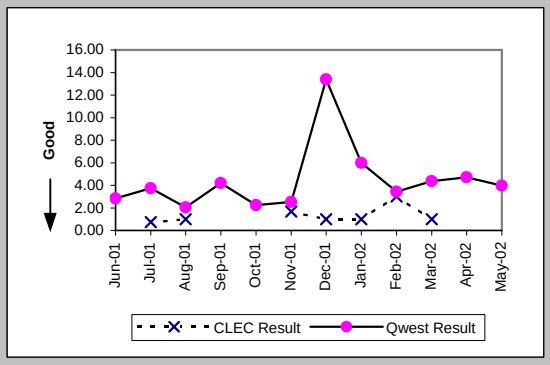

### Installation Interval (Average Days) (OP-4C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denc | CLEC Resu | CLEC Std D | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 944 | 356 | 2.65 | 0.81 | 36107 | 17289 | 2.09 | 8.68 | 4.28 |
| Jul-01 | 462 | 165 | 2.80 | 1.49 | 26446 | 13356 | 1.98 | 7.46 | 3.54 |
| Aug-01 | 356 | 135 | 2.64 | 0.75 | 15678 | 6691 | 2.34 | 3.57 | 1.17 |
| Sep-01 | 200 | 84 | 2.38 | 0.96 | 12258 | 4981 | 2.46 | -0.63 | -1.38 |
| Oct-01 | 222 | 92 | 2.41 | 0.97 | 12851 | 5047 | 2.55 | -1.33 | -1.81 |
| Nov-01 | 219 | 87 | 2.52 | 0.79 | 12685 | 4847 | 2.62 | -0.98 | -1.59 |
| Dec-01 | 149 | 45 | 3.31 | 0.90 | 11013 | 3574 | 3.08 | 1.41 | -0.15 |
| Jan-02 | 431 | 135 | 3.19 | 1.07 | 14420 | 4672 | 3.09 | 0.44 | -0.73 |
| Feb-02 | 277 | 98 | 2.83 | 1.31 | 12485 | 4176 | 2.99 | -1.33 | -1.81 |
| Mar-02 | 76 | 35 | 2.17 | 1.40 | 13621 | 4534 | 3.00 | -4.3 | -3.61 |
| Apr-02 | 157 | 57 | 2.75 | 0.87 | 15089 | 4461 | 3.38 | -4.33 | -3.63 |
| May-02 | 105 | 33 | 3.18 | 1.31 | 17508 | 5022 | 3.49 | -1.69 | -2.03 |



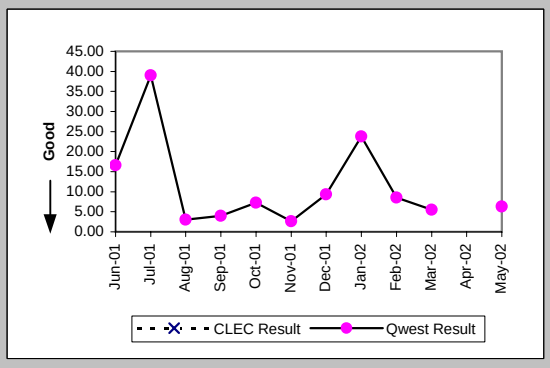

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-3) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denc | CLEC Resu | CLEC Std D | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 413 | 145 | 2.85 | | |
| Jul-01 | 3 | 4 | 0.75 | 0.50 | 157 | 42 | 3.74 | -0.67 | -1.41 |
| Aug-01 | 2 | 2 | 1.00 | 0.00 | 121 | 59 | 2.05 | -0.71 | -1.43 |
| Sep-01 | | | | | 143 | 34 | 4.21 | | |
| Oct-01 | | | | | 98 | 44 | 2.23 | | |
| Nov-01 | 5 | 3 | 1.67 | 1.15 | 129 | 51 | 2.53 | -0.47 | -1.29 |
| Dec-01 | 1 | 1 | 1.00 | | 402 | 30 | 13.40 | -0.22 | -1.13 |
| Jan-02 | 1 | 1 | 1.00 | | 222 | 37 | 6.00 | -0.34 | -1.21 |
| Feb-02 | 3 | 1 | 3.00 | | 154 | 45 | 3.42 | -0.14 | -1.09 |
| Mar-02 | 1 | 1 | 1.00 | | 183 | 42 | 4.36 | -0.83 | -1.51 |
| Apr-02 | | | | | 94 | 20 | 4.70 | | |
| May-02 | | | | | 99 | 25 | 3.96 | | |




### Delayed Days for Facility Reasons (Average Days) (OP-6B-3) (Parity)-- No Dispatches

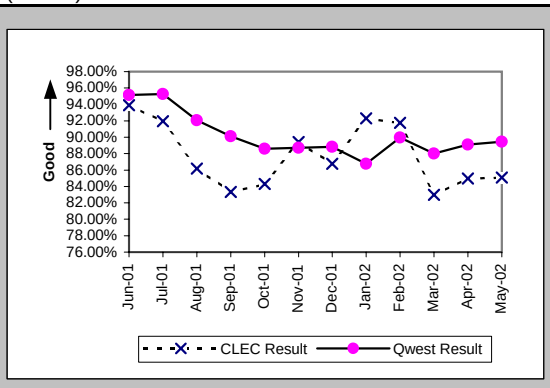
| Date | CLEC Num | CLEC Denc | CLEC Resu | CLEC Std D | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 83 | 5 | 16.60 | | |
| Jul-01 | | | | | 78 | 2 | 39.00 | | |
| Aug-01 | | | | | 6 | 2 | 3.00 | | |
| Sep-01 | | | | | 4 | 1 | 4.00 | | |
| Oct-01 | | | | | 29 | 4 | 7.25 | | |
| Nov-01 | | | | | 8 | 3 | 2.67 | | |
| Dec-01 | | | | | 28 | 3 | 9.33 | | |
| Jan-02 | | | | | 190 | 8 | 23.75 | | |
| Feb-02 | | | | | 17 | 2 | 8.50 | | |
| Mar-02 | | | | | 11 | 2 | 5.50 | | |
| Apr-02 | | | | | | | | | |
| May-02 | | | | | 19 | 3 | 6.33 | | |



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

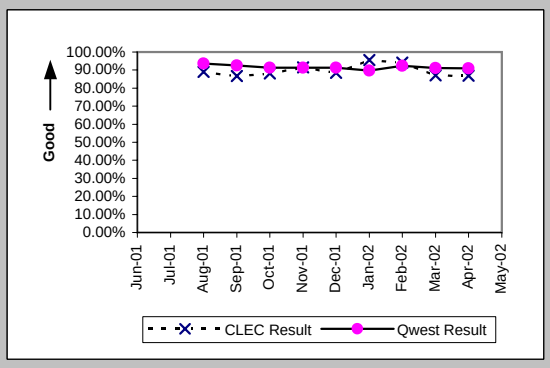
New Service Installation Quality (Percent) (OP-5) (Parity)

| Date | CLEC Num | CLEC Dend | CLEC Resu | CLEC Std D | Qwest Num | Qwest Dend | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 476 | 507 | 93.89% | 23.96% | 23985 | 25210 | 95.14% | 1.3 | -0.21 |
| Jul-01 | 332 | 361 | 91.97% | 27.18% | 22709 | 23839 | 95.26% | 2.69 | 0.64 |
| Aug-01 | 212 | 246 | 86.18% | 34.51% | 15715 | 17069 | 92.07% | 3.11 | 0.89 |
| Sep-01 | 195 | 234 | 83.33% | 37.27% | 10496 | 11648 | 90.11% | 3.18 | 0.93 |
| Oct-01 | 199 | 236 | 84.32% | 36.36% | 8991 | 10148 | 88.60% | 1.96 | 0.19 |
| Nov-01 | 211 | 236 | 89.41% | 30.78% | 8852 | 9976 | 88.73% | -0.32 | -1.2 |
| Dec-01 | 151 | 174 | 86.78% | 33.87% | 7695 | 8664 | 88.82% | 0.85 | -0.48 |
| Jan-02 | 228 | 247 | 92.31% | 26.65% | 7201 | 8301 | 86.75% | -2.54 | -2.54 |
| Feb-02 | 279 | 304 | 91.78% | 27.47% | 7738 | 8603 | 89.95% | -1.04 | -1.63 |
| Mar-02 | 161 | 194 | 82.99% | 37.57% | 7604 | 8639 | 88.02% | 2.04 | 0.24 |
| Apr-02 | 130 | 153 | 84.97% | 35.74% | 8105 | 9095 | 89.11% | 1.58 | -0.04 |
| May-02 | 114 | 134 | 85.07% | 35.63% | 8552 | 9561 | 89.45% | 1.58 | -0.04 |



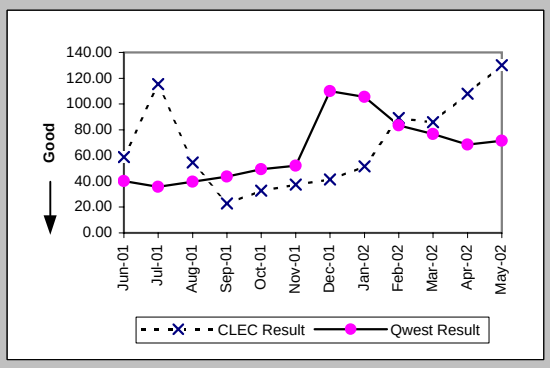

New Service Installation Quality (Percent) (OP-5*) (Parity)

| Date | CLEC Num | CLEC Dend | CLEC Resu | CLEC Std D | Qwest Num | Qwest Dend | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | 219 | 246 | 89.02% | 31.26% | 15973 | 17069 | 93.58% | 2.67 | 0.62 |
| Sep-01 | 203 | 234 | 86.75% | 33.90% | 10781 | 11648 | 92.56% | 3.06 | 0.86 |
| Oct-01 | 208 | 236 | 88.14% | 32.34% | 9270 | 10148 | 91.35% | 1.67 | 0.02 |
| Nov-01 | 216 | 236 | 91.53% | 27.85% | 9105 | 9976 | 91.27% | -0.14 | -1.08 |
| Dec-01 | 154 | 174 | 88.51% | 31.90% | 7907 | 8664 | 91.26% | 1.25 | -0.24 |
| Jan-02 | 236 | 247 | 95.55% | 20.63% | 7454 | 8301 | 89.80% | -2.94 | -2.79 |
| Feb-02 | 286 | 304 | 94.08% | 23.60% | 7950 | 8603 | 92.41% | -1.08 | -1.66 |
| Mar-02 | 169 | 194 | 87.11% | 33.51% | 7873 | 8639 | 91.13% | 1.86 | 0.13 |
| Apr-02 | 133 | 153 | 86.93% | 33.71% | 8270 | 9095 | 90.93% | 1.64 | 0 |
| May-02 | | | | | | | | | |




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

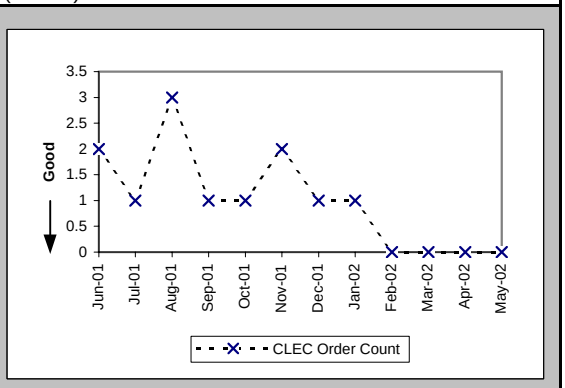
| Date | CLEC Num | CLEC Dend | CLEC Resu | CLEC Std D | Qwest Num | Qwest Dend | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 294 | 5 | 58.80 | 69.70 | 13769 | 342 | 40.26 | 0.89 | -0.46 |
| Jul-01 | 346 | 3 | 115.33 | 70.54 | 14358 | 403 | 35.63 | 2.1 | 0.27 |
| Aug-01 | 437 | 8 | 54.62 | 79.22 | 18658 | 470 | 39.70 | 0.76 | -0.54 |
| Sep-01 | 137 | 6 | 22.83 | 30.68 | 19436 | 444 | 43.77 | -0.79 | -1.48 |
| Oct-01 | 164 | 5 | 32.80 | 17.54 | 19814 | 401 | 49.41 | -0.5 | -1.31 |
| Nov-01 | 187 | 5 | 37.40 | 20.35 | 24814 | 476 | 52.13 | -0.45 | -1.27 |
| Dec-01 | 207 | 5 | 41.40 | 36.61 | 30766 | 280 | 109.88 | -1.25 | -1.76 |
| Jan-02 | 207 | 4 | 51.75 | 47.08 | 33743 | 320 | 105.45 | -0.88 | -1.54 |
| Feb-02 | 267 | 3 | 89.00 | 39.23 | 28228 | 338 | 83.51 | 0.3 | -0.82 |
| Mar-02 | 344 | 4 | 86.00 | 57.71 | 33164 | 433 | 76.59 | 0.39 | -0.76 |
| Apr-02 | 432 | 4 | 108.00 | 57.71 | 37354 | 545 | 68.54 | 0.9 | -0.45 |
| May-02 | 520 | 4 | 130.00 | 57.71 | 41997 | 587 | 71.55 | 1.16 | -0.29 |



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

Count of Pending Orders Delayed for Facilities Reasons UNE - P (POTS) (OP-15B) (Diagnostic)

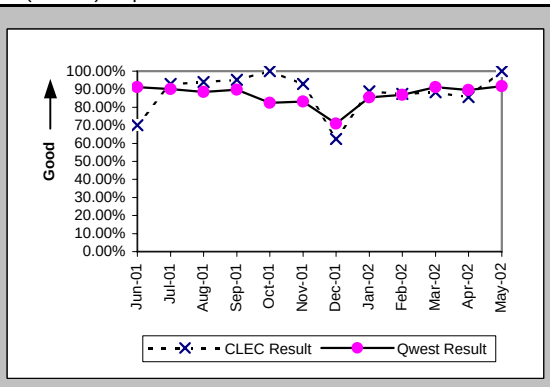
| Date | CLEC Order Count |
|---|---|
| Jun-01 | 2 |
| Jul-01 | 1 |
| Aug-01 | 3 |
| Sep-01 | 1 |
| Oct-01 | 1 |
| Nov-01 | 2 |
| Dec-01 | 1 |
| Jan-02 | 1 |
| Feb-02 | 0 |
| Mar-02 | 0 |
| Apr-02 | 0 |
| May-02 | 0 |



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

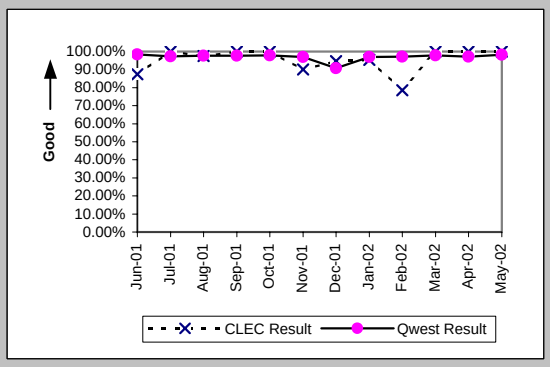
### Out of Service Cleared within 24 hours (Percent) (MR-3A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Dend | CLEC Resu | CLEC Std D | Qwest Num | Qwest Dend | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 14 | 20 | 70.00% | 45.83% | 2029 | 2227 | 91.11% | 2.68 | 0.63 |
| Jul-01 | 26 | 28 | 92.86% | 25.75% | 2048 | 2276 | 89.98% | -0.5 | -1.31 |
| Aug-01 | 31 | 33 | 93.94% | 23.86% | 1833 | 2071 | 88.51% | -0.97 | -1.59 |
| Sep-01 | 20 | 21 | 95.24% | 21.30% | 1713 | 1909 | 89.73% | -0.83 | -1.5 |
| Oct-01 | 21 | 21 | 100.00% | 0.00% | 1560 | 1891 | 82.50% | -2.1 | -2.28 |
| Nov-01 | 13 | 14 | 92.86% | 25.75% | 1809 | 2176 | 83.13% | -0.97 | -1.59 |
| Dec-01 | 5 | 8 | 62.50% | 48.41% | 1203 | 1696 | 70.93% | 0.52 | -0.68 |
| Jan-02 | 16 | 18 | 88.89% | 31.43% | 1514 | 1773 | 85.39% | -0.42 | -1.25 |
| Feb-02 | 7 | 8 | 87.50% | 33.07% | 1136 | 1307 | 86.92% | -0.05 | -1.03 |
| Mar-02 | 15 | 17 | 88.24% | 32.22% | 1325 | 1453 | 91.19% | 0.47 | -0.72 |
| Apr-02 | 12 | 14 | 85.71% | 34.99% | 1671 | 1865 | 89.60% | 0.51 | -0.69 |
| May-02 | 15 | 15 | 100.00% | 0.00% | 1551 | 1692 | 91.67% | -1.16 | -1.71 |



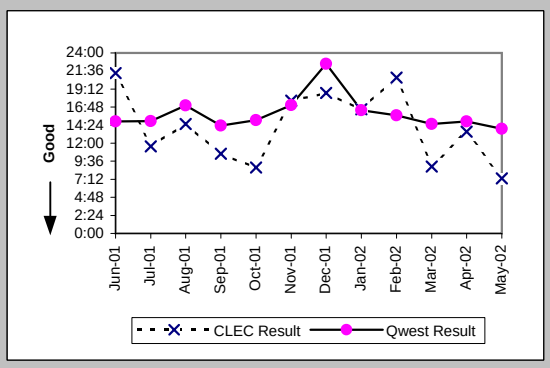

### All Troubles Cleared within 48 hours (Percent) (MR-4A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Dend | CLEC Resu | CLEC Std D | Qwest Num | Qwest Dend | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 21 | 24 | 87.50% | 33.07% | 2896 | 2943 | 98.40% | 2.72 | 0.65 |
| Jul-01 | 32 | 32 | 100.00% | 0.00% | 2927 | 3005 | 97.40% | -0.92 | -1.56 |
| Aug-01 | 38 | 39 | 97.44% | 15.81% | 2759 | 2826 | 97.63% | 0.17 | -0.9 |
| Sep-01 | 28 | 28 | 100.00% | 0.00% | 2466 | 2524 | 97.70% | -0.81 | -1.49 |
| Oct-01 | 26 | 26 | 100.00% | 0.00% | 2474 | 2526 | 97.94% | -0.74 | -1.45 |
| Nov-01 | 18 | 20 | 90.00% | 30.00% | 2754 | 2841 | 96.94% | 1.46 | -0.11 |
| Dec-01 | 18 | 19 | 94.74% | 22.33% | 2117 | 2332 | 90.78% | -0.59 | -1.36 |
| Jan-02 | 21 | 22 | 95.45% | 20.83% | 2287 | 2358 | 96.99% | 0.46 | -0.72 |
| Feb-02 | 11 | 14 | 78.57% | 41.03% | 1645 | 1694 | 97.11% | 2.69 | 0.64 |
| Mar-02 | 25 | 25 | 100.00% | 0.00% | 1872 | 1912 | 97.91% | -0.73 | -1.44 |
| Apr-02 | 14 | 14 | 100.00% | 0.00% | 2378 | 2449 | 97.10% | -0.64 | -1.39 |
| May-02 | 20 | 20 | 100.00% | 0.00% | 2202 | 2240 | 98.30% | -0.58 | -1.36 |



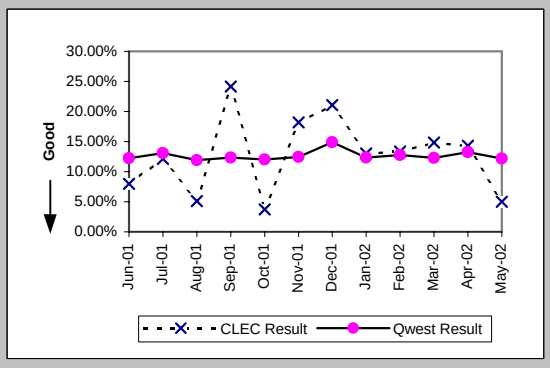

### Mean Time to Restore (Hours:Minutes) (MR-6A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Dend | CLEC Resu | CLEC Std D | Qwest Num | Qwest Dend | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 511:58 | 24 | 21:20 | 17:15 | 43818:59 | 2943 | 14:53 | 1.71 | 0.04 |
| Jul-01 | 370:24 | 32 | 11:34 | 9:10 | 44855:20 | 3005 | 14:56 | -0.94 | -1.57 |
| Aug-01 | 567:33 | 39 | 14:33 | 10:44 | 48138:35 | 2826 | 17:02 | -0.14 | -1.08 |
| Sep-01 | 296:22 | 28 | 10:35 | 8:31 | 36183:18 | 2524 | 14:20 | -1.38 | -1.84 |
| Oct-01 | 228:00 | 26 | 8:46 | 7:15 | 38058:42 | 2526 | 15:04 | -2.2 | -2.34 |
| Nov-01 | 353:16 | 20 | 17:40 | 16:24 | 48509:59 | 2841 | 17:04 | 0.29 | -0.82 |
| Dec-01 | 354:44 | 19 | 18:40 | 15:17 | 52615:04 | 2332 | 22:34 | -0.68 | -1.41 |
| Jan-02 | 362:52 | 22 | 16:30 | 14:41 | 38619:25 | 2358 | 16:23 | 0.07 | -0.96 |
| Feb-02 | 290:11 | 14 | 20:44 | 27:13 | 26617:03 | 1694 | 15:43 | 1.3 | -0.21 |
| Mar-02 | 221:57 | 25 | 8:53 | 8:46 | 27846:28 | 1912 | 14:34 | -2.07 | -2.26 |
| Apr-02 | 189:35 | 14 | 13:32 | 12:14 | 36463:22 | 2449 | 14:53 | -0.31 | -1.19 |
| May-02 | 146:40 | 20 | 7:20 | 6:41 | 31212:54 | 2240 | 13:56 | -2 | -2.22 |




### Repair Repeat Report Rate (Percent) (MR-7A) (Parity)-- Dispatches Within MSAs

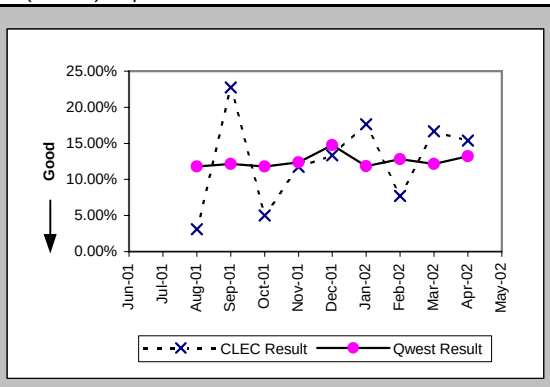
| Date | CLEC Num | CLEC Dend | CLEC Resu | CLEC Std D | Qwest Num | Qwest Dend | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 2 | 25 | 8.00% | 27.13% | 367 | 2999 | 12.24% | -0.64 | -1.39 |
| Jul-01 | 4 | 33 | 12.12% | 32.64% | 401 | 3062 | 13.10% | -0.17 | -1.1 |
| Aug-01 | 2 | 39 | 5.13% | 22.06% | 343 | 2875 | 11.93% | -1.3 | -1.79 |
| Sep-01 | 7 | 29 | 24.14% | 42.79% | 318 | 2572 | 12.36% | 1.75 | 0.07 |
| Oct-01 | 1 | 27 | 3.70% | 18.89% | 309 | 2569 | 12.03% | -1.32 | -1.8 |
| Nov-01 | 4 | 22 | 18.18% | 38.57% | 358 | 2881 | 12.43% | 0.81 | -0.51 |
| Dec-01 | 4 | 19 | 21.05% | 40.77% | 357 | 2395 | 14.91% | 0.75 | -0.54 |
| Jan-02 | 3 | 23 | 13.04% | 33.68% | 296 | 2398 | 12.34% | 0.16 | -0.9 |
| Feb-02 | 2 | 15 | 13.33% | 33.99% | 221 | 1729 | 12.78% | 0.13 | -0.92 |
| Mar-02 | 4 | 27 | 14.81% | 35.52% | 240 | 1952 | 12.30% | 0.43 | -0.74 |
| Apr-02 | 2 | 14 | 14.29% | 34.99% | 330 | 2489 | 13.26% | 0.18 | -0.89 |
| May-02 | 1 | 20 | 5.00% | 21.79% | 278 | 2281 | 12.19% | -0.98 | -1.59 |



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

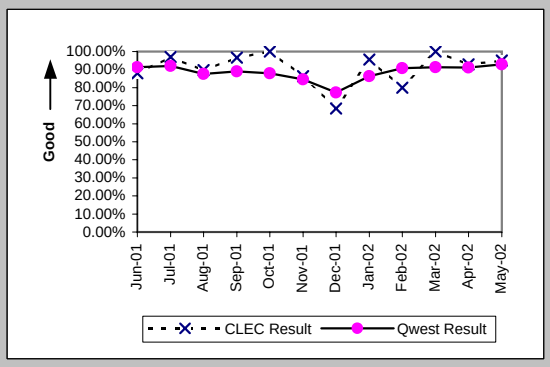
### Repair Repeat Report Rate (Percent) (MR-7A*) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Deno | CLEC Resu | CLEC Std D | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | 1 | 32 | 3.13% | 17.40% | 314 | 2662 | 11.80% | -1.51 | -1.92 |
| Sep-01 | 5 | 22 | 22.73% | 41.91% | 292 | 2400 | 12.17% | 1.4 | -0.15 |
| Oct-01 | 1 | 20 | 5.00% | 21.79% | 281 | 2379 | 11.81% | -0.94 | -1.57 |
| Nov-01 | 2 | 17 | 11.76% | 32.22% | 330 | 2673 | 12.35% | -0.07 | -1.04 |
| Dec-01 | 2 | 15 | 13.33% | 33.99% | 328 | 2224 | 14.75% | -0.15 | -1.09 |
| Jan-02 | 3 | 17 | 17.65% | 38.12% | 266 | 2245 | 11.85% | 0.74 | -0.55 |
| Feb-02 | 1 | 13 | 7.69% | 26.65% | 207 | 1617 | 12.80% | -0.55 | -1.33 |
| Mar-02 | 4 | 24 | 16.67% | 37.27% | 221 | 1822 | 12.13% | 0.69 | -0.58 |
| Apr-02 | 2 | 13 | 15.38% | 36.08% | 316 | 2393 | 13.21% | 0.29 | -0.83 |
| May-02 | | | | | | | | | |



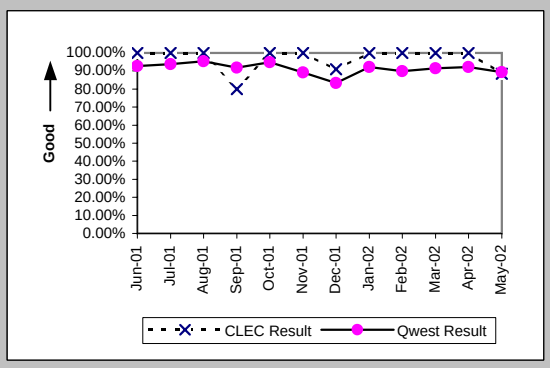

### Repair Appointments Met (Percent) (MR-9A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Deno | CLEC Resu | CLEC Std D | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 22 | 25 | 88.00% | 32.50% | 2738 | 2999 | 91.30% | 0.61 | -0.63 |
| Jul-01 | 32 | 33 | 96.97% | 17.14% | 2816 | 3062 | 91.97% | -1.05 | -1.64 |
| Aug-01 | 35 | 39 | 89.74% | 30.34% | 2518 | 2875 | 87.58% | -0.41 | -1.25 |
| Sep-01 | 28 | 29 | 96.55% | 18.25% | 2288 | 2572 | 88.96% | -1.3 | -1.79 |
| Oct-01 | 27 | 27 | 100.00% | 0.00% | 2261 | 2569 | 88.01% | -1.91 | -2.16 |
| Nov-01 | 19 | 22 | 86.36% | 34.32% | 2439 | 2881 | 84.66% | -0.22 | -1.13 |
| Dec-01 | 13 | 19 | 68.42% | 46.48% | 1850 | 2395 | 77.24% | 0.9 | -0.45 |
| Jan-02 | 22 | 23 | 95.65% | 20.39% | 2072 | 2398 | 86.41% | -1.29 | -1.78 |
| Feb-02 | 12 | 15 | 80.00% | 40.00% | 1571 | 1729 | 90.86% | 1.31 | -0.21 |
| Mar-02 | 27 | 27 | 100.00% | 0.00% | 1783 | 1952 | 91.34% | -1.59 | -1.97 |
| Apr-02 | 13 | 14 | 92.86% | 25.75% | 2268 | 2489 | 91.12% | -0.23 | -1.14 |
| May-02 | 19 | 20 | 95.00% | 21.79% | 2119 | 2281 | 92.90% | -0.36 | -1.22 |



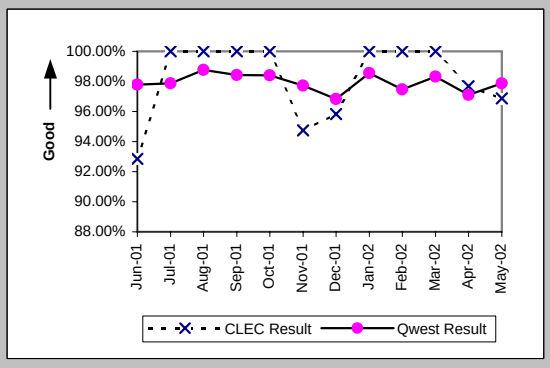

### Out of Service Cleared within 24 hours (Percent) (MR-3B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Deno | CLEC Resu | CLEC Std D | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 9 | 9 | 100.00% | 0.00% | 1672 | 1803 | 92.73% | -0.84 | -1.51 |
| Jul-01 | 14 | 14 | 100.00% | 0.00% | 1588 | 1693 | 93.80% | -0.96 | -1.58 |
| Aug-01 | 25 | 25 | 100.00% | 0.00% | 1749 | 1835 | 95.31% | -1.1 | -1.67 |
| Sep-01 | 12 | 15 | 80.00% | 40.00% | 1397 | 1521 | 91.85% | 1.46 | -0.11 |
| Oct-01 | 18 | 18 | 100.00% | 0.00% | 1544 | 1629 | 94.78% | -0.99 | -1.6 |
| Nov-01 | 14 | 14 | 100.00% | 0.00% | 1218 | 1367 | 89.10% | -1.3 | -1.79 |
| Dec-01 | 10 | 11 | 90.91% | 28.75% | 1182 | 1418 | 83.36% | -0.67 | -1.41 |
| Jan-02 | 14 | 14 | 100.00% | 0.00% | 1052 | 1140 | 92.28% | -1.08 | -1.65 |
| Feb-02 | 23 | 23 | 100.00% | 0.00% | 941 | 1046 | 89.96% | -1.58 | -1.96 |
| Mar-02 | 18 | 18 | 100.00% | 0.00% | 1089 | 1191 | 91.44% | -1.29 | -1.78 |
| Apr-02 | 32 | 32 | 100.00% | 0.00% | 1841 | 1998 | 92.14% | -1.64 | -2 |
| May-02 | 23 | 26 | 88.46% | 31.95% | 1584 | 1773 | 89.34% | 0.2 | -0.88 |




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

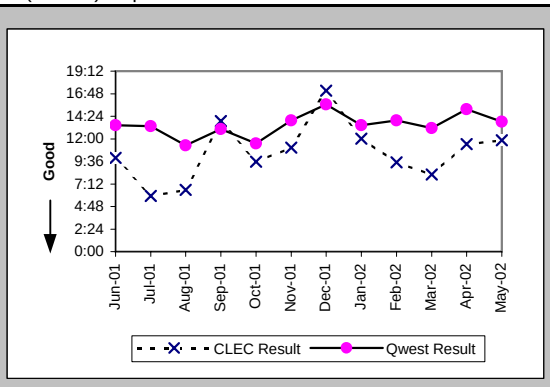
| Date | CLEC Num | CLEC Deno | CLEC Resu | CLEC Std D | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 13 | 14 | 92.86% | 25.75% | 2347 | 2400 | 97.79% | 1.02 | -0.38 |
| Jul-01 | 19 | 19 | 100.00% | 0.00% | 2256 | 2305 | 97.87% | -0.64 | -1.39 |
| Aug-01 | 34 | 34 | 100.00% | 0.00% | 2410 | 2440 | 98.77% | -0.65 | -1.39 |
| Sep-01 | 20 | 20 | 100.00% | 0.00% | 2008 | 2040 | 98.43% | -0.56 | -1.34 |
| Oct-01 | 24 | 24 | 100.00% | 0.00% | 2104 | 2138 | 98.41% | -0.62 | -1.38 |
| Nov-01 | 18 | 19 | 94.74% | 22.33% | 1853 | 1896 | 97.73% | 0.79 | -0.52 |
| Dec-01 | 23 | 24 | 95.83% | 19.98% | 1918 | 1981 | 96.82% | 0.34 | -0.79 |
| Jan-02 | 22 | 22 | 100.00% | 0.00% | 1641 | 1665 | 98.56% | -0.56 | -1.34 |
| Feb-02 | 28 | 28 | 100.00% | 0.00% | 1427 | 1464 | 97.47% | -0.84 | -1.51 |
| Mar-02 | 31 | 31 | 100.00% | 0.00% | 1699 | 1728 | 98.32% | -0.72 | -1.44 |
| Apr-02 | 42 | 43 | 97.67% | 15.07% | 2577 | 2654 | 97.10% | -0.22 | -1.14 |
| May-02 | 31 | 32 | 96.88% | 17.40% | 2296 | 2346 | 97.87% | 0.43 | -0.74 |



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

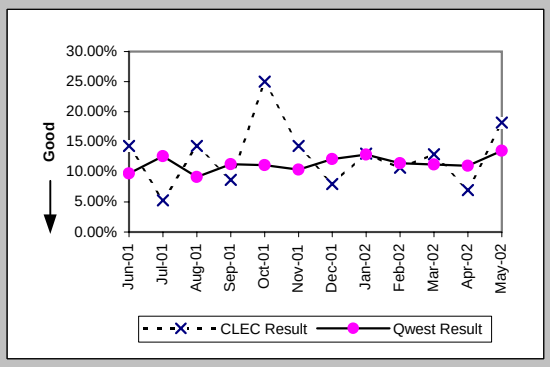
### Mean Time to Restore (Hours:Minutes) (MR-6B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denc | CLEC Resu | CLEC Std D | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 139:51 | 14 | 9:59 | 15:22 | 32279:14 | 2400 | 13:27 | -0.87 | -1.53 |
| Jul-01 | 112:52 | 19 | 5:56 | 5:03 | 30761:48 | 2305 | 13:21 | -1.74 | -2.06 |
| Aug-01 | 223:55 | 34 | 6:35 | 5:47 | 27573:13 | 2440 | 11:18 | -2.27 | -2.38 |
| Sep-01 | 277:49 | 20 | 13:53 | 9:23 | 26622:30 | 2040 | 13:03 | 0.38 | -0.77 |
| Oct-01 | 229:31 | 24 | 9:34 | 7:35 | 24594:13 | 2138 | 11:30 | -0.78 | -1.48 |
| Nov-01 | 210:19 | 19 | 11:04 | 14:50 | 26442:02 | 1896 | 13:57 | -0.81 | -1.49 |
| Dec-01 | 410:54 | 24 | 17:07 | 33:31 | 31051:05 | 1981 | 15:40 | 0.53 | -0.68 |
| Jan-02 | 264:16 | 22 | 12:01 | 7:44 | 22359:01 | 1665 | 13:26 | -0.49 | -1.3 |
| Feb-02 | 266:00 | 28 | 9:30 | 8:23 | 20442:30 | 1464 | 13:58 | -1.61 | -1.98 |
| Mar-02 | 254:51 | 31 | 8:13 | 7:15 | 22717:37 | 1728 | 13:09 | -2.18 | -2.33 |
| Apr-02 | 492:29 | 43 | 11:27 | 29:14 | 40156:42 | 2654 | 15:08 | -1.2 | -1.73 |
| May-02 | 379:18 | 32 | 11:51 | 10:41 | 32460:00 | 2346 | 13:50 | -0.85 | -1.52 |



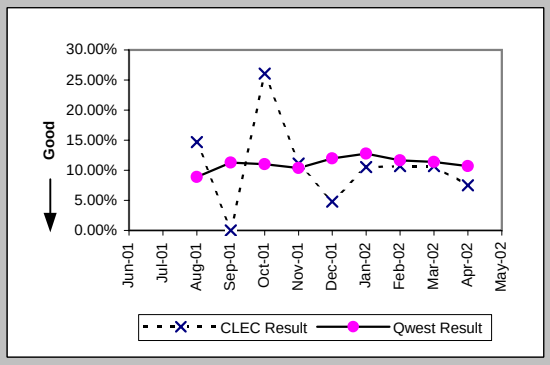

### Repair Repeat Report Rate (Percent) (MR-7B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denc | CLEC Resu | CLEC Std D | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 2 | 14 | 14.29% | 34.99% | 236 | 2427 | 9.72% | 0.59 | -0.64 |
| Jul-01 | 1 | 19 | 5.26% | 22.33% | 294 | 2333 | 12.60% | -0.96 | -1.58 |
| Aug-01 | 5 | 35 | 14.29% | 34.99% | 226 | 2476 | 9.13% | 1.02 | -0.38 |
| Sep-01 | 2 | 23 | 8.70% | 28.18% | 233 | 2069 | 11.26% | -0.39 | -1.24 |
| Oct-01 | 6 | 24 | 25.00% | 43.30% | 241 | 2167 | 11.12% | 1.91 | 0.16 |
| Nov-01 | 3 | 21 | 14.29% | 34.99% | 200 | 1926 | 10.38% | 0.61 | -0.63 |
| Dec-01 | 2 | 25 | 8.00% | 27.13% | 246 | 2026 | 12.14% | -0.63 | -1.38 |
| Jan-02 | 3 | 23 | 13.04% | 33.68% | 218 | 1694 | 12.87% | 0.08 | -0.95 |
| Feb-02 | 3 | 28 | 10.71% | 30.93% | 169 | 1478 | 11.43% | -0.12 | -1.07 |
| Mar-02 | 4 | 31 | 12.90% | 33.52% | 197 | 1753 | 11.24% | 0.34 | -0.8 |
| Apr-02 | 3 | 43 | 6.98% | 25.48% | 295 | 2684 | 10.99% | -0.83 | -1.51 |
| May-02 | 6 | 33 | 18.18% | 38.57% | 321 | 2378 | 13.50% | 0.79 | -0.52 |



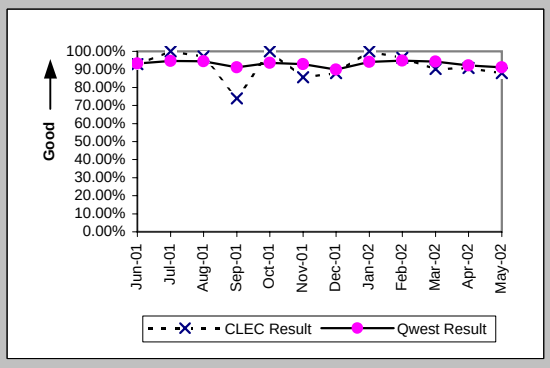

### Repair Repeat Report Rate (Percent) (MR-7B*) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denc | CLEC Resu | CLEC Std D | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | 5 | 34 | 14.71% | 35.42% | 207 | 2328 | 8.89% | 1.13 | -0.31 |
| Sep-01 | 0 | 19 | 0.00% | 0.00% | 219 | 1944 | 11.27% | -1.55 | -1.94 |
| Oct-01 | 6 | 23 | 26.09% | 43.91% | 222 | 2021 | 10.98% | 2.03 | 0.23 |
| Nov-01 | 2 | 18 | 11.11% | 31.43% | 185 | 1780 | 10.39% | 0.17 | -0.9 |
| Dec-01 | 1 | 21 | 4.76% | 21.30% | 224 | 1874 | 11.95% | -1.01 | -1.61 |
| Jan-02 | 2 | 19 | 10.53% | 30.69% | 199 | 1558 | 12.77% | -0.29 | -1.18 |
| Feb-02 | 3 | 28 | 10.71% | 30.93% | 163 | 1399 | 11.65% | -0.15 | -1.09 |
| Mar-02 | 3 | 28 | 10.71% | 30.93% | 191 | 1681 | 11.36% | -0.11 | -1.07 |
| Apr-02 | 3 | 40 | 7.50% | 26.34% | 280 | 2616 | 10.70% | -0.65 | -1.4 |
| May-02 | | | | | | | | | |




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

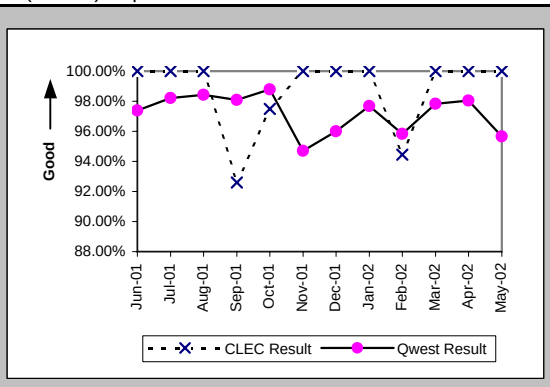
| Date | CLEC Num | CLEC Denc | CLEC Resu | CLEC Std D | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 13 | 14 | 92.86% | 25.75% | 2262 | 2427 | 93.20% | 0.14 | -0.91 |
| Jul-01 | 19 | 19 | 100.00% | 0.00% | 2209 | 2333 | 94.69% | -1.03 | -1.63 |
| Aug-01 | 34 | 35 | 97.14% | 16.66% | 2338 | 2476 | 94.43% | -0.7 | -1.42 |
| Sep-01 | 17 | 23 | 73.91% | 43.91% | 1887 | 2069 | 91.20% | 2.43 | 0.48 |
| Oct-01 | 24 | 24 | 100.00% | 0.00% | 2029 | 2167 | 93.63% | -1.27 | -1.77 |
| Nov-01 | 18 | 21 | 85.71% | 34.99% | 1789 | 1926 | 92.89% | 1.17 | -0.29 |
| Dec-01 | 22 | 25 | 88.00% | 32.50% | 1821 | 2026 | 89.88% | 0.36 | -0.78 |
| Jan-02 | 23 | 23 | 100.00% | 0.00% | 1595 | 1694 | 94.16% | -1.19 | -1.72 |
| Feb-02 | 27 | 28 | 96.43% | 18.56% | 1403 | 1478 | 94.93% | -0.36 | -1.22 |
| Mar-02 | 28 | 31 | 90.32% | 29.57% | 1652 | 1753 | 94.24% | 0.9 | -0.45 |
| Apr-02 | 39 | 43 | 90.70% | 29.05% | 2474 | 2684 | 92.18% | 0.4 | -0.75 |
| May-02 | 29 | 33 | 87.88% | 32.64% | 2166 | 2378 | 91.08% | 0.66 | -0.6 |



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

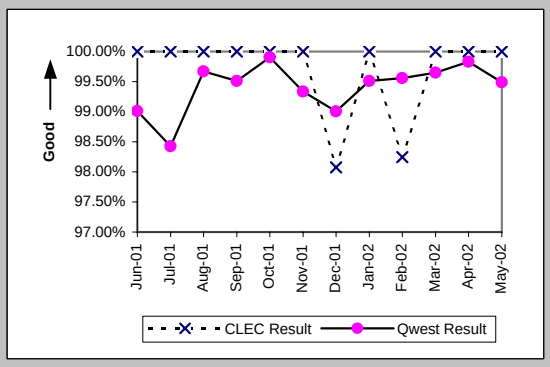
### Out of Service Cleared within 24 hours (Percent) (MR-3C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denc | CLEC Resu | CLEC Std D | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 17 | 17 | 100.00% | 0.00% | 892 | 916 | 97.38% | -0.67 | -1.41 |
| Jul-01 | 13 | 13 | 100.00% | 0.00% | 715 | 728 | 98.21% | -0.48 | -1.29 |
| Aug-01 | 24 | 24 | 100.00% | 0.00% | 941 | 956 | 98.43% | -0.61 | -1.37 |
| Sep-01 | 25 | 27 | 92.59% | 26.19% | 1019 | 1039 | 98.08% | 1.59 | -0.03 |
| Oct-01 | 39 | 40 | 97.50% | 15.61% | 1145 | 1159 | 98.79% | 0.68 | -0.59 |
| Nov-01 | 8 | 8 | 100.00% | 0.00% | 770 | 813 | 94.71% | -0.67 | -1.4 |
| Dec-01 | 13 | 13 | 100.00% | 0.00% | 767 | 799 | 96.00% | -0.73 | -1.44 |
| Jan-02 | 25 | 25 | 100.00% | 0.00% | 1009 | 1033 | 97.68% | -0.76 | -1.46 |
| Feb-02 | 17 | 18 | 94.44% | 22.91% | 691 | 721 | 95.84% | 0.34 | -0.79 |
| Mar-02 | 22 | 22 | 100.00% | 0.00% | 718 | 734 | 97.82% | -0.69 | -1.42 |
| Apr-02 | 16 | 16 | 100.00% | 0.00% | 848 | 865 | 98.03% | -0.56 | -1.34 |
| May-02 | 20 | 20 | 100.00% | 0.00% | 704 | 736 | 95.65% | -0.94 | -1.57 |



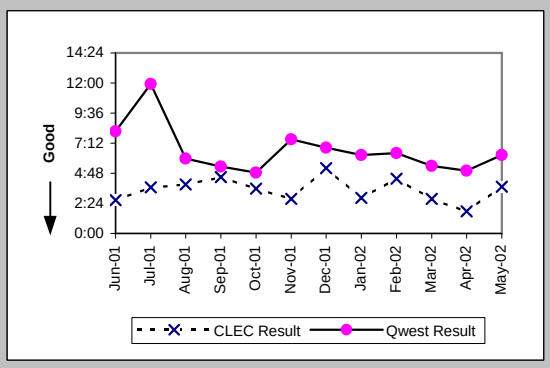

### All Troubles Cleared within 48 hours (Percent) (MR-4C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denc | CLEC Resu | CLEC Std D | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 63 | 63 | 100.00% | 0.00% | 1799 | 1817 | 99.01% | -0.78 | -1.47 |
| Jul-01 | 59 | 59 | 100.00% | 0.00% | 1563 | 1588 | 98.43% | -0.95 | -1.58 |
| Aug-01 | 76 | 76 | 100.00% | 0.00% | 1820 | 1826 | 99.67% | -0.49 | -1.3 |
| Sep-01 | 69 | 69 | 100.00% | 0.00% | 1836 | 1845 | 99.51% | -0.57 | -1.35 |
| Oct-01 | 97 | 97 | 100.00% | 0.00% | 2060 | 2062 | 99.90% | -0.3 | -1.18 |
| Nov-01 | 69 | 69 | 100.00% | 0.00% | 1640 | 1651 | 99.33% | -0.67 | -1.41 |
| Dec-01 | 51 | 52 | 98.08% | 13.73% | 1490 | 1505 | 99.00% | 0.63 | -0.62 |
| Jan-02 | 59 | 59 | 100.00% | 0.00% | 1839 | 1848 | 99.51% | -0.53 | -1.32 |
| Feb-02 | 56 | 57 | 98.25% | 13.13% | 1579 | 1586 | 99.56% | 1.1 | -0.33 |
| Mar-02 | 77 | 77 | 100.00% | 0.00% | 1696 | 1702 | 99.65% | -0.51 | -1.31 |
| Apr-02 | 62 | 62 | 100.00% | 0.00% | 1749 | 1752 | 99.83% | -0.32 | -1.19 |
| May-02 | 60 | 60 | 100.00% | 0.00% | 1552 | 1560 | 99.49% | -0.55 | -1.33 |



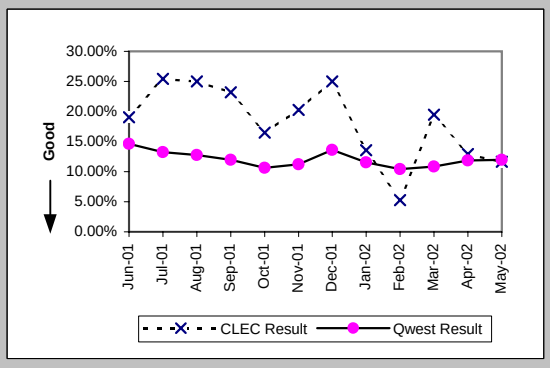

### Mean Time to Restore (Hours:Minutes) (MR-6C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denc | CLEC Resu | CLEC Std D | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 167:24 | 63 | 2:39 | 3:37 | 14797:19 | 1817 | 8:09 | -1.41 | -1.86 |
| Jul-01 | 215:55 | 59 | 3:40 | 4:08 | 18954:58 | 1588 | 11:56 | -0.85 | -1.51 |
| Aug-01 | 296:15 | 76 | 3:54 | 4:23 | 10885:58 | 1826 | 5:58 | -2.19 | -2.33 |
| Sep-01 | 308:47 | 69 | 4:29 | 6:55 | 9835:02 | 1845 | 5:20 | -0.81 | -1.5 |
| Oct-01 | 346:52 | 97 | 3:35 | 5:19 | 9986:14 | 2062 | 4:51 | -1.78 | -2.08 |
| Nov-01 | 190:51 | 69 | 2:46 | 4:19 | 12387:24 | 1651 | 7:30 | -4.01 | -3.44 |
| Dec-01 | 270:55 | 52 | 5:13 | 22:04 | 10316:19 | 1505 | 6:51 | -1.12 | -1.68 |
| Jan-02 | 167:12 | 59 | 2:50 | 4:03 | 11553:47 | 1848 | 6:15 | -2.82 | -2.71 |
| Feb-02 | 249:08 | 57 | 4:22 | 9:42 | 10178:00 | 1586 | 6:25 | -1.74 | -2.06 |
| Mar-02 | 213:04 | 77 | 2:46 | 4:52 | 9166:49 | 1702 | 5:23 | -2.3 | -2.4 |
| Apr-02 | 108:41 | 62 | 1:45 | 2:47 | 8748:59 | 1752 | 5:00 | -3.44 | -3.09 |
| May-02 | 223:15 | 60 | 3:43 | 5:44 | 9751:49 | 1560 | 6:15 | -1.98 | -2.21 |




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

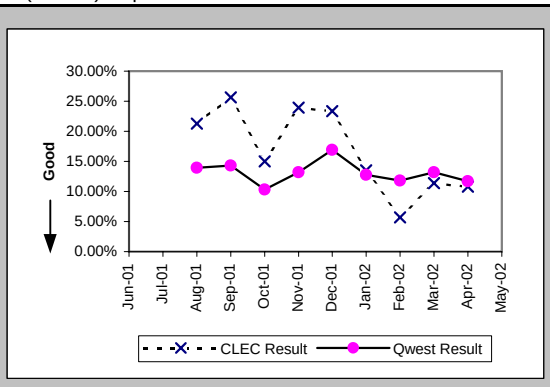
| Date | CLEC Num | CLEC Denc | CLEC Resu | CLEC Std D | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 12 | 63 | 19.05% | 39.27% | 266 | 1817 | 14.64% | 0.96 | -0.41 |
| Jul-01 | 15 | 59 | 25.42% | 43.54% | 210 | 1588 | 13.22% | 2.47 | 0.5 |
| Aug-01 | 19 | 76 | 25.00% | 43.30% | 233 | 1826 | 12.76% | 2.83 | 0.72 |
| Sep-01 | 16 | 69 | 23.19% | 42.20% | 221 | 1845 | 11.98% | 2.55 | 0.55 |
| Oct-01 | 16 | 97 | 16.49% | 37.11% | 219 | 2062 | 10.62% | 1.73 | 0.05 |
| Nov-01 | 14 | 69 | 20.29% | 40.22% | 185 | 1651 | 11.21% | 2.15 | 0.31 |
| Dec-01 | 13 | 52 | 25.00% | 43.30% | 205 | 1505 | 13.62% | 2.16 | 0.31 |
| Jan-02 | 8 | 59 | 13.56% | 34.24% | 213 | 1848 | 11.53% | 0.51 | -0.69 |
| Feb-02 | 3 | 57 | 5.26% | 22.33% | 165 | 1586 | 10.40% | -1.25 | -1.76 |
| Mar-02 | 15 | 77 | 19.48% | 39.61% | 185 | 1702 | 10.87% | 2.18 | 0.33 |
| Apr-02 | 8 | 62 | 12.90% | 33.52% | 208 | 1752 | 11.87% | 0.28 | -0.83 |
| May-02 | 7 | 60 | 11.67% | 32.10% | 187 | 1560 | 11.99% | -0.08 | -1.05 |



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

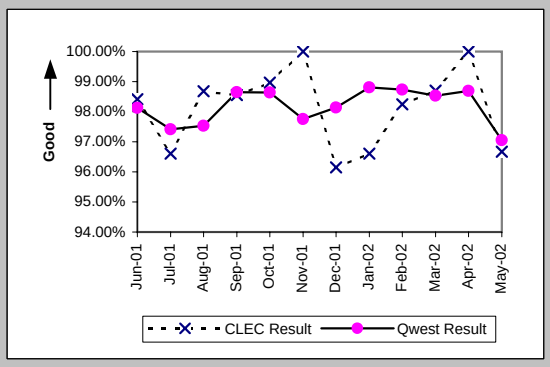
### Repair Repeat Report Rate (Percent) (MR-7C*) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denc | CLEC Resu | CLEC Std D | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | 10 | 47 | 21.28% | 40.93% | 123 | 881 | 13.96% | 1.35 | -0.18 |
| Sep-01 | 10 | 39 | 25.64% | 43.67% | 110 | 768 | 14.32% | 1.82 | 0.11 |
| Oct-01 | 9 | 60 | 15.00% | 35.71% | 106 | 1026 | 10.33% | 1.12 | -0.32 |
| Nov-01 | 11 | 46 | 23.91% | 42.66% | 90 | 682 | 13.20% | 1.91 | 0.16 |
| Dec-01 | 7 | 30 | 23.33% | 42.30% | 106 | 626 | 16.93% | 0.9 | -0.45 |
| Jan-02 | 5 | 37 | 13.51% | 34.19% | 110 | 860 | 12.79% | 0.17 | -0.9 |
| Feb-02 | 2 | 35 | 5.71% | 23.21% | 80 | 677 | 11.82% | -1.09 | -1.66 |
| Mar-02 | 5 | 44 | 11.36% | 31.74% | 92 | 698 | 13.18% | -0.35 | -1.21 |
| Apr-02 | 4 | 37 | 10.81% | 31.05% | 101 | 865 | 11.68% | -0.16 | -1.1 |
| May-02 | | | | | | | | | |



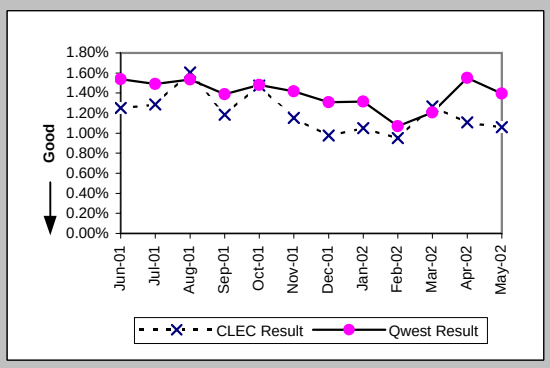

### Repair Appointments Met (Percent) (MR-9C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denc | CLEC Resu | CLEC Std D | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 62 | 63 | 98.41% | 12.50% | 1783 | 1817 | 98.13% | -0.16 | -1.1 |
| Jul-01 | 57 | 59 | 96.61% | 18.10% | 1547 | 1588 | 97.42% | 0.43 | -0.74 |
| Aug-01 | 75 | 76 | 98.68% | 11.40% | 1781 | 1826 | 97.54% | -0.63 | -1.38 |
| Sep-01 | 68 | 69 | 98.55% | 11.95% | 1820 | 1845 | 98.65% | 0.14 | -0.91 |
| Oct-01 | 96 | 97 | 98.97% | 10.10% | 2034 | 2062 | 98.64% | -0.27 | -1.17 |
| Nov-01 | 69 | 69 | 100.00% | 0.00% | 1614 | 1651 | 97.76% | -1.23 | -1.75 |
| Dec-01 | 50 | 52 | 96.15% | 19.23% | 1477 | 1505 | 98.14% | 0.97 | -0.41 |
| Jan-02 | 57 | 59 | 96.61% | 18.10% | 1826 | 1848 | 98.81% | 1.29 | -0.21 |
| Feb-02 | 56 | 57 | 98.25% | 13.13% | 1566 | 1586 | 98.74% | 0.37 | -0.77 |
| Mar-02 | 76 | 77 | 98.70% | 11.32% | 1677 | 1702 | 98.53% | -0.12 | -1.07 |
| Apr-02 | 62 | 62 | 100.00% | 0.00% | 1729 | 1752 | 98.69% | -0.89 | -1.54 |
| May-02 | 58 | 60 | 96.67% | 17.95% | 1514 | 1560 | 97.05% | 0.24 | -0.85 |



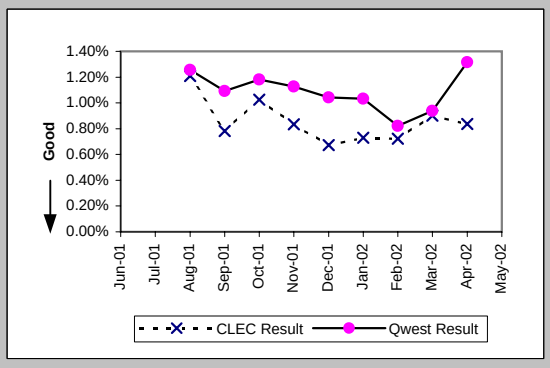

### Trouble Rate (Percent) (MR-8) (Parity)

| Date | CLEC Num | CLEC Denc | CLEC Resu | CLEC Std D | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 102 | 8157 | 1.25% | 11.11% | 7243 | 471264 | 1.54% | -2.09 | -2.27 |
| Jul-01 | 111 | 8640 | 1.28% | 11.26% | 6983 | 468871 | 1.49% | -1.56 | -1.95 |
| Aug-01 | 150 | 9341 | 1.61% | 12.57% | 7177 | 467746 | 1.53% | 0.56 | -0.66 |
| Sep-01 | 121 | 10229 | 1.18% | 10.81% | 6486 | 467692 | 1.39% | -1.74 | -2.06 |
| Oct-01 | 148 | 10041 | 1.47% | 12.05% | 6798 | 459326 | 1.48% | -0.05 | -1.03 |
| Nov-01 | 112 | 9713 | 1.15% | 10.68% | 6458 | 456015 | 1.42% | -2.17 | -2.32 |
| Dec-01 | 96 | 9825 | 0.98% | 9.84% | 5926 | 453070 | 1.31% | -2.86 | -2.74 |
| Jan-02 | 105 | 9989 | 1.05% | 10.20% | 5940 | 451327 | 1.32% | -2.3 | -2.4 |
| Feb-02 | 100 | 10521 | 0.95% | 9.70% | 4793 | 448903 | 1.07% | -1.16 | -1.7 |
| Mar-02 | 135 | 10649 | 1.27% | 11.19% | 5407 | 448024 | 1.21% | 0.57 | -0.65 |
| Apr-02 | 119 | 10756 | 1.11% | 10.46% | 6925 | 446567 | 1.55% | -3.69 | -3.24 |
| May-02 | 113 | 10654 | 1.06% | 10.24% | 6219 | 445485 | 1.40% | -2.92 | -2.77 |




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

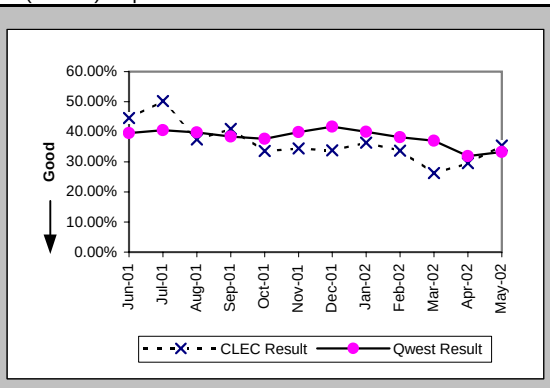
| Date | CLEC Num | CLEC Denc | CLEC Resu | CLEC Std D | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | 113 | 9341 | 1.21% | 10.93% | 5871 | 467746 | 1.26% | -0.39 | -1.24 |
| Sep-01 | 80 | 10229 | 0.78% | 8.81% | 5112 | 467692 | 1.09% | -2.99 | -2.82 |
| Oct-01 | 103 | 10041 | 1.03% | 10.08% | 5426 | 459326 | 1.18% | -1.43 | -1.87 |
| Nov-01 | 81 | 9713 | 0.83% | 9.09% | 5135 | 456015 | 1.13% | -2.7 | -2.64 |
| Dec-01 | 66 | 9825 | 0.67% | 8.17% | 4724 | 453070 | 1.04% | -3.58 | -3.18 |
| Jan-02 | 73 | 9989 | 0.73% | 8.52% | 4663 | 451327 | 1.03% | -2.96 | -2.8 |
| Feb-02 | 76 | 10521 | 0.72% | 8.47% | 3693 | 448903 | 0.82% | -1.13 | -1.68 |
| Mar-02 | 96 | 10649 | 0.90% | 9.45% | 4201 | 448024 | 0.94% | -0.38 | -1.23 |
| Apr-02 | 90 | 10756 | 0.84% | 9.11% | 5874 | 446567 | 1.32% | -4.31 | -3.62 |
| May-02 | | | | | | | | | |



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

Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10) (Diagnostic)

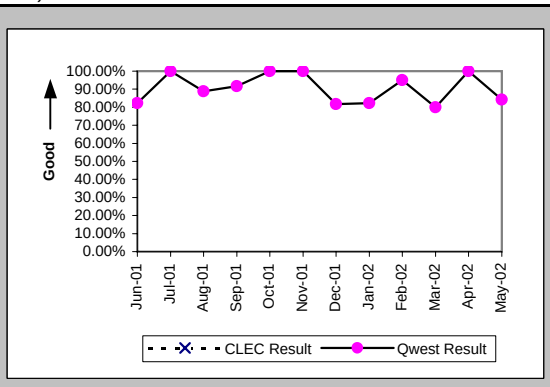
| Date | CLEC Num | CLEC Den | CLEC Resu | CLEC Std D | Qwest Num | Qwest Den | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 82 | 184 | 44.57% | 49.70% | 4740 | 11983 | 39.56% | 1.37 | -0.17 |
| Jul-01 | 112 | 223 | 50.22% | 50.00% | 4751 | 11734 | 40.49% | 2.91 | 0.77 |
| Aug-01 | 90 | 240 | 37.50% | 48.41% | 4747 | 11924 | 39.81% | -0.72 | -1.44 |
| Sep-01 | 84 | 205 | 40.98% | 49.18% | 4051 | 10537 | 38.45% | 0.74 | -0.55 |
| Oct-01 | 75 | 223 | 33.63% | 47.25% | 4115 | 10913 | 37.71% | -1.24 | -1.76 |
| Nov-01 | 59 | 171 | 34.50% | 47.54% | 4288 | 10746 | 39.90% | -1.43 | -1.87 |
| Dec-01 | 49 | 145 | 33.79% | 47.30% | 4243 | 10169 | 41.72% | -1.92 | -2.17 |
| Jan-02 | 60 | 165 | 36.36% | 48.10% | 3953 | 9893 | 39.96% | -0.93 | -1.57 |
| Feb-02 | 51 | 151 | 33.77% | 47.29% | 2967 | 7760 | 38.23% | -1.12 | -1.68 |
| Mar-02 | 48 | 183 | 26.23% | 43.99% | 3185 | 8592 | 37.07% | -3 | -2.83 |
| Apr-02 | 50 | 169 | 29.59% | 45.64% | 3254 | 10179 | 31.97% | -0.66 | -1.4 |
| May-02 | 62 | 175 | 35.43% | 47.83% | 3106 | 9325 | 33.31% | 0.59 | -0.64 |



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

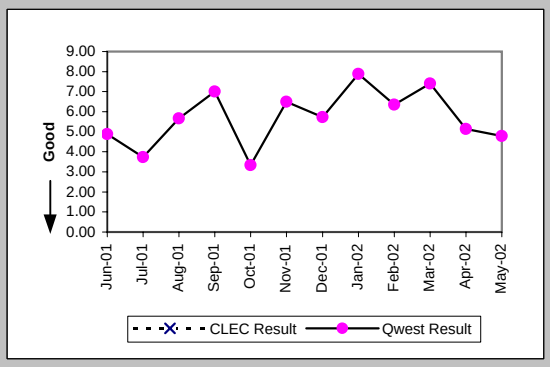
### Installation Commitments Met (Percent) (OP-3A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denc | CLEC Resu | CLEC Std D | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 14 | 17 | 82.35% | | |
| Jul-01 | | | | | 11 | 11 | 100.00% | | |
| Aug-01 | | | | | 8 | 9 | 88.89% | | |
| Sep-01 | | | | | 11 | 12 | 91.67% | | |
| Oct-01 | | | | | 18 | 18 | 100.00% | | |
| Nov-01 | | | | | 4 | 4 | 100.00% | | |
| Dec-01 | | | | | 9 | 11 | 81.82% | | |
| Jan-02 | | | | | 14 | 17 | 82.35% | | |
| Feb-02 | | | | | 19 | 20 | 95.00% | | |
| Mar-02 | | | | | 12 | 15 | 80.00% | | |
| Apr-02 | | | | | 7 | 7 | 100.00% | | |
| May-02 | | | | | 16 | 19 | 84.21% | | |



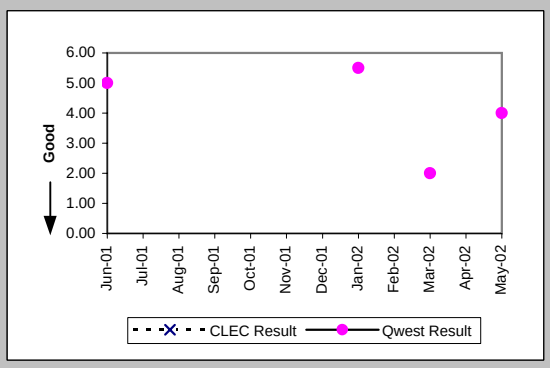

### Installation Interval (Average Days) (OP-4A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denc | CLEC Resu | CLEC Std D | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 83 | 17 | 4.88 | | |
| Jul-01 | | | | | 41 | 11 | 3.73 | | |
| Aug-01 | | | | | 51 | 9 | 5.67 | | |
| Sep-01 | | | | | 84 | 12 | 7.00 | | |
| Oct-01 | | | | | 60 | 18 | 3.33 | | |
| Nov-01 | | | | | 26 | 4 | 6.50 | | |
| Dec-01 | | | | | 63 | 11 | 5.73 | | |
| Jan-02 | | | | | 134 | 17 | 7.88 | | |
| Feb-02 | | | | | 127 | 20 | 6.35 | | |
| Mar-02 | | | | | 111 | 15 | 7.40 | | |
| Apr-02 | | | | | 36 | 7 | 5.14 | | |
| May-02 | | | | | 91 | 19 | 4.79 | | |



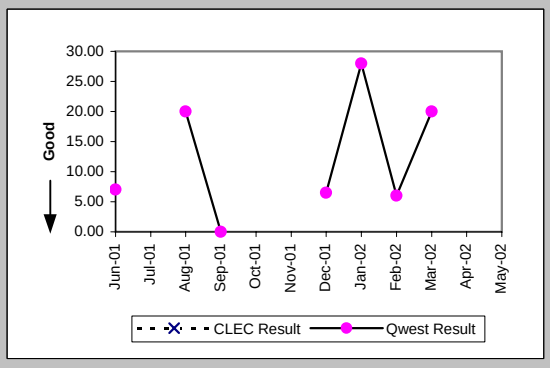

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-1) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denc | CLEC Resu | CLEC Std D | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 5 | 1 | 5.00 | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | 11 | 2 | 5.50 | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | 2 | 1 | 2.00 | | |
| Apr-02 | | | | | | | | | |
| May-02 | | | | | 12 | 3 | 4.00 | | |




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

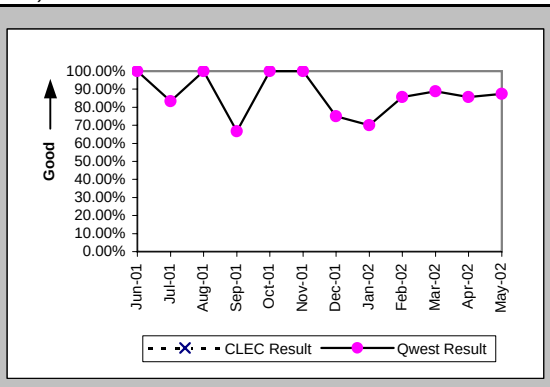
| Date | CLEC Num | CLEC Denc | CLEC Resu | CLEC Std D | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 14 | 2 | 7.00 | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 20 | 1 | 20.00 | | |
| Sep-01 | | | | | 0 | 1 | 0.00 | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | 13 | 2 | 6.50 | | |
| Jan-02 | | | | | 28 | 1 | 28.00 | | |
| Feb-02 | | | | | 6 | 1 | 6.00 | | |
| Mar-02 | | | | | 40 | 2 | 20.00 | | |
| Apr-02 | | | | | | | | | |
| May-02 | | | | | | | | | |



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

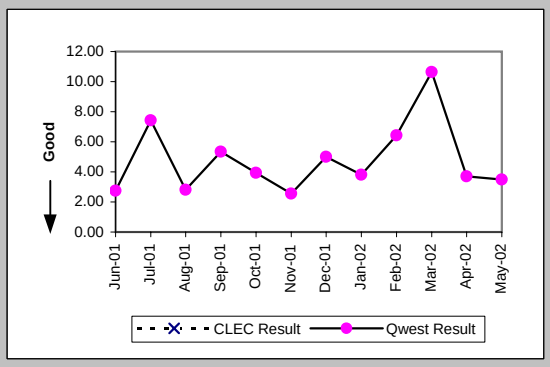
### Installation Commitments Met (Percent) (OP-3B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denc | CLEC Resu | CLEC Std D | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 4 | 4 | 100.00% | | |
| Jul-01 | | | | | 10 | 12 | 83.33% | | |
| Aug-01 | | | | | 4 | 4 | 100.00% | | |
| Sep-01 | | | | | 2 | 3 | 66.67% | | |
| Oct-01 | | | | | 14 | 14 | 100.00% | | |
| Nov-01 | | | | | 9 | 9 | 100.00% | | |
| Dec-01 | | | | | 3 | 4 | 75.00% | | |
| Jan-02 | | | | | 7 | 10 | 70.00% | | |
| Feb-02 | | | | | 6 | 7 | 85.71% | | |
| Mar-02 | | | | | 8 | 9 | 88.89% | | |
| Apr-02 | | | | | 6 | 7 | 85.71% | | |
| May-02 | | | | | 7 | 8 | 87.50% | | |



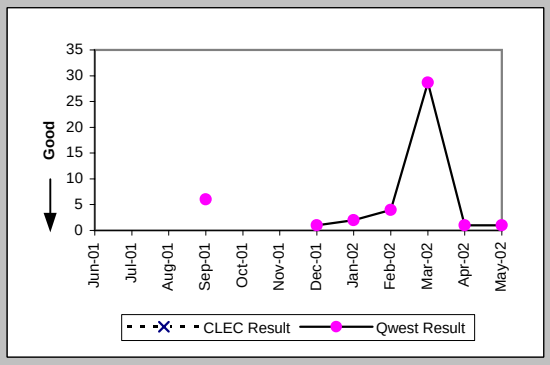

### Installation Interval (Average Days) (OP-4B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denc | CLEC Resu | CLEC Std D | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 11 | 4 | 2.75 | | |
| Jul-01 | | | | | 89 | 12 | 7.42 | | |
| Aug-01 | | | | | 14 | 5 | 2.80 | | |
| Sep-01 | | | | | 16 | 3 | 5.33 | | |
| Oct-01 | | | | | 55 | 14 | 3.93 | | |
| Nov-01 | | | | | 23 | 9 | 2.56 | | |
| Dec-01 | | | | | 20 | 4 | 5.00 | | |
| Jan-02 | | | | | 38 | 10 | 3.80 | | |
| Feb-02 | | | | | 45 | 7 | 6.43 | | |
| Mar-02 | | | | | 117 | 11 | 10.64 | | |
| Apr-02 | | | | | 26 | 7 | 3.71 | | |
| May-02 | | | | | 28 | 8 | 3.50 | | |



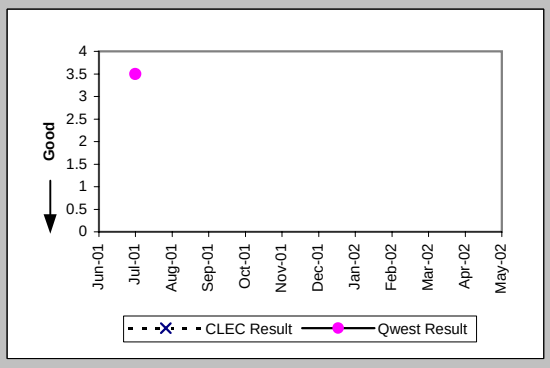

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-2) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denc | CLEC Resu | CLEC Std D | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | 6 | 1 | 6.00 | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | 1 | 1 | 1.00 | | |
| Jan-02 | | | | | 6 | 3 | 2.00 | | |
| Feb-02 | | | | | 4 | 1 | 4.00 | | |
| Mar-02 | | | | | 86 | 3 | 28.67 | | |
| Apr-02 | | | | | 1 | 1 | 1.00 | | |
| May-02 | | | | | 1 | 1 | 1.00 | | |




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

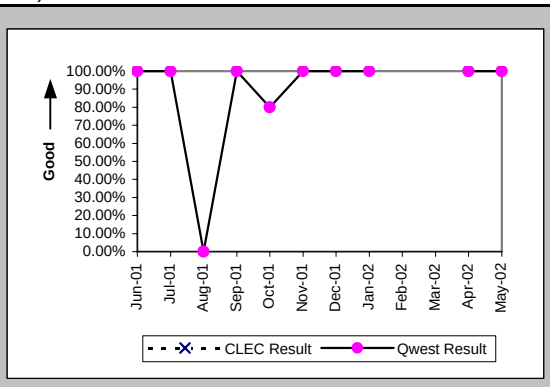
| Date | CLEC Num | CLEC Denc | CLEC Resu | CLEC Std D | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | 7 | 2 | 3.50 | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | | | | | |
| Apr-02 | | | | | | | | | |
| May-02 | | | | | | | | | |



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

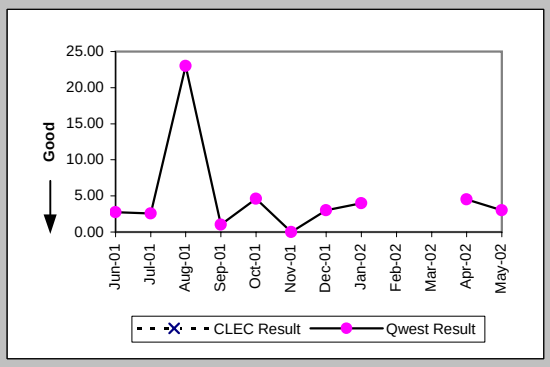
### Installation Commitments Met (Percent) (OP-3C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Deno | CLEC Resu | CLEC Std D | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 84 | 84 | 100.00% | | |
| Jul-01 | | | | | 12 | 12 | 100.00% | | |
| Aug-01 | | | | | 0 | 1 | 0.00% | | |
| Sep-01 | | | | | 1 | 1 | 100.00% | | |
| Oct-01 | | | | | 4 | 5 | 80.00% | | |
| Nov-01 | | | | | 2 | 2 | 100.00% | | |
| Dec-01 | | | | | 1 | 1 | 100.00% | | |
| Jan-02 | | | | | 4 | 4 | 100.00% | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | | | | | |
| Apr-02 | | | | | 2 | 2 | 100.00% | | |
| May-02 | | | | | 3 | 3 | 100.00% | | |



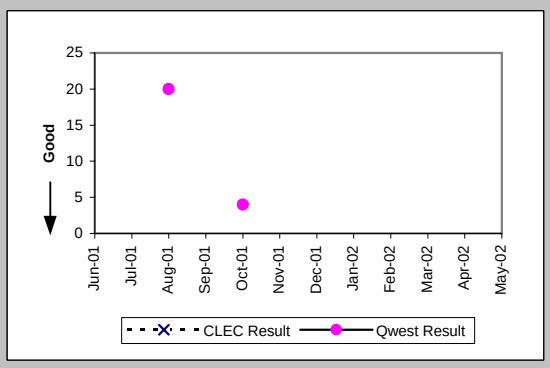

### Installation Interval (Average Days) (OP-4C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Deno | CLEC Resu | CLEC Std D | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 229 | 84 | 2.73 | | |
| Jul-01 | | | | | 31 | 12 | 2.58 | | |
| Aug-01 | | | | | 23 | 1 | 23.00 | | |
| Sep-01 | | | | | 1 | 1 | 1.00 | | |
| Oct-01 | | | | | 23 | 5 | 4.60 | | |
| Nov-01 | | | | | 0 | 2 | 0.00 | | |
| Dec-01 | | | | | 3 | 1 | 3.00 | | |
| Jan-02 | | | | | 12 | 3 | 4.00 | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | | | | | |
| Apr-02 | | | | | 9 | 2 | 4.50 | | |
| May-02 | | | | | 9 | 3 | 3.00 | | |



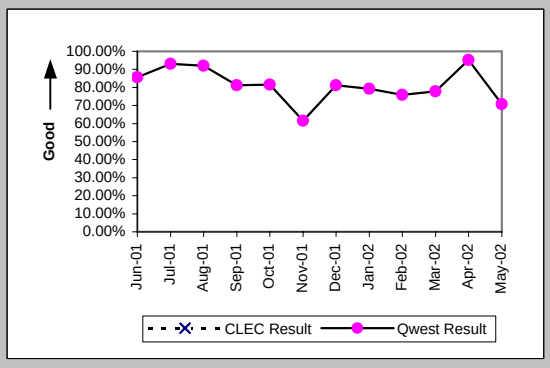

### Delayed Days for Facility Reasons (Average Days) (OP-6B-3) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Deno | CLEC Resu | CLEC Std D | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 20 | 1 | 20.00 | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | 4 | 1 | 4.00 | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | | | | | |
| Apr-02 | | | | | | | | | |
| May-02 | | | | | | | | | |




### New Service Installation Quality (Percent) (OP-5) (Parity)

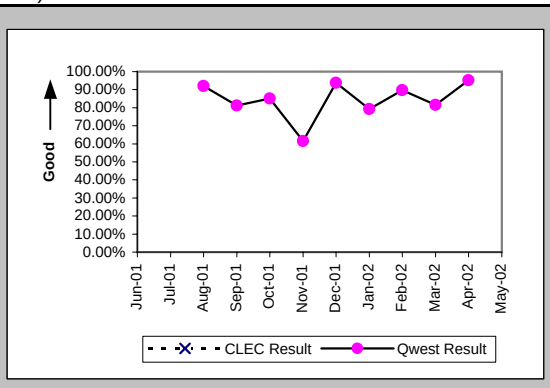
| Date | CLEC Num | CLEC Deno | CLEC Resu | CLEC Std D | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 102 | 119 | 85.71% | | |
| Jul-01 | | | | | 68 | 73 | 93.15% | | |
| Aug-01 | | | | | 23 | 25 | 92.00% | | |
| Sep-01 | | | | | 13 | 16 | 81.25% | | |
| Oct-01 | | | | | 22 | 27 | 81.48% | | |
| Nov-01 | | | | | 16 | 26 | 61.54% | | |
| Dec-01 | | | | | 13 | 16 | 81.25% | | |
| Jan-02 | | | | | 19 | 24 | 79.17% | | |
| Feb-02 | | | | | 22 | 29 | 75.86% | | |
| Mar-02 | | | | | 21 | 27 | 77.78% | | |
| Apr-02 | | | | | 20 | 21 | 95.24% | | |
| May-02 | | | | | 17 | 24 | 70.83% | | |



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

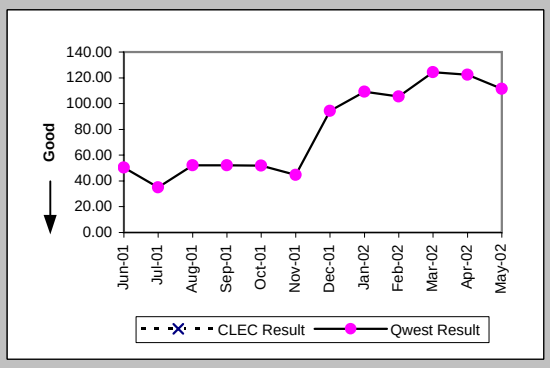
New Service Installation Quality (Percent) (OP-5*) (Parity)

| Date | CLEC Num | CLEC Deno | CLEC Resu | CLEC Std D | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 23 | 25 | 92.00% | | |
| Sep-01 | | | | | 13 | 16 | 81.25% | | |
| Oct-01 | | | | | 23 | 27 | 85.19% | | |
| Nov-01 | | | | | 16 | 26 | 61.54% | | |
| Dec-01 | | | | | 15 | 16 | 93.75% | | |
| Jan-02 | | | | | 19 | 24 | 79.17% | | |
| Feb-02 | | | | | 26 | 29 | 89.66% | | |
| Mar-02 | | | | | 22 | 27 | 81.48% | | |
| Apr-02 | | | | | 20 | 21 | 95.24% | | |
| May-02 | | | | | | | | | |




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

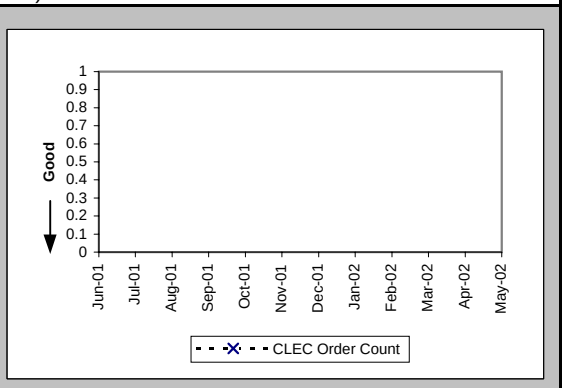
| Date | CLEC Num | CLEC Deno | CLEC Resu | CLEC Std D | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 553 | 11 | 50.27 | | |
| Jul-01 | | | | | 525 | 15 | 35.00 | | |
| Aug-01 | | | | | 731 | 14 | 52.21 | | |
| Sep-01 | | | | | 938 | 18 | 52.11 | | |
| Oct-01 | | | | | 832 | 16 | 52.00 | | |
| Nov-01 | | | | | 1252 | 28 | 44.71 | | |
| Dec-01 | | | | | 1131 | 12 | 94.25 | | |
| Jan-02 | | | | | 1312 | 12 | 109.33 | | |
| Feb-02 | | | | | 1581 | 15 | 105.40 | | |
| Mar-02 | | | | | 1867 | 15 | 124.47 | | |
| Apr-02 | | | | | 2205 | 18 | 122.50 | | |
| May-02 | | | | | 2116 | 19 | 111.37 | | |



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

Count of Pending Orders Delayed for Facilities Reasons UNE P (Centrex) (OP-15B) (Diagnostic)

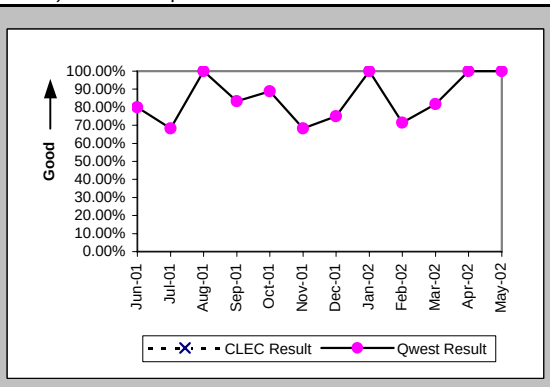
| Date | CLEC Order Count |
|---|---|
| Jun-01 | |
| Jul-01 | |
| Aug-01 | |
| Sep-01 | |
| Oct-01 | |
| Nov-01 | |
| Dec-01 | |
| Jan-02 | |
| Feb-02 | |
| Mar-02 | |
| Apr-02 | |
| May-02 | |



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

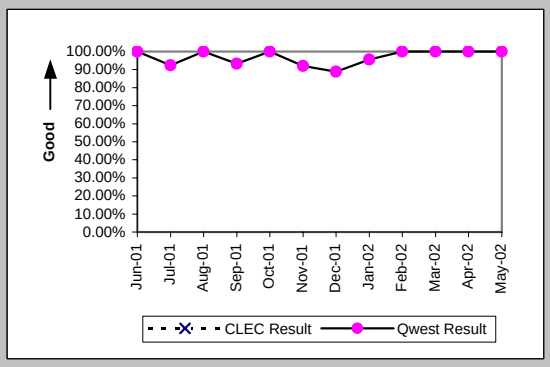
### Out of Service Cleared within 24 hours (Percent) (MR-3A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denc | CLEC Resu | CLEC Std D | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 8 | 10 | 80.00% | | |
| Jul-01 | | | | | 15 | 22 | 68.18% | | |
| Aug-01 | | | | | 13 | 13 | 100.00% | | |
| Sep-01 | | | | | 10 | 12 | 83.33% | | |
| Oct-01 | | | | | 16 | 18 | 88.89% | | |
| Nov-01 | | | | | 15 | 22 | 68.18% | | |
| Dec-01 | | | | | 12 | 16 | 75.00% | | |
| Jan-02 | | | | | 19 | 19 | 100.00% | | |
| Feb-02 | | | | | 5 | 7 | 71.43% | | |
| Mar-02 | | | | | 9 | 11 | 81.82% | | |
| Apr-02 | | | | | 10 | 10 | 100.00% | | |
| May-02 | | | | | 7 | 7 | 100.00% | | |



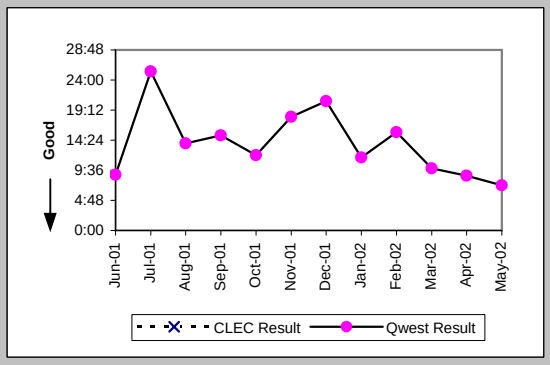

### All Troubles Cleared within 48 hours (Percent) (MR-4A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denc | CLEC Resu | CLEC Std D | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 14 | 14 | 100.00% | | |
| Jul-01 | | | | | 24 | 26 | 92.31% | | |
| Aug-01 | | | | | 17 | 17 | 100.00% | | |
| Sep-01 | | | | | 14 | 15 | 93.33% | | |
| Oct-01 | | | | | 21 | 21 | 100.00% | | |
| Nov-01 | | | | | 23 | 25 | 92.00% | | |
| Dec-01 | | | | | 24 | 27 | 88.89% | | |
| Jan-02 | | | | | 22 | 23 | 95.65% | | |
| Feb-02 | | | | | 10 | 10 | 100.00% | | |
| Mar-02 | | | | | 14 | 14 | 100.00% | | |
| Apr-02 | | | | | 13 | 13 | 100.00% | | |
| May-02 | | | | | 12 | 12 | 100.00% | | |



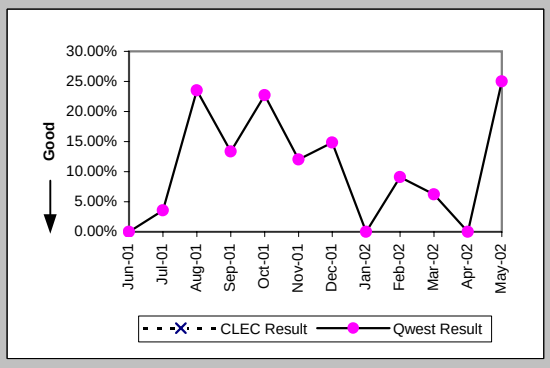

### Mean Time to Restore (Hours:Minutes) (MR-6A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denc | CLEC Resu | CLEC Std D | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 124:25 | 14 | 8:53 | | |
| Jul-01 | | | | | 660:32 | 26 | 25:24 | | |
| Aug-01 | | | | | 236:22 | 17 | 13:54 | | |
| Sep-01 | | | | | 227:10 | 15 | 15:09 | | |
| Oct-01 | | | | | 252:03 | 21 | 12:00 | | |
| Nov-01 | | | | | 452:58 | 25 | 18:07 | | |
| Dec-01 | | | | | 556:40 | 27 | 20:37 | | |
| Jan-02 | | | | | 268:13 | 23 | 11:40 | | |
| Feb-02 | | | | | 156:48 | 10 | 15:41 | | |
| Mar-02 | | | | | 138:20 | 14 | 9:53 | | |
| Apr-02 | | | | | 113:38 | 13 | 8:44 | | |
| May-02 | | | | | 86:24 | 12 | 7:12 | | |




### Repair Repeat Report Rate (Percent) (MR-7A) (Parity)-- Dispatches Within MSAs

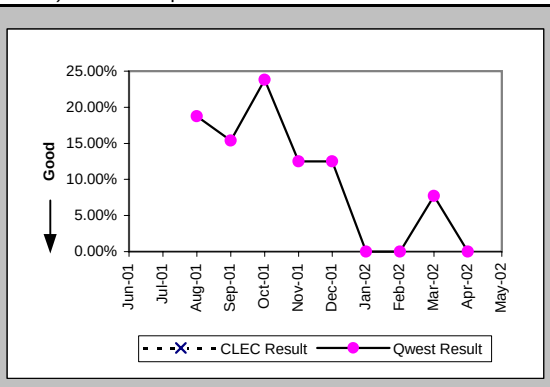
| Date | CLEC Num | CLEC Denc | CLEC Resu | CLEC Std D | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 0 | 15 | 0.00% | | |
| Jul-01 | | | | | 1 | 28 | 3.57% | | |
| Aug-01 | | | | | 4 | 17 | 23.53% | | |
| Sep-01 | | | | | 2 | 15 | 13.33% | | |
| Oct-01 | | | | | 5 | 22 | 22.73% | | |
| Nov-01 | | | | | 3 | 25 | 12.00% | | |
| Dec-01 | | | | | 4 | 27 | 14.81% | | |
| Jan-02 | | | | | 0 | 23 | 0.00% | | |
| Feb-02 | | | | | 1 | 11 | 9.09% | | |
| Mar-02 | | | | | 1 | 16 | 6.25% | | |
| Apr-02 | | | | | 0 | 13 | 0.00% | | |
| May-02 | | | | | 3 | 12 | 25.00% | | |



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

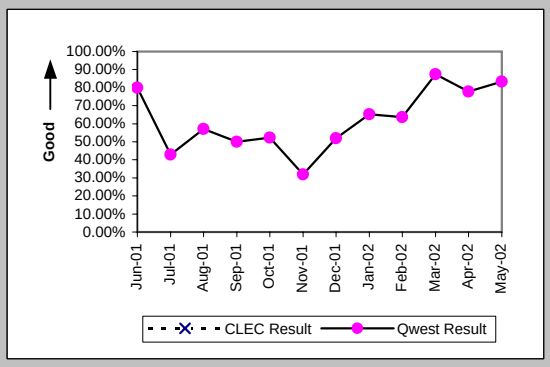
### Repair Repeat Report Rate (Percent) (MR-7A*) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Deno | CLEC Resu | CLEC Std D | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 3 | 16 | 18.75% | | |
| Sep-01 | | | | | 2 | 13 | 15.38% | | |
| Oct-01 | | | | | 5 | 21 | 23.81% | | |
| Nov-01 | | | | | 3 | 24 | 12.50% | | |
| Dec-01 | | | | | 3 | 24 | 12.50% | | |
| Jan-02 | | | | | 0 | 21 | 0.00% | | |
| Feb-02 | | | | | 0 | 10 | 0.00% | | |
| Mar-02 | | | | | 1 | 13 | 7.69% | | |
| Apr-02 | | | | | 0 | 11 | 0.00% | | |
| May-02 | | | | | | | | | |



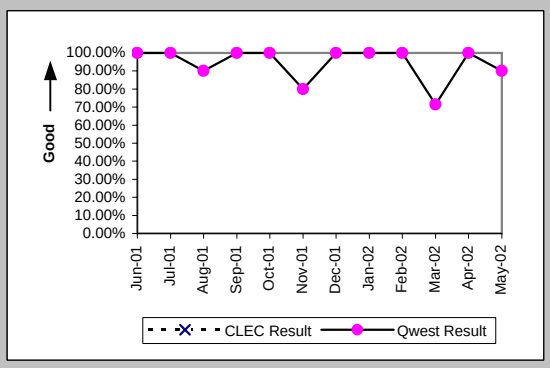

### Repair Appointments Met (Percent) (MR-9A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Deno | CLEC Resu | CLEC Std D | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 12 | 15 | 80.00% | | |
| Jul-01 | | | | | 12 | 28 | 42.86% | | |
| Aug-01 | | | | | 8 | 14 | 57.14% | | |
| Sep-01 | | | | | 7 | 14 | 50.00% | | |
| Oct-01 | | | | | 11 | 21 | 52.38% | | |
| Nov-01 | | | | | 8 | 25 | 32.00% | | |
| Dec-01 | | | | | 13 | 25 | 52.00% | | |
| Jan-02 | | | | | 15 | 23 | 65.22% | | |
| Feb-02 | | | | | 7 | 11 | 63.64% | | |
| Mar-02 | | | | | 14 | 16 | 87.50% | | |
| Apr-02 | | | | | 7 | 9 | 77.78% | | |
| May-02 | | | | | 10 | 12 | 83.33% | | |



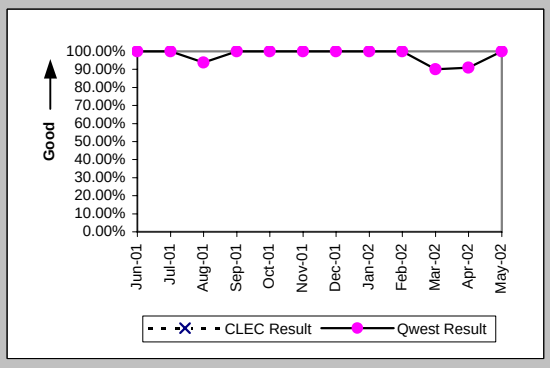

### Out of Service Cleared within 24 hours (Percent) (MR-3B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Deno | CLEC Resu | CLEC Std D | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 5 | 5 | 100.00% | | |
| Jul-01 | | | | | 2 | 2 | 100.00% | | |
| Aug-01 | | | | | 9 | 10 | 90.00% | | |
| Sep-01 | | | | | 10 | 10 | 100.00% | | |
| Oct-01 | | | | | 14 | 14 | 100.00% | | |
| Nov-01 | | | | | 4 | 5 | 80.00% | | |
| Dec-01 | | | | | 6 | 6 | 100.00% | | |
| Jan-02 | | | | | 6 | 6 | 100.00% | | |
| Feb-02 | | | | | 7 | 7 | 100.00% | | |
| Mar-02 | | | | | 5 | 7 | 71.43% | | |
| Apr-02 | | | | | 9 | 9 | 100.00% | | |
| May-02 | | | | | 9 | 10 | 90.00% | | |




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

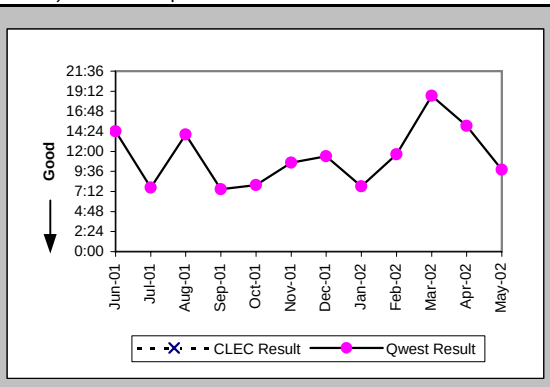
| Date | CLEC Num | CLEC Deno | CLEC Resu | CLEC Std D | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 8 | 8 | 100.00% | | |
| Jul-01 | | | | | 6 | 6 | 100.00% | | |
| Aug-01 | | | | | 15 | 16 | 93.75% | | |
| Sep-01 | | | | | 12 | 12 | 100.00% | | |
| Oct-01 | | | | | 15 | 15 | 100.00% | | |
| Nov-01 | | | | | 7 | 7 | 100.00% | | |
| Dec-01 | | | | | 7 | 7 | 100.00% | | |
| Jan-02 | | | | | 9 | 9 | 100.00% | | |
| Feb-02 | | | | | 11 | 11 | 100.00% | | |
| Mar-02 | | | | | 9 | 10 | 90.00% | | |
| Apr-02 | | | | | 10 | 11 | 90.91% | | |
| May-02 | | | | | 15 | 15 | 100.00% | | |



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

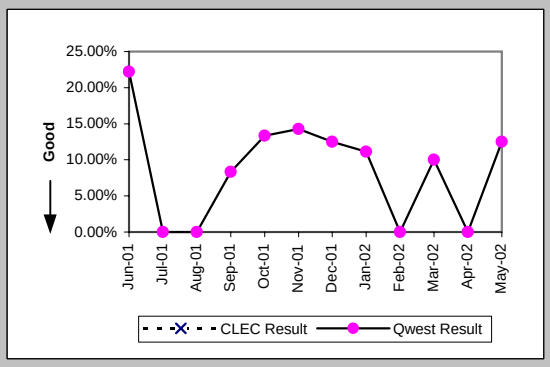
### Mean Time to Restore (Hours:Minutes) (MR-6B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Deno | CLEC Resu | CLEC Std D | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 115:01 | 8 | 14:23 | | |
| Jul-01 | | | | | 45:57 | 6 | 7:39 | | |
| Aug-01 | | | | | 224:18 | 16 | 14:01 | | |
| Sep-01 | | | | | 89:23 | 12 | 7:27 | | |
| Oct-01 | | | | | 119:44 | 15 | 7:59 | | |
| Nov-01 | | | | | 74:31 | 7 | 10:39 | | |
| Dec-01 | | | | | 79:52 | 7 | 11:25 | | |
| Jan-02 | | | | | 70:24 | 9 | 7:49 | | |
| Feb-02 | | | | | 128:02 | 11 | 11:38 | | |
| Mar-02 | | | | | 186:35 | 10 | 18:40 | | |
| Apr-02 | | | | | 165:46 | 11 | 15:04 | | |
| May-02 | | | | | 147:21 | 15 | 9:49 | | |



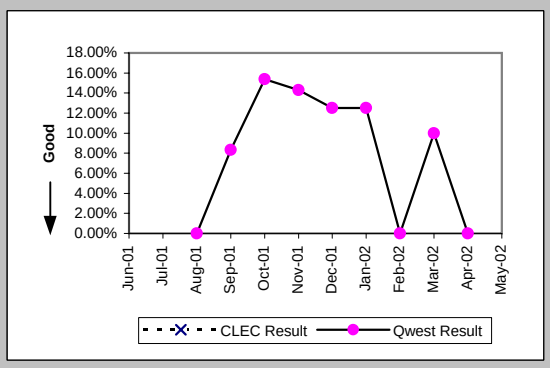

### Repair Repeat Report Rate (Percent) (MR-7B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Deno | CLEC Resu | CLEC Std D | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 2 | 9 | 22.22% | | |
| Jul-01 | | | | | 0 | 6 | 0.00% | | |
| Aug-01 | | | | | 0 | 16 | 0.00% | | |
| Sep-01 | | | | | 1 | 12 | 8.33% | | |
| Oct-01 | | | | | 2 | 15 | 13.33% | | |
| Nov-01 | | | | | 1 | 7 | 14.29% | | |
| Dec-01 | | | | | 1 | 8 | 12.50% | | |
| Jan-02 | | | | | 1 | 9 | 11.11% | | |
| Feb-02 | | | | | 0 | 11 | 0.00% | | |
| Mar-02 | | | | | 1 | 10 | 10.00% | | |
| Apr-02 | | | | | 0 | 11 | 0.00% | | |
| May-02 | | | | | 2 | 16 | 12.50% | | |



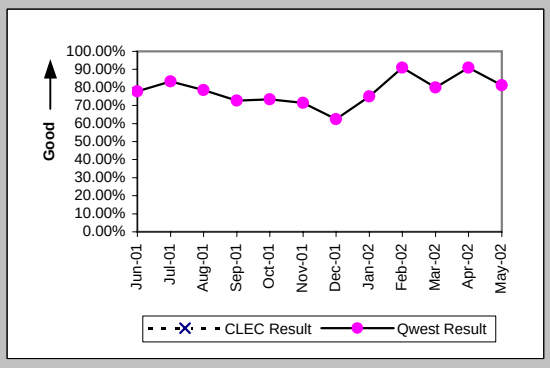

### Repair Repeat Report Rate (Percent) (MR-7B*) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Deno | CLEC Resu | CLEC Std D | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 0 | 13 | 0.00% | | |
| Sep-01 | | | | | 1 | 12 | 8.33% | | |
| Oct-01 | | | | | 2 | 13 | 15.38% | | |
| Nov-01 | | | | | 1 | 7 | 14.29% | | |
| Dec-01 | | | | | 1 | 8 | 12.50% | | |
| Jan-02 | | | | | 1 | 8 | 12.50% | | |
| Feb-02 | | | | | 0 | 11 | 0.00% | | |
| Mar-02 | | | | | 1 | 10 | 10.00% | | |
| Apr-02 | | | | | 0 | 11 | 0.00% | | |
| May-02 | | | | | | | | | |




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

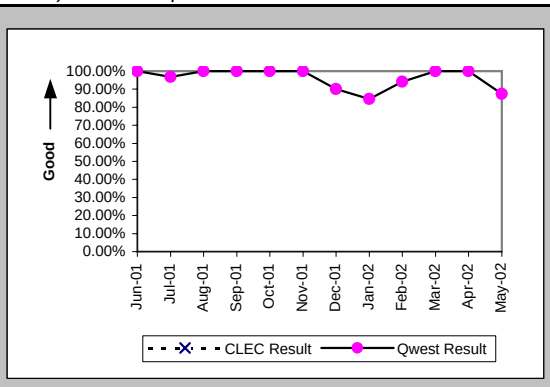
| Date | CLEC Num | CLEC Deno | CLEC Resu | CLEC Std D | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 7 | 9 | 77.78% | | |
| Jul-01 | | | | | 5 | 6 | 83.33% | | |
| Aug-01 | | | | | 11 | 14 | 78.57% | | |
| Sep-01 | | | | | 8 | 11 | 72.73% | | |
| Oct-01 | | | | | 11 | 15 | 73.33% | | |
| Nov-01 | | | | | 5 | 7 | 71.43% | | |
| Dec-01 | | | | | 5 | 8 | 62.50% | | |
| Jan-02 | | | | | 6 | 8 | 75.00% | | |
| Feb-02 | | | | | 10 | 11 | 90.91% | | |
| Mar-02 | | | | | 8 | 10 | 80.00% | | |
| Apr-02 | | | | | 10 | 11 | 90.91% | | |
| May-02 | | | | | 13 | 16 | 81.25% | | |



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

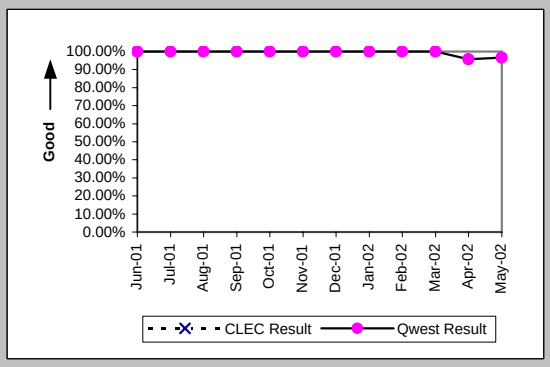
### Out of Service Cleared within 24 hours (Percent) (MR-3C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Deno | CLEC Resu | CLEC Std D | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 18 | 18 | 100.00% | | |
| Jul-01 | | | | | 31 | 32 | 96.88% | | |
| Aug-01 | | | | | 11 | 11 | 100.00% | | |
| Sep-01 | | | | | 13 | 13 | 100.00% | | |
| Oct-01 | | | | | 13 | 13 | 100.00% | | |
| Nov-01 | | | | | 6 | 6 | 100.00% | | |
| Dec-01 | | | | | 9 | 10 | 90.00% | | |
| Jan-02 | | | | | 11 | 13 | 84.62% | | |
| Feb-02 | | | | | 16 | 17 | 94.12% | | |
| Mar-02 | | | | | 8 | 8 | 100.00% | | |
| Apr-02 | | | | | 16 | 16 | 100.00% | | |
| May-02 | | | | | 14 | 16 | 87.50% | | |



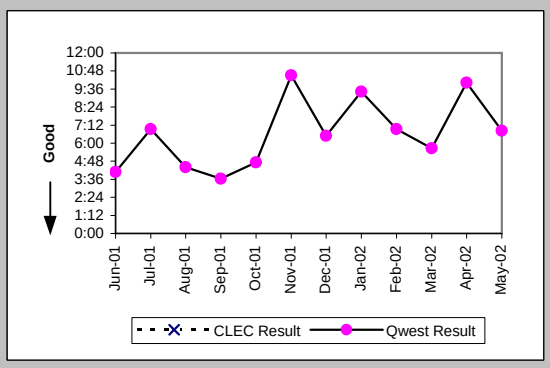

### All Troubles Cleared within 48 hours (Percent) (MR-4C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Deno | CLEC Resu | CLEC Std D | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 34 | 34 | 100.00% | | |
| Jul-01 | | | | | 49 | 49 | 100.00% | | |
| Aug-01 | | | | | 23 | 23 | 100.00% | | |
| Sep-01 | | | | | 20 | 20 | 100.00% | | |
| Oct-01 | | | | | 23 | 23 | 100.00% | | |
| Nov-01 | | | | | 17 | 17 | 100.00% | | |
| Dec-01 | | | | | 19 | 19 | 100.00% | | |
| Jan-02 | | | | | 23 | 23 | 100.00% | | |
| Feb-02 | | | | | 27 | 27 | 100.00% | | |
| Mar-02 | | | | | 22 | 22 | 100.00% | | |
| Apr-02 | | | | | 23 | 24 | 95.83% | | |
| May-02 | | | | | 28 | 29 | 96.55% | | |



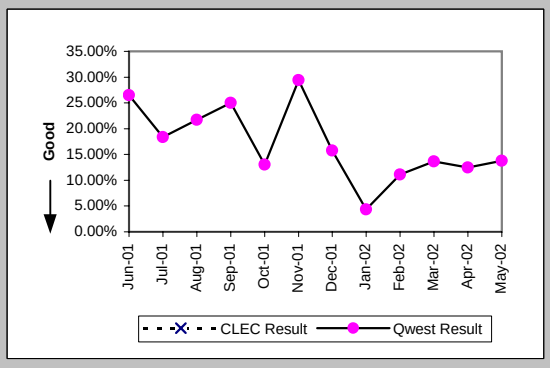

### Mean Time to Restore (Hours:Minutes) (MR-6C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Deno | CLEC Resu | CLEC Std D | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 138:48 | 34 | 4:05 | | |
| Jul-01 | | | | | 339:33 | 49 | 6:56 | | |
| Aug-01 | | | | | 101:07 | 23 | 4:24 | | |
| Sep-01 | | | | | 72:35 | 20 | 3:38 | | |
| Oct-01 | | | | | 108:21 | 23 | 4:43 | | |
| Nov-01 | | | | | 178:49 | 17 | 10:31 | | |
| Dec-01 | | | | | 123:02 | 19 | 6:29 | | |
| Jan-02 | | | | | 216:28 | 23 | 9:25 | | |
| Feb-02 | | | | | 187:15 | 27 | 6:56 | | |
| Mar-02 | | | | | 124:35 | 22 | 5:40 | | |
| Apr-02 | | | | | 240:12 | 24 | 10:01 | | |
| May-02 | | | | | 198:16 | 29 | 6:50 | | |




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

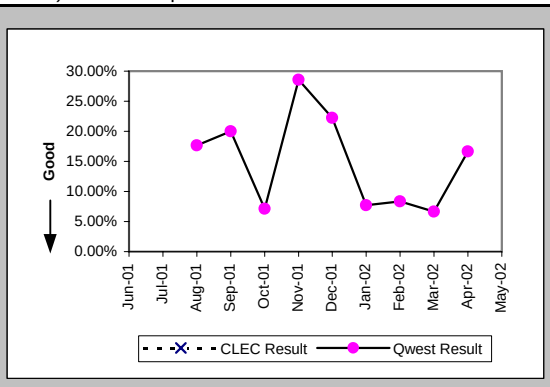
| Date | CLEC Num | CLEC Deno | CLEC Resu | CLEC Std D | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 9 | 34 | 26.47% | | |
| Jul-01 | | | | | 9 | 49 | 18.37% | | |
| Aug-01 | | | | | 5 | 23 | 21.74% | | |
| Sep-01 | | | | | 5 | 20 | 25.00% | | |
| Oct-01 | | | | | 3 | 23 | 13.04% | | |
| Nov-01 | | | | | 5 | 17 | 29.41% | | |
| Dec-01 | | | | | 3 | 19 | 15.79% | | |
| Jan-02 | | | | | 1 | 23 | 4.35% | | |
| Feb-02 | | | | | 3 | 27 | 11.11% | | |
| Mar-02 | | | | | 3 | 22 | 13.64% | | |
| Apr-02 | | | | | 3 | 24 | 12.50% | | |
| May-02 | | | | | 4 | 29 | 13.79% | | |



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

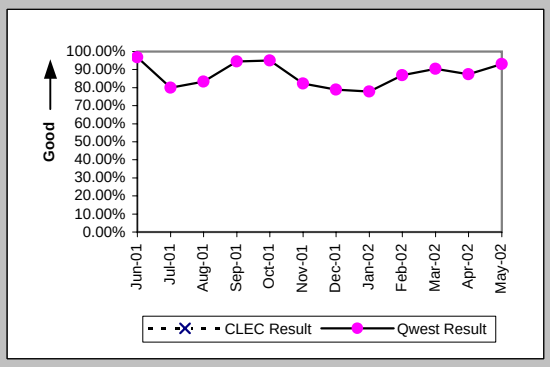
### Repair Repeat Report Rate (Percent) (MR-7C*) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Deno | CLEC Resu | CLEC Std D | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 3 | 17 | 17.65% | | |
| Sep-01 | | | | | 3 | 15 | 20.00% | | |
| Oct-01 | | | | | 1 | 14 | 7.14% | | |
| Nov-01 | | | | | 4 | 14 | 28.57% | | |
| Dec-01 | | | | | 2 | 9 | 22.22% | | |
| Jan-02 | | | | | 1 | 13 | 7.69% | | |
| Feb-02 | | | | | 1 | 12 | 8.33% | | |
| Mar-02 | | | | | 1 | 15 | 6.67% | | |
| Apr-02 | | | | | 3 | 18 | 16.67% | | |
| May-02 | | | | | | | | | |



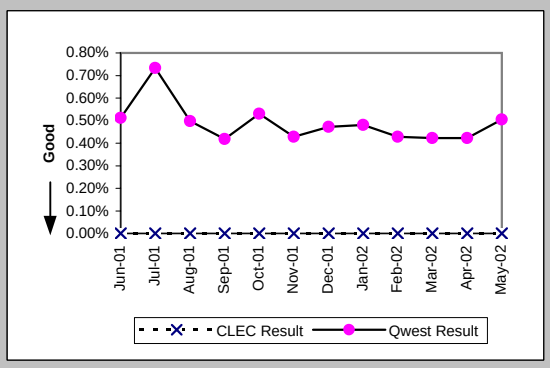

### Repair Appointments Met (Percent) (MR-9C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Deno | CLEC Resu | CLEC Std D | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 30 | 31 | 96.77% | | |
| Jul-01 | | | | | 36 | 45 | 80.00% | | |
| Aug-01 | | | | | 15 | 18 | 83.33% | | |
| Sep-01 | | | | | 17 | 18 | 94.44% | | |
| Oct-01 | | | | | 19 | 20 | 95.00% | | |
| Nov-01 | | | | | 14 | 17 | 82.35% | | |
| Dec-01 | | | | | 15 | 19 | 78.95% | | |
| Jan-02 | | | | | 14 | 18 | 77.78% | | |
| Feb-02 | | | | | 20 | 23 | 86.96% | | |
| Mar-02 | | | | | 19 | 21 | 90.48% | | |
| Apr-02 | | | | | 14 | 16 | 87.50% | | |
| May-02 | | | | | 27 | 29 | 93.10% | | |



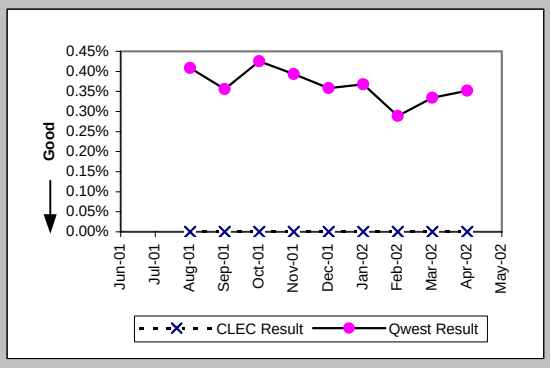

### Trouble Rate (Percent) (MR-8) (Parity)

| Date | CLEC Num | CLEC Deno | CLEC Resu | CLEC Std D | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 0 | 3 | 0.00% | 0.00% | 58 | 11319 | 0.51% | -0.12 | -1.08 |
| Jul-01 | 0 | 3 | 0.00% | 0.00% | 83 | 11314 | 0.73% | -0.15 | -1.09 |
| Aug-01 | 0 | 2 | 0.00% | 0.00% | 56 | 11257 | 0.50% | -0.1 | -1.06 |
| Sep-01 | 0 | 3 | 0.00% | 0.00% | 47 | 11243 | 0.42% | -0.11 | -1.07 |
| Oct-01 | 0 | 3 | 0.00% | 0.00% | 60 | 11298 | 0.53% | -0.13 | -1.08 |
| Nov-01 | 0 | 4 | 0.00% | 0.00% | 49 | 11442 | 0.43% | -0.13 | -1.08 |
| Dec-01 | 0 | 4 | 0.00% | 0.00% | 54 | 11446 | 0.47% | -0.14 | -1.08 |
| Jan-02 | 0 | 4 | 0.00% | 0.00% | 55 | 11427 | 0.48% | -0.14 | -1.08 |
| Feb-02 | 0 | 4 | 0.00% | 0.00% | 49 | 11427 | 0.43% | -0.13 | -1.08 |
| Mar-02 | 0 | 4 | 0.00% | 0.00% | 48 | 11370 | 0.42% | -0.13 | -1.08 |
| Apr-02 | 0 | 4 | 0.00% | 0.00% | 48 | 11365 | 0.42% | -0.13 | -1.08 |
| May-02 | 0 | 4 | 0.00% | 0.00% | 57 | 11303 | 0.50% | -0.14 | -1.09 |




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

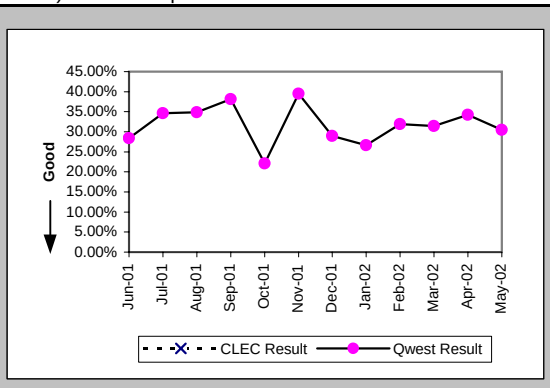
| Date | CLEC Num | CLEC Deno | CLEC Resu | CLEC Std D | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | 0 | 2 | 0.00% | 0.00% | 46 | 11257 | 0.41% | -0.09 | -1.06 |
| Sep-01 | 0 | 3 | 0.00% | 0.00% | 40 | 11243 | 0.36% | -0.1 | -1.06 |
| Oct-01 | 0 | 3 | 0.00% | 0.00% | 48 | 11298 | 0.42% | -0.11 | -1.07 |
| Nov-01 | 0 | 4 | 0.00% | 0.00% | 45 | 11442 | 0.39% | -0.13 | -1.08 |
| Dec-01 | 0 | 4 | 0.00% | 0.00% | 41 | 11446 | 0.36% | -0.12 | -1.07 |
| Jan-02 | 0 | 4 | 0.00% | 0.00% | 42 | 11427 | 0.37% | -0.12 | -1.07 |
| Feb-02 | 0 | 4 | 0.00% | 0.00% | 33 | 11427 | 0.29% | -0.11 | -1.07 |
| Mar-02 | 0 | 4 | 0.00% | 0.00% | 38 | 11370 | 0.33% | -0.12 | -1.07 |
| Apr-02 | 0 | 4 | 0.00% | 0.00% | 40 | 11365 | 0.35% | -0.12 | -1.07 |
| May-02 | | | | | | | | | |



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

Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10) (Diagnostic)

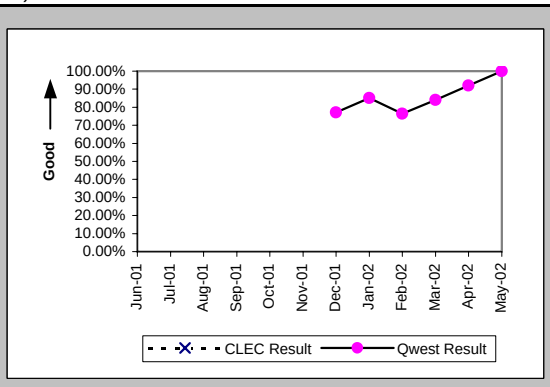
| Date | CLEC Num | CLEC Deno | CLEC Resu | CLEC Std D | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 23 | 81 | 28.40% | | |
| Jul-01 | | | | | 44 | 127 | 34.65% | | |
| Aug-01 | | | | | 30 | 86 | 34.88% | | |
| Sep-01 | | | | | 29 | 76 | 38.16% | | |
| Oct-01 | | | | | 17 | 77 | 22.08% | | |
| Nov-01 | | | | | 32 | 81 | 39.51% | | |
| Dec-01 | | | | | 22 | 76 | 28.95% | | |
| Jan-02 | | | | | 20 | 75 | 26.67% | | |
| Feb-02 | | | | | 23 | 72 | 31.94% | | |
| Mar-02 | | | | | 22 | 70 | 31.43% | | |
| Apr-02 | | | | | 25 | 73 | 34.25% | | |
| May-02 | | | | | 25 | 82 | 30.49% | | |



## Checklist #2 - Unbundled Network Element - Platform (UNE-P) Centrex 21 Installation

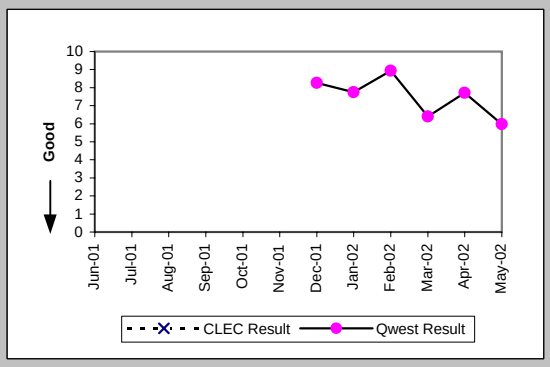
### Installation Commitments Met (Percent) (OP-3A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Deno | CLEC Resu | CLEC Std D | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | 27 | 35 | 77.14% | | |
| Jan-02 | | | | | 40 | 47 | 85.11% | | |
| Feb-02 | | | | | 26 | 34 | 76.47% | | |
| Mar-02 | | | | | 21 | 25 | 84.00% | | |
| Apr-02 | | | | | 23 | 25 | 92.00% | | |
| May-02 | | | | | 30 | 30 | 100.00% | | |



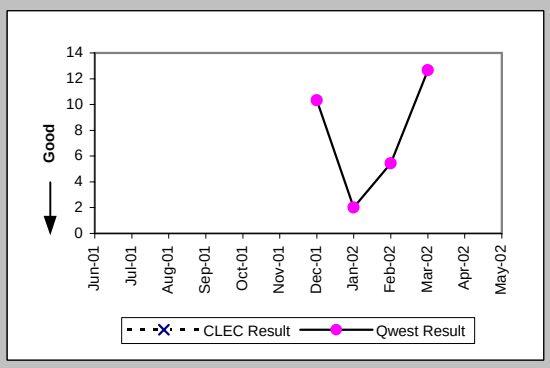

### Installation Interval (Average Days) (OP-4A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Deno | CLEC Resu | CLEC Std D | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | 289 | 35 | 8.26 | | |
| Jan-02 | | | | | 364 | 47 | 7.74 | | |
| Feb-02 | | | | | 304 | 34 | 8.94 | | |
| Mar-02 | | | | | 160 | 25 | 6.40 | | |
| Apr-02 | | | | | 193 | 25 | 7.72 | | |
| May-02 | | | | | 179 | 30 | 5.97 | | |



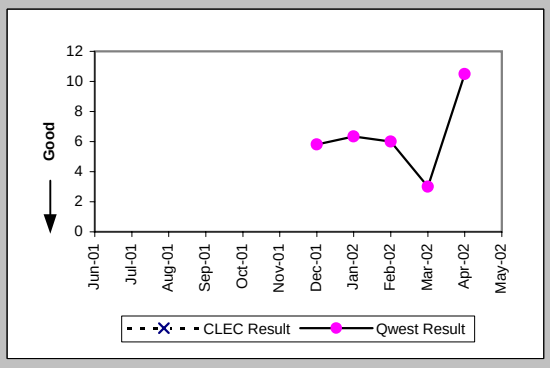

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-1) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Deno | CLEC Resu | CLEC Std D | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | 31 | 3 | 10.33 | | |
| Jan-02 | | | | | 8 | 4 | 2.00 | | |
| Feb-02 | | | | | 38 | 7 | 5.43 | | |
| Mar-02 | | | | | 38 | 3 | 12.67 | | |
| Apr-02 | | | | | | | | | |
| May-02 | | | | | | | | | |




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

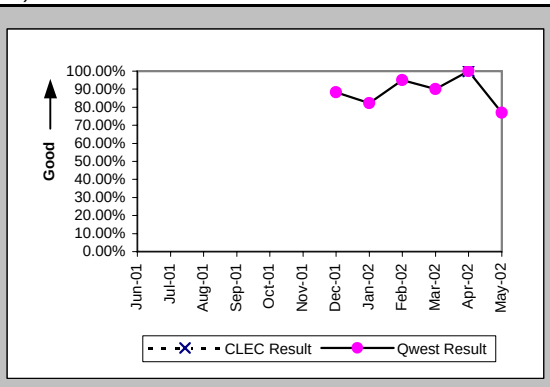
| Date | CLEC Num | CLEC Deno | CLEC Resu | CLEC Std D | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | 29 | 5 | 5.80 | | |
| Jan-02 | | | | | 19 | 3 | 6.33 | | |
| Feb-02 | | | | | 6 | 1 | 6.00 | | |
| Mar-02 | | | | | 3 | 1 | 3.00 | | |
| Apr-02 | | | | | 21 | 2 | 10.50 | | |
| May-02 | | | | | | | | | |



## Checklist #2 - Unbundled Network Element - Platform (UNE-P) Centrex 21 Installation

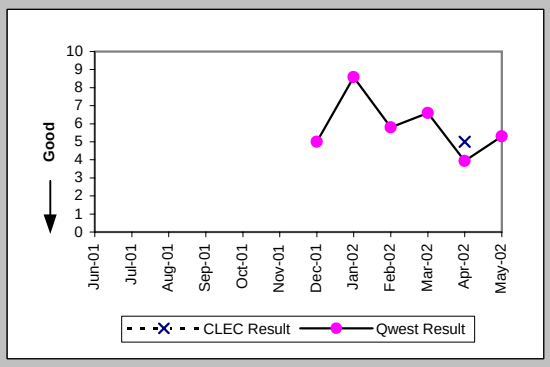
### Installation Commitments Met (Percent) (OP-3B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Deno | CLEC Resu | CLEC Std D | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | 15 | 17 | 88.24% | | |
| Jan-02 | | | | | 14 | 17 | 82.35% | | |
| Feb-02 | | | | | 19 | 20 | 95.00% | | |
| Mar-02 | | | | | 18 | 20 | 90.00% | | |
| Apr-02 | 1 | 1 | 100.00% | 0.00% | 17 | 17 | 100.00% | N/A | N/A |
| May-02 | | | | | 10 | 13 | 76.92% | | |



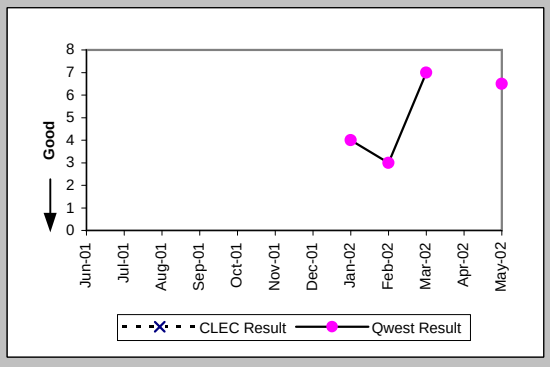

### Installation Interval (Average Days) (OP-4B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Deno | CLEC Resu | CLEC Std D | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | 85 | 17 | 5.00 | | |
| Jan-02 | | | | | 146 | 17 | 8.59 | | |
| Feb-02 | | | | | 116 | 20 | 5.80 | | |
| Mar-02 | | | | | 132 | 20 | 6.60 | | |
| Apr-02 | 5 | 1 | 5.00 | | 71 | 18 | 3.94 | 0.59 | -0.64 |
| May-02 | | | | | 69 | 13 | 5.31 | | |



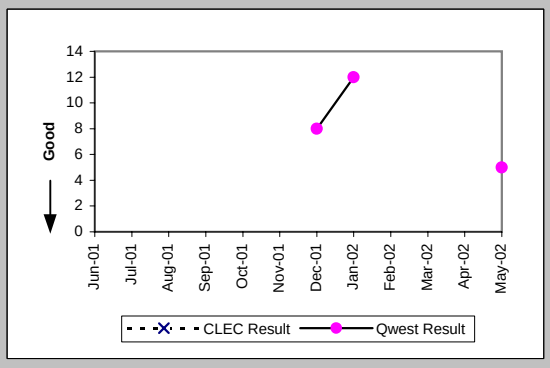

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-2) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Deno | CLEC Resu | CLEC Std D | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | 4 | 1 | 4.00 | | |
| Feb-02 | | | | | 3 | 1 | 3.00 | | |
| Mar-02 | | | | | 14 | 2 | 7.00 | | |
| Apr-02 | | | | | | | | | |
| May-02 | | | | | 13 | 2 | 6.50 | | |




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

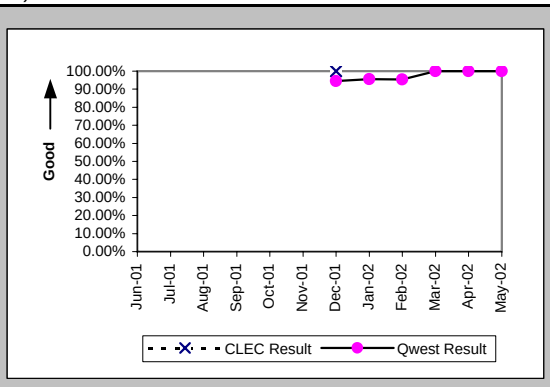
| Date | CLEC Num | CLEC Deno | CLEC Resu | CLEC Std D | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | 16 | 2 | 8.00 | | |
| Jan-02 | | | | | 24 | 2 | 12.00 | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | | | | | |
| Apr-02 | | | | | | | | | |
| May-02 | | | | | 5 | 1 | 5.00 | | |



## Checklist #2 - Unbundled Network Element - Platform (UNE-P) Centrex 21 Installation

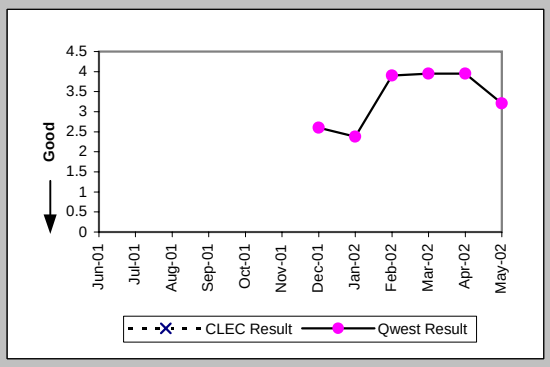
### Installation Commitments Met (Percent) (OP-3C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denc | CLEC Resu | CLEC Std D | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | 1 | 1 | 100.00% | 0.00% | 34 | 36 | 94.44% | -0.24 | -1.15 |
| Jan-02 | | | | | 22 | 23 | 95.65% | | |
| Feb-02 | | | | | 42 | 44 | 95.45% | | |
| Mar-02 | | | | | 69 | 69 | 100.00% | | |
| Apr-02 | | | | | 59 | 59 | 100.00% | | |
| May-02 | | | | | 19 | 19 | 100.00% | | |



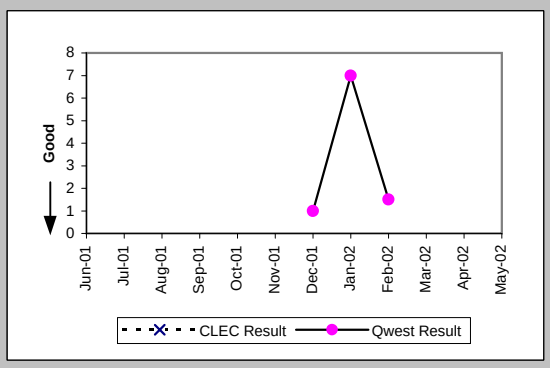

### Installation Interval (Average Days) (OP-4C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denc | CLEC Resu | CLEC Std D | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | 65 | 25 | 2.60 | | |
| Jan-02 | | | | | 38 | 16 | 2.38 | | |
| Feb-02 | | | | | 152 | 39 | 3.90 | | |
| Mar-02 | | | | | 83 | 21 | 3.95 | | |
| Apr-02 | | | | | 150 | 38 | 3.95 | | |
| May-02 | | | | | 45 | 14 | 3.21 | | |



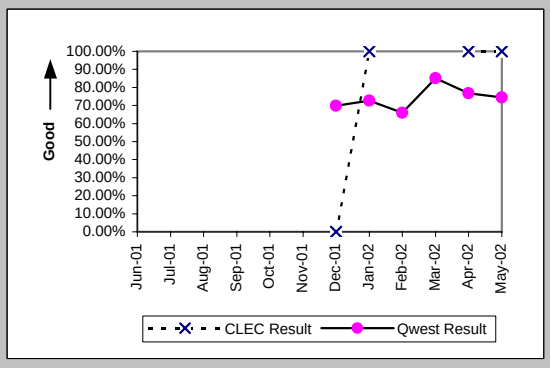

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-3) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denc | CLEC Resu | CLEC Std D | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | 2 | 2 | 1.00 | | |
| Jan-02 | | | | | 14 | 2 | 7.00 | | |
| Feb-02 | | | | | 3 | 2 | 1.50 | | |
| Mar-02 | | | | | | | | | |
| Apr-02 | | | | | | | | | |
| May-02 | | | | | | | | | |




### New Service Installation Quality (Percent) (OP-5) (Parity)

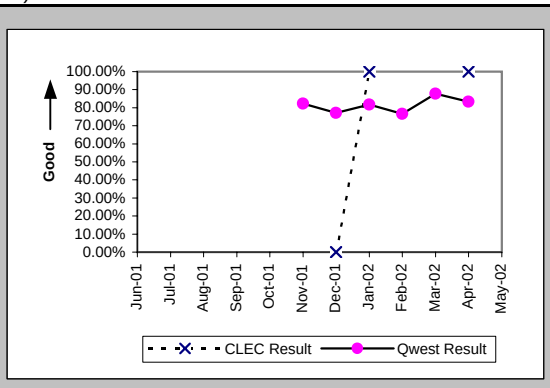
| Date | CLEC Num | CLEC Denc | CLEC Resu | CLEC Std D | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | 0 | 1 | 0.00% | 0.00% | 58 | 83 | 69.88% | 1.03 | -0.37 |
| Jan-02 | 1 | 1 | 100.00% | 0.00% | 64 | 88 | 72.73% | -0.61 | -1.37 |
| Feb-02 | | | | | 62 | 94 | 65.96% | | |
| Mar-02 | | | | | 91 | 107 | 85.05% | | |
| Apr-02 | 1 | 1 | 100.00% | 0.00% | 83 | 108 | 76.85% | -0.55 | -1.33 |
| May-02 | 1 | 1 | 100.00% | 0.00% | 61 | 82 | 74.39% | -0.58 | -1.35 |



## Checklist #2 - Unbundled Network Element - Platform (UNE-P) Centrex 21 Installation

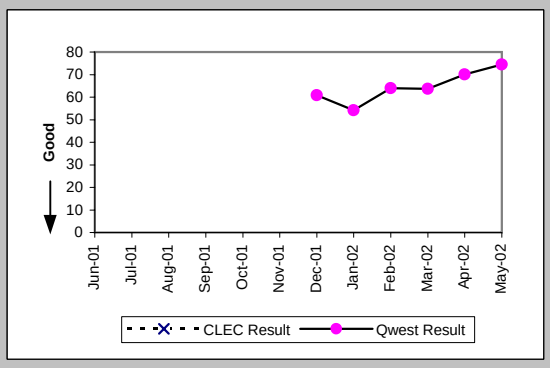
New Service Installation Quality (Percent) (OP-5*) (Parity)

| Date | CLEC Num | CLEC Deno | CLEC Resu | CLEC Std D | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | 84 | 102 | 82.35% | | |
| Dec-01 | 0 | 1 | 0.00% | 0.00% | 64 | 83 | 77.11% | 1.2 | -0.27 |
| Jan-02 | 1 | 1 | 100.00% | 0.00% | 72 | 88 | 81.82% | -0.47 | -1.28 |
| Feb-02 | | | | | 72 | 94 | 76.60% | | |
| Mar-02 | | | | | 94 | 107 | 87.85% | | |
| Apr-02 | 1 | 1 | 100.00% | 0.00% | 90 | 108 | 83.33% | -0.45 | -1.27 |
| May-02 | | | | | | | | | |



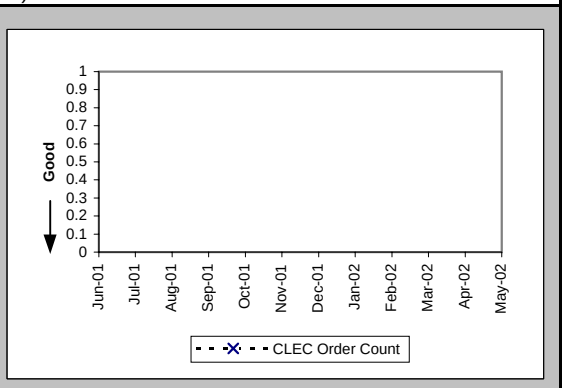

Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A) (Diagnostic)

| Date | CLEC Num | CLEC Deno | CLEC Resu | CLEC Std D | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | 304 | 5 | 60.80 | | |
| Jan-02 | | | | | 434 | 8 | 54.25 | | |
| Feb-02 | | | | | 576 | 9 | 64.00 | | |
| Mar-02 | | | | | 764 | 12 | 63.67 | | |
| Apr-02 | | | | | 1052 | 15 | 70.13 | | |
| May-02 | | | | | 1117 | 15 | 74.47 | | |



Checklist #2 - Unbundled Network Element - Platform (UNE-P) Centrex 21 Installation

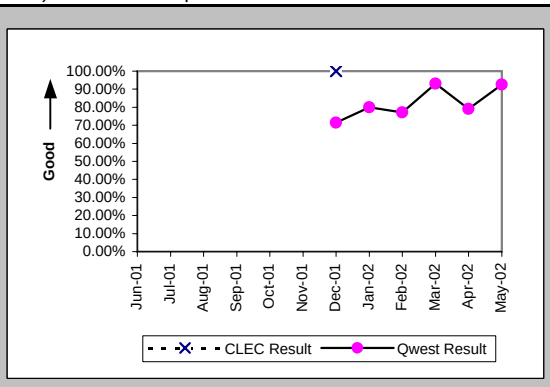
| Count of Pending Orders Delayed for Facilities Reasons UNP P (Centrex 21) (OP-15B) (Diagnostic) | |
|---|---|
| Date | CLEC Order Count |
| Jun-01 | |
| Jul-01 | |
| Aug-01 | |
| Sep-01 | |
| Oct-01 | |
| Nov-01 | |
| Dec-01 | |
| Jan-02 | |
| Feb-02 | |
| Mar-02 | |
| Apr-02 | |
| May-02 | |



## Checklist #2 - Unbundled Network Element - Platform (UNE-P) Centrex 21 Repair

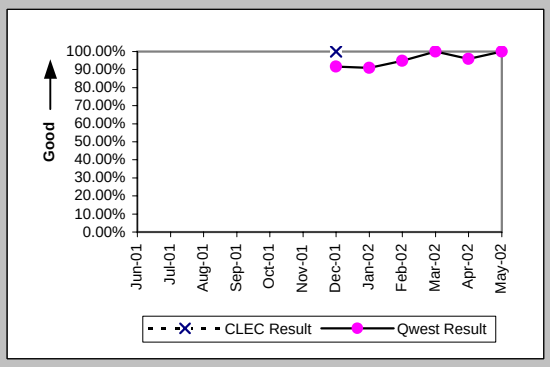
### Out of Service Cleared within 24 hours (Percent) (MR-3A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Den | CLEC Resu | CLEC Std D | Qwest Num | Qwest Den | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | 1 | 1 | 100.00% | 0.00% | 20 | 28 | 71.43% | -0.62 | -1.38 |
| Jan-02 | | | | | 20 | 25 | 80.00% | | |
| Feb-02 | | | | | 27 | 35 | 77.14% | | |
| Mar-02 | | | | | 27 | 29 | 93.10% | | |
| Apr-02 | | | | | 34 | 43 | 79.07% | | |
| May-02 | | | | | 25 | 27 | 92.59% | | |



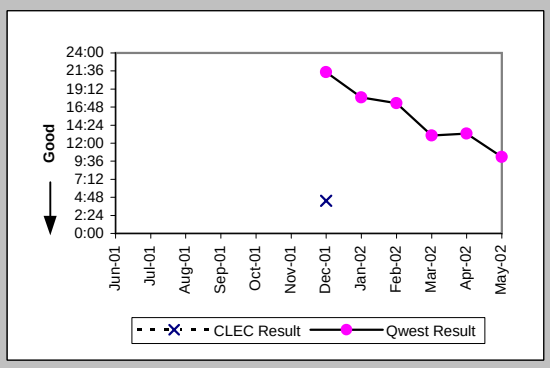

### All Troubles Cleared within 48 hours (Percent) (MR-4A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Den | CLEC Resu | CLEC Std D | Qwest Num | Qwest Den | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | 1 | 1 | 100.00% | 0.00% | 33 | 36 | 91.67% | -0.3 | -1.18 |
| Jan-02 | | | | | 30 | 33 | 90.91% | | |
| Feb-02 | | | | | 37 | 39 | 94.87% | | |
| Mar-02 | | | | | 40 | 40 | 100.00% | | |
| Apr-02 | | | | | 47 | 49 | 95.92% | | |
| May-02 | | | | | 36 | 36 | 100.00% | | |



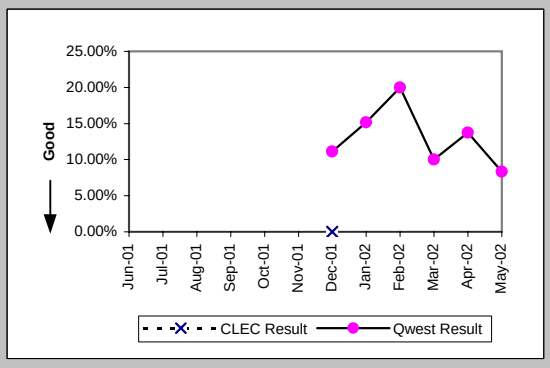

### Mean Time to Restore (Hours:Minutes) (MR-6A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Den | CLEC Resu | CLEC Std D | Qwest Num | Qwest Den | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | 4:20 | 1 | 4:20 | | 772:37 | 36 | 21:28 | -0.72 | -1.44 |
| Jan-02 | | | | | 595:56 | 33 | 18:04 | | |
| Feb-02 | | | | | 674:23 | 39 | 17:18 | | |
| Mar-02 | | | | | 521:30 | 40 | 13:02 | | |
| Apr-02 | | | | | 651:14 | 49 | 13:17 | | |
| May-02 | | | | | 365:48 | 36 | 10:10 | | |




### Repair Repeat Report Rate (Percent) (MR-7A) (Parity)-- Dispatches Within MSAs

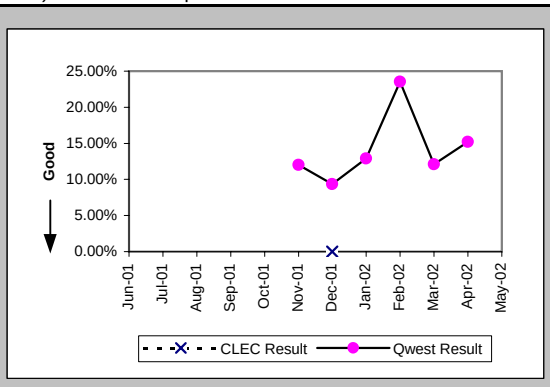
| Date | CLEC Num | CLEC Den | CLEC Resu | CLEC Std D | Qwest Num | Qwest Den | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | 0 | 1 | 0.00% | 0.00% | 4 | 36 | 11.11% | -0.35 | -1.21 |
| Jan-02 | | | | | 5 | 33 | 15.15% | | |
| Feb-02 | | | | | 8 | 40 | 20.00% | | |
| Mar-02 | | | | | 4 | 40 | 10.00% | | |
| Apr-02 | | | | | 7 | 51 | 13.73% | | |
| May-02 | | | | | 3 | 36 | 8.33% | | |



## Checklist #2 - Unbundled Network Element - Platform (UNE-P) Centrex 21 Repair

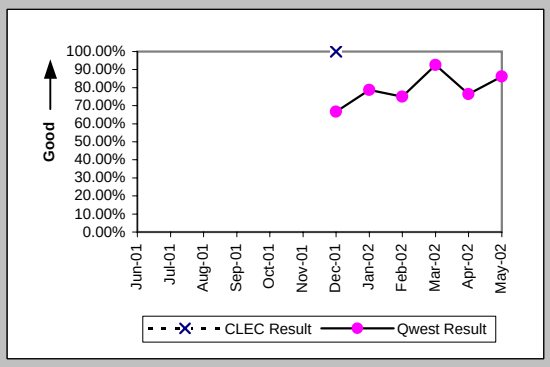
### Repair Repeat Report Rate (Percent) (MR-7A*) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Deno | CLEC Resu | CLEC Std D | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | 3 | 25 | 12.00% | | |
| Dec-01 | 0 | 1 | 0.00% | 0.00% | 3 | 32 | 9.38% | -0.32 | -1.19 |
| Jan-02 | | | | | 4 | 31 | 12.90% | | |
| Feb-02 | | | | | 8 | 34 | 23.53% | | |
| Mar-02 | | | | | 4 | 33 | 12.12% | | |
| Apr-02 | | | | | 7 | 46 | 15.22% | | |
| May-02 | | | | | | | | | |



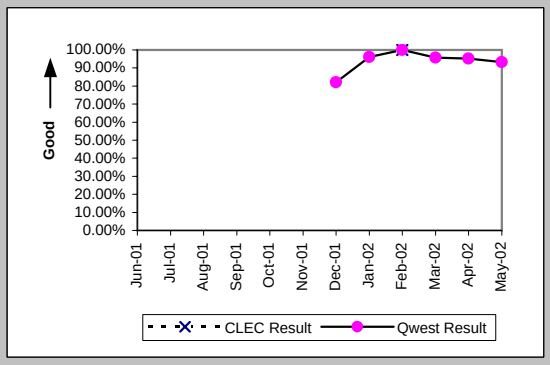

### Repair Appointments Met (Percent) (MR-9A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Deno | CLEC Resu | CLEC Std D | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | 1 | 1 | 100.00% | 0.00% | 24 | 36 | 66.67% | -0.7 | -1.42 |
| Jan-02 | | | | | 26 | 33 | 78.79% | | |
| Feb-02 | | | | | 30 | 40 | 75.00% | | |
| Mar-02 | | | | | 37 | 40 | 92.50% | | |
| Apr-02 | | | | | 39 | 51 | 76.47% | | |
| May-02 | | | | | 31 | 36 | 86.11% | | |



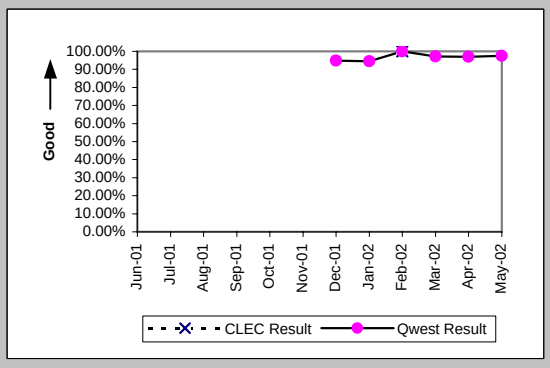

### Out of Service Cleared within 24 hours (Percent) (MR-3B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Deno | CLEC Resu | CLEC Std D | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | 23 | 28 | 82.14% | | |
| Jan-02 | | | | | 25 | 26 | 96.15% | | |
| Feb-02 | 1 | 1 | 100.00% | 0.00% | 20 | 20 | 100.00% | N/A | N/A |
| Mar-02 | | | | | 23 | 24 | 95.83% | | |
| Apr-02 | | | | | 20 | 21 | 95.24% | | |
| May-02 | | | | | 28 | 30 | 93.33% | | |




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

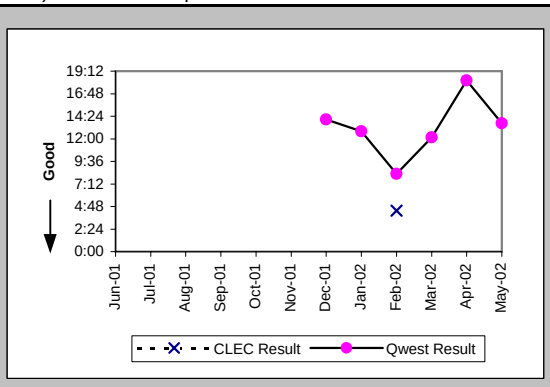
| Date | CLEC Num | CLEC Deno | CLEC Resu | CLEC Std D | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | 37 | 39 | 94.87% | | |
| Jan-02 | | | | | 34 | 36 | 94.44% | | |
| Feb-02 | 1 | 1 | 100.00% | 0.00% | 24 | 24 | 100.00% | N/A | N/A |
| Mar-02 | | | | | 35 | 36 | 97.22% | | |
| Apr-02 | | | | | 32 | 33 | 96.97% | | |
| May-02 | | | | | 40 | 41 | 97.56% | | |



## Checklist #2 - Unbundled Network Element - Platform (UNE-P) Centrex 21 Repair

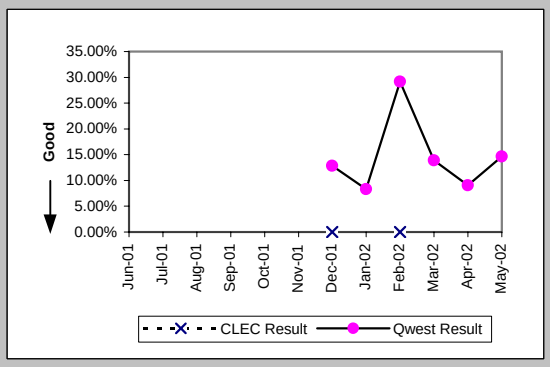
### Mean Time to Restore (Hours:Minutes) (MR-6B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denc | CLEC Resu | CLEC Std D | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | 548:49 | 39 | 14:04 | | |
| Jan-02 | | | | | 460:33 | 36 | 12:48 | | |
| Feb-02 | 4:21 | 1 | 4:21 | | 198:51 | 24 | 8:17 | -0.49 | -1.3 |
| Mar-02 | | | | | 437:47 | 36 | 12:10 | | |
| Apr-02 | | | | | 601:07 | 33 | 18:13 | | |
| May-02 | | | | | 560:00 | 41 | 13:40 | | |



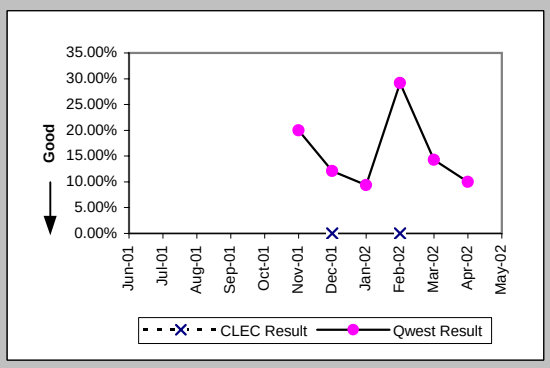

### Repair Repeat Report Rate (Percent) (MR-7B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denc | CLEC Resu | CLEC Std D | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | 0 | 1 | 0.00% | 0.00% | 5 | 39 | 12.82% | -0.38 | -1.23 |
| Jan-02 | | | | | 3 | 36 | 8.33% | | |
| Feb-02 | 0 | 1 | 0.00% | 0.00% | 7 | 24 | 29.17% | -0.63 | -1.38 |
| Mar-02 | | | | | 5 | 36 | 13.89% | | |
| Apr-02 | | | | | 3 | 33 | 9.09% | | |
| May-02 | | | | | 6 | 41 | 14.63% | | |



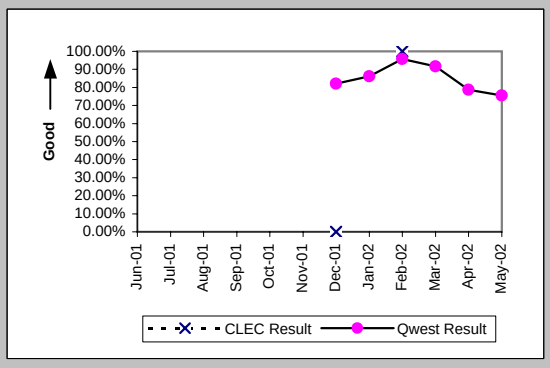

### Repair Repeat Report Rate (Percent) (MR-7B*) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denc | CLEC Resu | CLEC Std D | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | 7 | 35 | 20.00% | | |
| Dec-01 | 0 | 1 | 0.00% | 0.00% | 4 | 33 | 12.12% | -0.37 | -1.22 |
| Jan-02 | | | | | 3 | 32 | 9.38% | | |
| Feb-02 | 0 | 1 | 0.00% | 0.00% | 7 | 24 | 29.17% | -0.63 | -1.38 |
| Mar-02 | | | | | 5 | 35 | 14.29% | | |
| Apr-02 | | | | | 3 | 30 | 10.00% | | |
| May-02 | | | | | | | | | |




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

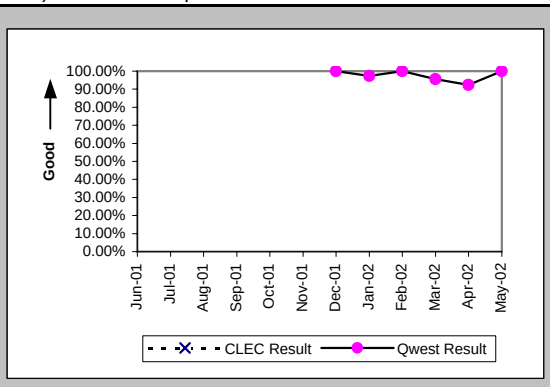
| Date | CLEC Num | CLEC Denc | CLEC Resu | CLEC Std D | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | 0 | 1 | 0.00% | 0.00% | 32 | 39 | 82.05% | 1.32 | -0.2 |
| Jan-02 | | | | | 31 | 36 | 86.11% | | |
| Feb-02 | 1 | 1 | 100.00% | 0.00% | 23 | 24 | 95.83% | -0.2 | -1.12 |
| Mar-02 | | | | | 33 | 36 | 91.67% | | |
| Apr-02 | | | | | 26 | 33 | 78.79% | | |
| May-02 | | | | | 31 | 41 | 75.61% | | |



## Checklist #2 - Unbundled Network Element - Platform (UNE-P) Centrex 21 Repair

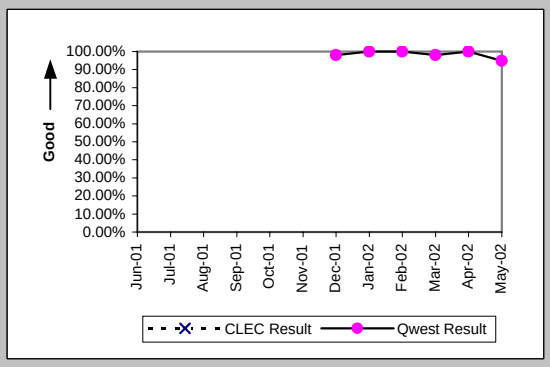
### Out of Service Cleared within 24 hours (Percent) (MR-3C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Deno | CLEC Resu | CLEC Std D | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | 20 | 20 | 100.00% | | |
| Jan-02 | | | | | 37 | 38 | 97.37% | | |
| Feb-02 | | | | | 28 | 28 | 100.00% | | |
| Mar-02 | | | | | 22 | 23 | 95.65% | | |
| Apr-02 | | | | | 24 | 26 | 92.31% | | |
| May-02 | | | | | 23 | 23 | 100.00% | | |



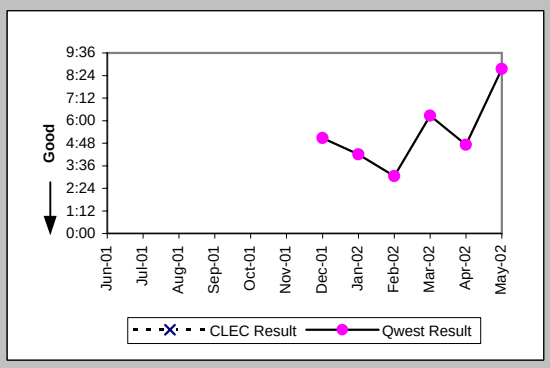

### All Troubles Cleared within 48 hours (Percent) (MR-4C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Deno | CLEC Resu | CLEC Std D | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | 50 | 51 | 98.04% | | |
| Jan-02 | | | | | 70 | 70 | 100.00% | | |
| Feb-02 | | | | | 63 | 63 | 100.00% | | |
| Mar-02 | | | | | 49 | 50 | 98.00% | | |
| Apr-02 | | | | | 68 | 68 | 100.00% | | |
| May-02 | | | | | 55 | 58 | 94.83% | | |



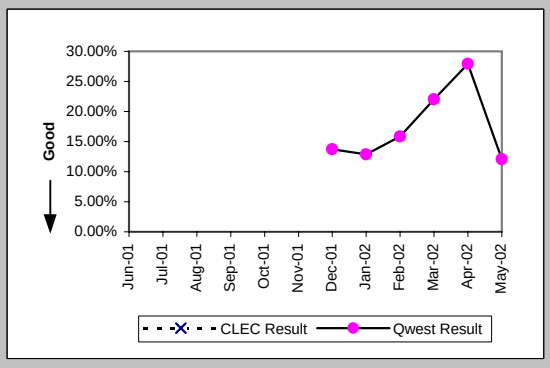

### Mean Time to Restore (Hours:Minutes) (MR-6C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Deno | CLEC Resu | CLEC Std D | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | 258:41 | 51 | 5:04 | | |
| Jan-02 | | | | | 293:44 | 70 | 4:12 | | |
| Feb-02 | | | | | 192:40 | 63 | 3:03 | | |
| Mar-02 | | | | | 313:22 | 50 | 6:16 | | |
| Apr-02 | | | | | 320:19 | 68 | 4:43 | | |
| May-02 | | | | | 507:36 | 58 | 8:45 | | |




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

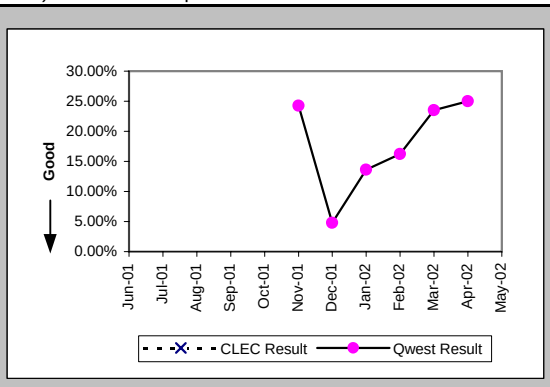
| Date | CLEC Num | CLEC Deno | CLEC Resu | CLEC Std D | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | 7 | 51 | 13.73% | | |
| Jan-02 | | | | | 9 | 70 | 12.86% | | |
| Feb-02 | | | | | 10 | 63 | 15.87% | | |
| Mar-02 | | | | | 11 | 50 | 22.00% | | |
| Apr-02 | | | | | 19 | 68 | 27.94% | | |
| May-02 | | | | | 7 | 58 | 12.07% | | |



