ride the light SM

Qwest®

# Performance Results

## *Nebraska*

***December 2001 - May 2002***

**June 23, 2002**

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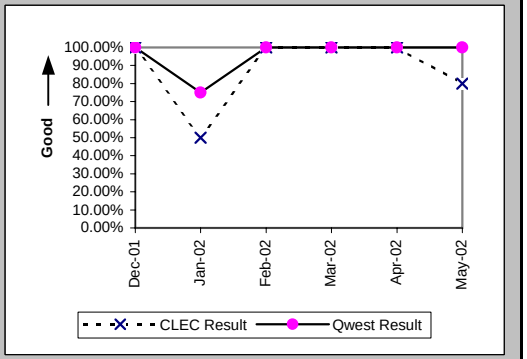
## Checklist #1 - Local Interconnection - LIS Installation

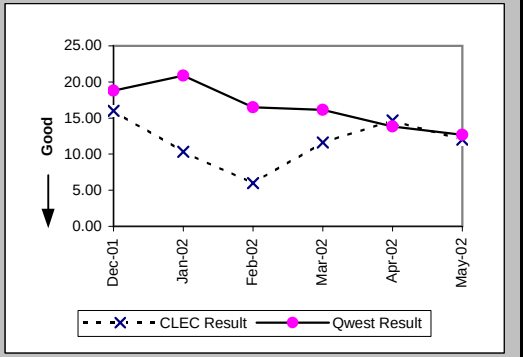
### Installation Commitments Met (Percent) (OP-3D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 1 | 1 | 100.00% | 1 | 0 | 13 | 13 | 100.00% | N/A | N/A | N/A | |
| Jan-02 | 1 | 2 | 50.00% | 1 | 0 | 3 | 4 | 75.00% | 43.30% | 0.32 | -0.8 | No |
| Feb-02 | 2 | 2 | 100.00% | 0 | 0 | 7 | 7 | 100.00% | N/A | N/A | N/A | |
| Mar-02 | 8 | 8 | 100.00% | 2 | 0 | 6 | 6 | 100.00% | N/A | N/A | N/A | |
| Apr-02 | 2 | 2 | 100.00% | 1 | 0 | 6 | 6 | 100.00% | N/A | N/A | N/A | |
| May-02 | 4 | 5 | 80.00% | 2 | 0 | 3 | 3 | 100.00% | N/A | N/A | -0.73 | No |



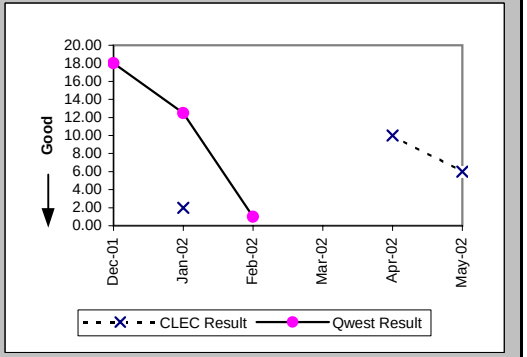

### Installation Interval (Average Days) (OP-4D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 32 | 2 | 16.00 | 0 | 0 | 263 | 14 | 18.79 | 9.85 | -0.37 | -1.23 | No |
| Jan-02 | 31 | 3 | 10.33 | 0 | 0 | 146 | 7 | 20.86 | 11.07 | -1.38 | -1.84 | No |
| Feb-02 | 12 | 2 | 6.00 | 0 | 0 | 132 | 8 | 16.50 | 4.96 | -2.68 | -2.63 | No |
| Mar-02 | 116 | 10 | 11.60 | 0 | 0 | 113 | 7 | 16.14 | 6.28 | -1.47 | -1.89 | No |
| Apr-02 | 44 | 3 | 14.67 | 0 | 0 | 83 | 6 | 13.83 | 5.42 | 0.08 | -0.95 | No |
| May-02 | 84 | 7 | 12.00 | 0 | 0 | 38 | 3 | 12.67 | 5.03 | -0.19 | -1.12 | No |




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

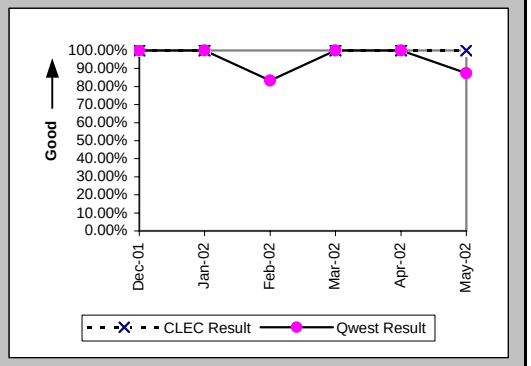
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 18 | 1 | 18.00 | | | | |
| Jan-02 | 2 | 1 | 2.00 | 1 | 0 | 25 | 2 | 12.50 | 13.44 | -0.64 | -1.39 | No |
| Feb-02 | | | | | | 1 | 1 | 1.00 | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | 10 | 1 | 10.00 | 0 | 0 | | | | | | | |
| May-02 | 6 | 1 | 6.00 | 2 | 0 | | | | | | | |



## Checklist #1 - Local Interconnection - LIS Installation

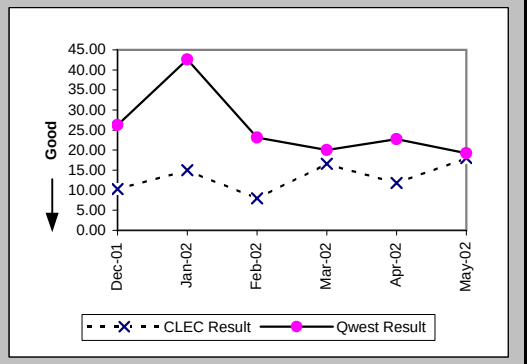
Installation Commitments Met (Percent) (OP-3E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 9 | 9 | 100.00% | 0 | 0 | 13 | 13 | 100.00% | N/A | N/A | N/A | |
| Jan-02 | 5 | 5 | 100.00% | 1 | 0 | 18 | 18 | 100.00% | N/A | N/A | N/A | |
| Feb-02 | | | | | | 5 | 6 | 83.33% | 37.27% | | | |
| Mar-02 | 6 | 6 | 100.00% | 1 | 1 | 6 | 6 | 100.00% | N/A | N/A | N/A | |
| Apr-02 | 9 | 9 | 100.00% | 1 | 1 | 3 | 3 | 100.00% | N/A | N/A | N/A | |
| May-02 | 1 | 1 | 100.00% | 0 | 0 | 7 | 8 | 87.50% | 33.07% | -0.36 | -1.22 | No |



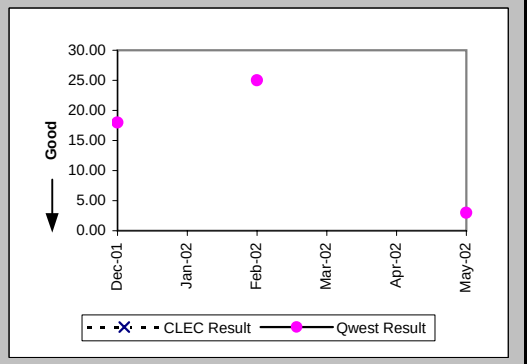

Installation Interval (Average Days) (OP-4E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 93 | 9 | 10.33 | 0 | 0 | 525 | 20 | 26.25 | 12.88 | -3.08 | -2.87 | No |
| Jan-02 | 90 | 6 | 15.00 | 0 | 0 | 938 | 22 | 42.64 | 19.79 | -3.03 | -2.84 | No |
| Feb-02 | 8 | 1 | 8.00 | 0 | 0 | 139 | 6 | 23.17 | 11.30 | -1.24 | -1.76 | No |
| Mar-02 | 116 | 7 | 16.57 | 0 | 1 | 220 | 11 | 20.00 | 2.93 | -2.42 | -2.47 | No |
| Apr-02 | 118 | 10 | 11.80 | 0 | 1 | 91 | 4 | 22.75 | 6.70 | -2.76 | -2.68 | No |
| May-02 | 18 | 1 | 18.00 | 0 | 0 | 231 | 12 | 19.25 | 3.36 | -0.36 | -1.22 | No |




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

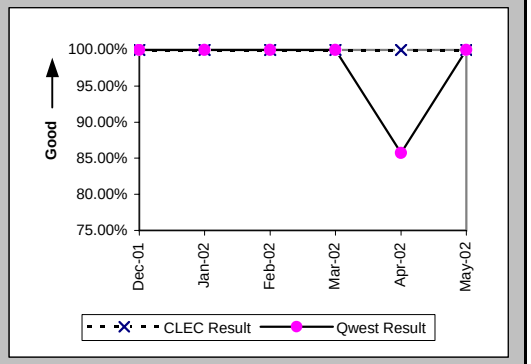
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 54 | 3 | 18.00 | 0.00 | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | 25 | 1 | 25.00 | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | 3 | 1 | 3.00 | | | | |



## Checklist #1 - Local Interconnection - LIS Installation

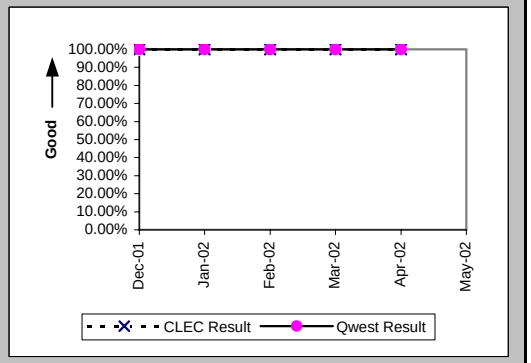
New Service Installation Quality (Percent) (OP-5) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 8 | 8 | 100.00% | 0 | 0 | 37 | 37 | 100.00% | N/A | N/A | N/A | |
| Jan-02 | 10 | 10 | 100.00% | 0 | 0 | 32 | 32 | 100.00% | N/A | N/A | N/A | |
| Feb-02 | 6 | 6 | 100.00% | 0 | 0 | 22 | 22 | 100.00% | N/A | N/A | N/A | |
| Mar-02 | 10 | 10 | 100.00% | 0 | 0 | 16 | 16 | 100.00% | N/A | N/A | N/A | |
| Apr-02 | 15 | 15 | 100.00% | 0 | 0 | 12 | 14 | 85.71% | 34.99% | -1.1 | -1.67 | No |
| May-02 | 11 | 11 | 100.00% | 0 | 0 | 13 | 13 | 100.00% | N/A | N/A | N/A | |




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

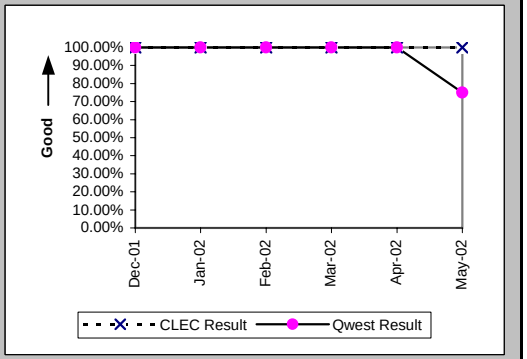
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 8 | 8 | 100.00% | 0 | 0 | 37 | 37 | 100.00% | N/A | N/A | N/A | |
| Jan-02 | 10 | 10 | 100.00% | 0 | 0 | 32 | 32 | 100.00% | N/A | N/A | N/A | |
| Feb-02 | 6 | 6 | 100.00% | 0 | 0 | 22 | 22 | 100.00% | N/A | N/A | N/A | |
| Mar-02 | 10 | 10 | 100.00% | 0 | 0 | 16 | 16 | 100.00% | N/A | N/A | N/A | |
| Apr-02 | 15 | 15 | 100.00% | 0 | 0 | 14 | 14 | 100.00% | N/A | N/A | N/A | |
| May-02 | | | | | | | | | | | | |



## Checklist #1 - Local Interconnection - LIS Repair

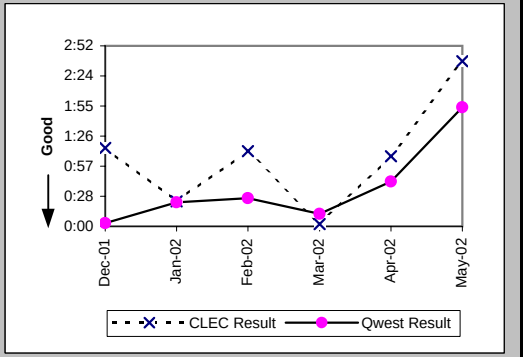
All Troubles Cleared within 4 hours (Percent) (MR-5A) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 1 | 1 | 100.00% | 0 | 0 | 1 | 1 | 100.00% | N/A | N/A | N/A | |
| Jan-02 | 3 | 3 | 100.00% | 0 | 0 | 1 | 1 | 100.00% | N/A | N/A | N/A | |
| Feb-02 | 2 | 2 | 100.00% | 3 | 0 | 1 | 1 | 100.00% | N/A | N/A | N/A | |
| Mar-02 | 1 | 1 | 100.00% | 0 | 0 | 1 | 1 | 100.00% | N/A | N/A | N/A | |
| Apr-02 | 1 | 1 | 100.00% | 4 | 0 | 3 | 3 | 100.00% | N/A | N/A | N/A | |
| May-02 | 2 | 2 | 100.00% | 0 | 0 | 3 | 4 | 75.00% | 43.30% | -0.67 | -1.41 | No |



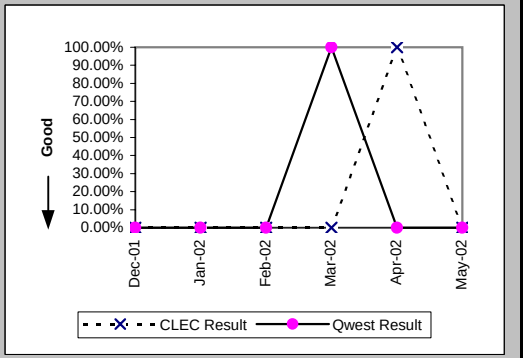

Mean Time to Restore (Hours:Minutes) (MR-6D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 1:15 | 1 | 1:15 | 0 | 0 | 0:03 | 1 | 0:03 | | | | |
| Jan-02 | 1:12 | 3 | 0:24 | 0 | 0 | 0:23 | 1 | 0:23 | | | | |
| Feb-02 | 2:24 | 2 | 1:12 | 3 | 0 | 0:27 | 1 | 0:27 | | | | |
| Mar-02 | 0:02 | 1 | 0:02 | 0 | 0 | 0:12 | 1 | 0:12 | | | | |
| Apr-02 | 1:07 | 1 | 1:07 | 4 | 0 | 2:09 | 3 | 0:43 | 1:03 | 0.47 | -0.72 | No |
| May-02 | 5:16 | 2 | 2:38 | 0 | 0 | 7:38 | 4 | 1:54 | 2:28 | 0.12 | -0.93 | No |




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

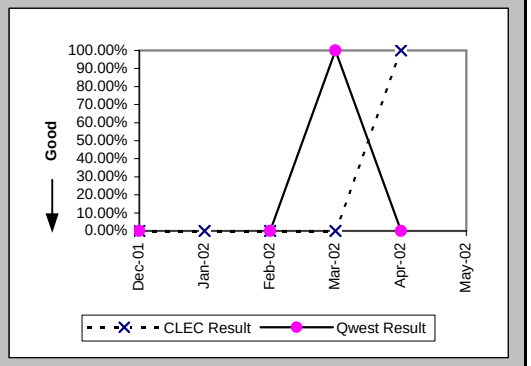
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 0 | 1 | 0.00% | 0 | 0 | 0 | 1 | 0.00% | N/A | N/A | N/A | |
| Jan-02 | 0 | 3 | 0.00% | 0 | 0 | 0 | 1 | 0.00% | N/A | N/A | N/A | |
| Feb-02 | 0 | 2 | 0.00% | 3 | 0 | 0 | 1 | 0.00% | N/A | N/A | N/A | |
| Mar-02 | 0 | 1 | 0.00% | 0 | 0 | 1 | 1 | 100.00% | N/A | N/A | | |
| Apr-02 | 1 | 1 | 100.00% | 4 | 0 | 0 | 3 | 0.00% | N/A | N/A | -0.24 | No |
| May-02 | 0 | 2 | 0.00% | 0 | 0 | 0 | 4 | 0.00% | N/A | N/A | N/A | |



## Checklist #1 - Local Interconnection - LIS Repair

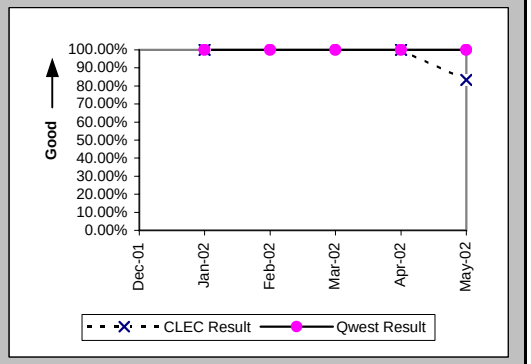
### Repair Repeat Report Rate (Percent) (MR-7D*) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 0 | 1 | 0.00% | 0 | 0 | 0 | 1 | 0.00% | N/A | N/A | N/A | |
| Jan-02 | 0 | 2 | 0.00% | 0 | 0 | | | | | | | |
| Feb-02 | 0 | 2 | 0.00% | 3 | 0 | 0 | 1 | 0.00% | N/A | N/A | N/A | |
| Mar-02 | 0 | 1 | 0.00% | 0 | 0 | 1 | 1 | 100.00% | N/A | N/A | | |
| Apr-02 | 1 | 1 | 100.00% | 4 | 0 | 0 | 2 | 0.00% | N/A | N/A | -0.37 | No |
| May-02 | | | | | | | | | | | | |



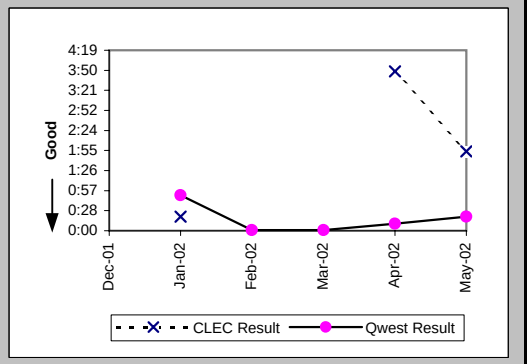

### All Troubles Cleared within 4 hours (Percent) (MR-5B) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | 1 | 1 | 100.00% | 0 | 0 | 1 | 1 | 100.00% | N/A | N/A | N/A | |
| Feb-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Mar-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Apr-02 | 1 | 1 | 100.00% | 0 | 0 | 2 | 2 | 100.00% | N/A | N/A | N/A | |
| May-02 | 5 | 6 | 83.33% | 0 | 0 | 1 | 1 | 100.00% | N/A | N/A | -1.03 | No |




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

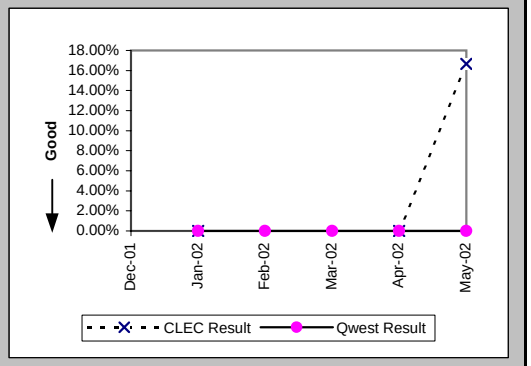
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | 0:20 | 1 | 0:20 | 0 | 0 | 0:51 | 1 | 0:51 | | | | |
| Feb-02 | | | | | | 0:01 | 1 | 0:01 | | | | |
| Mar-02 | | | | | | 0:01 | 1 | 0:01 | | | | |
| Apr-02 | 3:49 | 1 | 3:49 | 0 | 0 | 0:19 | 2 | 0:10 | 0:09 | 0.67 | -0.6 | No |
| May-02 | 11:24 | 6 | 1:54 | 0 | 0 | 0:20 | 1 | 0:20 | | | | |



## Checklist #1 - Local Interconnection - LIS Repair

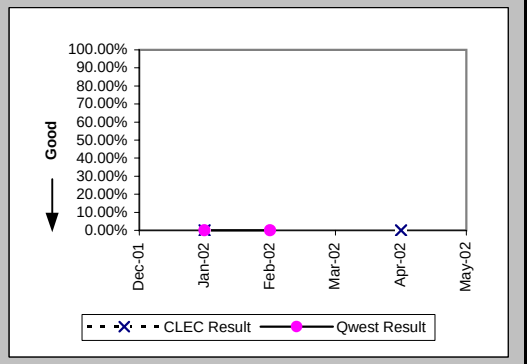
Repair Repeat Report Rate (Percent) (MR-7E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | 0 | 1 | 0.00% | 0 | 0 | 0 | 1 | 0.00% | N/A | N/A | N/A | |
| Feb-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| Mar-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| Apr-02 | 0 | 1 | 0.00% | 0 | 0 | 0 | 2 | 0.00% | N/A | N/A | N/A | |
| May-02 | 1 | 6 | 16.67% | 0 | 0 | 0 | 1 | 0.00% | N/A | N/A | -1.03 | No |



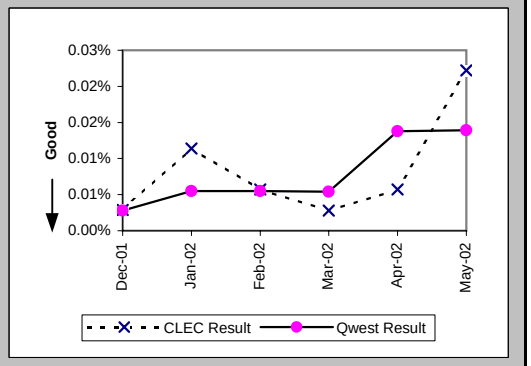

Repair Repeat Report Rate (Percent) (MR-7E*) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | 0 | 1 | 0.00% | 0 | 0 | 0 | 1 | 0.00% | N/A | N/A | N/A | |
| Feb-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | 0 | 1 | 0.00% | 0 | 0 | | | | | | | |
| May-02 | | | | | | | | | | | | |




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

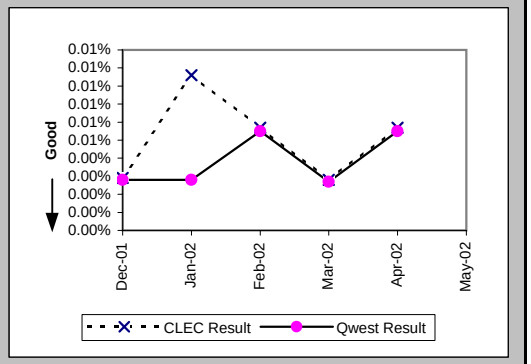
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 1 | 34407 | 0.00% | 0 | 0 | 1 | 35568 | 0.00% | 0.53% | 0.02 | -0.99 | No |
| Jan-02 | 4 | 34986 | 0.01% | 0 | 0 | 2 | 36278 | 0.01% | 0.74% | 1.06 | -0.35 | No |
| Feb-02 | 2 | 34888 | 0.01% | 3 | 0 | 2 | 36158 | 0.01% | 0.74% | 0.04 | -0.98 | No |
| Mar-02 | 1 | 35248 | 0.00% | 0 | 0 | 2 | 36741 | 0.01% | 0.74% | -0.47 | -1.29 | No |
| Apr-02 | 2 | 35392 | 0.01% | 4 | 0 | 5 | 36285 | 0.01% | 1.17% | -0.93 | -1.56 | No |
| May-02 | 8 | 35967 | 0.02% | 0 | 0 | 5 | 36045 | 0.01% | 1.18% | 0.95 | -0.42 | No |



## Checklist #1 - Local Interconnection - LIS Repair

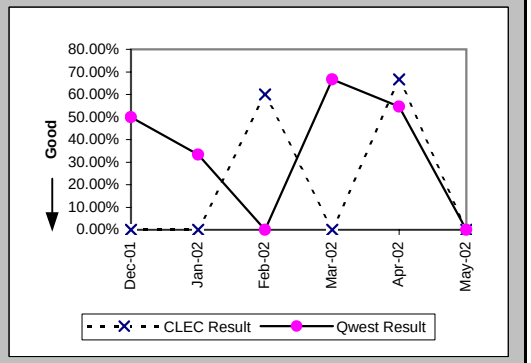
Trouble Rate (Percent) (MR-8*) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 1 | 34407 | 0.00% | 0 | 0 | 1 | 35568 | 0.00% | 0.53% | 0.02 | -0.99 | No |
| Jan-02 | 3 | 34986 | 0.01% | 0 | 0 | 1 | 36278 | 0.00% | 0.53% | 1.48 | -0.1 | No |
| Feb-02 | 2 | 34888 | 0.01% | 3 | 0 | 2 | 36158 | 0.01% | 0.74% | 0.04 | -0.98 | No |
| Mar-02 | 1 | 35248 | 0.00% | 0 | 0 | 1 | 36741 | 0.00% | 0.52% | 0.03 | -0.98 | No |
| Apr-02 | 2 | 35392 | 0.01% | 4 | 0 | 2 | 36285 | 0.01% | 0.74% | 0.03 | -0.98 | No |
| May-02 | | | | | | | | | | | | |




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

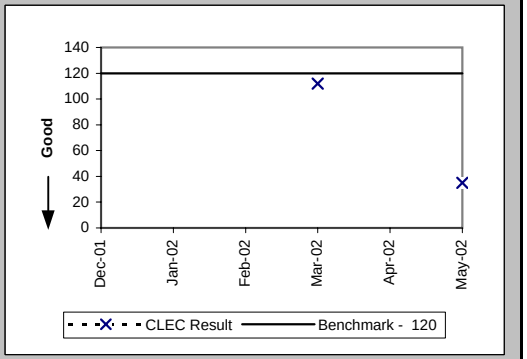
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 0 | 1 | 0.00% | 0 | 0 | 1 | 2 | 50.00% | 50.00% | -0.82 | -1.5 | No |
| Jan-02 | 0 | 4 | 0.00% | 0 | 0 | 1 | 3 | 33.33% | 47.14% | -0.93 | -1.56 | No |
| Feb-02 | 3 | 5 | 60.00% | 0 | 0 | 0 | 2 | 0.00% | N/A | N/A | -0.29 | No |
| Mar-02 | 0 | 1 | 0.00% | 0 | 0 | 4 | 6 | 66.67% | 47.14% | -1.31 | -1.8 | No |
| Apr-02 | 4 | 6 | 66.67% | 0 | 0 | 6 | 11 | 54.55% | 49.79% | 0.38 | -0.77 | No |
| May-02 | 0 | 8 | 0.00% | 0 | 0 | 0 | 5 | 0.00% | N/A | N/A | N/A | |



## Checklist #1 - Collocation

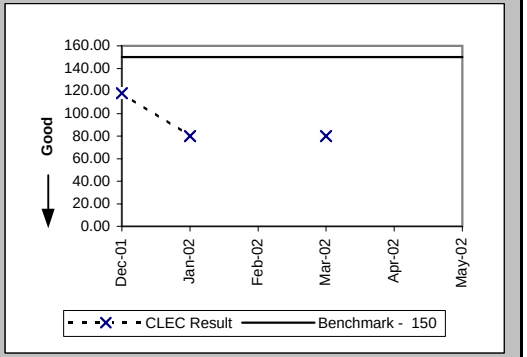
Scheduled Interval 91 to 120 Calendar Days (Average Days) (CP-1B) (Benchmark)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | CLEC Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | | | | | | |
| Jan-02 | | | | | | |
| Feb-02 | | | | | | |
| Mar-02 | 112 | 1 | 112.00 | | | |
| Apr-02 | | | | | | |
| May-02 | 35 | 1 | 35.00 | | | |



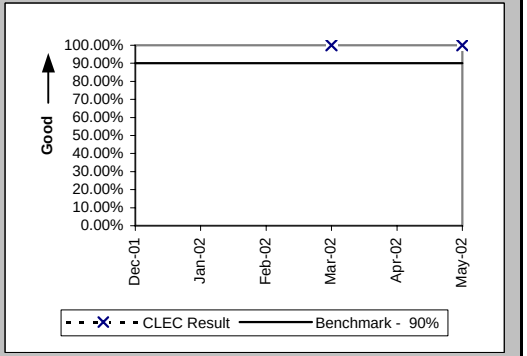

Scheduled Interval 121 to 150 Calendar Days (Average Days) (CP-1C) (Benchmark)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | CLEC Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | 118 | 1 | 118.00 | 0 | 0 | |
| Jan-02 | 80 | 1 | 80.00 | | | |
| Feb-02 | | | | | | |
| Mar-02 | 80 | 1 | 80.00 | | | |
| Apr-02 | | | | | | |
| May-02 | | | | | | |



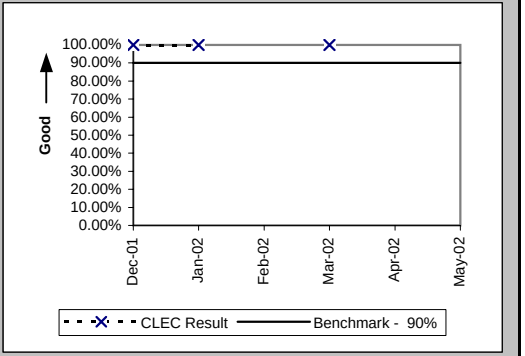

Non-Forcasted & Late Collocations (Percent) (CP-2B) (Benchmark)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | CLEC Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | | | | | | |
| Jan-02 | | | | | | |
| Feb-02 | | | | | | |
| Mar-02 | 1 | 1 | 100.00% | | | |
| Apr-02 | | | | | | |
| May-02 | 1 | 1 | 100.00% | | | |

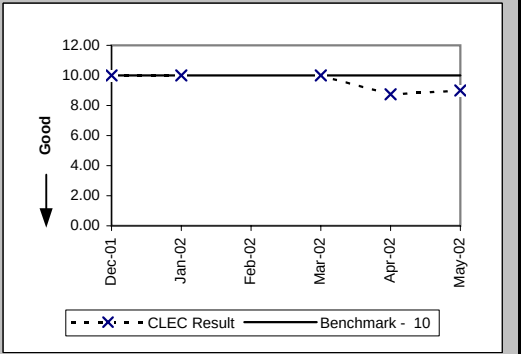


## Checklist #1 - Collocation

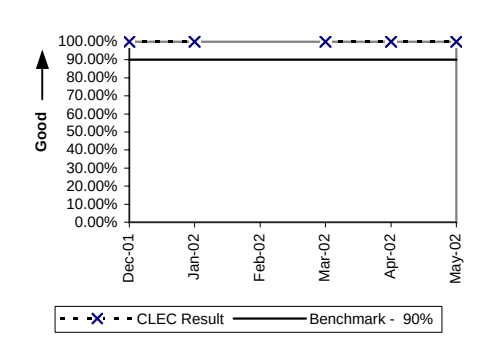
| Collocations with Intervals Longer than 120 Days (Percent) (CP-2C) (Benchmark) | | | | | | |
|---|---|---|---|---|---|---|
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | CLEC Std Dev |
| Dec-01 | 3 | 3 | 100.00% | 0 | 0 | 0.00% |
| Jan-02 | 2 | 2 | 100.00% | | | |
| Feb-02 | | | | | | |
| Mar-02 | 2 | 2 | 100.00% | | | |
| Apr-02 | | | | | | |
| May-02 | | | | | | |




| Collocation Feasibility Study Interval (Average Days) (CP-3) (Benchmark) | | | | | | |
|---|---|---|---|---|---|---|
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | CLEC Std Dev |
| Dec-01 | 10 | 1 | 10.00 | 0 | 0 | |
| Jan-02 | 10 | 1 | 10.00 | | | |
| Feb-02 | | | | | | |
| Mar-02 | 10 | 1 | 10.00 | | | |
| Apr-02 | 35 | 4 | 8.75 | | | |
| May-02 | 9 | 1 | 9.00 | | | |



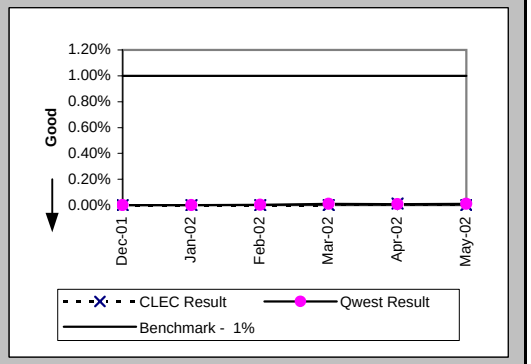

| Collocation Feasibility Study Commitments Met (Percent) (CP-4) (Benchmark) | | | | | | |
|---|---|---|---|---|---|---|
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | CLEC Std Dev |
| Dec-01 | 1 | 1 | 100.00% | 0 | 0 | 0.00% |
| Jan-02 | 1 | 1 | 100.00% | | | |
| Feb-02 | | | | | | |
| Mar-02 | 1 | 1 | 100.00% | | | |
| Apr-02 | 4 | 4 | 100.00% | | | |
| May-02 | 1 | 1 | 100.00% | | | |



## Checklist #1 - Trunk Blocking

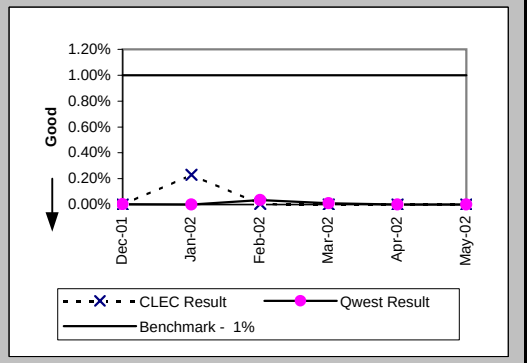
Trunk Blockage to Qwest Tandem Offices (Percent) (NI-1A) (Benchmark)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 0 | 3720 | 0.00% | 0 | 0 | 0 | 6262 | 0.00% | 0.00% | | | No |
| Jan-02 | 0 | 3720 | 0.00% | 0 | 0 | 0.02 | 6262 | 0.00% | 0.00% | -9.13 | -6.55 | No |
| Feb-02 | 0 | 3720 | 0.00% | 0 | 0 | 0.13 | 6214 | 0.00% | 0.01% | -10.66 | -7.48 | No |
| Mar-02 | 0 | 3720 | 0.00% | 0 | 0 | 0.67 | 6214 | 0.01% | 0.04% | -11.89 | -8.23 | No |
| Apr-02 | 0.62 | 4584 | 0.01% | 0 | 0 | 0.42 | 6214 | 0.01% | 0.03% | 12.52 | 6.61 | No |
| May-02 | 0 | 4704 | 0.00% | 0 | 0 | 0.5 | 5746 | 0.01% | 0.05% | -8.15 | -5.96 | No |