## Checklist #2 - Unbundled Network Element - Platform (UNE-P) Centrex 21 Repair

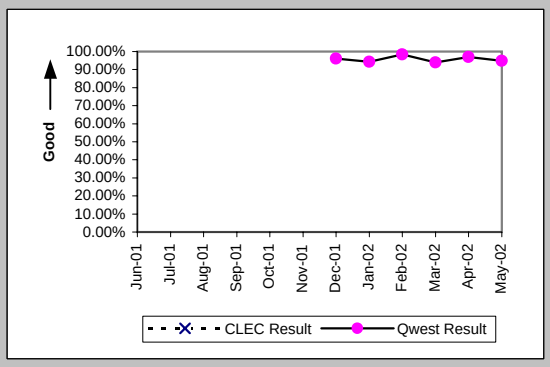
### Repair Repeat Report Rate (Percent) (MR-7C*) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Deno | CLEC Resu | CLEC Std D | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | 8 | 33 | 24.24% | | |
| Dec-01 | | | | | 1 | 21 | 4.76% | | |
| Jan-02 | | | | | 6 | 44 | 13.64% | | |
| Feb-02 | | | | | 6 | 37 | 16.22% | | |
| Mar-02 | | | | | 8 | 34 | 23.53% | | |
| Apr-02 | | | | | 7 | 28 | 25.00% | | |
| May-02 | | | | | | | | | |



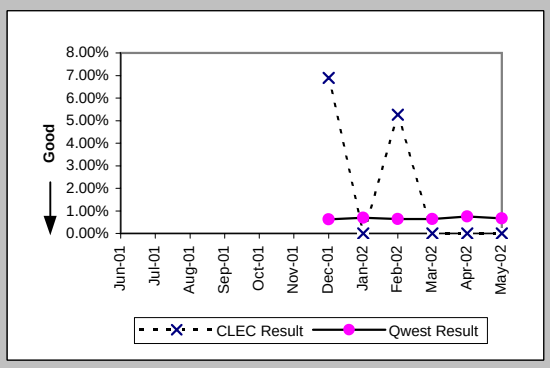

### Repair Appointments Met (Percent) (MR-9C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Deno | CLEC Resu | CLEC Std D | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | 49 | 51 | 96.08% | | |
| Jan-02 | | | | | 66 | 70 | 94.29% | | |
| Feb-02 | | | | | 62 | 63 | 98.41% | | |
| Mar-02 | | | | | 47 | 50 | 94.00% | | |
| Apr-02 | | | | | 66 | 68 | 97.06% | | |
| May-02 | | | | | 55 | 58 | 94.83% | | |



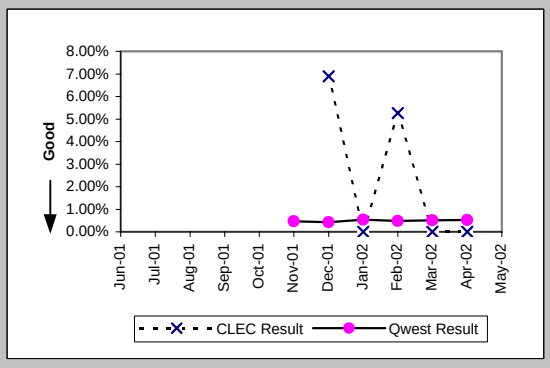

### Trouble Rate (Percent) (MR-8) (Parity)

| Date | CLEC Num | CLEC Deno | CLEC Resu | CLEC Std D | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | 2 | 29 | 6.90% | 25.34% | 126 | 20121 | 0.63% | 2.45 | 0.49 |
| Jan-02 | 0 | 29 | 0.00% | 0.00% | 139 | 19976 | 0.70% | -0.45 | -1.27 |
| Feb-02 | 1 | 19 | 5.26% | 22.33% | 127 | 19722 | 0.64% | 1.55 | -0.06 |
| Mar-02 | 0 | 19 | 0.00% | 0.00% | 126 | 19733 | 0.64% | -0.35 | -1.21 |
| Apr-02 | 0 | 21 | 0.00% | 0.00% | 152 | 20052 | 0.76% | -0.4 | -1.24 |
| May-02 | 0 | 24 | 0.00% | 0.00% | 135 | 20059 | 0.67% | -0.4 | -1.25 |




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

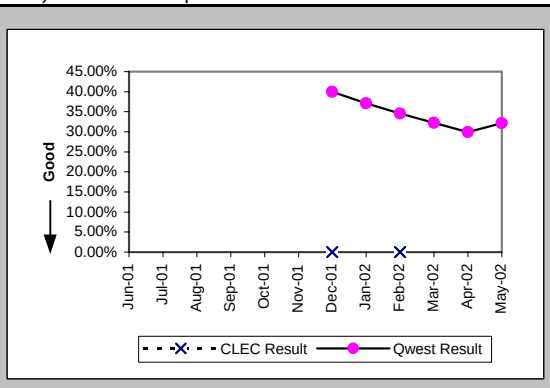
| Date | CLEC Num | CLEC Deno | CLEC Resu | CLEC Std D | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | 93 | 20081 | 0.46% | | |
| Dec-01 | 2 | 29 | 6.90% | 25.34% | 86 | 20121 | 0.43% | 2.71 | 0.65 |
| Jan-02 | 0 | 29 | 0.00% | 0.00% | 107 | 19976 | 0.54% | -0.39 | -1.24 |
| Feb-02 | 1 | 19 | 5.26% | 22.33% | 95 | 19722 | 0.48% | 1.69 | 0.03 |
| Mar-02 | 0 | 19 | 0.00% | 0.00% | 102 | 19733 | 0.52% | -0.31 | -1.19 |
| Apr-02 | 0 | 21 | 0.00% | 0.00% | 104 | 20052 | 0.52% | -0.33 | -1.2 |
| May-02 | | | | | | | | | |



## Checklist #2 - Unbundled Network Element - Platform (UNE-P) Centrex 21 Repair

Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10) (Diagnostic)

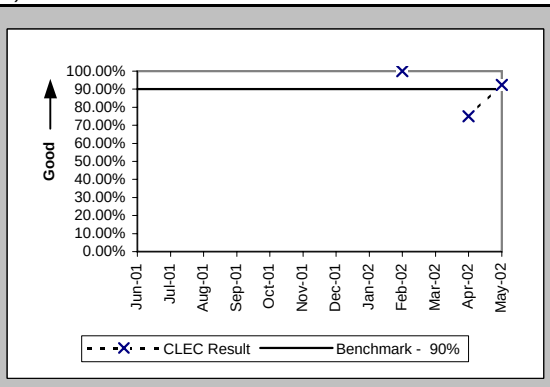
| Date | CLEC Num | CLEC Dend | CLEC Resu | CLEC Std D | Qwest Num | Qwest Dend | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | 0 | 2 | 0.00% | 0.00% | 84 | 210 | 40.00% | -1.15 | -1.7 |
| Jan-02 | | | | | 82 | 221 | 37.10% | | |
| Feb-02 | 0 | 1 | 0.00% | 0.00% | 67 | 194 | 34.54% | -0.72 | -1.44 |
| Mar-02 | | | | | 60 | 186 | 32.26% | | |
| Apr-02 | | | | | 65 | 217 | 29.95% | | |
| May-02 | | | | | 64 | 199 | 32.16% | | |



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

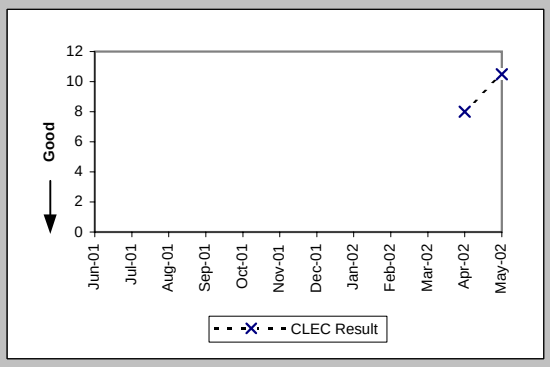
### Installation Commitments Met (Percent) (OP-3D) (Diagnostic)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | Std Dev |
|---|---|---|---|---|
| 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 | | | | |
| Apr-02 | 3 | 4 | 75.00% | 43.30% |
| May-02 | 12 | 13 | 92.31% | 26.65% |



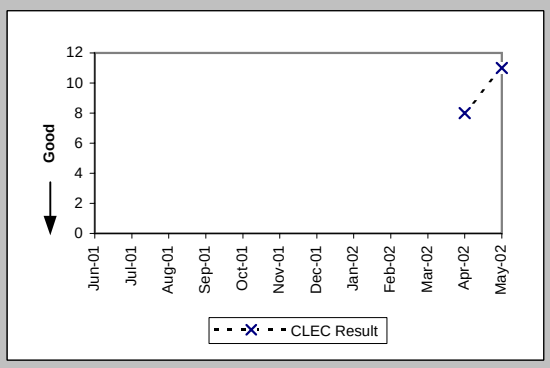

### Installation Interval (Average Days) (OP-4D) (Diagnostic)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | Std Dev |
|---|---|---|---|---|
| Jun-01 | | | | |
| Jul-01 | | | | |
| Aug-01 | | | | |
| Sep-01 | | | | |
| Oct-01 | | | | |
| Nov-01 | | | | |
| Dec-01 | | | | |
| Jan-02 | | | | |
| Feb-02 | | | | |
| Mar-02 | | | | |
| Apr-02 | 40 | 5 | 8.00 | 3.46 |
| May-02 | 63 | 6 | 10.50 | 7.94 |



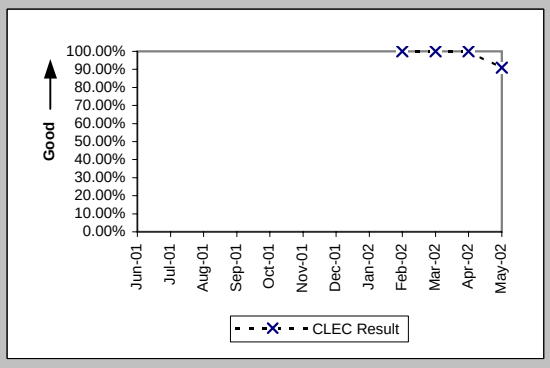

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-4) (Diagnostic)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | Std Dev |
|---|---|---|---|---|
| Jun-01 | | | | |
| Jul-01 | | | | |
| Aug-01 | | | | |
| Sep-01 | | | | |
| Oct-01 | | | | |
| Nov-01 | | | | |
| Dec-01 | | | | |
| Jan-02 | | | | |
| Feb-02 | | | | |
| Mar-02 | | | | |
| Apr-02 | 8 | 1 | 8.00 | |
| May-02 | 22 | 2 | 11.00 | 12.73 |




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

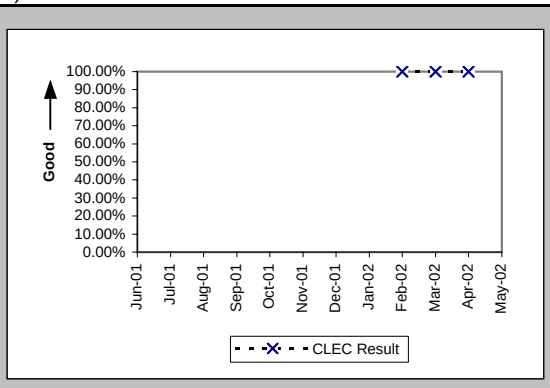
| Date | CLEC Num | CLEC Denom | CLEC Result | Std Dev |
|---|---|---|---|---|
| Jun-01 | | | | |
| Jul-01 | | | | |
| Aug-01 | | | | |
| Sep-01 | | | | |
| Oct-01 | | | | |
| Nov-01 | | | | |
| Dec-01 | | | | |
| Jan-02 | | | | |
| Feb-02 | 1 | 1 | 100.00% | 0.00% |
| Mar-02 | 1 | 1 | 100.00% | 0.00% |
| Apr-02 | 4 | 4 | 100.00% | 0.00% |
| May-02 | 10 | 11 | 90.91% | 28.75% |



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

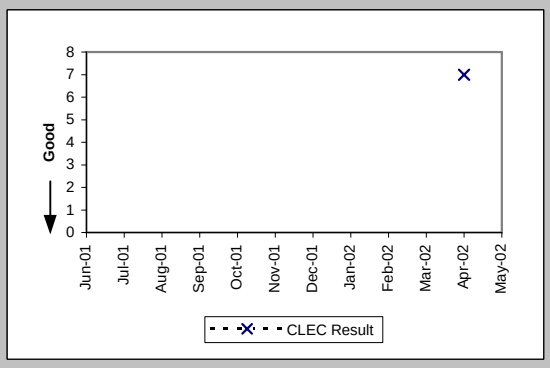
New Service Installation Quality (Percent) (OP-5*) (Diagnostic)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Denom | CLEC Result | Std Dev |
|---|---|---|---|---|
| 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 | 1 | 1 | 100.00% | 0.00% |
| Apr-02 | 4 | 4 | 100.00% | 0.00% |
| May-02 | | | | |




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

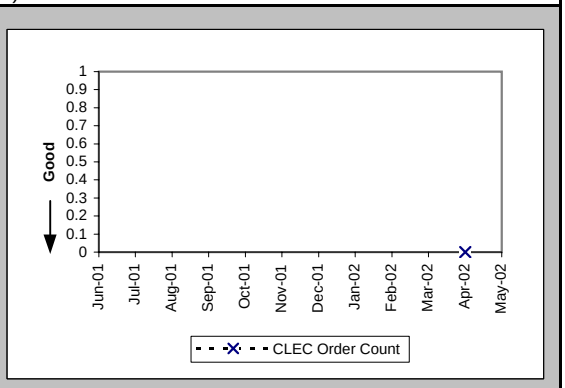
| Date | CLEC Num | CLEC Denom | CLEC Result | Std Dev |
|---|---|---|---|---|
| Jun-01 | | | | |
| Jul-01 | | | | |
| Aug-01 | | | | |
| Sep-01 | | | | |
| Oct-01 | | | | |
| Nov-01 | | | | |
| Dec-01 | | | | |
| Jan-02 | | | | |
| Feb-02 | | | | |
| Mar-02 | | | | |
| Apr-02 | 7 | 1 | 7.00 | |
| May-02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



Checklist #2 - Enhanced Extended Loops (EELs) Installation

Count of Pending Orders Delayed for Facilities Reasons Enhanced Extented Loops (EELs) (OP-15B) (Diagnostic)

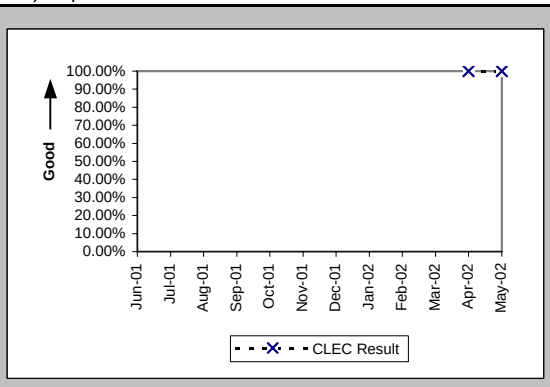
| Date | CLEC Order Count |
|---|---|
| Jun-01 | |
| Jul-01 | |
| Aug-01 | |
| Sep-01 | |
| Oct-01 | |
| Nov-01 | |
| Dec-01 | |
| Jan-02 | |
| Feb-02 | |
| Mar-02 | |
| Apr-02 | 0 |
| May-02 | |



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

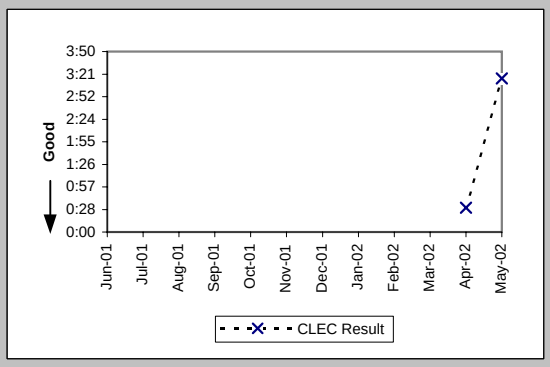
All Troubles Cleared within 4 hours (Percent) (MR-5A) (Diagnostic)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | Std Dev |
|---|---|---|---|---|
| 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% | 0.00% |
| May-02 | 1 | 1 | 100.00% | 0.00% |



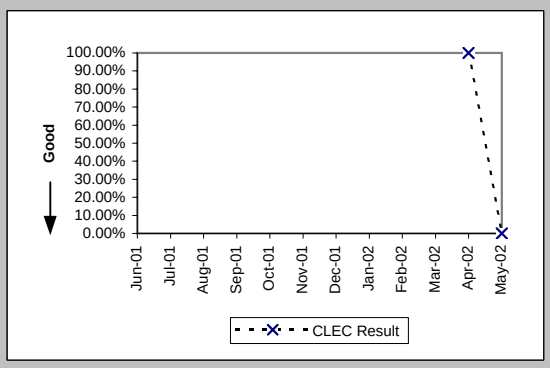

Mean Time to Restore (Hours:Minutes) (MR-6D) (Diagnostic)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | Std Dev |
|---|---|---|---|---|
| Jun-01 | | | | |
| Jul-01 | | | | |
| Aug-01 | | | | |
| Sep-01 | | | | |
| Oct-01 | | | | |
| Nov-01 | | | | |
| Dec-01 | | | | |
| Jan-02 | | | | |
| Feb-02 | | | | |
| Mar-02 | | | | |
| Apr-02 | 0:31 | 1 | 0:31 | |
| May-02 | 3:16 | 1 | 3:16 | |



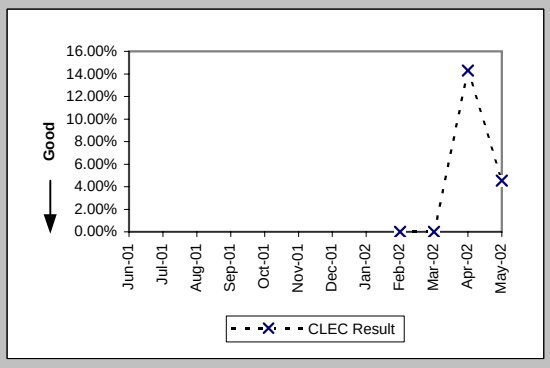

Repair Repeat Report Rate (Percent) (MR-7D) (Diagnostic)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | Std Dev |
|---|---|---|---|---|
| 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% | 0.00% |
| May-02 | 0 | 1 | 0.00% | 0.00% |



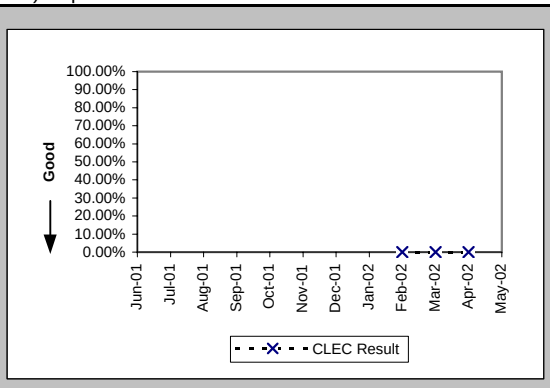

Trouble Rate (Percent) (MR-8) (Diagnostic)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Denom | CLEC Result | Std Dev |
|---|---|---|---|---|
| Jun-01 | | | | |
| Jul-01 | | | | |
| Aug-01 | | | | |
| Sep-01 | | | | |
| Oct-01 | | | | |
| Nov-01 | | | | |
| Dec-01 | | | | |
| Jan-02 | | | | |
| Feb-02 | 0 | 1 | 0.00% | 0.00% |
| Mar-02 | 0 | 1 | 0.00% | 0.00% |
| Apr-02 | 1 | 7 | 14.29% | 34.99% |
| May-02 | 1 | 22 | 4.55% | 20.83% |



Checklist #2 - Enhanced Extended Loops (EELs) Repair

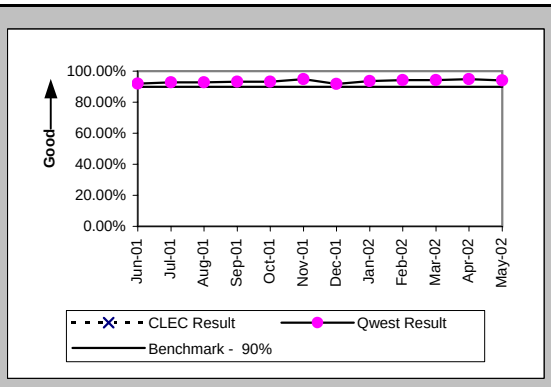
| Trouble Rate (Percent) (MR-8*) (Diagnostic)-- Interval Zone One and Two | | | | |
|---|---|---|---|---|
| Date | CLEC Num | CLEC Denom | CLEC Result | Std Dev |
| Jun-01 | | | | |
| Jul-01 | | | | |
| Aug-01 | | | | |
| Sep-01 | | | | |
| Oct-01 | | | | |
| Nov-01 | | | | |
| Dec-01 | | | | |
| Jan-02 | | | | |
| Feb-02 | 0 | 1 | 0.00% | 0.00% |
| Mar-02 | 0 | 1 | 0.00% | 0.00% |
| Apr-02 | 0 | 7 | 0.00% | 0.00% |
| May-02 | | | | |



## Checklist #4 - Unbundled Loop - Analog Installation

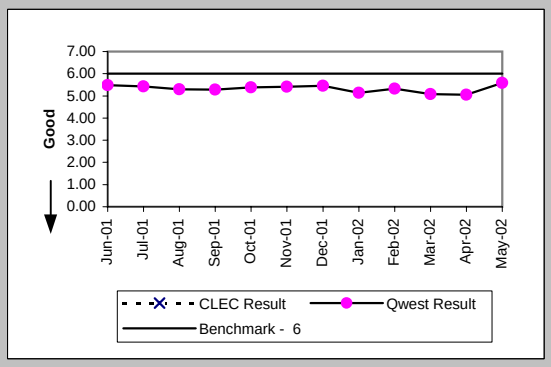
### Installation Commitments Met (Percent) (OP-3A) (Benchmark)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | 2327 | 2533 | 91.87% | | |
| Jul-01 | | | | 2486 | 2677 | 92.87% | | |
| Aug-01 | | | | 2779 | 2992 | 92.88% | | |
| Sep-01 | | | | 2236 | 2400 | 93.17% | | |
| Oct-01 | | | | 2162 | 2322 | 93.11% | | |
| Nov-01 | | | | 2168 | 2284 | 94.92% | | |
| Dec-01 | | | | 1707 | 1861 | 91.72% | | |
| Jan-02 | | | | 1957 | 2091 | 93.59% | | |
| Feb-02 | | | | 1790 | 1900 | 94.21% | | |
| Mar-02 | | | | 1865 | 1978 | 94.29% | | |
| Apr-02 | | | | 1937 | 2044 | 94.77% | | |
| May-02 | | | | 2028 | 2158 | 93.98% | | |



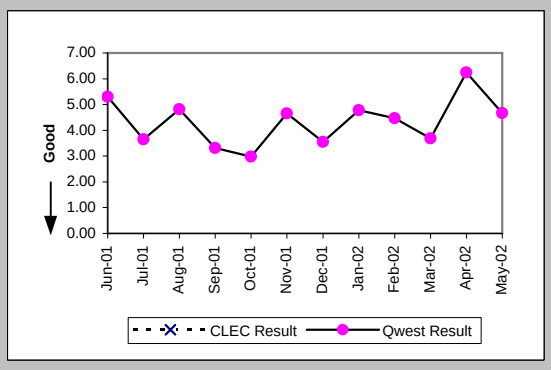

### Installation Interval (Average Days) (OP-4A) (Benchmark)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | 13901 | 2533 | 5.49 | | |
| Jul-01 | | | | 14624 | 2695 | 5.43 | | |
| Aug-01 | | | | 15918 | 3010 | 5.29 | | |
| Sep-01 | | | | 12750 | 2414 | 5.28 | | |
| Oct-01 | | | | 12604 | 2339 | 5.39 | | |
| Nov-01 | | | | 12521 | 2314 | 5.41 | | |
| Dec-01 | | | | 10214 | 1873 | 5.45 | | |
| Jan-02 | | | | 10822 | 2106 | 5.14 | | |
| Feb-02 | | | | 10158 | 1906 | 5.33 | | |
| Mar-02 | | | | 10083 | 1986 | 5.08 | | |
| Apr-02 | | | | 10351 | 2048 | 5.05 | | |
| May-02 | | | | 12045 | 2160 | 5.58 | | |



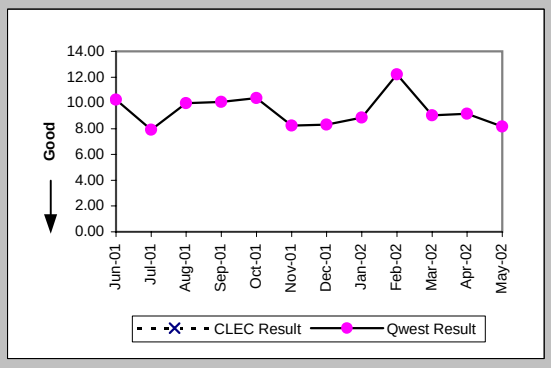

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-1) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | 228 | 43 | 5.30 | | |
| Jul-01 | | | | 168 | 46 | 3.65 | | |
| Aug-01 | | | | 236 | 49 | 4.82 | | |
| Sep-01 | | | | 103 | 31 | 3.32 | | |
| Oct-01 | | | | 137 | 46 | 2.98 | | |
| Nov-01 | | | | 316 | 68 | 4.65 | | |
| Dec-01 | | | | 135 | 38 | 3.55 | | |
| Jan-02 | | | | 263 | 55 | 4.78 | | |
| Feb-02 | | | | 286 | 64 | 4.47 | | |
| Mar-02 | | | | 162 | 44 | 3.68 | | |
| Apr-02 | | | | 393 | 63 | 6.24 | | |
| May-02 | | | | 196 | 42 | 4.67 | | |




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

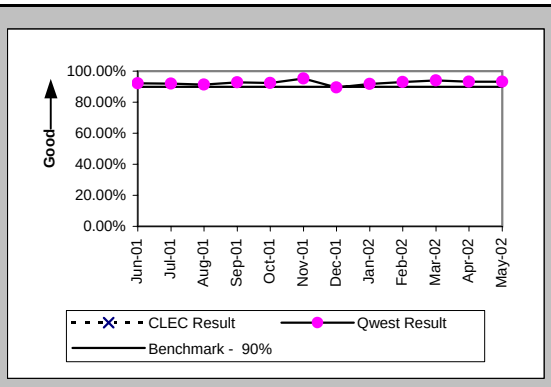
| Date | CLEC Num | CLEC Denom | CLEC Result | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | 1669 | 163 | 10.24 | | |
| Jul-01 | | | | 1275 | 161 | 7.92 | | |
| Aug-01 | | | | 1778 | 178 | 9.99 | | |
| Sep-01 | | | | 1472 | 146 | 10.08 | | |
| Oct-01 | | | | 1359 | 131 | 10.37 | | |
| Nov-01 | | | | 642 | 78 | 8.23 | | |
| Dec-01 | | | | 947 | 114 | 8.31 | | |
| Jan-02 | | | | 770 | 87 | 8.85 | | |
| Feb-02 | | | | 611 | 50 | 12.22 | | |
| Mar-02 | | | | 632 | 70 | 9.03 | | |
| Apr-02 | | | | 422 | 46 | 9.17 | | |
| May-02 | | | | 727 | 89 | 8.17 | | |



## Checklist #4 - Unbundled Loop - Analog Installation

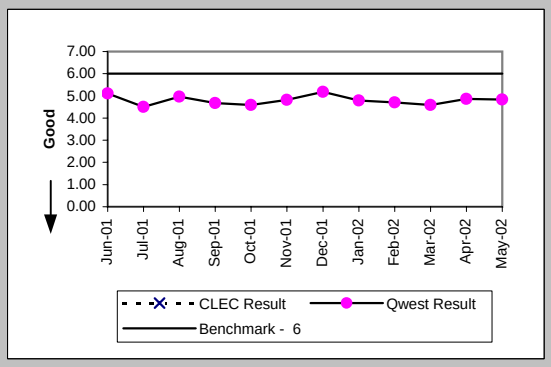
### Installation Commitments Met (Percent) (OP-3B) (Benchmark)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | 1558 | 1691 | 92.13% | | |
| Jul-01 | | | | 1560 | 1696 | 91.98% | | |
| Aug-01 | | | | 1843 | 2016 | 91.42% | | |
| Sep-01 | | | | 1619 | 1746 | 92.73% | | |
| Oct-01 | | | | 1639 | 1776 | 92.29% | | |
| Nov-01 | | | | 1516 | 1592 | 95.23% | | |
| Dec-01 | | | | 1230 | 1376 | 89.39% | | |
| Jan-02 | | | | 1341 | 1462 | 91.72% | | |
| Feb-02 | | | | 1269 | 1366 | 92.90% | | |
| Mar-02 | | | | 1327 | 1411 | 94.05% | | |
| Apr-02 | | | | 1431 | 1534 | 93.29% | | |
| May-02 | | | | 1441 | 1545 | 93.27% | | |



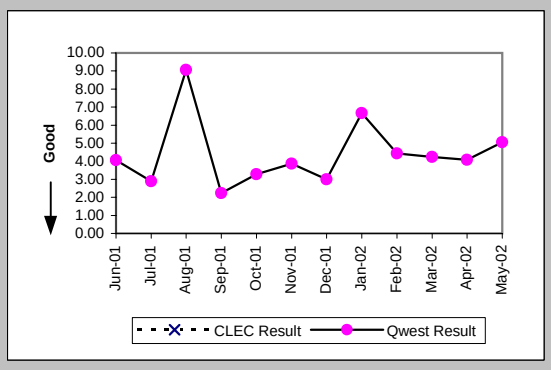

### Installation Interval (Average Days) (OP-4B) (Benchmark)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | 8645 | 1691 | 5.11 | | |
| Jul-01 | | | | 7675 | 1706 | 4.50 | | |
| Aug-01 | | | | 10039 | 2022 | 4.96 | | |
| Sep-01 | | | | 8230 | 1761 | 4.67 | | |
| Oct-01 | | | | 8235 | 1794 | 4.59 | | |
| Nov-01 | | | | 7718 | 1602 | 4.82 | | |
| Dec-01 | | | | 7191 | 1387 | 5.18 | | |
| Jan-02 | | | | 7066 | 1476 | 4.79 | | |
| Feb-02 | | | | 6455 | 1370 | 4.71 | | |
| Mar-02 | | | | 6515 | 1419 | 4.59 | | |
| Apr-02 | | | | 7467 | 1538 | 4.86 | | |
| May-02 | | | | 7500 | 1550 | 4.84 | | |



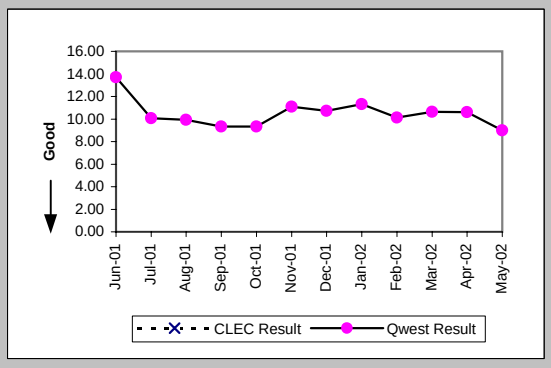

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-2) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | 134 | 33 | 4.06 | | |
| Jul-01 | | | | 107 | 37 | 2.89 | | |
| Aug-01 | | | | 308 | 34 | 9.06 | | |
| Sep-01 | | | | 85 | 38 | 2.24 | | |
| Oct-01 | | | | 187 | 57 | 3.28 | | |
| Nov-01 | | | | 108 | 28 | 3.86 | | |
| Dec-01 | | | | 153 | 51 | 3.00 | | |
| Jan-02 | | | | 446 | 67 | 6.66 | | |
| Feb-02 | | | | 208 | 47 | 4.43 | | |
| Mar-02 | | | | 174 | 41 | 4.24 | | |
| Apr-02 | | | | 200 | 49 | 4.08 | | |
| May-02 | | | | 248 | 49 | 5.06 | | |




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

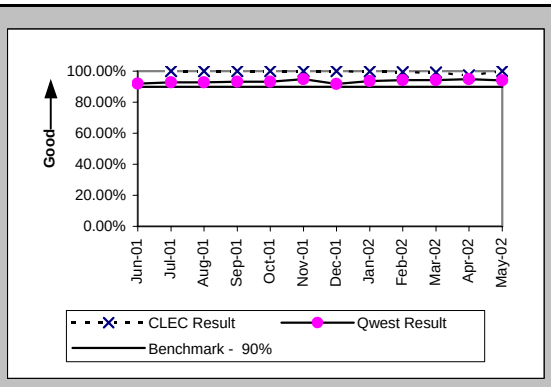
| Date | CLEC Num | CLEC Denom | CLEC Result | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | 1371 | 100 | 13.71 | | |
| Jul-01 | | | | 1076 | 107 | 10.06 | | |
| Aug-01 | | | | 1431 | 144 | 9.94 | | |
| Sep-01 | | | | 932 | 100 | 9.32 | | |
| Oct-01 | | | | 906 | 97 | 9.34 | | |
| Nov-01 | | | | 644 | 58 | 11.10 | | |
| Dec-01 | | | | 1039 | 97 | 10.71 | | |
| Jan-02 | | | | 747 | 66 | 11.32 | | |
| Feb-02 | | | | 516 | 51 | 10.12 | | |
| Mar-02 | | | | 479 | 45 | 10.64 | | |
| Apr-02 | | | | 595 | 56 | 10.62 | | |
| May-02 | | | | 504 | 56 | 9.00 | | |



## Checklist #4 - Unbundled Loop - Analog Installation

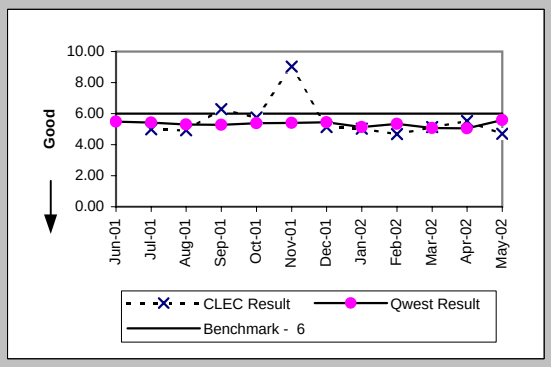
Installation Commitments Met (Percent) (OP-3D) (Benchmark)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | 2327 | 2533 | 91.87% | | |
| Jul-01 | 3 | 3 | 100.00% | 2486 | 2677 | 92.87% | -0.48 | -1.29 |
| Aug-01 | 59 | 59 | 100.00% | 2779 | 2992 | 92.88% | -2.11 | -2.28 |
| Sep-01 | 138 | 138 | 100.00% | 2236 | 2400 | 93.17% | -3.09 | -2.88 |
| Oct-01 | 851 | 851 | 100.00% | 2162 | 2322 | 93.11% | -6.79 | -5.13 |
| Nov-01 | 338 | 338 | 100.00% | 2168 | 2284 | 94.92% | -3.97 | -3.41 |
| Dec-01 | 154 | 154 | 100.00% | 1707 | 1861 | 91.72% | -3.58 | -3.18 |
| Jan-02 | 591 | 592 | 99.83% | 1957 | 2091 | 93.59% | -5.47 | -4.33 |
| Feb-02 | 165 | 166 | 99.40% | 1790 | 1900 | 94.21% | -2.74 | -2.67 |
| Mar-02 | 123 | 124 | 99.19% | 1865 | 1978 | 94.29% | -2.28 | -2.39 |
| Apr-02 | 185 | 190 | 97.37% | 1937 | 2044 | 94.77% | -1.54 | -1.94 |
| May-02 | 195 | 195 | 100.00% | 2028 | 2158 | 93.98% | -3.39 | -3.06 |



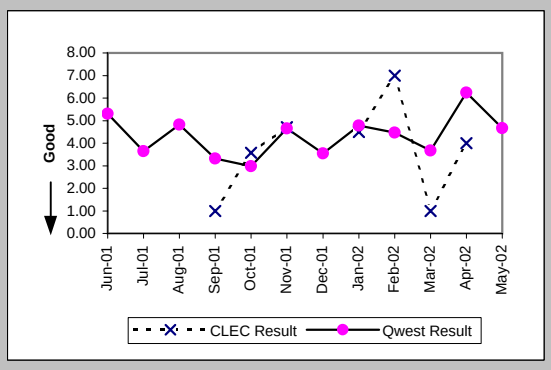

Installation Interval (Average Days) (OP-4D) (Benchmark)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | 13901 | 2533 | 5.49 | | |
| Jul-01 | 15 | 3 | 5.00 | 14624 | 2695 | 5.43 | -0.12 | -1.07 |
| Aug-01 | 138 | 28 | 4.93 | 15918 | 3010 | 5.29 | -0.31 | -1.19 |
| Sep-01 | 314 | 50 | 6.28 | 12750 | 2414 | 5.28 | 1.13 | -0.32 |
| Oct-01 | 736 | 128 | 5.75 | 12604 | 2339 | 5.39 | 0.64 | -0.61 |
| Nov-01 | 966 | 107 | 9.03 | 12521 | 2314 | 5.41 | 6.27 | 2.81 |
| Dec-01 | 396 | 77 | 5.14 | 10214 | 1873 | 5.45 | -0.51 | -1.31 |
| Jan-02 | 573 | 114 | 5.03 | 10822 | 2106 | 5.14 | -0.23 | -1.14 |
| Feb-02 | 131 | 28 | 4.68 | 10158 | 1906 | 5.33 | -0.64 | -1.39 |
| Mar-02 | 355 | 69 | 5.14 | 10083 | 1986 | 5.08 | 0.21 | -0.87 |
| Apr-02 | 282 | 51 | 5.53 | 10351 | 2048 | 5.05 | 0.7 | -0.57 |
| May-02 | 226 | 48 | 4.71 | 12045 | 2160 | 5.58 | -0.98 | -1.59 |



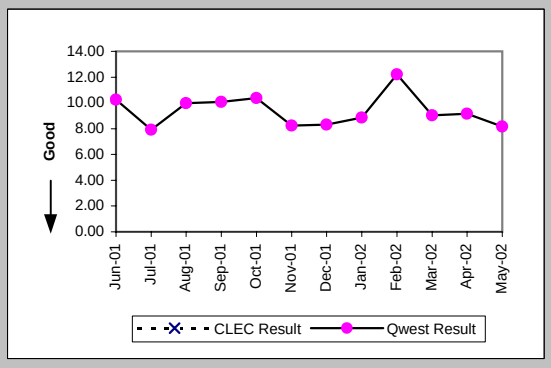

Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-4) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | 228 | 43 | 5.30 | | |
| Jul-01 | | | | 168 | 46 | 3.65 | | |
| Aug-01 | | | | 236 | 49 | 4.82 | | |
| Sep-01 | 3 | 3 | 1.00 | 103 | 31 | 3.32 | -1.04 | -1.63 |
| Oct-01 | 93 | 26 | 3.58 | 137 | 46 | 2.98 | 0.73 | -0.55 |
| Nov-01 | 80 | 17 | 4.71 | 316 | 68 | 4.65 | 0.31 | -0.81 |
| Dec-01 | | | | 135 | 38 | 3.55 | | |
| Jan-02 | 18 | 4 | 4.50 | 263 | 55 | 4.78 | -0.07 | -1.04 |
| Feb-02 | 7 | 1 | 7.00 | 286 | 64 | 4.47 | 1.05 | -0.36 |
| Mar-02 | 1 | 1 | 1.00 | 162 | 44 | 3.68 | -0.69 | -1.42 |
| Apr-02 | 16 | 4 | 4.00 | 393 | 63 | 6.24 | -0.49 | -1.3 |
| May-02 | | | | 196 | 42 | 4.67 | | |




Delayed Days for Facility Reasons (Average Days) (OP-6B-4) (Parity)-- Interval Zone One

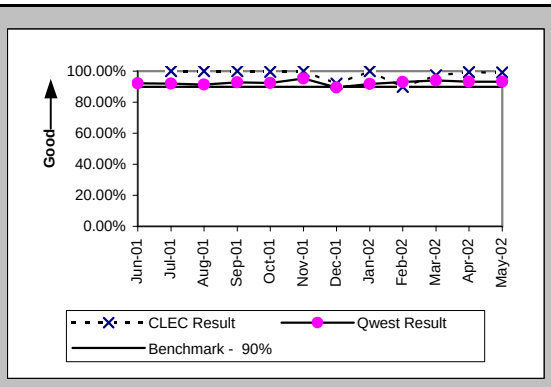
| Date | CLEC Num | CLEC Denom | CLEC Result | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | 1669 | 163 | 10.24 | | |
| Jul-01 | | | | 1275 | 161 | 7.92 | | |
| Aug-01 | | | | 1778 | 178 | 9.99 | | |
| Sep-01 | | | | 1472 | 146 | 10.08 | | |
| Oct-01 | | | | 1359 | 131 | 10.37 | | |
| Nov-01 | | | | 642 | 78 | 8.23 | | |
| Dec-01 | | | | 947 | 114 | 8.31 | | |
| Jan-02 | | | | 770 | 87 | 8.85 | | |
| Feb-02 | | | | 611 | 50 | 12.22 | | |
| Mar-02 | | | | 632 | 70 | 9.03 | | |
| Apr-02 | | | | 422 | 46 | 9.17 | | |
| May-02 | | | | 727 | 89 | 8.17 | | |



## Checklist #4 - Unbundled Loop - Analog Installation

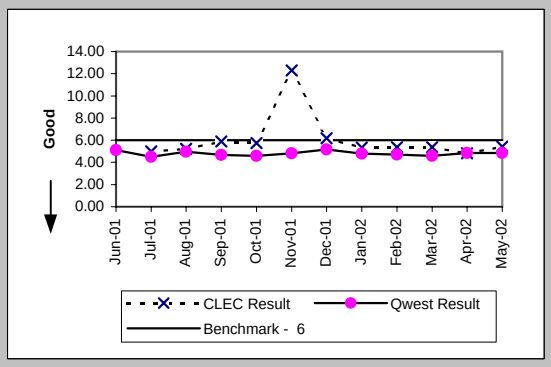
### Installation Commitments Met (Percent) (OP-3E) (Benchmark)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | 1558 | 1691 | 92.13% | | |
| Jul-01 | 15 | 15 | 100.00% | 1560 | 1696 | 91.98% | -1.14 | -1.69 |
| Aug-01 | 39 | 39 | 100.00% | 1843 | 2016 | 91.42% | -1.9 | -2.15 |
| Sep-01 | 136 | 136 | 100.00% | 1619 | 1746 | 92.73% | -3.15 | -2.91 |
| Oct-01 | 766 | 769 | 99.61% | 1639 | 1776 | 92.29% | -6.36 | -4.87 |
| Nov-01 | 169 | 169 | 100.00% | 1516 | 1592 | 95.23% | -2.77 | -2.68 |
| Dec-01 | 127 | 138 | 92.03% | 1230 | 1376 | 89.39% | -0.96 | -1.58 |
| Jan-02 | 131 | 131 | 100.00% | 1341 | 1462 | 91.72% | -3.29 | -3 |
| Feb-02 | 150 | 167 | 89.82% | 1269 | 1366 | 92.90% | 1.39 | -0.15 |
| Mar-02 | 113 | 116 | 97.41% | 1327 | 1411 | 94.05% | -1.47 | -1.9 |
| Apr-02 | 187 | 188 | 99.47% | 1431 | 1534 | 93.29% | -3.2 | -2.94 |
| May-02 | 118 | 119 | 99.16% | 1441 | 1545 | 93.27% | -2.47 | -2.5 |



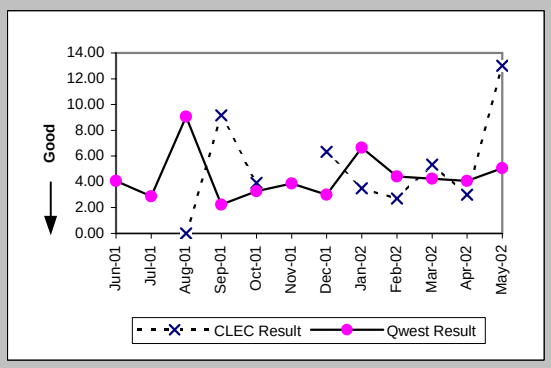

### Installation Interval (Average Days) (OP-4E) (Benchmark)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | 8645 | 1691 | 5.11 | | |
| Jul-01 | 65 | 13 | 5.00 | 7675 | 1706 | 4.50 | 0.55 | -0.66 |
| Aug-01 | 162 | 31 | 5.23 | 10039 | 2022 | 4.96 | 0.32 | -0.8 |
| Sep-01 | 548 | 93 | 5.89 | 8230 | 1761 | 4.67 | 1.57 | -0.04 |
| Oct-01 | 792 | 138 | 5.74 | 8235 | 1794 | 4.59 | 2.8 | 0.7 |
| Nov-01 | 775 | 63 | 12.30 | 7718 | 1602 | 4.82 | 3.72 | 1.26 |
| Dec-01 | 476 | 77 | 6.18 | 7191 | 1387 | 5.18 | 1.17 | -0.29 |
| Jan-02 | 214 | 40 | 5.35 | 7066 | 1476 | 4.79 | 0.79 | -0.52 |
| Feb-02 | 215 | 40 | 5.38 | 6455 | 1370 | 4.71 | 0.83 | -0.49 |
| Mar-02 | 241 | 45 | 5.36 | 6515 | 1419 | 4.59 | 1.05 | -0.36 |
| Apr-02 | 183 | 38 | 4.82 | 7467 | 1538 | 4.86 | -0.04 | -1.03 |
| May-02 | 412 | 76 | 5.42 | 7500 | 1550 | 4.84 | 0.95 | -0.42 |



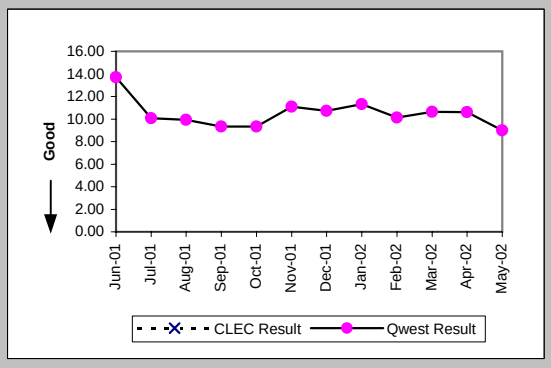

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | 134 | 33 | 4.06 | | |
| Jul-01 | | | | 107 | 37 | 2.89 | | |
| Aug-01 | 0 | 6 | 0.00 | 308 | 34 | 9.06 | -1.33 | -1.81 |
| Sep-01 | 55 | 6 | 9.17 | 85 | 38 | 2.24 | 3.72 | 1.26 |
| Oct-01 | 141 | 36 | 3.92 | 187 | 57 | 3.28 | 0.76 | -0.54 |
| Nov-01 | | | | 108 | 28 | 3.86 | | |
| Dec-01 | 133 | 21 | 6.33 | 153 | 51 | 3.00 | 3.72 | 1.26 |
| Jan-02 | 14 | 4 | 3.50 | 446 | 67 | 6.66 | -0.42 | -1.25 |
| Feb-02 | 46 | 17 | 2.71 | 208 | 47 | 4.43 | -0.9 | -1.55 |
| Mar-02 | 16 | 3 | 5.33 | 174 | 41 | 4.24 | 0.55 | -0.66 |
| Apr-02 | 3 | 1 | 3.00 | 200 | 49 | 4.08 | -0.32 | -1.2 |
| May-02 | 13 | 1 | 13.00 | 248 | 49 | 5.06 | 1.41 | -0.15 |




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

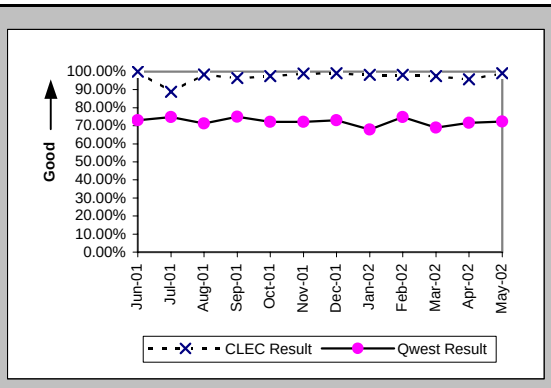
| Date | CLEC Num | CLEC Denom | CLEC Result | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | 1371 | 100 | 13.71 | | |
| Jul-01 | | | | 1076 | 107 | 10.06 | | |
| Aug-01 | | | | 1431 | 144 | 9.94 | | |
| Sep-01 | | | | 932 | 100 | 9.32 | | |
| Oct-01 | | | | 906 | 97 | 9.34 | | |
| Nov-01 | | | | 644 | 58 | 11.10 | | |
| Dec-01 | | | | 1039 | 97 | 10.71 | | |
| Jan-02 | | | | 747 | 66 | 11.32 | | |
| Feb-02 | | | | 516 | 51 | 10.12 | | |
| Mar-02 | | | | 479 | 45 | 10.64 | | |
| Apr-02 | | | | 595 | 56 | 10.62 | | |
| May-02 | | | | 504 | 56 | 9.00 | | |



## Checklist #4 - Unbundled Loop - Analog Installation

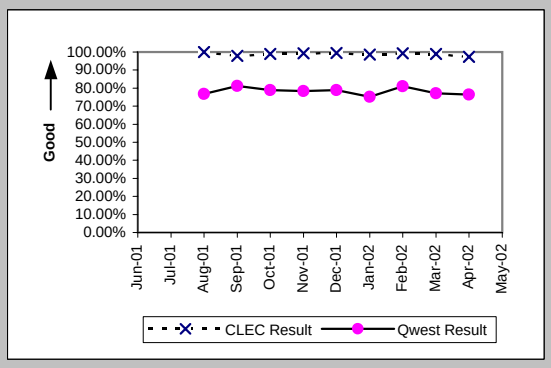
New Service Installation Quality (Percent) (OP-5) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Denom | CLEC Result | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|
| Jun-01 | 1 | 1 | 100.00% | 3308 | 4533 | 72.98% | -0.61 | -1.37 |
| Jul-01 | 8 | 9 | 88.89% | 3358 | 4488 | 74.82% | -0.97 | -1.59 |
| Aug-01 | 60 | 61 | 98.36% | 3363 | 4717 | 71.30% | -4.64 | -3.82 |
| Sep-01 | 187 | 194 | 96.39% | 3452 | 4604 | 74.98% | -6.75 | -5.1 |
| Oct-01 | 957 | 981 | 97.55% | 2997 | 4154 | 72.15% | -15.97 | -10.71 |
| Nov-01 | 1091 | 1102 | 99.00% | 2901 | 4025 | 72.07% | -17.65 | -11.73 |
| Dec-01 | 409 | 413 | 99.03% | 2619 | 3588 | 72.99% | -11.29 | -7.86 |
| Jan-02 | 507 | 516 | 98.26% | 2321 | 3421 | 67.85% | -13.79 | -9.38 |
| Feb-02 | 523 | 532 | 98.31% | 2564 | 3429 | 74.77% | -11.63 | -8.07 |
| Mar-02 | 280 | 287 | 97.56% | 2306 | 3341 | 69.02% | -10.03 | -7.1 |
| Apr-02 | 296 | 309 | 95.79% | 2506 | 3496 | 71.68% | -9.02 | -6.48 |
| May-02 | 343 | 346 | 99.13% | 2639 | 3648 | 72.34% | -10.65 | -7.47 |



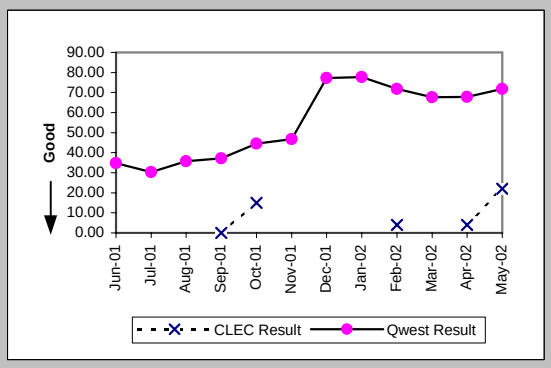

New Service Installation Quality (Percent) (OP-5*) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Denom | CLEC Result | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | |
| Jul-01 | | | | | | | | |
| Aug-01 | 61 | 61 | 100.00% | 3621 | 4717 | 76.76% | -4.27 | -3.6 |
| Sep-01 | 190 | 194 | 97.94% | 3737 | 4604 | 81.17% | -5.85 | -4.56 |
| Oct-01 | 970 | 981 | 98.88% | 3276 | 4154 | 78.86% | -13.81 | -9.4 |
| Nov-01 | 1094 | 1102 | 99.27% | 3154 | 4025 | 78.36% | -14.94 | -10.08 |
| Dec-01 | 411 | 413 | 99.52% | 2831 | 3588 | 78.90% | -9.72 | -6.91 |
| Jan-02 | 509 | 516 | 98.64% | 2574 | 3421 | 75.24% | -11.48 | -7.98 |
| Feb-02 | 528 | 532 | 99.25% | 2776 | 3429 | 80.96% | -10 | -7.08 |
| Mar-02 | 284 | 287 | 98.95% | 2575 | 3341 | 77.07% | -8.46 | -6.14 |
| Apr-02 | 301 | 309 | 97.41% | 2671 | 3496 | 76.40% | -8.34 | -6.07 |
| May-02 | | | | | | | | |



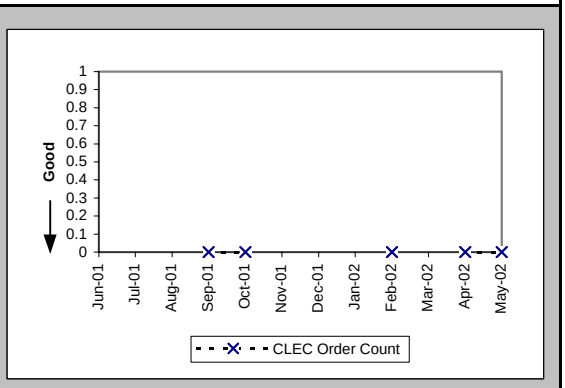

Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A) (Diagnostic)

| Date | CLEC Num | CLEC Denom | CLEC Result | Qwest Num | Qwest Denom | Qwest Result | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | 7695 | 221 | 34.82 | | |
| Jul-01 | | | | 8409 | 277 | 30.36 | | |
| Aug-01 | | | | 11299 | 316 | 35.76 | | |
| Sep-01 | 0 | 2 | 0.00 | 11840 | 318 | 37.23 | -0.98 | -1.6 |
| Oct-01 | 15 | 1 | 15.00 | 11901 | 267 | 44.57 | -0.47 | -1.29 |
| Nov-01 | | | | 15129 | 324 | 46.69 | | |
| Dec-01 | | | | 13827 | 179 | 77.25 | | |
| Jan-02 | | | | 16230 | 209 | 77.66 | | |
| Feb-02 | 4 | 1 | 4.00 | 16286 | 227 | 71.74 | -0.85 | -1.52 |
| Mar-02 | | | | 18873 | 279 | 67.65 | | |
| Apr-02 | 8 | 2 | 4.00 | 19544 | 288 | 67.86 | -1.14 | -1.7 |
| May-02 | 22 | 1 | 22.00 | 21754 | 303 | 71.80 | -0.59 | -1.36 |



Checklist #4 - Unbundled Loop - Analog Installation

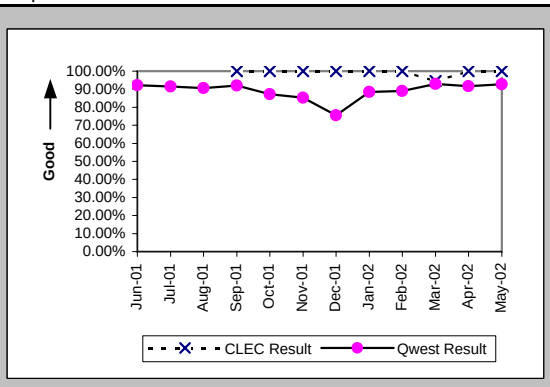
| Count of Pending Orders Delayed for Facilities Reasons Unbundled Loop Analog (OP-15B) (Diagnostic) | |
|---|---|
| Date | CLEC Order Count |
| Jun-01 | |
| Jul-01 | |
| Aug-01 | |
| Sep-01 | 0 |
| Oct-01 | 0 |
| Nov-01 | |
| Dec-01 | |
| Jan-02 | |
| Feb-02 | 0 |
| Mar-02 | |
| Apr-02 | 0 |
| May-02 | 0 |



## Checklist #4 - Unbundled Loop - Analog Repair

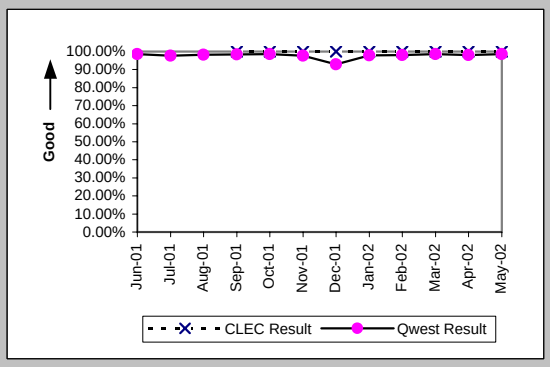
### Out of Service Cleared within 24 hours (Percent) (MR-3D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 2513 | 2726 | 92.19% | | |
| Jul-01 | | | | | 2509 | 2743 | 91.47% | | |
| Aug-01 | | | | | 2443 | 2696 | 90.62% | | |
| Sep-01 | 3 | 3 | 100.00% | 0.00% | 2416 | 2628 | 91.93% | -0.51 | -1.31 |
| Oct-01 | 21 | 21 | 100.00% | 0.00% | 2310 | 2649 | 87.20% | -1.75 | -2.06 |
| Nov-01 | 14 | 14 | 100.00% | 0.00% | 2294 | 2690 | 85.28% | -1.55 | -1.94 |
| Dec-01 | 9 | 9 | 100.00% | 0.00% | 1612 | 2132 | 75.61% | -1.7 | -2.03 |
| Jan-02 | 18 | 18 | 100.00% | 0.00% | 2174 | 2455 | 88.55% | -1.52 | -1.92 |
| Feb-02 | 12 | 12 | 100.00% | 0.00% | 1579 | 1775 | 88.96% | -1.22 | -1.74 |
| Mar-02 | 17 | 18 | 94.44% | 22.91% | 1822 | 1960 | 92.96% | -0.25 | -1.15 |
| Apr-02 | 18 | 18 | 100.00% | 0.00% | 2254 | 2457 | 91.74% | -1.27 | -1.77 |
| May-02 | 9 | 9 | 100.00% | 0.00% | 1914 | 2065 | 92.69% | -0.84 | -1.51 |



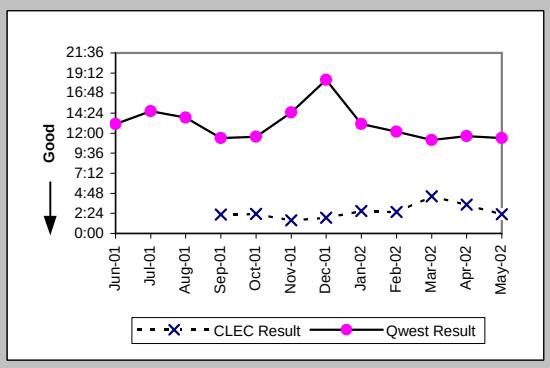

### All Troubles Cleared within 48 hours (Percent) (MR-4D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 3975 | 4032 | 98.59% | | |
| Jul-01 | | | | | 3942 | 4038 | 97.62% | | |
| Aug-01 | | | | | 3950 | 4022 | 98.21% | | |
| Sep-01 | 3 | 3 | 100.00% | 0.00% | 3695 | 3756 | 98.38% | -0.22 | -1.14 |
| Oct-01 | 21 | 21 | 100.00% | 0.00% | 3800 | 3854 | 98.60% | -0.54 | -1.33 |
| Nov-01 | 14 | 14 | 100.00% | 0.00% | 3784 | 3875 | 97.65% | -0.58 | -1.35 |
| Dec-01 | 9 | 9 | 100.00% | 0.00% | 2968 | 3195 | 92.90% | -0.83 | -1.5 |
| Jan-02 | 18 | 18 | 100.00% | 0.00% | 3499 | 3578 | 97.79% | -0.64 | -1.39 |
| Feb-02 | 12 | 12 | 100.00% | 0.00% | 2665 | 2720 | 97.98% | -0.5 | -1.3 |
| Mar-02 | 18 | 18 | 100.00% | 0.00% | 3025 | 3069 | 98.57% | -0.51 | -1.31 |
| Apr-02 | 18 | 18 | 100.00% | 0.00% | 3526 | 3598 | 98.00% | -0.6 | -1.37 |
| May-02 | 9 | 9 | 100.00% | 0.00% | 3082 | 3124 | 98.66% | -0.35 | -1.21 |



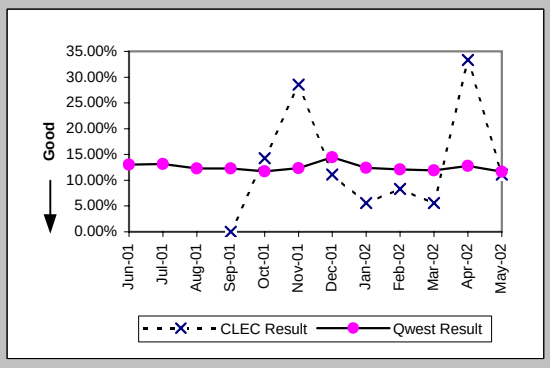

### Mean Time to Restore (Hours:Minutes) (MR-6D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 52734:30 | 4032 | 13:05 | | |
| Jul-01 | | | | | 59083:09 | 4038 | 14:38 | | |
| Aug-01 | | | | | 55759:06 | 4022 | 13:52 | | |
| Sep-01 | 6:44 | 3 | 2:15 | 1:18 | 42884:31 | 3756 | 11:25 | -1.19 | -1.73 |
| Oct-01 | 48:57 | 21 | 2:20 | 1:58 | 44579:00 | 3854 | 11:34 | -3.17 | -2.93 |
| Nov-01 | 22:06 | 14 | 1:35 | 1:38 | 56061:38 | 3875 | 14:28 | -3.14 | -2.91 |
| Dec-01 | 16:45 | 9 | 1:52 | 1:13 | 58661:57 | 3195 | 18:22 | -2.14 | -2.3 |
| Jan-02 | 47:58 | 18 | 2:40 | 3:25 | 46905:22 | 3578 | 13:07 | -3.33 | -3.02 |
| Feb-02 | 31:02 | 12 | 2:35 | 1:21 | 33153:38 | 2720 | 12:11 | -2.53 | -2.54 |
| Mar-02 | 79:42 | 18 | 4:26 | 6:00 | 34308:37 | 3069 | 11:11 | -2.2 | -2.34 |
| Apr-02 | 62:02 | 18 | 3:27 | 2:50 | 41942:39 | 3598 | 11:39 | -2.35 | -2.43 |
| May-02 | 20:54 | 9 | 2:19 | 1:33 | 35642:40 | 3124 | 11:25 | -1.98 | -2.2 |




### Repair Repeat Report Rate (Percent) (MR-7D) (Parity)-- Interval Zone One

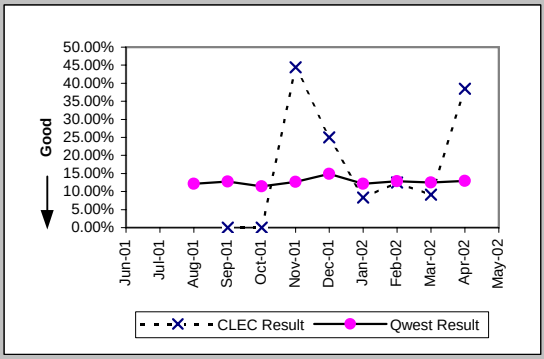
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 532 | 4088 | 13.01% | | |
| Jul-01 | | | | | 539 | 4095 | 13.16% | | |
| Aug-01 | | | | | 499 | 4071 | 12.26% | | |
| Sep-01 | 0 | 3 | 0.00% | 0.00% | 468 | 3804 | 12.30% | -0.65 | -1.39 |
| Oct-01 | 3 | 21 | 14.29% | 34.99% | 457 | 3897 | 11.73% | 0.41 | -0.75 |
| Nov-01 | 4 | 14 | 28.57% | 45.18% | 484 | 3915 | 12.36% | 1.63 | -0.01 |
| Dec-01 | 1 | 9 | 11.11% | 31.43% | 471 | 3258 | 14.46% | -0.29 | -1.17 |
| Jan-02 | 1 | 18 | 5.56% | 22.91% | 448 | 3618 | 12.38% | -0.88 | -1.53 |
| Feb-02 | 1 | 12 | 8.33% | 27.64% | 334 | 2755 | 12.12% | -0.4 | -1.24 |
| Mar-02 | 1 | 18 | 5.56% | 22.91% | 371 | 3109 | 11.93% | -0.83 | -1.51 |
| Apr-02 | 6 | 18 | 33.33% | 47.14% | 465 | 3638 | 12.78% | 2.25 | 0.37 |
| May-02 | 1 | 9 | 11.11% | 31.43% | 370 | 3165 | 11.69% | -0.05 | -1.03 |



## Checklist #4 - Unbundled Loop - Analog Repair

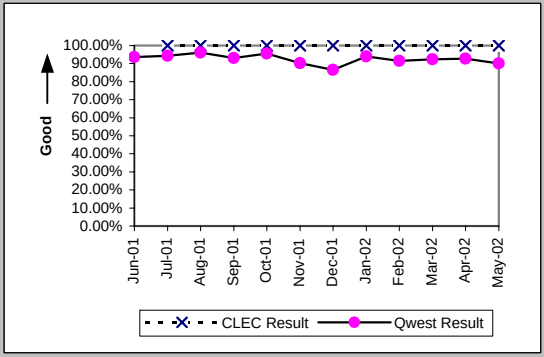
### Repair Repeat Report Rate (Percent) (MR-7D*) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 398 | 3286 | 12.11% | | |
| Sep-01 | 0 | 1 | 0.00% | 0.00% | 379 | 2967 | 12.77% | -0.38 | -1.23 |
| Oct-01 | 0 | 9 | 0.00% | 0.00% | 353 | 3085 | 11.44% | -1.08 | -1.65 |
| Nov-01 | 4 | 9 | 44.44% | 49.69% | 396 | 3128 | 12.66% | 2.31 | 0.41 |
| Dec-01 | 1 | 4 | 25.00% | 43.30% | 384 | 2585 | 14.85% | 0.54 | -0.67 |
| Jan-02 | 1 | 12 | 8.33% | 27.64% | 341 | 2805 | 12.16% | -0.4 | -1.25 |
| Feb-02 | 1 | 8 | 12.50% | 33.07% | 267 | 2070 | 12.90% | -0.03 | -1.02 |
| Mar-02 | 1 | 11 | 9.09% | 28.75% | 292 | 2340 | 12.48% | -0.34 | -1.21 |
| Apr-02 | 5 | 13 | 38.46% | 48.65% | 391 | 3016 | 12.96% | 2.3 | 0.4 |
| May-02 | | | | | | | | | |



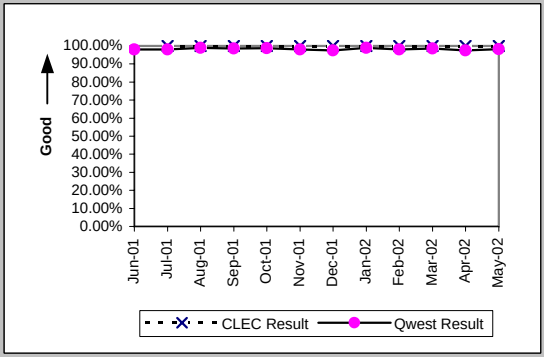

### Out of Service Cleared within 24 hours (Percent) (MR-3E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 2080 | 2220 | 93.69% | | |
| Jul-01 | 2 | 2 | 100.00% | 0.00% | 1842 | 1954 | 94.27% | -0.35 | -1.21 |
| Aug-01 | 1 | 1 | 100.00% | 0.00% | 2080 | 2166 | 96.03% | -0.2 | -1.12 |
| Sep-01 | 4 | 4 | 100.00% | 0.00% | 1713 | 1841 | 93.05% | -0.55 | -1.33 |
| Oct-01 | 7 | 7 | 100.00% | 0.00% | 1939 | 2030 | 95.52% | -0.57 | -1.35 |
| Nov-01 | 10 | 10 | 100.00% | 0.00% | 1503 | 1666 | 90.22% | -1.04 | -1.63 |
| Dec-01 | 8 | 8 | 100.00% | 0.00% | 1540 | 1781 | 86.47% | -1.12 | -1.68 |
| Jan-02 | 12 | 12 | 100.00% | 0.00% | 1401 | 1491 | 93.96% | -0.87 | -1.53 |
| Feb-02 | 16 | 16 | 100.00% | 0.00% | 1189 | 1299 | 91.53% | -1.21 | -1.74 |
| Mar-02 | 13 | 13 | 100.00% | 0.00% | 1310 | 1418 | 92.38% | -1.03 | -1.63 |
| Apr-02 | 24 | 24 | 100.00% | 0.00% | 2106 | 2271 | 92.73% | -1.36 | -1.83 |
| May-02 | 17 | 17 | 100.00% | 0.00% | 1925 | 2136 | 90.12% | -1.36 | -1.83 |



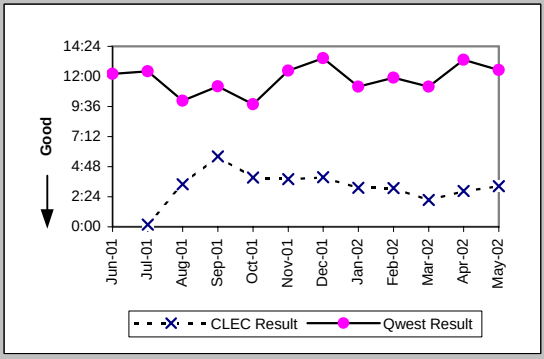

### All Troubles Cleared within 48 hours (Percent) (MR-4E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 3067 | 3128 | 98.05% | | |
| Jul-01 | 2 | 2 | 100.00% | 0.00% | 2804 | 2860 | 98.04% | -0.2 | -1.12 |
| Aug-01 | 1 | 1 | 100.00% | 0.00% | 3039 | 3070 | 98.99% | -0.1 | -1.06 |
| Sep-01 | 4 | 4 | 100.00% | 0.00% | 2615 | 2653 | 98.57% | -0.24 | -1.15 |
| Oct-01 | 8 | 8 | 100.00% | 0.00% | 2838 | 2872 | 98.82% | -0.31 | -1.19 |
| Nov-01 | 10 | 10 | 100.00% | 0.00% | 2463 | 2513 | 98.01% | -0.45 | -1.27 |
| Dec-01 | 8 | 8 | 100.00% | 0.00% | 2557 | 2623 | 97.48% | -0.45 | -1.28 |
| Jan-02 | 15 | 15 | 100.00% | 0.00% | 2268 | 2293 | 98.91% | -0.41 | -1.25 |
| Feb-02 | 17 | 17 | 100.00% | 0.00% | 1986 | 2024 | 98.12% | -0.57 | -1.35 |
| Mar-02 | 13 | 13 | 100.00% | 0.00% | 2242 | 2273 | 98.64% | -0.42 | -1.26 |
| Apr-02 | 24 | 24 | 100.00% | 0.00% | 3178 | 3257 | 97.57% | -0.77 | -1.47 |
| May-02 | 19 | 19 | 100.00% | 0.00% | 2968 | 3022 | 98.21% | -0.59 | -1.36 |




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

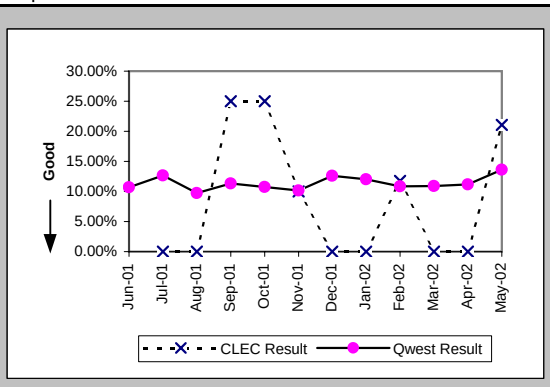
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 38161:02 | 3128 | 12:12 | | |
| Jul-01 | 0:21 | 2 | 0:10 | 0:13 | 35488:57 | 2860 | 12:25 | -0.67 | -1.4 |
| Aug-01 | 3:24 | 1 | 3:24 | | 30838:40 | 3070 | 10:03 | -0.58 | -1.35 |
| Sep-01 | 22:30 | 4 | 5:37 | 2:54 | 29756:19 | 2653 | 11:13 | -0.95 | -1.57 |
| Oct-01 | 31:27 | 8 | 3:56 | 7:27 | 28060:09 | 2872 | 9:46 | -1.45 | -1.88 |
| Nov-01 | 37:57 | 10 | 3:48 | 3:47 | 31277:47 | 2513 | 12:27 | -1.89 | -2.15 |
| Dec-01 | 31:46 | 8 | 3:58 | 3:27 | 35320:31 | 2623 | 13:28 | -1.98 | -2.2 |
| Jan-02 | 46:38 | 15 | 3:07 | 1:25 | 25626:51 | 2293 | 11:11 | -2.49 | -2.51 |
| Feb-02 | 52:17 | 17 | 3:05 | 2:20 | 24083:55 | 2024 | 11:54 | -2.68 | -2.63 |
| Mar-02 | 27:41 | 13 | 2:08 | 1:42 | 25422:17 | 2273 | 11:11 | -2.61 | -2.59 |
| Apr-02 | 68:29 | 24 | 2:51 | 1:51 | 43426:24 | 3257 | 13:20 | -2.73 | -2.66 |
| May-02 | 61:18 | 19 | 3:14 | 3:13 | 37782:03 | 3022 | 12:30 | -3.11 | -2.89 |



## Checklist #4 - Unbundled Loop - Analog Repair

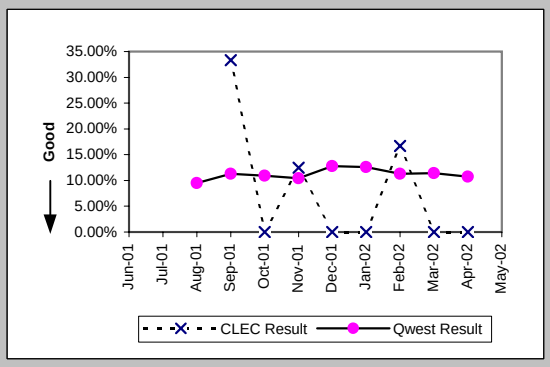
### Repair Repeat Report Rate (Percent) (MR-7E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 337 | 3155 | 10.68% | | |
| Jul-01 | 0 | 2 | 0.00% | 0.00% | 366 | 2888 | 12.67% | -0.54 | -1.33 |
| Aug-01 | 0 | 1 | 0.00% | 0.00% | 303 | 3106 | 9.76% | -0.33 | -1.2 |
| Sep-01 | 1 | 4 | 25.00% | 43.30% | 304 | 2682 | 11.33% | 0.76 | -0.54 |
| Oct-01 | 2 | 8 | 25.00% | 43.30% | 312 | 2901 | 10.75% | 1.14 | -0.31 |
| Nov-01 | 1 | 10 | 10.00% | 30.00% | 259 | 2543 | 10.18% | -0.02 | -1.01 |
| Dec-01 | 0 | 8 | 0.00% | 0.00% | 337 | 2668 | 12.63% | -1.07 | -1.65 |
| Jan-02 | 0 | 15 | 0.00% | 0.00% | 279 | 2322 | 12.02% | -1.43 | -1.87 |
| Feb-02 | 2 | 17 | 11.76% | 32.22% | 221 | 2038 | 10.84% | 0.19 | -0.89 |
| Mar-02 | 0 | 13 | 0.00% | 0.00% | 251 | 2298 | 10.92% | -1.26 | -1.77 |
| Apr-02 | 0 | 24 | 0.00% | 0.00% | 368 | 3287 | 11.20% | -1.73 | -2.05 |
| May-02 | 4 | 19 | 21.05% | 40.77% | 416 | 3054 | 13.62% | 0.92 | -0.44 |



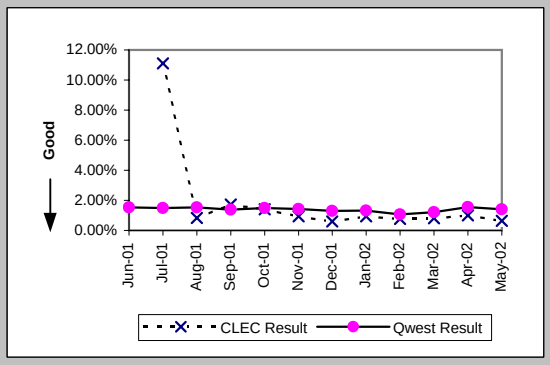

### Repair Repeat Report Rate (Percent) (MR-7E*) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 246 | 2585 | 9.52% | | |
| Sep-01 | 1 | 3 | 33.33% | 47.14% | 242 | 2145 | 11.28% | 0.96 | -0.42 |
| Oct-01 | 0 | 3 | 0.00% | 0.00% | 256 | 2341 | 10.94% | -0.61 | -1.37 |
| Nov-01 | 1 | 8 | 12.50% | 33.07% | 209 | 2007 | 10.41% | 0.26 | -0.84 |
| Dec-01 | 0 | 5 | 0.00% | 0.00% | 274 | 2139 | 12.81% | -0.86 | -1.52 |
| Jan-02 | 0 | 9 | 0.00% | 0.00% | 234 | 1858 | 12.59% | -1.14 | -1.69 |
| Feb-02 | 2 | 12 | 16.67% | 37.27% | 183 | 1623 | 11.28% | 0.6 | -0.63 |
| Mar-02 | 0 | 7 | 0.00% | 0.00% | 212 | 1861 | 11.39% | -0.95 | -1.58 |
| Apr-02 | 0 | 19 | 0.00% | 0.00% | 306 | 2858 | 10.71% | -1.5 | -1.91 |
| May-02 | | | | | | | | | |



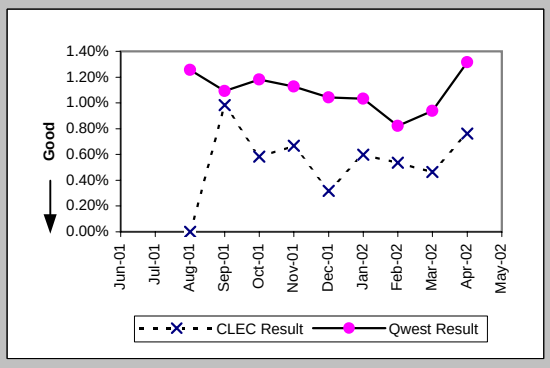

### Trouble Rate (Percent) (MR-8) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 7243 | 471264 | 1.54% | | |
| Jul-01 | 2 | 18 | 11.11% | 31.43% | 6983 | 468871 | 1.49% | 2.16 | 0.31 |
| Aug-01 | 1 | 121 | 0.83% | 9.05% | 7177 | 467746 | 1.53% | -0.63 | -1.39 |
| Sep-01 | 7 | 407 | 1.72% | 13.00% | 6486 | 467692 | 1.39% | 0.61 | -0.63 |
| Oct-01 | 29 | 2061 | 1.41% | 11.78% | 6798 | 459326 | 1.48% | -0.27 | -1.17 |
| Nov-01 | 24 | 2549 | 0.94% | 9.66% | 6458 | 456015 | 1.42% | -2.02 | -2.23 |
| Dec-01 | 17 | 2835 | 0.60% | 7.72% | 5926 | 453070 | 1.31% | -3.31 | -3.01 |
| Jan-02 | 33 | 3516 | 0.94% | 9.64% | 5940 | 451327 | 1.32% | -1.96 | -2.19 |
| Feb-02 | 29 | 3736 | 0.78% | 8.78% | 4793 | 448903 | 1.07% | -1.73 | -2.05 |
| Mar-02 | 31 | 3880 | 0.80% | 8.90% | 5407 | 448024 | 1.21% | -2.32 | -2.41 |
| Apr-02 | 42 | 4197 | 1.00% | 9.95% | 6925 | 446567 | 1.55% | -2.87 | -2.75 |
| May-02 | 28 | 4376 | 0.64% | 7.97% | 6219 | 445485 | 1.40% | -4.24 | -3.58 |




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

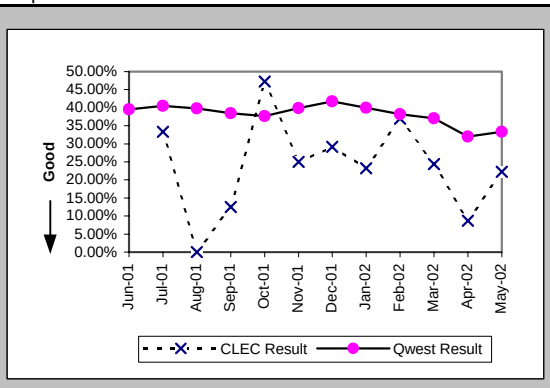
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | 0 | 121 | 0.00% | 0.00% | 5871 | 467746 | 1.26% | -1.24 | -1.75 |
| Sep-01 | 4 | 407 | 0.98% | 9.86% | 5112 | 467692 | 1.09% | -0.21 | -1.13 |
| Oct-01 | 12 | 2061 | 0.58% | 7.61% | 5426 | 459326 | 1.18% | -2.51 | -2.53 |
| Nov-01 | 17 | 2549 | 0.67% | 8.14% | 5135 | 456015 | 1.13% | -2.19 | -2.33 |
| Dec-01 | 9 | 2835 | 0.32% | 5.63% | 4724 | 453070 | 1.04% | -3.79 | -3.3 |
| Jan-02 | 21 | 3516 | 0.60% | 7.71% | 4663 | 451327 | 1.03% | -2.55 | -2.55 |
| Feb-02 | 20 | 3736 | 0.54% | 7.30% | 3693 | 448903 | 0.82% | -1.94 | -2.18 |
| Mar-02 | 18 | 3880 | 0.46% | 6.80% | 4201 | 448024 | 0.94% | -3.05 | -2.85 |
| Apr-02 | 32 | 4197 | 0.76% | 8.70% | 5874 | 446567 | 1.32% | -3.13 | -2.9 |
| May-02 | | | | | | | | | |



## Checklist #4 - Unbundled Loop - Analog Repair

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

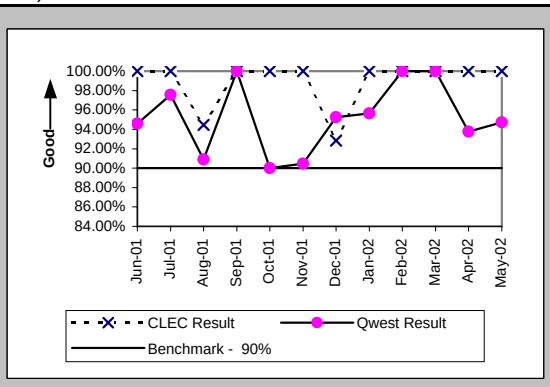
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 4740 | 11983 | 39.56% | | |
| Jul-01 | 1 | 3 | 33.33% | 47.14% | 4751 | 11734 | 40.49% | -0.25 | -1.15 |
| Aug-01 | 0 | 1 | 0.00% | 0.00% | 4747 | 11924 | 39.81% | -0.81 | -1.49 |
| Sep-01 | 1 | 8 | 12.50% | 33.07% | 4051 | 10537 | 38.45% | -1.51 | -1.92 |
| Oct-01 | 26 | 55 | 47.27% | 49.93% | 4115 | 10913 | 37.71% | 1.44 | -0.12 |
| Nov-01 | 8 | 32 | 25.00% | 43.30% | 4288 | 10746 | 39.90% | -1.72 | -2.05 |
| Dec-01 | 7 | 24 | 29.17% | 45.45% | 4243 | 10169 | 41.72% | -1.25 | -1.76 |
| Jan-02 | 10 | 43 | 23.26% | 42.25% | 3953 | 9893 | 39.96% | -2.23 | -2.36 |
| Feb-02 | 17 | 46 | 36.96% | 48.27% | 2967 | 7760 | 38.23% | -0.18 | -1.11 |
| Mar-02 | 10 | 41 | 24.39% | 42.94% | 3185 | 8592 | 37.07% | -1.68 | -2.02 |
| Apr-02 | 4 | 46 | 8.70% | 28.18% | 3254 | 10179 | 31.97% | -3.38 | -3.05 |
| May-02 | 8 | 36 | 22.22% | 41.57% | 3106 | 9325 | 33.31% | -1.41 | -1.86 |



## Checklist #4 - Unbundled Loop - Non-Loaded (2-Wire) Installation

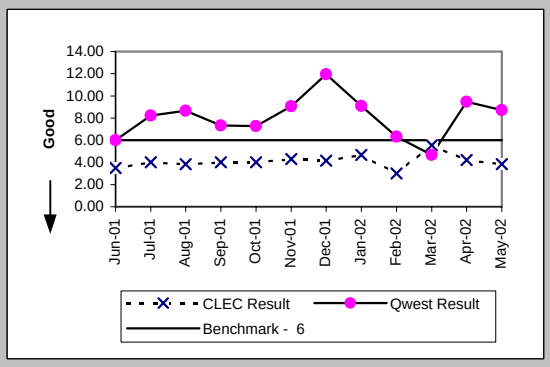
### Installation Commitments Met (Percent) (OP-3D) (Benchmark)-- Interval Zone One

| Date | CLEC Num | CLEC Denc | CLEC Resu | CLEC Std D | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 12 | 12 | 100.00% | 0.00% | 35 | 37 | 94.59% | -0.72 | -1.44 |
| Jul-01 | 11 | 11 | 100.00% | 0.00% | 40 | 41 | 97.56% | -0.47 | -1.28 |
| Aug-01 | 17 | 18 | 94.44% | 22.91% | 20 | 22 | 90.91% | -0.39 | -1.24 |
| Sep-01 | 14 | 14 | 100.00% | 0.00% | 17 | 17 | 100.00% | N/A | N/A |
| Oct-01 | 7 | 7 | 100.00% | 0.00% | 18 | 20 | 90.00% | -0.76 | -1.46 |
| Nov-01 | 8 | 8 | 100.00% | 0.00% | 19 | 21 | 90.48% | -0.78 | -1.47 |
| Dec-01 | 13 | 14 | 92.86% | 25.75% | 20 | 21 | 95.24% | 0.21 | -0.87 |
| Jan-02 | 4 | 4 | 100.00% | 0.00% | 22 | 23 | 95.65% | -0.39 | -1.24 |
| Feb-02 | 12 | 12 | 100.00% | 0.00% | 14 | 14 | 100.00% | N/A | N/A |
| Mar-02 | 16 | 16 | 100.00% | 0.00% | 18 | 18 | 100.00% | N/A | N/A |
| Apr-02 | 12 | 12 | 100.00% | 0.00% | 15 | 16 | 93.75% | -0.68 | -1.41 |
| May-02 | 21 | 21 | 100.00% | 0.00% | 18 | 19 | 94.74% | -0.74 | -1.45 |



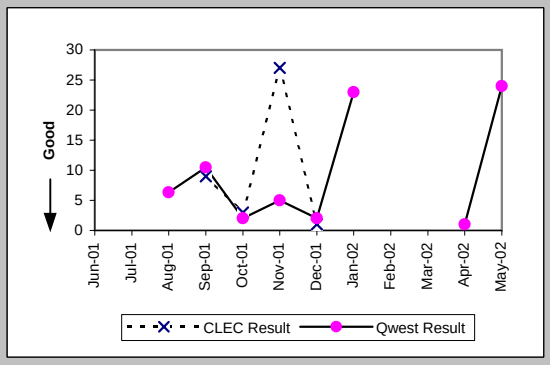

### Installation Interval (Average Days) (OP-4D) (Benchmark)-- Interval Zone One

| Date | CLEC Num | CLEC Denc | CLEC Resu | CLEC Std D | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 35 | 10 | 3.50 | 0.97 | 186 | 31 | 6.00 | -1.36 | -1.83 |
| Jul-01 | 36 | 9 | 4.00 | 1.22 | 354 | 43 | 8.23 | -2.38 | -2.44 |
| Aug-01 | 46 | 12 | 3.83 | 1.34 | 182 | 21 | 8.67 | -1.73 | -2.05 |
| Sep-01 | 52 | 13 | 4.00 | 1.15 | 132 | 18 | 7.33 | -1.18 | -1.72 |
| Oct-01 | 24 | 6 | 4.00 | 1.26 | 138 | 19 | 7.26 | -1.69 | -2.02 |
| Nov-01 | 30 | 7 | 4.29 | 1.11 | 181 | 20 | 9.05 | -1.49 | -1.91 |
| Dec-01 | 50 | 12 | 4.17 | 1.03 | 203 | 17 | 11.94 | -0.8 | -1.49 |
| Jan-02 | 14 | 3 | 4.67 | 0.58 | 191 | 21 | 9.10 | -0.71 | -1.43 |
| Feb-02 | 21 | 7 | 3.00 | 1.63 | 76 | 12 | 6.33 | -1.46 | -1.89 |
| Mar-02 | 83 | 15 | 5.53 | 2.29 | 75 | 16 | 4.69 | 0.7 | -0.57 |
| Apr-02 | 38 | 9 | 4.22 | 1.09 | 142 | 15 | 9.47 | -2.5 | -2.52 |
| May-02 | 77 | 20 | 3.85 | 0.59 | 148 | 17 | 8.71 | -1.66 | -2.01 |



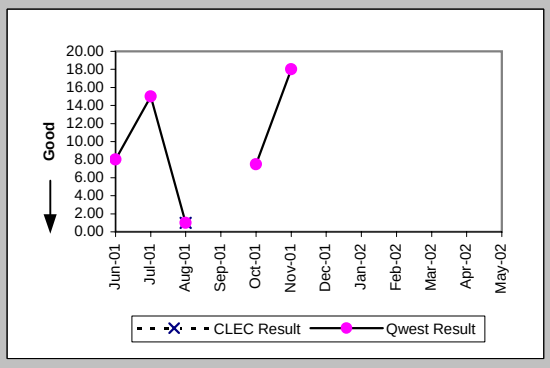

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-4) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denc | CLEC Resu | CLEC Std D | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 19 | 3 | 6.33 | | |
| Sep-01 | 18 | 2 | 9.00 | 11.31 | 21 | 2 | 10.50 | -0.14 | -1.09 |
| Oct-01 | 6 | 2 | 3.00 | 1.41 | 2 | 1 | 2.00 | | |
| Nov-01 | 27 | 1 | 27.00 | | 10 | 2 | 5.00 | 0.71 | -0.57 |
| Dec-01 | 1 | 1 | 1.00 | | 2 | 1 | 2.00 | | |
| Jan-02 | | | | | 46 | 2 | 23.00 | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | | | | | |
| Apr-02 | | | | | 1 | 1 | 1.00 | | |
| May-02 | | | | | 24 | 1 | 24.00 | | |




### Delayed Days for Facility Reasons (Average Days) (OP-6B-4) (Parity)-- Interval Zone One

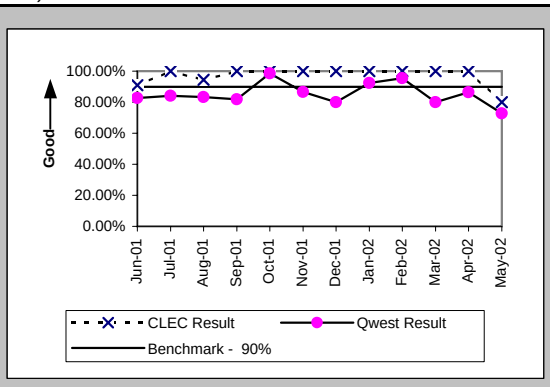
| Date | CLEC Num | CLEC Denc | CLEC Resu | CLEC Std D | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 16 | 2 | 8.00 | | |
| Jul-01 | | | | | 15 | 1 | 15.00 | | |
| Aug-01 | 1 | 1 | 1.00 | | 1 | 1 | 1.00 | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | 15 | 2 | 7.50 | | |
| Nov-01 | | | | | 18 | 1 | 18.00 | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | | | | | |
| Apr-02 | | | | | | | | | |
| May-02 | | | | | | | | | |



## Checklist #4 - Unbundled Loop - Non-Loaded (2-Wire) Installation

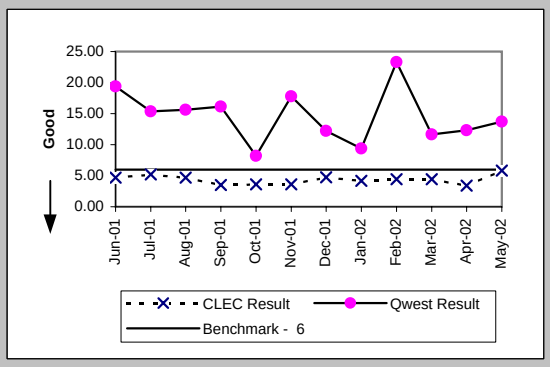
### Installation Commitments Met (Percent) (OP-3E) (Benchmark)-- Interval Zone Two

| Date | CLEC Num | CLEC Denc | CLEC Resu | CLEC Std D | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 10 | 11 | 90.91% | 28.75% | 24 | 29 | 82.76% | -0.61 | -1.37 |
| Jul-01 | 6 | 6 | 100.00% | 0.00% | 16 | 19 | 84.21% | -0.92 | -1.56 |
| Aug-01 | 17 | 18 | 94.44% | 22.91% | 15 | 18 | 83.33% | -0.89 | -1.54 |
| Sep-01 | 2 | 2 | 100.00% | 0.00% | 18 | 22 | 81.82% | -0.64 | -1.39 |
| Oct-01 | 17 | 17 | 100.00% | 0.00% | 64 | 65 | 98.46% | -0.46 | -1.28 |
| Nov-01 | 6 | 6 | 100.00% | 0.00% | 13 | 15 | 86.67% | -0.81 | -1.49 |
| Dec-01 | 11 | 11 | 100.00% | 0.00% | 12 | 15 | 80.00% | -1.26 | -1.77 |
| Jan-02 | 7 | 7 | 100.00% | 0.00% | 12 | 13 | 92.31% | -0.62 | -1.37 |
| Feb-02 | 8 | 8 | 100.00% | 0.00% | 83 | 87 | 95.40% | -0.59 | -1.36 |
| Mar-02 | 7 | 7 | 100.00% | 0.00% | 8 | 10 | 80.00% | -1.01 | -1.62 |
| Apr-02 | 6 | 6 | 100.00% | 0.00% | 19 | 22 | 86.36% | -0.86 | -1.52 |
| May-02 | 4 | 5 | 80.00% | 40.00% | 8 | 11 | 72.73% | -0.3 | -1.18 |



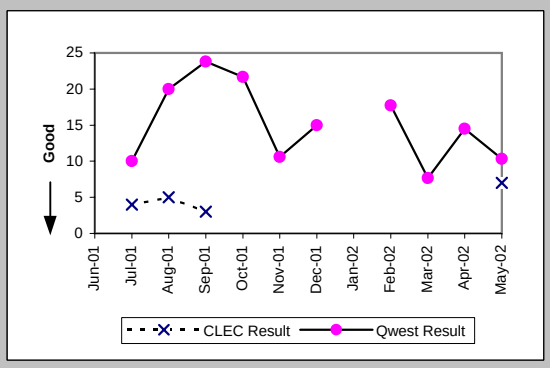

### Installation Interval (Average Days) (OP-4E) (Benchmark)-- Interval Zone Two

| Date | CLEC Num | CLEC Denc | CLEC Resu | CLEC Std D | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 33 | 7 | 4.71 | 1.60 | 465 | 24 | 19.38 | -0.81 | -1.49 |
| Jul-01 | 26 | 5 | 5.20 | 2.17 | 246 | 16 | 15.38 | -1.83 | -2.11 |
| Aug-01 | 61 | 13 | 4.69 | 3.09 | 344 | 22 | 15.64 | -2.49 | -2.51 |
| Sep-01 | 7 | 2 | 3.50 | 0.71 | 323 | 20 | 16.15 | -1.06 | -1.64 |
| Oct-01 | 61 | 17 | 3.59 | 1.23 | 516 | 63 | 8.19 | -2.37 | -2.44 |
| Nov-01 | 18 | 5 | 3.60 | 1.52 | 338 | 19 | 17.79 | -2.05 | -2.25 |
| Dec-01 | 38 | 8 | 4.75 | 0.71 | 183 | 15 | 12.20 | -1.83 | -2.11 |
| Jan-02 | 25 | 6 | 4.17 | 1.17 | 122 | 13 | 9.38 | -2.6 | -2.58 |
| Feb-02 | 31 | 7 | 4.43 | 1.13 | 2005 | 86 | 23.31 | -6.21 | -4.78 |
| Mar-02 | 31 | 7 | 4.43 | 0.53 | 128 | 11 | 11.64 | -2.3 | -2.4 |
| Apr-02 | 17 | 5 | 3.40 | 0.55 | 246 | 20 | 12.30 | -1.85 | -2.12 |
| May-02 | 29 | 5 | 5.80 | 3.56 | 137 | 10 | 13.70 | -2.48 | -2.51 |



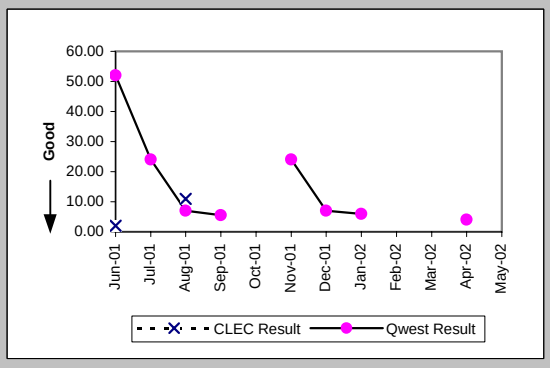

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denc | CLEC Resu | CLEC Std D | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | 4 | 1 | 4.00 | | 30 | 3 | 10.00 | -0.54 | -1.33 |
| Aug-01 | 15 | 3 | 5.00 | 4.00 | 100 | 5 | 20.00 | -1.28 | -1.78 |
| Sep-01 | 3 | 1 | 3.00 | | 119 | 5 | 23.80 | -0.87 | -1.53 |
| Oct-01 | | | | | 65 | 3 | 21.67 | | |
| Nov-01 | | | | | 53 | 5 | 10.60 | | |
| Dec-01 | | | | | 60 | 4 | 15.00 | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | 71 | 4 | 17.75 | | |
| Mar-02 | | | | | 23 | 3 | 7.67 | | |
| Apr-02 | | | | | 29 | 2 | 14.50 | | |
| May-02 | 7 | 1 | 7.00 | | 31 | 3 | 10.33 | -0.9 | -1.55 |




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

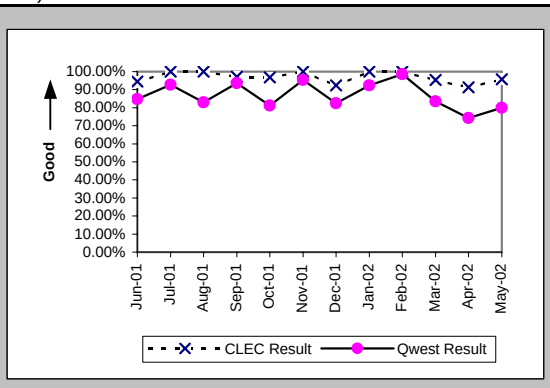
| Date | CLEC Num | CLEC Denc | CLEC Resu | CLEC Std D | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 2 | 1 | 2.00 | | 260 | 5 | 52.00 | -0.55 | -1.33 |
| Jul-01 | | | | | 48 | 2 | 24.00 | | |
| Aug-01 | 11 | 1 | 11.00 | | 7 | 1 | 7.00 | | |
| Sep-01 | | | | | 11 | 2 | 5.50 | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | 24 | 1 | 24.00 | | |
| Dec-01 | | | | | 7 | 1 | 7.00 | | |
| Jan-02 | | | | | 6 | 1 | 6.00 | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | | | | | |
| Apr-02 | | | | | 4 | 1 | 4.00 | | |
| May-02 | | | | | | | | | |



## Checklist #4 - Unbundled Loop - Non-Loaded (2-Wire) Installation

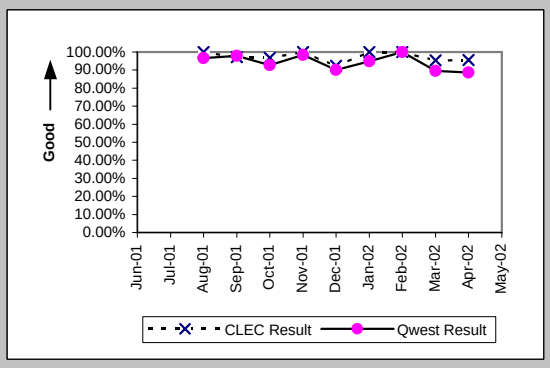
New Service Installation Quality (Percent) (OP-5) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Dend | CLEC Resu | CLEC Std D | Qwest Num | Qwest Dend | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 17 | 18 | 94.44% | 22.91% | 50 | 59 | 84.75% | -1 | -1.61 |
| Jul-01 | 22 | 22 | 100.00% | 0.00% | 64 | 69 | 92.75% | -1.14 | -1.69 |
| Aug-01 | 29 | 29 | 100.00% | 0.00% | 49 | 59 | 83.05% | -1.99 | -2.21 |
| Sep-01 | 34 | 35 | 97.14% | 16.66% | 44 | 47 | 93.62% | -0.65 | -1.39 |
| Oct-01 | 30 | 31 | 96.77% | 17.67% | 56 | 69 | 81.16% | -1.85 | -2.12 |
| Nov-01 | 30 | 30 | 100.00% | 0.00% | 63 | 66 | 95.45% | -0.99 | -1.6 |
| Dec-01 | 24 | 26 | 92.31% | 26.65% | 33 | 40 | 82.50% | -1.02 | -1.62 |
| Jan-02 | 19 | 19 | 100.00% | 0.00% | 36 | 39 | 92.31% | -1.03 | -1.63 |
| Feb-02 | 16 | 16 | 100.00% | 0.00% | 70 | 71 | 98.59% | -0.43 | -1.26 |
| Mar-02 | 21 | 22 | 95.45% | 20.83% | 56 | 67 | 83.58% | -1.3 | -1.79 |
| Apr-02 | 21 | 23 | 91.30% | 28.18% | 26 | 35 | 74.29% | -1.45 | -1.88 |
| May-02 | 23 | 24 | 95.83% | 19.98% | 28 | 35 | 80.00% | -1.49 | -1.91 |



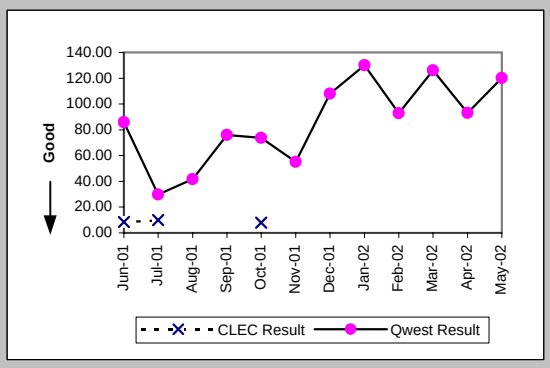

New Service Installation Quality (Percent) (OP-5*) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Dend | CLEC Resu | CLEC Std D | Qwest Num | Qwest Dend | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | 29 | 29 | 100.00% | 0.00% | 57 | 59 | 96.61% | -0.83 | -1.5 |
| Sep-01 | 34 | 35 | 97.14% | 16.66% | 46 | 47 | 97.87% | 0.14 | -0.91 |
| Oct-01 | 30 | 31 | 96.77% | 17.67% | 64 | 69 | 92.75% | -0.72 | -1.44 |
| Nov-01 | 30 | 30 | 100.00% | 0.00% | 65 | 66 | 98.48% | -0.56 | -1.34 |
| Dec-01 | 24 | 26 | 92.31% | 26.65% | 36 | 40 | 90.00% | -0.31 | -1.19 |
| Jan-02 | 19 | 19 | 100.00% | 0.00% | 37 | 39 | 94.87% | -0.83 | -1.51 |
| Feb-02 | 16 | 16 | 100.00% | 0.00% | 71 | 71 | 100.00% | N/A | N/A |
| Mar-02 | 21 | 22 | 95.45% | 20.83% | 60 | 67 | 89.55% | -0.79 | -1.48 |
| Apr-02 | 22 | 23 | 95.65% | 20.39% | 31 | 35 | 88.57% | -0.83 | -1.5 |
| May-02 | | | | | | | | | |




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

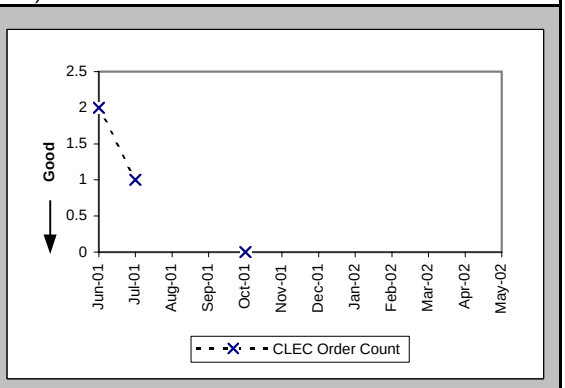
| Date | CLEC Num | CLEC Dend | CLEC Resu | CLEC Std D | Qwest Num | Qwest Dend | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 17 | 2 | 8.50 | 2.12 | 1115 | 13 | 85.77 | -1.21 | -1.74 |
| Jul-01 | 10 | 1 | 10.00 | | 269 | 9 | 29.89 | -0.33 | -1.2 |
| Aug-01 | | | | | 375 | 9 | 41.67 | | |
| Sep-01 | | | | | 304 | 4 | 76.00 | | |
| Oct-01 | 8 | 1 | 8.00 | | 443 | 6 | 73.83 | -0.68 | -1.42 |
| Nov-01 | | | | | 552 | 10 | 55.20 | | |
| Dec-01 | | | | | 648 | 6 | 108.00 | | |
| Jan-02 | | | | | 780 | 6 | 130.00 | | |
| Feb-02 | | | | | 743 | 8 | 92.88 | | |
| Mar-02 | | | | | 883 | 7 | 126.14 | | |
| Apr-02 | | | | | 1023 | 11 | 93.00 | | |
| May-02 | | | | | 1202 | 10 | 120.20 | | |



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) (Diagnostic)

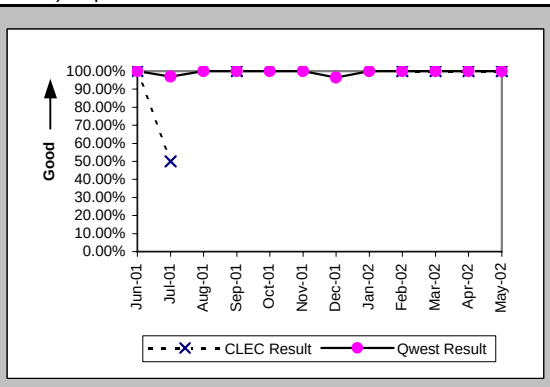
| Date | CLEC Order Count |
|---|---|
| Jun-01 | 2 |
| Jul-01 | 1 |
| Aug-01 | |
| Sep-01 | |
| Oct-01 | 0 |
| Nov-01 | |
| Dec-01 | |
| Jan-02 | |
| Feb-02 | |
| Mar-02 | |
| Apr-02 | |
| May-02 | |



## Checklist #4 - Unbundled Loop - Non-Loaded (2-Wire) Repair

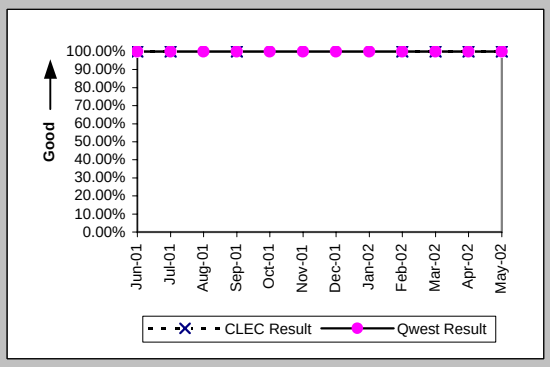
### Out of Service Cleared within 24 hours (Percent) (MR-3D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Dend | CLEC Resu | CLEC Std D | Qwest Num | Qwest Dend | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 1 | 1 | 100.00% | 0.00% | 40 | 40 | 100.00% | N/A | N/A |
| Jul-01 | 1 | 2 | 50.00% | 50.00% | 32 | 33 | 96.97% | 1.65 | 0 |
| Aug-01 | | | | | 57 | 57 | 100.00% | | |
| Sep-01 | 2 | 2 | 100.00% | 0.00% | 32 | 32 | 100.00% | N/A | N/A |
| Oct-01 | | | | | 55 | 55 | 100.00% | | |
| Nov-01 | | | | | 22 | 22 | 100.00% | | |
| Dec-01 | | | | | 27 | 28 | 96.43% | | |
| Jan-02 | | | | | 43 | 43 | 100.00% | | |
| Feb-02 | 1 | 1 | 100.00% | 0.00% | 35 | 35 | 100.00% | N/A | N/A |
| Mar-02 | 1 | 1 | 100.00% | 0.00% | 36 | 36 | 100.00% | N/A | N/A |
| Apr-02 | 2 | 2 | 100.00% | 0.00% | 41 | 41 | 100.00% | N/A | N/A |
| May-02 | 2 | 2 | 100.00% | 0.00% | 40 | 40 | 100.00% | N/A | N/A |



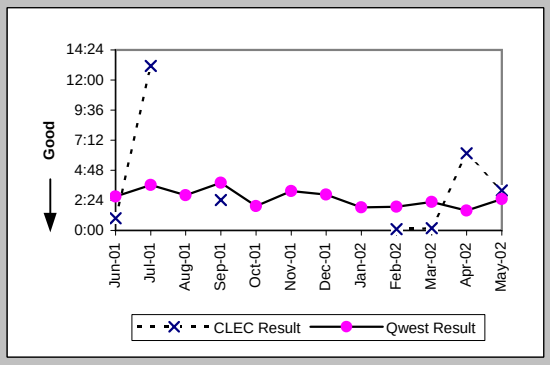

### All Troubles Cleared within 48 hours (Percent) (MR-4D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Dend | CLEC Resu | CLEC Std D | Qwest Num | Qwest Dend | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 1 | 1 | 100.00% | 0.00% | 40 | 40 | 100.00% | N/A | N/A |
| Jul-01 | 2 | 2 | 100.00% | 0.00% | 33 | 33 | 100.00% | N/A | N/A |
| Aug-01 | | | | | 57 | 57 | 100.00% | | |
| Sep-01 | 2 | 2 | 100.00% | 0.00% | 32 | 32 | 100.00% | N/A | N/A |
| Oct-01 | | | | | 55 | 55 | 100.00% | | |
| Nov-01 | | | | | 22 | 22 | 100.00% | | |
| Dec-01 | | | | | 28 | 28 | 100.00% | | |
| Jan-02 | | | | | 43 | 43 | 100.00% | | |
| Feb-02 | 1 | 1 | 100.00% | 0.00% | 35 | 35 | 100.00% | N/A | N/A |
| Mar-02 | 1 | 1 | 100.00% | 0.00% | 36 | 36 | 100.00% | N/A | N/A |
| Apr-02 | 2 | 2 | 100.00% | 0.00% | 43 | 43 | 100.00% | N/A | N/A |
| May-02 | 2 | 2 | 100.00% | 0.00% | 40 | 40 | 100.00% | N/A | N/A |



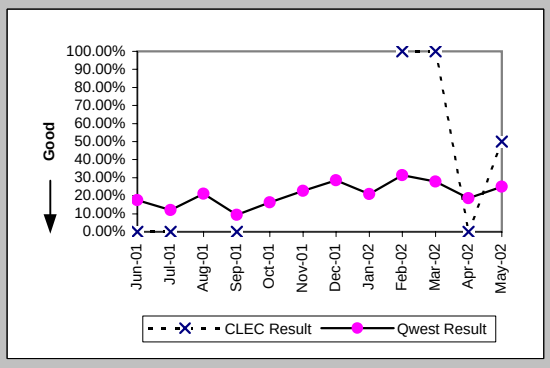

### Mean Time to Restore (Hours:Minutes) (MR-6D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Dend | CLEC Resu | CLEC Std D | Qwest Num | Qwest Dend | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 0:58 | 1 | 0:58 | | 107:46 | 40 | 2:42 | -0.64 | -1.39 |
| Jul-01 | 26:17 | 2 | 13:08 | 18:20 | 119:47 | 33 | 3:38 | 1.44 | -0.12 |
| Aug-01 | | | | | 160:42 | 57 | 2:49 | | |
| Sep-01 | 4:50 | 2 | 2:25 | 0:21 | 121:29 | 32 | 3:48 | -0.45 | -1.28 |
| Oct-01 | | | | | 107:13 | 55 | 1:57 | | |
| Nov-01 | | | | | 69:12 | 22 | 3:09 | | |
| Dec-01 | | | | | 79:48 | 28 | 2:51 | | |
| Jan-02 | | | | | 79:12 | 43 | 1:51 | | |
| Feb-02 | 0:06 | 1 | 0:06 | | 66:00 | 35 | 1:53 | -0.82 | -1.5 |
| Mar-02 | 0:10 | 1 | 0:10 | | 81:56 | 36 | 2:17 | -0.7 | -1.42 |
| Apr-02 | 12:17 | 2 | 6:09 | 1:52 | 68:15 | 43 | 1:35 | 1.68 | 0.02 |
| May-02 | 6:25 | 2 | 3:12 | 0:23 | 99:42 | 40 | 2:30 | 0.72 | -0.56 |




### Repair Repeat Report Rate (Percent) (MR-7D) (Parity)-- Interval Zone One

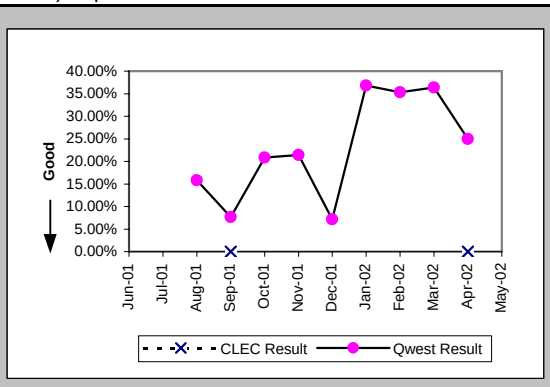
| Date | CLEC Num | CLEC Dend | CLEC Resu | CLEC Std D | Qwest Num | Qwest Dend | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 0 | 1 | 0.00% | 0.00% | 7 | 40 | 17.50% | -0.45 | -1.28 |
| Jul-01 | 0 | 2 | 0.00% | 0.00% | 4 | 33 | 12.12% | -0.51 | -1.31 |
| Aug-01 | | | | | 12 | 57 | 21.05% | | |
| Sep-01 | 0 | 2 | 0.00% | 0.00% | 3 | 32 | 9.38% | -0.44 | -1.27 |
| Oct-01 | | | | | 9 | 55 | 16.36% | | |
| Nov-01 | | | | | 5 | 22 | 22.73% | | |
| Dec-01 | | | | | 8 | 28 | 28.57% | | |
| Jan-02 | | | | | 9 | 43 | 20.93% | | |
| Feb-02 | 1 | 1 | 100.00% | 0.00% | 11 | 35 | 31.43% | 0.99 | -0.4 |
| Mar-02 | 1 | 1 | 100.00% | 0.00% | 10 | 36 | 27.78% | 1.07 | -0.35 |
| Apr-02 | 0 | 2 | 0.00% | 0.00% | 8 | 43 | 18.60% | -0.66 | -1.4 |
| May-02 | 1 | 2 | 50.00% | 50.00% | 10 | 40 | 25.00% | 0.62 | -0.62 |



## Checklist #4 - Unbundled Loop - Non-Loaded (2-Wire) Repair

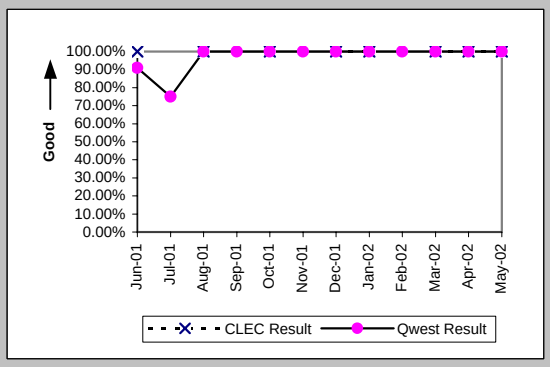
### Repair Repeat Report Rate (Percent) (MR-7D*) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Deno | CLEC Resu | CLEC Std D | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 3 | 19 | 15.79% | | |
| Sep-01 | 0 | 2 | 0.00% | 0.00% | 1 | 13 | 7.69% | -0.38 | -1.23 |
| Oct-01 | | | | | 5 | 24 | 20.83% | | |
| Nov-01 | | | | | 3 | 14 | 21.43% | | |
| Dec-01 | | | | | 1 | 14 | 7.14% | | |
| Jan-02 | | | | | 7 | 19 | 36.84% | | |
| Feb-02 | | | | | 6 | 17 | 35.29% | | |
| Mar-02 | | | | | 8 | 22 | 36.36% | | |
| Apr-02 | 0 | 1 | 0.00% | 0.00% | 5 | 20 | 25.00% | -0.56 | -1.34 |
| May-02 | | | | | | | | | |



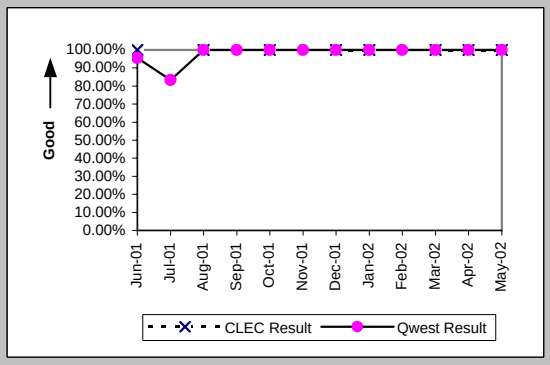

### Out of Service Cleared within 24 hours (Percent) (MR-3E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | CLEC Std D | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 2 | 2 | 100.00% | 0.00% | 20 | 22 | 90.91% | -0.43 | -1.26 |
| Jul-01 | | | | | 9 | 12 | 75.00% | | |
| Aug-01 | 3 | 3 | 100.00% | 0.00% | 11 | 11 | 100.00% | N/A | N/A |
| Sep-01 | | | | | 11 | 11 | 100.00% | | |
| Oct-01 | 2 | 2 | 100.00% | 0.00% | 14 | 14 | 100.00% | N/A | N/A |
| Nov-01 | | | | | 6 | 6 | 100.00% | | |
| Dec-01 | 4 | 4 | 100.00% | 0.00% | 7 | 7 | 100.00% | N/A | N/A |
| Jan-02 | 1 | 1 | 100.00% | 0.00% | 6 | 6 | 100.00% | N/A | N/A |
| Feb-02 | | | | | 12 | 12 | 100.00% | | |
| Mar-02 | 4 | 4 | 100.00% | 0.00% | 3 | 3 | 100.00% | N/A | N/A |
| Apr-02 | 6 | 6 | 100.00% | 0.00% | 5 | 5 | 100.00% | N/A | N/A |
| May-02 | 2 | 2 | 100.00% | 0.00% | 7 | 7 | 100.00% | N/A | N/A |



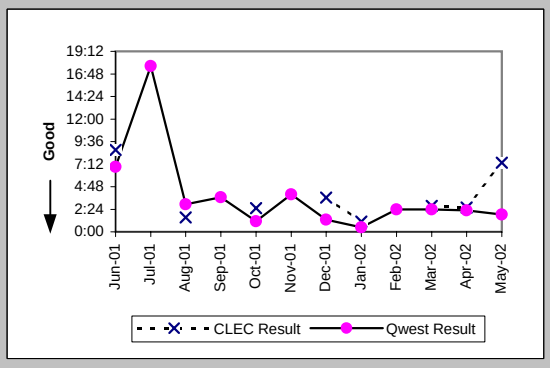

### All Troubles Cleared within 48 hours (Percent) (MR-4E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | CLEC Std D | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 2 | 2 | 100.00% | 0.00% | 22 | 23 | 95.65% | -0.29 | -1.18 |
| Jul-01 | | | | | 10 | 12 | 83.33% | | |
| Aug-01 | 3 | 3 | 100.00% | 0.00% | 11 | 11 | 100.00% | N/A | N/A |
| Sep-01 | | | | | 11 | 11 | 100.00% | | |
| Oct-01 | 2 | 2 | 100.00% | 0.00% | 14 | 14 | 100.00% | N/A | N/A |
| Nov-01 | | | | | 6 | 6 | 100.00% | | |
| Dec-01 | 4 | 4 | 100.00% | 0.00% | 7 | 7 | 100.00% | N/A | N/A |
| Jan-02 | 1 | 1 | 100.00% | 0.00% | 6 | 6 | 100.00% | N/A | N/A |
| Feb-02 | | | | | 12 | 12 | 100.00% | | |
| Mar-02 | 4 | 4 | 100.00% | 0.00% | 3 | 3 | 100.00% | N/A | N/A |
| Apr-02 | 6 | 6 | 100.00% | 0.00% | 5 | 5 | 100.00% | N/A | N/A |
| May-02 | 2 | 2 | 100.00% | 0.00% | 7 | 7 | 100.00% | N/A | N/A |




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

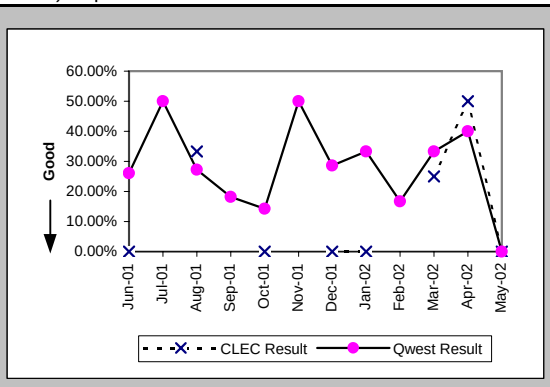
| Date | CLEC Num | CLEC Deno | CLEC Resu | CLEC Std D | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 17:25 | 2 | 8:43 | 8:51 | 158:52 | 23 | 6:54 | 0.87 | -0.47 |
| Jul-01 | | | | | 211:31 | 12 | 17:38 | | |
| Aug-01 | 4:33 | 3 | 1:31 | 1:19 | 32:03 | 11 | 2:55 | -0.71 | -1.43 |
| Sep-01 | | | | | 40:30 | 11 | 3:41 | | |
| Oct-01 | 5:04 | 2 | 2:32 | 2:23 | 15:41 | 14 | 1:07 | 1.6 | -0.03 |
| Nov-01 | | | | | 23:49 | 6 | 3:58 | | |
| Dec-01 | 14:33 | 4 | 3:38 | 3:21 | 8:57 | 7 | 1:17 | 1.66 | 0.01 |
| Jan-02 | 1:05 | 1 | 1:05 | | 2:53 | 6 | 0:29 | 3.72 | 1.26 |
| Feb-02 | | | | | 28:27 | 12 | 2:22 | | |
| Mar-02 | 11:05 | 4 | 2:46 | 2:18 | 7:11 | 3 | 2:24 | 0.8 | -0.51 |
| Apr-02 | 15:27 | 6 | 2:35 | 1:31 | 11:24 | 5 | 2:17 | 0.07 | -0.96 |
| May-02 | 14:42 | 2 | 7:21 | 5:34 | 12:56 | 7 | 1:51 | 2.2 | 0.34 |



## Checklist #4 - Unbundled Loop - Non-Loaded (2-Wire) Repair

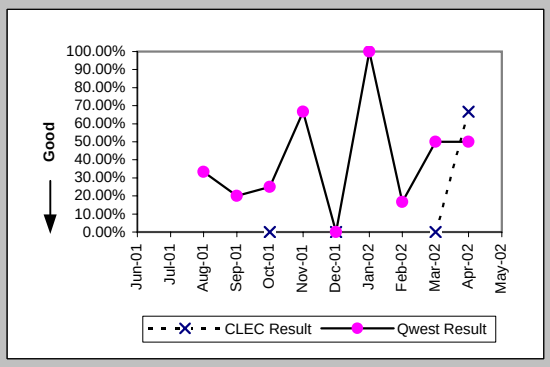
### Repair Repeat Report Rate (Percent) (MR-7E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denc | CLEC Resu | CLEC Std D | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 0 | 2 | 0.00% | 0.00% | 6 | 23 | 26.09% | -0.81 | -1.49 |
| Jul-01 | | | | | 6 | 12 | 50.00% | | |
| Aug-01 | 1 | 3 | 33.33% | 47.14% | 3 | 11 | 27.27% | 0.09 | -0.94 |
| Sep-01 | | | | | 2 | 11 | 18.18% | | |
| Oct-01 | 0 | 2 | 0.00% | 0.00% | 2 | 14 | 14.29% | -0.54 | -1.33 |
| Nov-01 | | | | | 3 | 6 | 50.00% | | |
| Dec-01 | 0 | 4 | 0.00% | 0.00% | 2 | 7 | 28.57% | -1.01 | -1.61 |
| Jan-02 | 0 | 1 | 0.00% | 0.00% | 2 | 6 | 33.33% | -0.65 | -1.4 |
| Feb-02 | | | | | 2 | 12 | 16.67% | | |
| Mar-02 | 1 | 4 | 25.00% | 43.30% | 1 | 3 | 33.33% | -0.23 | -1.14 |
| Apr-02 | 3 | 6 | 50.00% | 50.00% | 2 | 5 | 40.00% | 0.18 | -0.89 |
| May-02 | 0 | 2 | 0.00% | 0.00% | 0 | 7 | 0.00% | N/A | N/A |



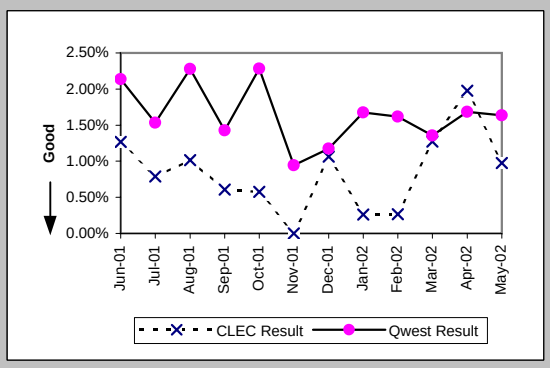

### Repair Repeat Report Rate (Percent) (MR-7E*) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denc | CLEC Resu | CLEC Std D | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 1 | 3 | 33.33% | | |
| Sep-01 | | | | | 1 | 5 | 20.00% | | |
| Oct-01 | 0 | 2 | 0.00% | 0.00% | 1 | 4 | 25.00% | -0.67 | -1.41 |
| Nov-01 | | | | | 2 | 3 | 66.67% | | |
| Dec-01 | 0 | 2 | 0.00% | 0.00% | 0 | 4 | 0.00% | N/A | N/A |
| Jan-02 | | | | | 1 | 1 | 100.00% | | |
| Feb-02 | | | | | 1 | 6 | 16.67% | | |
| Mar-02 | 0 | 3 | 0.00% | 0.00% | 1 | 2 | 50.00% | -1.1 | -1.67 |
| Apr-02 | 2 | 3 | 66.67% | 47.14% | 1 | 2 | 50.00% | 0.1 | -0.94 |
| May-02 | | | | | | | | | |



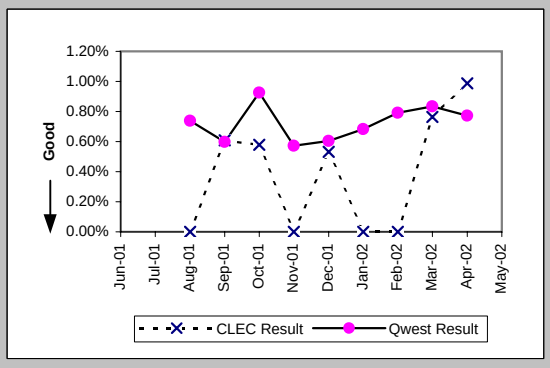

### Trouble Rate (Percent) (MR-8) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Denc | CLEC Resu | CLEC Std D | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 3 | 237 | 1.27% | 11.18% | 63 | 2946 | 2.14% | -0.89 | -1.54 |
| Jul-01 | 2 | 254 | 0.79% | 8.84% | 45 | 2934 | 1.53% | -0.93 | -1.56 |
| Aug-01 | 3 | 295 | 1.02% | 10.03% | 68 | 2984 | 2.28% | -1.39 | -1.84 |
| Sep-01 | 2 | 329 | 0.61% | 7.77% | 43 | 3010 | 1.43% | -1.19 | -1.72 |
| Oct-01 | 2 | 346 | 0.58% | 7.58% | 69 | 3022 | 2.28% | -2.01 | -2.22 |
| Nov-01 | 0 | 362 | 0.00% | 0.00% | 28 | 2968 | 0.94% | -1.75 | -2.07 |
| Dec-01 | 4 | 376 | 1.06% | 10.26% | 35 | 2977 | 1.18% | -0.19 | -1.12 |
| Jan-02 | 1 | 383 | 0.26% | 5.10% | 49 | 2924 | 1.68% | -2.03 | -2.23 |
| Feb-02 | 1 | 374 | 0.27% | 5.16% | 47 | 2907 | 1.62% | -1.95 | -2.18 |
| Mar-02 | 5 | 393 | 1.27% | 11.21% | 39 | 2876 | 1.36% | -0.13 | -1.08 |
| Apr-02 | 8 | 405 | 1.98% | 13.92% | 48 | 2852 | 1.68% | 0.45 | -0.72 |
| May-02 | 4 | 411 | 0.97% | 9.82% | 47 | 2870 | 1.64% | -0.99 | -1.6 |




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

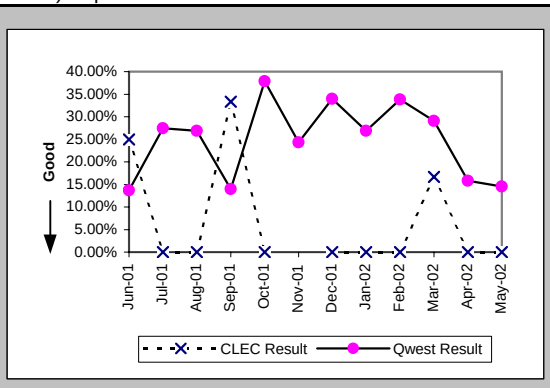
| Date | CLEC Num | CLEC Denc | CLEC Resu | CLEC Std D | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | 0 | 295 | 0.00% | 0.00% | 22 | 2984 | 0.74% | -1.41 | -1.86 |
| Sep-01 | 2 | 329 | 0.61% | 7.77% | 18 | 3010 | 0.60% | 0.09 | -0.95 |
| Oct-01 | 2 | 346 | 0.58% | 7.58% | 28 | 3022 | 0.93% | -0.64 | -1.39 |
| Nov-01 | 0 | 362 | 0.00% | 0.00% | 17 | 2968 | 0.57% | -1.36 | -1.83 |
| Dec-01 | 2 | 376 | 0.53% | 7.27% | 18 | 2977 | 0.60% | -0.17 | -1.1 |
| Jan-02 | 0 | 383 | 0.00% | 0.00% | 20 | 2924 | 0.68% | -1.53 | -1.93 |
| Feb-02 | 0 | 374 | 0.00% | 0.00% | 23 | 2907 | 0.79% | -1.63 | -1.99 |
| Mar-02 | 3 | 393 | 0.76% | 8.70% | 24 | 2876 | 0.83% | -0.15 | -1.09 |
| Apr-02 | 4 | 405 | 0.99% | 9.89% | 22 | 2852 | 0.77% | 0.49 | -0.7 |
| May-02 | | | | | | | | | |



## Checklist #4 - Unbundled Loop - Non-Loaded (2-Wire) Repair

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

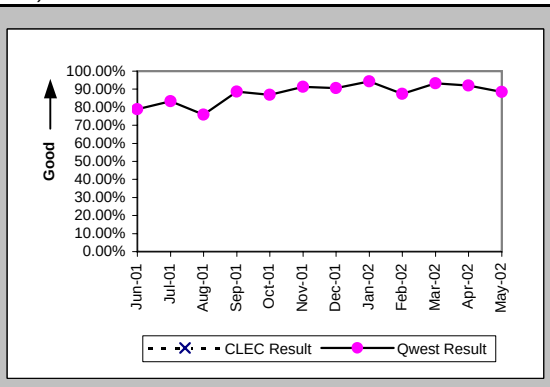
| Date | CLEC Num | CLEC Dend | CLEC Resu | CLEC Std D | Qwest Num | Qwest Dend | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 1 | 4 | 25.00% | 43.30% | 10 | 73 | 13.70% | 0.55 | -0.66 |
| Jul-01 | 0 | 2 | 0.00% | 0.00% | 17 | 62 | 27.42% | -0.86 | -1.52 |
| Aug-01 | 0 | 3 | 0.00% | 0.00% | 25 | 93 | 26.88% | -1.03 | -1.63 |
| Sep-01 | 1 | 3 | 33.33% | 47.14% | 7 | 50 | 14.00% | 0.74 | -0.55 |
| Oct-01 | 0 | 2 | 0.00% | 0.00% | 42 | 111 | 37.84% | -1.09 | -1.66 |
| Nov-01 | | | | | 9 | 37 | 24.32% | | |
| Dec-01 | 0 | 4 | 0.00% | 0.00% | 18 | 53 | 33.96% | -1.38 | -1.84 |
| Jan-02 | 0 | 1 | 0.00% | 0.00% | 18 | 67 | 26.87% | -0.6 | -1.37 |
| Feb-02 | 0 | 1 | 0.00% | 0.00% | 24 | 71 | 33.80% | -0.71 | -1.43 |
| Mar-02 | 1 | 6 | 16.67% | 37.27% | 16 | 55 | 29.09% | -0.64 | -1.39 |
| Apr-02 | 0 | 8 | 0.00% | 0.00% | 9 | 57 | 15.79% | -1.15 | -1.7 |
| May-02 | 0 | 4 | 0.00% | 0.00% | 8 | 55 | 14.55% | -0.8 | -1.48 |



## Checklist #4 - Unbundled Loop - Non-Loaded (4-Wire) Installation

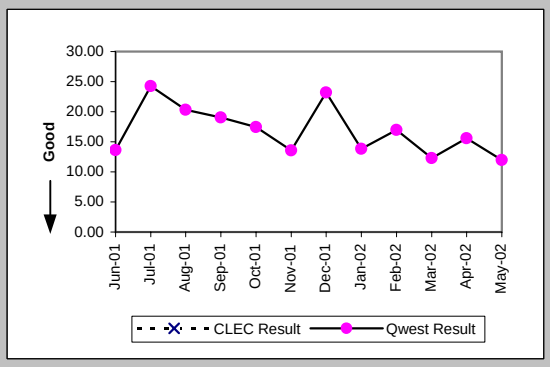
### Installation Commitments Met (Percent) (OP-3D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 30 | 38 | 78.95% | | |
| Jul-01 | | | | | 35 | 42 | 83.33% | | |
| Aug-01 | | | | | 41 | 54 | 75.93% | | |
| Sep-01 | | | | | 31 | 35 | 88.57% | | |
| Oct-01 | | | | | 46 | 53 | 86.79% | | |
| Nov-01 | | | | | 53 | 58 | 91.38% | | |
| Dec-01 | | | | | 125 | 138 | 90.58% | | |
| Jan-02 | | | | | 66 | 70 | 94.29% | | |
| Feb-02 | | | | | 28 | 32 | 87.50% | | |
| Mar-02 | | | | | 42 | 45 | 93.33% | | |
| Apr-02 | | | | | 58 | 63 | 92.06% | | |
| May-02 | | | | | 46 | 52 | 88.46% | | |



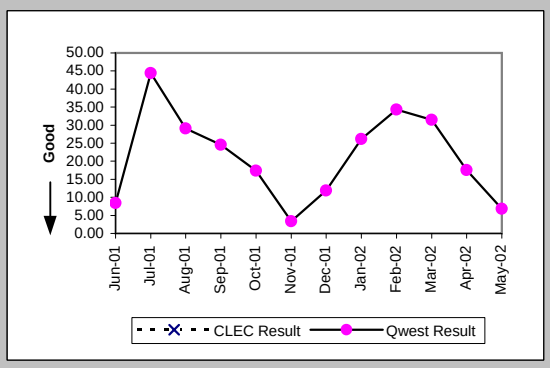

### Installation Interval (Average Days) (OP-4D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 463 | 34 | 13.62 | | |
| Jul-01 | | | | | 1845 | 76 | 24.28 | | |
| Aug-01 | | | | | 1990 | 98 | 20.31 | | |
| Sep-01 | | | | | 1238 | 65 | 19.05 | | |
| Oct-01 | | | | | 1274 | 73 | 17.45 | | |
| Nov-01 | | | | | 1166 | 86 | 13.56 | | |
| Dec-01 | | | | | 3547 | 153 | 23.18 | | |
| Jan-02 | | | | | 1136 | 82 | 13.85 | | |
| Feb-02 | | | | | 662 | 39 | 16.97 | | |
| Mar-02 | | | | | 590 | 48 | 12.29 | | |
| Apr-02 | | | | | 921 | 59 | 15.61 | | |
| May-02 | | | | | 766 | 64 | 11.97 | | |



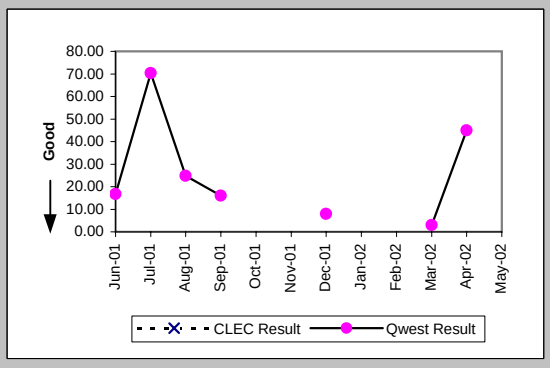

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-4) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 42 | 5 | 8.40 | | |
| Jul-01 | | | | | 577 | 13 | 44.38 | | |
| Aug-01 | | | | | 523 | 18 | 29.06 | | |
| Sep-01 | | | | | 491 | 20 | 24.55 | | |
| Oct-01 | | | | | 278 | 16 | 17.38 | | |
| Nov-01 | | | | | 115 | 34 | 3.38 | | |
| Dec-01 | | | | | 155 | 13 | 11.92 | | |
| Jan-02 | | | | | 183 | 7 | 26.14 | | |
| Feb-02 | | | | | 206 | 6 | 34.33 | | |
| Mar-02 | | | | | 63 | 2 | 31.50 | | |
| Apr-02 | | | | | 123 | 7 | 17.57 | | |
| May-02 | | | | | 41 | 6 | 6.83 | | |




### Delayed Days for Facility Reasons (Average Days) (OP-6B-4) (Parity)-- Interval Zone One

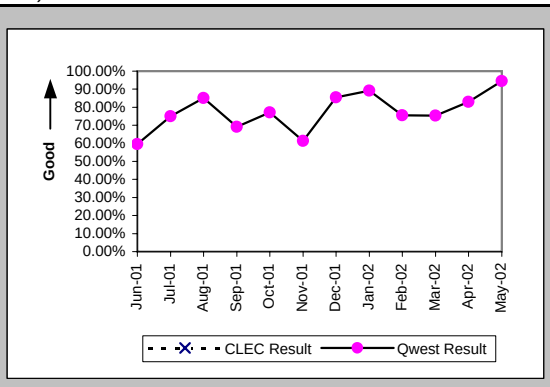
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 50 | 3 | 16.67 | | |
| Jul-01 | | | | | 352 | 5 | 70.40 | | |
| Aug-01 | | | | | 149 | 6 | 24.83 | | |
| Sep-01 | | | | | 16 | 1 | 16.00 | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | 8 | 1 | 8.00 | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | 3 | 1 | 3.00 | | |
| Apr-02 | | | | | 45 | 1 | 45.00 | | |
| May-02 | | | | | | | | | |



## Checklist #4 - Unbundled Loop - Non-Loaded (4-Wire) Installation

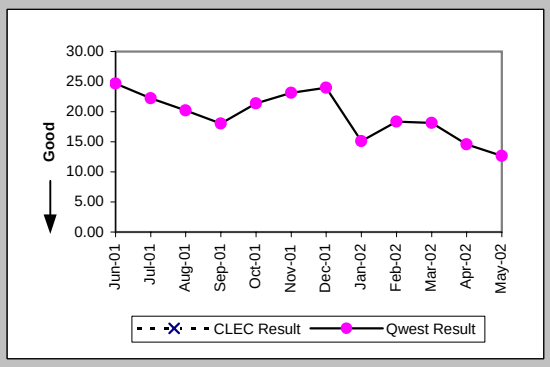
### Installation Commitments Met (Percent) (OP-3E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 34 | 57 | 59.65% | | |
| Jul-01 | | | | | 51 | 68 | 75.00% | | |
| Aug-01 | | | | | 40 | 47 | 85.11% | | |
| Sep-01 | | | | | 47 | 68 | 69.12% | | |
| Oct-01 | | | | | 64 | 83 | 77.11% | | |
| Nov-01 | | | | | 54 | 88 | 61.36% | | |
| Dec-01 | | | | | 111 | 130 | 85.38% | | |
| Jan-02 | | | | | 107 | 120 | 89.17% | | |
| Feb-02 | | | | | 40 | 53 | 75.47% | | |
| Mar-02 | | | | | 43 | 57 | 75.44% | | |
| Apr-02 | | | | | 39 | 47 | 82.98% | | |
| May-02 | | | | | 85 | 90 | 94.44% | | |



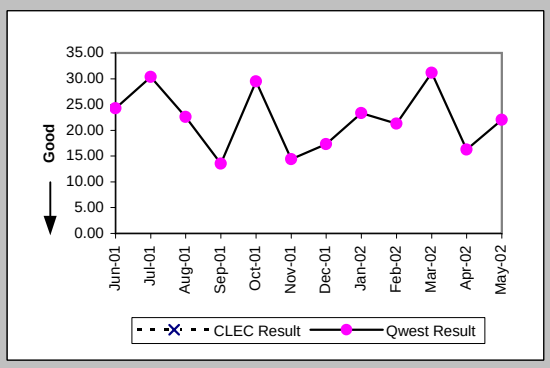

### Installation Interval (Average Days) (OP-4E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 1407 | 57 | 24.68 | | |
| Jul-01 | | | | | 2245 | 101 | 22.23 | | |
| Aug-01 | | | | | 1696 | 84 | 20.19 | | |
| Sep-01 | | | | | 2274 | 126 | 18.05 | | |
| Oct-01 | | | | | 2820 | 132 | 21.36 | | |
| Nov-01 | | | | | 2847 | 123 | 23.15 | | |
| Dec-01 | | | | | 3717 | 155 | 23.98 | | |
| Jan-02 | | | | | 2285 | 151 | 15.13 | | |
| Feb-02 | | | | | 1157 | 63 | 18.37 | | |
| Mar-02 | | | | | 1269 | 70 | 18.13 | | |
| Apr-02 | | | | | 788 | 54 | 14.59 | | |
| May-02 | | | | | 1293 | 102 | 12.68 | | |



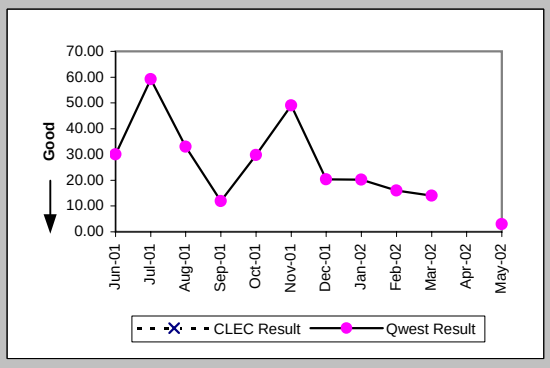

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 412 | 17 | 24.24 | | |
| Jul-01 | | | | | 728 | 24 | 30.33 | | |
| Aug-01 | | | | | 339 | 15 | 22.60 | | |
| Sep-01 | | | | | 677 | 50 | 13.54 | | |
| Oct-01 | | | | | 1061 | 36 | 29.47 | | |
| Nov-01 | | | | | 894 | 62 | 14.42 | | |
| Dec-01 | | | | | 485 | 28 | 17.32 | | |
| Jan-02 | | | | | 397 | 17 | 23.35 | | |
| Feb-02 | | | | | 383 | 18 | 21.28 | | |
| Mar-02 | | | | | 436 | 14 | 31.14 | | |
| Apr-02 | | | | | 195 | 12 | 16.25 | | |
| May-02 | | | | | 154 | 7 | 22.00 | | |




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

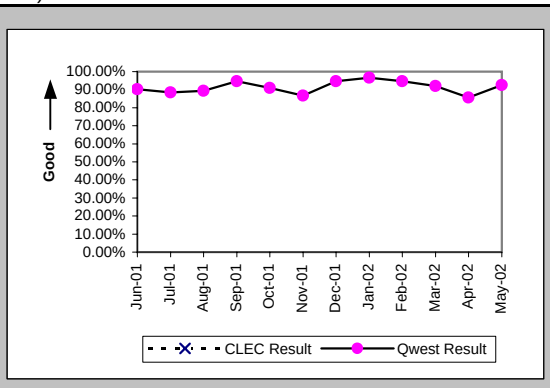
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 180 | 6 | 30.00 | | |
| Jul-01 | | | | | 237 | 4 | 59.25 | | |
| Aug-01 | | | | | 132 | 4 | 33.00 | | |
| Sep-01 | | | | | 107 | 9 | 11.89 | | |
| Oct-01 | | | | | 238 | 8 | 29.75 | | |
| Nov-01 | | | | | 392 | 8 | 49.00 | | |
| Dec-01 | | | | | 61 | 3 | 20.33 | | |
| Jan-02 | | | | | 81 | 4 | 20.25 | | |
| Feb-02 | | | | | 16 | 1 | 16.00 | | |
| Mar-02 | | | | | 14 | 1 | 14.00 | | |
| Apr-02 | | | | | | | | | |
| May-02 | | | | | 3 | 1 | 3.00 | | |



## Checklist #4 - Unbundled Loop - Non-Loaded (4-Wire) Installation

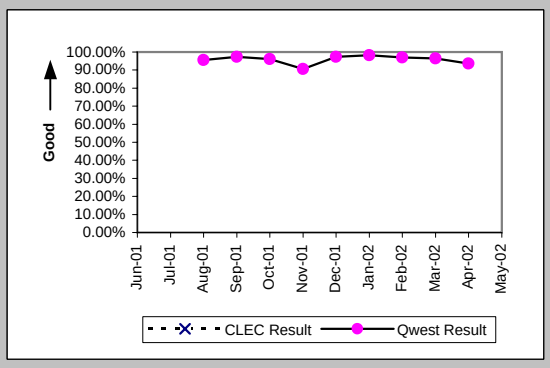
### New Service Installation Quality (Percent) (OP-5) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 147 | 163 | 90.18% | | |
| Jul-01 | | | | | 162 | 183 | 88.52% | | |
| Aug-01 | | | | | 161 | 180 | 89.44% | | |
| Sep-01 | | | | | 177 | 187 | 94.65% | | |
| Oct-01 | | | | | 183 | 201 | 91.04% | | |
| Nov-01 | | | | | 183 | 211 | 86.73% | | |
| Dec-01 | | | | | 246 | 260 | 94.62% | | |
| Jan-02 | | | | | 262 | 271 | 96.68% | | |
| Feb-02 | | | | | 160 | 169 | 94.67% | | |
| Mar-02 | | | | | 104 | 113 | 92.04% | | |
| Apr-02 | | | | | 107 | 125 | 85.60% | | |
| May-02 | | | | | 137 | 148 | 92.57% | | |



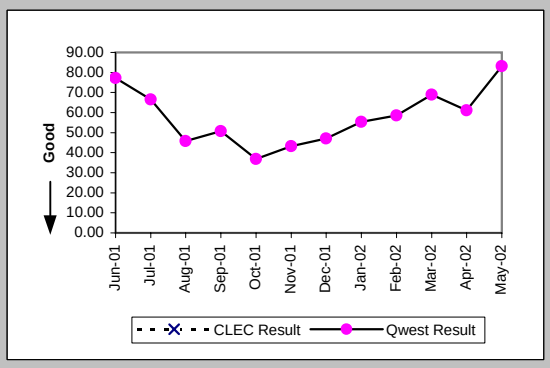

### New Service Installation Quality (Percent) (OP-5*) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 172 | 180 | 95.56% | | |
| Sep-01 | | | | | 182 | 187 | 97.33% | | |
| Oct-01 | | | | | 193 | 201 | 96.02% | | |
| Nov-01 | | | | | 191 | 211 | 90.52% | | |
| Dec-01 | | | | | 253 | 260 | 97.31% | | |
| Jan-02 | | | | | 266 | 271 | 98.16% | | |
| Feb-02 | | | | | 164 | 169 | 97.04% | | |
| Mar-02 | | | | | 109 | 113 | 96.46% | | |
| Apr-02 | | | | | 117 | 125 | 93.60% | | |
| May-02 | | | | | | | | | |




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

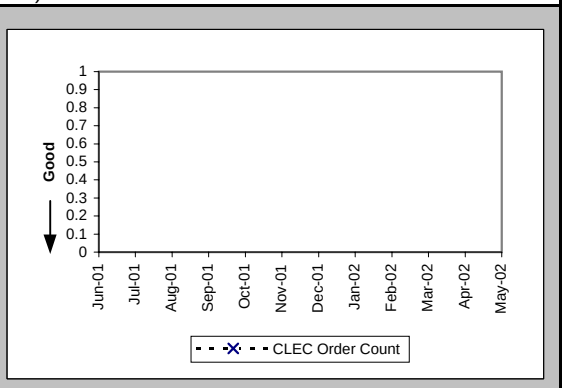
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 5873 | 76 | 77.28 | | |
| Jul-01 | | | | | 2995 | 45 | 66.56 | | |
| Aug-01 | | | | | 3164 | 69 | 45.86 | | |
| Sep-01 | | | | | 3046 | 60 | 50.77 | | |
| Oct-01 | | | | | 1956 | 53 | 36.91 | | |
| Nov-01 | | | | | 1901 | 44 | 43.20 | | |
| Dec-01 | | | | | 517 | 11 | 47.00 | | |
| Jan-02 | | | | | 775 | 14 | 55.36 | | |
| Feb-02 | | | | | 996 | 17 | 58.59 | | |
| Mar-02 | | | | | 1241 | 18 | 68.94 | | |
| Apr-02 | | | | | 1587 | 26 | 61.04 | | |
| May-02 | | | | | 1830 | 22 | 83.18 | | |



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) (Diagnostic)

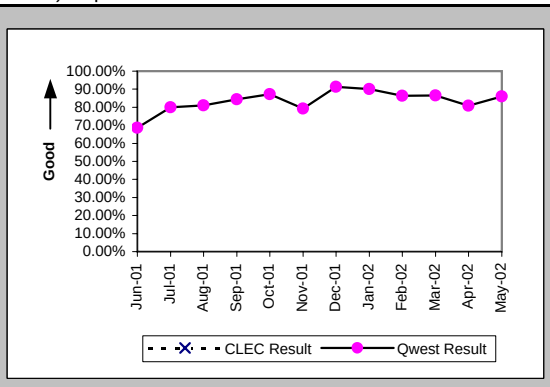
| Date | CLEC Order Count |
|---|---|
| Jun-01 | |
| Jul-01 | |
| Aug-01 | |
| Sep-01 | |
| Oct-01 | |
| Nov-01 | |
| Dec-01 | |
| Jan-02 | |
| Feb-02 | |
| Mar-02 | |
| Apr-02 | |
| May-02 | |



## Checklist #4 - Unbundled Loop - Non-Loaded (4-Wire) Repair

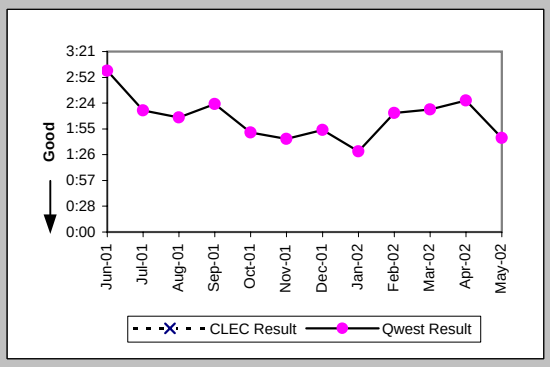
### All Troubles Cleared within 4 hours (Percent) (MR-5A) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 57 | 83 | 68.67% | | |
| Jul-01 | | | | | 48 | 60 | 80.00% | | |
| Aug-01 | | | | | 60 | 74 | 81.08% | | |
| Sep-01 | | | | | 38 | 45 | 84.44% | | |
| Oct-01 | | | | | 41 | 47 | 87.23% | | |
| Nov-01 | | | | | 42 | 53 | 79.25% | | |
| Dec-01 | | | | | 42 | 46 | 91.30% | | |
| Jan-02 | | | | | 45 | 50 | 90.00% | | |
| Feb-02 | | | | | 38 | 44 | 86.36% | | |
| Mar-02 | | | | | 45 | 52 | 86.54% | | |
| Apr-02 | | | | | 42 | 52 | 80.77% | | |
| May-02 | | | | | 55 | 64 | 85.94% | | |



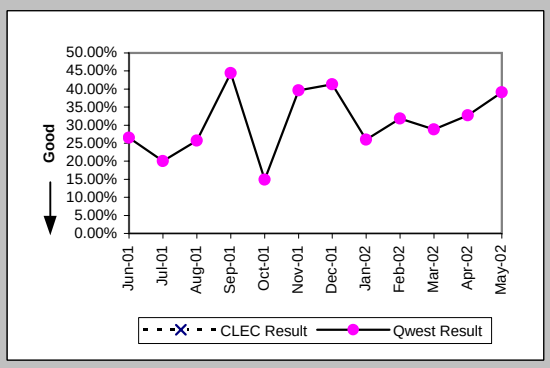

### Mean Time to Restore (Hours:Minutes) (MR-6D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 248:57 | 83 | 3:00 | | |
| Jul-01 | | | | | 135:40 | 60 | 2:16 | | |
| Aug-01 | | | | | 158:09 | 74 | 2:08 | | |
| Sep-01 | | | | | 107:21 | 45 | 2:23 | | |
| Oct-01 | | | | | 87:06 | 47 | 1:51 | | |
| Nov-01 | | | | | 92:01 | 53 | 1:44 | | |
| Dec-01 | | | | | 87:47 | 46 | 1:54 | | |
| Jan-02 | | | | | 74:48 | 50 | 1:30 | | |
| Feb-02 | | | | | 97:23 | 44 | 2:13 | | |
| Mar-02 | | | | | 118:29 | 52 | 2:17 | | |
| Apr-02 | | | | | 127:05 | 52 | 2:27 | | |
| May-02 | | | | | 111:35 | 64 | 1:45 | | |



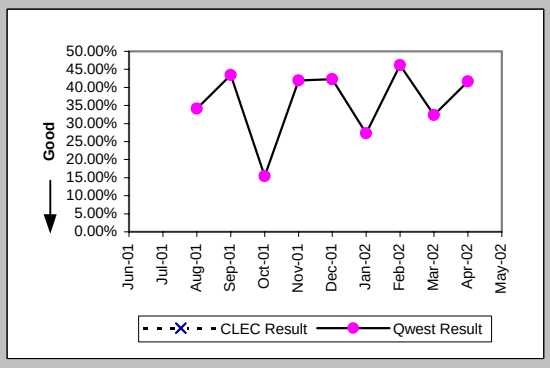

### Repair Repeat Report Rate (Percent) (MR-7D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 22 | 83 | 26.51% | | |
| Jul-01 | | | | | 12 | 60 | 20.00% | | |
| Aug-01 | | | | | 19 | 74 | 25.68% | | |
| Sep-01 | | | | | 20 | 45 | 44.44% | | |
| Oct-01 | | | | | 7 | 47 | 14.89% | | |
| Nov-01 | | | | | 21 | 53 | 39.62% | | |
| Dec-01 | | | | | 19 | 46 | 41.30% | | |
| Jan-02 | | | | | 13 | 50 | 26.00% | | |
| Feb-02 | | | | | 14 | 44 | 31.82% | | |
| Mar-02 | | | | | 15 | 52 | 28.85% | | |
| Apr-02 | | | | | 17 | 52 | 32.69% | | |
| May-02 | | | | | 25 | 64 | 39.06% | | |




### Repair Repeat Report Rate (Percent) (MR-7D*) (Parity)-- Interval Zone One

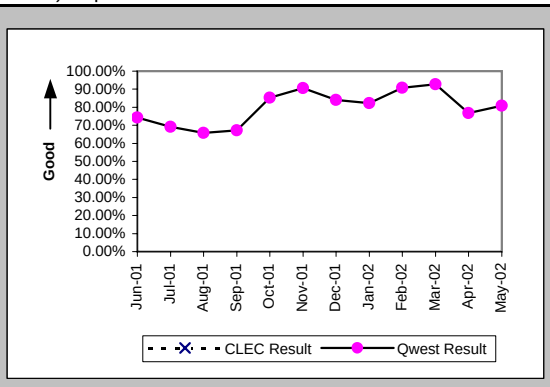
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 14 | 41 | 34.15% | | |
| Sep-01 | | | | | 10 | 23 | 43.48% | | |
| Oct-01 | | | | | 4 | 26 | 15.38% | | |
| Nov-01 | | | | | 13 | 31 | 41.94% | | |
| Dec-01 | | | | | 11 | 26 | 42.31% | | |
| Jan-02 | | | | | 9 | 33 | 27.27% | | |
| Feb-02 | | | | | 12 | 26 | 46.15% | | |
| Mar-02 | | | | | 11 | 34 | 32.35% | | |
| Apr-02 | | | | | 15 | 36 | 41.67% | | |
| May-02 | | | | | | | | | |



## Checklist #4 - Unbundled Loop - Non-Loaded (4-Wire) Repair

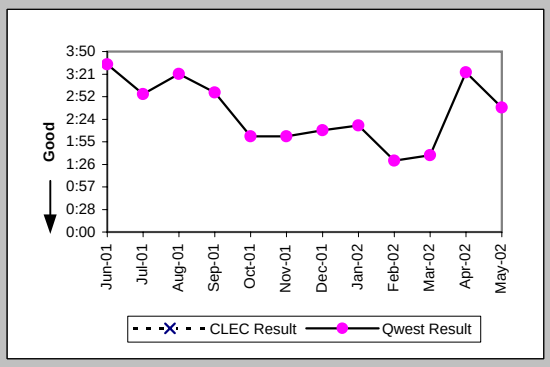
All Troubles Cleared within 4 hours (Percent) (MR-5B) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 55 | 74 | 74.32% | | |
| Jul-01 | | | | | 63 | 91 | 69.23% | | |
| Aug-01 | | | | | 52 | 79 | 65.82% | | |
| Sep-01 | | | | | 47 | 70 | 67.14% | | |
| Oct-01 | | | | | 64 | 75 | 85.33% | | |
| Nov-01 | | | | | 58 | 64 | 90.63% | | |
| Dec-01 | | | | | 37 | 44 | 84.09% | | |
| Jan-02 | | | | | 42 | 51 | 82.35% | | |
| Feb-02 | | | | | 39 | 43 | 90.70% | | |
| Mar-02 | | | | | 63 | 68 | 92.65% | | |
| Apr-02 | | | | | 79 | 103 | 76.70% | | |
| May-02 | | | | | 59 | 73 | 80.82% | | |



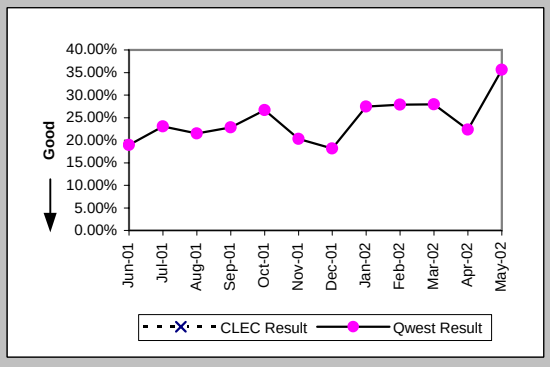

Mean Time to Restore (Hours:Minutes) (MR-6E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 263:43 | 74 | 3:34 | | |
| Jul-01 | | | | | 266:11 | 91 | 2:56 | | |
| Aug-01 | | | | | 265:55 | 79 | 3:22 | | |
| Sep-01 | | | | | 207:22 | 70 | 2:58 | | |
| Oct-01 | | | | | 151:55 | 75 | 2:02 | | |
| Nov-01 | | | | | 129:55 | 64 | 2:02 | | |
| Dec-01 | | | | | 95:27 | 44 | 2:10 | | |
| Jan-02 | | | | | 115:55 | 51 | 2:16 | | |
| Feb-02 | | | | | 65:30 | 43 | 1:31 | | |
| Mar-02 | | | | | 110:56 | 68 | 1:38 | | |
| Apr-02 | | | | | 349:32 | 103 | 3:24 | | |
| May-02 | | | | | 193:21 | 73 | 2:39 | | |



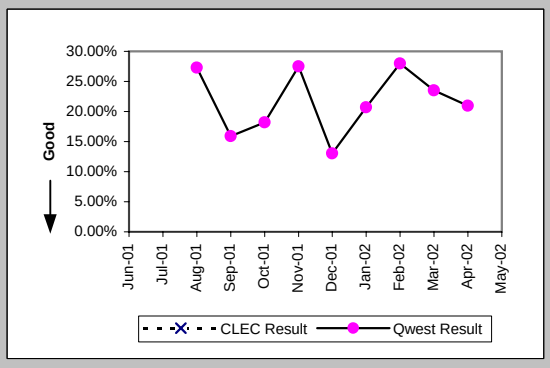

Repair Repeat Report Rate (Percent) (MR-7E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 14 | 74 | 18.92% | | |
| Jul-01 | | | | | 21 | 91 | 23.08% | | |
| Aug-01 | | | | | 17 | 79 | 21.52% | | |
| Sep-01 | | | | | 16 | 70 | 22.86% | | |
| Oct-01 | | | | | 20 | 75 | 26.67% | | |
| Nov-01 | | | | | 13 | 64 | 20.31% | | |
| Dec-01 | | | | | 8 | 44 | 18.18% | | |
| Jan-02 | | | | | 14 | 51 | 27.45% | | |
| Feb-02 | | | | | 12 | 43 | 27.91% | | |
| Mar-02 | | | | | 19 | 68 | 27.94% | | |
| Apr-02 | | | | | 23 | 103 | 22.33% | | |
| May-02 | | | | | 26 | 73 | 35.62% | | |




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

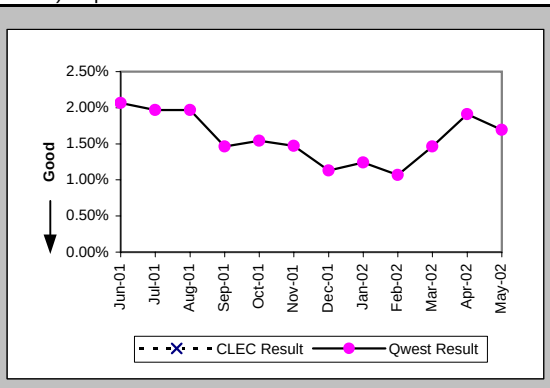
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 15 | 55 | 27.27% | | |
| Sep-01 | | | | | 7 | 44 | 15.91% | | |
| Oct-01 | | | | | 8 | 44 | 18.18% | | |
| Nov-01 | | | | | 11 | 40 | 27.50% | | |
| Dec-01 | | | | | 3 | 23 | 13.04% | | |
| Jan-02 | | | | | 6 | 29 | 20.69% | | |
| Feb-02 | | | | | 7 | 25 | 28.00% | | |
| Mar-02 | | | | | 8 | 34 | 23.53% | | |
| Apr-02 | | | | | 13 | 62 | 20.97% | | |
| May-02 | | | | | | | | | |



## Checklist #4 - Unbundled Loop - Non-Loaded (4-Wire) Repair

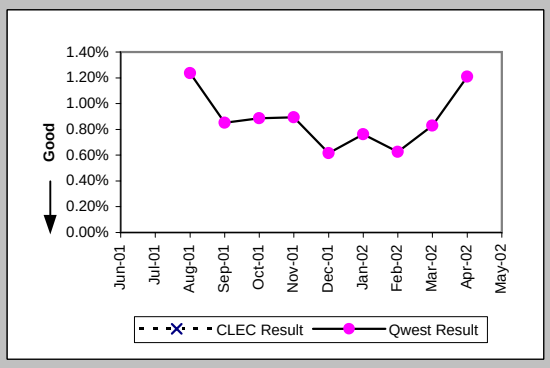
Trouble Rate (Percent) (MR-8) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 157 | 7594 | 2.07% | | |
| Jul-01 | | | | | 151 | 7677 | 1.97% | | |
| Aug-01 | | | | | 153 | 7766 | 1.97% | | |
| Sep-01 | | | | | 115 | 7869 | 1.46% | | |
| Oct-01 | | | | | 122 | 7899 | 1.54% | | |
| Nov-01 | | | | | 117 | 7945 | 1.47% | | |
| Dec-01 | | | | | 90 | 7968 | 1.13% | | |
| Jan-02 | | | | | 101 | 8133 | 1.24% | | |
| Feb-02 | | | | | 87 | 8152 | 1.07% | | |
| Mar-02 | | | | | 120 | 8196 | 1.46% | | |
| Apr-02 | | | | | 155 | 8111 | 1.91% | | |
| May-02 | | | | | 137 | 8081 | 1.70% | | |



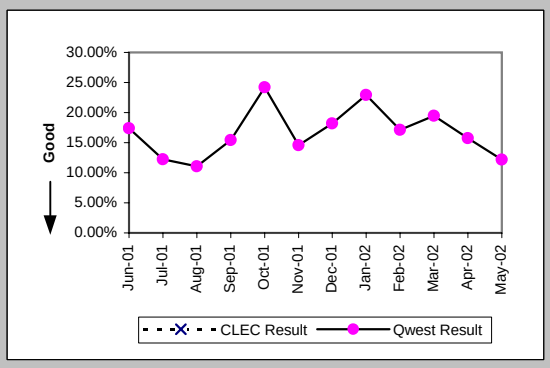

Trouble Rate (Percent) (MR-8*) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 96 | 7766 | 1.24% | | |
| Sep-01 | | | | | 67 | 7869 | 0.85% | | |
| Oct-01 | | | | | 70 | 7899 | 0.89% | | |
| Nov-01 | | | | | 71 | 7945 | 0.89% | | |
| Dec-01 | | | | | 49 | 7968 | 0.62% | | |
| Jan-02 | | | | | 62 | 8133 | 0.76% | | |
| Feb-02 | | | | | 51 | 8152 | 0.63% | | |
| Mar-02 | | | | | 68 | 8196 | 0.83% | | |
| Apr-02 | | | | | 98 | 8111 | 1.21% | | |
| May-02 | | | | | | | | | |




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

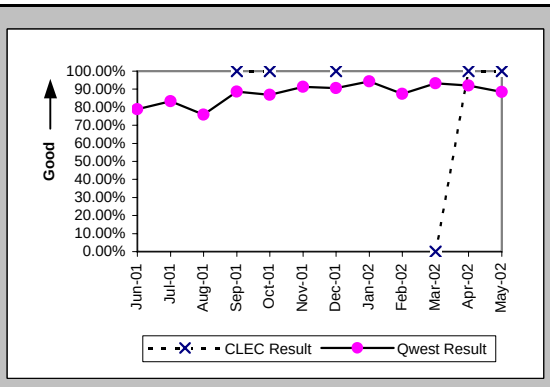
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 33 | 190 | 17.37% | | |
| Jul-01 | | | | | 21 | 172 | 12.21% | | |
| Aug-01 | | | | | 19 | 172 | 11.05% | | |
| Sep-01 | | | | | 21 | 136 | 15.44% | | |
| Oct-01 | | | | | 39 | 161 | 24.22% | | |
| Nov-01 | | | | | 20 | 137 | 14.60% | | |
| Dec-01 | | | | | 20 | 110 | 18.18% | | |
| Jan-02 | | | | | 30 | 131 | 22.90% | | |
| Feb-02 | | | | | 18 | 105 | 17.14% | | |
| Mar-02 | | | | | 29 | 149 | 19.46% | | |
| Apr-02 | | | | | 29 | 184 | 15.76% | | |
| May-02 | | | | | 19 | 156 | 12.18% | | |



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

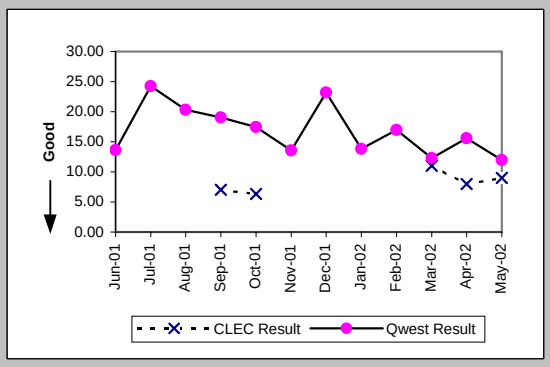
### Installation Commitments Met (Percent) (OP-3D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 30 | 38 | 78.95% | | |
| Jul-01 | | | | | 35 | 42 | 83.33% | | |
| Aug-01 | | | | | 41 | 54 | 75.93% | | |
| Sep-01 | 1 | 1 | 100.00% | 0.00% | 31 | 35 | 88.57% | -0.35 | -1.22 |
| Oct-01 | 5 | 5 | 100.00% | 0.00% | 46 | 53 | 86.79% | -0.83 | -1.51 |
| Nov-01 | | | | | 53 | 58 | 91.38% | | |
| Dec-01 | 1 | 1 | 100.00% | 0.00% | 125 | 138 | 90.58% | -0.32 | -1.2 |
| Jan-02 | | | | | 66 | 70 | 94.29% | | |
| Feb-02 | | | | | 28 | 32 | 87.50% | | |
| Mar-02 | 0 | 2 | 0.00% | 0.00% | 42 | 45 | 93.33% | 2.73 | 0.66 |
| Apr-02 | 1 | 1 | 100.00% | 0.00% | 58 | 63 | 92.06% | -0.29 | -1.18 |
| May-02 | 2 | 2 | 100.00% | 0.00% | 46 | 52 | 88.46% | -0.5 | -1.3 |



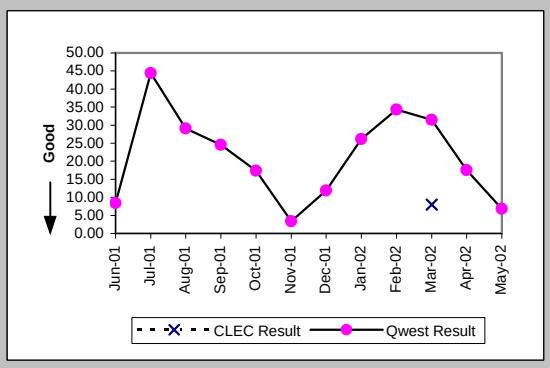

### Installation Interval (Average Days) (OP-4D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 463 | 34 | 13.62 | | |
| Jul-01 | | | | | 1845 | 76 | 24.28 | | |
| Aug-01 | | | | | 1990 | 98 | 20.31 | | |
| Sep-01 | 7 | 1 | 7.00 | | 1238 | 65 | 19.05 | -0.57 | -1.35 |
| Oct-01 | 19 | 3 | 6.33 | 1.53 | 1274 | 73 | 17.45 | -1.36 | -1.83 |
| Nov-01 | | | | | 1166 | 86 | 13.56 | | |
| Dec-01 | | | | | 3547 | 153 | 23.18 | | |
| Jan-02 | | | | | 1136 | 82 | 13.85 | | |
| Feb-02 | | | | | 662 | 39 | 16.97 | | |
| Mar-02 | 11 | 1 | 11.00 | | 590 | 48 | 12.29 | -0.13 | -1.08 |
| Apr-02 | 8 | 1 | 8.00 | | 921 | 59 | 15.61 | -0.54 | -1.33 |
| May-02 | 9 | 1 | 9.00 | | 766 | 64 | 11.97 | -0.47 | -1.28 |



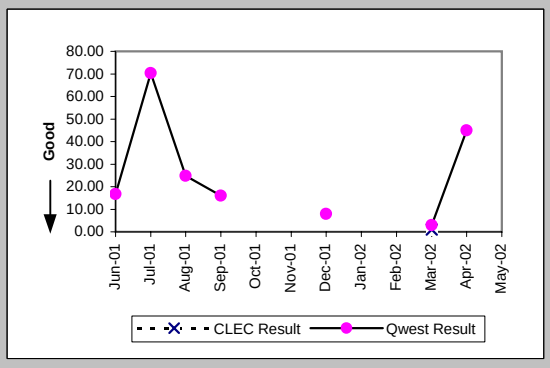

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-4) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 42 | 5 | 8.40 | | |
| Jul-01 | | | | | 577 | 13 | 44.38 | | |
| Aug-01 | | | | | 523 | 18 | 29.06 | | |
| Sep-01 | | | | | 491 | 20 | 24.55 | | |
| Oct-01 | | | | | 278 | 16 | 17.38 | | |
| Nov-01 | | | | | 115 | 34 | 3.38 | | |
| Dec-01 | | | | | 155 | 13 | 11.92 | | |
| Jan-02 | | | | | 183 | 7 | 26.14 | | |
| Feb-02 | | | | | 206 | 6 | 34.33 | | |
| Mar-02 | 8 | 1 | 8.00 | | 63 | 2 | 31.50 | -0.94 | -1.57 |
| Apr-02 | | | | | 123 | 7 | 17.57 | | |
| May-02 | | | | | 41 | 6 | 6.83 | | |




### Delayed Days for Facility Reasons (Average Days) (OP-6B-4) (Parity)-- Interval Zone One

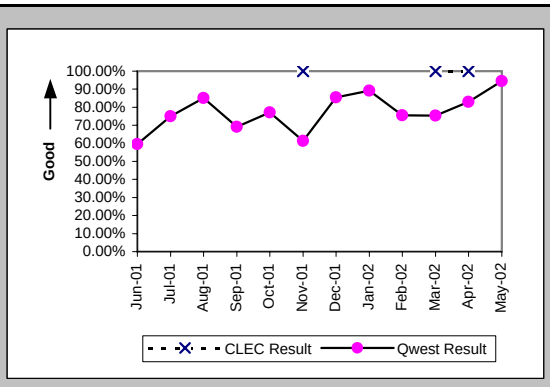
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 50 | 3 | 16.67 | | |
| Jul-01 | | | | | 352 | 5 | 70.40 | | |
| Aug-01 | | | | | 149 | 6 | 24.83 | | |
| Sep-01 | | | | | 16 | 1 | 16.00 | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | 8 | 1 | 8.00 | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | 1 | 1 | 1.00 | | 3 | 1 | 3.00 | | |
| Apr-02 | | | | | 45 | 1 | 45.00 | | |
| May-02 | | | | | | | | | |



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

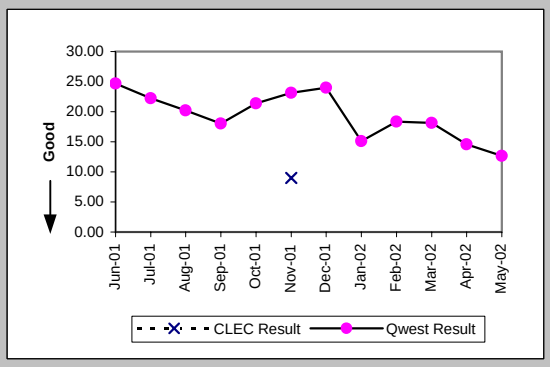
### Installation Commitments Met (Percent) (OP-3E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 34 | 57 | 59.65% | | |
| Jul-01 | | | | | 51 | 68 | 75.00% | | |
| Aug-01 | | | | | 40 | 47 | 85.11% | | |
| Sep-01 | | | | | 47 | 68 | 69.12% | | |
| Oct-01 | | | | | 64 | 83 | 77.11% | | |
| Nov-01 | 1 | 1 | 100.00% | 0.00% | 54 | 88 | 61.36% | -0.79 | -1.48 |
| Dec-01 | | | | | 111 | 130 | 85.38% | | |
| Jan-02 | | | | | 107 | 120 | 89.17% | | |
| Feb-02 | | | | | 40 | 53 | 75.47% | | |
| Mar-02 | 1 | 1 | 100.00% | 0.00% | 43 | 57 | 75.44% | -0.57 | -1.34 |
| Apr-02 | 1 | 1 | 100.00% | 0.00% | 39 | 47 | 82.98% | -0.45 | -1.27 |
| May-02 | | | | | 85 | 90 | 94.44% | | |



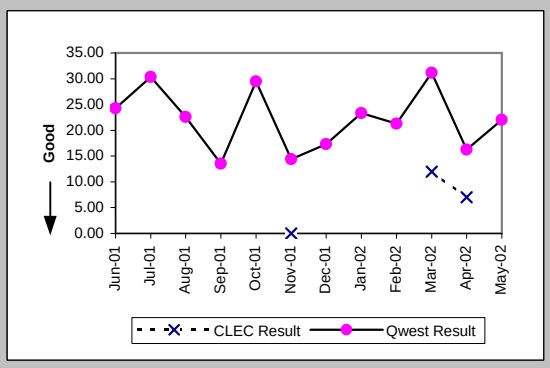

### Installation Interval (Average Days) (OP-4E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 1407 | 57 | 24.68 | | |
| Jul-01 | | | | | 2245 | 101 | 22.23 | | |
| Aug-01 | | | | | 1696 | 84 | 20.19 | | |
| Sep-01 | | | | | 2274 | 126 | 18.05 | | |
| Oct-01 | | | | | 2820 | 132 | 21.36 | | |
| Nov-01 | 18 | 2 | 9.00 | 0.00 | 2847 | 123 | 23.15 | -0.81 | -1.49 |
| Dec-01 | | | | | 3717 | 155 | 23.98 | | |
| Jan-02 | | | | | 2285 | 151 | 15.13 | | |
| Feb-02 | | | | | 1157 | 63 | 18.37 | | |
| Mar-02 | | | | | 1269 | 70 | 18.13 | | |
| Apr-02 | | | | | 788 | 54 | 14.59 | | |
| May-02 | | | | | 1293 | 102 | 12.68 | | |



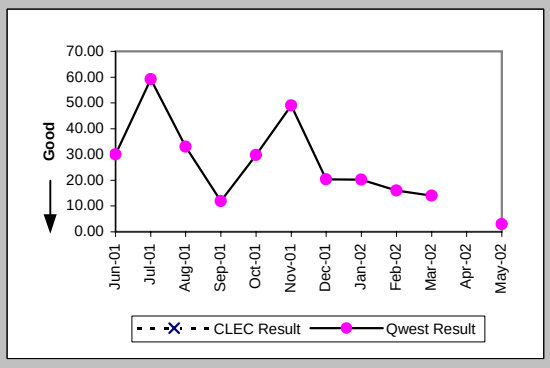

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 412 | 17 | 24.24 | | |
| Jul-01 | | | | | 728 | 24 | 30.33 | | |
| Aug-01 | | | | | 339 | 15 | 22.60 | | |
| Sep-01 | | | | | 677 | 50 | 13.54 | | |
| Oct-01 | | | | | 1061 | 36 | 29.47 | | |
| Nov-01 | 0 | 2 | 0.00 | 0.00 | 894 | 62 | 14.42 | -1.19 | -1.72 |
| Dec-01 | | | | | 485 | 28 | 17.32 | | |
| Jan-02 | | | | | 397 | 17 | 23.35 | | |
| Feb-02 | | | | | 383 | 18 | 21.28 | | |
| Mar-02 | 12 | 1 | 12.00 | | 436 | 14 | 31.14 | -0.73 | -1.45 |
| Apr-02 | 7 | 1 | 7.00 | | 195 | 12 | 16.25 | -0.55 | -1.33 |
| May-02 | | | | | 154 | 7 | 22.00 | | |




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

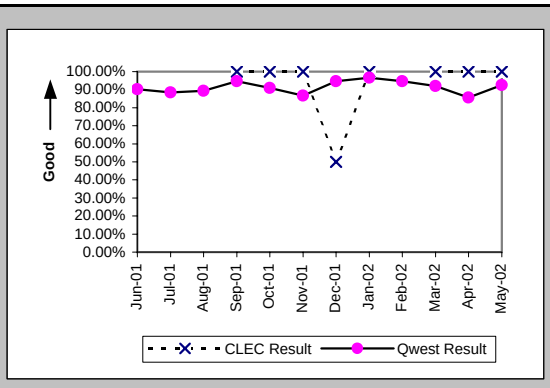
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 180 | 6 | 30.00 | | |
| Jul-01 | | | | | 237 | 4 | 59.25 | | |
| Aug-01 | | | | | 132 | 4 | 33.00 | | |
| Sep-01 | | | | | 107 | 9 | 11.89 | | |
| Oct-01 | | | | | 238 | 8 | 29.75 | | |
| Nov-01 | | | | | 392 | 8 | 49.00 | | |
| Dec-01 | | | | | 61 | 3 | 20.33 | | |
| Jan-02 | | | | | 81 | 4 | 20.25 | | |
| Feb-02 | | | | | 16 | 1 | 16.00 | | |
| Mar-02 | | | | | 14 | 1 | 14.00 | | |
| Apr-02 | | | | | | | | | |
| May-02 | | | | | 3 | 1 | 3.00 | | |



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

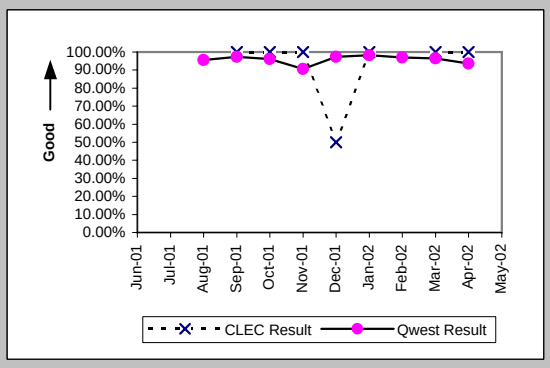
New Service Installation Quality (Percent) (OP-5) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 147 | 163 | 90.18% | | |
| Jul-01 | | | | | 162 | 183 | 88.52% | | |
| Aug-01 | | | | | 161 | 180 | 89.44% | | |
| Sep-01 | 1 | 1 | 100.00% | 0.00% | 177 | 187 | 94.65% | -0.24 | -1.14 |
| Oct-01 | 4 | 4 | 100.00% | 0.00% | 183 | 201 | 91.04% | -0.62 | -1.38 |
| Nov-01 | 5 | 5 | 100.00% | 0.00% | 183 | 211 | 86.73% | -0.86 | -1.53 |
| Dec-01 | 1 | 2 | 50.00% | 50.00% | 246 | 260 | 94.62% | 1.6 | -0.03 |
| Jan-02 | 1 | 1 | 100.00% | 0.00% | 262 | 271 | 96.68% | -0.18 | -1.11 |
| Feb-02 | | | | | 160 | 169 | 94.67% | | |
| Mar-02 | 2 | 2 | 100.00% | 0.00% | 104 | 113 | 92.04% | -0.41 | -1.25 |
| Apr-02 | 4 | 4 | 100.00% | 0.00% | 107 | 125 | 85.60% | -0.81 | -1.49 |
| May-02 | 3 | 3 | 100.00% | 0.00% | 137 | 148 | 92.57% | -0.49 | -1.3 |



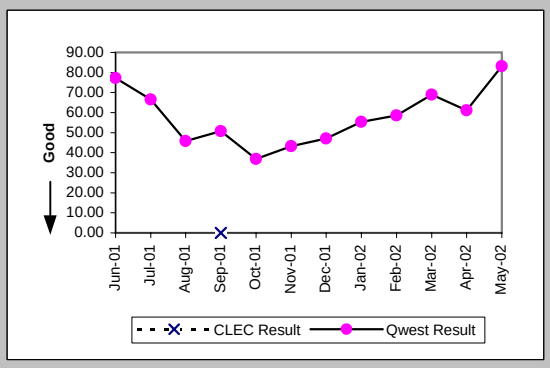

New Service Installation Quality (Percent) (OP-5*) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 172 | 180 | 95.56% | | |
| Sep-01 | 1 | 1 | 100.00% | 0.00% | 182 | 187 | 97.33% | -0.17 | -1.1 |
| Oct-01 | 4 | 4 | 100.00% | 0.00% | 193 | 201 | 96.02% | -0.4 | -1.25 |
| Nov-01 | 5 | 5 | 100.00% | 0.00% | 191 | 211 | 90.52% | -0.72 | -1.43 |
| Dec-01 | 1 | 2 | 50.00% | 50.00% | 253 | 260 | 97.31% | 1.91 | 0.16 |
| Jan-02 | 1 | 1 | 100.00% | 0.00% | 266 | 271 | 98.16% | -0.14 | -1.08 |
| Feb-02 | | | | | 164 | 169 | 97.04% | | |
| Mar-02 | 2 | 2 | 100.00% | 0.00% | 109 | 113 | 96.46% | -0.27 | -1.16 |
| Apr-02 | 4 | 4 | 100.00% | 0.00% | 117 | 125 | 93.60% | -0.51 | -1.31 |
| May-02 | | | | | | | | | |




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

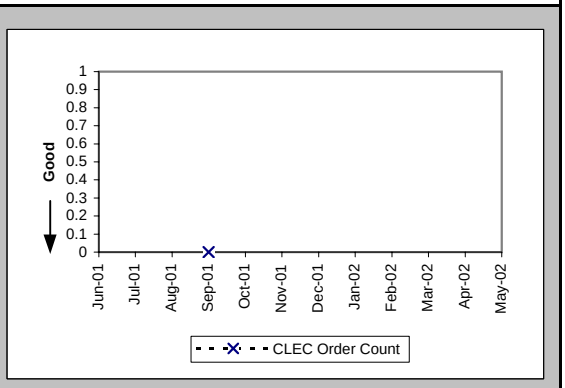
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 5873 | 76 | 77.28 | | |
| Jul-01 | | | | | 2995 | 45 | 66.56 | | |
| Aug-01 | | | | | 3164 | 69 | 45.86 | | |
| Sep-01 | 0 | 1 | 0.00 | | 3046 | 60 | 50.77 | -0.71 | -1.43 |
| Oct-01 | | | | | 1956 | 53 | 36.91 | | |
| Nov-01 | | | | | 1901 | 44 | 43.20 | | |
| Dec-01 | | | | | 517 | 11 | 47.00 | | |
| Jan-02 | | | | | 775 | 14 | 55.36 | | |
| Feb-02 | | | | | 996 | 17 | 58.59 | | |
| Mar-02 | | | | | 1241 | 18 | 68.94 | | |
| Apr-02 | | | | | 1587 | 26 | 61.04 | | |
| May-02 | | | | | 1830 | 22 | 83.18 | | |



Checklist #4 - Unbundled Loop - DS1 Capable Installation

Count of Pending Orders Delayed for Facilities Reasons Unbundled Loop - DS1 Capable (OP-15B) (Diagnostic)

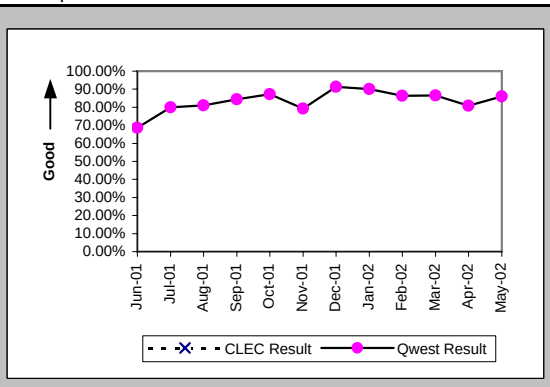
| Date | CLEC Order Count |
|---|---|
| Jun-01 | |
| Jul-01 | |
| Aug-01 | |
| Sep-01 | 0 |
| Oct-01 | |
| Nov-01 | |
| Dec-01 | |
| Jan-02 | |
| Feb-02 | |
| Mar-02 | |
| Apr-02 | |
| May-02 | |



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

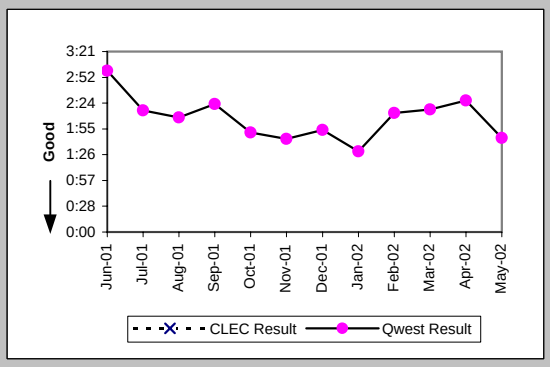
### All Troubles Cleared within 4 hours (Percent) (MR-5A) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 57 | 83 | 68.67% | | |
| Jul-01 | | | | | 48 | 60 | 80.00% | | |
| Aug-01 | | | | | 60 | 74 | 81.08% | | |
| Sep-01 | | | | | 38 | 45 | 84.44% | | |
| Oct-01 | | | | | 41 | 47 | 87.23% | | |
| Nov-01 | | | | | 42 | 53 | 79.25% | | |
| Dec-01 | | | | | 42 | 46 | 91.30% | | |
| Jan-02 | | | | | 45 | 50 | 90.00% | | |
| Feb-02 | | | | | 38 | 44 | 86.36% | | |
| Mar-02 | | | | | 45 | 52 | 86.54% | | |
| Apr-02 | | | | | 42 | 52 | 80.77% | | |
| May-02 | | | | | 55 | 64 | 85.94% | | |



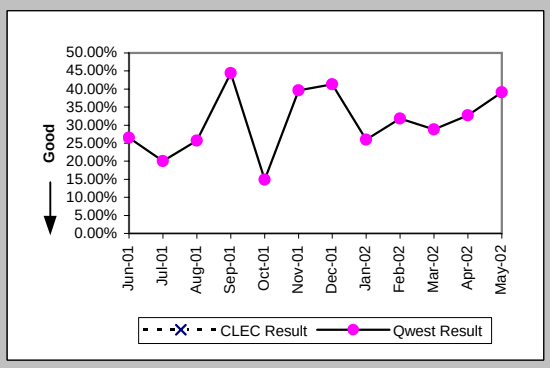

### Mean Time to Restore (Hours:Minutes) (MR-6D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 248:57 | 83 | 3:00 | | |
| Jul-01 | | | | | 135:40 | 60 | 2:16 | | |
| Aug-01 | | | | | 158:09 | 74 | 2:08 | | |
| Sep-01 | | | | | 107:21 | 45 | 2:23 | | |
| Oct-01 | | | | | 87:06 | 47 | 1:51 | | |
| Nov-01 | | | | | 92:01 | 53 | 1:44 | | |
| Dec-01 | | | | | 87:47 | 46 | 1:54 | | |
| Jan-02 | | | | | 74:48 | 50 | 1:30 | | |
| Feb-02 | | | | | 97:23 | 44 | 2:13 | | |
| Mar-02 | | | | | 118:29 | 52 | 2:17 | | |
| Apr-02 | | | | | 127:05 | 52 | 2:27 | | |
| May-02 | | | | | 111:35 | 64 | 1:45 | | |



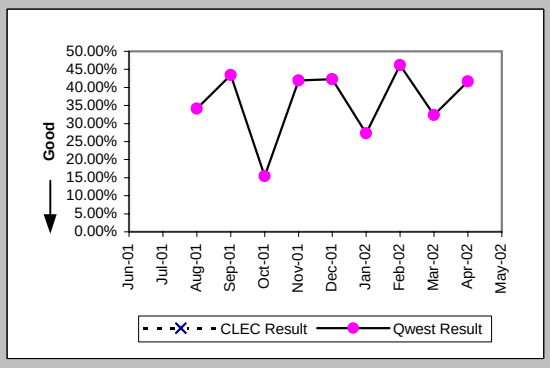

### Repair Repeat Report Rate (Percent) (MR-7D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 22 | 83 | 26.51% | | |
| Jul-01 | | | | | 12 | 60 | 20.00% | | |
| Aug-01 | | | | | 19 | 74 | 25.68% | | |
| Sep-01 | | | | | 20 | 45 | 44.44% | | |
| Oct-01 | | | | | 7 | 47 | 14.89% | | |
| Nov-01 | | | | | 21 | 53 | 39.62% | | |
| Dec-01 | | | | | 19 | 46 | 41.30% | | |
| Jan-02 | | | | | 13 | 50 | 26.00% | | |
| Feb-02 | | | | | 14 | 44 | 31.82% | | |
| Mar-02 | | | | | 15 | 52 | 28.85% | | |
| Apr-02 | | | | | 17 | 52 | 32.69% | | |
| May-02 | | | | | 25 | 64 | 39.06% | | |




### Repair Repeat Report Rate (Percent) (MR-7D*) (Parity)-- Interval Zone One

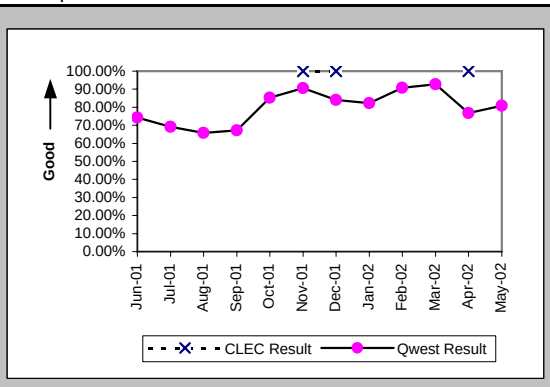
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 14 | 41 | 34.15% | | |
| Sep-01 | | | | | 10 | 23 | 43.48% | | |
| Oct-01 | | | | | 4 | 26 | 15.38% | | |
| Nov-01 | | | | | 13 | 31 | 41.94% | | |
| Dec-01 | | | | | 11 | 26 | 42.31% | | |
| Jan-02 | | | | | 9 | 33 | 27.27% | | |
| Feb-02 | | | | | 12 | 26 | 46.15% | | |
| Mar-02 | | | | | 11 | 34 | 32.35% | | |
| Apr-02 | | | | | 15 | 36 | 41.67% | | |
| May-02 | | | | | | | | | |



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

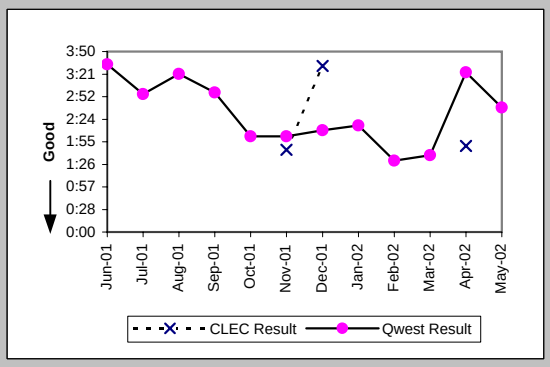
### All Troubles Cleared within 4 hours (Percent) (MR-5B) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 55 | 74 | 74.32% | | |
| Jul-01 | | | | | 63 | 91 | 69.23% | | |
| Aug-01 | | | | | 52 | 79 | 65.82% | | |
| Sep-01 | | | | | 47 | 70 | 67.14% | | |
| Oct-01 | | | | | 64 | 75 | 85.33% | | |
| Nov-01 | 1 | 1 | 100.00% | 0.00% | 58 | 64 | 90.63% | -0.32 | -1.19 |
| Dec-01 | 1 | 1 | 100.00% | 0.00% | 37 | 44 | 84.09% | -0.43 | -1.26 |
| Jan-02 | | | | | 42 | 51 | 82.35% | | |
| Feb-02 | | | | | 39 | 43 | 90.70% | | |
| Mar-02 | | | | | 63 | 68 | 92.65% | | |
| Apr-02 | 1 | 1 | 100.00% | 0.00% | 79 | 103 | 76.70% | -0.55 | -1.33 |
| May-02 | | | | | 59 | 73 | 80.82% | | |



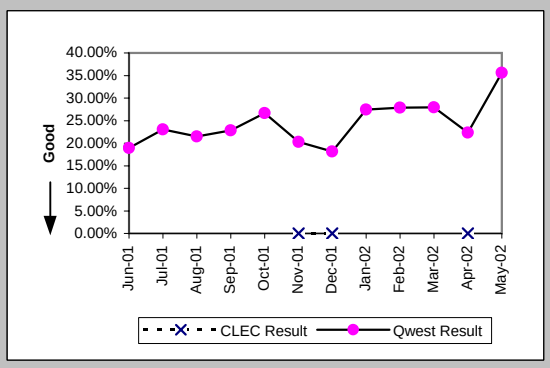

### Mean Time to Restore (Hours:Minutes) (MR-6E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 263:43 | 74 | 3:34 | | |
| Jul-01 | | | | | 266:11 | 91 | 2:56 | | |
| Aug-01 | | | | | 265:55 | 79 | 3:22 | | |
| Sep-01 | | | | | 207:22 | 70 | 2:58 | | |
| Oct-01 | | | | | 151:55 | 75 | 2:02 | | |
| Nov-01 | 1:45 | 1 | 1:45 | | 129:55 | 64 | 2:02 | -0.15 | -1.09 |
| Dec-01 | 3:32 | 1 | 3:32 | | 95:27 | 44 | 2:10 | 0.67 | -0.6 |
| Jan-02 | | | | | 115:55 | 51 | 2:16 | | |
| Feb-02 | | | | | 65:30 | 43 | 1:31 | | |
| Mar-02 | | | | | 110:56 | 68 | 1:38 | | |
| Apr-02 | 1:50 | 1 | 1:50 | | 349:32 | 103 | 3:24 | -0.21 | -1.13 |
| May-02 | | | | | 193:21 | 73 | 2:39 | | |



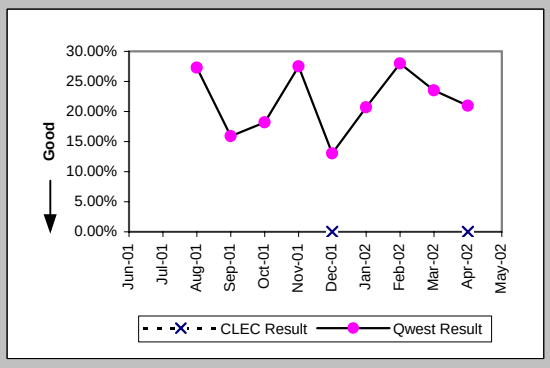

### Repair Repeat Report Rate (Percent) (MR-7E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 14 | 74 | 18.92% | | |
| Jul-01 | | | | | 21 | 91 | 23.08% | | |
| Aug-01 | | | | | 17 | 79 | 21.52% | | |
| Sep-01 | | | | | 16 | 70 | 22.86% | | |
| Oct-01 | | | | | 20 | 75 | 26.67% | | |
| Nov-01 | 0 | 1 | 0.00% | 0.00% | 13 | 64 | 20.31% | -0.5 | -1.3 |
| Dec-01 | 0 | 1 | 0.00% | 0.00% | 8 | 44 | 18.18% | -0.47 | -1.28 |
| Jan-02 | | | | | 14 | 51 | 27.45% | | |
| Feb-02 | | | | | 12 | 43 | 27.91% | | |
| Mar-02 | | | | | 19 | 68 | 27.94% | | |
| Apr-02 | 0 | 1 | 0.00% | 0.00% | 23 | 103 | 22.33% | -0.53 | -1.32 |
| May-02 | | | | | 26 | 73 | 35.62% | | |




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

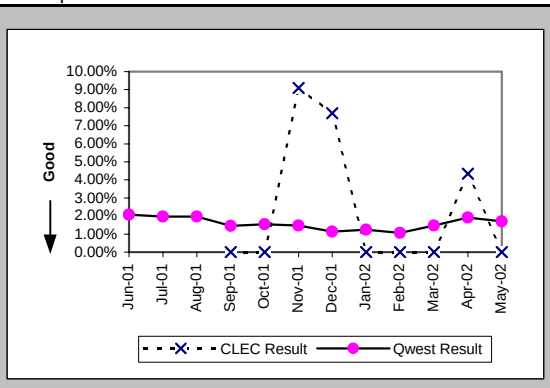
| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 15 | 55 | 27.27% | | |
| Sep-01 | | | | | 7 | 44 | 15.91% | | |
| Oct-01 | | | | | 8 | 44 | 18.18% | | |
| Nov-01 | | | | | 11 | 40 | 27.50% | | |
| Dec-01 | 0 | 1 | 0.00% | 0.00% | 3 | 23 | 13.04% | -0.38 | -1.23 |
| Jan-02 | | | | | 6 | 29 | 20.69% | | |
| Feb-02 | | | | | 7 | 25 | 28.00% | | |
| Mar-02 | | | | | 8 | 34 | 23.53% | | |
| Apr-02 | 0 | 1 | 0.00% | 0.00% | 13 | 62 | 20.97% | -0.51 | -1.31 |
| May-02 | | | | | | | | | |



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

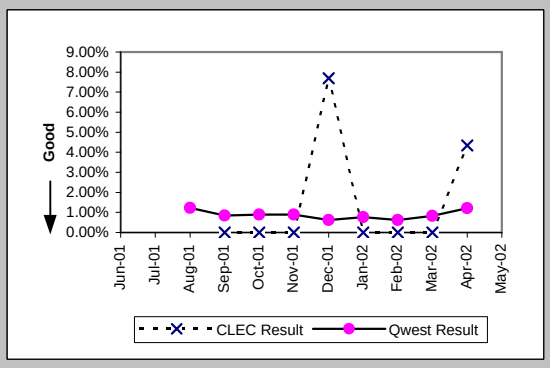
Trouble Rate (Percent) (MR-8) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 157 | 7594 | 2.07% | | |
| Jul-01 | | | | | 151 | 7677 | 1.97% | | |
| Aug-01 | | | | | 153 | 7766 | 1.97% | | |
| Sep-01 | 0 | 1 | 0.00% | 0.00% | 115 | 7869 | 1.46% | -0.12 | -1.07 |
| Oct-01 | 0 | 8 | 0.00% | 0.00% | 122 | 7899 | 1.54% | -0.35 | -1.22 |
| Nov-01 | 1 | 11 | 9.09% | 28.75% | 117 | 7945 | 1.47% | 1.4 | -0.15 |
| Dec-01 | 1 | 13 | 7.69% | 26.65% | 90 | 7968 | 1.13% | 1.45 | -0.12 |
| Jan-02 | 0 | 15 | 0.00% | 0.00% | 101 | 8133 | 1.24% | -0.43 | -1.26 |
| Feb-02 | 0 | 15 | 0.00% | 0.00% | 87 | 8152 | 1.07% | -0.4 | -1.24 |
| Mar-02 | 0 | 18 | 0.00% | 0.00% | 120 | 8196 | 1.46% | -0.52 | -1.31 |
| Apr-02 | 1 | 23 | 4.35% | 20.39% | 155 | 8111 | 1.91% | 0.78 | -0.52 |
| May-02 | 0 | 25 | 0.00% | 0.00% | 137 | 8081 | 1.70% | -0.66 | -1.4 |



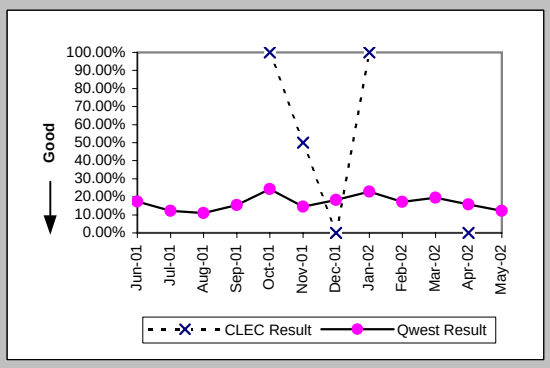

Trouble Rate (Percent) (MR-8*) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 96 | 7766 | 1.24% | | |
| Sep-01 | 0 | 1 | 0.00% | 0.00% | 67 | 7869 | 0.85% | -0.09 | -1.06 |
| Oct-01 | 0 | 8 | 0.00% | 0.00% | 70 | 7899 | 0.89% | -0.27 | -1.16 |
| Nov-01 | 0 | 11 | 0.00% | 0.00% | 71 | 7945 | 0.89% | -0.31 | -1.19 |
| Dec-01 | 1 | 13 | 7.69% | 26.65% | 49 | 7968 | 0.62% | 1.76 | 0.07 |
| Jan-02 | 0 | 15 | 0.00% | 0.00% | 62 | 8133 | 0.76% | -0.34 | -1.21 |
| Feb-02 | 0 | 15 | 0.00% | 0.00% | 51 | 8152 | 0.63% | -0.31 | -1.19 |
| Mar-02 | 0 | 18 | 0.00% | 0.00% | 68 | 8196 | 0.83% | -0.39 | -1.24 |
| Apr-02 | 1 | 23 | 4.35% | 20.39% | 98 | 8111 | 1.21% | 1.09 | -0.34 |
| May-02 | | | | | | | | | |




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

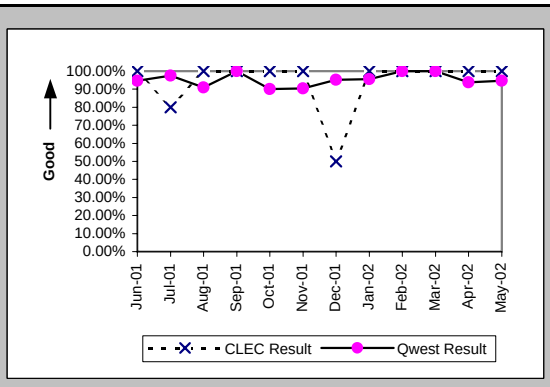
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 33 | 190 | 17.37% | | |
| Jul-01 | | | | | 21 | 172 | 12.21% | | |
| Aug-01 | | | | | 19 | 172 | 11.05% | | |
| Sep-01 | | | | | 21 | 136 | 15.44% | | |
| Oct-01 | 1 | 1 | 100.00% | 0.00% | 39 | 161 | 24.22% | 1.17 | -0.29 |
| Nov-01 | 1 | 2 | 50.00% | 50.00% | 20 | 137 | 14.60% | 1.04 | -0.37 |
| Dec-01 | 0 | 1 | 0.00% | 0.00% | 20 | 110 | 18.18% | -0.47 | -1.29 |
| Jan-02 | 1 | 1 | 100.00% | 0.00% | 30 | 131 | 22.90% | 1.21 | -0.27 |
| Feb-02 | | | | | 18 | 105 | 17.14% | | |
| Mar-02 | | | | | 29 | 149 | 19.46% | | |
| Apr-02 | 0 | 1 | 0.00% | 0.00% | 29 | 184 | 15.76% | -0.43 | -1.26 |
| May-02 | | | | | 19 | 156 | 12.18% | | |



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

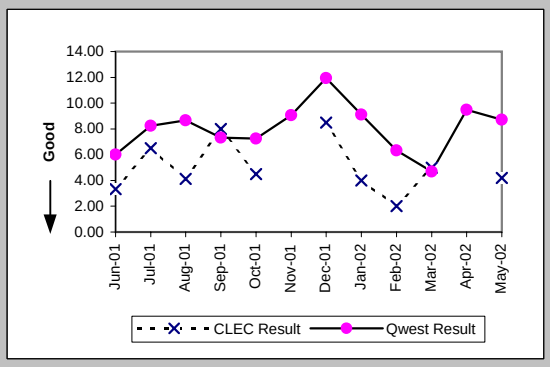
### Installation Commitments Met (Percent) (OP-3D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 3 | 3 | 100.00% | 0.00% | 35 | 37 | 94.59% | -0.4 | -1.24 |
| Jul-01 | 4 | 5 | 80.00% | 40.00% | 40 | 41 | 97.56% | 1.27 | -0.23 |
| Aug-01 | 8 | 8 | 100.00% | 0.00% | 20 | 22 | 90.91% | -0.77 | -1.47 |
| Sep-01 | 2 | 2 | 100.00% | 0.00% | 17 | 17 | 100.00% | N/A | N/A |
| Oct-01 | 4 | 4 | 100.00% | 0.00% | 18 | 20 | 90.00% | -0.61 | -1.37 |
| Nov-01 | 1 | 1 | 100.00% | 0.00% | 19 | 21 | 90.48% | -0.32 | -1.19 |
| Dec-01 | 1 | 2 | 50.00% | 50.00% | 20 | 21 | 95.24% | 1.42 | -0.14 |
| Jan-02 | 1 | 1 | 100.00% | 0.00% | 22 | 23 | 95.65% | -0.21 | -1.13 |
| Feb-02 | 3 | 3 | 100.00% | 0.00% | 14 | 14 | 100.00% | N/A | N/A |
| Mar-02 | 1 | 1 | 100.00% | 0.00% | 18 | 18 | 100.00% | N/A | N/A |
| Apr-02 | 3 | 3 | 100.00% | 0.00% | 15 | 16 | 93.75% | -0.41 | -1.25 |
| May-02 | 6 | 6 | 100.00% | 0.00% | 18 | 19 | 94.74% | -0.5 | -1.31 |



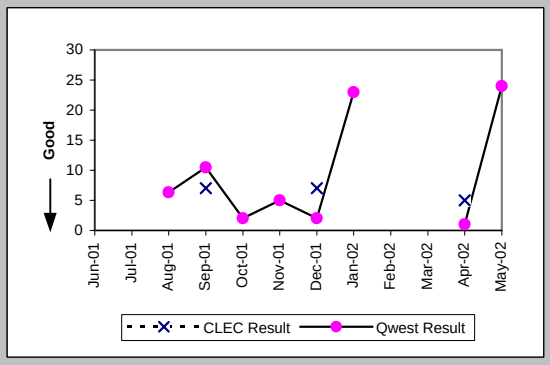

### Installation Interval (Average Days) (OP-4D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 10 | 3 | 3.33 | 0.58 | 186 | 31 | 6.00 | -0.87 | -1.53 |
| Jul-01 | 26 | 4 | 6.50 | 3.70 | 354 | 43 | 8.23 | -0.68 | -1.41 |
| Aug-01 | 33 | 8 | 4.12 | 1.13 | 182 | 21 | 8.67 | -1.41 | -1.86 |
| Sep-01 | 16 | 2 | 8.00 | 7.07 | 132 | 18 | 7.33 | 0.2 | -0.88 |
| Oct-01 | 18 | 4 | 4.50 | 0.58 | 138 | 19 | 7.26 | -1.21 | -1.74 |
| Nov-01 | | | | | 181 | 20 | 9.05 | | |
| Dec-01 | 17 | 2 | 8.50 | 6.36 | 203 | 17 | 11.94 | -0.18 | -1.11 |
| Jan-02 | 4 | 1 | 4.00 | | 191 | 21 | 9.10 | -0.49 | -1.3 |
| Feb-02 | 2 | 1 | 2.00 | | 76 | 12 | 6.33 | -0.87 | -1.53 |
| Mar-02 | 5 | 1 | 5.00 | | 75 | 16 | 4.69 | 0.45 | -0.73 |
| Apr-02 | | | | | 142 | 15 | 9.47 | | |
| May-02 | 21 | 5 | 4.20 | 1.10 | 148 | 17 | 8.71 | -1 | -1.61 |



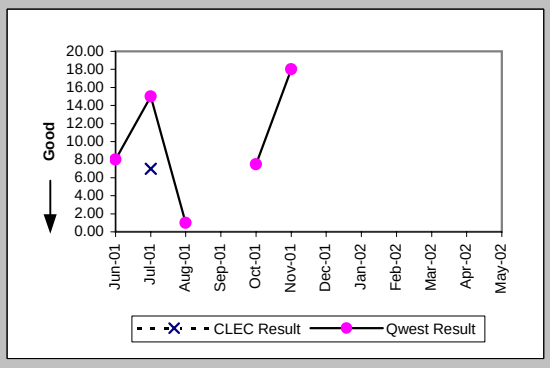

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-4) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 19 | 3 | 6.33 | | |
| Sep-01 | 14 | 2 | 7.00 | 1.41 | 21 | 2 | 10.50 | -0.33 | -1.2 |
| Oct-01 | | | | | 2 | 1 | 2.00 | | |
| Nov-01 | | | | | 10 | 2 | 5.00 | | |
| Dec-01 | 7 | 1 | 7.00 | | 2 | 1 | 2.00 | | |
| Jan-02 | | | | | 46 | 2 | 23.00 | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | | | | | |
| Apr-02 | 5 | 1 | 5.00 | | 1 | 1 | 1.00 | | |
| May-02 | | | | | 24 | 1 | 24.00 | | |




### Delayed Days for Facility Reasons (Average Days) (OP-6B-4) (Parity)-- Interval Zone One

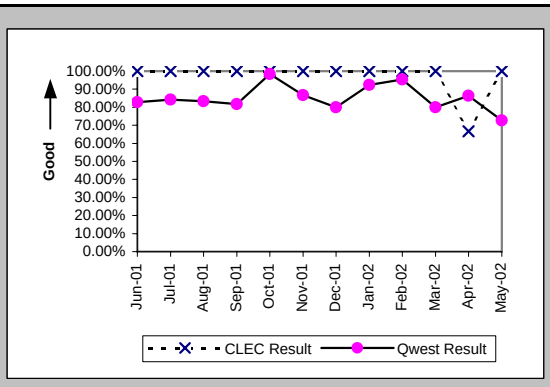
| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 16 | 2 | 8.00 | | |
| Jul-01 | 7 | 1 | 7.00 | | 15 | 1 | 15.00 | | |
| Aug-01 | | | | | 1 | 1 | 1.00 | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | 15 | 2 | 7.50 | | |
| Nov-01 | | | | | 18 | 1 | 18.00 | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | | | | | |
| Apr-02 | | | | | | | | | |
| May-02 | | | | | | | | | |



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

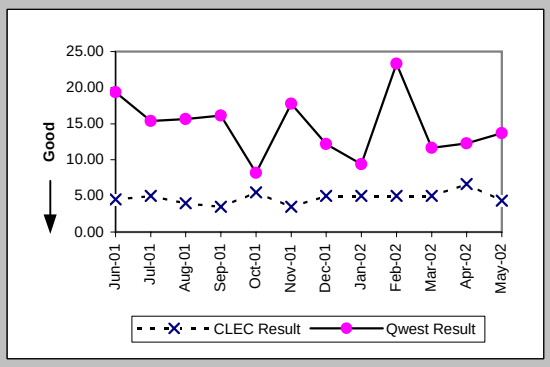
### Installation Commitments Met (Percent) (OP-3E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 3 | 3 | 100.00% | 0.00% | 24 | 29 | 82.76% | -0.75 | -1.46 |
| Jul-01 | 2 | 2 | 100.00% | 0.00% | 16 | 19 | 84.21% | -0.58 | -1.35 |
| Aug-01 | 2 | 2 | 100.00% | 0.00% | 15 | 18 | 83.33% | -0.6 | -1.36 |
| Sep-01 | 3 | 3 | 100.00% | 0.00% | 18 | 22 | 81.82% | -0.77 | -1.47 |
| Oct-01 | 3 | 3 | 100.00% | 0.00% | 64 | 65 | 98.46% | -0.21 | -1.13 |
| Nov-01 | 2 | 2 | 100.00% | 0.00% | 13 | 15 | 86.67% | -0.52 | -1.32 |
| Dec-01 | 1 | 1 | 100.00% | 0.00% | 12 | 15 | 80.00% | -0.48 | -1.29 |
| Jan-02 | 1 | 1 | 100.00% | 0.00% | 12 | 13 | 92.31% | -0.28 | -1.17 |
| Feb-02 | 2 | 2 | 100.00% | 0.00% | 83 | 87 | 95.40% | -0.31 | -1.19 |
| Mar-02 | 2 | 2 | 100.00% | 0.00% | 8 | 10 | 80.00% | -0.65 | -1.39 |
| Apr-02 | 2 | 3 | 66.67% | 47.14% | 19 | 22 | 86.36% | 0.69 | -0.58 |
| May-02 | 3 | 3 | 100.00% | 0.00% | 8 | 11 | 72.73% | -0.94 | -1.57 |



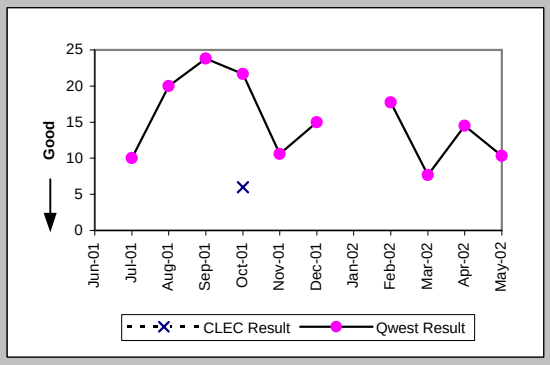

### Installation Interval (Average Days) (OP-4E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 9 | 2 | 4.50 | 2.12 | 465 | 24 | 19.38 | -0.48 | -1.29 |
| Jul-01 | 10 | 2 | 5.00 | 0.00 | 246 | 16 | 15.38 | -1.28 | -1.78 |
| Aug-01 | 12 | 3 | 4.00 | 1.73 | 344 | 22 | 15.64 | -1.5 | -1.91 |
| Sep-01 | 7 | 2 | 3.50 | 2.12 | 323 | 20 | 16.15 | -1.06 | -1.64 |
| Oct-01 | 22 | 4 | 5.50 | 3.87 | 516 | 63 | 8.19 | -0.74 | -1.45 |
| Nov-01 | 7 | 2 | 3.50 | 2.12 | 338 | 19 | 17.79 | -1.4 | -1.85 |
| Dec-01 | 5 | 1 | 5.00 | | 183 | 15 | 12.20 | -0.75 | -1.46 |
| Jan-02 | 5 | 1 | 5.00 | | 122 | 13 | 9.38 | -1.04 | -1.63 |
| Feb-02 | 5 | 1 | 5.00 | | 2005 | 86 | 23.31 | -2.35 | -2.43 |
| Mar-02 | 10 | 2 | 5.00 | 0.00 | 128 | 11 | 11.64 | -1.33 | -1.81 |
| Apr-02 | 20 | 3 | 6.67 | 2.89 | 246 | 20 | 12.30 | -0.94 | -1.57 |
| May-02 | 13 | 3 | 4.33 | 1.15 | 137 | 10 | 13.70 | -2.45 | -2.49 |



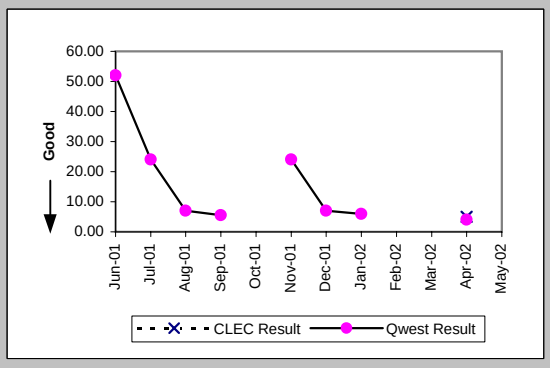

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | 30 | 3 | 10.00 | | |
| Aug-01 | | | | | 100 | 5 | 20.00 | | |
| Sep-01 | | | | | 119 | 5 | 23.80 | | |
| Oct-01 | 6 | 1 | 6.00 | | 65 | 3 | 21.67 | -1.07 | -1.65 |
| Nov-01 | | | | | 53 | 5 | 10.60 | | |
| Dec-01 | | | | | 60 | 4 | 15.00 | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | 71 | 4 | 17.75 | | |
| Mar-02 | | | | | 23 | 3 | 7.67 | | |
| Apr-02 | | | | | 29 | 2 | 14.50 | | |
| May-02 | | | | | 31 | 3 | 10.33 | | |




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

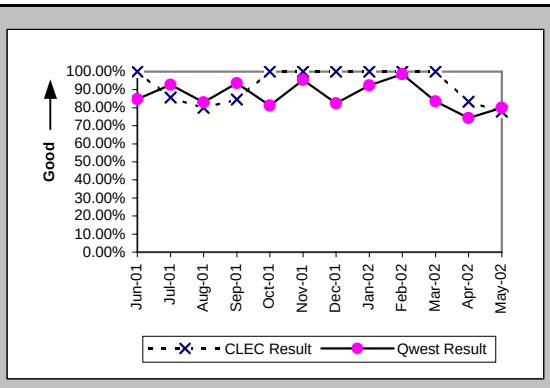
| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 260 | 5 | 52.00 | | |
| Jul-01 | | | | | 48 | 2 | 24.00 | | |
| Aug-01 | | | | | 7 | 1 | 7.00 | | |
| Sep-01 | | | | | 11 | 2 | 5.50 | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | 24 | 1 | 24.00 | | |
| Dec-01 | | | | | 7 | 1 | 7.00 | | |
| Jan-02 | | | | | 6 | 1 | 6.00 | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | | | | | |
| Apr-02 | 5 | 1 | 5.00 | | 4 | 1 | 4.00 | | |
| May-02 | | | | | | | | | |



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

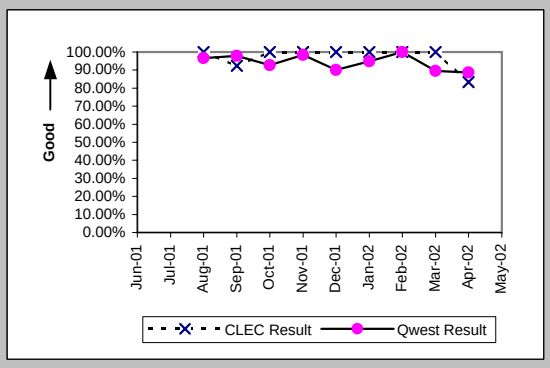
New Service Installation Quality (Percent) (OP-5) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 6 | 6 | 100.00% | 0.00% | 50 | 59 | 84.75% | -0.99 | -1.6 |
| Jul-01 | 6 | 7 | 85.71% | 34.99% | 64 | 69 | 92.75% | 0.58 | -0.65 |
| Aug-01 | 8 | 10 | 80.00% | 40.00% | 49 | 59 | 83.05% | 0.24 | -0.85 |
| Sep-01 | 11 | 13 | 84.62% | 36.08% | 44 | 47 | 93.62% | 0.94 | -0.43 |
| Oct-01 | 12 | 12 | 100.00% | 0.00% | 56 | 69 | 81.16% | -1.54 | -1.94 |
| Nov-01 | 8 | 8 | 100.00% | 0.00% | 63 | 66 | 95.45% | -0.58 | -1.35 |
| Dec-01 | 5 | 5 | 100.00% | 0.00% | 33 | 40 | 82.50% | -0.97 | -1.59 |
| Jan-02 | 3 | 3 | 100.00% | 0.00% | 36 | 39 | 92.31% | -0.48 | -1.29 |
| Feb-02 | 4 | 4 | 100.00% | 0.00% | 70 | 71 | 98.59% | -0.23 | -1.14 |
| Mar-02 | 5 | 5 | 100.00% | 0.00% | 56 | 67 | 83.58% | -0.96 | -1.58 |
| Apr-02 | 5 | 6 | 83.33% | 37.27% | 26 | 35 | 74.29% | -0.47 | -1.28 |
| May-02 | 7 | 9 | 77.78% | 41.57% | 28 | 35 | 80.00% | 0.13 | -0.92 |



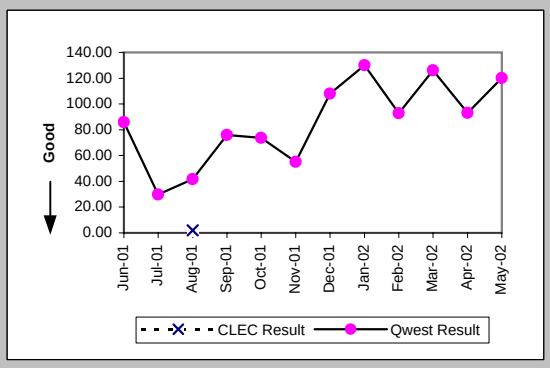

New Service Installation Quality (Percent) (OP-5*) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | 10 | 10 | 100.00% | 0.00% | 57 | 59 | 96.61% | -0.55 | -1.33 |
| Sep-01 | 12 | 13 | 92.31% | 26.65% | 46 | 47 | 97.87% | 0.77 | -0.53 |
| Oct-01 | 12 | 12 | 100.00% | 0.00% | 64 | 69 | 92.75% | -0.89 | -1.54 |
| Nov-01 | 8 | 8 | 100.00% | 0.00% | 65 | 66 | 98.48% | -0.33 | -1.2 |
| Dec-01 | 5 | 5 | 100.00% | 0.00% | 36 | 40 | 90.00% | -0.7 | -1.43 |
| Jan-02 | 3 | 3 | 100.00% | 0.00% | 37 | 39 | 94.87% | -0.39 | -1.24 |
| Feb-02 | 4 | 4 | 100.00% | 0.00% | 71 | 71 | 100.00% | N/A | N/A |
| Mar-02 | 5 | 5 | 100.00% | 0.00% | 60 | 67 | 89.55% | -0.74 | -1.45 |
| Apr-02 | 5 | 6 | 83.33% | 37.27% | 31 | 35 | 88.57% | 0.31 | -0.81 |
| May-02 | | | | | | | | | |




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

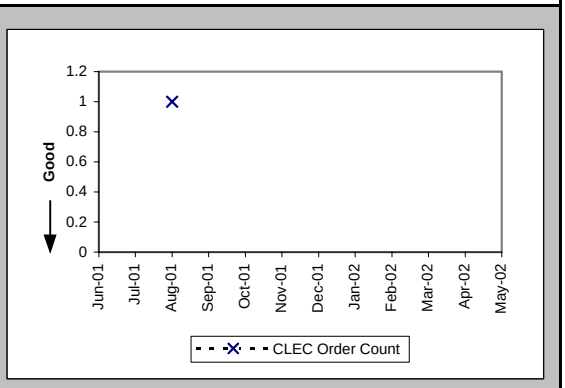
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 1115 | 13 | 85.77 | | |
| Jul-01 | | | | | 269 | 9 | 29.89 | | |
| Aug-01 | 2 | 1 | 2.00 | | 375 | 9 | 41.67 | -0.59 | -1.36 |
| Sep-01 | | | | | 304 | 4 | 76.00 | | |
| Oct-01 | | | | | 443 | 6 | 73.83 | | |
| Nov-01 | | | | | 552 | 10 | 55.20 | | |
| Dec-01 | | | | | 648 | 6 | 108.00 | | |
| Jan-02 | | | | | 780 | 6 | 130.00 | | |
| Feb-02 | | | | | 743 | 8 | 92.88 | | |
| Mar-02 | | | | | 883 | 7 | 126.14 | | |
| Apr-02 | | | | | 1023 | 11 | 93.00 | | |
| May-02 | | | | | 1202 | 10 | 120.20 | | |



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

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

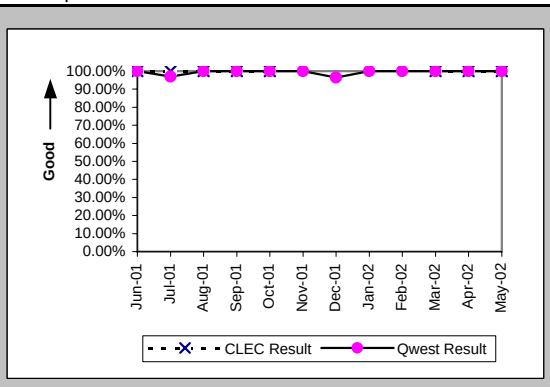
| Date | CLEC Order Count |
|---|---|
| Jun-01 | |
| Jul-01 | |
| Aug-01 | 1 |
| Sep-01 | |
| Oct-01 | |
| Nov-01 | |
| Dec-01 | |
| Jan-02 | |
| Feb-02 | |
| Mar-02 | |
| Apr-02 | |
| May-02 | |



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

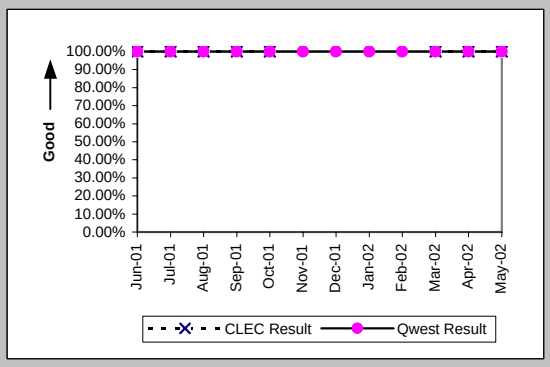
### Out of Service Cleared within 24 hours (Percent) (MR-3D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 2 | 2 | 100.00% | 0.00% | 40 | 40 | 100.00% | N/A | N/A |
| Jul-01 | 1 | 1 | 100.00% | 0.00% | 32 | 33 | 96.97% | -0.17 | -1.11 |
| Aug-01 | 2 | 2 | 100.00% | 0.00% | 57 | 57 | 100.00% | N/A | N/A |
| Sep-01 | 1 | 1 | 100.00% | 0.00% | 32 | 32 | 100.00% | N/A | N/A |
| Oct-01 | 3 | 3 | 100.00% | 0.00% | 55 | 55 | 100.00% | N/A | N/A |
| Nov-01 | | | | | 22 | 22 | 100.00% | | |
| Dec-01 | | | | | 27 | 28 | 96.43% | | |
| Jan-02 | | | | | 43 | 43 | 100.00% | | |
| Feb-02 | | | | | 35 | 35 | 100.00% | | |
| Mar-02 | 1 | 1 | 100.00% | 0.00% | 36 | 36 | 100.00% | N/A | N/A |
| Apr-02 | 1 | 1 | 100.00% | 0.00% | 41 | 41 | 100.00% | N/A | N/A |
| May-02 | 1 | 1 | 100.00% | 0.00% | 40 | 40 | 100.00% | N/A | N/A |



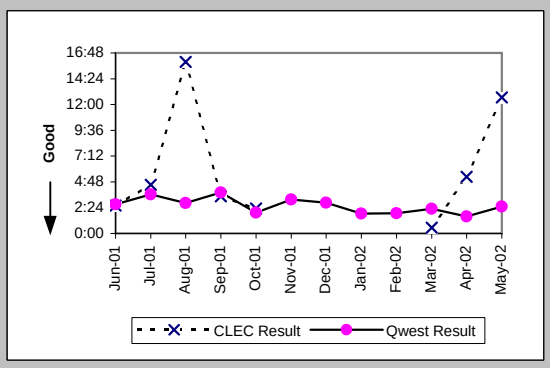

### All Troubles Cleared within 48 hours (Percent) (MR-4D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 2 | 2 | 100.00% | 0.00% | 40 | 40 | 100.00% | N/A | N/A |
| Jul-01 | 1 | 1 | 100.00% | 0.00% | 33 | 33 | 100.00% | N/A | N/A |
| Aug-01 | 2 | 2 | 100.00% | 0.00% | 57 | 57 | 100.00% | N/A | N/A |
| Sep-01 | 1 | 1 | 100.00% | 0.00% | 32 | 32 | 100.00% | N/A | N/A |
| Oct-01 | 3 | 3 | 100.00% | 0.00% | 55 | 55 | 100.00% | N/A | N/A |
| Nov-01 | | | | | 22 | 22 | 100.00% | | |
| Dec-01 | | | | | 28 | 28 | 100.00% | | |
| Jan-02 | | | | | 43 | 43 | 100.00% | | |
| Feb-02 | | | | | 35 | 35 | 100.00% | | |
| Mar-02 | 1 | 1 | 100.00% | 0.00% | 36 | 36 | 100.00% | N/A | N/A |
| Apr-02 | 1 | 1 | 100.00% | 0.00% | 43 | 43 | 100.00% | N/A | N/A |
| May-02 | 1 | 1 | 100.00% | 0.00% | 40 | 40 | 100.00% | N/A | N/A |



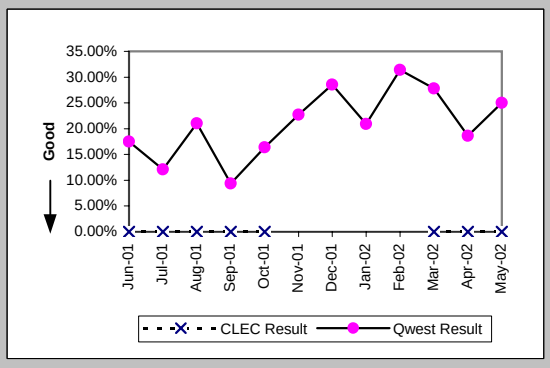

### Mean Time to Restore (Hours:Minutes) (MR-6D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 5:12 | 2 | 2:36 | 2:34 | 107:46 | 40 | 2:42 | -0.05 | -1.03 |
| Jul-01 | 4:32 | 1 | 4:32 | | 119:47 | 33 | 3:38 | 0.6 | -0.63 |
| Aug-01 | 31:57 | 2 | 15:58 | 5:20 | 160:42 | 57 | 2:49 | 3.72 | 1.26 |
| Sep-01 | 3:28 | 1 | 3:28 | | 121:29 | 32 | 3:48 | -0.08 | -1.05 |
| Oct-01 | 6:56 | 3 | 2:19 | 1:14 | 107:13 | 55 | 1:57 | 0.52 | -0.68 |
| Nov-01 | | | | | 69:12 | 22 | 3:09 | | |
| Dec-01 | | | | | 79:48 | 28 | 2:51 | | |
| Jan-02 | | | | | 79:12 | 43 | 1:51 | | |
| Feb-02 | | | | | 66:00 | 35 | 1:53 | | |
| Mar-02 | 0:33 | 1 | 0:33 | | 81:56 | 36 | 2:17 | -0.57 | -1.35 |
| Apr-02 | 5:17 | 1 | 5:17 | | 68:15 | 43 | 1:35 | 1.74 | 0.06 |
| May-02 | 12:39 | 1 | 12:39 | | 99:42 | 40 | 2:30 | 1.73 | 0.05 |




### Repair Repeat Report Rate (Percent) (MR-7D) (Parity)-- Interval Zone One

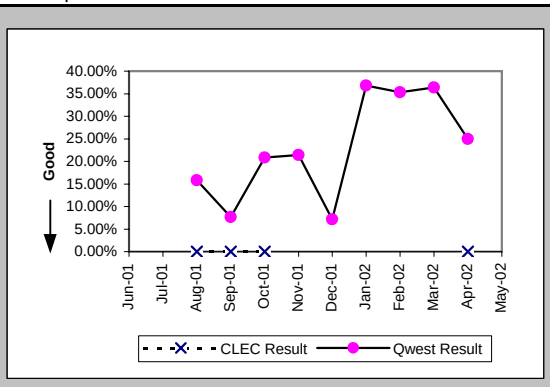
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 0 | 2 | 0.00% | 0.00% | 7 | 40 | 17.50% | -0.64 | -1.39 |
| Jul-01 | 0 | 1 | 0.00% | 0.00% | 4 | 33 | 12.12% | -0.37 | -1.22 |
| Aug-01 | 0 | 2 | 0.00% | 0.00% | 12 | 57 | 21.05% | -0.72 | -1.44 |
| Sep-01 | 0 | 1 | 0.00% | 0.00% | 3 | 32 | 9.38% | -0.32 | -1.19 |
| Oct-01 | 0 | 3 | 0.00% | 0.00% | 9 | 55 | 16.36% | -0.75 | -1.45 |
| Nov-01 | | | | | 5 | 22 | 22.73% | | |
| Dec-01 | | | | | 8 | 28 | 28.57% | | |
| Jan-02 | | | | | 9 | 43 | 20.93% | | |
| Feb-02 | | | | | 11 | 35 | 31.43% | | |
| Mar-02 | 0 | 1 | 0.00% | 0.00% | 10 | 36 | 27.78% | -0.61 | -1.37 |
| Apr-02 | 0 | 1 | 0.00% | 0.00% | 8 | 43 | 18.60% | -0.47 | -1.29 |
| May-02 | 0 | 1 | 0.00% | 0.00% | 10 | 40 | 25.00% | -0.57 | -1.35 |



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

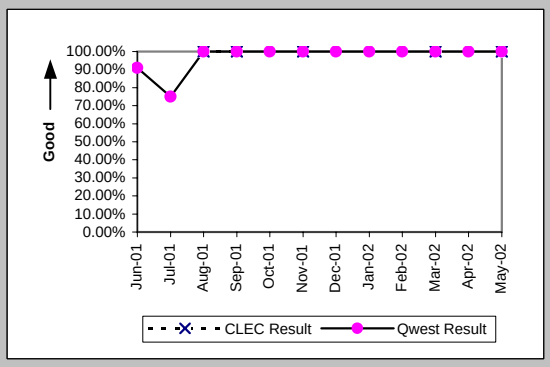
### Repair Repeat Report Rate (Percent) (MR-7D*) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | 0 | 1 | 0.00% | 0.00% | 3 | 19 | 15.79% | -0.42 | -1.26 |
| Sep-01 | 0 | 1 | 0.00% | 0.00% | 1 | 13 | 7.69% | -0.28 | -1.17 |
| Oct-01 | 0 | 2 | 0.00% | 0.00% | 5 | 24 | 20.83% | -0.7 | -1.42 |
| Nov-01 | | | | | 3 | 14 | 21.43% | | |
| Dec-01 | | | | | 1 | 14 | 7.14% | | |
| Jan-02 | | | | | 7 | 19 | 36.84% | | |
| Feb-02 | | | | | 6 | 17 | 35.29% | | |
| Mar-02 | | | | | 8 | 22 | 36.36% | | |
| Apr-02 | 0 | 1 | 0.00% | 0.00% | 5 | 20 | 25.00% | -0.56 | -1.34 |
| May-02 | | | | | | | | | |



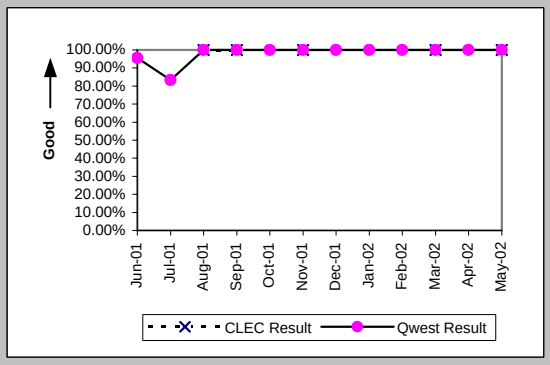

### Out of Service Cleared within 24 hours (Percent) (MR-3E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 20 | 22 | 90.91% | | |
| Jul-01 | | | | | 9 | 12 | 75.00% | | |
| Aug-01 | 2 | 2 | 100.00% | 0.00% | 11 | 11 | 100.00% | N/A | N/A |
| Sep-01 | 1 | 1 | 100.00% | 0.00% | 11 | 11 | 100.00% | N/A | N/A |
| Oct-01 | | | | | 14 | 14 | 100.00% | | |
| Nov-01 | 1 | 1 | 100.00% | 0.00% | 6 | 6 | 100.00% | N/A | N/A |
| Dec-01 | | | | | 7 | 7 | 100.00% | | |
| Jan-02 | | | | | 6 | 6 | 100.00% | | |
| Feb-02 | | | | | 12 | 12 | 100.00% | | |
| Mar-02 | 1 | 1 | 100.00% | 0.00% | 3 | 3 | 100.00% | N/A | N/A |
| Apr-02 | | | | | 5 | 5 | 100.00% | | |
| May-02 | 1 | 1 | 100.00% | 0.00% | 7 | 7 | 100.00% | N/A | N/A |



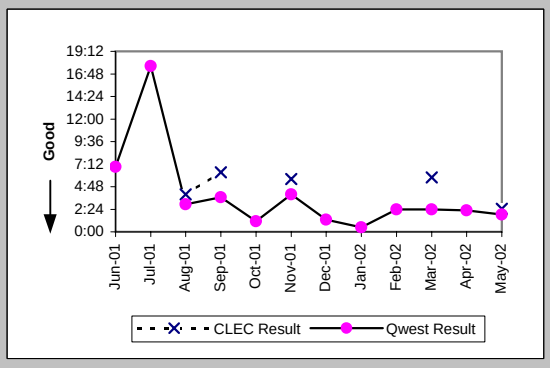

### All Troubles Cleared within 48 hours (Percent) (MR-4E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 22 | 23 | 95.65% | | |
| Jul-01 | | | | | 10 | 12 | 83.33% | | |
| Aug-01 | 2 | 2 | 100.00% | 0.00% | 11 | 11 | 100.00% | N/A | N/A |
| Sep-01 | 1 | 1 | 100.00% | 0.00% | 11 | 11 | 100.00% | N/A | N/A |
| Oct-01 | | | | | 14 | 14 | 100.00% | | |
| Nov-01 | 1 | 1 | 100.00% | 0.00% | 6 | 6 | 100.00% | N/A | N/A |
| Dec-01 | | | | | 7 | 7 | 100.00% | | |
| Jan-02 | | | | | 6 | 6 | 100.00% | | |
| Feb-02 | | | | | 12 | 12 | 100.00% | | |
| Mar-02 | 1 | 1 | 100.00% | 0.00% | 3 | 3 | 100.00% | N/A | N/A |
| Apr-02 | | | | | 5 | 5 | 100.00% | | |
| May-02 | 1 | 1 | 100.00% | 0.00% | 7 | 7 | 100.00% | N/A | N/A |




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

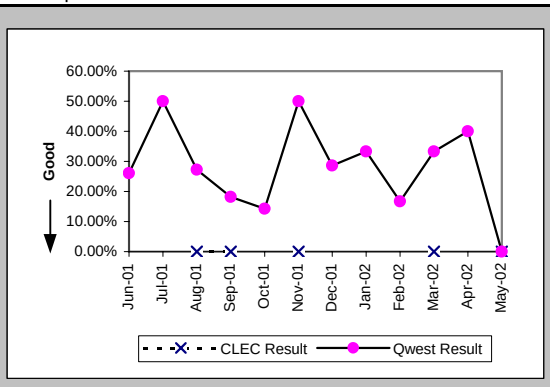
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 158:52 | 23 | 6:54 | | |
| Jul-01 | | | | | 211:31 | 12 | 17:38 | | |
| Aug-01 | 7:57 | 2 | 3:59 | 2:55 | 32:03 | 11 | 2:55 | 0.3 | -0.82 |
| Sep-01 | 6:19 | 1 | 6:19 | | 40:30 | 11 | 3:41 | 0.71 | -0.57 |
| Oct-01 | | | | | 15:41 | 14 | 1:07 | | |
| Nov-01 | 5:37 | 1 | 5:37 | | 23:49 | 6 | 3:58 | 0.67 | -0.6 |
| Dec-01 | | | | | 8:57 | 7 | 1:17 | | |
| Jan-02 | | | | | 2:53 | 6 | 0:29 | | |
| Feb-02 | | | | | 28:27 | 12 | 2:22 | | |
| Mar-02 | 5:47 | 1 | 5:47 | | 7:11 | 3 | 2:24 | 3.72 | 1.26 |
| Apr-02 | | | | | 11:24 | 5 | 2:17 | | |
| May-02 | 2:28 | 1 | 2:28 | | 12:56 | 7 | 1:51 | 0.81 | -0.51 |



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

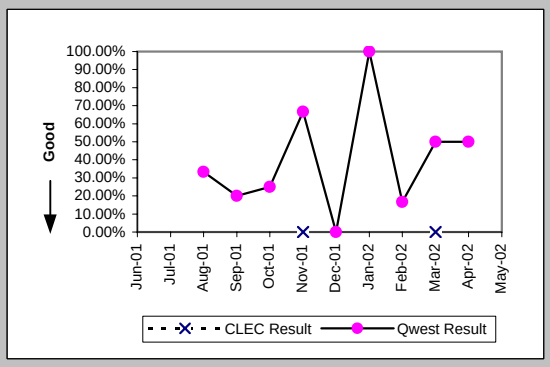
### Repair Repeat Report Rate (Percent) (MR-7E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 6 | 23 | 26.09% | | |
| Jul-01 | | | | | 6 | 12 | 50.00% | | |
| Aug-01 | 0 | 2 | 0.00% | 0.00% | 3 | 11 | 27.27% | -0.8 | -1.48 |
| Sep-01 | 0 | 1 | 0.00% | 0.00% | 2 | 11 | 18.18% | -0.45 | -1.27 |
| Oct-01 | | | | | 2 | 14 | 14.29% | | |
| Nov-01 | 0 | 1 | 0.00% | 0.00% | 3 | 6 | 50.00% | -0.93 | -1.56 |
| Dec-01 | | | | | 2 | 7 | 28.57% | | |
| Jan-02 | | | | | 2 | 6 | 33.33% | | |
| Feb-02 | | | | | 2 | 12 | 16.67% | | |
| Mar-02 | 0 | 1 | 0.00% | 0.00% | 1 | 3 | 33.33% | -0.61 | -1.37 |
| Apr-02 | | | | | 2 | 5 | 40.00% | | |
| May-02 | 0 | 1 | 0.00% | 0.00% | 0 | 7 | 0.00% | N/A | N/A |



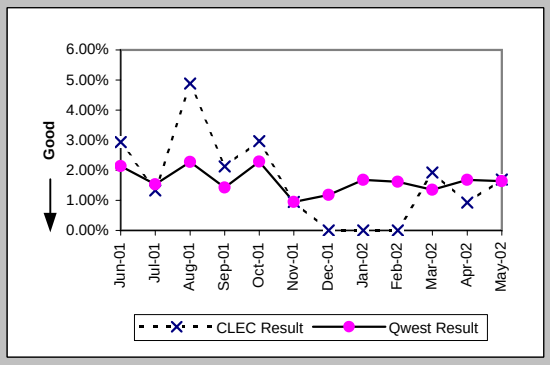

### Repair Repeat Report Rate (Percent) (MR-7E*) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 1 | 3 | 33.33% | | |
| Sep-01 | | | | | 1 | 5 | 20.00% | | |
| Oct-01 | | | | | 1 | 4 | 25.00% | | |
| Nov-01 | 0 | 1 | 0.00% | 0.00% | 2 | 3 | 66.67% | -1.22 | -1.74 |
| Dec-01 | | | | | 0 | 4 | 0.00% | | |
| Jan-02 | | | | | 1 | 1 | 100.00% | | |
| Feb-02 | | | | | 1 | 6 | 16.67% | | |
| Mar-02 | 0 | 1 | 0.00% | 0.00% | 1 | 2 | 50.00% | -0.82 | -1.5 |
| Apr-02 | | | | | 1 | 2 | 50.00% | | |
| May-02 | | | | | | | | | |



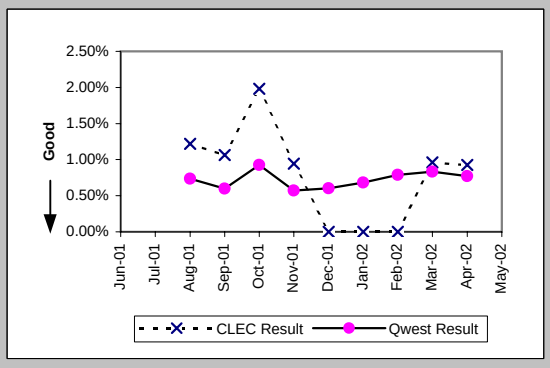

### Trouble Rate (Percent) (MR-8) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 2 | 68 | 2.94% | 16.90% | 63 | 2946 | 2.14% | 0.5 | -0.7 |
| Jul-01 | 1 | 75 | 1.33% | 11.47% | 45 | 2934 | 1.53% | -0.14 | -1.08 |
| Aug-01 | 4 | 82 | 4.88% | 21.54% | 68 | 2984 | 2.28% | 1.4 | -0.15 |
| Sep-01 | 2 | 94 | 2.13% | 14.43% | 43 | 3010 | 1.43% | 0.59 | -0.64 |
| Oct-01 | 3 | 101 | 2.97% | 16.98% | 69 | 3022 | 2.28% | 0.5 | -0.7 |
| Nov-01 | 1 | 106 | 0.94% | 9.67% | 28 | 2968 | 0.94% | 0 | -1 |
| Dec-01 | 0 | 104 | 0.00% | 0.00% | 35 | 2977 | 1.18% | -1.09 | -1.66 |
| Jan-02 | 0 | 104 | 0.00% | 0.00% | 49 | 2924 | 1.68% | -1.31 | -1.8 |
| Feb-02 | 0 | 101 | 0.00% | 0.00% | 47 | 2907 | 1.62% | -1.27 | -1.77 |
| Mar-02 | 2 | 104 | 1.92% | 13.73% | 39 | 2876 | 1.36% | 0.53 | -0.68 |
| Apr-02 | 1 | 108 | 0.93% | 9.58% | 48 | 2852 | 1.68% | -0.6 | -1.37 |
| May-02 | 2 | 118 | 1.69% | 12.91% | 47 | 2870 | 1.64% | 0.12 | -0.93 |




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

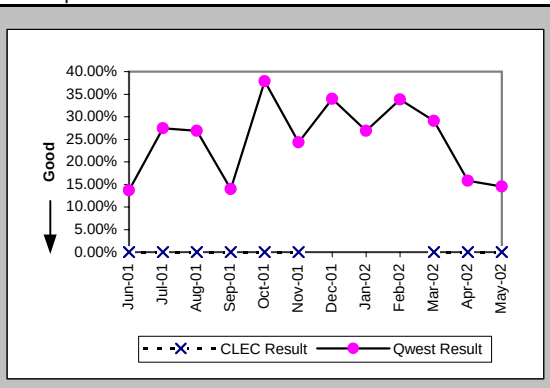
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | 1 | 82 | 1.22% | 10.98% | 22 | 2984 | 0.74% | 0.52 | -0.68 |
| Sep-01 | 1 | 94 | 1.06% | 10.26% | 18 | 3010 | 0.60% | 0.57 | -0.65 |
| Oct-01 | 2 | 101 | 1.98% | 13.93% | 28 | 3022 | 0.93% | 1 | -0.39 |
| Nov-01 | 1 | 106 | 0.94% | 9.67% | 17 | 2968 | 0.57% | 0.51 | -0.69 |
| Dec-01 | 0 | 104 | 0.00% | 0.00% | 18 | 2977 | 0.60% | -0.78 | -1.48 |
| Jan-02 | 0 | 104 | 0.00% | 0.00% | 20 | 2924 | 0.68% | -0.83 | -1.51 |
| Feb-02 | 0 | 101 | 0.00% | 0.00% | 23 | 2907 | 0.79% | -0.88 | -1.54 |
| Mar-02 | 1 | 104 | 0.96% | 9.76% | 24 | 2876 | 0.83% | 0.21 | -0.87 |
| Apr-02 | 1 | 108 | 0.93% | 9.58% | 22 | 2852 | 0.77% | 0.25 | -0.85 |
| May-02 | | | | | | | | | |



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

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

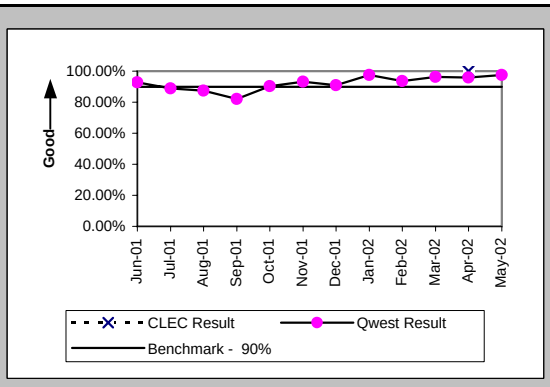
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 0 | 2 | 0.00% | 0.00% | 10 | 73 | 13.70% | -0.56 | -1.34 |
| Jul-01 | 0 | 1 | 0.00% | 0.00% | 17 | 62 | 27.42% | -0.61 | -1.37 |
| Aug-01 | 0 | 4 | 0.00% | 0.00% | 25 | 93 | 26.88% | -1.19 | -1.72 |
| Sep-01 | 0 | 2 | 0.00% | 0.00% | 7 | 50 | 14.00% | -0.56 | -1.34 |
| Oct-01 | 0 | 3 | 0.00% | 0.00% | 42 | 111 | 37.84% | -1.33 | -1.81 |
| Nov-01 | 0 | 1 | 0.00% | 0.00% | 9 | 37 | 24.32% | -0.56 | -1.34 |
| Dec-01 | | | | | 18 | 53 | 33.96% | | |
| Jan-02 | | | | | 18 | 67 | 26.87% | | |
| Feb-02 | | | | | 24 | 71 | 33.80% | | |
| Mar-02 | 0 | 2 | 0.00% | 0.00% | 16 | 55 | 29.09% | -0.89 | -1.54 |
| Apr-02 | 0 | 1 | 0.00% | 0.00% | 9 | 57 | 15.79% | -0.43 | -1.26 |
| May-02 | 0 | 2 | 0.00% | 0.00% | 8 | 55 | 14.55% | -0.57 | -1.35 |



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

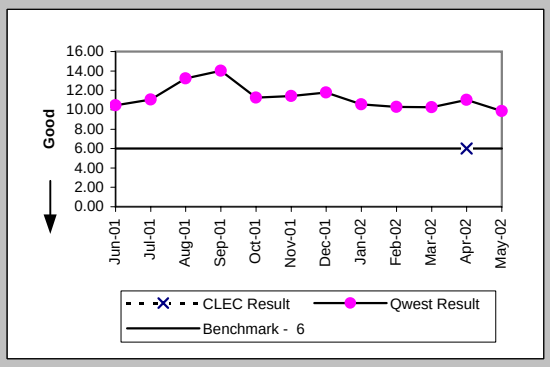
### Installation Commitments Met (Percent) (OP-3D) (Benchmark)-- Interval Zone One

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 179 | 193 | 92.75% | | |
| Jul-01 | | | | | 64 | 72 | 88.89% | | |
| Aug-01 | | | | | 166 | 190 | 87.37% | | |
| Sep-01 | | | | | 244 | 297 | 82.15% | | |
| Oct-01 | | | | | 381 | 422 | 90.28% | | |
| Nov-01 | | | | | 326 | 350 | 93.14% | | |
| Dec-01 | | | | | 240 | 264 | 90.91% | | |
| Jan-02 | | | | | 203 | 208 | 97.60% | | |
| Feb-02 | | | | | 203 | 217 | 93.55% | | |
| Mar-02 | | | | | 179 | 186 | 96.24% | | |
| Apr-02 | 1 | 1 | 100.00% | 0.00% | 188 | 196 | 95.92% | -0.21 | -1.13 |
| May-02 | | | | | 157 | 161 | 97.52% | | |



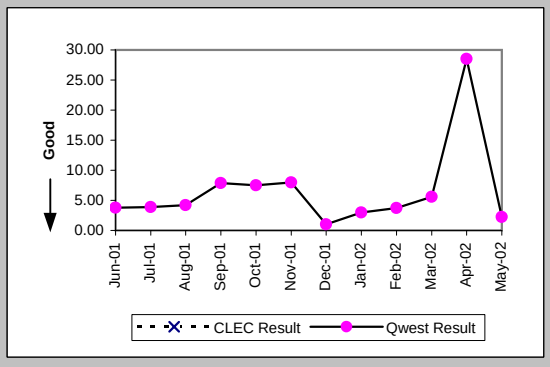

### Installation Interval (Average Days) (OP-4D) (Benchmark)-- Interval Zone One

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 2021 | 193 | 10.47 | | |
| Jul-01 | | | | | 818 | 74 | 11.05 | | |
| Aug-01 | | | | | 2552 | 193 | 13.22 | | |
| Sep-01 | | | | | 4181 | 298 | 14.03 | | |
| Oct-01 | | | | | 4771 | 424 | 11.25 | | |
| Nov-01 | | | | | 3998 | 350 | 11.42 | | |
| Dec-01 | | | | | 3110 | 264 | 11.78 | | |
| Jan-02 | | | | | 2204 | 209 | 10.55 | | |
| Feb-02 | | | | | 2235 | 217 | 10.30 | | |
| Mar-02 | | | | | 1921 | 187 | 10.27 | | |
| Apr-02 | 6 | 1 | 6.00 | | 2172 | 197 | 11.03 | -0.76 | -1.46 |
| May-02 | | | | | 1586 | 161 | 9.85 | | |



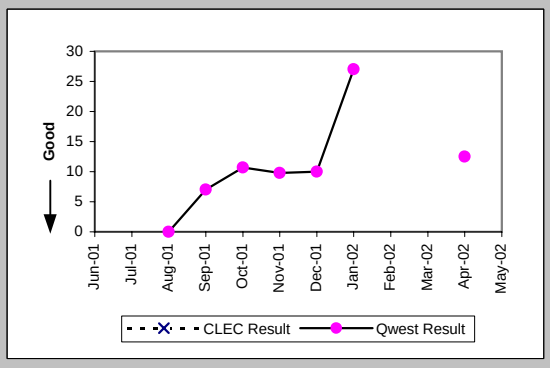

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-4) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 53 | 14 | 3.79 | | |
| Jul-01 | | | | | 31 | 8 | 3.88 | | |
| Aug-01 | | | | | 105 | 25 | 4.20 | | |
| Sep-01 | | | | | 371 | 47 | 7.89 | | |
| Oct-01 | | | | | 225 | 30 | 7.50 | | |
| Nov-01 | | | | | 64 | 8 | 8.00 | | |
| Dec-01 | | | | | 2 | 2 | 1.00 | | |
| Jan-02 | | | | | 6 | 2 | 3.00 | | |
| Feb-02 | | | | | 52 | 14 | 3.71 | | |
| Mar-02 | | | | | 39 | 7 | 5.57 | | |
| Apr-02 | | | | | 171 | 6 | 28.50 | | |
| May-02 | | | | | 9 | 4 | 2.25 | | |




### Delayed Days for Facility Reasons (Average Days) (OP-6B-4) (Parity)-- Interval Zone One

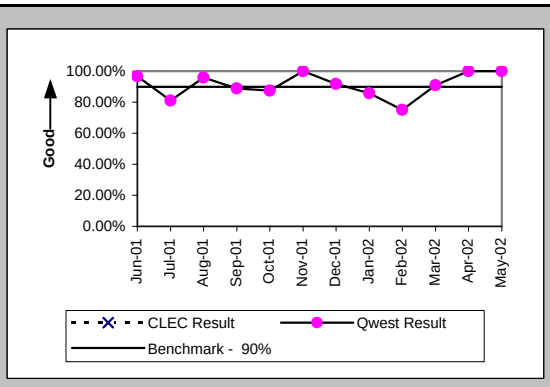
| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 0 | 1 | 0.00 | | |
| Sep-01 | | | | | 42 | 6 | 7.00 | | |
| Oct-01 | | | | | 139 | 13 | 10.69 | | |
| Nov-01 | | | | | 157 | 16 | 9.81 | | |
| Dec-01 | | | | | 220 | 22 | 10.00 | | |
| Jan-02 | | | | | 81 | 3 | 27.00 | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | | | | | |
| Apr-02 | | | | | 25 | 2 | 12.50 | | |
| May-02 | | | | | | | | | |



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

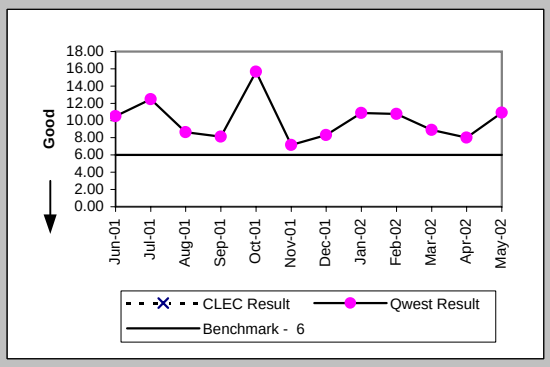
### Installation Commitments Met (Percent) (OP-3E) (Benchmark)-- Interval Zone Two

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 206 | 213 | 96.71% | | |
| Jul-01 | | | | | 17 | 21 | 80.95% | | |
| Aug-01 | | | | | 23 | 24 | 95.83% | | |
| Sep-01 | | | | | 8 | 9 | 88.89% | | |
| Oct-01 | | | | | 7 | 8 | 87.50% | | |
| Nov-01 | | | | | 11 | 11 | 100.00% | | |
| Dec-01 | | | | | 11 | 12 | 91.67% | | |
| Jan-02 | | | | | 6 | 7 | 85.71% | | |
| Feb-02 | | | | | 6 | 8 | 75.00% | | |
| Mar-02 | | | | | 10 | 11 | 90.91% | | |
| Apr-02 | | | | | 8 | 8 | 100.00% | | |
| May-02 | | | | | 9 | 9 | 100.00% | | |



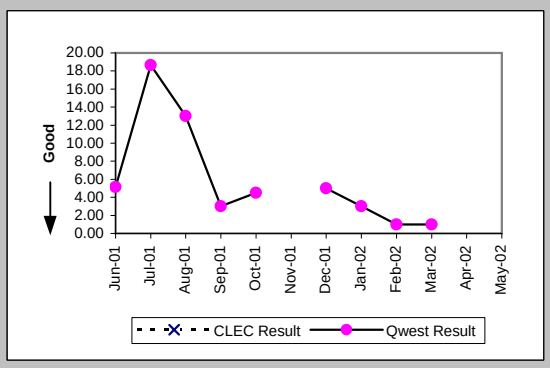

### Installation Interval (Average Days) (OP-4E) (Benchmark)-- Interval Zone Two

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 2208 | 210 | 10.51 | | |
| Jul-01 | | | | | 262 | 21 | 12.48 | | |
| Aug-01 | | | | | 216 | 25 | 8.64 | | |
| Sep-01 | | | | | 73 | 9 | 8.11 | | |
| Oct-01 | | | | | 141 | 9 | 15.67 | | |
| Nov-01 | | | | | 79 | 11 | 7.18 | | |
| Dec-01 | | | | | 108 | 13 | 8.31 | | |
| Jan-02 | | | | | 76 | 7 | 10.86 | | |
| Feb-02 | | | | | 86 | 8 | 10.75 | | |
| Mar-02 | | | | | 107 | 12 | 8.92 | | |
| Apr-02 | | | | | 72 | 9 | 8.00 | | |
| May-02 | | | | | 109 | 10 | 10.90 | | |



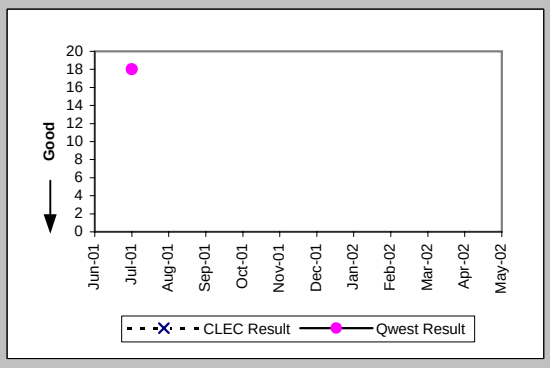

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 36 | 7 | 5.14 | | |
| Jul-01 | | | | | 56 | 3 | 18.67 | | |
| Aug-01 | | | | | 13 | 1 | 13.00 | | |
| Sep-01 | | | | | 3 | 1 | 3.00 | | |
| Oct-01 | | | | | 9 | 2 | 4.50 | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | 5 | 1 | 5.00 | | |
| Jan-02 | | | | | 3 | 1 | 3.00 | | |
| Feb-02 | | | | | 2 | 2 | 1.00 | | |
| Mar-02 | | | | | 1 | 1 | 1.00 | | |
| Apr-02 | | | | | | | | | |
| May-02 | | | | | | | | | |




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

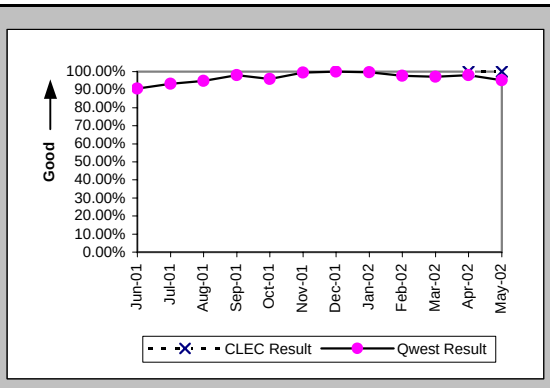
| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | 18 | 1 | 18.00 | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | | | | | |
| Apr-02 | | | | | | | | | |
| May-02 | | | | | | | | | |



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

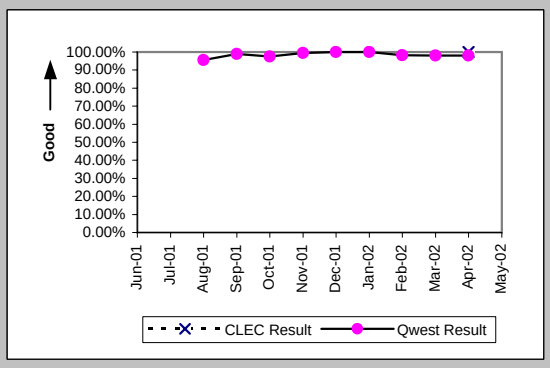
New Service Installation Quality (Percent) (OP-5) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 411 | 454 | 90.53% | | |
| Jul-01 | | | | | 246 | 264 | 93.18% | | |
| Aug-01 | | | | | 149 | 157 | 94.90% | | |
| Sep-01 | | | | | 258 | 263 | 98.10% | | |
| Oct-01 | | | | | 355 | 370 | 95.95% | | |
| Nov-01 | | | | | 395 | 397 | 99.50% | | |
| Dec-01 | | | | | 319 | 319 | 100.00% | | |
| Jan-02 | | | | | 246 | 247 | 99.60% | | |
| Feb-02 | | | | | 216 | 221 | 97.74% | | |
| Mar-02 | | | | | 206 | 212 | 97.17% | | |
| Apr-02 | 1 | 1 | 100.00% | 0.00% | 199 | 203 | 98.03% | -0.14 | -1.09 |
| May-02 | 1 | 1 | 100.00% | 0.00% | 180 | 189 | 95.24% | -0.22 | -1.14 |




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

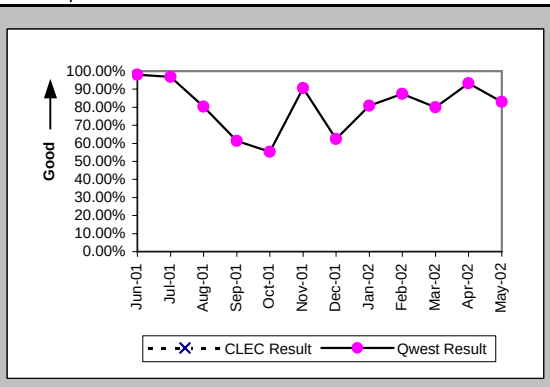
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 150 | 157 | 95.54% | | |
| Sep-01 | | | | | 260 | 263 | 98.86% | | |
| Oct-01 | | | | | 361 | 370 | 97.57% | | |
| Nov-01 | | | | | 395 | 397 | 99.50% | | |
| Dec-01 | | | | | 319 | 319 | 100.00% | | |
| Jan-02 | | | | | 247 | 247 | 100.00% | | |
| Feb-02 | | | | | 217 | 221 | 98.19% | | |
| Mar-02 | | | | | 208 | 212 | 98.11% | | |
| Apr-02 | 1 | 1 | 100.00% | 0.00% | 199 | 203 | 98.03% | -0.14 | -1.09 |
| May-02 | | | | | | | | | |



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

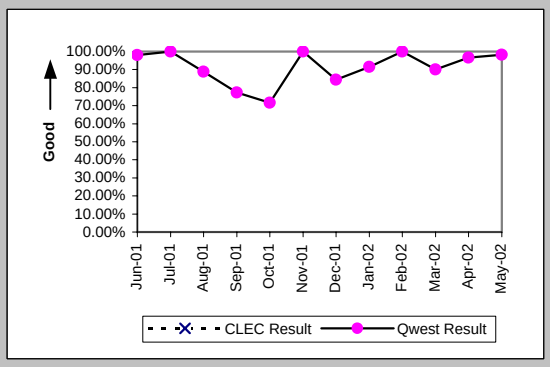
### Out of Service Cleared within 24 hours (Percent) (MR-3D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 50 | 51 | 98.04% | | |
| Jul-01 | | | | | 61 | 63 | 96.83% | | |
| Aug-01 | | | | | 94 | 117 | 80.34% | | |
| Sep-01 | | | | | 27 | 44 | 61.36% | | |
| Oct-01 | | | | | 31 | 56 | 55.36% | | |
| Nov-01 | | | | | 29 | 32 | 90.63% | | |
| Dec-01 | | | | | 20 | 32 | 62.50% | | |
| Jan-02 | | | | | 38 | 47 | 80.85% | | |
| Feb-02 | | | | | 21 | 24 | 87.50% | | |
| Mar-02 | | | | | 16 | 20 | 80.00% | | |
| Apr-02 | | | | | 28 | 30 | 93.33% | | |
| May-02 | | | | | 49 | 59 | 83.05% | | |



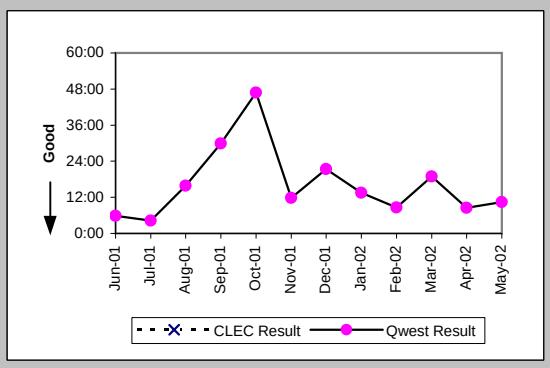

### All Troubles Cleared within 48 hours (Percent) (MR-4D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 50 | 51 | 98.04% | | |
| Jul-01 | | | | | 63 | 63 | 100.00% | | |
| Aug-01 | | | | | 104 | 117 | 88.89% | | |
| Sep-01 | | | | | 34 | 44 | 77.27% | | |
| Oct-01 | | | | | 43 | 60 | 71.67% | | |
| Nov-01 | | | | | 32 | 32 | 100.00% | | |
| Dec-01 | | | | | 27 | 32 | 84.38% | | |
| Jan-02 | | | | | 43 | 47 | 91.49% | | |
| Feb-02 | | | | | 24 | 24 | 100.00% | | |
| Mar-02 | | | | | 18 | 20 | 90.00% | | |
| Apr-02 | | | | | 29 | 30 | 96.67% | | |
| May-02 | | | | | 58 | 59 | 98.31% | | |



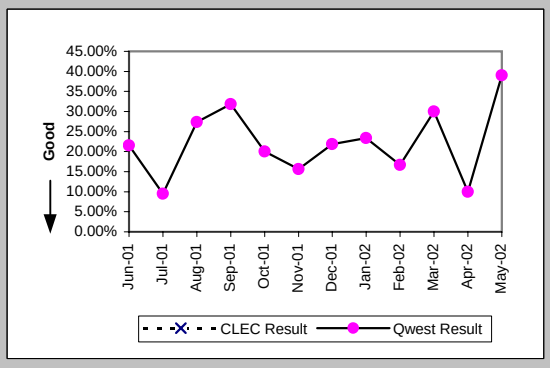

### Mean Time to Restore (Hours:Minutes) (MR-6D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 297:35 | 51 | 5:50 | | |
| Jul-01 | | | | | 270:17 | 63 | 4:17 | | |
| Aug-01 | | | | | 1847:55 | 117 | 15:48 | | |
| Sep-01 | | | | | 1316:23 | 44 | 29:55 | | |
| Oct-01 | | | | | 2810:21 | 60 | 46:50 | | |
| Nov-01 | | | | | 378:17 | 32 | 11:49 | | |
| Dec-01 | | | | | 682:33 | 32 | 21:20 | | |
| Jan-02 | | | | | 633:34 | 47 | 13:29 | | |
| Feb-02 | | | | | 208:08 | 24 | 8:40 | | |
| Mar-02 | | | | | 377:52 | 20 | 18:54 | | |
| Apr-02 | | | | | 256:15 | 30 | 8:32 | | |
| May-02 | | | | | 612:38 | 59 | 10:23 | | |




### Repair Repeat Report Rate (Percent) (MR-7D) (Parity)-- Interval Zone One

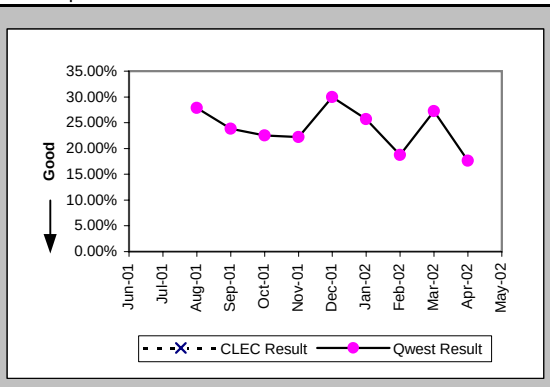
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 11 | 51 | 21.57% | | |
| Jul-01 | | | | | 6 | 63 | 9.52% | | |
| Aug-01 | | | | | 32 | 117 | 27.35% | | |
| Sep-01 | | | | | 14 | 44 | 31.82% | | |
| Oct-01 | | | | | 12 | 60 | 20.00% | | |
| Nov-01 | | | | | 5 | 32 | 15.63% | | |
| Dec-01 | | | | | 7 | 32 | 21.88% | | |
| Jan-02 | | | | | 11 | 47 | 23.40% | | |
| Feb-02 | | | | | 4 | 24 | 16.67% | | |
| Mar-02 | | | | | 6 | 20 | 30.00% | | |
| Apr-02 | | | | | 3 | 30 | 10.00% | | |
| May-02 | | | | | 23 | 59 | 38.98% | | |



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

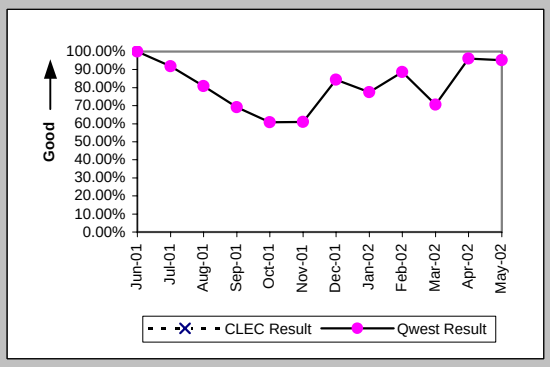
### Repair Repeat Report Rate (Percent) (MR-7D*) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 22 | 79 | 27.85% | | |
| Sep-01 | | | | | 5 | 21 | 23.81% | | |
| Oct-01 | | | | | 9 | 40 | 22.50% | | |
| Nov-01 | | | | | 4 | 18 | 22.22% | | |
| Dec-01 | | | | | 6 | 20 | 30.00% | | |
| Jan-02 | | | | | 9 | 35 | 25.71% | | |
| Feb-02 | | | | | 3 | 16 | 18.75% | | |
| Mar-02 | | | | | 3 | 11 | 27.27% | | |
| Apr-02 | | | | | 3 | 17 | 17.65% | | |
| May-02 | | | | | | | | | |



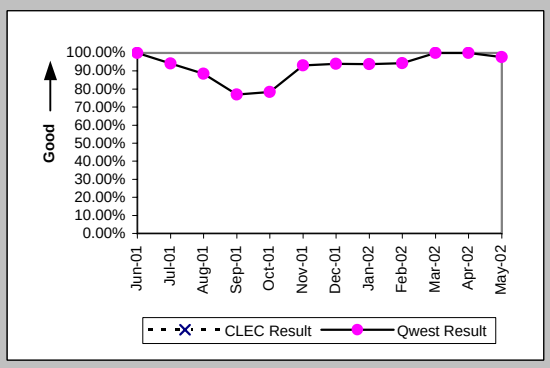

### Out of Service Cleared within 24 hours (Percent) (MR-3E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 61 | 61 | 100.00% | | |
| Jul-01 | | | | | 78 | 85 | 91.76% | | |
| Aug-01 | | | | | 84 | 104 | 80.77% | | |
| Sep-01 | | | | | 27 | 39 | 69.23% | | |
| Oct-01 | | | | | 31 | 51 | 60.78% | | |
| Nov-01 | | | | | 25 | 41 | 60.98% | | |
| Dec-01 | | | | | 27 | 32 | 84.38% | | |
| Jan-02 | | | | | 38 | 49 | 77.55% | | |
| Feb-02 | | | | | 31 | 35 | 88.57% | | |
| Mar-02 | | | | | 24 | 34 | 70.59% | | |
| Apr-02 | | | | | 25 | 26 | 96.15% | | |
| May-02 | | | | | 40 | 42 | 95.24% | | |



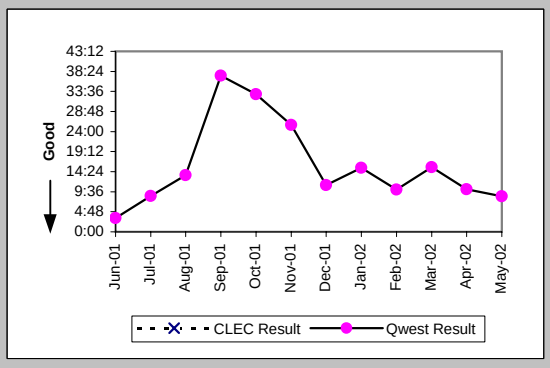

### All Troubles Cleared within 48 hours (Percent) (MR-4E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 61 | 61 | 100.00% | | |
| Jul-01 | | | | | 80 | 85 | 94.12% | | |
| Aug-01 | | | | | 92 | 104 | 88.46% | | |
| Sep-01 | | | | | 30 | 39 | 76.92% | | |
| Oct-01 | | | | | 40 | 51 | 78.43% | | |
| Nov-01 | | | | | 40 | 43 | 93.02% | | |
| Dec-01 | | | | | 31 | 33 | 93.94% | | |
| Jan-02 | | | | | 46 | 49 | 93.88% | | |
| Feb-02 | | | | | 33 | 35 | 94.29% | | |
| Mar-02 | | | | | 34 | 34 | 100.00% | | |
| Apr-02 | | | | | 26 | 26 | 100.00% | | |
| May-02 | | | | | 41 | 42 | 97.62% | | |




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

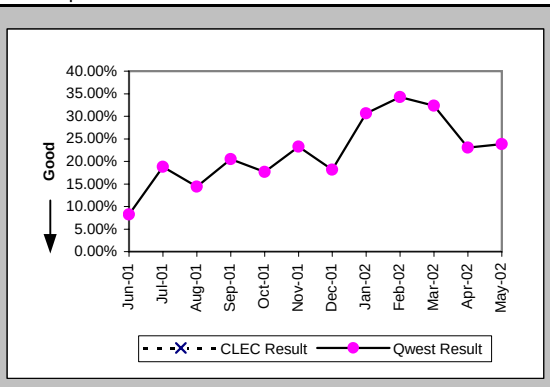
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 201:32 | 61 | 3:18 | | |
| Jul-01 | | | | | 729:15 | 85 | 8:35 | | |
| Aug-01 | | | | | 1410:36 | 104 | 13:34 | | |
| Sep-01 | | | | | 1458:16 | 39 | 37:23 | | |
| Oct-01 | | | | | 1679:22 | 51 | 32:56 | | |
| Nov-01 | | | | | 1100:52 | 43 | 25:36 | | |
| Dec-01 | | | | | 369:18 | 33 | 11:11 | | |
| Jan-02 | | | | | 750:01 | 49 | 15:18 | | |
| Feb-02 | | | | | 354:01 | 35 | 10:07 | | |
| Mar-02 | | | | | 525:58 | 34 | 15:28 | | |
| Apr-02 | | | | | 264:18 | 26 | 10:10 | | |
| May-02 | | | | | 355:49 | 42 | 8:28 | | |



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

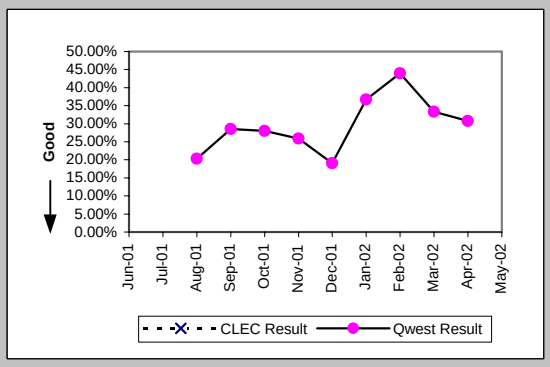
### Repair Repeat Report Rate (Percent) (MR-7E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 5 | 61 | 8.20% | | |
| Jul-01 | | | | | 16 | 85 | 18.82% | | |
| Aug-01 | | | | | 15 | 104 | 14.42% | | |
| Sep-01 | | | | | 8 | 39 | 20.51% | | |
| Oct-01 | | | | | 9 | 51 | 17.65% | | |
| Nov-01 | | | | | 10 | 43 | 23.26% | | |
| Dec-01 | | | | | 6 | 33 | 18.18% | | |
| Jan-02 | | | | | 15 | 49 | 30.61% | | |
| Feb-02 | | | | | 12 | 35 | 34.29% | | |
| Mar-02 | | | | | 11 | 34 | 32.35% | | |
| Apr-02 | | | | | 6 | 26 | 23.08% | | |
| May-02 | | | | | 10 | 42 | 23.81% | | |



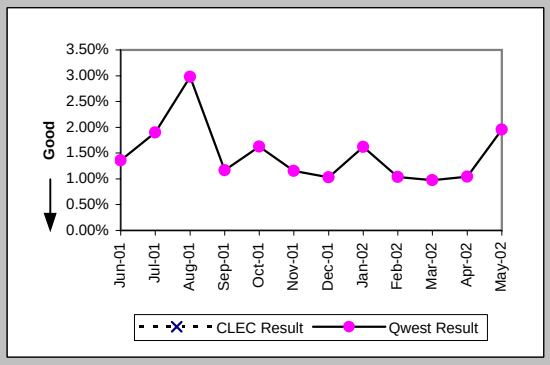

### Repair Repeat Report Rate (Percent) (MR-7E*) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 13 | 64 | 20.31% | | |
| Sep-01 | | | | | 6 | 21 | 28.57% | | |
| Oct-01 | | | | | 7 | 25 | 28.00% | | |
| Nov-01 | | | | | 7 | 27 | 25.93% | | |
| Dec-01 | | | | | 4 | 21 | 19.05% | | |
| Jan-02 | | | | | 11 | 30 | 36.67% | | |
| Feb-02 | | | | | 11 | 25 | 44.00% | | |
| Mar-02 | | | | | 6 | 18 | 33.33% | | |
| Apr-02 | | | | | 4 | 13 | 30.77% | | |
| May-02 | | | | | | | | | |



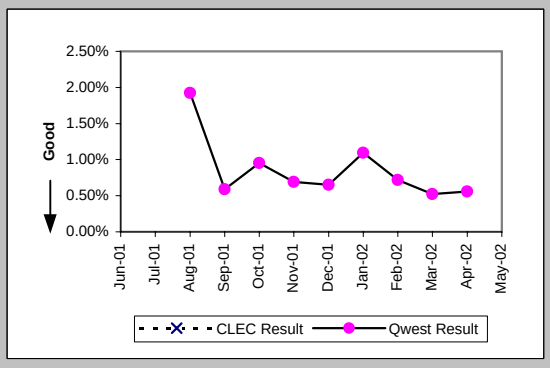

### Trouble Rate (Percent) (MR-8) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 112 | 8254 | 1.36% | | |
| Jul-01 | | | | | 148 | 7797 | 1.90% | | |
| Aug-01 | | | | | 221 | 7425 | 2.98% | | |
| Sep-01 | | | | | 83 | 7113 | 1.17% | | |
| Oct-01 | | | | | 111 | 6826 | 1.63% | | |
| Nov-01 | | | | | 75 | 6513 | 1.15% | | |
| Dec-01 | | | | | 65 | 6299 | 1.03% | | |
| Jan-02 | | | | | 96 | 5929 | 1.62% | | |
| Feb-02 | | | | | 59 | 5695 | 1.04% | | |
| Mar-02 | | | | | 54 | 5529 | 0.98% | | |
| Apr-02 | | | | | 56 | 5363 | 1.04% | | |
| May-02 | | | | | 101 | 5163 | 1.96% | | |




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

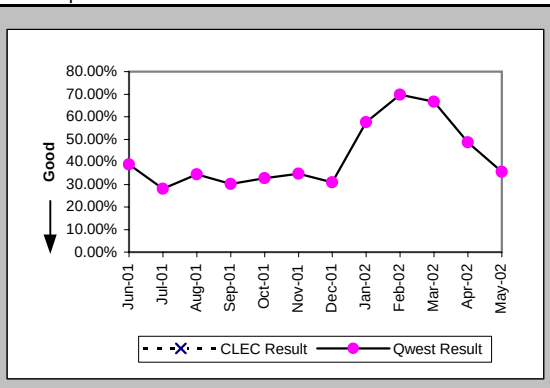
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 143 | 7425 | 1.93% | | |
| Sep-01 | | | | | 42 | 7113 | 0.59% | | |
| Oct-01 | | | | | 65 | 6826 | 0.95% | | |
| Nov-01 | | | | | 45 | 6513 | 0.69% | | |
| Dec-01 | | | | | 41 | 6299 | 0.65% | | |
| Jan-02 | | | | | 65 | 5929 | 1.10% | | |
| Feb-02 | | | | | 41 | 5695 | 0.72% | | |
| Mar-02 | | | | | 29 | 5529 | 0.52% | | |
| Apr-02 | | | | | 30 | 5363 | 0.56% | | |
| May-02 | | | | | | | | | |



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

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

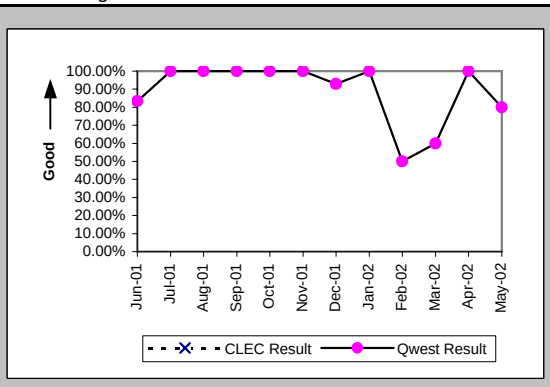
| Date | CLEC Num | CLEC Dend | CLEC Resu | Std Dev | Qwest Num | Qwest Dend | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 71 | 183 | 38.80% | | |
| Jul-01 | | | | | 58 | 206 | 28.16% | | |
| Aug-01 | | | | | 116 | 337 | 34.42% | | |
| Sep-01 | | | | | 36 | 119 | 30.25% | | |
| Oct-01 | | | | | 54 | 165 | 32.73% | | |
| Nov-01 | | | | | 40 | 115 | 34.78% | | |
| Dec-01 | | | | | 29 | 94 | 30.85% | | |
| Jan-02 | | | | | 130 | 226 | 57.52% | | |
| Feb-02 | | | | | 136 | 195 | 69.74% | | |
| Mar-02 | | | | | 108 | 162 | 66.67% | | |
| Apr-02 | | | | | 53 | 109 | 48.62% | | |
| May-02 | | | | | 56 | 157 | 35.67% | | |



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

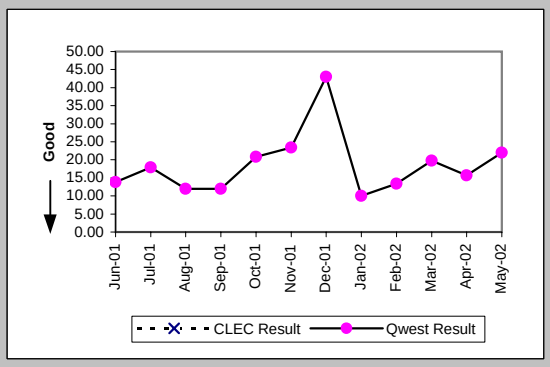
### Installation Commitments Met (Percent) (OP-3D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 5 | 6 | 83.33% | | |
| Jul-01 | | | | | 1 | 1 | 100.00% | | |
| Aug-01 | | | | | 1 | 1 | 100.00% | | |
| Sep-01 | | | | | 4 | 4 | 100.00% | | |
| Oct-01 | | | | | 3 | 3 | 100.00% | | |
| Nov-01 | | | | | 6 | 6 | 100.00% | | |
| Dec-01 | | | | | 26 | 28 | 92.86% | | |
| Jan-02 | | | | | 3 | 3 | 100.00% | | |
| Feb-02 | | | | | 1 | 2 | 50.00% | | |
| Mar-02 | | | | | 3 | 5 | 60.00% | | |
| Apr-02 | | | | | 3 | 3 | 100.00% | | |
| May-02 | | | | | 4 | 5 | 80.00% | | |



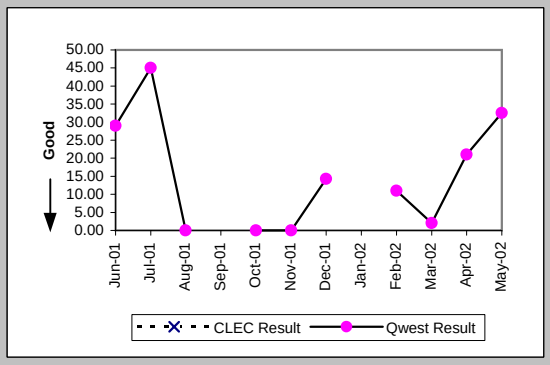

### Installation Interval (Average Days) (OP-4D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 83 | 6 | 13.83 | | |
| Jul-01 | | | | | 161 | 9 | 17.89 | | |
| Aug-01 | | | | | 72 | 6 | 12.00 | | |
| Sep-01 | | | | | 108 | 9 | 12.00 | | |
| Oct-01 | | | | | 125 | 6 | 20.83 | | |
| Nov-01 | | | | | 164 | 7 | 23.43 | | |
| Dec-01 | | | | | 1334 | 31 | 43.03 | | |
| Jan-02 | | | | | 90 | 9 | 10.00 | | |
| Feb-02 | | | | | 67 | 5 | 13.40 | | |
| Mar-02 | | | | | 99 | 5 | 19.80 | | |
| Apr-02 | | | | | 47 | 3 | 15.67 | | |
| May-02 | | | | | 264 | 12 | 22.00 | | |



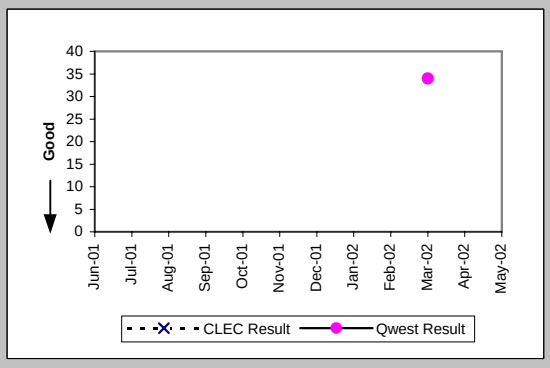

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-4) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 29 | 1 | 29.00 | | |
| Jul-01 | | | | | 45 | 1 | 45.00 | | |
| Aug-01 | | | | | 0 | 1 | 0.00 | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | 0 | 2 | 0.00 | | |
| Nov-01 | | | | | 0 | 1 | 0.00 | | |
| Dec-01 | | | | | 57 | 4 | 14.25 | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | 11 | 1 | 11.00 | | |
| Mar-02 | | | | | 2 | 1 | 2.00 | | |
| Apr-02 | | | | | 21 | 1 | 21.00 | | |
| May-02 | | | | | 65 | 2 | 32.50 | | |




### Delayed Days for Facility Reasons (Average Days) (OP-6B-4) (Parity)-- Interval Zone One

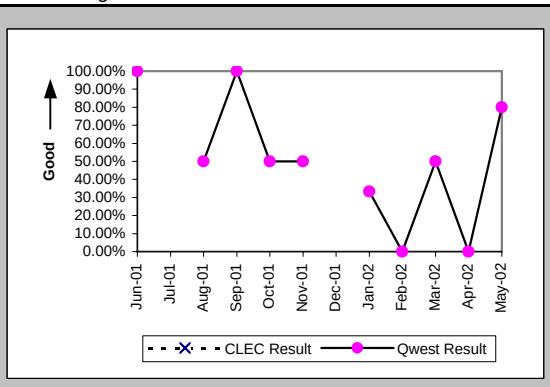
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | 34 | 1 | 34.00 | | |
| Apr-02 | | | | | | | | | |
| May-02 | | | | | | | | | |



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

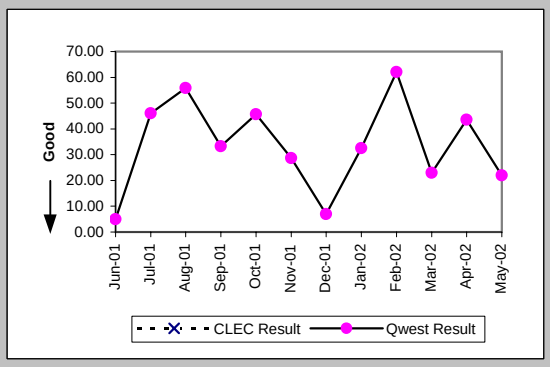
### Installation Commitments Met (Percent) (OP-3E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 1 | 1 | 100.00% | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 1 | 2 | 50.00% | | |
| Sep-01 | | | | | 1 | 1 | 100.00% | | |
| Oct-01 | | | | | 2 | 4 | 50.00% | | |
| Nov-01 | | | | | 1 | 2 | 50.00% | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | 1 | 3 | 33.33% | | |
| Feb-02 | | | | | 0 | 1 | 0.00% | | |
| Mar-02 | | | | | 1 | 2 | 50.00% | | |
| Apr-02 | | | | | 0 | 8 | 0.00% | | |
| May-02 | | | | | 4 | 5 | 80.00% | | |



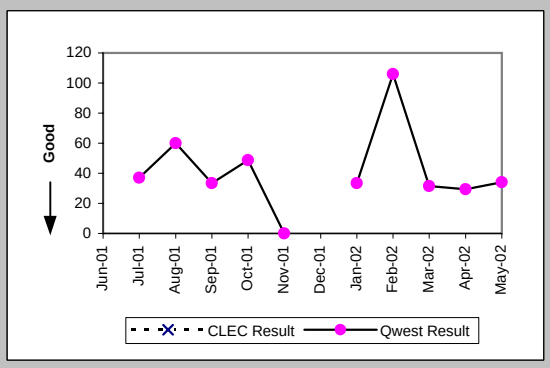

### Installation Interval (Average Days) (OP-4E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 5 | 1 | 5.00 | | |
| Jul-01 | | | | | 46 | 1 | 46.00 | | |
| Aug-01 | | | | | 279 | 5 | 55.80 | | |
| Sep-01 | | | | | 266 | 8 | 33.25 | | |
| Oct-01 | | | | | 502 | 11 | 45.64 | | |
| Nov-01 | | | | | 86 | 3 | 28.67 | | |
| Dec-01 | | | | | 7 | 1 | 7.00 | | |
| Jan-02 | | | | | 130 | 4 | 32.50 | | |
| Feb-02 | | | | | 124 | 2 | 62.00 | | |
| Mar-02 | | | | | 115 | 5 | 23.00 | | |
| Apr-02 | | | | | 392 | 9 | 43.56 | | |
| May-02 | | | | | 307 | 14 | 21.93 | | |



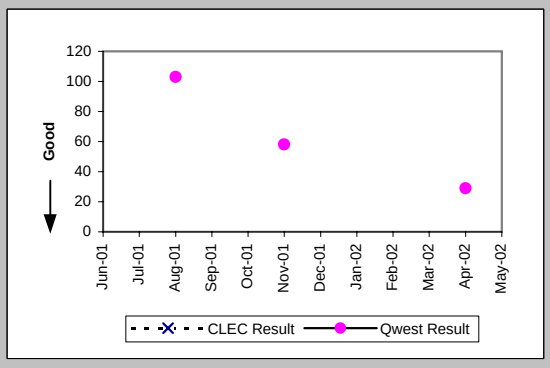

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | 37 | 1 | 37.00 | | |
| Aug-01 | | | | | 120 | 2 | 60.00 | | |
| Sep-01 | | | | | 134 | 4 | 33.50 | | |
| Oct-01 | | | | | 390 | 8 | 48.75 | | |
| Nov-01 | | | | | 0 | 1 | 0.00 | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | 67 | 2 | 33.50 | | |
| Feb-02 | | | | | 106 | 1 | 106.00 | | |
| Mar-02 | | | | | 63 | 2 | 31.50 | | |
| Apr-02 | | | | | 206 | 7 | 29.43 | | |
| May-02 | | | | | 102 | 3 | 34.00 | | |




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

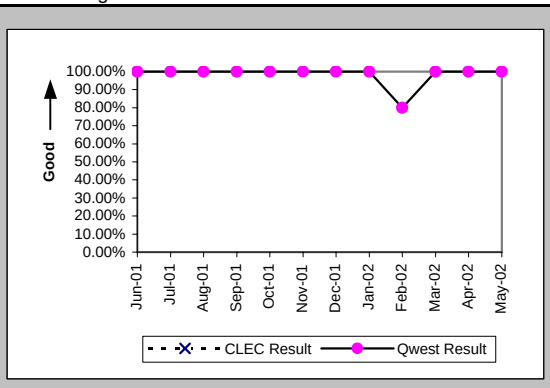
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 103 | 1 | 103.00 | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | 58 | 1 | 58.00 | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | | | | | |
| Apr-02 | | | | | 58 | 2 | 29.00 | | |
| May-02 | | | | | | | | | |



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

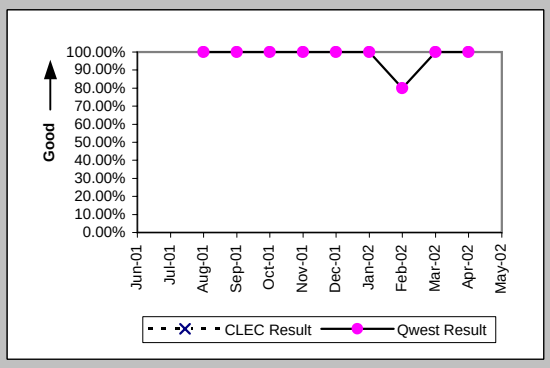
New Service Installation Quality (Percent) (OP-5) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Dend | CLEC Resu | Std Dev | Qwest Num | Qwest Dend | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 8 | 8 | 100.00% | | |
| Jul-01 | | | | | 11 | 11 | 100.00% | | |
| Aug-01 | | | | | 11 | 11 | 100.00% | | |
| Sep-01 | | | | | 14 | 14 | 100.00% | | |
| Oct-01 | | | | | 17 | 17 | 100.00% | | |
| Nov-01 | | | | | 14 | 14 | 100.00% | | |
| Dec-01 | | | | | 21 | 21 | 100.00% | | |
| Jan-02 | | | | | 23 | 23 | 100.00% | | |
| Feb-02 | | | | | 8 | 10 | 80.00% | | |
| Mar-02 | | | | | 9 | 9 | 100.00% | | |
| Apr-02 | | | | | 12 | 12 | 100.00% | | |
| May-02 | | | | | 20 | 20 | 100.00% | | |



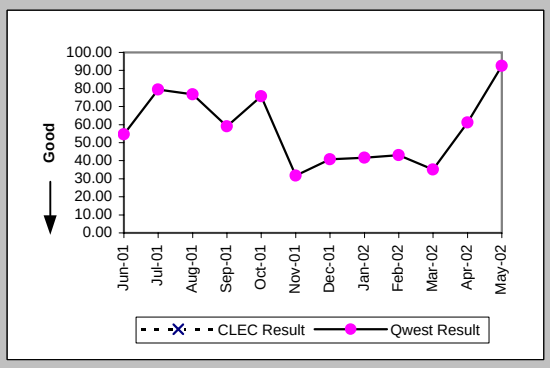

New Service Installation Quality (Percent) (OP-5*) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Dend | CLEC Resu | Std Dev | Qwest Num | Qwest Dend | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 11 | 11 | 100.00% | | |
| Sep-01 | | | | | 14 | 14 | 100.00% | | |
| Oct-01 | | | | | 17 | 17 | 100.00% | | |
| Nov-01 | | | | | 14 | 14 | 100.00% | | |
| Dec-01 | | | | | 21 | 21 | 100.00% | | |
| Jan-02 | | | | | 23 | 23 | 100.00% | | |
| Feb-02 | | | | | 8 | 10 | 80.00% | | |
| Mar-02 | | | | | 9 | 9 | 100.00% | | |
| Apr-02 | | | | | 12 | 12 | 100.00% | | |
| May-02 | | | | | | | | | |




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

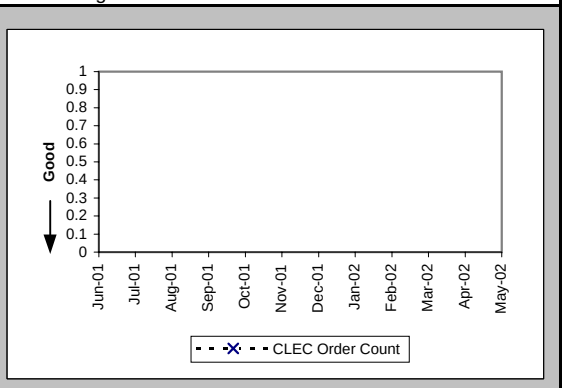
| Date | CLEC Num | CLEC Dend | CLEC Resu | Std Dev | Qwest Num | Qwest Dend | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 820 | 15 | 54.67 | | |
| Jul-01 | | | | | 636 | 8 | 79.50 | | |
| Aug-01 | | | | | 614 | 8 | 76.75 | | |
| Sep-01 | | | | | 531 | 9 | 59.00 | | |
| Oct-01 | | | | | 530 | 7 | 75.71 | | |
| Nov-01 | | | | | 127 | 4 | 31.75 | | |
| Dec-01 | | | | | 285 | 7 | 40.71 | | |
| Jan-02 | | | | | 375 | 9 | 41.67 | | |
| Feb-02 | | | | | 518 | 12 | 43.17 | | |
| Mar-02 | | | | | 457 | 13 | 35.15 | | |
| Apr-02 | | | | | 428 | 7 | 61.14 | | |
| May-02 | | | | | 370 | 4 | 92.50 | | |



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

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

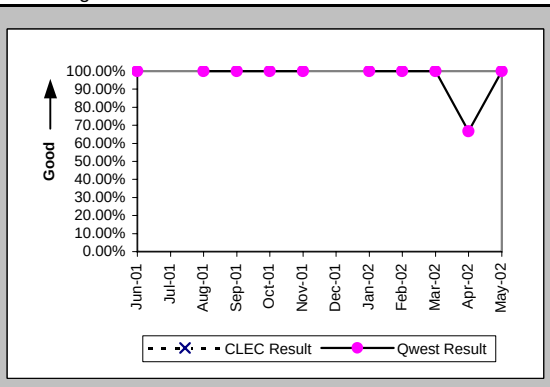
| Date | CLEC Order Count |
|---|---|
| Jun-01 | |
| Jul-01 | |
| Aug-01 | |
| Sep-01 | |
| Oct-01 | |
| Nov-01 | |
| Dec-01 | |
| Jan-02 | |
| Feb-02 | |
| Mar-02 | |
| Apr-02 | |
| May-02 | |



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

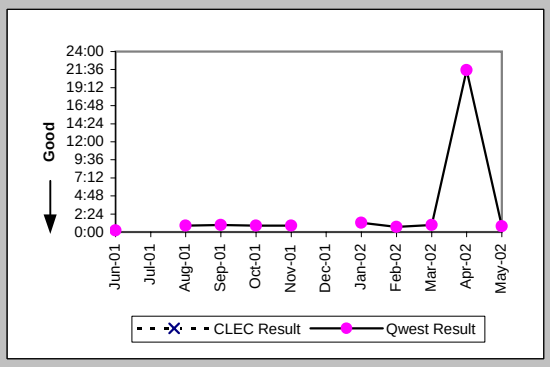
### All Troubles Cleared within 4 hours (Percent) (MR-5A) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 1 | 1 | 100.00% | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 4 | 4 | 100.00% | | |
| Sep-01 | | | | | 1 | 1 | 100.00% | | |
| Oct-01 | | | | | 5 | 5 | 100.00% | | |
| Nov-01 | | | | | 1 | 1 | 100.00% | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | 3 | 3 | 100.00% | | |
| Feb-02 | | | | | 1 | 1 | 100.00% | | |
| Mar-02 | | | | | 2 | 2 | 100.00% | | |
| Apr-02 | | | | | 2 | 3 | 66.67% | | |
| May-02 | | | | | 2 | 2 | 100.00% | | |



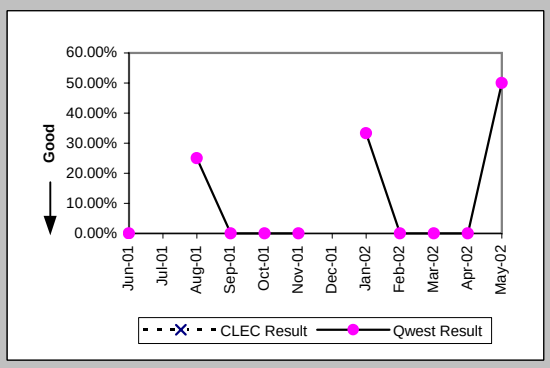

### Mean Time to Restore (Hours:Minutes) (MR-6D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 0:12 | 1 | 0:12 | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 3:29 | 4 | 0:52 | | |
| Sep-01 | | | | | 0:55 | 1 | 0:55 | | |
| Oct-01 | | | | | 4:11 | 5 | 0:50 | | |
| Nov-01 | | | | | 0:50 | 1 | 0:50 | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | 3:45 | 3 | 1:15 | | |
| Feb-02 | | | | | 0:41 | 1 | 0:41 | | |
| Mar-02 | | | | | 1:54 | 2 | 0:57 | | |
| Apr-02 | | | | | 64:36 | 3 | 21:32 | | |
| May-02 | | | | | 1:33 | 2 | 0:46 | | |



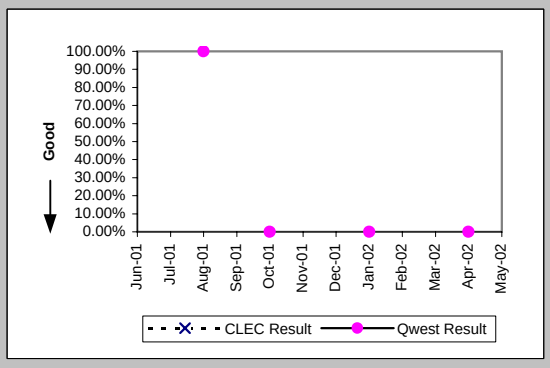

### Repair Repeat Report Rate (Percent) (MR-7D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 0 | 1 | 0.00% | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 1 | 4 | 25.00% | | |
| Sep-01 | | | | | 0 | 1 | 0.00% | | |
| Oct-01 | | | | | 0 | 5 | 0.00% | | |
| Nov-01 | | | | | 0 | 1 | 0.00% | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | 1 | 3 | 33.33% | | |
| Feb-02 | | | | | 0 | 1 | 0.00% | | |
| Mar-02 | | | | | 0 | 2 | 0.00% | | |
| Apr-02 | | | | | 0 | 3 | 0.00% | | |
| May-02 | | | | | 1 | 2 | 50.00% | | |




### Repair Repeat Report Rate (Percent) (MR-7D*) (Parity)-- Interval Zone One

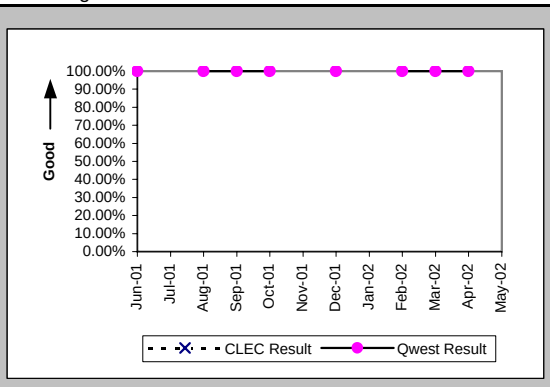
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 1 | 1 | 100.00% | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | 0 | 1 | 0.00% | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | 0 | 1 | 0.00% | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | | | | | |
| Apr-02 | | | | | 0 | 1 | 0.00% | | |
| May-02 | | | | | | | | | |



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

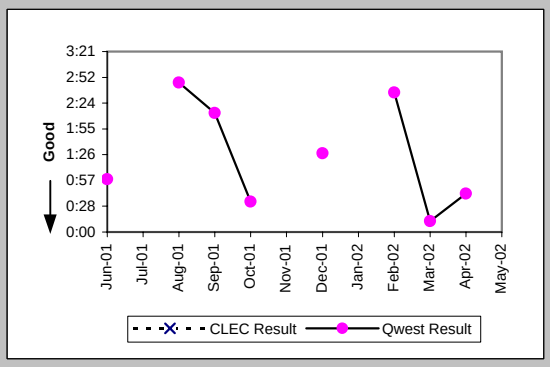
### All Troubles Cleared within 4 hours (Percent) (MR-5B) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 1 | 1 | 100.00% | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 1 | 1 | 100.00% | | |
| Sep-01 | | | | | 1 | 1 | 100.00% | | |
| Oct-01 | | | | | 2 | 2 | 100.00% | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | 1 | 1 | 100.00% | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | 2 | 2 | 100.00% | | |
| Mar-02 | | | | | 2 | 2 | 100.00% | | |
| Apr-02 | | | | | 4 | 4 | 100.00% | | |
| May-02 | | | | | | | | | |



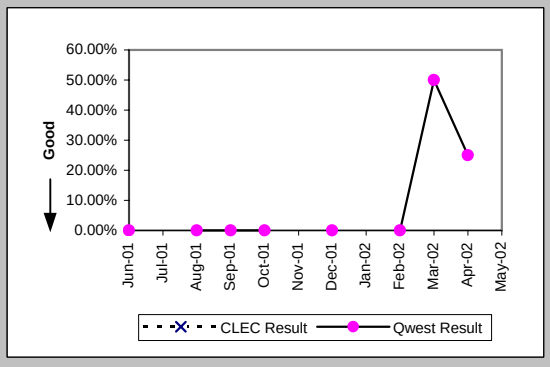

### Mean Time to Restore (Hours:Minutes) (MR-6E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 0:59 | 1 | 0:59 | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 2:47 | 1 | 2:47 | | |
| Sep-01 | | | | | 2:13 | 1 | 2:13 | | |
| Oct-01 | | | | | 1:08 | 2 | 0:34 | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | 1:28 | 1 | 1:28 | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | 5:12 | 2 | 2:36 | | |
| Mar-02 | | | | | 0:23 | 2 | 0:12 | | |
| Apr-02 | | | | | 2:53 | 4 | 0:43 | | |
| May-02 | | | | | | | | | |



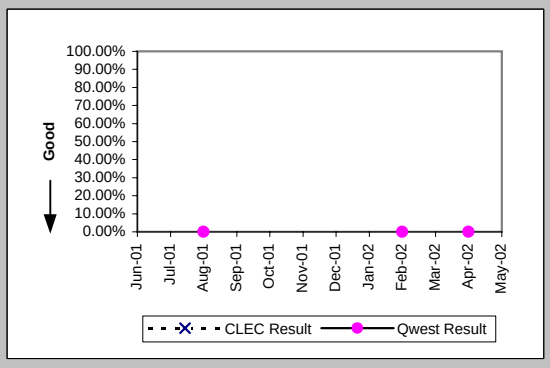

### Repair Repeat Report Rate (Percent) (MR-7E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 0 | 1 | 0.00% | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 0 | 1 | 0.00% | | |
| Sep-01 | | | | | 0 | 1 | 0.00% | | |
| Oct-01 | | | | | 0 | 2 | 0.00% | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | 0 | 1 | 0.00% | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | 0 | 2 | 0.00% | | |
| Mar-02 | | | | | 1 | 2 | 50.00% | | |
| Apr-02 | | | | | 1 | 4 | 25.00% | | |
| May-02 | | | | | | | | | |




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

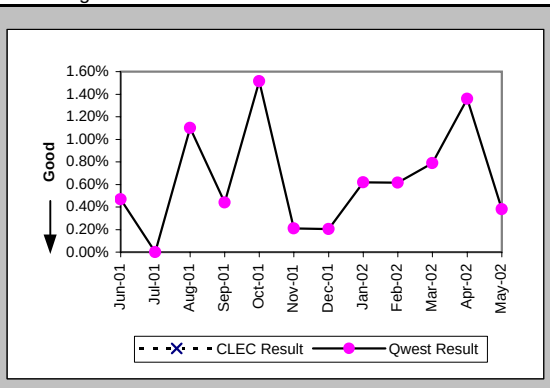
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 0 | 1 | 0.00% | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | 0 | 2 | 0.00% | | |
| Mar-02 | | | | | | | | | |
| Apr-02 | | | | | 0 | 1 | 0.00% | | |
| May-02 | | | | | | | | | |



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

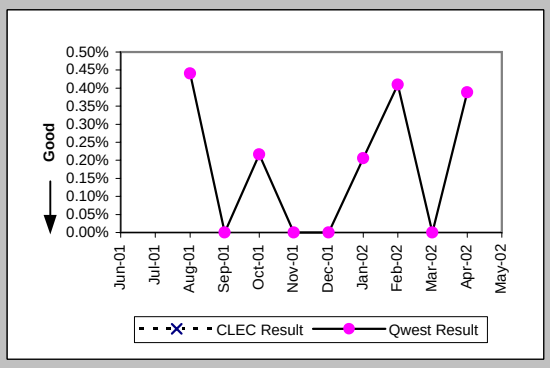
Trouble Rate (Percent) (MR-8) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Dend | CLEC Resu | Std Dev | Qwest Num | Qwest Dend | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 2 | 427 | 0.47% | | |
| Jul-01 | | | | | 0 | 443 | 0.00% | | |
| Aug-01 | | | | | 5 | 454 | 1.10% | | |
| Sep-01 | | | | | 2 | 456 | 0.44% | | |
| Oct-01 | | | | | 7 | 462 | 1.52% | | |
| Nov-01 | | | | | 1 | 474 | 0.21% | | |
| Dec-01 | | | | | 1 | 487 | 0.21% | | |
| Jan-02 | | | | | 3 | 486 | 0.62% | | |
| Feb-02 | | | | | 3 | 488 | 0.61% | | |
| Mar-02 | | | | | 4 | 508 | 0.79% | | |
| Apr-02 | | | | | 7 | 515 | 1.36% | | |
| May-02 | | | | | 2 | 526 | 0.38% | | |



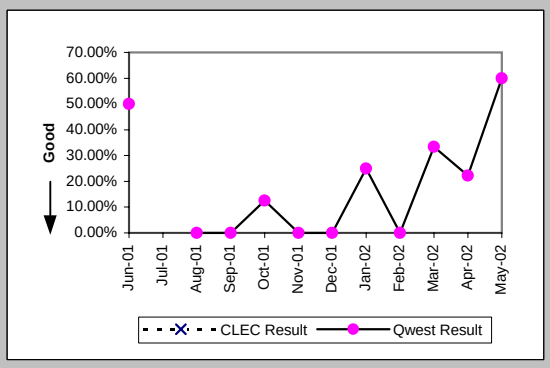

Trouble Rate (Percent) (MR-8*) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Dend | CLEC Resu | Std Dev | Qwest Num | Qwest Dend | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 2 | 454 | 0.44% | | |
| Sep-01 | | | | | 0 | 456 | 0.00% | | |
| Oct-01 | | | | | 1 | 462 | 0.22% | | |
| Nov-01 | | | | | 0 | 474 | 0.00% | | |
| Dec-01 | | | | | 0 | 487 | 0.00% | | |
| Jan-02 | | | | | 1 | 486 | 0.21% | | |
| Feb-02 | | | | | 2 | 488 | 0.41% | | |
| Mar-02 | | | | | 0 | 508 | 0.00% | | |
| Apr-02 | | | | | 2 | 515 | 0.39% | | |
| May-02 | | | | | | | | | |