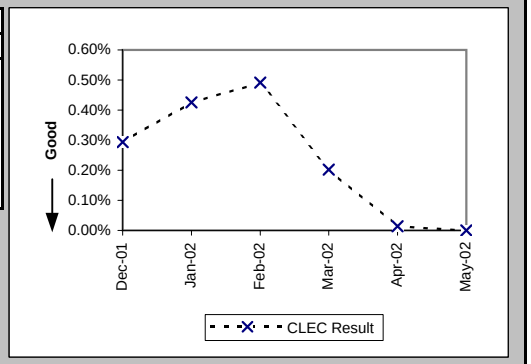

Trunk Blockage to Qwest End Offices (Percent) (NI-1B) (Benchmark)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 0 | 1272 | 0.00% | 0 | 0 | 0.6 | 26226 | 0.00% | 0.04% | -1.83 | -2.11 | No |
| Jan-02 | 3 | 1296 | 0.23% | 0 | 0 | 0 | 25575 | 0.00% | 0.00% | | | No |
| Feb-02 | 0.06 | 1296 | 0.00% | 0 | 0 | 8.46 | 23991 | 0.04% | 0.14% | -7.41 | -5.51 | No |
| Mar-02 | 0 | 1272 | 0.00% | 0 | 0 | 2.5 | 23703 | 0.01% | 0.05% | -7.56 | -5.6 | No |
| Apr-02 | 0 | 1440 | 0.00% | 0 | 0 | 0.06 | 23703 | 0.00% | 0.00% | -2.21 | -2.34 | No |
| May-02 | 0 | 1440 | 0.00% | 0 | 0 | 0 | 20991 | 0.00% | 0.00% | | | No |

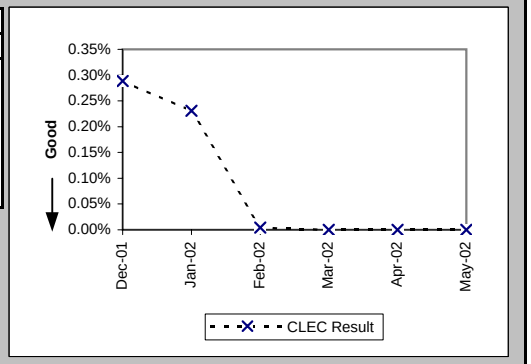


## Checklist #1 - Trunk Blocking

| Trunk Blockage to Qwest Tandem Offices (Percent) (NI-1C) (Diagnostic) | | | | | | |
|---|---|---|---|---|---|---|
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | CLEC Std Dev |
| Dec-01 | 11.56 | 3936 | 0.29% | 0 | 0 | 1.22% |
| Jan-02 | 16.76 | 3936 | 0.43% | 0 | 0 | 1.77% |
| Feb-02 | 20.76 | 4224 | 0.49% | 0 | 0 | 1.34% |
| Mar-02 | 8.8 | 4344 | 0.20% | 0 | 0 | 0.49% |
| Apr-02 | 0.62 | 4584 | 0.01% | 0 | 0 | 0.03% |
| May-02 | 0 | 4704 | 0.00% | 0 | 0 | 0.00% |



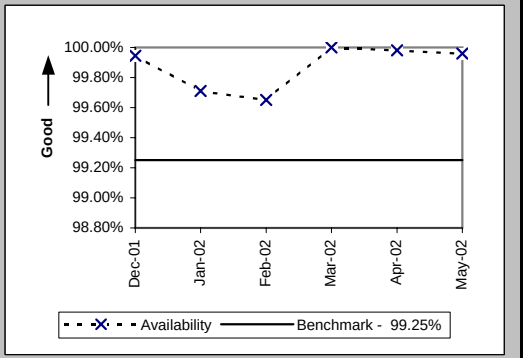

| Trunk Blockage to Qwest End Offices (Percent) (NI-1D) (Diagnostic) | | | | | | |
|---|---|---|---|---|---|---|
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | CLEC Std Dev |
| Dec-01 | 4.02 | 1392 | 0.29% | 0 | 0 | 0.94% |
| Jan-02 | 3 | 1296 | 0.23% | 0 | 0 | 0.41% |
| Feb-02 | 0.06 | 1296 | 0.00% | 0 | 0 | 0.03% |
| Mar-02 | 0 | 1272 | 0.00% | 0 | 0 | 0.00% |
| Apr-02 | 0 | 1440 | 0.00% | 0 | 0 | 0.00% |
| May-02 | 0 | 1440 | 0.00% | 0 | 0 | 0.00% |



## Checklist #2 - Gateway Availability

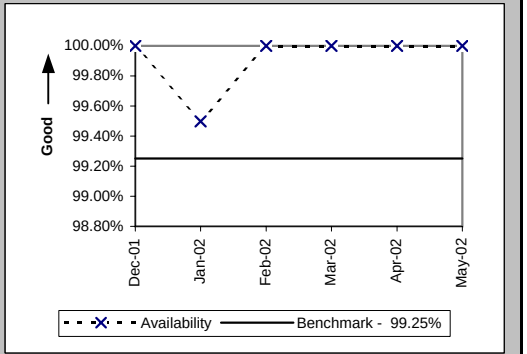
### Gateway Availability - IMA-GUI (Percent) All (GA-1A) (Benchmark)

| Date | Availability | PID Exc | Data Exc |
|---|---|---|---|
| Dec-01 | 99.94% | | |
| Jan-02 | 99.71% | | |
| Feb-02 | 99.65% | | |
| Mar-02 | 100.00% | | |
| Apr-02 | 99.98% | | |
| May-02 | 99.96% | | |



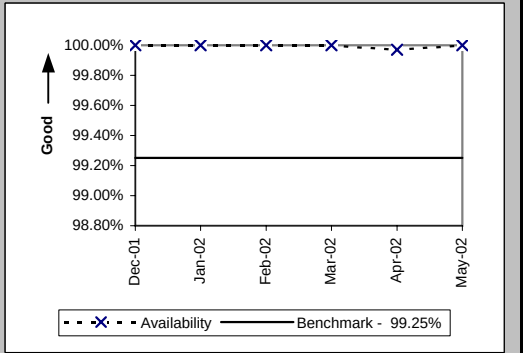

### Gateway Availability - IMA-GUI (Percent) Fetch-n-Stuff (GA-1B) (Benchmark)

| Date | Availability | PID Exc | Data Exc |
|---|---|---|---|
| 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)

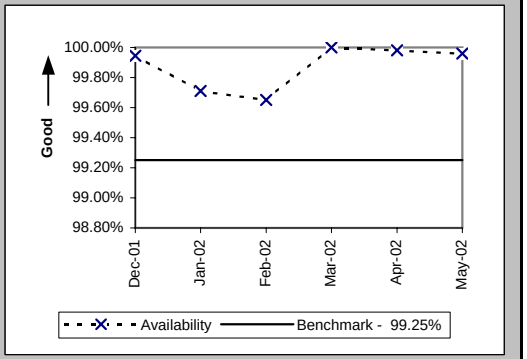
| Date | Availability | PID Exc | Data Exc |
|---|---|---|---|
| Dec-01 | 100.00% | | |
| Jan-02 | 100.00% | | |
| Feb-02 | 100.00% | | |
| Mar-02 | 100.00% | | |
| Apr-02 | 99.97% | | |
| May-02 | 100.00% | | |



## Checklist #2 - Gateway Availability

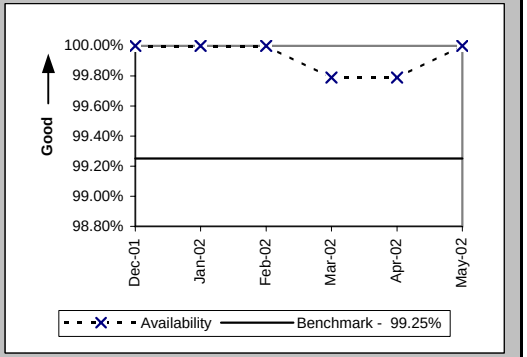
### Gateway Availability - IMA-EDI (Percent) Default (GA-2) (Benchmark)

| Date | Availability | PID Exc | Data Exc |
|---|---|---|---|
| Dec-01 | 99.94% | | |
| Jan-02 | 99.71% | | |
| Feb-02 | 99.65% | | |
| Mar-02 | 100.00% | | |
| Apr-02 | 99.98% | | |
| May-02 | 99.96% | | |



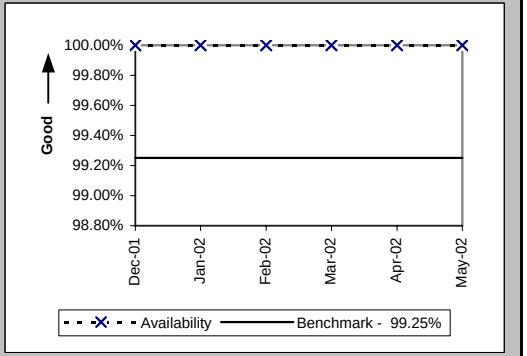

### Gateway Availability - EB-TA (Percent) Default (GA-3) (Benchmark)

| Date | Availability | PID Exc | Data Exc |
|---|---|---|---|
| Dec-01 | 100.00% | | |
| Jan-02 | 100.00% | | |
| Feb-02 | 100.00% | | |
| Mar-02 | 99.79% | | |
| Apr-02 | 99.79% | | |
| May-02 | 100.00% | | |



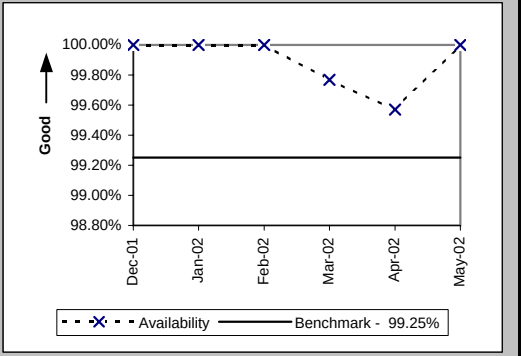

### System Availability - EXACT (Percent) Default (GA-4) (Benchmark)

| Date | Availability | PID Exc | Data Exc |
|---|---|---|---|
| Dec-01 | 100.00% | | |
| Jan-02 | 100.00% | | |
| Feb-02 | 100.00% | | |
| Mar-02 | 100.00% | | |
| Apr-02 | 100.00% | | |
| May-02 | 100.00% | | |



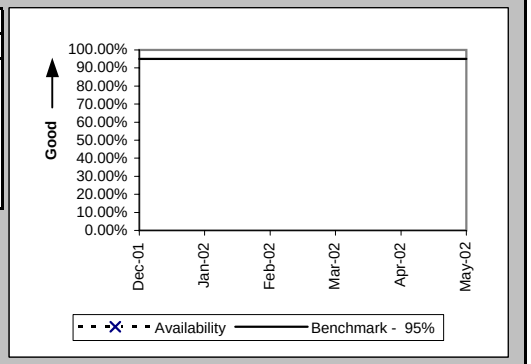
Checklist #2 - Gateway Availability

| Gateway Availability - GUI - Repair (Percent) Default (GA-6) (Benchmark) | | | |
|---|---|---|---|
| Date | Availability | PID Exc | Data Exc |
| Dec-01 | 100.00% | | |
| Jan-02 | 100.00% | | |
| Feb-02 | 100.00% | | |
| Mar-02 | 99.77% | | |
| Apr-02 | 99.57% | | |
| May-02 | 100.00% | | |



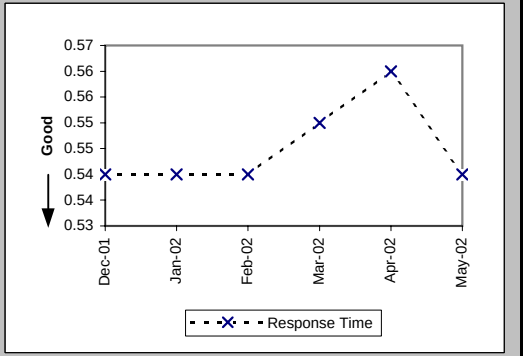
## Checklist #2 - Gateway Availability

| Timely Outage Resolution following Software Releases (Percent) Default (GA-7) (Benchmark) | | | |
|---|---|---|---|
| Date | Availability | PID Exc | Data Exc |
| Dec-01 | | | |
| Jan-02 | | | |
| Feb-02 | | | |
| Mar-02 | | | |
| Apr-02 | | | |
| May-02 | | | |

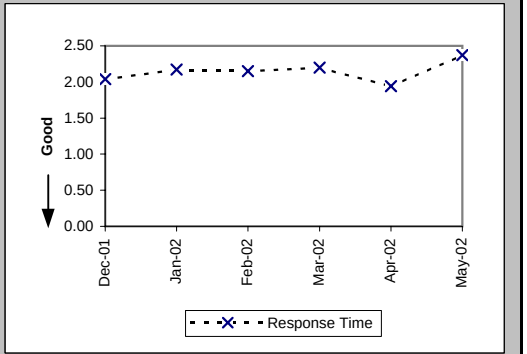


## Checklist #2 - Preorder Response Times - IMA

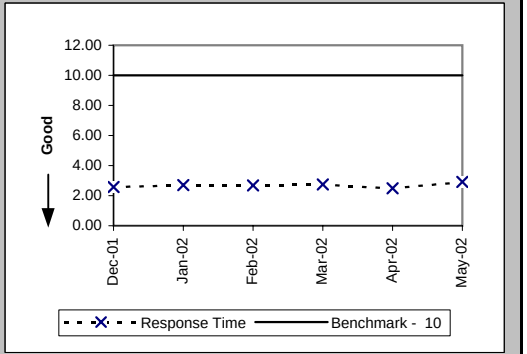
| Pre-Order Response Times (Appt. Scheduler) (Avg Sec) IMA Request (PO-1A-1(a)) (Diagnostic) | | | | | | |
|---|---|---|---|---|---|---|
| Date | CLEC Num | CLEC Denom | Response Time | PID Exc | Data Exc | Std Dev |
| Dec-01 | 1598.4 | 2960 | 0.54 | | | 0.11 |
| Jan-02 | 1733.94 | 3211 | 0.54 | | | 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 | PID Exc | Data Exc | Std Dev |
| 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 |



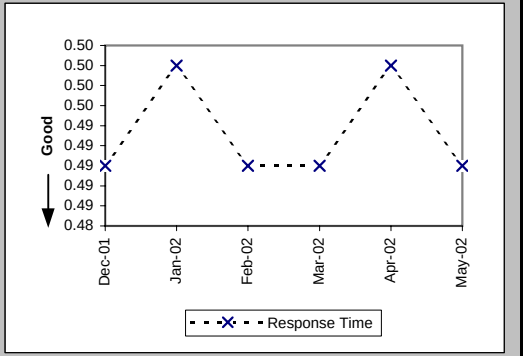

| Pre-Order Response Times (Appt. Scheduler) (Avg Sec) IMA Aggregate (PO-1A-1 Total) (Benchmark) | | | | | | |
|---|---|---|---|---|---|---|
| Date | CLEC Num | CLEC Denom | Response Time | PID Exc | Data Exc | Std Dev |
| Dec-01 | 7636.8 | 2960 | 2.58 | | | |
| Jan-02 | 8701.81 | 3211 | 2.71 | | | |
| 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 | | | |



## Checklist #2 - Preorder Response Times - IMA

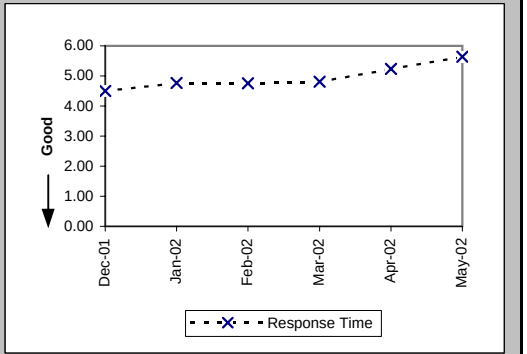
Pre-Order Response Times (Service Availability) (Avg Sec) IMA Request (PO-1A-2(a)) (Diagnostic)

| Date | CLEC Num | CLEC Denom | Response Time | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| 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 |



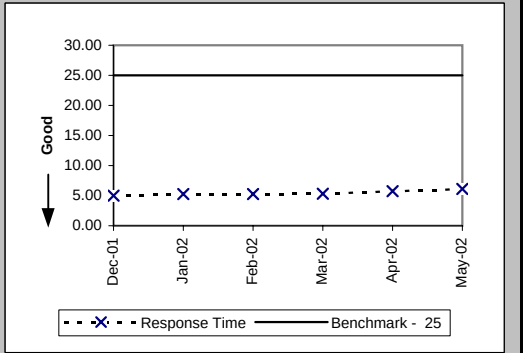

Pre-Order Response Times (Service Availability) (Avg Sec) IMA Response (PO-1A-2(b)) (Diagnostic)

| Date | CLEC Num | CLEC Denom | Response Time | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| 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)

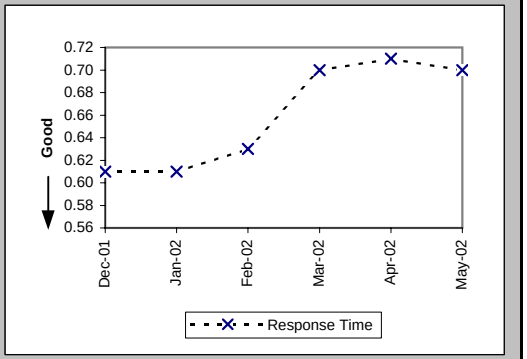
| Date | CLEC Num | CLEC Denom | Response Time | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | 18490.78 | 3706 | 4.99 | | | |
| Jan-02 | 20144.11 | 3820 | 5.27 | | | |
| Feb-02 | 17757.99 | 3379 | 5.26 | | | |
| Mar-02 | 20916.15 | 3943 | 5.30 | | | |
| Apr-02 | 22807.02 | 3982 | 5.73 | | | |
| May-02 | 24849.48 | 4049 | 6.14 | | | |



## Checklist #2 - Preorder Response Times - IMA

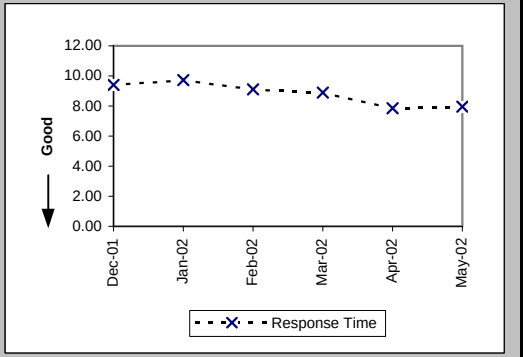
Pre-Order Response Times (Facility Check) (Avg Sec) IMA Request (PO-1A-3(a)) (Diagnostic)

| Date | CLEC Num | CLEC Denom | Response Time | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| 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 |



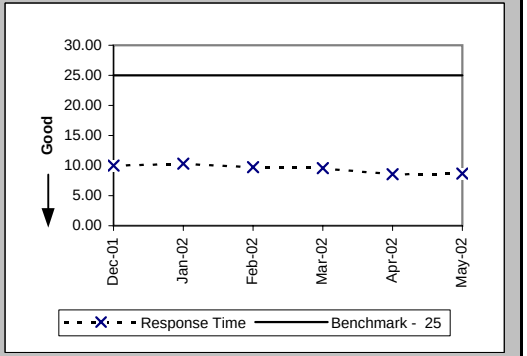

Pre-Order Response Times (Facility Check) (Avg Sec) IMA Response (PO-1A-3(b)) (Diagnostic)

| Date | CLEC Num | CLEC Denom | Response Time | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| 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 |




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

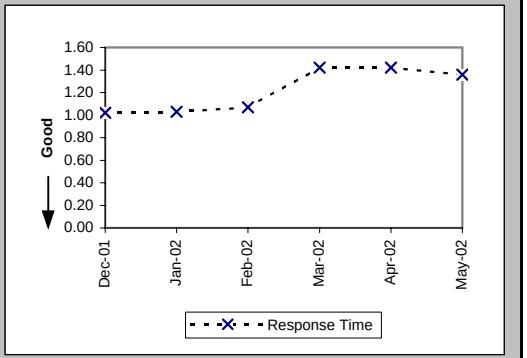
| Date | CLEC Num | CLEC Denom | Response Time | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | 6623.22 | 661 | 10.02 | | | |
| Jan-02 | 7292.98 | 706 | 10.33 | | | |
| Feb-02 | 6314.77 | 649 | 9.73 | | | |
| Mar-02 | 6892.8 | 718 | 9.60 | | | |
| Apr-02 | 6238.96 | 728 | 8.57 | | | |
| May-02 | 6391.08 | 738 | 8.66 | | | |



## Checklist #2 - Preorder Response Times - IMA

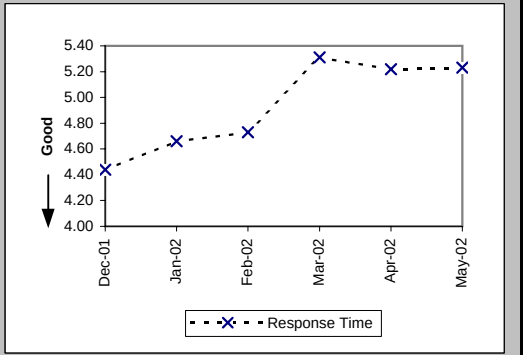
Pre-Order Response Times (Address Validation) (Avg Sec) IMA Request (PO-1A-4(a)) (Diagnostic)

| Date | CLEC Num | CLEC Denom | Response Time | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| 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 |



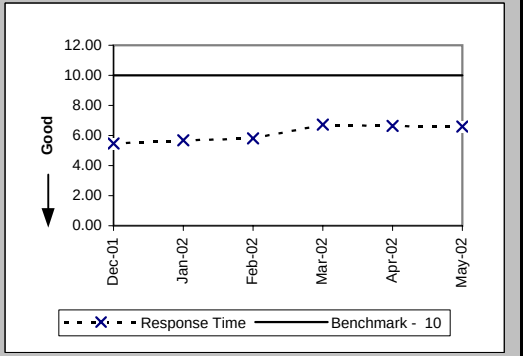

Pre-Order Response Times (Address Validation) (Avg Sec) IMA Response (PO-1A-4(b)) (Diagnostic)

| Date | CLEC Num | CLEC Denom | Response Time | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| 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)

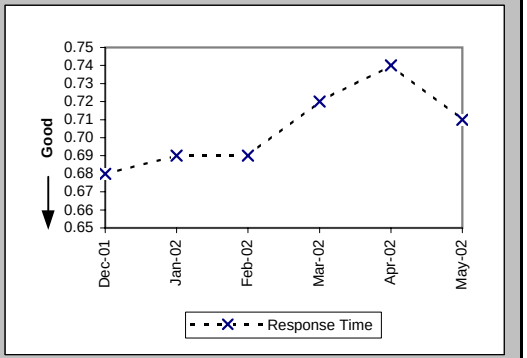
| Date | CLEC Num | CLEC Denom | Response Time | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | 31088.12 | 5688 | 5.47 | | | |
| Jan-02 | 33582.3 | 5902 | 5.69 | | | |
| Feb-02 | 30570.2 | 5271 | 5.80 | | | |
| Mar-02 | 41110.57 | 6110 | 6.73 | | | |
| Apr-02 | 43348.81 | 6531 | 6.64 | | | |
| May-02 | 44747.64 | 6795 | 6.59 | | | |



## Checklist #2 - Preorder Response Times - IMA

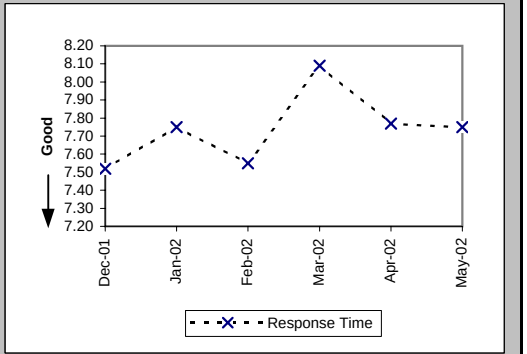
Pre-Order Response Times (Get CSR) (Avg Sec) IMA Request (PO-1A-5(a)) (Diagnostic)

| Date | CLEC Num | CLEC Denom | Response Time | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| 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 |



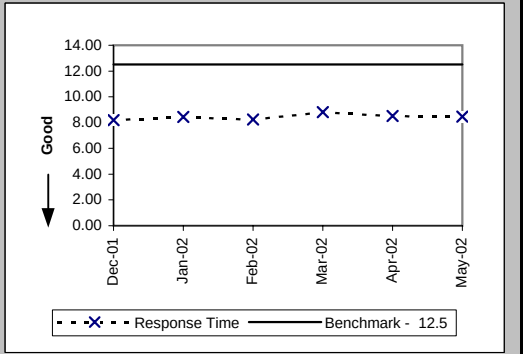

Pre-Order Response Times (Get CSR) (Avg Sec) IMA Response (PO-1A-5(b)) (Diagnostic)

| Date | CLEC Num | CLEC Denom | Response Time | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| 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)

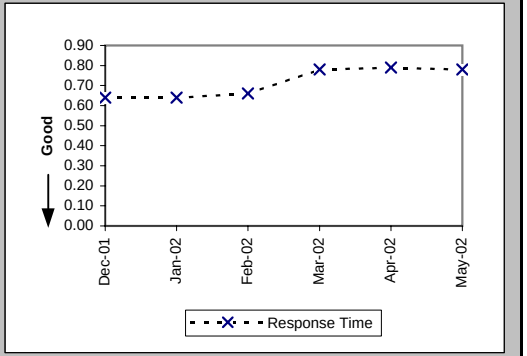
| Date | CLEC Num | CLEC Denom | Response Time | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | 6696.7 | 817 | 8.20 | | | |
| Jan-02 | 7454.01 | 884 | 8.43 | | | |
| Feb-02 | 6477.19 | 786 | 8.24 | | | |
| Mar-02 | 8246.72 | 936 | 8.81 | | | |
| Apr-02 | 8382.17 | 984 | 8.52 | | | |
| May-02 | 8449.89 | 999 | 8.46 | | | |



## Checklist #2 - Preorder Response Times - IMA

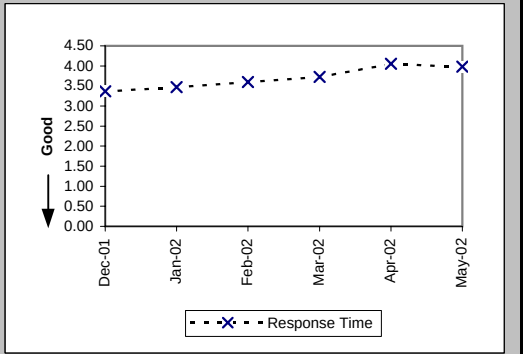
Pre-Order Response Times (TN Reservation) (Avg Sec) IMA Request (PO-1A-6(a)) (Diagnostic)

| Date | CLEC Num | CLEC Denom | Response Time | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| 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 |



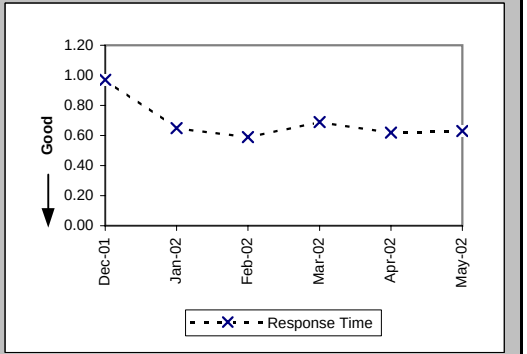

Pre-Order Response Times (TN Reservation) (Avg Sec) IMA Response (PO-1A-6(b)) (Diagnostic)

| Date | CLEC Num | CLEC Denom | Response Time | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| 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)

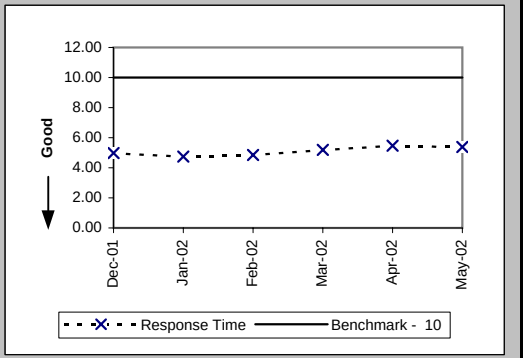
| Date | CLEC Num | CLEC Denom | Response Time | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | 1535.06 | 1576 | 0.97 | | | 1.17 |
| Jan-02 | 1007.34 | 1556 | 0.65 | | | 0.79 |
| Feb-02 | 854.51 | 1437 | 0.59 | | | 0.23 |
| Mar-02 | 1104.44 | 1602 | 0.69 | | | 0.29 |
| Apr-02 | 984.68 | 1579 | 0.62 | | | 0.15 |
| May-02 | 1034.37 | 1651 | 0.63 | | | 0.16 |



## Checklist #2 - Preorder Response Times - IMA

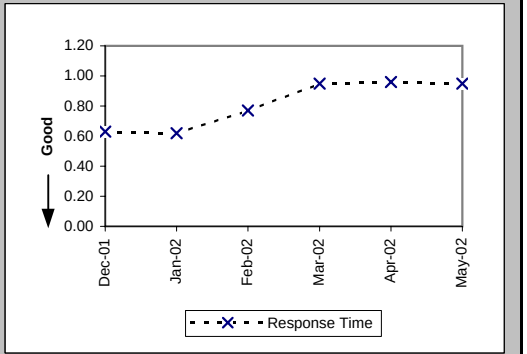
Pre-Order Response Times (TN Reservation) (Avg Sec) IMA Aggregate (PO-1A-6 Total) (Benchmark)

| Date | CLEC Num | CLEC Denom | Response Time | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| 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 | | | |



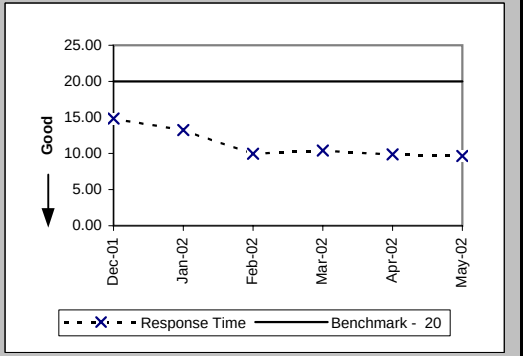

Pre-Order Response Times (Loop Qualification Tools) (Avg Sec) IMA Request (PO-1A-7(a)) (Diagnostic)

| Date | CLEC Num | CLEC Denom | Response Time | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| 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 |



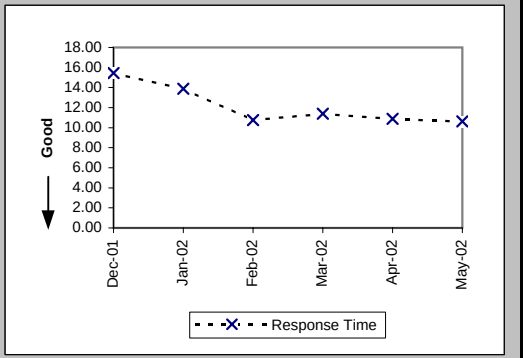

Pre-Order Response Times (Loop Qualification Tools) (Avg Sec) IMA Response (PO-1A-7(b)) (Diagnostic)

| Date | CLEC Num | CLEC Denom | Response Time | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| 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 |

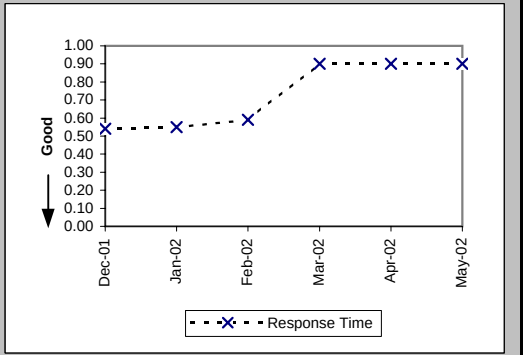


## Checklist #2 - Preorder Response Times - IMA

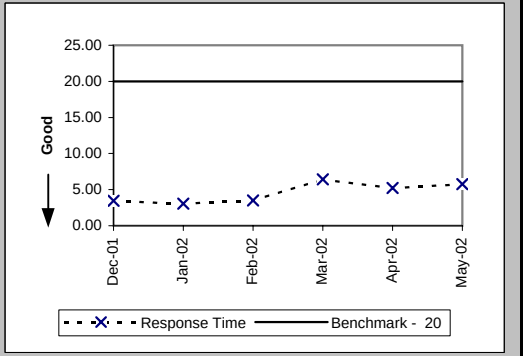
| Pre-Order Response Times (Loop Qualification Tools) (Avg Sec) IMA Aggregate (PO-1A-7 Total) (Benchmark) | | | | | | |
|---|---|---|---|---|---|---|
| Date | CLEC Num | CLEC Denom | Response Time | PID Exc | Data Exc | Std Dev |
| Dec-01 | 8193.64 | 530 | 15.46 | | | |
| Jan-02 | 7555.32 | 544 | 13.89 | | | |
| 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 | PID Exc | Data Exc | Std Dev |
| 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 |



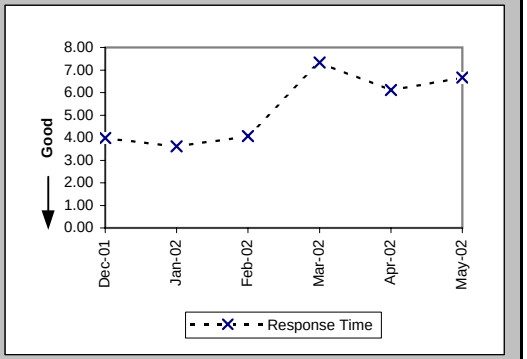

| Pre-Order Response Times (Resale of Qwest DSL Qualification) (Avg Sec) IMA Response (PO-1A-8(b)) (Diagnostic) | | | | | | |
|---|---|---|---|---|---|---|
| Date | CLEC Num | CLEC Denom | Response Time | PID Exc | Data Exc | Std Dev |
| Dec-01 | 1510.16 | 439 | 3.44 | | | 3.15 |
| Jan-02 | 1389.24 | 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

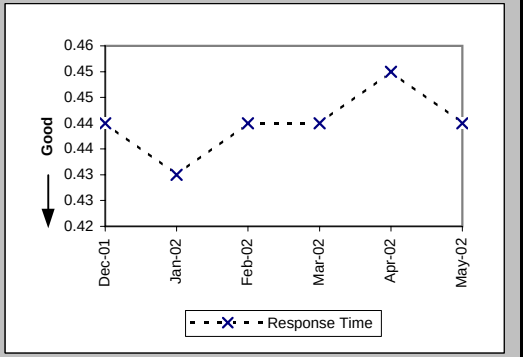
Pre-Order Response Times (Resale of Qwest DSL Qualification) (Avg Sec) IMA Aggregate (PO-1A-8 Total) (Benchmark)

| Date | CLEC Num | CLEC Denom | Response Time | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| 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 | | | |



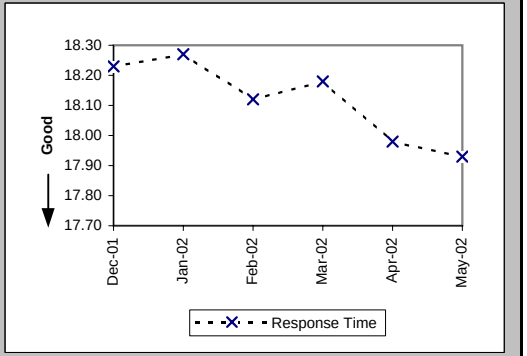

Pre-Order Response Times (Connecting Facility Assignment) (Avg Sec) IMA Request (PO-1A-9(a)) (Diagnostic)

| Date | CLEC Num | CLEC Denom | Response Time | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| 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 |