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

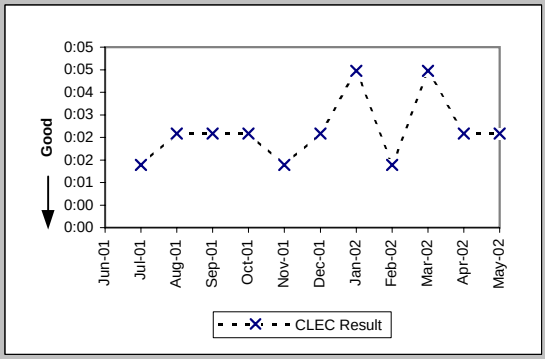
| Date | CLEC Num | CLEC Dend | CLEC Resu | Std Dev | Qwest Num | Qwest Dend | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 2 | 4 | 50.00% | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 0 | 5 | 0.00% | | |
| Sep-01 | | | | | 0 | 2 | 0.00% | | |
| Oct-01 | | | | | 1 | 8 | 12.50% | | |
| Nov-01 | | | | | 0 | 1 | 0.00% | | |
| Dec-01 | | | | | 0 | 1 | 0.00% | | |
| Jan-02 | | | | | 1 | 4 | 25.00% | | |
| Feb-02 | | | | | 0 | 3 | 0.00% | | |
| Mar-02 | | | | | 2 | 6 | 33.33% | | |
| Apr-02 | | | | | 2 | 9 | 22.22% | | |
| May-02 | | | | | 3 | 5 | 60.00% | | |



## Checklist #4 - Unbundled Loop Cutovers

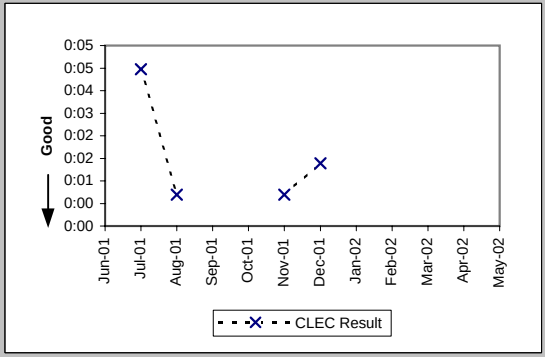
OP-7 - Coordinated "Hot Cut" Interval - Unbundled Loops (Hours:Minutes) Unbundled Loop - Analog (OP-7) (Diagnostic)

| Date | CLEC Num | CLEC Denom | CLEC Result |
|---|---|---|---|
| Jun-01 | | | |
| Jul-01 | 0:36 | 18 | 0:02 |
| Aug-01 | 4:30 | 100 | 0:03 |
| Sep-01 | 11:34 | 256 | 0:03 |
| Oct-01 | 84:52 | 1544 | 0:03 |
| Nov-01 | 18:37 | 499 | 0:02 |
| Dec-01 | 12:21 | 271 | 0:03 |
| Jan-02 | 22:41 | 251 | 0:05 |
| Feb-02 | 8:03 | 222 | 0:02 |
| Mar-02 | 12:39 | 161 | 0:05 |
| Apr-02 | 14:30 | 319 | 0:03 |
| May-02 | 4:45 | 92 | 0:03 |



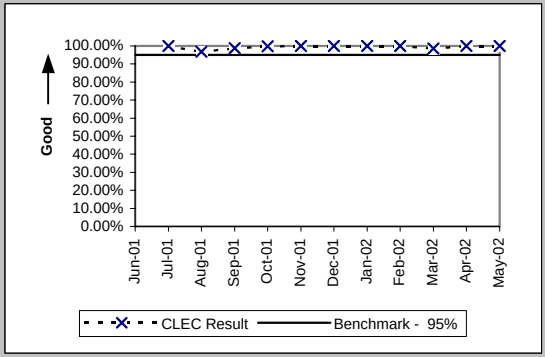

OP-7 - Coordinated "Hot Cut" Interval - Unbundled Loops (Hours:Minutes) Unbundled Loop Other (OP-7) (Diagnostic)

| Date | CLEC Num | CLEC Denom | CLEC Result |
|---|---|---|---|
| Jun-01 | | | |
| Jul-01 | 0:05 | 1 | 0:05 |
| Aug-01 | 0:08 | 7 | 0:01 |
| Sep-01 | | | |
| Oct-01 | | | |
| Nov-01 | 0:01 | 1 | 0:01 |
| Dec-01 | 0:05 | 3 | 0:02 |
| Jan-02 | | | |
| Feb-02 | | | |
| Mar-02 | | | |
| Apr-02 | | | |
| May-02 | | | |



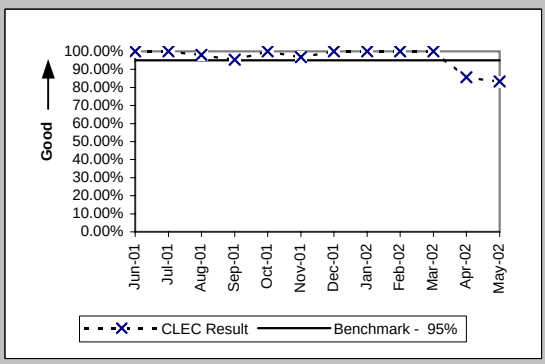

Coordinated Cuts Completed on Time (Percent) Unbundled Loop - Analog (OP-13A) (Benchmark)

| Date | CLEC Num | CLEC Denom | CLEC Result |
|---|---|---|---|
| Jun-01 | | | |
| Jul-01 | 5 | 5 | 100.00% |
| Aug-01 | 31 | 32 | 96.88% |
| Sep-01 | 79 | 80 | 98.75% |
| Oct-01 | 515 | 516 | 99.81% |
| Nov-01 | 115 | 115 | 100.00% |
| Dec-01 | 105 | 105 | 100.00% |
| Jan-02 | 143 | 143 | 100.00% |
| Feb-02 | 73 | 73 | 100.00% |
| Mar-02 | 67 | 68 | 98.53% |
| Apr-02 | 99 | 99 | 100.00% |
| May-02 | 42 | 42 | 100.00% |




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

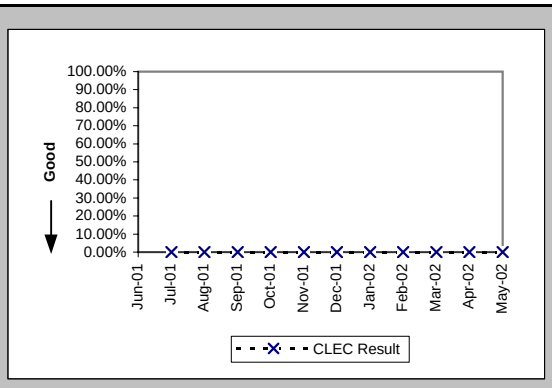
| Date | CLEC Num | CLEC Denom | CLEC Result |
|---|---|---|---|
| Jun-01 | 33 | 33 | 100.00% |
| Jul-01 | 26 | 26 | 100.00% |
| Aug-01 | 51 | 52 | 98.08% |
| Sep-01 | 42 | 44 | 95.45% |
| Oct-01 | 41 | 41 | 100.00% |
| Nov-01 | 31 | 32 | 96.88% |
| Dec-01 | 29 | 29 | 100.00% |
| Jan-02 | 15 | 15 | 100.00% |
| Feb-02 | 9 | 9 | 100.00% |
| Mar-02 | 5 | 5 | 100.00% |
| Apr-02 | 6 | 7 | 85.71% |
| May-02 | 5 | 6 | 83.33% |



## Checklist #4 - Unbundled Loop Cutovers

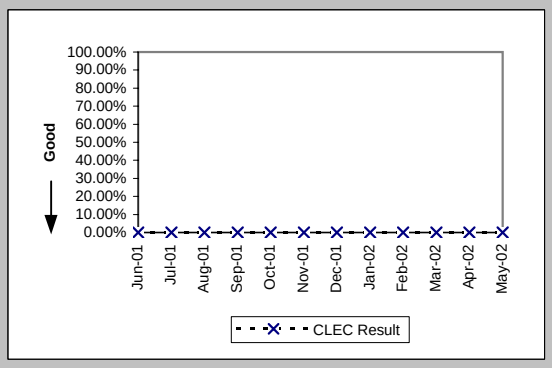
Coordinated Cuts Started Without CLEC Approval (Percent) Unbundled Loop - Analog (OP-13B) (Diagnostic)

| Date | CLEC Num | CLEC Denom | CLEC Result |
|---|---|---|---|
| Jun-01 | | | |
| Jul-01 | 0 | 5 | 0.00% |
| Aug-01 | 0 | 32 | 0.00% |
| Sep-01 | 0 | 80 | 0.00% |
| Oct-01 | 0 | 516 | 0.00% |
| Nov-01 | 0 | 115 | 0.00% |
| Dec-01 | 0 | 105 | 0.00% |
| Jan-02 | 0 | 143 | 0.00% |
| Feb-02 | 0 | 73 | 0.00% |
| Mar-02 | 0 | 68 | 0.00% |
| Apr-02 | 0 | 99 | 0.00% |
| May-02 | 0 | 42 | 0.00% |




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

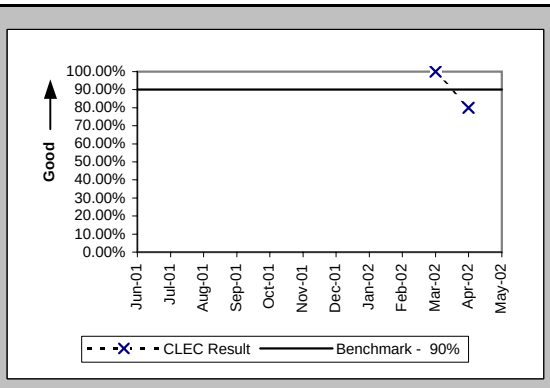
| Date | CLEC Num | CLEC Denom | CLEC Result |
|---|---|---|---|
| Jun-01 | 0 | 33 | 0.00% |
| Jul-01 | 0 | 26 | 0.00% |
| Aug-01 | 0 | 52 | 0.00% |
| Sep-01 | 0 | 44 | 0.00% |
| Oct-01 | 0 | 41 | 0.00% |
| Nov-01 | 0 | 32 | 0.00% |
| Dec-01 | 0 | 29 | 0.00% |
| Jan-02 | 0 | 15 | 0.00% |
| Feb-02 | 0 | 9 | 0.00% |
| Mar-02 | 0 | 5 | 0.00% |
| Apr-02 | 0 | 7 | 0.00% |
| May-02 | 0 | 6 | 0.00% |



## Checklist #4 - Unbundled Loop - Conditioned

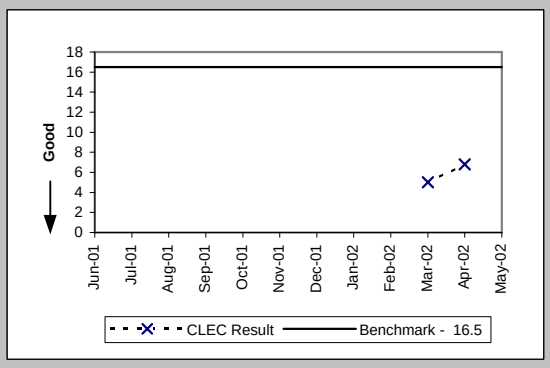
### Installation Commitments Met (Percent) (OP-3D) (Benchmark)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | CLEC Std Dev |
|---|---|---|---|---|
| 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 | 4 | 5 | 80.00% | 40.00% |
| May-02 | | | | |



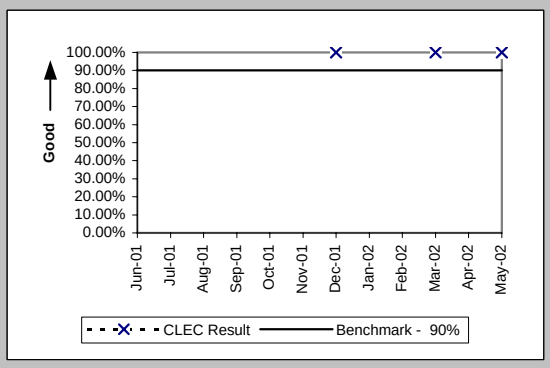

### Installation Interval (Average Days) (OP-4D) (Benchmark)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | CLEC Std Dev |
|---|---|---|---|---|
| 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 | 34 | 5 | 6.80 | 2.05 |
| May-02 | | | | |



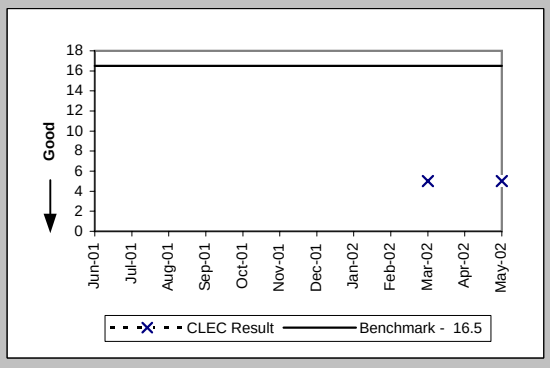

### Installation Commitments Met (Percent) (OP-3E) (Benchmark)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | CLEC Std Dev |
|---|---|---|---|---|
| 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 | 1 | 1 | 100.00% | 0.00% |
| Apr-02 | | | | |
| May-02 | 1 | 1 | 100.00% | 0.00% |




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

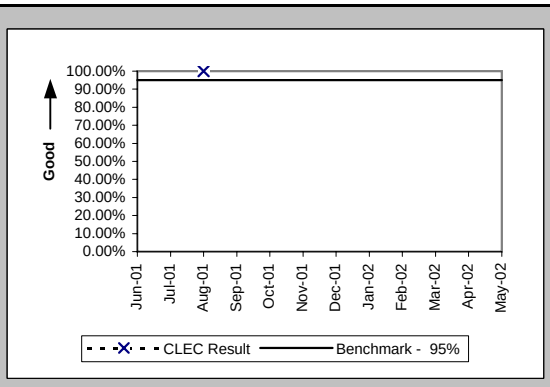
| Date | CLEC Num | CLEC Denom | CLEC Result | CLEC Std Dev |
|---|---|---|---|---|
| Jun-01 | | | | |
| Jul-01 | | | | |
| Aug-01 | | | | |
| Sep-01 | | | | |
| Oct-01 | | | | |
| Nov-01 | | | | |
| Dec-01 | | | | |
| Jan-02 | | | | |
| Feb-02 | | | | |
| Mar-02 | 5 | 1 | 5.00 | |
| Apr-02 | | | | |
| May-02 | 5 | 1 | 5.00 | |



## Checklist #4 - Line Sharing Installation

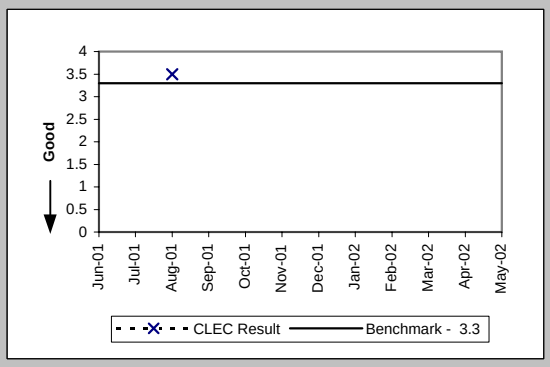
### Installation Commitments Met (Percent) (OP-3A) (Benchmark)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | Std Dev |
|---|---|---|---|---|
| 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 | | | | |
| May-02 | | | | |



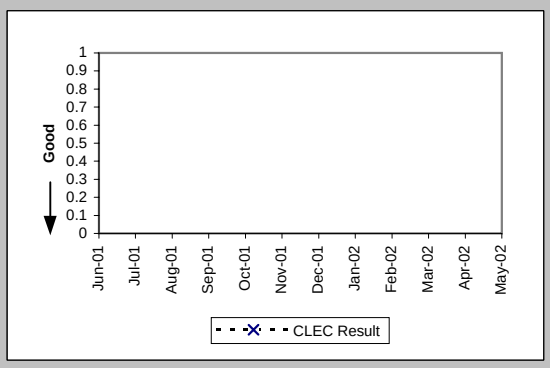

### Installation Interval (Average Days) (OP-4A) (Benchmark)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | Std Dev |
|---|---|---|---|---|
| Jun-01 | | | | |
| Jul-01 | | | | |
| Aug-01 | 7 | 2 | 3.50 | 2.12 |
| Sep-01 | | | | |
| Oct-01 | | | | |
| Nov-01 | | | | |
| Dec-01 | | | | |
| Jan-02 | | | | |
| Feb-02 | | | | |
| Mar-02 | | | | |
| Apr-02 | | | | |
| May-02 | | | | |



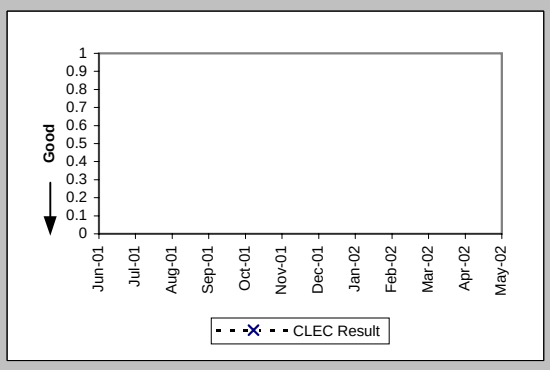

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-1) (Diagnostic)-- Dispatches Within MSAs

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




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

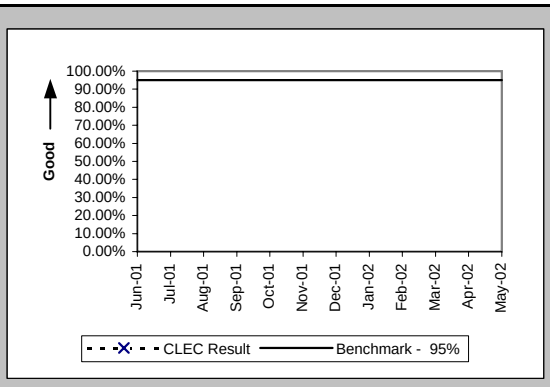
| Date | CLEC Num | CLEC Denom | CLEC Result | Std Dev |
|---|---|---|---|---|
| Jun-01 | | | | |
| Jul-01 | | | | |
| Aug-01 | | | | |
| Sep-01 | | | | |
| Oct-01 | | | | |
| Nov-01 | | | | |
| Dec-01 | | | | |
| Jan-02 | | | | |
| Feb-02 | | | | |
| Mar-02 | | | | |
| Apr-02 | | | | |
| May-02 | |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



## Checklist #4 - Line Sharing Installation

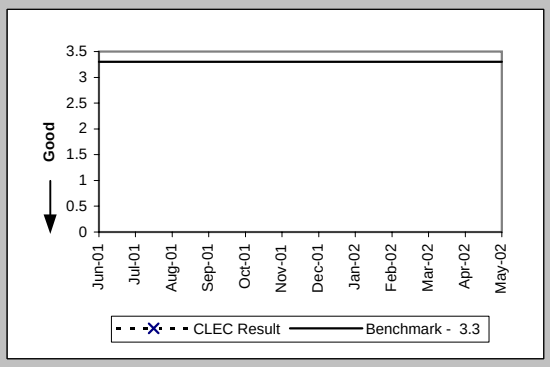
Installation Commitments Met (Percent) (OP-3B) (Benchmark)-- Dispatches Outside MSAs

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



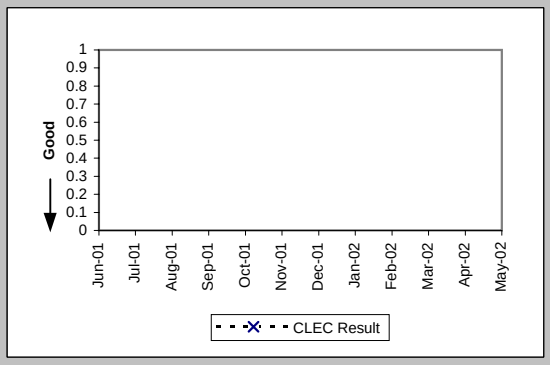

Installation Interval (Average Days) (OP-4B) (Benchmark)-- Dispatches Outside MSAs

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



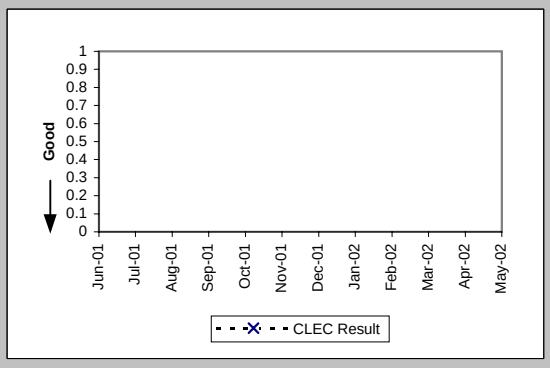

Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-2) (Diagnostic)-- Dispatches Outside MSAs

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




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

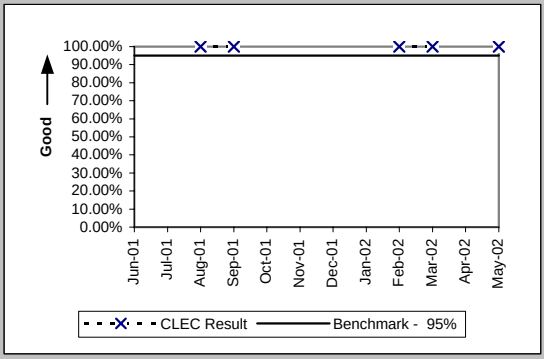
| Date | CLEC Num | CLEC Denom | CLEC Result | Std Dev |
|---|---|---|---|---|
| Jun-01 | | | | |
| Jul-01 | | | | |
| Aug-01 | | | | |
| Sep-01 | | | | |
| Oct-01 | | | | |
| Nov-01 | | | | |
| Dec-01 | | | | |
| Jan-02 | | | | |
| Feb-02 | | | | |
| Mar-02 | | | | |
| Apr-02 | | | | |
| May-02 | |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



## Checklist #4 - Line Sharing Installation

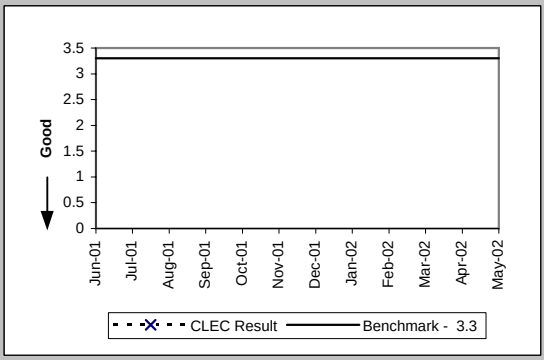
### Installation Commitments Met (Percent) (OP-3C) (Benchmark)-- No Dispatches

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



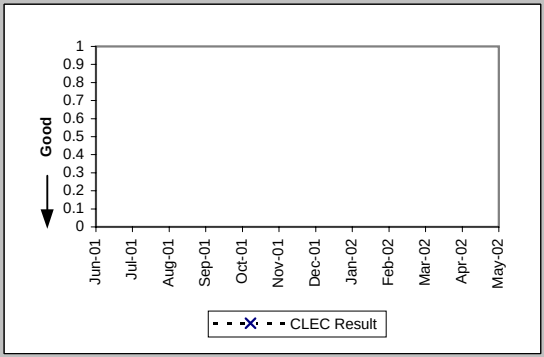

### Installation Interval (Average Days) (OP-4C) (Benchmark)-- No Dispatches

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



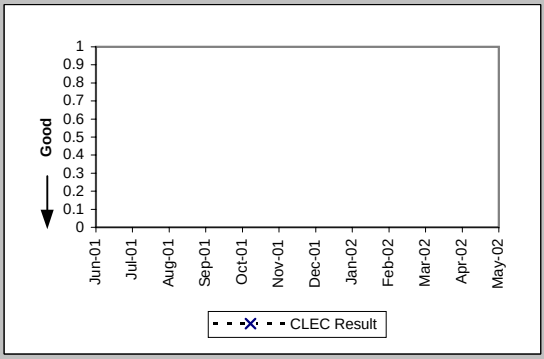

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-3) (Diagnostic)-- No Dispatches

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




### Delayed Days for Facility Reasons (Average Days) (OP-6B-3) (Diagnostic)-- No Dispatches

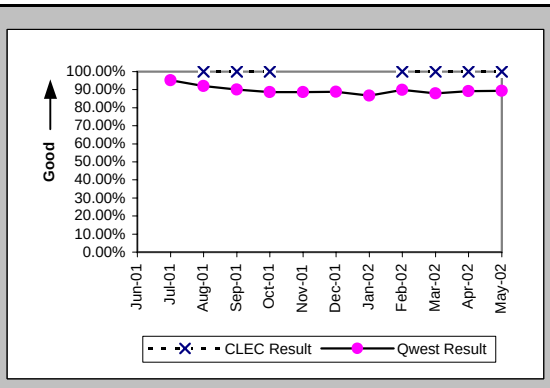
| Date | CLEC Num | CLEC Denom | CLEC Result | Std Dev |
|---|---|---|---|---|
| Jun-01 | | | | |
| Jul-01 | | | | |
| Aug-01 | | | | |
| Sep-01 | | | | |
| Oct-01 | | | | |
| Nov-01 | | | | |
| Dec-01 | | | | |
| Jan-02 | | | | |
| Feb-02 | | | | |
| Mar-02 | | | | |
| Apr-02 | | | | |
| May-02 | |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



## Checklist #4 - Line Sharing Installation

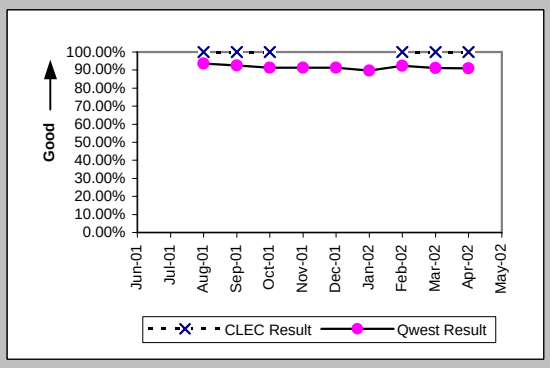
New Service Installation Quality (Percent) (OP-5) (Parity)

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | 22709 | 23839 | 95.26% | | |
| Aug-01 | 2 | 2 | 100.00% | 0.00% | 15715 | 17069 | 92.07% | -0.42 | -1.25 |
| Sep-01 | 2 | 2 | 100.00% | 0.00% | 10496 | 11648 | 90.11% | -0.47 | -1.28 |
| Oct-01 | 1 | 1 | 100.00% | 0.00% | 8991 | 10148 | 88.60% | -0.36 | -1.22 |
| Nov-01 | | | | | 8852 | 9976 | 88.73% | | |
| Dec-01 | | | | | 7695 | 8664 | 88.82% | | |
| Jan-02 | | | | | 7201 | 8301 | 86.75% | | |
| Feb-02 | 1 | 1 | 100.00% | 0.00% | 7738 | 8603 | 89.95% | -0.33 | -1.2 |
| Mar-02 | 1 | 1 | 100.00% | 0.00% | 7604 | 8639 | 88.02% | -0.37 | -1.22 |
| Apr-02 | 1 | 1 | 100.00% | 0.00% | 8105 | 9095 | 89.11% | -0.35 | -1.21 |
| May-02 | 1 | 1 | 100.00% | 0.00% | 8552 | 9561 | 89.45% | -0.34 | -1.21 |




New Service Installation Quality (Percent) (OP-5*) (Parity)

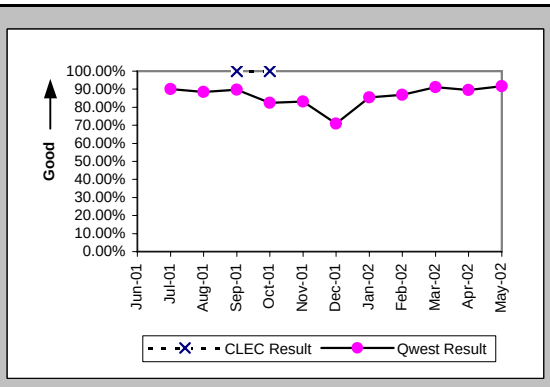
| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | 2 | 2 | 100.00% | 0.00% | 15973 | 17069 | 93.58% | -0.37 | -1.23 |
| Sep-01 | 2 | 2 | 100.00% | 0.00% | 10781 | 11648 | 92.56% | -0.4 | -1.24 |
| Oct-01 | 1 | 1 | 100.00% | 0.00% | 9270 | 10148 | 91.35% | -0.31 | -1.19 |
| Nov-01 | | | | | 9105 | 9976 | 91.27% | | |
| Dec-01 | | | | | 7907 | 8664 | 91.26% | | |
| Jan-02 | | | | | 7454 | 8301 | 89.80% | | |
| Feb-02 | 1 | 1 | 100.00% | 0.00% | 7950 | 8603 | 92.41% | -0.29 | -1.17 |
| Mar-02 | 1 | 1 | 100.00% | 0.00% | 7873 | 8639 | 91.13% | -0.31 | -1.19 |
| Apr-02 | 1 | 1 | 100.00% | 0.00% | 8270 | 9095 | 90.93% | -0.32 | -1.19 |
| May-02 | | | | | | | | | |



## Checklist #4 - Line Sharing Repair

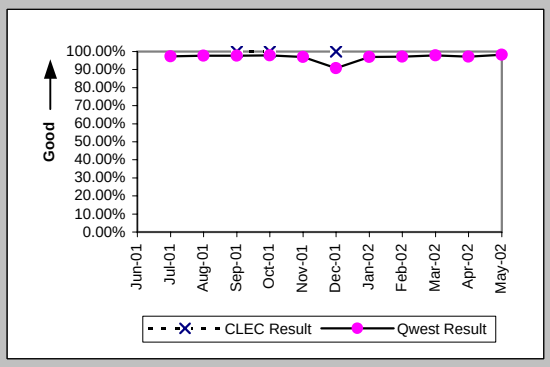
### Out of Service Cleared within 24 hours (Percent) (MR-3A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | 2048 | 2276 | 89.98% | | |
| Aug-01 | | | | | 1833 | 2071 | 88.51% | | |
| Sep-01 | 1 | 1 | 100.00% | 0.00% | 1713 | 1909 | 89.73% | -0.34 | -1.21 |
| Oct-01 | 1 | 1 | 100.00% | 0.00% | 1560 | 1891 | 82.50% | -0.46 | -1.28 |
| Nov-01 | | | | | 1809 | 2176 | 83.13% | | |
| Dec-01 | | | | | 1203 | 1696 | 70.93% | | |
| Jan-02 | | | | | 1514 | 1773 | 85.39% | | |
| Feb-02 | | | | | 1136 | 1307 | 86.92% | | |
| Mar-02 | | | | | 1325 | 1453 | 91.19% | | |
| Apr-02 | | | | | 1671 | 1865 | 89.60% | | |
| May-02 | | | | | 1551 | 1692 | 91.67% | | |



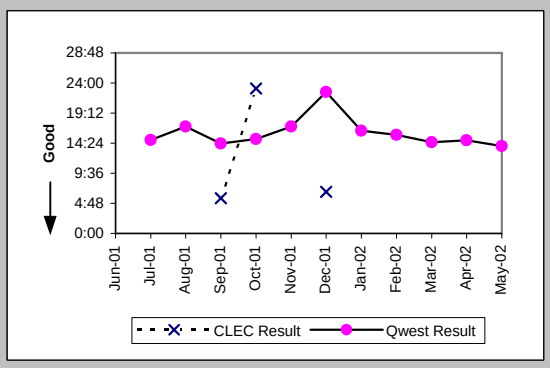

### All Troubles Cleared within 48 hours (Percent) (MR-4A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | 2927 | 3005 | 97.40% | | |
| Aug-01 | | | | | 2759 | 2826 | 97.63% | | |
| Sep-01 | 1 | 1 | 100.00% | 0.00% | 2466 | 2524 | 97.70% | -0.15 | -1.09 |
| Oct-01 | 1 | 1 | 100.00% | 0.00% | 2474 | 2526 | 97.94% | -0.14 | -1.09 |
| Nov-01 | | | | | 2754 | 2841 | 96.94% | | |
| Dec-01 | 1 | 1 | 100.00% | 0.00% | 2117 | 2332 | 90.78% | -0.32 | -1.19 |
| Jan-02 | | | | | 2287 | 2358 | 96.99% | | |
| Feb-02 | | | | | 1645 | 1694 | 97.11% | | |
| Mar-02 | | | | | 1872 | 1912 | 97.91% | | |
| Apr-02 | | | | | 2378 | 2449 | 97.10% | | |
| May-02 | | | | | 2202 | 2240 | 98.30% | | |



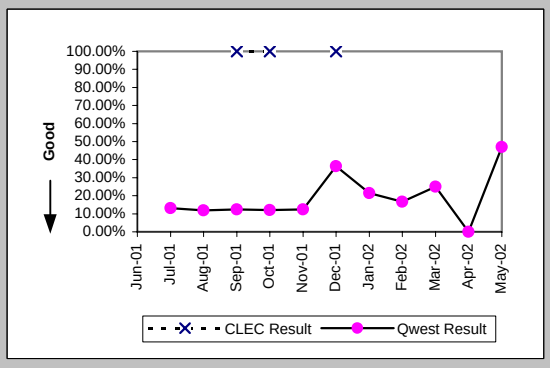

### Mean Time to Restore (Hours:Minutes) (MR-6A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | 44855:20 | 3005 | 14:56 | | |
| Aug-01 | | | | | 48138:35 | 2826 | 17:02 | | |
| Sep-01 | 5:38 | 1 | 5:38 | | 36183:18 | 2524 | 14:20 | -0.61 | -1.37 |
| Oct-01 | 23:09 | 1 | 23:09 | | 38058:42 | 2526 | 15:04 | 0.75 | -0.54 |
| Nov-01 | | | | | 48509:59 | 2841 | 17:04 | | |
| Dec-01 | 6:39 | 1 | 6:39 | | 52615:04 | 2332 | 22:34 | -0.64 | -1.39 |
| Jan-02 | | | | | 38619:25 | 2358 | 16:23 | | |
| Feb-02 | | | | | 26617:03 | 1694 | 15:43 | | |
| Mar-02 | | | | | 27846:28 | 1912 | 14:34 | | |
| Apr-02 | | | | | 36463:22 | 2449 | 14:53 | | |
| May-02 | | | | | 31212:54 | 2240 | 13:56 | | |




### Repair Repeat Report Rate (Percent) (MR-7A) (Diagnostic)-- Dispatches Within MSAs

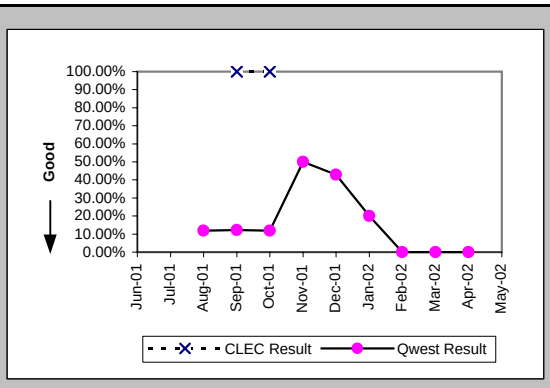
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | 401 | 3062 | 13.10% | | |
| Aug-01 | | | | | 343 | 2875 | 11.93% | | |
| Sep-01 | 1 | 1 | 100.00% | 0.00% | 318 | 2572 | 12.36% | 1.54 | -0.06 |
| Oct-01 | 1 | 1 | 100.00% | 0.00% | 309 | 2569 | 12.03% | 1.56 | -0.05 |
| Nov-01 | | | | | 358 | 2881 | 12.43% | | |
| Dec-01 | 1 | 1 | 100.00% | 0.00% | 4 | 11 | 36.36% | 0.83 | -0.49 |
| Jan-02 | | | | | 3 | 14 | 21.43% | | |
| Feb-02 | | | | | 1 | 6 | 16.67% | | |
| Mar-02 | | | | | 2 | 8 | 25.00% | | |
| Apr-02 | | | | | 0 | 9 | 0.00% | | |
| May-02 | | | | | 8 | 17 | 47.06% | | |



## Checklist #4 - Line Sharing Repair

Repair Repeat Report Rate (Percent) (MR-7A*) (Diagnostic)-- Dispatches Within MSAs

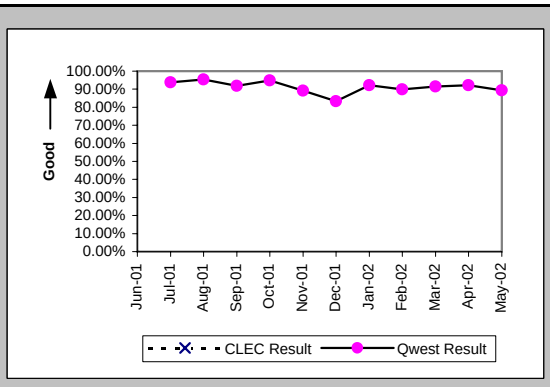
| Date | CLEC Num | CLEC Den | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 314 | 2662 | 11.80% | | |
| Sep-01 | 1 | 1 | 100.00% | 0.00% | 292 | 2400 | 12.17% | 1.55 | -0.06 |
| Oct-01 | 1 | 1 | 100.00% | 0.00% | 281 | 2379 | 11.81% | 1.57 | -0.05 |
| Nov-01 | | | | | 2 | 4 | 50.00% | | |
| Dec-01 | | | | | 3 | 7 | 42.86% | | |
| Jan-02 | | | | | 2 | 10 | 20.00% | | |
| Feb-02 | | | | | 0 | 2 | 0.00% | | |
| Mar-02 | | | | | 0 | 2 | 0.00% | | |
| Apr-02 | | | | | 0 | 2 | 0.00% | | |
| May-02 | | | | | | | | | |



## Checklist #4 - Line Sharing Repair

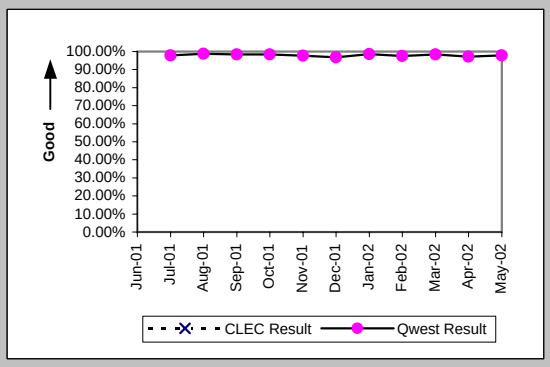
### Out of Service Cleared within 24 hours (Percent) (MR-3B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | 1588 | 1693 | 93.80% | | |
| Aug-01 | | | | | 1749 | 1835 | 95.31% | | |
| Sep-01 | | | | | 1397 | 1521 | 91.85% | | |
| Oct-01 | | | | | 1544 | 1629 | 94.78% | | |
| Nov-01 | | | | | 1218 | 1367 | 89.10% | | |
| Dec-01 | | | | | 1182 | 1418 | 83.36% | | |
| Jan-02 | | | | | 1052 | 1140 | 92.28% | | |
| Feb-02 | | | | | 941 | 1046 | 89.96% | | |
| Mar-02 | | | | | 1089 | 1191 | 91.44% | | |
| Apr-02 | | | | | 1841 | 1998 | 92.14% | | |
| May-02 | | | | | 1584 | 1773 | 89.34% | | |



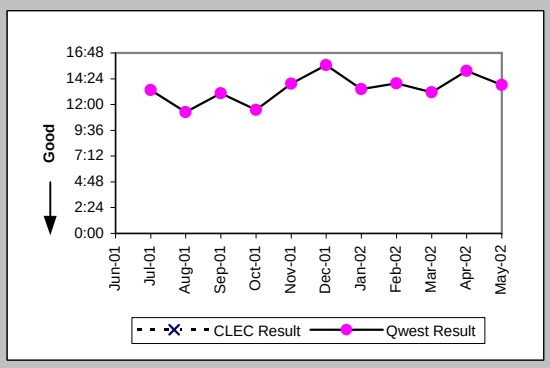

### All Troubles Cleared within 48 hours (Percent) (MR-4B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | 2256 | 2305 | 97.87% | | |
| Aug-01 | | | | | 2410 | 2440 | 98.77% | | |
| Sep-01 | | | | | 2008 | 2040 | 98.43% | | |
| Oct-01 | | | | | 2104 | 2138 | 98.41% | | |
| Nov-01 | | | | | 1853 | 1896 | 97.73% | | |
| Dec-01 | | | | | 1918 | 1981 | 96.82% | | |
| Jan-02 | | | | | 1641 | 1665 | 98.56% | | |
| Feb-02 | | | | | 1427 | 1464 | 97.47% | | |
| Mar-02 | | | | | 1699 | 1728 | 98.32% | | |
| Apr-02 | | | | | 2577 | 2654 | 97.10% | | |
| May-02 | | | | | 2296 | 2346 | 97.87% | | |



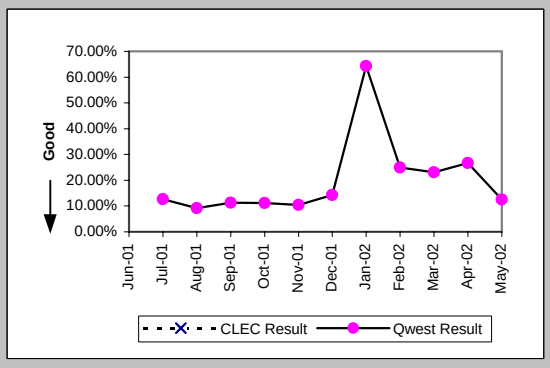

### Mean Time to Restore (Hours:Minutes) (MR-6B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | 30761:48 | 2305 | 13:21 | | |
| Aug-01 | | | | | 27573:13 | 2440 | 11:18 | | |
| Sep-01 | | | | | 26622:30 | 2040 | 13:03 | | |
| Oct-01 | | | | | 24594:13 | 2138 | 11:30 | | |
| Nov-01 | | | | | 26442:02 | 1896 | 13:57 | | |
| Dec-01 | | | | | 31051:05 | 1981 | 15:40 | | |
| Jan-02 | | | | | 22359:01 | 1665 | 13:26 | | |
| Feb-02 | | | | | 20442:30 | 1464 | 13:58 | | |
| Mar-02 | | | | | 22717:37 | 1728 | 13:09 | | |
| Apr-02 | | | | | 40156:42 | 2654 | 15:08 | | |
| May-02 | | | | | 32460:00 | 2346 | 13:50 | | |




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

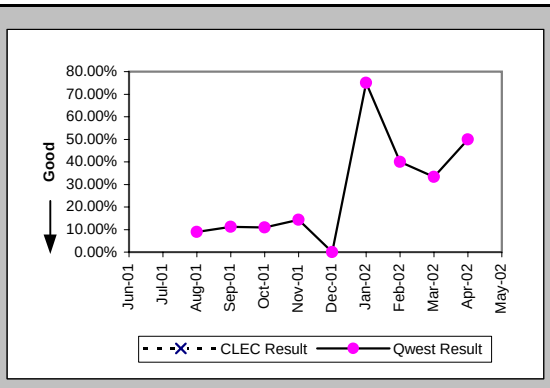
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | 294 | 2333 | 12.60% | | |
| Aug-01 | | | | | 226 | 2476 | 9.13% | | |
| Sep-01 | | | | | 233 | 2069 | 11.26% | | |
| Oct-01 | | | | | 241 | 2167 | 11.12% | | |
| Nov-01 | | | | | 200 | 1926 | 10.38% | | |
| Dec-01 | | | | | 1 | 7 | 14.29% | | |
| Jan-02 | | | | | 9 | 14 | 64.29% | | |
| Feb-02 | | | | | 2 | 8 | 25.00% | | |
| Mar-02 | | | | | 3 | 13 | 23.08% | | |
| Apr-02 | | | | | 4 | 15 | 26.67% | | |
| May-02 | | | | | 1 | 8 | 12.50% | | |



## Checklist #4 - Line Sharing Repair

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

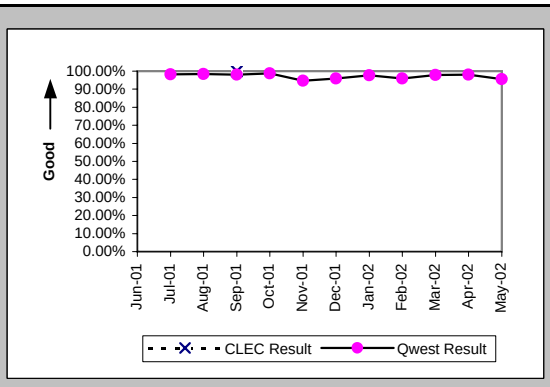
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 207 | 2328 | 8.89% | | |
| Sep-01 | | | | | 219 | 1944 | 11.27% | | |
| Oct-01 | | | | | 222 | 2021 | 10.98% | | |
| Nov-01 | | | | | 2 | 14 | 14.29% | | |
| Dec-01 | | | | | 0 | 5 | 0.00% | | |
| Jan-02 | | | | | 6 | 8 | 75.00% | | |
| Feb-02 | | | | | 2 | 5 | 40.00% | | |
| Mar-02 | | | | | 2 | 6 | 33.33% | | |
| Apr-02 | | | | | 3 | 6 | 50.00% | | |
| May-02 | | | | | | | | | |



## Checklist #4 - Line Sharing Repair

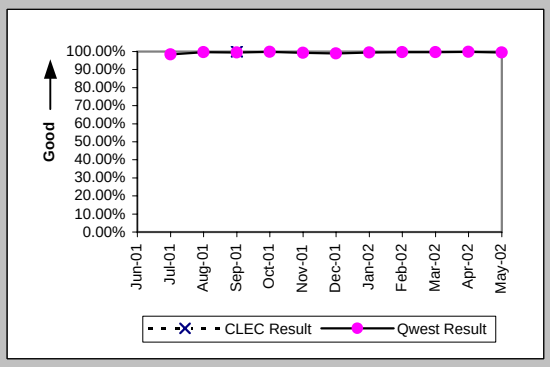
### Out of Service Cleared within 24 hours (Percent) (MR-3C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | 715 | 728 | 98.21% | | |
| Aug-01 | | | | | 941 | 956 | 98.43% | | |
| Sep-01 | 1 | 1 | 100.00% | 0.00% | 1019 | 1039 | 98.08% | -0.14 | -1.09 |
| Oct-01 | | | | | 1145 | 1159 | 98.79% | | |
| Nov-01 | | | | | 770 | 813 | 94.71% | | |
| Dec-01 | | | | | 767 | 799 | 96.00% | | |
| Jan-02 | | | | | 1009 | 1033 | 97.68% | | |
| Feb-02 | | | | | 691 | 721 | 95.84% | | |
| Mar-02 | | | | | 718 | 734 | 97.82% | | |
| Apr-02 | | | | | 848 | 865 | 98.03% | | |
| May-02 | | | | | 704 | 736 | 95.65% | | |



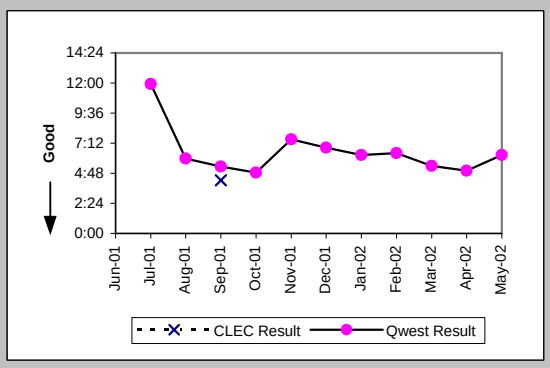

### All Troubles Cleared within 48 hours (Percent) (MR-4C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | 1563 | 1588 | 98.43% | | |
| Aug-01 | | | | | 1820 | 1826 | 99.67% | | |
| Sep-01 | 1 | 1 | 100.00% | 0.00% | 1836 | 1845 | 99.51% | -0.07 | -1.04 |
| Oct-01 | | | | | 2060 | 2062 | 99.90% | | |
| Nov-01 | | | | | 1640 | 1651 | 99.33% | | |
| Dec-01 | | | | | 1490 | 1505 | 99.00% | | |
| Jan-02 | | | | | 1839 | 1848 | 99.51% | | |
| Feb-02 | | | | | 1579 | 1586 | 99.56% | | |
| Mar-02 | | | | | 1696 | 1702 | 99.65% | | |
| Apr-02 | | | | | 1749 | 1752 | 99.83% | | |
| May-02 | | | | | 1552 | 1560 | 99.49% | | |



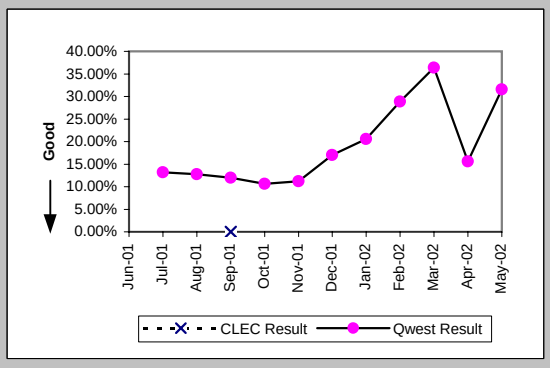

### Mean Time to Restore (Hours:Minutes) (MR-6C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | 18954:58 | 1588 | 11:56 | | |
| Aug-01 | | | | | 10885:58 | 1826 | 5:58 | | |
| Sep-01 | 4:15 | 1 | 4:15 | | 9835:02 | 1845 | 5:20 | -0.13 | -1.08 |
| Oct-01 | | | | | 9986:14 | 2062 | 4:51 | | |
| Nov-01 | | | | | 12387:24 | 1651 | 7:30 | | |
| Dec-01 | | | | | 10316:19 | 1505 | 6:51 | | |
| Jan-02 | | | | | 11553:47 | 1848 | 6:15 | | |
| Feb-02 | | | | | 10178:00 | 1586 | 6:25 | | |
| Mar-02 | | | | | 9166:49 | 1702 | 5:23 | | |
| Apr-02 | | | | | 8748:59 | 1752 | 5:00 | | |
| May-02 | | | | | 9751:49 | 1560 | 6:15 | | |




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

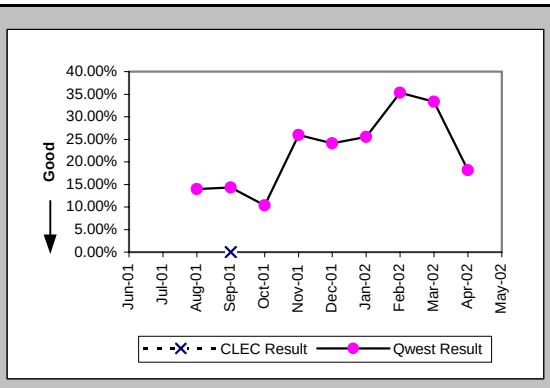
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | 210 | 1588 | 13.22% | | |
| Aug-01 | | | | | 233 | 1826 | 12.76% | | |
| Sep-01 | 0 | 1 | 0.00% | 0.00% | 221 | 1845 | 11.98% | -0.37 | -1.22 |
| Oct-01 | | | | | 219 | 2062 | 10.62% | | |
| Nov-01 | | | | | 185 | 1651 | 11.21% | | |
| Dec-01 | | | | | 8 | 47 | 17.02% | | |
| Jan-02 | | | | | 14 | 68 | 20.59% | | |
| Feb-02 | | | | | 13 | 45 | 28.89% | | |
| Mar-02 | | | | | 12 | 33 | 36.36% | | |
| Apr-02 | | | | | 5 | 32 | 15.63% | | |
| May-02 | | | | | 24 | 76 | 31.58% | | |



## Checklist #4 - Line Sharing Repair

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

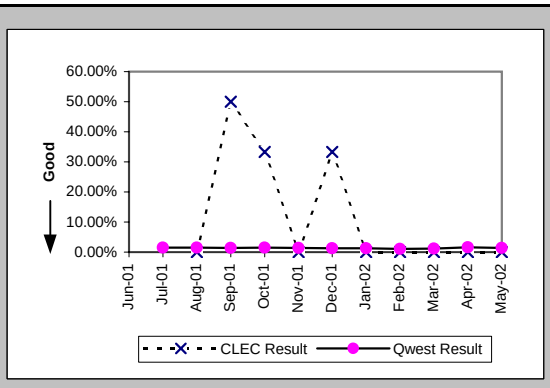
| Date | CLEC Num | CLEC Den | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 123 | 881 | 13.96% | | |
| Sep-01 | 0 | 1 | 0.00% | 0.00% | 110 | 768 | 14.32% | -0.41 | -1.25 |
| Oct-01 | | | | | 106 | 1026 | 10.33% | | |
| Nov-01 | | | | | 7 | 27 | 25.93% | | |
| Dec-01 | | | | | 7 | 29 | 24.14% | | |
| Jan-02 | | | | | 12 | 47 | 25.53% | | |
| Feb-02 | | | | | 12 | 34 | 35.29% | | |
| Mar-02 | | | | | 7 | 21 | 33.33% | | |
| Apr-02 | | | | | 4 | 22 | 18.18% | | |
| May-02 | | | | | | | | | |



## Checklist #4 - Line Sharing Repair

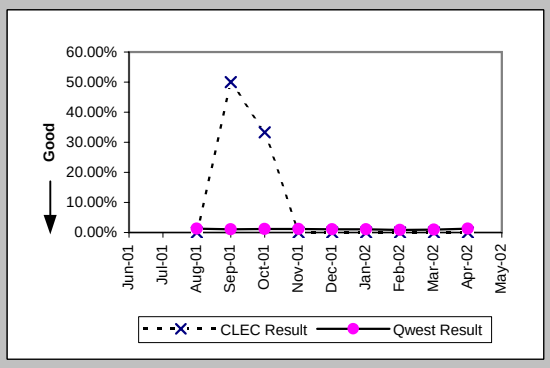
Trouble Rate (Percent) (MR-8) (Parity)

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | 6983 | 468871 | 1.49% | | |
| Aug-01 | 0 | 1 | 0.00% | 0.00% | 7177 | 467746 | 1.53% | -0.12 | -1.08 |
| Sep-01 | 2 | 4 | 50.00% | 50.00% | 6486 | 467692 | 1.39% | 3.26 | 0.98 |
| Oct-01 | 1 | 3 | 33.33% | 47.14% | 6798 | 459326 | 1.48% | 2.01 | 0.22 |
| Nov-01 | 0 | 3 | 0.00% | 0.00% | 6458 | 456015 | 1.42% | -0.21 | -1.13 |
| Dec-01 | 1 | 3 | 33.33% | 47.14% | 5926 | 453070 | 1.31% | 2.06 | 0.25 |
| Jan-02 | 0 | 2 | 0.00% | 0.00% | 5940 | 451327 | 1.32% | -0.16 | -1.1 |
| Feb-02 | 0 | 2 | 0.00% | 0.00% | 4793 | 448903 | 1.07% | -0.15 | -1.09 |
| Mar-02 | 0 | 3 | 0.00% | 0.00% | 5407 | 448024 | 1.21% | -0.19 | -1.12 |
| Apr-02 | 0 | 2 | 0.00% | 0.00% | 6925 | 446567 | 1.55% | -0.18 | -1.11 |
| May-02 | 0 | 3 | 0.00% | 0.00% | 6219 | 445485 | 1.40% | -0.21 | -1.13 |




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

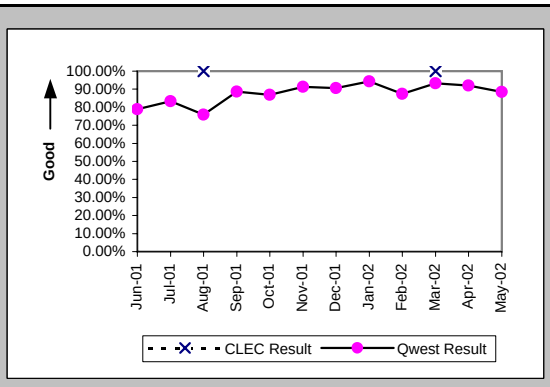
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | 0 | 1 | 0.00% | 0.00% | 5871 | 467746 | 1.26% | -0.11 | -1.07 |
| Sep-01 | 2 | 4 | 50.00% | 50.00% | 5112 | 467692 | 1.09% | 3.39 | 1.06 |
| Oct-01 | 1 | 3 | 33.33% | 47.14% | 5426 | 459326 | 1.18% | 2.1 | 0.28 |
| Nov-01 | 0 | 3 | 0.00% | 0.00% | 5135 | 456015 | 1.13% | -0.18 | -1.11 |
| Dec-01 | 0 | 3 | 0.00% | 0.00% | 4724 | 453070 | 1.04% | -0.18 | -1.11 |
| Jan-02 | 0 | 2 | 0.00% | 0.00% | 4663 | 451327 | 1.03% | -0.14 | -1.09 |
| Feb-02 | 0 | 2 | 0.00% | 0.00% | 3693 | 448903 | 0.82% | -0.13 | -1.08 |
| Mar-02 | 0 | 3 | 0.00% | 0.00% | 4201 | 448024 | 0.94% | -0.17 | -1.1 |
| Apr-02 | 0 | 2 | 0.00% | 0.00% | 5874 | 446567 | 1.32% | -0.16 | -1.1 |
| May-02 | | | | | | | | | |



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

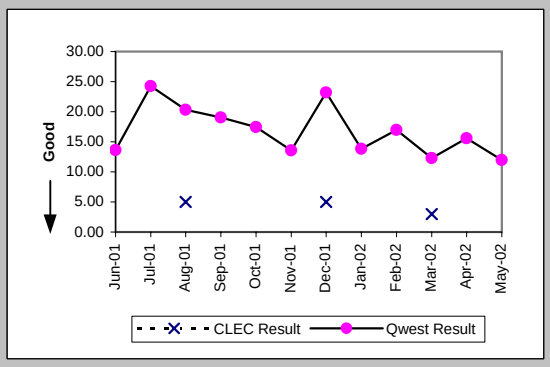
### Installation Commitments Met (Percent) (OP-3D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 30 | 38 | 78.95% | | |
| Jul-01 | | | | | 35 | 42 | 83.33% | | |
| Aug-01 | 1 | 1 | 100.00% | 0.00% | 41 | 54 | 75.93% | -0.56 | -1.34 |
| Sep-01 | | | | | 31 | 35 | 88.57% | | |
| Oct-01 | | | | | 46 | 53 | 86.79% | | |
| Nov-01 | | | | | 53 | 58 | 91.38% | | |
| Dec-01 | | | | | 125 | 138 | 90.58% | | |
| Jan-02 | | | | | 66 | 70 | 94.29% | | |
| Feb-02 | | | | | 28 | 32 | 87.50% | | |
| Mar-02 | 1 | 1 | 100.00% | 0.00% | 42 | 45 | 93.33% | -0.26 | -1.16 |
| Apr-02 | | | | | 58 | 63 | 92.06% | | |
| May-02 | | | | | 46 | 52 | 88.46% | | |



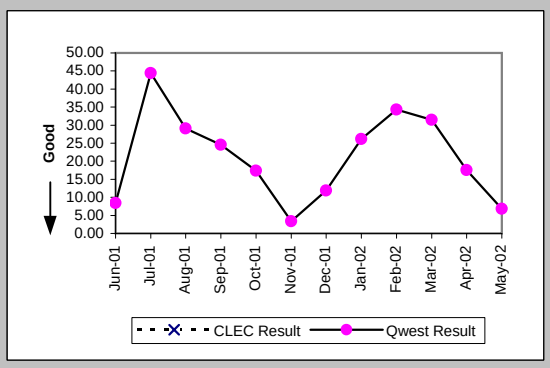

### Installation Interval (Average Days) (OP-4D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 463 | 34 | 13.62 | | |
| Jul-01 | | | | | 1845 | 76 | 24.28 | | |
| Aug-01 | 5 | 1 | 5.00 | | 1990 | 98 | 20.31 | -0.67 | -1.41 |
| Sep-01 | | | | | 1238 | 65 | 19.05 | | |
| Oct-01 | | | | | 1274 | 73 | 17.45 | | |
| Nov-01 | | | | | 1166 | 86 | 13.56 | | |
| Dec-01 | 5 | 1 | 5.00 | | 3547 | 153 | 23.18 | -1.63 | -1.99 |
| Jan-02 | | | | | 1136 | 82 | 13.85 | | |
| Feb-02 | | | | | 662 | 39 | 16.97 | | |
| Mar-02 | 3 | 1 | 3.00 | | 590 | 48 | 12.29 | -0.96 | -1.58 |
| Apr-02 | | | | | 921 | 59 | 15.61 | | |
| May-02 | | | | | 766 | 64 | 11.97 | | |



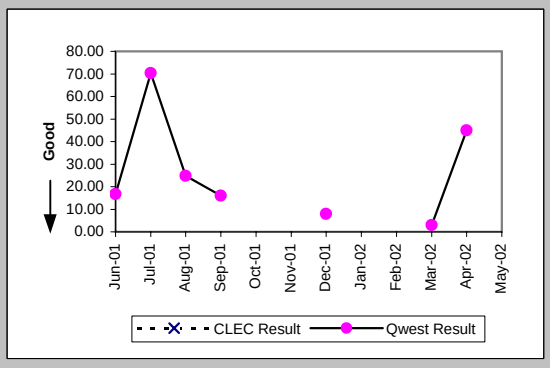

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-4) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 42 | 5 | 8.40 | | |
| Jul-01 | | | | | 577 | 13 | 44.38 | | |
| Aug-01 | | | | | 523 | 18 | 29.06 | | |
| Sep-01 | | | | | 491 | 20 | 24.55 | | |
| Oct-01 | | | | | 278 | 16 | 17.38 | | |
| Nov-01 | | | | | 115 | 34 | 3.38 | | |
| Dec-01 | | | | | 155 | 13 | 11.92 | | |
| Jan-02 | | | | | 183 | 7 | 26.14 | | |
| Feb-02 | | | | | 206 | 6 | 34.33 | | |
| Mar-02 | | | | | 63 | 2 | 31.50 | | |
| Apr-02 | | | | | 123 | 7 | 17.57 | | |
| May-02 | | | | | 41 | 6 | 6.83 | | |




### Delayed Days for Facility Reasons (Average Days) (OP-6B-4) (Parity)-- Interval Zone One

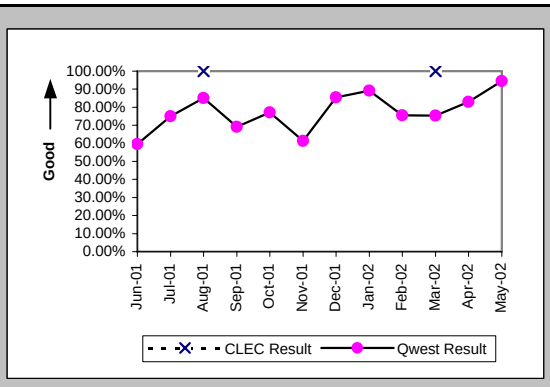
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 50 | 3 | 16.67 | | |
| Jul-01 | | | | | 352 | 5 | 70.40 | | |
| Aug-01 | | | | | 149 | 6 | 24.83 | | |
| Sep-01 | | | | | 16 | 1 | 16.00 | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | 8 | 1 | 8.00 | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | 3 | 1 | 3.00 | | |
| Apr-02 | | | | | 45 | 1 | 45.00 | | |
| May-02 | | | | | | | | | |



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

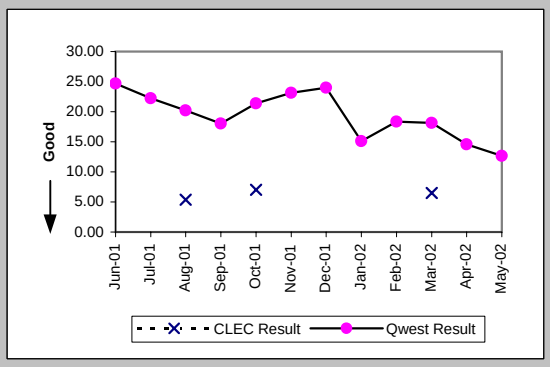
### Installation Commitments Met (Percent) (OP-3E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Den | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 34 | 57 | 59.65% | | |
| Jul-01 | | | | | 51 | 68 | 75.00% | | |
| Aug-01 | 8 | 8 | 100.00% | 0.00% | 40 | 47 | 85.11% | -1.09 | -1.66 |
| Sep-01 | | | | | 47 | 68 | 69.12% | | |
| Oct-01 | | | | | 64 | 83 | 77.11% | | |
| Nov-01 | | | | | 54 | 88 | 61.36% | | |
| Dec-01 | | | | | 111 | 130 | 85.38% | | |
| Jan-02 | | | | | 107 | 120 | 89.17% | | |
| Feb-02 | | | | | 40 | 53 | 75.47% | | |
| Mar-02 | 2 | 2 | 100.00% | 0.00% | 43 | 57 | 75.44% | -0.79 | -1.48 |
| Apr-02 | | | | | 39 | 47 | 82.98% | | |
| May-02 | | | | | 85 | 90 | 94.44% | | |



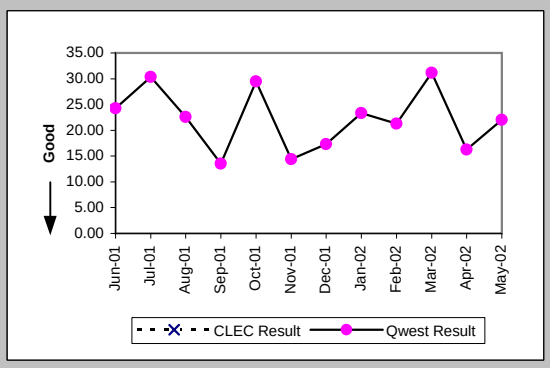

### Installation Interval (Average Days) (OP-4E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Den | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 1407 | 57 | 24.68 | | |
| Jul-01 | | | | | 2245 | 101 | 22.23 | | |
| Aug-01 | 43 | 8 | 5.38 | 0.74 | 1696 | 84 | 20.19 | -2.29 | -2.39 |
| Sep-01 | | | | | 2274 | 126 | 18.05 | | |
| Oct-01 | 7 | 1 | 7.00 | | 2820 | 132 | 21.36 | -0.62 | -1.38 |
| Nov-01 | | | | | 2847 | 123 | 23.15 | | |
| Dec-01 | | | | | 3717 | 155 | 23.98 | | |
| Jan-02 | | | | | 2285 | 151 | 15.13 | | |
| Feb-02 | | | | | 1157 | 63 | 18.37 | | |
| Mar-02 | 13 | 2 | 6.50 | 0.71 | 1269 | 70 | 18.13 | -0.93 | -1.57 |
| Apr-02 | | | | | 788 | 54 | 14.59 | | |
| May-02 | | | | | 1293 | 102 | 12.68 | | |



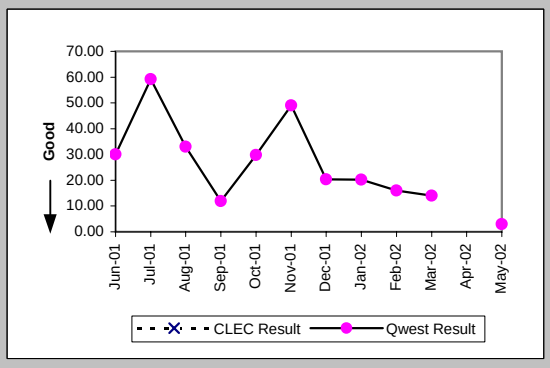

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Den | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 412 | 17 | 24.24 | | |
| Jul-01 | | | | | 728 | 24 | 30.33 | | |
| Aug-01 | | | | | 339 | 15 | 22.60 | | |
| Sep-01 | | | | | 677 | 50 | 13.54 | | |
| Oct-01 | | | | | 1061 | 36 | 29.47 | | |
| Nov-01 | | | | | 894 | 62 | 14.42 | | |
| Dec-01 | | | | | 485 | 28 | 17.32 | | |
| Jan-02 | | | | | 397 | 17 | 23.35 | | |
| Feb-02 | | | | | 383 | 18 | 21.28 | | |
| Mar-02 | | | | | 436 | 14 | 31.14 | | |
| Apr-02 | | | | | 195 | 12 | 16.25 | | |
| May-02 | | | | | 154 | 7 | 22.00 | | |




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

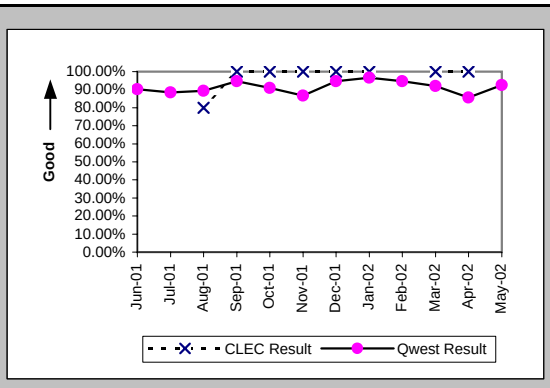
| Date | CLEC Num | CLEC Den | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 180 | 6 | 30.00 | | |
| Jul-01 | | | | | 237 | 4 | 59.25 | | |
| Aug-01 | | | | | 132 | 4 | 33.00 | | |
| Sep-01 | | | | | 107 | 9 | 11.89 | | |
| Oct-01 | | | | | 238 | 8 | 29.75 | | |
| Nov-01 | | | | | 392 | 8 | 49.00 | | |
| Dec-01 | | | | | 61 | 3 | 20.33 | | |
| Jan-02 | | | | | 81 | 4 | 20.25 | | |
| Feb-02 | | | | | 16 | 1 | 16.00 | | |
| Mar-02 | | | | | 14 | 1 | 14.00 | | |
| Apr-02 | | | | | | | | | |
| May-02 | | | | | 3 | 1 | 3.00 | | |



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

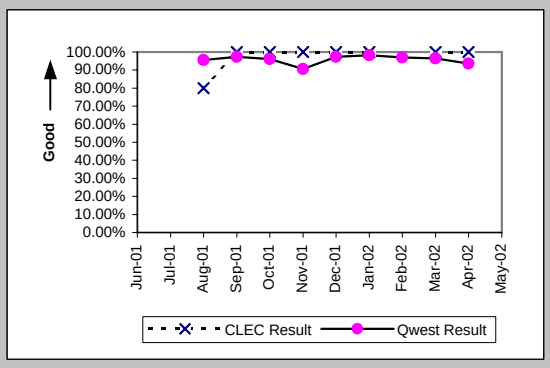
### New Service Installation Quality (Percent) (OP-5) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 147 | 163 | 90.18% | | |
| Jul-01 | | | | | 162 | 183 | 88.52% | | |
| Aug-01 | 4 | 5 | 80.00% | 40.00% | 161 | 180 | 89.44% | 0.61 | -0.63 |
| Sep-01 | 5 | 5 | 100.00% | 0.00% | 177 | 187 | 94.65% | -0.52 | -1.32 |
| Oct-01 | 1 | 1 | 100.00% | 0.00% | 183 | 201 | 91.04% | -0.31 | -1.19 |
| Nov-01 | 1 | 1 | 100.00% | 0.00% | 183 | 211 | 86.73% | -0.39 | -1.24 |
| Dec-01 | 1 | 1 | 100.00% | 0.00% | 246 | 260 | 94.62% | -0.24 | -1.14 |
| Jan-02 | 1 | 1 | 100.00% | 0.00% | 262 | 271 | 96.68% | -0.18 | -1.11 |
| Feb-02 | | | | | 160 | 169 | 94.67% | | |
| Mar-02 | 2 | 2 | 100.00% | 0.00% | 104 | 113 | 92.04% | -0.41 | -1.25 |
| Apr-02 | 2 | 2 | 100.00% | 0.00% | 107 | 125 | 85.60% | -0.58 | -1.35 |
| May-02 | | | | | 137 | 148 | 92.57% | | |



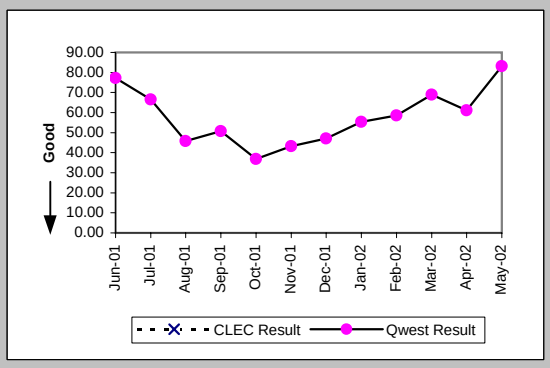

### New Service Installation Quality (Percent) (OP-5*) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | 4 | 5 | 80.00% | 40.00% | 172 | 180 | 95.56% | 1.18 | -0.28 |
| Sep-01 | 5 | 5 | 100.00% | 0.00% | 182 | 187 | 97.33% | -0.37 | -1.22 |
| Oct-01 | 1 | 1 | 100.00% | 0.00% | 193 | 201 | 96.02% | -0.2 | -1.12 |
| Nov-01 | 1 | 1 | 100.00% | 0.00% | 191 | 211 | 90.52% | -0.32 | -1.2 |
| Dec-01 | 1 | 1 | 100.00% | 0.00% | 253 | 260 | 97.31% | -0.17 | -1.1 |
| Jan-02 | 1 | 1 | 100.00% | 0.00% | 266 | 271 | 98.16% | -0.14 | -1.08 |
| Feb-02 | | | | | 164 | 169 | 97.04% | | |
| Mar-02 | 2 | 2 | 100.00% | 0.00% | 109 | 113 | 96.46% | -0.27 | -1.16 |
| Apr-02 | 2 | 2 | 100.00% | 0.00% | 117 | 125 | 93.60% | -0.37 | -1.22 |
| May-02 | | | | | | | | | |



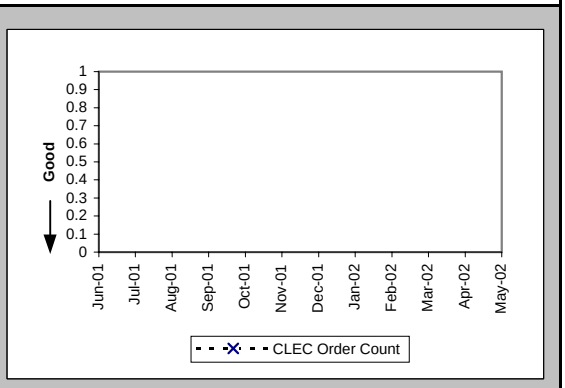

### Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A) (Diagnostic)

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 5873 | 76 | 77.28 | | |
| Jul-01 | | | | | 2995 | 45 | 66.56 | | |
| Aug-01 | | | | | 3164 | 69 | 45.86 | | |
| Sep-01 | | | | | 3046 | 60 | 50.77 | | |
| Oct-01 | | | | | 1956 | 53 | 36.91 | | |
| Nov-01 | | | | | 1901 | 44 | 43.20 | | |
| Dec-01 | | | | | 517 | 11 | 47.00 | | |
| Jan-02 | | | | | 775 | 14 | 55.36 | | |
| Feb-02 | | | | | 996 | 17 | 58.59 | | |
| Mar-02 | | | | | 1241 | 18 | 68.94 | | |
| Apr-02 | | | | | 1587 | 26 | 61.04 | | |
| May-02 | | | | | 1830 | 22 | 83.18 | | |



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

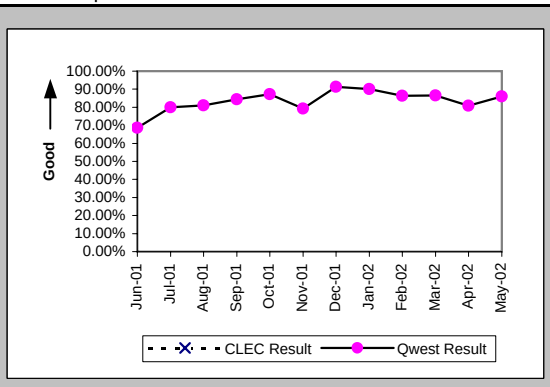
| Count of Pending Orders Delayed for Facilities Reasons UDIT DS1 (OP-15B) (Diagnostic) | |
|---|---|
| Date | CLEC Order Count |
| Jun-01 | |
| Jul-01 | |
| Aug-01 | |
| Sep-01 | |
| Oct-01 | |
| Nov-01 | |
| Dec-01 | |
| Jan-02 | |
| Feb-02 | |
| Mar-02 | |
| Apr-02 | |
| May-02 | |



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

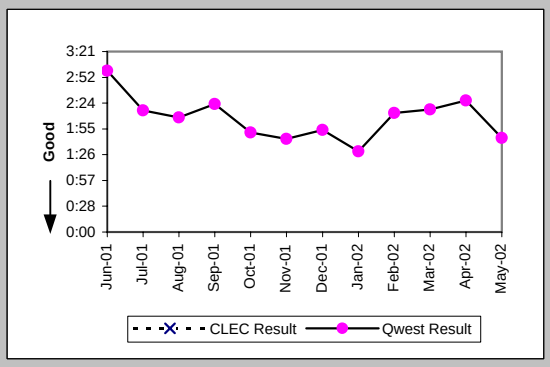
### All Troubles Cleared within 4 hours (Percent) (MR-5A) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 57 | 83 | 68.67% | | |
| Jul-01 | | | | | 48 | 60 | 80.00% | | |
| Aug-01 | | | | | 60 | 74 | 81.08% | | |
| Sep-01 | | | | | 38 | 45 | 84.44% | | |
| Oct-01 | | | | | 41 | 47 | 87.23% | | |
| Nov-01 | | | | | 42 | 53 | 79.25% | | |
| Dec-01 | | | | | 42 | 46 | 91.30% | | |
| Jan-02 | | | | | 45 | 50 | 90.00% | | |
| Feb-02 | | | | | 38 | 44 | 86.36% | | |
| Mar-02 | | | | | 45 | 52 | 86.54% | | |
| Apr-02 | | | | | 42 | 52 | 80.77% | | |
| May-02 | | | | | 55 | 64 | 85.94% | | |



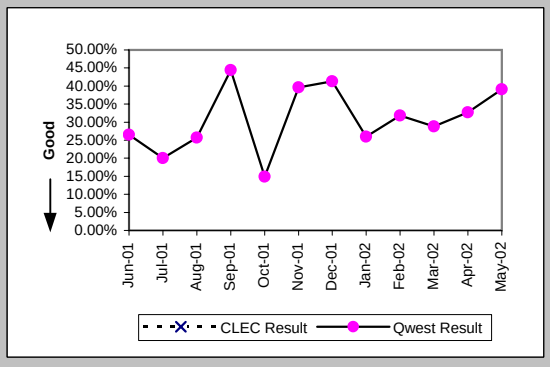

### Mean Time to Restore (Hours:Minutes) (MR-6D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 248:57 | 83 | 3:00 | | |
| Jul-01 | | | | | 135:40 | 60 | 2:16 | | |
| Aug-01 | | | | | 158:09 | 74 | 2:08 | | |
| Sep-01 | | | | | 107:21 | 45 | 2:23 | | |
| Oct-01 | | | | | 87:06 | 47 | 1:51 | | |
| Nov-01 | | | | | 92:01 | 53 | 1:44 | | |
| Dec-01 | | | | | 87:47 | 46 | 1:54 | | |
| Jan-02 | | | | | 74:48 | 50 | 1:30 | | |
| Feb-02 | | | | | 97:23 | 44 | 2:13 | | |
| Mar-02 | | | | | 118:29 | 52 | 2:17 | | |
| Apr-02 | | | | | 127:05 | 52 | 2:27 | | |
| May-02 | | | | | 111:35 | 64 | 1:45 | | |



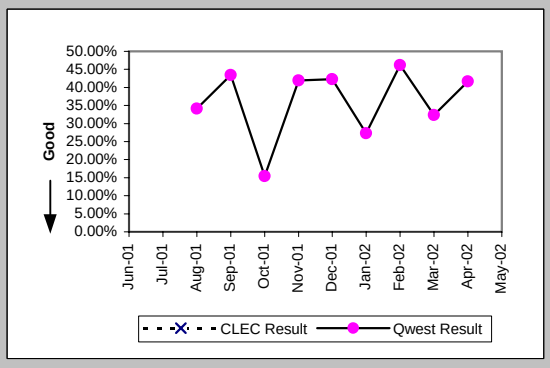

### Repair Repeat Report Rate (Percent) (MR-7D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 22 | 83 | 26.51% | | |
| Jul-01 | | | | | 12 | 60 | 20.00% | | |
| Aug-01 | | | | | 19 | 74 | 25.68% | | |
| Sep-01 | | | | | 20 | 45 | 44.44% | | |
| Oct-01 | | | | | 7 | 47 | 14.89% | | |
| Nov-01 | | | | | 21 | 53 | 39.62% | | |
| Dec-01 | | | | | 19 | 46 | 41.30% | | |
| Jan-02 | | | | | 13 | 50 | 26.00% | | |
| Feb-02 | | | | | 14 | 44 | 31.82% | | |
| Mar-02 | | | | | 15 | 52 | 28.85% | | |
| Apr-02 | | | | | 17 | 52 | 32.69% | | |
| May-02 | | | | | 25 | 64 | 39.06% | | |




### Repair Repeat Report Rate (Percent) (MR-7D*) (Parity)-- Interval Zone One

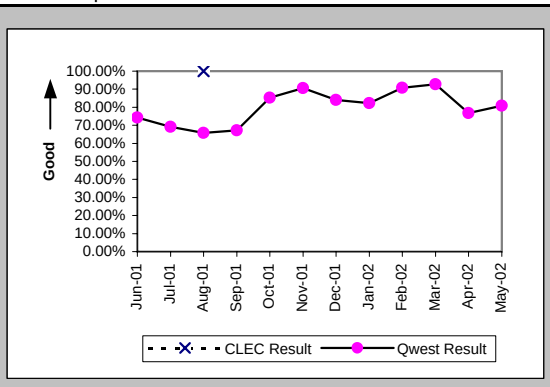
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 14 | 41 | 34.15% | | |
| Sep-01 | | | | | 10 | 23 | 43.48% | | |
| Oct-01 | | | | | 4 | 26 | 15.38% | | |
| Nov-01 | | | | | 13 | 31 | 41.94% | | |
| Dec-01 | | | | | 11 | 26 | 42.31% | | |
| Jan-02 | | | | | 9 | 33 | 27.27% | | |
| Feb-02 | | | | | 12 | 26 | 46.15% | | |
| Mar-02 | | | | | 11 | 34 | 32.35% | | |
| Apr-02 | | | | | 15 | 36 | 41.67% | | |
| May-02 | | | | | | | | | |



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

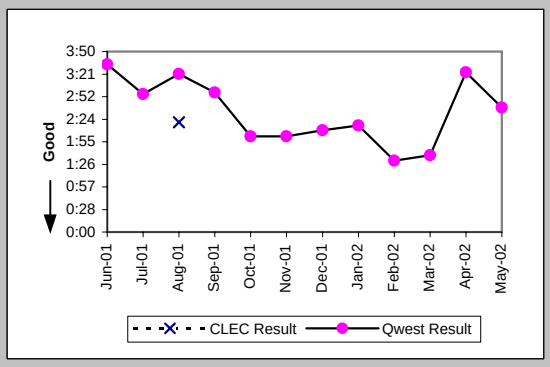
All Troubles Cleared within 4 hours (Percent) (MR-5B) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 55 | 74 | 74.32% | | |
| Jul-01 | | | | | 63 | 91 | 69.23% | | |
| Aug-01 | 1 | 1 | 100.00% | 0.00% | 52 | 79 | 65.82% | -0.72 | -1.44 |
| Sep-01 | | | | | 47 | 70 | 67.14% | | |
| Oct-01 | | | | | 64 | 75 | 85.33% | | |
| Nov-01 | | | | | 58 | 64 | 90.63% | | |
| Dec-01 | | | | | 37 | 44 | 84.09% | | |
| Jan-02 | | | | | 42 | 51 | 82.35% | | |
| Feb-02 | | | | | 39 | 43 | 90.70% | | |
| Mar-02 | | | | | 63 | 68 | 92.65% | | |
| Apr-02 | | | | | 79 | 103 | 76.70% | | |
| May-02 | | | | | 59 | 73 | 80.82% | | |



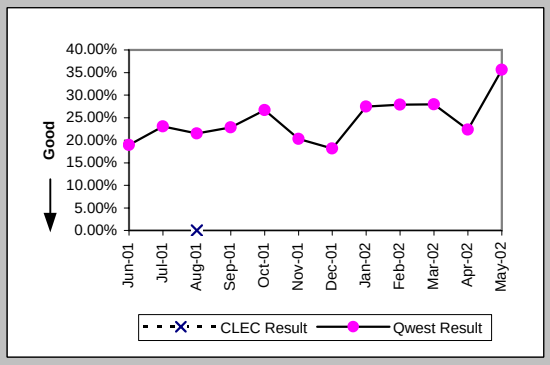

Mean Time to Restore (Hours:Minutes) (MR-6E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 263:43 | 74 | 3:34 | | |
| Jul-01 | | | | | 266:11 | 91 | 2:56 | | |
| Aug-01 | 2:20 | 1 | 2:20 | | 265:55 | 79 | 3:22 | -0.3 | -1.18 |
| Sep-01 | | | | | 207:22 | 70 | 2:58 | | |
| Oct-01 | | | | | 151:55 | 75 | 2:02 | | |
| Nov-01 | | | | | 129:55 | 64 | 2:02 | | |
| Dec-01 | | | | | 95:27 | 44 | 2:10 | | |
| Jan-02 | | | | | 115:55 | 51 | 2:16 | | |
| Feb-02 | | | | | 65:30 | 43 | 1:31 | | |
| Mar-02 | | | | | 110:56 | 68 | 1:38 | | |
| Apr-02 | | | | | 349:32 | 103 | 3:24 | | |
| May-02 | | | | | 193:21 | 73 | 2:39 | | |



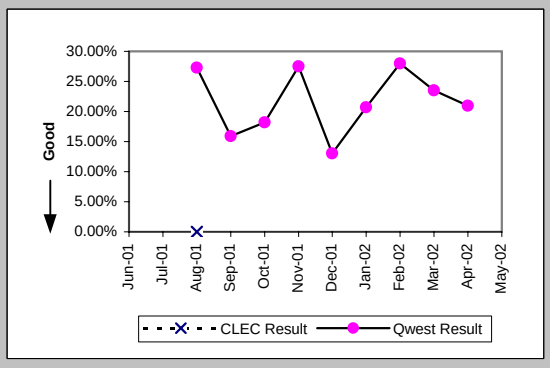

Repair Repeat Report Rate (Percent) (MR-7E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 14 | 74 | 18.92% | | |
| Jul-01 | | | | | 21 | 91 | 23.08% | | |
| Aug-01 | 0 | 1 | 0.00% | 0.00% | 17 | 79 | 21.52% | -0.52 | -1.32 |
| Sep-01 | | | | | 16 | 70 | 22.86% | | |
| Oct-01 | | | | | 20 | 75 | 26.67% | | |
| Nov-01 | | | | | 13 | 64 | 20.31% | | |
| Dec-01 | | | | | 8 | 44 | 18.18% | | |
| Jan-02 | | | | | 14 | 51 | 27.45% | | |
| Feb-02 | | | | | 12 | 43 | 27.91% | | |
| Mar-02 | | | | | 19 | 68 | 27.94% | | |
| Apr-02 | | | | | 23 | 103 | 22.33% | | |
| May-02 | | | | | 26 | 73 | 35.62% | | |




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

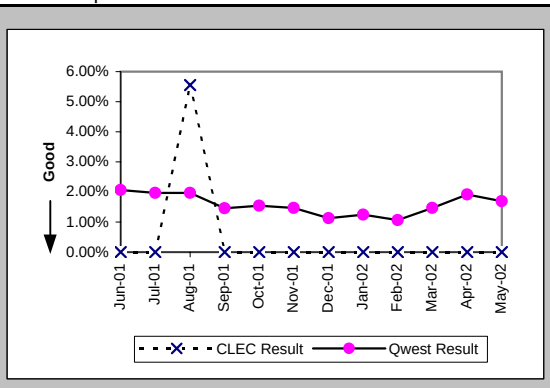
| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | 0 | 1 | 0.00% | 0.00% | 15 | 55 | 27.27% | -0.61 | -1.37 |
| Sep-01 | | | | | 7 | 44 | 15.91% | | |
| Oct-01 | | | | | 8 | 44 | 18.18% | | |
| Nov-01 | | | | | 11 | 40 | 27.50% | | |
| Dec-01 | | | | | 3 | 23 | 13.04% | | |
| Jan-02 | | | | | 6 | 29 | 20.69% | | |
| Feb-02 | | | | | 7 | 25 | 28.00% | | |
| Mar-02 | | | | | 8 | 34 | 23.53% | | |
| Apr-02 | | | | | 13 | 62 | 20.97% | | |
| May-02 | | | | | | | | | |



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

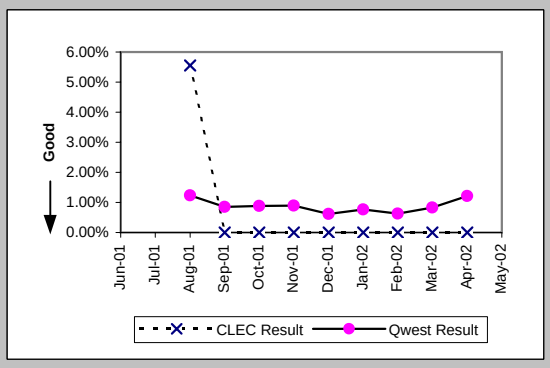
Trouble Rate (Percent) (MR-8) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Dend | CLEC Resu | Std Dev | Qwest Num | Qwest Dend | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 0 | 9 | 0.00% | 0.00% | 157 | 7594 | 2.07% | -0.44 | -1.26 |
| Jul-01 | 0 | 9 | 0.00% | 0.00% | 151 | 7677 | 1.97% | -0.42 | -1.26 |
| Aug-01 | 1 | 18 | 5.56% | 22.91% | 153 | 7766 | 1.97% | 0.93 | -0.43 |
| Sep-01 | 0 | 14 | 0.00% | 0.00% | 115 | 7869 | 1.46% | -0.46 | -1.28 |
| Oct-01 | 0 | 15 | 0.00% | 0.00% | 122 | 7899 | 1.54% | -0.48 | -1.29 |
| Nov-01 | 0 | 15 | 0.00% | 0.00% | 117 | 7945 | 1.47% | -0.47 | -1.29 |
| Dec-01 | 0 | 16 | 0.00% | 0.00% | 90 | 7968 | 1.13% | -0.43 | -1.26 |
| Jan-02 | 0 | 16 | 0.00% | 0.00% | 101 | 8133 | 1.24% | -0.45 | -1.27 |
| Feb-02 | 0 | 16 | 0.00% | 0.00% | 87 | 8152 | 1.07% | -0.42 | -1.25 |
| Mar-02 | 0 | 18 | 0.00% | 0.00% | 120 | 8196 | 1.46% | -0.52 | -1.31 |
| Apr-02 | 0 | 19 | 0.00% | 0.00% | 155 | 8111 | 1.91% | -0.61 | -1.37 |
| May-02 | 0 | 19 | 0.00% | 0.00% | 137 | 8081 | 1.70% | -0.57 | -1.35 |



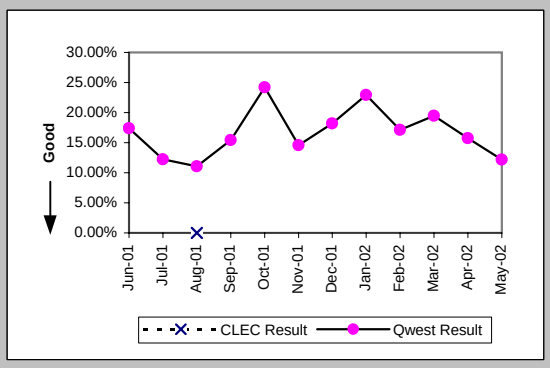

Trouble Rate (Percent) (MR-8*) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Dend | CLEC Resu | Std Dev | Qwest Num | Qwest Dend | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | 1 | 18 | 5.56% | 22.91% | 96 | 7766 | 1.24% | 1.22 | -0.26 |
| Sep-01 | 0 | 14 | 0.00% | 0.00% | 67 | 7869 | 0.85% | -0.35 | -1.21 |
| Oct-01 | 0 | 15 | 0.00% | 0.00% | 70 | 7899 | 0.89% | -0.37 | -1.22 |
| Nov-01 | 0 | 15 | 0.00% | 0.00% | 71 | 7945 | 0.89% | -0.37 | -1.22 |
| Dec-01 | 0 | 16 | 0.00% | 0.00% | 49 | 7968 | 0.62% | -0.31 | -1.19 |
| Jan-02 | 0 | 16 | 0.00% | 0.00% | 62 | 8133 | 0.76% | -0.35 | -1.21 |
| Feb-02 | 0 | 16 | 0.00% | 0.00% | 51 | 8152 | 0.63% | -0.32 | -1.19 |
| Mar-02 | 0 | 18 | 0.00% | 0.00% | 68 | 8196 | 0.83% | -0.39 | -1.24 |
| Apr-02 | 0 | 19 | 0.00% | 0.00% | 98 | 8111 | 1.21% | -0.48 | -1.29 |
| May-02 | | | | | | | | | |




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

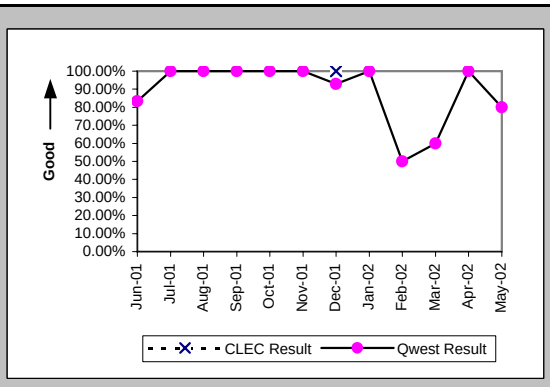
| Date | CLEC Num | CLEC Dend | CLEC Resu | Std Dev | Qwest Num | Qwest Dend | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 33 | 190 | 17.37% | | |
| Jul-01 | | | | | 21 | 172 | 12.21% | | |
| Aug-01 | 0 | 1 | 0.00% | 0.00% | 19 | 172 | 11.05% | -0.35 | -1.21 |
| Sep-01 | | | | | 21 | 136 | 15.44% | | |
| Oct-01 | | | | | 39 | 161 | 24.22% | | |
| Nov-01 | | | | | 20 | 137 | 14.60% | | |
| Dec-01 | | | | | 20 | 110 | 18.18% | | |
| Jan-02 | | | | | 30 | 131 | 22.90% | | |
| Feb-02 | | | | | 18 | 105 | 17.14% | | |
| Mar-02 | | | | | 29 | 149 | 19.46% | | |
| Apr-02 | | | | | 29 | 184 | 15.76% | | |
| May-02 | | | | | 19 | 156 | 12.18% | | |



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

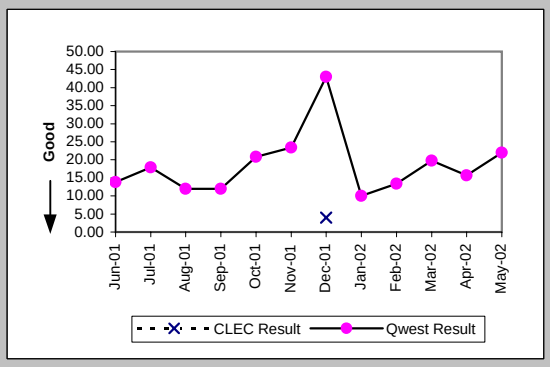
### Installation Commitments Met (Percent) (OP-3D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 5 | 6 | 83.33% | | |
| Jul-01 | | | | | 1 | 1 | 100.00% | | |
| Aug-01 | | | | | 1 | 1 | 100.00% | | |
| Sep-01 | | | | | 4 | 4 | 100.00% | | |
| Oct-01 | | | | | 3 | 3 | 100.00% | | |
| Nov-01 | | | | | 6 | 6 | 100.00% | | |
| Dec-01 | 1 | 1 | 100.00% | 0.00% | 26 | 28 | 92.86% | -0.27 | -1.17 |
| Jan-02 | | | | | 3 | 3 | 100.00% | | |
| Feb-02 | | | | | 1 | 2 | 50.00% | | |
| Mar-02 | | | | | 3 | 5 | 60.00% | | |
| Apr-02 | | | | | 3 | 3 | 100.00% | | |
| May-02 | | | | | 4 | 5 | 80.00% | | |



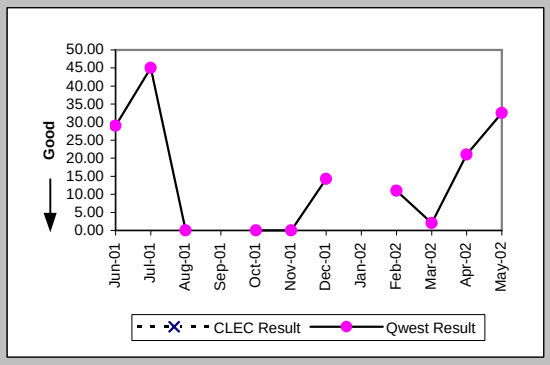

### Installation Interval (Average Days) (OP-4D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 83 | 6 | 13.83 | | |
| Jul-01 | | | | | 161 | 9 | 17.89 | | |
| Aug-01 | | | | | 72 | 6 | 12.00 | | |
| Sep-01 | | | | | 108 | 9 | 12.00 | | |
| Oct-01 | | | | | 125 | 6 | 20.83 | | |
| Nov-01 | | | | | 164 | 7 | 23.43 | | |
| Dec-01 | 4 | 1 | 4.00 | | 1334 | 31 | 43.03 | -2.43 | -2.47 |
| Jan-02 | | | | | 90 | 9 | 10.00 | | |
| Feb-02 | | | | | 67 | 5 | 13.40 | | |
| Mar-02 | | | | | 99 | 5 | 19.80 | | |
| Apr-02 | | | | | 47 | 3 | 15.67 | | |
| May-02 | | | | | 264 | 12 | 22.00 | | |



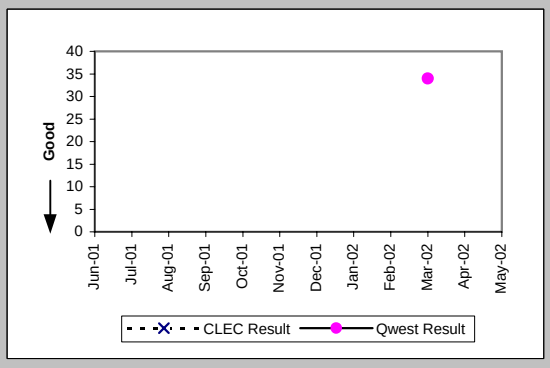

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-4) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 29 | 1 | 29.00 | | |
| Jul-01 | | | | | 45 | 1 | 45.00 | | |
| Aug-01 | | | | | 0 | 1 | 0.00 | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | 0 | 2 | 0.00 | | |
| Nov-01 | | | | | 0 | 1 | 0.00 | | |
| Dec-01 | | | | | 57 | 4 | 14.25 | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | 11 | 1 | 11.00 | | |
| Mar-02 | | | | | 2 | 1 | 2.00 | | |
| Apr-02 | | | | | 21 | 1 | 21.00 | | |
| May-02 | | | | | 65 | 2 | 32.50 | | |




### Delayed Days for Facility Reasons (Average Days) (OP-6B-4) (Parity)-- Interval Zone One

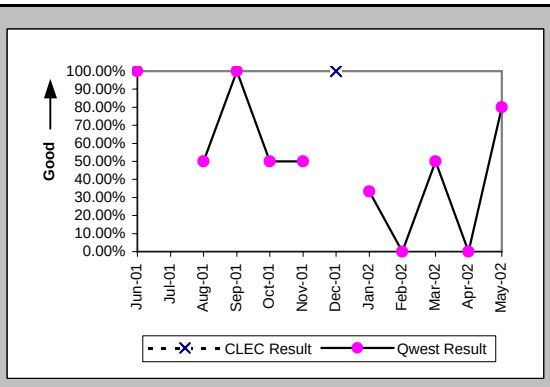
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | 34 | 1 | 34.00 | | |
| Apr-02 | | | | | | | | | |
| May-02 | | | | | | | | | |



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

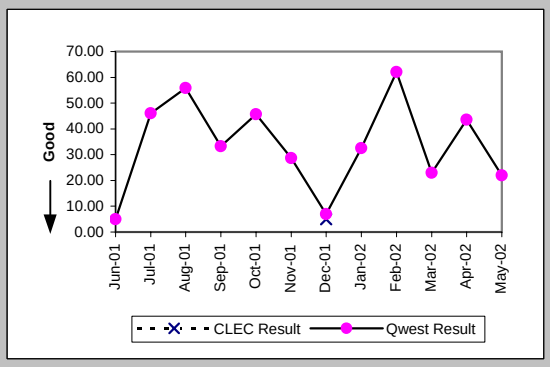
### Installation Commitments Met (Percent) (OP-3E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 1 | 1 | 100.00% | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 1 | 2 | 50.00% | | |
| Sep-01 | | | | | 1 | 1 | 100.00% | | |
| Oct-01 | | | | | 2 | 4 | 50.00% | | |
| Nov-01 | | | | | 1 | 2 | 50.00% | | |
| Dec-01 | 3 | 3 | 100.00% | 0.00% | | | | | |
| Jan-02 | | | | | 1 | 3 | 33.33% | | |
| Feb-02 | | | | | 0 | 1 | 0.00% | | |
| Mar-02 | | | | | 1 | 2 | 50.00% | | |
| Apr-02 | | | | | 0 | 8 | 0.00% | | |
| May-02 | | | | | 4 | 5 | 80.00% | | |



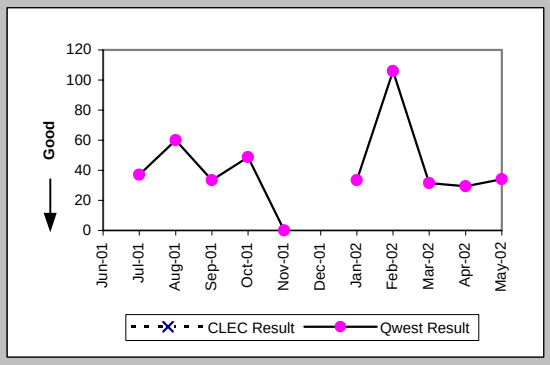

### Installation Interval (Average Days) (OP-4E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 5 | 1 | 5.00 | | |
| Jul-01 | | | | | 46 | 1 | 46.00 | | |
| Aug-01 | | | | | 279 | 5 | 55.80 | | |
| Sep-01 | | | | | 266 | 8 | 33.25 | | |
| Oct-01 | | | | | 502 | 11 | 45.64 | | |
| Nov-01 | | | | | 86 | 3 | 28.67 | | |
| Dec-01 | 20 | 4 | 5.00 | 2.00 | 7 | 1 | 7.00 | | |
| Jan-02 | | | | | 130 | 4 | 32.50 | | |
| Feb-02 | | | | | 124 | 2 | 62.00 | | |
| Mar-02 | | | | | 115 | 5 | 23.00 | | |
| Apr-02 | | | | | 392 | 9 | 43.56 | | |
| May-02 | | | | | 307 | 14 | 21.93 | | |



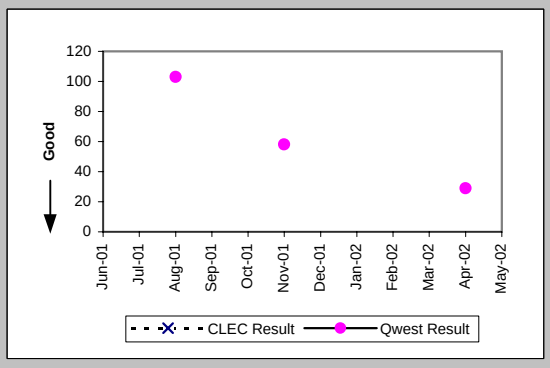

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | 37 | 1 | 37.00 | | |
| Aug-01 | | | | | 120 | 2 | 60.00 | | |
| Sep-01 | | | | | 134 | 4 | 33.50 | | |
| Oct-01 | | | | | 390 | 8 | 48.75 | | |
| Nov-01 | | | | | 0 | 1 | 0.00 | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | 67 | 2 | 33.50 | | |
| Feb-02 | | | | | 106 | 1 | 106.00 | | |
| Mar-02 | | | | | 63 | 2 | 31.50 | | |
| Apr-02 | | | | | 206 | 7 | 29.43 | | |
| May-02 | | | | | 102 | 3 | 34.00 | | |




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

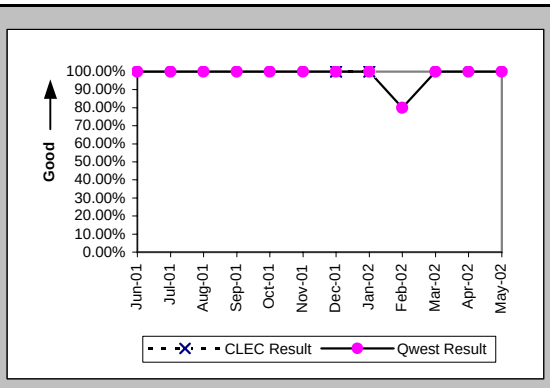
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 103 | 1 | 103.00 | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | 58 | 1 | 58.00 | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | | | | | |
| Apr-02 | | | | | 58 | 2 | 29.00 | | |
| May-02 | | | | | | | | | |



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

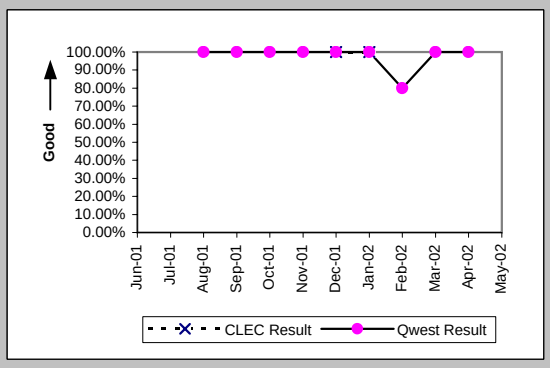
New Service Installation Quality (Percent) (OP-5) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Dend | CLEC Resu | Std Dev | Qwest Num | Qwest Dend | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 8 | 8 | 100.00% | | |
| Jul-01 | | | | | 11 | 11 | 100.00% | | |
| Aug-01 | | | | | 11 | 11 | 100.00% | | |
| Sep-01 | | | | | 14 | 14 | 100.00% | | |
| Oct-01 | | | | | 17 | 17 | 100.00% | | |
| Nov-01 | | | | | 14 | 14 | 100.00% | | |
| Dec-01 | 3 | 3 | 100.00% | 0.00% | 21 | 21 | 100.00% | N/A | N/A |
| Jan-02 | 3 | 3 | 100.00% | 0.00% | 23 | 23 | 100.00% | N/A | N/A |
| Feb-02 | | | | | 8 | 10 | 80.00% | | |
| Mar-02 | | | | | 9 | 9 | 100.00% | | |
| Apr-02 | | | | | 12 | 12 | 100.00% | | |
| May-02 | | | | | 20 | 20 | 100.00% | | |



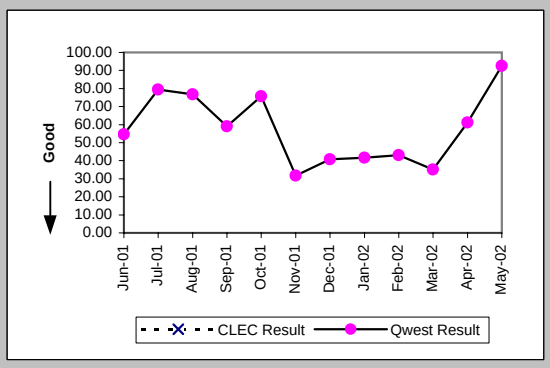

New Service Installation Quality (Percent) (OP-5*) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Dend | CLEC Resu | Std Dev | Qwest Num | Qwest Dend | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 11 | 11 | 100.00% | | |
| Sep-01 | | | | | 14 | 14 | 100.00% | | |
| Oct-01 | | | | | 17 | 17 | 100.00% | | |
| Nov-01 | | | | | 14 | 14 | 100.00% | | |
| Dec-01 | 3 | 3 | 100.00% | 0.00% | 21 | 21 | 100.00% | N/A | N/A |
| Jan-02 | 3 | 3 | 100.00% | 0.00% | 23 | 23 | 100.00% | N/A | N/A |
| Feb-02 | | | | | 8 | 10 | 80.00% | | |
| Mar-02 | | | | | 9 | 9 | 100.00% | | |
| Apr-02 | | | | | 12 | 12 | 100.00% | | |
| May-02 | | | | | | | | | |




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

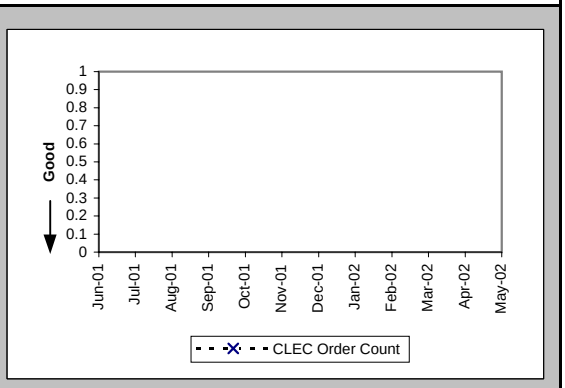
| Date | CLEC Num | CLEC Dend | CLEC Resu | Std Dev | Qwest Num | Qwest Dend | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 820 | 15 | 54.67 | | |
| Jul-01 | | | | | 636 | 8 | 79.50 | | |
| Aug-01 | | | | | 614 | 8 | 76.75 | | |
| Sep-01 | | | | | 531 | 9 | 59.00 | | |
| Oct-01 | | | | | 530 | 7 | 75.71 | | |
| Nov-01 | | | | | 127 | 4 | 31.75 | | |
| Dec-01 | | | | | 285 | 7 | 40.71 | | |
| Jan-02 | | | | | 375 | 9 | 41.67 | | |
| Feb-02 | | | | | 518 | 12 | 43.17 | | |
| Mar-02 | | | | | 457 | 13 | 35.15 | | |
| Apr-02 | | | | | 428 | 7 | 61.14 | | |
| May-02 | | | | | 370 | 4 | 92.50 | | |



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

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

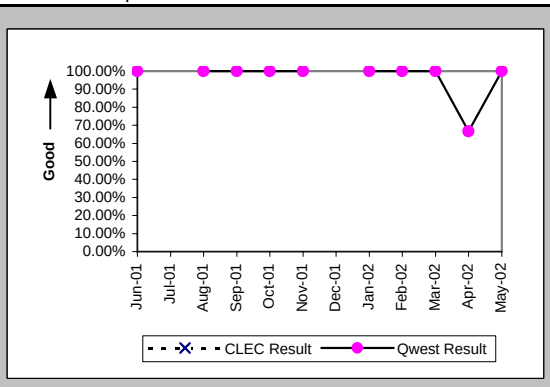
| Date | CLEC Order Count |
|---|---|
| Jun-01 | |
| Jul-01 | |
| Aug-01 | |
| Sep-01 | |
| Oct-01 | |
| Nov-01 | |
| Dec-01 | |
| Jan-02 | |
| Feb-02 | |
| Mar-02 | |
| Apr-02 | |
| May-02 | |



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

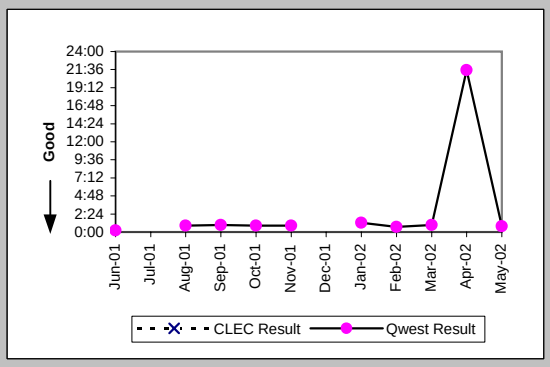
### All Troubles Cleared within 4 hours (Percent) (MR-5A) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 1 | 1 | 100.00% | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 4 | 4 | 100.00% | | |
| Sep-01 | | | | | 1 | 1 | 100.00% | | |
| Oct-01 | | | | | 5 | 5 | 100.00% | | |
| Nov-01 | | | | | 1 | 1 | 100.00% | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | 3 | 3 | 100.00% | | |
| Feb-02 | | | | | 1 | 1 | 100.00% | | |
| Mar-02 | | | | | 2 | 2 | 100.00% | | |
| Apr-02 | | | | | 2 | 3 | 66.67% | | |
| May-02 | | | | | 2 | 2 | 100.00% | | |



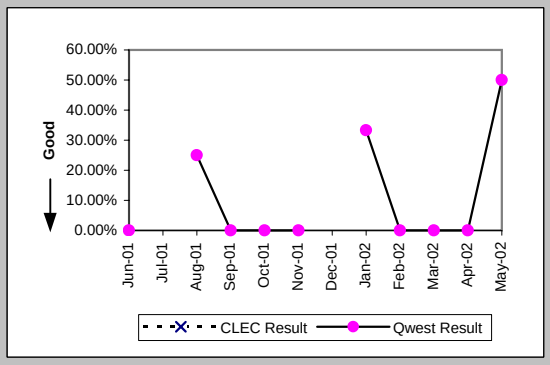

### Mean Time to Restore (Hours:Minutes) (MR-6D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 0:12 | 1 | 0:12 | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 3:29 | 4 | 0:52 | | |
| Sep-01 | | | | | 0:55 | 1 | 0:55 | | |
| Oct-01 | | | | | 4:11 | 5 | 0:50 | | |
| Nov-01 | | | | | 0:50 | 1 | 0:50 | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | 3:45 | 3 | 1:15 | | |
| Feb-02 | | | | | 0:41 | 1 | 0:41 | | |
| Mar-02 | | | | | 1:54 | 2 | 0:57 | | |
| Apr-02 | | | | | 64:36 | 3 | 21:32 | | |
| May-02 | | | | | 1:33 | 2 | 0:46 | | |



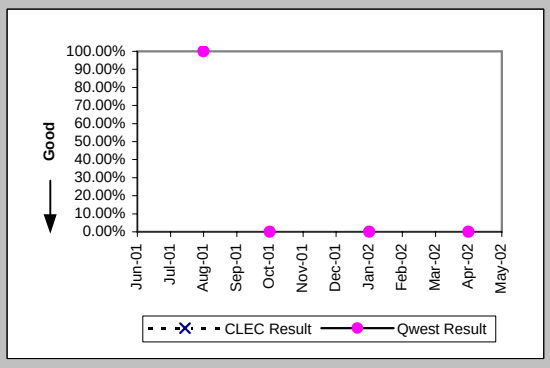

### Repair Repeat Report Rate (Percent) (MR-7D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 0 | 1 | 0.00% | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 1 | 4 | 25.00% | | |
| Sep-01 | | | | | 0 | 1 | 0.00% | | |
| Oct-01 | | | | | 0 | 5 | 0.00% | | |
| Nov-01 | | | | | 0 | 1 | 0.00% | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | 1 | 3 | 33.33% | | |
| Feb-02 | | | | | 0 | 1 | 0.00% | | |
| Mar-02 | | | | | 0 | 2 | 0.00% | | |
| Apr-02 | | | | | 0 | 3 | 0.00% | | |
| May-02 | | | | | 1 | 2 | 50.00% | | |




### Repair Repeat Report Rate (Percent) (MR-7D*) (Parity)-- Interval Zone One

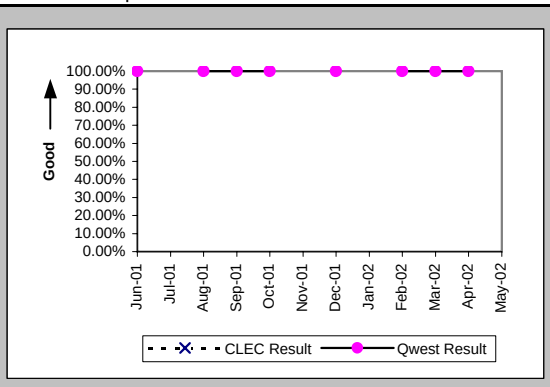
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 1 | 1 | 100.00% | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | 0 | 1 | 0.00% | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | 0 | 1 | 0.00% | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | | | | | |
| Apr-02 | | | | | 0 | 1 | 0.00% | | |
| May-02 | | | | | | | | | |



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

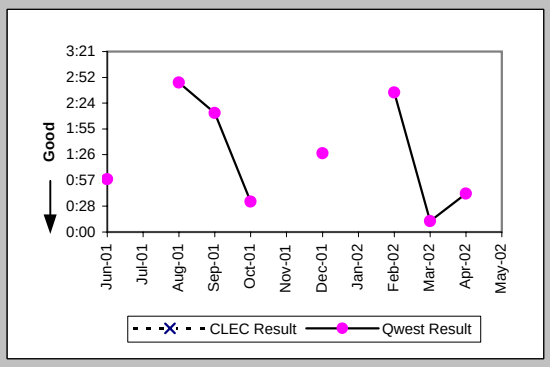
### All Troubles Cleared within 4 hours (Percent) (MR-5B) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 1 | 1 | 100.00% | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 1 | 1 | 100.00% | | |
| Sep-01 | | | | | 1 | 1 | 100.00% | | |
| Oct-01 | | | | | 2 | 2 | 100.00% | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | 1 | 1 | 100.00% | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | 2 | 2 | 100.00% | | |
| Mar-02 | | | | | 2 | 2 | 100.00% | | |
| Apr-02 | | | | | 4 | 4 | 100.00% | | |
| May-02 | | | | | | | | | |



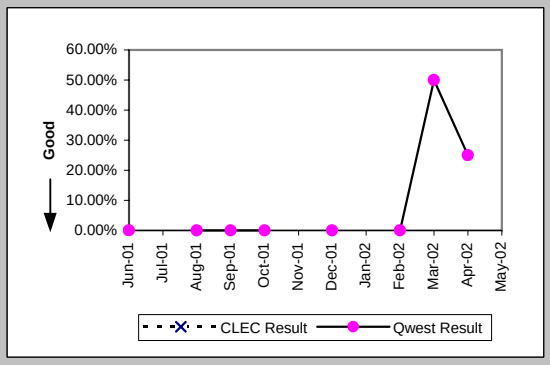

### Mean Time to Restore (Hours:Minutes) (MR-6E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 0:59 | 1 | 0:59 | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 2:47 | 1 | 2:47 | | |
| Sep-01 | | | | | 2:13 | 1 | 2:13 | | |
| Oct-01 | | | | | 1:08 | 2 | 0:34 | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | 1:28 | 1 | 1:28 | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | 5:12 | 2 | 2:36 | | |
| Mar-02 | | | | | 0:23 | 2 | 0:12 | | |
| Apr-02 | | | | | 2:53 | 4 | 0:43 | | |
| May-02 | | | | | | | | | |



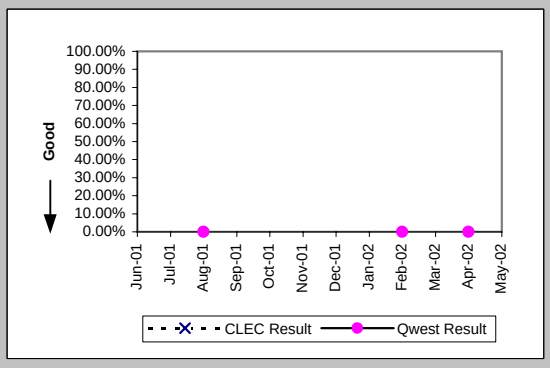

### Repair Repeat Report Rate (Percent) (MR-7E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 0 | 1 | 0.00% | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 0 | 1 | 0.00% | | |
| Sep-01 | | | | | 0 | 1 | 0.00% | | |
| Oct-01 | | | | | 0 | 2 | 0.00% | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | 0 | 1 | 0.00% | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | 0 | 2 | 0.00% | | |
| Mar-02 | | | | | 1 | 2 | 50.00% | | |
| Apr-02 | | | | | 1 | 4 | 25.00% | | |
| May-02 | | | | | | | | | |




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

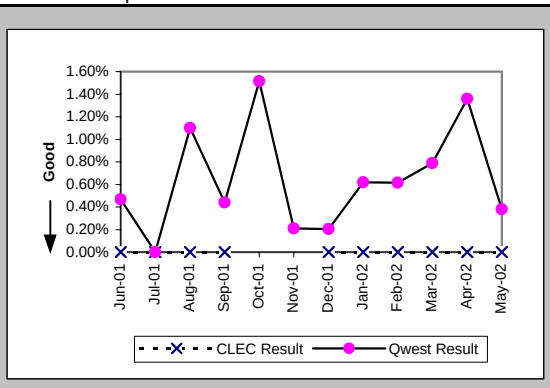
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 0 | 1 | 0.00% | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | 0 | 2 | 0.00% | | |
| Mar-02 | | | | | | | | | |
| Apr-02 | | | | | 0 | 1 | 0.00% | | |
| May-02 | | | | | | | | | |



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

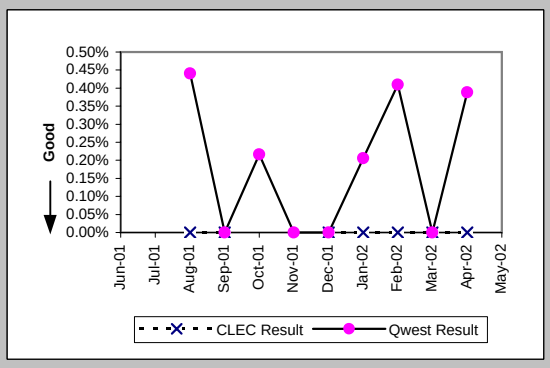
Trouble Rate (Percent) (MR-8) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Dend | CLEC Resu | Std Dev | Qwest Num | Qwest Dend | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 0 | 1 | 0.00% | 0.00% | 2 | 427 | 0.47% | -0.07 | -1.04 |
| Jul-01 | 0 | 1 | 0.00% | 0.00% | 0 | 443 | 0.00% | N/A | N/A |
| Aug-01 | 0 | 1 | 0.00% | 0.00% | 5 | 454 | 1.10% | -0.11 | -1.06 |
| Sep-01 | 0 | 1 | 0.00% | 0.00% | 2 | 456 | 0.44% | -0.07 | -1.04 |
| Oct-01 | | | | | 7 | 462 | 1.52% | | |
| Nov-01 | | | | | 1 | 474 | 0.21% | | |
| Dec-01 | 0 | 5 | 0.00% | 0.00% | 1 | 487 | 0.21% | -0.1 | -1.06 |
| Jan-02 | 0 | 5 | 0.00% | 0.00% | 3 | 486 | 0.62% | -0.18 | -1.11 |
| Feb-02 | 0 | 5 | 0.00% | 0.00% | 3 | 488 | 0.61% | -0.17 | -1.11 |
| Mar-02 | 0 | 5 | 0.00% | 0.00% | 4 | 508 | 0.79% | -0.2 | -1.12 |
| Apr-02 | 0 | 5 | 0.00% | 0.00% | 7 | 515 | 1.36% | -0.26 | -1.16 |
| May-02 | 0 | 5 | 0.00% | 0.00% | 2 | 526 | 0.38% | -0.14 | -1.08 |



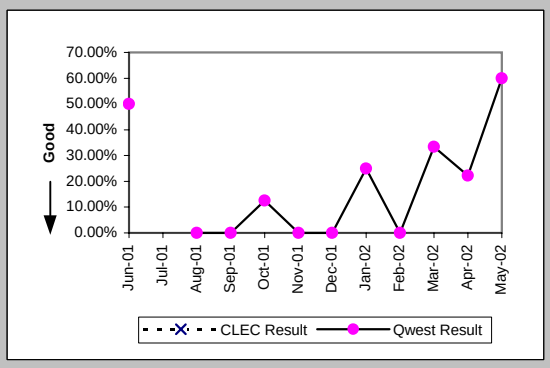

Trouble Rate (Percent) (MR-8*) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Dend | CLEC Resu | Std Dev | Qwest Num | Qwest Dend | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | 0 | 1 | 0.00% | 0.00% | 2 | 454 | 0.44% | -0.07 | -1.04 |
| Sep-01 | 0 | 1 | 0.00% | 0.00% | 0 | 456 | 0.00% | N/A | N/A |
| Oct-01 | | | | | 1 | 462 | 0.22% | | |
| Nov-01 | | | | | 0 | 474 | 0.00% | | |
| Dec-01 | 0 | 5 | 0.00% | 0.00% | 0 | 487 | 0.00% | N/A | N/A |
| Jan-02 | 0 | 5 | 0.00% | 0.00% | 1 | 486 | 0.21% | -0.1 | -1.06 |
| Feb-02 | 0 | 5 | 0.00% | 0.00% | 2 | 488 | 0.41% | -0.14 | -1.09 |
| Mar-02 | 0 | 5 | 0.00% | 0.00% | 0 | 508 | 0.00% | N/A | N/A |
| Apr-02 | 0 | 5 | 0.00% | 0.00% | 2 | 515 | 0.39% | -0.14 | -1.08 |
| May-02 | | | | | | | | | |



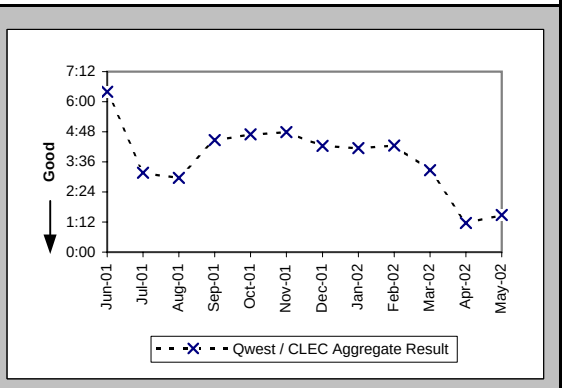

Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10) (Diagnostic)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Dend | CLEC Resu | Std Dev | Qwest Num | Qwest Dend | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 2 | 4 | 50.00% | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 0 | 5 | 0.00% | | |
| Sep-01 | | | | | 0 | 2 | 0.00% | | |
| Oct-01 | | | | | 1 | 8 | 12.50% | | |
| Nov-01 | | | | | 0 | 1 | 0.00% | | |
| Dec-01 | | | | | 0 | 1 | 0.00% | | |
| Jan-02 | | | | | 1 | 4 | 25.00% | | |
| Feb-02 | | | | | 0 | 3 | 0.00% | | |
| Mar-02 | | | | | 2 | 6 | 33.33% | | |
| Apr-02 | | | | | 2 | 9 | 22.22% | | |
| May-02 | | | | | 3 | 5 | 60.00% | | |



Checklist #7 - E911

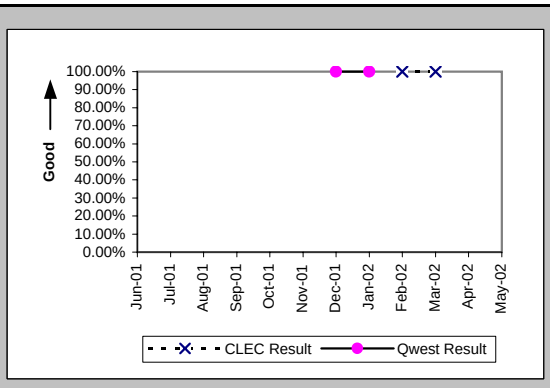
| Time to Update Databases (Hours:Minutes) (DB-1A) (Parity) | |
|---|---|
| Date | Qwest / CLEC Aggregate Result |
| Jun-01 | 6:24 |
| Jul-01 | 3:10 |
| Aug-01 | 2:58 |
| Sep-01 | 4:28 |
| Oct-01 | 4:42 |
| Nov-01 | 4:47 |
| Dec-01 | 4:14 |
| Jan-02 | 4:09 |
| Feb-02 | 4:15 |
| Mar-02 | 3:16 |
| Apr-02 | 1:10 |
| May-02 | 1:29 |



## Checklist #7 - E911/911 Trunk Installation

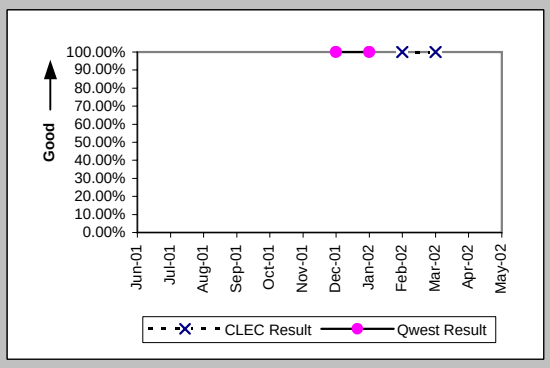
New Service Installation Quality (Percent) (OP-5) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | 1 | 1 | 100.00% | | |
| Jan-02 | | | | | 1 | 1 | 100.00% | | |
| Feb-02 | 1 | 1 | 100.00% | 0.00% | | | | | |
| Mar-02 | 1 | 1 | 100.00% | 0.00% | | | | | |
| Apr-02 | | | | | | | | | |
| May-02 | | | | | | | | | |




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

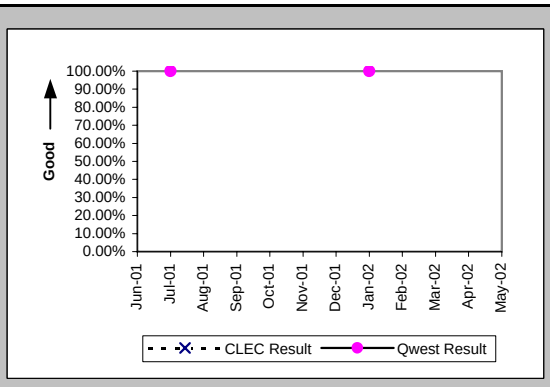
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | 1 | 1 | 100.00% | | |
| Jan-02 | | | | | 1 | 1 | 100.00% | | |
| Feb-02 | 1 | 1 | 100.00% | 0.00% | | | | | |
| Mar-02 | 1 | 1 | 100.00% | 0.00% | | | | | |
| Apr-02 | | | | | | | | | |
| May-02 | | | | | | | | | |



## Checklist #7 - E911/911 Trunk Repair

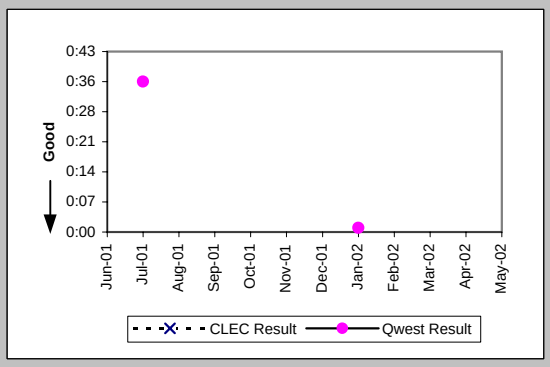
All Troubles Cleared within 4 hours (Percent) (MR-5B) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | 1 | 1 | 100.00% | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | 1 | 1 | 100.00% | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | | | | | |
| Apr-02 | | | | | | | | | |
| May-02 | | | | | | | | | |



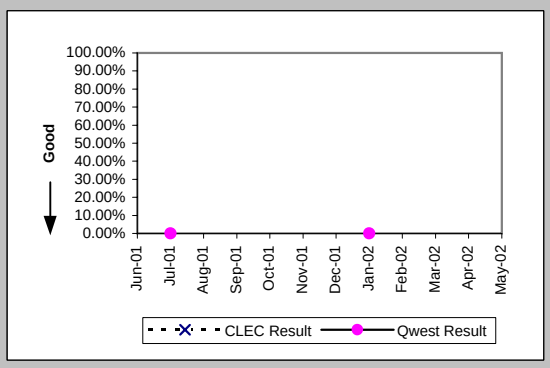

Mean Time to Restore (Hours:Minutes) (MR-6E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | 0:36 | 1 | 0:36 | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | 0:01 | 1 | 0:01 | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | | | | | |
| Apr-02 | | | | | | | | | |
| May-02 | | | | | | | | | |



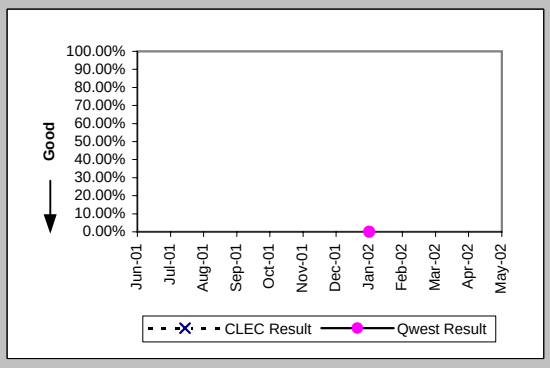

Repair Repeat Report Rate (Percent) (MR-7E) (Parity)-- Interval Zone Two

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




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

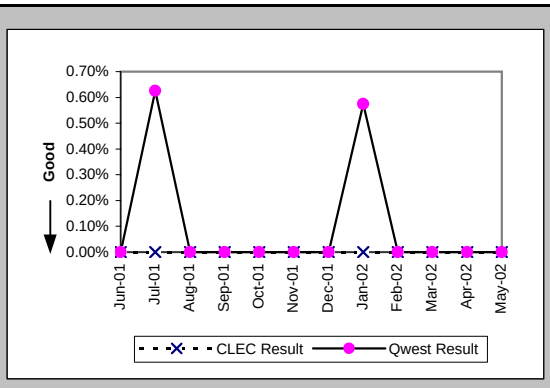
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | |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



## Checklist #7 - E911/911 Trunk Repair

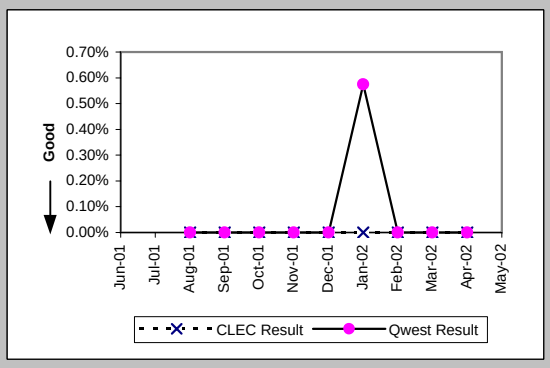
Trouble Rate (Percent) (MR-8) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 0 | 22 | 0.00% | 0.00% | 0 | 154 | 0.00% | N/A | N/A |
| Jul-01 | 0 | 22 | 0.00% | 0.00% | 1 | 160 | 0.63% | -0.35 | -1.21 |
| Aug-01 | 0 | 22 | 0.00% | 0.00% | 0 | 160 | 0.00% | N/A | N/A |
| Sep-01 | 0 | 22 | 0.00% | 0.00% | 0 | 160 | 0.00% | N/A | N/A |
| Oct-01 | 0 | 20 | 0.00% | 0.00% | 0 | 164 | 0.00% | N/A | N/A |
| Nov-01 | 0 | 20 | 0.00% | 0.00% | 0 | 170 | 0.00% | N/A | N/A |
| Dec-01 | 0 | 20 | 0.00% | 0.00% | 0 | 174 | 0.00% | N/A | N/A |
| Jan-02 | 0 | 20 | 0.00% | 0.00% | 1 | 174 | 0.57% | -0.32 | -1.2 |
| Feb-02 | 0 | 26 | 0.00% | 0.00% | 0 | 174 | 0.00% | N/A | N/A |
| Mar-02 | 0 | 26 | 0.00% | 0.00% | 0 | 176 | 0.00% | N/A | N/A |
| Apr-02 | 0 | 28 | 0.00% | 0.00% | 0 | 184 | 0.00% | N/A | N/A |
| May-02 | 0 | 29 | 0.00% | 0.00% | 0 | 186 | 0.00% | N/A | N/A |



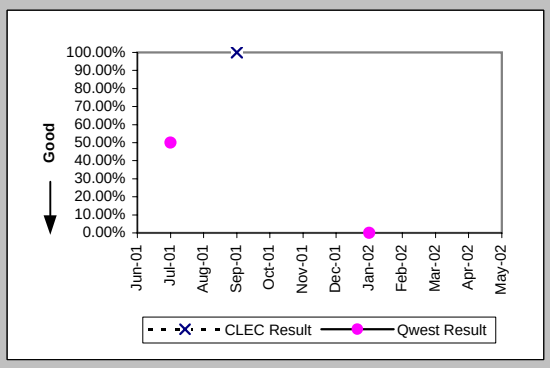

Trouble Rate (Percent) (MR-8*) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | 0 | 22 | 0.00% | 0.00% | 0 | 160 | 0.00% | N/A | N/A |
| Sep-01 | 0 | 22 | 0.00% | 0.00% | 0 | 160 | 0.00% | N/A | N/A |
| Oct-01 | 0 | 20 | 0.00% | 0.00% | 0 | 164 | 0.00% | N/A | N/A |
| Nov-01 | 0 | 20 | 0.00% | 0.00% | 0 | 170 | 0.00% | N/A | N/A |
| Dec-01 | 0 | 20 | 0.00% | 0.00% | 0 | 174 | 0.00% | N/A | N/A |
| Jan-02 | 0 | 20 | 0.00% | 0.00% | 1 | 174 | 0.57% | -0.32 | -1.2 |
| Feb-02 | 0 | 26 | 0.00% | 0.00% | 0 | 174 | 0.00% | N/A | N/A |
| Mar-02 | 0 | 26 | 0.00% | 0.00% | 0 | 176 | 0.00% | N/A | N/A |
| Apr-02 | 0 | 28 | 0.00% | 0.00% | 0 | 184 | 0.00% | N/A | N/A |
| May-02 | | | | | | | | | |



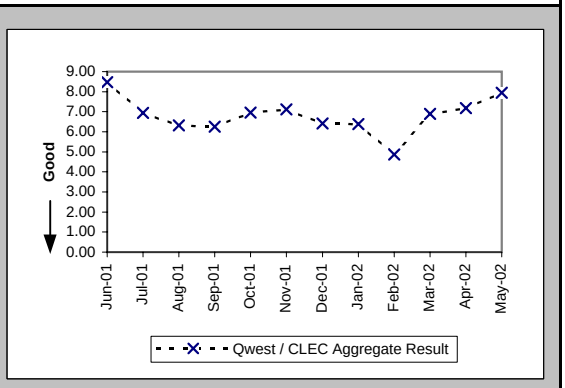

Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10) (Diagnostic)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Score |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | 1 | 2 | 50.00% | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | 1 | 1 | 100.00% | 0.00% | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | 0 | 1 | 0.00% | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | | | | | |
| Apr-02 | | | | | | | | | |
| May-02 | | | | | | | | | |

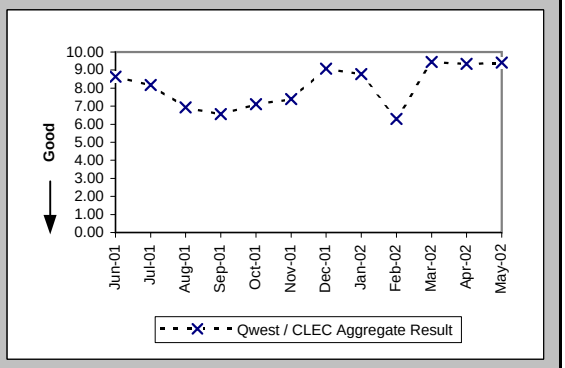


## Checklist #7 - Operator Services - Directory Assistance

| Speed of Answer - Directory Assistance (Avg Sec) (DA-1) (Parity) | |
|---|---|
| Date | Qwest / CLEC Aggregate Result |
| Jun-01 | 8.47 |
| Jul-01 | 6.94 |
| Aug-01 | 6.32 |
| Sep-01 | 6.25 |
| Oct-01 | 6.96 |
| Nov-01 | 7.12 |
| Dec-01 | 6.41 |
| Jan-02 | 6.38 |
| Feb-02 | 4.86 |
| Mar-02 | 6.90 |
| Apr-02 | 7.18 |
| May-02 | 7.95 |

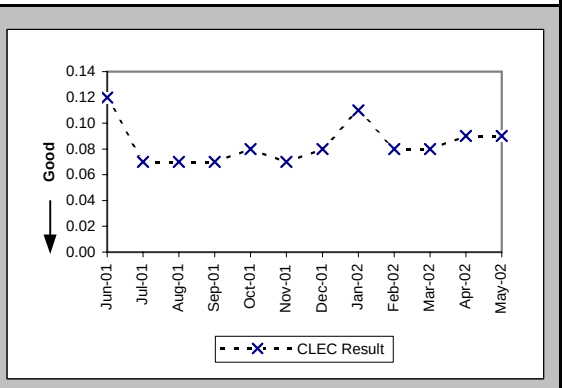



| Speed of Answer - Operator Services (Avg Sec) (OS-1) (Parity) | |
|---|---|
| Date | Qwest / CLEC Aggregate Result |
| Jun-01 | 8.63 |
| Jul-01 | 8.17 |
| Aug-01 | 6.93 |
| Sep-01 | 6.56 |
| Oct-01 | 7.11 |
| Nov-01 | 7.40 |
| Dec-01 | 9.08 |
| Jan-02 | 8.78 |
| Feb-02 | 6.29 |
| Mar-02 | 9.45 |
| Apr-02 | 9.35 |
| May-02 | 9.42 |

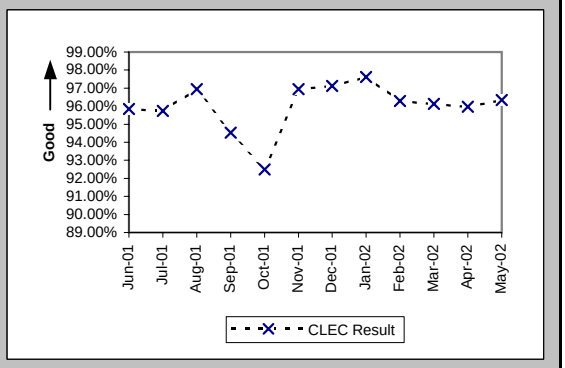


## Checklist #8 - Directory Listings

| Time to Update Databases (Avg Sec) (DB-1C-1) (Parity) | |
|---|---|
| Date | CLEC Result |
| Jun-01 | 0.12 |
| Jul-01 | 0.07 |
| Aug-01 | 0.07 |
| Sep-01 | 0.07 |
| Oct-01 | 0.08 |
| Nov-01 | 0.07 |
| Dec-01 | 0.08 |
| Jan-02 | 0.11 |
| Feb-02 | 0.08 |
| Mar-02 | 0.08 |
| Apr-02 | 0.09 |
| May-02 | 0.09 |



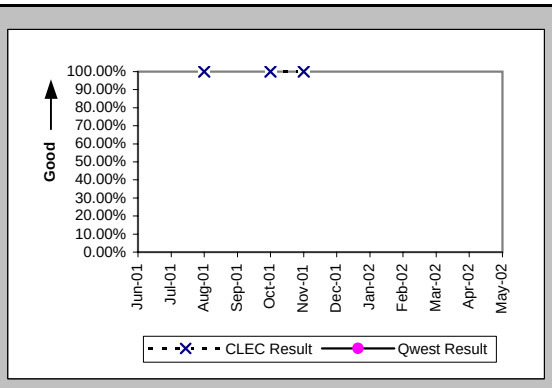

| Accurate Database Updates (Percent) (DB-2C-1) (Parity) | |
|---|---|
| Date | CLEC Result |
| Jun-01 | 95.85% |
| Jul-01 | 95.73% |
| Aug-01 | 96.94% |
| Sep-01 | 94.54% |
| Oct-01 | 92.50% |
| Nov-01 | 96.93% |
| Dec-01 | 97.13% |
| Jan-02 | 97.63% |
| Feb-02 | 96.29% |
| Mar-02 | 96.13% |
| Apr-02 | 95.96% |
| May-02 | 96.33% |



## Checklist #9 - NXX Code Activation

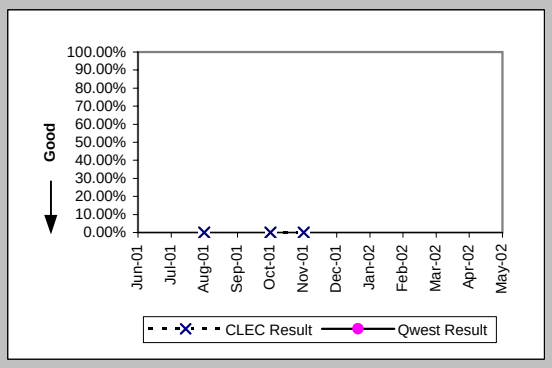
NXX Code Activation (Percent) (NP-1A) (Parity)

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



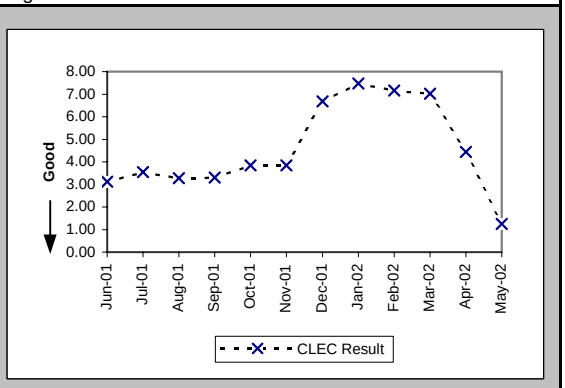

NXX Code Activation - Facility Delays (Percent) (NP-1B) (Diagnostic)

| Date | CLEC Num | CLEC Denom | CLEC Result | Qwest Num | Qwest Denom | Qwest Result |
|---|---|---|---|---|---|---|
| Jun-01 | | | | | | |
| Jul-01 | | | | | | |
| Aug-01 | 0 | 2 | 0.00% | | | |
| Sep-01 | | | | | | |
| Oct-01 | 0 | 2 | 0.00% | | | |
| Nov-01 | 0 | 1 | 0.00% | | | |
| Dec-01 | | | | | | |
| Jan-02 | | | | | | |
| Feb-02 | | | | | | |
| Mar-02 | | | | | | |
| Apr-02 | | | | | | |
| May-02 | | | | | | |



Checklist #10 - Databases and Signaling

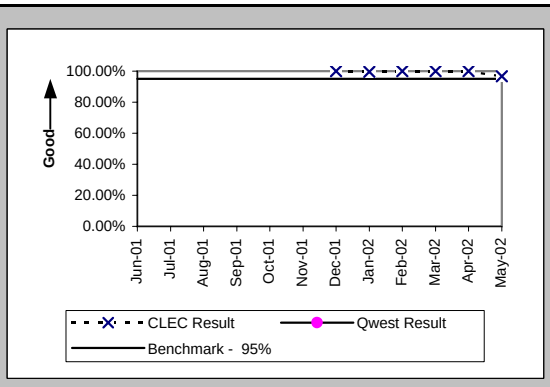
| Time to Update Databases (Avg Sec) LIDB (DB-1B) (Parity) | |
|---|---|
| Date | CLEC Result |
| Jun-01 | 3.12 |
| Jul-01 | 3.55 |
| Aug-01 | 3.28 |
| Sep-01 | 3.31 |
| Oct-01 | 3.85 |
| Nov-01 | 3.85 |
| Dec-01 | 6.68 |
| Jan-02 | 7.47 |
| Feb-02 | 7.17 |
| Mar-02 | 7.02 |
| Apr-02 | 4.44 |
| May-02 | 1.25 |



## Checklist #11 - Number Portability**

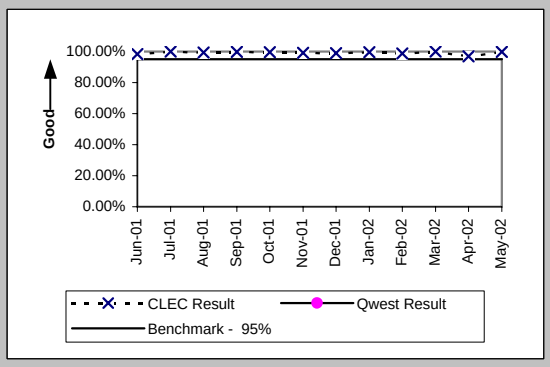
### Number Portability Timeliness (Percent) (OP-8B) (Benchmark)

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | 3 | 3 | 100.00% | 0.00% | | | | | |
| Jan-02 | 241 | 242 | 99.59% | 6.41% | | | | | |
| Feb-02 | 200 | 200 | 100.00% | 0.00% | | | | | |
| Mar-02 | 160 | 160 | 100.00% | 0.00% | | | | | |
| Apr-02 | 318 | 318 | 100.00% | 0.00% | | | | | |
| May-02 | 89 | 92 | 96.74% | 17.76% | | | | | |



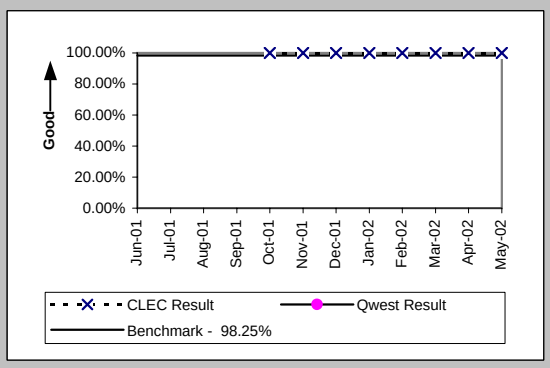

### Percentage of LNP Triggers Set Prior to the Frame Due Time (Percent) (OP-8C) (Benchmark)

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 63 | 64 | 98.44% | 12.40% | | | | | |
| Jul-01 | 86 | 86 | 100.00% | 0.00% | | | | | |
| Aug-01 | 139 | 140 | 99.29% | 8.42% | | | | | |
| Sep-01 | 970 | 973 | 99.69% | 5.54% | | | | | |
| Oct-01 | 1596 | 1602 | 99.63% | 6.11% | | | | | |
| Nov-01 | 513 | 517 | 99.23% | 8.76% | | | | | |
| Dec-01 | 389 | 393 | 98.98% | 10.04% | | | | | |
| Jan-02 | 523 | 525 | 99.62% | 6.16% | | | | | |
| Feb-02 | 229 | 232 | 98.71% | 11.30% | | | | | |
| Mar-02 | 317 | 317 | 100.00% | 0.00% | | | | | |
| Apr-02 | 96 | 99 | 96.97% | 17.14% | | | | | |
| May-02 | 388 | 389 | 99.74% | 5.06% | | | | | |



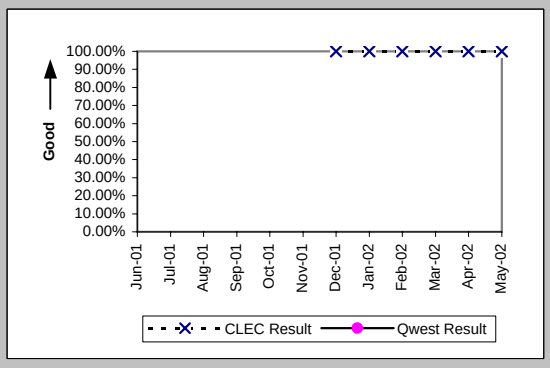

### Timeliness of Disconnects associated with LNP Orders (Percent) (OP-17A) (Benchmark)

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | 1602 | 1602 | 100.00% | 0.00% | | | | | |
| Nov-01 | 517 | 517 | 100.00% | 0.00% | | | | | |
| Dec-01 | 396 | 396 | 100.00% | 0.00% | | | | | |
| Jan-02 | 767 | 767 | 100.00% | 0.00% | | | | | |
| Feb-02 | 432 | 432 | 100.00% | 0.00% | | | | | |
| Mar-02 | 477 | 477 | 100.00% | 0.00% | | | | | |
| Apr-02 | 391 | 391 | 100.00% | 0.00% | | | | | |
| May-02 | 481 | 481 | 100.00% | 0.00% | | | | | |




### Timeliness of Disconnects associated with LNP Orders (Percent) (OP-17B) (Diagnostic)

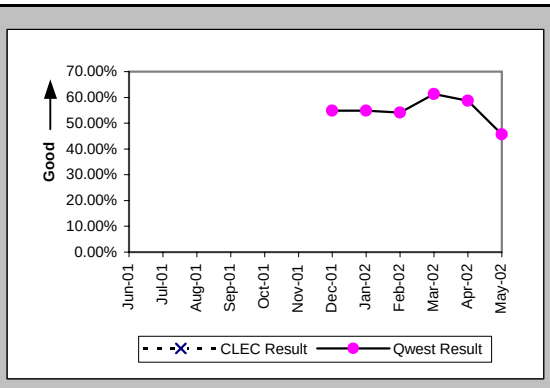
| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | 396 | 396 | 100.00% | 0.00% | | | | | |
| Jan-02 | 767 | 767 | 100.00% | 0.00% | | | | | |
| Feb-02 | 432 | 432 | 100.00% | 0.00% | | | | | |
| Mar-02 | 477 | 477 | 100.00% | 0.00% | | | | | |
| Apr-02 | 391 | 391 | 100.00% | 0.00% | | | | | |
| May-02 | 481 | 481 | 100.00% | 0.00% | | | | | |



## Checklist #11 - Number Portability**

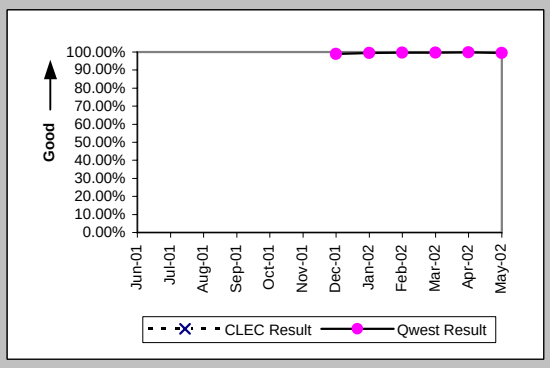
LNP Trouble Reports Cleared within 4 Hours (Percent) (MR-11A) (Parity)

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | 438 | 799 | 54.82% | | |
| Jan-02 | | | | | 567 | 1033 | 54.89% | | |
| Feb-02 | | | | | 390 | 721 | 54.09% | | |
| Mar-02 | | | | | 450 | 734 | 61.31% | | |
| Apr-02 | | | | | 508 | 865 | 58.73% | | |
| May-02 | | | | | 336 | 736 | 45.65% | | |



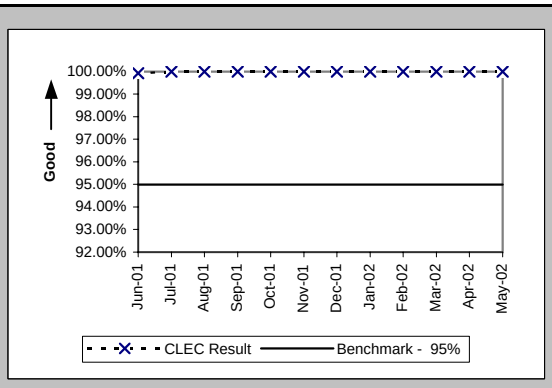

LNP Trouble Reports Cleared within 48 Hours (Percent) (MR-11B) (Parity)

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | 1490 | 1505 | 99.00% | | |
| Jan-02 | | | | | 1839 | 1848 | 99.51% | | |
| Feb-02 | | | | | 1579 | 1586 | 99.56% | | |
| Mar-02 | | | | | 1696 | 1702 | 99.65% | | |
| Apr-02 | | | | | 1749 | 1752 | 99.83% | | |
| May-02 | | | | | 1552 | 1560 | 99.49% | | |

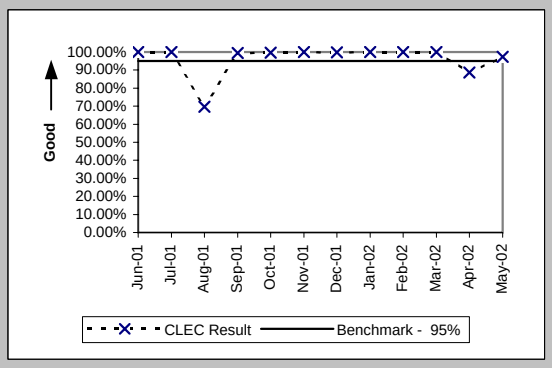


## Checklist #13 - Reciprocal Compensation

| Billing Accuracy - Adjustments for Errors (Percent) Reciprocal Compensation (BI-3B) (Benchmark) | | | |
|---|---|---|---|
| Date | CLEC Num | CLEC Denom | CLEC Result |
| Jun-01 | 10987.14 | 10995.05 | 99.93% |
| Jul-01 | 10985.27 | 10985.27 | 100.00% |
| Aug-01 | 23180.34 | 23180.34 | 100.00% |
| Sep-01 | 10749.17 | 10749.17 | 100.00% |
| Oct-01 | 15908.03 | 15908.03 | 100.00% |
| Nov-01 | 17522.91 | 17522.91 | 100.00% |
| Dec-01 | 17198.46 | 17198.46 | 100.00% |
| Jan-02 | 18701.92 | 18701.92 | 100.00% |
| Feb-02 | 19147.12 | 19147.12 | 100.00% |
| Mar-02 | 17118.09 | 17118.09 | 100.00% |
| Apr-02 | 21100 | 21100 | 100.00% |
| May-02 | 18437.35 | 18437.35 | 100.00% |



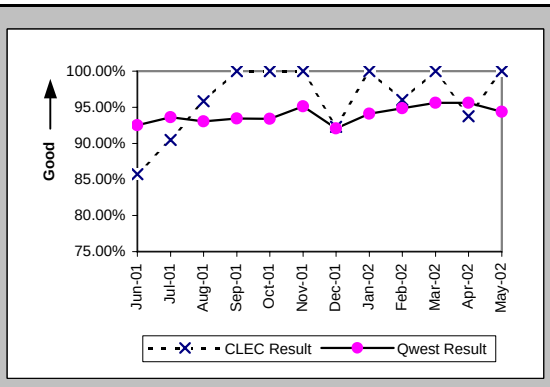

| Billing Completeness (Percent) Reciprocal Compensation (BI-4B) (Benchmark) | | | |
|---|---|---|---|
| Date | CLEC Num | CLEC Denom | CLEC Result |
| Jun-01 | 10986.29 | 10995.05 | 99.92% |
| Jul-01 | 10976.05 | 10985.27 | 99.92% |
| Aug-01 | 16171 | 23180.34 | 69.76% |
| Sep-01 | 10699.58 | 10749.17 | 99.54% |
| Oct-01 | 15841.06 | 15908.03 | 99.58% |
| Nov-01 | 17512.34 | 17522.91 | 99.94% |
| Dec-01 | 17164.57 | 17198.46 | 99.80% |
| Jan-02 | 18701.71 | 18701.92 | 100.00% |
| Feb-02 | 19147.12 | 19147.12 | 100.00% |
| Mar-02 | 17118.09 | 17118.09 | 100.00% |
| Apr-02 | 18696.44 | 21100 | 88.61% |
| May-02 | 17947.48 | 18437.35 | 97.34% |



## Checklist #14 - Resale - Residence Installation

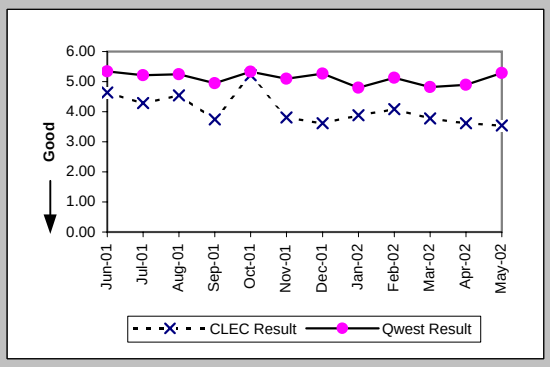
### Installation Commitments Met (Percent) (OP-3A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 36 | 42 | 85.71% | 34.99% | 1886 | 2039 | 92.50% | 1.52 | -0.07 |
| Jul-01 | 19 | 21 | 90.48% | 29.35% | 2055 | 2195 | 93.62% | 0.61 | -0.63 |
| Aug-01 | 23 | 24 | 95.83% | 19.98% | 2314 | 2487 | 93.04% | -0.53 | -1.33 |
| Sep-01 | 24 | 24 | 100.00% | 0.00% | 1799 | 1925 | 93.45% | -1.29 | -1.78 |
| Oct-01 | 23 | 23 | 100.00% | 0.00% | 1699 | 1819 | 93.40% | -1.27 | -1.77 |
| Nov-01 | 21 | 21 | 100.00% | 0.00% | 1704 | 1791 | 95.14% | -1.03 | -1.63 |
| Dec-01 | 12 | 13 | 92.31% | 26.65% | 1382 | 1501 | 92.07% | -0.03 | -1.02 |
| Jan-02 | 26 | 26 | 100.00% | 0.00% | 1559 | 1657 | 94.09% | -1.27 | -1.77 |
| Feb-02 | 24 | 25 | 96.00% | 19.60% | 1456 | 1535 | 94.85% | -0.26 | -1.16 |
| Mar-02 | 27 | 27 | 100.00% | 0.00% | 1413 | 1478 | 95.60% | -1.1 | -1.67 |
| Apr-02 | 15 | 16 | 93.75% | 24.21% | 1545 | 1616 | 95.61% | 0.41 | -0.75 |
| May-02 | 25 | 25 | 100.00% | 0.00% | 1592 | 1687 | 94.37% | -1.21 | -1.74 |



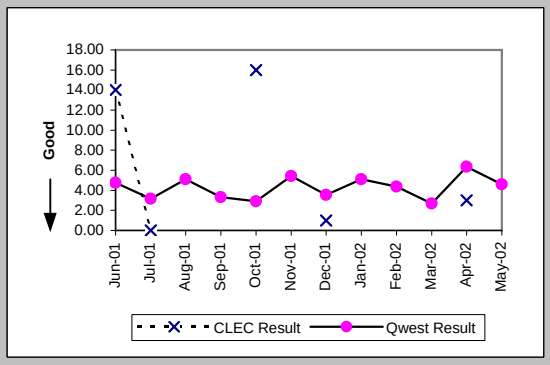

### Installation Interval (Average Days) (OP-4A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 195 | 42 | 4.64 | 4.09 | 10897 | 2039 | 5.34 | -0.85 | -1.52 |
| Jul-01 | 90 | 21 | 4.29 | 3.91 | 11495 | 2208 | 5.21 | -0.75 | -1.45 |
| Aug-01 | 109 | 24 | 4.54 | 2.55 | 13139 | 2501 | 5.25 | -0.57 | -1.35 |
| Sep-01 | 90 | 24 | 3.75 | 2.27 | 9596 | 1939 | 4.95 | -1.22 | -1.74 |
| Oct-01 | 125 | 24 | 5.21 | 4.21 | 9772 | 1832 | 5.33 | -0.1 | -1.06 |
| Nov-01 | 80 | 21 | 3.81 | 1.94 | 9246 | 1814 | 5.10 | -1.22 | -1.74 |
| Dec-01 | 47 | 13 | 3.62 | 0.87 | 7955 | 1510 | 5.27 | -1.27 | -1.77 |
| Jan-02 | 101 | 26 | 3.88 | 2.12 | 8002 | 1667 | 4.80 | -1.05 | -1.64 |
| Feb-02 | 102 | 25 | 4.08 | 1.87 | 7901 | 1539 | 5.13 | -1.2 | -1.73 |
| Mar-02 | 102 | 27 | 3.78 | 1.34 | 7150 | 1484 | 4.82 | -1.47 | -1.89 |
| Apr-02 | 58 | 16 | 3.62 | 1.02 | 7910 | 1619 | 4.89 | -1.01 | -1.61 |
| May-02 | 92 | 26 | 3.54 | 2.12 | 8919 | 1687 | 5.29 | -1.67 | -2.01 |



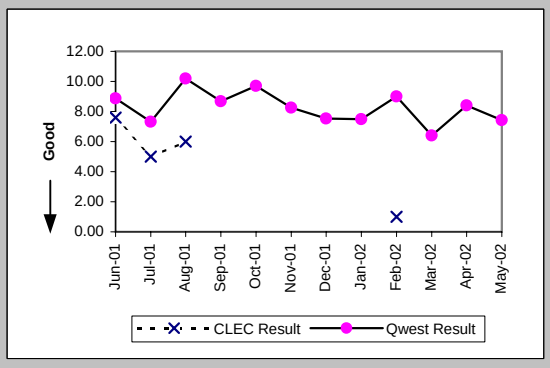

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-1) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 14 | 1 | 14.00 | | 124 | 26 | 4.77 | 1.37 | -0.17 |
| Jul-01 | 0 | 1 | 0.00 | | 104 | 33 | 3.15 | -0.86 | -1.52 |
| Aug-01 | | | | | 194 | 38 | 5.11 | | |
| Sep-01 | | | | | 73 | 22 | 3.32 | | |
| Oct-01 | 16 | 1 | 16.00 | | 96 | 33 | 2.91 | 2.1 | 0.27 |
| Nov-01 | | | | | 255 | 47 | 5.43 | | |
| Dec-01 | 1 | 1 | 1.00 | | 85 | 24 | 3.54 | -0.92 | -1.56 |
| Jan-02 | | | | | 194 | 38 | 5.11 | | |
| Feb-02 | | | | | 183 | 42 | 4.36 | | |
| Mar-02 | | | | | 51 | 19 | 2.68 | | |
| Apr-02 | 3 | 1 | 3.00 | | 254 | 40 | 6.35 | -0.38 | -1.23 |
| May-02 | | | | | 110 | 24 | 4.58 | | |




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

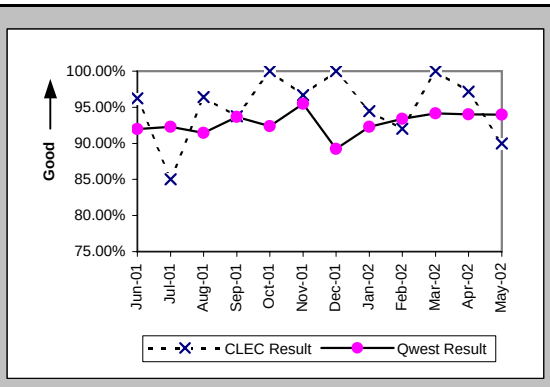
| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 38 | 5 | 7.60 | 1.52 | 1128 | 127 | 8.88 | -0.41 | -1.25 |
| Jul-01 | 5 | 1 | 5.00 | | 863 | 118 | 7.31 | -0.31 | -1.19 |
| Aug-01 | 6 | 1 | 6.00 | | 1500 | 147 | 10.20 | -0.4 | -1.24 |
| Sep-01 | | | | | 1017 | 117 | 8.69 | | |
| Oct-01 | | | | | 971 | 100 | 9.71 | | |
| Nov-01 | | | | | 520 | 63 | 8.25 | | |
| Dec-01 | | | | | 700 | 93 | 7.53 | | |
| Jan-02 | | | | | 494 | 66 | 7.48 | | |
| Feb-02 | 1 | 1 | 1.00 | | 360 | 40 | 9.00 | -1.08 | -1.66 |
| Mar-02 | | | | | 301 | 47 | 6.40 | | |
| Apr-02 | | | | | 269 | 32 | 8.41 | | |
| May-02 | | | | | 527 | 71 | 7.42 | | |



## Checklist #14 - Resale - Residence Installation

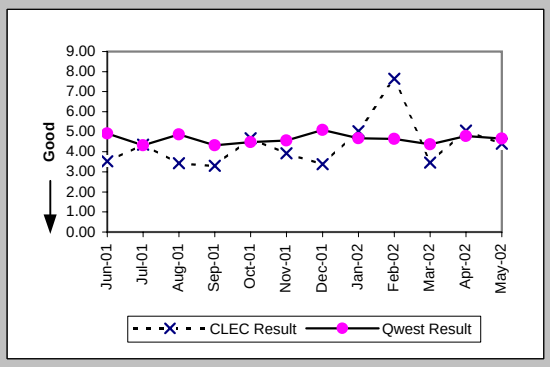
### Installation Commitments Met (Percent) (OP-3B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 51 | 53 | 96.23% | 19.06% | 1250 | 1359 | 91.98% | -1.12 | -1.68 |
| Jul-01 | 17 | 20 | 85.00% | 35.71% | 1253 | 1358 | 92.27% | 1.12 | -0.32 |
| Aug-01 | 27 | 28 | 96.43% | 18.56% | 1483 | 1622 | 91.43% | -0.94 | -1.57 |
| Sep-01 | 15 | 16 | 93.75% | 24.21% | 1301 | 1389 | 93.66% | -0.01 | -1.01 |
| Oct-01 | 22 | 22 | 100.00% | 0.00% | 1321 | 1430 | 92.38% | -1.34 | -1.81 |
| Nov-01 | 29 | 30 | 96.67% | 17.95% | 1204 | 1261 | 95.48% | -0.31 | -1.19 |
| Dec-01 | 29 | 29 | 100.00% | 0.00% | 1011 | 1133 | 89.23% | -1.85 | -2.12 |
| Jan-02 | 34 | 36 | 94.44% | 22.91% | 1079 | 1169 | 92.30% | -0.48 | -1.29 |
| Feb-02 | 23 | 25 | 92.00% | 27.13% | 1003 | 1074 | 93.39% | 0.33 | -0.8 |
| Mar-02 | 35 | 35 | 100.00% | 0.00% | 1046 | 1111 | 94.15% | -1.45 | -1.88 |
| Apr-02 | 34 | 35 | 97.14% | 16.66% | 1146 | 1219 | 94.01% | -0.77 | -1.47 |
| May-02 | 27 | 30 | 90.00% | 30.00% | 1139 | 1212 | 93.98% | 0.88 | -0.46 |



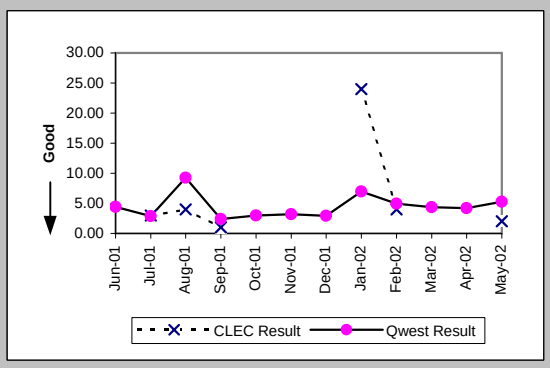

### Installation Interval (Average Days) (OP-4B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 187 | 53 | 3.53 | 1.65 | 6673 | 1359 | 4.91 | -1.49 | -1.91 |
| Jul-01 | 87 | 20 | 4.35 | 4.78 | 5924 | 1368 | 4.33 | 0.28 | -0.83 |
| Aug-01 | 96 | 28 | 3.43 | 1.26 | 7905 | 1626 | 4.86 | -1.17 | -1.71 |
| Sep-01 | 53 | 16 | 3.31 | 1.89 | 6055 | 1402 | 4.32 | -0.74 | -1.45 |
| Oct-01 | 103 | 22 | 4.68 | 5.65 | 6476 | 1447 | 4.48 | 0.39 | -0.77 |
| Nov-01 | 118 | 30 | 3.93 | 2.72 | 5783 | 1268 | 4.56 | -0.7 | -1.43 |
| Dec-01 | 98 | 29 | 3.38 | 1.18 | 5820 | 1144 | 5.09 | -1.47 | -1.89 |
| Jan-02 | 181 | 36 | 5.03 | 8.10 | 5514 | 1178 | 4.68 | 0.64 | -0.61 |
| Feb-02 | 191 | 25 | 7.64 | 22.01 | 4997 | 1076 | 4.64 | 1.8 | 0.09 |
| Mar-02 | 121 | 35 | 3.46 | 1.12 | 4893 | 1117 | 4.38 | -1.3 | -1.79 |
| Apr-02 | 182 | 36 | 5.06 | 3.63 | 5854 | 1221 | 4.79 | 0.48 | -0.71 |
| May-02 | 132 | 30 | 4.40 | 1.87 | 5670 | 1216 | 4.66 | -0.29 | -1.18 |



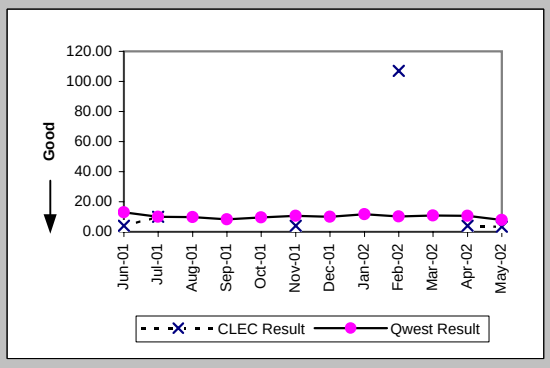

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-2) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 120 | 27 | 4.44 | | |
| Jul-01 | 3 | 1 | 3.00 | | 95 | 33 | 2.88 | -0.05 | -1.03 |
| Aug-01 | 4 | 1 | 4.00 | | 232 | 25 | 9.28 | -0.3 | -1.18 |
| Sep-01 | 1 | 1 | 1.00 | | 67 | 28 | 2.39 | -0.5 | -1.3 |
| Oct-01 | | | | | 150 | 50 | 3.00 | | |
| Nov-01 | | | | | 70 | 22 | 3.18 | | |
| Dec-01 | | | | | 122 | 42 | 2.90 | | |
| Jan-02 | 48 | 2 | 24.00 | 32.53 | 313 | 45 | 6.96 | 1.42 | -0.14 |
| Feb-02 | 4 | 1 | 4.00 | | 138 | 28 | 4.93 | -0.2 | -1.12 |
| Mar-02 | | | | | 135 | 31 | 4.35 | | |
| Apr-02 | | | | | 122 | 29 | 4.21 | | |
| May-02 | 2 | 1 | 2.00 | | 158 | 30 | 5.27 | -0.42 | -1.26 |




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

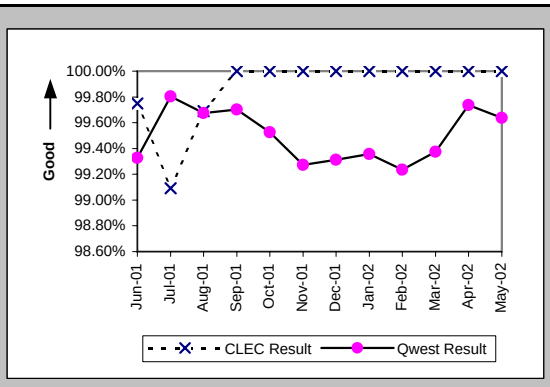
| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 8 | 2 | 4.00 | 2.83 | 1064 | 82 | 12.98 | -0.77 | -1.47 |
| Jul-01 | 20 | 2 | 10.00 | 9.90 | 801 | 80 | 10.01 | 0 | -1 |
| Aug-01 | | | | | 1161 | 118 | 9.84 | | |
| Sep-01 | | | | | 588 | 71 | 8.28 | | |
| Oct-01 | | | | | 717 | 75 | 9.56 | | |
| Nov-01 | 4 | 1 | 4.00 | | 449 | 42 | 10.69 | -0.59 | -1.36 |
| Dec-01 | | | | | 822 | 82 | 10.02 | | |
| Jan-02 | | | | | 624 | 53 | 11.77 | | |
| Feb-02 | 107 | 1 | 107.00 | | 441 | 43 | 10.26 | 2.41 | 0.46 |
| Mar-02 | | | | | 394 | 36 | 10.94 | | |
| Apr-02 | 4 | 1 | 4.00 | | 479 | 45 | 10.64 | -0.7 | -1.43 |
| May-02 | 7 | 2 | 3.50 | 0.71 | 336 | 43 | 7.81 | -0.59 | -1.36 |



## Checklist #14 - Resale - Residence Installation

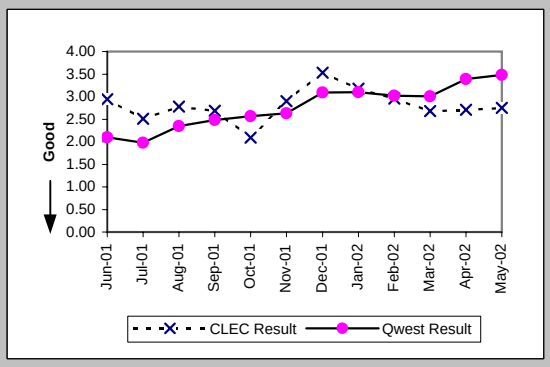
### Installation Commitments Met (Percent) (OP-3C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 2385 | 2391 | 99.75% | 5.00% | 20544 | 20683 | 99.33% | -2.39 | -2.45 |
| Jul-01 | 109 | 110 | 99.09% | 9.49% | 15790 | 15821 | 99.80% | 1.24 | -0.25 |
| Aug-01 | 321 | 322 | 99.69% | 5.56% | 7964 | 7990 | 99.67% | -0.05 | -1.03 |
| Sep-01 | 175 | 175 | 100.00% | 0.00% | 5699 | 5716 | 99.70% | -0.71 | -1.43 |
| Oct-01 | 725 | 725 | 100.00% | 0.00% | 5879 | 5907 | 99.53% | -1.75 | -2.07 |
| Nov-01 | 1029 | 1029 | 100.00% | 0.00% | 5597 | 5638 | 99.27% | -2.52 | -2.53 |
| Dec-01 | 1095 | 1095 | 100.00% | 0.00% | 4183 | 4212 | 99.31% | -2.45 | -2.49 |
| Jan-02 | 799 | 799 | 100.00% | 0.00% | 4954 | 4986 | 99.36% | -2.11 | -2.28 |
| Feb-02 | 160 | 160 | 100.00% | 0.00% | 4666 | 4702 | 99.23% | -1.09 | -1.66 |
| Mar-02 | 145 | 145 | 100.00% | 0.00% | 5412 | 5446 | 99.38% | -0.94 | -1.57 |
| Apr-02 | 143 | 143 | 100.00% | 0.00% | 5312 | 5326 | 99.74% | -0.61 | -1.37 |
| May-02 | 62 | 62 | 100.00% | 0.00% | 6050 | 6072 | 99.64% | -0.47 | -1.29 |



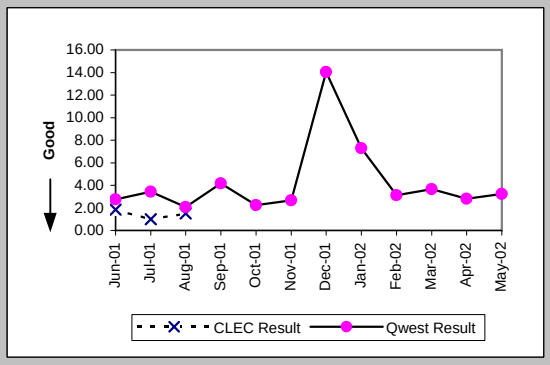

### Installation Interval (Average Days) (OP-4C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 6505 | 2215 | 2.94 | 0.34 | 34009 | 16233 | 2.10 | 31.01 | 17.85 |
| Jul-01 | 248 | 99 | 2.51 | 0.91 | 25300 | 12774 | 1.98 | 2.41 | 0.46 |
| Aug-01 | 816 | 294 | 2.78 | 0.67 | 15399 | 6551 | 2.35 | 7.61 | 3.63 |
| Sep-01 | 385 | 143 | 2.69 | 0.66 | 12024 | 4852 | 2.48 | 2.2 | 0.34 |
| Oct-01 | 230 | 110 | 2.09 | 1.22 | 12628 | 4923 | 2.57 | -5.25 | -4.19 |
| Nov-01 | 1859 | 641 | 2.90 | 0.45 | 12448 | 4728 | 2.63 | 6.82 | 3.14 |
| Dec-01 | 3637 | 1031 | 3.53 | 0.67 | 10776 | 3487 | 3.09 | 11.44 | 5.95 |
| Jan-02 | 551 | 173 | 3.18 | 1.42 | 13508 | 4362 | 3.10 | 0.4 | -0.75 |
| Feb-02 | 272 | 92 | 2.96 | 1.00 | 12058 | 3992 | 3.02 | -0.53 | -1.32 |
| Mar-02 | 204 | 76 | 2.68 | 0.88 | 13197 | 4385 | 3.01 | -2.65 | -2.61 |
| Apr-02 | 130 | 48 | 2.71 | 0.74 | 14615 | 4316 | 3.39 | -4.86 | -3.95 |
| May-02 | 110 | 40 | 2.75 | 0.81 | 17014 | 4893 | 3.48 | -5.12 | -4.11 |



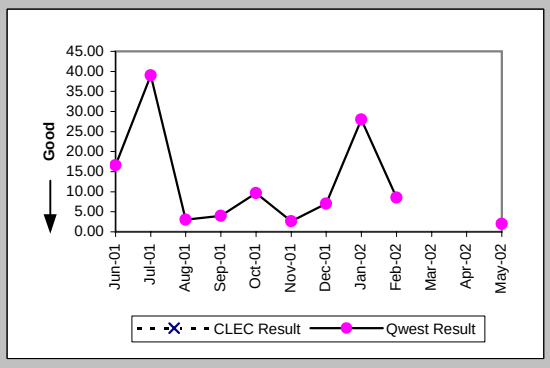

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-3) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 11 | 6 | 1.83 | 0.75 | 369 | 134 | 2.75 | -1.22 | -1.74 |
| Jul-01 | 1 | 1 | 1.00 | | 137 | 40 | 3.42 | -0.29 | -1.17 |
| Aug-01 | 3 | 2 | 1.50 | 2.12 | 116 | 56 | 2.07 | -0.38 | -1.23 |
| Sep-01 | | | | | 129 | 31 | 4.16 | | |
| Oct-01 | | | | | 94 | 42 | 2.24 | | |
| Nov-01 | | | | | 126 | 47 | 2.68 | | |
| Dec-01 | | | | | 393 | 28 | 14.04 | | |
| Jan-02 | | | | | 204 | 28 | 7.29 | | |
| Feb-02 | | | | | 106 | 34 | 3.12 | | |
| Mar-02 | | | | | 128 | 35 | 3.66 | | |
| Apr-02 | | | | | 42 | 15 | 2.80 | | |
| May-02 | | | | | 68 | 21 | 3.24 | | |




### Delayed Days for Facility Reasons (Average Days) (OP-6B-3) (Parity)-- No Dispatches

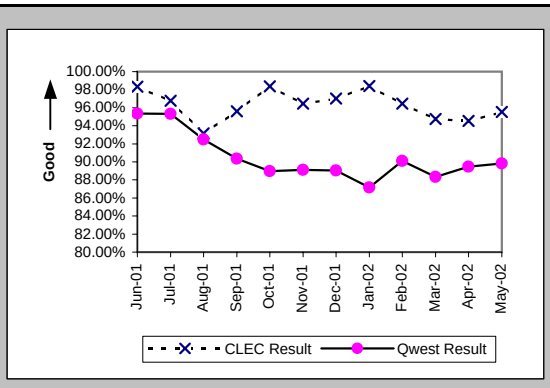
| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 83 | 5 | 16.60 | | |
| Jul-01 | | | | | 78 | 2 | 39.00 | | |
| Aug-01 | | | | | 6 | 2 | 3.00 | | |
| Sep-01 | | | | | 4 | 1 | 4.00 | | |
| Oct-01 | | | | | 29 | 3 | 9.67 | | |
| Nov-01 | | | | | 8 | 3 | 2.67 | | |
| Dec-01 | | | | | 14 | 2 | 7.00 | | |
| Jan-02 | | | | | 168 | 6 | 28.00 | | |
| Feb-02 | | | | | 17 | 2 | 8.50 | | |
| Mar-02 | | | | | | | | | |
| Apr-02 | | | | | | | | | |
| May-02 | | | | | 4 | 2 | 2.00 | | |



## Checklist #14 - Resale - Residence Installation

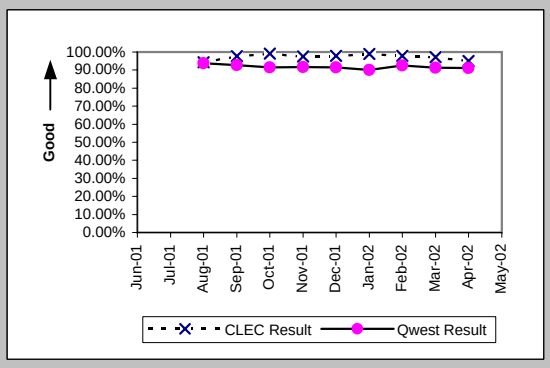
New Service Installation Quality (Percent) (OP-5) (Parity)

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 1363 | 1386 | 98.34% | 12.77% | 21962 | 23029 | 95.37% | -5.12 | -4.11 |
| Jul-01 | 1287 | 1330 | 96.77% | 17.69% | 21007 | 22037 | 95.33% | -2.42 | -2.47 |
| Aug-01 | 245 | 263 | 93.16% | 25.25% | 14593 | 15779 | 92.48% | -0.41 | -1.25 |
| Sep-01 | 282 | 295 | 95.59% | 20.52% | 9586 | 10611 | 90.34% | -3.01 | -2.83 |
| Oct-01 | 485 | 493 | 98.38% | 12.63% | 8130 | 9138 | 88.97% | -6.5 | -4.95 |
| Nov-01 | 893 | 926 | 96.44% | 18.54% | 7991 | 8966 | 89.13% | -6.8 | -5.14 |
| Dec-01 | 1076 | 1109 | 97.02% | 16.99% | 6944 | 7800 | 89.03% | -7.97 | -5.85 |
| Jan-02 | 984 | 1000 | 98.40% | 12.55% | 6411 | 7356 | 87.15% | -9.97 | -7.06 |
| Feb-02 | 517 | 536 | 96.46% | 18.49% | 6832 | 7581 | 90.12% | -4.75 | -3.89 |
| Mar-02 | 198 | 209 | 94.74% | 22.33% | 6789 | 7686 | 88.33% | -2.85 | -2.73 |
| Apr-02 | 190 | 201 | 94.53% | 22.74% | 7257 | 8110 | 89.48% | -2.3 | -2.4 |
| May-02 | 150 | 157 | 95.54% | 20.64% | 7701 | 8574 | 89.82% | -2.35 | -2.43 |



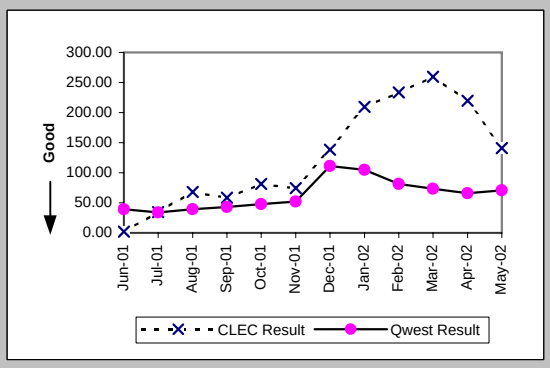

New Service Installation Quality (Percent) (OP-5*) (Parity)

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | 248 | 263 | 94.30% | 23.19% | 14812 | 15779 | 93.87% | -0.28 | -1.17 |
| Sep-01 | 288 | 295 | 97.63% | 15.22% | 9837 | 10611 | 92.71% | -3.21 | -2.95 |
| Oct-01 | 489 | 493 | 99.19% | 8.97% | 8365 | 9138 | 91.54% | -5.94 | -4.61 |
| Nov-01 | 903 | 926 | 97.52% | 15.56% | 8216 | 8966 | 91.64% | -6.15 | -4.74 |
| Dec-01 | 1085 | 1109 | 97.84% | 14.55% | 7134 | 7800 | 91.46% | -7.11 | -5.32 |
| Jan-02 | 990 | 1000 | 99.00% | 9.95% | 6622 | 7356 | 90.02% | -8.89 | -6.4 |
| Feb-02 | 525 | 536 | 97.95% | 14.18% | 7017 | 7581 | 92.56% | -4.59 | -3.79 |
| Mar-02 | 203 | 209 | 97.13% | 16.70% | 7014 | 7686 | 91.26% | -2.97 | -2.8 |
| Apr-02 | 191 | 201 | 95.02% | 21.74% | 7398 | 8110 | 91.22% | -1.88 | -2.14 |
| May-02 | | | | | | | | | |




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

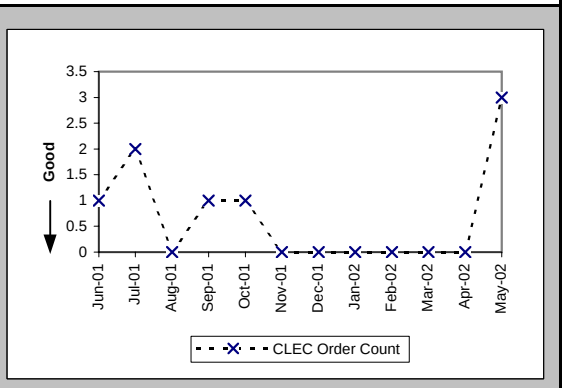
| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 2 | 1 | 2.00 | | 10316 | 261 | 39.52 | -0.69 | -1.42 |
| Jul-01 | 139 | 4 | 34.75 | 21.17 | 11109 | 326 | 34.08 | 0.22 | -0.86 |
| Aug-01 | 205 | 3 | 68.33 | 0.58 | 14428 | 369 | 39.10 | 0.89 | -0.46 |
| Sep-01 | 292 | 5 | 58.40 | 39.65 | 15196 | 351 | 43.29 | 0.65 | -0.61 |
| Oct-01 | 407 | 5 | 81.40 | 39.65 | 15360 | 320 | 48.00 | 1 | -0.39 |
| Nov-01 | 522 | 7 | 74.57 | 57.55 | 19604 | 376 | 52.14 | 0.9 | -0.45 |
| Dec-01 | 553 | 4 | 138.25 | 90.17 | 24728 | 222 | 111.39 | 0.53 | -0.68 |
| Jan-02 | 628 | 3 | 209.33 | 0.58 | 26739 | 255 | 104.86 | 1.44 | -0.12 |
| Feb-02 | 700 | 3 | 233.33 | 0.58 | 20532 | 253 | 81.15 | 1.93 | 0.17 |
| Mar-02 | 778 | 3 | 259.33 | 0.58 | 24449 | 334 | 73.20 | 2.46 | 0.49 |
| Apr-02 | 878 | 4 | 219.50 | 131.67 | 28679 | 436 | 65.78 | 2.46 | 0.49 |
| May-02 | 985 | 7 | 140.71 | 160.28 | 32330 | 458 | 70.59 | 1.77 | 0.08 |



Checklist #14 - Resale - Residence Installation

Count of Pending Orders Delayed for Facilities Reasons Residence (OP-15B) (Diagnostic)

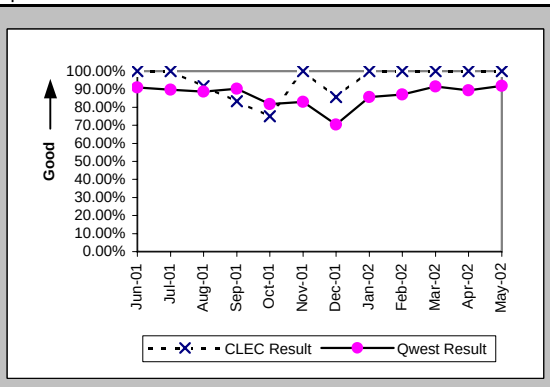
| Date | CLEC Order Count |
|---|---|
| Jun-01 | 1 |
| Jul-01 | 2 |
| Aug-01 | 0 |
| Sep-01 | 1 |
| Oct-01 | 1 |
| Nov-01 | 0 |
| Dec-01 | 0 |
| Jan-02 | 0 |
| Feb-02 | 0 |
| Mar-02 | 0 |
| Apr-02 | 0 |
| May-02 | 3 |



## Checklist #14 - Resale - Residence Repair

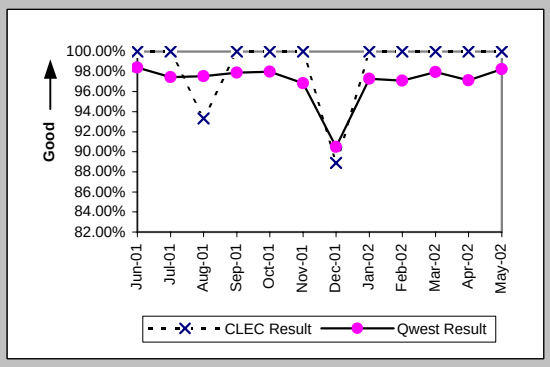
### Out of Service Cleared within 24 hours (Percent) (MR-3A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Dend | CLEC Resu | Std Dev | Qwest Num | Qwest Dend | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 4 | 4 | 100.00% | 0.00% | 1812 | 1992 | 90.96% | -0.63 | -1.38 |
| Jul-01 | 5 | 5 | 100.00% | 0.00% | 1807 | 2016 | 89.63% | -0.76 | -1.46 |
| Aug-01 | 11 | 12 | 91.67% | 27.64% | 1622 | 1829 | 88.68% | -0.33 | -1.2 |
| Sep-01 | 5 | 6 | 83.33% | 37.27% | 1542 | 1707 | 90.33% | 0.57 | -0.66 |
| Oct-01 | 3 | 4 | 75.00% | 43.30% | 1354 | 1656 | 81.76% | 0.37 | -0.78 |
| Nov-01 | 6 | 6 | 100.00% | 0.00% | 1642 | 1979 | 82.97% | -1.11 | -1.67 |
| Dec-01 | 6 | 7 | 85.71% | 34.99% | 1041 | 1478 | 70.43% | -0.88 | -1.54 |
| Jan-02 | 10 | 10 | 100.00% | 0.00% | 1331 | 1553 | 85.71% | -1.29 | -1.78 |
| Feb-02 | 7 | 7 | 100.00% | 0.00% | 1000 | 1148 | 87.11% | -1.01 | -1.62 |
| Mar-02 | 5 | 5 | 100.00% | 0.00% | 1160 | 1267 | 91.55% | -0.68 | -1.41 |
| Apr-02 | 11 | 11 | 100.00% | 0.00% | 1476 | 1652 | 89.35% | -1.14 | -1.69 |
| May-02 | 5 | 5 | 100.00% | 0.00% | 1394 | 1517 | 91.89% | -0.66 | -1.4 |



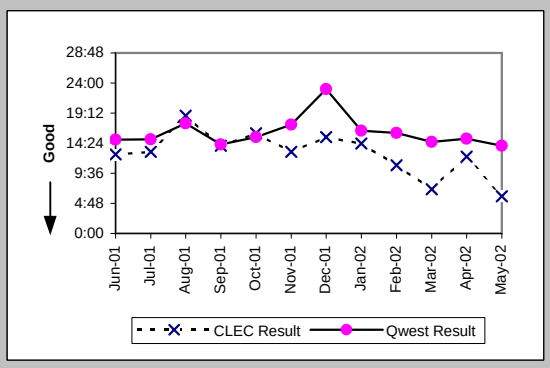

### All Troubles Cleared within 48 hours (Percent) (MR-4A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Dend | CLEC Resu | Std Dev | Qwest Num | Qwest Dend | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 5 | 5 | 100.00% | 0.00% | 2594 | 2636 | 98.41% | -0.28 | -1.17 |
| Jul-01 | 5 | 5 | 100.00% | 0.00% | 2592 | 2660 | 97.44% | -0.36 | -1.22 |
| Aug-01 | 14 | 15 | 93.33% | 24.94% | 2433 | 2494 | 97.55% | 0.9 | -0.45 |
| Sep-01 | 10 | 10 | 100.00% | 0.00% | 2230 | 2278 | 97.89% | -0.46 | -1.28 |
| Oct-01 | 5 | 5 | 100.00% | 0.00% | 2181 | 2226 | 97.98% | -0.32 | -1.2 |
| Nov-01 | 12 | 12 | 100.00% | 0.00% | 2489 | 2570 | 96.85% | -0.62 | -1.38 |
| Dec-01 | 8 | 9 | 88.89% | 31.43% | 1852 | 2047 | 90.47% | 0.23 | -0.86 |
| Jan-02 | 10 | 10 | 100.00% | 0.00% | 2016 | 2072 | 97.30% | -0.53 | -1.32 |
| Feb-02 | 8 | 8 | 100.00% | 0.00% | 1441 | 1484 | 97.10% | -0.49 | -1.3 |
| Mar-02 | 8 | 8 | 100.00% | 0.00% | 1639 | 1673 | 97.97% | -0.41 | -1.25 |
| Apr-02 | 12 | 12 | 100.00% | 0.00% | 2108 | 2170 | 97.14% | -0.59 | -1.36 |
| May-02 | 7 | 7 | 100.00% | 0.00% | 1954 | 1989 | 98.24% | -0.35 | -1.21 |



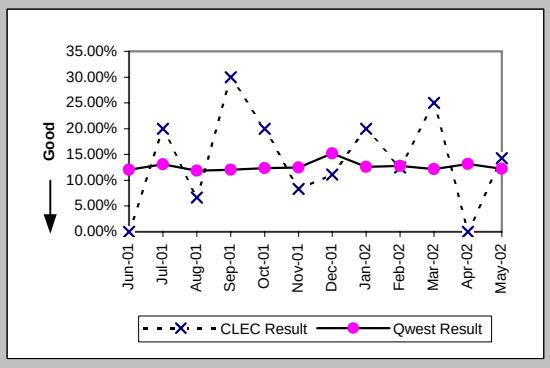

### Mean Time to Restore (Hours:Minutes) (MR-6A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Dend | CLEC Resu | Std Dev | Qwest Num | Qwest Dend | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 63:03 | 5 | 12:37 | 6:44 | 39463:53 | 2636 | 14:58 | -0.27 | -1.16 |
| Jul-01 | 64:58 | 5 | 13:00 | 10:05 | 39892:25 | 2660 | 15:00 | -0.24 | -1.14 |
| Aug-01 | 281:23 | 15 | 18:46 | 29:05 | 43760:08 | 2494 | 17:33 | 1.04 | -0.37 |
| Sep-01 | 139:56 | 10 | 14:00 | 10:37 | 32348:51 | 2278 | 14:12 | -0.05 | -1.03 |
| Oct-01 | 79:55 | 5 | 15:59 | 11:44 | 34167:35 | 2226 | 15:21 | 0.34 | -0.79 |
| Nov-01 | 156:01 | 12 | 13:00 | 8:18 | 44613:21 | 2570 | 17:22 | -0.91 | -1.55 |
| Dec-01 | 138:22 | 9 | 15:22 | 14:48 | 47184:35 | 2047 | 23:03 | -0.9 | -1.54 |
| Jan-02 | 143:32 | 10 | 14:21 | 8:24 | 33943:46 | 2072 | 16:23 | -0.48 | -1.29 |
| Feb-02 | 86:56 | 8 | 10:52 | 8:02 | 23825:12 | 1484 | 16:03 | -1.04 | -1.63 |
| Mar-02 | 56:17 | 8 | 7:02 | 3:54 | 24428:27 | 1673 | 14:36 | -1.61 | -1.98 |
| Apr-02 | 146:59 | 12 | 12:15 | 6:32 | 32789:06 | 2170 | 15:07 | -0.62 | -1.38 |
| May-02 | 41:21 | 7 | 5:54 | 3:47 | 27847:41 | 1989 | 14:00 | -1.42 | -1.86 |




### Repair Repeat Report Rate (Percent) (MR-7A) (Parity)-- Dispatches Within MSAs

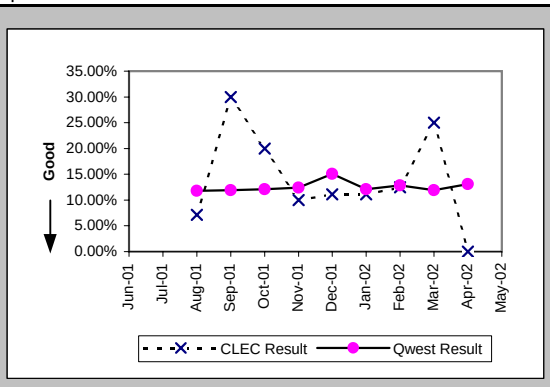
| Date | CLEC Num | CLEC Dend | CLEC Resu | Std Dev | Qwest Num | Qwest Dend | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 0 | 5 | 0.00% | 0.00% | 324 | 2689 | 12.05% | -0.83 | -1.5 |
| Jul-01 | 1 | 5 | 20.00% | 40.00% | 355 | 2708 | 13.11% | 0.47 | -0.72 |
| Aug-01 | 1 | 15 | 6.67% | 24.94% | 300 | 2537 | 11.83% | -0.62 | -1.38 |
| Sep-01 | 3 | 10 | 30.00% | 45.83% | 279 | 2322 | 12.02% | 1.51 | -0.08 |
| Oct-01 | 1 | 5 | 20.00% | 40.00% | 280 | 2267 | 12.35% | 0.52 | -0.69 |
| Nov-01 | 1 | 12 | 8.33% | 27.64% | 324 | 2603 | 12.45% | -0.43 | -1.26 |
| Dec-01 | 1 | 9 | 11.11% | 31.43% | 319 | 2099 | 15.20% | -0.34 | -1.21 |
| Jan-02 | 2 | 10 | 20.00% | 40.00% | 266 | 2108 | 12.62% | 0.69 | -0.58 |
| Feb-02 | 1 | 8 | 12.50% | 33.07% | 193 | 1510 | 12.78% | -0.02 | -1.01 |
| Mar-02 | 2 | 8 | 25.00% | 43.30% | 208 | 1709 | 12.17% | 1.01 | -0.39 |
| Apr-02 | 0 | 12 | 0.00% | 0.00% | 290 | 2207 | 13.14% | -1.34 | -1.82 |
| May-02 | 1 | 7 | 14.29% | 34.99% | 247 | 2022 | 12.22% | 0.23 | -0.86 |



## Checklist #14 - Resale - Residence Repair

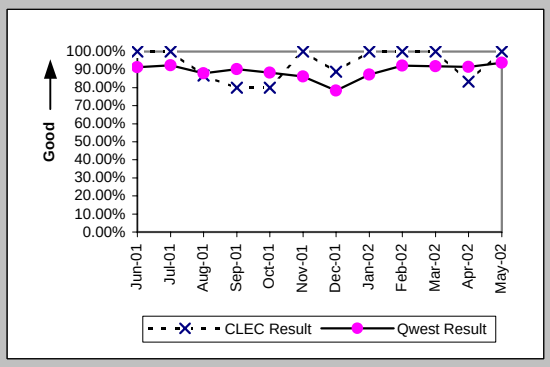
### Repair Repeat Report Rate (Percent) (MR-7A*) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | 1 | 14 | 7.14% | 25.75% | 277 | 2351 | 11.78% | -0.54 | -1.33 |
| Sep-01 | 3 | 10 | 30.00% | 45.83% | 259 | 2178 | 11.89% | 1.53 | -0.07 |
| Oct-01 | 1 | 5 | 20.00% | 40.00% | 256 | 2113 | 12.12% | 0.53 | -0.68 |
| Nov-01 | 1 | 10 | 10.00% | 30.00% | 301 | 2423 | 12.42% | -0.23 | -1.14 |
| Dec-01 | 1 | 9 | 11.11% | 31.43% | 294 | 1953 | 15.05% | -0.33 | -1.2 |
| Jan-02 | 1 | 9 | 11.11% | 31.43% | 241 | 1987 | 12.13% | -0.09 | -1.06 |
| Feb-02 | 1 | 8 | 12.50% | 33.07% | 182 | 1419 | 12.83% | -0.03 | -1.02 |
| Mar-02 | 2 | 8 | 25.00% | 43.30% | 191 | 1603 | 11.92% | 1.03 | -0.37 |
| Apr-02 | 0 | 12 | 0.00% | 0.00% | 278 | 2122 | 13.10% | -1.34 | -1.82 |
| May-02 | | | | | | | | | |



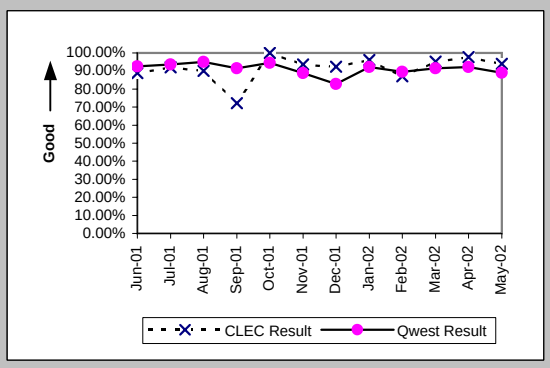

### Repair Appointments Met (Percent) (MR-9A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 5 | 5 | 100.00% | 0.00% | 2456 | 2689 | 91.34% | -0.69 | -1.42 |
| Jul-01 | 5 | 5 | 100.00% | 0.00% | 2502 | 2708 | 92.39% | -0.64 | -1.39 |
| Aug-01 | 13 | 15 | 86.67% | 33.99% | 2233 | 2537 | 88.02% | 0.22 | -0.86 |
| Sep-01 | 8 | 10 | 80.00% | 40.00% | 2094 | 2322 | 90.18% | 0.99 | -0.4 |
| Oct-01 | 4 | 5 | 80.00% | 40.00% | 2000 | 2267 | 88.22% | 0.55 | -0.66 |
| Nov-01 | 12 | 12 | 100.00% | 0.00% | 2244 | 2603 | 86.21% | -1.38 | -1.84 |
| Dec-01 | 8 | 9 | 88.89% | 31.43% | 1645 | 2099 | 78.37% | -0.76 | -1.46 |
| Jan-02 | 10 | 10 | 100.00% | 0.00% | 1839 | 2108 | 87.24% | -1.21 | -1.73 |
| Feb-02 | 8 | 8 | 100.00% | 0.00% | 1391 | 1510 | 92.12% | -0.83 | -1.5 |
| Mar-02 | 8 | 8 | 100.00% | 0.00% | 1570 | 1709 | 91.87% | -0.84 | -1.51 |
| Apr-02 | 10 | 12 | 83.33% | 37.27% | 2018 | 2207 | 91.44% | 0.93 | -0.43 |
| May-02 | 7 | 7 | 100.00% | 0.00% | 1895 | 2022 | 93.72% | -0.68 | -1.42 |



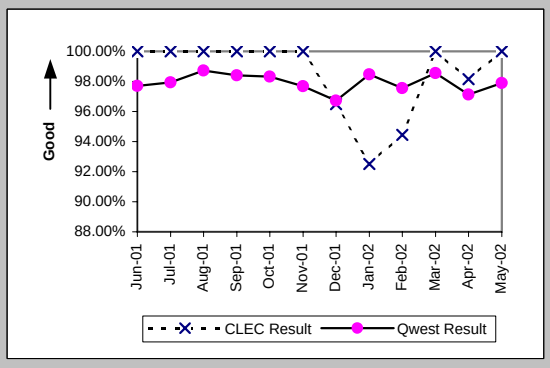

### Out of Service Cleared within 24 hours (Percent) (MR-3B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 8 | 9 | 88.89% | 31.43% | 1476 | 1596 | 92.48% | 0.44 | -0.73 |
| Jul-01 | 23 | 25 | 92.00% | 27.13% | 1449 | 1549 | 93.54% | 0.37 | -0.78 |
| Aug-01 | 18 | 20 | 90.00% | 30.00% | 1567 | 1648 | 95.09% | 0.97 | -0.41 |
| Sep-01 | 13 | 18 | 72.22% | 44.79% | 1230 | 1345 | 91.45% | 2.37 | 0.44 |
| Oct-01 | 24 | 24 | 100.00% | 0.00% | 1380 | 1459 | 94.59% | -1.16 | -1.71 |
| Nov-01 | 29 | 31 | 93.55% | 24.57% | 1072 | 1208 | 88.74% | -0.84 | -1.51 |
| Dec-01 | 36 | 39 | 92.31% | 26.65% | 1030 | 1243 | 82.86% | -1.54 | -1.94 |
| Jan-02 | 25 | 26 | 96.15% | 19.23% | 900 | 977 | 92.12% | -0.75 | -1.46 |
| Feb-02 | 27 | 31 | 87.10% | 33.52% | 814 | 909 | 89.55% | 0.47 | -0.71 |
| Mar-02 | 20 | 21 | 95.24% | 21.30% | 962 | 1052 | 91.44% | -0.62 | -1.37 |
| Apr-02 | 42 | 43 | 97.67% | 15.07% | 1663 | 1802 | 92.29% | -1.31 | -1.8 |
| May-02 | 31 | 33 | 93.94% | 23.86% | 1408 | 1582 | 89.00% | -0.9 | -1.55 |




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

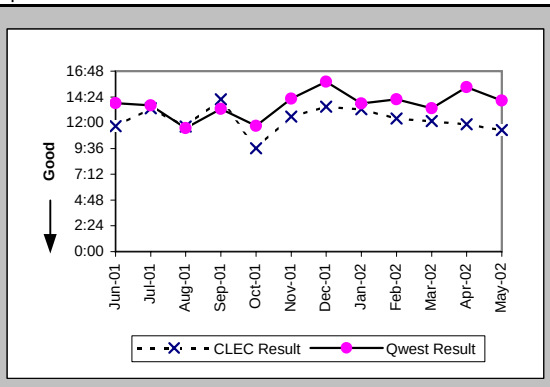
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 11 | 11 | 100.00% | 0.00% | 2075 | 2124 | 97.69% | -0.51 | -1.31 |
| Jul-01 | 32 | 32 | 100.00% | 0.00% | 2048 | 2091 | 97.94% | -0.81 | -1.49 |
| Aug-01 | 30 | 30 | 100.00% | 0.00% | 2156 | 2184 | 98.72% | -0.62 | -1.38 |
| Sep-01 | 21 | 21 | 100.00% | 0.00% | 1782 | 1811 | 98.40% | -0.58 | -1.35 |
| Oct-01 | 28 | 28 | 100.00% | 0.00% | 1868 | 1900 | 98.32% | -0.69 | -1.42 |
| Nov-01 | 37 | 37 | 100.00% | 0.00% | 1642 | 1681 | 97.68% | -0.93 | -1.56 |
| Dec-01 | 55 | 57 | 96.49% | 18.40% | 1684 | 1741 | 96.73% | 0.17 | -0.9 |
| Jan-02 | 37 | 40 | 92.50% | 26.34% | 1413 | 1435 | 98.47% | 2.2 | 0.34 |
| Feb-02 | 34 | 36 | 94.44% | 22.91% | 1234 | 1265 | 97.55% | 1.07 | -0.35 |
| Mar-02 | 30 | 30 | 100.00% | 0.00% | 1502 | 1524 | 98.56% | -0.66 | -1.4 |
| Apr-02 | 53 | 54 | 98.15% | 13.48% | 2305 | 2373 | 97.13% | -0.44 | -1.27 |
| May-02 | 47 | 47 | 100.00% | 0.00% | 2047 | 2091 | 97.90% | -0.99 | -1.6 |



## Checklist #14 - Resale - Residence Repair

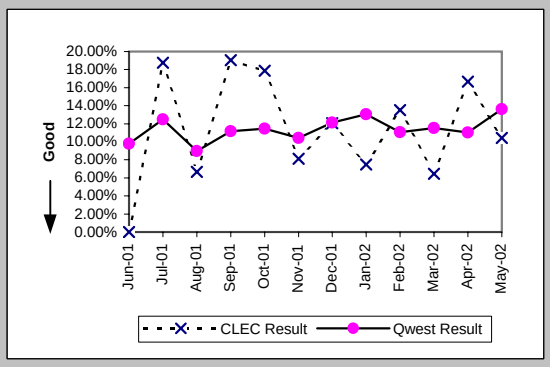
### Mean Time to Restore (Hours:Minutes) (MR-6B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 128:34 | 11 | 11:41 | 8:40 | 29380:32 | 2124 | 13:50 | -0.47 | -1.28 |
| Jul-01 | 426:28 | 32 | 13:20 | 12:33 | 28426:50 | 2091 | 13:36 | -0.08 | -1.05 |
| Aug-01 | 349:27 | 30 | 11:39 | 10:25 | 25103:01 | 2184 | 11:30 | 0.19 | -0.88 |
| Sep-01 | 297:59 | 21 | 14:11 | 11:31 | 24083:21 | 1811 | 13:18 | 0.48 | -0.71 |
| Oct-01 | 269:53 | 28 | 9:38 | 7:00 | 22260:58 | 1900 | 11:43 | -0.88 | -1.54 |
| Nov-01 | 465:37 | 37 | 12:35 | 9:48 | 23917:19 | 1681 | 14:14 | -0.63 | -1.38 |
| Dec-01 | 769:33 | 57 | 13:30 | 11:46 | 27544:06 | 1741 | 15:49 | -1.21 | -1.74 |
| Jan-02 | 529:41 | 40 | 13:15 | 15:18 | 19778:44 | 1435 | 13:47 | -0.25 | -1.15 |
| Feb-02 | 446:04 | 36 | 12:23 | 15:06 | 17937:59 | 1265 | 14:11 | -0.72 | -1.44 |
| Mar-02 | 364:39 | 30 | 12:09 | 8:37 | 20307:55 | 1524 | 13:20 | -0.52 | -1.32 |
| Apr-02 | 641:03 | 54 | 11:52 | 10:32 | 36347:41 | 2373 | 15:19 | -1.21 | -1.74 |
| May-02 | 531:31 | 47 | 11:19 | 9:05 | 29380:56 | 2091 | 14:03 | -1.44 | -1.88 |



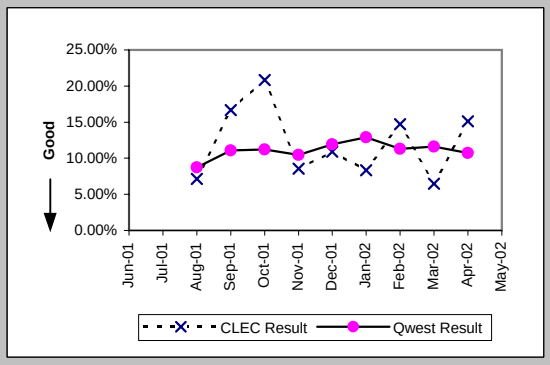

### Repair Repeat Report Rate (Percent) (MR-7B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 0 | 11 | 0.00% | 0.00% | 210 | 2149 | 9.77% | -1.09 | -1.66 |
| Jul-01 | 6 | 32 | 18.75% | 39.03% | 264 | 2117 | 12.47% | 1.04 | -0.37 |
| Aug-01 | 2 | 30 | 6.67% | 24.94% | 199 | 2215 | 8.98% | -0.44 | -1.27 |
| Sep-01 | 4 | 21 | 19.05% | 39.27% | 205 | 1838 | 11.15% | 1.09 | -0.34 |
| Oct-01 | 5 | 28 | 17.86% | 38.30% | 221 | 1928 | 11.46% | 1.02 | -0.38 |
| Nov-01 | 3 | 37 | 8.11% | 27.30% | 178 | 1707 | 10.43% | -0.46 | -1.28 |
| Dec-01 | 7 | 58 | 12.07% | 32.58% | 216 | 1779 | 12.14% | -0.02 | -1.01 |
| Jan-02 | 3 | 40 | 7.50% | 26.34% | 191 | 1462 | 13.06% | -1.03 | -1.63 |
| Feb-02 | 5 | 37 | 13.51% | 34.19% | 141 | 1276 | 11.05% | 0.5 | -0.69 |
| Mar-02 | 2 | 31 | 6.45% | 24.57% | 178 | 1543 | 11.54% | -0.88 | -1.53 |
| Apr-02 | 9 | 54 | 16.67% | 37.27% | 265 | 2402 | 11.03% | 1.26 | -0.23 |
| May-02 | 5 | 48 | 10.42% | 30.55% | 289 | 2121 | 13.63% | -0.64 | -1.39 |



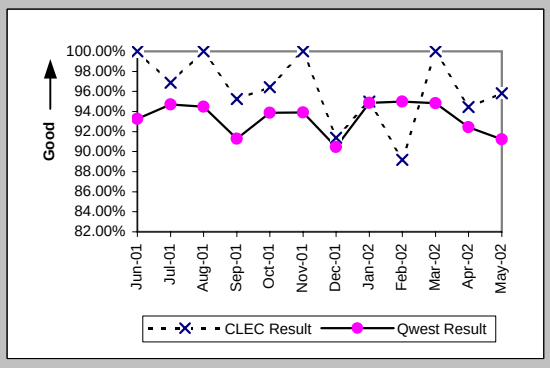

### Repair Repeat Report Rate (Percent) (MR-7B*) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | 2 | 28 | 7.14% | 25.75% | 183 | 2091 | 8.75% | -0.3 | -1.18 |
| Sep-01 | 3 | 18 | 16.67% | 37.27% | 192 | 1734 | 11.07% | 0.75 | -0.54 |
| Oct-01 | 5 | 24 | 20.83% | 40.61% | 203 | 1808 | 11.23% | 1.38 | -0.16 |
| Nov-01 | 3 | 35 | 8.57% | 27.99% | 164 | 1571 | 10.44% | -0.36 | -1.22 |
| Dec-01 | 6 | 55 | 10.91% | 31.18% | 197 | 1650 | 11.94% | -0.23 | -1.14 |
| Jan-02 | 3 | 36 | 8.33% | 27.64% | 174 | 1347 | 12.92% | -0.81 | -1.49 |
| Feb-02 | 5 | 34 | 14.71% | 35.42% | 137 | 1210 | 11.32% | 0.63 | -0.61 |
| Mar-02 | 2 | 31 | 6.45% | 24.57% | 172 | 1479 | 11.63% | -0.89 | -1.54 |
| Apr-02 | 8 | 53 | 15.09% | 35.80% | 252 | 2347 | 10.74% | 1 | -0.39 |
| May-02 | | | | | | | | | |




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

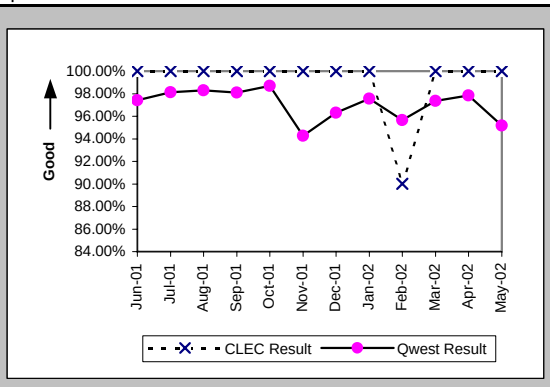
| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 11 | 11 | 100.00% | 0.00% | 2004 | 2149 | 93.25% | -0.89 | -1.54 |
| Jul-01 | 31 | 32 | 96.88% | 17.40% | 2005 | 2117 | 94.71% | -0.54 | -1.33 |
| Aug-01 | 30 | 30 | 100.00% | 0.00% | 2093 | 2215 | 94.49% | -1.31 | -1.8 |
| Sep-01 | 20 | 21 | 95.24% | 21.30% | 1678 | 1838 | 91.29% | -0.64 | -1.39 |
| Oct-01 | 27 | 28 | 96.43% | 18.56% | 1810 | 1928 | 93.88% | -0.56 | -1.34 |
| Nov-01 | 37 | 37 | 100.00% | 0.00% | 1603 | 1707 | 93.91% | -1.53 | -1.93 |
| Dec-01 | 53 | 58 | 91.38% | 28.07% | 1609 | 1779 | 90.44% | -0.24 | -1.14 |
| Jan-02 | 38 | 40 | 95.00% | 21.79% | 1387 | 1462 | 94.87% | -0.04 | -1.02 |
| Feb-02 | 33 | 37 | 89.19% | 31.05% | 1212 | 1276 | 94.98% | 1.43 | -0.13 |
| Mar-02 | 31 | 31 | 100.00% | 0.00% | 1463 | 1543 | 94.82% | -1.29 | -1.78 |
| Apr-02 | 51 | 54 | 94.44% | 22.91% | 2220 | 2402 | 92.42% | -0.56 | -1.34 |
| May-02 | 46 | 48 | 95.83% | 19.98% | 1935 | 2121 | 91.23% | -1.11 | -1.68 |



## Checklist #14 - Resale - Residence Repair

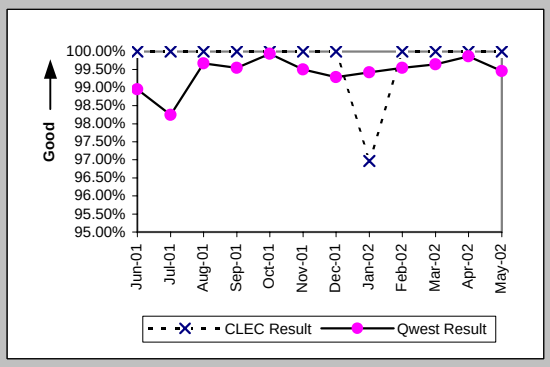
### Out of Service Cleared within 24 hours (Percent) (MR-3C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 5 | 5 | 100.00% | 0.00% | 752 | 772 | 97.41% | -0.36 | -1.22 |
| Jul-01 | 11 | 11 | 100.00% | 0.00% | 627 | 639 | 98.12% | -0.45 | -1.28 |
| Aug-01 | 9 | 9 | 100.00% | 0.00% | 802 | 816 | 98.28% | -0.39 | -1.24 |
| Sep-01 | 7 | 7 | 100.00% | 0.00% | 880 | 897 | 98.10% | -0.37 | -1.22 |
| Oct-01 | 7 | 7 | 100.00% | 0.00% | 975 | 988 | 98.68% | -0.3 | -1.19 |
| Nov-01 | 6 | 6 | 100.00% | 0.00% | 676 | 717 | 94.28% | -0.6 | -1.37 |
| Dec-01 | 7 | 7 | 100.00% | 0.00% | 652 | 677 | 96.31% | -0.52 | -1.31 |
| Jan-02 | 7 | 7 | 100.00% | 0.00% | 838 | 859 | 97.56% | -0.42 | -1.25 |
| Feb-02 | 9 | 10 | 90.00% | 30.00% | 574 | 600 | 95.67% | 0.78 | -0.53 |
| Mar-02 | 16 | 16 | 100.00% | 0.00% | 588 | 604 | 97.35% | -0.65 | -1.4 |
| Apr-02 | 10 | 10 | 100.00% | 0.00% | 725 | 741 | 97.84% | -0.47 | -1.28 |
| May-02 | 7 | 7 | 100.00% | 0.00% | 613 | 644 | 95.19% | -0.59 | -1.36 |



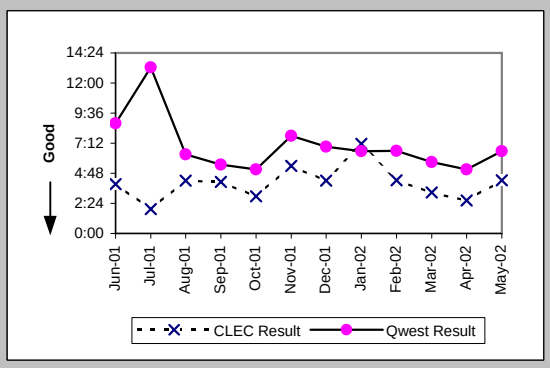

### All Troubles Cleared within 48 hours (Percent) (MR-4C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 15 | 15 | 100.00% | 0.00% | 1514 | 1530 | 98.95% | -0.4 | -1.24 |
| Jul-01 | 45 | 45 | 100.00% | 0.00% | 1341 | 1365 | 98.24% | -0.88 | -1.54 |
| Aug-01 | 23 | 23 | 100.00% | 0.00% | 1533 | 1538 | 99.67% | -0.27 | -1.17 |
| Sep-01 | 27 | 27 | 100.00% | 0.00% | 1545 | 1552 | 99.55% | -0.35 | -1.21 |
| Oct-01 | 26 | 26 | 100.00% | 0.00% | 1723 | 1724 | 99.94% | -0.12 | -1.07 |
| Nov-01 | 35 | 35 | 100.00% | 0.00% | 1407 | 1414 | 99.51% | -0.41 | -1.25 |
| Dec-01 | 33 | 33 | 100.00% | 0.00% | 1258 | 1267 | 99.29% | -0.48 | -1.29 |
| Jan-02 | 32 | 33 | 96.97% | 17.14% | 1542 | 1551 | 99.42% | 1.28 | -0.22 |
| Feb-02 | 43 | 43 | 100.00% | 0.00% | 1320 | 1326 | 99.55% | -0.44 | -1.26 |
| Mar-02 | 44 | 44 | 100.00% | 0.00% | 1409 | 1414 | 99.65% | -0.39 | -1.24 |
| Apr-02 | 33 | 33 | 100.00% | 0.00% | 1466 | 1468 | 99.86% | -0.21 | -1.13 |
| May-02 | 25 | 25 | 100.00% | 0.00% | 1294 | 1301 | 99.46% | -0.36 | -1.22 |



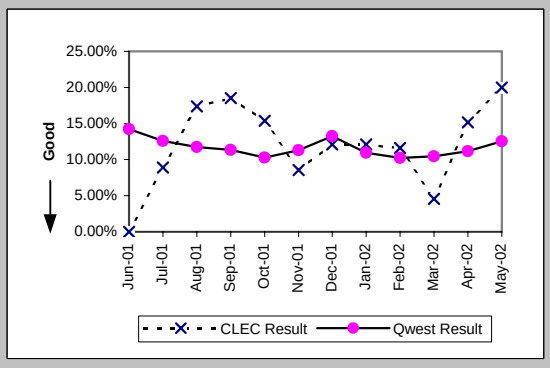

### Mean Time to Restore (Hours:Minutes) (MR-6C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 58:56 | 15 | 3:56 | 5:48 | 13434:41 | 1530 | 8:47 | -0.57 | -1.35 |
| Jul-01 | 88:02 | 45 | 1:57 | 1:55 | 18094:52 | 1365 | 13:15 | -0.94 | -1.57 |
| Aug-01 | 96:51 | 23 | 4:13 | 4:20 | 9685:19 | 1538 | 6:18 | -1.22 | -1.74 |
| Sep-01 | 110:57 | 27 | 4:07 | 5:12 | 8542:45 | 1552 | 5:30 | -0.86 | -1.53 |
| Oct-01 | 77:14 | 26 | 2:58 | 4:32 | 8807:07 | 1724 | 5:07 | -1.55 | -1.94 |
| Nov-01 | 188:45 | 35 | 5:24 | 7:05 | 11026:10 | 1414 | 7:48 | -1.48 | -1.9 |
| Dec-01 | 139:12 | 33 | 4:13 | 4:56 | 8764:21 | 1267 | 6:55 | -1.61 | -1.98 |
| Jan-02 | 236:00 | 33 | 7:09 | 12:25 | 10196:38 | 1551 | 6:34 | 0.43 | -0.74 |
| Feb-02 | 182:23 | 43 | 4:14 | 8:50 | 8724:57 | 1326 | 6:35 | -1.74 | -2.06 |
| Mar-02 | 143:30 | 44 | 3:16 | 4:19 | 8049:23 | 1414 | 5:42 | -1.56 | -1.95 |
| Apr-02 | 86:53 | 33 | 2:38 | 5:16 | 7488:13 | 1468 | 5:06 | -1.92 | -2.17 |
| May-02 | 105:45 | 25 | 4:14 | 5:56 | 8526:09 | 1301 | 6:33 | -1.17 | -1.71 |




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

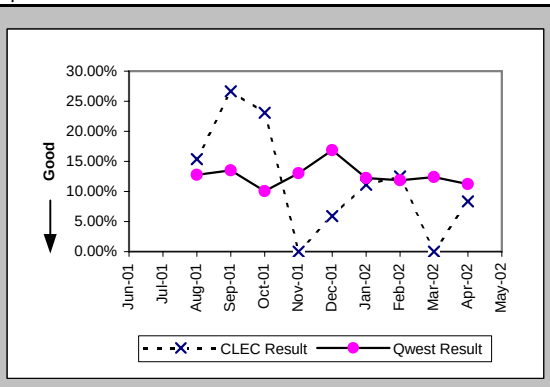
| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 0 | 15 | 0.00% | 0.00% | 218 | 1530 | 14.25% | -1.57 | -1.96 |
| Jul-01 | 4 | 45 | 8.89% | 28.46% | 172 | 1365 | 12.60% | -0.74 | -1.45 |
| Aug-01 | 4 | 23 | 17.39% | 37.90% | 181 | 1538 | 11.77% | 0.83 | -0.5 |
| Sep-01 | 5 | 27 | 18.52% | 38.84% | 176 | 1552 | 11.34% | 1.12 | -0.32 |
| Oct-01 | 4 | 26 | 15.38% | 36.08% | 177 | 1724 | 10.27% | 0.85 | -0.49 |
| Nov-01 | 3 | 35 | 8.57% | 27.99% | 160 | 1414 | 11.32% | -0.51 | -1.31 |
| Dec-01 | 4 | 33 | 12.12% | 32.64% | 168 | 1267 | 13.26% | -0.19 | -1.12 |
| Jan-02 | 4 | 33 | 12.12% | 32.64% | 170 | 1551 | 10.96% | 0.26 | -0.84 |
| Feb-02 | 5 | 43 | 11.63% | 32.06% | 136 | 1326 | 10.26% | 0.33 | -0.8 |
| Mar-02 | 2 | 44 | 4.55% | 20.83% | 148 | 1414 | 10.47% | -1.26 | -1.77 |
| Apr-02 | 5 | 33 | 15.15% | 35.86% | 164 | 1468 | 11.17% | 0.73 | -0.56 |
| May-02 | 5 | 25 | 20.00% | 40.00% | 163 | 1301 | 12.53% | 1.08 | -0.34 |



## Checklist #14 - Resale - Residence Repair

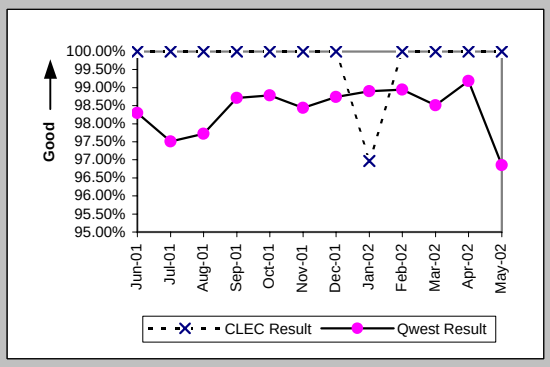
### Repair Repeat Report Rate (Percent) (MR-7C*) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | 2 | 13 | 15.38% | 36.08% | 93 | 727 | 12.79% | 0.32 | -0.8 |
| Sep-01 | 4 | 15 | 26.67% | 44.22% | 84 | 621 | 13.53% | 1.35 | -0.18 |
| Oct-01 | 3 | 13 | 23.08% | 42.13% | 86 | 856 | 10.05% | 1.38 | -0.16 |
| Nov-01 | 0 | 18 | 0.00% | 0.00% | 74 | 567 | 13.05% | -1.62 | -1.98 |
| Dec-01 | 1 | 17 | 5.88% | 23.53% | 85 | 504 | 16.87% | -1.19 | -1.72 |
| Jan-02 | 2 | 18 | 11.11% | 31.43% | 86 | 704 | 12.22% | -0.14 | -1.09 |
| Feb-02 | 2 | 16 | 12.50% | 33.07% | 65 | 549 | 11.84% | 0.14 | -0.92 |
| Mar-02 | 0 | 16 | 0.00% | 0.00% | 71 | 573 | 12.39% | -1.48 | -1.9 |
| Apr-02 | 1 | 12 | 8.33% | 27.64% | 80 | 712 | 11.24% | -0.32 | -1.19 |
| May-02 | | | | | | | | | |



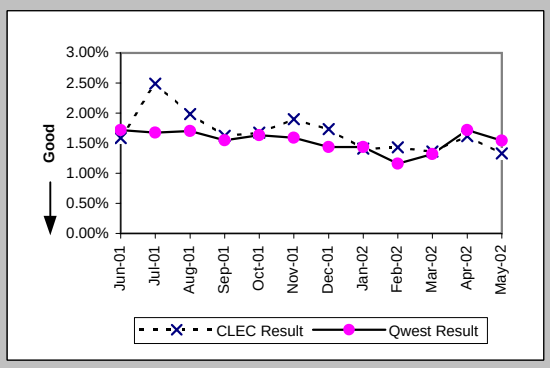

### Repair Appointments Met (Percent) (MR-9C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 15 | 15 | 100.00% | 0.00% | 1504 | 1530 | 98.30% | -0.51 | -1.31 |
| Jul-01 | 45 | 45 | 100.00% | 0.00% | 1331 | 1365 | 97.51% | -1.05 | -1.64 |
| Aug-01 | 23 | 23 | 100.00% | 0.00% | 1503 | 1538 | 97.72% | -0.73 | -1.44 |
| Sep-01 | 27 | 27 | 100.00% | 0.00% | 1532 | 1552 | 98.71% | -0.59 | -1.36 |
| Oct-01 | 26 | 26 | 100.00% | 0.00% | 1703 | 1724 | 98.78% | -0.56 | -1.34 |
| Nov-01 | 35 | 35 | 100.00% | 0.00% | 1392 | 1414 | 98.44% | -0.73 | -1.45 |
| Dec-01 | 33 | 33 | 100.00% | 0.00% | 1251 | 1267 | 98.74% | -0.64 | -1.39 |
| Jan-02 | 32 | 33 | 96.97% | 17.14% | 1534 | 1551 | 98.90% | 0.9 | -0.46 |
| Feb-02 | 43 | 43 | 100.00% | 0.00% | 1312 | 1326 | 98.94% | -0.67 | -1.41 |
| Mar-02 | 44 | 44 | 100.00% | 0.00% | 1393 | 1414 | 98.51% | -0.8 | -1.49 |
| Apr-02 | 33 | 33 | 100.00% | 0.00% | 1456 | 1468 | 99.18% | -0.52 | -1.31 |
| May-02 | 25 | 25 | 100.00% | 0.00% | 1260 | 1301 | 96.85% | -0.89 | -1.54 |



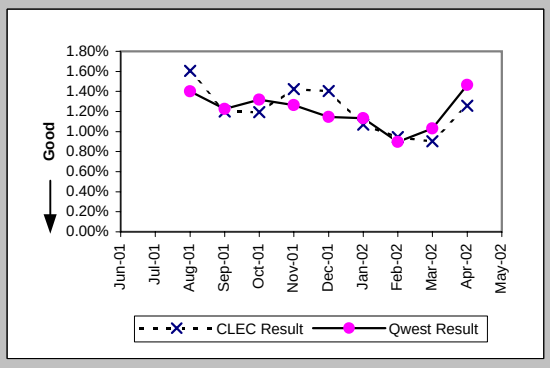

### Trouble Rate (Percent) (MR-8) (Parity)

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 31 | 1954 | 1.59% | 12.50% | 6368 | 371134 | 1.72% | -0.44 | -1.27 |
| Jul-01 | 82 | 3295 | 2.49% | 15.58% | 6190 | 369604 | 1.67% | 3.62 | 1.2 |
| Aug-01 | 68 | 3424 | 1.99% | 13.95% | 6290 | 369088 | 1.70% | 1.27 | -0.23 |
| Sep-01 | 58 | 3580 | 1.62% | 12.62% | 5712 | 369586 | 1.55% | 0.36 | -0.78 |
| Oct-01 | 59 | 3517 | 1.68% | 12.84% | 5919 | 362830 | 1.63% | 0.22 | -0.87 |
| Nov-01 | 84 | 4421 | 1.90% | 13.65% | 5724 | 360429 | 1.59% | 1.65 | 0 |
| Dec-01 | 100 | 5772 | 1.73% | 13.05% | 5145 | 358165 | 1.44% | 1.87 | 0.14 |
| Jan-02 | 83 | 5891 | 1.41% | 11.79% | 5121 | 356860 | 1.44% | -0.17 | -1.1 |
| Feb-02 | 88 | 6142 | 1.43% | 11.88% | 4112 | 354889 | 1.16% | 1.99 | 0.21 |
| Mar-02 | 83 | 6088 | 1.36% | 11.60% | 4666 | 354375 | 1.32% | 0.32 | -0.81 |
| Apr-02 | 99 | 6116 | 1.62% | 12.62% | 6077 | 353412 | 1.72% | -0.6 | -1.37 |
| May-02 | 80 | 6027 | 1.33% | 11.44% | 5444 | 352737 | 1.54% | -1.35 | -1.82 |



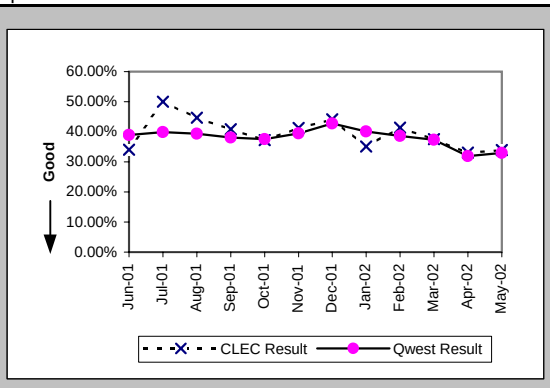

### Trouble Rate (Percent) (MR-8*) (Parity)

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | 55 | 3424 | 1.61% | 12.57% | 5169 | 369088 | 1.40% | 1.02 | -0.38 |
| Sep-01 | 43 | 3580 | 1.20% | 10.89% | 4533 | 369586 | 1.23% | -0.14 | -1.08 |
| Oct-01 | 42 | 3517 | 1.19% | 10.86% | 4777 | 362830 | 1.32% | -0.63 | -1.39 |
| Nov-01 | 63 | 4421 | 1.43% | 11.85% | 4561 | 360429 | 1.27% | 0.94 | -0.43 |
| Dec-01 | 81 | 5772 | 1.40% | 11.76% | 4107 | 358165 | 1.15% | 1.82 | 0.1 |
| Jan-02 | 63 | 5891 | 1.07% | 10.29% | 4038 | 356860 | 1.13% | -0.45 | -1.27 |
| Feb-02 | 58 | 6142 | 0.94% | 9.67% | 3178 | 354889 | 0.90% | 0.4 | -0.76 |
| Mar-02 | 55 | 6088 | 0.90% | 9.46% | 3655 | 354375 | 1.03% | -0.98 | -1.6 |
| Apr-02 | 77 | 6116 | 1.26% | 11.15% | 5181 | 353412 | 1.47% | -1.34 | -1.81 |
| May-02 | | | | | | | | | |



## Checklist #14 - Resale - Residence Repair

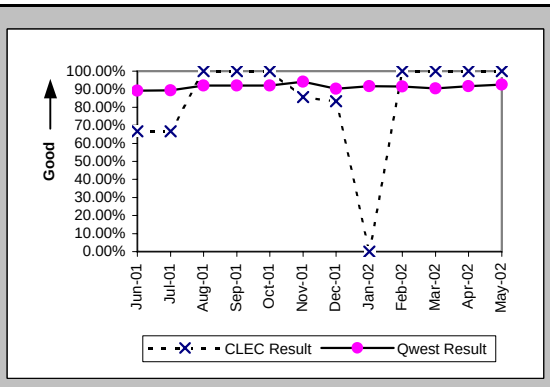
| Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10) (Diagnostic) | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| Date | CLEC Num | CLEC Dend | CLEC Resu | Std Dev | Qwest Num | Qwest Dend | Qwest Resu | Mod Z Scr | Parity Scr |
| Jun-01 | 16 | 47 | 34.04% | 47.39% | 4060 | 10428 | 38.93% | -0.69 | -1.42 |
| Jul-01 | 82 | 164 | 50.00% | 50.00% | 4108 | 10298 | 39.89% | 2.6 | 0.58 |
| Aug-01 | 55 | 123 | 44.72% | 49.72% | 4089 | 10379 | 39.40% | 1.2 | -0.27 |
| Sep-01 | 40 | 98 | 40.82% | 49.15% | 3513 | 9225 | 38.08% | 0.56 | -0.66 |
| Oct-01 | 35 | 94 | 37.23% | 48.34% | 3566 | 9485 | 37.60% | -0.07 | -1.04 |
| Nov-01 | 59 | 143 | 41.26% | 49.23% | 3726 | 9450 | 39.43% | 0.45 | -0.73 |
| Dec-01 | 79 | 179 | 44.13% | 49.65% | 3838 | 8983 | 42.73% | 0.38 | -0.77 |
| Jan-02 | 45 | 128 | 35.16% | 47.75% | 3433 | 8554 | 40.13% | -1.14 | -1.69 |
| Feb-02 | 62 | 150 | 41.33% | 49.24% | 2588 | 6700 | 38.63% | 0.67 | -0.59 |
| Mar-02 | 50 | 133 | 37.59% | 48.44% | 2775 | 7441 | 37.29% | 0.08 | -0.95 |
| Apr-02 | 49 | 148 | 33.11% | 47.06% | 2846 | 8923 | 31.90% | 0.32 | -0.8 |
| May-02 | 41 | 121 | 33.88% | 47.33% | 2684 | 8128 | 33.02% | 0.21 | -0.87 |



## Checklist #14 - Resale - Business Installation

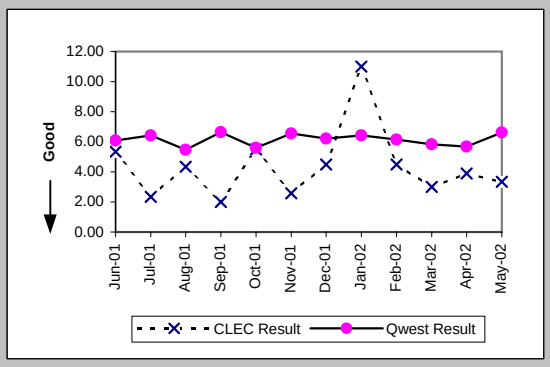
### Installation Commitments Met (Percent) (OP-3A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 2 | 3 | 66.67% | 47.14% | 441 | 494 | 89.27% | 0.99 | -0.4 |
| Jul-01 | 2 | 3 | 66.67% | 47.14% | 431 | 482 | 89.42% | 1 | -0.39 |
| Aug-01 | 2 | 2 | 100.00% | 0.00% | 465 | 505 | 92.08% | -0.41 | -1.25 |
| Sep-01 | 2 | 2 | 100.00% | 0.00% | 437 | 475 | 92.00% | -0.42 | -1.25 |
| Oct-01 | 4 | 4 | 100.00% | 0.00% | 463 | 503 | 92.05% | -0.59 | -1.36 |
| Nov-01 | 6 | 7 | 85.71% | 34.99% | 464 | 493 | 94.12% | 0.81 | -0.51 |
| Dec-01 | 5 | 6 | 83.33% | 37.27% | 325 | 360 | 90.28% | 0.55 | -0.67 |
| Jan-02 | 0 | 1 | 0.00% | 0.00% | 398 | 434 | 91.71% | 1.74 | 0.06 |
| Feb-02 | 2 | 2 | 100.00% | 0.00% | 334 | 365 | 91.51% | -0.43 | -1.26 |
| Mar-02 | 2 | 2 | 100.00% | 0.00% | 452 | 500 | 90.40% | -0.46 | -1.28 |
| Apr-02 | 10 | 10 | 100.00% | 0.00% | 392 | 428 | 91.59% | -0.95 | -1.58 |
| May-02 | 3 | 3 | 100.00% | 0.00% | 436 | 471 | 92.57% | -0.49 | -1.3 |



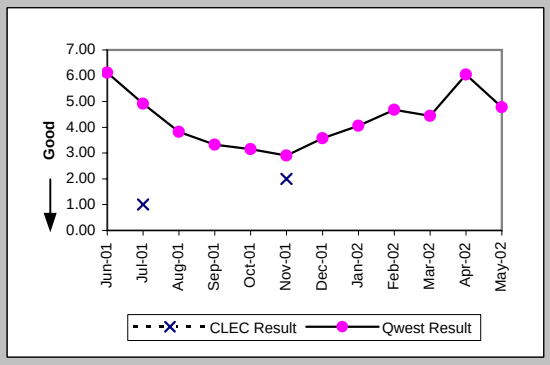

### Installation Interval (Average Days) (OP-4A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 16 | 3 | 5.33 | 4.04 | 3004 | 494 | 6.08 | -0.15 | -1.09 |
| Jul-01 | 7 | 3 | 2.33 | 1.53 | 3129 | 487 | 6.43 | -0.84 | -1.51 |
| Aug-01 | 13 | 3 | 4.33 | 0.58 | 2779 | 509 | 5.46 | -0.32 | -1.2 |
| Sep-01 | 4 | 2 | 2.00 | 1.41 | 3154 | 475 | 6.64 | -0.68 | -1.42 |
| Oct-01 | 22 | 4 | 5.50 | 2.65 | 2832 | 507 | 5.59 | -0.02 | -1.01 |
| Nov-01 | 18 | 7 | 2.57 | 0.79 | 3275 | 500 | 6.55 | -1.23 | -1.75 |
| Dec-01 | 27 | 6 | 4.50 | 3.21 | 2259 | 363 | 6.22 | -0.6 | -1.37 |
| Jan-02 | 11 | 1 | 11.00 | | 2820 | 439 | 6.42 | 1.2 | -0.27 |
| Feb-02 | 9 | 2 | 4.50 | 0.71 | 2257 | 367 | 6.15 | -0.28 | -1.17 |
| Mar-02 | 6 | 2 | 3.00 | 0.00 | 2933 | 502 | 5.84 | -0.61 | -1.37 |
| Apr-02 | 39 | 10 | 3.90 | 2.02 | 2441 | 429 | 5.69 | -0.89 | -1.54 |
| May-02 | 10 | 3 | 3.33 | 0.58 | 3126 | 473 | 6.61 | -0.68 | -1.42 |



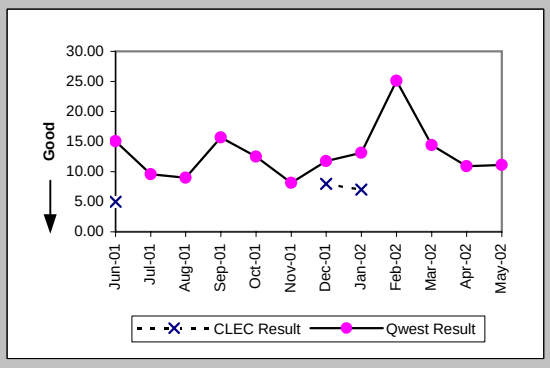

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-1) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 104 | 17 | 6.12 | | |
| Jul-01 | 1 | 1 | 1.00 | | 64 | 13 | 4.92 | -0.78 | -1.48 |
| Aug-01 | | | | | 42 | 11 | 3.82 | | |
| Sep-01 | | | | | 30 | 9 | 3.33 | | |
| Oct-01 | | | | | 41 | 13 | 3.15 | | |
| Nov-01 | 2 | 1 | 2.00 | | 61 | 21 | 2.90 | -0.18 | -1.11 |
| Dec-01 | | | | | 50 | 14 | 3.57 | | |
| Jan-02 | | | | | 69 | 17 | 4.06 | | |
| Feb-02 | | | | | 103 | 22 | 4.68 | | |
| Mar-02 | | | | | 111 | 25 | 4.44 | | |
| Apr-02 | | | | | 139 | 23 | 6.04 | | |
| May-02 | | | | | 86 | 18 | 4.78 | | |




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

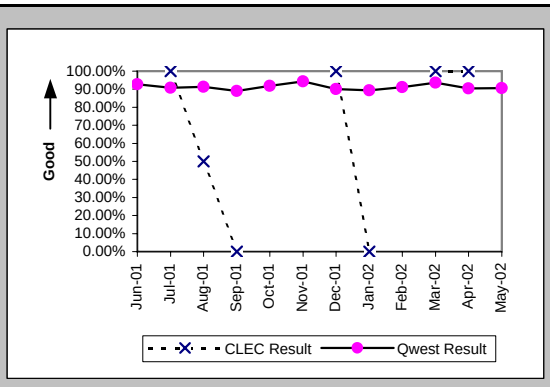
| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 5 | 1 | 5.00 | | 541 | 36 | 15.03 | -0.58 | -1.35 |
| Jul-01 | | | | | 412 | 43 | 9.58 | | |
| Aug-01 | | | | | 278 | 31 | 8.97 | | |
| Sep-01 | | | | | 455 | 29 | 15.69 | | |
| Oct-01 | | | | | 388 | 31 | 12.52 | | |
| Nov-01 | | | | | 122 | 15 | 8.13 | | |
| Dec-01 | 8 | 1 | 8.00 | | 247 | 21 | 11.76 | -0.41 | -1.25 |
| Jan-02 | 7 | 1 | 7.00 | | 276 | 21 | 13.14 | -0.48 | -1.29 |
| Feb-02 | | | | | 251 | 10 | 25.10 | | |
| Mar-02 | | | | | 331 | 23 | 14.39 | | |
| Apr-02 | | | | | 153 | 14 | 10.93 | | |
| May-02 | | | | | 200 | 18 | 11.11 | | |



## Checklist #14 - Resale - Business Installation

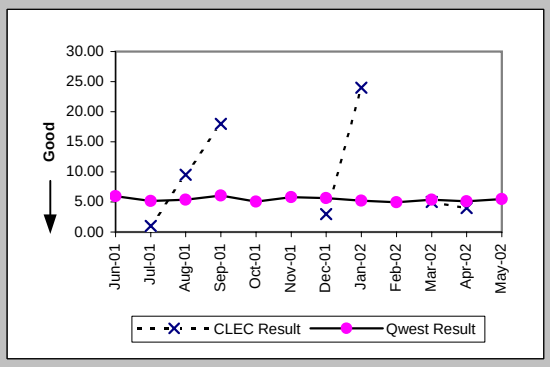
### Installation Commitments Met (Percent) (OP-3B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 308 | 332 | 92.77% | | |
| Jul-01 | 1 | 1 | 100.00% | 0.00% | 307 | 338 | 90.83% | -0.32 | -1.19 |
| Aug-01 | 1 | 2 | 50.00% | 50.00% | 360 | 394 | 91.37% | 1.36 | -0.17 |
| Sep-01 | 0 | 1 | 0.00% | 0.00% | 318 | 357 | 89.08% | 1.61 | -0.02 |
| Oct-01 | | | | | 318 | 346 | 91.91% | | |
| Nov-01 | | | | | 312 | 331 | 94.26% | | |
| Dec-01 | 1 | 1 | 100.00% | 0.00% | 219 | 243 | 90.12% | -0.33 | -1.2 |
| Jan-02 | 0 | 1 | 0.00% | 0.00% | 262 | 293 | 89.42% | 1.62 | -0.01 |
| Feb-02 | | | | | 266 | 292 | 91.10% | | |
| Mar-02 | 1 | 1 | 100.00% | 0.00% | 281 | 300 | 93.67% | -0.26 | -1.16 |
| Apr-02 | 1 | 1 | 100.00% | 0.00% | 285 | 315 | 90.48% | -0.32 | -1.2 |
| May-02 | | | | | 302 | 333 | 90.69% | | |



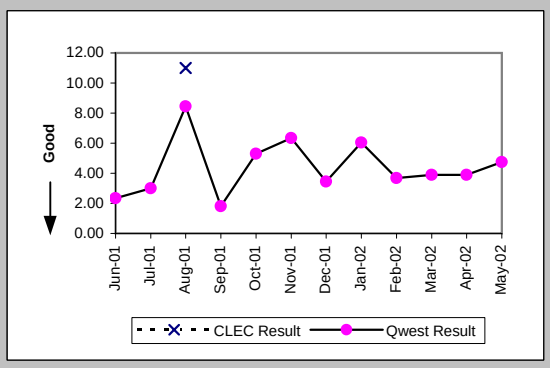

### Installation Interval (Average Days) (OP-4B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 1972 | 332 | 5.94 | | |
| Jul-01 | 1 | 1 | 1.00 | | 1751 | 338 | 5.18 | -0.62 | -1.38 |
| Aug-01 | 19 | 2 | 9.50 | 10.61 | 2134 | 396 | 5.39 | 1.14 | -0.31 |
| Sep-01 | 18 | 1 | 18.00 | | 2175 | 359 | 6.06 | 1.57 | -0.04 |
| Oct-01 | | | | | 1759 | 347 | 5.07 | | |
| Nov-01 | | | | | 1935 | 334 | 5.79 | | |
| Dec-01 | 3 | 1 | 3.00 | | 1371 | 243 | 5.64 | -0.39 | -1.24 |
| Jan-02 | 24 | 1 | 24.00 | | 1552 | 298 | 5.21 | 2.14 | 0.3 |
| Feb-02 | | | | | 1458 | 294 | 4.96 | | |
| Mar-02 | 5 | 1 | 5.00 | | 1622 | 302 | 5.37 | -0.07 | -1.04 |
| Apr-02 | 4 | 1 | 4.00 | | 1613 | 317 | 5.09 | -0.29 | -1.18 |
| May-02 | | | | | 1830 | 334 | 5.48 | | |



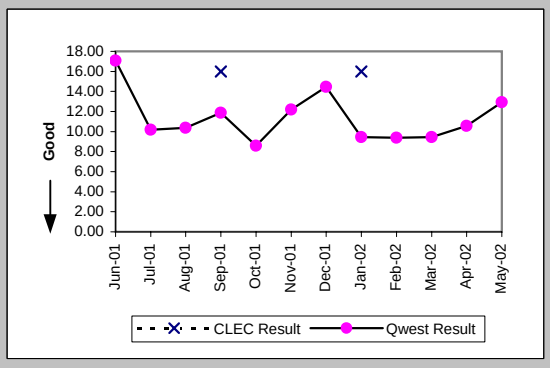

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-2) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 14 | 6 | 2.33 | | |
| Jul-01 | | | | | 12 | 4 | 3.00 | | |
| Aug-01 | 11 | 1 | 11.00 | | 76 | 9 | 8.44 | 0.26 | -0.84 |
| Sep-01 | | | | | 18 | 10 | 1.80 | | |
| Oct-01 | | | | | 37 | 7 | 5.29 | | |
| Nov-01 | | | | | 38 | 6 | 6.33 | | |
| Dec-01 | | | | | 31 | 9 | 3.44 | | |
| Jan-02 | | | | | 133 | 22 | 6.05 | | |
| Feb-02 | | | | | 70 | 19 | 3.68 | | |
| Mar-02 | | | | | 39 | 10 | 3.90 | | |
| Apr-02 | | | | | 78 | 20 | 3.90 | | |
| May-02 | | | | | 90 | 19 | 4.74 | | |




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

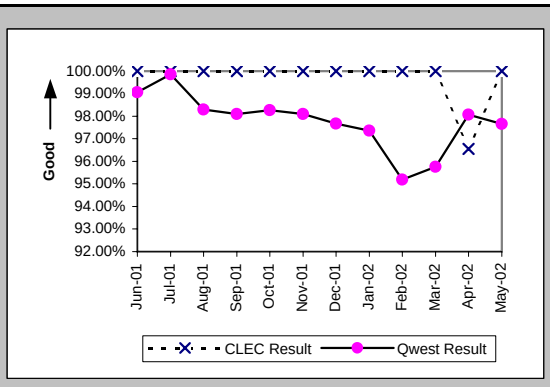
| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 307 | 18 | 17.06 | | |
| Jul-01 | | | | | 275 | 27 | 10.19 | | |
| Aug-01 | | | | | 270 | 26 | 10.38 | | |
| Sep-01 | 16 | 1 | 16.00 | | 344 | 29 | 11.86 | 0.71 | -0.57 |
| Oct-01 | | | | | 189 | 22 | 8.59 | | |
| Nov-01 | | | | | 195 | 16 | 12.19 | | |
| Dec-01 | | | | | 217 | 15 | 14.47 | | |
| Jan-02 | 16 | 1 | 16.00 | | 123 | 13 | 9.46 | 0.83 | -0.49 |
| Feb-02 | | | | | 75 | 8 | 9.38 | | |
| Mar-02 | | | | | 85 | 9 | 9.44 | | |
| Apr-02 | | | | | 116 | 11 | 10.55 | | |
| May-02 | | | | | 168 | 13 | 12.92 | | |



## Checklist #14 - Resale - Business Installation

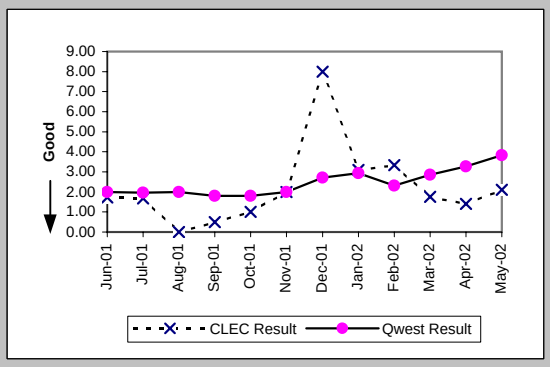
### Installation Commitments Met (Percent) (OP-3C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 35 | 35 | 100.00% | 0.00% | 1160 | 1171 | 99.06% | -0.57 | -1.35 |
| Jul-01 | 4 | 4 | 100.00% | 0.00% | 672 | 673 | 99.85% | -0.08 | -1.05 |
| Aug-01 | 4 | 4 | 100.00% | 0.00% | 173 | 176 | 98.30% | -0.26 | -1.16 |
| Sep-01 | 5 | 5 | 100.00% | 0.00% | 155 | 158 | 98.10% | -0.31 | -1.19 |
| Oct-01 | 3 | 3 | 100.00% | 0.00% | 170 | 173 | 98.27% | -0.23 | -1.14 |
| Nov-01 | 3 | 3 | 100.00% | 0.00% | 155 | 158 | 98.10% | -0.24 | -1.15 |
| Dec-01 | 2 | 2 | 100.00% | 0.00% | 126 | 129 | 97.67% | -0.22 | -1.13 |
| Jan-02 | 36 | 36 | 100.00% | 0.00% | 407 | 418 | 97.37% | -0.95 | -1.58 |
| Feb-02 | 7 | 7 | 100.00% | 0.00% | 218 | 229 | 95.20% | -0.59 | -1.36 |
| Mar-02 | 5 | 5 | 100.00% | 0.00% | 203 | 212 | 95.75% | -0.47 | -1.28 |
| Apr-02 | 28 | 29 | 96.55% | 18.25% | 204 | 208 | 98.08% | 0.49 | -0.7 |
| May-02 | 9 | 9 | 100.00% | 0.00% | 208 | 213 | 97.65% | -0.46 | -1.28 |



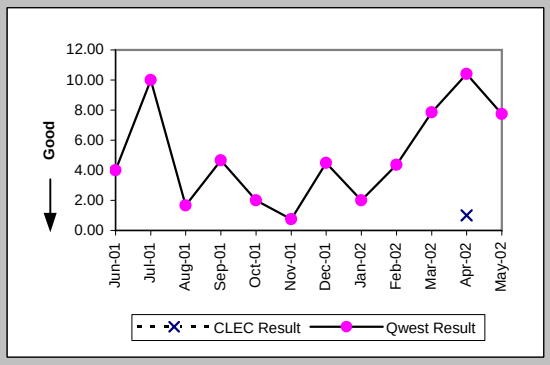

### Installation Interval (Average Days) (OP-4C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 43 | 25 | 1.72 | 1.46 | 2098 | 1056 | 1.99 | -0.94 | -1.57 |
| Jul-01 | 5 | 3 | 1.67 | 1.53 | 1146 | 582 | 1.97 | -0.29 | -1.18 |
| Aug-01 | 0 | 2 | 0.00 | 0.00 | 279 | 140 | 1.99 | -2.1 | -2.28 |
| Sep-01 | 2 | 4 | 0.50 | 0.58 | 234 | 129 | 1.81 | -1.77 | -2.08 |
| Oct-01 | 1 | 1 | 1.00 | | 223 | 124 | 1.80 | -0.64 | -1.39 |
| Nov-01 | 4 | 2 | 2.00 | 0.00 | 237 | 119 | 1.99 | -0.22 | -1.13 |
| Dec-01 | 8 | 1 | 8.00 | | 237 | 87 | 2.72 | 1.91 | 0.16 |
| Jan-02 | 108 | 35 | 3.09 | 1.29 | 912 | 310 | 2.94 | 0.61 | -0.63 |
| Feb-02 | 20 | 6 | 3.33 | 1.63 | 427 | 184 | 2.32 | 1.21 | -0.27 |
| Mar-02 | 7 | 4 | 1.75 | 0.96 | 424 | 149 | 2.85 | -0.85 | -1.52 |
| Apr-02 | 21 | 15 | 1.40 | 1.30 | 474 | 145 | 3.27 | -2.29 | -2.39 |
| May-02 | 19 | 9 | 2.11 | 1.05 | 494 | 129 | 3.83 | -1.49 | -1.91 |



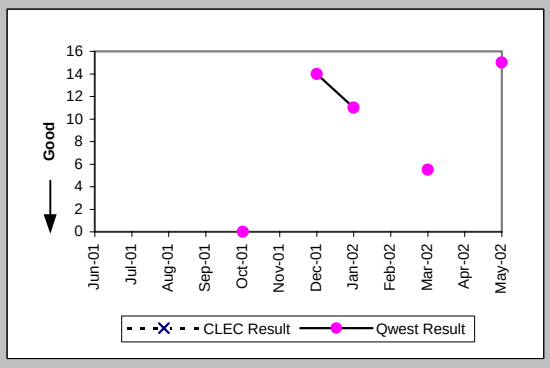

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-3) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 44 | 11 | 4.00 | | |
| Jul-01 | | | | | 20 | 2 | 10.00 | | |
| Aug-01 | | | | | 5 | 3 | 1.67 | | |
| Sep-01 | | | | | 14 | 3 | 4.67 | | |
| Oct-01 | | | | | 4 | 2 | 2.00 | | |
| Nov-01 | | | | | 3 | 4 | 0.75 | | |
| Dec-01 | | | | | 9 | 2 | 4.50 | | |
| Jan-02 | | | | | 18 | 9 | 2.00 | | |
| Feb-02 | | | | | 48 | 11 | 4.36 | | |
| Mar-02 | | | | | 55 | 7 | 7.86 | | |
| Apr-02 | 1 | 1 | 1.00 | | 52 | 5 | 10.40 | -0.64 | -1.39 |
| May-02 | | | | | 31 | 4 | 7.75 | | |




### Delayed Days for Facility Reasons (Average Days) (OP-6B-3) (Parity)-- No Dispatches

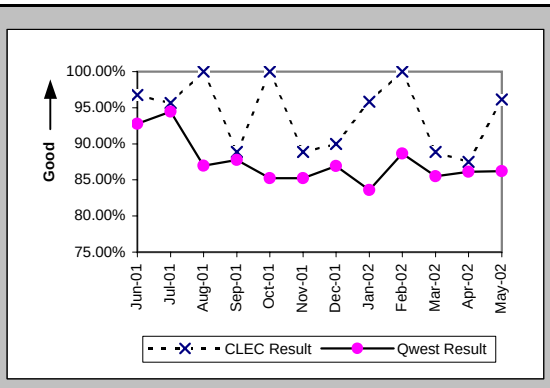
| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | 0 | 1 | 0.00 | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | 14 | 1 | 14.00 | | |
| Jan-02 | | | | | 22 | 2 | 11.00 | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | 11 | 2 | 5.50 | | |
| Apr-02 | | | | | | | | | |
| May-02 | | | | | 15 | 1 | 15.00 | | |



## Checklist #14 - Resale - Business Installation

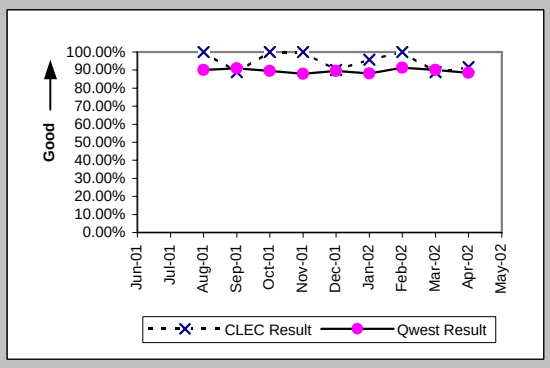
New Service Installation Quality (Percent) (OP-5) (Parity)

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 30 | 31 | 96.77% | 17.67% | 2023 | 2181 | 92.76% | -0.86 | -1.52 |
| Jul-01 | 22 | 23 | 95.65% | 20.39% | 1702 | 1802 | 94.45% | -0.25 | -1.15 |
| Aug-01 | 9 | 9 | 100.00% | 0.00% | 1122 | 1290 | 86.98% | -1.16 | -1.7 |
| Sep-01 | 8 | 9 | 88.89% | 31.43% | 910 | 1037 | 87.75% | -0.1 | -1.06 |
| Oct-01 | 8 | 8 | 100.00% | 0.00% | 861 | 1010 | 85.25% | -1.17 | -1.71 |
| Nov-01 | 8 | 9 | 88.89% | 31.43% | 861 | 1010 | 85.25% | -0.31 | -1.19 |
| Dec-01 | 9 | 10 | 90.00% | 30.00% | 751 | 864 | 86.92% | -0.29 | -1.17 |
| Jan-02 | 23 | 24 | 95.83% | 19.98% | 790 | 945 | 83.60% | -1.6 | -1.97 |
| Feb-02 | 24 | 24 | 100.00% | 0.00% | 907 | 1023 | 88.66% | -1.73 | -2.05 |
| Mar-02 | 8 | 9 | 88.89% | 31.43% | 815 | 953 | 85.52% | -0.29 | -1.17 |
| Apr-02 | 21 | 24 | 87.50% | 33.07% | 849 | 986 | 86.11% | -0.2 | -1.12 |
| May-02 | 25 | 26 | 96.15% | 19.23% | 852 | 988 | 86.23% | -1.45 | -1.88 |



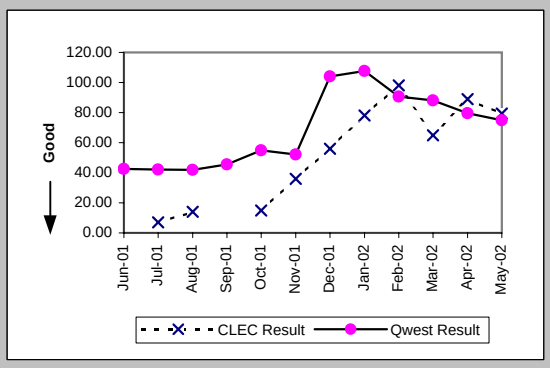

New Service Installation Quality (Percent) (OP-5*) (Parity)

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | 9 | 9 | 100.00% | 0.00% | 1161 | 1290 | 90.00% | -1 | -1.61 |
| Sep-01 | 8 | 9 | 88.89% | 31.43% | 944 | 1037 | 91.03% | 0.28 | -0.83 |
| Oct-01 | 8 | 8 | 100.00% | 0.00% | 905 | 1010 | 89.60% | -0.96 | -1.58 |
| Nov-01 | 9 | 9 | 100.00% | 0.00% | 889 | 1010 | 88.02% | -1.1 | -1.67 |
| Dec-01 | 9 | 10 | 90.00% | 30.00% | 773 | 864 | 89.47% | -0.05 | -1.03 |
| Jan-02 | 23 | 24 | 95.83% | 19.98% | 832 | 945 | 88.04% | -1.16 | -1.71 |
| Feb-02 | 24 | 24 | 100.00% | 0.00% | 934 | 1023 | 91.30% | -1.49 | -1.91 |
| Mar-02 | 8 | 9 | 88.89% | 31.43% | 859 | 953 | 90.14% | 0.19 | -0.88 |
| Apr-02 | 22 | 24 | 91.67% | 27.64% | 873 | 986 | 88.54% | -0.48 | -1.29 |
| May-02 | | | | | | | | | |




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

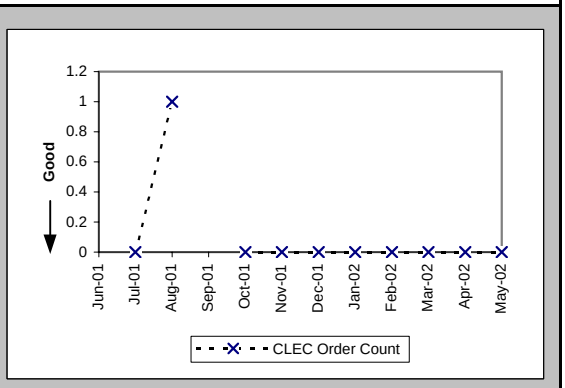
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 3453 | 81 | 42.63 | | |
| Jul-01 | 7 | 1 | 7.00 | | 3249 | 77 | 42.19 | -0.62 | -1.37 |
| Aug-01 | 14 | 1 | 14.00 | | 4230 | 101 | 41.88 | -0.43 | -1.26 |
| Sep-01 | | | | | 4240 | 93 | 45.59 | | |
| Oct-01 | 15 | 1 | 15.00 | | 4454 | 81 | 54.99 | -0.47 | -1.29 |
| Nov-01 | 36 | 1 | 36.00 | | 5210 | 100 | 52.10 | -0.2 | -1.12 |
| Dec-01 | 56 | 1 | 56.00 | | 6038 | 58 | 104.10 | -0.38 | -1.23 |
| Jan-02 | 78 | 1 | 78.00 | | 7004 | 65 | 107.75 | -0.23 | -1.14 |
| Feb-02 | 98 | 1 | 98.00 | | 7696 | 85 | 90.54 | 0.52 | -0.68 |
| Mar-02 | 130 | 2 | 65.00 | 76.37 | 8715 | 99 | 88.03 | -0.27 | -1.16 |
| Apr-02 | 178 | 2 | 89.00 | 73.54 | 8675 | 109 | 79.59 | 0.45 | -0.73 |
| May-02 | 238 | 3 | 79.33 | 76.81 | 9667 | 129 | 74.94 | 0.36 | -0.78 |



Checklist #14 - Resale - Business Installation

Count of Pending Orders Delayed for Facilities Reasons Business (OP-15B) (Diagnostic)

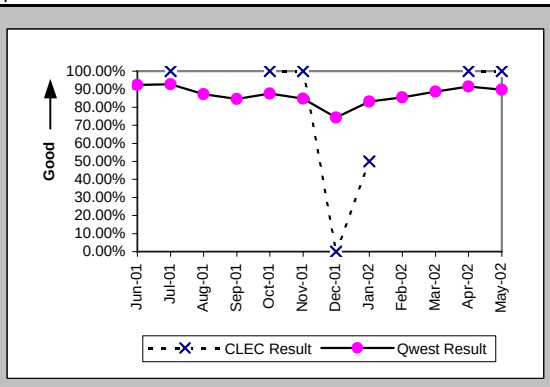
| Date | CLEC Order Count |
|---|---|
| Jun-01 | |
| Jul-01 | 0 |
| Aug-01 | 1 |
| Sep-01 | |
| Oct-01 | 0 |
| Nov-01 | 0 |
| Dec-01 | 0 |
| Jan-02 | 0 |
| Feb-02 | 0 |
| Mar-02 | 0 |
| Apr-02 | 0 |
| May-02 | 0 |



## Checklist #14 - Resale - Business Repair

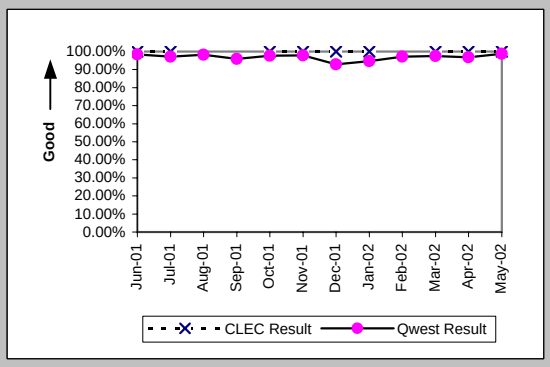
### Out of Service Cleared within 24 hours (Percent) (MR-3A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 217 | 235 | 92.34% | | |
| Jul-01 | 1 | 1 | 100.00% | 0.00% | 241 | 260 | 92.69% | -0.28 | -1.17 |
| Aug-01 | | | | | 211 | 242 | 87.19% | | |
| Sep-01 | | | | | 171 | 202 | 84.65% | | |
| Oct-01 | 2 | 2 | 100.00% | 0.00% | 206 | 235 | 87.66% | -0.53 | -1.32 |
| Nov-01 | 2 | 2 | 100.00% | 0.00% | 167 | 197 | 84.77% | -0.6 | -1.36 |
| Dec-01 | 0 | 1 | 0.00% | 0.00% | 162 | 218 | 74.31% | 1.14 | -0.31 |
| Jan-02 | 2 | 4 | 50.00% | 50.00% | 183 | 220 | 83.18% | 1.44 | -0.12 |
| Feb-02 | | | | | 136 | 159 | 85.53% | | |
| Mar-02 | | | | | 165 | 186 | 88.71% | | |
| Apr-02 | 2 | 2 | 100.00% | 0.00% | 195 | 213 | 91.55% | -0.43 | -1.26 |
| May-02 | 4 | 4 | 100.00% | 0.00% | 157 | 175 | 89.71% | -0.67 | -1.41 |



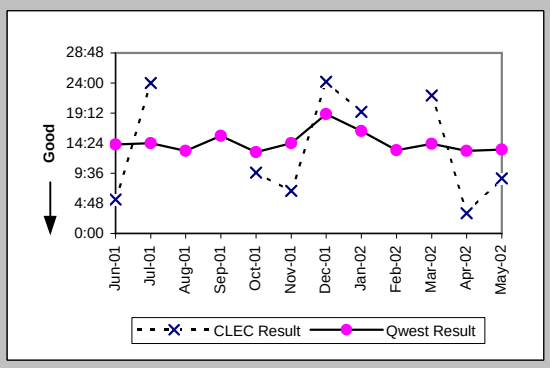

### All Troubles Cleared within 48 hours (Percent) (MR-4A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 1 | 1 | 100.00% | 0.00% | 302 | 307 | 98.37% | -0.13 | -1.08 |
| Jul-01 | 1 | 1 | 100.00% | 0.00% | 335 | 345 | 97.10% | -0.17 | -1.1 |
| Aug-01 | | | | | 326 | 332 | 98.19% | | |
| Sep-01 | | | | | 236 | 246 | 95.94% | | |
| Oct-01 | 2 | 2 | 100.00% | 0.00% | 293 | 300 | 97.67% | -0.22 | -1.13 |
| Nov-01 | 3 | 3 | 100.00% | 0.00% | 265 | 271 | 97.79% | -0.26 | -1.16 |
| Dec-01 | 1 | 1 | 100.00% | 0.00% | 265 | 285 | 92.98% | -0.27 | -1.17 |
| Jan-02 | 4 | 4 | 100.00% | 0.00% | 271 | 286 | 94.76% | -0.47 | -1.28 |
| Feb-02 | | | | | 204 | 210 | 97.14% | | |
| Mar-02 | 1 | 1 | 100.00% | 0.00% | 233 | 239 | 97.49% | -0.16 | -1.1 |
| Apr-02 | 2 | 2 | 100.00% | 0.00% | 270 | 279 | 96.77% | -0.26 | -1.16 |
| May-02 | 5 | 5 | 100.00% | 0.00% | 248 | 251 | 98.80% | -0.24 | -1.15 |



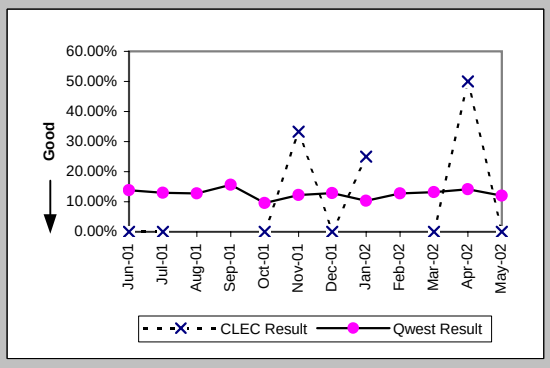

### Mean Time to Restore (Hours:Minutes) (MR-6A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 5:26 | 1 | 5:26 | | 4355:06 | 307 | 14:11 | -0.64 | -1.39 |
| Jul-01 | 23:59 | 1 | 23:59 | | 4962:55 | 345 | 14:23 | 1.22 | -0.26 |
| Aug-01 | | | | | 4378:27 | 332 | 13:11 | | |
| Sep-01 | | | | | 3834:27 | 246 | 15:35 | | |
| Oct-01 | 19:27 | 2 | 9:43 | 9:35 | 3891:07 | 300 | 12:58 | -0.32 | -1.2 |
| Nov-01 | 20:17 | 3 | 6:46 | 9:54 | 3896:38 | 271 | 14:23 | -1.07 | -1.65 |
| Dec-01 | 24:12 | 1 | 24:12 | | 5430:29 | 285 | 19:03 | 0.56 | -0.66 |
| Jan-02 | 77:40 | 4 | 19:25 | 19:03 | 4675:39 | 286 | 16:21 | 0.6 | -0.64 |
| Feb-02 | | | | | 2791:51 | 210 | 13:18 | | |
| Mar-02 | 22:00 | 1 | 22:00 | | 3418:01 | 239 | 14:18 | 0.84 | -0.49 |
| Apr-02 | 6:24 | 2 | 3:12 | 3:21 | 3674:16 | 279 | 13:10 | -0.75 | -1.46 |
| May-02 | 43:52 | 5 | 8:46 | 8:11 | 3365:13 | 251 | 13:24 | -0.91 | -1.55 |




### Repair Repeat Report Rate (Percent) (MR-7A) (Parity)-- Dispatches Within MSAs

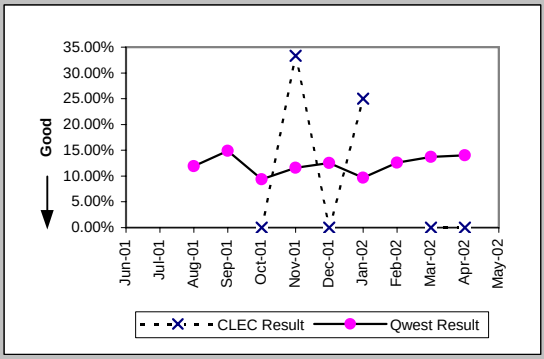
| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 0 | 1 | 0.00% | 0.00% | 43 | 310 | 13.87% | -0.4 | -1.24 |
| Jul-01 | 0 | 1 | 0.00% | 0.00% | 46 | 354 | 12.99% | -0.39 | -1.23 |
| Aug-01 | | | | | 43 | 338 | 12.72% | | |
| Sep-01 | | | | | 39 | 250 | 15.60% | | |
| Oct-01 | 0 | 2 | 0.00% | 0.00% | 29 | 302 | 9.60% | -0.46 | -1.28 |
| Nov-01 | 1 | 3 | 33.33% | 47.14% | 34 | 278 | 12.23% | 0.89 | -0.46 |
| Dec-01 | 0 | 1 | 0.00% | 0.00% | 38 | 296 | 12.84% | -0.38 | -1.23 |
| Jan-02 | 1 | 4 | 25.00% | 43.30% | 30 | 290 | 10.34% | 0.81 | -0.51 |
| Feb-02 | | | | | 28 | 219 | 12.79% | | |
| Mar-02 | 0 | 1 | 0.00% | 0.00% | 32 | 243 | 13.17% | -0.39 | -1.24 |
| Apr-02 | 1 | 2 | 50.00% | 50.00% | 40 | 282 | 14.18% | 1.07 | -0.35 |
| May-02 | 0 | 5 | 0.00% | 0.00% | 31 | 259 | 11.97% | -0.82 | -1.5 |



## Checklist #14 - Resale - Business Repair

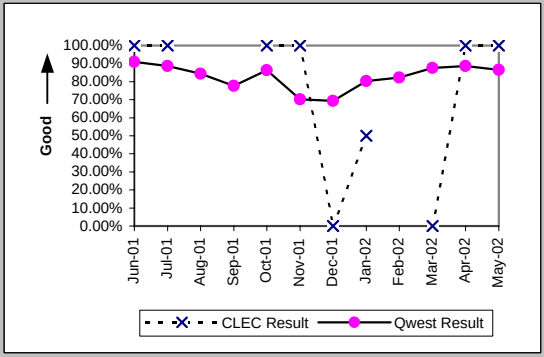
### Repair Repeat Report Rate (Percent) (MR-7A*) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 37 | 311 | 11.90% | | |
| Sep-01 | | | | | 33 | 222 | 14.86% | | |
| Oct-01 | 0 | 2 | 0.00% | 0.00% | 25 | 266 | 9.40% | -0.45 | -1.28 |
| Nov-01 | 1 | 3 | 33.33% | 47.14% | 29 | 250 | 11.60% | 0.93 | -0.44 |
| Dec-01 | 0 | 1 | 0.00% | 0.00% | 34 | 271 | 12.55% | -0.38 | -1.23 |
| Jan-02 | 1 | 4 | 25.00% | 43.30% | 25 | 258 | 9.69% | 0.85 | -0.48 |
| Feb-02 | | | | | 25 | 198 | 12.63% | | |
| Mar-02 | 0 | 1 | 0.00% | 0.00% | 30 | 219 | 13.70% | -0.4 | -1.24 |
| Apr-02 | 0 | 1 | 0.00% | 0.00% | 38 | 271 | 14.02% | -0.4 | -1.25 |
| May-02 | | | | | | | | | |



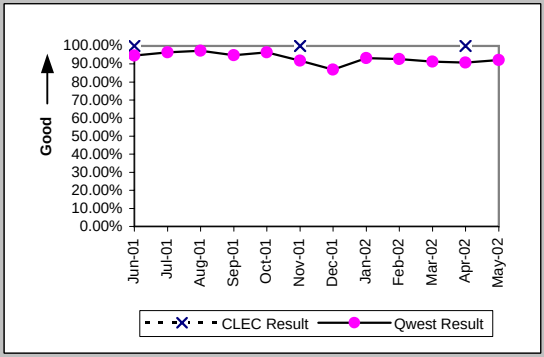

### Repair Appointments Met (Percent) (MR-9A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 1 | 1 | 100.00% | 0.00% | 282 | 310 | 90.97% | -0.31 | -1.19 |
| Jul-01 | 1 | 1 | 100.00% | 0.00% | 314 | 354 | 88.70% | -0.36 | -1.22 |
| Aug-01 | | | | | 285 | 338 | 84.32% | | |
| Sep-01 | | | | | 194 | 250 | 77.60% | | |
| Oct-01 | 2 | 2 | 100.00% | 0.00% | 261 | 302 | 86.42% | -0.56 | -1.34 |
| Nov-01 | 3 | 3 | 100.00% | 0.00% | 195 | 278 | 70.14% | -1.12 | -1.68 |
| Dec-01 | 0 | 1 | 0.00% | 0.00% | 205 | 296 | 69.26% | 1.02 | -0.38 |
| Jan-02 | 2 | 4 | 50.00% | 50.00% | 233 | 290 | 80.34% | 1.29 | -0.22 |
| Feb-02 | | | | | 180 | 219 | 82.19% | | |
| Mar-02 | 0 | 1 | 0.00% | 0.00% | 213 | 243 | 87.65% | 1.55 | -0.06 |
| Apr-02 | 2 | 2 | 100.00% | 0.00% | 250 | 282 | 88.65% | -0.5 | -1.31 |
| May-02 | 5 | 5 | 100.00% | 0.00% | 224 | 259 | 86.49% | -0.88 | -1.53 |



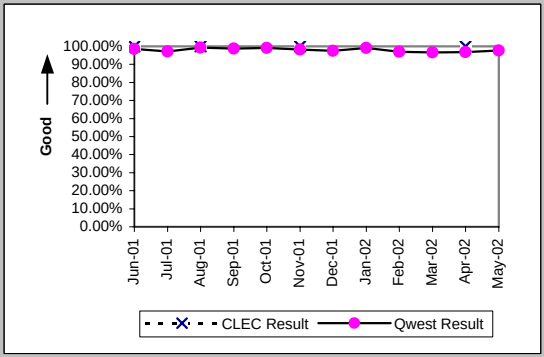

### Out of Service Cleared within 24 hours (Percent) (MR-3B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 2 | 2 | 100.00% | 0.00% | 196 | 207 | 94.69% | -0.33 | -1.2 |
| Jul-01 | | | | | 139 | 144 | 96.53% | | |
| Aug-01 | | | | | 182 | 187 | 97.33% | | |
| Sep-01 | | | | | 167 | 176 | 94.89% | | |
| Oct-01 | | | | | 164 | 170 | 96.47% | | |
| Nov-01 | 1 | 1 | 100.00% | 0.00% | 146 | 159 | 91.82% | -0.3 | -1.18 |
| Dec-01 | | | | | 152 | 175 | 86.86% | | |
| Jan-02 | | | | | 152 | 163 | 93.25% | | |
| Feb-02 | | | | | 127 | 137 | 92.70% | | |
| Mar-02 | | | | | 127 | 139 | 91.37% | | |
| Apr-02 | 1 | 1 | 100.00% | 0.00% | 178 | 196 | 90.82% | -0.32 | -1.19 |
| May-02 | | | | | 176 | 191 | 92.15% | | |




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

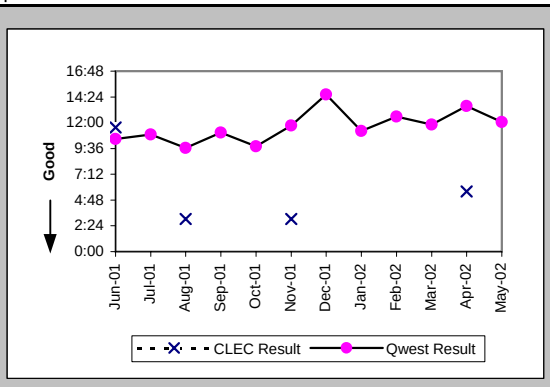
| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 2 | 2 | 100.00% | 0.00% | 272 | 276 | 98.55% | -0.17 | -1.1 |
| Jul-01 | | | | | 208 | 214 | 97.20% | | |
| Aug-01 | 1 | 1 | 100.00% | 0.00% | 254 | 256 | 99.22% | -0.09 | -1.05 |
| Sep-01 | | | | | 226 | 229 | 98.69% | | |
| Oct-01 | | | | | 236 | 238 | 99.16% | | |
| Nov-01 | 1 | 1 | 100.00% | 0.00% | 211 | 215 | 98.14% | -0.14 | -1.08 |
| Dec-01 | | | | | 234 | 240 | 97.50% | | |
| Jan-02 | | | | | 228 | 230 | 99.13% | | |
| Feb-02 | | | | | 193 | 199 | 96.98% | | |
| Mar-02 | | | | | 197 | 204 | 96.57% | | |
| Apr-02 | 1 | 1 | 100.00% | 0.00% | 272 | 281 | 96.80% | -0.18 | -1.11 |
| May-02 | | | | | 249 | 255 | 97.65% | | |



## Checklist #14 - Resale - Business Repair

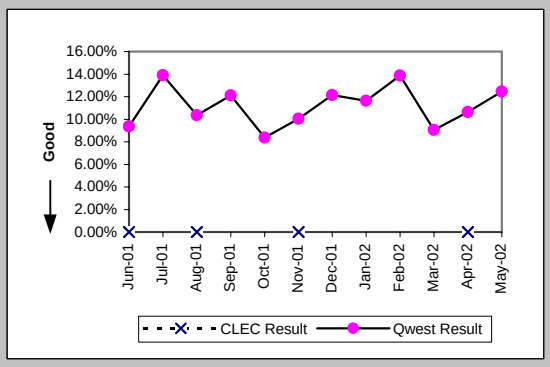
### Mean Time to Restore (Hours:Minutes) (MR-6B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 23:06 | 2 | 11:33 | 4:46 | 2898:42 | 276 | 10:30 | 0.21 | -0.87 |
| Jul-01 | | | | | 2334:58 | 214 | 10:55 | | |
| Aug-01 | 3:03 | 1 | 3:03 | | 2470:12 | 256 | 9:39 | -0.7 | -1.43 |
| Sep-01 | | | | | 2539:09 | 229 | 11:05 | | |
| Oct-01 | | | | | 2333:15 | 238 | 9:48 | | |
| Nov-01 | 3:03 | 1 | 3:03 | | 2524:43 | 215 | 11:45 | -0.73 | -1.44 |
| Dec-01 | | | | | 3506:59 | 240 | 14:37 | | |
| Jan-02 | | | | | 2580:17 | 230 | 11:13 | | |
| Feb-02 | | | | | 2504:31 | 199 | 12:35 | | |
| Mar-02 | | | | | 2409:42 | 204 | 11:49 | | |
| Apr-02 | 5:36 | 1 | 5:36 | | 3809:01 | 281 | 13:33 | -0.6 | -1.36 |
| May-02 | | | | | 3079:04 | 255 | 12:04 | | |



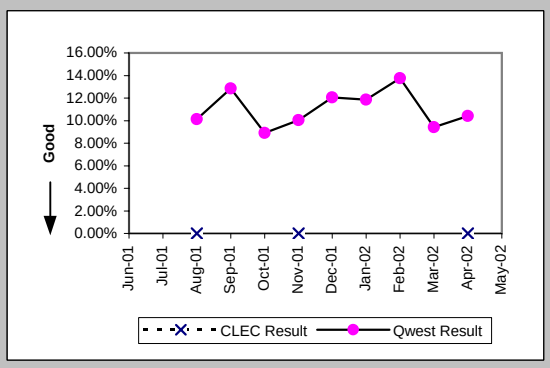

### Repair Repeat Report Rate (Percent) (MR-7B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 0 | 2 | 0.00% | 0.00% | 26 | 278 | 9.35% | -0.45 | -1.28 |
| Jul-01 | | | | | 30 | 216 | 13.89% | | |
| Aug-01 | 0 | 1 | 0.00% | 0.00% | 27 | 261 | 10.34% | -0.34 | -1.21 |
| Sep-01 | | | | | 28 | 231 | 12.12% | | |
| Oct-01 | | | | | 20 | 239 | 8.37% | | |
| Nov-01 | 0 | 1 | 0.00% | 0.00% | 22 | 219 | 10.05% | -0.33 | -1.2 |
| Dec-01 | | | | | 30 | 247 | 12.15% | | |
| Jan-02 | | | | | 27 | 232 | 11.64% | | |
| Feb-02 | | | | | 28 | 202 | 13.86% | | |
| Mar-02 | | | | | 19 | 210 | 9.05% | | |
| Apr-02 | 0 | 1 | 0.00% | 0.00% | 30 | 282 | 10.64% | -0.34 | -1.21 |
| May-02 | | | | | 32 | 257 | 12.45% | | |



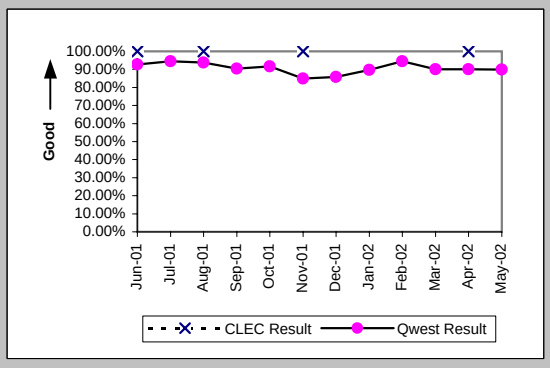

### Repair Repeat Report Rate (Percent) (MR-7B*) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | 0 | 1 | 0.00% | 0.00% | 24 | 237 | 10.13% | -0.33 | -1.2 |
| Sep-01 | | | | | 27 | 210 | 12.86% | | |
| Oct-01 | | | | | 19 | 213 | 8.92% | | |
| Nov-01 | 0 | 1 | 0.00% | 0.00% | 21 | 209 | 10.05% | -0.33 | -1.2 |
| Dec-01 | | | | | 27 | 224 | 12.05% | | |
| Jan-02 | | | | | 25 | 211 | 11.85% | | |
| Feb-02 | | | | | 26 | 189 | 13.76% | | |
| Mar-02 | | | | | 19 | 202 | 9.41% | | |
| Apr-02 | 0 | 1 | 0.00% | 0.00% | 28 | 269 | 10.41% | -0.34 | -1.21 |
| May-02 | | | | | | | | | |




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

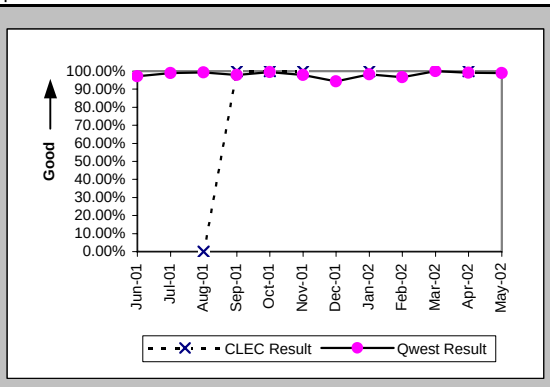
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 2 | 2 | 100.00% | 0.00% | 258 | 278 | 92.81% | -0.39 | -1.24 |
| Jul-01 | | | | | 204 | 216 | 94.44% | | |
| Aug-01 | 1 | 1 | 100.00% | 0.00% | 245 | 261 | 93.87% | -0.26 | -1.16 |
| Sep-01 | | | | | 209 | 231 | 90.48% | | |
| Oct-01 | | | | | 219 | 239 | 91.63% | | |
| Nov-01 | 1 | 1 | 100.00% | 0.00% | 186 | 219 | 84.93% | -0.42 | -1.26 |
| Dec-01 | | | | | 212 | 247 | 85.83% | | |
| Jan-02 | | | | | 208 | 232 | 89.66% | | |
| Feb-02 | | | | | 191 | 202 | 94.55% | | |
| Mar-02 | | | | | 189 | 210 | 90.00% | | |
| Apr-02 | 1 | 1 | 100.00% | 0.00% | 254 | 282 | 90.07% | -0.33 | -1.2 |
| May-02 | | | | | 231 | 257 | 89.88% | | |



## Checklist #14 - Resale - Business Repair

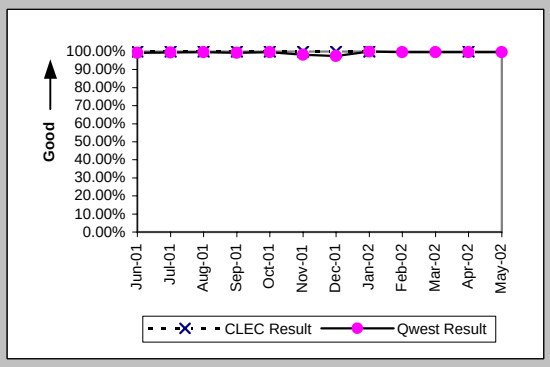
### Out of Service Cleared within 24 hours (Percent) (MR-3C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 140 | 144 | 97.22% | | |
| Jul-01 | | | | | 88 | 89 | 98.88% | | |
| Aug-01 | 0 | 1 | 0.00% | 0.00% | 139 | 140 | 99.29% | 2.52 | 0.54 |
| Sep-01 | 1 | 1 | 100.00% | 0.00% | 139 | 142 | 97.89% | -0.15 | -1.09 |
| Oct-01 | 1 | 1 | 100.00% | 0.00% | 170 | 171 | 99.42% | -0.08 | -1.05 |
| Nov-01 | 1 | 1 | 100.00% | 0.00% | 94 | 96 | 97.92% | -0.15 | -1.09 |
| Dec-01 | | | | | 115 | 122 | 94.26% | | |
| Jan-02 | 1 | 1 | 100.00% | 0.00% | 171 | 174 | 98.28% | -0.13 | -1.08 |
| Feb-02 | | | | | 117 | 121 | 96.69% | | |
| Mar-02 | | | | | 130 | 130 | 100.00% | | |
| Apr-02 | 1 | 1 | 100.00% | 0.00% | 123 | 124 | 99.19% | -0.09 | -1.05 |
| May-02 | | | | | 91 | 92 | 98.91% | | |



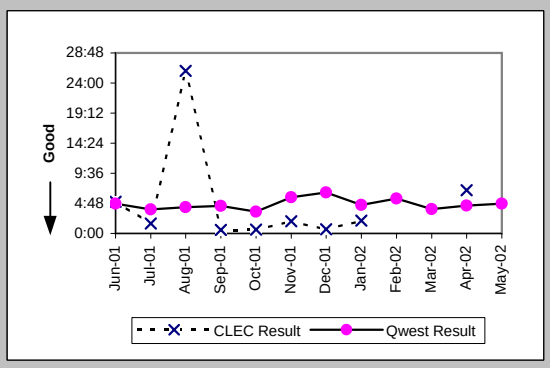

### All Troubles Cleared within 48 hours (Percent) (MR-4C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 4 | 4 | 100.00% | 0.00% | 285 | 287 | 99.30% | -0.17 | -1.1 |
| Jul-01 | 1 | 1 | 100.00% | 0.00% | 222 | 223 | 99.55% | -0.07 | -1.04 |
| Aug-01 | 1 | 1 | 100.00% | 0.00% | 287 | 288 | 99.65% | -0.06 | -1.04 |
| Sep-01 | 1 | 1 | 100.00% | 0.00% | 291 | 293 | 99.32% | -0.08 | -1.05 |
| Oct-01 | 1 | 1 | 100.00% | 0.00% | 337 | 338 | 99.70% | -0.05 | -1.03 |
| Nov-01 | 6 | 6 | 100.00% | 0.00% | 233 | 237 | 98.31% | -0.32 | -1.19 |
| Dec-01 | 1 | 1 | 100.00% | 0.00% | 232 | 238 | 97.48% | -0.16 | -1.1 |
| Jan-02 | 2 | 2 | 100.00% | 0.00% | 297 | 297 | 100.00% | N/A | N/A |
| Feb-02 | | | | | 259 | 260 | 99.62% | | |
| Mar-02 | | | | | 287 | 288 | 99.65% | | |
| Apr-02 | 3 | 3 | 100.00% | 0.00% | 283 | 284 | 99.65% | -0.1 | -1.06 |
| May-02 | | | | | 258 | 259 | 99.61% | | |



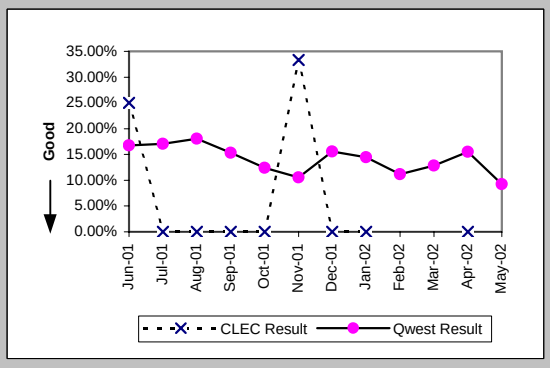

### Mean Time to Restore (Hours:Minutes) (MR-6C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 20:11 | 4 | 5:03 | 3:52 | 1362:38 | 287 | 4:45 | 0.43 | -0.74 |
| Jul-01 | 1:36 | 1 | 1:36 | | 860:06 | 223 | 3:51 | -0.31 | -1.19 |
| Aug-01 | 25:56 | 1 | 25:56 | | 1200:39 | 288 | 4:10 | 2.23 | 0.35 |
| Sep-01 | 0:35 | 1 | 0:35 | | 1292:17 | 293 | 4:25 | -0.39 | -1.24 |
| Oct-01 | 0:36 | 1 | 0:36 | | 1179:07 | 338 | 3:29 | -0.49 | -1.3 |
| Nov-01 | 11:42 | 6 | 1:57 | 1:27 | 1361:14 | 237 | 5:45 | -0.92 | -1.56 |
| Dec-01 | 0:40 | 1 | 0:40 | | 1551:58 | 238 | 6:31 | -0.41 | -1.25 |
| Jan-02 | 4:05 | 2 | 2:02 | 2:31 | 1357:09 | 297 | 4:34 | -0.54 | -1.33 |
| Feb-02 | | | | | 1453:03 | 260 | 5:35 | | |
| Mar-02 | | | | | 1117:26 | 288 | 3:53 | | |
| Apr-02 | 20:38 | 3 | 6:53 | 10:26 | 1260:46 | 284 | 4:26 | 0.69 | -0.58 |
| May-02 | | | | | 1225:40 | 259 | 4:44 | | |




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

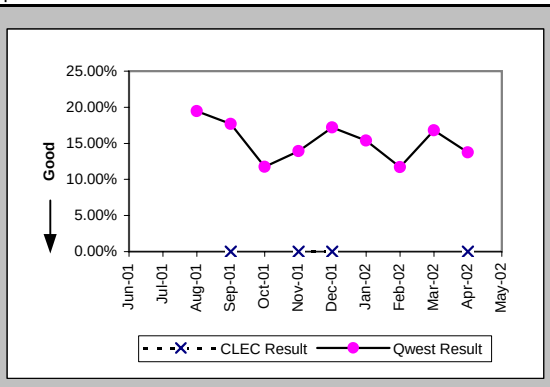
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 1 | 4 | 25.00% | 43.30% | 48 | 287 | 16.72% | 0.43 | -0.74 |
| Jul-01 | 0 | 1 | 0.00% | 0.00% | 38 | 223 | 17.04% | -0.45 | -1.27 |
| Aug-01 | 0 | 1 | 0.00% | 0.00% | 52 | 288 | 18.06% | -0.47 | -1.28 |
| Sep-01 | 0 | 1 | 0.00% | 0.00% | 45 | 293 | 15.36% | -0.43 | -1.26 |
| Oct-01 | 0 | 1 | 0.00% | 0.00% | 42 | 338 | 12.43% | -0.38 | -1.23 |
| Nov-01 | 2 | 6 | 33.33% | 47.14% | 25 | 237 | 10.55% | 1.46 | -0.11 |
| Dec-01 | 0 | 1 | 0.00% | 0.00% | 37 | 238 | 15.55% | -0.43 | -1.26 |
| Jan-02 | 0 | 2 | 0.00% | 0.00% | 43 | 297 | 14.48% | -0.58 | -1.35 |
| Feb-02 | | | | | 29 | 260 | 11.15% | | |
| Mar-02 | | | | | 37 | 288 | 12.85% | | |
| Apr-02 | 0 | 3 | 0.00% | 0.00% | 44 | 284 | 15.49% | -0.74 | -1.45 |
| May-02 | | | | | 24 | 259 | 9.27% | | |



## Checklist #14 - Resale - Business Repair

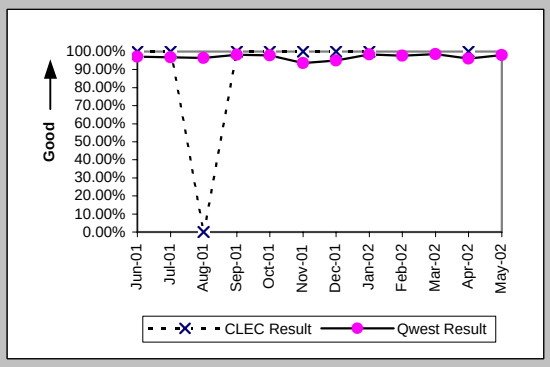
### Repair Repeat Report Rate (Percent) (MR-7C*) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 30 | 154 | 19.48% | | |
| Sep-01 | 0 | 1 | 0.00% | 0.00% | 26 | 147 | 17.69% | -0.46 | -1.28 |
| Oct-01 | | | | | 20 | 170 | 11.76% | | |
| Nov-01 | 0 | 1 | 0.00% | 0.00% | 16 | 115 | 13.91% | -0.4 | -1.24 |
| Dec-01 | 0 | 1 | 0.00% | 0.00% | 21 | 122 | 17.21% | -0.45 | -1.28 |
| Jan-02 | | | | | 24 | 156 | 15.38% | | |
| Feb-02 | | | | | 15 | 128 | 11.72% | | |
| Mar-02 | | | | | 21 | 125 | 16.80% | | |
| Apr-02 | 0 | 2 | 0.00% | 0.00% | 21 | 153 | 13.73% | -0.56 | -1.34 |
| May-02 | | | | | | | | | |



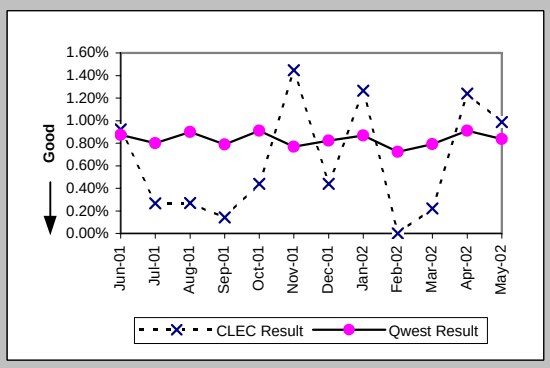

### Repair Appointments Met (Percent) (MR-9C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 4 | 4 | 100.00% | 0.00% | 279 | 287 | 97.21% | -0.34 | -1.2 |
| Jul-01 | 1 | 1 | 100.00% | 0.00% | 216 | 223 | 96.86% | -0.18 | -1.11 |
| Aug-01 | 0 | 1 | 0.00% | 0.00% | 278 | 288 | 96.53% | 2.11 | 0.28 |
| Sep-01 | 1 | 1 | 100.00% | 0.00% | 288 | 293 | 98.29% | -0.13 | -1.08 |
| Oct-01 | 1 | 1 | 100.00% | 0.00% | 331 | 338 | 97.93% | -0.15 | -1.09 |
| Nov-01 | 6 | 6 | 100.00% | 0.00% | 222 | 237 | 93.67% | -0.63 | -1.38 |
| Dec-01 | 1 | 1 | 100.00% | 0.00% | 226 | 238 | 94.96% | -0.23 | -1.14 |
| Jan-02 | 2 | 2 | 100.00% | 0.00% | 292 | 297 | 98.32% | -0.18 | -1.11 |
| Feb-02 | | | | | 254 | 260 | 97.69% | | |
| Mar-02 | | | | | 284 | 288 | 98.61% | | |
| Apr-02 | 3 | 3 | 100.00% | 0.00% | 273 | 284 | 96.13% | -0.35 | -1.21 |
| May-02 | | | | | 254 | 259 | 98.07% | | |



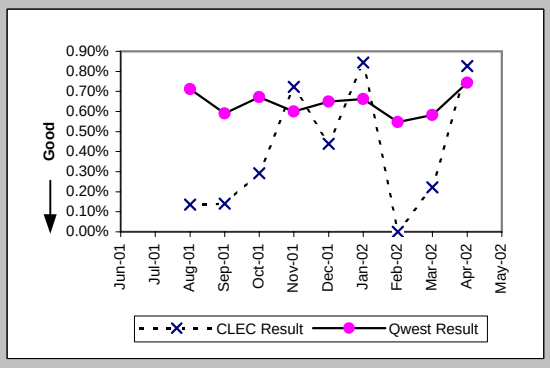

### Trouble Rate (Percent) (MR-8) (Parity)

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 7 | 760 | 0.92% | 9.55% | 875 | 100130 | 0.87% | 0.14 | -0.92 |
| Jul-01 | 2 | 748 | 0.27% | 5.16% | 793 | 99267 | 0.80% | -1.63 | -1.99 |
| Aug-01 | 2 | 741 | 0.27% | 5.19% | 887 | 98658 | 0.90% | -1.81 | -2.1 |
| Sep-01 | 1 | 711 | 0.14% | 3.75% | 774 | 98106 | 0.79% | -1.95 | -2.18 |
| Oct-01 | 3 | 684 | 0.44% | 6.61% | 879 | 96496 | 0.91% | -1.3 | -1.79 |
| Nov-01 | 10 | 691 | 1.45% | 11.94% | 734 | 95586 | 0.77% | 2.04 | 0.24 |
| Dec-01 | 2 | 456 | 0.44% | 6.61% | 781 | 94905 | 0.82% | -0.91 | -1.55 |
| Jan-02 | 6 | 474 | 1.27% | 11.18% | 819 | 94467 | 0.87% | 0.93 | -0.43 |
| Feb-02 | 0 | 463 | 0.00% | 0.00% | 681 | 94014 | 0.72% | -1.83 | -2.11 |
| Mar-02 | 1 | 450 | 0.22% | 4.71% | 741 | 93649 | 0.79% | -1.36 | -1.83 |
| Apr-02 | 6 | 484 | 1.24% | 11.06% | 848 | 93155 | 0.91% | 0.78 | -0.53 |
| May-02 | 5 | 507 | 0.99% | 9.88% | 775 | 92748 | 0.84% | 0.37 | -0.77 |




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

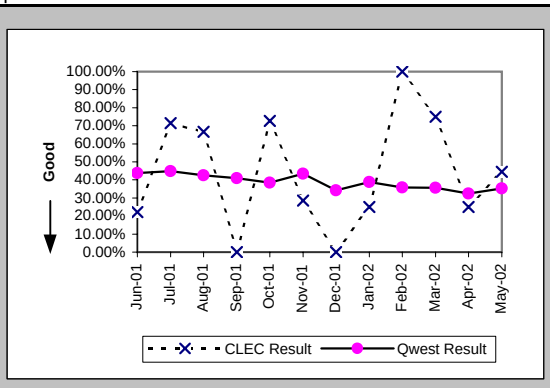
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | 1 | 741 | 0.14% | 3.67% | 702 | 98658 | 0.71% | -1.86 | -2.13 |
| Sep-01 | 1 | 711 | 0.14% | 3.75% | 579 | 98106 | 0.59% | -1.56 | -1.95 |
| Oct-01 | 2 | 684 | 0.29% | 5.40% | 649 | 96496 | 0.67% | -1.21 | -1.74 |
| Nov-01 | 5 | 691 | 0.72% | 8.48% | 574 | 95586 | 0.60% | 0.42 | -0.75 |
| Dec-01 | 2 | 456 | 0.44% | 6.61% | 617 | 94905 | 0.65% | -0.56 | -1.34 |
| Jan-02 | 4 | 474 | 0.84% | 9.15% | 625 | 94467 | 0.66% | 0.54 | -0.67 |
| Feb-02 | 0 | 463 | 0.00% | 0.00% | 515 | 94014 | 0.55% | -1.59 | -1.97 |
| Mar-02 | 1 | 450 | 0.22% | 4.71% | 546 | 93649 | 0.58% | -1 | -1.61 |
| Apr-02 | 4 | 484 | 0.83% | 9.05% | 693 | 93155 | 0.74% | 0.28 | -0.83 |
| May-02 | | | | | | | | | |



## Checklist #14 - Resale - Business Repair

Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10) (Diagnostic)

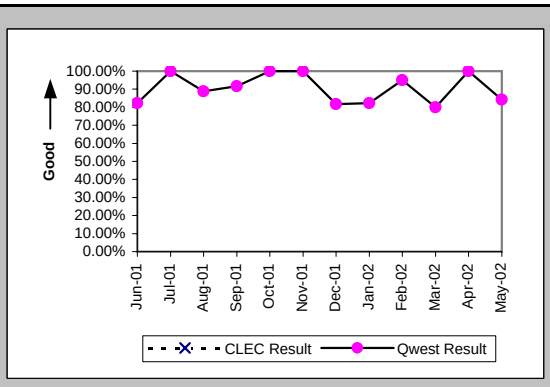
| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 2 | 9 | 22.22% | 41.57% | 680 | 1555 | 43.73% | -1.3 | -1.79 |
| Jul-01 | 5 | 7 | 71.43% | 45.18% | 643 | 1436 | 44.78% | 1.34 | -0.19 |
| Aug-01 | 4 | 6 | 66.67% | 47.14% | 658 | 1545 | 42.59% | 1.11 | -0.33 |
| Sep-01 | 0 | 1 | 0.00% | 0.00% | 538 | 1312 | 41.01% | -0.83 | -1.51 |
| Oct-01 | 8 | 11 | 72.73% | 44.54% | 549 | 1428 | 38.45% | 2.23 | 0.36 |
| Nov-01 | 4 | 14 | 28.57% | 45.18% | 562 | 1296 | 43.36% | -1.11 | -1.68 |
| Dec-01 | 0 | 2 | 0.00% | 0.00% | 405 | 1186 | 34.15% | -1.02 | -1.62 |
| Jan-02 | 2 | 8 | 25.00% | 43.30% | 520 | 1339 | 38.84% | -0.8 | -1.49 |
| Feb-02 | 3 | 3 | 100.00% | 0.00% | 379 | 1060 | 35.75% | 2.02 | 0.23 |
| Mar-02 | 3 | 4 | 75.00% | 43.30% | 410 | 1151 | 35.62% | 1.46 | -0.11 |
| Apr-02 | 2 | 8 | 25.00% | 43.30% | 408 | 1256 | 32.48% | -0.45 | -1.27 |
| May-02 | 4 | 9 | 44.44% | 49.69% | 422 | 1197 | 35.25% | 0.56 | -0.66 |



## Checklist #14 - Resale - Centrex Installation

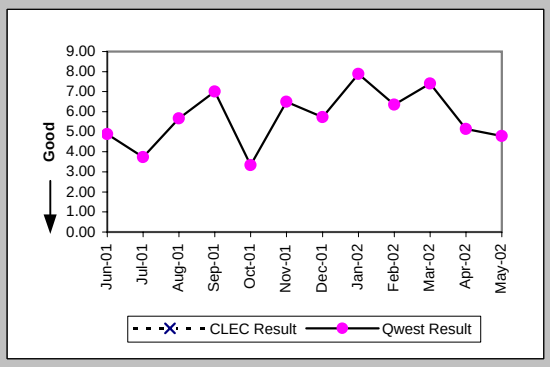
### Installation Commitments Met (Percent) (OP-3A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 14 | 17 | 82.35% | | |
| Jul-01 | | | | | 11 | 11 | 100.00% | | |
| Aug-01 | | | | | 8 | 9 | 88.89% | | |
| Sep-01 | | | | | 11 | 12 | 91.67% | | |
| Oct-01 | | | | | 18 | 18 | 100.00% | | |
| Nov-01 | | | | | 4 | 4 | 100.00% | | |
| Dec-01 | | | | | 9 | 11 | 81.82% | | |
| Jan-02 | | | | | 14 | 17 | 82.35% | | |
| Feb-02 | | | | | 19 | 20 | 95.00% | | |
| Mar-02 | | | | | 12 | 15 | 80.00% | | |
| Apr-02 | | | | | 7 | 7 | 100.00% | | |
| May-02 | | | | | 16 | 19 | 84.21% | | |



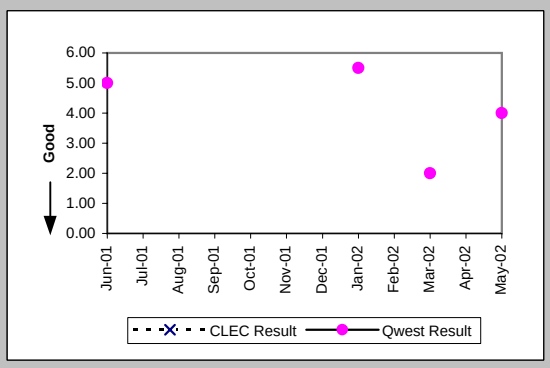

### Installation Interval (Average Days) (OP-4A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 83 | 17 | 4.88 | | |
| Jul-01 | | | | | 41 | 11 | 3.73 | | |
| Aug-01 | | | | | 51 | 9 | 5.67 | | |
| Sep-01 | | | | | 84 | 12 | 7.00 | | |
| Oct-01 | | | | | 60 | 18 | 3.33 | | |
| Nov-01 | | | | | 26 | 4 | 6.50 | | |
| Dec-01 | | | | | 63 | 11 | 5.73 | | |
| Jan-02 | | | | | 134 | 17 | 7.88 | | |
| Feb-02 | | | | | 127 | 20 | 6.35 | | |
| Mar-02 | | | | | 111 | 15 | 7.40 | | |
| Apr-02 | | | | | 36 | 7 | 5.14 | | |
| May-02 | | | | | 91 | 19 | 4.79 | | |