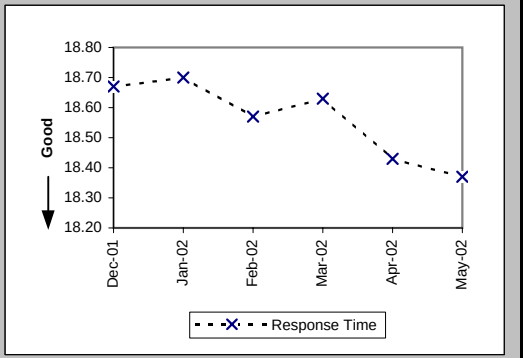

Pre-Order Response Times (Connecting Facility Assignment) (Avg Sec) IMA Response (PO-1A-9(b)) (Diagnostic)

| Date | CLEC Num | CLEC Denom | Response Time | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| 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 |

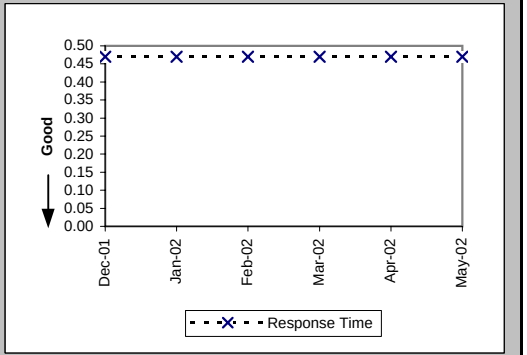


## Checklist #2 - Preorder Response Times - IMA

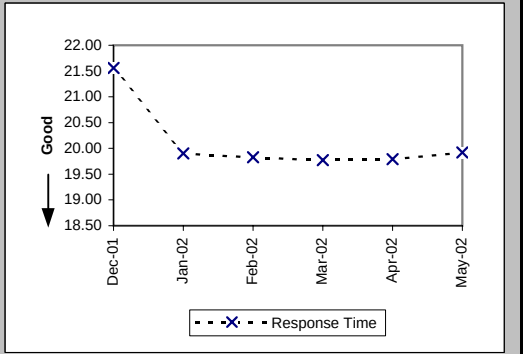
| Pre-Order Response Times (Connecting Facility Assignment) (Avg Sec) IMA Aggregate (PO-1A-9 Total) (Benchmark) | | | | | | |
|---|---|---|---|---|---|---|
| Date | CLEC Num | CLEC Denom | Response Time | PID Exc | Data Exc | Std Dev |
| Dec-01 | 32858.15 | 1760 | 18.67 | | | |
| Jan-02 | 43068.8 | 2303 | 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 | | | |




| Pre-Order Response Times (Meet Point Inquiry) (Avg Sec) IMA Request (PO-1A-10(a)) (Diagnostic) | | | | | | |
|---|---|---|---|---|---|---|
| Date | CLEC Num | CLEC Denom | Response Time | PID Exc | Data Exc | Std Dev |
| 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 |



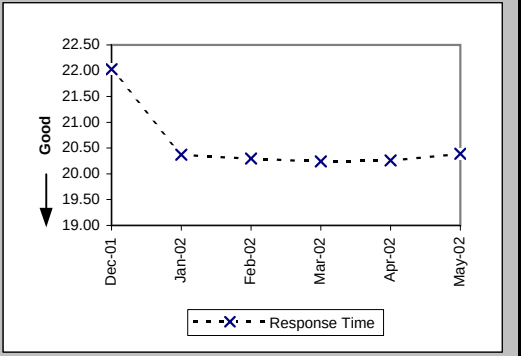

| Pre-Order Response Times (Meet Point Inquiry) (Avg Sec) IMA Response (PO-1A-10(b)) (Diagnostic) | | | | | | |
|---|---|---|---|---|---|---|
| Date | CLEC Num | CLEC Denom | Response Time | PID Exc | Data Exc | Std Dev |
| Dec-01 | 7761.6 | 360 | 21.56 | | | 2.81 |
| Jan-02 | 7004.8 | 352 | 19.90 | | | 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 |



## Checklist #2 - Preorder Response Times - IMA

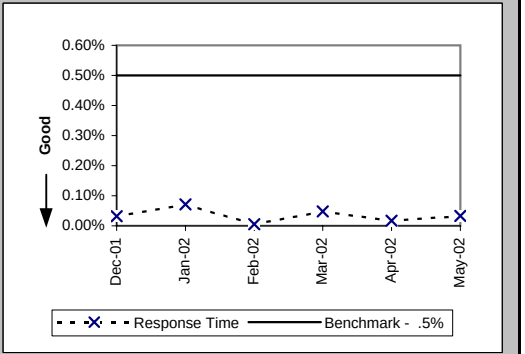
Pre-Order Response Times (Meet Point Inquiry) (Avg Sec) IMA Aggregate (PO-1A-10 Total) (Benchmark)

| Date | CLEC Num | CLEC Denom | Response Time | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| 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 | | | |



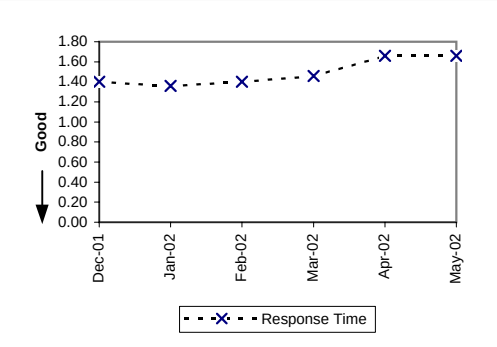

Pre-Order Response Times (Timeout) (Percent) IMA Total (PO-1C-1) (Benchmark)

| Date | CLEC Num | CLEC Denom | Response Time | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| 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% |




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

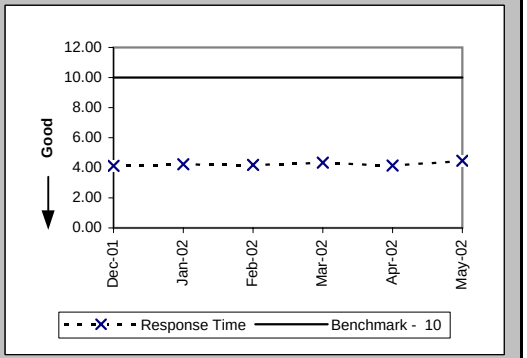
| Date | CLEC Num | CLEC Denom | Response Time | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | 5394.2 | 3853 | 1.40 | | | 1.79 |
| Jan-02 | 5204.72 | 3827 | 1.36 | | | 1.74 |
| Feb-02 | 4648 | 3320 | 1.40 | | | 1.94 |
| Mar-02 | 4914.36 | 3366 | 1.46 | | | 1.98 |
| Apr-02 | 7425.18 | 4473 | 1.66 | | | 2.06 |
| May-02 | 8768.12 | 5282 | 1.66 | | | 1.82 |



## Checklist #2 - Preorder Response Times - EDI

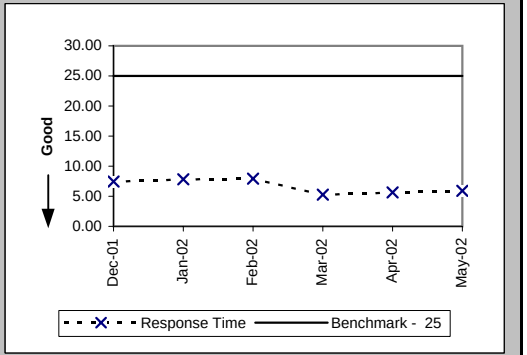
Pre-Order Response Times (Appt. Scheduler) (Avg Sec) EDI Request/Response (PO-1B-1) (Benchmark)

| Date | CLEC Num | CLEC Denom | Response Time | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| 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 |



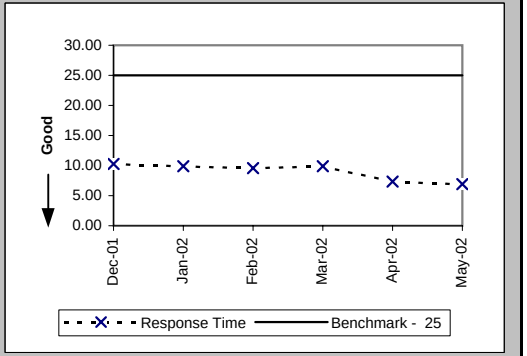

Pre-Order Response Times (Service Availability) (Avg Sec) EDI Request/Response (PO-1B-2) (Benchmark)

| Date | CLEC Num | CLEC Denom | Response Time | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| 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)

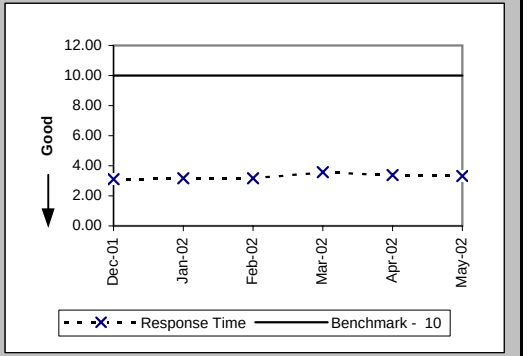
| Date | CLEC Num | CLEC Denom | Response Time | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | 4517.31 | 439 | 10.29 | | | 4.12 |
| Jan-02 | 4360.4 | 440 | 9.91 | | | 2.62 |
| Feb-02 | 3747.52 | 392 | 9.56 | | | 3.02 |
| Mar-02 | 4890.6 | 495 | 9.88 | | | 5.35 |
| Apr-02 | 3325.02 | 453 | 7.34 | | | 3.29 |
| May-02 | 3042.9 | 441 | 6.90 | | | 3.02 |



## Checklist #2 - Preorder Response Times - EDI

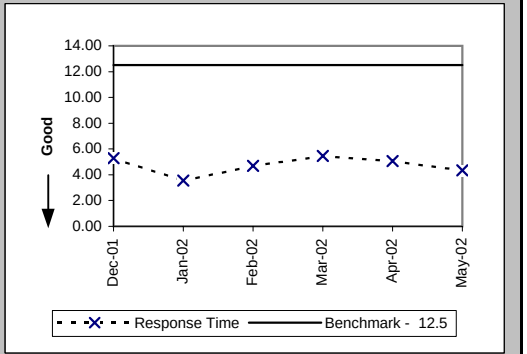
Pre-Order Response Times (Address Validation) (Avg Sec) EDI Request/Response (PO-1B-4) (Benchmark)

| Date | CLEC Num | CLEC Denom | Response Time | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| 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 |



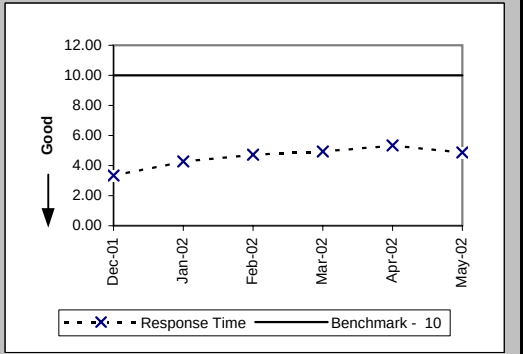

Pre-Order Response Times (Get CSR) (Avg Sec) EDI Request/Response (PO-1B-5) (Benchmark)

| Date | CLEC Num | CLEC Denom | Response Time | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| 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)

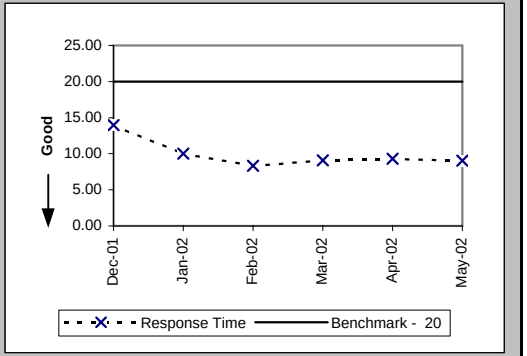
| Date | CLEC Num | CLEC Denom | Response Time | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | 7532.29 | 2264 | 3.33 | | | 1.97 |
| Jan-02 | 10182.28 | 2384 | 4.27 | | | 1.74 |
| Feb-02 | 10299.6 | 2183 | 4.72 | | | 1.63 |
| Mar-02 | 12154.79 | 2466 | 4.93 | | | 2.17 |
| Apr-02 | 13196.3 | 2471 | 5.34 | | | 2.47 |
| May-02 | 12137.38 | 2489 | 4.88 | | | 1.76 |



## Checklist #2 - Preorder Response Times - EDI

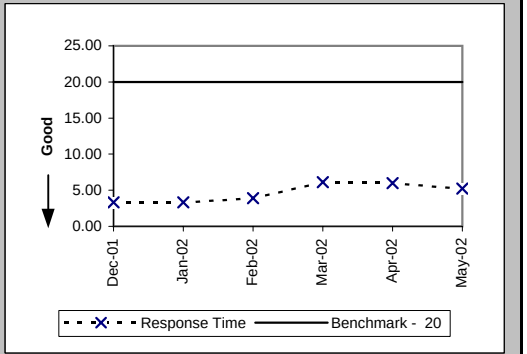
Pre-Order Response Times (Loop Qualification Tools) (Avg Sec) EDI Request/Response (PO-1B-7) (Benchmark)

| Date | CLEC Num | CLEC Denom | Response Time | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| 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 |



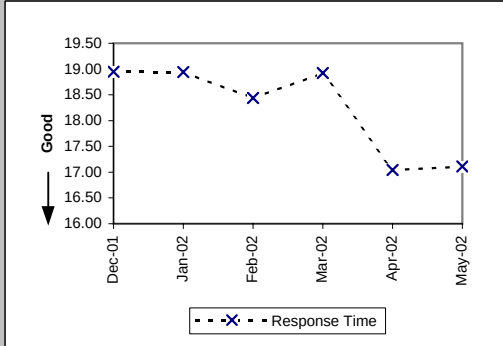

Pre-Order Response Times (Resale of Qwest DSL Qualification) (Avg Sec) EDI Request/Response (PO-1B-8) (Benchmark)

| Date | CLEC Num | CLEC Denom | Response Time | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| 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 |




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

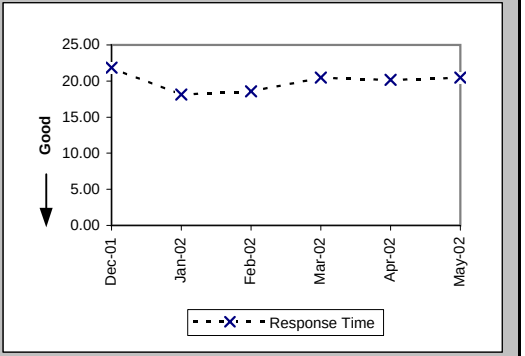
| Date | CLEC Num | CLEC Denom | Response Time | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | 21378.63 | 1128 | 18.95 | | | 6.27 |
| Jan-02 | 21897.45 | 1156 | 18.94 | | | 6.47 |
| Feb-02 | 17347.68 | 941 | 18.44 | | | 6.00 |
| Mar-02 | 21872.31 | 1156 | 18.92 | | | 6.89 |
| Apr-02 | 18315.3 | 1075 | 17.04 | | | 6.22 |
| May-02 | 19607.49 | 1146 | 17.11 | | | 6.80 |



## Checklist #2 - Preorder Response Times - EDI

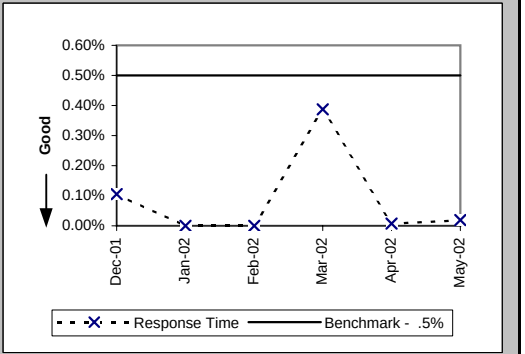
Pre-Order Response Times (Meet Point Inquiry) (Avg Sec) EDI Request/Response (PO-1B-10) (Diagnostic)

| Date | CLEC Num | CLEC Denom | Response Time | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| 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 |



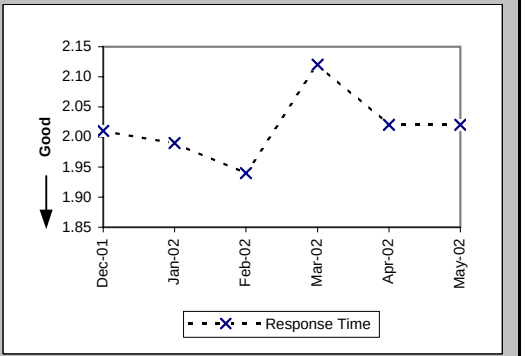

Pre-Order Response Times (Timeout) (Percent) EDI Total (PO-1C-2) (Benchmark)

| Date | CLEC Num | CLEC Denom | Response Time | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| 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% |



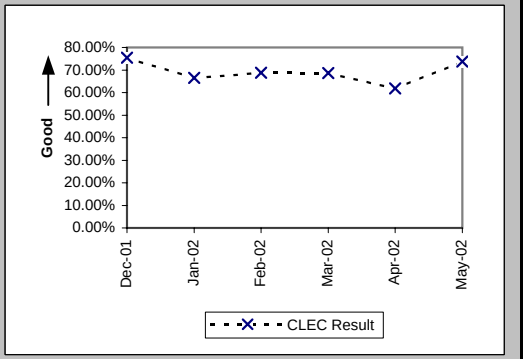

Pre-Order Response Times (Rejected Query) (Avg Sec) EDI Total (PO-1D-2) (Diagnostic)

| Date | CLEC Num | CLEC Denom | Response Time | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| 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 |

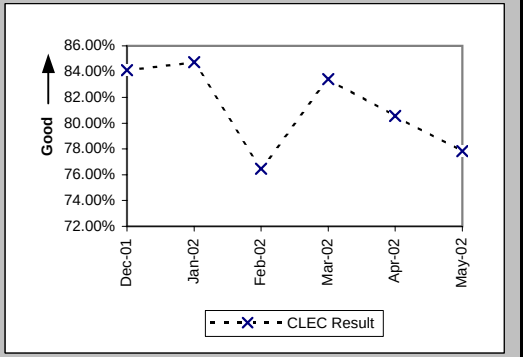


## Checklist #2 - Electronic Flow-through - Resale

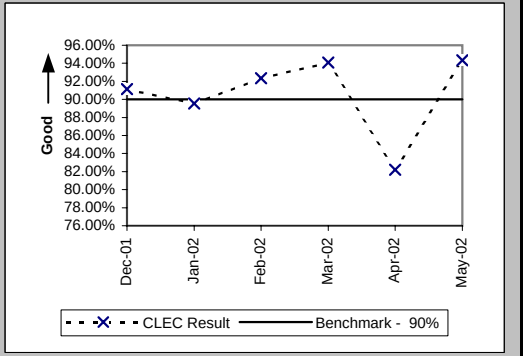
| Electronic Flow-through for LSRs Received via IMA Resale Aggregate W/O UNE-P-POTS (Percent) (PO-2A-1) (Diagnostic) | | | | | | |
|---|---|---|---|---|---|---|
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Std Dev |
| Dec-01 | 462 | 612 | 75.49% | 96 | 0 | 43.01% |
| Jan-02 | 454 | 682 | 66.57% | 81 | 0 | 47.17% |
| Feb-02 | 375 | 545 | 68.81% | 65 | 0 | 46.33% |
| Mar-02 | 366 | 533 | 68.67% | 68 | 0 | 46.38% |
| Apr-02 | 411 | 665 | 61.80% | 77 | 0 | 48.59% |
| May-02 | 716 | 970 | 73.81% | 109 | 0 | 43.96% |




| 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 | PID Exc | Data Exc | Std Dev |
| Dec-01 | 1065 | 1266 | 84.12% | 96 | 0 | 36.55% |
| Jan-02 | 1177 | 1389 | 84.74% | 81 | 0 | 35.96% |
| Feb-02 | 299 | 391 | 76.47% | 65 | 0 | 42.42% |
| Mar-02 | 307 | 368 | 83.42% | 68 | 0 | 37.19% |
| Apr-02 | 398 | 494 | 80.57% | 77 | 0 | 39.57% |
| May-02 | 172 | 221 | 77.83% | 109 | 0 | 41.54% |



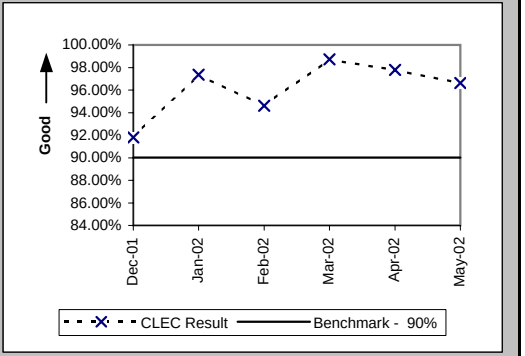

| Electronic Flow-through for All Eligible LSRs Received via IMA POTS Resale (Percent) (PO-2B-1) (Benchmark) | | | | | | |
|---|---|---|---|---|---|---|
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Std Dev |
| Dec-01 | 462 | 507 | 91.12% | 93 | 0 | 28.44% |
| Jan-02 | 454 | 507 | 89.55% | 74 | 0 | 30.60% |
| Feb-02 | 375 | 406 | 92.36% | 63 | 0 | 26.56% |
| Mar-02 | 366 | 389 | 94.09% | 54 | 0 | 23.59% |
| Apr-02 | 411 | 500 | 82.20% | 71 | 0 | 38.25% |
| May-02 | 716 | 759 | 94.33% | 106 | 0 | 23.12% |



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

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

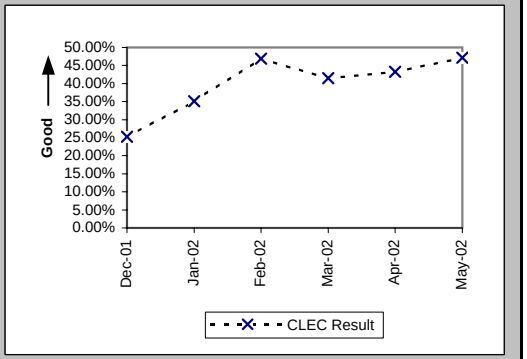
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | 1065 | 1160 | 91.81% | 93 | 0 | 27.42% |
| Jan-02 | 1177 | 1209 | 97.35% | 74 | 0 | 16.05% |
| Feb-02 | 299 | 316 | 94.62% | 63 | 0 | 22.56% |
| Mar-02 | 307 | 311 | 98.71% | 54 | 0 | 11.27% |
| Apr-02 | 398 | 407 | 97.79% | 71 | 0 | 14.71% |
| May-02 | 172 | 178 | 96.63% | 106 | 0 | 18.05% |



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

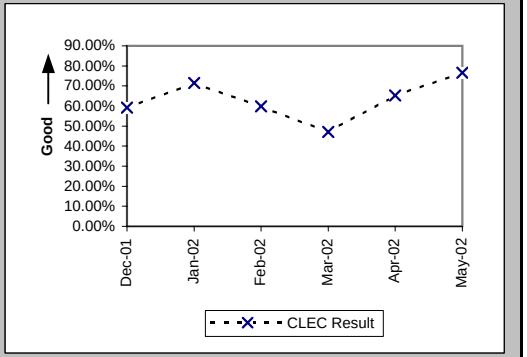
Electronic Flow-through for LSRs Received via IMA (Percent) (PO-2A-1) (Diagnostic)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | CLEC Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | 99 | 392 | 25.26% | 120 | 0 | 43.45% |
| Jan-02 | 144 | 410 | 35.12% | 220 | 0 | 47.74% |
| Feb-02 | 182 | 388 | 46.91% | 114 | 0 | 49.90% |
| Mar-02 | 160 | 386 | 41.45% | 51 | 0 | 49.26% |
| Apr-02 | 173 | 400 | 43.25% | 38 | 0 | 49.54% |
| May-02 | 190 | 403 | 47.15% | 34 | 0 | 49.92% |



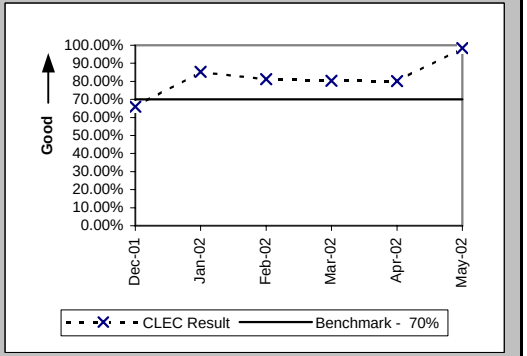

Electronic Flow-through for LSRs Received via EDI (Percent) (PO-2A-2) (Diagnostic)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | CLEC Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | 462 | 780 | 59.23% | 120 | 0 | 49.14% |
| Jan-02 | 1415 | 1981 | 71.43% | 220 | 0 | 45.18% |
| Feb-02 | 612 | 1023 | 59.82% | 114 | 0 | 49.03% |
| Mar-02 | 221 | 470 | 47.02% | 51 | 0 | 49.91% |
| Apr-02 | 237 | 363 | 65.29% | 38 | 0 | 47.61% |
| May-02 | 346 | 452 | 76.55% | 34 | 0 | 42.37% |




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

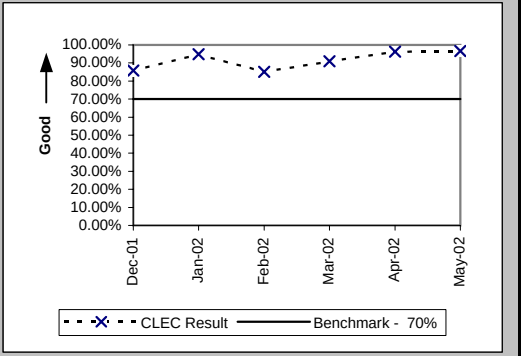
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | CLEC Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | 99 | 150 | 66.00% | 120 | 0 | 47.37% |
| Jan-02 | 144 | 169 | 85.21% | 220 | 0 | 35.50% |
| Feb-02 | 182 | 224 | 81.25% | 114 | 0 | 39.03% |
| Mar-02 | 160 | 199 | 80.40% | 51 | 0 | 39.70% |
| Apr-02 | 173 | 216 | 80.09% | 38 | 0 | 39.93% |
| May-02 | 190 | 193 | 98.45% | 34 | 0 | 12.37% |



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

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

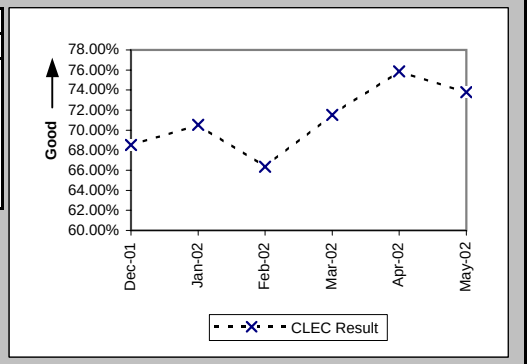
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | CLEC Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | 462 | 538 | 85.87% | 120 | 0 | 34.83% |
| Jan-02 | 1415 | 1492 | 94.84% | 220 | 0 | 22.12% |
| Feb-02 | 612 | 719 | 85.12% | 114 | 0 | 35.59% |
| Mar-02 | 221 | 243 | 90.95% | 51 | 0 | 28.69% |
| Apr-02 | 237 | 246 | 96.34% | 38 | 0 | 18.77% |
| May-02 | 346 | 358 | 96.65% | 34 | 0 | 18.00% |



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

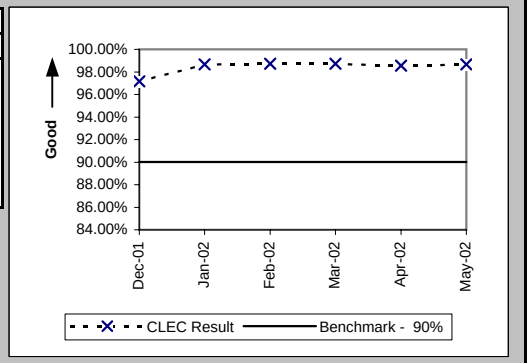
Electronic Flow-through for LSRs Received via IMA LNP (Percent) (PO-2A-1) (Diagnostic)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | CLEC Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | 1606 | 2344 | 68.52% | 66 | 0 | 46.45% |
| Jan-02 | 2163 | 3067 | 70.52% | 69 | 0 | 45.59% |
| Feb-02 | 1564 | 2357 | 66.36% | 28 | 0 | 47.25% |
| Mar-02 | 1485 | 2076 | 71.53% | 39 | 0 | 45.13% |
| Apr-02 | 1629 | 2147 | 75.87% | 26 | 0 | 42.79% |
| May-02 | 1394 | 1889 | 73.80% | 39 | 0 | 43.97% |




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

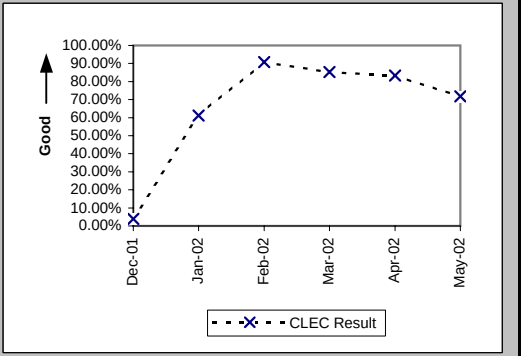
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | CLEC Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | 1606 | 1653 | 97.16% | 66 | 0 | 16.62% |
| Jan-02 | 2163 | 2192 | 98.68% | 69 | 0 | 11.43% |
| Feb-02 | 1564 | 1584 | 98.74% | 28 | 0 | 11.17% |
| Mar-02 | 1485 | 1504 | 98.74% | 39 | 0 | 11.17% |
| Apr-02 | 1629 | 1653 | 98.55% | 26 | 0 | 11.96% |
| May-02 | 1394 | 1413 | 98.66% | 39 | 0 | 11.52% |



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

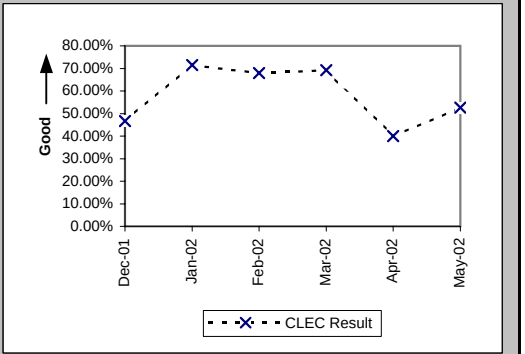
Electronic Flow-through for LSRs Received via IMA (Percent) (PO-2A-1) (Diagnostic)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | CLEC Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | 37 | 928 | 3.99% | 18 | 0 | 19.57% |
| Jan-02 | 52 | 85 | 61.18% | 5 | 0 | 48.73% |
| Feb-02 | 1209 | 1332 | 90.77% | 37 | 0 | 28.95% |
| Mar-02 | 369 | 433 | 85.22% | 25 | 0 | 35.49% |
| Apr-02 | 617 | 740 | 83.38% | 26 | 0 | 37.23% |
| May-02 | 196 | 273 | 71.79% | 14 | 0 | 45.00% |



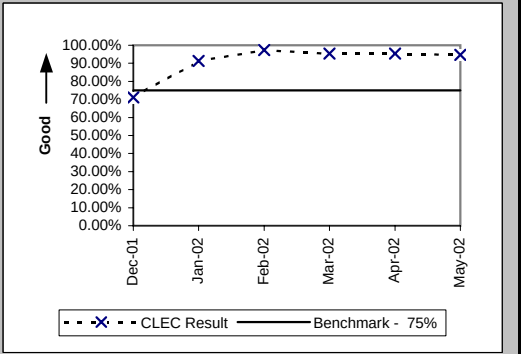

Electronic Flow-through for LSRs Received via EDI (Percent) (PO-2A-2) (Diagnostic)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | CLEC Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | 7 | 15 | 46.67% | 18 | 0 | 49.89% |
| Jan-02 | 15 | 21 | 71.43% | 5 | 0 | 45.18% |
| Feb-02 | 17 | 25 | 68.00% | 37 | 0 | 46.65% |
| Mar-02 | 9 | 13 | 69.23% | 25 | 0 | 46.15% |
| Apr-02 | 12 | 30 | 40.00% | 26 | 0 | 48.99% |
| May-02 | 10 | 19 | 52.63% | 14 | 0 | 49.93% |




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

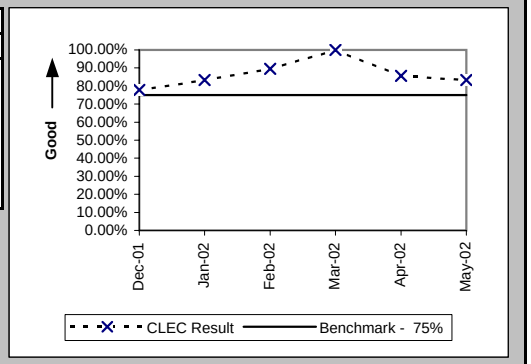
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | CLEC Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | 37 | 52 | 71.15% | 18 | 0 | 45.30% |
| Jan-02 | 52 | 57 | 91.23% | 5 | 0 | 28.29% |
| Feb-02 | 1209 | 1243 | 97.26% | 37 | 0 | 16.31% |
| Mar-02 | 369 | 387 | 95.35% | 25 | 0 | 21.06% |
| Apr-02 | 617 | 647 | 95.36% | 26 | 0 | 21.03% |
| May-02 | 196 | 207 | 94.69% | 14 | 0 | 22.43% |



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

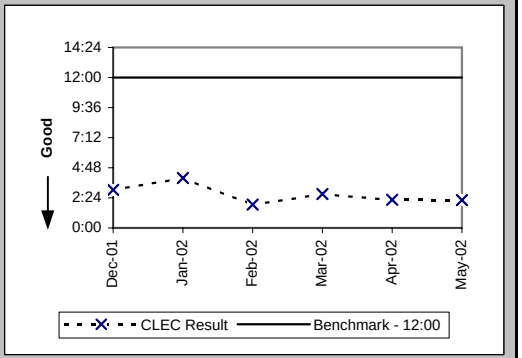
Electronic Flow-through for All Eligible LSRs Received via EDI (Percent) (PO-2B-2) (Benchmark)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | CLEC Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | 7 | 9 | 77.78% | 18 | 0 | 41.57% |
| Jan-02 | 15 | 18 | 83.33% | 5 | 0 | 37.27% |
| Feb-02 | 17 | 19 | 89.47% | 37 | 0 | 30.69% |
| Mar-02 | 9 | 9 | 100.00% | 25 | 0 | 0.00% |
| Apr-02 | 12 | 14 | 85.71% | 26 | 0 | 34.99% |
| May-02 | 10 | 12 | 83.33% | 14 | 0 | 37.27% |