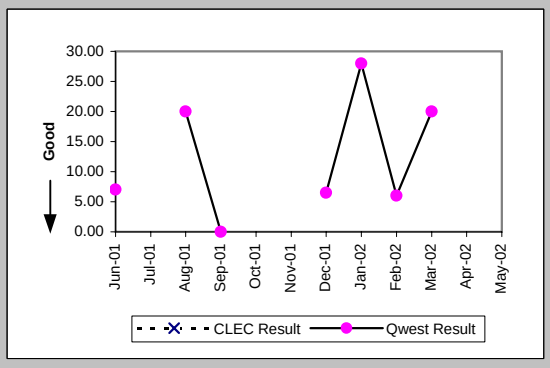

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-1) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 5 | 1 | 5.00 | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | 11 | 2 | 5.50 | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | 2 | 1 | 2.00 | | |
| Apr-02 | | | | | | | | | |
| May-02 | | | | | 12 | 3 | 4.00 | | |




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

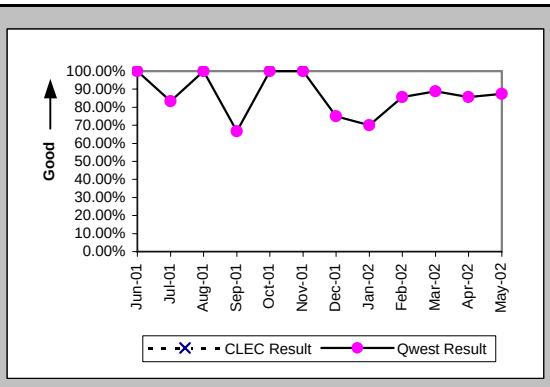
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 14 | 2 | 7.00 | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 20 | 1 | 20.00 | | |
| Sep-01 | | | | | 0 | 1 | 0.00 | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | 13 | 2 | 6.50 | | |
| Jan-02 | | | | | 28 | 1 | 28.00 | | |
| Feb-02 | | | | | 6 | 1 | 6.00 | | |
| Mar-02 | | | | | 40 | 2 | 20.00 | | |
| Apr-02 | | | | | | | | | |
| May-02 | | | | | | | | | |



## Checklist #14 - Resale - Centrex Installation

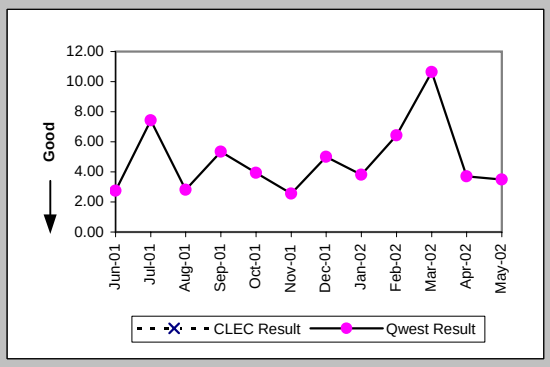
### Installation Commitments Met (Percent) (OP-3B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 4 | 4 | 100.00% | | |
| Jul-01 | | | | | 10 | 12 | 83.33% | | |
| Aug-01 | | | | | 4 | 4 | 100.00% | | |
| Sep-01 | | | | | 2 | 3 | 66.67% | | |
| Oct-01 | | | | | 14 | 14 | 100.00% | | |
| Nov-01 | | | | | 9 | 9 | 100.00% | | |
| Dec-01 | | | | | 3 | 4 | 75.00% | | |
| Jan-02 | | | | | 7 | 10 | 70.00% | | |
| Feb-02 | | | | | 6 | 7 | 85.71% | | |
| Mar-02 | | | | | 8 | 9 | 88.89% | | |
| Apr-02 | | | | | 6 | 7 | 85.71% | | |
| May-02 | | | | | 7 | 8 | 87.50% | | |



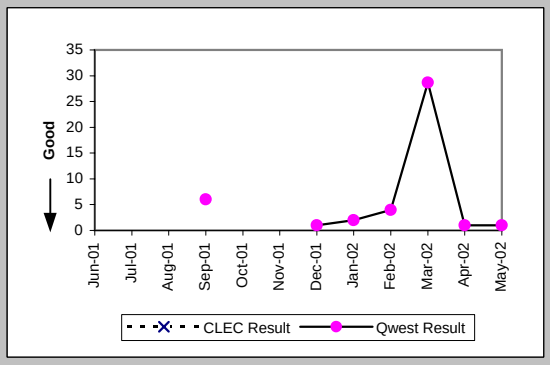

### Installation Interval (Average Days) (OP-4B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 11 | 4 | 2.75 | | |
| Jul-01 | | | | | 89 | 12 | 7.42 | | |
| Aug-01 | | | | | 14 | 5 | 2.80 | | |
| Sep-01 | | | | | 16 | 3 | 5.33 | | |
| Oct-01 | | | | | 55 | 14 | 3.93 | | |
| Nov-01 | | | | | 23 | 9 | 2.56 | | |
| Dec-01 | | | | | 20 | 4 | 5.00 | | |
| Jan-02 | | | | | 38 | 10 | 3.80 | | |
| Feb-02 | | | | | 45 | 7 | 6.43 | | |
| Mar-02 | | | | | 117 | 11 | 10.64 | | |
| Apr-02 | | | | | 26 | 7 | 3.71 | | |
| May-02 | | | | | 28 | 8 | 3.50 | | |



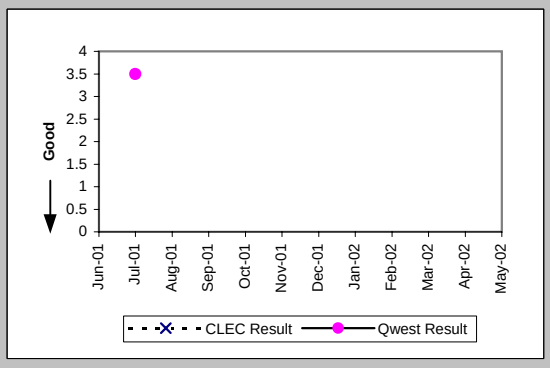

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-2) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | 6 | 1 | 6.00 | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | 1 | 1 | 1.00 | | |
| Jan-02 | | | | | 6 | 3 | 2.00 | | |
| Feb-02 | | | | | 4 | 1 | 4.00 | | |
| Mar-02 | | | | | 86 | 3 | 28.67 | | |
| Apr-02 | | | | | 1 | 1 | 1.00 | | |
| May-02 | | | | | 1 | 1 | 1.00 | | |




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

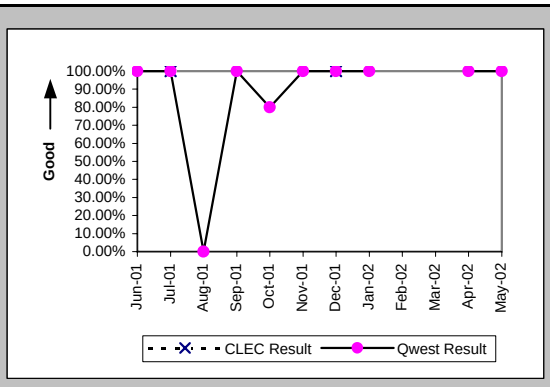
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | 7 | 2 | 3.50 | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | | | | | |
| Apr-02 | | | | | | | | | |
| May-02 | | | | | | | | | |



## Checklist #14 - Resale - Centrex Installation

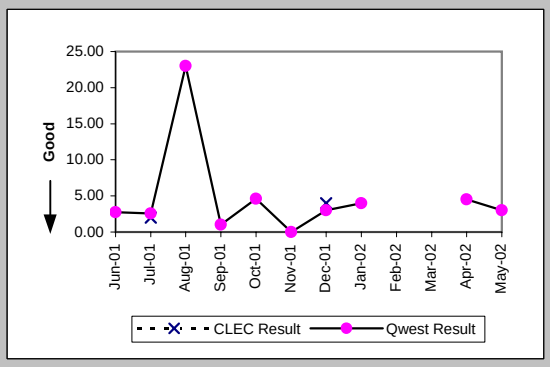
### Installation Commitments Met (Percent) (OP-3C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 84 | 84 | 100.00% | | |
| Jul-01 | 1 | 1 | 100.00% | 0.00% | 12 | 12 | 100.00% | N/A | N/A |
| Aug-01 | | | | | 0 | 1 | 0.00% | | |
| Sep-01 | | | | | 1 | 1 | 100.00% | | |
| Oct-01 | | | | | 4 | 5 | 80.00% | | |
| Nov-01 | | | | | 2 | 2 | 100.00% | | |
| Dec-01 | 1 | 1 | 100.00% | 0.00% | 1 | 1 | 100.00% | N/A | N/A |
| Jan-02 | | | | | 4 | 4 | 100.00% | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | | | | | |
| Apr-02 | | | | | 2 | 2 | 100.00% | | |
| May-02 | | | | | 3 | 3 | 100.00% | | |



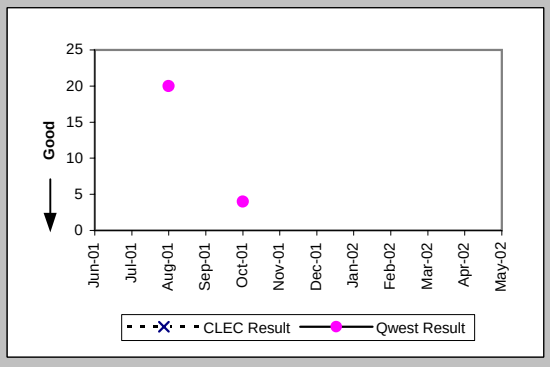

### Installation Interval (Average Days) (OP-4C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 229 | 84 | 2.73 | | |
| Jul-01 | 2 | 1 | 2.00 | | 31 | 12 | 2.58 | -0.36 | -1.22 |
| Aug-01 | | | | | 23 | 1 | 23.00 | | |
| Sep-01 | | | | | 1 | 1 | 1.00 | | |
| Oct-01 | | | | | 23 | 5 | 4.60 | | |
| Nov-01 | | | | | 0 | 2 | 0.00 | | |
| Dec-01 | 4 | 1 | 4.00 | | 3 | 1 | 3.00 | | |
| Jan-02 | | | | | 12 | 3 | 4.00 | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | | | | | |
| Apr-02 | | | | | 9 | 2 | 4.50 | | |
| May-02 | | | | | 9 | 3 | 3.00 | | |



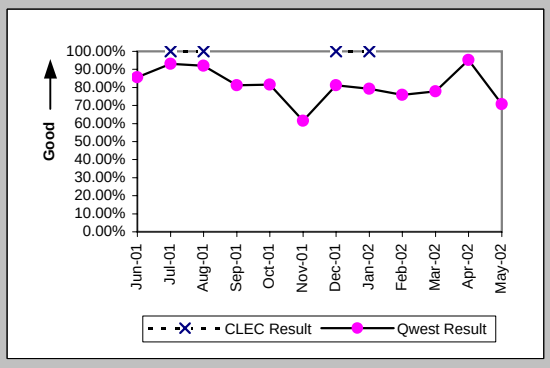

### Delayed Days for Facility Reasons (Average Days) (OP-6B-3) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 20 | 1 | 20.00 | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | 4 | 1 | 4.00 | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | | | | | |
| Apr-02 | | | | | | | | | |
| May-02 | | | | | | | | | |




### New Service Installation Quality (Percent) (OP-5) (Parity)

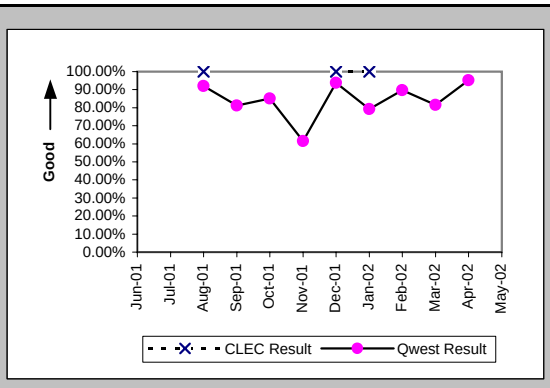
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 102 | 119 | 85.71% | | |
| Jul-01 | 1 | 1 | 100.00% | 0.00% | 68 | 73 | 93.15% | -0.27 | -1.16 |
| Aug-01 | 1 | 1 | 100.00% | 0.00% | 23 | 25 | 92.00% | -0.29 | -1.18 |
| Sep-01 | | | | | 13 | 16 | 81.25% | | |
| Oct-01 | | | | | 22 | 27 | 81.48% | | |
| Nov-01 | | | | | 16 | 26 | 61.54% | | |
| Dec-01 | 1 | 1 | 100.00% | 0.00% | 13 | 16 | 81.25% | -0.47 | -1.28 |
| Jan-02 | 1 | 1 | 100.00% | 0.00% | 19 | 24 | 79.17% | -0.5 | -1.31 |
| Feb-02 | | | | | 22 | 29 | 75.86% | | |
| Mar-02 | | | | | 21 | 27 | 77.78% | | |
| Apr-02 | | | | | 20 | 21 | 95.24% | | |
| May-02 | | | | | 17 | 24 | 70.83% | | |



## Checklist #14 - Resale - Centrex Installation

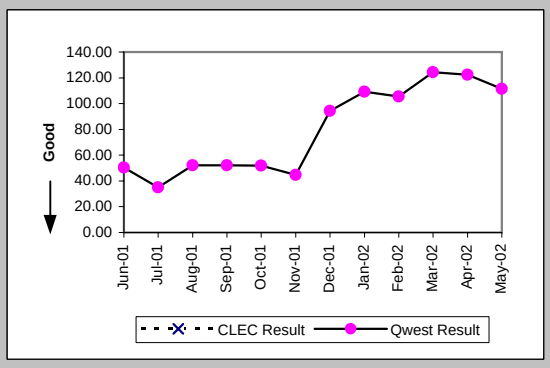
New Service Installation Quality (Percent) (OP-5*) (Parity)

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | 1 | 1 | 100.00% | 0.00% | 23 | 25 | 92.00% | -0.29 | -1.18 |
| Sep-01 | | | | | 13 | 16 | 81.25% | | |
| Oct-01 | | | | | 23 | 27 | 85.19% | | |
| Nov-01 | | | | | 16 | 26 | 61.54% | | |
| Dec-01 | 1 | 1 | 100.00% | 0.00% | 15 | 16 | 93.75% | -0.25 | -1.15 |
| Jan-02 | 1 | 1 | 100.00% | 0.00% | 19 | 24 | 79.17% | -0.5 | -1.31 |
| Feb-02 | | | | | 26 | 29 | 89.66% | | |
| Mar-02 | | | | | 22 | 27 | 81.48% | | |
| Apr-02 | | | | | 20 | 21 | 95.24% | | |
| May-02 | | | | | | | | | |



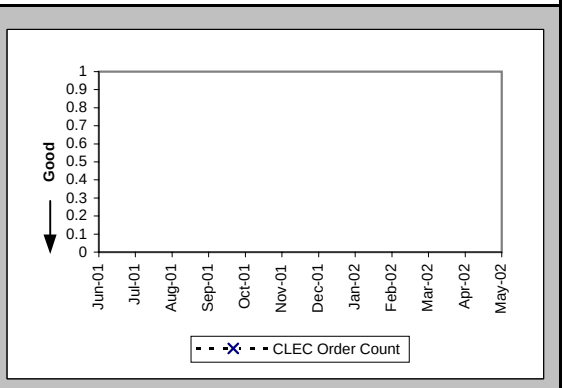

Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A) (Diagnostic)

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 553 | 11 | 50.27 | | |
| Jul-01 | | | | | 525 | 15 | 35.00 | | |
| Aug-01 | | | | | 731 | 14 | 52.21 | | |
| Sep-01 | | | | | 938 | 18 | 52.11 | | |
| Oct-01 | | | | | 832 | 16 | 52.00 | | |
| Nov-01 | | | | | 1252 | 28 | 44.71 | | |
| Dec-01 | | | | | 1131 | 12 | 94.25 | | |
| Jan-02 | | | | | 1312 | 12 | 109.33 | | |
| Feb-02 | | | | | 1581 | 15 | 105.40 | | |
| Mar-02 | | | | | 1867 | 15 | 124.47 | | |
| Apr-02 | | | | | 2205 | 18 | 122.50 | | |
| May-02 | | | | | 2116 | 19 | 111.37 | | |



Checklist #14 - Resale - Centrex Installation

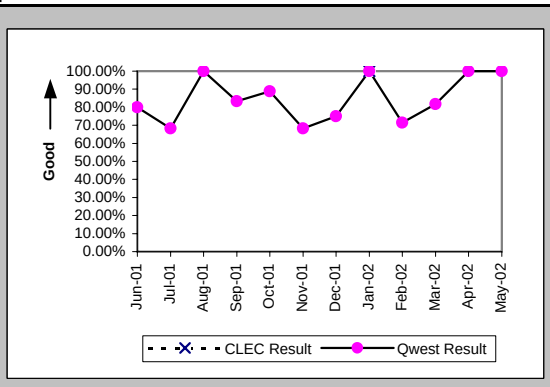
| Count of Pending Orders Delayed for Facilities Reasons Centrex (OP-15B) (Diagnostic) | |
|---|---|
| Date | CLEC Order Count |
| Jun-01 | |
| Jul-01 | |
| Aug-01 | |
| Sep-01 | |
| Oct-01 | |
| Nov-01 | |
| Dec-01 | |
| Jan-02 | |
| Feb-02 | |
| Mar-02 | |
| Apr-02 | |
| May-02 | |



## Checklist #14 - Resale - Centrex Repair

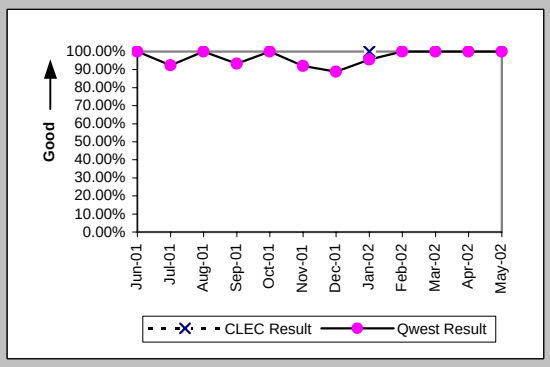
### Out of Service Cleared within 24 hours (Percent) (MR-3A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 8 | 10 | 80.00% | | |
| Jul-01 | | | | | 15 | 22 | 68.18% | | |
| Aug-01 | | | | | 13 | 13 | 100.00% | | |
| Sep-01 | | | | | 10 | 12 | 83.33% | | |
| Oct-01 | | | | | 16 | 18 | 88.89% | | |
| Nov-01 | | | | | 15 | 22 | 68.18% | | |
| Dec-01 | | | | | 12 | 16 | 75.00% | | |
| Jan-02 | 1 | 1 | 100.00% | 0.00% | 19 | 19 | 100.00% | N/A | N/A |
| Feb-02 | | | | | 5 | 7 | 71.43% | | |
| Mar-02 | | | | | 9 | 11 | 81.82% | | |
| Apr-02 | | | | | 10 | 10 | 100.00% | | |
| May-02 | | | | | 7 | 7 | 100.00% | | |



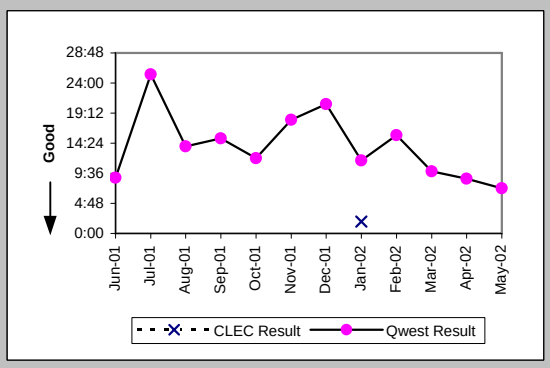

### All Troubles Cleared within 48 hours (Percent) (MR-4A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 14 | 14 | 100.00% | | |
| Jul-01 | | | | | 24 | 26 | 92.31% | | |
| Aug-01 | | | | | 17 | 17 | 100.00% | | |
| Sep-01 | | | | | 14 | 15 | 93.33% | | |
| Oct-01 | | | | | 21 | 21 | 100.00% | | |
| Nov-01 | | | | | 23 | 25 | 92.00% | | |
| Dec-01 | | | | | 24 | 27 | 88.89% | | |
| Jan-02 | 1 | 1 | 100.00% | 0.00% | 22 | 23 | 95.65% | -0.21 | -1.13 |
| Feb-02 | | | | | 10 | 10 | 100.00% | | |
| Mar-02 | | | | | 14 | 14 | 100.00% | | |
| Apr-02 | | | | | 13 | 13 | 100.00% | | |
| May-02 | | | | | 12 | 12 | 100.00% | | |



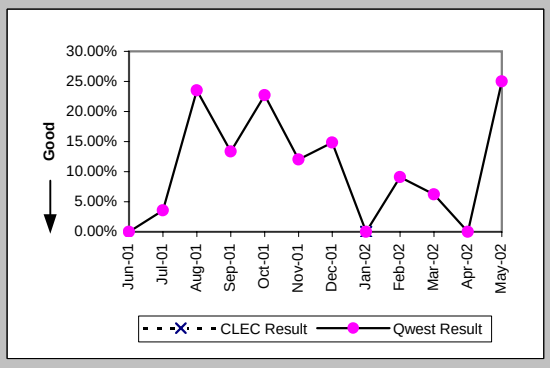

### Mean Time to Restore (Hours:Minutes) (MR-6A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 124:25 | 14 | 8:53 | | |
| Jul-01 | | | | | 660:32 | 26 | 25:24 | | |
| Aug-01 | | | | | 236:22 | 17 | 13:54 | | |
| Sep-01 | | | | | 227:10 | 15 | 15:09 | | |
| Oct-01 | | | | | 252:03 | 21 | 12:00 | | |
| Nov-01 | | | | | 452:58 | 25 | 18:07 | | |
| Dec-01 | | | | | 556:40 | 27 | 20:37 | | |
| Jan-02 | 1:52 | 1 | 1:52 | | 268:13 | 23 | 11:40 | -0.65 | -1.4 |
| Feb-02 | | | | | 156:48 | 10 | 15:41 | | |
| Mar-02 | | | | | 138:20 | 14 | 9:53 | | |
| Apr-02 | | | | | 113:38 | 13 | 8:44 | | |
| May-02 | | | | | 86:24 | 12 | 7:12 | | |




### Repair Repeat Report Rate (Percent) (MR-7A) (Parity)-- Dispatches Within MSAs

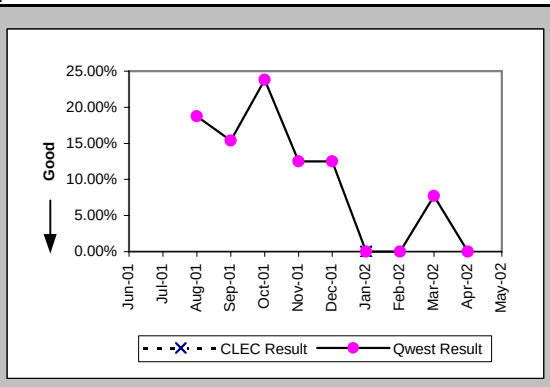
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 0 | 15 | 0.00% | | |
| Jul-01 | | | | | 1 | 28 | 3.57% | | |
| Aug-01 | | | | | 4 | 17 | 23.53% | | |
| Sep-01 | | | | | 2 | 15 | 13.33% | | |
| Oct-01 | | | | | 5 | 22 | 22.73% | | |
| Nov-01 | | | | | 3 | 25 | 12.00% | | |
| Dec-01 | | | | | 4 | 27 | 14.81% | | |
| Jan-02 | 0 | 1 | 0.00% | 0.00% | 0 | 23 | 0.00% | N/A | N/A |
| Feb-02 | | | | | 1 | 11 | 9.09% | | |
| Mar-02 | | | | | 1 | 16 | 6.25% | | |
| Apr-02 | | | | | 0 | 13 | 0.00% | | |
| May-02 | | | | | 3 | 12 | 25.00% | | |



## Checklist #14 - Resale - Centrex Repair

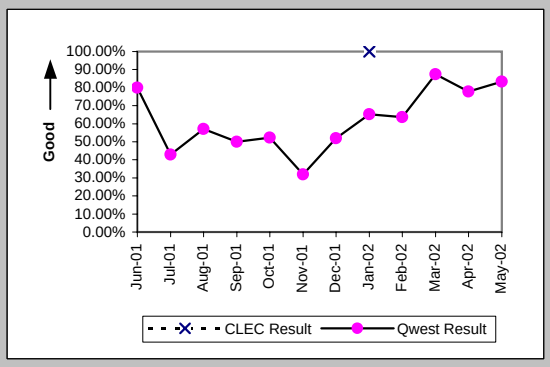
### Repair Repeat Report Rate (Percent) (MR-7A*) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 3 | 16 | 18.75% | | |
| Sep-01 | | | | | 2 | 13 | 15.38% | | |
| Oct-01 | | | | | 5 | 21 | 23.81% | | |
| Nov-01 | | | | | 3 | 24 | 12.50% | | |
| Dec-01 | | | | | 3 | 24 | 12.50% | | |
| Jan-02 | 0 | 1 | 0.00% | 0.00% | 0 | 21 | 0.00% | N/A | N/A |
| Feb-02 | | | | | 0 | 10 | 0.00% | | |
| Mar-02 | | | | | 1 | 13 | 7.69% | | |
| Apr-02 | | | | | 0 | 11 | 0.00% | | |
| May-02 | | | | | | | | | |



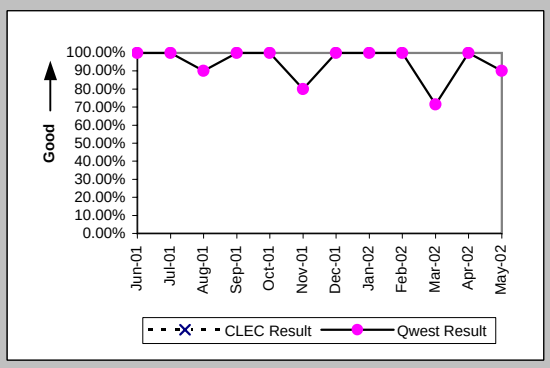

### Repair Appointments Met (Percent) (MR-9A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 12 | 15 | 80.00% | | |
| Jul-01 | | | | | 12 | 28 | 42.86% | | |
| Aug-01 | | | | | 8 | 14 | 57.14% | | |
| Sep-01 | | | | | 7 | 14 | 50.00% | | |
| Oct-01 | | | | | 11 | 21 | 52.38% | | |
| Nov-01 | | | | | 8 | 25 | 32.00% | | |
| Dec-01 | | | | | 13 | 25 | 52.00% | | |
| Jan-02 | 1 | 1 | 100.00% | 0.00% | 15 | 23 | 65.22% | -0.71 | -1.43 |
| Feb-02 | | | | | 7 | 11 | 63.64% | | |
| Mar-02 | | | | | 14 | 16 | 87.50% | | |
| Apr-02 | | | | | 7 | 9 | 77.78% | | |
| May-02 | | | | | 10 | 12 | 83.33% | | |



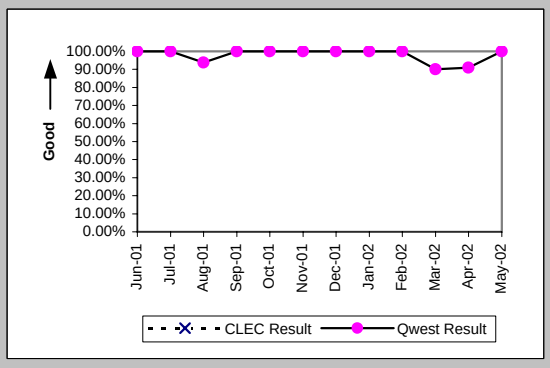

### Out of Service Cleared within 24 hours (Percent) (MR-3B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 5 | 5 | 100.00% | | |
| Jul-01 | | | | | 2 | 2 | 100.00% | | |
| Aug-01 | | | | | 9 | 10 | 90.00% | | |
| Sep-01 | | | | | 10 | 10 | 100.00% | | |
| Oct-01 | | | | | 14 | 14 | 100.00% | | |
| Nov-01 | | | | | 4 | 5 | 80.00% | | |
| Dec-01 | | | | | 6 | 6 | 100.00% | | |
| Jan-02 | | | | | 6 | 6 | 100.00% | | |
| Feb-02 | | | | | 7 | 7 | 100.00% | | |
| Mar-02 | | | | | 5 | 7 | 71.43% | | |
| Apr-02 | | | | | 9 | 9 | 100.00% | | |
| May-02 | | | | | 9 | 10 | 90.00% | | |




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

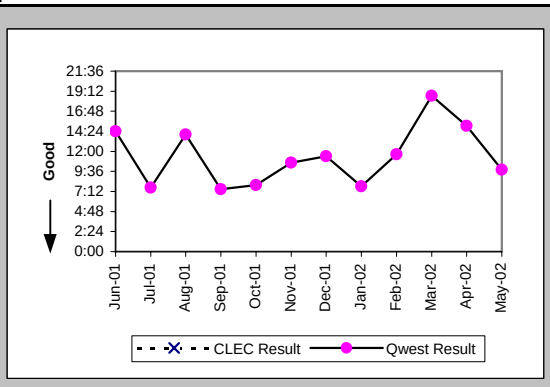
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 8 | 8 | 100.00% | | |
| Jul-01 | | | | | 6 | 6 | 100.00% | | |
| Aug-01 | | | | | 15 | 16 | 93.75% | | |
| Sep-01 | | | | | 12 | 12 | 100.00% | | |
| Oct-01 | | | | | 15 | 15 | 100.00% | | |
| Nov-01 | | | | | 7 | 7 | 100.00% | | |
| Dec-01 | | | | | 7 | 7 | 100.00% | | |
| Jan-02 | | | | | 9 | 9 | 100.00% | | |
| Feb-02 | | | | | 11 | 11 | 100.00% | | |
| Mar-02 | | | | | 9 | 10 | 90.00% | | |
| Apr-02 | | | | | 10 | 11 | 90.91% | | |
| May-02 | | | | | 15 | 15 | 100.00% | | |



## Checklist #14 - Resale - Centrex Repair

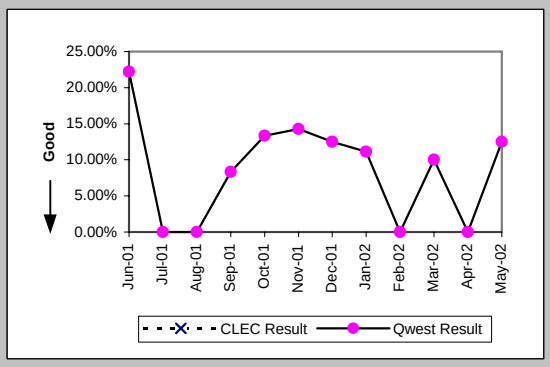
### Mean Time to Restore (Hours:Minutes) (MR-6B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 115:01 | 8 | 14:23 | | |
| Jul-01 | | | | | 45:57 | 6 | 7:39 | | |
| Aug-01 | | | | | 224:18 | 16 | 14:01 | | |
| Sep-01 | | | | | 89:23 | 12 | 7:27 | | |
| Oct-01 | | | | | 119:44 | 15 | 7:59 | | |
| Nov-01 | | | | | 74:31 | 7 | 10:39 | | |
| Dec-01 | | | | | 79:52 | 7 | 11:25 | | |
| Jan-02 | | | | | 70:24 | 9 | 7:49 | | |
| Feb-02 | | | | | 128:02 | 11 | 11:38 | | |
| Mar-02 | | | | | 186:35 | 10 | 18:40 | | |
| Apr-02 | | | | | 165:46 | 11 | 15:04 | | |
| May-02 | | | | | 147:21 | 15 | 9:49 | | |



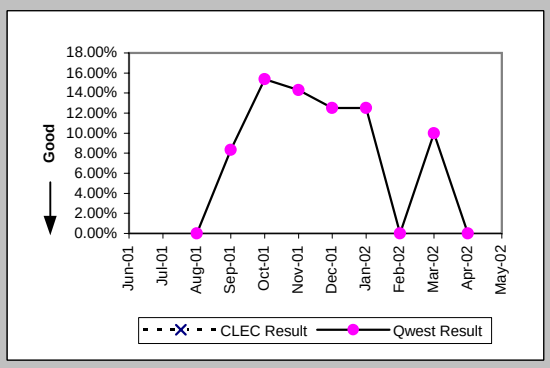

### Repair Repeat Report Rate (Percent) (MR-7B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 2 | 9 | 22.22% | | |
| Jul-01 | | | | | 0 | 6 | 0.00% | | |
| Aug-01 | | | | | 0 | 16 | 0.00% | | |
| Sep-01 | | | | | 1 | 12 | 8.33% | | |
| Oct-01 | | | | | 2 | 15 | 13.33% | | |
| Nov-01 | | | | | 1 | 7 | 14.29% | | |
| Dec-01 | | | | | 1 | 8 | 12.50% | | |
| Jan-02 | | | | | 1 | 9 | 11.11% | | |
| Feb-02 | | | | | 0 | 11 | 0.00% | | |
| Mar-02 | | | | | 1 | 10 | 10.00% | | |
| Apr-02 | | | | | 0 | 11 | 0.00% | | |
| May-02 | | | | | 2 | 16 | 12.50% | | |



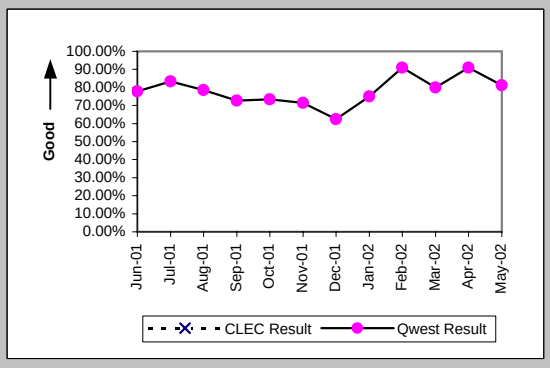

### Repair Repeat Report Rate (Percent) (MR-7B*) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 0 | 13 | 0.00% | | |
| Sep-01 | | | | | 1 | 12 | 8.33% | | |
| Oct-01 | | | | | 2 | 13 | 15.38% | | |
| Nov-01 | | | | | 1 | 7 | 14.29% | | |
| Dec-01 | | | | | 1 | 8 | 12.50% | | |
| Jan-02 | | | | | 1 | 8 | 12.50% | | |
| Feb-02 | | | | | 0 | 11 | 0.00% | | |
| Mar-02 | | | | | 1 | 10 | 10.00% | | |
| Apr-02 | | | | | 0 | 11 | 0.00% | | |
| May-02 | | | | | | | | | |




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

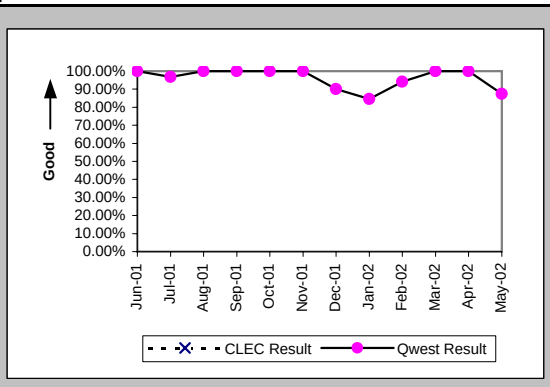
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 7 | 9 | 77.78% | | |
| Jul-01 | | | | | 5 | 6 | 83.33% | | |
| Aug-01 | | | | | 11 | 14 | 78.57% | | |
| Sep-01 | | | | | 8 | 11 | 72.73% | | |
| Oct-01 | | | | | 11 | 15 | 73.33% | | |
| Nov-01 | | | | | 5 | 7 | 71.43% | | |
| Dec-01 | | | | | 5 | 8 | 62.50% | | |
| Jan-02 | | | | | 6 | 8 | 75.00% | | |
| Feb-02 | | | | | 10 | 11 | 90.91% | | |
| Mar-02 | | | | | 8 | 10 | 80.00% | | |
| Apr-02 | | | | | 10 | 11 | 90.91% | | |
| May-02 | | | | | 13 | 16 | 81.25% | | |



## Checklist #14 - Resale - Centrex Repair

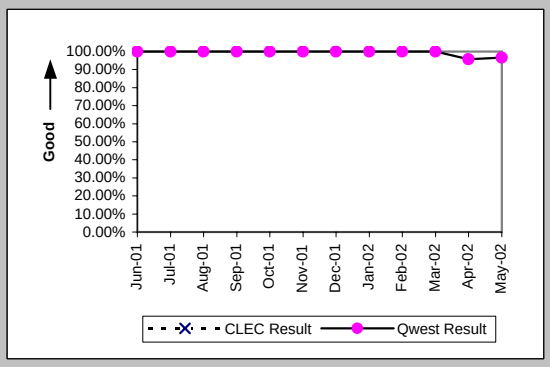
### Out of Service Cleared within 24 hours (Percent) (MR-3C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 18 | 18 | 100.00% | | |
| Jul-01 | | | | | 31 | 32 | 96.88% | | |
| Aug-01 | | | | | 11 | 11 | 100.00% | | |
| Sep-01 | | | | | 13 | 13 | 100.00% | | |
| Oct-01 | | | | | 13 | 13 | 100.00% | | |
| Nov-01 | | | | | 6 | 6 | 100.00% | | |
| Dec-01 | | | | | 9 | 10 | 90.00% | | |
| Jan-02 | | | | | 11 | 13 | 84.62% | | |
| Feb-02 | | | | | 16 | 17 | 94.12% | | |
| Mar-02 | | | | | 8 | 8 | 100.00% | | |
| Apr-02 | | | | | 16 | 16 | 100.00% | | |
| May-02 | | | | | 14 | 16 | 87.50% | | |



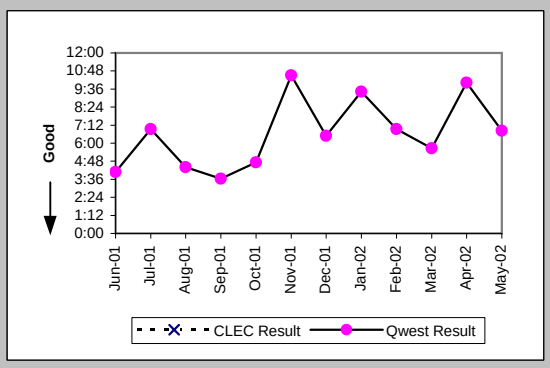

### All Troubles Cleared within 48 hours (Percent) (MR-4C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 34 | 34 | 100.00% | | |
| Jul-01 | | | | | 49 | 49 | 100.00% | | |
| Aug-01 | | | | | 23 | 23 | 100.00% | | |
| Sep-01 | | | | | 20 | 20 | 100.00% | | |
| Oct-01 | | | | | 23 | 23 | 100.00% | | |
| Nov-01 | | | | | 17 | 17 | 100.00% | | |
| Dec-01 | | | | | 19 | 19 | 100.00% | | |
| Jan-02 | | | | | 23 | 23 | 100.00% | | |
| Feb-02 | | | | | 27 | 27 | 100.00% | | |
| Mar-02 | | | | | 22 | 22 | 100.00% | | |
| Apr-02 | | | | | 23 | 24 | 95.83% | | |
| May-02 | | | | | 28 | 29 | 96.55% | | |



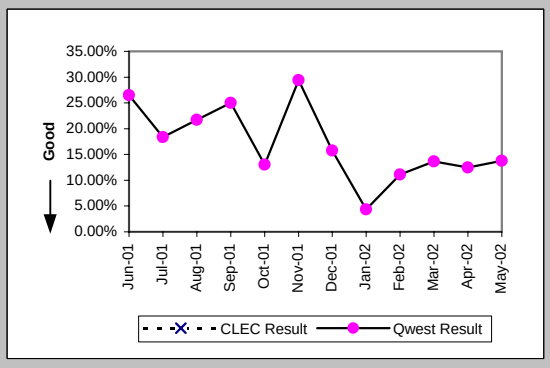

### Mean Time to Restore (Hours:Minutes) (MR-6C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 138:48 | 34 | 4:05 | | |
| Jul-01 | | | | | 339:33 | 49 | 6:56 | | |
| Aug-01 | | | | | 101:07 | 23 | 4:24 | | |
| Sep-01 | | | | | 72:35 | 20 | 3:38 | | |
| Oct-01 | | | | | 108:21 | 23 | 4:43 | | |
| Nov-01 | | | | | 178:49 | 17 | 10:31 | | |
| Dec-01 | | | | | 123:02 | 19 | 6:29 | | |
| Jan-02 | | | | | 216:28 | 23 | 9:25 | | |
| Feb-02 | | | | | 187:15 | 27 | 6:56 | | |
| Mar-02 | | | | | 124:35 | 22 | 5:40 | | |
| Apr-02 | | | | | 240:12 | 24 | 10:01 | | |
| May-02 | | | | | 198:16 | 29 | 6:50 | | |




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

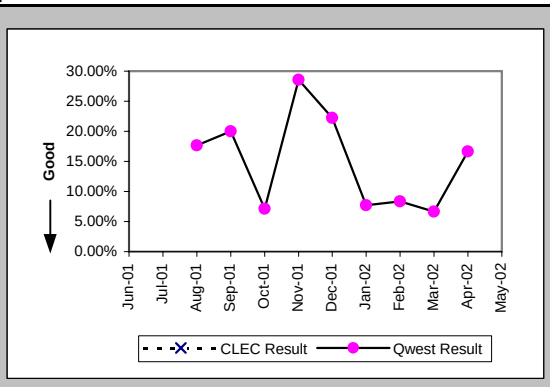
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 9 | 34 | 26.47% | | |
| Jul-01 | | | | | 9 | 49 | 18.37% | | |
| Aug-01 | | | | | 5 | 23 | 21.74% | | |
| Sep-01 | | | | | 5 | 20 | 25.00% | | |
| Oct-01 | | | | | 3 | 23 | 13.04% | | |
| Nov-01 | | | | | 5 | 17 | 29.41% | | |
| Dec-01 | | | | | 3 | 19 | 15.79% | | |
| Jan-02 | | | | | 1 | 23 | 4.35% | | |
| Feb-02 | | | | | 3 | 27 | 11.11% | | |
| Mar-02 | | | | | 3 | 22 | 13.64% | | |
| Apr-02 | | | | | 3 | 24 | 12.50% | | |
| May-02 | | | | | 4 | 29 | 13.79% | | |



## Checklist #14 - Resale - Centrex Repair

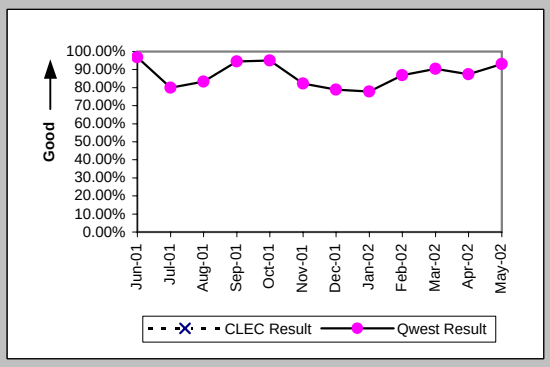
### Repair Repeat Report Rate (Percent) (MR-7C*) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 3 | 17 | 17.65% | | |
| Sep-01 | | | | | 3 | 15 | 20.00% | | |
| Oct-01 | | | | | 1 | 14 | 7.14% | | |
| Nov-01 | | | | | 4 | 14 | 28.57% | | |
| Dec-01 | | | | | 2 | 9 | 22.22% | | |
| Jan-02 | | | | | 1 | 13 | 7.69% | | |
| Feb-02 | | | | | 1 | 12 | 8.33% | | |
| Mar-02 | | | | | 1 | 15 | 6.67% | | |
| Apr-02 | | | | | 3 | 18 | 16.67% | | |
| May-02 | | | | | | | | | |



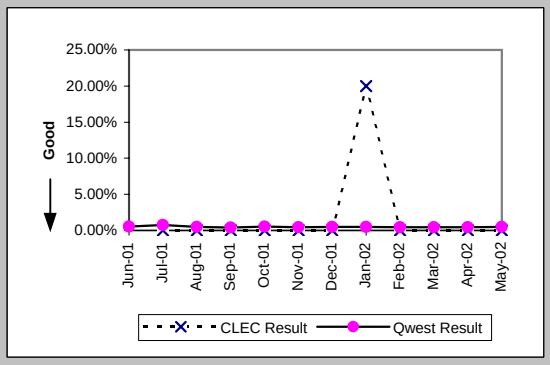

### Repair Appointments Met (Percent) (MR-9C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 30 | 31 | 96.77% | | |
| Jul-01 | | | | | 36 | 45 | 80.00% | | |
| Aug-01 | | | | | 15 | 18 | 83.33% | | |
| Sep-01 | | | | | 17 | 18 | 94.44% | | |
| Oct-01 | | | | | 19 | 20 | 95.00% | | |
| Nov-01 | | | | | 14 | 17 | 82.35% | | |
| Dec-01 | | | | | 15 | 19 | 78.95% | | |
| Jan-02 | | | | | 14 | 18 | 77.78% | | |
| Feb-02 | | | | | 20 | 23 | 86.96% | | |
| Mar-02 | | | | | 19 | 21 | 90.48% | | |
| Apr-02 | | | | | 14 | 16 | 87.50% | | |
| May-02 | | | | | 27 | 29 | 93.10% | | |



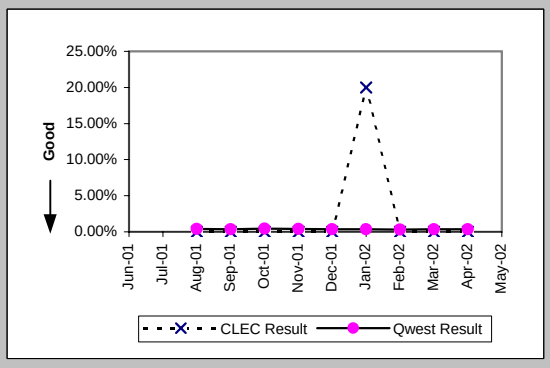

### Trouble Rate (Percent) (MR-8) (Parity)

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 58 | 11319 | 0.51% | | |
| Jul-01 | 0 | 5 | 0.00% | 0.00% | 83 | 11314 | 0.73% | -0.19 | -1.12 |
| Aug-01 | 0 | 5 | 0.00% | 0.00% | 56 | 11257 | 0.50% | -0.16 | -1.1 |
| Sep-01 | 0 | 5 | 0.00% | 0.00% | 47 | 11243 | 0.42% | -0.14 | -1.09 |
| Oct-01 | 0 | 5 | 0.00% | 0.00% | 60 | 11298 | 0.53% | -0.16 | -1.1 |
| Nov-01 | 0 | 5 | 0.00% | 0.00% | 49 | 11442 | 0.43% | -0.15 | -1.09 |
| Dec-01 | 0 | 4 | 0.00% | 0.00% | 54 | 11446 | 0.47% | -0.14 | -1.08 |
| Jan-02 | 1 | 5 | 20.00% | 40.00% | 55 | 11427 | 0.48% | 2.26 | 0.38 |
| Feb-02 | 0 | 5 | 0.00% | 0.00% | 49 | 11427 | 0.43% | -0.15 | -1.09 |
| Mar-02 | 0 | 5 | 0.00% | 0.00% | 48 | 11370 | 0.42% | -0.15 | -1.09 |
| Apr-02 | 0 | 5 | 0.00% | 0.00% | 48 | 11365 | 0.42% | -0.15 | -1.09 |
| May-02 | 0 | 5 | 0.00% | 0.00% | 57 | 11303 | 0.50% | -0.16 | -1.1 |




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

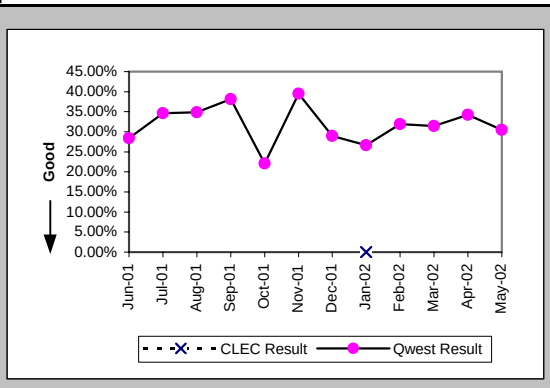
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | 0 | 5 | 0.00% | 0.00% | 46 | 11257 | 0.41% | -0.14 | -1.09 |
| Sep-01 | 0 | 5 | 0.00% | 0.00% | 40 | 11243 | 0.36% | -0.13 | -1.08 |
| Oct-01 | 0 | 5 | 0.00% | 0.00% | 48 | 11298 | 0.42% | -0.15 | -1.09 |
| Nov-01 | 0 | 5 | 0.00% | 0.00% | 45 | 11442 | 0.39% | -0.14 | -1.09 |
| Dec-01 | 0 | 4 | 0.00% | 0.00% | 41 | 11446 | 0.36% | -0.12 | -1.07 |
| Jan-02 | 1 | 5 | 20.00% | 40.00% | 42 | 11427 | 0.37% | 2.36 | 0.44 |
| Feb-02 | 0 | 5 | 0.00% | 0.00% | 33 | 11427 | 0.29% | -0.12 | -1.07 |
| Mar-02 | 0 | 5 | 0.00% | 0.00% | 38 | 11370 | 0.33% | -0.13 | -1.08 |
| Apr-02 | 0 | 5 | 0.00% | 0.00% | 40 | 11365 | 0.35% | -0.13 | -1.08 |
| May-02 | | | | | | | | | |



## Checklist #14 - Resale - Centrex Repair

Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10) (Diagnostic)

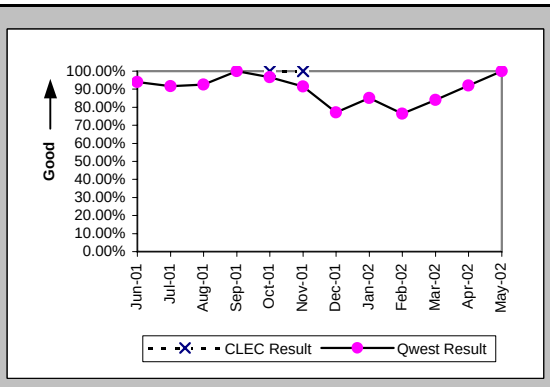
| Date | CLEC Num | CLEC Dend | CLEC Resu | Std Dev | Qwest Num | Qwest Dend | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 23 | 81 | 28.40% | | |
| Jul-01 | | | | | 44 | 127 | 34.65% | | |
| Aug-01 | | | | | 30 | 86 | 34.88% | | |
| Sep-01 | | | | | 29 | 76 | 38.16% | | |
| Oct-01 | | | | | 17 | 77 | 22.08% | | |
| Nov-01 | | | | | 32 | 81 | 39.51% | | |
| Dec-01 | | | | | 22 | 76 | 28.95% | | |
| Jan-02 | 0 | 1 | 0.00% | 0.00% | 20 | 75 | 26.67% | -0.6 | -1.36 |
| Feb-02 | | | | | 23 | 72 | 31.94% | | |
| Mar-02 | | | | | 22 | 70 | 31.43% | | |
| Apr-02 | | | | | 25 | 73 | 34.25% | | |
| May-02 | | | | | 25 | 82 | 30.49% | | |



## Checklist #14 - Resale - Centrex 21 Installation

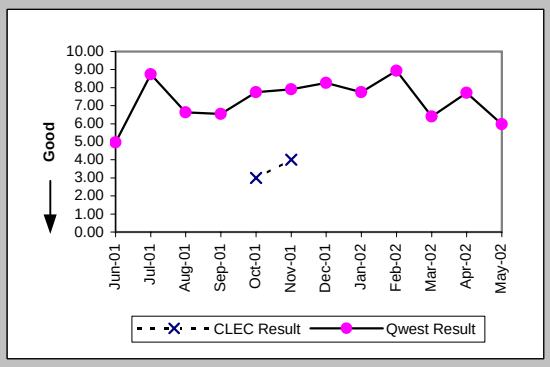
### Installation Commitments Met (Percent) (OP-3A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 31 | 33 | 93.94% | | |
| Jul-01 | | | | | 33 | 36 | 91.67% | | |
| Aug-01 | | | | | 25 | 27 | 92.59% | | |
| Sep-01 | | | | | 33 | 33 | 100.00% | | |
| Oct-01 | 1 | 1 | 100.00% | 0.00% | 28 | 29 | 96.55% | -0.19 | -1.11 |
| Nov-01 | 1 | 1 | 100.00% | 0.00% | 32 | 35 | 91.43% | -0.3 | -1.18 |
| Dec-01 | | | | | 27 | 35 | 77.14% | | |
| Jan-02 | | | | | 40 | 47 | 85.11% | | |
| Feb-02 | | | | | 26 | 34 | 76.47% | | |
| Mar-02 | | | | | 21 | 25 | 84.00% | | |
| Apr-02 | | | | | 23 | 25 | 92.00% | | |
| May-02 | | | | | 30 | 30 | 100.00% | | |



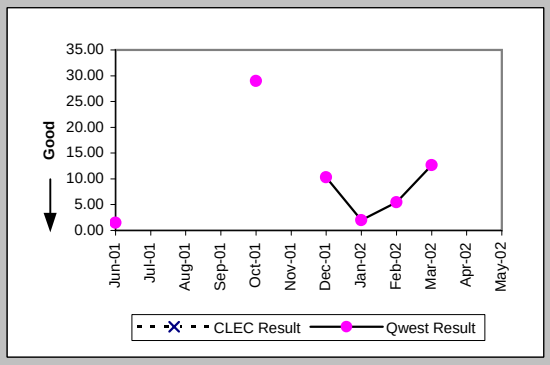

### Installation Interval (Average Days) (OP-4A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 164 | 33 | 4.97 | | |
| Jul-01 | | | | | 315 | 36 | 8.75 | | |
| Aug-01 | | | | | 186 | 28 | 6.64 | | |
| Sep-01 | | | | | 216 | 33 | 6.55 | | |
| Oct-01 | 3 | 1 | 3.00 | | 240 | 31 | 7.74 | -0.38 | -1.23 |
| Nov-01 | 4 | 1 | 4.00 | | 277 | 35 | 7.91 | -0.38 | -1.23 |
| Dec-01 | | | | | 289 | 35 | 8.26 | | |
| Jan-02 | | | | | 364 | 47 | 7.74 | | |
| Feb-02 | | | | | 304 | 34 | 8.94 | | |
| Mar-02 | | | | | 160 | 25 | 6.40 | | |
| Apr-02 | | | | | 193 | 25 | 7.72 | | |
| May-02 | | | | | 179 | 30 | 5.97 | | |



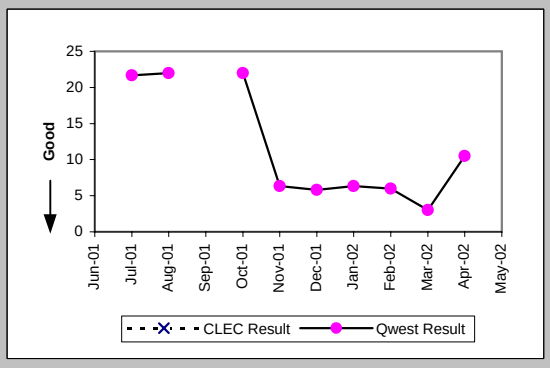

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-1) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 3 | 2 | 1.50 | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | 58 | 2 | 29.00 | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | 31 | 3 | 10.33 | | |
| Jan-02 | | | | | 8 | 4 | 2.00 | | |
| Feb-02 | | | | | 38 | 7 | 5.43 | | |
| Mar-02 | | | | | 38 | 3 | 12.67 | | |
| Apr-02 | | | | | | | | | |
| May-02 | | | | | | | | | |




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

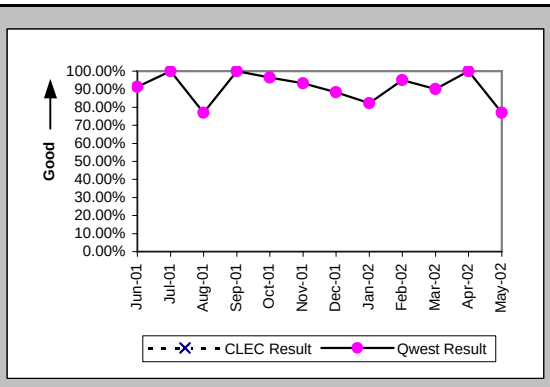
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | 65 | 3 | 21.67 | | |
| Aug-01 | | | | | 44 | 2 | 22.00 | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | 22 | 1 | 22.00 | | |
| Nov-01 | | | | | 19 | 3 | 6.33 | | |
| Dec-01 | | | | | 29 | 5 | 5.80 | | |
| Jan-02 | | | | | 19 | 3 | 6.33 | | |
| Feb-02 | | | | | 6 | 1 | 6.00 | | |
| Mar-02 | | | | | 3 | 1 | 3.00 | | |
| Apr-02 | | | | | 21 | 2 | 10.50 | | |
| May-02 | | | | | | | | | |



## Checklist #14 - Resale - Centrex 21 Installation

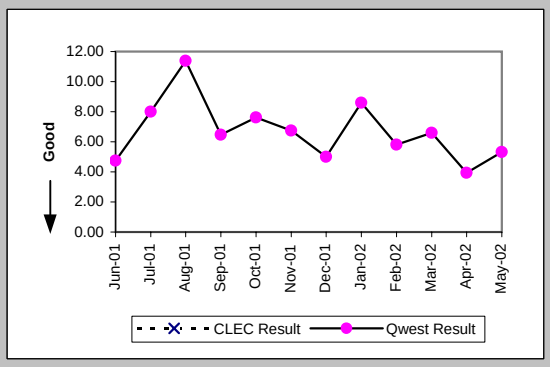
### Installation Commitments Met (Percent) (OP-3B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Den | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 21 | 23 | 91.30% | | |
| Jul-01 | | | | | 22 | 22 | 100.00% | | |
| Aug-01 | | | | | 10 | 13 | 76.92% | | |
| Sep-01 | | | | | 14 | 14 | 100.00% | | |
| Oct-01 | | | | | 27 | 28 | 96.43% | | |
| Nov-01 | | | | | 14 | 15 | 93.33% | | |
| Dec-01 | | | | | 15 | 17 | 88.24% | | |
| Jan-02 | | | | | 14 | 17 | 82.35% | | |
| Feb-02 | | | | | 19 | 20 | 95.00% | | |
| Mar-02 | | | | | 18 | 20 | 90.00% | | |
| Apr-02 | | | | | 17 | 17 | 100.00% | | |
| May-02 | | | | | 10 | 13 | 76.92% | | |



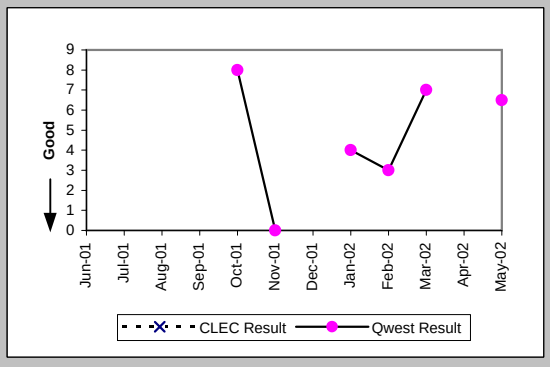

### Installation Interval (Average Days) (OP-4B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Den | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 109 | 23 | 4.74 | | |
| Jul-01 | | | | | 176 | 22 | 8.00 | | |
| Aug-01 | | | | | 148 | 13 | 11.38 | | |
| Sep-01 | | | | | 97 | 15 | 6.47 | | |
| Oct-01 | | | | | 213 | 28 | 7.61 | | |
| Nov-01 | | | | | 108 | 16 | 6.75 | | |
| Dec-01 | | | | | 85 | 17 | 5.00 | | |
| Jan-02 | | | | | 146 | 17 | 8.59 | | |
| Feb-02 | | | | | 116 | 20 | 5.80 | | |
| Mar-02 | | | | | 132 | 20 | 6.60 | | |
| Apr-02 | | | | | 71 | 18 | 3.94 | | |
| May-02 | | | | | 69 | 13 | 5.31 | | |



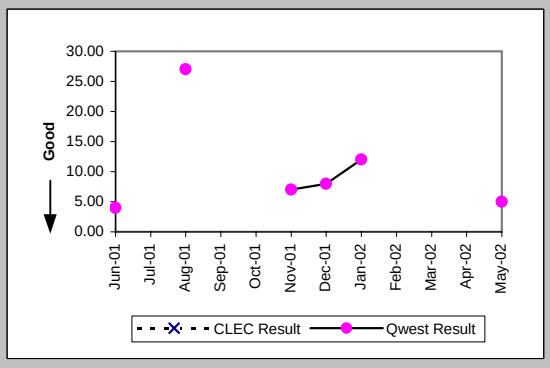

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-2) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Den | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | 8 | 1 | 8.00 | | |
| Nov-01 | | | | | 0 | 1 | 0.00 | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | 4 | 1 | 4.00 | | |
| Feb-02 | | | | | 3 | 1 | 3.00 | | |
| Mar-02 | | | | | 14 | 2 | 7.00 | | |
| Apr-02 | | | | | | | | | |
| May-02 | | | | | 13 | 2 | 6.50 | | |




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

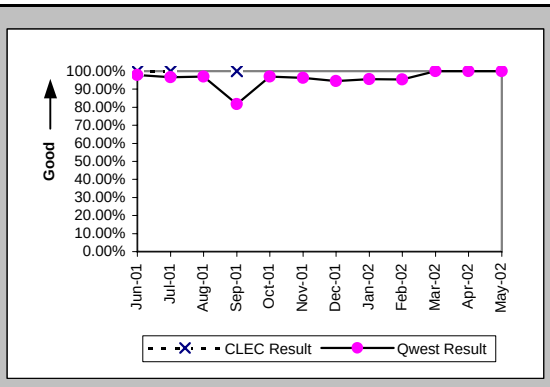
| Date | CLEC Num | CLEC Den | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 8 | 2 | 4.00 | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 81 | 3 | 27.00 | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | 7 | 1 | 7.00 | | |
| Dec-01 | | | | | 16 | 2 | 8.00 | | |
| Jan-02 | | | | | 24 | 2 | 12.00 | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | | | | | |
| Apr-02 | | | | | | | | | |
| May-02 | | | | | 5 | 1 | 5.00 | | |



## Checklist #14 - Resale - Centrex 21 Installation

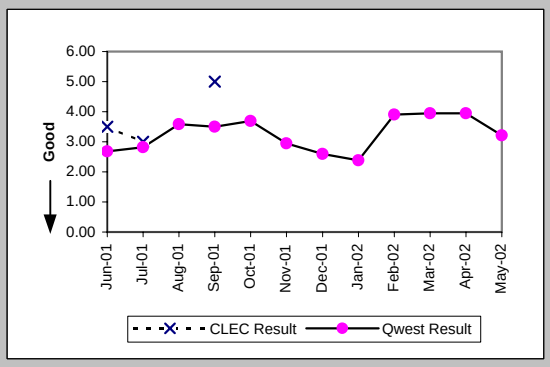
### Installation Commitments Met (Percent) (OP-3C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 2 | 2 | 100.00% | 0.00% | 188 | 192 | 97.92% | -0.21 | -1.12 |
| Jul-01 | 2 | 2 | 100.00% | 0.00% | 113 | 117 | 96.58% | -0.26 | -1.16 |
| Aug-01 | | | | | 33 | 34 | 97.06% | | |
| Sep-01 | 1 | 1 | 100.00% | 0.00% | 18 | 22 | 81.82% | -0.46 | -1.28 |
| Oct-01 | | | | | 64 | 66 | 96.97% | | |
| Nov-01 | | | | | 26 | 27 | 96.30% | | |
| Dec-01 | | | | | 34 | 36 | 94.44% | | |
| Jan-02 | | | | | 22 | 23 | 95.65% | | |
| Feb-02 | | | | | 42 | 44 | 95.45% | | |
| Mar-02 | | | | | 69 | 69 | 100.00% | | |
| Apr-02 | | | | | 59 | 59 | 100.00% | | |
| May-02 | | | | | 19 | 19 | 100.00% | | |



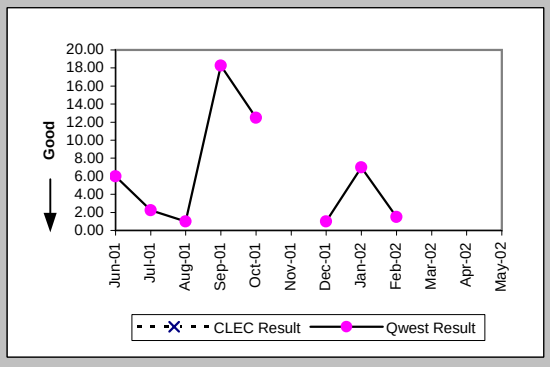

### Installation Interval (Average Days) (OP-4C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 7 | 2 | 3.50 | 2.12 | 475 | 177 | 2.68 | 1.02 | -0.38 |
| Jul-01 | 6 | 2 | 3.00 | 0.00 | 265 | 94 | 2.82 | -0.08 | -1.05 |
| Aug-01 | | | | | 68 | 19 | 3.58 | | |
| Sep-01 | 5 | 1 | 5.00 | | 21 | 6 | 3.50 | 0.45 | -0.73 |
| Oct-01 | | | | | 107 | 29 | 3.69 | | |
| Nov-01 | | | | | 56 | 19 | 2.95 | | |
| Dec-01 | | | | | 65 | 25 | 2.60 | | |
| Jan-02 | | | | | 38 | 16 | 2.38 | | |
| Feb-02 | | | | | 152 | 39 | 3.90 | | |
| Mar-02 | | | | | 83 | 21 | 3.95 | | |
| Apr-02 | | | | | 150 | 38 | 3.95 | | |
| May-02 | | | | | 45 | 14 | 3.21 | | |



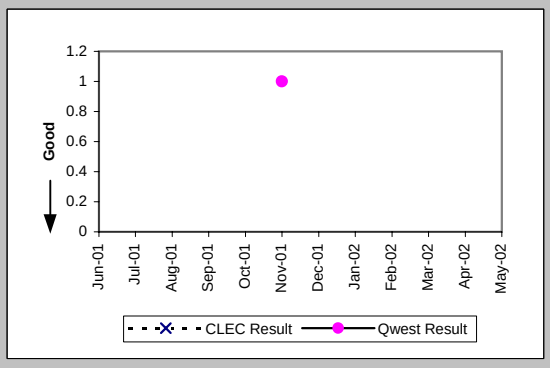

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-3) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 24 | 4 | 6.00 | | |
| Jul-01 | | | | | 9 | 4 | 2.25 | | |
| Aug-01 | | | | | 1 | 1 | 1.00 | | |
| Sep-01 | | | | | 73 | 4 | 18.25 | | |
| Oct-01 | | | | | 25 | 2 | 12.50 | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | 2 | 2 | 1.00 | | |
| Jan-02 | | | | | 14 | 2 | 7.00 | | |
| Feb-02 | | | | | 3 | 2 | 1.50 | | |
| Mar-02 | | | | | | | | | |
| Apr-02 | | | | | | | | | |
| May-02 | | | | | | | | | |




### Delayed Days for Facility Reasons (Average Days) (OP-6B-3) (Parity)-- No Dispatches

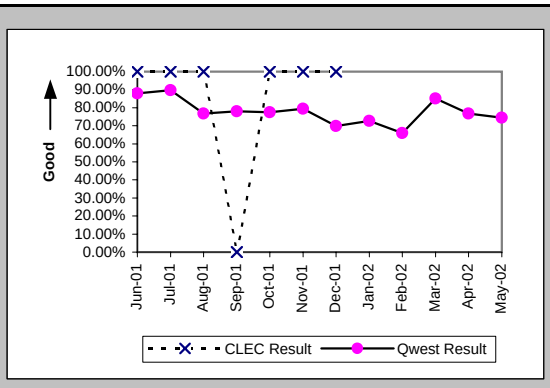
| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | 1 | 1 | 1.00 | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | | | | | |
| Apr-02 | | | | | | | | | |
| May-02 | | | | | | | | | |



## Checklist #14 - Resale - Centrex 21 Installation

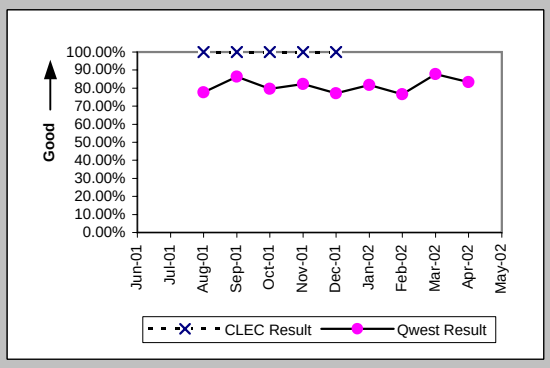
New Service Installation Quality (Percent) (OP-5) (Parity)

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 3 | 3 | 100.00% | 0.00% | 220 | 250 | 88.00% | -0.64 | -1.39 |
| Jul-01 | 2 | 2 | 100.00% | 0.00% | 193 | 215 | 89.77% | -0.48 | -1.29 |
| Aug-01 | 1 | 1 | 100.00% | 0.00% | 96 | 125 | 76.80% | -0.55 | -1.33 |
| Sep-01 | 0 | 1 | 0.00% | 0.00% | 57 | 73 | 78.08% | 1.22 | -0.26 |
| Oct-01 | 1 | 1 | 100.00% | 0.00% | 76 | 98 | 77.55% | -0.54 | -1.33 |
| Nov-01 | 1 | 1 | 100.00% | 0.00% | 81 | 102 | 79.41% | -0.51 | -1.31 |
| Dec-01 | 1 | 1 | 100.00% | 0.00% | 58 | 83 | 69.88% | -0.65 | -1.4 |
| Jan-02 | | | | | 64 | 88 | 72.73% | | |
| Feb-02 | | | | | 62 | 94 | 65.96% | | |
| Mar-02 | | | | | 91 | 107 | 85.05% | | |
| Apr-02 | | | | | 83 | 108 | 76.85% | | |
| May-02 | | | | | 61 | 82 | 74.39% | | |



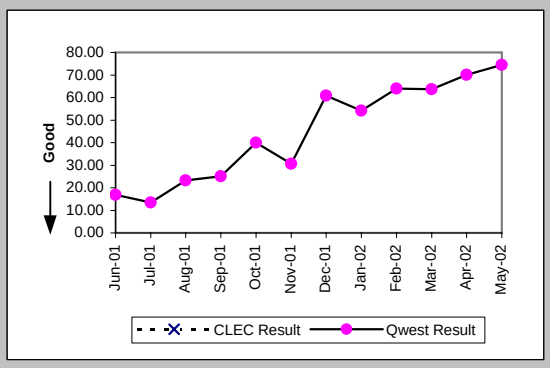

New Service Installation Quality (Percent) (OP-5*) (Parity)

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | 1 | 1 | 100.00% | 0.00% | 97 | 125 | 77.60% | -0.54 | -1.33 |
| Sep-01 | 1 | 1 | 100.00% | 0.00% | 63 | 73 | 86.30% | -0.4 | -1.24 |
| Oct-01 | 1 | 1 | 100.00% | 0.00% | 78 | 98 | 79.59% | -0.5 | -1.31 |
| Nov-01 | 1 | 1 | 100.00% | 0.00% | 84 | 102 | 82.35% | -0.46 | -1.28 |
| Dec-01 | 1 | 1 | 100.00% | 0.00% | 64 | 83 | 77.11% | -0.54 | -1.33 |
| Jan-02 | | | | | 72 | 88 | 81.82% | | |
| Feb-02 | | | | | 72 | 94 | 76.60% | | |
| Mar-02 | | | | | 94 | 107 | 87.85% | | |
| Apr-02 | | | | | 90 | 108 | 83.33% | | |
| May-02 | | | | | | | | | |



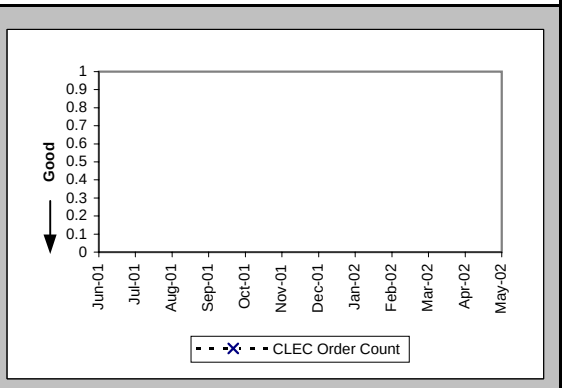

Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A) (Diagnostic)

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 135 | 8 | 16.88 | | |
| Jul-01 | | | | | 161 | 12 | 13.42 | | |
| Aug-01 | | | | | 256 | 11 | 23.27 | | |
| Sep-01 | | | | | 201 | 8 | 25.12 | | |
| Oct-01 | | | | | 200 | 5 | 40.00 | | |
| Nov-01 | | | | | 307 | 10 | 30.70 | | |
| Dec-01 | | | | | 304 | 5 | 60.80 | | |
| Jan-02 | | | | | 434 | 8 | 54.25 | | |
| Feb-02 | | | | | 576 | 9 | 64.00 | | |
| Mar-02 | | | | | 764 | 12 | 63.67 | | |
| Apr-02 | | | | | 1052 | 15 | 70.13 | | |
| May-02 | | | | | 1117 | 15 | 74.47 | | |



Checklist #14 - Resale - Centrex 21 Installation

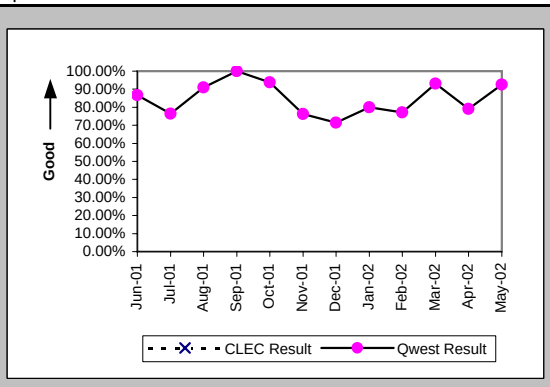
| Count of Pending Orders Delayed for Facilities Reasons Centrex 21 (OP-15B) (Diagnostic) | |
|---|---|
| Date | CLEC Order Count |
| Jun-01 | |
| Jul-01 | |
| Aug-01 | |
| Sep-01 | |
| Oct-01 | |
| Nov-01 | |
| Dec-01 | |
| Jan-02 | |
| Feb-02 | |
| Mar-02 | |
| Apr-02 | |
| May-02 | |



## Checklist #14 - Resale - Centrex 21 Repair

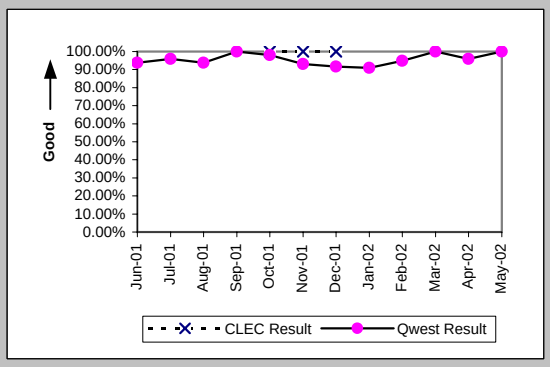
### Out of Service Cleared within 24 hours (Percent) (MR-3A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 39 | 45 | 86.67% | | |
| Jul-01 | | | | | 26 | 34 | 76.47% | | |
| Aug-01 | | | | | 20 | 22 | 90.91% | | |
| Sep-01 | | | | | 31 | 31 | 100.00% | | |
| Oct-01 | | | | | 30 | 32 | 93.75% | | |
| Nov-01 | | | | | 16 | 21 | 76.19% | | |
| Dec-01 | | | | | 20 | 28 | 71.43% | | |
| Jan-02 | | | | | 20 | 25 | 80.00% | | |
| Feb-02 | | | | | 27 | 35 | 77.14% | | |
| Mar-02 | | | | | 27 | 29 | 93.10% | | |
| Apr-02 | | | | | 34 | 43 | 79.07% | | |
| May-02 | | | | | 25 | 27 | 92.59% | | |



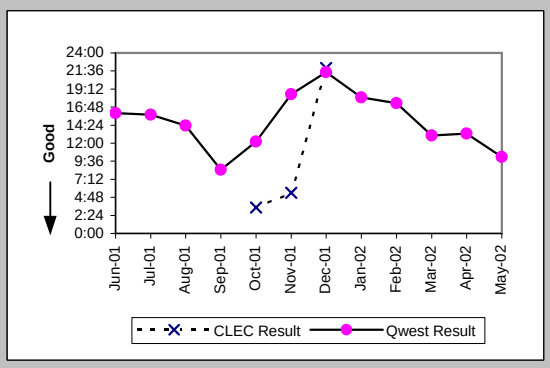

### All Troubles Cleared within 48 hours (Percent) (MR-4A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 61 | 65 | 93.85% | | |
| Jul-01 | | | | | 48 | 50 | 96.00% | | |
| Aug-01 | | | | | 30 | 32 | 93.75% | | |
| Sep-01 | | | | | 36 | 36 | 100.00% | | |
| Oct-01 | 1 | 1 | 100.00% | 0.00% | 52 | 53 | 98.11% | -0.14 | -1.08 |
| Nov-01 | 1 | 1 | 100.00% | 0.00% | 27 | 29 | 93.10% | -0.27 | -1.16 |
| Dec-01 | 1 | 1 | 100.00% | 0.00% | 33 | 36 | 91.67% | -0.3 | -1.18 |
| Jan-02 | | | | | 30 | 33 | 90.91% | | |
| Feb-02 | | | | | 37 | 39 | 94.87% | | |
| Mar-02 | | | | | 40 | 40 | 100.00% | | |
| Apr-02 | | | | | 47 | 49 | 95.92% | | |
| May-02 | | | | | 36 | 36 | 100.00% | | |



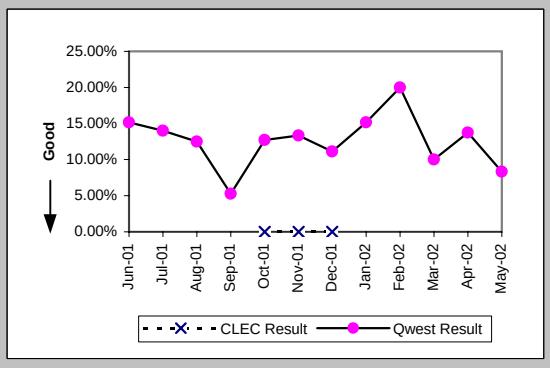

### Mean Time to Restore (Hours:Minutes) (MR-6A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 1039:00 | 65 | 15:59 | | |
| Jul-01 | | | | | 789:27 | 50 | 15:47 | | |
| Aug-01 | | | | | 458:45 | 32 | 14:20 | | |
| Sep-01 | | | | | 304:21 | 36 | 8:27 | | |
| Oct-01 | 3:26 | 1 | 3:26 | | 648:23 | 53 | 12:14 | -0.76 | -1.46 |
| Nov-01 | 5:25 | 1 | 5:25 | | 536:20 | 29 | 18:30 | -0.78 | -1.47 |
| Dec-01 | 22:00 | 1 | 22:00 | | 772:37 | 36 | 21:28 | 0.2 | -0.88 |
| Jan-02 | | | | | 595:56 | 33 | 18:04 | | |
| Feb-02 | | | | | 674:23 | 39 | 17:18 | | |
| Mar-02 | | | | | 521:30 | 40 | 13:02 | | |
| Apr-02 | | | | | 651:14 | 49 | 13:17 | | |
| May-02 | | | | | 365:48 | 36 | 10:10 | | |




### Repair Repeat Report Rate (Percent) (MR-7A) (Parity)-- Dispatches Within MSAs

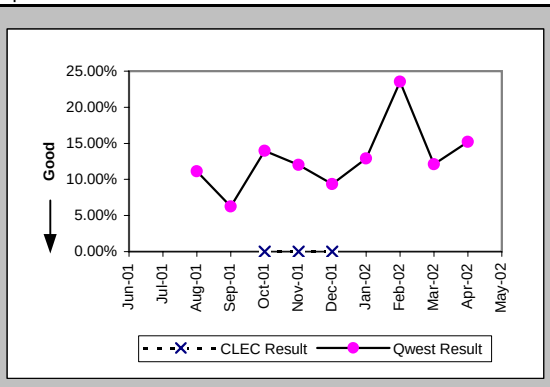
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 10 | 66 | 15.15% | | |
| Jul-01 | | | | | 7 | 50 | 14.00% | | |
| Aug-01 | | | | | 4 | 32 | 12.50% | | |
| Sep-01 | | | | | 2 | 38 | 5.26% | | |
| Oct-01 | 0 | 1 | 0.00% | 0.00% | 7 | 55 | 12.73% | -0.38 | -1.23 |
| Nov-01 | 0 | 1 | 0.00% | 0.00% | 4 | 30 | 13.33% | -0.39 | -1.23 |
| Dec-01 | 0 | 1 | 0.00% | 0.00% | 4 | 36 | 11.11% | -0.35 | -1.21 |
| Jan-02 | | | | | 5 | 33 | 15.15% | | |
| Feb-02 | | | | | 8 | 40 | 20.00% | | |
| Mar-02 | | | | | 4 | 40 | 10.00% | | |
| Apr-02 | | | | | 7 | 51 | 13.73% | | |
| May-02 | | | | | 3 | 36 | 8.33% | | |



## Checklist #14 - Resale - Centrex 21 Repair

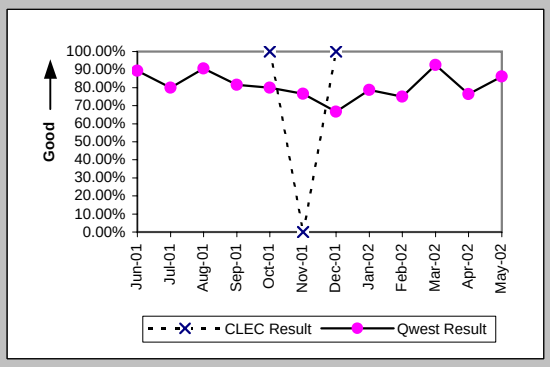
### Repair Repeat Report Rate (Percent) (MR-7A*) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 3 | 27 | 11.11% | | |
| Sep-01 | | | | | 2 | 32 | 6.25% | | |
| Oct-01 | 0 | 1 | 0.00% | 0.00% | 6 | 43 | 13.95% | -0.4 | -1.24 |
| Nov-01 | 0 | 1 | 0.00% | 0.00% | 3 | 25 | 12.00% | -0.36 | -1.22 |
| Dec-01 | 0 | 1 | 0.00% | 0.00% | 3 | 32 | 9.38% | -0.32 | -1.19 |
| Jan-02 | | | | | 4 | 31 | 12.90% | | |
| Feb-02 | | | | | 8 | 34 | 23.53% | | |
| Mar-02 | | | | | 4 | 33 | 12.12% | | |
| Apr-02 | | | | | 7 | 46 | 15.22% | | |
| May-02 | | | | | | | | | |



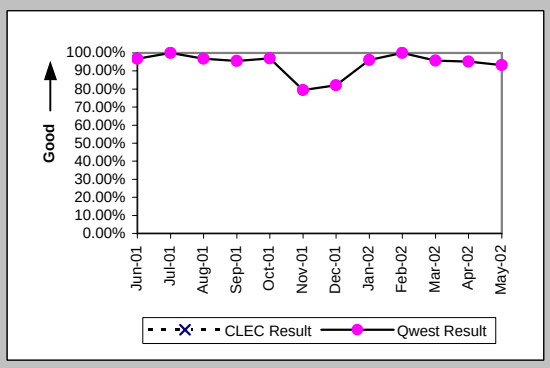

### Repair Appointments Met (Percent) (MR-9A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 59 | 66 | 89.39% | | |
| Jul-01 | | | | | 40 | 50 | 80.00% | | |
| Aug-01 | | | | | 29 | 32 | 90.63% | | |
| Sep-01 | | | | | 31 | 38 | 81.58% | | |
| Oct-01 | 1 | 1 | 100.00% | 0.00% | 44 | 55 | 80.00% | -0.5 | -1.3 |
| Nov-01 | 0 | 1 | 0.00% | 0.00% | 23 | 30 | 76.67% | 1.16 | -0.29 |
| Dec-01 | 1 | 1 | 100.00% | 0.00% | 24 | 36 | 66.67% | -0.7 | -1.42 |
| Jan-02 | | | | | 26 | 33 | 78.79% | | |
| Feb-02 | | | | | 30 | 40 | 75.00% | | |
| Mar-02 | | | | | 37 | 40 | 92.50% | | |
| Apr-02 | | | | | 39 | 51 | 76.47% | | |
| May-02 | | | | | 31 | 36 | 86.11% | | |



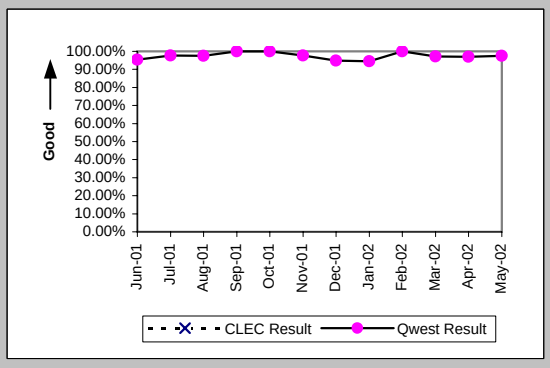

### Out of Service Cleared within 24 hours (Percent) (MR-3B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 31 | 32 | 96.88% | | |
| Jul-01 | | | | | 26 | 26 | 100.00% | | |
| Aug-01 | | | | | 30 | 31 | 96.77% | | |
| Sep-01 | | | | | 22 | 23 | 95.65% | | |
| Oct-01 | | | | | 32 | 33 | 96.97% | | |
| Nov-01 | | | | | 27 | 34 | 79.41% | | |
| Dec-01 | | | | | 23 | 28 | 82.14% | | |
| Jan-02 | | | | | 25 | 26 | 96.15% | | |
| Feb-02 | | | | | 20 | 20 | 100.00% | | |
| Mar-02 | | | | | 23 | 24 | 95.83% | | |
| Apr-02 | | | | | 20 | 21 | 95.24% | | |
| May-02 | | | | | 28 | 30 | 93.33% | | |




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

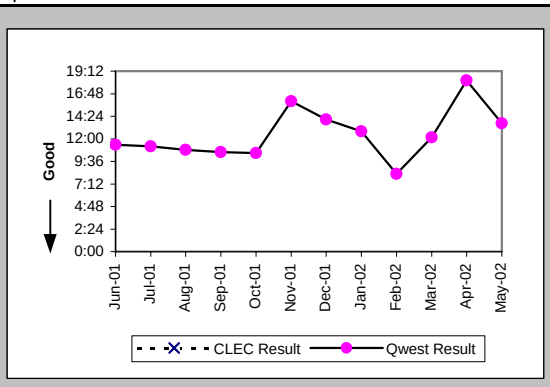
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 41 | 43 | 95.35% | | |
| Jul-01 | | | | | 41 | 42 | 97.62% | | |
| Aug-01 | | | | | 40 | 41 | 97.56% | | |
| Sep-01 | | | | | 33 | 33 | 100.00% | | |
| Oct-01 | | | | | 49 | 49 | 100.00% | | |
| Nov-01 | | | | | 41 | 42 | 97.62% | | |
| Dec-01 | | | | | 37 | 39 | 94.87% | | |
| Jan-02 | | | | | 34 | 36 | 94.44% | | |
| Feb-02 | | | | | 24 | 24 | 100.00% | | |
| Mar-02 | | | | | 35 | 36 | 97.22% | | |
| Apr-02 | | | | | 32 | 33 | 96.97% | | |
| May-02 | | | | | 40 | 41 | 97.56% | | |



## Checklist #14 - Resale - Centrex 21 Repair

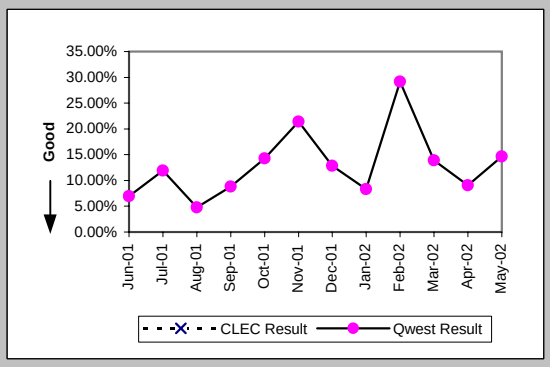
### Mean Time to Restore (Hours:Minutes) (MR-6B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 489:35 | 43 | 11:23 | | |
| Jul-01 | | | | | 470:45 | 42 | 11:13 | | |
| Aug-01 | | | | | 443:23 | 41 | 10:49 | | |
| Sep-01 | | | | | 349:06 | 33 | 10:35 | | |
| Oct-01 | | | | | 514:08 | 49 | 10:30 | | |
| Nov-01 | | | | | 671:21 | 42 | 15:59 | | |
| Dec-01 | | | | | 548:49 | 39 | 14:04 | | |
| Jan-02 | | | | | 460:33 | 36 | 12:48 | | |
| Feb-02 | | | | | 198:51 | 24 | 8:17 | | |
| Mar-02 | | | | | 437:47 | 36 | 12:10 | | |
| Apr-02 | | | | | 601:07 | 33 | 18:13 | | |
| May-02 | | | | | 560:00 | 41 | 13:40 | | |



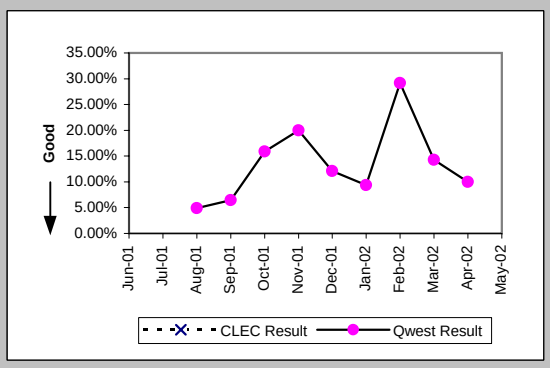

### Repair Repeat Report Rate (Percent) (MR-7B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 3 | 43 | 6.98% | | |
| Jul-01 | | | | | 5 | 42 | 11.90% | | |
| Aug-01 | | | | | 2 | 42 | 4.76% | | |
| Sep-01 | | | | | 3 | 34 | 8.82% | | |
| Oct-01 | | | | | 7 | 49 | 14.29% | | |
| Nov-01 | | | | | 9 | 42 | 21.43% | | |
| Dec-01 | | | | | 5 | 39 | 12.82% | | |
| Jan-02 | | | | | 3 | 36 | 8.33% | | |
| Feb-02 | | | | | 7 | 24 | 29.17% | | |
| Mar-02 | | | | | 5 | 36 | 13.89% | | |
| Apr-02 | | | | | 3 | 33 | 9.09% | | |
| May-02 | | | | | 6 | 41 | 14.63% | | |



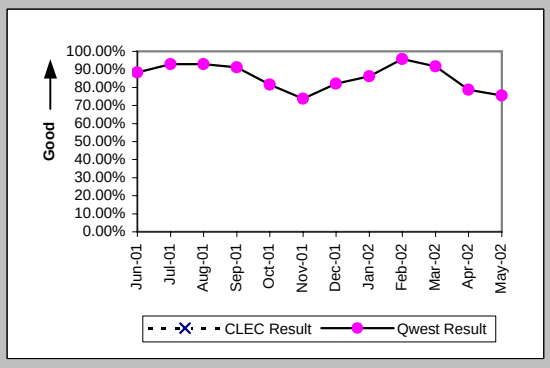

### Repair Repeat Report Rate (Percent) (MR-7B*) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 2 | 41 | 4.88% | | |
| Sep-01 | | | | | 2 | 31 | 6.45% | | |
| Oct-01 | | | | | 7 | 44 | 15.91% | | |
| Nov-01 | | | | | 7 | 35 | 20.00% | | |
| Dec-01 | | | | | 4 | 33 | 12.12% | | |
| Jan-02 | | | | | 3 | 32 | 9.38% | | |
| Feb-02 | | | | | 7 | 24 | 29.17% | | |
| Mar-02 | | | | | 5 | 35 | 14.29% | | |
| Apr-02 | | | | | 3 | 30 | 10.00% | | |
| May-02 | | | | | | | | | |




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

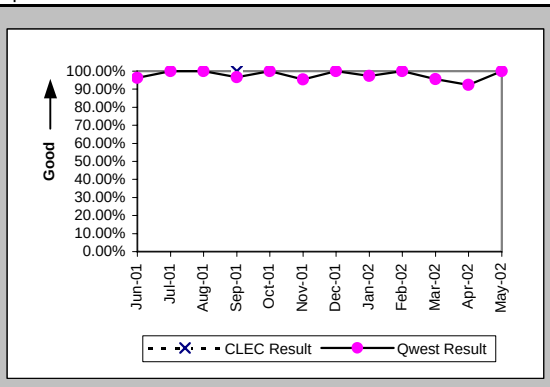
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 38 | 43 | 88.37% | | |
| Jul-01 | | | | | 39 | 42 | 92.86% | | |
| Aug-01 | | | | | 39 | 42 | 92.86% | | |
| Sep-01 | | | | | 31 | 34 | 91.18% | | |
| Oct-01 | | | | | 40 | 49 | 81.63% | | |
| Nov-01 | | | | | 31 | 42 | 73.81% | | |
| Dec-01 | | | | | 32 | 39 | 82.05% | | |
| Jan-02 | | | | | 31 | 36 | 86.11% | | |
| Feb-02 | | | | | 23 | 24 | 95.83% | | |
| Mar-02 | | | | | 33 | 36 | 91.67% | | |
| Apr-02 | | | | | 26 | 33 | 78.79% | | |
| May-02 | | | | | 31 | 41 | 75.61% | | |



## Checklist #14 - Resale - Centrex 21 Repair

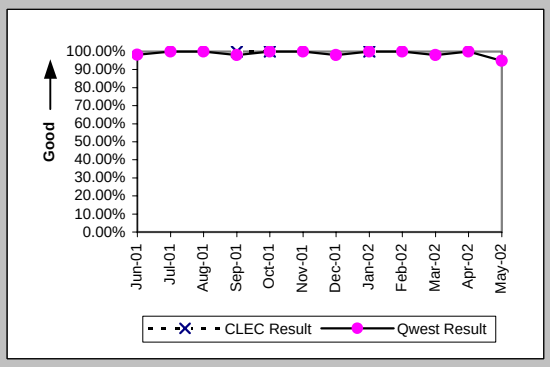
### Out of Service Cleared within 24 hours (Percent) (MR-3C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 26 | 27 | 96.30% | | |
| Jul-01 | | | | | 16 | 16 | 100.00% | | |
| Aug-01 | | | | | 21 | 21 | 100.00% | | |
| Sep-01 | 1 | 1 | 100.00% | 0.00% | 28 | 29 | 96.55% | -0.19 | -1.11 |
| Oct-01 | | | | | 34 | 34 | 100.00% | | |
| Nov-01 | | | | | 21 | 22 | 95.45% | | |
| Dec-01 | | | | | 20 | 20 | 100.00% | | |
| Jan-02 | | | | | 37 | 38 | 97.37% | | |
| Feb-02 | | | | | 28 | 28 | 100.00% | | |
| Mar-02 | | | | | 22 | 23 | 95.65% | | |
| Apr-02 | | | | | 24 | 26 | 92.31% | | |
| May-02 | | | | | 23 | 23 | 100.00% | | |



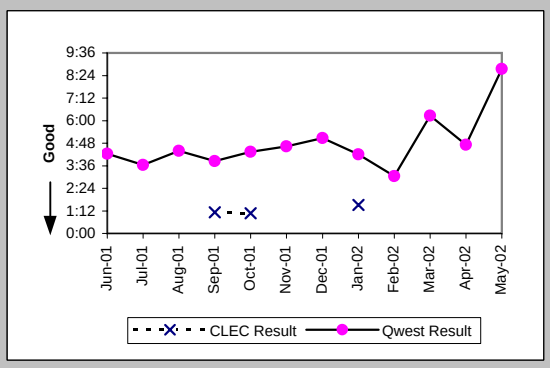

### All Troubles Cleared within 48 hours (Percent) (MR-4C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 58 | 59 | 98.31% | | |
| Jul-01 | | | | | 35 | 35 | 100.00% | | |
| Aug-01 | | | | | 54 | 54 | 100.00% | | |
| Sep-01 | 1 | 1 | 100.00% | 0.00% | 52 | 53 | 98.11% | -0.14 | -1.08 |
| Oct-01 | 1 | 1 | 100.00% | 0.00% | 63 | 63 | 100.00% | N/A | N/A |
| Nov-01 | | | | | 51 | 51 | 100.00% | | |
| Dec-01 | | | | | 50 | 51 | 98.04% | | |
| Jan-02 | 1 | 1 | 100.00% | 0.00% | 70 | 70 | 100.00% | N/A | N/A |
| Feb-02 | | | | | 63 | 63 | 100.00% | | |
| Mar-02 | | | | | 49 | 50 | 98.00% | | |
| Apr-02 | | | | | 68 | 68 | 100.00% | | |
| May-02 | | | | | 55 | 58 | 94.83% | | |



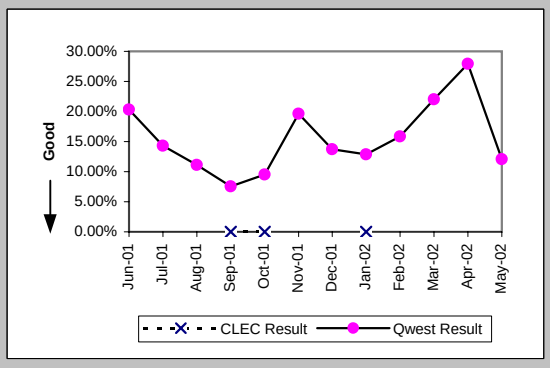

### Mean Time to Restore (Hours:Minutes) (MR-6C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 250:13 | 59 | 4:14 | | |
| Jul-01 | | | | | 128:01 | 35 | 3:39 | | |
| Aug-01 | | | | | 237:27 | 54 | 4:24 | | |
| Sep-01 | 1:07 | 1 | 1:07 | | 204:16 | 53 | 3:51 | -0.34 | -1.21 |
| Oct-01 | 1:04 | 1 | 1:04 | | 272:40 | 63 | 4:20 | -0.61 | -1.37 |
| Nov-01 | | | | | 235:55 | 51 | 4:38 | | |
| Dec-01 | | | | | 258:41 | 51 | 5:04 | | |
| Jan-02 | 1:31 | 1 | 1:31 | | 293:44 | 70 | 4:12 | -0.42 | -1.25 |
| Feb-02 | | | | | 192:40 | 63 | 3:03 | | |
| Mar-02 | | | | | 313:22 | 50 | 6:16 | | |
| Apr-02 | | | | | 320:19 | 68 | 4:43 | | |
| May-02 | | | | | 507:36 | 58 | 8:45 | | |




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

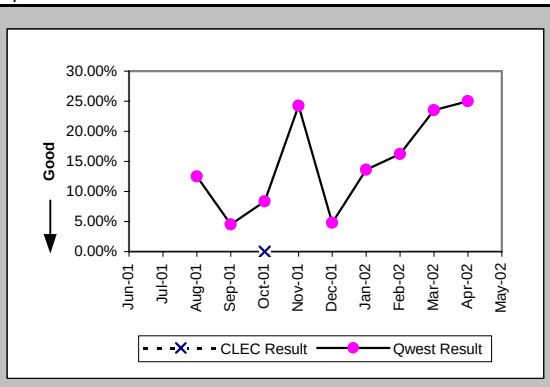
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 12 | 59 | 20.34% | | |
| Jul-01 | | | | | 5 | 35 | 14.29% | | |
| Aug-01 | | | | | 6 | 54 | 11.11% | | |
| Sep-01 | 0 | 1 | 0.00% | 0.00% | 4 | 53 | 7.55% | -0.28 | -1.17 |
| Oct-01 | 0 | 1 | 0.00% | 0.00% | 6 | 63 | 9.52% | -0.32 | -1.2 |
| Nov-01 | | | | | 10 | 51 | 19.61% | | |
| Dec-01 | | | | | 7 | 51 | 13.73% | | |
| Jan-02 | 0 | 1 | 0.00% | 0.00% | 9 | 70 | 12.86% | -0.38 | -1.23 |
| Feb-02 | | | | | 10 | 63 | 15.87% | | |
| Mar-02 | | | | | 11 | 50 | 22.00% | | |
| Apr-02 | | | | | 19 | 68 | 27.94% | | |
| May-02 | | | | | 7 | 58 | 12.07% | | |



## Checklist #14 - Resale - Centrex 21 Repair

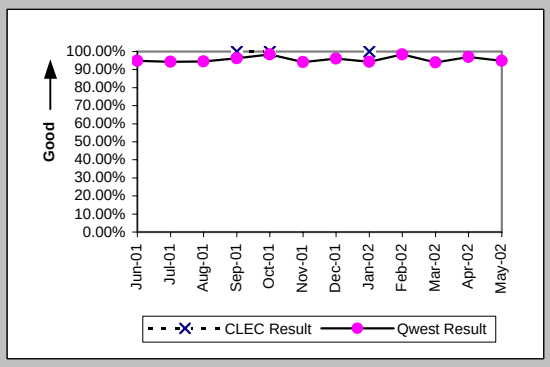
### Repair Repeat Report Rate (Percent) (MR-7C*) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 4 | 32 | 12.50% | | |
| Sep-01 | | | | | 1 | 22 | 4.55% | | |
| Oct-01 | 0 | 1 | 0.00% | 0.00% | 3 | 36 | 8.33% | -0.3 | -1.18 |
| Nov-01 | | | | | 8 | 33 | 24.24% | | |
| Dec-01 | | | | | 1 | 21 | 4.76% | | |
| Jan-02 | | | | | 6 | 44 | 13.64% | | |
| Feb-02 | | | | | 6 | 37 | 16.22% | | |
| Mar-02 | | | | | 8 | 34 | 23.53% | | |
| Apr-02 | | | | | 7 | 28 | 25.00% | | |
| May-02 | | | | | | | | | |



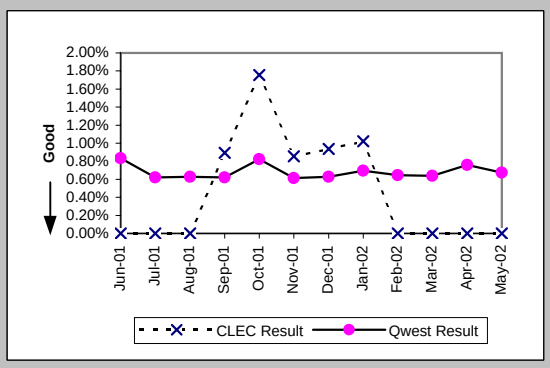

### Repair Appointments Met (Percent) (MR-9C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 56 | 59 | 94.92% | | |
| Jul-01 | | | | | 33 | 35 | 94.29% | | |
| Aug-01 | | | | | 51 | 54 | 94.44% | | |
| Sep-01 | 1 | 1 | 100.00% | 0.00% | 51 | 53 | 96.23% | -0.2 | -1.12 |
| Oct-01 | 1 | 1 | 100.00% | 0.00% | 62 | 63 | 98.41% | -0.13 | -1.08 |
| Nov-01 | | | | | 48 | 51 | 94.12% | | |
| Dec-01 | | | | | 49 | 51 | 96.08% | | |
| Jan-02 | 1 | 1 | 100.00% | 0.00% | 66 | 70 | 94.29% | -0.24 | -1.15 |
| Feb-02 | | | | | 62 | 63 | 98.41% | | |
| Mar-02 | | | | | 47 | 50 | 94.00% | | |
| Apr-02 | | | | | 66 | 68 | 97.06% | | |
| May-02 | | | | | 55 | 58 | 94.83% | | |



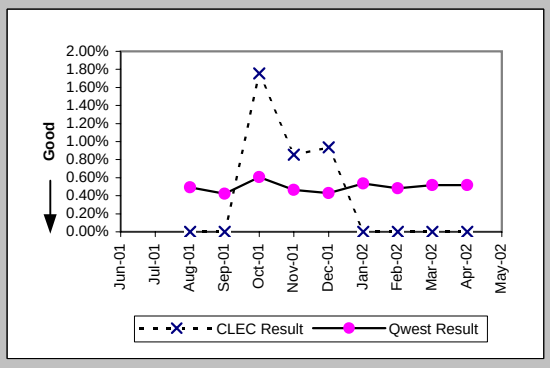

### Trouble Rate (Percent) (MR-8) (Parity)

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 0 | 66 | 0.00% | 0.00% | 168 | 20129 | 0.83% | -0.74 | -1.45 |
| Jul-01 | 0 | 70 | 0.00% | 0.00% | 127 | 20487 | 0.62% | -0.66 | -1.4 |
| Aug-01 | 0 | 112 | 0.00% | 0.00% | 128 | 20337 | 0.63% | -0.84 | -1.51 |
| Sep-01 | 1 | 112 | 0.89% | 9.41% | 125 | 20190 | 0.62% | 0.43 | -0.74 |
| Oct-01 | 2 | 114 | 1.75% | 13.13% | 167 | 20285 | 0.82% | 1.02 | -0.38 |
| Nov-01 | 1 | 117 | 0.85% | 9.21% | 123 | 20081 | 0.61% | 0.41 | -0.75 |
| Dec-01 | 1 | 107 | 0.93% | 9.62% | 126 | 20121 | 0.63% | 0.46 | -0.72 |
| Jan-02 | 1 | 98 | 1.02% | 10.05% | 139 | 19976 | 0.70% | 0.45 | -0.73 |
| Feb-02 | 0 | 81 | 0.00% | 0.00% | 127 | 19722 | 0.64% | -0.72 | -1.44 |
| Mar-02 | 0 | 76 | 0.00% | 0.00% | 126 | 19733 | 0.64% | -0.7 | -1.42 |
| Apr-02 | 0 | 76 | 0.00% | 0.00% | 152 | 20052 | 0.76% | -0.76 | -1.46 |
| May-02 | 0 | 83 | 0.00% | 0.00% | 135 | 20059 | 0.67% | -0.75 | -1.45 |




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

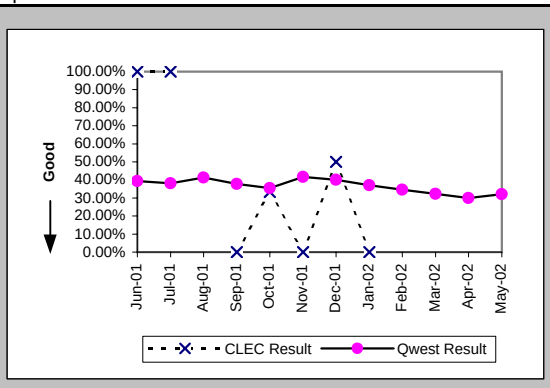
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | 0 | 112 | 0.00% | 0.00% | 100 | 20337 | 0.49% | -0.74 | -1.45 |
| Sep-01 | 0 | 112 | 0.00% | 0.00% | 85 | 20190 | 0.42% | -0.69 | -1.42 |
| Oct-01 | 2 | 114 | 1.75% | 13.13% | 123 | 20285 | 0.61% | 1.33 | -0.19 |
| Nov-01 | 1 | 117 | 0.85% | 9.21% | 93 | 20081 | 0.46% | 0.63 | -0.62 |
| Dec-01 | 1 | 107 | 0.93% | 9.62% | 86 | 20121 | 0.43% | 0.75 | -0.54 |
| Jan-02 | 0 | 98 | 0.00% | 0.00% | 107 | 19976 | 0.54% | -0.72 | -1.44 |
| Feb-02 | 0 | 81 | 0.00% | 0.00% | 95 | 19722 | 0.48% | -0.62 | -1.38 |
| Mar-02 | 0 | 76 | 0.00% | 0.00% | 102 | 19733 | 0.52% | -0.63 | -1.38 |
| Apr-02 | 0 | 76 | 0.00% | 0.00% | 104 | 20052 | 0.52% | -0.63 | -1.38 |
| May-02 | | | | | | | | | |



## Checklist #14 - Resale - Centrex 21 Repair

Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10) (Diagnostic)

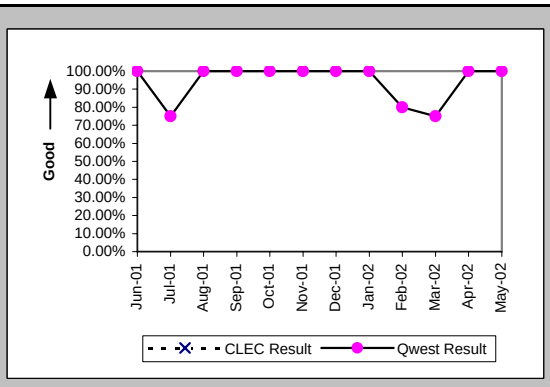
| Date | CLEC Num | CLEC Dend | CLEC Resu | Std Dev | Qwest Num | Qwest Dend | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 1 | 1 | 100.00% | 0.00% | 109 | 277 | 39.35% | 0.85 | -0.48 |
| Jul-01 | 2 | 2 | 100.00% | 0.00% | 78 | 205 | 38.05% | 1.48 | -0.1 |
| Aug-01 | | | | | 90 | 218 | 41.28% | | |
| Sep-01 | 0 | 1 | 0.00% | 0.00% | 76 | 201 | 37.81% | -0.78 | -1.47 |
| Oct-01 | 1 | 3 | 33.33% | 47.14% | 92 | 259 | 35.52% | -0.08 | -1.05 |
| Nov-01 | 0 | 1 | 0.00% | 0.00% | 88 | 211 | 41.71% | -0.84 | -1.51 |
| Dec-01 | 1 | 2 | 50.00% | 50.00% | 84 | 210 | 40.00% | 0.23 | -0.86 |
| Jan-02 | 0 | 1 | 0.00% | 0.00% | 82 | 221 | 37.10% | -0.77 | -1.47 |
| Feb-02 | | | | | 67 | 194 | 34.54% | | |
| Mar-02 | | | | | 60 | 186 | 32.26% | | |
| Apr-02 | | | | | 65 | 217 | 29.95% | | |
| May-02 | | | | | 64 | 199 | 32.16% | | |



## Checklist #14 - Resale - PBX Installation

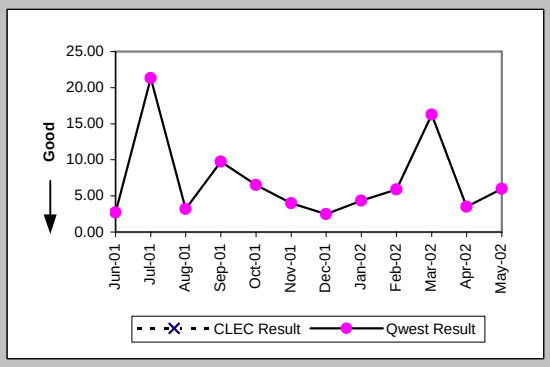
### Installation Commitments Met (Percent) (OP-3A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 7 | 7 | 100.00% | | |
| Jul-01 | | | | | 6 | 8 | 75.00% | | |
| Aug-01 | | | | | 5 | 5 | 100.00% | | |
| Sep-01 | | | | | 4 | 4 | 100.00% | | |
| Oct-01 | | | | | 6 | 6 | 100.00% | | |
| Nov-01 | | | | | 2 | 2 | 100.00% | | |
| Dec-01 | | | | | 2 | 2 | 100.00% | | |
| Jan-02 | | | | | 3 | 3 | 100.00% | | |
| Feb-02 | | | | | 8 | 10 | 80.00% | | |
| Mar-02 | | | | | 3 | 4 | 75.00% | | |
| Apr-02 | | | | | 2 | 2 | 100.00% | | |
| May-02 | | | | | 6 | 6 | 100.00% | | |



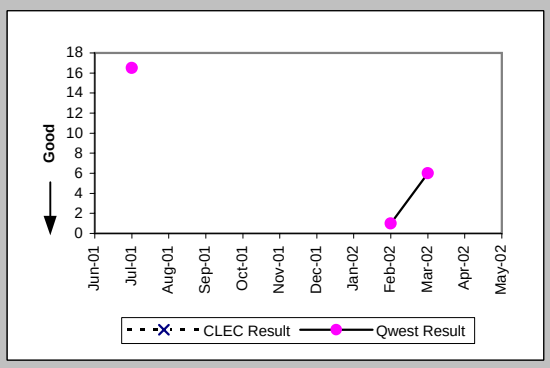

### Installation Interval (Average Days) (OP-4A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 19 | 7 | 2.71 | | |
| Jul-01 | | | | | 192 | 9 | 21.33 | | |
| Aug-01 | | | | | 16 | 5 | 3.20 | | |
| Sep-01 | | | | | 39 | 4 | 9.75 | | |
| Oct-01 | | | | | 39 | 6 | 6.50 | | |
| Nov-01 | | | | | 8 | 2 | 4.00 | | |
| Dec-01 | | | | | 5 | 2 | 2.50 | | |
| Jan-02 | | | | | 13 | 3 | 4.33 | | |
| Feb-02 | | | | | 59 | 10 | 5.90 | | |
| Mar-02 | | | | | 65 | 4 | 16.25 | | |
| Apr-02 | | | | | 7 | 2 | 3.50 | | |
| May-02 | | | | | 36 | 6 | 6.00 | | |



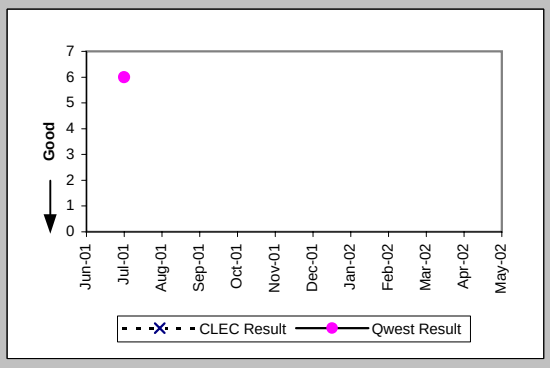

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-1) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | 33 | 2 | 16.50 | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | 2 | 2 | 1.00 | | |
| Mar-02 | | | | | 6 | 1 | 6.00 | | |
| Apr-02 | | | | | | | | | |
| May-02 | | | | | | | | | |




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

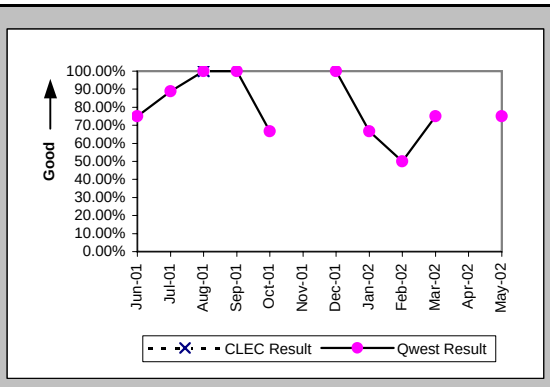
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | 6 | 1 | 6.00 | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | | | | | |
| Apr-02 | | | | | | | | | |
| May-02 | | | | | | | | | |



## Checklist #14 - Resale - PBX Installation

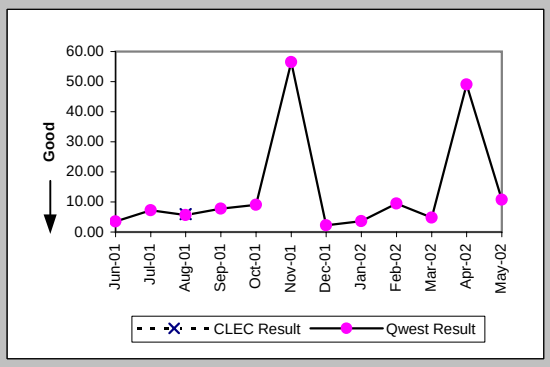
### Installation Commitments Met (Percent) (OP-3B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 3 | 4 | 75.00% | | |
| Jul-01 | | | | | 8 | 9 | 88.89% | | |
| Aug-01 | 1 | 1 | 100.00% | 0.00% | 3 | 3 | 100.00% | N/A | N/A |
| Sep-01 | | | | | 2 | 2 | 100.00% | | |
| Oct-01 | | | | | 2 | 3 | 66.67% | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | 4 | 4 | 100.00% | | |
| Jan-02 | | | | | 2 | 3 | 66.67% | | |
| Feb-02 | | | | | 1 | 2 | 50.00% | | |
| Mar-02 | | | | | 3 | 4 | 75.00% | | |
| Apr-02 | | | | | | | | | |
| May-02 | | | | | 3 | 4 | 75.00% | | |



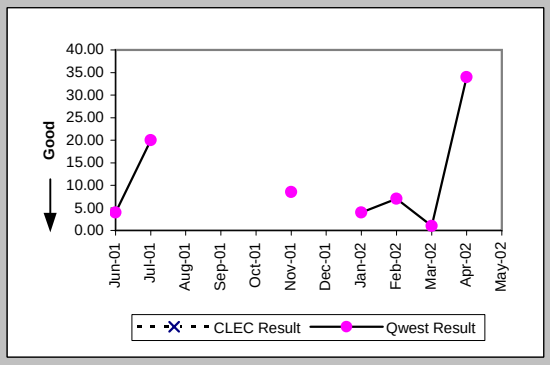

### Installation Interval (Average Days) (OP-4B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 14 | 4 | 3.50 | | |
| Jul-01 | | | | | 65 | 9 | 7.22 | | |
| Aug-01 | 6 | 1 | 6.00 | | 17 | 3 | 5.67 | 0.44 | -0.73 |
| Sep-01 | | | | | 31 | 4 | 7.75 | | |
| Oct-01 | | | | | 27 | 3 | 9.00 | | |
| Nov-01 | | | | | 113 | 2 | 56.50 | | |
| Dec-01 | | | | | 9 | 4 | 2.25 | | |
| Jan-02 | | | | | 11 | 3 | 3.67 | | |
| Feb-02 | | | | | 19 | 2 | 9.50 | | |
| Mar-02 | | | | | 19 | 4 | 4.75 | | |
| Apr-02 | | | | | 49 | 1 | 49.00 | | |
| May-02 | | | | | 43 | 4 | 10.75 | | |



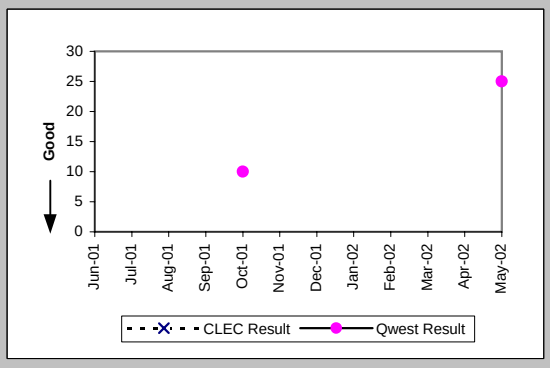

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-2) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 4 | 1 | 4.00 | | |
| Jul-01 | | | | | 20 | 1 | 20.00 | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | 17 | 2 | 8.50 | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | 4 | 1 | 4.00 | | |
| Feb-02 | | | | | 7 | 1 | 7.00 | | |
| Mar-02 | | | | | 1 | 1 | 1.00 | | |
| Apr-02 | | | | | 34 | 1 | 34.00 | | |
| May-02 | | | | | | | | | |




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

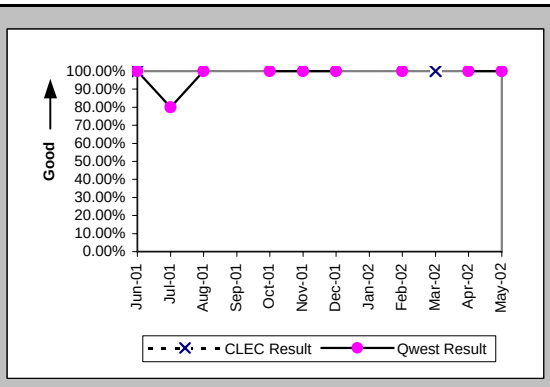
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | 10 | 1 | 10.00 | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | | | | | |
| Apr-02 | | | | | | | | | |
| May-02 | | | | | 25 | 1 | 25.00 | | |



## Checklist #14 - Resale - PBX Installation

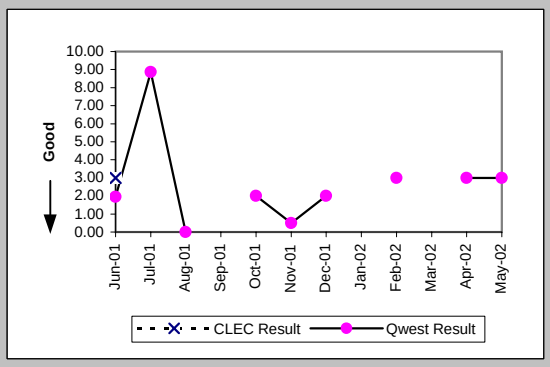
### Installation Commitments Met (Percent) (OP-3C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 1 | 1 | 100.00% | 0.00% | 20 | 20 | 100.00% | N/A | N/A |
| Jul-01 | | | | | 4 | 5 | 80.00% | | |
| Aug-01 | | | | | 2 | 2 | 100.00% | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | 3 | 3 | 100.00% | | |
| Nov-01 | | | | | 2 | 2 | 100.00% | | |
| Dec-01 | | | | | 2 | 2 | 100.00% | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | 2 | 2 | 100.00% | | |
| Mar-02 | 1 | 1 | 100.00% | 0.00% | | | | | |
| Apr-02 | | | | | 1 | 1 | 100.00% | | |
| May-02 | | | | | 2 | 2 | 100.00% | | |



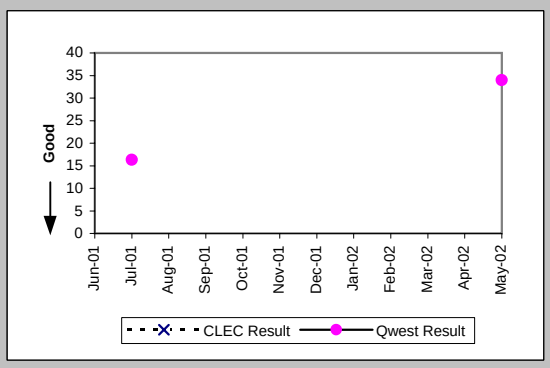

### Installation Interval (Average Days) (OP-4C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 3 | 1 | 3.00 | | 39 | 20 | 1.95 | 0.2 | -0.88 |
| Jul-01 | | | | | 62 | 7 | 8.86 | | |
| Aug-01 | | | | | 0 | 1 | 0.00 | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | 4 | 2 | 2.00 | | |
| Nov-01 | | | | | 1 | 2 | 0.50 | | |
| Dec-01 | | | | | 4 | 2 | 2.00 | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | 3 | 1 | 3.00 | | |
| Mar-02 | | | | | | | | | |
| Apr-02 | | | | | 3 | 1 | 3.00 | | |
| May-02 | | | | | 3 | 1 | 3.00 | | |



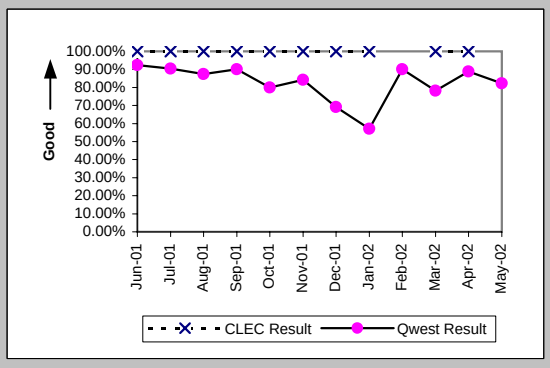

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-3) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | 49 | 3 | 16.33 | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | | | | | |
| Apr-02 | | | | | | | | | |
| May-02 | | | | | 34 | 1 | 34.00 | | |




### New Service Installation Quality (Percent) (OP-5) (Parity)

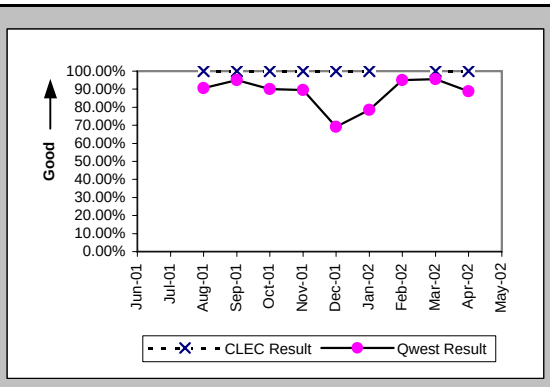
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 4 | 4 | 100.00% | 0.00% | 36 | 39 | 92.31% | -0.55 | -1.33 |
| Jul-01 | 1 | 1 | 100.00% | 0.00% | 38 | 42 | 90.48% | -0.32 | -1.19 |
| Aug-01 | 2 | 2 | 100.00% | 0.00% | 28 | 32 | 87.50% | -0.52 | -1.32 |
| Sep-01 | 3 | 3 | 100.00% | 0.00% | 18 | 20 | 90.00% | -0.54 | -1.33 |
| Oct-01 | 1 | 1 | 100.00% | 0.00% | 16 | 20 | 80.00% | -0.49 | -1.3 |
| Nov-01 | 1 | 1 | 100.00% | 0.00% | 16 | 19 | 84.21% | -0.42 | -1.26 |
| Dec-01 | 2 | 2 | 100.00% | 0.00% | 9 | 13 | 69.23% | -0.88 | -1.53 |
| Jan-02 | 1 | 1 | 100.00% | 0.00% | 8 | 14 | 57.14% | -0.84 | -1.51 |
| Feb-02 | | | | | 18 | 20 | 90.00% | | |
| Mar-02 | 1 | 1 | 100.00% | 0.00% | 18 | 23 | 78.26% | -0.52 | -1.31 |
| Apr-02 | 1 | 1 | 100.00% | 0.00% | 16 | 18 | 88.89% | -0.34 | -1.21 |
| May-02 | | | | | 14 | 17 | 82.35% | | |



## Checklist #14 - Resale - PBX Installation

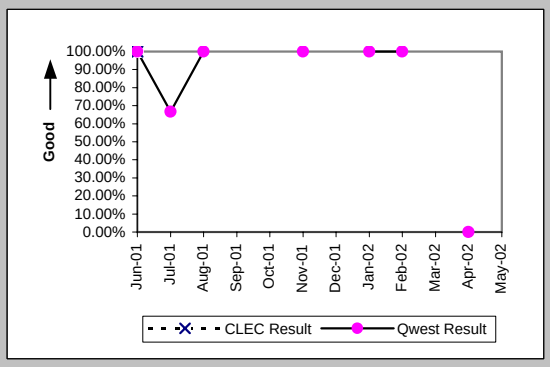
### New Service Installation Quality (Percent) (OP-5*) (Parity)

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | 2 | 2 | 100.00% | 0.00% | 29 | 32 | 90.63% | -0.44 | -1.27 |
| Sep-01 | 3 | 3 | 100.00% | 0.00% | 19 | 20 | 95.00% | -0.37 | -1.23 |
| Oct-01 | 1 | 1 | 100.00% | 0.00% | 18 | 20 | 90.00% | -0.33 | -1.2 |
| Nov-01 | 1 | 1 | 100.00% | 0.00% | 17 | 19 | 89.47% | -0.33 | -1.2 |
| Dec-01 | 2 | 2 | 100.00% | 0.00% | 9 | 13 | 69.23% | -0.88 | -1.53 |
| Jan-02 | 1 | 1 | 100.00% | 0.00% | 11 | 14 | 78.57% | -0.5 | -1.31 |
| Feb-02 | | | | | 19 | 20 | 95.00% | | |
| Mar-02 | 1 | 1 | 100.00% | 0.00% | 22 | 23 | 95.65% | -0.21 | -1.13 |
| Apr-02 | 1 | 1 | 100.00% | 0.00% | 16 | 18 | 88.89% | -0.34 | -1.21 |
| May-02 | | | | | | | | | |



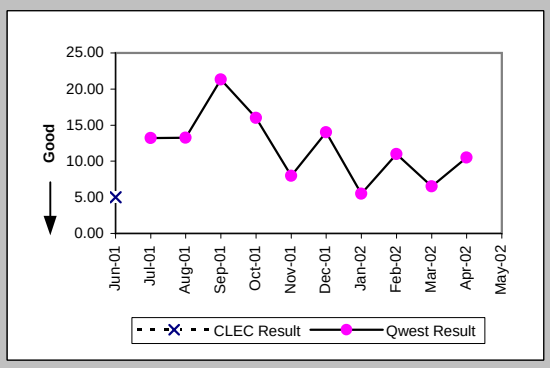

### Installation Commitments Met (Percent) (OP-3D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 1 | 1 | 100.00% | 0.00% | 1 | 1 | 100.00% | N/A | N/A |
| Jul-01 | | | | | 2 | 3 | 66.67% | | |
| Aug-01 | | | | | 3 | 3 | 100.00% | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | 1 | 1 | 100.00% | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | 2 | 2 | 100.00% | | |
| Feb-02 | | | | | 2 | 2 | 100.00% | | |
| Mar-02 | | | | | | | | | |
| Apr-02 | | | | | 0 | 2 | 0.00% | | |
| May-02 | | | | | | | | | |



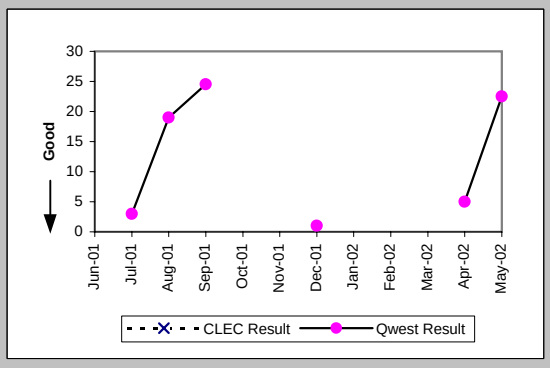

### Installation Interval (Average Days) (OP-4D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 5 | 1 | 5.00 | | | | | | |
| Jul-01 | | | | | 66 | 5 | 13.20 | | |
| Aug-01 | | | | | 53 | 4 | 13.25 | | |
| Sep-01 | | | | | 64 | 3 | 21.33 | | |
| Oct-01 | | | | | 16 | 1 | 16.00 | | |
| Nov-01 | | | | | 8 | 1 | 8.00 | | |
| Dec-01 | | | | | 14 | 1 | 14.00 | | |
| Jan-02 | | | | | 11 | 2 | 5.50 | | |
| Feb-02 | | | | | 22 | 2 | 11.00 | | |
| Mar-02 | | | | | 26 | 4 | 6.50 | | |
| Apr-02 | | | | | 42 | 4 | 10.50 | | |
| May-02 | | | | | | | | | |




### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-4) (Parity)-- Interval Zone One

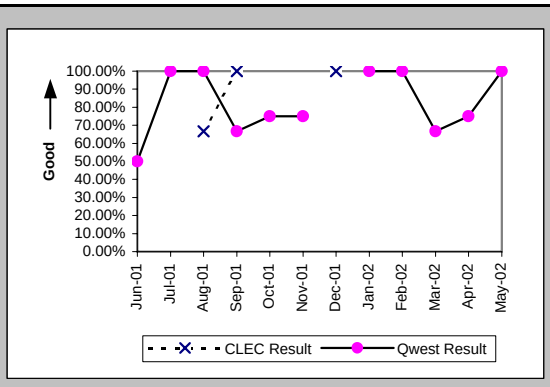
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | 3 | 1 | 3.00 | | |
| Aug-01 | | | | | 19 | 1 | 19.00 | | |
| Sep-01 | | | | | 49 | 2 | 24.50 | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | 1 | 1 | 1.00 | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | | | | | |
| Apr-02 | | | | | 15 | 3 | 5.00 | | |
| May-02 | | | | | 45 | 2 | 22.50 | | |



## Checklist #14 - Resale - PBX Installation

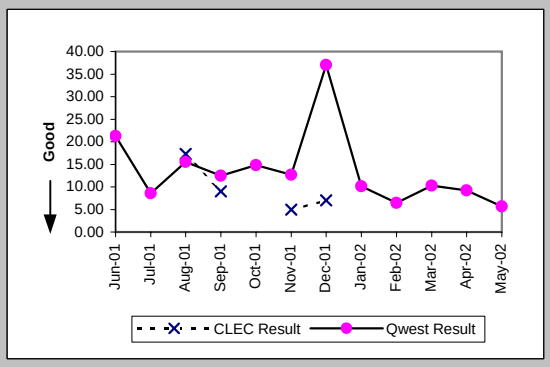
### Installation Commitments Met (Percent) (OP-3E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 2 | 4 | 50.00% | | |
| Jul-01 | | | | | 2 | 2 | 100.00% | | |
| Aug-01 | 2 | 3 | 66.67% | 47.14% | 3 | 3 | 100.00% | N/A | -0.63 |
| Sep-01 | 1 | 1 | 100.00% | 0.00% | 2 | 3 | 66.67% | -0.61 | -1.37 |
| Oct-01 | | | | | 3 | 4 | 75.00% | | |
| Nov-01 | | | | | 3 | 4 | 75.00% | | |
| Dec-01 | 1 | 1 | 100.00% | 0.00% | | | | | |
| Jan-02 | | | | | 4 | 4 | 100.00% | | |
| Feb-02 | | | | | 5 | 5 | 100.00% | | |
| Mar-02 | | | | | 4 | 6 | 66.67% | | |
| Apr-02 | | | | | 3 | 4 | 75.00% | | |
| May-02 | | | | | 3 | 3 | 100.00% | | |



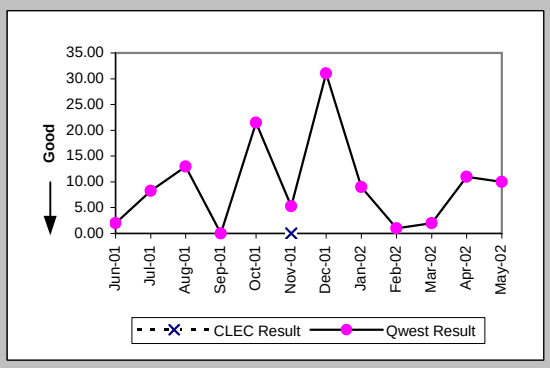

### Installation Interval (Average Days) (OP-4E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 85 | 4 | 21.25 | | |
| Jul-01 | | | | | 60 | 7 | 8.57 | | |
| Aug-01 | 52 | 3 | 17.33 | 7.51 | 124 | 8 | 15.50 | 0.29 | -0.82 |
| Sep-01 | 9 | 1 | 9.00 | | 25 | 2 | 12.50 | -0.27 | -1.16 |
| Oct-01 | | | | | 89 | 6 | 14.83 | | |
| Nov-01 | 5 | 1 | 5.00 | | 76 | 6 | 12.67 | -0.87 | -1.53 |
| Dec-01 | 14 | 2 | 7.00 | 0.00 | 37 | 1 | 37.00 | | |
| Jan-02 | | | | | 81 | 8 | 10.12 | | |
| Feb-02 | | | | | 45 | 7 | 6.43 | | |
| Mar-02 | | | | | 72 | 7 | 10.29 | | |
| Apr-02 | | | | | 46 | 5 | 9.20 | | |
| May-02 | | | | | 17 | 3 | 5.67 | | |



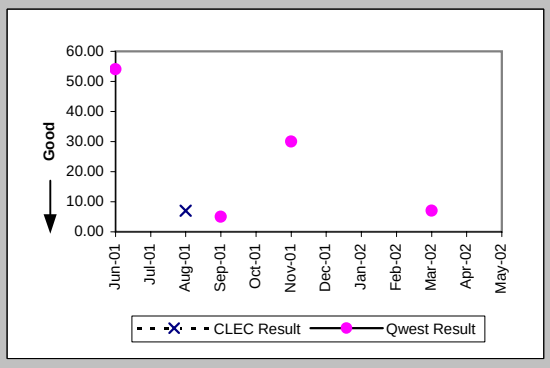

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 2 | 1 | 2.00 | | |
| Jul-01 | | | | | 33 | 4 | 8.25 | | |
| Aug-01 | | | | | 65 | 5 | 13.00 | | |
| Sep-01 | | | | | 0 | 1 | 0.00 | | |
| Oct-01 | | | | | 43 | 2 | 21.50 | | |
| Nov-01 | 0 | 1 | 0.00 | | 21 | 4 | 5.25 | -0.54 | -1.33 |
| Dec-01 | | | | | 31 | 1 | 31.00 | | |
| Jan-02 | | | | | 18 | 2 | 9.00 | | |
| Feb-02 | | | | | 1 | 1 | 1.00 | | |
| Mar-02 | | | | | 2 | 1 | 2.00 | | |
| Apr-02 | | | | | 11 | 1 | 11.00 | | |
| May-02 | | | | | 10 | 1 | 10.00 | | |




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

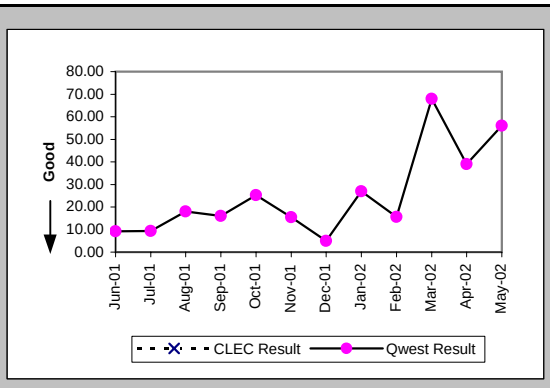
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 54 | 1 | 54.00 | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | 7 | 1 | 7.00 | | | | | | |
| Sep-01 | | | | | 5 | 1 | 5.00 | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | 30 | 1 | 30.00 | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | 7 | 1 | 7.00 | | |
| Apr-02 | | | | | | | | | |
| May-02 | | | | | | | | | |



## Checklist #14 - Resale - PBX Installation

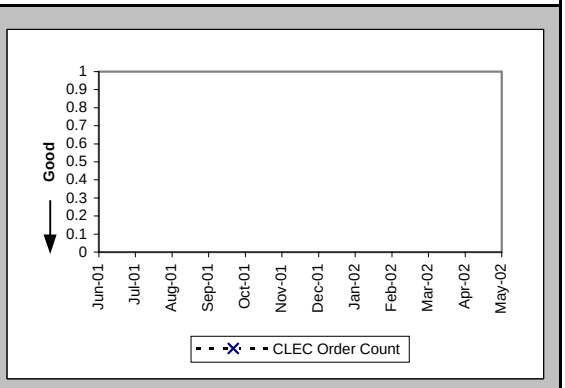
Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A) (Diagnostic)

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 37 | 4 | 9.25 | | |
| Jul-01 | | | | | 66 | 7 | 9.43 | | |
| Aug-01 | | | | | 18 | 1 | 18.00 | | |
| Sep-01 | | | | | 64 | 4 | 16.00 | | |
| Oct-01 | | | | | 126 | 5 | 25.20 | | |
| Nov-01 | | | | | 31 | 2 | 15.50 | | |
| Dec-01 | | | | | 5 | 1 | 5.00 | | |
| Jan-02 | | | | | 27 | 1 | 27.00 | | |
| Feb-02 | | | | | 47 | 3 | 15.67 | | |
| Mar-02 | | | | | 68 | 1 | 68.00 | | |
| Apr-02 | | | | | 117 | 3 | 39.00 | | |
| May-02 | | | | | 112 | 2 | 56.00 | | |



Checklist #14 - Resale - PBX Installation

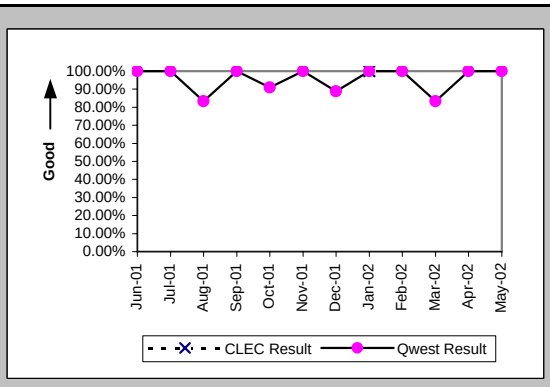
| Count of Pending Orders Delayed for Facilities Reasons PBX (OP-15B) (Diagnostic) | |
|---|---|
| Date | CLEC Order Count |
| Jun-01 | |
| Jul-01 | |
| Aug-01 | |
| Sep-01 | |
| Oct-01 | |
| Nov-01 | |
| Dec-01 | |
| Jan-02 | |
| Feb-02 | |
| Mar-02 | |
| Apr-02 | |
| May-02 | |



## Checklist #14 - Resale - PBX Repair

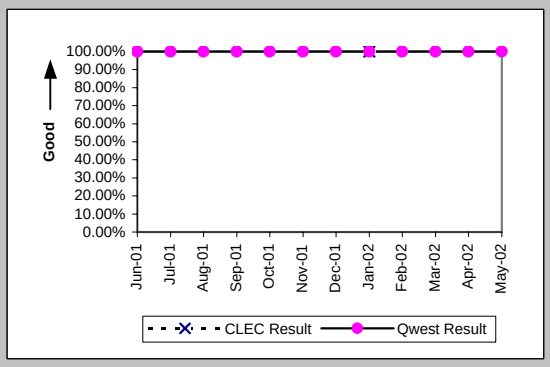
### Out of Service Cleared within 24 hours (Percent) (MR-3A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 11 | 11 | 100.00% | | |
| Jul-01 | | | | | 10 | 10 | 100.00% | | |
| Aug-01 | | | | | 10 | 12 | 83.33% | | |
| Sep-01 | | | | | 11 | 11 | 100.00% | | |
| Oct-01 | | | | | 10 | 11 | 90.91% | | |
| Nov-01 | | | | | 4 | 4 | 100.00% | | |
| Dec-01 | | | | | 8 | 9 | 88.89% | | |
| Jan-02 | 1 | 1 | 100.00% | 0.00% | 5 | 5 | 100.00% | N/A | N/A |
| Feb-02 | | | | | 7 | 7 | 100.00% | | |
| Mar-02 | | | | | 5 | 6 | 83.33% | | |
| Apr-02 | | | | | 9 | 9 | 100.00% | | |
| May-02 | | | | | 9 | 9 | 100.00% | | |



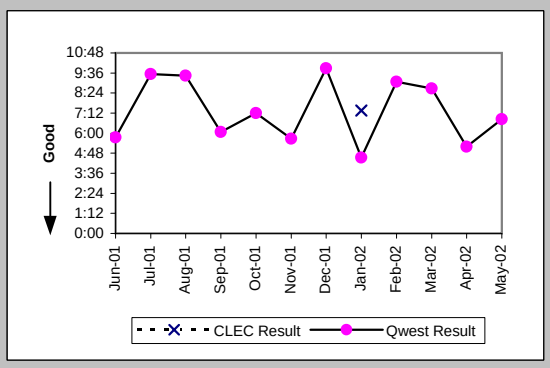

### All Troubles Cleared within 48 hours (Percent) (MR-4A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 12 | 12 | 100.00% | | |
| Jul-01 | | | | | 11 | 11 | 100.00% | | |
| Aug-01 | | | | | 12 | 12 | 100.00% | | |
| Sep-01 | | | | | 12 | 12 | 100.00% | | |
| Oct-01 | | | | | 12 | 12 | 100.00% | | |
| Nov-01 | | | | | 6 | 6 | 100.00% | | |
| Dec-01 | | | | | 9 | 9 | 100.00% | | |
| Jan-02 | 1 | 1 | 100.00% | 0.00% | 5 | 5 | 100.00% | N/A | N/A |
| Feb-02 | | | | | 7 | 7 | 100.00% | | |
| Mar-02 | | | | | 6 | 6 | 100.00% | | |
| Apr-02 | | | | | 9 | 9 | 100.00% | | |
| May-02 | | | | | 11 | 11 | 100.00% | | |



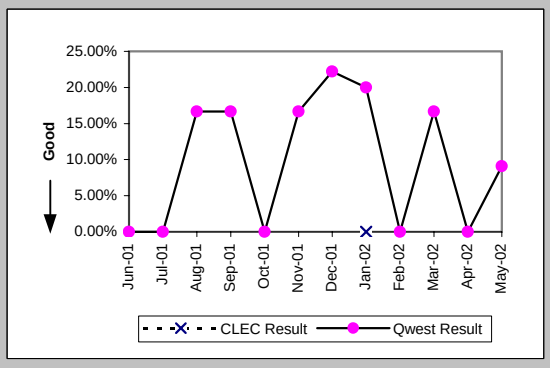

### Mean Time to Restore (Hours:Minutes) (MR-6A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 69:02 | 12 | 5:45 | | |
| Jul-01 | | | | | 104:51 | 11 | 9:32 | | |
| Aug-01 | | | | | 113:18 | 12 | 9:26 | | |
| Sep-01 | | | | | 72:53 | 12 | 6:04 | | |
| Oct-01 | | | | | 86:22 | 12 | 7:12 | | |
| Nov-01 | | | | | 34:02 | 6 | 5:40 | | |
| Dec-01 | | | | | 88:56 | 9 | 9:53 | | |
| Jan-02 | 7:21 | 1 | 7:21 | | 22:38 | 5 | 4:32 | 0.57 | -0.65 |
| Feb-02 | | | | | 63:32 | 7 | 9:05 | | |
| Mar-02 | | | | | 51:59 | 6 | 8:40 | | |
| Apr-02 | | | | | 46:36 | 9 | 5:11 | | |
| May-02 | | | | | 75:09 | 11 | 6:50 | | |




### Repair Repeat Report Rate (Percent) (MR-7A) (Parity)-- Dispatches Within MSAs

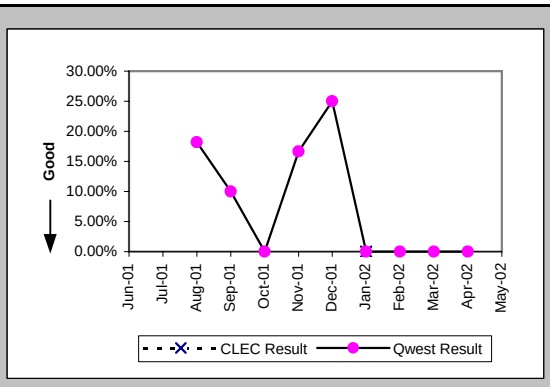
| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 0 | 12 | 0.00% | | |
| Jul-01 | | | | | 0 | 11 | 0.00% | | |
| Aug-01 | | | | | 2 | 12 | 16.67% | | |
| Sep-01 | | | | | 2 | 12 | 16.67% | | |
| Oct-01 | | | | | 0 | 12 | 0.00% | | |
| Nov-01 | | | | | 1 | 6 | 16.67% | | |
| Dec-01 | | | | | 2 | 9 | 22.22% | | |
| Jan-02 | 0 | 1 | 0.00% | 0.00% | 1 | 5 | 20.00% | -0.46 | -1.28 |
| Feb-02 | | | | | 0 | 7 | 0.00% | | |
| Mar-02 | | | | | 1 | 6 | 16.67% | | |
| Apr-02 | | | | | 0 | 9 | 0.00% | | |
| May-02 | | | | | 1 | 11 | 9.09% | | |



## Checklist #14 - Resale - PBX Repair

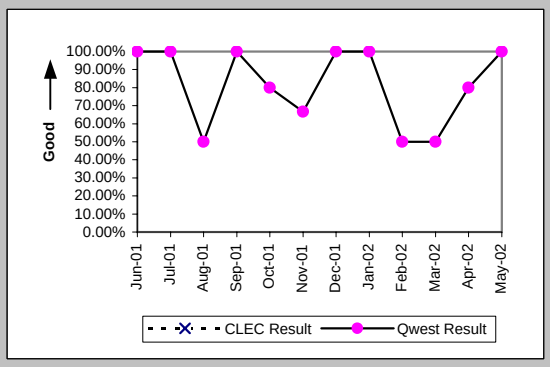
### Repair Repeat Report Rate (Percent) (MR-7A*) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 2 | 11 | 18.18% | | |
| Sep-01 | | | | | 1 | 10 | 10.00% | | |
| Oct-01 | | | | | 0 | 9 | 0.00% | | |
| Nov-01 | | | | | 1 | 6 | 16.67% | | |
| Dec-01 | | | | | 2 | 8 | 25.00% | | |
| Jan-02 | 0 | 1 | 0.00% | 0.00% | 0 | 4 | 0.00% | N/A | N/A |
| Feb-02 | | | | | 0 | 6 | 0.00% | | |
| Mar-02 | | | | | 0 | 4 | 0.00% | | |
| Apr-02 | | | | | 0 | 7 | 0.00% | | |
| May-02 | | | | | | | | | |



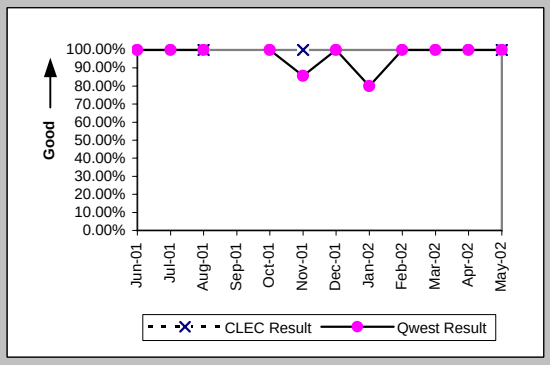

### Repair Appointments Met (Percent) (MR-9A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 2 | 2 | 100.00% | | |
| Jul-01 | | | | | 6 | 6 | 100.00% | | |
| Aug-01 | | | | | 1 | 2 | 50.00% | | |
| Sep-01 | | | | | 2 | 2 | 100.00% | | |
| Oct-01 | | | | | 4 | 5 | 80.00% | | |
| Nov-01 | | | | | 2 | 3 | 66.67% | | |
| Dec-01 | | | | | 2 | 2 | 100.00% | | |
| Jan-02 | | | | | 1 | 1 | 100.00% | | |
| Feb-02 | | | | | 1 | 2 | 50.00% | | |
| Mar-02 | | | | | 1 | 2 | 50.00% | | |
| Apr-02 | | | | | 4 | 5 | 80.00% | | |
| May-02 | | | | | 6 | 6 | 100.00% | | |



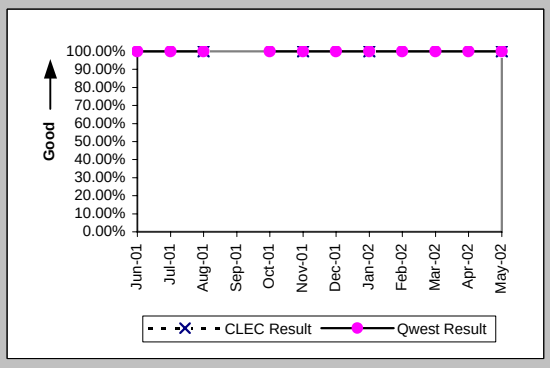

### Out of Service Cleared within 24 hours (Percent) (MR-3B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 7 | 7 | 100.00% | | |
| Jul-01 | | | | | 4 | 4 | 100.00% | | |
| Aug-01 | 1 | 1 | 100.00% | 0.00% | 4 | 4 | 100.00% | N/A | N/A |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | 8 | 8 | 100.00% | | |
| Nov-01 | 1 | 1 | 100.00% | 0.00% | 6 | 7 | 85.71% | -0.38 | -1.23 |
| Dec-01 | | | | | 5 | 5 | 100.00% | | |
| Jan-02 | | | | | 4 | 5 | 80.00% | | |
| Feb-02 | | | | | 4 | 4 | 100.00% | | |
| Mar-02 | | | | | 3 | 3 | 100.00% | | |
| Apr-02 | | | | | 3 | 3 | 100.00% | | |
| May-02 | 2 | 2 | 100.00% | 0.00% | 2 | 2 | 100.00% | N/A | N/A |




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

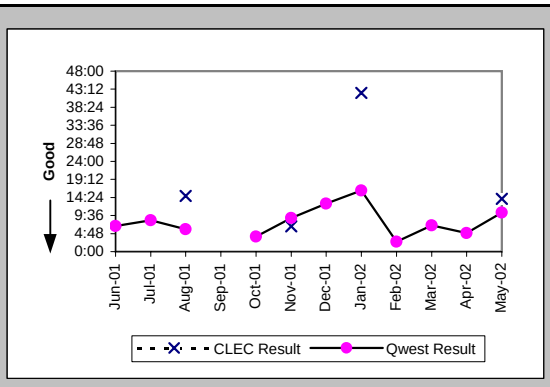
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 8 | 8 | 100.00% | | |
| Jul-01 | | | | | 6 | 6 | 100.00% | | |
| Aug-01 | 1 | 1 | 100.00% | 0.00% | 4 | 4 | 100.00% | N/A | N/A |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | 8 | 8 | 100.00% | | |
| Nov-01 | 1 | 1 | 100.00% | 0.00% | 8 | 8 | 100.00% | N/A | N/A |
| Dec-01 | | | | | 7 | 7 | 100.00% | | |
| Jan-02 | 1 | 1 | 100.00% | 0.00% | 5 | 5 | 100.00% | N/A | N/A |
| Feb-02 | | | | | 6 | 6 | 100.00% | | |
| Mar-02 | | | | | 3 | 3 | 100.00% | | |
| Apr-02 | | | | | 3 | 3 | 100.00% | | |
| May-02 | 2 | 2 | 100.00% | 0.00% | 2 | 2 | 100.00% | N/A | N/A |



## Checklist #14 - Resale - PBX Repair

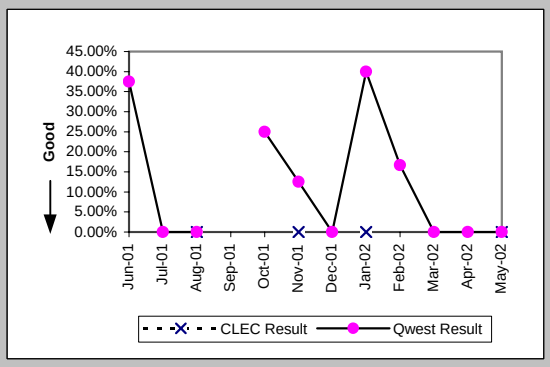
### Mean Time to Restore (Hours:Minutes) (MR-6B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 54:32 | 8 | 6:49 | | |
| Jul-01 | | | | | 50:13 | 6 | 8:22 | | |
| Aug-01 | 14:49 | 1 | 14:49 | | 23:38 | 4 | 5:55 | 1.15 | -0.3 |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | 31:50 | 8 | 3:59 | | |
| Nov-01 | 6:42 | 1 | 6:42 | | 71:16 | 8 | 8:54 | -0.13 | -1.08 |
| Dec-01 | | | | | 89:37 | 7 | 12:48 | | |
| Jan-02 | 42:14 | 1 | 42:14 | | 81:13 | 5 | 16:15 | 0.46 | -0.72 |
| Feb-02 | | | | | 15:33 | 6 | 2:36 | | |
| Mar-02 | | | | | 20:52 | 3 | 6:57 | | |
| Apr-02 | | | | | 14:45 | 3 | 4:55 | | |
| May-02 | 28:02 | 2 | 14:01 | 10:28 | 20:43 | 2 | 10:22 | 0.07 | -0.96 |



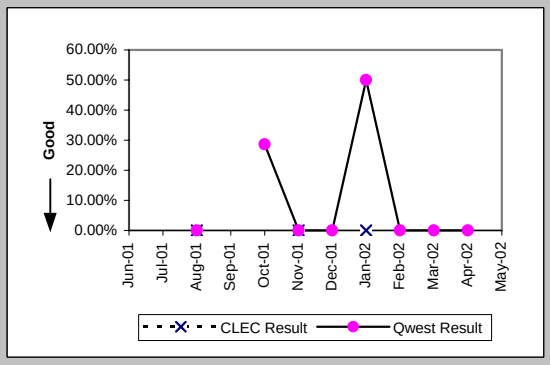

### Repair Repeat Report Rate (Percent) (MR-7B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 3 | 8 | 37.50% | | |
| Jul-01 | | | | | 0 | 6 | 0.00% | | |
| Aug-01 | 0 | 1 | 0.00% | 0.00% | 0 | 4 | 0.00% | N/A | N/A |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | 2 | 8 | 25.00% | | |
| Nov-01 | 0 | 1 | 0.00% | 0.00% | 1 | 8 | 12.50% | -0.36 | -1.22 |
| Dec-01 | | | | | 0 | 7 | 0.00% | | |
| Jan-02 | 0 | 1 | 0.00% | 0.00% | 2 | 5 | 40.00% | -0.75 | -1.45 |
| Feb-02 | | | | | 1 | 6 | 16.67% | | |
| Mar-02 | | | | | 0 | 3 | 0.00% | | |
| Apr-02 | | | | | 0 | 3 | 0.00% | | |
| May-02 | 0 | 2 | 0.00% | 0.00% | 0 | 2 | 0.00% | N/A | N/A |



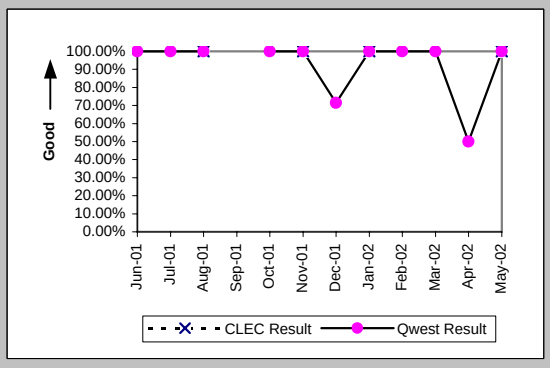

### Repair Repeat Report Rate (Percent) (MR-7B*) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | 0 | 1 | 0.00% | 0.00% | 0 | 3 | 0.00% | N/A | N/A |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | 2 | 7 | 28.57% | | |
| Nov-01 | 0 | 1 | 0.00% | 0.00% | 0 | 4 | 0.00% | N/A | N/A |
| Dec-01 | | | | | 0 | 7 | 0.00% | | |
| Jan-02 | 0 | 1 | 0.00% | 0.00% | 2 | 4 | 50.00% | -0.89 | -1.54 |
| Feb-02 | | | | | 0 | 3 | 0.00% | | |
| Mar-02 | | | | | 0 | 1 | 0.00% | | |
| Apr-02 | | | | | 0 | 3 | 0.00% | | |
| May-02 | | | | | | | | | |




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

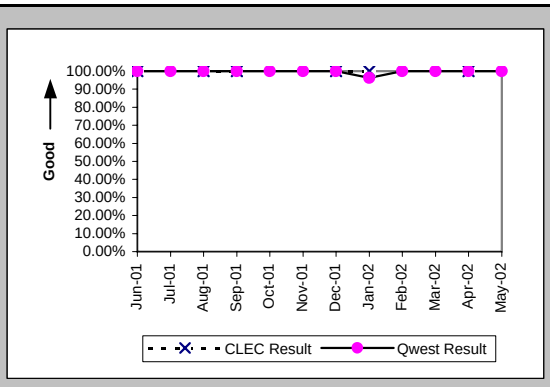
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 1 | 1 | 100.00% | | |
| Jul-01 | | | | | 3 | 3 | 100.00% | | |
| Aug-01 | 1 | 1 | 100.00% | 0.00% | 1 | 1 | 100.00% | N/A | N/A |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | 2 | 2 | 100.00% | | |
| Nov-01 | 1 | 1 | 100.00% | 0.00% | 3 | 3 | 100.00% | N/A | N/A |
| Dec-01 | | | | | 5 | 7 | 71.43% | | |
| Jan-02 | 1 | 1 | 100.00% | 0.00% | 4 | 4 | 100.00% | N/A | N/A |
| Feb-02 | | | | | 3 | 3 | 100.00% | | |
| Mar-02 | | | | | 1 | 1 | 100.00% | | |
| Apr-02 | | | | | 1 | 2 | 50.00% | | |
| May-02 | 2 | 2 | 100.00% | 0.00% | 1 | 1 | 100.00% | N/A | N/A |



## Checklist #14 - Resale - PBX Repair

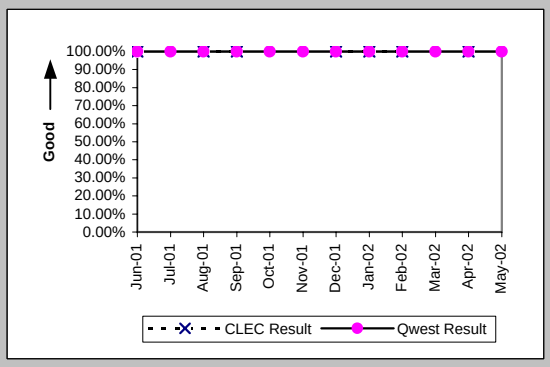
### Out of Service Cleared within 24 hours (Percent) (MR-3C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 2 | 2 | 100.00% | 0.00% | 26 | 26 | 100.00% | N/A | N/A |
| Jul-01 | | | | | 23 | 23 | 100.00% | | |
| Aug-01 | 2 | 2 | 100.00% | 0.00% | 39 | 39 | 100.00% | N/A | N/A |
| Sep-01 | 4 | 4 | 100.00% | 0.00% | 24 | 24 | 100.00% | N/A | N/A |
| Oct-01 | | | | | 37 | 37 | 100.00% | | |
| Nov-01 | | | | | 16 | 16 | 100.00% | | |
| Dec-01 | 1 | 1 | 100.00% | 0.00% | 19 | 19 | 100.00% | N/A | N/A |
| Jan-02 | 1 | 1 | 100.00% | 0.00% | 26 | 27 | 96.30% | -0.19 | -1.12 |
| Feb-02 | | | | | 13 | 13 | 100.00% | | |
| Mar-02 | | | | | 22 | 22 | 100.00% | | |
| Apr-02 | 1 | 1 | 100.00% | 0.00% | 6 | 6 | 100.00% | N/A | N/A |
| May-02 | | | | | 14 | 14 | 100.00% | | |



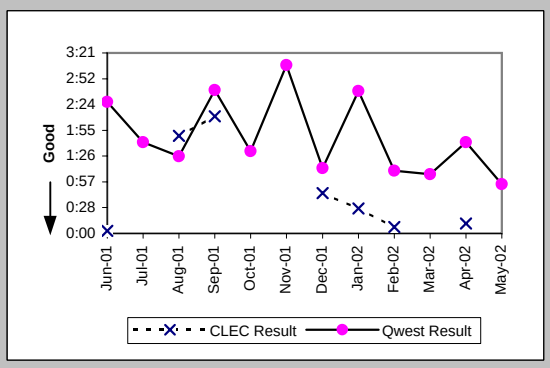

### All Troubles Cleared within 48 hours (Percent) (MR-4C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 2 | 2 | 100.00% | 0.00% | 29 | 29 | 100.00% | N/A | N/A |
| Jul-01 | | | | | 26 | 26 | 100.00% | | |
| Aug-01 | 3 | 3 | 100.00% | 0.00% | 41 | 41 | 100.00% | N/A | N/A |
| Sep-01 | 4 | 4 | 100.00% | 0.00% | 25 | 25 | 100.00% | N/A | N/A |
| Oct-01 | | | | | 43 | 43 | 100.00% | | |
| Nov-01 | | | | | 21 | 21 | 100.00% | | |
| Dec-01 | 1 | 1 | 100.00% | 0.00% | 21 | 21 | 100.00% | N/A | N/A |
| Jan-02 | 1 | 1 | 100.00% | 0.00% | 29 | 29 | 100.00% | N/A | N/A |
| Feb-02 | 1 | 1 | 100.00% | 0.00% | 17 | 17 | 100.00% | N/A | N/A |
| Mar-02 | | | | | 24 | 24 | 100.00% | | |
| Apr-02 | 1 | 1 | 100.00% | 0.00% | 8 | 8 | 100.00% | N/A | N/A |
| May-02 | | | | | 15 | 15 | 100.00% | | |



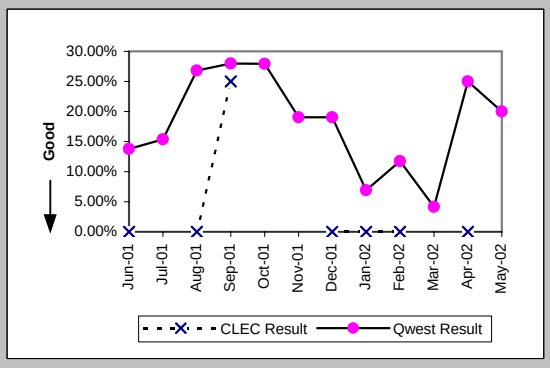

### Mean Time to Restore (Hours:Minutes) (MR-6C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 0:06 | 2 | 0:03 | 0:03 | 71:08 | 29 | 2:27 | -0.44 | -1.27 |
| Jul-01 | | | | | 44:12 | 26 | 1:42 | | |
| Aug-01 | 5:26 | 3 | 1:49 | 1:26 | 58:38 | 41 | 1:26 | 0.59 | -0.64 |
| Sep-01 | 8:45 | 4 | 2:11 | 2:17 | 66:46 | 25 | 2:40 | -0.19 | -1.12 |
| Oct-01 | | | | | 65:58 | 43 | 1:32 | | |
| Nov-01 | | | | | 65:49 | 21 | 3:08 | | |
| Dec-01 | 0:45 | 1 | 0:45 | | 25:36 | 21 | 1:13 | -0.38 | -1.23 |
| Jan-02 | 0:28 | 1 | 0:28 | | 76:51 | 29 | 2:39 | -0.32 | -1.19 |
| Feb-02 | 0:07 | 1 | 0:07 | | 19:43 | 17 | 1:10 | -0.96 | -1.58 |
| Mar-02 | | | | | 26:17 | 24 | 1:06 | | |
| Apr-02 | 0:11 | 1 | 0:11 | | 13:40 | 8 | 1:42 | -0.78 | -1.48 |
| May-02 | | | | | 13:47 | 15 | 0:55 | | |




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

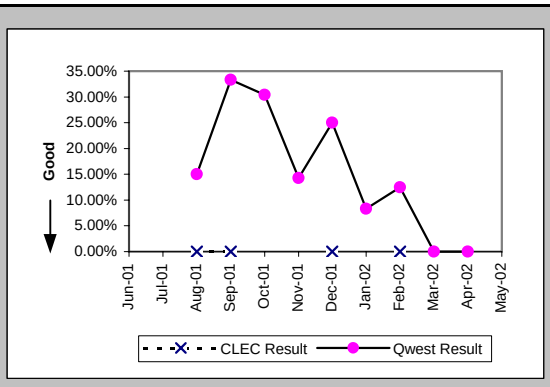
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 0 | 2 | 0.00% | 0.00% | 4 | 29 | 13.79% | -0.55 | -1.33 |
| Jul-01 | | | | | 4 | 26 | 15.38% | | |
| Aug-01 | 0 | 3 | 0.00% | 0.00% | 11 | 41 | 26.83% | -1.01 | -1.62 |
| Sep-01 | 1 | 4 | 25.00% | 43.30% | 7 | 25 | 28.00% | -0.12 | -1.08 |
| Oct-01 | | | | | 12 | 43 | 27.91% | | |
| Nov-01 | | | | | 4 | 21 | 19.05% | | |
| Dec-01 | 0 | 1 | 0.00% | 0.00% | 4 | 21 | 19.05% | -0.47 | -1.29 |
| Jan-02 | 0 | 1 | 0.00% | 0.00% | 2 | 29 | 6.90% | -0.27 | -1.16 |
| Feb-02 | 0 | 1 | 0.00% | 0.00% | 2 | 17 | 11.76% | -0.35 | -1.22 |
| Mar-02 | | | | | 1 | 24 | 4.17% | | |
| Apr-02 | 0 | 1 | 0.00% | 0.00% | 2 | 8 | 25.00% | -0.54 | -1.33 |
| May-02 | | | | | 3 | 15 | 20.00% | | |



## Checklist #14 - Resale - PBX Repair

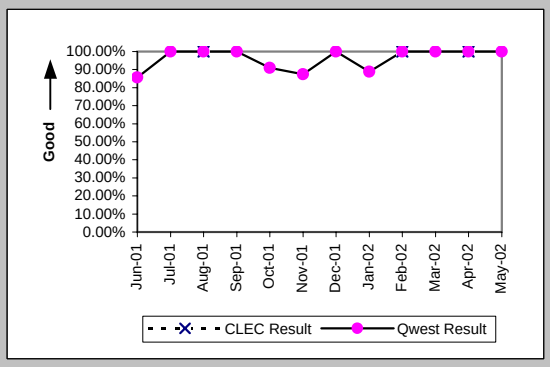
### Repair Repeat Report Rate (Percent) (MR-7C*) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | 0 | 1 | 0.00% | 0.00% | 3 | 20 | 15.00% | -0.41 | -1.25 |
| Sep-01 | 0 | 1 | 0.00% | 0.00% | 3 | 9 | 33.33% | -0.67 | -1.41 |
| Oct-01 | | | | | 7 | 23 | 30.43% | | |
| Nov-01 | | | | | 1 | 7 | 14.29% | | |
| Dec-01 | 0 | 1 | 0.00% | 0.00% | 3 | 12 | 25.00% | -0.55 | -1.34 |
| Jan-02 | | | | | 1 | 12 | 8.33% | | |
| Feb-02 | 0 | 1 | 0.00% | 0.00% | 1 | 8 | 12.50% | -0.36 | -1.22 |
| Mar-02 | | | | | 0 | 7 | 0.00% | | |
| Apr-02 | | | | | 0 | 3 | 0.00% | | |
| May-02 | | | | | | | | | |



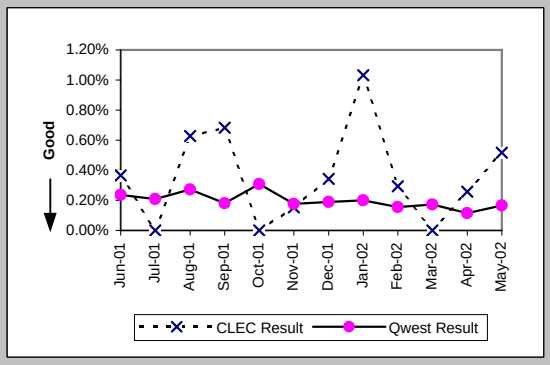

### Repair Appointments Met (Percent) (MR-9C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 6 | 7 | 85.71% | | |
| Jul-01 | | | | | 5 | 5 | 100.00% | | |
| Aug-01 | 1 | 1 | 100.00% | 0.00% | 6 | 6 | 100.00% | N/A | N/A |
| Sep-01 | | | | | 4 | 4 | 100.00% | | |
| Oct-01 | | | | | 10 | 11 | 90.91% | | |
| Nov-01 | | | | | 7 | 8 | 87.50% | | |
| Dec-01 | | | | | 6 | 6 | 100.00% | | |
| Jan-02 | | | | | 8 | 9 | 88.89% | | |
| Feb-02 | 1 | 1 | 100.00% | 0.00% | 7 | 7 | 100.00% | N/A | N/A |
| Mar-02 | | | | | 4 | 4 | 100.00% | | |
| Apr-02 | 1 | 1 | 100.00% | 0.00% | 2 | 2 | 100.00% | N/A | N/A |
| May-02 | | | | | 4 | 4 | 100.00% | | |



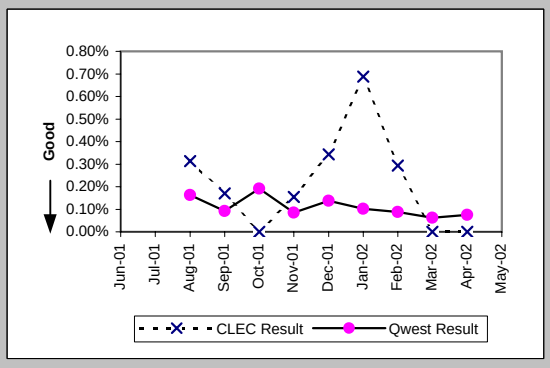

### Trouble Rate (Percent) (MR-8) (Parity)

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 2 | 548 | 0.37% | 6.03% | 49 | 20837 | 0.24% | 0.62 | -0.62 |
| Jul-01 | 0 | 571 | 0.00% | 0.00% | 43 | 20654 | 0.21% | -1.08 | -1.65 |
| Aug-01 | 4 | 637 | 0.63% | 7.90% | 57 | 20882 | 0.27% | 1.69 | 0.03 |
| Sep-01 | 4 | 586 | 0.68% | 8.23% | 37 | 20584 | 0.18% | 2.83 | 0.72 |
| Oct-01 | 0 | 638 | 0.00% | 0.00% | 63 | 20390 | 0.31% | -1.38 | -1.84 |
| Nov-01 | 1 | 649 | 0.15% | 3.92% | 35 | 19930 | 0.18% | -0.13 | -1.08 |
| Dec-01 | 1 | 291 | 0.34% | 5.85% | 37 | 19649 | 0.19% | 0.61 | -0.63 |
| Jan-02 | 3 | 291 | 1.03% | 10.10% | 39 | 19510 | 0.20% | 2.26 | 0.37 |
| Feb-02 | 1 | 341 | 0.29% | 5.41% | 30 | 19294 | 0.16% | 0.63 | -0.62 |
| Mar-02 | 0 | 374 | 0.00% | 0.00% | 33 | 19130 | 0.17% | -0.8 | -1.48 |
| Apr-02 | 1 | 389 | 0.26% | 5.06% | 20 | 17303 | 0.12% | 0.75 | -0.55 |
| May-02 | 2 | 387 | 0.52% | 7.17% | 28 | 16801 | 0.17% | 1.38 | -0.16 |




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

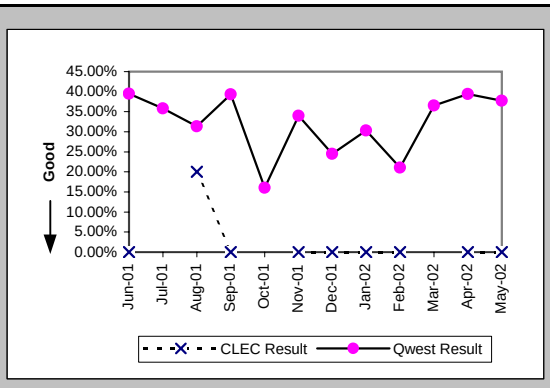
| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | 2 | 637 | 0.31% | 5.59% | 34 | 20882 | 0.16% | 0.93 | -0.43 |
| Sep-01 | 1 | 586 | 0.17% | 4.13% | 19 | 20584 | 0.09% | 0.62 | -0.63 |
| Oct-01 | 0 | 638 | 0.00% | 0.00% | 39 | 20390 | 0.19% | -1.09 | -1.66 |
| Nov-01 | 1 | 649 | 0.15% | 3.92% | 17 | 19930 | 0.09% | 0.59 | -0.64 |
| Dec-01 | 1 | 291 | 0.34% | 5.85% | 27 | 19649 | 0.14% | 0.84 | -0.49 |
| Jan-02 | 2 | 291 | 0.69% | 8.26% | 20 | 19510 | 0.10% | 2.05 | 0.25 |
| Feb-02 | 1 | 341 | 0.29% | 5.41% | 17 | 19294 | 0.09% | 1.02 | -0.38 |
| Mar-02 | 0 | 374 | 0.00% | 0.00% | 12 | 19130 | 0.06% | -0.48 | -1.29 |
| Apr-02 | 0 | 389 | 0.00% | 0.00% | 13 | 17303 | 0.08% | -0.53 | -1.33 |
| May-02 | | | | | | | | | |



## Checklist #14 - Resale - PBX Repair

Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10) (Diagnostic)

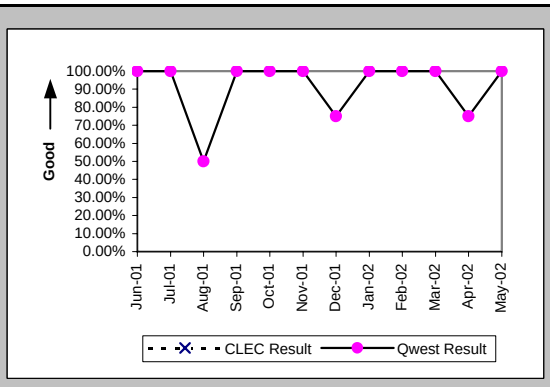
| Date | CLEC Num | CLEC Dend | CLEC Resu | Std Dev | Qwest Num | Qwest Dend | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 0 | 2 | 0.00% | 0.00% | 32 | 81 | 39.51% | -1.13 | -1.69 |
| Jul-01 | | | | | 24 | 67 | 35.82% | | |
| Aug-01 | 1 | 5 | 20.00% | 40.00% | 26 | 83 | 31.33% | -0.53 | -1.32 |
| Sep-01 | 0 | 4 | 0.00% | 0.00% | 24 | 61 | 39.34% | -1.56 | -1.95 |
| Oct-01 | | | | | 12 | 75 | 16.00% | | |
| Nov-01 | 0 | 1 | 0.00% | 0.00% | 18 | 53 | 33.96% | -0.71 | -1.43 |
| Dec-01 | 0 | 1 | 0.00% | 0.00% | 12 | 49 | 24.49% | -0.56 | -1.34 |
| Jan-02 | 0 | 3 | 0.00% | 0.00% | 17 | 56 | 30.36% | -1.11 | -1.68 |
| Feb-02 | 0 | 1 | 0.00% | 0.00% | 8 | 38 | 21.05% | -0.51 | -1.31 |
| Mar-02 | | | | | 19 | 52 | 36.54% | | |
| Apr-02 | 0 | 1 | 0.00% | 0.00% | 13 | 33 | 39.39% | -0.79 | -1.48 |
| May-02 | 0 | 2 | 0.00% | 0.00% | 17 | 45 | 37.78% | -1.08 | -1.66 |



## Checklist #14 - Resale - Basic ISDN Installation

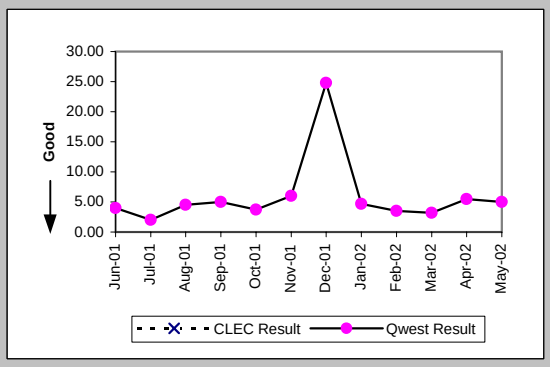
### Installation Commitments Met (Percent) (OP-3A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 1 | 1 | 100.00% | | |
| Jul-01 | | | | | 1 | 1 | 100.00% | | |
| Aug-01 | | | | | 1 | 2 | 50.00% | | |
| Sep-01 | | | | | 1 | 1 | 100.00% | | |
| Oct-01 | | | | | 4 | 4 | 100.00% | | |
| Nov-01 | | | | | 4 | 4 | 100.00% | | |
| Dec-01 | | | | | 3 | 4 | 75.00% | | |
| Jan-02 | | | | | 3 | 3 | 100.00% | | |
| Feb-02 | | | | | 2 | 2 | 100.00% | | |
| Mar-02 | | | | | 5 | 5 | 100.00% | | |
| Apr-02 | | | | | 3 | 4 | 75.00% | | |
| May-02 | | | | | 3 | 3 | 100.00% | | |



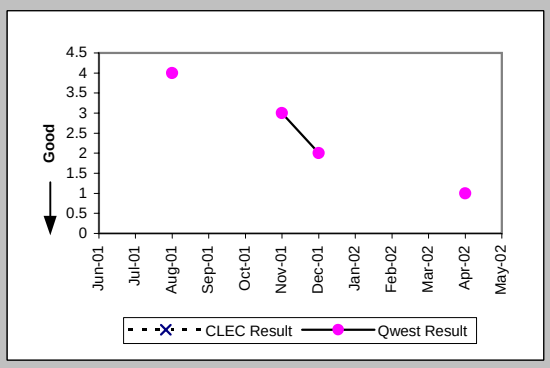

### Installation Interval (Average Days) (OP-4A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 4 | 1 | 4.00 | | |
| Jul-01 | | | | | 2 | 1 | 2.00 | | |
| Aug-01 | | | | | 9 | 2 | 4.50 | | |
| Sep-01 | | | | | 5 | 1 | 5.00 | | |
| Oct-01 | | | | | 15 | 4 | 3.75 | | |
| Nov-01 | | | | | 30 | 5 | 6.00 | | |
| Dec-01 | | | | | 124 | 5 | 24.80 | | |
| Jan-02 | | | | | 14 | 3 | 4.67 | | |
| Feb-02 | | | | | 7 | 2 | 3.50 | | |
| Mar-02 | | | | | 16 | 5 | 3.20 | | |
| Apr-02 | | | | | 22 | 4 | 5.50 | | |
| May-02 | | | | | 15 | 3 | 5.00 | | |



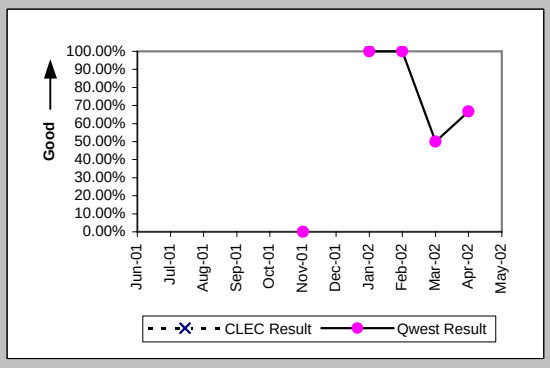

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-1) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 4 | 1 | 4.00 | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | 3 | 1 | 3.00 | | |
| Dec-01 | | | | | 2 | 1 | 2.00 | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | | | | | |
| Apr-02 | | | | | 1 | 1 | 1.00 | | |
| May-02 | | | | | | | | | |




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

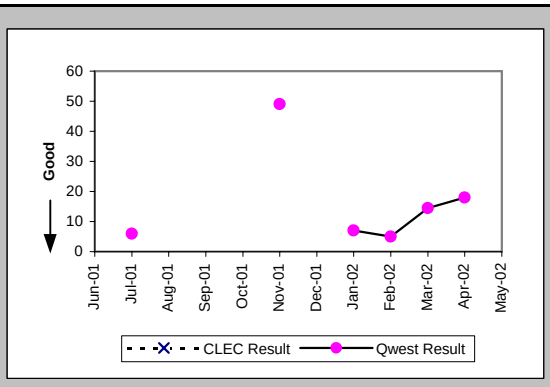
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | 0 | 1 | 0.00% | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | 1 | 1 | 100.00% | | |
| Feb-02 | | | | | 1 | 1 | 100.00% | | |
| Mar-02 | | | | | 1 | 2 | 50.00% | | |
| Apr-02 | | | | | 2 | 3 | 66.67% | | |
| May-02 | | | | | | | | | |



## Checklist #14 - Resale - Basic ISDN Installation

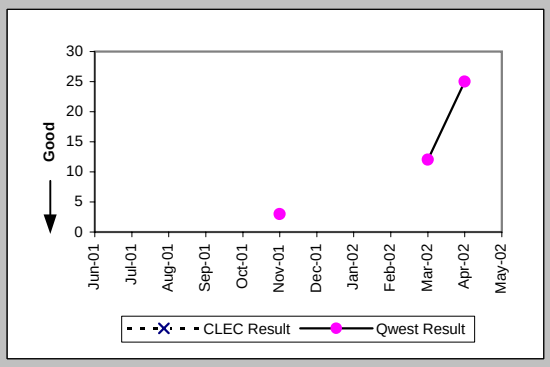
### Installation Interval (Average Days) (OP-4B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | 6 | 1 | 6.00 | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | 49 | 1 | 49.00 | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | 7 | 1 | 7.00 | | |
| Feb-02 | | | | | 5 | 1 | 5.00 | | |
| Mar-02 | | | | | 29 | 2 | 14.50 | | |
| Apr-02 | | | | | 54 | 3 | 18.00 | | |
| May-02 | | | | | | | | | |



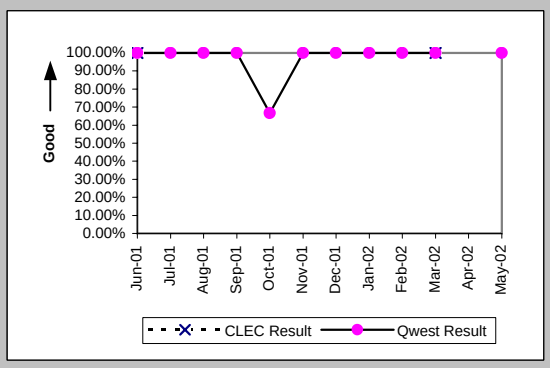

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-2) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | 3 | 1 | 3.00 | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | 12 | 1 | 12.00 | | |
| Apr-02 | | | | | 25 | 1 | 25.00 | | |
| May-02 | | | | | | | | | |



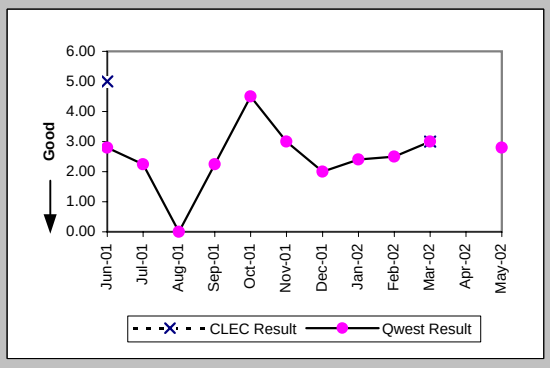

### Installation Commitments Met (Percent) (OP-3C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 1 | 1 | 100.00% | 0.00% | 23 | 23 | 100.00% | N/A | N/A |
| Jul-01 | | | | | 4 | 4 | 100.00% | | |
| Aug-01 | | | | | 3 | 3 | 100.00% | | |
| Sep-01 | | | | | 9 | 9 | 100.00% | | |
| Oct-01 | | | | | 4 | 6 | 66.67% | | |
| Nov-01 | | | | | 1 | 1 | 100.00% | | |
| Dec-01 | | | | | 6 | 6 | 100.00% | | |
| Jan-02 | | | | | 7 | 7 | 100.00% | | |
| Feb-02 | | | | | 5 | 5 | 100.00% | | |
| Mar-02 | 1 | 1 | 100.00% | 0.00% | 8 | 8 | 100.00% | N/A | N/A |
| Apr-02 | | | | | | | | | |
| May-02 | | | | | 5 | 5 | 100.00% | | |




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

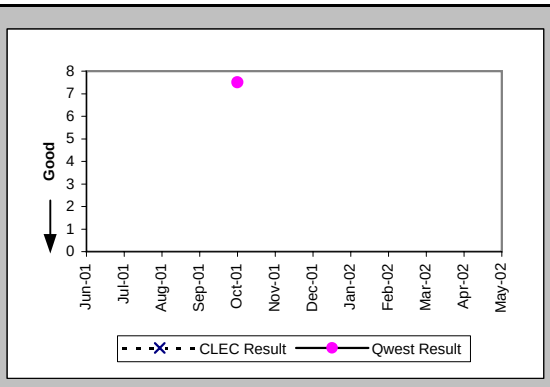
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 5 | 1 | 5.00 | | 42 | 15 | 2.80 | 1.8 | 0.09 |
| Jul-01 | | | | | 9 | 4 | 2.25 | | |
| Aug-01 | | | | | 0 | 2 | 0.00 | | |
| Sep-01 | | | | | 18 | 8 | 2.25 | | |
| Oct-01 | | | | | 18 | 4 | 4.50 | | |
| Nov-01 | | | | | 3 | 1 | 3.00 | | |
| Dec-01 | | | | | 6 | 3 | 2.00 | | |
| Jan-02 | | | | | 12 | 5 | 2.40 | | |
| Feb-02 | | | | | 5 | 2 | 2.50 | | |
| Mar-02 | 3 | 1 | 3.00 | | 18 | 6 | 3.00 | | |
| Apr-02 | | | | | | | | | |
| May-02 | | | | | 14 | 5 | 2.80 | | |



## Checklist #14 - Resale - Basic ISDN Installation

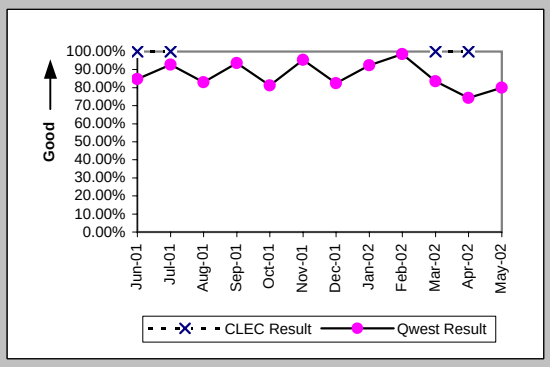
### Delayed Days for Facility Reasons (Average Days) (OP-6B-3) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | 15 | 2 | 7.50 | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | | | | | |
| Apr-02 | | | | | | | | | |
| May-02 | | | | | | | | | |



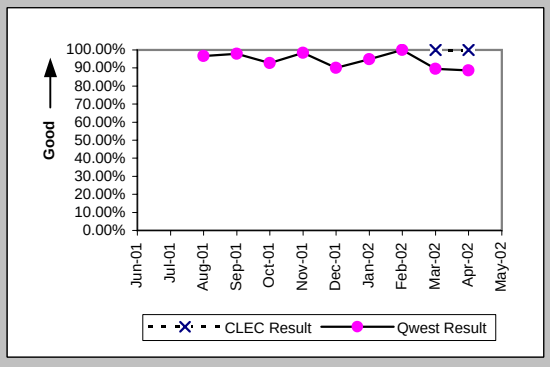

### New Service Installation Quality (Percent) (OP-5) (Parity)

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 1 | 1 | 100.00% | 0.00% | 50 | 59 | 84.75% | -0.42 | -1.26 |
| Jul-01 | 1 | 1 | 100.00% | 0.00% | 64 | 69 | 92.75% | -0.28 | -1.17 |
| Aug-01 | | | | | 49 | 59 | 83.05% | | |
| Sep-01 | | | | | 44 | 47 | 93.62% | | |
| Oct-01 | | | | | 56 | 69 | 81.16% | | |
| Nov-01 | | | | | 63 | 66 | 95.45% | | |
| Dec-01 | | | | | 33 | 40 | 82.50% | | |
| Jan-02 | | | | | 36 | 39 | 92.31% | | |
| Feb-02 | | | | | 70 | 71 | 98.59% | | |
| Mar-02 | 1 | 1 | 100.00% | 0.00% | 56 | 67 | 83.58% | -0.44 | -1.27 |
| Apr-02 | 1 | 1 | 100.00% | 0.00% | 26 | 35 | 74.29% | -0.58 | -1.35 |
| May-02 | | | | | 28 | 35 | 80.00% | | |



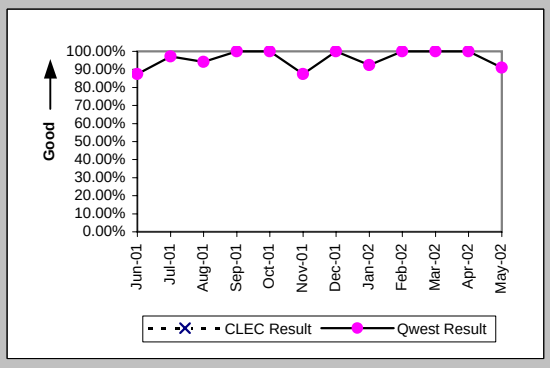

### New Service Installation Quality (Percent) (OP-5*) (Parity)

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 57 | 59 | 96.61% | | |
| Sep-01 | | | | | 46 | 47 | 97.87% | | |
| Oct-01 | | | | | 64 | 69 | 92.75% | | |
| Nov-01 | | | | | 65 | 66 | 98.48% | | |
| Dec-01 | | | | | 36 | 40 | 90.00% | | |
| Jan-02 | | | | | 37 | 39 | 94.87% | | |
| Feb-02 | | | | | 71 | 71 | 100.00% | | |
| Mar-02 | 1 | 1 | 100.00% | 0.00% | 60 | 67 | 89.55% | -0.34 | -1.21 |
| Apr-02 | 1 | 1 | 100.00% | 0.00% | 31 | 35 | 88.57% | -0.35 | -1.22 |
| May-02 | | | | | | | | | |




### Installation Commitments Met (Percent) (OP-3D) (Parity)-- Interval Zone One

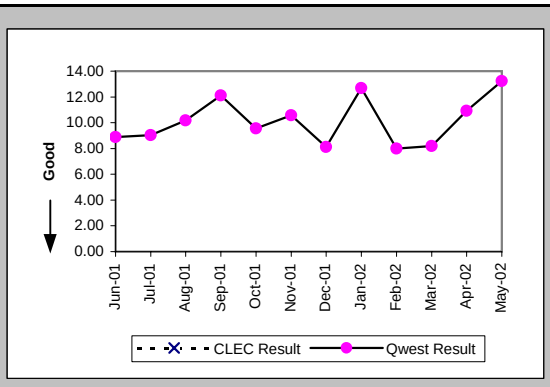
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 14 | 16 | 87.50% | | |
| Jul-01 | | | | | 35 | 36 | 97.22% | | |
| Aug-01 | | | | | 16 | 17 | 94.12% | | |
| Sep-01 | | | | | 7 | 7 | 100.00% | | |
| Oct-01 | | | | | 10 | 10 | 100.00% | | |
| Nov-01 | | | | | 14 | 16 | 87.50% | | |
| Dec-01 | | | | | 11 | 11 | 100.00% | | |
| Jan-02 | | | | | 12 | 13 | 92.31% | | |
| Feb-02 | | | | | 7 | 7 | 100.00% | | |
| Mar-02 | | | | | 5 | 5 | 100.00% | | |
| Apr-02 | | | | | 12 | 12 | 100.00% | | |
| May-02 | | | | | 10 | 11 | 90.91% | | |



## Checklist #14 - Resale - Basic ISDN Installation

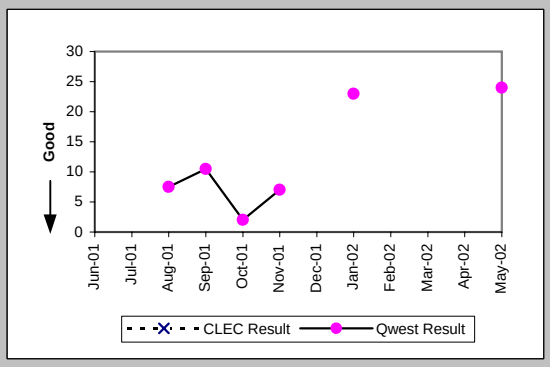
### Installation Interval (Average Days) (OP-4D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 142 | 16 | 8.88 | | |
| Jul-01 | | | | | 343 | 38 | 9.03 | | |
| Aug-01 | | | | | 173 | 17 | 10.18 | | |
| Sep-01 | | | | | 109 | 9 | 12.11 | | |
| Oct-01 | | | | | 105 | 11 | 9.55 | | |
| Nov-01 | | | | | 148 | 14 | 10.57 | | |
| Dec-01 | | | | | 73 | 9 | 8.11 | | |
| Jan-02 | | | | | 165 | 13 | 12.69 | | |
| Feb-02 | | | | | 64 | 8 | 8.00 | | |
| Mar-02 | | | | | 41 | 5 | 8.20 | | |
| Apr-02 | | | | | 120 | 11 | 10.91 | | |
| May-02 | | | | | 119 | 9 | 13.22 | | |



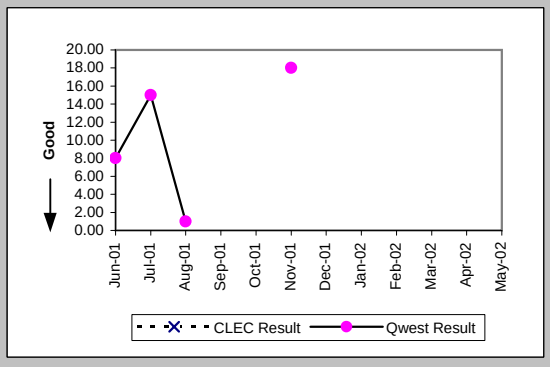

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-4) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 15 | 2 | 7.50 | | |
| Sep-01 | | | | | 21 | 2 | 10.50 | | |
| Oct-01 | | | | | 2 | 1 | 2.00 | | |
| Nov-01 | | | | | 7 | 1 | 7.00 | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | 46 | 2 | 23.00 | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | | | | | |
| Apr-02 | | | | | | | | | |
| May-02 | | | | | 24 | 1 | 24.00 | | |



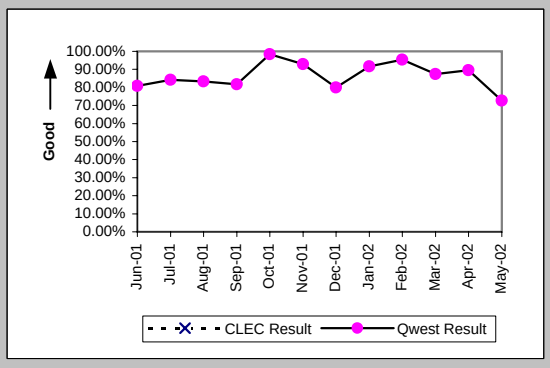

### Delayed Days for Facility Reasons (Average Days) (OP-6B-4) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 16 | 2 | 8.00 | | |
| Jul-01 | | | | | 15 | 1 | 15.00 | | |
| Aug-01 | | | | | 1 | 1 | 1.00 | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | 18 | 1 | 18.00 | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | | | | | |
| Apr-02 | | | | | | | | | |
| May-02 | | | | | | | | | |




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

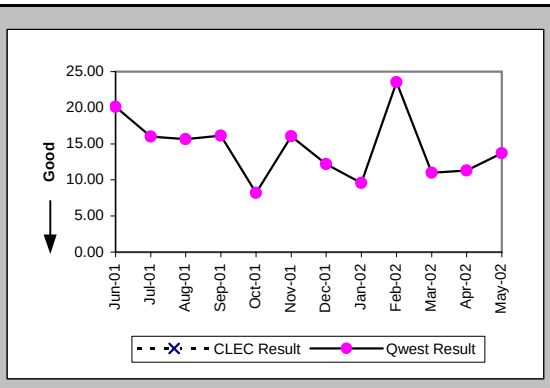
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 21 | 26 | 80.77% | | |
| Jul-01 | | | | | 16 | 19 | 84.21% | | |
| Aug-01 | | | | | 15 | 18 | 83.33% | | |
| Sep-01 | | | | | 18 | 22 | 81.82% | | |
| Oct-01 | | | | | 64 | 65 | 98.46% | | |
| Nov-01 | | | | | 13 | 14 | 92.86% | | |
| Dec-01 | | | | | 12 | 15 | 80.00% | | |
| Jan-02 | | | | | 11 | 12 | 91.67% | | |
| Feb-02 | | | | | 82 | 86 | 95.35% | | |
| Mar-02 | | | | | 7 | 8 | 87.50% | | |
| Apr-02 | | | | | 17 | 19 | 89.47% | | |
| May-02 | | | | | 8 | 11 | 72.73% | | |



## Checklist #14 - Resale - Basic ISDN Installation

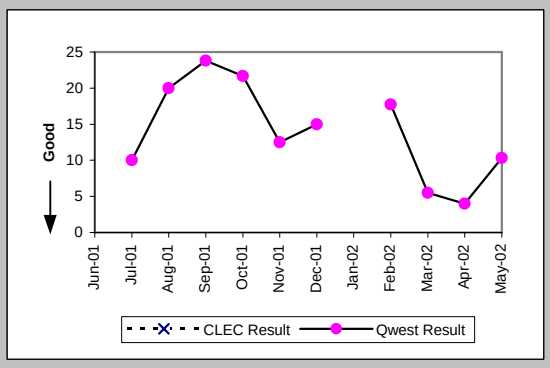
### Installation Interval (Average Days) (OP-4E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 463 | 23 | 20.13 | | |
| Jul-01 | | | | | 240 | 15 | 16.00 | | |
| Aug-01 | | | | | 344 | 22 | 15.64 | | |
| Sep-01 | | | | | 323 | 20 | 16.15 | | |
| Oct-01 | | | | | 516 | 63 | 8.19 | | |
| Nov-01 | | | | | 289 | 18 | 16.06 | | |
| Dec-01 | | | | | 183 | 15 | 12.20 | | |
| Jan-02 | | | | | 115 | 12 | 9.58 | | |
| Feb-02 | | | | | 2000 | 85 | 23.53 | | |
| Mar-02 | | | | | 99 | 9 | 11.00 | | |
| Apr-02 | | | | | 192 | 17 | 11.29 | | |
| May-02 | | | | | 137 | 10 | 13.70 | | |



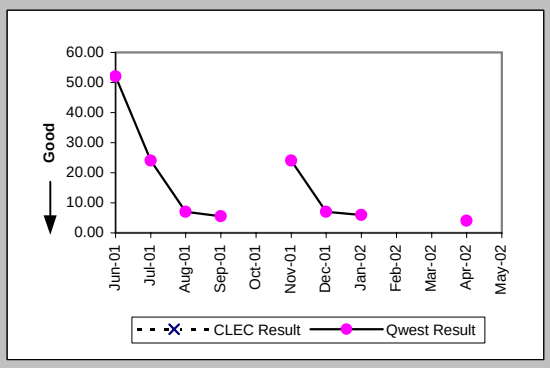

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | 30 | 3 | 10.00 | | |
| Aug-01 | | | | | 100 | 5 | 20.00 | | |
| Sep-01 | | | | | 119 | 5 | 23.80 | | |
| Oct-01 | | | | | 65 | 3 | 21.67 | | |
| Nov-01 | | | | | 50 | 4 | 12.50 | | |
| Dec-01 | | | | | 60 | 4 | 15.00 | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | 71 | 4 | 17.75 | | |
| Mar-02 | | | | | 11 | 2 | 5.50 | | |
| Apr-02 | | | | | 4 | 1 | 4.00 | | |
| May-02 | | | | | 31 | 3 | 10.33 | | |



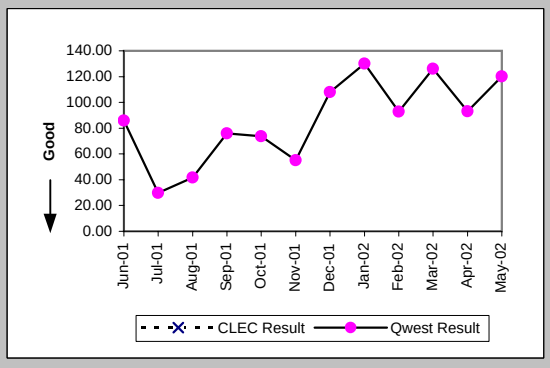

### Delayed Days for Facility Reasons (Average Days) (OP-6B-5) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 260 | 5 | 52.00 | | |
| Jul-01 | | | | | 48 | 2 | 24.00 | | |
| Aug-01 | | | | | 7 | 1 | 7.00 | | |
| Sep-01 | | | | | 11 | 2 | 5.50 | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | 24 | 1 | 24.00 | | |
| Dec-01 | | | | | 7 | 1 | 7.00 | | |
| Jan-02 | | | | | 6 | 1 | 6.00 | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | | | | | |
| Apr-02 | | | | | 4 | 1 | 4.00 | | |
| May-02 | | | | | | | | | |



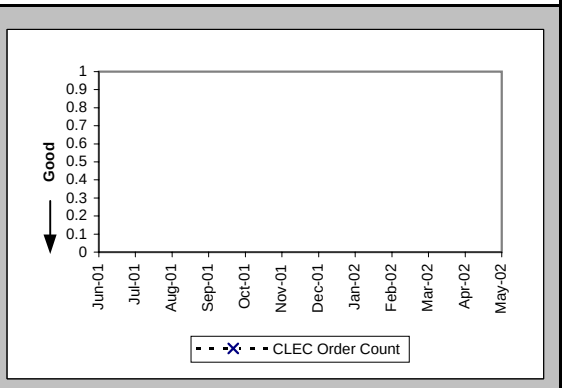

### Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A) (Diagnostic)

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 1115 | 13 | 85.77 | | |
| Jul-01 | | | | | 269 | 9 | 29.89 | | |
| Aug-01 | | | | | 375 | 9 | 41.67 | | |
| Sep-01 | | | | | 304 | 4 | 76.00 | | |
| Oct-01 | | | | | 443 | 6 | 73.83 | | |
| Nov-01 | | | | | 552 | 10 | 55.20 | | |
| Dec-01 | | | | | 648 | 6 | 108.00 | | |
| Jan-02 | | | | | 780 | 6 | 130.00 | | |
| Feb-02 | | | | | 743 | 8 | 92.88 | | |
| Mar-02 | | | | | 883 | 7 | 126.14 | | |
| Apr-02 | | | | | 1023 | 11 | 93.00 | | |
| May-02 | | | | | 1202 | 10 | 120.20 | | |



Checklist #14 - Resale - Basic ISDN Installation

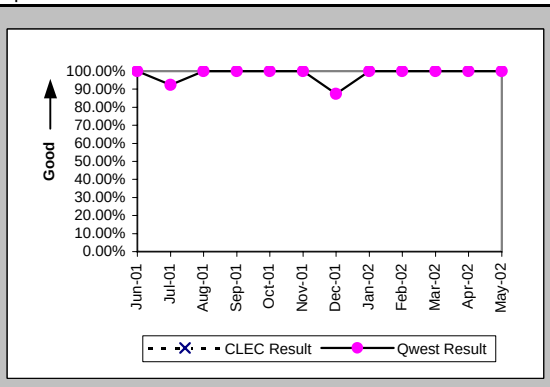
| Count of Pending Orders Delayed for Facilities Reasons Basic Rate ISDN (OP-15B) (Diagnostic) | |
|---|---|
| Date | CLEC Order Count |
| Jun-01 | |
| Jul-01 | |
| Aug-01 | |
| Sep-01 | |
| Oct-01 | |
| Nov-01 | |
| Dec-01 | |
| Jan-02 | |
| Feb-02 | |
| Mar-02 | |
| Apr-02 | |
| May-02 | |



## Checklist #14 - Resale - Basic ISDN Repair

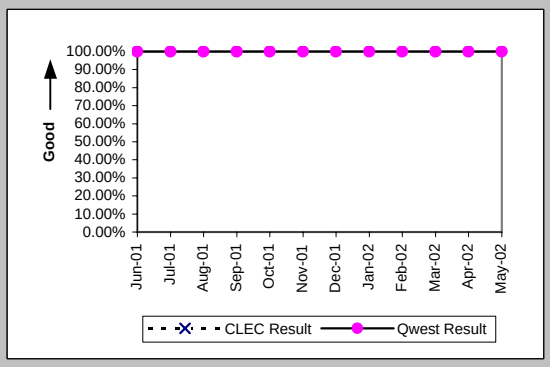
### Out of Service Cleared within 24 hours (Percent) (MR-3A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 19 | 19 | 100.00% | | |
| Jul-01 | | | | | 12 | 13 | 92.31% | | |
| Aug-01 | | | | | 16 | 16 | 100.00% | | |
| Sep-01 | | | | | 12 | 12 | 100.00% | | |
| Oct-01 | | | | | 15 | 15 | 100.00% | | |
| Nov-01 | | | | | 12 | 12 | 100.00% | | |
| Dec-01 | | | | | 7 | 8 | 87.50% | | |
| Jan-02 | | | | | 13 | 13 | 100.00% | | |
| Feb-02 | | | | | 7 | 7 | 100.00% | | |
| Mar-02 | | | | | 11 | 11 | 100.00% | | |
| Apr-02 | | | | | 9 | 9 | 100.00% | | |
| May-02 | | | | | 13 | 13 | 100.00% | | |



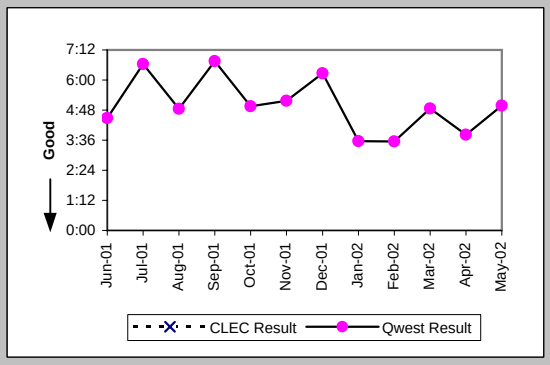

### All Troubles Cleared within 48 hours (Percent) (MR-4A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 19 | 19 | 100.00% | | |
| Jul-01 | | | | | 13 | 13 | 100.00% | | |
| Aug-01 | | | | | 16 | 16 | 100.00% | | |
| Sep-01 | | | | | 12 | 12 | 100.00% | | |
| Oct-01 | | | | | 15 | 15 | 100.00% | | |
| Nov-01 | | | | | 12 | 12 | 100.00% | | |
| Dec-01 | | | | | 8 | 8 | 100.00% | | |
| Jan-02 | | | | | 13 | 13 | 100.00% | | |
| Feb-02 | | | | | 7 | 7 | 100.00% | | |
| Mar-02 | | | | | 11 | 11 | 100.00% | | |
| Apr-02 | | | | | 9 | 9 | 100.00% | | |
| May-02 | | | | | 13 | 13 | 100.00% | | |



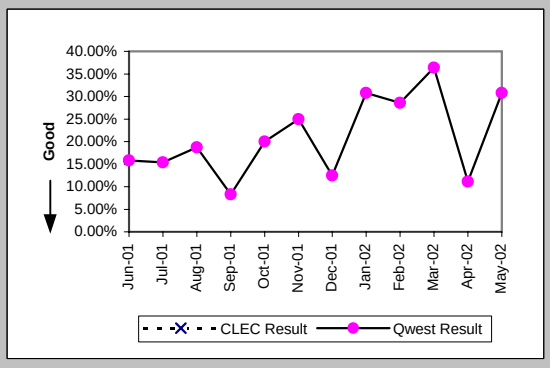

### Mean Time to Restore (Hours:Minutes) (MR-6A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 85:20 | 19 | 4:29 | | |
| Jul-01 | | | | | 86:20 | 13 | 6:38 | | |
| Aug-01 | | | | | 77:30 | 16 | 4:51 | | |
| Sep-01 | | | | | 80:56 | 12 | 6:45 | | |
| Oct-01 | | | | | 74:11 | 15 | 4:57 | | |
| Nov-01 | | | | | 62:05 | 12 | 5:10 | | |
| Dec-01 | | | | | 50:11 | 8 | 6:16 | | |
| Jan-02 | | | | | 46:23 | 13 | 3:34 | | |
| Feb-02 | | | | | 24:49 | 7 | 3:33 | | |
| Mar-02 | | | | | 53:27 | 11 | 4:52 | | |
| Apr-02 | | | | | 34:21 | 9 | 3:49 | | |
| May-02 | | | | | 64:43 | 13 | 4:59 | | |




### Repair Repeat Report Rate (Percent) (MR-7A) (Parity)-- Dispatches Within MSAs

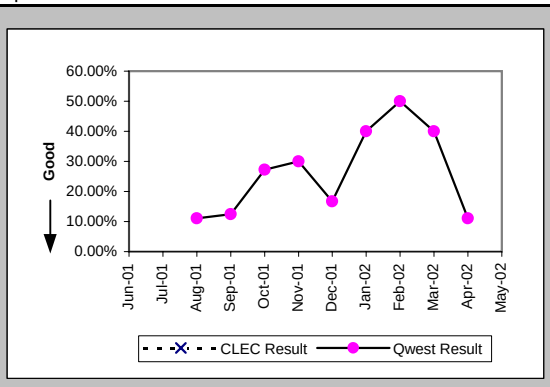
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 3 | 19 | 15.79% | | |
| Jul-01 | | | | | 2 | 13 | 15.38% | | |
| Aug-01 | | | | | 3 | 16 | 18.75% | | |
| Sep-01 | | | | | 1 | 12 | 8.33% | | |
| Oct-01 | | | | | 3 | 15 | 20.00% | | |
| Nov-01 | | | | | 3 | 12 | 25.00% | | |
| Dec-01 | | | | | 1 | 8 | 12.50% | | |
| Jan-02 | | | | | 4 | 13 | 30.77% | | |
| Feb-02 | | | | | 2 | 7 | 28.57% | | |
| Mar-02 | | | | | 4 | 11 | 36.36% | | |
| Apr-02 | | | | | 1 | 9 | 11.11% | | |
| May-02 | | | | | 4 | 13 | 30.77% | | |



## Checklist #14 - Resale - Basic ISDN Repair

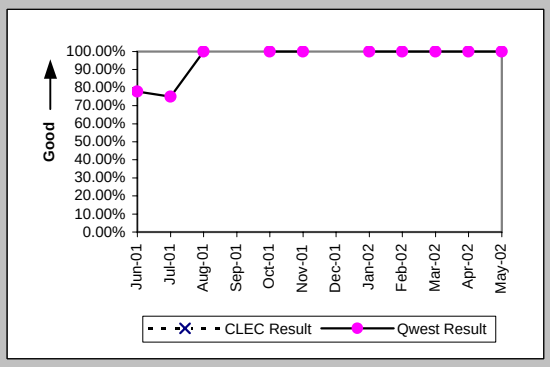
### Repair Repeat Report Rate (Percent) (MR-7A*) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 1 | 9 | 11.11% | | |
| Sep-01 | | | | | 1 | 8 | 12.50% | | |
| Oct-01 | | | | | 3 | 11 | 27.27% | | |
| Nov-01 | | | | | 3 | 10 | 30.00% | | |
| Dec-01 | | | | | 1 | 6 | 16.67% | | |
| Jan-02 | | | | | 4 | 10 | 40.00% | | |
| Feb-02 | | | | | 2 | 4 | 50.00% | | |
| Mar-02 | | | | | 4 | 10 | 40.00% | | |
| Apr-02 | | | | | 1 | 9 | 11.11% | | |
| May-02 | | | | | | | | | |



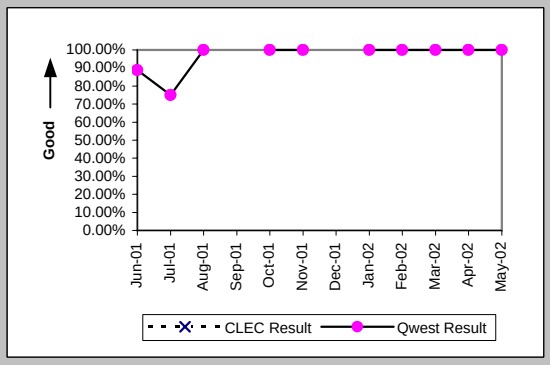

### Out of Service Cleared within 24 hours (Percent) (MR-3B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 7 | 9 | 77.78% | | |
| Jul-01 | | | | | 3 | 4 | 75.00% | | |
| Aug-01 | | | | | 4 | 4 | 100.00% | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | 4 | 4 | 100.00% | | |
| Nov-01 | | | | | 3 | 3 | 100.00% | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | 1 | 1 | 100.00% | | |
| Feb-02 | | | | | 1 | 1 | 100.00% | | |
| Mar-02 | | | | | 1 | 1 | 100.00% | | |
| Apr-02 | | | | | 2 | 2 | 100.00% | | |
| May-02 | | | | | 3 | 3 | 100.00% | | |



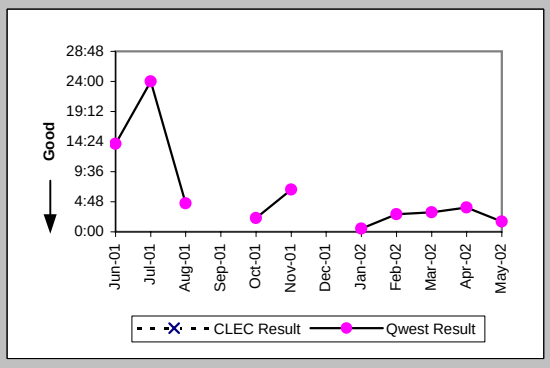

### All Troubles Cleared within 48 hours (Percent) (MR-4B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 8 | 9 | 88.89% | | |
| Jul-01 | | | | | 3 | 4 | 75.00% | | |
| Aug-01 | | | | | 4 | 4 | 100.00% | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | 4 | 4 | 100.00% | | |
| Nov-01 | | | | | 3 | 3 | 100.00% | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | 1 | 1 | 100.00% | | |
| Feb-02 | | | | | 1 | 1 | 100.00% | | |
| Mar-02 | | | | | 1 | 1 | 100.00% | | |
| Apr-02 | | | | | 2 | 2 | 100.00% | | |
| May-02 | | | | | 3 | 3 | 100.00% | | |




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

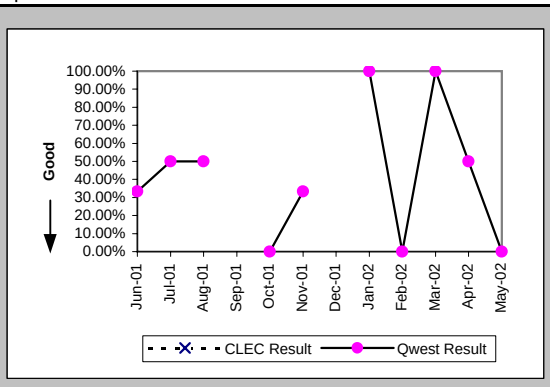
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 126:38 | 9 | 14:04 | | |
| Jul-01 | | | | | 95:54 | 4 | 23:59 | | |
| Aug-01 | | | | | 18:09 | 4 | 4:32 | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | 8:45 | 4 | 2:11 | | |
| Nov-01 | | | | | 20:09 | 3 | 6:43 | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | 0:30 | 1 | 0:30 | | |
| Feb-02 | | | | | 2:49 | 1 | 2:49 | | |
| Mar-02 | | | | | 3:07 | 1 | 3:07 | | |
| Apr-02 | | | | | 7:48 | 2 | 3:54 | | |
| May-02 | | | | | 4:55 | 3 | 1:38 | | |



## Checklist #14 - Resale - Basic ISDN Repair

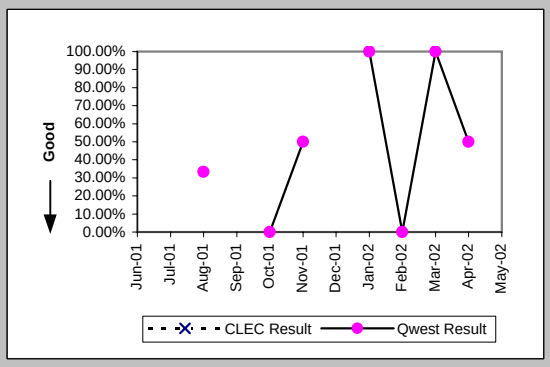
### Repair Repeat Report Rate (Percent) (MR-7B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 3 | 9 | 33.33% | | |
| Jul-01 | | | | | 2 | 4 | 50.00% | | |
| Aug-01 | | | | | 2 | 4 | 50.00% | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | 0 | 4 | 0.00% | | |
| Nov-01 | | | | | 1 | 3 | 33.33% | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | 1 | 1 | 100.00% | | |
| Feb-02 | | | | | 0 | 1 | 0.00% | | |
| Mar-02 | | | | | 1 | 1 | 100.00% | | |
| Apr-02 | | | | | 1 | 2 | 50.00% | | |
| May-02 | | | | | 0 | 3 | 0.00% | | |



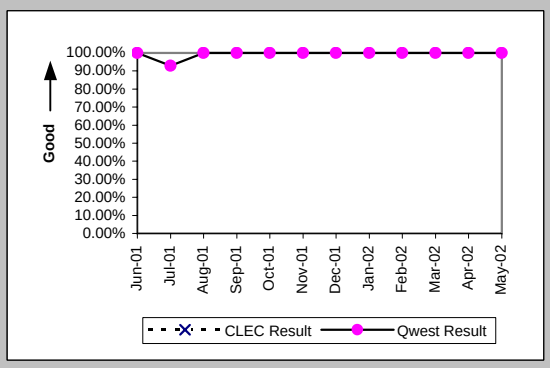

### Repair Repeat Report Rate (Percent) (MR-7B*) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 1 | 3 | 33.33% | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | 0 | 2 | 0.00% | | |
| Nov-01 | | | | | 1 | 2 | 50.00% | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | 1 | 1 | 100.00% | | |
| Feb-02 | | | | | 0 | 1 | 0.00% | | |
| Mar-02 | | | | | 1 | 1 | 100.00% | | |
| Apr-02 | | | | | 1 | 2 | 50.00% | | |
| May-02 | | | | | | | | | |



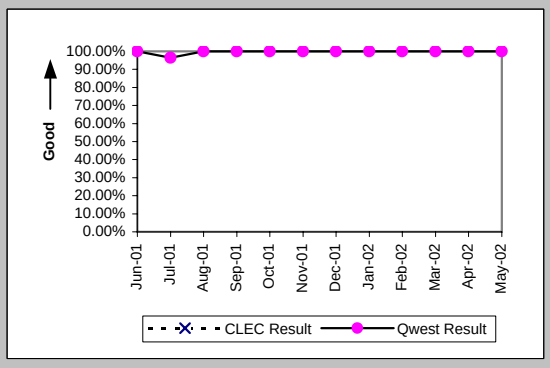

### Out of Service Cleared within 24 hours (Percent) (MR-3C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 34 | 34 | 100.00% | | |
| Jul-01 | | | | | 26 | 28 | 92.86% | | |
| Aug-01 | | | | | 48 | 48 | 100.00% | | |
| Sep-01 | | | | | 31 | 31 | 100.00% | | |
| Oct-01 | | | | | 50 | 50 | 100.00% | | |
| Nov-01 | | | | | 13 | 13 | 100.00% | | |
| Dec-01 | | | | | 27 | 27 | 100.00% | | |
| Jan-02 | | | | | 35 | 35 | 100.00% | | |
| Feb-02 | | | | | 39 | 39 | 100.00% | | |
| Mar-02 | | | | | 27 | 27 | 100.00% | | |
| Apr-02 | | | | | 35 | 35 | 100.00% | | |
| May-02 | | | | | 31 | 31 | 100.00% | | |




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

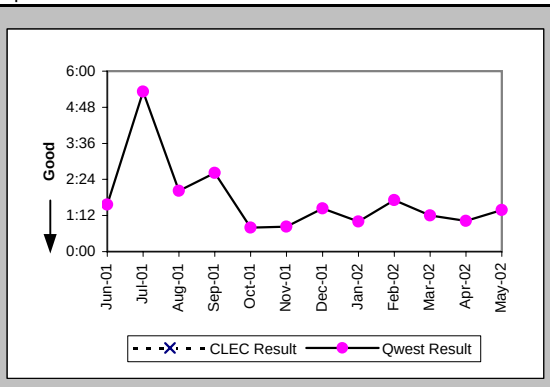
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 35 | 35 | 100.00% | | |
| Jul-01 | | | | | 27 | 28 | 96.43% | | |
| Aug-01 | | | | | 48 | 48 | 100.00% | | |
| Sep-01 | | | | | 31 | 31 | 100.00% | | |
| Oct-01 | | | | | 50 | 50 | 100.00% | | |
| Nov-01 | | | | | 13 | 13 | 100.00% | | |
| Dec-01 | | | | | 27 | 27 | 100.00% | | |
| Jan-02 | | | | | 35 | 35 | 100.00% | | |
| Feb-02 | | | | | 39 | 39 | 100.00% | | |
| Mar-02 | | | | | 27 | 27 | 100.00% | | |
| Apr-02 | | | | | 37 | 37 | 100.00% | | |
| May-02 | | | | | 31 | 31 | 100.00% | | |



## Checklist #14 - Resale - Basic ISDN Repair

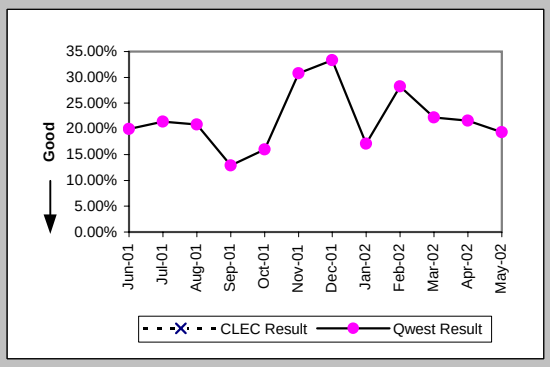
### Mean Time to Restore (Hours:Minutes) (MR-6C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 54:40 | 35 | 1:34 | | |
| Jul-01 | | | | | 149:04 | 28 | 5:19 | | |
| Aug-01 | | | | | 97:06 | 48 | 2:01 | | |
| Sep-01 | | | | | 81:03 | 31 | 2:37 | | |
| Oct-01 | | | | | 39:58 | 50 | 0:48 | | |
| Nov-01 | | | | | 10:47 | 13 | 0:50 | | |
| Dec-01 | | | | | 38:34 | 27 | 1:26 | | |
| Jan-02 | | | | | 35:12 | 35 | 1:00 | | |
| Feb-02 | | | | | 66:49 | 39 | 1:43 | | |
| Mar-02 | | | | | 32:33 | 27 | 1:12 | | |
| Apr-02 | | | | | 37:30 | 37 | 1:01 | | |
| May-02 | | | | | 43:00 | 31 | 1:23 | | |



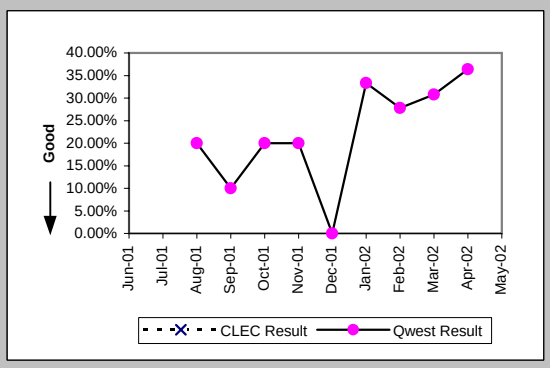

### Repair Repeat Report Rate (Percent) (MR-7C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 7 | 35 | 20.00% | | |
| Jul-01 | | | | | 6 | 28 | 21.43% | | |
| Aug-01 | | | | | 10 | 48 | 20.83% | | |
| Sep-01 | | | | | 4 | 31 | 12.90% | | |
| Oct-01 | | | | | 8 | 50 | 16.00% | | |
| Nov-01 | | | | | 4 | 13 | 30.77% | | |
| Dec-01 | | | | | 9 | 27 | 33.33% | | |
| Jan-02 | | | | | 6 | 35 | 17.14% | | |
| Feb-02 | | | | | 11 | 39 | 28.21% | | |
| Mar-02 | | | | | 6 | 27 | 22.22% | | |
| Apr-02 | | | | | 8 | 37 | 21.62% | | |
| May-02 | | | | | 6 | 31 | 19.35% | | |



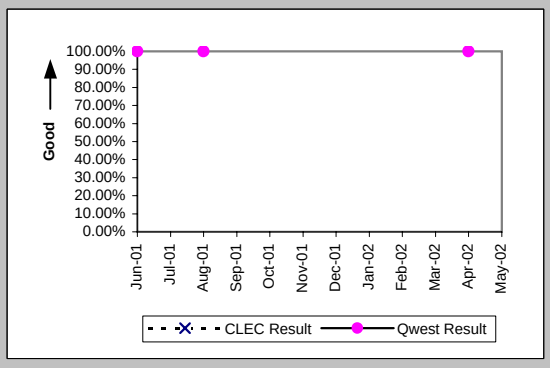

### Repair Repeat Report Rate (Percent) (MR-7C*) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 2 | 10 | 20.00% | | |
| Sep-01 | | | | | 1 | 10 | 10.00% | | |
| Oct-01 | | | | | 3 | 15 | 20.00% | | |
| Nov-01 | | | | | 1 | 5 | 20.00% | | |
| Dec-01 | | | | | 0 | 12 | 0.00% | | |
| Jan-02 | | | | | 3 | 9 | 33.33% | | |
| Feb-02 | | | | | 5 | 18 | 27.78% | | |
| Mar-02 | | | | | 4 | 13 | 30.77% | | |
| Apr-02 | | | | | 4 | 11 | 36.36% | | |
| May-02 | | | | | | | | | |




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

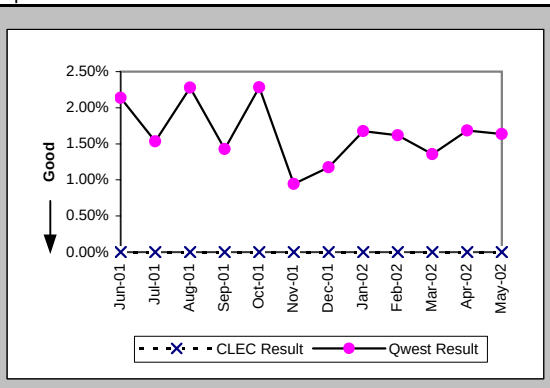
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 1 | 1 | 100.00% | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 1 | 1 | 100.00% | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | | | | | |
| Apr-02 | | | | | 2 | 2 | 100.00% | | |
| May-02 | | | | | | | | | |



## Checklist #14 - Resale - Basic ISDN Repair

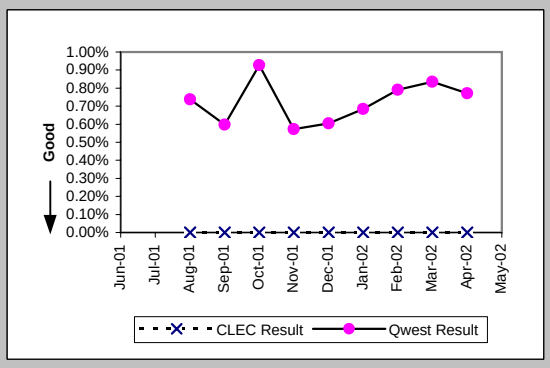
Trouble Rate (Percent) (MR-8) (Parity)

| Date | CLEC Num | CLEC Dend | CLEC Resu | Std Dev | Qwest Num | Qwest Dend | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 0 | 10 | 0.00% | 0.00% | 63 | 2946 | 2.14% | -0.47 | -1.28 |
| Jul-01 | 0 | 10 | 0.00% | 0.00% | 45 | 2934 | 1.53% | -0.39 | -1.24 |
| Aug-01 | 0 | 10 | 0.00% | 0.00% | 68 | 2984 | 2.28% | -0.48 | -1.29 |
| Sep-01 | 0 | 9 | 0.00% | 0.00% | 43 | 3010 | 1.43% | -0.36 | -1.22 |
| Oct-01 | 0 | 9 | 0.00% | 0.00% | 69 | 3022 | 2.28% | -0.46 | -1.28 |
| Nov-01 | 0 | 9 | 0.00% | 0.00% | 28 | 2968 | 0.94% | -0.29 | -1.18 |
| Dec-01 | 0 | 1 | 0.00% | 0.00% | 35 | 2977 | 1.18% | -0.11 | -1.07 |
| Jan-02 | 0 | 1 | 0.00% | 0.00% | 49 | 2924 | 1.68% | -0.13 | -1.08 |
| Feb-02 | 0 | 1 | 0.00% | 0.00% | 47 | 2907 | 1.62% | -0.13 | -1.08 |
| Mar-02 | 0 | 1 | 0.00% | 0.00% | 39 | 2876 | 1.36% | -0.12 | -1.07 |
| Apr-02 | 0 | 2 | 0.00% | 0.00% | 48 | 2852 | 1.68% | -0.18 | -1.11 |
| May-02 | 0 | 2 | 0.00% | 0.00% | 47 | 2870 | 1.64% | -0.18 | -1.11 |



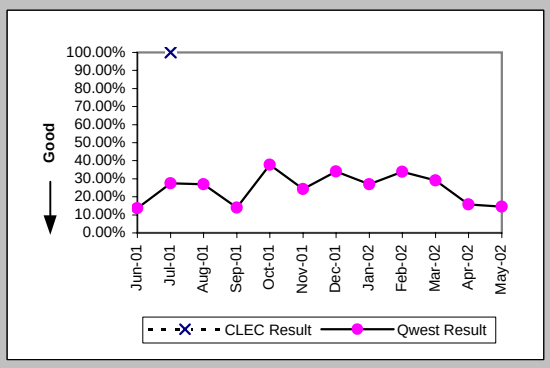

Trouble Rate (Percent) (MR-8*) (Parity)

| Date | CLEC Num | CLEC Dend | CLEC Resu | Std Dev | Qwest Num | Qwest Dend | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | 0 | 10 | 0.00% | 0.00% | 22 | 2984 | 0.74% | -0.27 | -1.17 |
| Sep-01 | 0 | 9 | 0.00% | 0.00% | 18 | 3010 | 0.60% | -0.23 | -1.14 |
| Oct-01 | 0 | 9 | 0.00% | 0.00% | 28 | 3022 | 0.93% | -0.29 | -1.18 |
| Nov-01 | 0 | 9 | 0.00% | 0.00% | 17 | 2968 | 0.57% | -0.23 | -1.14 |
| Dec-01 | 0 | 1 | 0.00% | 0.00% | 18 | 2977 | 0.60% | -0.08 | -1.05 |
| Jan-02 | 0 | 1 | 0.00% | 0.00% | 20 | 2924 | 0.68% | -0.08 | -1.05 |
| Feb-02 | 0 | 1 | 0.00% | 0.00% | 23 | 2907 | 0.79% | -0.09 | -1.05 |
| Mar-02 | 0 | 1 | 0.00% | 0.00% | 24 | 2876 | 0.83% | -0.09 | -1.06 |
| Apr-02 | 0 | 2 | 0.00% | 0.00% | 22 | 2852 | 0.77% | -0.12 | -1.08 |
| May-02 | | | | | | | | | |




Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10) (Diagnostic)

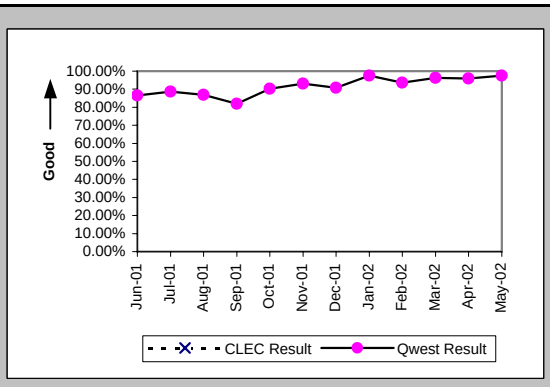
| Date | CLEC Num | CLEC Dend | CLEC Resu | Std Dev | Qwest Num | Qwest Dend | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 10 | 73 | 13.70% | | |
| Jul-01 | 1 | 1 | 100.00% | 0.00% | 17 | 62 | 27.42% | 1.09 | -0.34 |
| Aug-01 | | | | | 25 | 93 | 26.88% | | |
| Sep-01 | | | | | 7 | 50 | 14.00% | | |
| Oct-01 | | | | | 42 | 111 | 37.84% | | |
| Nov-01 | | | | | 9 | 37 | 24.32% | | |
| Dec-01 | | | | | 18 | 53 | 33.96% | | |
| Jan-02 | | | | | 18 | 67 | 26.87% | | |
| Feb-02 | | | | | 24 | 71 | 33.80% | | |
| Mar-02 | | | | | 16 | 55 | 29.09% | | |
| Apr-02 | | | | | 9 | 57 | 15.79% | | |
| May-02 | | | | | 8 | 55 | 14.55% | | |



## Checklist #14 - Resale - Qwest DSL Installation

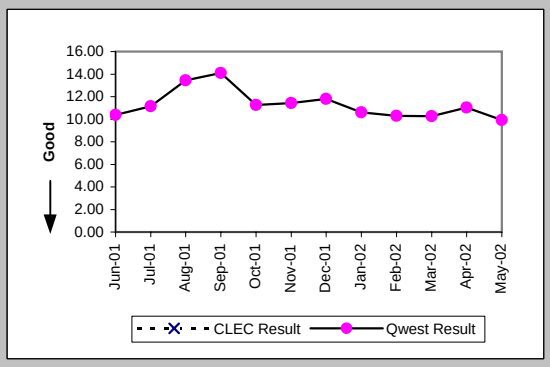
### Installation Commitments Met (Percent) (OP-3A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 45 | 52 | 86.54% | | |
| Jul-01 | | | | | 63 | 71 | 88.73% | | |
| Aug-01 | | | | | 159 | 183 | 86.89% | | |
| Sep-01 | | | | | 239 | 292 | 81.85% | | |
| Oct-01 | | | | | 379 | 420 | 90.24% | | |
| Nov-01 | | | | | 326 | 350 | 93.14% | | |
| Dec-01 | | | | | 238 | 262 | 90.84% | | |
| Jan-02 | | | | | 201 | 206 | 97.57% | | |
| Feb-02 | | | | | 203 | 217 | 93.55% | | |
| Mar-02 | | | | | 179 | 186 | 96.24% | | |
| Apr-02 | | | | | 188 | 196 | 95.92% | | |
| May-02 | | | | | 155 | 159 | 97.48% | | |



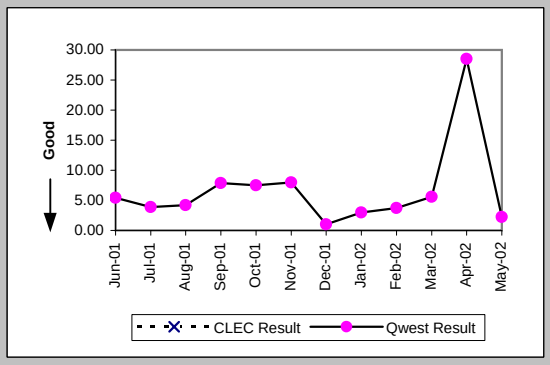

### Installation Interval (Average Days) (OP-4A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 540 | 52 | 10.38 | | |
| Jul-01 | | | | | 814 | 73 | 11.15 | | |
| Aug-01 | | | | | 2502 | 186 | 13.45 | | |
| Sep-01 | | | | | 4133 | 293 | 14.11 | | |
| Oct-01 | | | | | 4754 | 422 | 11.27 | | |
| Nov-01 | | | | | 3998 | 350 | 11.42 | | |
| Dec-01 | | | | | 3094 | 262 | 11.81 | | |
| Jan-02 | | | | | 2194 | 207 | 10.60 | | |
| Feb-02 | | | | | 2235 | 217 | 10.30 | | |
| Mar-02 | | | | | 1921 | 187 | 10.27 | | |
| Apr-02 | | | | | 2172 | 197 | 11.03 | | |
| May-02 | | | | | 1580 | 159 | 9.94 | | |



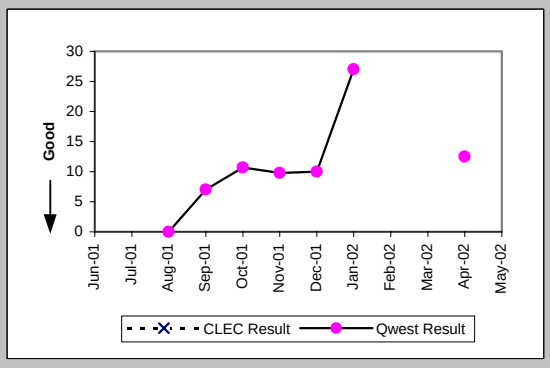

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-1) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 38 | 7 | 5.43 | | |
| Jul-01 | | | | | 31 | 8 | 3.88 | | |
| Aug-01 | | | | | 105 | 25 | 4.20 | | |
| Sep-01 | | | | | 371 | 47 | 7.89 | | |
| Oct-01 | | | | | 225 | 30 | 7.50 | | |
| Nov-01 | | | | | 64 | 8 | 8.00 | | |
| Dec-01 | | | | | 2 | 2 | 1.00 | | |
| Jan-02 | | | | | 6 | 2 | 3.00 | | |
| Feb-02 | | | | | 52 | 14 | 3.71 | | |
| Mar-02 | | | | | 39 | 7 | 5.57 | | |
| Apr-02 | | | | | 171 | 6 | 28.50 | | |
| May-02 | | | | | 9 | 4 | 2.25 | | |




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

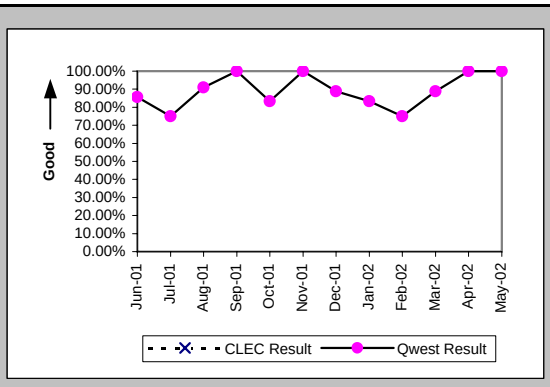
| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 0 | 1 | 0.00 | | |
| Sep-01 | | | | | 42 | 6 | 7.00 | | |
| Oct-01 | | | | | 139 | 13 | 10.69 | | |
| Nov-01 | | | | | 157 | 16 | 9.81 | | |
| Dec-01 | | | | | 220 | 22 | 10.00 | | |
| Jan-02 | | | | | 81 | 3 | 27.00 | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | | | | | |
| Apr-02 | | | | | 25 | 2 | 12.50 | | |
| May-02 | | | | | | | | | |



## Checklist #14 - Resale - Qwest DSL Installation

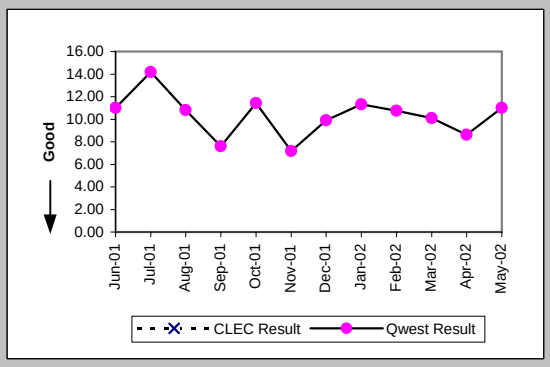
### Installation Commitments Met (Percent) (OP-3B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Den | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 12 | 14 | 85.71% | | |
| Jul-01 | | | | | 12 | 16 | 75.00% | | |
| Aug-01 | | | | | 10 | 11 | 90.91% | | |
| Sep-01 | | | | | 5 | 5 | 100.00% | | |
| Oct-01 | | | | | 5 | 6 | 83.33% | | |
| Nov-01 | | | | | 11 | 11 | 100.00% | | |
| Dec-01 | | | | | 8 | 9 | 88.89% | | |
| Jan-02 | | | | | 5 | 6 | 83.33% | | |
| Feb-02 | | | | | 6 | 8 | 75.00% | | |
| Mar-02 | | | | | 8 | 9 | 88.89% | | |
| Apr-02 | | | | | 7 | 7 | 100.00% | | |
| May-02 | | | | | 8 | 8 | 100.00% | | |



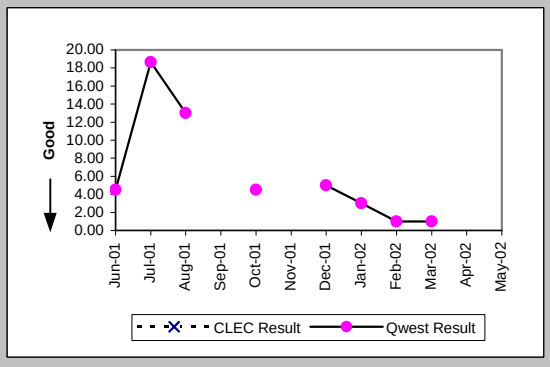

### Installation Interval (Average Days) (OP-4B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Den | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 154 | 14 | 11.00 | | |
| Jul-01 | | | | | 227 | 16 | 14.19 | | |
| Aug-01 | | | | | 119 | 11 | 10.82 | | |
| Sep-01 | | | | | 38 | 5 | 7.60 | | |
| Oct-01 | | | | | 80 | 7 | 11.43 | | |
| Nov-01 | | | | | 79 | 11 | 7.18 | | |
| Dec-01 | | | | | 89 | 9 | 9.89 | | |
| Jan-02 | | | | | 68 | 6 | 11.33 | | |
| Feb-02 | | | | | 86 | 8 | 10.75 | | |
| Mar-02 | | | | | 101 | 10 | 10.10 | | |
| Apr-02 | | | | | 69 | 8 | 8.62 | | |
| May-02 | | | | | 99 | 9 | 11.00 | | |



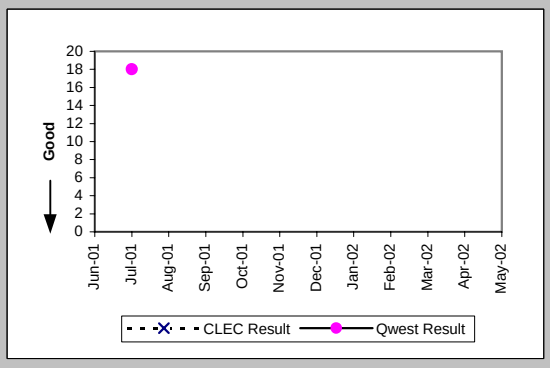

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-2) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Den | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 9 | 2 | 4.50 | | |
| Jul-01 | | | | | 56 | 3 | 18.67 | | |
| Aug-01 | | | | | 13 | 1 | 13.00 | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | 9 | 2 | 4.50 | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | 5 | 1 | 5.00 | | |
| Jan-02 | | | | | 3 | 1 | 3.00 | | |
| Feb-02 | | | | | 2 | 2 | 1.00 | | |
| Mar-02 | | | | | 1 | 1 | 1.00 | | |
| Apr-02 | | | | | | | | | |
| May-02 | | | | | | | | | |




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

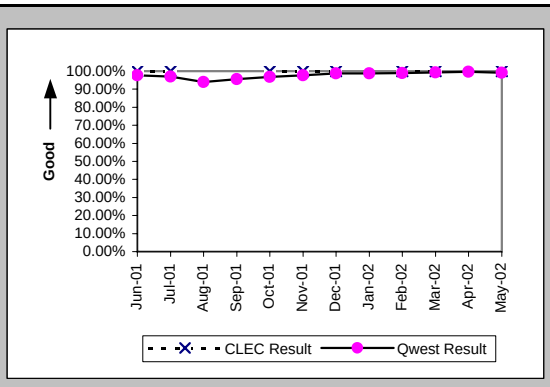
| Date | CLEC Num | CLEC Den | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | 18 | 1 | 18.00 | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | | | | | |
| Apr-02 | | | | | | | | | |
| May-02 | | | | | | | | | |



## Checklist #14 - Resale - Qwest DSL Installation

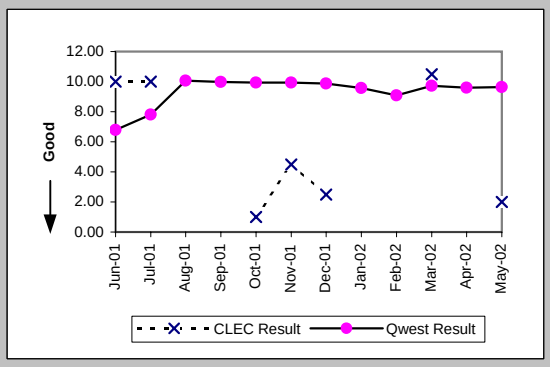
### Installation Commitments Met (Percent) (OP-3C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 1 | 1 | 100.00% | 0.00% | 1024 | 1049 | 97.62% | -0.16 | -1.09 |
| Jul-01 | 1 | 1 | 100.00% | 0.00% | 1402 | 1446 | 96.96% | -0.18 | -1.11 |
| Aug-01 | | | | | 708 | 754 | 93.90% | | |
| Sep-01 | | | | | 546 | 571 | 95.62% | | |
| Oct-01 | 2 | 2 | 100.00% | 0.00% | 966 | 998 | 96.79% | -0.26 | -1.16 |
| Nov-01 | 2 | 2 | 100.00% | 0.00% | 833 | 852 | 97.77% | -0.21 | -1.13 |
| Dec-01 | 2 | 2 | 100.00% | 0.00% | 1056 | 1070 | 98.69% | -0.16 | -1.1 |
| Jan-02 | | | | | 965 | 978 | 98.67% | | |
| Feb-02 | 1 | 1 | 100.00% | 0.00% | 903 | 912 | 99.01% | -0.1 | -1.06 |
| Mar-02 | 2 | 2 | 100.00% | 0.00% | 873 | 880 | 99.20% | -0.13 | -1.08 |
| Apr-02 | | | | | 880 | 883 | 99.66% | | |
| May-02 | 3 | 3 | 100.00% | 0.00% | 847 | 854 | 99.18% | -0.16 | -1.1 |



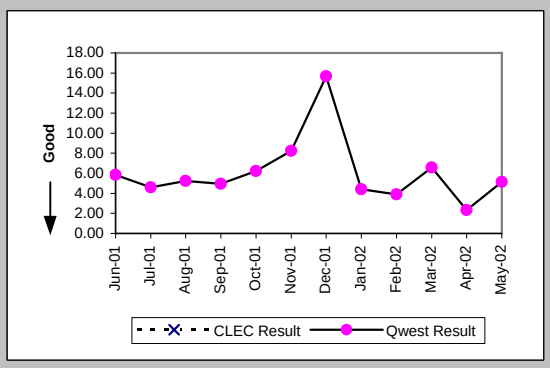

### Installation Interval (Average Days) (OP-4C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 10 | 1 | 10.00 | | 5402 | 797 | 6.78 | 0.08 | -0.95 |
| Jul-01 | 10 | 1 | 10.00 | | 7905 | 1014 | 7.80 | -0.19 | -1.12 |
| Aug-01 | | | | | 4743 | 471 | 10.07 | | |
| Sep-01 | | | | | 3824 | 383 | 9.98 | | |
| Oct-01 | 2 | 2 | 1.00 | 1.41 | 6537 | 658 | 9.93 | -5.15 | -4.13 |
| Nov-01 | 9 | 2 | 4.50 | 0.71 | 4877 | 491 | 9.93 | -2.78 | -2.69 |
| Dec-01 | 5 | 2 | 2.50 | 0.71 | 4070 | 412 | 9.88 | -3.11 | -2.89 |
| Jan-02 | | | | | 5164 | 539 | 9.58 | | |
| Feb-02 | | | | | 5964 | 656 | 9.09 | | |
| Mar-02 | 21 | 2 | 10.50 | 0.71 | 5726 | 589 | 9.72 | 2.07 | 0.26 |
| Apr-02 | | | | | 6058 | 632 | 9.59 | | |
| May-02 | 2 | 1 | 2.00 | | 5591 | 580 | 9.64 | -5.33 | -4.24 |



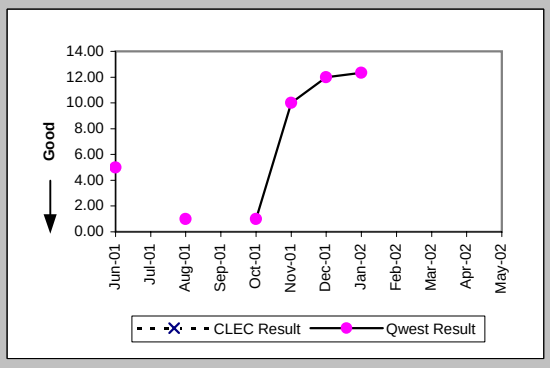

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-3) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 140 | 24 | 5.83 | | |
| Jul-01 | | | | | 212 | 46 | 4.61 | | |
| Aug-01 | | | | | 235 | 45 | 5.22 | | |
| Sep-01 | | | | | 129 | 26 | 4.96 | | |
| Oct-01 | | | | | 205 | 33 | 6.21 | | |
| Nov-01 | | | | | 148 | 18 | 8.22 | | |
| Dec-01 | | | | | 141 | 9 | 15.67 | | |
| Jan-02 | | | | | 44 | 10 | 4.40 | | |
| Feb-02 | | | | | 35 | 9 | 3.89 | | |
| Mar-02 | | | | | 46 | 7 | 6.57 | | |
| Apr-02 | | | | | 7 | 3 | 2.33 | | |
| May-02 | | | | | 36 | 7 | 5.14 | | |




### Delayed Days for Facility Reasons (Average Days) (OP-6B-3) (Parity)-- No Dispatches

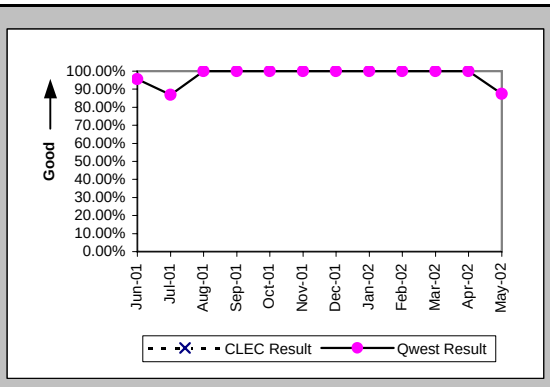
| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 5 | 1 | 5.00 | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 1 | 1 | 1.00 | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | 1 | 1 | 1.00 | | |
| Nov-01 | | | | | 10 | 1 | 10.00 | | |
| Dec-01 | | | | | 60 | 5 | 12.00 | | |
| Jan-02 | | | | | 37 | 3 | 12.33 | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | | | | | |
| Apr-02 | | | | | | | | | |
| May-02 | | | | | | | | | |



## Checklist #14 - Resale - Qwest DSL Installation

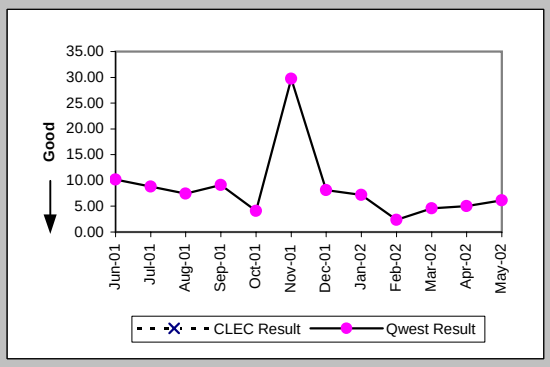
### Installation Commitments Met (Percent) (OP-3D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 148 | 155 | 95.48% | | |
| Jul-01 | | | | | 20 | 23 | 86.96% | | |
| Aug-01 | | | | | 13 | 13 | 100.00% | | |
| Sep-01 | | | | | 8 | 8 | 100.00% | | |
| Oct-01 | | | | | 11 | 11 | 100.00% | | |
| Nov-01 | | | | | 2 | 2 | 100.00% | | |
| Dec-01 | | | | | 7 | 7 | 100.00% | | |
| Jan-02 | | | | | 5 | 5 | 100.00% | | |
| Feb-02 | | | | | 3 | 3 | 100.00% | | |
| Mar-02 | | | | | 6 | 6 | 100.00% | | |
| Apr-02 | | | | | 4 | 4 | 100.00% | | |
| May-02 | | | | | 7 | 8 | 87.50% | | |



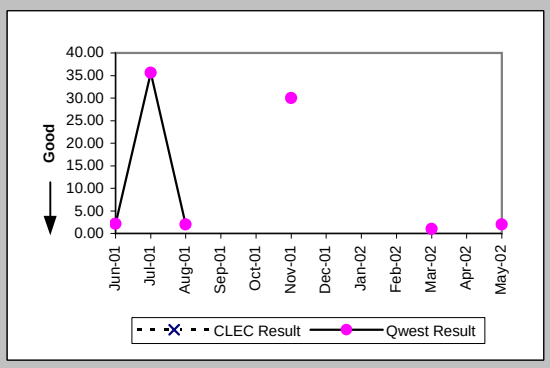

### Installation Interval (Average Days) (OP-4D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 1579 | 155 | 10.19 | | |
| Jul-01 | | | | | 221 | 25 | 8.84 | | |
| Aug-01 | | | | | 104 | 14 | 7.43 | | |
| Sep-01 | | | | | 73 | 8 | 9.12 | | |
| Oct-01 | | | | | 45 | 11 | 4.09 | | |
| Nov-01 | | | | | 119 | 4 | 29.75 | | |
| Dec-01 | | | | | 65 | 8 | 8.12 | | |
| Jan-02 | | | | | 36 | 5 | 7.20 | | |
| Feb-02 | | | | | 7 | 3 | 2.33 | | |
| Mar-02 | | | | | 32 | 7 | 4.57 | | |
| Apr-02 | | | | | 20 | 4 | 5.00 | | |
| May-02 | | | | | 49 | 8 | 6.12 | | |



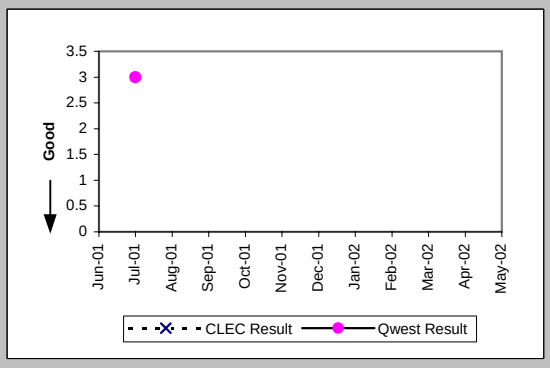

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-4) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 15 | 7 | 2.14 | | |
| Jul-01 | | | | | 249 | 7 | 35.57 | | |
| Aug-01 | | | | | 2 | 1 | 2.00 | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | 60 | 2 | 30.00 | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | 1 | 1 | 1.00 | | |
| Apr-02 | | | | | | | | | |
| May-02 | | | | | 2 | 1 | 2.00 | | |




### Delayed Days for Facility Reasons (Average Days) (OP-6B-4) (Parity)-- Interval Zone One

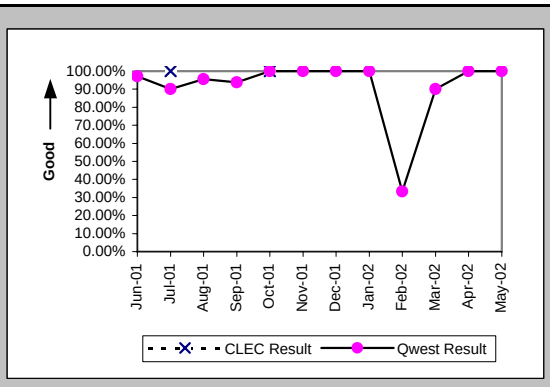
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | 3 | 1 | 3.00 | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | | | | | |
| Apr-02 | | | | | | | | | |
| May-02 | | | | | | | | | |



## Checklist #14 - Resale - Qwest DSL Installation

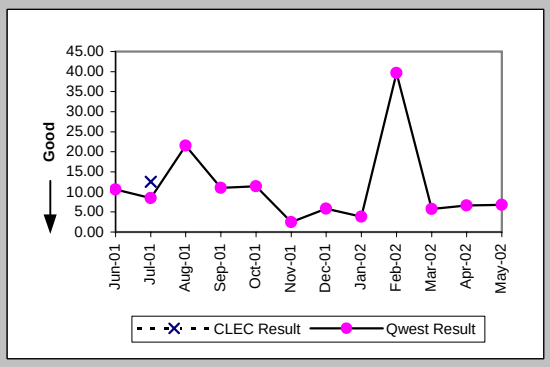
### Installation Commitments Met (Percent) (OP-3E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 210 | 216 | 97.22% | | |
| Jul-01 | 2 | 2 | 100.00% | 0.00% | 18 | 20 | 90.00% | -0.45 | -1.27 |
| Aug-01 | | | | | 22 | 23 | 95.65% | | |
| Sep-01 | | | | | 15 | 16 | 93.75% | | |
| Oct-01 | 1 | 1 | 100.00% | 0.00% | 6 | 6 | 100.00% | N/A | N/A |
| Nov-01 | | | | | 2 | 2 | 100.00% | | |
| Dec-01 | | | | | 6 | 6 | 100.00% | | |
| Jan-02 | | | | | 6 | 6 | 100.00% | | |
| Feb-02 | | | | | 1 | 3 | 33.33% | | |
| Mar-02 | | | | | 9 | 10 | 90.00% | | |
| Apr-02 | | | | | 8 | 8 | 100.00% | | |
| May-02 | | | | | 5 | 5 | 100.00% | | |



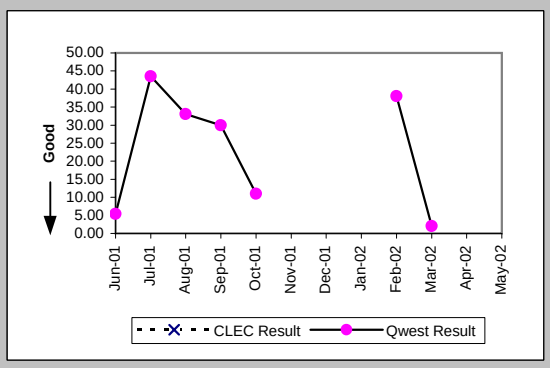

### Installation Interval (Average Days) (OP-4E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 2258 | 213 | 10.60 | | |
| Jul-01 | 25 | 2 | 12.50 | 2.12 | 169 | 20 | 8.45 | 1.18 | -0.28 |
| Aug-01 | | | | | 798 | 37 | 21.57 | | |
| Sep-01 | | | | | 187 | 17 | 11.00 | | |
| Oct-01 | | | | | 80 | 7 | 11.43 | | |
| Nov-01 | | | | | 5 | 2 | 2.50 | | |
| Dec-01 | | | | | 41 | 7 | 5.86 | | |
| Jan-02 | | | | | 23 | 6 | 3.83 | | |
| Feb-02 | | | | | 119 | 3 | 39.67 | | |
| Mar-02 | | | | | 52 | 9 | 5.78 | | |
| Apr-02 | | | | | 53 | 8 | 6.62 | | |
| May-02 | | | | | 34 | 5 | 6.80 | | |



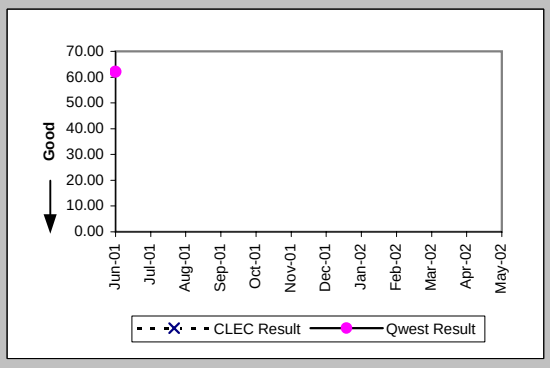

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 27 | 5 | 5.40 | | |
| Jul-01 | | | | | 87 | 2 | 43.50 | | |
| Aug-01 | | | | | 496 | 15 | 33.07 | | |
| Sep-01 | | | | | 60 | 2 | 30.00 | | |
| Oct-01 | | | | | 22 | 2 | 11.00 | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | 76 | 2 | 38.00 | | |
| Mar-02 | | | | | 2 | 1 | 2.00 | | |
| Apr-02 | | | | | | | | | |
| May-02 | | | | | | | | | |




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

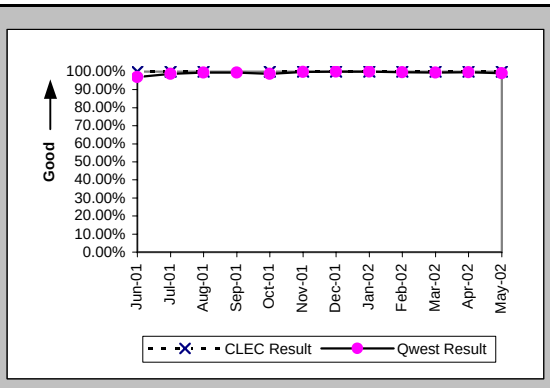
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 62 | 1 | 62.00 | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | | | | | |
| Apr-02 | | | | | | | | | |
| May-02 | | | | | | | | | |



## Checklist #14 - Resale - Qwest DSL Installation

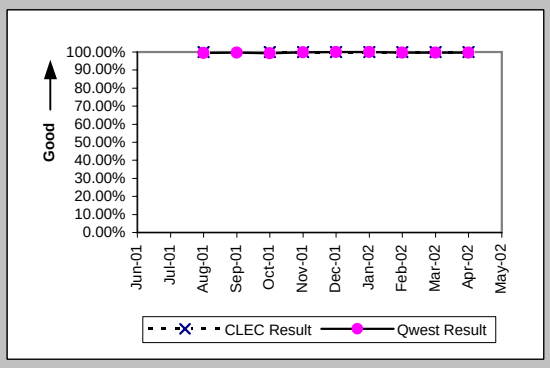
New Service Installation Quality (Percent) (OP-5) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 2 | 2 | 100.00% | 0.00% | 1405 | 1448 | 97.03% | -0.25 | -1.15 |
| Jul-01 | 2 | 2 | 100.00% | 0.00% | 1541 | 1559 | 98.85% | -0.15 | -1.09 |
| Aug-01 | 2 | 2 | 100.00% | 0.00% | 1288 | 1296 | 99.38% | -0.11 | -1.07 |
| Sep-01 | | | | | 945 | 950 | 99.47% | | |
| Oct-01 | 2 | 2 | 100.00% | 0.00% | 1157 | 1172 | 98.72% | -0.16 | -1.1 |
| Nov-01 | 3 | 3 | 100.00% | 0.00% | 1332 | 1334 | 99.85% | -0.07 | -1.04 |
| Dec-01 | 2 | 2 | 100.00% | 0.00% | 1288 | 1288 | 100.00% | N/A | N/A |
| Jan-02 | 1 | 1 | 100.00% | 0.00% | 1279 | 1280 | 99.92% | -0.03 | -1.02 |
| Feb-02 | 1 | 1 | 100.00% | 0.00% | 1168 | 1173 | 99.57% | -0.07 | -1.04 |
| Mar-02 | 2 | 2 | 100.00% | 0.00% | 1114 | 1120 | 99.46% | -0.1 | -1.06 |
| Apr-02 | 1 | 1 | 100.00% | 0.00% | 1094 | 1098 | 99.64% | -0.06 | -1.04 |
| May-02 | 2 | 2 | 100.00% | 0.00% | 1059 | 1068 | 99.16% | -0.13 | -1.08 |




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

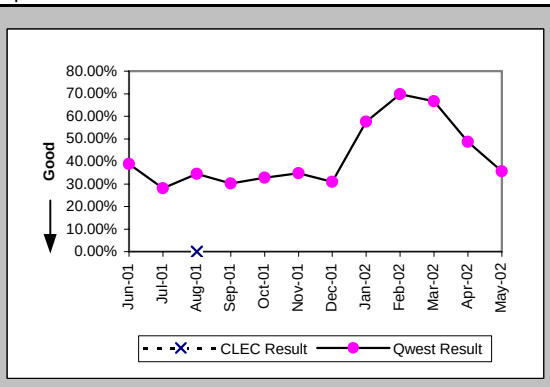
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | 2 | 2 | 100.00% | 0.00% | 1289 | 1296 | 99.46% | -0.1 | -1.06 |
| Sep-01 | | | | | 947 | 950 | 99.68% | | |
| Oct-01 | 2 | 2 | 100.00% | 0.00% | 1163 | 1172 | 99.23% | -0.12 | -1.08 |
| Nov-01 | 3 | 3 | 100.00% | 0.00% | 1332 | 1334 | 99.85% | -0.07 | -1.04 |
| Dec-01 | 2 | 2 | 100.00% | 0.00% | 1288 | 1288 | 100.00% | N/A | N/A |
| Jan-02 | 1 | 1 | 100.00% | 0.00% | 1280 | 1280 | 100.00% | N/A | N/A |
| Feb-02 | 1 | 1 | 100.00% | 0.00% | 1169 | 1173 | 99.66% | -0.06 | -1.04 |
| Mar-02 | 2 | 2 | 100.00% | 0.00% | 1116 | 1120 | 99.64% | -0.08 | -1.05 |
| Apr-02 | 1 | 1 | 100.00% | 0.00% | 1094 | 1098 | 99.64% | -0.06 | -1.04 |
| May-02 | | | | | | | | | |



## Checklist #14 - Resale - Qwest DSL Repair

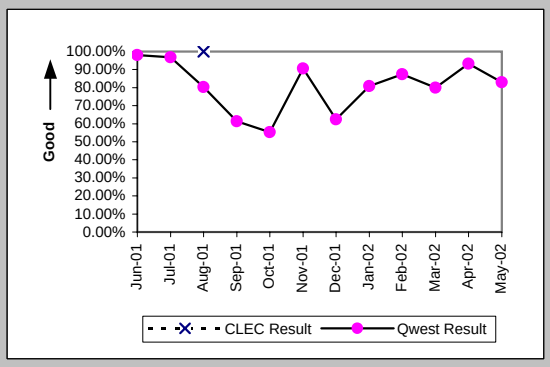
### Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10) (Diagnostic)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 71 | 183 | 38.80% | | |
| Jul-01 | | | | | 58 | 206 | 28.16% | | |
| Aug-01 | 0 | 1 | 0.00% | 0.00% | 116 | 337 | 34.42% | -0.72 | -1.44 |
| Sep-01 | | | | | 36 | 119 | 30.25% | | |
| Oct-01 | | | | | 54 | 165 | 32.73% | | |
| Nov-01 | | | | | 40 | 115 | 34.78% | | |
| Dec-01 | | | | | 29 | 94 | 30.85% | | |
| Jan-02 | | | | | 130 | 226 | 57.52% | | |
| Feb-02 | | | | | 136 | 195 | 69.74% | | |
| Mar-02 | | | | | 108 | 162 | 66.67% | | |
| Apr-02 | | | | | 53 | 109 | 48.62% | | |
| May-02 | | | | | 56 | 157 | 35.67% | | |



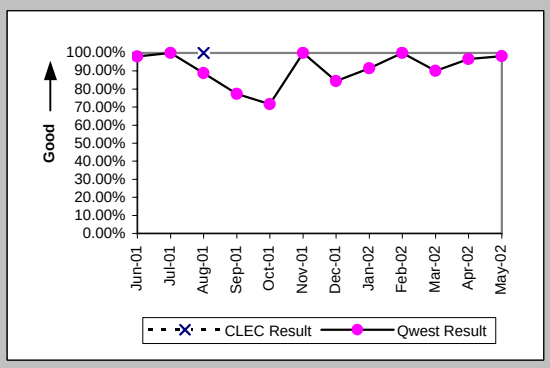

### Out of Service Cleared within 24 hours (Percent) (MR-3D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 50 | 51 | 98.04% | | |
| Jul-01 | | | | | 61 | 63 | 96.83% | | |
| Aug-01 | 1 | 1 | 100.00% | 0.00% | 94 | 117 | 80.34% | -0.49 | -1.3 |
| Sep-01 | | | | | 27 | 44 | 61.36% | | |
| Oct-01 | | | | | 31 | 56 | 55.36% | | |
| Nov-01 | | | | | 29 | 32 | 90.63% | | |
| Dec-01 | | | | | 20 | 32 | 62.50% | | |
| Jan-02 | | | | | 38 | 47 | 80.85% | | |
| Feb-02 | | | | | 21 | 24 | 87.50% | | |
| Mar-02 | | | | | 16 | 20 | 80.00% | | |
| Apr-02 | | | | | 28 | 30 | 93.33% | | |
| May-02 | | | | | 49 | 59 | 83.05% | | |



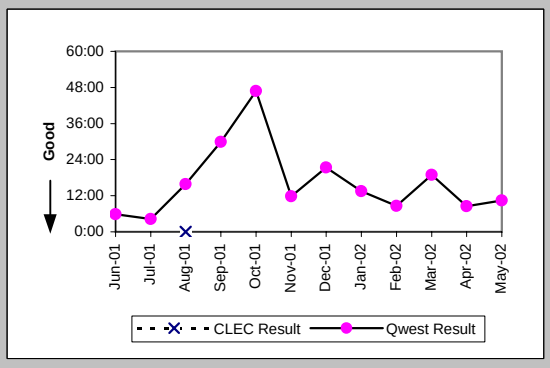

### All Troubles Cleared within 48 hours (Percent) (MR-4D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 50 | 51 | 98.04% | | |
| Jul-01 | | | | | 63 | 63 | 100.00% | | |
| Aug-01 | 1 | 1 | 100.00% | 0.00% | 104 | 117 | 88.89% | -0.35 | -1.21 |
| Sep-01 | | | | | 34 | 44 | 77.27% | | |
| Oct-01 | | | | | 43 | 60 | 71.67% | | |
| Nov-01 | | | | | 32 | 32 | 100.00% | | |
| Dec-01 | | | | | 27 | 32 | 84.38% | | |
| Jan-02 | | | | | 43 | 47 | 91.49% | | |
| Feb-02 | | | | | 24 | 24 | 100.00% | | |
| Mar-02 | | | | | 18 | 20 | 90.00% | | |
| Apr-02 | | | | | 29 | 30 | 96.67% | | |
| May-02 | | | | | 58 | 59 | 98.31% | | |




### Mean Time to Restore (Hours:Minutes) (MR-6D) (Parity)-- Interval Zone One

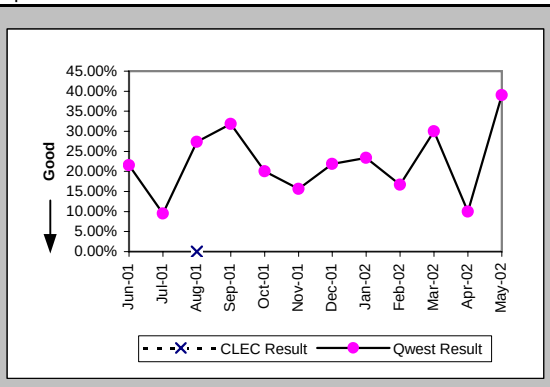
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 297:35 | 51 | 5:50 | | |
| Jul-01 | | | | | 270:17 | 63 | 4:17 | | |
| Aug-01 | 0:01 | 1 | 0:01 | | 1847:55 | 117 | 15:48 | -0.51 | -1.31 |
| Sep-01 | | | | | 1316:23 | 44 | 29:55 | | |
| Oct-01 | | | | | 2810:21 | 60 | 46:50 | | |
| Nov-01 | | | | | 378:17 | 32 | 11:49 | | |
| Dec-01 | | | | | 682:33 | 32 | 21:20 | | |
| Jan-02 | | | | | 633:34 | 47 | 13:29 | | |
| Feb-02 | | | | | 208:08 | 24 | 8:40 | | |
| Mar-02 | | | | | 377:52 | 20 | 18:54 | | |
| Apr-02 | | | | | 256:15 | 30 | 8:32 | | |
| May-02 | | | | | 612:38 | 59 | 10:23 | | |



## Checklist #14 - Resale - Qwest DSL Repair

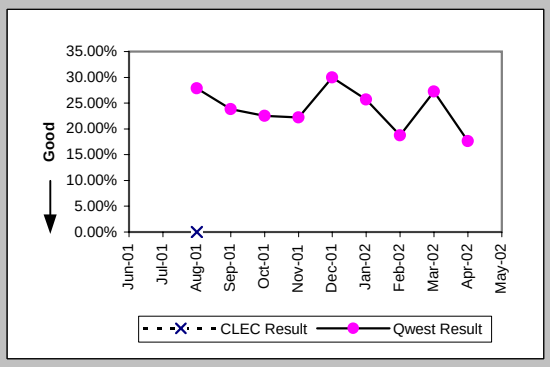
### Repair Repeat Report Rate (Percent) (MR-7D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 11 | 51 | 21.57% | | |
| Jul-01 | | | | | 6 | 63 | 9.52% | | |
| Aug-01 | 0 | 1 | 0.00% | 0.00% | 32 | 117 | 27.35% | -0.61 | -1.37 |
| Sep-01 | | | | | 14 | 44 | 31.82% | | |
| Oct-01 | | | | | 12 | 60 | 20.00% | | |
| Nov-01 | | | | | 5 | 32 | 15.63% | | |
| Dec-01 | | | | | 7 | 32 | 21.88% | | |
| Jan-02 | | | | | 11 | 47 | 23.40% | | |
| Feb-02 | | | | | 4 | 24 | 16.67% | | |
| Mar-02 | | | | | 6 | 20 | 30.00% | | |
| Apr-02 | | | | | 3 | 30 | 10.00% | | |
| May-02 | | | | | 23 | 59 | 38.98% | | |



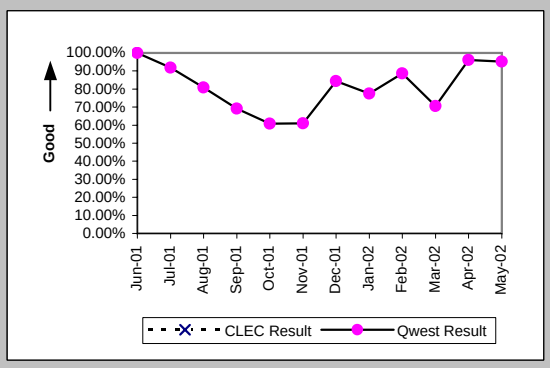

### Repair Repeat Report Rate (Percent) (MR-7D*) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | 0 | 1 | 0.00% | 0.00% | 22 | 79 | 27.85% | -0.62 | -1.38 |
| Sep-01 | | | | | 5 | 21 | 23.81% | | |
| Oct-01 | | | | | 9 | 40 | 22.50% | | |
| Nov-01 | | | | | 4 | 18 | 22.22% | | |
| Dec-01 | | | | | 6 | 20 | 30.00% | | |
| Jan-02 | | | | | 9 | 35 | 25.71% | | |
| Feb-02 | | | | | 3 | 16 | 18.75% | | |
| Mar-02 | | | | | 3 | 11 | 27.27% | | |
| Apr-02 | | | | | 3 | 17 | 17.65% | | |
| May-02 | | | | | | | | | |



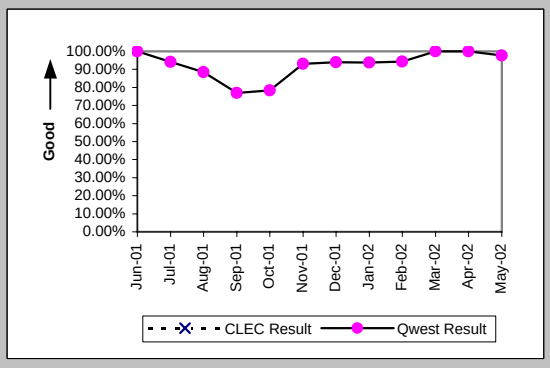

### Out of Service Cleared within 24 hours (Percent) (MR-3E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 61 | 61 | 100.00% | | |
| Jul-01 | | | | | 78 | 85 | 91.76% | | |
| Aug-01 | | | | | 84 | 104 | 80.77% | | |
| Sep-01 | | | | | 27 | 39 | 69.23% | | |
| Oct-01 | | | | | 31 | 51 | 60.78% | | |
| Nov-01 | | | | | 25 | 41 | 60.98% | | |
| Dec-01 | | | | | 27 | 32 | 84.38% | | |
| Jan-02 | | | | | 38 | 49 | 77.55% | | |
| Feb-02 | | | | | 31 | 35 | 88.57% | | |
| Mar-02 | | | | | 24 | 34 | 70.59% | | |
| Apr-02 | | | | | 25 | 26 | 96.15% | | |
| May-02 | | | | | 40 | 42 | 95.24% | | |




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

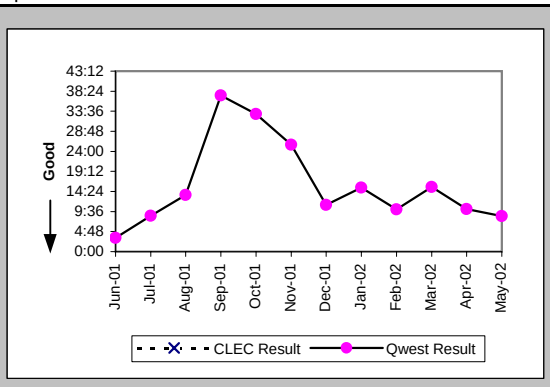
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 61 | 61 | 100.00% | | |
| Jul-01 | | | | | 80 | 85 | 94.12% | | |
| Aug-01 | | | | | 92 | 104 | 88.46% | | |
| Sep-01 | | | | | 30 | 39 | 76.92% | | |
| Oct-01 | | | | | 40 | 51 | 78.43% | | |
| Nov-01 | | | | | 40 | 43 | 93.02% | | |
| Dec-01 | | | | | 31 | 33 | 93.94% | | |
| Jan-02 | | | | | 46 | 49 | 93.88% | | |
| Feb-02 | | | | | 33 | 35 | 94.29% | | |
| Mar-02 | | | | | 34 | 34 | 100.00% | | |
| Apr-02 | | | | | 26 | 26 | 100.00% | | |
| May-02 | | | | | 41 | 42 | 97.62% | | |



## Checklist #14 - Resale - Qwest DSL Repair

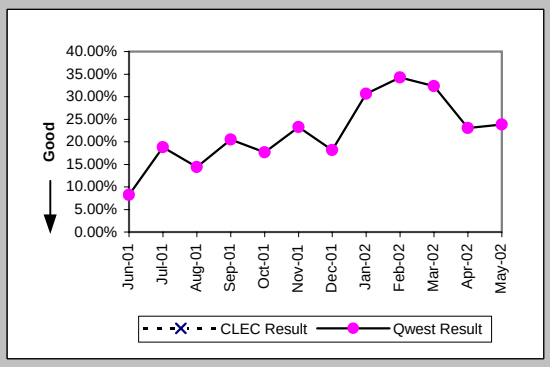
### Mean Time to Restore (Hours:Minutes) (MR-6E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 201:32 | 61 | 3:18 | | |
| Jul-01 | | | | | 729:15 | 85 | 8:35 | | |
| Aug-01 | | | | | 1410:36 | 104 | 13:34 | | |
| Sep-01 | | | | | 1458:16 | 39 | 37:23 | | |
| Oct-01 | | | | | 1679:22 | 51 | 32:56 | | |
| Nov-01 | | | | | 1100:52 | 43 | 25:36 | | |
| Dec-01 | | | | | 369:18 | 33 | 11:11 | | |
| Jan-02 | | | | | 750:01 | 49 | 15:18 | | |
| Feb-02 | | | | | 354:01 | 35 | 10:07 | | |
| Mar-02 | | | | | 525:58 | 34 | 15:28 | | |
| Apr-02 | | | | | 264:18 | 26 | 10:10 | | |
| May-02 | | | | | 355:49 | 42 | 8:28 | | |



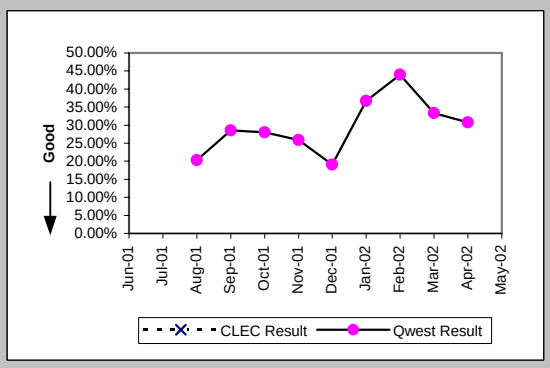

### Repair Repeat Report Rate (Percent) (MR-7E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 5 | 61 | 8.20% | | |
| Jul-01 | | | | | 16 | 85 | 18.82% | | |
| Aug-01 | | | | | 15 | 104 | 14.42% | | |
| Sep-01 | | | | | 8 | 39 | 20.51% | | |
| Oct-01 | | | | | 9 | 51 | 17.65% | | |
| Nov-01 | | | | | 10 | 43 | 23.26% | | |
| Dec-01 | | | | | 6 | 33 | 18.18% | | |
| Jan-02 | | | | | 15 | 49 | 30.61% | | |
| Feb-02 | | | | | 12 | 35 | 34.29% | | |
| Mar-02 | | | | | 11 | 34 | 32.35% | | |
| Apr-02 | | | | | 6 | 26 | 23.08% | | |
| May-02 | | | | | 10 | 42 | 23.81% | | |



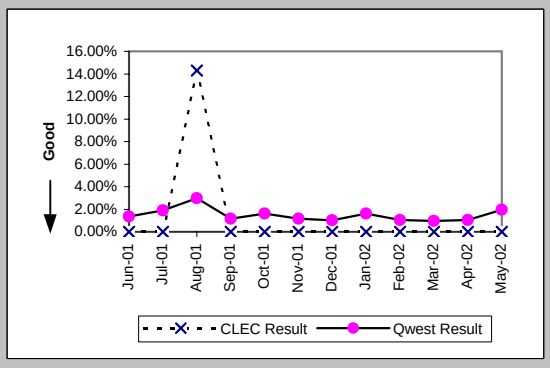

### Repair Repeat Report Rate (Percent) (MR-7E*) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 13 | 64 | 20.31% | | |
| Sep-01 | | | | | 6 | 21 | 28.57% | | |
| Oct-01 | | | | | 7 | 25 | 28.00% | | |
| Nov-01 | | | | | 7 | 27 | 25.93% | | |
| Dec-01 | | | | | 4 | 21 | 19.05% | | |
| Jan-02 | | | | | 11 | 30 | 36.67% | | |
| Feb-02 | | | | | 11 | 25 | 44.00% | | |
| Mar-02 | | | | | 6 | 18 | 33.33% | | |
| Apr-02 | | | | | 4 | 13 | 30.77% | | |
| May-02 | | | | | | | | | |



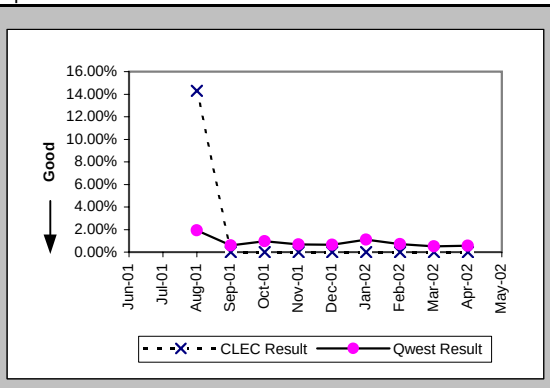

### Trouble Rate (Percent) (MR-8) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 0 | 6 | 0.00% | 0.00% | 112 | 8254 | 1.36% | -0.29 | -1.17 |
| Jul-01 | 0 | 7 | 0.00% | 0.00% | 148 | 7797 | 1.90% | -0.37 | -1.22 |
| Aug-01 | 1 | 7 | 14.29% | 34.99% | 221 | 7425 | 2.98% | 1.26 | -0.23 |
| Sep-01 | 0 | 8 | 0.00% | 0.00% | 83 | 7113 | 1.17% | -0.31 | -1.19 |
| Oct-01 | 0 | 6 | 0.00% | 0.00% | 111 | 6826 | 1.63% | -0.31 | -1.19 |
| Nov-01 | 0 | 6 | 0.00% | 0.00% | 75 | 6513 | 1.15% | -0.26 | -1.16 |
| Dec-01 | 0 | 5 | 0.00% | 0.00% | 65 | 6299 | 1.03% | -0.23 | -1.14 |
| Jan-02 | 0 | 5 | 0.00% | 0.00% | 96 | 5929 | 1.62% | -0.29 | -1.17 |
| Feb-02 | 0 | 5 | 0.00% | 0.00% | 59 | 5695 | 1.04% | -0.23 | -1.14 |
| Mar-02 | 0 | 5 | 0.00% | 0.00% | 54 | 5529 | 0.98% | -0.22 | -1.13 |
| Apr-02 | 0 | 5 | 0.00% | 0.00% | 56 | 5363 | 1.04% | -0.23 | -1.14 |
| May-02 | 0 | 5 | 0.00% | 0.00% | 101 | 5163 | 1.96% | -0.32 | -1.19 |



## Checklist #14 - Resale - Qwest DSL Repair

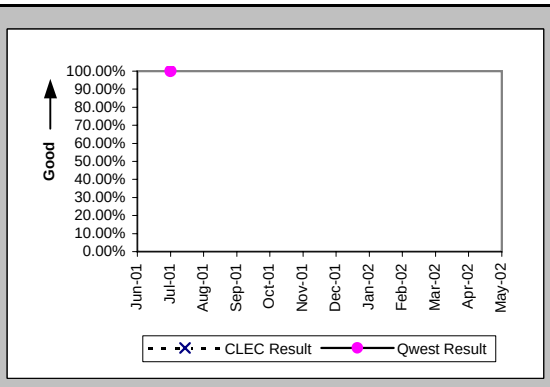
| Trouble Rate (Percent) (MR-8*) (Parity)-- Interval Zone One and Two | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| Date | CLEC Num | CLEC Dend | CLEC Resu | Std Dev | Qwest Num | Qwest Dend | Qwest Resu | Mod Z Scr | Parity Scr |
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | 1 | 7 | 14.29% | 34.99% | 143 | 7425 | 1.93% | 1.5 | -0.09 |
| Sep-01 | 0 | 8 | 0.00% | 0.00% | 42 | 7113 | 0.59% | -0.22 | -1.13 |
| Oct-01 | 0 | 6 | 0.00% | 0.00% | 65 | 6826 | 0.95% | -0.24 | -1.15 |
| Nov-01 | 0 | 6 | 0.00% | 0.00% | 45 | 6513 | 0.69% | -0.2 | -1.12 |
| Dec-01 | 0 | 5 | 0.00% | 0.00% | 41 | 6299 | 0.65% | -0.18 | -1.11 |
| Jan-02 | 0 | 5 | 0.00% | 0.00% | 65 | 5929 | 1.10% | -0.24 | -1.14 |
| Feb-02 | 0 | 5 | 0.00% | 0.00% | 41 | 5695 | 0.72% | -0.19 | -1.12 |
| Mar-02 | 0 | 5 | 0.00% | 0.00% | 29 | 5529 | 0.52% | -0.16 | -1.1 |
| Apr-02 | 0 | 5 | 0.00% | 0.00% | 30 | 5363 | 0.56% | -0.17 | -1.1 |
| May-02 | | | | | | | | | |



## Checklist #14 - Resale - Primary ISDN Installation

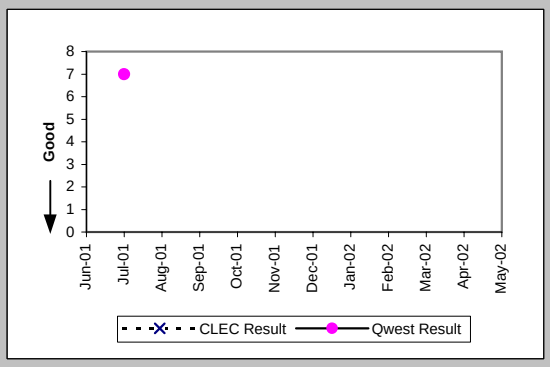
### Installation Commitments Met (Percent) (OP-3A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | 1 | 1 | 100.00% | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | | | | | |
| Apr-02 | | | | | | | | | |
| May-02 | | | | | | | | | |



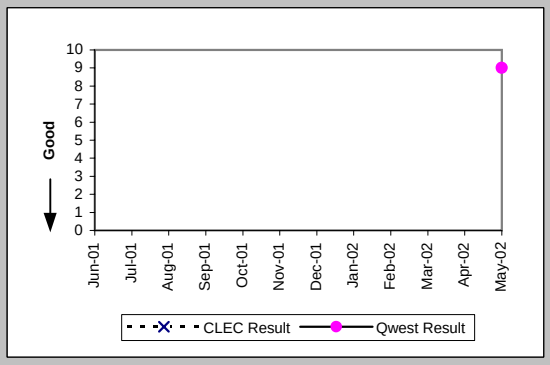

### Installation Interval (Average Days) (OP-4A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | 7 | 1 | 7.00 | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | | | | | |
| Apr-02 | | | | | | | | | |
| May-02 | | | | | | | | | |



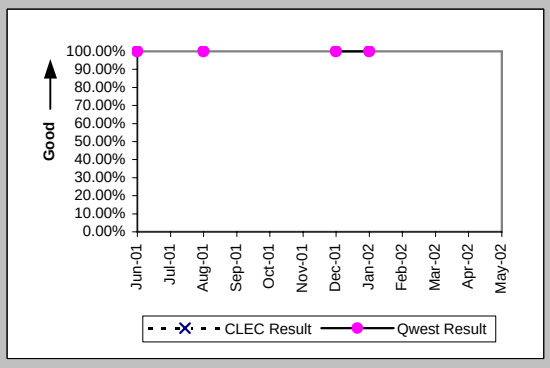

### Installation Interval (Average Days) (OP-4B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | | | | | |
| Apr-02 | | | | | | | | | |
| May-02 | | | | | 18 | 2 | 9.00 | | |




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

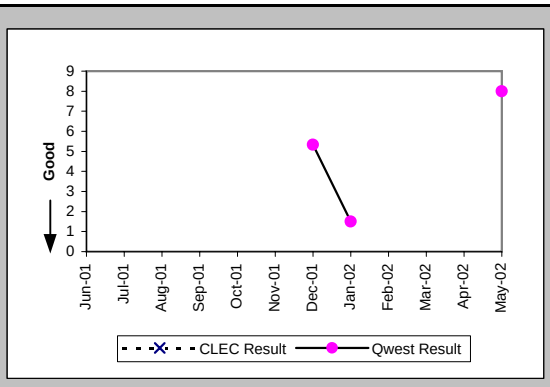
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 1 | 1 | 100.00% | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 1 | 1 | 100.00% | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | 2 | 2 | 100.00% | | |
| Jan-02 | | | | | 4 | 4 | 100.00% | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | | | | | |
| Apr-02 | | | | | | | | | |
| May-02 | | | | | | | | | |



## Checklist #14 - Resale - Primary ISDN Installation

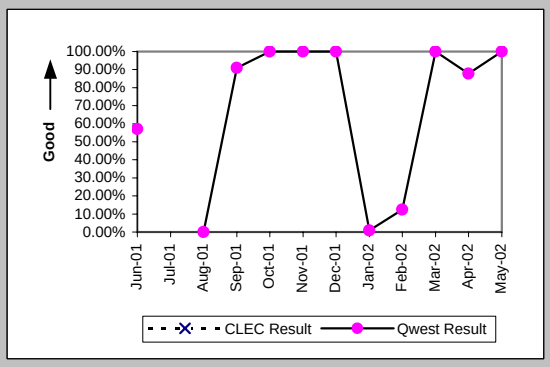
### Installation Interval (Average Days) (OP-4C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | 16 | 3 | 5.33 | | |
| Jan-02 | | | | | 6 | 4 | 1.50 | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | | | | | |
| Apr-02 | | | | | | | | | |
| May-02 | | | | | 16 | 2 | 8.00 | | |



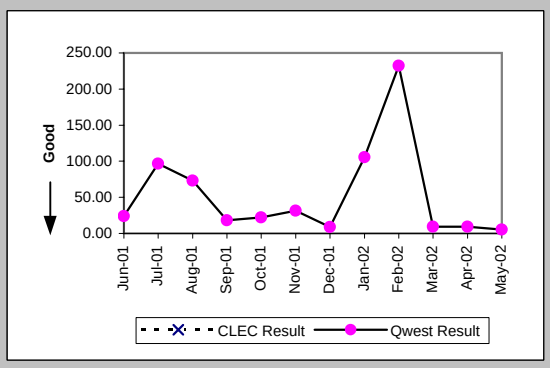

### Installation Commitments Met (Percent) (OP-3D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 4 | 7 | 57.14% | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 0 | 1 | 0.00% | | |
| Sep-01 | | | | | 10 | 11 | 90.91% | | |
| Oct-01 | | | | | 4 | 4 | 100.00% | | |
| Nov-01 | | | | | 1 | 1 | 100.00% | | |
| Dec-01 | | | | | 1 | 1 | 100.00% | | |
| Jan-02 | | | | | 1 | 112 | 0.89% | | |
| Feb-02 | | | | | 1 | 8 | 12.50% | | |
| Mar-02 | | | | | 4 | 4 | 100.00% | | |
| Apr-02 | | | | | 36 | 41 | 87.80% | | |
| May-02 | | | | | 15 | 15 | 100.00% | | |



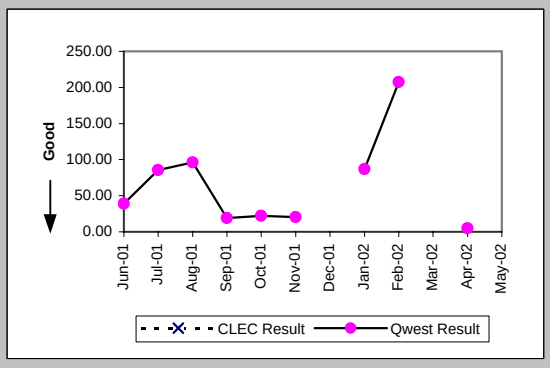

### Installation Interval (Average Days) (OP-4D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 120 | 5 | 24.00 | | |
| Jul-01 | | | | | 2226 | 23 | 96.78 | | |
| Aug-01 | | | | | 512 | 7 | 73.14 | | |
| Sep-01 | | | | | 288 | 16 | 18.00 | | |
| Oct-01 | | | | | 176 | 8 | 22.00 | | |
| Nov-01 | | | | | 664 | 21 | 31.62 | | |
| Dec-01 | | | | | 9 | 1 | 9.00 | | |
| Jan-02 | | | | | 12667 | 120 | 105.56 | | |
| Feb-02 | | | | | 17877 | 77 | 232.17 | | |
| Mar-02 | | | | | 76 | 8 | 9.50 | | |
| Apr-02 | | | | | 294 | 31 | 9.48 | | |
| May-02 | | | | | 82 | 15 | 5.47 | | |




### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-4) (Parity)-- Interval Zone One

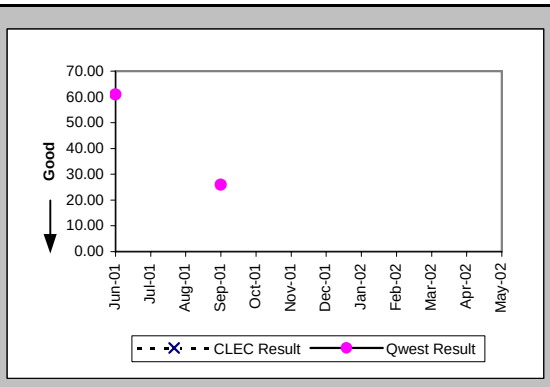
| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 78 | 2 | 39.00 | | |
| Jul-01 | | | | | 1627 | 19 | 85.63 | | |
| Aug-01 | | | | | 384 | 4 | 96.00 | | |
| Sep-01 | | | | | 304 | 16 | 19.00 | | |
| Oct-01 | | | | | 22 | 1 | 22.00 | | |
| Nov-01 | | | | | 410 | 20 | 20.50 | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | 9660 | 111 | 87.03 | | |
| Feb-02 | | | | | 15550 | 75 | 207.33 | | |
| Mar-02 | | | | | | | | | |
| Apr-02 | | | | | 25 | 5 | 5.00 | | |
| May-02 | | | | | | | | | |



## Checklist #14 - Resale - Primary ISDN Installation

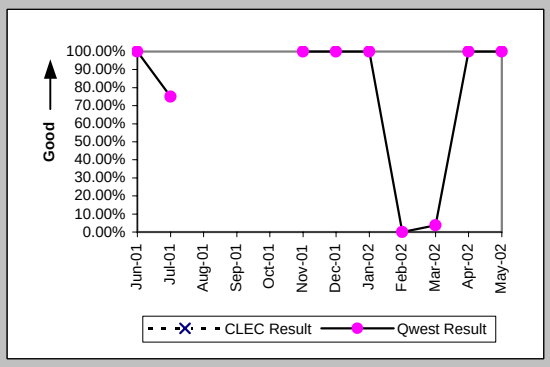
### Delayed Days for Facility Reasons (Average Days) (OP-6B-4) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 61 | 1 | 61.00 | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | 26 | 1 | 26.00 | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | | | | | |
| Apr-02 | | | | | | | | | |
| May-02 | | | | | | | | | |



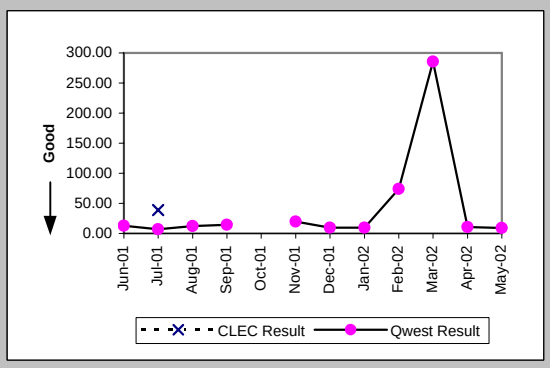

### Installation Commitments Met (Percent) (OP-3E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 3 | 3 | 100.00% | | |
| Jul-01 | | | | | 3 | 4 | 75.00% | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | 2 | 2 | 100.00% | | |
| Dec-01 | | | | | 3 | 3 | 100.00% | | |
| Jan-02 | | | | | 5 | 5 | 100.00% | | |
| Feb-02 | | | | | 0 | 24 | 0.00% | | |
| Mar-02 | | | | | 1 | 27 | 3.70% | | |
| Apr-02 | | | | | 1 | 1 | 100.00% | | |
| May-02 | | | | | 2 | 2 | 100.00% | | |



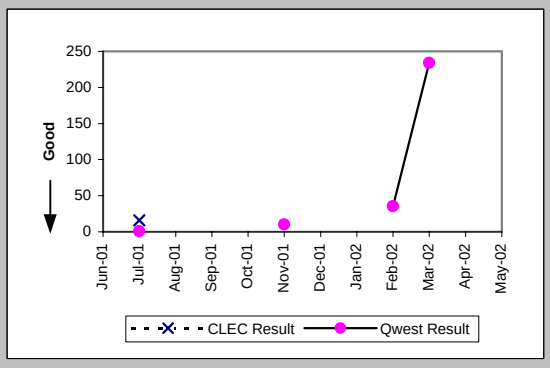

### Installation Interval (Average Days) (OP-4E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 39 | 3 | 13.00 | | |
| Jul-01 | 39 | 1 | 39.00 | | 42 | 6 | 7.00 | 3.72 | 1.26 |
| Aug-01 | | | | | 24 | 2 | 12.00 | | |
| Sep-01 | | | | | 43 | 3 | 14.33 | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | 158 | 8 | 19.75 | | |
| Dec-01 | | | | | 48 | 5 | 9.60 | | |
| Jan-02 | | | | | 88 | 9 | 9.78 | | |
| Feb-02 | | | | | 1922 | 26 | 73.92 | | |
| Mar-02 | | | | | 7138 | 25 | 285.52 | | |
| Apr-02 | | | | | 42 | 4 | 10.50 | | |
| May-02 | | | | | 27 | 3 | 9.00 | | |




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

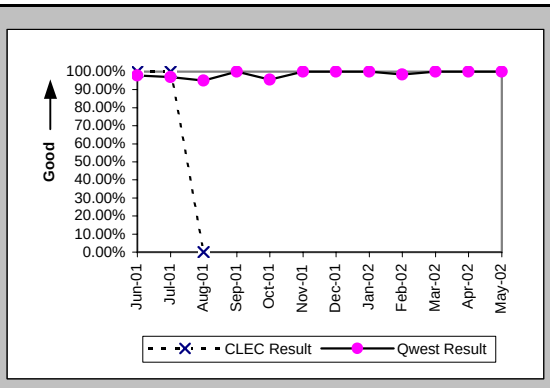
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | 16 | 1 | 16.00 | | 1 | 1 | 1.00 | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | 60 | 6 | 10.00 | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | 927 | 26 | 35.65 | | |
| Mar-02 | | | | | 6086 | 26 | 234.08 | | |
| Apr-02 | | | | | | | | | |
| May-02 | | | | | | | | | |



## Checklist #14 - Resale - Primary ISDN Installation

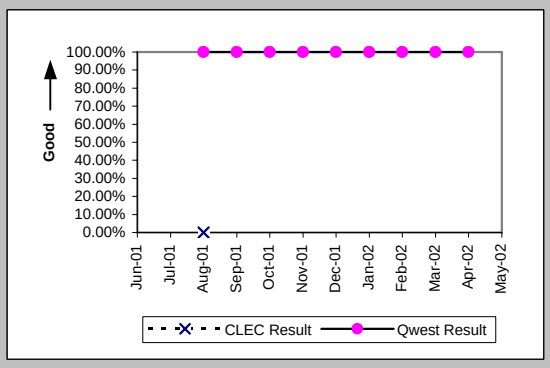
New Service Installation Quality (Percent) (OP-5) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Dend | CLEC Resu | Std Dev | Qwest Num | Qwest Dend | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 2 | 2 | 100.00% | 0.00% | 135 | 138 | 97.83% | -0.21 | -1.13 |
| Jul-01 | 3 | 3 | 100.00% | 0.00% | 66 | 68 | 97.06% | -0.3 | -1.18 |
| Aug-01 | 0 | 1 | 0.00% | 0.00% | 19 | 20 | 95.00% | 1.75 | 0.06 |
| Sep-01 | | | | | 21 | 21 | 100.00% | | |
| Oct-01 | | | | | 22 | 23 | 95.65% | | |
| Nov-01 | | | | | 22 | 22 | 100.00% | | |
| Dec-01 | | | | | 19 | 19 | 100.00% | | |
| Jan-02 | | | | | 72 | 72 | 100.00% | | |
| Feb-02 | | | | | 117 | 119 | 98.32% | | |
| Mar-02 | | | | | 73 | 73 | 100.00% | | |
| Apr-02 | | | | | 46 | 46 | 100.00% | | |
| May-02 | | | | | 37 | 37 | 100.00% | | |



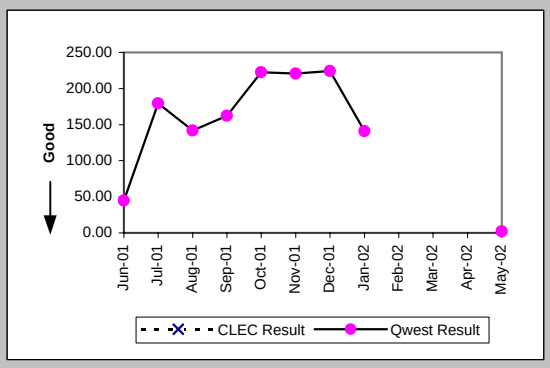

New Service Installation Quality (Percent) (OP-5*) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Dend | CLEC Resu | Std Dev | Qwest Num | Qwest Dend | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | 0 | 1 | 0.00% | 0.00% | 20 | 20 | 100.00% | N/A | 0.28 |
| Sep-01 | | | | | 21 | 21 | 100.00% | | |
| Oct-01 | | | | | 23 | 23 | 100.00% | | |
| Nov-01 | | | | | 22 | 22 | 100.00% | | |
| Dec-01 | | | | | 19 | 19 | 100.00% | | |
| Jan-02 | | | | | 72 | 72 | 100.00% | | |
| Feb-02 | | | | | 119 | 119 | 100.00% | | |
| Mar-02 | | | | | 73 | 73 | 100.00% | | |
| Apr-02 | | | | | 46 | 46 | 100.00% | | |
| May-02 | | | | | | | | | |




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

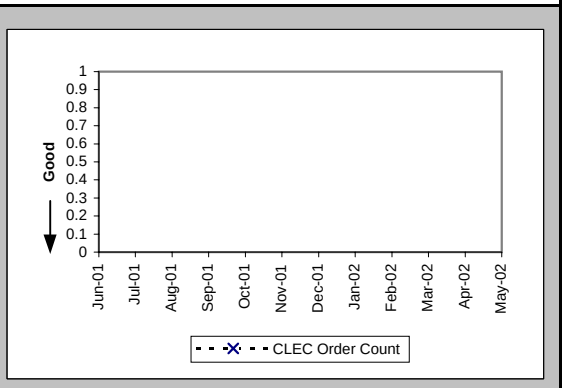
| Date | CLEC Num | CLEC Dend | CLEC Resu | Std Dev | Qwest Num | Qwest Dend | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 4773 | 107 | 44.61 | | |
| Jul-01 | | | | | 5379 | 30 | 179.30 | | |
| Aug-01 | | | | | 6108 | 43 | 142.05 | | |
| Sep-01 | | | | | 6498 | 40 | 162.45 | | |
| Oct-01 | | | | | 23369 | 105 | 222.56 | | |
| Nov-01 | | | | | 25613 | 116 | 220.80 | | |
| Dec-01 | | | | | 5607 | 25 | 224.28 | | |
| Jan-02 | | | | | 6901 | 49 | 140.84 | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | | | | | |
| Apr-02 | | | | | | | | | |
| May-02 | | | | | 7 | 3 | 2.33 | | |



Checklist #14 - Resale - Primary ISDN Installation

Count of Pending Orders Delayed for Facilities Reasons ISDN Primary (OP-15B) (Diagnostic)

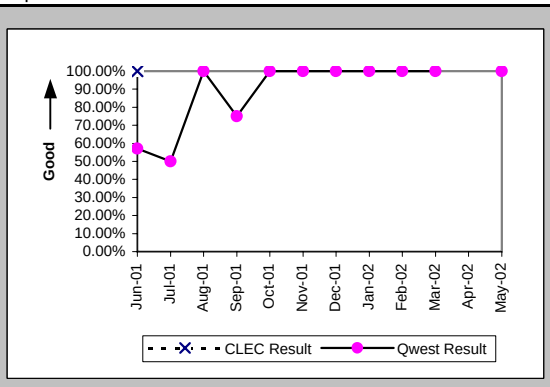
| Date | CLEC Order Count |
|---|---|
| Jun-01 | |
| Jul-01 | |
| Aug-01 | |
| Sep-01 | |
| Oct-01 | |
| Nov-01 | |
| Dec-01 | |
| Jan-02 | |
| Feb-02 | |
| Mar-02 | |
| Apr-02 | |
| May-02 | |



## Checklist #14 - Resale - Primary ISDN Repair

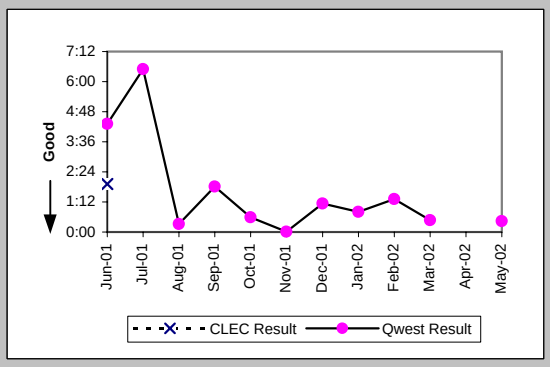
All Troubles Cleared within 4 hours (Percent) (MR-5A) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 1 | 1 | 100.00% | 0.00% | 4 | 7 | 57.14% | -0.81 | -1.49 |
| Jul-01 | | | | | 1 | 2 | 50.00% | | |
| Aug-01 | | | | | 1 | 1 | 100.00% | | |
| Sep-01 | | | | | 3 | 4 | 75.00% | | |
| Oct-01 | | | | | 4 | 4 | 100.00% | | |
| Nov-01 | | | | | 1 | 1 | 100.00% | | |
| Dec-01 | | | | | 2 | 2 | 100.00% | | |
| Jan-02 | | | | | 1 | 1 | 100.00% | | |
| Feb-02 | | | | | 1 | 1 | 100.00% | | |
| Mar-02 | | | | | 2 | 2 | 100.00% | | |
| Apr-02 | | | | | | | | | |
| May-02 | | | | | 1 | 1 | 100.00% | | |



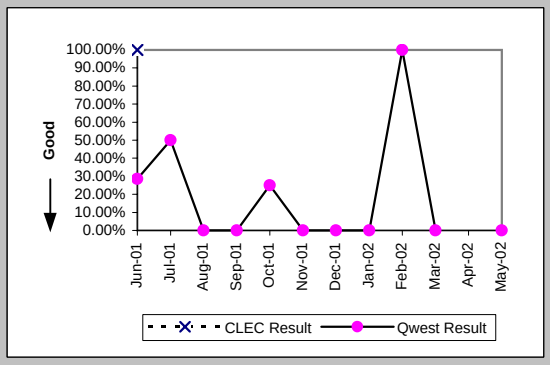

Mean Time to Restore (Hours:Minutes) (MR-6D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 1:55 | 1 | 1:55 | | 30:12 | 7 | 4:19 | -0.35 | -1.21 |
| Jul-01 | | | | | 12:59 | 2 | 6:30 | | |
| Aug-01 | | | | | 0:19 | 1 | 0:19 | | |
| Sep-01 | | | | | 7:14 | 4 | 1:49 | | |
| Oct-01 | | | | | 2:20 | 4 | 0:35 | | |
| Nov-01 | | | | | 0:01 | 1 | 0:01 | | |
| Dec-01 | | | | | 2:15 | 2 | 1:08 | | |
| Jan-02 | | | | | 0:48 | 1 | 0:48 | | |
| Feb-02 | | | | | 1:19 | 1 | 1:19 | | |
| Mar-02 | | | | | 0:57 | 2 | 0:28 | | |
| Apr-02 | | | | | | | | | |
| May-02 | | | | | 0:26 | 1 | 0:26 | | |



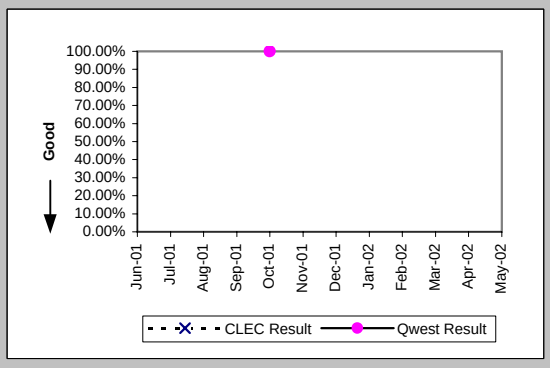

Repair Repeat Report Rate (Percent) (MR-7D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 1 | 1 | 100.00% | 0.00% | 2 | 7 | 28.57% | 0.92 | -0.44 |
| Jul-01 | | | | | 1 | 2 | 50.00% | | |
| Aug-01 | | | | | 0 | 1 | 0.00% | | |
| Sep-01 | | | | | 0 | 4 | 0.00% | | |
| Oct-01 | | | | | 1 | 4 | 25.00% | | |
| Nov-01 | | | | | 0 | 1 | 0.00% | | |
| Dec-01 | | | | | 0 | 2 | 0.00% | | |
| Jan-02 | | | | | 0 | 1 | 0.00% | | |
| Feb-02 | | | | | 1 | 1 | 100.00% | | |
| Mar-02 | | | | | 0 | 2 | 0.00% | | |
| Apr-02 | | | | | | | | | |
| May-02 | | | | | 0 | 1 | 0.00% | | |




Repair Repeat Report Rate (Percent) (MR-7D*) (Parity)-- Interval Zone One

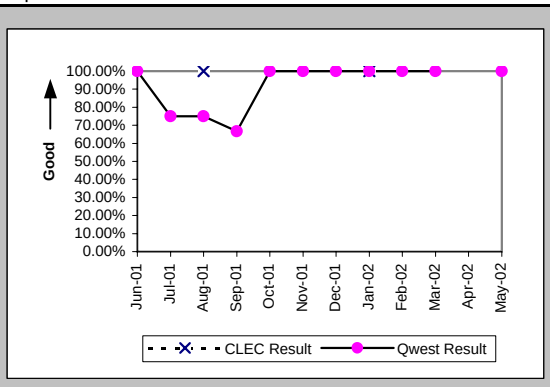
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | 1 | 1 | 100.00% | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | | | | | |
| Apr-02 | | | | | | | | | |
| May-02 | | | | | | | | | |