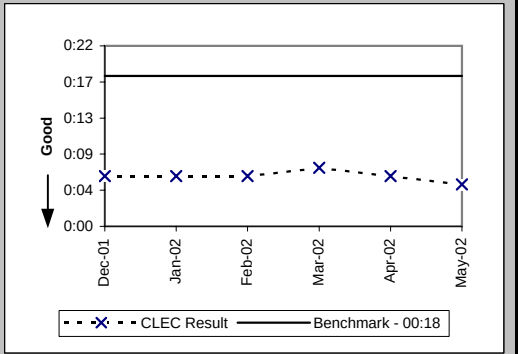


## Checklist #2 - LSR Rejections

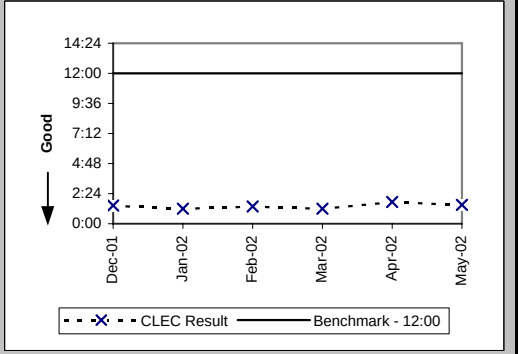
| LSR Rejection Notice Interval for IMA - Rejected Manually (Hours:Minutes) (PO-3A-1) (Benchmark) | | | | | |
|---|---|---|---|---|---|
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc |
| Dec-01 | 361:35 | 119 | 3:02 | 0 | 0 |
| Jan-02 | 457:19 | 115 | 3:59 | 0 | 0 |
| Feb-02 | 172:26 | 92 | 1:52 | 0 | 0 |
| Mar-02 | 255:11 | 94 | 2:43 | 0 | 0 |
| Apr-02 | 244:43 | 109 | 2:15 | 0 | 0 |
| May-02 | 303:24 | 137 | 2:13 | 0 | 0 |




| LSR Rejection Notice Interval for IMA - Auto-Rejected (Minutes:Seconds) (PO-3A-2) (Benchmark) | | | | | |
|---|---|---|---|---|---|
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc |
| Dec-01 | 2975:07 | 28208 | 0:06 | 0 | 21 |
| Jan-02 | 2952:50 | 29785 | 0:06 | 0 | 14 |
| Feb-02 | 2612:21 | 25067 | 0:06 | 0 | 29 |
| Mar-02 | 3208:27 | 28421 | 0:07 | 0 | 19 |
| Apr-02 | 2740:31 | 28078 | 0:06 | 0 | 23 |
| May-02 | 2415:14 | 29158 | 0:05 | 0 | 0 |

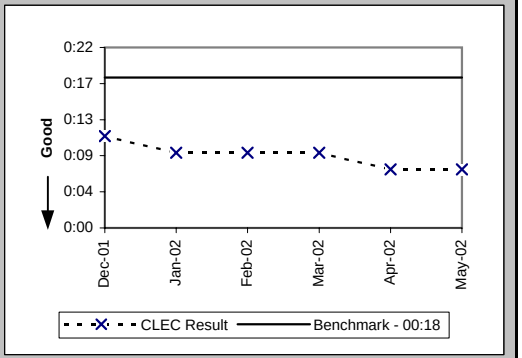



| LSR Rejection Notice Interval for EDI - Rejected Manually (Hours:Minutes) (PO-3B-1) (Benchmark) | | | | | |
|---|---|---|---|---|---|
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc |
| Dec-01 | 189:26 | 130 | 1:27 | 0 | 0 |
| Jan-02 | 288:33 | 242 | 1:12 | 0 | 0 |
| Feb-02 | 165:54 | 121 | 1:22 | 0 | 0 |
| Mar-02 | 65:44 | 55 | 1:12 | 0 | 0 |
| Apr-02 | 81:25 | 47 | 1:44 | 0 | 0 |
| May-02 | 57:15 | 38 | 1:30 | 0 | 0 |

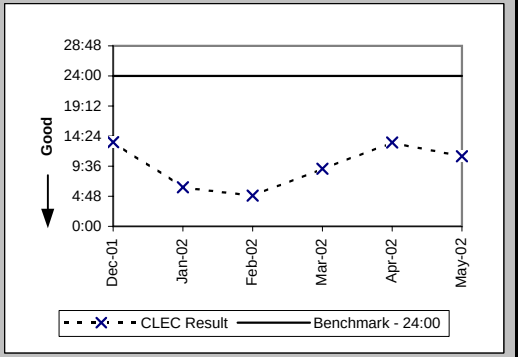


## Checklist #2 - LSR Rejections

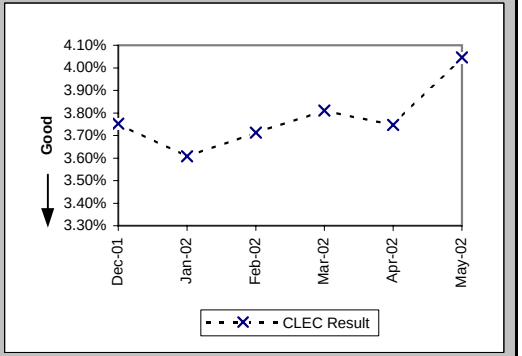
| LSR Rejection Notice Interval for EDI - Auto-Rejected (Minutes:Seconds) (PO-3B-2) (Benchmark) | | | | | |
|---|---|---|---|---|---|
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc |
| Dec-01 | 2841:34 | 15289 | 0:11 | 0 | 21 |
| Jan-02 | 2863:00 | 20133 | 0:09 | 0 | 14 |
| Feb-02 | 2013:05 | 13400 | 0:09 | 0 | 29 |
| Mar-02 | 1994:26 | 13392 | 0:09 | 0 | 19 |
| Apr-02 | 2018:25 | 17647 | 0:07 | 0 | 23 |
| May-02 | 2013:47 | 16508 | 0:07 | 0 | 0 |




| LSR Rejection Notice Interval for Manual and IIS (Hours:Minutes) (PO-3C) (Benchmark) | | | | | |
|---|---|---|---|---|---|
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc |
| Dec-01 | 619:00 | 46 | 13:27 | 0 | 0 |
| Jan-02 | 99:34 | 16 | 6:13 | 0 | 0 |
| Feb-02 | 93:32 | 19 | 4:55 | 0 | 0 |
| Mar-02 | 294:21 | 32 | 9:12 | 0 | 0 |
| Apr-02 | 174:07 | 13 | 13:24 | 0 | 0 |
| May-02 | 223:21 | 20 | 11:10 | 0 | 0 |



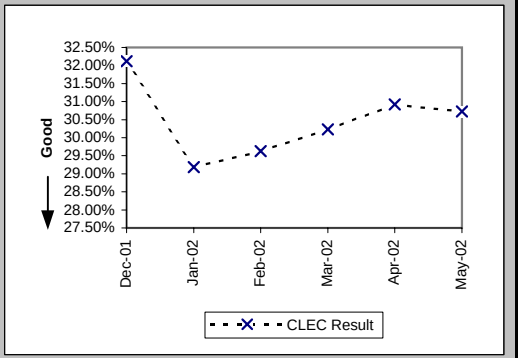

| LSRs Rejected for IMA - Rejected Manually (Percent) (PO-4A-1) (Diagnostic) | | | | | |
|---|---|---|---|---|---|
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc |
| Dec-01 | 3296 | 87829 | 3.75% | 0 | 21 |
| Jan-02 | 3681 | 102045 | 3.61% | 0 | 14 |
| Feb-02 | 3142 | 84615 | 3.71% | 0 | 29 |
| Mar-02 | 3582 | 94010 | 3.81% | 0 | 19 |
| Apr-02 | 3402 | 90804 | 3.75% | 0 | 23 |
| May-02 | 3840 | 94906 | 4.05% | 0 | 0 |



## Checklist #2 - LSR Rejections

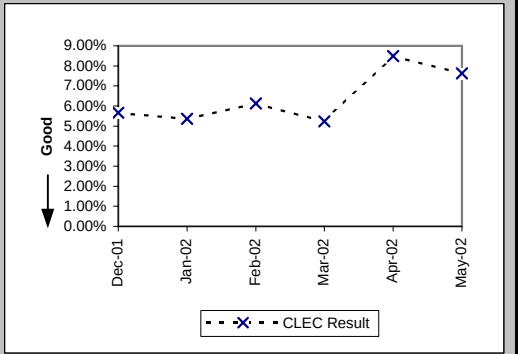
LSRs Rejected for IMA - Auto-Rejected (Percent) (PO-4A-2) (Diagnostic)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc |
|---|---|---|---|---|---|
| Dec-01 | 28208 | 87829 | 32.12% | 0 | 21 |
| Jan-02 | 29785 | 102045 | 29.19% | 0 | 14 |
| Feb-02 | 25067 | 84615 | 29.62% | 0 | 29 |
| Mar-02 | 28421 | 94010 | 30.23% | 0 | 19 |
| Apr-02 | 28078 | 90804 | 30.92% | 0 | 23 |
| May-02 | 29158 | 94906 | 30.72% | 0 | 0 |



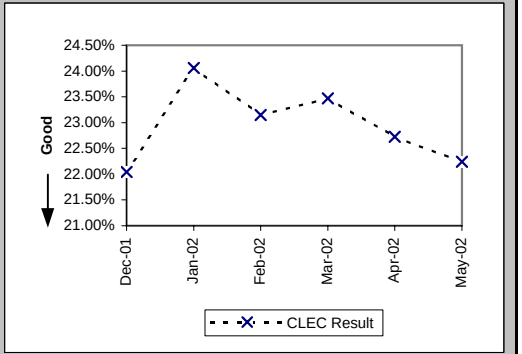

LSRs Rejected for EDI - Rejected Manually (Percent) (PO-4B-1) (Diagnostic)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc |
|---|---|---|---|---|---|
| Dec-01 | 3927 | 69357 | 5.66% | 0 | 21 |
| Jan-02 | 4492 | 83678 | 5.37% | 0 | 14 |
| Feb-02 | 3544 | 57897 | 6.12% | 0 | 29 |
| Mar-02 | 2989 | 57060 | 5.24% | 0 | 19 |
| Apr-02 | 6587 | 77654 | 8.48% | 0 | 23 |
| May-02 | 5659 | 74231 | 7.62% | 0 | 0 |




LSRs Rejected for EDI - Auto-Rejected (Percent) (PO-4B-2) (Diagnostic)

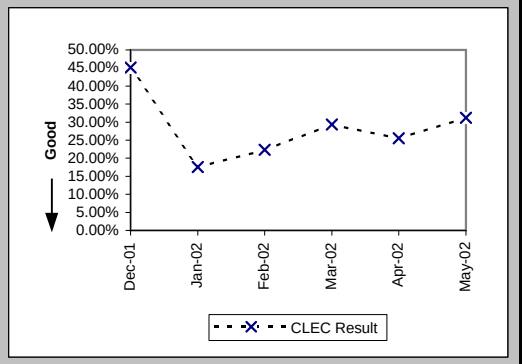
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc |
|---|---|---|---|---|---|
| Dec-01 | 15289 | 69357 | 22.04% | 0 | 21 |
| Jan-02 | 20133 | 83678 | 24.06% | 0 | 14 |
| Feb-02 | 13400 | 57897 | 23.14% | 0 | 29 |
| Mar-02 | 13392 | 57060 | 23.47% | 0 | 19 |
| Apr-02 | 17647 | 77654 | 22.73% | 0 | 23 |
| May-02 | 16508 | 74231 | 22.24% | 0 | 0 |



## Checklist #2 - LSR Rejections

LSRs Received via Facsimile (Percent) (PO-4C) (Diagnostic)

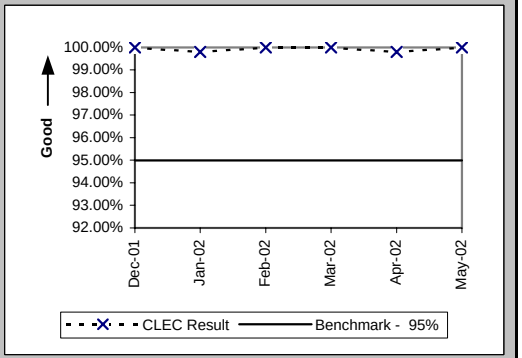
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc |
|---|---|---|---|---|---|
| Dec-01 | 46 | 102 | 45.10% | 0 | 0 |
| Jan-02 | 16 | 91 | 17.58% | 0 | 0 |
| Feb-02 | 19 | 85 | 22.35% | 0 | 0 |
| Mar-02 | 32 | 109 | 29.36% | 0 | 0 |
| Apr-02 | 13 | 51 | 25.49% | 0 | 0 |
| May-02 | 20 | 64 | 31.25% | 0 | 0 |



## Checklist #2 - Firm Order Confirmations - Resale

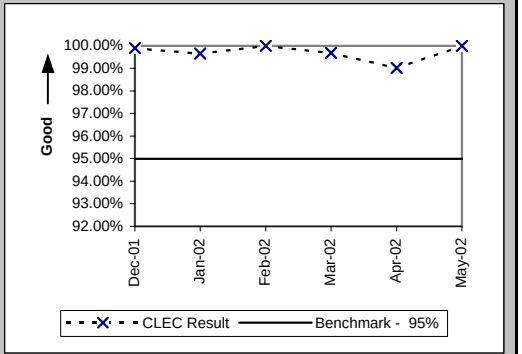
(Percent) (PO-5A-1(a)) (Benchmark) FOCs On Time for Fully Electronic LSRs Received Via IMA

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc |
|---|---|---|---|---|---|
| Dec-01 | 499 | 499 | 100.00% | 0 | 0 |
| Jan-02 | 504 | 505 | 99.80% | 0 | 0 |
| Feb-02 | 1475 | 1475 | 100.00% | 0 | 0 |
| Mar-02 | 717 | 717 | 100.00% | 0 | 0 |
| Apr-02 | 994 | 996 | 99.80% | 0 | 0 |
| May-02 | 878 | 878 | 100.00% | 1 | 0 |



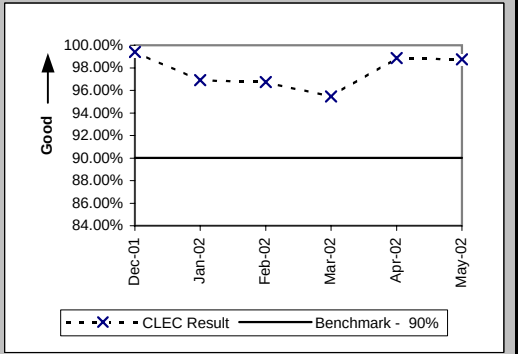

(Percent) (PO-5A-2(a)) (Benchmark) FOCs On Time for Fully Electronic LSRs Received Via EDI

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc |
|---|---|---|---|---|---|
| Dec-01 | 1066 | 1067 | 99.91% | 0 | 0 |
| Jan-02 | 1181 | 1185 | 99.66% | 0 | 0 |
| Feb-02 | 313 | 313 | 100.00% | 0 | 0 |
| Mar-02 | 314 | 315 | 99.68% | 0 | 0 |
| Apr-02 | 403 | 407 | 99.02% | 0 | 0 |
| May-02 | 181 | 181 | 100.00% | 1 | 0 |




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

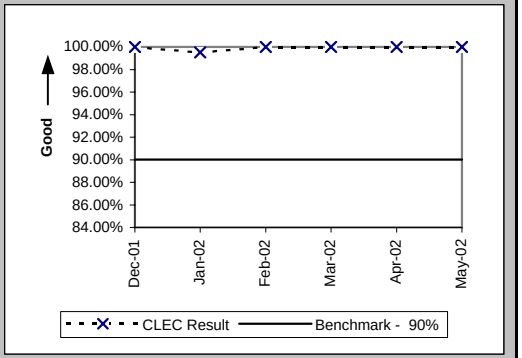
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc |
|---|---|---|---|---|---|
| Dec-01 | 1013 | 1019 | 99.41% | 0 | 0 |
| Jan-02 | 250 | 258 | 96.90% | 0 | 0 |
| Feb-02 | 267 | 276 | 96.74% | 0 | 0 |
| Mar-02 | 210 | 220 | 95.45% | 0 | 0 |
| Apr-02 | 347 | 351 | 98.86% | 0 | 0 |
| May-02 | 320 | 324 | 98.77% | 1 | 0 |



## Checklist #2 - Firm Order Confirmations - Resale

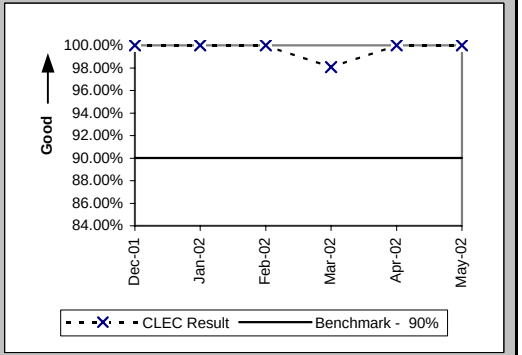
(Percent) (PO-5B-2(a)) (Benchmark) FOCs On Time For Electronic/Manual LSRs Received Via EDI

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc |
|---|---|---|---|---|---|
| Dec-01 | 203 | 203 | 100.00% | 0 | 0 |
| Jan-02 | 210 | 211 | 99.53% | 0 | 0 |
| Feb-02 | 97 | 97 | 100.00% | 0 | 0 |
| Mar-02 | 61 | 61 | 100.00% | 0 | 0 |
| Apr-02 | 110 | 110 | 100.00% | 0 | 0 |
| May-02 | 54 | 54 | 100.00% | 1 | 0 |




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

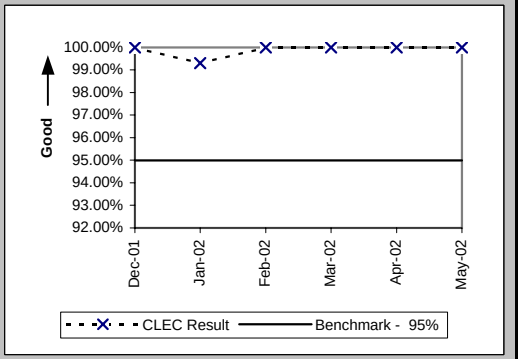
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc |
|---|---|---|---|---|---|
| Dec-01 | 26 | 26 | 100.00% | 0 | 0 |
| Jan-02 | 43 | 43 | 100.00% | 0 | 0 |
| Feb-02 | 49 | 49 | 100.00% | 0 | 0 |
| Mar-02 | 51 | 52 | 98.08% | 0 | 0 |
| Apr-02 | 29 | 29 | 100.00% | 0 | 0 |
| May-02 | 24 | 24 | 100.00% | 1 | 0 |



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

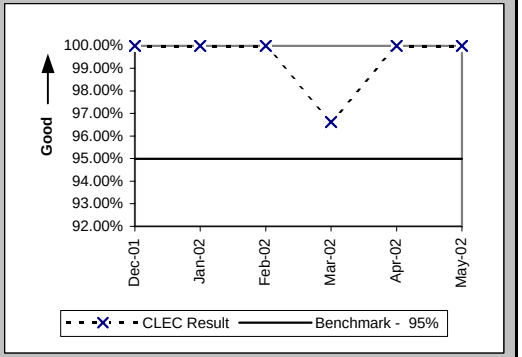
(Percent) (PO-5A-1(b)) (Benchmark) FOCs On Time for Fully Electronic LSRs Received Via IMA

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc |
|---|---|---|---|---|---|
| Dec-01 | 99 | 99 | 100.00% | 1 | 0 |
| Jan-02 | 142 | 143 | 99.30% | 0 | 0 |
| Feb-02 | 181 | 181 | 100.00% | 0 | 0 |
| Mar-02 | 143 | 143 | 100.00% | 0 | 0 |
| Apr-02 | 142 | 142 | 100.00% | 0 | 0 |
| May-02 | 160 | 160 | 100.00% | 1 | 0 |



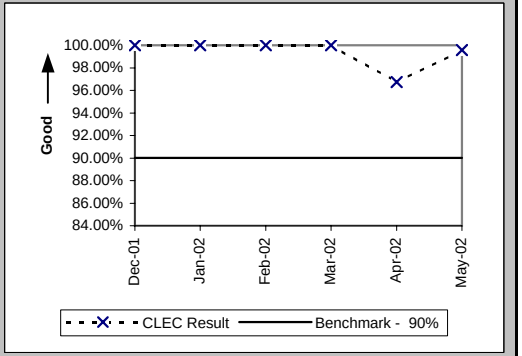

(Percent) (PO-5A-2(b)) (Benchmark) FOCs On Time for Fully Electronic LSRs Received Via EDI

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc |
|---|---|---|---|---|---|
| Dec-01 | 435 | 435 | 100.00% | 1 | 0 |
| Jan-02 | 1375 | 1375 | 100.00% | 0 | 0 |
| Feb-02 | 553 | 553 | 100.00% | 0 | 0 |
| Mar-02 | 200 | 207 | 96.62% | 0 | 0 |
| Apr-02 | 226 | 226 | 100.00% | 0 | 0 |
| May-02 | 343 | 343 | 100.00% | 1 | 0 |




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

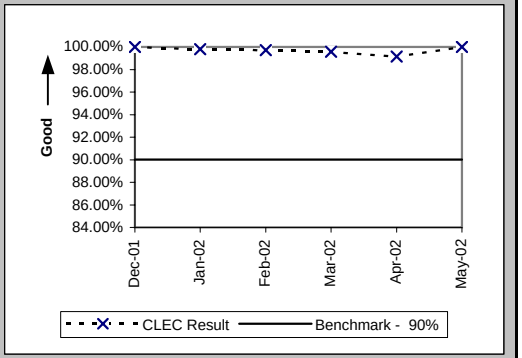
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc |
|---|---|---|---|---|---|
| Dec-01 | 275 | 275 | 100.00% | 1 | 0 |
| Jan-02 | 244 | 244 | 100.00% | 0 | 0 |
| Feb-02 | 192 | 192 | 100.00% | 0 | 0 |
| Mar-02 | 227 | 227 | 100.00% | 0 | 0 |
| Apr-02 | 238 | 246 | 96.75% | 0 | 0 |
| May-02 | 231 | 232 | 99.57% | 1 | 0 |



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

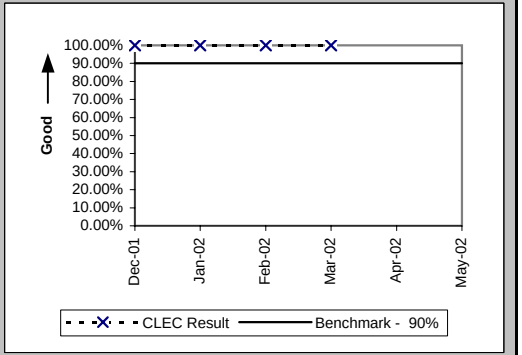
(Percent) (PO-5B-2(b)) (Benchmark) FOCs On Time For Electronic/Manual LSRs Received Via EDI

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc |
|---|---|---|---|---|---|
| Dec-01 | 278 | 278 | 100.00% | 1 | 0 |
| Jan-02 | 508 | 509 | 99.80% | 0 | 0 |
| Feb-02 | 358 | 359 | 99.72% | 0 | 0 |
| Mar-02 | 232 | 233 | 99.57% | 0 | 0 |
| Apr-02 | 116 | 117 | 99.15% | 0 | 0 |
| May-02 | 104 | 104 | 100.00% | 1 | 0 |




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

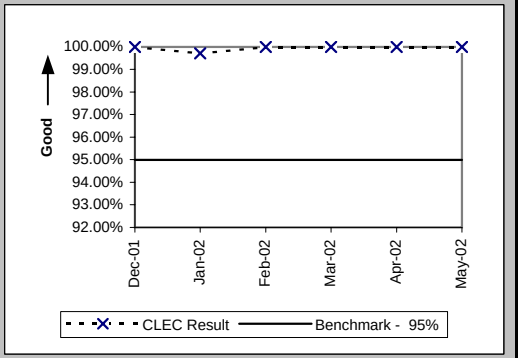
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc |
|---|---|---|---|---|---|
| Dec-01 | 9 | 9 | 100.00% | 1 | 0 |
| Jan-02 | 16 | 16 | 100.00% | 0 | 0 |
| Feb-02 | 4 | 4 | 100.00% | 0 | 0 |
| Mar-02 | 3 | 3 | 100.00% | 0 | 0 |
| Apr-02 | | | | | |
| May-02 | | | | | |



## Checklist #2 - Firm Order Confirmations - LNP

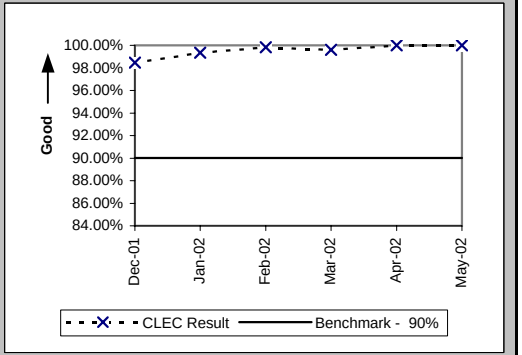
(Percent) (PO-5A-1(c)) (Benchmark) FOCs On Time for Fully Electronic LSRs Received Via IMA

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc |
|---|---|---|---|---|---|
| Dec-01 | 1579 | 1579 | 100.00% | 5 | 0 |
| Jan-02 | 2127 | 2133 | 99.72% | 24 | 0 |
| Feb-02 | 1553 | 1553 | 100.00% | 3 | 0 |
| Mar-02 | 1361 | 1361 | 100.00% | 8 | 0 |
| Apr-02 | 1461 | 1461 | 100.00% | 5 | 0 |
| May-02 | 1241 | 1241 | 100.00% | 13 | 0 |



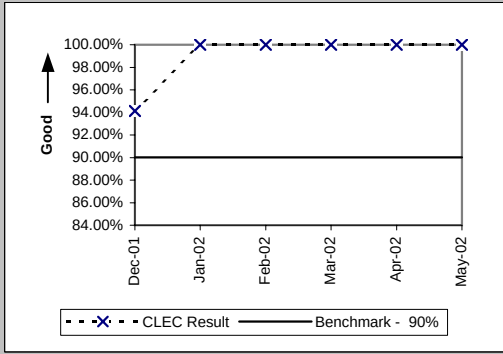

(Percent) (PO-5B-1(c)) (Benchmark) FOCs On Time For Electronic/Manual LSRs Received Via IMA

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc |
|---|---|---|---|---|---|
| Dec-01 | 514 | 522 | 98.47% | 5 | 0 |
| Jan-02 | 613 | 617 | 99.35% | 24 | 0 |
| Feb-02 | 554 | 555 | 99.82% | 3 | 0 |
| Mar-02 | 500 | 502 | 99.60% | 8 | 0 |
| Apr-02 | 461 | 461 | 100.00% | 5 | 0 |
| May-02 | 449 | 449 | 100.00% | 13 | 0 |




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

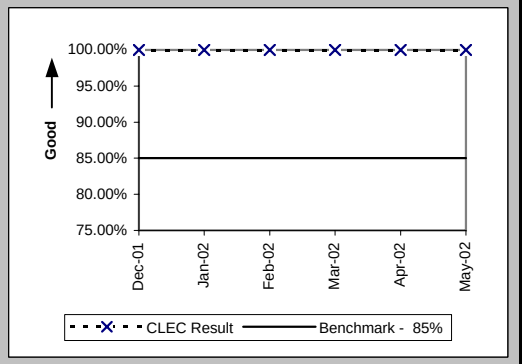
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc |
|---|---|---|---|---|---|
| Dec-01 | 16 | 17 | 94.12% | 5 | 0 |
| Jan-02 | 15 | 15 | 100.00% | 24 | 0 |
| Feb-02 | 9 | 9 | 100.00% | 3 | 0 |
| Mar-02 | 21 | 21 | 100.00% | 8 | 0 |
| Apr-02 | 7 | 7 | 100.00% | 5 | 0 |
| May-02 | 14 | 14 | 100.00% | 13 | 0 |



## Checklist #2 - Firm Order Confirmations - LIS

(Percent) (PO-5D) (Benchmark) Firm Order Confirmations (FOCs) On Time

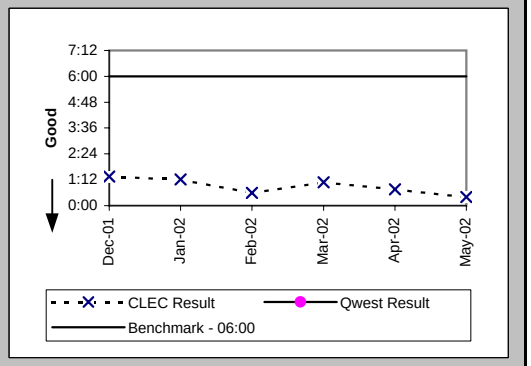
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc |
|---|---|---|---|---|---|
| Dec-01 | 6 | 6 | 100.00% | 6 | 0 |
| Jan-02 | 8 | 8 | 100.00% | 0 | 0 |
| Feb-02 | 20 | 20 | 100.00% | 0 | 0 |
| Mar-02 | 27 | 27 | 100.00% | 0 | 0 |
| Apr-02 | 13 | 13 | 100.00% | 1 | 0 |
| May-02 | 7 | 7 | 100.00% | 0 | 0 |



## Checklist #2 - Completion Notifications

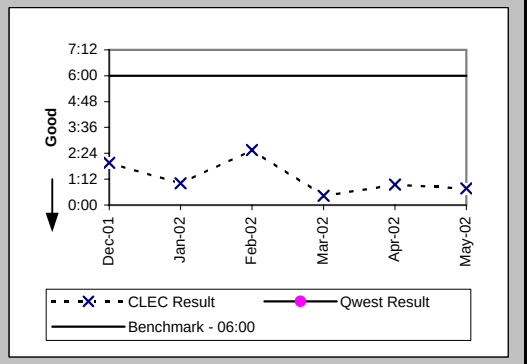
Work Completion Notification Timeliness (Hours:Minutes) (PO-6A) (Benchmark)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 5236:55 | 3900 | 1:21 | 0 | 20 | | | | | | | No |
| Jan-02 | 3849:36 | 3151 | 1:13 | 0 | 21 | | | | | | | No |
| Feb-02 | 1844:00 | 3038 | 0:36 | 0 | 90 | | | | | | | No |
| Mar-02 | 3883:18 | 3565 | 1:05 | 0 | 13 | | | | | | | No |
| Apr-02 | 2313:39 | 3094 | 0:45 | 0 | 11 | | | | | | | No |
| May-02 | 1153:48 | 2886 | 0:24 | 0 | 9 | | | | | | | No |



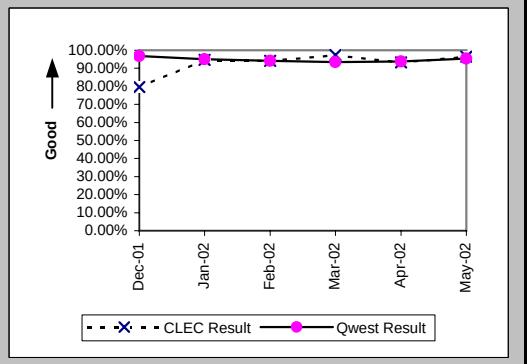

Work Completion Notification Timeliness (Hours:Minutes) (PO-6B) (Benchmark)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 3347:37 | 1703 | 1:58 | 0 | 20 | | | | | | | No |
| Jan-02 | 2771:31 | 2720 | 1:01 | 0 | 21 | | | | | | | No |
| Feb-02 | 3224:17 | 1268 | 2:33 | 0 | 90 | | | | | | | No |
| Mar-02 | 290:54 | 660 | 0:26 | 0 | 13 | | | | | | | No |
| Apr-02 | 737:12 | 781 | 0:57 | 0 | 11 | | | | | | | No |
| May-02 | 446:09 | 584 | 0:46 | 0 | 9 | | | | | | | No |




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

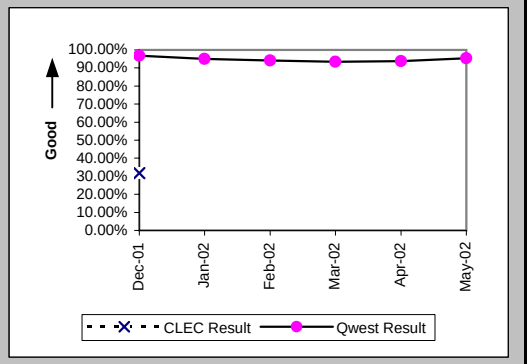
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 1812 | 2276 | 79.61% | 0 | 94 | 48187 | 49808 | 96.75% | 17.74% | 45.04 | 26.38 | Yes |
| Jan-02 | 1206 | 1274 | 94.66% | 0 | 38 | 64281 | 67614 | 95.07% | 21.65% | 0.67 | -0.59 | No |
| Feb-02 | 970 | 1031 | 94.08% | 0 | 59 | 51551 | 54786 | 94.10% | 23.57% | 0.02 | -0.99 | No |
| Mar-02 | 2099 | 2157 | 97.31% | 0 | 54 | 50065 | 53558 | 93.48% | 24.69% | -7.07 | -5.3 | No |
| Apr-02 | 1197 | 1284 | 93.22% | 0 | 125 | 51546 | 54986 | 93.74% | 24.22% | 0.76 | -0.54 | No |
| May-02 | 1705 | 1768 | 96.44% | 0 | 126 | 52654 | 55228 | 95.34% | 21.08% | -2.15 | -2.31 | No |



## Checklist #2 - Completion Notifications

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

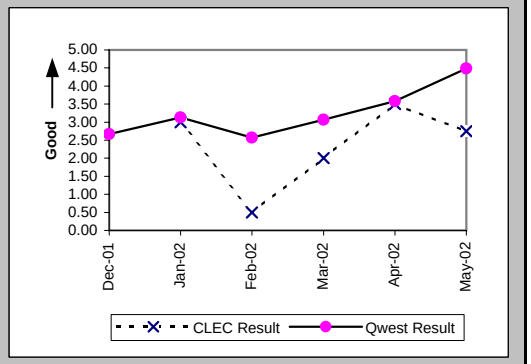
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 1763 | 5549 | 31.77% | 0 | 94 | 48187 | 49808 | 96.75% | 17.74% | 258.73 | 156.3 | Yes |
| Jan-02 | | | | | | 64281 | 67614 | 95.07% | 21.65% | | | |
| Feb-02 | | | | | | 51551 | 54786 | 94.10% | 23.57% | | | |
| Mar-02 | | | | | | 50065 | 53558 | 93.48% | 24.69% | | | |
| Apr-02 | | | | | | 51546 | 54986 | 93.74% | 24.22% | | | |
| May-02 | | | | | | 52654 | 55228 | 95.34% | 21.08% | | | |



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

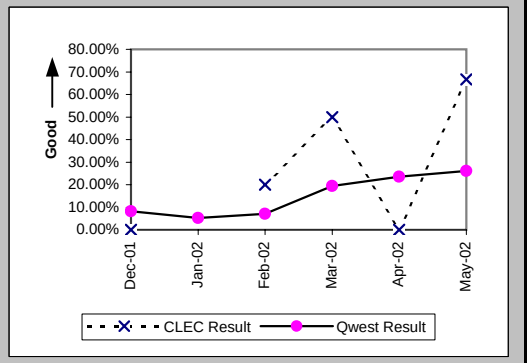
Jeopardy Notice Interval (Average Days) (PO-8A) (Parity)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 144 | 54 | 2.67 | 4.52 | | | |
| Jan-02 | 3 | 1 | 3.00 | 0 | 0 | 169 | 54 | 3.13 | 4.65 | -0.8 | -1.49 | No |
| Feb-02 | 1 | 2 | 0.50 | 0 | 0 | 172 | 67 | 2.57 | 4.85 | 0.67 | -0.59 | No |
| Mar-02 | 2 | 1 | 2.00 | 0 | 0 | 393 | 128 | 3.07 | 3.44 | -0.28 | -1.17 | No |
| Apr-02 | 14 | 4 | 3.50 | 0 | 0 | 379 | 106 | 3.58 | 4.00 | -0.23 | -1.14 | No |
| May-02 | 11 | 4 | 2.75 | 0 | 0 | 651 | 145 | 4.49 | 6.43 | 0.26 | -0.84 | No |




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

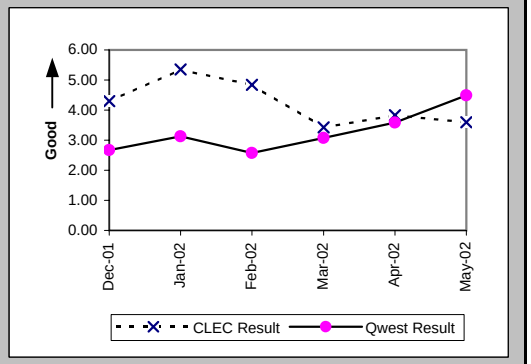
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 0 | 17 | 0.00% | 7 | 0 | 12 | 146 | 8.22% | 27.47% | 1.24 | -0.24 | No |
| Jan-02 | | | | | | 12 | 227 | 5.29% | 22.38% | | | |
| Feb-02 | 1 | 5 | 20.00% | 2 | 0 | 13 | 184 | 7.07% | 25.62% | -1.11 | -1.68 | No |
| Mar-02 | 1 | 2 | 50.00% | 4 | 0 | 33 | 170 | 19.41% | 39.55% | -1.09 | -1.66 | No |
| Apr-02 | 0 | 4 | 0.00% | 4 | 0 | 28 | 119 | 23.53% | 42.42% | 0.98 | -0.4 | No |
| May-02 | 2 | 3 | 66.67% | 12 | 0 | 42 | 161 | 26.09% | 43.91% | -1.59 | -1.96 | No |



## Checklist #2 - Jeopardy Notifications - Unbundled Loops

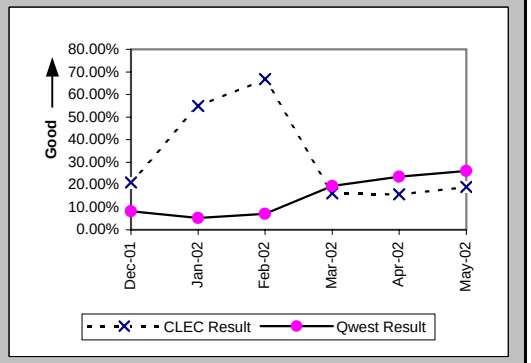
Jeopardy Notice Interval (Average Days) (PO-8B) (Parity)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 198 | 46 | 4.30 | 0 | 1 | 144 | 54 | 2.67 | 4.52 | -1.8 | -2.1 | No |
| Jan-02 | 1353 | 253 | 5.35 | 0 | 1 | 169 | 54 | 3.13 | 4.65 | -3.18 | -2.93 | No |
| Feb-02 | 784 | 162 | 4.84 | 0 | 2 | 172 | 67 | 2.57 | 4.85 | -3.22 | -2.96 | No |
| Mar-02 | 24 | 7 | 3.43 | 0 | 0 | 393 | 128 | 3.07 | 3.44 | -0.27 | -1.16 | No |
| Apr-02 | 46 | 12 | 3.83 | 0 | 0 | 379 | 106 | 3.58 | 4.00 | -0.21 | -1.13 | No |
| May-02 | 36 | 10 | 3.60 | 0 | 0 | 651 | 145 | 4.49 | 6.43 | 0.3 | -0.82 | No |




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

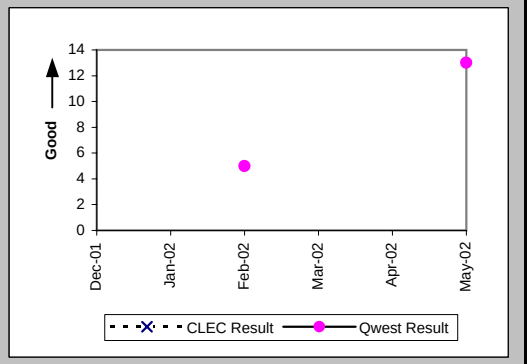
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 24 | 114 | 21.05% | 10 | 1 | 12 | 146 | 8.22% | 27.47% | -3.74 | -3.27 | No |
| Jan-02 | 151 | 275 | 54.91% | 20 | 1 | 12 | 227 | 5.29% | 22.38% | -24.73 | -16.03 | No |
| Feb-02 | 113 | 169 | 66.86% | 18 | 2 | 13 | 184 | 7.07% | 25.62% | -21.9 | -14.32 | No |
| Mar-02 | 5 | 31 | 16.13% | 3 | 0 | 33 | 170 | 19.41% | 39.55% | 0.38 | -0.77 | No |
| Apr-02 | 3 | 19 | 15.79% | 2 | 0 | 28 | 119 | 23.53% | 42.42% | 0.7 | -0.57 | No |
| May-02 | 4 | 21 | 19.05% | 2 | 0 | 42 | 161 | 26.09% | 43.91% | 0.66 | -0.6 | No |



## Checklist #2 - Jeopardy Notifications - LIS

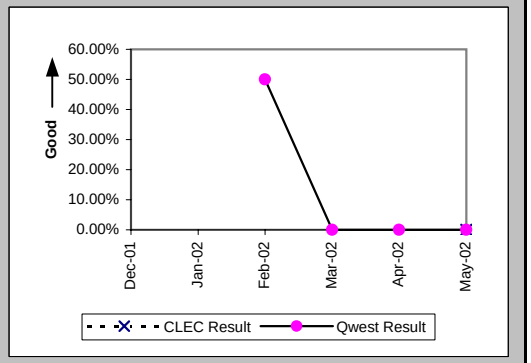
Jeopardy Notice Interval (Average Days) (PO-8C) (Parity)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | 5 | 1 | 5.00 | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | 13 | 1 | 13.00 | | | | |




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

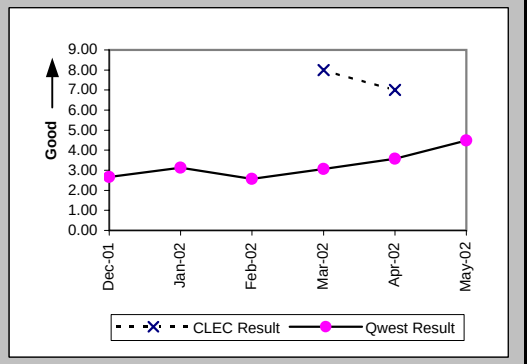
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | 1 | 2 | 50.00% | 50.00% | | | |
| Mar-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| Apr-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| May-02 | 0 | 1 | 0.00% | 2 | 0 | 0 | 5 | 0.00% | N/A | N/A | N/A | |



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

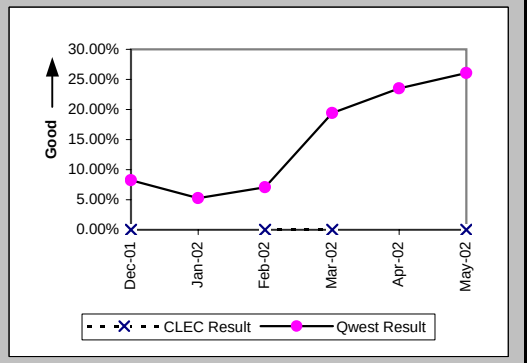
Jeopardy Notice Interval (Average Days) (PO-8D) (Parity)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 144 | 54 | 2.67 | 4.52 | | | |
| Jan-02 | | | | | | 169 | 54 | 3.13 | 4.65 | | | |
| Feb-02 | | | | | | 172 | 67 | 2.57 | 4.85 | | | |
| Mar-02 | 8 | 1 | 8.00 | 0 | 0 | 393 | 128 | 3.07 | 3.44 | -1.43 | -1.87 | No |
| Apr-02 | 7 | 1 | 7.00 | 0 | 0 | 379 | 106 | 3.58 | 4.00 | -0.85 | -1.52 | No |
| May-02 | | | | | | 651 | 145 | 4.49 | 6.43 | | | |




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

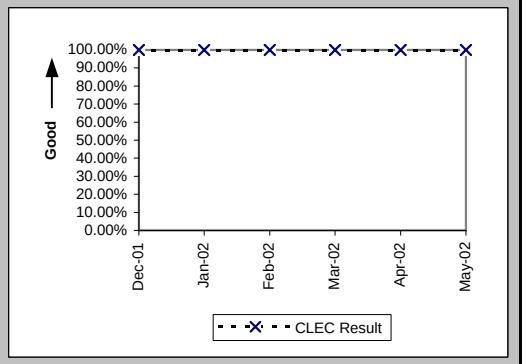
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 0 | 2 | 0.00% | 2 | 0 | 12 | 146 | 8.22% | 27.47% | 0.15 | -0.91 | No |
| Jan-02 | | | | | | 12 | 227 | 5.29% | 22.38% | | | |
| Feb-02 | 0 | 1 | 0.00% | 0 | 0 | 13 | 184 | 7.07% | 25.62% | 0.01 | -0.99 | No |
| Mar-02 | 0 | 1 | 0.00% | 2 | 0 | 33 | 170 | 19.41% | 39.55% | 0.21 | -0.87 | No |
| Apr-02 | | | | | | 28 | 119 | 23.53% | 42.42% | | | |
| May-02 | 0 | 1 | 0.00% | 3 | 0 | 42 | 161 | 26.09% | 43.91% | 0.31 | -0.81 | No |



## Checklist #2 - LSR Accountability

LSR Accountability (Percent) (PO-10) (Diagnostic)

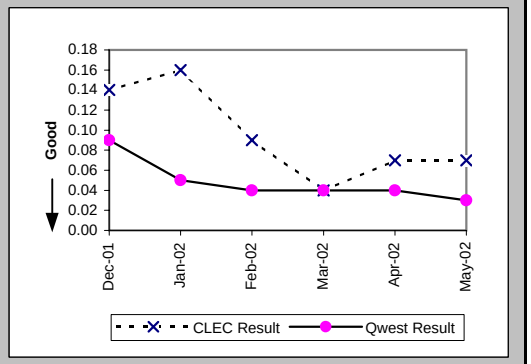
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc |
|---|---|---|---|---|---|
| Dec-01 | 83868 | 83868 | 100.00% | | |
| Jan-02 | 96534 | 96534 | 100.00% | | |
| Feb-02 | 75655 | 75655 | 100.00% | | |
| Mar-02 | 82525 | 82525 | 100.00% | | |
| Apr-02 | 86473 | 86473 | 100.00% | | |
| May-02 | 91474 | 91474 | 100.00% | | |



## Checklist #2 - Due Date Changes

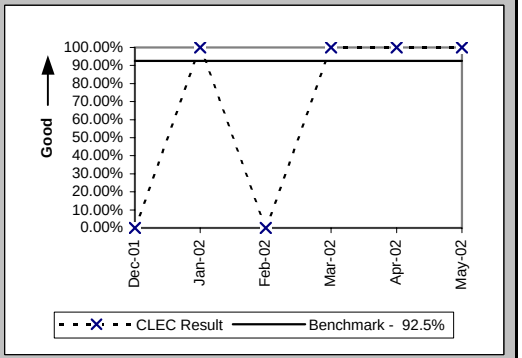
Number of Due Date Changes per Order (Average Days) (PO-15) (Diagnostic)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 458 | 3301 | 0.14 | 0 | 3 | 727 | 7884 | 0.09 | 0.43 | 5.21 | 2.17 | Yes |
| Jan-02 | 520 | 3227 | 0.16 | 0 | 3 | 433 | 8173 | 0.05 | 0.28 | 18.89 | 10.48 | Yes |
| Feb-02 | 142 | 1548 | 0.09 | 0 | 2 | 325 | 7549 | 0.04 | 0.24 | 7.17 | 3.36 | Yes |
| Mar-02 | 87 | 2003 | 0.04 | 0 | 0 | 322 | 8242 | 0.04 | 0.24 | 0.73 | -0.56 | No |
| Apr-02 | 92 | 1350 | 0.07 | 0 | 1 | 302 | 7924 | 0.04 | 0.24 | 4.27 | 1.6 | Yes |
| May-02 | 79 | 1184 | 0.07 | 0 | 0 | 286 | 8182 | 0.03 | 0.22 | 4.69 | 1.85 | Yes |



## Checklist #2 - Timely Release Notifications

| (PO-16) Timely Release Notifications (Percent) Default (Benchmark) | | | | | |
|---|---|---|---|---|---|
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc |
| 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% | | |

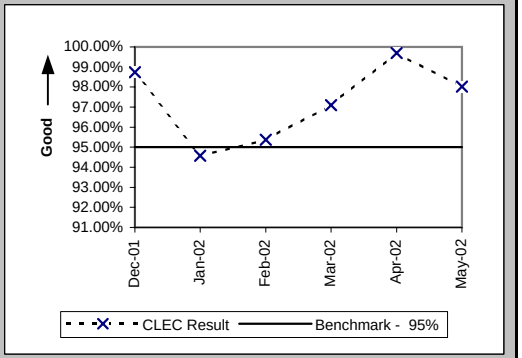



If the release notifications are less than 10 in the reporting month, the standard is 1 miss

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

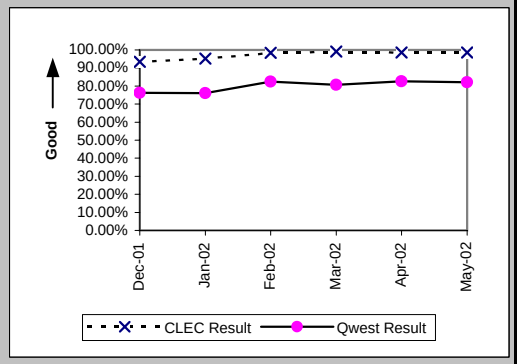
Stand-Alone Test Environment (SATE) Accuracy (Percent) (PO-19) (Benchmark)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc |
|---|---|---|---|---|---|
| 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% | | |

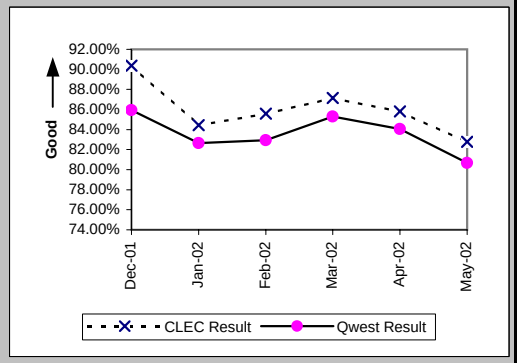


## Checklist #2 - Access To Centers

| Calls Answered within Twenty Seconds - Interconnect Provisioning Center (Percent) (OP-2) (Parity) | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result |
| 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% |



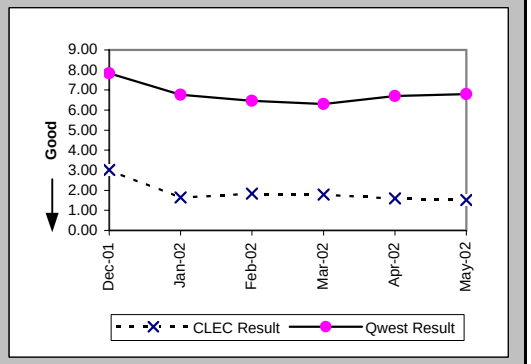

| Calls Answered within 20 seconds - Interconnect Repair Center (Percent) (MR-2) (Parity) | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result |
| Dec-01 | 18034 | 19952 | 90.39% | | | 440835 | 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

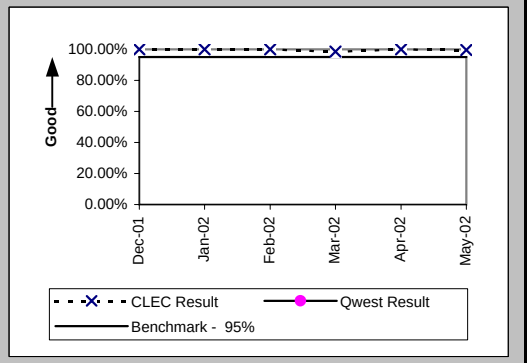
Time to Provide Usage Records (Average Days) UNEs and Resale Aggregate (BI-1A) (Parity)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 830928 | 275977 | 3.01 | 0 | 0 | 13469110 | 1718866 | 7.84 | 10.45 | -225.21 | -137.92 | No |
| Jan-02 | 715854 | 434892 | 1.65 | 0 | 0 | 11679770 | 1725733 | 6.77 | 8.15 | -370.54 | -226.27 | No |
| Feb-02 | 708244 | 387312 | 1.83 | 0 | 0 | 9301893 | 1437828 | 6.47 | 8.55 | -299.73 | -183.22 | No |
| Mar-02 | 1973364 | 1103227 | 1.79 | 0 | 0 | 9100573 | 1443740 | 6.30 | 8.96 | -398.39 | -243.2 | No |
| Apr-02 | 1838333 | 1158861 | 1.59 | 0 | 0 | 10487893 | 1566172 | 6.70 | 8.23 | -506.98 | -309.22 | No |
| May-02 | 1914712 | 1256599 | 1.52 | 0 | 0 | 10526508 | 1549723 | 6.79 | 9.26 | -473.75 | -289.02 | No |



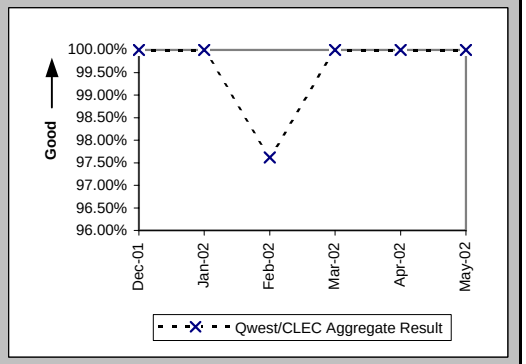

Time to Provide Usage Records (Percent) Jointly-provided Switched Access (BI-1B) (Benchmark)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 1660216 | 1660237 | 100.00% | 0 | 0 | | | | | | | No |
| Jan-02 | 1675677 | 1675677 | 100.00% | 0 | 0 | | | | | | | No |
| Feb-02 | 1541152 | 1541152 | 100.00% | 0 | 0 | | | | | | | No |
| Mar-02 | 1429188 | 1450132 | 98.56% | 0 | 0 | | | | | | | No |
| Apr-02 | 914637 | 914644 | 100.00% | 0 | 0 | | | | | | | No |
| May-02 | 838333 | 842048 | 99.56% | 0 | 0 | | | | | | | No |



## Checklist #2 - Billing

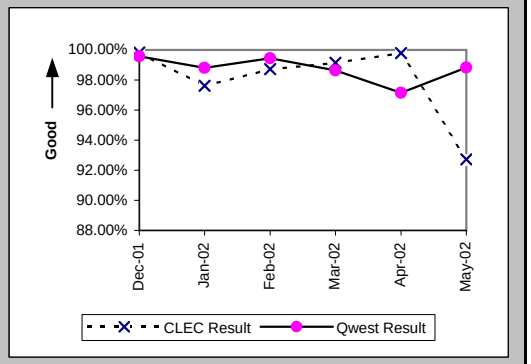
| Invoices Delivered within 10 Days (Percent) All (BI-2) (Parity) | | | | | |
|---|---|---|---|---|---|
| Date | Qwest/CLEC Aggregate Num | Qwest/CLEC Aggregate Denor | Qwest/CLEC Aggregate Result | PID Exc | Data Exc |
| Dec-01 | 2765 | 2765 | 100.00% | 0 | 0 |
| Jan-02 | 2962 | 2962 | 100.00% | 0 | 0 |
| Feb-02 | 2870 | 2940 | 97.62% | 0 | 0 |
| Mar-02 | 3000 | 3000 | 100.00% | 0 | 0 |
| Apr-02 | 3115 | 3115 | 100.00% | 0 | 0 |
| May-02 | 3020 | 3020 | 100.00% | 0 | 0 |



## Checklist #2 - Billing

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

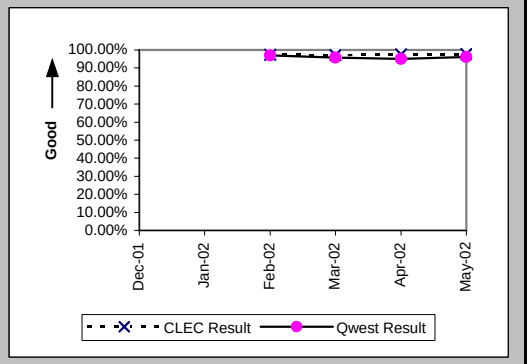
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 1156129.35 | 1158170.88 | 99.82% | 0 | 116 | 19300535.64 | 19381458.18 | 99.58% | 6.45% | -39.11 | -24.78 | No |
| Jan-02 | 904588.13 | 926642.58 | 97.62% | 0 | 134 | 20689861.53 | 20940876.72 | 98.80% | 10.88% | 102.26 | 61.17 | Yes |
| Feb-02 | 1030120.4 | 1043353.59 | 98.73% | 0 | 222 | 21041670.64 | 21159747.7 | 99.44% | 7.45% | 95.08 | 56.81 | Yes |
| Mar-02 | 982886.06 | 991303.57 | 99.15% | 0 | 190 | 20623398.57 | 20910103.4 | 98.63% | 11.63% | -43.67 | -27.55 | No |
| Apr-02 | 846301.7 | 848042.44 | 99.79% | 0 | 259 | 20388106.69 | 20988054.3 | 97.14% | 16.66% | -143.75 | -88.39 | No |
| May-02 | 789338.75 | 851317.09 | 92.72% | 0 | 156 | 20280243.97 | 20519672.52 | 98.83% | 10.74% | 514.7 | 311.91 | Yes |



## Checklist #2 - Billing

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

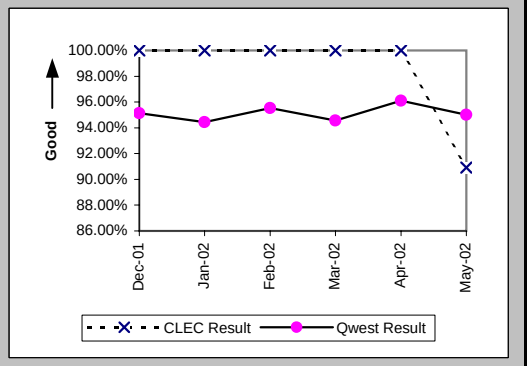
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | 4824 | 4952 | 97.42% | 0 | 1 | 66732 | 68749 | 97.07% | 16.88% | -1.41 | -1.85 | No |
| Mar-02 | 4320 | 4447 | 97.14% | 0 | 0 | 53359 | 55722 | 95.76% | 20.15% | -4.41 | -3.68 | No |
| Apr-02 | 3189 | 3268 | 97.58% | 0 | 0 | 53588 | 56383 | 95.04% | 21.71% | -6.5 | -4.95 | No |
| May-02 | 2359 | 2413 | 97.76% | 0 | 0 | 52375 | 54511 | 96.08% | 19.40% | -4.16 | -3.53 | No |



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

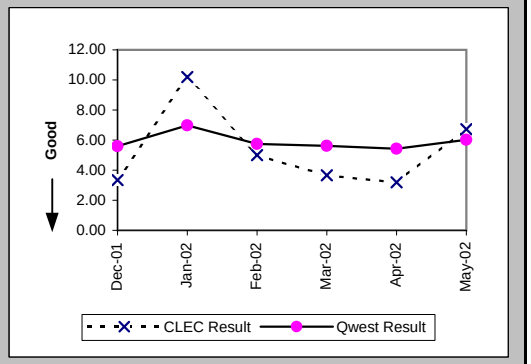
Installation Commitments Met (Percent) (OP-3A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 6 | 6 | 100.00% | 0 | 0 | 1156 | 1215 | 95.14% | 21.49% | -0.55 | -1.34 | No |
| Jan-02 | 5 | 5 | 100.00% | 0 | 0 | 1308 | 1385 | 94.44% | 22.91% | -0.54 | -1.33 | No |
| Feb-02 | 2 | 2 | 100.00% | 0 | 0 | 1069 | 1119 | 95.53% | 20.66% | -0.31 | -1.19 | No |
| Mar-02 | 101 | 101 | 100.00% | 1 | 0 | 1185 | 1253 | 94.57% | 22.65% | -2.32 | -2.41 | No |
| Apr-02 | 5 | 5 | 100.00% | 0 | 0 | 1108 | 1153 | 96.10% | 19.37% | -0.45 | -1.27 | No |
| May-02 | 10 | 11 | 90.91% | 0 | 0 | 1102 | 1160 | 95.00% | 21.79% | 0.61 | -0.63 | No |



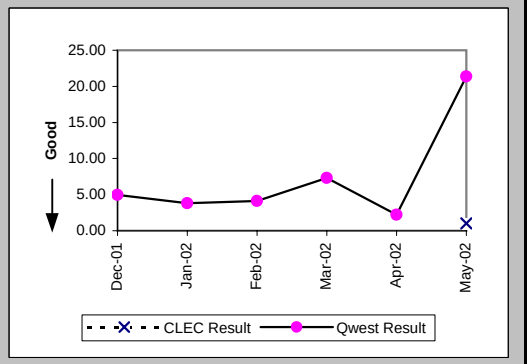

Installation Interval (Average Days) (OP-4A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 20 | 6 | 3.33 | 0 | 0 | 6889 | 1233 | 5.59 | 6.16 | -0.89 | -1.54 | No |
| Jan-02 | 51 | 5 | 10.20 | 0 | 0 | 9752 | 1400 | 6.97 | 7.97 | 1.03 | -0.37 | No |
| Feb-02 | 10 | 2 | 5.00 | 0 | 0 | 6460 | 1125 | 5.74 | 5.36 | -0.2 | -1.12 | No |
| Mar-02 | 374 | 102 | 3.67 | 0 | 0 | 7072 | 1261 | 5.61 | 5.39 | -3.5 | -3.13 | No |
| Apr-02 | 16 | 5 | 3.20 | 0 | 0 | 6279 | 1157 | 5.43 | 5.50 | -0.9 | -1.55 | No |
| May-02 | 74 | 11 | 6.73 | 0 | 0 | 7052 | 1170 | 6.03 | 6.10 | 0.54 | -0.67 | No |




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

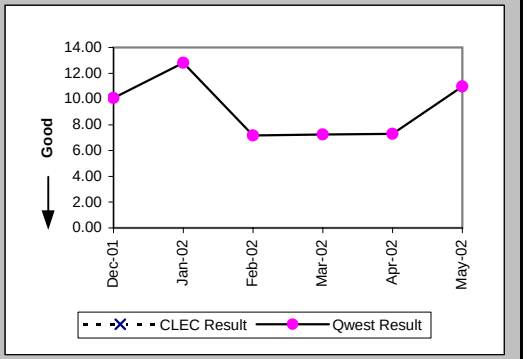
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 179 | 36 | 4.97 | 11.09 | | | |
| Jan-02 | | | | | | 179 | 47 | 3.81 | 4.87 | | | |
| Feb-02 | | | | | | 120 | 29 | 4.14 | 4.56 | | | |
| Mar-02 | | | | | | 278 | 38 | 7.32 | 11.13 | | | |
| Apr-02 | | | | | | 53 | 24 | 2.21 | 2.34 | | | |
| May-02 | 1 | 1 | 1.00 | 0 | 0 | 641 | 30 | 21.37 | 92.46 | -0.22 | -1.13 | No |



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

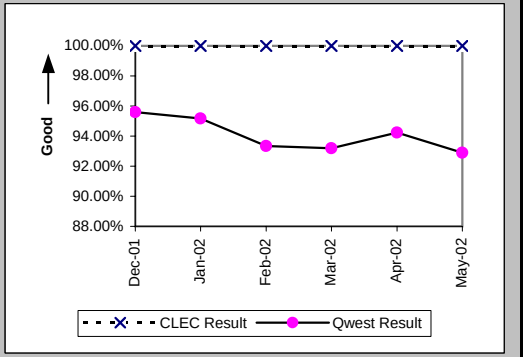
### Delayed Days for Facility Reasons (Average Days) (OP-6B-1) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 282 | 28 | 10.07 | 10.71 | | | |
| Jan-02 | | | | | | 384 | 30 | 12.80 | 25.12 | | | |
| Feb-02 | | | | | | 158 | 22 | 7.18 | 5.28 | | | |
| Mar-02 | | | | | | 225 | 31 | 7.26 | 5.48 | | | |
| Apr-02 | | | | | | 146 | 20 | 7.30 | 10.12 | | | |
| May-02 | | | | | | 307 | 28 | 10.96 | 11.04 | | | |



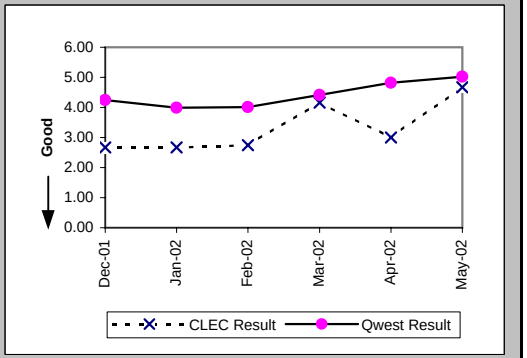

### Installation Commitments Met (Percent) (OP-3B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 3 | 3 | 100.00% | 0 | 0 | 717 | 750 | 95.60% | 20.51% | -0.37 | -1.23 | No |
| Jan-02 | 6 | 6 | 100.00% | 0 | 0 | 749 | 787 | 95.17% | 21.44% | -0.55 | -1.33 | No |
| Feb-02 | 4 | 4 | 100.00% | 0 | 1 | 631 | 676 | 93.34% | 24.93% | -0.53 | -1.32 | No |
| Mar-02 | 76 | 76 | 100.00% | 0 | 0 | 752 | 807 | 93.18% | 25.20% | -2.25 | -2.37 | No |
| Apr-02 | 4 | 4 | 100.00% | 0 | 0 | 620 | 658 | 94.22% | 23.33% | -0.49 | -1.3 | No |
| May-02 | 6 | 6 | 100.00% | 0 | 0 | 692 | 745 | 92.89% | 25.71% | -0.68 | -1.41 | No |




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

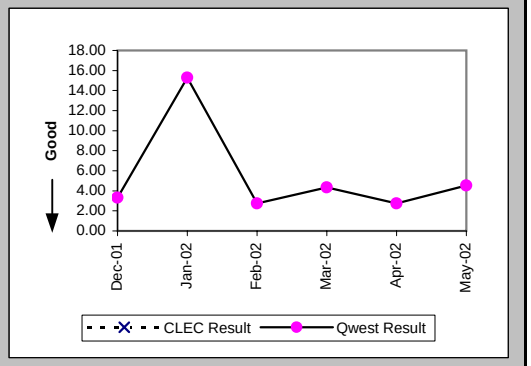
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 8 | 3 | 2.67 | 0 | 0 | 3207 | 754 | 4.25 | 4.67 | -0.59 | -1.36 | No |
| Jan-02 | 16 | 6 | 2.67 | 0 | 0 | 3172 | 795 | 3.99 | 4.49 | -0.72 | -1.44 | No |
| Feb-02 | 11 | 4 | 2.75 | 0 | 1 | 2736 | 682 | 4.01 | 3.51 | -0.72 | -1.44 | No |
| Mar-02 | 316 | 76 | 4.16 | 0 | 0 | 3586 | 811 | 4.42 | 5.26 | -0.42 | -1.25 | No |
| Apr-02 | 12 | 4 | 3.00 | 0 | 0 | 3181 | 660 | 4.82 | 5.16 | -0.7 | -1.43 | No |
| May-02 | 28 | 6 | 4.67 | 0 | 0 | 3752 | 747 | 5.02 | 6.62 | -0.13 | -1.08 | No |



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

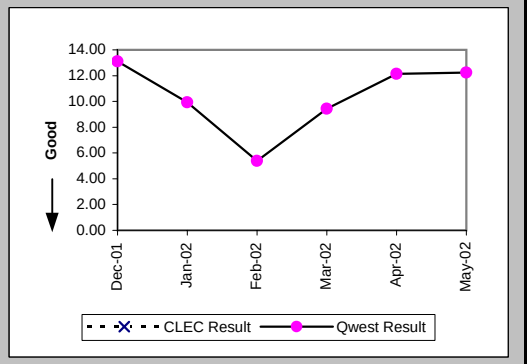
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-2) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 43 | 13 | 3.31 | 2.98 | | | |
| Jan-02 | | | | | | 352 | 23 | 15.30 | 52.92 | | | |
| Feb-02 | | | | | | 74 | 27 | 2.74 | 1.93 | | | |
| Mar-02 | | | | | | 100 | 23 | 4.35 | 5.08 | | | |
| Apr-02 | | | | | | 47 | 17 | 2.76 | 2.08 | | | |
| May-02 | | | | | | 77 | 17 | 4.53 | 6.36 | | | |



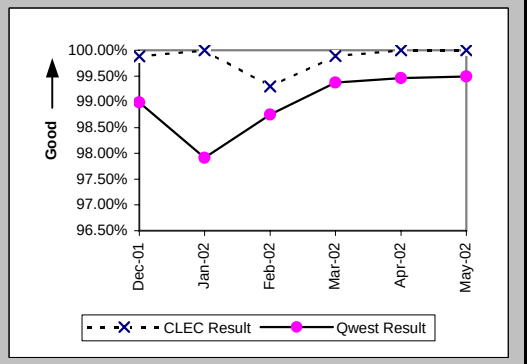

Delayed Days for Facility Reasons (Average Days) (OP-6B-2) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 262 | 20 | 13.10 | 11.65 | | | |
| Jan-02 | | | | | | 159 | 16 | 9.94 | 11.05 | | | |
| Feb-02 | | | | | | 97 | 18 | 5.39 | 6.12 | | | |
| Mar-02 | | | | | | 302 | 32 | 9.44 | 15.62 | | | |
| Apr-02 | | | | | | 255 | 21 | 12.14 | 12.74 | | | |
| May-02 | | | | | | 441 | 36 | 12.25 | 14.57 | | | |