## Checklist #14 - Resale - Primary ISDN Repair

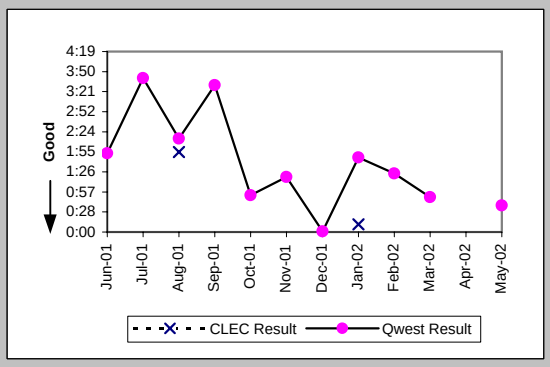
All Troubles Cleared within 4 hours (Percent) (MR-5B) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 4 | 4 | 100.00% | | |
| Jul-01 | | | | | 3 | 4 | 75.00% | | |
| Aug-01 | 2 | 2 | 100.00% | 0.00% | 3 | 4 | 75.00% | -0.67 | -1.41 |
| Sep-01 | | | | | 2 | 3 | 66.67% | | |
| Oct-01 | | | | | 2 | 2 | 100.00% | | |
| Nov-01 | | | | | 1 | 1 | 100.00% | | |
| Dec-01 | | | | | 1 | 1 | 100.00% | | |
| Jan-02 | 1 | 1 | 100.00% | 0.00% | 4 | 4 | 100.00% | N/A | N/A |
| Feb-02 | | | | | 5 | 5 | 100.00% | | |
| Mar-02 | | | | | 1 | 1 | 100.00% | | |
| Apr-02 | | | | | | | | | |
| May-02 | | | | | 6 | 6 | 100.00% | | |



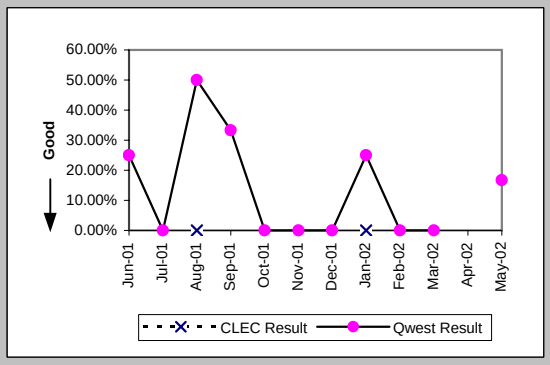

Mean Time to Restore (Hours:Minutes) (MR-6E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 7:34 | 4 | 1:53 | | |
| Jul-01 | | | | | 14:43 | 4 | 3:41 | | |
| Aug-01 | 3:50 | 2 | 1:55 | 0:17 | 8:54 | 4 | 2:14 | -0.16 | -1.1 |
| Sep-01 | | | | | 10:32 | 3 | 3:31 | | |
| Oct-01 | | | | | 1:47 | 2 | 0:53 | | |
| Nov-01 | | | | | 1:19 | 1 | 1:19 | | |
| Dec-01 | | | | | 0:01 | 1 | 0:01 | | |
| Jan-02 | 0:11 | 1 | 0:11 | | 7:07 | 4 | 1:47 | -0.94 | -1.57 |
| Feb-02 | | | | | 7:01 | 5 | 1:24 | | |
| Mar-02 | | | | | 0:50 | 1 | 0:50 | | |
| Apr-02 | | | | | | | | | |
| May-02 | | | | | 3:46 | 6 | 0:38 | | |



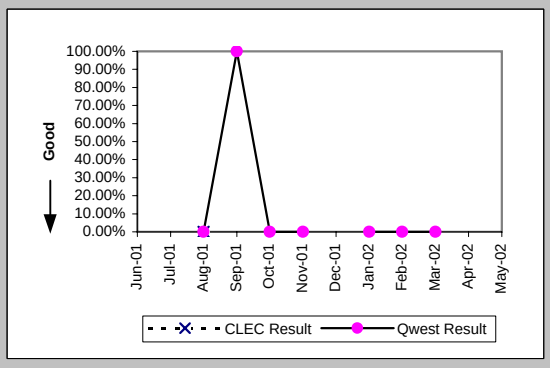

Repair Repeat Report Rate (Percent) (MR-7E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 1 | 4 | 25.00% | | |
| Jul-01 | | | | | 0 | 4 | 0.00% | | |
| Aug-01 | 0 | 2 | 0.00% | 0.00% | 2 | 4 | 50.00% | -1.15 | -1.7 |
| Sep-01 | | | | | 1 | 3 | 33.33% | | |
| Oct-01 | | | | | 0 | 2 | 0.00% | | |
| Nov-01 | | | | | 0 | 1 | 0.00% | | |
| Dec-01 | | | | | 0 | 1 | 0.00% | | |
| Jan-02 | 0 | 1 | 0.00% | 0.00% | 1 | 4 | 25.00% | -0.52 | -1.31 |
| Feb-02 | | | | | 0 | 5 | 0.00% | | |
| Mar-02 | | | | | 0 | 1 | 0.00% | | |
| Apr-02 | | | | | | | | | |
| May-02 | | | | | 1 | 6 | 16.67% | | |




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

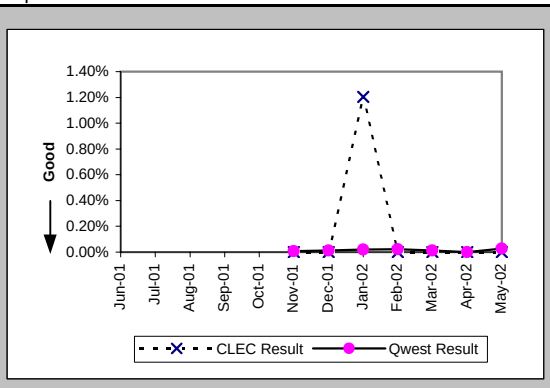
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | 0 | 1 | 0.00% | 0.00% | 0 | 1 | 0.00% | N/A | N/A |
| Sep-01 | | | | | 1 | 1 | 100.00% | | |
| Oct-01 | | | | | 0 | 1 | 0.00% | | |
| Nov-01 | | | | | 0 | 1 | 0.00% | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | 0 | 1 | 0.00% | | |
| Feb-02 | | | | | 0 | 2 | 0.00% | | |
| Mar-02 | | | | | 0 | 1 | 0.00% | | |
| Apr-02 | | | | | | | | | |
| May-02 | | | | | | | | | |



## Checklist #14 - Resale - Primary ISDN Repair

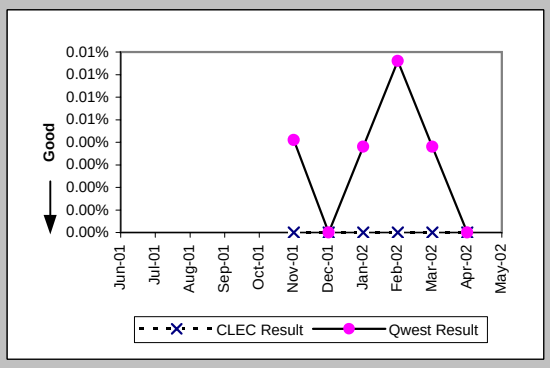
Trouble Rate (Percent) (MR-8) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | 0 | 2338 | 0.00% | 0.00% | 2 | 24150 | 0.01% | -0.42 | -1.26 |
| Dec-01 | 0 | 83 | 0.00% | 0.00% | 3 | 24172 | 0.01% | -0.1 | -1.06 |
| Jan-02 | 1 | 83 | 1.20% | 10.91% | 5 | 26212 | 0.02% | 2.39 | 0.45 |
| Feb-02 | 0 | 59 | 0.00% | 0.00% | 6 | 26392 | 0.02% | -0.12 | -1.07 |
| Mar-02 | 0 | 59 | 0.00% | 0.00% | 3 | 26468 | 0.01% | -0.08 | -1.05 |
| Apr-02 | 0 | 59 | 0.00% | 0.00% | 0 | 26485 | 0.00% | N/A | N/A |
| May-02 | 0 | 59 | 0.00% | 0.00% | 7 | 26412 | 0.03% | -0.12 | -1.08 |



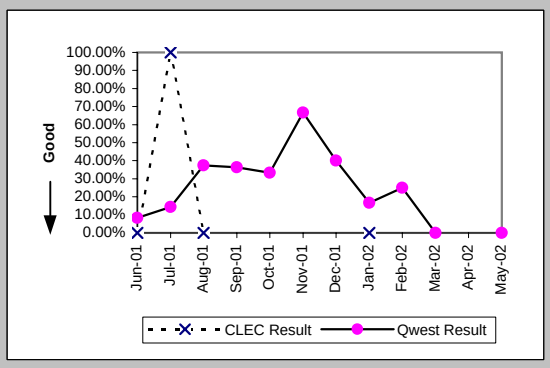

Trouble Rate (Percent) (MR-8*) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | 0 | 2338 | 0.00% | 0.00% | 1 | 24150 | 0.00% | -0.3 | -1.18 |
| Dec-01 | 0 | 83 | 0.00% | 0.00% | 0 | 24172 | 0.00% | N/A | N/A |
| Jan-02 | 0 | 83 | 0.00% | 0.00% | 1 | 26212 | 0.00% | -0.06 | -1.03 |
| Feb-02 | 0 | 59 | 0.00% | 0.00% | 2 | 26392 | 0.01% | -0.07 | -1.04 |
| Mar-02 | 0 | 59 | 0.00% | 0.00% | 1 | 26468 | 0.00% | -0.05 | -1.03 |
| Apr-02 | 0 | 59 | 0.00% | 0.00% | 0 | 26485 | 0.00% | N/A | N/A |
| May-02 | | | | | | | | | |




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

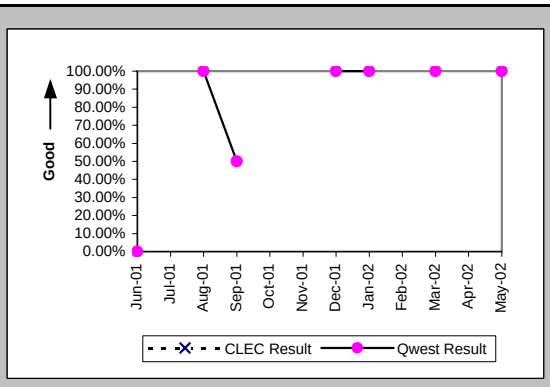
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 0 | 1 | 0.00% | 0.00% | 1 | 12 | 8.33% | -0.29 | -1.18 |
| Jul-01 | 1 | 1 | 100.00% | 0.00% | 1 | 7 | 14.29% | 1.22 | -0.26 |
| Aug-01 | 0 | 2 | 0.00% | 0.00% | 3 | 8 | 37.50% | -0.98 | -1.6 |
| Sep-01 | | | | | 4 | 11 | 36.36% | | |
| Oct-01 | | | | | 3 | 9 | 33.33% | | |
| Nov-01 | | | | | 4 | 6 | 66.67% | | |
| Dec-01 | | | | | 2 | 5 | 40.00% | | |
| Jan-02 | 0 | 1 | 0.00% | 0.00% | 1 | 6 | 16.67% | -0.41 | -1.25 |
| Feb-02 | | | | | 2 | 8 | 25.00% | | |
| Mar-02 | | | | | 0 | 3 | 0.00% | | |
| Apr-02 | | | | | | | | | |
| May-02 | | | | | 0 | 7 | 0.00% | | |



## Checklist #14 - Resale - DS0 Installation

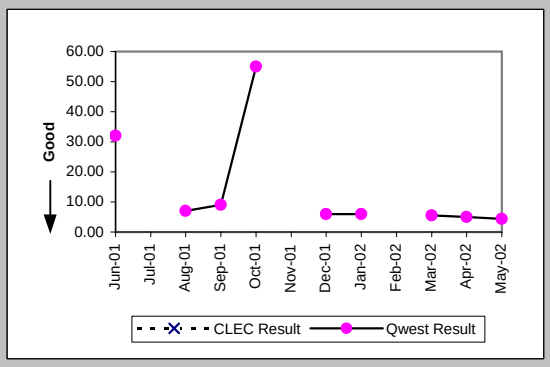
### Installation Commitments Met (Percent) (OP-3A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 0 | 2 | 0.00% | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 2 | 2 | 100.00% | | |
| Sep-01 | | | | | 1 | 2 | 50.00% | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | 1 | 1 | 100.00% | | |
| Jan-02 | | | | | 1 | 1 | 100.00% | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | 2 | 2 | 100.00% | | |
| Apr-02 | | | | | | | | | |
| May-02 | | | | | 2 | 2 | 100.00% | | |



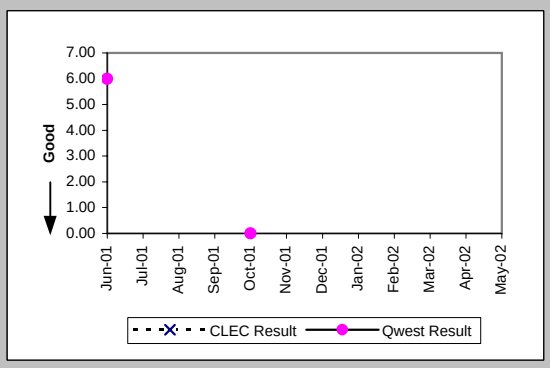

### Installation Interval (Average Days) (OP-4A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 64 | 2 | 32.00 | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 14 | 2 | 7.00 | | |
| Sep-01 | | | | | 18 | 2 | 9.00 | | |
| Oct-01 | | | | | 55 | 1 | 55.00 | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | 6 | 1 | 6.00 | | |
| Jan-02 | | | | | 6 | 1 | 6.00 | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | 22 | 4 | 5.50 | | |
| Apr-02 | | | | | 5 | 1 | 5.00 | | |
| May-02 | | | | | 13 | 3 | 4.33 | | |



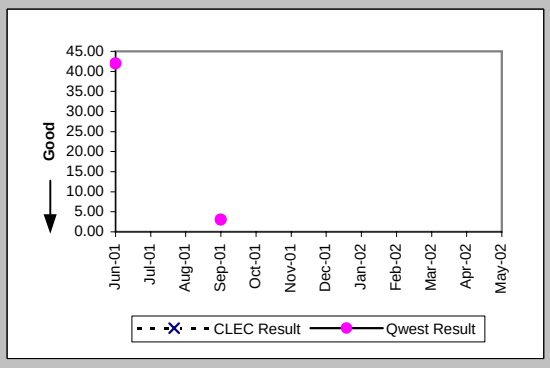

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-1) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 6 | 1 | 6.00 | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | 0 | 1 | 0.00 | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | | | | | |
| Apr-02 | | | | | | | | | |
| May-02 | | | | | | | | | |




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

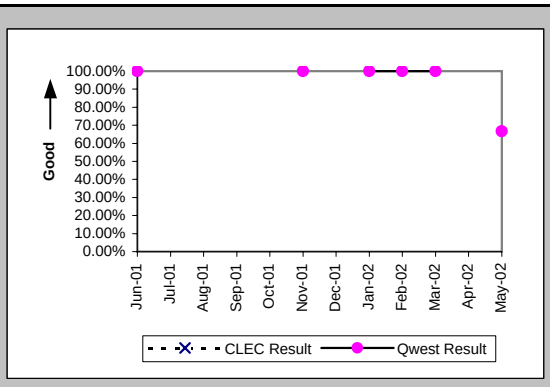
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 42 | 1 | 42.00 | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | 3 | 1 | 3.00 | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | | | | | |
| Apr-02 | | | | | | | | | |
| May-02 | | | | | | | | | |



## Checklist #14 - Resale - DS0 Installation

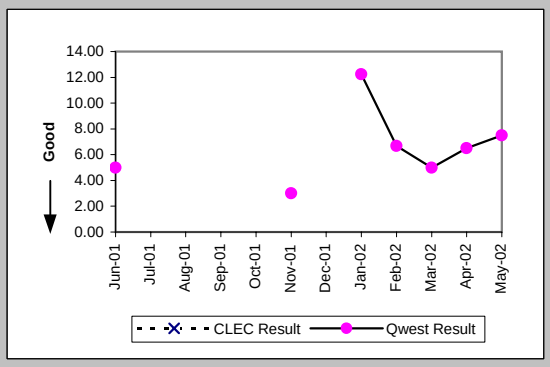
### Installation Commitments Met (Percent) (OP-3B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 1 | 1 | 100.00% | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | 1 | 1 | 100.00% | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | 2 | 2 | 100.00% | | |
| Feb-02 | | | | | 1 | 1 | 100.00% | | |
| Mar-02 | | | | | 2 | 2 | 100.00% | | |
| Apr-02 | | | | | | | | | |
| May-02 | | | | | 2 | 3 | 66.67% | | |



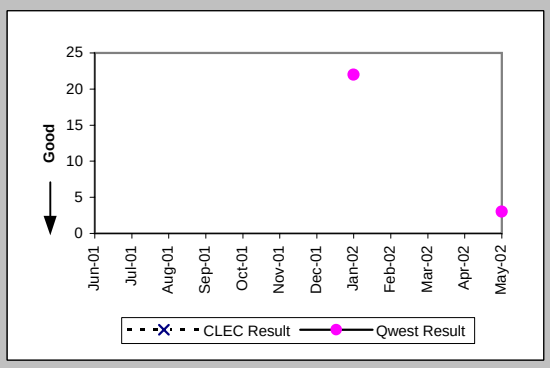

### Installation Interval (Average Days) (OP-4B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 5 | 1 | 5.00 | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | 3 | 1 | 3.00 | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | 49 | 4 | 12.25 | | |
| Feb-02 | | | | | 20 | 3 | 6.67 | | |
| Mar-02 | | | | | 10 | 2 | 5.00 | | |
| Apr-02 | | | | | 13 | 2 | 6.50 | | |
| May-02 | | | | | 30 | 4 | 7.50 | | |



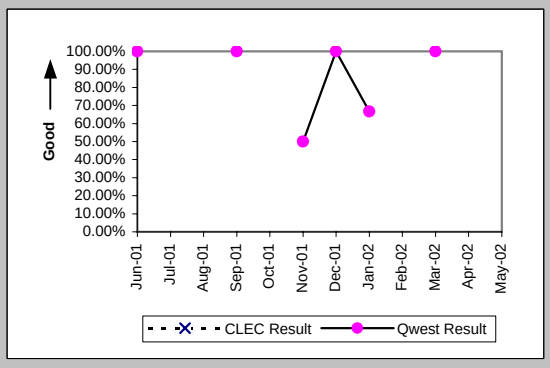

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-2) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | 22 | 1 | 22.00 | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | | | | | |
| Apr-02 | | | | | | | | | |
| May-02 | | | | | 3 | 1 | 3.00 | | |




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

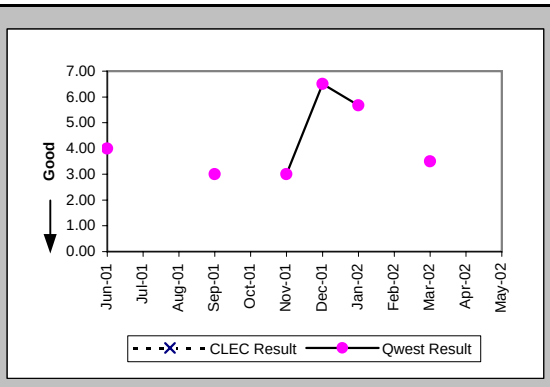
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 2 | 2 | 100.00% | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | 1 | 1 | 100.00% | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | 1 | 2 | 50.00% | | |
| Dec-01 | | | | | 1 | 1 | 100.00% | | |
| Jan-02 | | | | | 4 | 6 | 66.67% | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | 2 | 2 | 100.00% | | |
| Apr-02 | | | | | | | | | |
| May-02 | | | | | | | | | |



## Checklist #14 - Resale - DS0 Installation

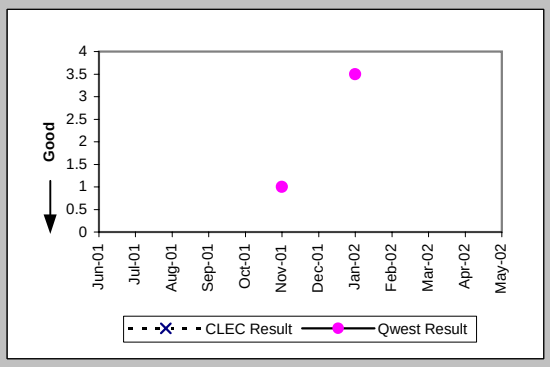
### Installation Interval (Average Days) (OP-4C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 8 | 2 | 4.00 | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | 3 | 1 | 3.00 | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | 3 | 1 | 3.00 | | |
| Dec-01 | | | | | 13 | 2 | 6.50 | | |
| Jan-02 | | | | | 34 | 6 | 5.67 | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | 7 | 2 | 3.50 | | |
| Apr-02 | | | | | | | | | |
| May-02 | | | | | | | | | |



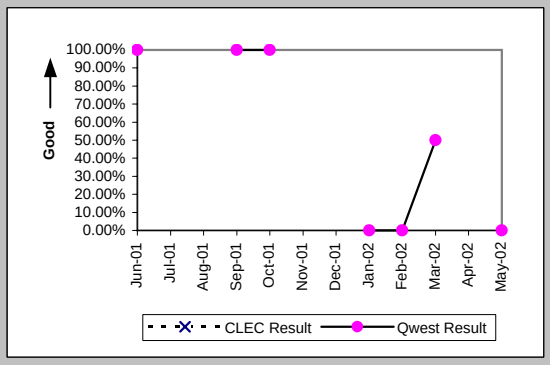

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-3) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | 1 | 1 | 1.00 | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | 7 | 2 | 3.50 | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | | | | | |
| Apr-02 | | | | | | | | | |
| May-02 | | | | | | | | | |



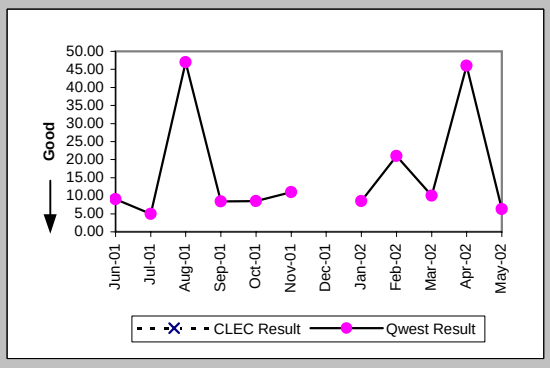

### Installation Commitments Met (Percent) (OP-3D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 1 | 1 | 100.00% | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | 4 | 4 | 100.00% | | |
| Oct-01 | | | | | 3 | 3 | 100.00% | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | 0 | 1 | 0.00% | | |
| Feb-02 | | | | | 0 | 1 | 0.00% | | |
| Mar-02 | | | | | 1 | 2 | 50.00% | | |
| Apr-02 | | | | | | | | | |
| May-02 | | | | | 0 | 1 | 0.00% | | |




### Installation Interval (Average Days) (OP-4D) (Parity)-- Interval Zone One

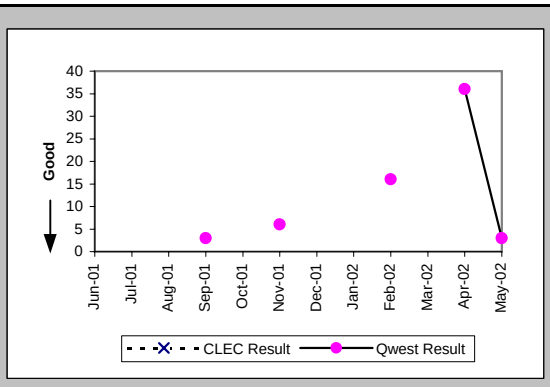
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 9 | 1 | 9.00 | | |
| Jul-01 | | | | | 5 | 1 | 5.00 | | |
| Aug-01 | | | | | 47 | 1 | 47.00 | | |
| Sep-01 | | | | | 42 | 5 | 8.40 | | |
| Oct-01 | | | | | 17 | 2 | 8.50 | | |
| Nov-01 | | | | | 11 | 1 | 11.00 | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | 17 | 2 | 8.50 | | |
| Feb-02 | | | | | 21 | 1 | 21.00 | | |
| Mar-02 | | | | | 40 | 4 | 10.00 | | |
| Apr-02 | | | | | 92 | 2 | 46.00 | | |
| May-02 | | | | | 19 | 3 | 6.33 | | |



## Checklist #14 - Resale - DS0 Installation

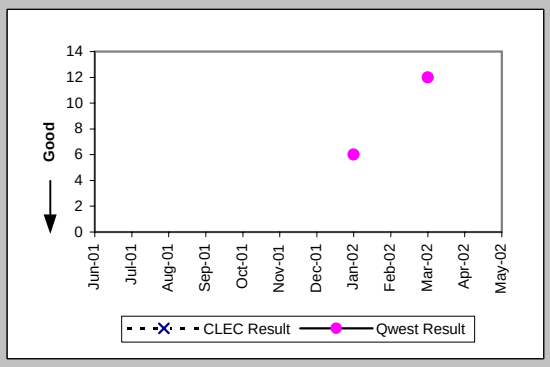
### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-4) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | 3 | 1 | 3.00 | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | 6 | 1 | 6.00 | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | 16 | 1 | 16.00 | | |
| Mar-02 | | | | | | | | | |
| Apr-02 | | | | | 72 | 2 | 36.00 | | |
| May-02 | | | | | 6 | 2 | 3.00 | | |



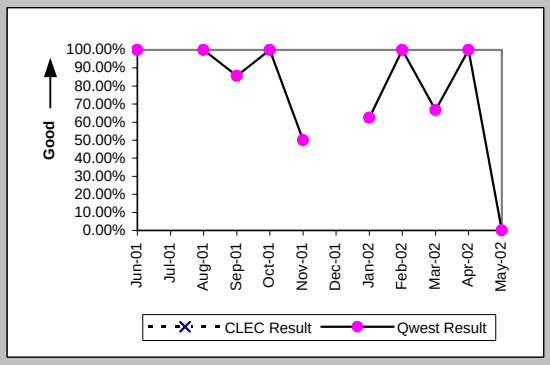

### Delayed Days for Facility Reasons (Average Days) (OP-6B-4) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | 6 | 1 | 6.00 | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | 12 | 1 | 12.00 | | |
| Apr-02 | | | | | | | | | |
| May-02 | | | | | | | | | |



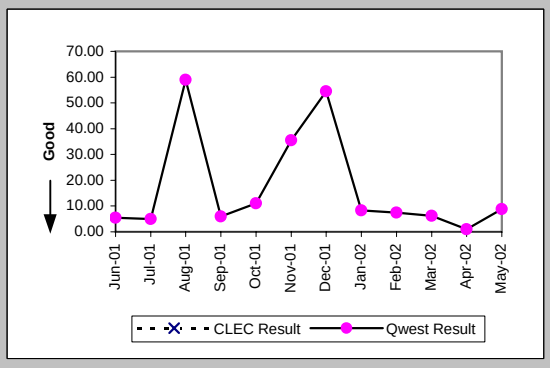

### Installation Commitments Met (Percent) (OP-3E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 3 | 3 | 100.00% | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 2 | 2 | 100.00% | | |
| Sep-01 | | | | | 6 | 7 | 85.71% | | |
| Oct-01 | | | | | 1 | 1 | 100.00% | | |
| Nov-01 | | | | | 1 | 2 | 50.00% | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | 5 | 8 | 62.50% | | |
| Feb-02 | | | | | 1 | 1 | 100.00% | | |
| Mar-02 | | | | | 2 | 3 | 66.67% | | |
| Apr-02 | | | | | 1 | 1 | 100.00% | | |
| May-02 | | | | | 0 | 2 | 0.00% | | |




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

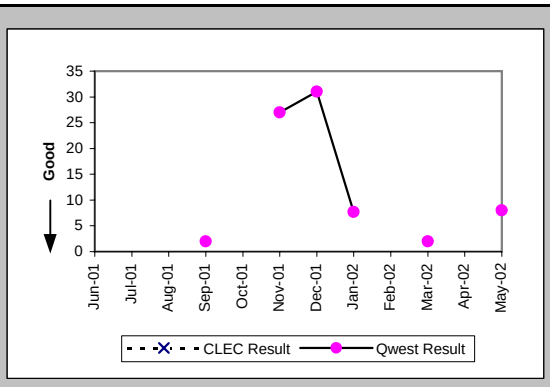
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 11 | 2 | 5.50 | | |
| Jul-01 | | | | | 5 | 1 | 5.00 | | |
| Aug-01 | | | | | 118 | 2 | 59.00 | | |
| Sep-01 | | | | | 54 | 9 | 6.00 | | |
| Oct-01 | | | | | 11 | 1 | 11.00 | | |
| Nov-01 | | | | | 71 | 2 | 35.50 | | |
| Dec-01 | | | | | 109 | 2 | 54.50 | | |
| Jan-02 | | | | | 58 | 7 | 8.29 | | |
| Feb-02 | | | | | 15 | 2 | 7.50 | | |
| Mar-02 | | | | | 25 | 4 | 6.25 | | |
| Apr-02 | | | | | 1 | 1 | 1.00 | | |
| May-02 | | | | | 44 | 5 | 8.80 | | |



## Checklist #14 - Resale - DS0 Installation

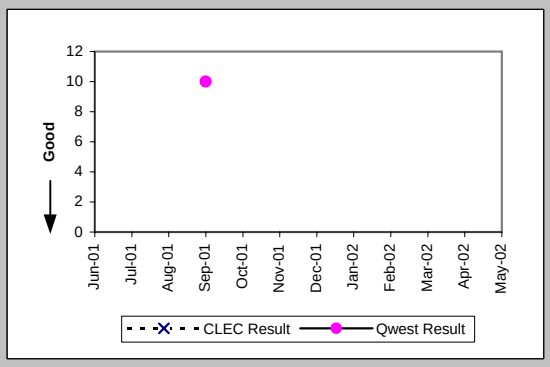
### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | 2 | 1 | 2.00 | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | 27 | 1 | 27.00 | | |
| Dec-01 | | | | | 62 | 2 | 31.00 | | |
| Jan-02 | | | | | 23 | 3 | 7.67 | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | 2 | 1 | 2.00 | | |
| Apr-02 | | | | | | | | | |
| May-02 | | | | | 16 | 2 | 8.00 | | |



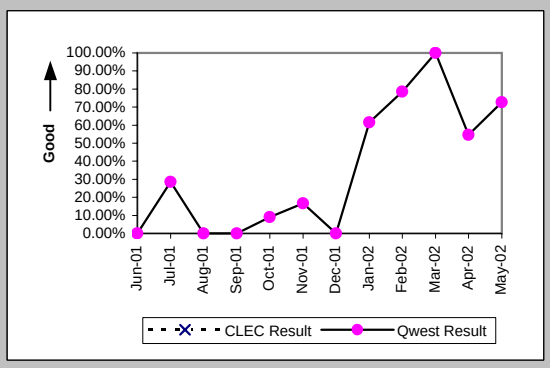

### Delayed Days for Facility Reasons (Average Days) (OP-6B-5) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | 10 | 1 | 10.00 | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | | | | | |
| Apr-02 | | | | | | | | | |
| May-02 | | | | | | | | | |



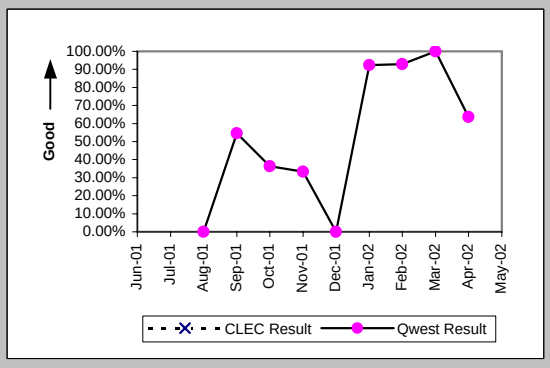

### New Service Installation Quality (Percent) (OP-5) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 0 | 12 | 0.00% | | |
| Jul-01 | | | | | 2 | 7 | 28.57% | | |
| Aug-01 | | | | | 0 | 4 | 0.00% | | |
| Sep-01 | | | | | 0 | 11 | 0.00% | | |
| Oct-01 | | | | | 1 | 11 | 9.09% | | |
| Nov-01 | | | | | 1 | 6 | 16.67% | | |
| Dec-01 | | | | | 0 | 6 | 0.00% | | |
| Jan-02 | | | | | 8 | 13 | 61.54% | | |
| Feb-02 | | | | | 11 | 14 | 78.57% | | |
| Mar-02 | | | | | 11 | 11 | 100.00% | | |
| Apr-02 | | | | | 6 | 11 | 54.55% | | |
| May-02 | | | | | 8 | 11 | 72.73% | | |




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

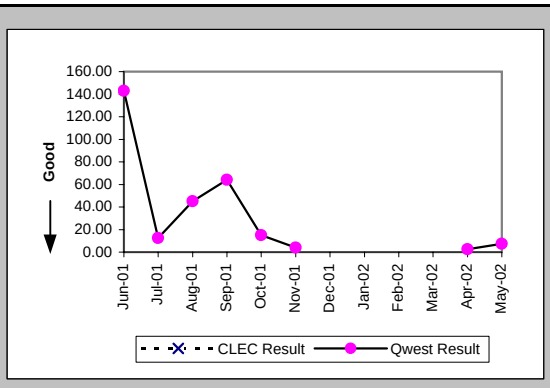
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 0 | 4 | 0.00% | | |
| Sep-01 | | | | | 6 | 11 | 54.55% | | |
| Oct-01 | | | | | 4 | 11 | 36.36% | | |
| Nov-01 | | | | | 2 | 6 | 33.33% | | |
| Dec-01 | | | | | 0 | 6 | 0.00% | | |
| Jan-02 | | | | | 12 | 13 | 92.31% | | |
| Feb-02 | | | | | 13 | 14 | 92.86% | | |
| Mar-02 | | | | | 11 | 11 | 100.00% | | |
| Apr-02 | | | | | 7 | 11 | 63.64% | | |
| May-02 | | | | | | | | | |



## Checklist #14 - Resale - DS0 Installation

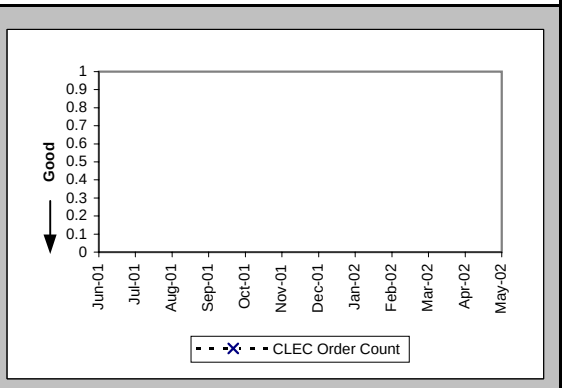
Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A) (Diagnostic)

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 286 | 2 | 143.00 | | |
| Jul-01 | | | | | 25 | 2 | 12.50 | | |
| Aug-01 | | | | | 45 | 1 | 45.00 | | |
| Sep-01 | | | | | 64 | 1 | 64.00 | | |
| Oct-01 | | | | | 15 | 1 | 15.00 | | |
| Nov-01 | | | | | 4 | 1 | 4.00 | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | | | | | |
| Apr-02 | | | | | 5 | 2 | 2.50 | | |
| May-02 | | | | | 22 | 3 | 7.33 | | |



Checklist #14 - Resale - DS0 Installation

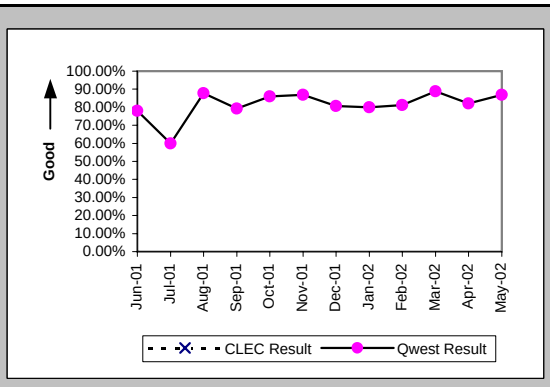
| Count of Pending Orders Delayed for Facilities Reasons DS0 (OP-15B) (Diagnostic) | |
|---|---|
| Date | CLEC Order Count |
| Jun-01 | |
| Jul-01 | |
| Aug-01 | |
| Sep-01 | |
| Oct-01 | |
| Nov-01 | |
| Dec-01 | |
| Jan-02 | |
| Feb-02 | |
| Mar-02 | |
| Apr-02 | |
| May-02 | |



## Checklist #14 - Resale - DS0 Repair

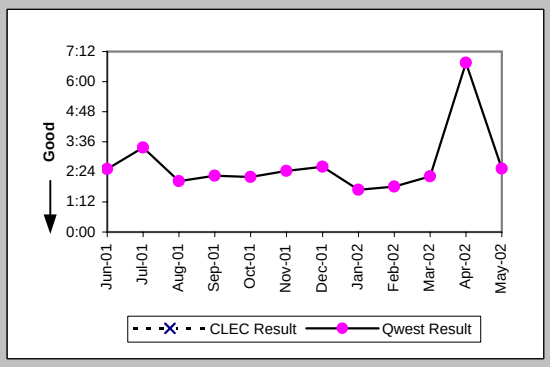
### All Troubles Cleared within 4 hours (Percent) (MR-5A) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 46 | 59 | 77.97% | | |
| Jul-01 | | | | | 24 | 40 | 60.00% | | |
| Aug-01 | | | | | 36 | 41 | 87.80% | | |
| Sep-01 | | | | | 23 | 29 | 79.31% | | |
| Oct-01 | | | | | 55 | 64 | 85.94% | | |
| Nov-01 | | | | | 40 | 46 | 86.96% | | |
| Dec-01 | | | | | 25 | 31 | 80.65% | | |
| Jan-02 | | | | | 16 | 20 | 80.00% | | |
| Feb-02 | | | | | 13 | 16 | 81.25% | | |
| Mar-02 | | | | | 16 | 18 | 88.89% | | |
| Apr-02 | | | | | 23 | 28 | 82.14% | | |
| May-02 | | | | | 20 | 23 | 86.96% | | |



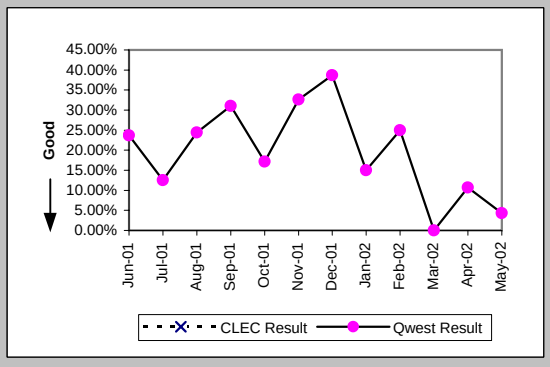

### Mean Time to Restore (Hours:Minutes) (MR-6D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 148:58 | 59 | 2:31 | | |
| Jul-01 | | | | | 134:40 | 40 | 3:22 | | |
| Aug-01 | | | | | 83:08 | 41 | 2:02 | | |
| Sep-01 | | | | | 65:20 | 29 | 2:15 | | |
| Oct-01 | | | | | 140:27 | 64 | 2:12 | | |
| Nov-01 | | | | | 111:57 | 46 | 2:26 | | |
| Dec-01 | | | | | 80:30 | 31 | 2:36 | | |
| Jan-02 | | | | | 33:37 | 20 | 1:41 | | |
| Feb-02 | | | | | 29:00 | 16 | 1:49 | | |
| Mar-02 | | | | | 39:48 | 18 | 2:13 | | |
| Apr-02 | | | | | 189:11 | 28 | 6:45 | | |
| May-02 | | | | | 58:24 | 23 | 2:32 | | |



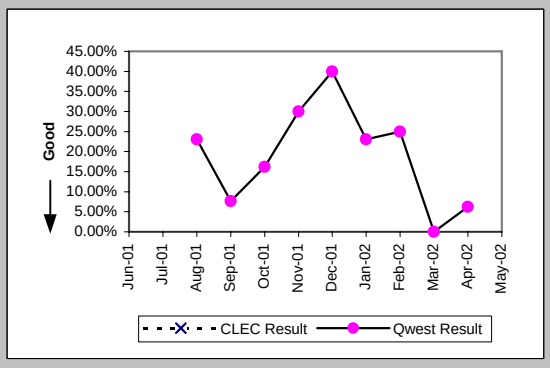

### Repair Repeat Report Rate (Percent) (MR-7D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 14 | 59 | 23.73% | | |
| Jul-01 | | | | | 5 | 40 | 12.50% | | |
| Aug-01 | | | | | 10 | 41 | 24.39% | | |
| Sep-01 | | | | | 9 | 29 | 31.03% | | |
| Oct-01 | | | | | 11 | 64 | 17.19% | | |
| Nov-01 | | | | | 15 | 46 | 32.61% | | |
| Dec-01 | | | | | 12 | 31 | 38.71% | | |
| Jan-02 | | | | | 3 | 20 | 15.00% | | |
| Feb-02 | | | | | 4 | 16 | 25.00% | | |
| Mar-02 | | | | | 0 | 18 | 0.00% | | |
| Apr-02 | | | | | 3 | 28 | 10.71% | | |
| May-02 | | | | | 1 | 23 | 4.35% | | |




### Repair Repeat Report Rate (Percent) (MR-7D*) (Parity)-- Interval Zone One

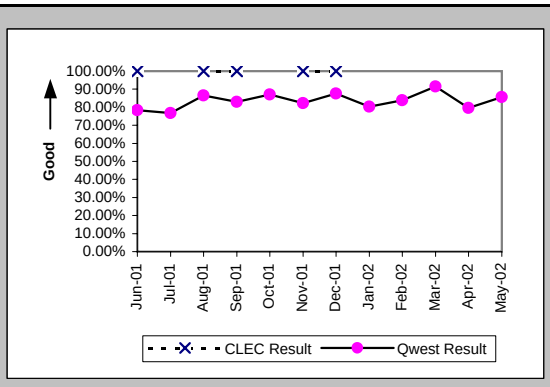
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 6 | 26 | 23.08% | | |
| Sep-01 | | | | | 1 | 13 | 7.69% | | |
| Oct-01 | | | | | 6 | 37 | 16.22% | | |
| Nov-01 | | | | | 9 | 30 | 30.00% | | |
| Dec-01 | | | | | 10 | 25 | 40.00% | | |
| Jan-02 | | | | | 3 | 13 | 23.08% | | |
| Feb-02 | | | | | 2 | 8 | 25.00% | | |
| Mar-02 | | | | | 0 | 13 | 0.00% | | |
| Apr-02 | | | | | 1 | 16 | 6.25% | | |
| May-02 | | | | | | | | | |



## Checklist #14 - Resale - DS0 Repair

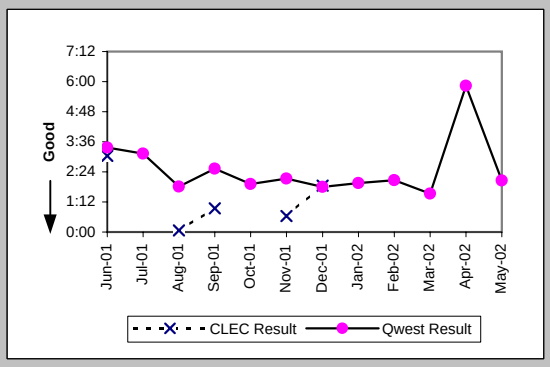
All Troubles Cleared within 4 hours (Percent) (MR-5B) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 1 | 1 | 100.00% | 0.00% | 83 | 106 | 78.30% | -0.52 | -1.32 |
| Jul-01 | | | | | 99 | 129 | 76.74% | | |
| Aug-01 | 2 | 2 | 100.00% | 0.00% | 103 | 119 | 86.55% | -0.55 | -1.34 |
| Sep-01 | 1 | 1 | 100.00% | 0.00% | 78 | 94 | 82.98% | -0.45 | -1.27 |
| Oct-01 | | | | | 101 | 116 | 87.07% | | |
| Nov-01 | 1 | 1 | 100.00% | 0.00% | 56 | 68 | 82.35% | -0.46 | -1.28 |
| Dec-01 | 1 | 1 | 100.00% | 0.00% | 64 | 73 | 87.67% | -0.37 | -1.23 |
| Jan-02 | | | | | 65 | 81 | 80.25% | | |
| Feb-02 | | | | | 57 | 68 | 83.82% | | |
| Mar-02 | | | | | 54 | 59 | 91.53% | | |
| Apr-02 | | | | | 90 | 113 | 79.65% | | |
| May-02 | | | | | 107 | 125 | 85.60% | | |



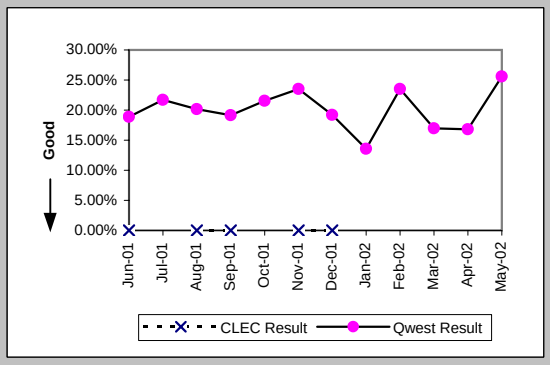

Mean Time to Restore (Hours:Minutes) (MR-6E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 3:02 | 1 | 3:02 | | 356:08 | 106 | 3:22 | -0.05 | -1.03 |
| Jul-01 | | | | | 403:08 | 129 | 3:08 | | |
| Aug-01 | 0:09 | 2 | 0:04 | 0:02 | 217:08 | 119 | 1:49 | -0.81 | -1.49 |
| Sep-01 | 0:57 | 1 | 0:57 | | 238:07 | 94 | 2:32 | -0.32 | -1.2 |
| Oct-01 | | | | | 223:02 | 116 | 1:55 | | |
| Nov-01 | 0:38 | 1 | 0:38 | | 145:27 | 68 | 2:08 | -0.62 | -1.38 |
| Dec-01 | 1:51 | 1 | 1:51 | | 130:50 | 73 | 1:48 | 0.49 | -0.7 |
| Jan-02 | | | | | 157:41 | 81 | 1:57 | | |
| Feb-02 | | | | | 140:53 | 68 | 2:04 | | |
| Mar-02 | | | | | 90:47 | 59 | 1:32 | | |
| Apr-02 | | | | | 659:26 | 113 | 5:50 | | |
| May-02 | | | | | 256:55 | 125 | 2:03 | | |



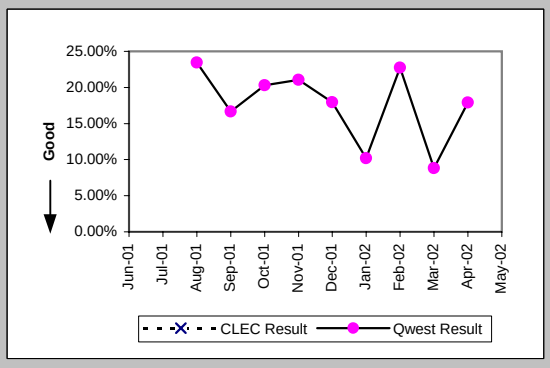

Repair Repeat Report Rate (Percent) (MR-7E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 0 | 1 | 0.00% | 0.00% | 20 | 106 | 18.87% | -0.48 | -1.29 |
| Jul-01 | | | | | 28 | 129 | 21.71% | | |
| Aug-01 | 0 | 2 | 0.00% | 0.00% | 24 | 119 | 20.17% | -0.7 | -1.43 |
| Sep-01 | 0 | 1 | 0.00% | 0.00% | 18 | 94 | 19.15% | -0.48 | -1.29 |
| Oct-01 | | | | | 25 | 116 | 21.55% | | |
| Nov-01 | 0 | 1 | 0.00% | 0.00% | 16 | 68 | 23.53% | -0.55 | -1.33 |
| Dec-01 | 0 | 1 | 0.00% | 0.00% | 14 | 73 | 19.18% | -0.48 | -1.29 |
| Jan-02 | | | | | 11 | 81 | 13.58% | | |
| Feb-02 | | | | | 16 | 68 | 23.53% | | |
| Mar-02 | | | | | 10 | 59 | 16.95% | | |
| Apr-02 | | | | | 19 | 113 | 16.81% | | |
| May-02 | | | | | 32 | 125 | 25.60% | | |




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

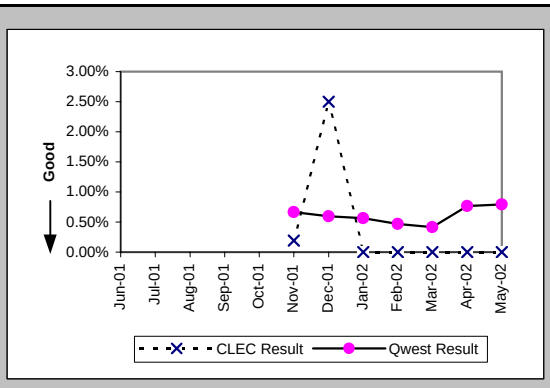
| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 15 | 64 | 23.44% | | |
| Sep-01 | | | | | 9 | 54 | 16.67% | | |
| Oct-01 | | | | | 14 | 69 | 20.29% | | |
| Nov-01 | | | | | 8 | 38 | 21.05% | | |
| Dec-01 | | | | | 7 | 39 | 17.95% | | |
| Jan-02 | | | | | 5 | 49 | 10.20% | | |
| Feb-02 | | | | | 10 | 44 | 22.73% | | |
| Mar-02 | | | | | 3 | 34 | 8.82% | | |
| Apr-02 | | | | | 12 | 67 | 17.91% | | |
| May-02 | | | | | | | | | |



## Checklist #14 - Resale - DS0 Repair

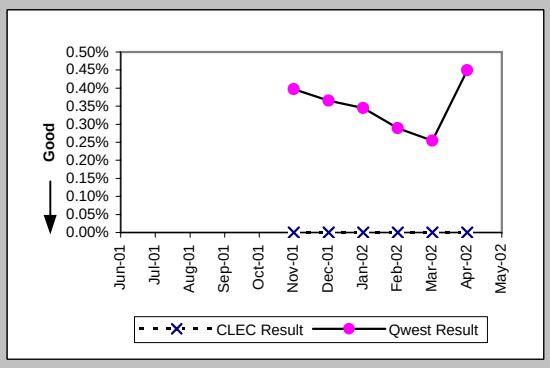
Trouble Rate (Percent) (MR-8) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Dend | CLEC Resu | Std Dev | Qwest Num | Qwest Dend | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | 1 | 518 | 0.19% | 4.39% | 114 | 17137 | 0.67% | -1.3 | -1.79 |
| Dec-01 | 1 | 40 | 2.50% | 15.61% | 104 | 17522 | 0.59% | 1.19 | -0.28 |
| Jan-02 | 0 | 40 | 0.00% | 0.00% | 101 | 17960 | 0.56% | -0.48 | -1.29 |
| Feb-02 | 0 | 40 | 0.00% | 0.00% | 84 | 18003 | 0.47% | -0.43 | -1.26 |
| Mar-02 | 0 | 40 | 0.00% | 0.00% | 77 | 18495 | 0.42% | -0.41 | -1.25 |
| Apr-02 | 0 | 28 | 0.00% | 0.00% | 141 | 18465 | 0.76% | -0.46 | -1.28 |
| May-02 | 0 | 28 | 0.00% | 0.00% | 148 | 18670 | 0.79% | -0.47 | -1.29 |



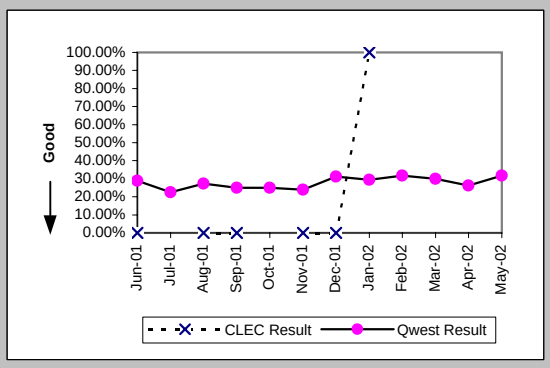

Trouble Rate (Percent) (MR-8*) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Dend | CLEC Resu | Std Dev | Qwest Num | Qwest Dend | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | 0 | 518 | 0.00% | 0.00% | 68 | 17137 | 0.40% | -1.42 | -1.86 |
| Dec-01 | 0 | 40 | 0.00% | 0.00% | 64 | 17522 | 0.37% | -0.38 | -1.23 |
| Jan-02 | 0 | 40 | 0.00% | 0.00% | 62 | 17960 | 0.35% | -0.37 | -1.23 |
| Feb-02 | 0 | 40 | 0.00% | 0.00% | 52 | 18003 | 0.29% | -0.34 | -1.21 |
| Mar-02 | 0 | 40 | 0.00% | 0.00% | 47 | 18495 | 0.25% | -0.32 | -1.19 |
| Apr-02 | 0 | 28 | 0.00% | 0.00% | 83 | 18465 | 0.45% | -0.36 | -1.22 |
| May-02 | | | | | | | | | |




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

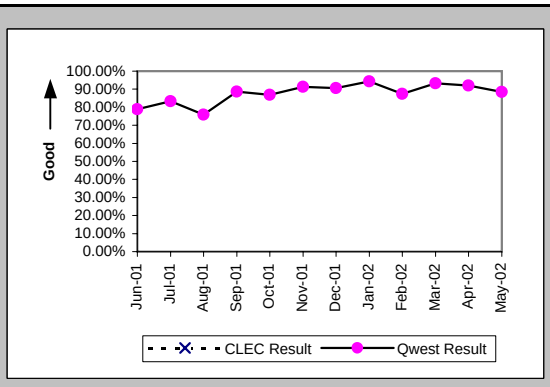
| Date | CLEC Num | CLEC Dend | CLEC Resu | Std Dev | Qwest Num | Qwest Dend | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 0 | 1 | 0.00% | 0.00% | 67 | 232 | 28.88% | -0.64 | -1.39 |
| Jul-01 | | | | | 49 | 218 | 22.48% | | |
| Aug-01 | 0 | 2 | 0.00% | 0.00% | 60 | 220 | 27.27% | -0.86 | -1.52 |
| Sep-01 | 0 | 1 | 0.00% | 0.00% | 41 | 164 | 25.00% | -0.58 | -1.35 |
| Oct-01 | | | | | 60 | 240 | 25.00% | | |
| Nov-01 | 0 | 1 | 0.00% | 0.00% | 36 | 150 | 24.00% | -0.56 | -1.34 |
| Dec-01 | 0 | 1 | 0.00% | 0.00% | 47 | 151 | 31.13% | -0.67 | -1.41 |
| Jan-02 | 1 | 1 | 100.00% | 0.00% | 42 | 143 | 29.37% | 1.05 | -0.36 |
| Feb-02 | | | | | 39 | 123 | 31.71% | | |
| Mar-02 | | | | | 33 | 110 | 30.00% | | |
| Apr-02 | | | | | 50 | 191 | 26.18% | | |
| May-02 | | | | | 69 | 217 | 31.80% | | |



## Checklist #14 - Resale - DS1 Installation

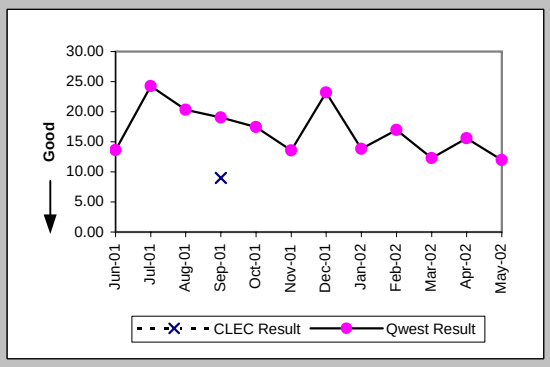
### Installation Commitments Met (Percent) (OP-3D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 30 | 38 | 78.95% | | |
| Jul-01 | | | | | 35 | 42 | 83.33% | | |
| Aug-01 | | | | | 41 | 54 | 75.93% | | |
| Sep-01 | | | | | 31 | 35 | 88.57% | | |
| Oct-01 | | | | | 46 | 53 | 86.79% | | |
| Nov-01 | | | | | 53 | 58 | 91.38% | | |
| Dec-01 | | | | | 125 | 138 | 90.58% | | |
| Jan-02 | | | | | 66 | 70 | 94.29% | | |
| Feb-02 | | | | | 28 | 32 | 87.50% | | |
| Mar-02 | | | | | 42 | 45 | 93.33% | | |
| Apr-02 | | | | | 58 | 63 | 92.06% | | |
| May-02 | | | | | 46 | 52 | 88.46% | | |



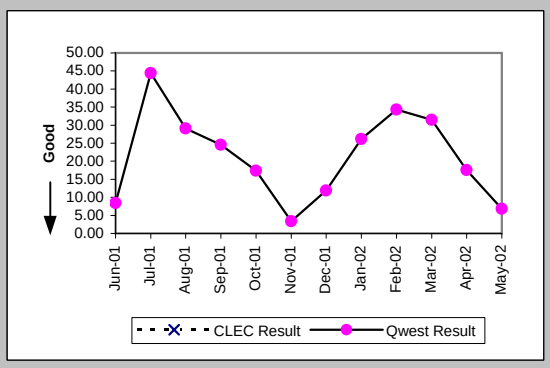

### Installation Interval (Average Days) (OP-4D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 463 | 34 | 13.62 | | |
| Jul-01 | | | | | 1845 | 76 | 24.28 | | |
| Aug-01 | | | | | 1990 | 98 | 20.31 | | |
| Sep-01 | 9 | 1 | 9.00 | | 1238 | 65 | 19.05 | -0.47 | -1.29 |
| Oct-01 | | | | | 1274 | 73 | 17.45 | | |
| Nov-01 | | | | | 1166 | 86 | 13.56 | | |
| Dec-01 | | | | | 3547 | 153 | 23.18 | | |
| Jan-02 | | | | | 1136 | 82 | 13.85 | | |
| Feb-02 | | | | | 662 | 39 | 16.97 | | |
| Mar-02 | | | | | 590 | 48 | 12.29 | | |
| Apr-02 | | | | | 921 | 59 | 15.61 | | |
| May-02 | | | | | 766 | 64 | 11.97 | | |



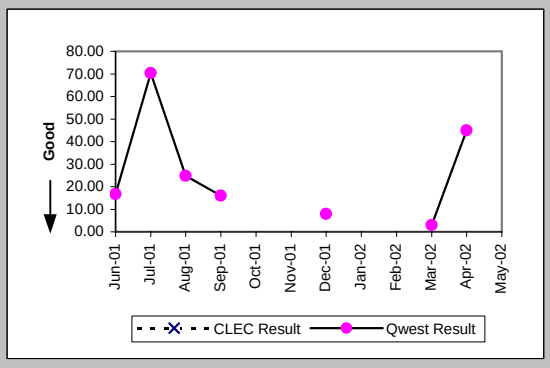

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-4) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 42 | 5 | 8.40 | | |
| Jul-01 | | | | | 577 | 13 | 44.38 | | |
| Aug-01 | | | | | 523 | 18 | 29.06 | | |
| Sep-01 | | | | | 491 | 20 | 24.55 | | |
| Oct-01 | | | | | 278 | 16 | 17.38 | | |
| Nov-01 | | | | | 115 | 34 | 3.38 | | |
| Dec-01 | | | | | 155 | 13 | 11.92 | | |
| Jan-02 | | | | | 183 | 7 | 26.14 | | |
| Feb-02 | | | | | 206 | 6 | 34.33 | | |
| Mar-02 | | | | | 63 | 2 | 31.50 | | |
| Apr-02 | | | | | 123 | 7 | 17.57 | | |
| May-02 | | | | | 41 | 6 | 6.83 | | |




### Delayed Days for Facility Reasons (Average Days) (OP-6B-4) (Parity)-- Interval Zone One

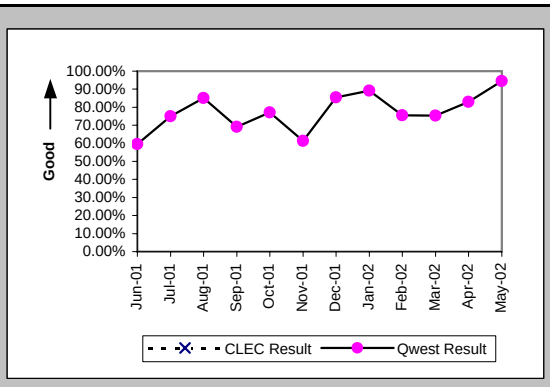
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 50 | 3 | 16.67 | | |
| Jul-01 | | | | | 352 | 5 | 70.40 | | |
| Aug-01 | | | | | 149 | 6 | 24.83 | | |
| Sep-01 | | | | | 16 | 1 | 16.00 | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | 8 | 1 | 8.00 | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | 3 | 1 | 3.00 | | |
| Apr-02 | | | | | 45 | 1 | 45.00 | | |
| May-02 | | | | | | | | | |



## Checklist #14 - Resale - DS1 Installation

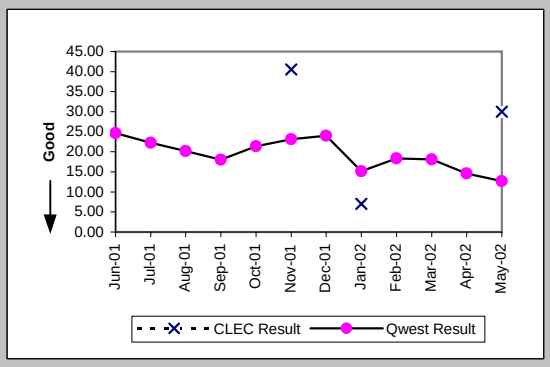
### Installation Commitments Met (Percent) (OP-3E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 34 | 57 | 59.65% | | |
| Jul-01 | | | | | 51 | 68 | 75.00% | | |
| Aug-01 | | | | | 40 | 47 | 85.11% | | |
| Sep-01 | | | | | 47 | 68 | 69.12% | | |
| Oct-01 | | | | | 64 | 83 | 77.11% | | |
| Nov-01 | | | | | 54 | 88 | 61.36% | | |
| Dec-01 | | | | | 111 | 130 | 85.38% | | |
| Jan-02 | | | | | 107 | 120 | 89.17% | | |
| Feb-02 | | | | | 40 | 53 | 75.47% | | |
| Mar-02 | | | | | 43 | 57 | 75.44% | | |
| Apr-02 | | | | | 39 | 47 | 82.98% | | |
| May-02 | | | | | 85 | 90 | 94.44% | | |



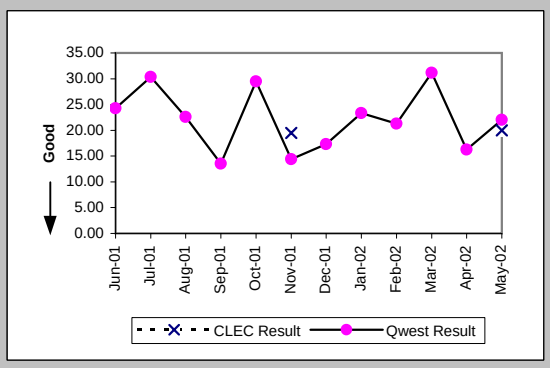

### Installation Interval (Average Days) (OP-4E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 1407 | 57 | 24.68 | | |
| Jul-01 | | | | | 2245 | 101 | 22.23 | | |
| Aug-01 | | | | | 1696 | 84 | 20.19 | | |
| Sep-01 | | | | | 2274 | 126 | 18.05 | | |
| Oct-01 | | | | | 2820 | 132 | 21.36 | | |
| Nov-01 | 81 | 2 | 40.50 | 27.58 | 2847 | 123 | 23.15 | 1.16 | -0.29 |
| Dec-01 | | | | | 3717 | 155 | 23.98 | | |
| Jan-02 | 28 | 4 | 7.00 | 0.00 | 2285 | 151 | 15.13 | -1.3 | -1.79 |
| Feb-02 | | | | | 1157 | 63 | 18.37 | | |
| Mar-02 | | | | | 1269 | 70 | 18.13 | | |
| Apr-02 | | | | | 788 | 54 | 14.59 | | |
| May-02 | 30 | 1 | 30.00 | | 1293 | 102 | 12.68 | 1.64 | 0 |



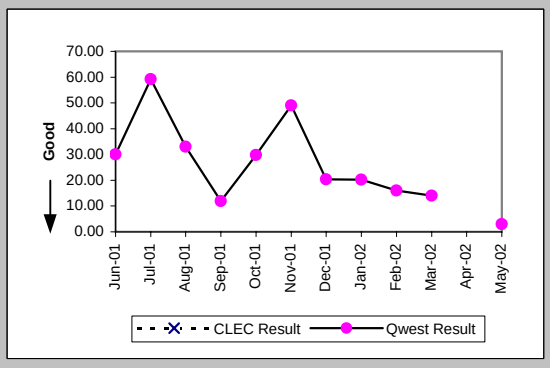

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 412 | 17 | 24.24 | | |
| Jul-01 | | | | | 728 | 24 | 30.33 | | |
| Aug-01 | | | | | 339 | 15 | 22.60 | | |
| Sep-01 | | | | | 677 | 50 | 13.54 | | |
| Oct-01 | | | | | 1061 | 36 | 29.47 | | |
| Nov-01 | 39 | 2 | 19.50 | 27.58 | 894 | 62 | 14.42 | 0.39 | -0.76 |
| Dec-01 | | | | | 485 | 28 | 17.32 | | |
| Jan-02 | | | | | 397 | 17 | 23.35 | | |
| Feb-02 | | | | | 383 | 18 | 21.28 | | |
| Mar-02 | | | | | 436 | 14 | 31.14 | | |
| Apr-02 | | | | | 195 | 12 | 16.25 | | |
| May-02 | 20 | 1 | 20.00 | | 154 | 7 | 22.00 | -0.1 | -1.06 |




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

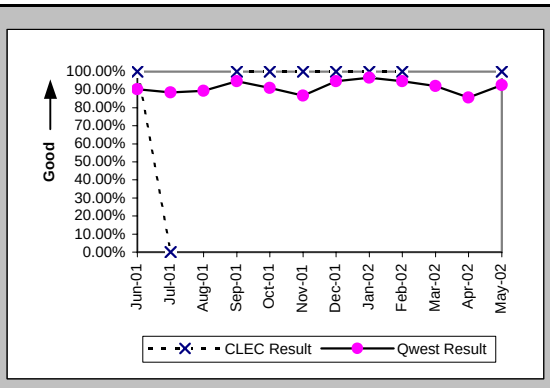
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 180 | 6 | 30.00 | | |
| Jul-01 | | | | | 237 | 4 | 59.25 | | |
| Aug-01 | | | | | 132 | 4 | 33.00 | | |
| Sep-01 | | | | | 107 | 9 | 11.89 | | |
| Oct-01 | | | | | 238 | 8 | 29.75 | | |
| Nov-01 | | | | | 392 | 8 | 49.00 | | |
| Dec-01 | | | | | 61 | 3 | 20.33 | | |
| Jan-02 | | | | | 81 | 4 | 20.25 | | |
| Feb-02 | | | | | 16 | 1 | 16.00 | | |
| Mar-02 | | | | | 14 | 1 | 14.00 | | |
| Apr-02 | | | | | | | | | |
| May-02 | | | | | 3 | 1 | 3.00 | | |



## Checklist #14 - Resale - DS1 Installation

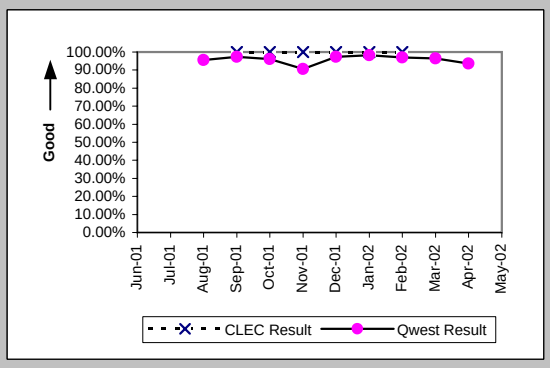
New Service Installation Quality (Percent) (OP-5) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 2 | 2 | 100.00% | 0.00% | 147 | 163 | 90.18% | -0.46 | -1.28 |
| Jul-01 | 0 | 1 | 0.00% | 0.00% | 162 | 183 | 88.52% | 1.58 | -0.04 |
| Aug-01 | | | | | 161 | 180 | 89.44% | | |
| Sep-01 | 1 | 1 | 100.00% | 0.00% | 177 | 187 | 94.65% | -0.24 | -1.14 |
| Oct-01 | 1 | 1 | 100.00% | 0.00% | 183 | 201 | 91.04% | -0.31 | -1.19 |
| Nov-01 | 1 | 1 | 100.00% | 0.00% | 183 | 211 | 86.73% | -0.39 | -1.24 |
| Dec-01 | 1 | 1 | 100.00% | 0.00% | 246 | 260 | 94.62% | -0.24 | -1.14 |
| Jan-02 | 2 | 2 | 100.00% | 0.00% | 262 | 271 | 96.68% | -0.26 | -1.16 |
| Feb-02 | 2 | 2 | 100.00% | 0.00% | 160 | 169 | 94.67% | -0.33 | -1.2 |
| Mar-02 | | | | | 104 | 113 | 92.04% | | |
| Apr-02 | | | | | 107 | 125 | 85.60% | | |
| May-02 | 1 | 1 | 100.00% | 0.00% | 137 | 148 | 92.57% | -0.28 | -1.17 |



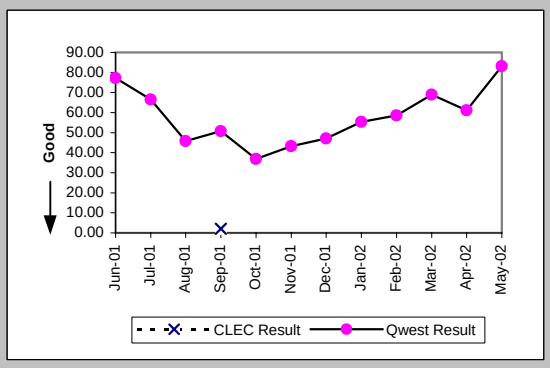

New Service Installation Quality (Percent) (OP-5*) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 172 | 180 | 95.56% | | |
| Sep-01 | 1 | 1 | 100.00% | 0.00% | 182 | 187 | 97.33% | -0.17 | -1.1 |
| Oct-01 | 1 | 1 | 100.00% | 0.00% | 193 | 201 | 96.02% | -0.2 | -1.12 |
| Nov-01 | 1 | 1 | 100.00% | 0.00% | 191 | 211 | 90.52% | -0.32 | -1.2 |
| Dec-01 | 1 | 1 | 100.00% | 0.00% | 253 | 260 | 97.31% | -0.17 | -1.1 |
| Jan-02 | 2 | 2 | 100.00% | 0.00% | 266 | 271 | 98.16% | -0.19 | -1.12 |
| Feb-02 | 2 | 2 | 100.00% | 0.00% | 164 | 169 | 97.04% | -0.25 | -1.15 |
| Mar-02 | | | | | 109 | 113 | 96.46% | | |
| Apr-02 | | | | | 117 | 125 | 93.60% | | |
| May-02 | | | | | | | | | |



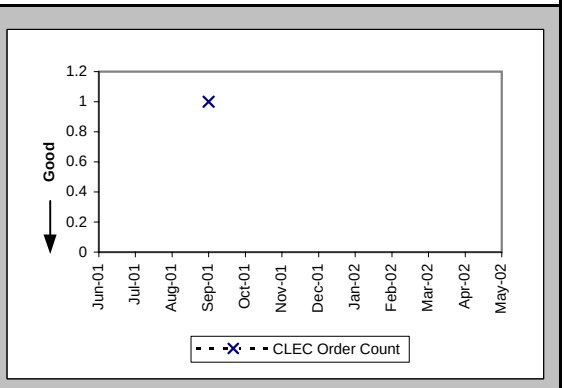

Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A) (Diagnostic)

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 5873 | 76 | 77.28 | | |
| Jul-01 | | | | | 2995 | 45 | 66.56 | | |
| Aug-01 | | | | | 3164 | 69 | 45.86 | | |
| Sep-01 | 2 | 1 | 2.00 | | 3046 | 60 | 50.77 | -0.68 | -1.41 |
| Oct-01 | | | | | 1956 | 53 | 36.91 | | |
| Nov-01 | | | | | 1901 | 44 | 43.20 | | |
| Dec-01 | | | | | 517 | 11 | 47.00 | | |
| Jan-02 | | | | | 775 | 14 | 55.36 | | |
| Feb-02 | | | | | 996 | 17 | 58.59 | | |
| Mar-02 | | | | | 1241 | 18 | 68.94 | | |
| Apr-02 | | | | | 1587 | 26 | 61.04 | | |
| May-02 | | | | | 1830 | 22 | 83.18 | | |



Checklist #14 - Resale - DS1 Installation

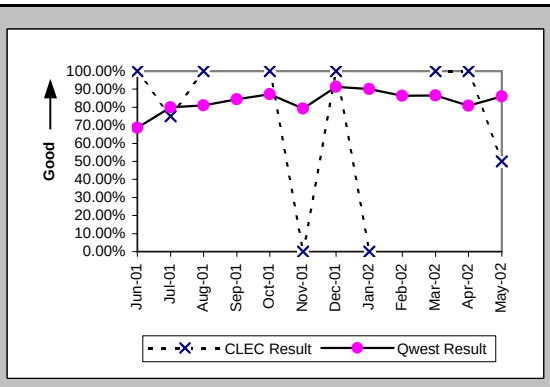
| Count of Pending Orders Delayed for Facilities Reasons DS1 (OP-15B) (Diagnostic) | |
|---|---|
| Date | CLEC Order Count |
| Jun-01 | |
| Jul-01 | |
| Aug-01 | |
| Sep-01 | 1 |
| Oct-01 | |
| Nov-01 | |
| Dec-01 | |
| Jan-02 | |
| Feb-02 | |
| Mar-02 | |
| Apr-02 | |
| May-02 | |



## Checklist #14 - Resale - DS1 Repair

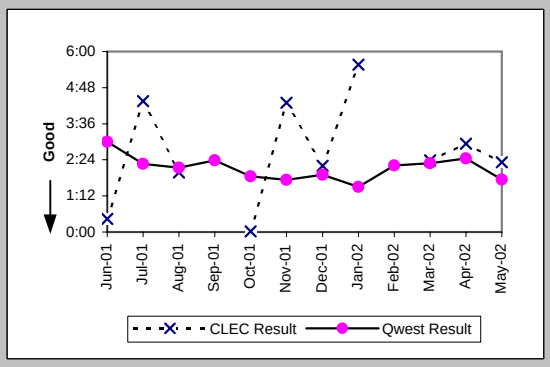
### All Troubles Cleared within 4 hours (Percent) (MR-5A) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 2 | 2 | 100.00% | 0.00% | 57 | 83 | 68.67% | -0.94 | -1.57 |
| Jul-01 | 3 | 4 | 75.00% | 43.30% | 48 | 60 | 80.00% | 0.22 | -0.87 |
| Aug-01 | 1 | 1 | 100.00% | 0.00% | 60 | 74 | 81.08% | -0.48 | -1.29 |
| Sep-01 | | | | | 38 | 45 | 84.44% | | |
| Oct-01 | 1 | 1 | 100.00% | 0.00% | 41 | 47 | 87.23% | -0.38 | -1.23 |
| Nov-01 | 0 | 1 | 0.00% | 0.00% | 42 | 53 | 79.25% | 1.25 | -0.24 |
| Dec-01 | 1 | 1 | 100.00% | 0.00% | 42 | 46 | 91.30% | -0.31 | -1.19 |
| Jan-02 | 0 | 2 | 0.00% | 0.00% | 45 | 50 | 90.00% | 2.53 | 0.54 |
| Feb-02 | | | | | 38 | 44 | 86.36% | | |
| Mar-02 | 1 | 1 | 100.00% | 0.00% | 45 | 52 | 86.54% | -0.39 | -1.24 |
| Apr-02 | 1 | 1 | 100.00% | 0.00% | 42 | 52 | 80.77% | -0.48 | -1.29 |
| May-02 | 1 | 2 | 50.00% | 50.00% | 55 | 64 | 85.94% | 1.04 | -0.37 |



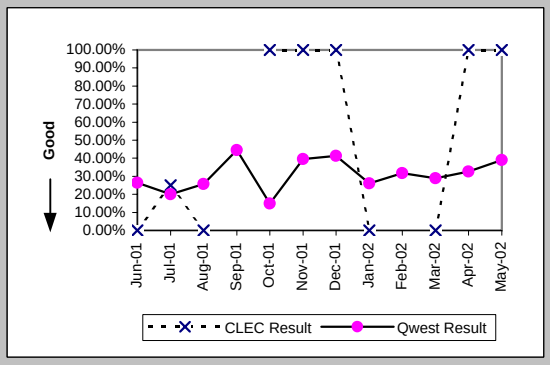

### Mean Time to Restore (Hours:Minutes) (MR-6D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 0:51 | 2 | 0:26 | 0:33 | 248:57 | 83 | 3:00 | -0.72 | -1.44 |
| Jul-01 | 17:24 | 4 | 4:21 | 6:42 | 135:40 | 60 | 2:16 | 1.12 | -0.32 |
| Aug-01 | 1:59 | 1 | 1:59 | | 158:09 | 74 | 2:08 | -0.06 | -1.04 |
| Sep-01 | | | | | 107:21 | 45 | 2:23 | | |
| Oct-01 | 0:01 | 1 | 0:01 | | 87:06 | 47 | 1:51 | -0.88 | -1.53 |
| Nov-01 | 4:18 | 1 | 4:18 | | 92:01 | 53 | 1:44 | 1.04 | -0.37 |
| Dec-01 | 2:12 | 1 | 2:12 | | 87:47 | 46 | 1:54 | 0.4 | -0.76 |
| Jan-02 | 11:07 | 2 | 5:34 | 1:41 | 74:48 | 50 | 1:30 | 1.76 | 0.07 |
| Feb-02 | | | | | 97:23 | 44 | 2:13 | | |
| Mar-02 | 2:23 | 1 | 2:23 | | 118:29 | 52 | 2:17 | 0.51 | -0.69 |
| Apr-02 | 2:56 | 1 | 2:56 | | 127:05 | 52 | 2:27 | 0.56 | -0.66 |
| May-02 | 4:37 | 2 | 2:19 | 3:12 | 111:35 | 64 | 1:45 | 0.52 | -0.68 |



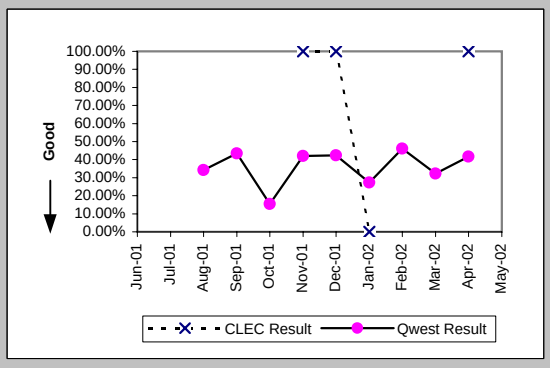

### Repair Repeat Report Rate (Percent) (MR-7D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 0 | 2 | 0.00% | 0.00% | 22 | 83 | 26.51% | -0.84 | -1.51 |
| Jul-01 | 1 | 4 | 25.00% | 43.30% | 12 | 60 | 20.00% | 0.22 | -0.87 |
| Aug-01 | 0 | 1 | 0.00% | 0.00% | 19 | 74 | 25.68% | -0.58 | -1.35 |
| Sep-01 | | | | | 20 | 45 | 44.44% | | |
| Oct-01 | 1 | 1 | 100.00% | 0.00% | 7 | 47 | 14.89% | 1.42 | -0.14 |
| Nov-01 | 1 | 1 | 100.00% | 0.00% | 21 | 53 | 39.62% | 0.84 | -0.49 |
| Dec-01 | 1 | 1 | 100.00% | 0.00% | 19 | 46 | 41.30% | 0.81 | -0.51 |
| Jan-02 | 0 | 2 | 0.00% | 0.00% | 13 | 50 | 26.00% | -0.82 | -1.5 |
| Feb-02 | | | | | 14 | 44 | 31.82% | | |
| Mar-02 | 0 | 1 | 0.00% | 0.00% | 15 | 52 | 28.85% | -0.63 | -1.38 |
| Apr-02 | 1 | 1 | 100.00% | 0.00% | 17 | 52 | 32.69% | 0.97 | -0.41 |
| May-02 | 2 | 2 | 100.00% | 0.00% | 25 | 64 | 39.06% | 1.46 | -0.11 |




### Repair Repeat Report Rate (Percent) (MR-7D*) (Parity)-- Interval Zone One

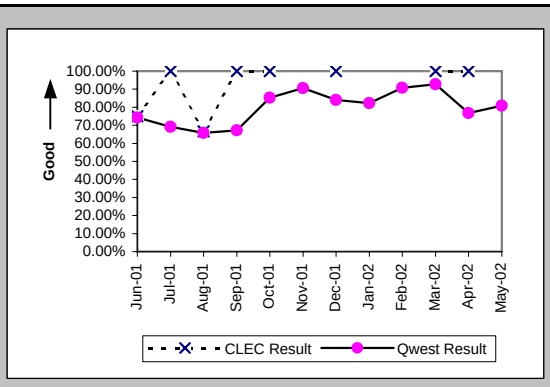
| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 14 | 41 | 34.15% | | |
| Sep-01 | | | | | 10 | 23 | 43.48% | | |
| Oct-01 | | | | | 4 | 26 | 15.38% | | |
| Nov-01 | 1 | 1 | 100.00% | 0.00% | 13 | 31 | 41.94% | 0.79 | -0.52 |
| Dec-01 | 1 | 1 | 100.00% | 0.00% | 11 | 26 | 42.31% | 0.77 | -0.53 |
| Jan-02 | 0 | 2 | 0.00% | 0.00% | 9 | 33 | 27.27% | -0.84 | -1.51 |
| Feb-02 | | | | | 12 | 26 | 46.15% | | |
| Mar-02 | | | | | 11 | 34 | 32.35% | | |
| Apr-02 | 1 | 1 | 100.00% | 0.00% | 15 | 36 | 41.67% | 0.79 | -0.52 |
| May-02 | | | | | | | | | |



## Checklist #14 - Resale - DS1 Repair

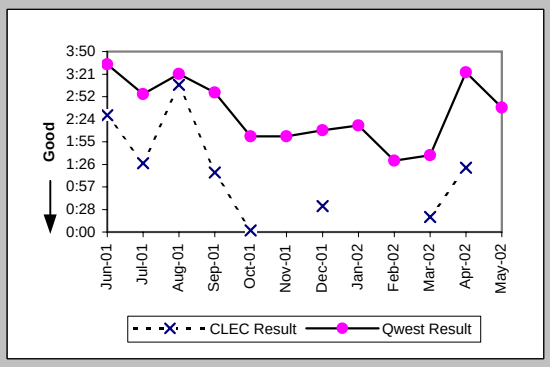
All Troubles Cleared within 4 hours (Percent) (MR-5B) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 3 | 4 | 75.00% | 43.30% | 55 | 74 | 74.32% | -0.03 | -1.02 |
| Jul-01 | 5 | 5 | 100.00% | 0.00% | 63 | 91 | 69.23% | -1.45 | -1.88 |
| Aug-01 | 4 | 6 | 66.67% | 47.14% | 52 | 79 | 65.82% | -0.04 | -1.03 |
| Sep-01 | 2 | 2 | 100.00% | 0.00% | 47 | 70 | 67.14% | -0.98 | -1.59 |
| Oct-01 | 2 | 2 | 100.00% | 0.00% | 64 | 75 | 85.33% | -0.58 | -1.35 |
| Nov-01 | | | | | 58 | 64 | 90.63% | | |
| Dec-01 | 1 | 1 | 100.00% | 0.00% | 37 | 44 | 84.09% | -0.43 | -1.26 |
| Jan-02 | | | | | 42 | 51 | 82.35% | | |
| Feb-02 | | | | | 39 | 43 | 90.70% | | |
| Mar-02 | 2 | 2 | 100.00% | 0.00% | 63 | 68 | 92.65% | -0.39 | -1.24 |
| Apr-02 | 3 | 3 | 100.00% | 0.00% | 79 | 103 | 76.70% | -0.94 | -1.57 |
| May-02 | | | | | 59 | 73 | 80.82% | | |



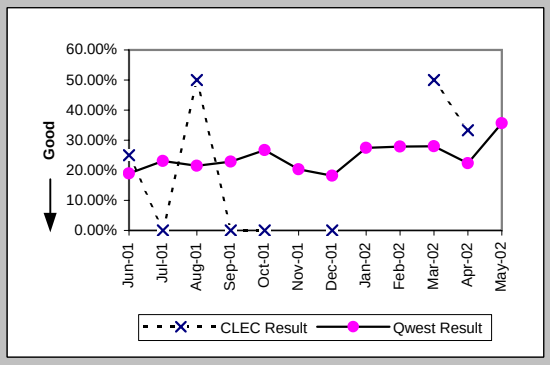

Mean Time to Restore (Hours:Minutes) (MR-6E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 9:57 | 4 | 2:29 | 1:44 | 263:43 | 74 | 3:34 | -0.37 | -1.22 |
| Jul-01 | 7:18 | 5 | 1:28 | 1:38 | 266:11 | 91 | 2:56 | -1.05 | -1.64 |
| Aug-01 | 18:47 | 6 | 3:08 | 3:09 | 265:55 | 79 | 3:22 | -0.16 | -1.1 |
| Sep-01 | 2:31 | 2 | 1:16 | 1:11 | 207:22 | 70 | 2:58 | -0.71 | -1.43 |
| Oct-01 | 0:03 | 2 | 0:02 | 0:01 | 151:55 | 75 | 2:02 | -1.45 | -1.88 |
| Nov-01 | | | | | 129:55 | 64 | 2:02 | | |
| Dec-01 | 0:33 | 1 | 0:33 | | 95:27 | 44 | 2:10 | -0.67 | -1.41 |
| Jan-02 | | | | | 115:55 | 51 | 2:16 | | |
| Feb-02 | | | | | 65:30 | 43 | 1:31 | | |
| Mar-02 | 0:38 | 2 | 0:19 | 0:24 | 110:56 | 68 | 1:38 | -1 | -1.61 |
| Apr-02 | 4:07 | 3 | 1:22 | 1:23 | 349:32 | 103 | 3:24 | -0.47 | -1.28 |
| May-02 | | | | | 193:21 | 73 | 2:39 | | |



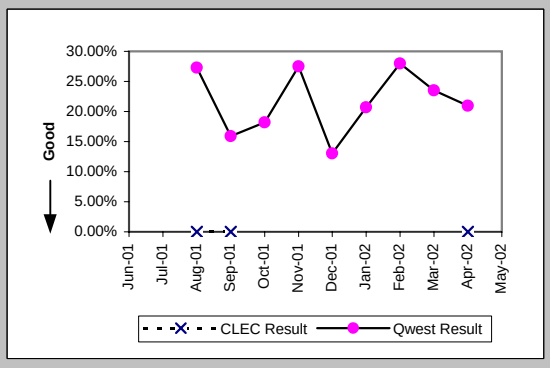

Repair Repeat Report Rate (Percent) (MR-7E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 1 | 4 | 25.00% | 43.30% | 14 | 74 | 18.92% | 0.28 | -0.83 |
| Jul-01 | 0 | 5 | 0.00% | 0.00% | 21 | 91 | 23.08% | -1.19 | -1.72 |
| Aug-01 | 3 | 6 | 50.00% | 50.00% | 17 | 79 | 21.52% | 1.43 | -0.13 |
| Sep-01 | 0 | 2 | 0.00% | 0.00% | 16 | 70 | 22.86% | -0.76 | -1.46 |
| Oct-01 | 0 | 2 | 0.00% | 0.00% | 20 | 75 | 26.67% | -0.84 | -1.51 |
| Nov-01 | | | | | 13 | 64 | 20.31% | | |
| Dec-01 | 0 | 1 | 0.00% | 0.00% | 8 | 44 | 18.18% | -0.47 | -1.28 |
| Jan-02 | | | | | 14 | 51 | 27.45% | | |
| Feb-02 | | | | | 12 | 43 | 27.91% | | |
| Mar-02 | 1 | 2 | 50.00% | 50.00% | 19 | 68 | 27.94% | 0.55 | -0.67 |
| Apr-02 | 1 | 3 | 33.33% | 47.14% | 23 | 103 | 22.33% | 0.4 | -0.76 |
| May-02 | | | | | 26 | 73 | 35.62% | | |




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

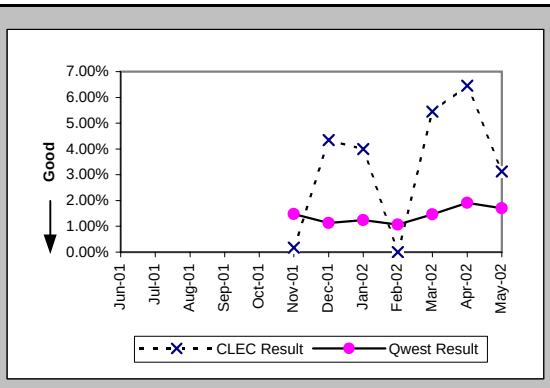
| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | 0 | 2 | 0.00% | 0.00% | 15 | 55 | 27.27% | -0.85 | -1.52 |
| Sep-01 | 0 | 1 | 0.00% | 0.00% | 7 | 44 | 15.91% | -0.43 | -1.26 |
| Oct-01 | | | | | 8 | 44 | 18.18% | | |
| Nov-01 | | | | | 11 | 40 | 27.50% | | |
| Dec-01 | | | | | 3 | 23 | 13.04% | | |
| Jan-02 | | | | | 6 | 29 | 20.69% | | |
| Feb-02 | | | | | 7 | 25 | 28.00% | | |
| Mar-02 | | | | | 8 | 34 | 23.53% | | |
| Apr-02 | 0 | 1 | 0.00% | 0.00% | 13 | 62 | 20.97% | -0.51 | -1.31 |
| May-02 | | | | | | | | | |



## Checklist #14 - Resale - DS1 Repair

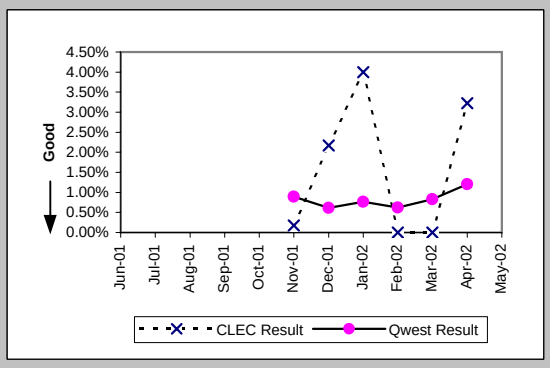
Trouble Rate (Percent) (MR-8) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Den | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | 1 | 568 | 0.18% | 4.19% | 117 | 7945 | 1.47% | -2.48 | -2.51 |
| Dec-01 | 2 | 46 | 4.35% | 20.39% | 90 | 7968 | 1.13% | 1.61 | -0.02 |
| Jan-02 | 2 | 50 | 4.00% | 19.60% | 101 | 8133 | 1.24% | 1.44 | -0.13 |
| Feb-02 | 0 | 51 | 0.00% | 0.00% | 87 | 8152 | 1.07% | -0.74 | -1.45 |
| Mar-02 | 3 | 55 | 5.45% | 22.71% | 120 | 8196 | 1.46% | 1.93 | 0.17 |
| Apr-02 | 4 | 62 | 6.45% | 24.57% | 155 | 8111 | 1.91% | 2.09 | 0.27 |
| May-02 | 2 | 64 | 3.13% | 17.40% | 137 | 8081 | 1.70% | 0.86 | -0.48 |



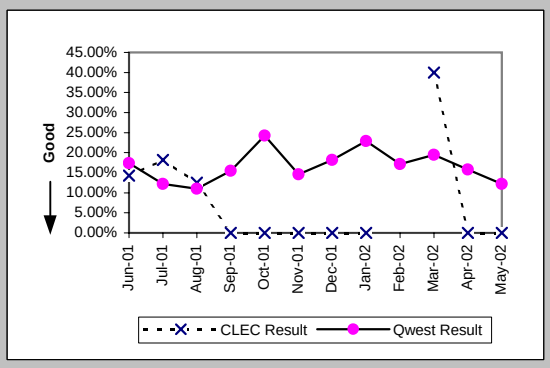

Trouble Rate (Percent) (MR-8*) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Den | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | 1 | 568 | 0.18% | 4.19% | 71 | 7945 | 0.89% | -1.76 | -2.07 |
| Dec-01 | 1 | 46 | 2.17% | 14.58% | 49 | 7968 | 0.62% | 1.07 | -0.35 |
| Jan-02 | 2 | 50 | 4.00% | 19.60% | 62 | 8133 | 0.76% | 1.88 | 0.14 |
| Feb-02 | 0 | 51 | 0.00% | 0.00% | 51 | 8152 | 0.63% | -0.56 | -1.34 |
| Mar-02 | 0 | 55 | 0.00% | 0.00% | 68 | 8196 | 0.83% | -0.68 | -1.41 |
| Apr-02 | 2 | 62 | 3.23% | 17.67% | 98 | 8111 | 1.21% | 1.25 | -0.24 |
| May-02 | | | | | | | | | |




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

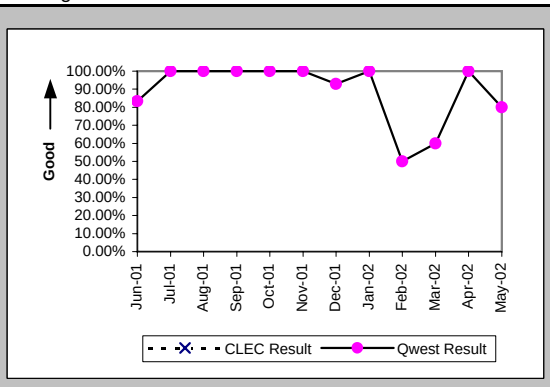
| Date | CLEC Num | CLEC Den | CLEC Resu | Std Dev | Qwest Num | Qwest Den | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | 1 | 7 | 14.29% | 34.99% | 33 | 190 | 17.37% | -0.21 | -1.13 |
| Jul-01 | 2 | 11 | 18.18% | 38.57% | 21 | 172 | 12.21% | 0.58 | -0.65 |
| Aug-01 | 1 | 8 | 12.50% | 33.07% | 19 | 172 | 11.05% | 0.16 | -0.9 |
| Sep-01 | 0 | 2 | 0.00% | 0.00% | 21 | 136 | 15.44% | -0.6 | -1.36 |
| Oct-01 | 0 | 3 | 0.00% | 0.00% | 39 | 161 | 24.22% | -0.97 | -1.59 |
| Nov-01 | 0 | 1 | 0.00% | 0.00% | 20 | 137 | 14.60% | -0.41 | -1.25 |
| Dec-01 | 0 | 2 | 0.00% | 0.00% | 20 | 110 | 18.18% | -0.66 | -1.4 |
| Jan-02 | 0 | 2 | 0.00% | 0.00% | 30 | 131 | 22.90% | -0.76 | -1.47 |
| Feb-02 | | | | | 18 | 105 | 17.14% | | |
| Mar-02 | 2 | 5 | 40.00% | 48.99% | 29 | 149 | 19.46% | 1.01 | -0.38 |
| Apr-02 | 0 | 4 | 0.00% | 0.00% | 29 | 184 | 15.76% | -0.86 | -1.52 |
| May-02 | 0 | 2 | 0.00% | 0.00% | 19 | 156 | 12.18% | -0.52 | -1.32 |



## Checklist #14 - Resale - Installation for DS3 and Higher

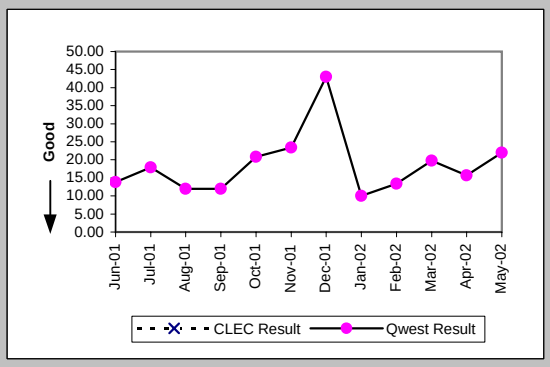
### Installation Commitments Met (Percent) (OP-3D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 5 | 6 | 83.33% | | |
| Jul-01 | | | | | 1 | 1 | 100.00% | | |
| Aug-01 | | | | | 1 | 1 | 100.00% | | |
| Sep-01 | | | | | 4 | 4 | 100.00% | | |
| Oct-01 | | | | | 3 | 3 | 100.00% | | |
| Nov-01 | | | | | 6 | 6 | 100.00% | | |
| Dec-01 | | | | | 26 | 28 | 92.86% | | |
| Jan-02 | | | | | 3 | 3 | 100.00% | | |
| Feb-02 | | | | | 1 | 2 | 50.00% | | |
| Mar-02 | | | | | 3 | 5 | 60.00% | | |
| Apr-02 | | | | | 3 | 3 | 100.00% | | |
| May-02 | | | | | 4 | 5 | 80.00% | | |



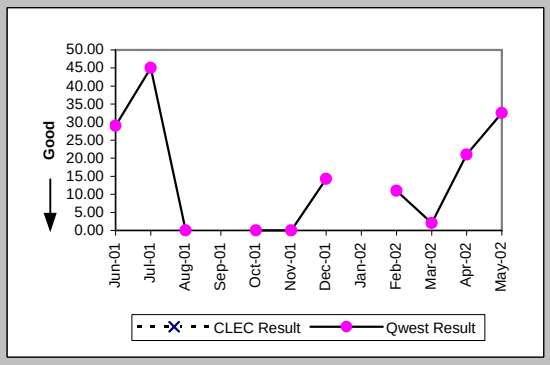

### Installation Interval (Average Days) (OP-4D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 83 | 6 | 13.83 | | |
| Jul-01 | | | | | 161 | 9 | 17.89 | | |
| Aug-01 | | | | | 72 | 6 | 12.00 | | |
| Sep-01 | | | | | 108 | 9 | 12.00 | | |
| Oct-01 | | | | | 125 | 6 | 20.83 | | |
| Nov-01 | | | | | 164 | 7 | 23.43 | | |
| Dec-01 | | | | | 1334 | 31 | 43.03 | | |
| Jan-02 | | | | | 90 | 9 | 10.00 | | |
| Feb-02 | | | | | 67 | 5 | 13.40 | | |
| Mar-02 | | | | | 99 | 5 | 19.80 | | |
| Apr-02 | | | | | 47 | 3 | 15.67 | | |
| May-02 | | | | | 264 | 12 | 22.00 | | |



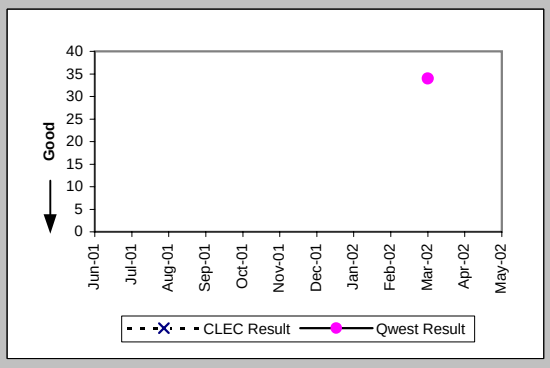

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-4) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 29 | 1 | 29.00 | | |
| Jul-01 | | | | | 45 | 1 | 45.00 | | |
| Aug-01 | | | | | 0 | 1 | 0.00 | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | 0 | 2 | 0.00 | | |
| Nov-01 | | | | | 0 | 1 | 0.00 | | |
| Dec-01 | | | | | 57 | 4 | 14.25 | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | 11 | 1 | 11.00 | | |
| Mar-02 | | | | | 2 | 1 | 2.00 | | |
| Apr-02 | | | | | 21 | 1 | 21.00 | | |
| May-02 | | | | | 65 | 2 | 32.50 | | |




### Delayed Days for Facility Reasons (Average Days) (OP-6B-4) (Parity)-- Interval Zone One

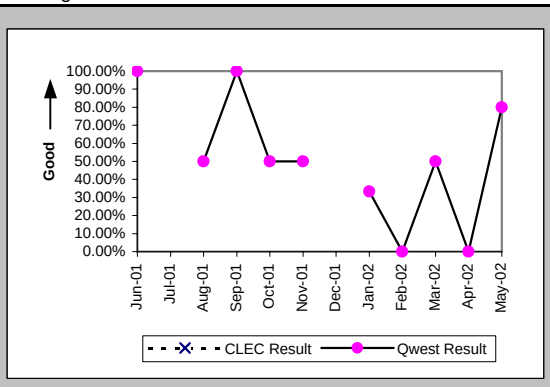
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | 34 | 1 | 34.00 | | |
| Apr-02 | | | | | | | | | |
| May-02 | | | | | | | | | |



## Checklist #14 - Resale - Installation for DS3 and Higher

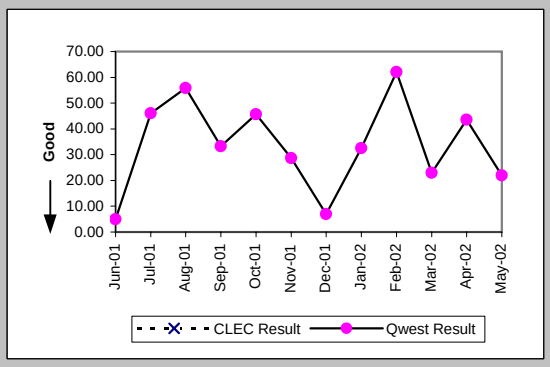
### Installation Commitments Met (Percent) (OP-3E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 1 | 1 | 100.00% | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 1 | 2 | 50.00% | | |
| Sep-01 | | | | | 1 | 1 | 100.00% | | |
| Oct-01 | | | | | 2 | 4 | 50.00% | | |
| Nov-01 | | | | | 1 | 2 | 50.00% | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | 1 | 3 | 33.33% | | |
| Feb-02 | | | | | 0 | 1 | 0.00% | | |
| Mar-02 | | | | | 1 | 2 | 50.00% | | |
| Apr-02 | | | | | 0 | 8 | 0.00% | | |
| May-02 | | | | | 4 | 5 | 80.00% | | |



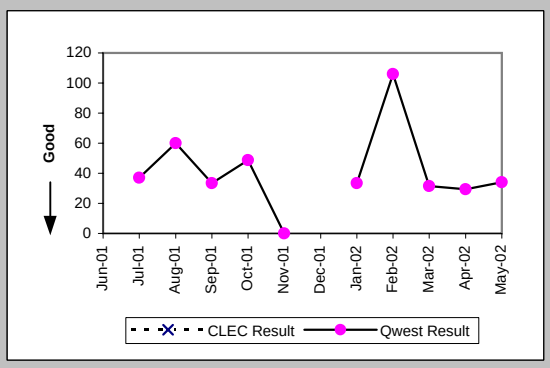

### Installation Interval (Average Days) (OP-4E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 5 | 1 | 5.00 | | |
| Jul-01 | | | | | 46 | 1 | 46.00 | | |
| Aug-01 | | | | | 279 | 5 | 55.80 | | |
| Sep-01 | | | | | 266 | 8 | 33.25 | | |
| Oct-01 | | | | | 502 | 11 | 45.64 | | |
| Nov-01 | | | | | 86 | 3 | 28.67 | | |
| Dec-01 | | | | | 7 | 1 | 7.00 | | |
| Jan-02 | | | | | 130 | 4 | 32.50 | | |
| Feb-02 | | | | | 124 | 2 | 62.00 | | |
| Mar-02 | | | | | 115 | 5 | 23.00 | | |
| Apr-02 | | | | | 392 | 9 | 43.56 | | |
| May-02 | | | | | 307 | 14 | 21.93 | | |



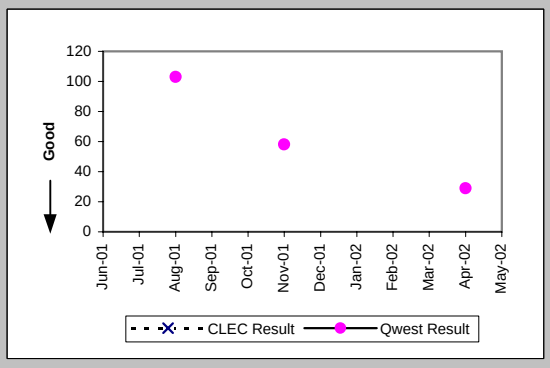

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | 37 | 1 | 37.00 | | |
| Aug-01 | | | | | 120 | 2 | 60.00 | | |
| Sep-01 | | | | | 134 | 4 | 33.50 | | |
| Oct-01 | | | | | 390 | 8 | 48.75 | | |
| Nov-01 | | | | | 0 | 1 | 0.00 | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | 67 | 2 | 33.50 | | |
| Feb-02 | | | | | 106 | 1 | 106.00 | | |
| Mar-02 | | | | | 63 | 2 | 31.50 | | |
| Apr-02 | | | | | 206 | 7 | 29.43 | | |
| May-02 | | | | | 102 | 3 | 34.00 | | |




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

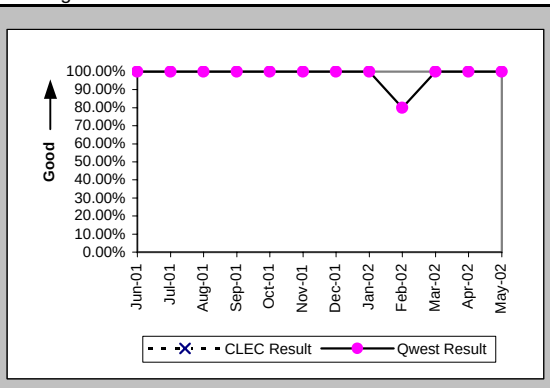
| Date | CLEC Num | CLEC Denc | CLEC Resu | Std Dev | Qwest Num | Qwest Denc | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 103 | 1 | 103.00 | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | 58 | 1 | 58.00 | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | | | | | |
| Apr-02 | | | | | 58 | 2 | 29.00 | | |
| May-02 | | | | | | | | | |



## Checklist #14 - Resale - Installation for DS3 and Higher

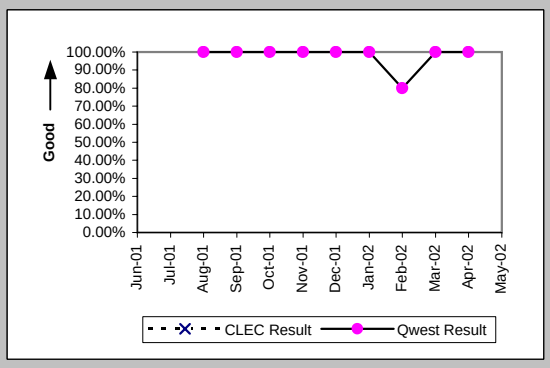
New Service Installation Quality (Percent) (OP-5) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Dend | CLEC Resu | Std Dev | Qwest Num | Qwest Dend | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 8 | 8 | 100.00% | | |
| Jul-01 | | | | | 11 | 11 | 100.00% | | |
| Aug-01 | | | | | 11 | 11 | 100.00% | | |
| Sep-01 | | | | | 14 | 14 | 100.00% | | |
| Oct-01 | | | | | 17 | 17 | 100.00% | | |
| Nov-01 | | | | | 14 | 14 | 100.00% | | |
| Dec-01 | | | | | 21 | 21 | 100.00% | | |
| Jan-02 | | | | | 23 | 23 | 100.00% | | |
| Feb-02 | | | | | 8 | 10 | 80.00% | | |
| Mar-02 | | | | | 9 | 9 | 100.00% | | |
| Apr-02 | | | | | 12 | 12 | 100.00% | | |
| May-02 | | | | | 20 | 20 | 100.00% | | |



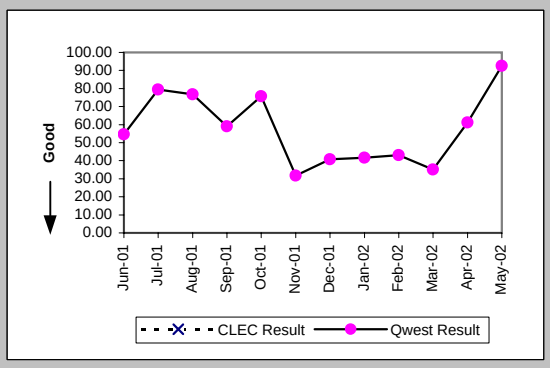

New Service Installation Quality (Percent) (OP-5*) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Dend | CLEC Resu | Std Dev | Qwest Num | Qwest Dend | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 11 | 11 | 100.00% | | |
| Sep-01 | | | | | 14 | 14 | 100.00% | | |
| Oct-01 | | | | | 17 | 17 | 100.00% | | |
| Nov-01 | | | | | 14 | 14 | 100.00% | | |
| Dec-01 | | | | | 21 | 21 | 100.00% | | |
| Jan-02 | | | | | 23 | 23 | 100.00% | | |
| Feb-02 | | | | | 8 | 10 | 80.00% | | |
| Mar-02 | | | | | 9 | 9 | 100.00% | | |
| Apr-02 | | | | | 12 | 12 | 100.00% | | |
| May-02 | | | | | | | | | |



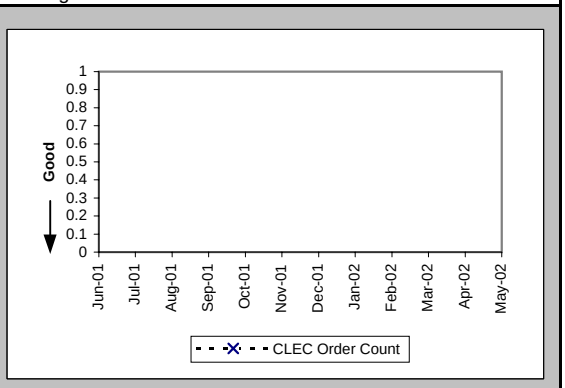

Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A) (Diagnostic)

| Date | CLEC Num | CLEC Dend | CLEC Resu | Std Dev | Qwest Num | Qwest Dend | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 820 | 15 | 54.67 | | |
| Jul-01 | | | | | 636 | 8 | 79.50 | | |
| Aug-01 | | | | | 614 | 8 | 76.75 | | |
| Sep-01 | | | | | 531 | 9 | 59.00 | | |
| Oct-01 | | | | | 530 | 7 | 75.71 | | |
| Nov-01 | | | | | 127 | 4 | 31.75 | | |
| Dec-01 | | | | | 285 | 7 | 40.71 | | |
| Jan-02 | | | | | 375 | 9 | 41.67 | | |
| Feb-02 | | | | | 518 | 12 | 43.17 | | |
| Mar-02 | | | | | 457 | 13 | 35.15 | | |
| Apr-02 | | | | | 428 | 7 | 61.14 | | |
| May-02 | | | | | 370 | 4 | 92.50 | | |



Checklist #14 - Resale - Installation for DS3 and Higher

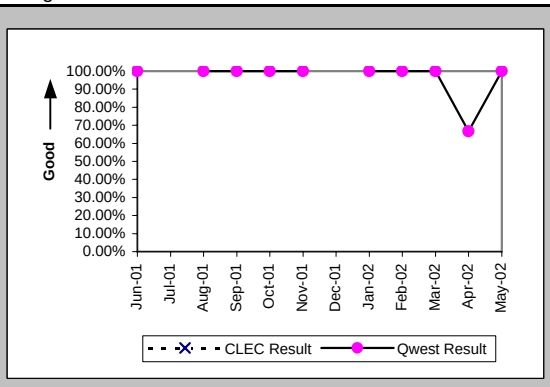
| Count of Pending Orders Delayed for Facilities Reasons DS3 (OP-15B) (Diagnostic) | |
|---|---|
| Date | CLEC Order Count |
| Jun-01 | |
| Jul-01 | |
| Aug-01 | |
| Sep-01 | |
| Oct-01 | |
| Nov-01 | |
| Dec-01 | |
| Jan-02 | |
| Feb-02 | |
| Mar-02 | |
| Apr-02 | |
| May-02 | |



## Checklist #14 - Resale - Repair for DS3 and Higher

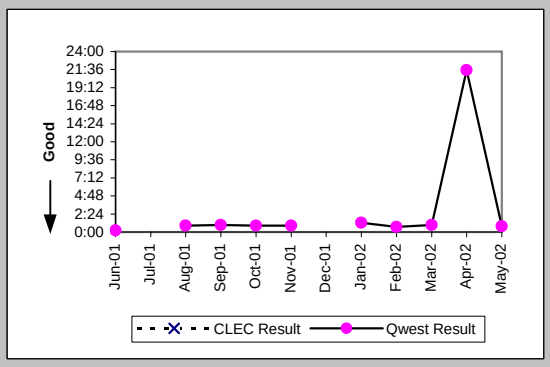
All Troubles Cleared within 4 hours (Percent) (MR-5A) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 1 | 1 | 100.00% | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 4 | 4 | 100.00% | | |
| Sep-01 | | | | | 1 | 1 | 100.00% | | |
| Oct-01 | | | | | 5 | 5 | 100.00% | | |
| Nov-01 | | | | | 1 | 1 | 100.00% | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | 3 | 3 | 100.00% | | |
| Feb-02 | | | | | 1 | 1 | 100.00% | | |
| Mar-02 | | | | | 2 | 2 | 100.00% | | |
| Apr-02 | | | | | 2 | 3 | 66.67% | | |
| May-02 | | | | | 2 | 2 | 100.00% | | |



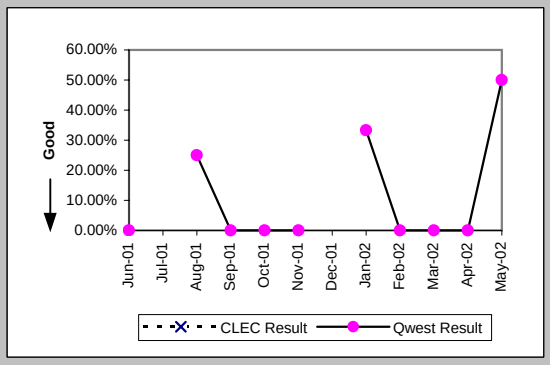

Mean Time to Restore (Hours:Minutes) (MR-6D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 0:12 | 1 | 0:12 | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 3:29 | 4 | 0:52 | | |
| Sep-01 | | | | | 0:55 | 1 | 0:55 | | |
| Oct-01 | | | | | 4:11 | 5 | 0:50 | | |
| Nov-01 | | | | | 0:50 | 1 | 0:50 | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | 3:45 | 3 | 1:15 | | |
| Feb-02 | | | | | 0:41 | 1 | 0:41 | | |
| Mar-02 | | | | | 1:54 | 2 | 0:57 | | |
| Apr-02 | | | | | 64:36 | 3 | 21:32 | | |
| May-02 | | | | | 1:33 | 2 | 0:46 | | |



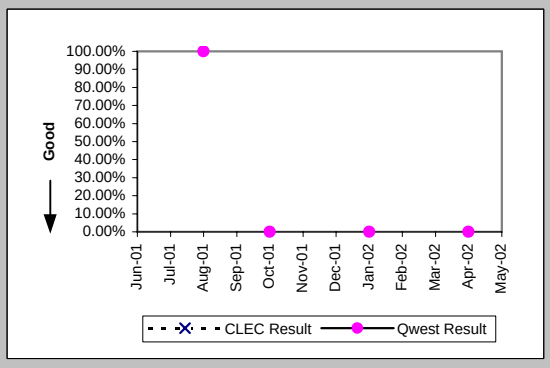

Repair Repeat Report Rate (Percent) (MR-7D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 0 | 1 | 0.00% | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 1 | 4 | 25.00% | | |
| Sep-01 | | | | | 0 | 1 | 0.00% | | |
| Oct-01 | | | | | 0 | 5 | 0.00% | | |
| Nov-01 | | | | | 0 | 1 | 0.00% | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | 1 | 3 | 33.33% | | |
| Feb-02 | | | | | 0 | 1 | 0.00% | | |
| Mar-02 | | | | | 0 | 2 | 0.00% | | |
| Apr-02 | | | | | 0 | 3 | 0.00% | | |
| May-02 | | | | | 1 | 2 | 50.00% | | |




Repair Repeat Report Rate (Percent) (MR-7D*) (Parity)-- Interval Zone One

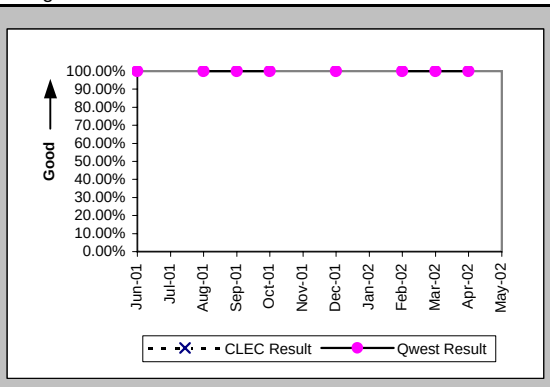
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 1 | 1 | 100.00% | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | 0 | 1 | 0.00% | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | 0 | 1 | 0.00% | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | | | | | |
| Apr-02 | | | | | 0 | 1 | 0.00% | | |
| May-02 | | | | | | | | | |



## Checklist #14 - Resale - Repair for DS3 and Higher

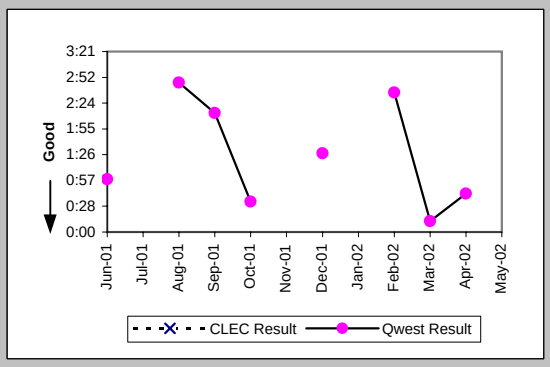
All Troubles Cleared within 4 hours (Percent) (MR-5B) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 1 | 1 | 100.00% | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 1 | 1 | 100.00% | | |
| Sep-01 | | | | | 1 | 1 | 100.00% | | |
| Oct-01 | | | | | 2 | 2 | 100.00% | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | 1 | 1 | 100.00% | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | 2 | 2 | 100.00% | | |
| Mar-02 | | | | | 2 | 2 | 100.00% | | |
| Apr-02 | | | | | 4 | 4 | 100.00% | | |
| May-02 | | | | | | | | | |



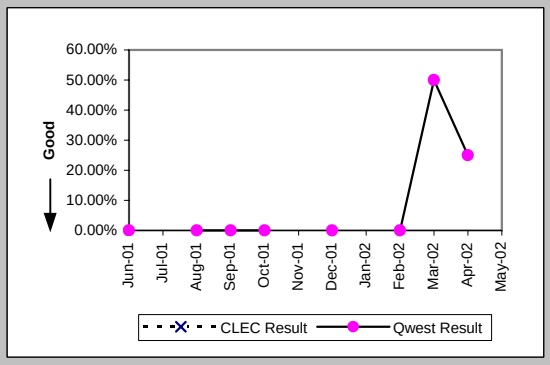

Mean Time to Restore (Hours:Minutes) (MR-6E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 0:59 | 1 | 0:59 | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 2:47 | 1 | 2:47 | | |
| Sep-01 | | | | | 2:13 | 1 | 2:13 | | |
| Oct-01 | | | | | 1:08 | 2 | 0:34 | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | 1:28 | 1 | 1:28 | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | 5:12 | 2 | 2:36 | | |
| Mar-02 | | | | | 0:23 | 2 | 0:12 | | |
| Apr-02 | | | | | 2:53 | 4 | 0:43 | | |
| May-02 | | | | | | | | | |



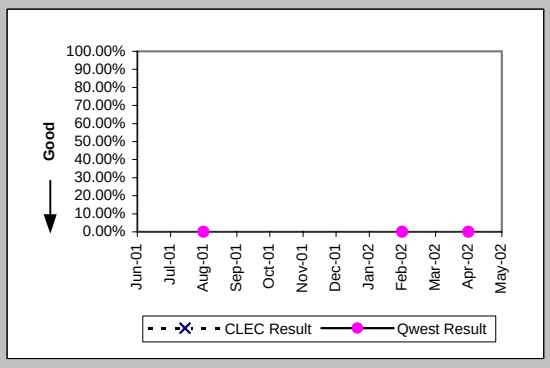

Repair Repeat Report Rate (Percent) (MR-7E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 0 | 1 | 0.00% | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 0 | 1 | 0.00% | | |
| Sep-01 | | | | | 0 | 1 | 0.00% | | |
| Oct-01 | | | | | 0 | 2 | 0.00% | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | 0 | 1 | 0.00% | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | 0 | 2 | 0.00% | | |
| Mar-02 | | | | | 1 | 2 | 50.00% | | |
| Apr-02 | | | | | 1 | 4 | 25.00% | | |
| May-02 | | | | | | | | | |




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

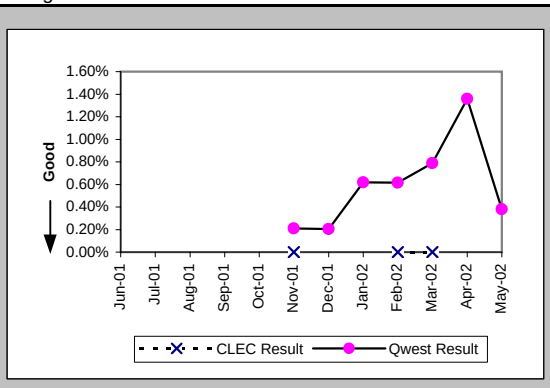
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 0 | 1 | 0.00% | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | 0 | 2 | 0.00% | | |
| Mar-02 | | | | | | | | | |
| Apr-02 | | | | | 0 | 1 | 0.00% | | |
| May-02 | | | | | | | | | |



## Checklist #14 - Resale - Repair for DS3 and Higher

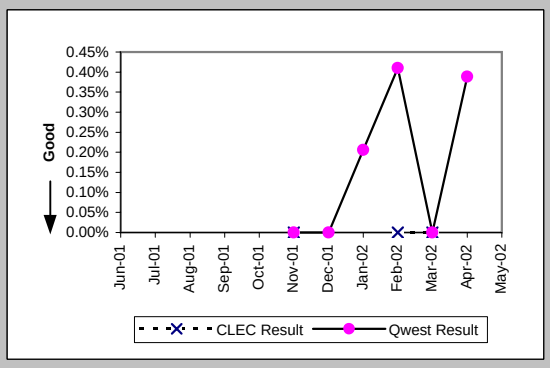
Trouble Rate (Percent) (MR-8) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | 0 | 4 | 0.00% | 0.00% | 1 | 474 | 0.21% | -0.09 | -1.06 |
| Dec-01 | | | | | 1 | 487 | 0.21% | | |
| Jan-02 | | | | | 3 | 486 | 0.62% | | |
| Feb-02 | 0 | 1 | 0.00% | 0.00% | 3 | 488 | 0.61% | -0.08 | -1.05 |
| Mar-02 | 0 | 1 | 0.00% | 0.00% | 4 | 508 | 0.79% | -0.09 | -1.05 |
| Apr-02 | | | | | 7 | 515 | 1.36% | | |
| May-02 | | | | | 2 | 526 | 0.38% | | |



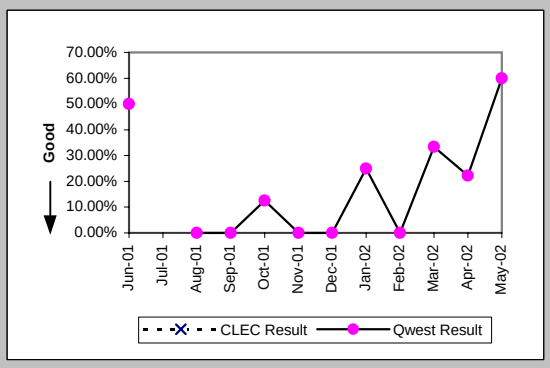

Trouble Rate (Percent) (MR-8*) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | 0 | 4 | 0.00% | 0.00% | 0 | 474 | 0.00% | N/A | N/A |
| Dec-01 | | | | | 0 | 487 | 0.00% | | |
| Jan-02 | | | | | 1 | 486 | 0.21% | | |
| Feb-02 | 0 | 1 | 0.00% | 0.00% | 2 | 488 | 0.41% | -0.06 | -1.04 |
| Mar-02 | 0 | 1 | 0.00% | 0.00% | 0 | 508 | 0.00% | N/A | N/A |
| Apr-02 | | | | | 2 | 515 | 0.39% | | |
| May-02 | | | | | | | | | |




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

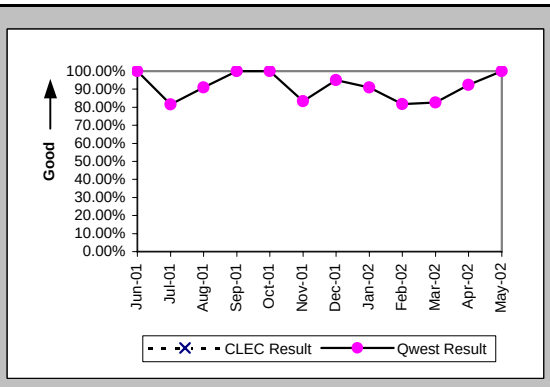
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 2 | 4 | 50.00% | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 0 | 5 | 0.00% | | |
| Sep-01 | | | | | 0 | 2 | 0.00% | | |
| Oct-01 | | | | | 1 | 8 | 12.50% | | |
| Nov-01 | | | | | 0 | 1 | 0.00% | | |
| Dec-01 | | | | | 0 | 1 | 0.00% | | |
| Jan-02 | | | | | 1 | 4 | 25.00% | | |
| Feb-02 | | | | | 0 | 3 | 0.00% | | |
| Mar-02 | | | | | 2 | 6 | 33.33% | | |
| Apr-02 | | | | | 2 | 9 | 22.22% | | |
| May-02 | | | | | 3 | 5 | 60.00% | | |



## Checklist #14 - Resale - Frame Relay Installation

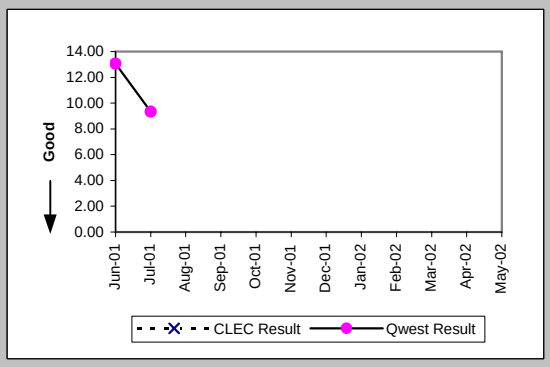
### Installation Commitments Met (Percent) (OP-3D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 21 | 21 | 100.00% | | |
| Jul-01 | | | | | 22 | 27 | 81.48% | | |
| Aug-01 | | | | | 10 | 11 | 90.91% | | |
| Sep-01 | | | | | 19 | 19 | 100.00% | | |
| Oct-01 | | | | | 19 | 19 | 100.00% | | |
| Nov-01 | | | | | 5 | 6 | 83.33% | | |
| Dec-01 | | | | | 19 | 20 | 95.00% | | |
| Jan-02 | | | | | 10 | 11 | 90.91% | | |
| Feb-02 | | | | | 9 | 11 | 81.82% | | |
| Mar-02 | | | | | 19 | 23 | 82.61% | | |
| Apr-02 | | | | | 24 | 26 | 92.31% | | |
| May-02 | | | | | 15 | 15 | 100.00% | | |



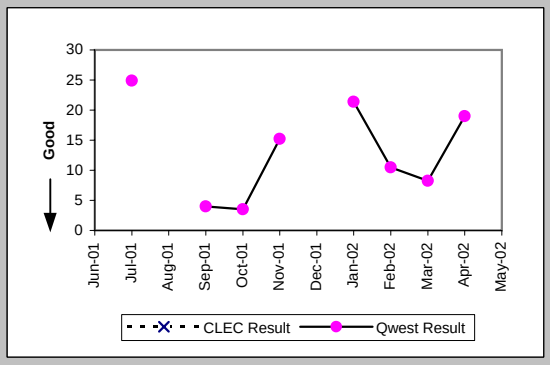

### Installation Interval (Average Days) (OP-4D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 274 | 21 | 13.05 | | |
| Jul-01 | | | | | 28 | 3 | 9.33 | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | | | | | |
| Apr-02 | | | | | | | | | |
| May-02 | | | | | | | | | |



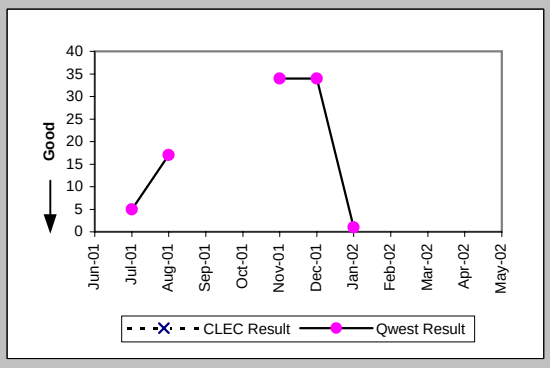

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-4) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | 199 | 8 | 24.88 | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | 4 | 1 | 4.00 | | |
| Oct-01 | | | | | 7 | 2 | 3.50 | | |
| Nov-01 | | | | | 76 | 5 | 15.20 | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | 107 | 5 | 21.40 | | |
| Feb-02 | | | | | 21 | 2 | 10.50 | | |
| Mar-02 | | | | | 33 | 4 | 8.25 | | |
| Apr-02 | | | | | 38 | 2 | 19.00 | | |
| May-02 | | | | | | | | | |




### Delayed Days for Facility Reasons (Average Days) (OP-6B-4) (Parity)-- Interval Zone One

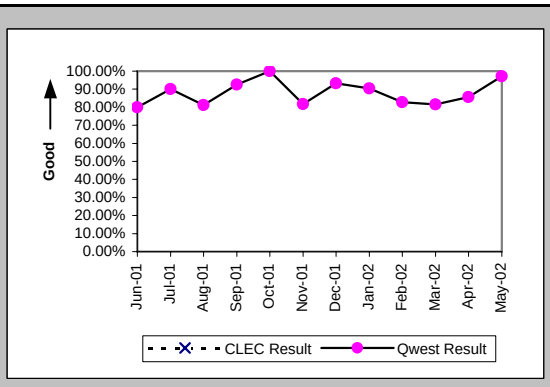
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | 10 | 2 | 5.00 | | |
| Aug-01 | | | | | 17 | 1 | 17.00 | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | 34 | 1 | 34.00 | | |
| Dec-01 | | | | | 34 | 1 | 34.00 | | |
| Jan-02 | | | | | 1 | 1 | 1.00 | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | | | | | |
| Apr-02 | | | | | | | | | |
| May-02 | | | | | | | | | |



## Checklist #14 - Resale - Frame Relay Installation

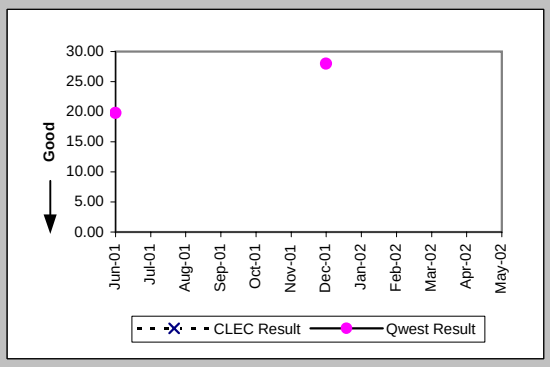
### Installation Commitments Met (Percent) (OP-3E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 24 | 30 | 80.00% | | |
| Jul-01 | | | | | 36 | 40 | 90.00% | | |
| Aug-01 | | | | | 13 | 16 | 81.25% | | |
| Sep-01 | | | | | 25 | 27 | 92.59% | | |
| Oct-01 | | | | | 19 | 19 | 100.00% | | |
| Nov-01 | | | | | 18 | 22 | 81.82% | | |
| Dec-01 | | | | | 14 | 15 | 93.33% | | |
| Jan-02 | | | | | 19 | 21 | 90.48% | | |
| Feb-02 | | | | | 29 | 35 | 82.86% | | |
| Mar-02 | | | | | 22 | 27 | 81.48% | | |
| Apr-02 | | | | | 12 | 14 | 85.71% | | |
| May-02 | | | | | 34 | 35 | 97.14% | | |



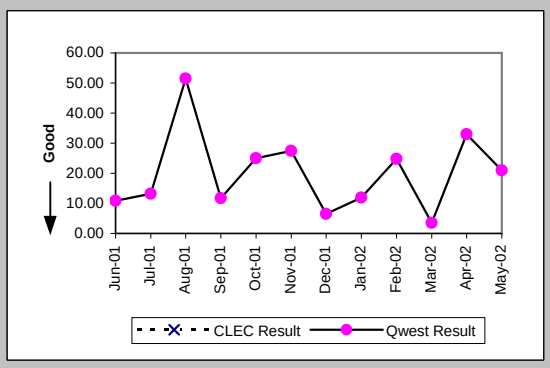

### Installation Interval (Average Days) (OP-4E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 594 | 30 | 19.80 | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | | | | | |
| Sep-01 | | | | | | | | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | 28 | 1 | 28.00 | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | | | | | |
| Apr-02 | | | | | | | | | |
| May-02 | | | | | | | | | |



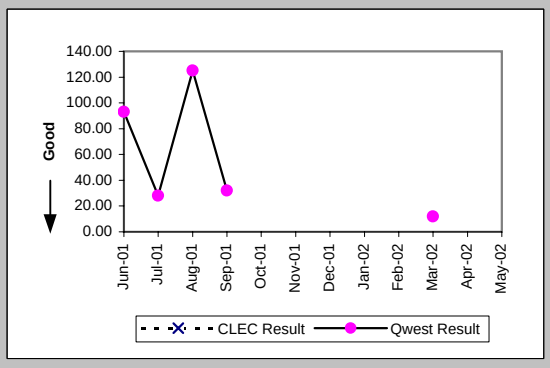

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 54 | 5 | 10.80 | | |
| Jul-01 | | | | | 119 | 9 | 13.22 | | |
| Aug-01 | | | | | 206 | 4 | 51.50 | | |
| Sep-01 | | | | | 47 | 4 | 11.75 | | |
| Oct-01 | | | | | 100 | 4 | 25.00 | | |
| Nov-01 | | | | | 329 | 12 | 27.42 | | |
| Dec-01 | | | | | 13 | 2 | 6.50 | | |
| Jan-02 | | | | | 119 | 10 | 11.90 | | |
| Feb-02 | | | | | 149 | 6 | 24.83 | | |
| Mar-02 | | | | | 21 | 6 | 3.50 | | |
| Apr-02 | | | | | 132 | 4 | 33.00 | | |
| May-02 | | | | | 42 | 2 | 21.00 | | |




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

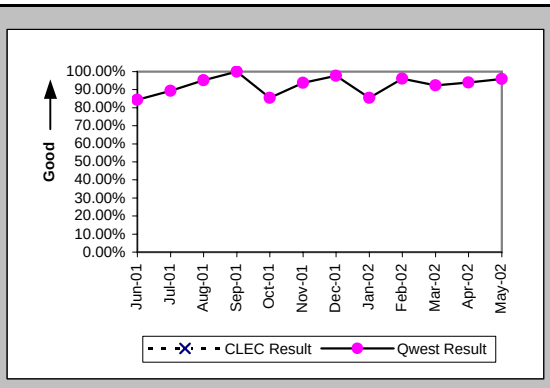
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 93 | 1 | 93.00 | | |
| Jul-01 | | | | | 84 | 3 | 28.00 | | |
| Aug-01 | | | | | 125 | 1 | 125.00 | | |
| Sep-01 | | | | | 32 | 1 | 32.00 | | |
| Oct-01 | | | | | | | | | |
| Nov-01 | | | | | | | | | |
| Dec-01 | | | | | | | | | |
| Jan-02 | | | | | | | | | |
| Feb-02 | | | | | | | | | |
| Mar-02 | | | | | 12 | 1 | 12.00 | | |
| Apr-02 | | | | | | | | | |
| May-02 | | | | | | | | | |



## Checklist #14 - Resale - Frame Relay Installation

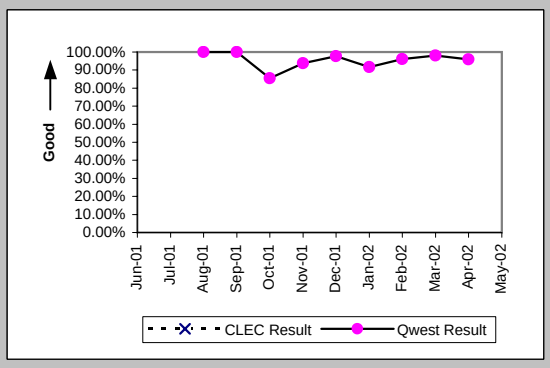
New Service Installation Quality (Percent) (OP-5) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 43 | 51 | 84.31% | | |
| Jul-01 | | | | | 75 | 84 | 89.29% | | |
| Aug-01 | | | | | 60 | 63 | 95.24% | | |
| Sep-01 | | | | | 52 | 52 | 100.00% | | |
| Oct-01 | | | | | 53 | 62 | 85.48% | | |
| Nov-01 | | | | | 45 | 48 | 93.75% | | |
| Dec-01 | | | | | 41 | 42 | 97.62% | | |
| Jan-02 | | | | | 41 | 48 | 85.42% | | |
| Feb-02 | | | | | 49 | 51 | 96.08% | | |
| Mar-02 | | | | | 48 | 52 | 92.31% | | |
| Apr-02 | | | | | 47 | 50 | 94.00% | | |
| May-02 | | | | | 48 | 50 | 96.00% | | |



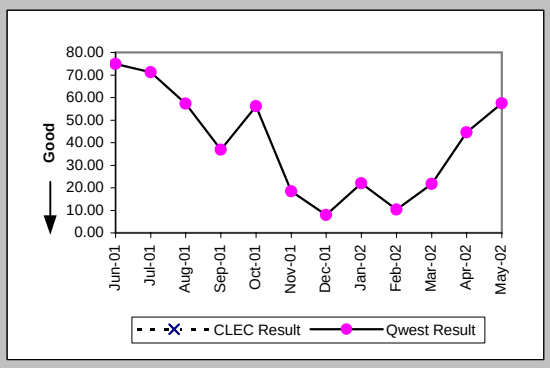

New Service Installation Quality (Percent) (OP-5*) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 63 | 63 | 100.00% | | |
| Sep-01 | | | | | 52 | 52 | 100.00% | | |
| Oct-01 | | | | | 53 | 62 | 85.48% | | |
| Nov-01 | | | | | 45 | 48 | 93.75% | | |
| Dec-01 | | | | | 41 | 42 | 97.62% | | |
| Jan-02 | | | | | 44 | 48 | 91.67% | | |
| Feb-02 | | | | | 49 | 51 | 96.08% | | |
| Mar-02 | | | | | 51 | 52 | 98.08% | | |
| Apr-02 | | | | | 48 | 50 | 96.00% | | |
| May-02 | | | | | | | | | |



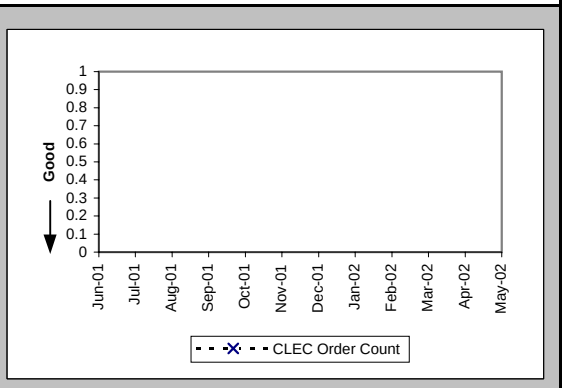

Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A) (Diagnostic)

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 749 | 10 | 74.90 | | |
| Jul-01 | | | | | 427 | 6 | 71.17 | | |
| Aug-01 | | | | | 229 | 4 | 57.25 | | |
| Sep-01 | | | | | 221 | 6 | 36.83 | | |
| Oct-01 | | | | | 281 | 5 | 56.20 | | |
| Nov-01 | | | | | 74 | 4 | 18.50 | | |
| Dec-01 | | | | | 24 | 3 | 8.00 | | |
| Jan-02 | | | | | 22 | 1 | 22.00 | | |
| Feb-02 | | | | | 62 | 6 | 10.33 | | |
| Mar-02 | | | | | 65 | 3 | 21.67 | | |
| Apr-02 | | | | | 89 | 2 | 44.50 | | |
| May-02 | | | | | 115 | 2 | 57.50 | | |



Checklist #14 - Resale - Frame Relay Installation

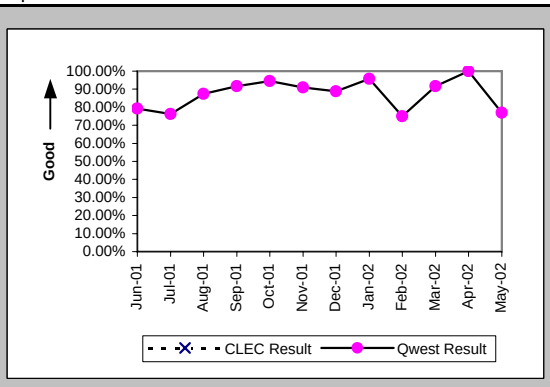
| Count of Pending Orders Delayed for Facilities Reasons Frame Relay (OP-15B) (Diagnostic) | |
|---|---|
| Date | CLEC Order Count |
| Jun-01 | |
| Jul-01 | |
| Aug-01 | |
| Sep-01 | |
| Oct-01 | |
| Nov-01 | |
| Dec-01 | |
| Jan-02 | |
| Feb-02 | |
| Mar-02 | |
| Apr-02 | |
| May-02 | |



## Checklist #14 - Resale - Frame Relay Repair

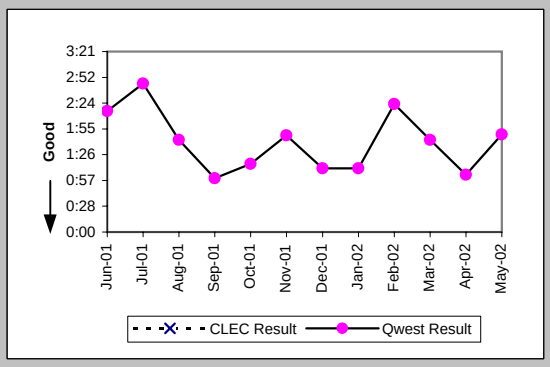
All Troubles Cleared within 4 hours (Percent) (MR-5A) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 23 | 29 | 79.31% | | |
| Jul-01 | | | | | 16 | 21 | 76.19% | | |
| Aug-01 | | | | | 21 | 24 | 87.50% | | |
| Sep-01 | | | | | 11 | 12 | 91.67% | | |
| Oct-01 | | | | | 17 | 18 | 94.44% | | |
| Nov-01 | | | | | 20 | 22 | 90.91% | | |
| Dec-01 | | | | | 8 | 9 | 88.89% | | |
| Jan-02 | | | | | 23 | 24 | 95.83% | | |
| Feb-02 | | | | | 6 | 8 | 75.00% | | |
| Mar-02 | | | | | 11 | 12 | 91.67% | | |
| Apr-02 | | | | | 13 | 13 | 100.00% | | |
| May-02 | | | | | 10 | 13 | 76.92% | | |



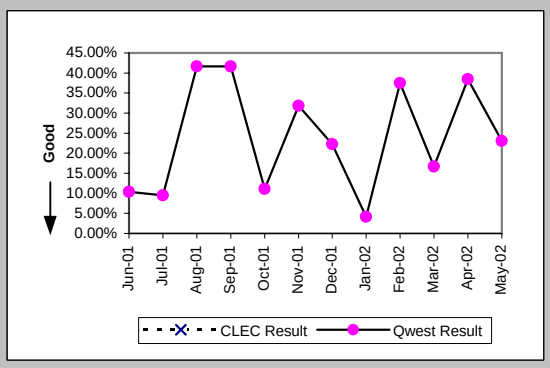

Mean Time to Restore (Hours:Minutes) (MR-6D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 65:16 | 29 | 2:15 | | |
| Jul-01 | | | | | 57:57 | 21 | 2:46 | | |
| Aug-01 | | | | | 41:08 | 24 | 1:43 | | |
| Sep-01 | | | | | 11:59 | 12 | 1:00 | | |
| Oct-01 | | | | | 22:50 | 18 | 1:16 | | |
| Nov-01 | | | | | 39:31 | 22 | 1:48 | | |
| Dec-01 | | | | | 10:36 | 9 | 1:11 | | |
| Jan-02 | | | | | 28:31 | 24 | 1:11 | | |
| Feb-02 | | | | | 19:01 | 8 | 2:23 | | |
| Mar-02 | | | | | 20:31 | 12 | 1:43 | | |
| Apr-02 | | | | | 13:46 | 13 | 1:04 | | |
| May-02 | | | | | 23:32 | 13 | 1:49 | | |



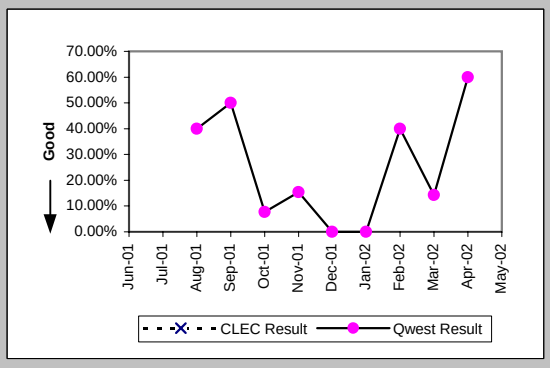

Repair Repeat Report Rate (Percent) (MR-7D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 3 | 29 | 10.34% | | |
| Jul-01 | | | | | 2 | 21 | 9.52% | | |
| Aug-01 | | | | | 10 | 24 | 41.67% | | |
| Sep-01 | | | | | 5 | 12 | 41.67% | | |
| Oct-01 | | | | | 2 | 18 | 11.11% | | |
| Nov-01 | | | | | 7 | 22 | 31.82% | | |
| Dec-01 | | | | | 2 | 9 | 22.22% | | |
| Jan-02 | | | | | 1 | 24 | 4.17% | | |
| Feb-02 | | | | | 3 | 8 | 37.50% | | |
| Mar-02 | | | | | 2 | 12 | 16.67% | | |
| Apr-02 | | | | | 5 | 13 | 38.46% | | |
| May-02 | | | | | 3 | 13 | 23.08% | | |




Repair Repeat Report Rate (Percent) (MR-7D*) (Parity)-- Interval Zone One

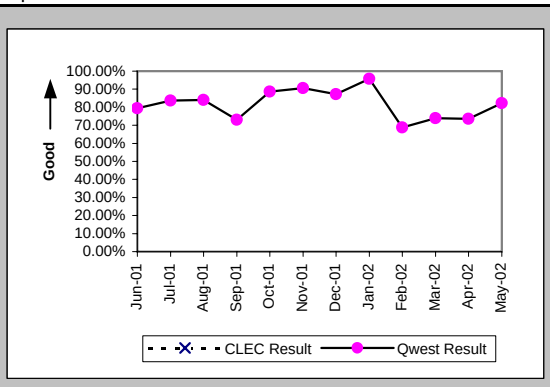
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 4 | 10 | 40.00% | | |
| Sep-01 | | | | | 1 | 2 | 50.00% | | |
| Oct-01 | | | | | 1 | 13 | 7.69% | | |
| Nov-01 | | | | | 2 | 13 | 15.38% | | |
| Dec-01 | | | | | 0 | 5 | 0.00% | | |
| Jan-02 | | | | | 0 | 16 | 0.00% | | |
| Feb-02 | | | | | 2 | 5 | 40.00% | | |
| Mar-02 | | | | | 1 | 7 | 14.29% | | |
| Apr-02 | | | | | 3 | 5 | 60.00% | | |
| May-02 | | | | | | | | | |



## Checklist #14 - Resale - Frame Relay Repair

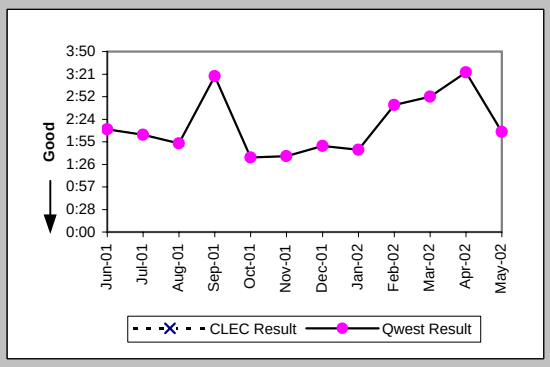
All Troubles Cleared within 4 hours (Percent) (MR-5B) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 50 | 63 | 79.37% | | |
| Jul-01 | | | | | 51 | 61 | 83.61% | | |
| Aug-01 | | | | | 37 | 44 | 84.09% | | |
| Sep-01 | | | | | 27 | 37 | 72.97% | | |
| Oct-01 | | | | | 55 | 62 | 88.71% | | |
| Nov-01 | | | | | 29 | 32 | 90.63% | | |
| Dec-01 | | | | | 34 | 39 | 87.18% | | |
| Jan-02 | | | | | 45 | 47 | 95.74% | | |
| Feb-02 | | | | | 22 | 32 | 68.75% | | |
| Mar-02 | | | | | 17 | 23 | 73.91% | | |
| Apr-02 | | | | | 25 | 34 | 73.53% | | |
| May-02 | | | | | 28 | 34 | 82.35% | | |



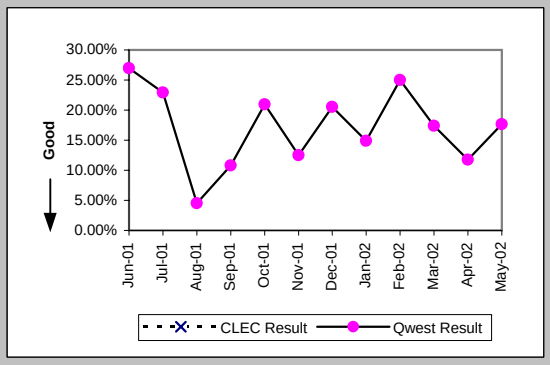

Mean Time to Restore (Hours:Minutes) (MR-6E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 137:41 | 63 | 2:11 | | |
| Jul-01 | | | | | 126:20 | 61 | 2:04 | | |
| Aug-01 | | | | | 82:36 | 44 | 1:53 | | |
| Sep-01 | | | | | 122:38 | 37 | 3:19 | | |
| Oct-01 | | | | | 98:03 | 62 | 1:35 | | |
| Nov-01 | | | | | 51:51 | 32 | 1:37 | | |
| Dec-01 | | | | | 71:17 | 39 | 1:50 | | |
| Jan-02 | | | | | 82:13 | 47 | 1:45 | | |
| Feb-02 | | | | | 86:19 | 32 | 2:42 | | |
| Mar-02 | | | | | 66:23 | 23 | 2:53 | | |
| Apr-02 | | | | | 115:40 | 34 | 3:24 | | |
| May-02 | | | | | 72:41 | 34 | 2:08 | | |



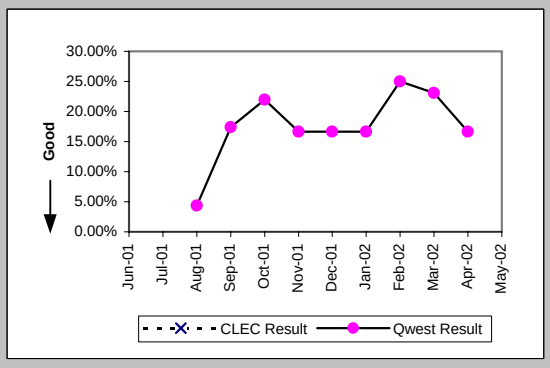

Repair Repeat Report Rate (Percent) (MR-7E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 17 | 63 | 26.98% | | |
| Jul-01 | | | | | 14 | 61 | 22.95% | | |
| Aug-01 | | | | | 2 | 44 | 4.55% | | |
| Sep-01 | | | | | 4 | 37 | 10.81% | | |
| Oct-01 | | | | | 13 | 62 | 20.97% | | |
| Nov-01 | | | | | 4 | 32 | 12.50% | | |
| Dec-01 | | | | | 8 | 39 | 20.51% | | |
| Jan-02 | | | | | 7 | 47 | 14.89% | | |
| Feb-02 | | | | | 8 | 32 | 25.00% | | |
| Mar-02 | | | | | 4 | 23 | 17.39% | | |
| Apr-02 | | | | | 4 | 34 | 11.76% | | |
| May-02 | | | | | 6 | 34 | 17.65% | | |




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

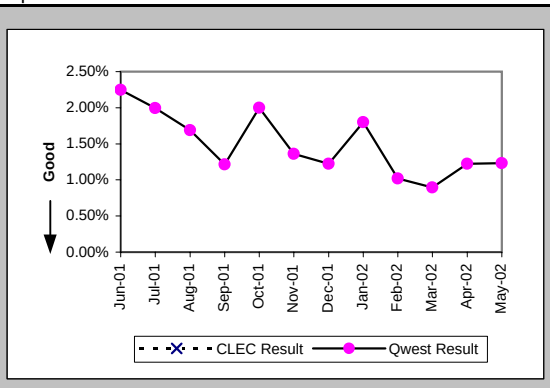
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 1 | 23 | 4.35% | | |
| Sep-01 | | | | | 4 | 23 | 17.39% | | |
| Oct-01 | | | | | 9 | 41 | 21.95% | | |
| Nov-01 | | | | | 3 | 18 | 16.67% | | |
| Dec-01 | | | | | 4 | 24 | 16.67% | | |
| Jan-02 | | | | | 5 | 30 | 16.67% | | |
| Feb-02 | | | | | 5 | 20 | 25.00% | | |
| Mar-02 | | | | | 3 | 13 | 23.08% | | |
| Apr-02 | | | | | 4 | 24 | 16.67% | | |
| May-02 | | | | | | | | | |



## Checklist #14 - Resale - Frame Relay Repair

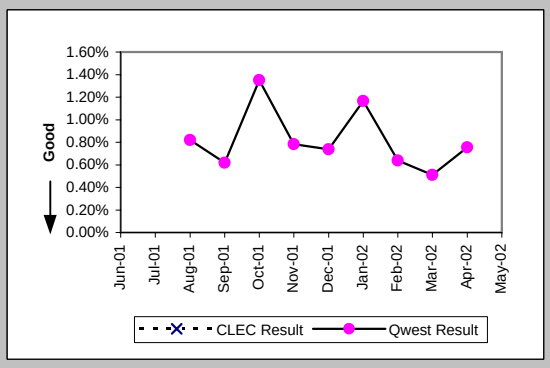
Trouble Rate (Percent) (MR-8) (Parity)-- Interval Zone One and Two

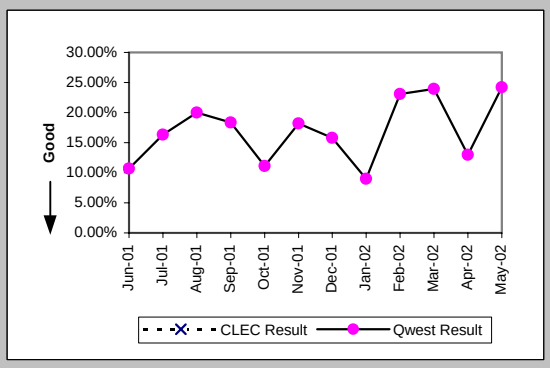
| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 92 | 4091 | 2.25% | | |
| Jul-01 | | | | | 82 | 4108 | 2.00% | | |
| Aug-01 | | | | | 68 | 4029 | 1.69% | | |
| Sep-01 | | | | | 49 | 4039 | 1.21% | | |
| Oct-01 | | | | | 80 | 4002 | 2.00% | | |
| Nov-01 | | | | | 54 | 3964 | 1.36% | | |
| Dec-01 | | | | | 48 | 3930 | 1.22% | | |
| Jan-02 | | | | | 71 | 3944 | 1.80% | | |
| Feb-02 | | | | | 40 | 3923 | 1.02% | | |
| Mar-02 | | | | | 35 | 3915 | 0.89% | | |
| Apr-02 | | | | | 47 | 3845 | 1.22% | | |
| May-02 | | | | | 47 | 3815 | 1.23% | | |




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

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | | | | | |
| Jul-01 | | | | | | | | | |
| Aug-01 | | | | | 33 | 4029 | 0.82% | | |
| Sep-01 | | | | | 25 | 4039 | 0.62% | | |
| Oct-01 | | | | | 54 | 4002 | 1.35% | | |
| Nov-01 | | | | | 31 | 3964 | 0.78% | | |
| Dec-01 | | | | | 29 | 3930 | 0.74% | | |
| Jan-02 | | | | | 46 | 3944 | 1.17% | | |
| Feb-02 | | | | | 25 | 3923 | 0.64% | | |
| Mar-02 | | | | | 20 | 3915 | 0.51% | | |
| Apr-02 | | | | | 29 | 3845 | 0.75% | | |
| May-02 | | | | | | | | | |




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

| Date | CLEC Num | CLEC Deno | CLEC Resu | Std Dev | Qwest Num | Qwest Deno | Qwest Resu | Mod Z Scr | Parity Scr |
|---|---|---|---|---|---|---|---|---|---|
| Jun-01 | | | | | 11 | 103 | 10.68% | | |
| Jul-01 | | | | | 16 | 98 | 16.33% | | |
| Aug-01 | | | | | 17 | 85 | 20.00% | | |
| Sep-01 | | | | | 11 | 60 | 18.33% | | |
| Oct-01 | | | | | 10 | 90 | 11.11% | | |
| Nov-01 | | | | | 12 | 66 | 18.18% | | |
| Dec-01 | | | | | 9 | 57 | 15.79% | | |
| Jan-02 | | | | | 7 | 78 | 8.97% | | |
| Feb-02 | | | | | 12 | 52 | 23.08% | | |
| Mar-02 | | | | | 11 | 46 | 23.91% | | |
| Apr-02 | | | | | 7 | 54 | 12.96% | | |
| May-02 | | | | | 15 | 62 | 24.19% | | |