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

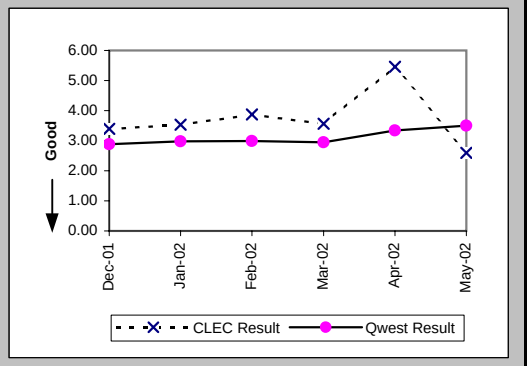
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 849 | 850 | 99.88% | 0 | 1 | 3328 | 3362 | 98.99% | 10.01% | -2.33 | -2.41 | No |
| Jan-02 | 38 | 38 | 100.00% | 0 | 3 | 3620 | 3697 | 97.92% | 14.28% | -0.89 | -1.54 | No |
| Feb-02 | 141 | 142 | 99.30% | 0 | 0 | 3647 | 3693 | 98.75% | 11.09% | -0.57 | -1.35 | No |
| Mar-02 | 908 | 909 | 99.89% | 0 | 0 | 4135 | 4161 | 99.38% | 7.88% | -1.78 | -2.08 | No |
| Apr-02 | 492 | 492 | 100.00% | 0 | 0 | 3863 | 3884 | 99.46% | 7.33% | -1.54 | -1.94 | No |
| May-02 | 37 | 37 | 100.00% | 0 | 0 | 4296 | 4318 | 99.49% | 7.12% | -0.43 | -1.26 | No |



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

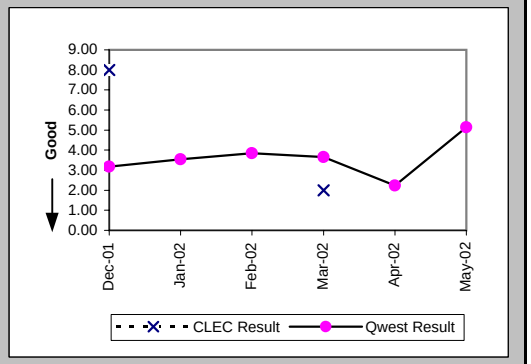
Installation Interval (Average Days) (OP-4C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 2830 | 834 | 3.39 | 16 | 1 | 7911 | 2747 | 2.88 | 1.16 | 11.18 | 5.8 | Yes |
| Jan-02 | 113 | 32 | 3.53 | 6 | 3 | 9309 | 3124 | 2.98 | 1.49 | 1.71 | 0.04 | Yes |
| Feb-02 | 542 | 140 | 3.87 | 2 | 0 | 8975 | 3001 | 2.99 | 1.23 | 8.31 | 4.05 | Yes |
| Mar-02 | 709 | 199 | 3.56 | 710 | 0 | 9076 | 3075 | 2.95 | 1.14 | 7.31 | 3.44 | Yes |
| Apr-02 | 929 | 170 | 5.46 | 322 | 0 | 9617 | 2883 | 3.34 | 1.32 | 20.47 | 11.45 | Yes |
| May-02 | 52 | 20 | 2.60 | 17 | 0 | 11170 | 3190 | 3.50 | 1.28 | -3.13 | -2.91 | No |



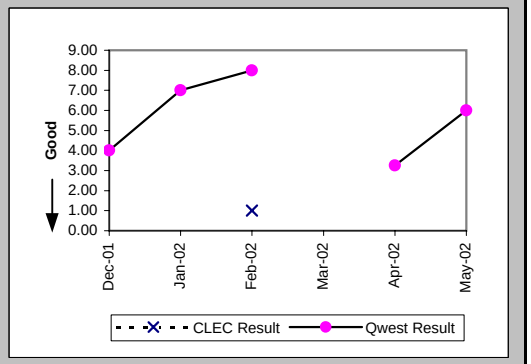

Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-3) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 8 | 1 | 8.00 | 0 | 0 | 108 | 34 | 3.18 | 3.17 | 1.33 | -0.19 | No |
| Jan-02 | | | | | | 294 | 83 | 3.54 | 6.90 | | | |
| Feb-02 | | | | | | 165 | 43 | 3.84 | 4.24 | | | |
| Mar-02 | 2 | 1 | 2.00 | 0 | 0 | 95 | 26 | 3.65 | 5.73 | -0.28 | -1.17 | No |
| Apr-02 | | | | | | 38 | 17 | 2.24 | 1.86 | | | |
| May-02 | | | | | | 108 | 21 | 5.14 | 6.07 | | | |




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

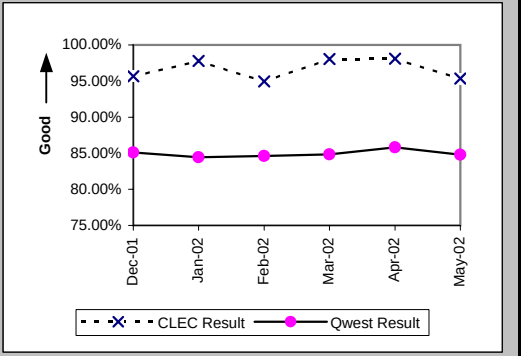
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 4 | 1 | 4.00 | | | | |
| Jan-02 | | | | | | 14 | 2 | 7.00 | 7.07 | | | |
| Feb-02 | 1 | 1 | 1.00 | 0 | 0 | 24 | 3 | 8.00 | 2.65 | -2.29 | -2.39 | No |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | 13 | 4 | 3.25 | 2.22 | | | |
| May-02 | | | | | | 6 | 1 | 6.00 | | | | |



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

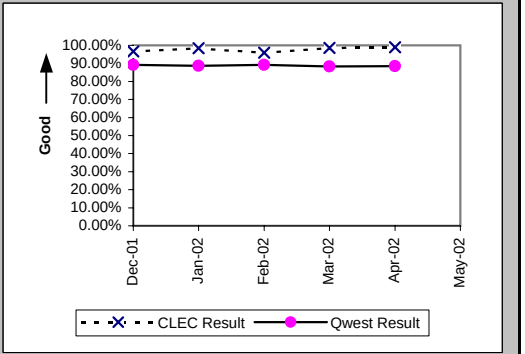
New Service Installation Quality (Percent) (OP-5) (Parity)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 420 | 439 | 95.67% | 0 | 0 | 4928 | 5791 | 85.10% | 35.61% | -6 | -4.65 | No |
| Jan-02 | 444 | 454 | 97.80% | 0 | 0 | 4752 | 5628 | 84.44% | 36.25% | -7.55 | -5.59 | No |
| Feb-02 | 94 | 99 | 94.95% | 0 | 0 | 4826 | 5703 | 84.62% | 36.07% | -2.82 | -2.72 | No |
| Mar-02 | 606 | 618 | 98.06% | 0 | 0 | 4980 | 5870 | 84.84% | 35.87% | -8.72 | -6.3 | No |
| Apr-02 | 779 | 794 | 98.11% | 0 | 0 | 5123 | 5971 | 85.80% | 34.91% | -9.34 | -6.68 | No |
| May-02 | 265 | 278 | 95.32% | 0 | 0 | 5062 | 5971 | 84.78% | 35.92% | -4.79 | -3.91 | No |



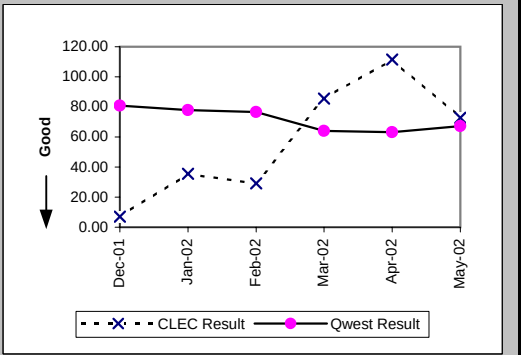

New Service Installation Quality (Percent) (OP-5*) (Parity)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 424 | 439 | 96.58% | 0 | 0 | 5166 | 5791 | 89.21% | 31.03% | -4.8 | -3.92 | No |
| Jan-02 | 447 | 454 | 98.46% | 0 | 0 | 4994 | 5628 | 88.73% | 31.62% | -6.3 | -4.83 | No |
| Feb-02 | 95 | 99 | 95.96% | 0 | 0 | 5090 | 5703 | 89.25% | 30.97% | -2.14 | -2.3 | No |
| Mar-02 | 609 | 618 | 98.54% | 0 | 0 | 5188 | 5870 | 88.38% | 32.04% | -7.5 | -5.56 | No |
| Apr-02 | 785 | 794 | 98.87% | 0 | 0 | 5285 | 5971 | 88.51% | 31.89% | -8.6 | -6.23 | No |
| May-02 | | | | | | | | | | | | |




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

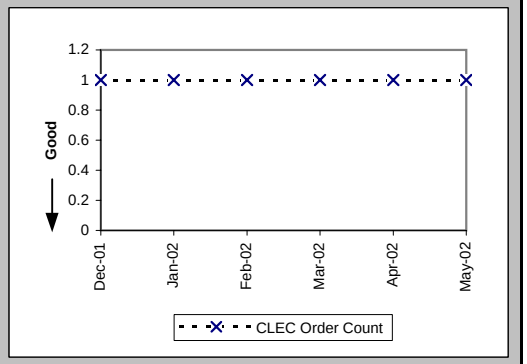
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 21 | 3 | 7.00 | 0 | 0 | 14558 | 180 | 80.88 | 108.90 | -1.17 | -1.71 | No |
| Jan-02 | 71 | 2 | 35.50 | 0 | 0 | 14000 | 180 | 77.78 | 88.05 | -0.68 | -1.41 | No |
| Feb-02 | 146 | 5 | 29.20 | 0 | 0 | 16090 | 210 | 76.62 | 88.90 | -1.18 | -1.72 | No |
| Mar-02 | 171 | 2 | 85.50 | 0 | 0 | 14998 | 234 | 64.09 | 72.49 | 0.5 | -0.69 | No |
| Apr-02 | 223 | 2 | 111.50 | 0 | 0 | 15945 | 252 | 63.27 | 65.66 | 0.97 | -0.41 | No |
| May-02 | 291 | 4 | 72.75 | 0 | 0 | 17438 | 259 | 67.33 | 73.57 | 0.3 | -0.82 | No |



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

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

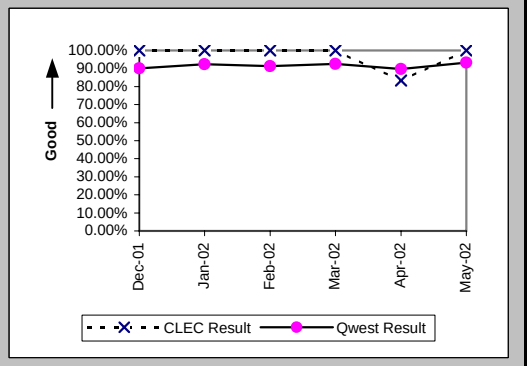
| Date | CLEC Order Count |
|---|---|
| Dec-01 | 1 |
| Jan-02 | 1 |
| Feb-02 | 1 |
| Mar-02 | 1 |
| Apr-02 | 1 |
| May-02 | 1 |



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

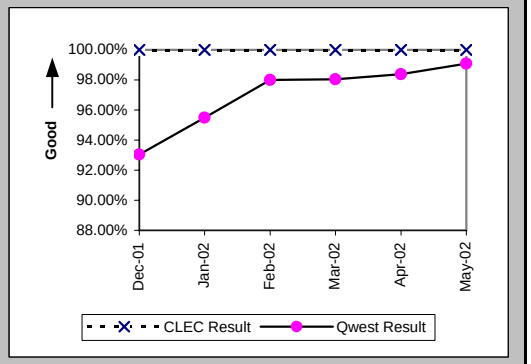
### Out of Service Cleared within 24 hours (Percent) (MR-3A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 7 | 7 | 100.00% | 8 | 0 | 1131 | 1256 | 90.05% | 29.94% | -0.88 | -1.53 | No |
| Jan-02 | 4 | 4 | 100.00% | 4 | 0 | 1278 | 1384 | 92.34% | 26.59% | -0.58 | -1.35 | No |
| Feb-02 | 3 | 3 | 100.00% | 6 | 0 | 1116 | 1223 | 91.25% | 28.26% | -0.54 | -1.33 | No |
| Mar-02 | 7 | 7 | 100.00% | 8 | 0 | 1105 | 1194 | 92.55% | 26.26% | -0.75 | -1.46 | No |
| Apr-02 | 5 | 6 | 83.33% | 4 | 0 | 1479 | 1650 | 89.64% | 30.48% | 0.51 | -0.69 | No |
| May-02 | 19 | 19 | 100.00% | 10 | 0 | 1739 | 1866 | 93.19% | 25.18% | -1.17 | -1.71 | No |



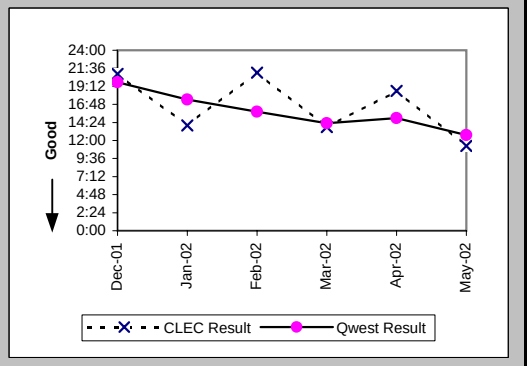

### All Troubles Cleared within 48 hours (Percent) (MR-4A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 10 | 10 | 100.00% | 8 | 0 | 1617 | 1738 | 93.04% | 25.45% | -0.86 | -1.52 | No |
| Jan-02 | 8 | 8 | 100.00% | 4 | 0 | 1694 | 1774 | 95.49% | 20.75% | -0.61 | -1.37 | No |
| Feb-02 | 4 | 4 | 100.00% | 6 | 0 | 1576 | 1608 | 98.01% | 13.97% | -0.28 | -1.17 | No |
| Mar-02 | 9 | 9 | 100.00% | 8 | 0 | 1560 | 1591 | 98.05% | 13.82% | -0.42 | -1.26 | No |
| Apr-02 | 7 | 7 | 100.00% | 4 | 0 | 2134 | 2169 | 98.39% | 12.60% | -0.34 | -1.21 | No |
| May-02 | 23 | 23 | 100.00% | 10 | 0 | 2386 | 2408 | 99.09% | 9.51% | -0.46 | -1.28 | No |




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

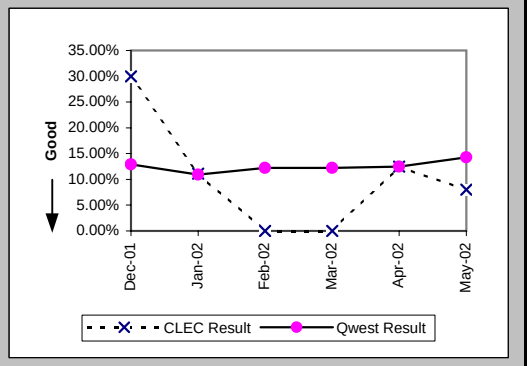
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 208:24 | 10 | 20:50 | 8 | 0 | 34295:20 | 1738 | 19:44 | 18:00 | 0.3 | -0.82 | No |
| Jan-02 | 112:08 | 8 | 14:01 | 3 | 0 | 30948:23 | 1774 | 17:27 | 16:12 | -0.6 | -1.36 | No |
| Feb-02 | 84:03 | 4 | 21:01 | 5 | 0 | 25495:42 | 1608 | 15:51 | 13:04 | 0.86 | -0.48 | No |
| Mar-02 | 124:11 | 9 | 13:48 | 8 | 0 | 22734:38 | 1591 | 14:17 | 12:34 | -0.12 | -1.07 | No |
| Apr-02 | 130:11 | 7 | 18:36 | 3 | 0 | 32480:06 | 2169 | 14:58 | 12:08 | 0.82 | -0.5 | No |
| May-02 | 259:17 | 23 | 11:16 | 8 | 0 | 30632:58 | 2408 | 12:43 | 10:08 | -0.68 | -1.41 | No |



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

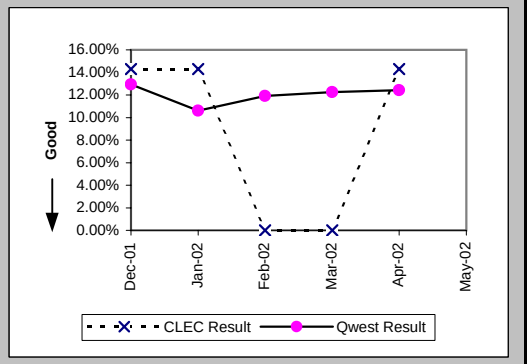
### Repair Repeat Report Rate (Percent) (MR-7A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 3 | 10 | 30.00% | 8 | 0 | 237 | 1837 | 12.90% | 33.52% | 1.42 | -0.14 | No |
| Jan-02 | 1 | 9 | 11.11% | 3 | 0 | 202 | 1846 | 10.94% | 31.22% | 0.1 | -0.94 | No |
| Feb-02 | 0 | 5 | 0.00% | 5 | 0 | 204 | 1671 | 12.21% | 32.74% | -0.83 | -1.51 | No |
| Mar-02 | 0 | 9 | 0.00% | 8 | 0 | 204 | 1667 | 12.24% | 32.77% | -1.12 | -1.68 | No |
| Apr-02 | 1 | 8 | 12.50% | 3 | 0 | 282 | 2265 | 12.45% | 33.02% | 0.09 | -0.95 | No |
| May-02 | 2 | 25 | 8.00% | 8 | 0 | 358 | 2505 | 14.29% | 35.00% | -0.89 | -1.54 | No |



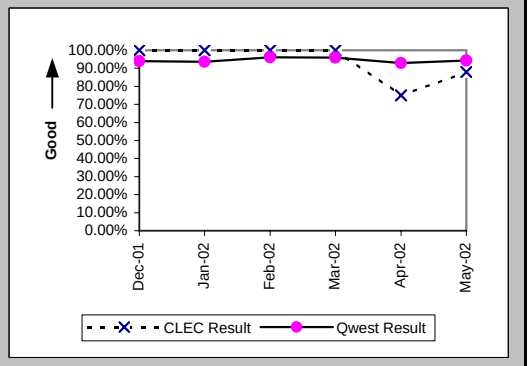

### Repair Repeat Report Rate (Percent) (MR-7A*) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 1 | 7 | 14.29% | 8 | 0 | 211 | 1630 | 12.94% | 33.57% | 0.18 | -0.89 | No |
| Jan-02 | 1 | 7 | 14.29% | 3 | 0 | 170 | 1604 | 10.60% | 30.78% | 0.36 | -0.78 | No |
| Feb-02 | 0 | 4 | 0.00% | 5 | 0 | 177 | 1487 | 11.90% | 32.38% | -0.73 | -1.45 | No |
| Mar-02 | 0 | 7 | 0.00% | 8 | 0 | 181 | 1478 | 12.25% | 32.78% | -0.99 | -1.6 | No |
| Apr-02 | 1 | 7 | 14.29% | 3 | 0 | 261 | 2101 | 12.42% | 32.98% | 0.22 | -0.87 | No |
| May-02 | | | | | | | | | | | | |




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

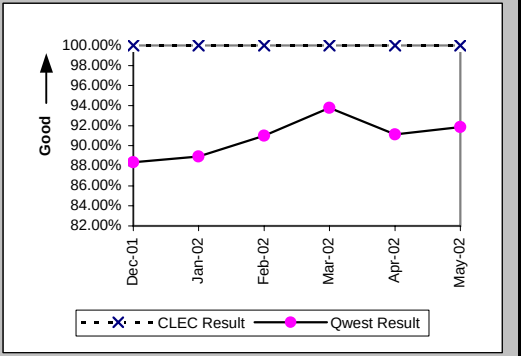
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 10 | 10 | 100.00% | 8 | 0 | 1727 | 1837 | 94.01% | 23.73% | -0.8 | -1.48 | No |
| Jan-02 | 9 | 9 | 100.00% | 3 | 0 | 1728 | 1846 | 93.61% | 24.46% | -0.78 | -1.48 | No |
| Feb-02 | 5 | 5 | 100.00% | 5 | 0 | 1606 | 1671 | 96.11% | 19.34% | -0.45 | -1.27 | No |
| Mar-02 | 9 | 9 | 100.00% | 8 | 0 | 1600 | 1667 | 95.98% | 19.64% | -0.61 | -1.37 | No |
| Apr-02 | 6 | 8 | 75.00% | 3 | 0 | 2103 | 2265 | 92.85% | 25.77% | 1.55 | -0.06 | No |
| May-02 | 22 | 25 | 88.00% | 8 | 0 | 2364 | 2505 | 94.37% | 23.05% | 1.25 | -0.24 | No |



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

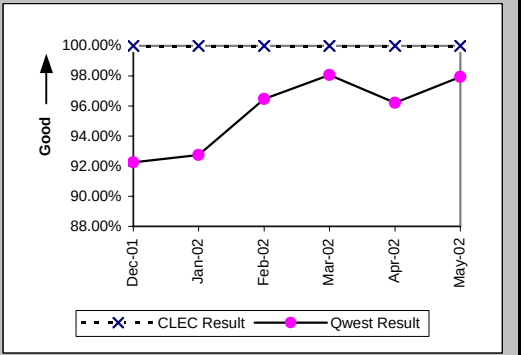
### Out of Service Cleared within 24 hours (Percent) (MR-3B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 4 | 4 | 100.00% | 3 | 0 | 629 | 712 | 88.34% | 32.09% | -0.72 | -1.44 | No |
| Jan-02 | 4 | 4 | 100.00% | 5 | 0 | 498 | 560 | 88.93% | 31.38% | -0.7 | -1.43 | No |
| Feb-02 | 9 | 9 | 100.00% | 4 | 0 | 525 | 577 | 90.99% | 28.64% | -0.94 | -1.57 | No |
| Mar-02 | 5 | 5 | 100.00% | 4 | 0 | 617 | 658 | 93.77% | 24.17% | -0.57 | -1.35 | No |
| Apr-02 | 12 | 12 | 100.00% | 1 | 0 | 801 | 879 | 91.13% | 28.44% | -1.07 | -1.65 | No |
| May-02 | 11 | 11 | 100.00% | 4 | 0 | 837 | 911 | 91.88% | 27.32% | -0.98 | -1.6 | No |



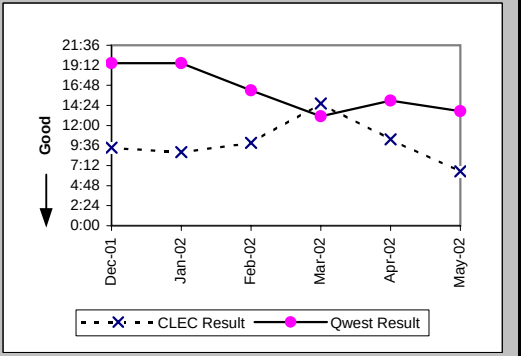

### All Troubles Cleared within 48 hours (Percent) (MR-4B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 5 | 5 | 100.00% | 3 | 0 | 965 | 1046 | 92.26% | 26.73% | -0.65 | -1.39 | No |
| Jan-02 | 4 | 4 | 100.00% | 5 | 0 | 792 | 854 | 92.74% | 25.95% | -0.56 | -1.34 | No |
| Feb-02 | 9 | 9 | 100.00% | 4 | 0 | 818 | 848 | 96.46% | 18.47% | -0.57 | -1.35 | No |
| Mar-02 | 5 | 5 | 100.00% | 4 | 0 | 907 | 925 | 98.05% | 13.81% | -0.31 | -1.19 | No |
| Apr-02 | 15 | 15 | 100.00% | 1 | 0 | 1217 | 1265 | 96.21% | 19.11% | -0.76 | -1.46 | No |
| May-02 | 14 | 14 | 100.00% | 4 | 0 | 1278 | 1305 | 97.93% | 14.23% | -0.54 | -1.33 | No |




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

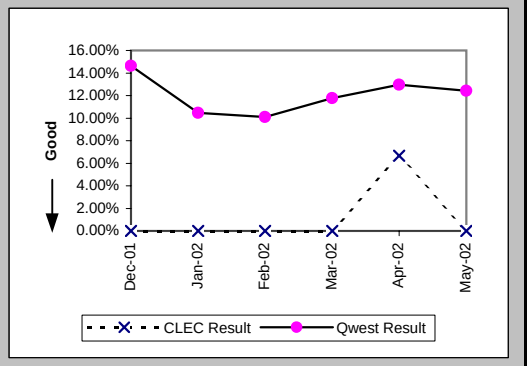
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 46:38 | 5 | 9:20 | 3 | 0 | 20342:04 | 1046 | 19:27 | 19:41 | -1.15 | -1.7 | No |
| Jan-02 | 35:16 | 4 | 8:49 | 5 | 0 | 16627:31 | 854 | 19:28 | 19:19 | -1.1 | -1.67 | No |
| Feb-02 | 89:26 | 9 | 9:56 | 3 | 0 | 13745:50 | 848 | 16:13 | 15:14 | -1.23 | -1.75 | No |
| Mar-02 | 73:12 | 5 | 14:38 | 4 | 0 | 12137:27 | 925 | 13:07 | 14:32 | 0.52 | -0.68 | No |
| Apr-02 | 155:20 | 15 | 10:21 | 1 | 0 | 18931:53 | 1265 | 14:58 | 14:17 | -1.24 | -1.76 | No |
| May-02 | 91:12 | 14 | 6:31 | 4 | 0 | 17884:29 | 1305 | 13:42 | 12:03 | -2.22 | -2.35 | No |



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

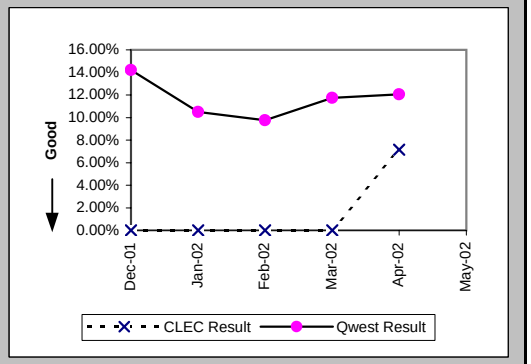
### Repair Repeat Report Rate (Percent) (MR-7B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 0 | 5 | 0.00% | 3 | 0 | 156 | 1066 | 14.63% | 35.34% | -0.92 | -1.56 | No |
| Jan-02 | 0 | 4 | 0.00% | 5 | 0 | 91 | 869 | 10.47% | 30.62% | -0.68 | -1.41 | No |
| Feb-02 | 0 | 10 | 0.00% | 3 | 0 | 87 | 862 | 10.09% | 30.12% | -1.05 | -1.64 | No |
| Mar-02 | 0 | 5 | 0.00% | 4 | 0 | 111 | 942 | 11.78% | 32.24% | -0.82 | -1.5 | No |
| Apr-02 | 1 | 15 | 6.67% | 1 | 0 | 166 | 1281 | 12.96% | 33.58% | -0.72 | -1.44 | No |
| May-02 | 0 | 14 | 0.00% | 4 | 0 | 165 | 1328 | 12.42% | 32.99% | -1.4 | -1.85 | No |



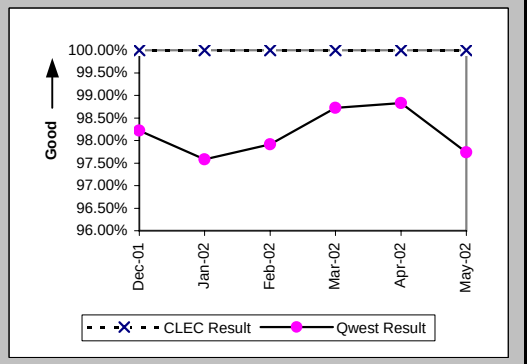

### Repair Repeat Report Rate (Percent) (MR-7B*) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 0 | 4 | 0.00% | 3 | 0 | 138 | 970 | 14.23% | 34.93% | -0.81 | -1.49 | No |
| Jan-02 | 0 | 4 | 0.00% | 5 | 0 | 79 | 753 | 10.49% | 30.64% | -0.68 | -1.42 | No |
| Feb-02 | 0 | 10 | 0.00% | 3 | 0 | 73 | 747 | 9.77% | 29.69% | -1.03 | -1.63 | No |
| Mar-02 | 0 | 5 | 0.00% | 4 | 0 | 99 | 843 | 11.74% | 32.19% | -0.81 | -1.49 | No |
| Apr-02 | 1 | 14 | 7.14% | 1 | 0 | 140 | 1161 | 12.06% | 32.56% | -0.56 | -1.34 | No |
| May-02 | | | | | | | | | | | | |




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

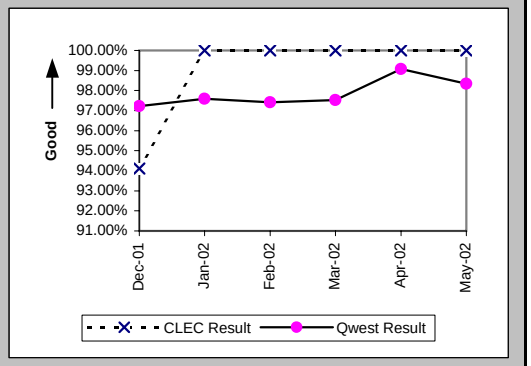
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 5 | 5 | 100.00% | 3 | 0 | 1047 | 1066 | 98.22% | 13.23% | -0.3 | -1.18 | No |
| Jan-02 | 4 | 4 | 100.00% | 5 | 0 | 848 | 869 | 97.58% | 15.36% | -0.31 | -1.19 | No |
| Feb-02 | 10 | 10 | 100.00% | 3 | 0 | 844 | 862 | 97.91% | 14.30% | -0.46 | -1.28 | No |
| Mar-02 | 5 | 5 | 100.00% | 4 | 0 | 930 | 942 | 98.73% | 11.21% | -0.25 | -1.15 | No |
| Apr-02 | 15 | 15 | 100.00% | 1 | 0 | 1266 | 1281 | 98.83% | 10.76% | -0.42 | -1.25 | No |
| May-02 | 14 | 14 | 100.00% | 4 | 0 | 1298 | 1328 | 97.74% | 14.86% | -0.57 | -1.34 | No |



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

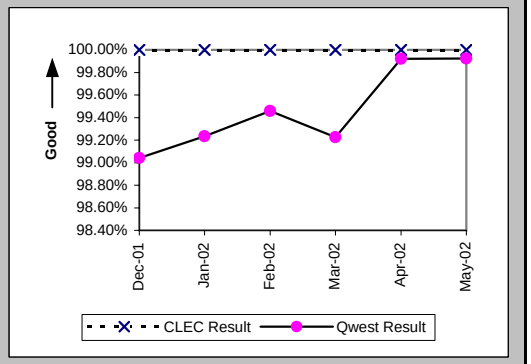
### Out of Service Cleared within 24 hours (Percent) (MR-3C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 16 | 17 | 94.12% | 1 | 0 | 629 | 647 | 97.22% | 16.45% | 0.7 | -0.57 | No |
| Jan-02 | 3 | 3 | 100.00% | 3 | 0 | 567 | 581 | 97.59% | 15.33% | -0.27 | -1.17 | No |
| Feb-02 | 8 | 8 | 100.00% | 6 | 0 | 564 | 579 | 97.41% | 15.89% | -0.46 | -1.28 | No |
| Mar-02 | 4 | 4 | 100.00% | 6 | 0 | 552 | 566 | 97.53% | 15.53% | -0.32 | -1.19 | No |
| Apr-02 | 6 | 6 | 100.00% | 9 | 0 | 535 | 540 | 99.07% | 9.58% | -0.24 | -1.14 | No |
| May-02 | 7 | 7 | 100.00% | 5 | 0 | 652 | 663 | 98.34% | 12.77% | -0.34 | -1.21 | No |



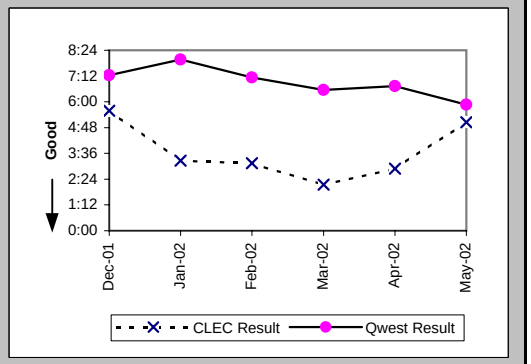

### All Troubles Cleared within 48 hours (Percent) (MR-4C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 30 | 30 | 100.00% | 1 | 0 | 1444 | 1458 | 99.04% | 9.75% | -0.53 | -1.32 | No |
| Jan-02 | 17 | 17 | 100.00% | 3 | 0 | 1296 | 1306 | 99.23% | 8.72% | -0.36 | -1.22 | No |
| Feb-02 | 27 | 27 | 100.00% | 6 | 0 | 1286 | 1293 | 99.46% | 7.34% | -0.38 | -1.23 | No |
| Mar-02 | 20 | 20 | 100.00% | 6 | 0 | 1282 | 1292 | 99.23% | 8.76% | -0.39 | -1.24 | No |
| Apr-02 | 25 | 25 | 100.00% | 9 | 0 | 1237 | 1238 | 99.92% | 2.84% | -0.14 | -1.09 | No |
| May-02 | 12 | 12 | 100.00% | 5 | 0 | 1298 | 1299 | 99.92% | 2.77% | -0.1 | -1.06 | No |




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

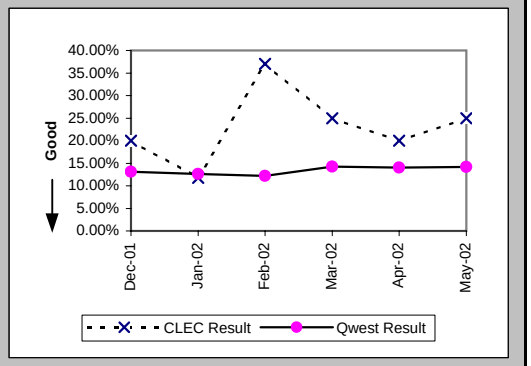
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 167:19 | 30 | 5:35 | 1 | 0 | 10556:42 | 1458 | 7:14 | 10:28 | -0.86 | -1.52 | No |
| Jan-02 | 55:25 | 17 | 3:16 | 3 | 0 | 10411:59 | 1306 | 7:58 | 12:47 | -1.51 | -1.92 | No |
| Feb-02 | 85:02 | 27 | 3:09 | 6 | 0 | 9219:07 | 1293 | 7:08 | 9:58 | -2.06 | -2.25 | No |
| Mar-02 | 43:06 | 20 | 2:09 | 6 | 0 | 8465:50 | 1292 | 6:33 | 10:34 | -1.85 | -2.12 | No |
| Apr-02 | 71:54 | 25 | 2:53 | 9 | 0 | 8334:28 | 1238 | 6:44 | 8:00 | -2.39 | -2.45 | No |
| May-02 | 60:41 | 12 | 5:03 | 5 | 0 | 7626:12 | 1299 | 5:52 | 7:21 | -0.38 | -1.23 | No |



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

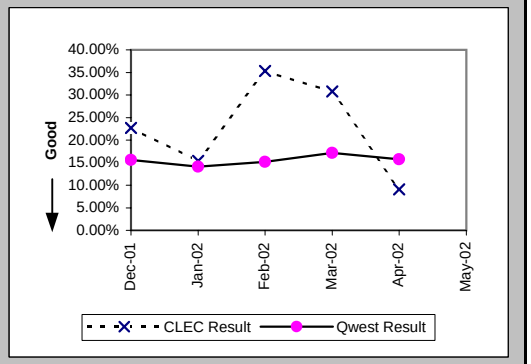
### Repair Repeat Report Rate (Percent) (MR-7C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 6 | 30 | 20.00% | 1 | 0 | 191 | 1458 | 13.10% | 33.74% | 1.08 | -0.35 | No |
| Jan-02 | 2 | 17 | 11.76% | 3 | 0 | 165 | 1306 | 12.63% | 33.22% | -0.11 | -1.07 | No |
| Feb-02 | 10 | 27 | 37.04% | 6 | 0 | 158 | 1293 | 12.22% | 32.75% | 3.27 | 0.99 | Yes |
| Mar-02 | 5 | 20 | 25.00% | 6 | 0 | 184 | 1292 | 14.24% | 34.95% | 1.29 | -0.22 | No |
| Apr-02 | 5 | 25 | 20.00% | 9 | 0 | 174 | 1238 | 14.05% | 34.76% | 0.84 | -0.49 | No |
| May-02 | 3 | 12 | 25.00% | 5 | 0 | 184 | 1299 | 14.16% | 34.87% | 1.01 | -0.38 | No |



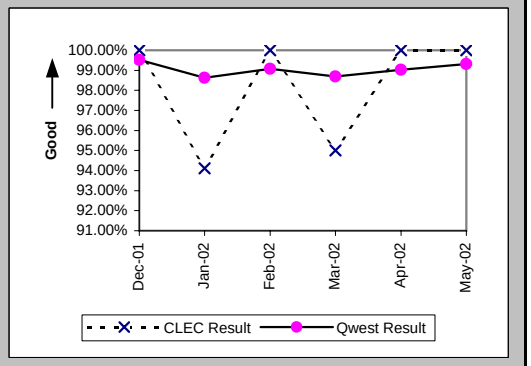

### Repair Repeat Report Rate (Percent) (MR-7C*) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 5 | 22 | 22.73% | 1 | 0 | 82 | 526 | 15.59% | 36.28% | 0.89 | -0.46 | No |
| Jan-02 | 2 | 13 | 15.38% | 3 | 0 | 70 | 496 | 14.11% | 34.82% | 0.18 | -0.89 | No |
| Feb-02 | 6 | 17 | 35.29% | 6 | 0 | 65 | 428 | 15.19% | 35.89% | 2 | 0.22 | Yes |
| Mar-02 | 4 | 13 | 30.77% | 6 | 0 | 79 | 461 | 17.14% | 37.68% | 1.2 | -0.27 | No |
| Apr-02 | 1 | 11 | 9.09% | 9 | 0 | 81 | 514 | 15.76% | 36.44% | -0.6 | -1.37 | No |
| May-02 | | | | | | | | | | | | |




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

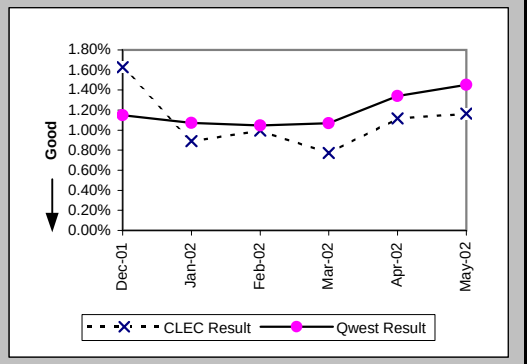
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 30 | 30 | 100.00% | 1 | 0 | 1451 | 1458 | 99.52% | 6.91% | -0.38 | -1.23 | No |
| Jan-02 | 16 | 17 | 94.12% | 3 | 0 | 1288 | 1306 | 98.62% | 11.66% | 1.18 | -0.28 | No |
| Feb-02 | 27 | 27 | 100.00% | 6 | 0 | 1281 | 1293 | 99.07% | 9.59% | -0.5 | -1.3 | No |
| Mar-02 | 19 | 20 | 95.00% | 6 | 0 | 1275 | 1292 | 98.68% | 11.40% | 1.1 | -0.33 | No |
| Apr-02 | 25 | 25 | 100.00% | 9 | 0 | 1226 | 1238 | 99.03% | 9.80% | -0.49 | -1.3 | No |
| May-02 | 12 | 12 | 100.00% | 5 | 0 | 1290 | 1299 | 99.31% | 8.29% | -0.29 | -1.18 | No |



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

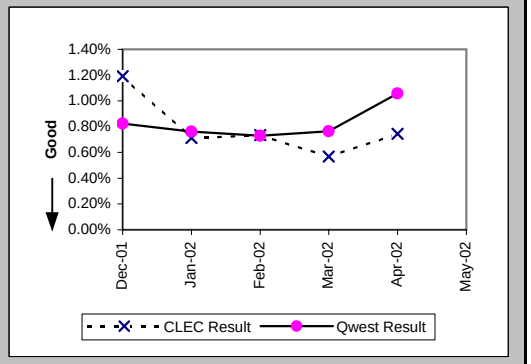
### Trouble Rate (Percent) (MR-8) (Parity)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 45 | 2767 | 1.63% | 12 | 0 | 4361 | 379575 | 1.15% | 10.66% | 2.35 | 0.43 | Yes |
| Jan-02 | 30 | 3369 | 0.89% | 11 | 0 | 4021 | 374468 | 1.07% | 10.31% | -1.03 | -1.62 | No |
| Feb-02 | 42 | 4216 | 1.00% | 14 | 0 | 3826 | 365309 | 1.05% | 10.18% | -0.32 | -1.2 | No |
| Mar-02 | 34 | 4401 | 0.77% | 18 | 0 | 3901 | 364423 | 1.07% | 10.29% | -1.91 | -2.16 | No |
| Apr-02 | 48 | 4292 | 1.12% | 13 | 0 | 4784 | 357203 | 1.34% | 11.50% | -1.25 | -1.76 | No |
| May-02 | 51 | 4382 | 1.16% | 17 | 0 | 5132 | 353493 | 1.45% | 11.96% | -1.58 | -1.96 | No |



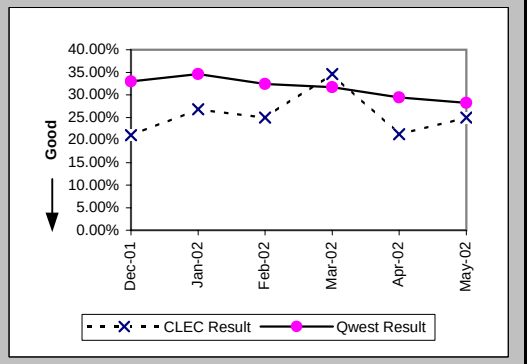

### Trouble Rate (Percent) (MR-8*) (Parity)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 33 | 2767 | 1.19% | 12 | 0 | 3126 | 379575 | 0.82% | 9.04% | 2.14 | 0.3 | Yes |
| Jan-02 | 24 | 3369 | 0.71% | 11 | 0 | 2853 | 374468 | 0.76% | 8.70% | -0.33 | -1.2 | No |
| Feb-02 | 31 | 4216 | 0.74% | 14 | 0 | 2662 | 365309 | 0.73% | 8.51% | 0.05 | -0.97 | No |
| Mar-02 | 25 | 4401 | 0.57% | 18 | 0 | 2782 | 364423 | 0.76% | 8.70% | -1.48 | -1.9 | No |
| Apr-02 | 32 | 4292 | 0.75% | 13 | 0 | 3776 | 357203 | 1.06% | 10.23% | -1.98 | -2.21 | No |
| May-02 | | | | | | | | | | | | |




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

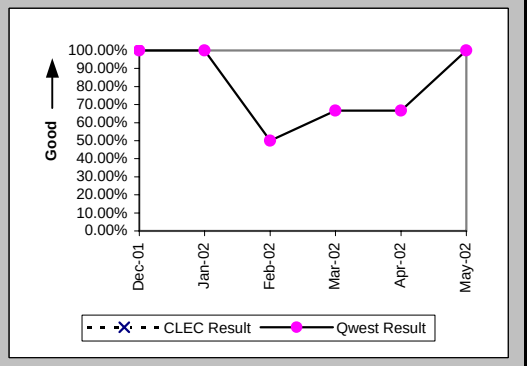
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 12 | 57 | 21.05% | 0 | 0 | 2149 | 6510 | 33.01% | 47.03% | -1.91 | -2.16 | No |
| Jan-02 | 11 | 41 | 26.83% | 0 | 0 | 2127 | 6148 | 34.60% | 47.57% | -1.04 | -1.63 | No |
| Feb-02 | 14 | 56 | 25.00% | 0 | 0 | 1837 | 5663 | 32.44% | 46.81% | -1.18 | -1.72 | No |
| Mar-02 | 18 | 52 | 34.62% | 0 | 0 | 1808 | 5709 | 31.67% | 46.52% | 0.46 | -0.72 | No |
| Apr-02 | 13 | 61 | 21.31% | 0 | 0 | 1993 | 6777 | 29.41% | 45.56% | -1.38 | -1.84 | No |
| May-02 | 17 | 68 | 25.00% | 0 | 0 | 2016 | 7148 | 28.20% | 45.00% | -0.58 | -1.36 | No |



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

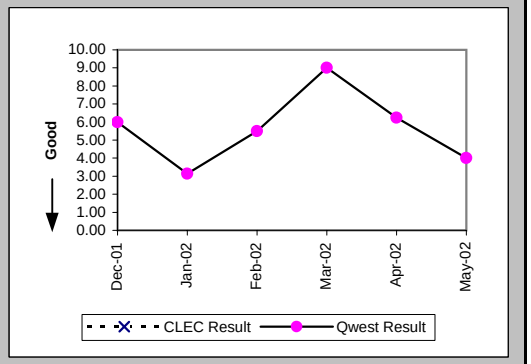
### Installation Commitments Met (Percent) (OP-3A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 7 | 7 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | 1 | 2 | 50.00% | 50.00% | | | |
| Mar-02 | | | | | | 2 | 3 | 66.67% | 47.14% | | | |
| Apr-02 | | | | | | 2 | 3 | 66.67% | 47.14% | | | |
| May-02 | | | | | | 6 | 6 | 100.00% | 0.00% | | | |



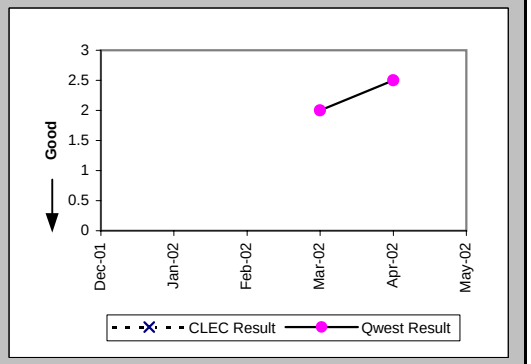

### Installation Interval (Average Days) (OP-4A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 6 | 1 | 6.00 | | | | |
| Jan-02 | | | | | | 22 | 7 | 3.14 | 1.35 | | | |
| Feb-02 | | | | | | 11 | 2 | 5.50 | 4.95 | | | |
| Mar-02 | | | | | | 27 | 3 | 9.00 | 7.00 | | | |
| Apr-02 | | | | | | 25 | 4 | 6.25 | 4.43 | | | |
| May-02 | | | | | | 24 | 6 | 4.00 | 0.89 | | | |




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

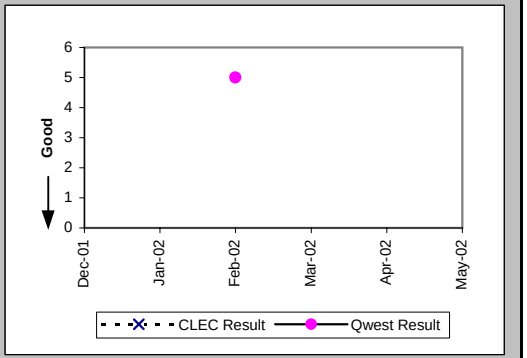
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | 2 | 1 | 2.00 | | | | |
| Apr-02 | | | | | | 5 | 2 | 2.50 | 2.12 | | | |
| May-02 | | | | | | | | | | | | |



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

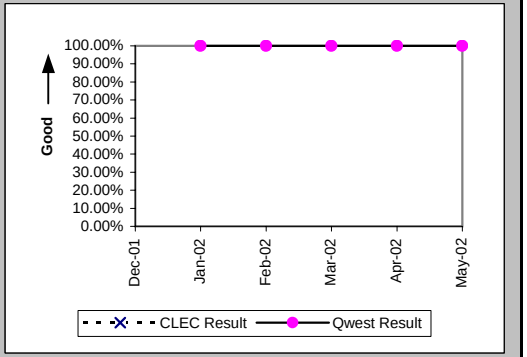
### Delayed Days for Facility Reasons (Average Days) (OP-6B-1) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | 5 | 1 | 5.00 | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |



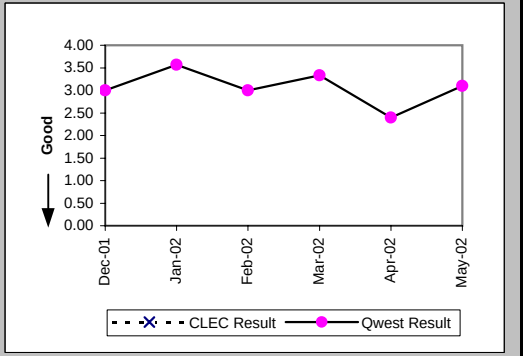

### Installation Commitments Met (Percent) (OP-3B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | 6 | 6 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Mar-02 | | | | | | 3 | 3 | 100.00% | 0.00% | | | |
| Apr-02 | | | | | | 4 | 4 | 100.00% | 0.00% | | | |
| May-02 | | | | | | 9 | 9 | 100.00% | 0.00% | | | |




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

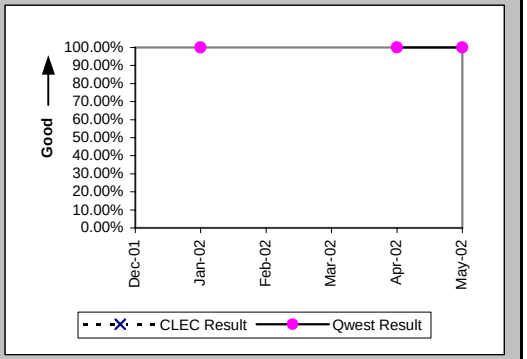
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 3 | 1 | 3.00 | | | | |
| Jan-02 | | | | | | 25 | 7 | 3.57 | 1.81 | | | |
| Feb-02 | | | | | | 3 | 1 | 3.00 | | | | |
| Mar-02 | | | | | | 10 | 3 | 3.33 | 1.53 | | | |
| Apr-02 | | | | | | 12 | 5 | 2.40 | 1.52 | | | |
| May-02 | | | | | | 31 | 10 | 3.10 | 1.29 | | | |



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

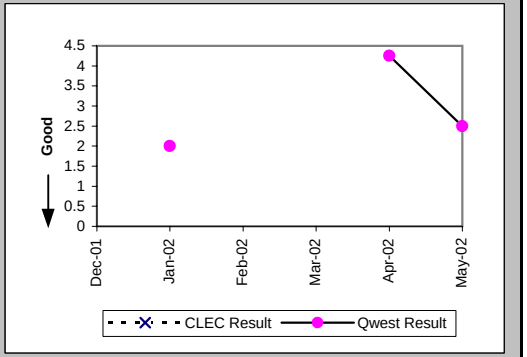
### Installation Commitments Met (Percent) (OP-3C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | 3 | 3 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | 4 | 4 | 100.00% | 0.00% | | | |
| May-02 | | | | | | 2 | 2 | 100.00% | 0.00% | | | |



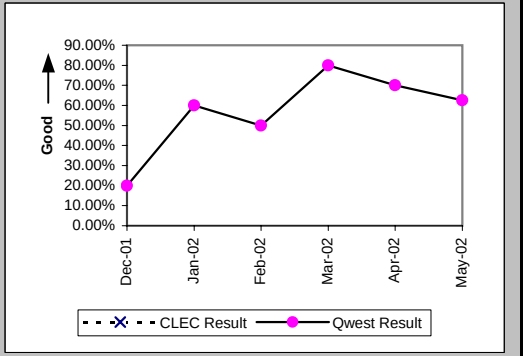

### Installation Interval (Average Days) (OP-4C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | 6 | 3 | 2.00 | 1.73 | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | 17 | 4 | 4.25 | 2.50 | | | |
| May-02 | | | | | | 5 | 2 | 2.50 | 0.71 | | | |




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

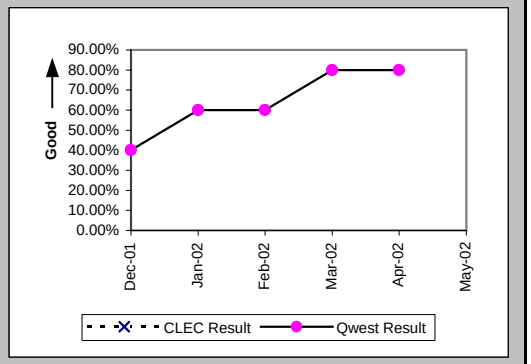
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 1 | 5 | 20.00% | 40.00% | | | |
| Jan-02 | | | | | | 6 | 10 | 60.00% | 48.99% | | | |
| Feb-02 | | | | | | 5 | 10 | 50.00% | 50.00% | | | |
| Mar-02 | | | | | | 4 | 5 | 80.00% | 40.00% | | | |
| Apr-02 | | | | | | 7 | 10 | 70.00% | 45.83% | | | |
| May-02 | | | | | | 10 | 16 | 62.50% | 48.41% | | | |



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

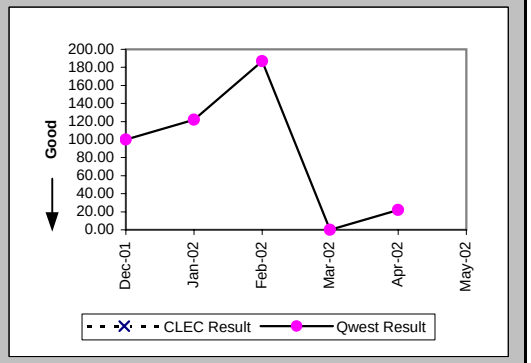
New Service Installation Quality (Percent) (OP-5*) (Parity)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 2 | 5 | 40.00% | 48.99% | | | |
| Jan-02 | | | | | | 6 | 10 | 60.00% | 48.99% | | | |
| Feb-02 | | | | | | 6 | 10 | 60.00% | 48.99% | | | |
| Mar-02 | | | | | | 4 | 5 | 80.00% | 40.00% | | | |
| Apr-02 | | | | | | 8 | 10 | 80.00% | 40.00% | | | |
| May-02 | | | | | | | | | | | | |




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

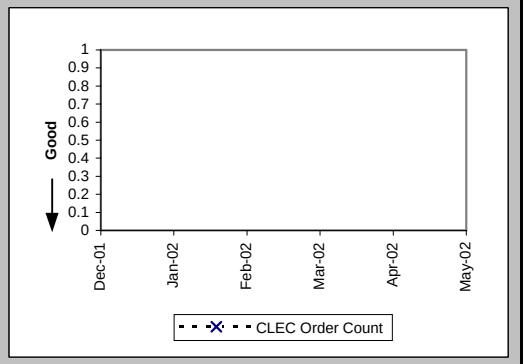
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 200 | 2 | 100.00 | 63.64 | | | |
| Jan-02 | | | | | | 244 | 2 | 122.00 | 63.64 | | | |
| Feb-02 | | | | | | 187 | 1 | 187.00 | | | | |
| Mar-02 | | | | | | 0 | 1 | 0.00 | | | | |
| Apr-02 | | | | | | 22 | 1 | 22.00 | | | | |
| May-02 | | | | | | | | | | | | |



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

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

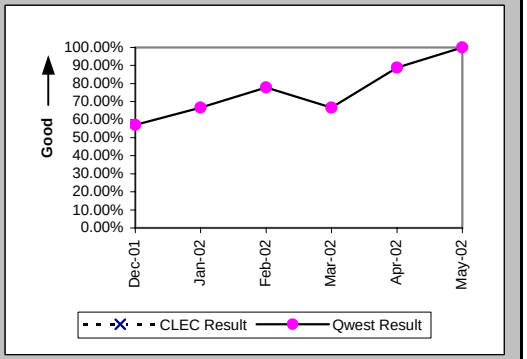
| Date | CLEC Order Count |
|---|---|
| Dec-01 | |
| Jan-02 | |
| Feb-02 | |
| Mar-02 | |
| Apr-02 | |
| May-02 | |



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

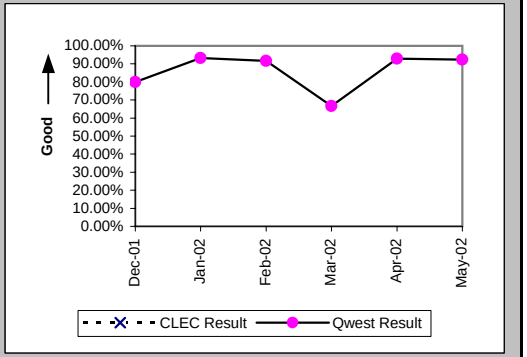
### Out of Service Cleared within 24 hours (Percent) (MR-3A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 4 | 7 | 57.14% | 49.49% | | | |
| Jan-02 | | | | | | 6 | 9 | 66.67% | 47.14% | | | |
| Feb-02 | | | | | | 7 | 9 | 77.78% | 41.57% | | | |
| Mar-02 | | | | | | 2 | 3 | 66.67% | 47.14% | | | |
| Apr-02 | | | | | | 8 | 9 | 88.89% | 31.43% | | | |
| May-02 | | | | | | 9 | 9 | 100.00% | 0.00% | | | |



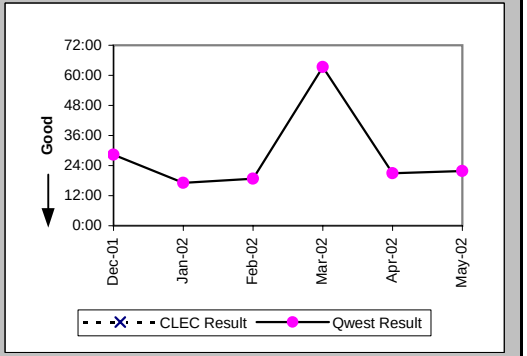

### All Troubles Cleared within 48 hours (Percent) (MR-4A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 8 | 10 | 80.00% | 40.00% | | | |
| Jan-02 | | | | | | 14 | 15 | 93.33% | 24.94% | | | |
| Feb-02 | | | | | | 11 | 12 | 91.67% | 27.64% | | | |
| Mar-02 | | | | | | 4 | 6 | 66.67% | 47.14% | | | |
| Apr-02 | | | | | | 13 | 14 | 92.86% | 25.75% | | | |
| May-02 | | | | | | 12 | 13 | 92.31% | 26.65% | | | |




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

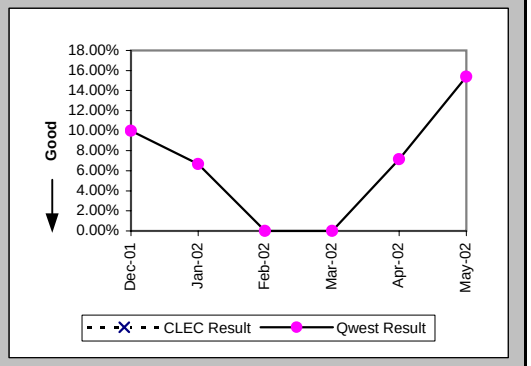
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 282:49 | 10 | 28:17 | 25:30 | | | |
| Jan-02 | | | | | | 255:55 | 15 | 17:04 | 17:11 | | | |
| Feb-02 | | | | | | 225:12 | 12 | 18:46 | 17:11 | | | |
| Mar-02 | | | | | | 379:51 | 6 | 63:18 | 99:05 | | | |
| Apr-02 | | | | | | 292:29 | 14 | 20:53 | 31:07 | | | |
| May-02 | | | | | | 283:36 | 13 | 21:49 | 15:36 | | | |



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

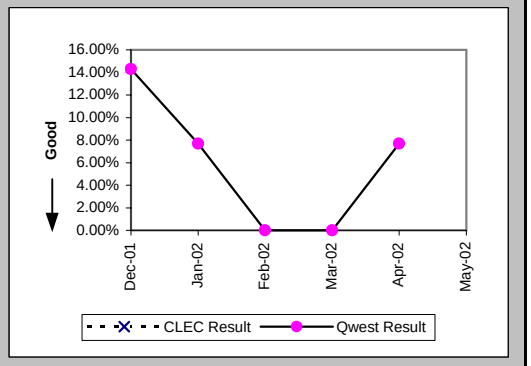
### Repair Repeat Report Rate (Percent) (MR-7A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 1 | 10 | 10.00% | 30.00% | | | |
| Jan-02 | | | | | | 1 | 15 | 6.67% | 24.94% | | | |
| Feb-02 | | | | | | 0 | 12 | 0.00% | 0.00% | | | |
| Mar-02 | | | | | | 0 | 6 | 0.00% | 0.00% | | | |
| Apr-02 | | | | | | 1 | 14 | 7.14% | 25.75% | | | |
| May-02 | | | | | | 2 | 13 | 15.38% | 36.08% | | | |



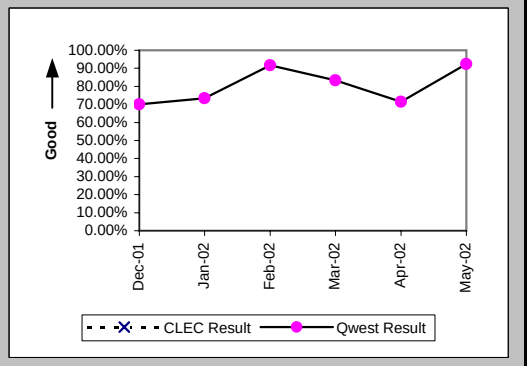

### Repair Repeat Report Rate (Percent) (MR-7A*) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 1 | 7 | 14.29% | 34.99% | | | |
| Jan-02 | | | | | | 1 | 13 | 7.69% | 26.65% | | | |
| Feb-02 | | | | | | 0 | 9 | 0.00% | 0.00% | | | |
| Mar-02 | | | | | | 0 | 4 | 0.00% | 0.00% | | | |
| Apr-02 | | | | | | 1 | 13 | 7.69% | 26.65% | | | |
| May-02 | | | | | | | | | | | | |




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

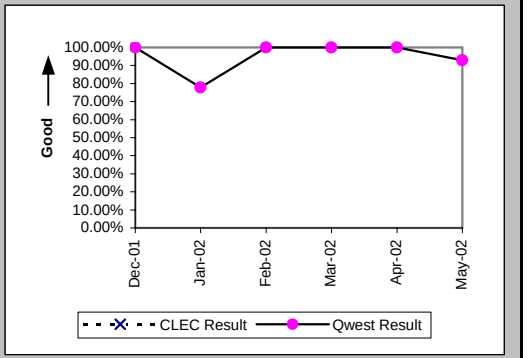
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 7 | 10 | 70.00% | 45.83% | | | |
| Jan-02 | | | | | | 11 | 15 | 73.33% | 44.22% | | | |
| Feb-02 | | | | | | 11 | 12 | 91.67% | 27.64% | | | |
| Mar-02 | | | | | | 5 | 6 | 83.33% | 37.27% | | | |
| Apr-02 | | | | | | 10 | 14 | 71.43% | 45.18% | | | |
| May-02 | | | | | | 12 | 13 | 92.31% | 26.65% | | | |



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

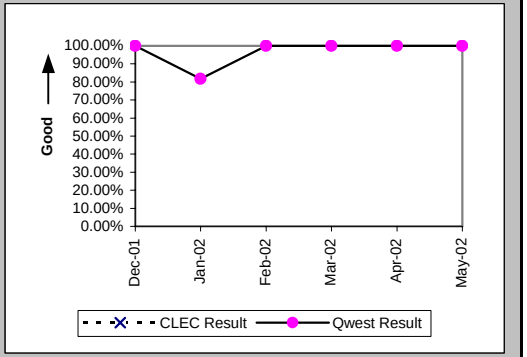
### Out of Service Cleared within 24 hours (Percent) (MR-3B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 7 | 7 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 7 | 9 | 77.78% | 41.57% | | | |
| Feb-02 | | | | | | 8 | 8 | 100.00% | 0.00% | | | |
| Mar-02 | | | | | | 11 | 11 | 100.00% | 0.00% | | | |
| Apr-02 | | | | | | 3 | 3 | 100.00% | 0.00% | | | |
| May-02 | | | | | | 13 | 14 | 92.86% | 25.75% | | | |



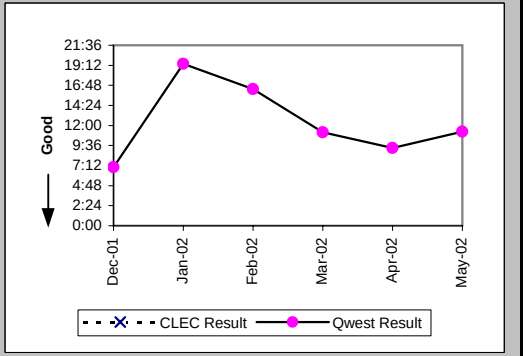

### All Troubles Cleared within 48 hours (Percent) (MR-4B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 9 | 9 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 9 | 11 | 81.82% | 38.57% | | | |
| Feb-02 | | | | | | 10 | 10 | 100.00% | 0.00% | | | |
| Mar-02 | | | | | | 13 | 13 | 100.00% | 0.00% | | | |
| Apr-02 | | | | | | 3 | 3 | 100.00% | 0.00% | | | |
| May-02 | | | | | | 18 | 18 | 100.00% | 0.00% | | | |




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

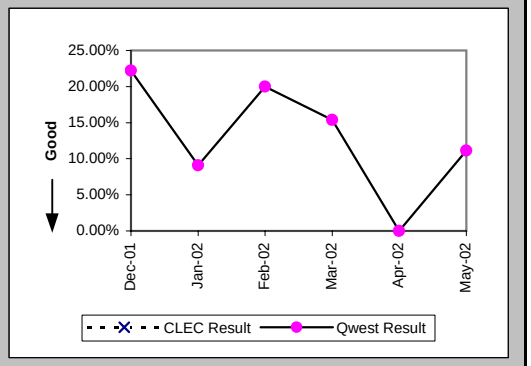
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 62:58 | 9 | 7:00 | 6:26 | | | |
| Jan-02 | | | | | | 213:14 | 11 | 19:23 | 24:32 | | | |
| Feb-02 | | | | | | 163:40 | 10 | 16:22 | 14:02 | | | |
| Mar-02 | | | | | | 145:22 | 13 | 11:11 | 7:52 | | | |
| Apr-02 | | | | | | 27:54 | 3 | 9:18 | 9:58 | | | |
| May-02 | | | | | | 202:24 | 18 | 11:15 | 8:16 | | | |



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

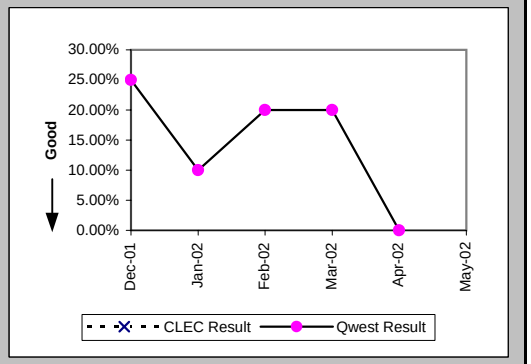
### Repair Repeat Report Rate (Percent) (MR-7B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 2 | 9 | 22.22% | 41.57% | | | |
| Jan-02 | | | | | | 1 | 11 | 9.09% | 28.75% | | | |
| Feb-02 | | | | | | 2 | 10 | 20.00% | 40.00% | | | |
| Mar-02 | | | | | | 2 | 13 | 15.38% | 36.08% | | | |
| Apr-02 | | | | | | 0 | 3 | 0.00% | 0.00% | | | |
| May-02 | | | | | | 2 | 18 | 11.11% | 31.43% | | | |



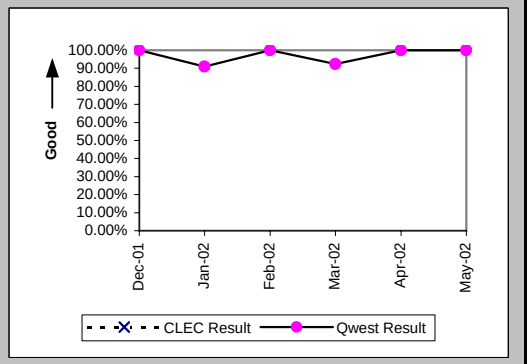

### Repair Repeat Report Rate (Percent) (MR-7B*) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 2 | 8 | 25.00% | 43.30% | | | |
| Jan-02 | | | | | | 1 | 10 | 10.00% | 30.00% | | | |
| Feb-02 | | | | | | 1 | 5 | 20.00% | 40.00% | | | |
| Mar-02 | | | | | | 2 | 10 | 20.00% | 40.00% | | | |
| Apr-02 | | | | | | 0 | 2 | 0.00% | 0.00% | | | |
| May-02 | | | | | | | | | | | | |




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

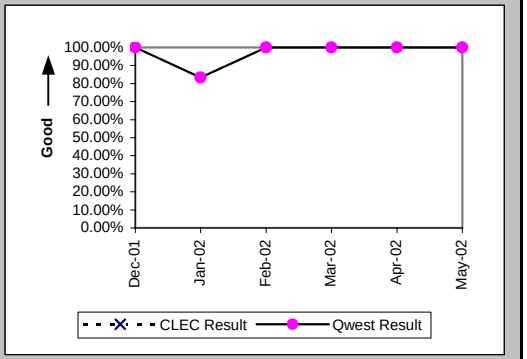
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 8 | 8 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 10 | 11 | 90.91% | 28.75% | | | |
| Feb-02 | | | | | | 10 | 10 | 100.00% | 0.00% | | | |
| Mar-02 | | | | | | 12 | 13 | 92.31% | 26.65% | | | |
| Apr-02 | | | | | | 3 | 3 | 100.00% | 0.00% | | | |
| May-02 | | | | | | 18 | 18 | 100.00% | 0.00% | | | |



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

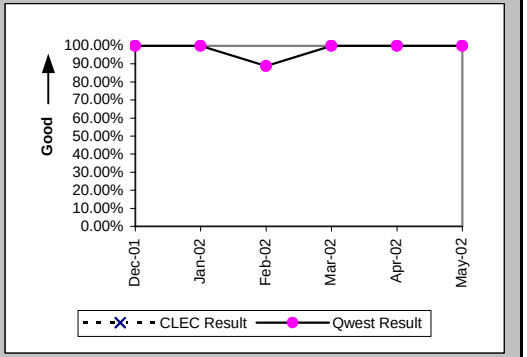
### Out of Service Cleared within 24 hours (Percent) (MR-3C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 5 | 5 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 5 | 6 | 83.33% | 37.27% | | | |
| Feb-02 | | | | | | 8 | 8 | 100.00% | 0.00% | | | |
| Mar-02 | | | | | | 2 | 2 | 100.00% | 0.00% | | | |
| Apr-02 | | | | | | 4 | 4 | 100.00% | 0.00% | | | |
| May-02 | | | | | | 10 | 10 | 100.00% | 0.00% | | | |



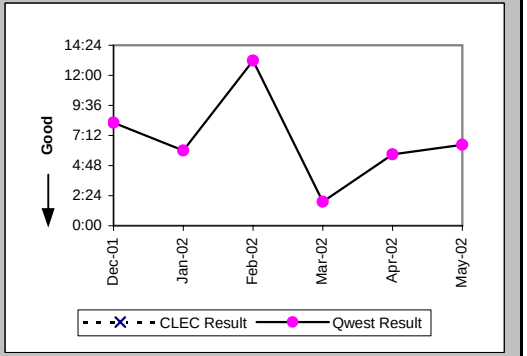

### All Troubles Cleared within 48 hours (Percent) (MR-4C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 16 | 16 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 12 | 12 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | 16 | 18 | 88.89% | 31.43% | | | |
| Mar-02 | | | | | | 7 | 7 | 100.00% | 0.00% | | | |
| Apr-02 | | | | | | 21 | 21 | 100.00% | 0.00% | | | |
| May-02 | | | | | | 16 | 16 | 100.00% | 0.00% | | | |




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

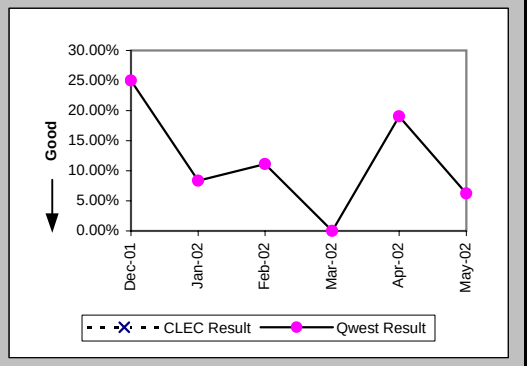
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 131:37 | 16 | 8:14 | 9:06 | | | |
| Jan-02 | | | | | | 72:03 | 12 | 6:00 | 8:22 | | | |
| Feb-02 | | | | | | 236:56 | 18 | 13:10 | 22:44 | | | |
| Mar-02 | | | | | | 13:27 | 7 | 1:55 | 0:53 | | | |
| Apr-02 | | | | | | 119:40 | 21 | 5:42 | 7:32 | | | |
| May-02 | | | | | | 103:25 | 16 | 6:28 | 7:51 | | | |



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

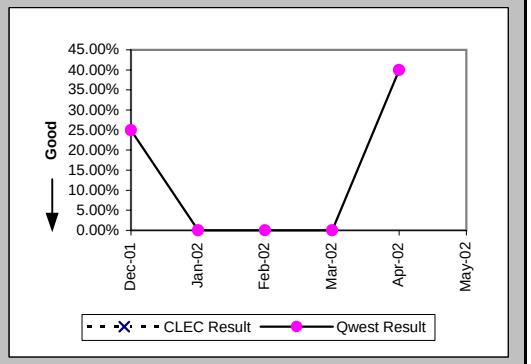
### Repair Repeat Report Rate (Percent) (MR-7C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 4 | 16 | 25.00% | 43.30% | | | |
| Jan-02 | | | | | | 1 | 12 | 8.33% | 27.64% | | | |
| Feb-02 | | | | | | 2 | 18 | 11.11% | 31.43% | | | |
| Mar-02 | | | | | | 0 | 7 | 0.00% | 0.00% | | | |
| Apr-02 | | | | | | 4 | 21 | 19.05% | 39.27% | | | |
| May-02 | | | | | | 1 | 16 | 6.25% | 24.21% | | | |



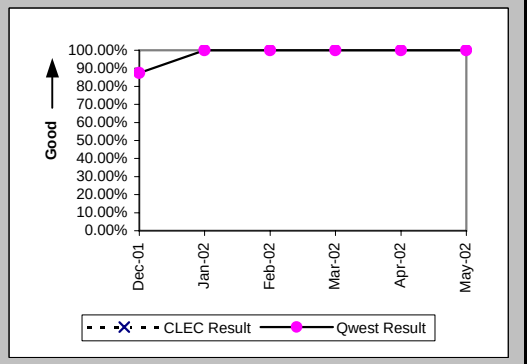

### Repair Repeat Report Rate (Percent) (MR-7C*) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 3 | 12 | 25.00% | 43.30% | | | |
| Jan-02 | | | | | | 0 | 4 | 0.00% | 0.00% | | | |
| Feb-02 | | | | | | 0 | 8 | 0.00% | 0.00% | | | |
| Mar-02 | | | | | | 0 | 3 | 0.00% | 0.00% | | | |
| Apr-02 | | | | | | 4 | 10 | 40.00% | 48.99% | | | |
| May-02 | | | | | | | | | | | | |




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

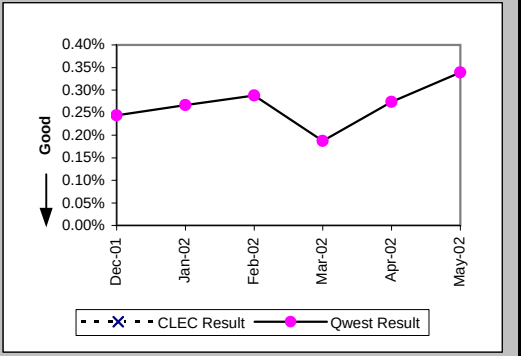
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 14 | 16 | 87.50% | 33.07% | | | |
| Jan-02 | | | | | | 12 | 12 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | 18 | 18 | 100.00% | 0.00% | | | |
| Mar-02 | | | | | | 7 | 7 | 100.00% | 0.00% | | | |
| Apr-02 | | | | | | 21 | 21 | 100.00% | 0.00% | | | |
| May-02 | | | | | | 16 | 16 | 100.00% | 0.00% | | | |



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

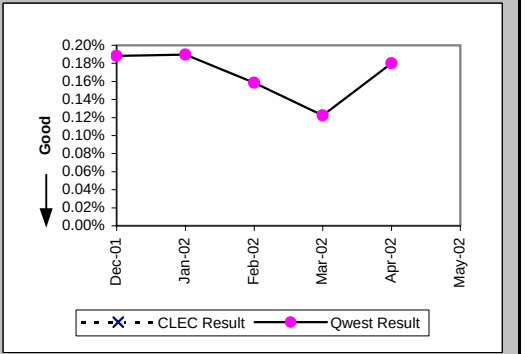
Trouble Rate (Percent) (MR-8) (Parity)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 35 | 14339 | 0.24% | 4.93% | | | |
| Jan-02 | | | | | | 38 | 14238 | 0.27% | 5.16% | | | |
| Feb-02 | | | | | | 40 | 13879 | 0.29% | 5.36% | | | |
| Mar-02 | | | | | | 26 | 13888 | 0.19% | 4.32% | | | |
| Apr-02 | | | | | | 38 | 13882 | 0.27% | 5.22% | | | |
| May-02 | | | | | | 47 | 13877 | 0.34% | 5.81% | | | |



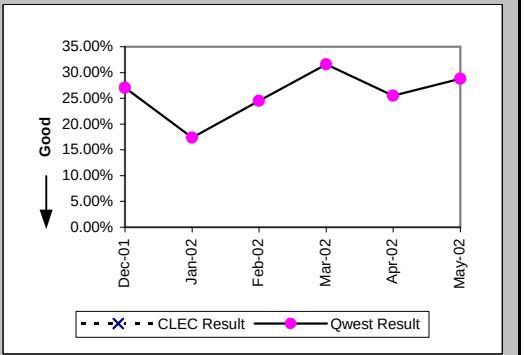

Trouble Rate (Percent) (MR-8*) (Parity)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 27 | 14339 | 0.19% | 4.34% | | | |
| Jan-02 | | | | | | 27 | 14238 | 0.19% | 4.35% | | | |
| Feb-02 | | | | | | 22 | 13879 | 0.16% | 3.98% | | | |
| Mar-02 | | | | | | 17 | 13888 | 0.12% | 3.50% | | | |
| Apr-02 | | | | | | 25 | 13882 | 0.18% | 4.24% | | | |
| May-02 | | | | | | | | | | | | |




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

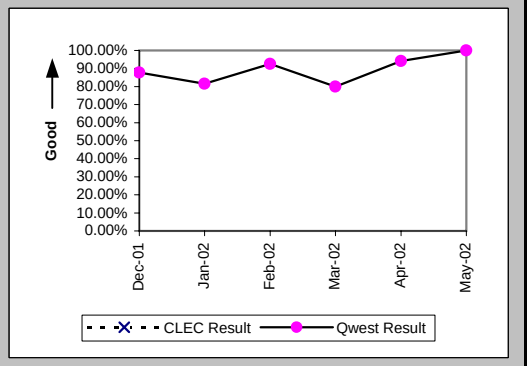
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 13 | 48 | 27.08% | 44.44% | | | |
| Jan-02 | | | | | | 8 | 46 | 17.39% | 37.90% | | | |
| Feb-02 | | | | | | 13 | 53 | 24.53% | 43.03% | | | |
| Mar-02 | | | | | | 12 | 38 | 31.58% | 46.48% | | | |
| Apr-02 | | | | | | 13 | 51 | 25.49% | 43.58% | | | |
| May-02 | | | | | | 19 | 66 | 28.79% | 45.28% | | | |



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

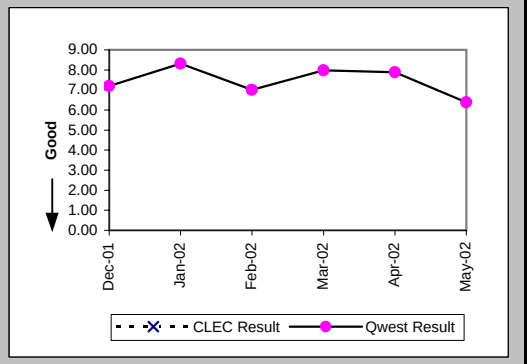
### Installation Commitments Met (Percent) (OP-3A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 36 | 41 | 87.80% | 32.72% | | | |
| Jan-02 | | | | | | 44 | 54 | 81.48% | 38.84% | | | |
| Feb-02 | | | | | | 50 | 54 | 92.59% | 26.19% | | | |
| Mar-02 | | | | | | 44 | 55 | 80.00% | 40.00% | | | |
| Apr-02 | | | | | | 32 | 34 | 94.12% | 23.53% | | | |
| May-02 | | | | | | 34 | 34 | 100.00% | 0.00% | | | |



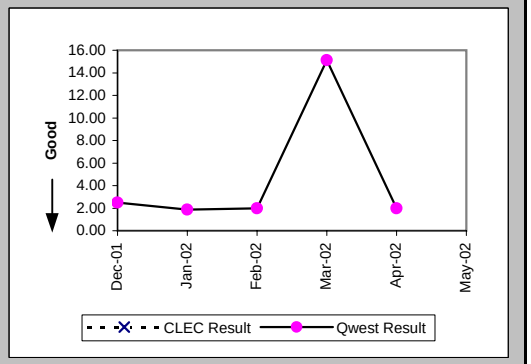

### Installation Interval (Average Days) (OP-4A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 302 | 42 | 7.19 | 6.12 | | | |
| Jan-02 | | | | | | 466 | 56 | 8.32 | 12.91 | | | |
| Feb-02 | | | | | | 392 | 56 | 7.00 | 6.82 | | | |
| Mar-02 | | | | | | 447 | 56 | 7.98 | 9.56 | | | |
| Apr-02 | | | | | | 276 | 35 | 7.89 | 10.06 | | | |
| May-02 | | | | | | 217 | 34 | 6.38 | 7.19 | | | |




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

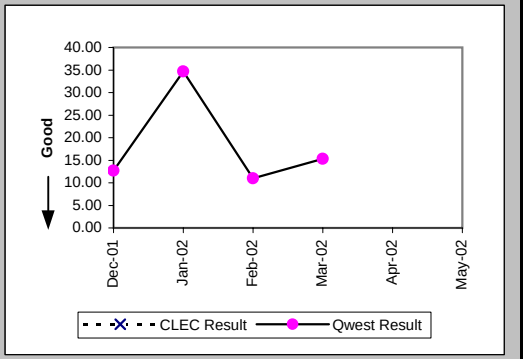
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 5 | 2 | 2.50 | 0.71 | | | |
| Jan-02 | | | | | | 13 | 7 | 1.86 | 1.21 | | | |
| Feb-02 | | | | | | 4 | 2 | 2.00 | 1.41 | | | |
| Mar-02 | | | | | | 121 | 8 | 15.12 | 17.88 | | | |
| Apr-02 | | | | | | 4 | 2 | 2.00 | 1.41 | | | |
| May-02 | | | | | | | | | | | | |



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

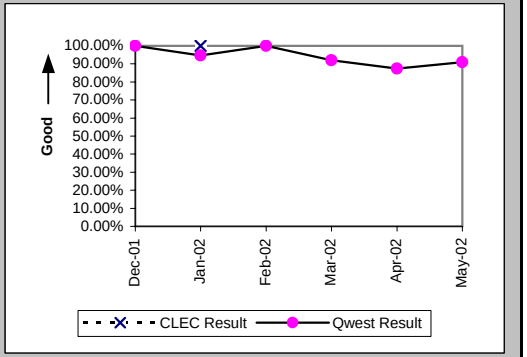
### Delayed Days for Facility Reasons (Average Days) (OP-6B-1) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 38 | 3 | 12.67 | 10.41 | | | |
| Jan-02 | | | | | | 104 | 3 | 34.67 | 47.37 | | | |
| Feb-02 | | | | | | 22 | 2 | 11.00 | 14.14 | | | |
| Mar-02 | | | | | | 46 | 3 | 15.33 | 10.21 | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |



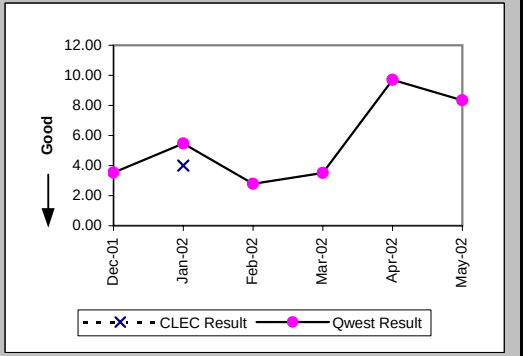

### Installation Commitments Met (Percent) (OP-3B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 15 | 15 | 100.00% | 0.00% | | | |
| Jan-02 | 1 | 1 | 100.00% | 0 | 0 | 18 | 19 | 94.74% | 22.33% | -0.23 | -1.14 | No |
| Feb-02 | | | | | | 14 | 14 | 100.00% | 0.00% | | | |
| Mar-02 | | | | | | 23 | 25 | 92.00% | 27.13% | | | |
| Apr-02 | | | | | | 21 | 24 | 87.50% | 33.07% | | | |
| May-02 | | | | | | 10 | 11 | 90.91% | 28.75% | | | |




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

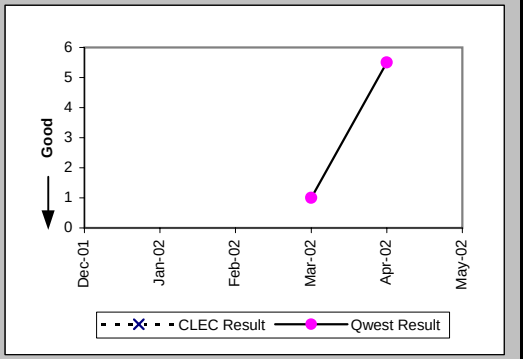
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 53 | 15 | 3.53 | 3.16 | | | |
| Jan-02 | 4 | 1 | 4.00 | 0 | 0 | 104 | 19 | 5.47 | 9.60 | -0.15 | -1.09 | No |
| Feb-02 | | | | | | 39 | 14 | 2.79 | 0.97 | | | |
| Mar-02 | | | | | | 88 | 25 | 3.52 | 1.42 | | | |
| Apr-02 | | | | | | 233 | 24 | 9.71 | 11.50 | | | |
| May-02 | | | | | | 100 | 12 | 8.33 | 14.11 | | | |



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

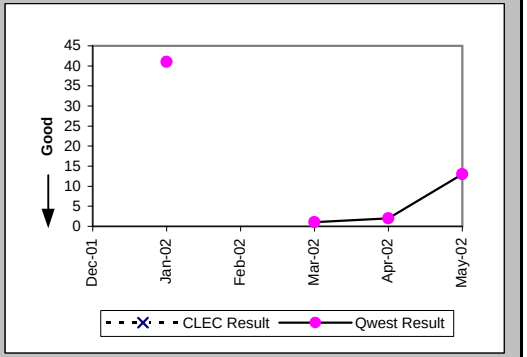
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-2) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | 1 | 1 | 1.00 | | | | |
| Apr-02 | | | | | | 11 | 2 | 5.50 | 4.95 | | | |
| May-02 | | | | | | | | | | | | |



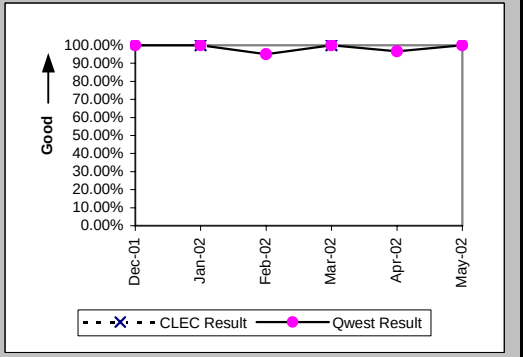

Delayed Days for Facility Reasons (Average Days) (OP-6B-2) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | 41 | 1 | 41.00 | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | 1 | 1 | 1.00 | | | | |
| Apr-02 | | | | | | 2 | 1 | 2.00 | | | | |
| May-02 | | | | | | 13 | 1 | 13.00 | | | | |




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

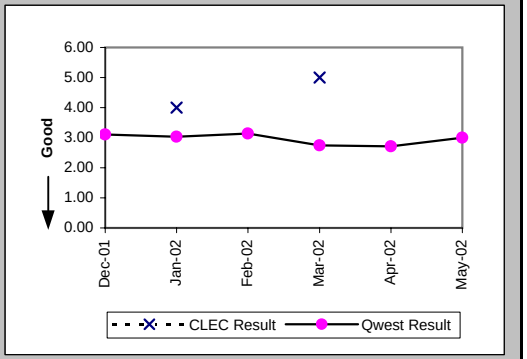
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 58 | 58 | 100.00% | 0.00% | | | |
| Jan-02 | 1 | 1 | 100.00% | 0 | 0 | 46 | 46 | 100.00% | N/A | N/A | N/A | |
| Feb-02 | | | | | | 38 | 40 | 95.00% | 21.79% | | | |
| Mar-02 | 2 | 2 | 100.00% | 0 | 0 | 24 | 24 | 100.00% | N/A | N/A | N/A | |
| Apr-02 | | | | | | 28 | 29 | 96.55% | 18.25% | | | |
| May-02 | | | | | | 24 | 24 | 100.00% | 0.00% | | | |



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

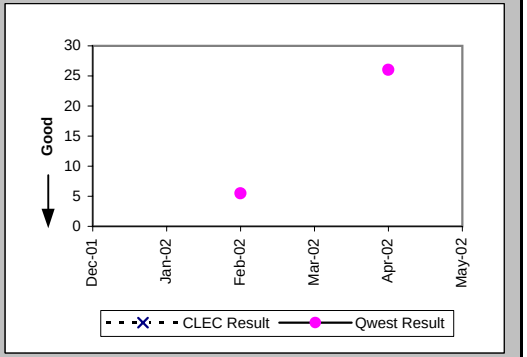
### Installation Interval (Average Days) (OP-4C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 118 | 38 | 3.11 | 1.35 | | | |
| Jan-02 | 4 | 1 | 4.00 | 0 | 0 | 94 | 31 | 3.03 | 3.22 | 0.58 | -0.65 | No |
| Feb-02 | | | | | | 91 | 29 | 3.14 | 1.36 | | | |
| Mar-02 | 10 | 2 | 5.00 | 0 | 0 | 52 | 19 | 2.74 | 1.52 | 2.14 | 0.3 | Yes |
| Apr-02 | | | | | | 57 | 21 | 2.71 | 1.23 | | | |
| May-02 | | | | | | 54 | 18 | 3.00 | 1.08 | | | |



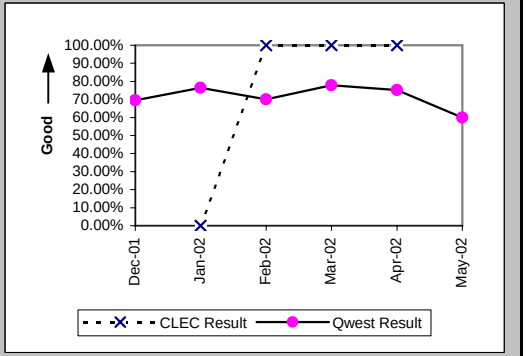

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-3) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | 11 | 2 | 5.50 | 0.71 | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | 26 | 1 | 26.00 | | | | |
| May-02 | | | | | | | | | | | | |




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

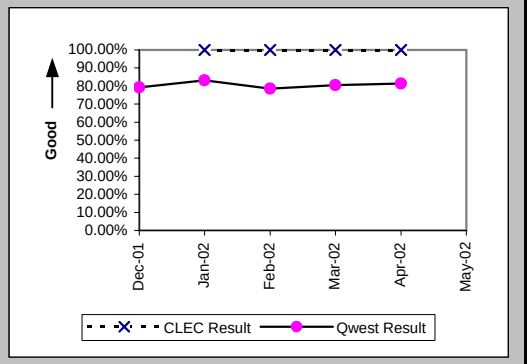
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 84 | 121 | 69.42% | 46.07% | | | |
| Jan-02 | 0 | 1 | 0.00% | 0 | 0 | 91 | 119 | 76.47% | 42.42% | 1.19 | -0.28 | No |
| Feb-02 | 1 | 1 | 100.00% | 0 | 0 | 82 | 117 | 70.09% | 45.79% | -0.65 | -1.4 | No |
| Mar-02 | 1 | 1 | 100.00% | 0 | 0 | 84 | 108 | 77.78% | 41.57% | -0.53 | -1.32 | No |
| Apr-02 | 1 | 1 | 100.00% | 0 | 0 | 73 | 97 | 75.26% | 43.15% | -0.57 | -1.35 | No |
| May-02 | | | | | | 48 | 80 | 60.00% | 48.99% | | | |



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

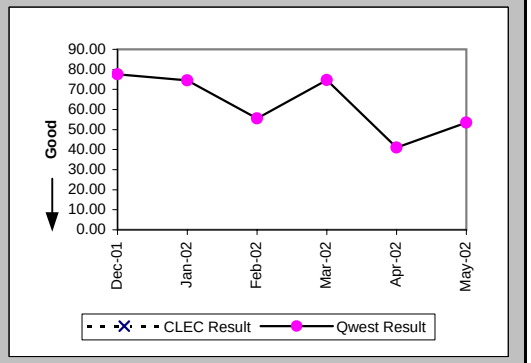
New Service Installation Quality (Percent) (OP-5*) (Parity)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 96 | 121 | 79.34% | 40.49% | | | |
| Jan-02 | 1 | 1 | 100.00% | 0 | 0 | 99 | 119 | 83.19% | 37.39% | -0.45 | -1.27 | No |
| Feb-02 | 1 | 1 | 100.00% | 0 | 0 | 92 | 117 | 78.63% | 40.99% | -0.52 | -1.32 | No |
| Mar-02 | 1 | 1 | 100.00% | 0 | 0 | 87 | 108 | 80.56% | 39.58% | -0.49 | -1.3 | No |
| Apr-02 | 1 | 1 | 100.00% | 0 | 0 | 79 | 97 | 81.44% | 38.88% | -0.47 | -1.29 | No |
| May-02 | | | | | | | | | | | | |




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

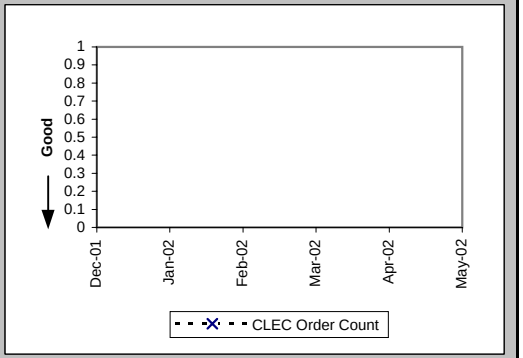
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 388 | 5 | 77.60 | 52.70 | | | |
| Jan-02 | | | | | | 522 | 7 | 74.57 | 60.87 | | | |
| Feb-02 | | | | | | 556 | 10 | 55.60 | 70.62 | | | |
| Mar-02 | | | | | | 597 | 8 | 74.62 | 85.86 | | | |
| Apr-02 | | | | | | 533 | 13 | 41.00 | 62.93 | | | |
| May-02 | | | | | | 749 | 14 | 53.50 | 65.73 | | | |



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)

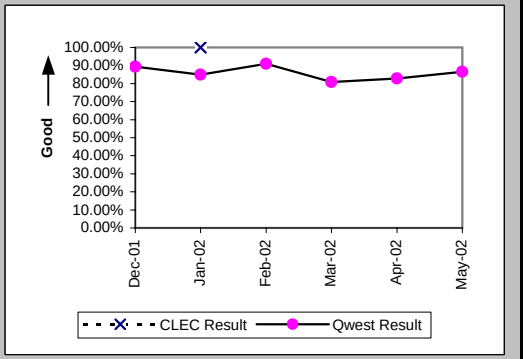
| Date | CLEC Order Count |
|---|---|
| Dec-01 | |
| Jan-02 | |
| Feb-02 | |
| Mar-02 | |
| Apr-02 | |
| May-02 | |



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

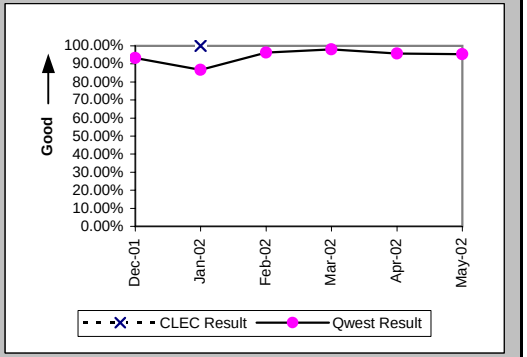
### Out of Service Cleared within 24 hours (Percent) (MR-3A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 42 | 47 | 89.36% | 30.83% | | | |
| Jan-02 | 1 | 1 | 100.00% | 0 | 0 | 51 | 60 | 85.00% | 35.71% | -0.42 | -1.25 | No |
| Feb-02 | | | | | | 50 | 55 | 90.91% | 28.75% | | | |
| Mar-02 | | | | | | 59 | 73 | 80.82% | 39.37% | | | |
| Apr-02 | | | | | | 53 | 64 | 82.81% | 37.73% | | | |
| May-02 | | | | | | 58 | 67 | 86.57% | 34.10% | | | |



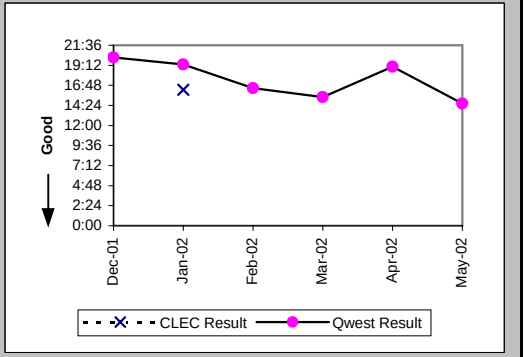

### All Troubles Cleared within 48 hours (Percent) (MR-4A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 70 | 75 | 93.33% | 24.94% | | | |
| Jan-02 | 1 | 1 | 100.00% | 0 | 0 | 65 | 75 | 86.67% | 33.99% | -0.39 | -1.24 | No |
| Feb-02 | | | | | | 79 | 82 | 96.34% | 18.77% | | | |
| Mar-02 | | | | | | 97 | 99 | 97.98% | 14.07% | | | |
| Apr-02 | | | | | | 89 | 93 | 95.70% | 20.29% | | | |
| May-02 | | | | | | 83 | 87 | 95.40% | 20.94% | | | |




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

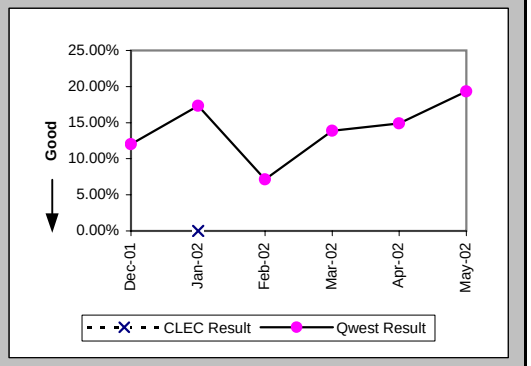
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 1511:42 | 75 | 20:09 | 19:31 | | | |
| Jan-02 | 16:16 | 1 | 16:16 | 0 | 0 | 1448:46 | 75 | 19:19 | 20:13 | -0.15 | -1.09 | No |
| Feb-02 | | | | | | 1348:14 | 82 | 16:27 | 15:09 | | | |
| Mar-02 | | | | | | 1522:19 | 99 | 15:23 | 13:14 | | | |
| Apr-02 | | | | | | 1769:04 | 93 | 19:01 | 36:30 | | | |
| May-02 | | | | | | 1272:21 | 87 | 14:37 | 13:23 | | | |



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

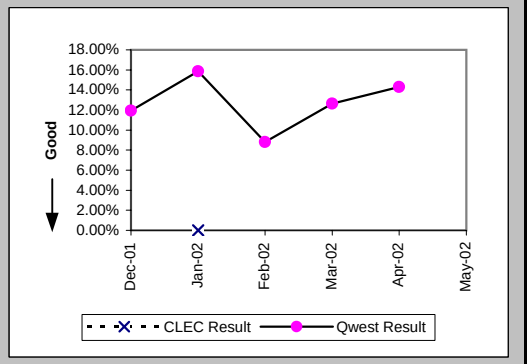
Repair Repeat Report Rate (Percent) (MR-7A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 9 | 75 | 12.00% | 32.50% | | | |
| Jan-02 | 0 | 1 | 0.00% | 0 | 0 | 13 | 75 | 17.33% | 37.85% | -0.45 | -1.28 | No |
| Feb-02 | | | | | | 6 | 84 | 7.14% | 25.75% | | | |
| Mar-02 | | | | | | 14 | 101 | 13.86% | 34.55% | | | |
| Apr-02 | | | | | | 14 | 94 | 14.89% | 35.60% | | | |
| May-02 | | | | | | 17 | 88 | 19.32% | 39.48% | | | |



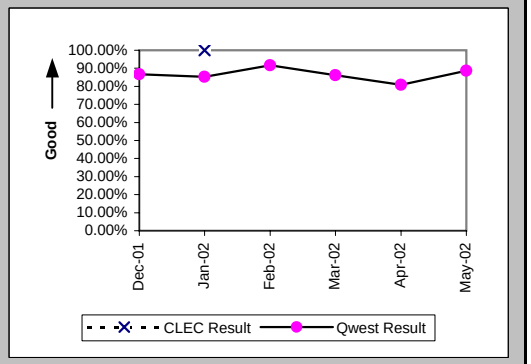

Repair Repeat Report Rate (Percent) (MR-7A*) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 8 | 67 | 11.94% | 32.43% | | | |
| Jan-02 | 0 | 1 | 0.00% | 0 | 0 | 10 | 63 | 15.87% | 36.54% | -0.43 | -1.26 | No |
| Feb-02 | | | | | | 6 | 68 | 8.82% | 28.36% | | | |
| Mar-02 | | | | | | 11 | 87 | 12.64% | 33.23% | | | |
| Apr-02 | | | | | | 12 | 84 | 14.29% | 34.99% | | | |
| May-02 | | | | | | | | | | | | |




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

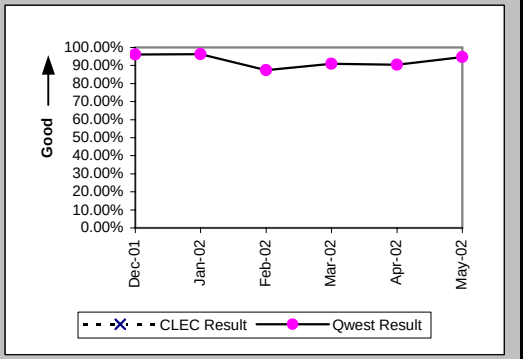
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 65 | 75 | 86.67% | 33.99% | | | |
| Jan-02 | 1 | 1 | 100.00% | 0 | 0 | 64 | 75 | 85.33% | 35.38% | -0.41 | -1.25 | No |
| Feb-02 | | | | | | 77 | 84 | 91.67% | 27.64% | | | |
| Mar-02 | | | | | | 87 | 101 | 86.14% | 34.55% | | | |
| Apr-02 | | | | | | 76 | 94 | 80.85% | 39.35% | | | |
| May-02 | | | | | | 78 | 88 | 88.64% | 31.74% | | | |



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

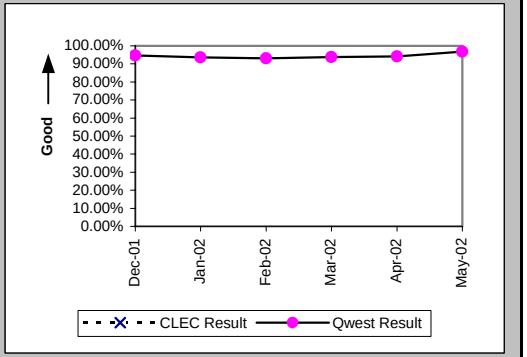
### Out of Service Cleared within 24 hours (Percent) (MR-3B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 25 | 26 | 96.15% | 19.23% | | | |
| Jan-02 | | | | | | 26 | 27 | 96.30% | 18.89% | | | |
| Feb-02 | | | | | | 14 | 16 | 87.50% | 33.07% | | | |
| Mar-02 | | | | | | 20 | 22 | 90.91% | 28.75% | | | |
| Apr-02 | | | | | | 19 | 21 | 90.48% | 29.35% | | | |
| May-02 | | | | | | 18 | 19 | 94.74% | 22.33% | | | |



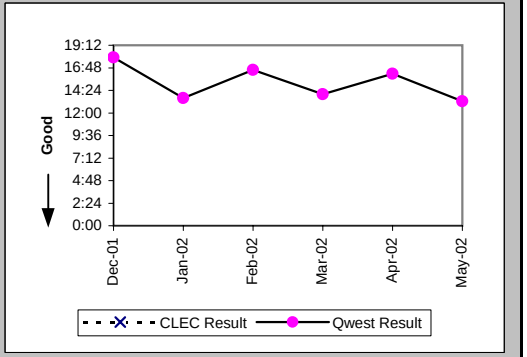

### All Troubles Cleared within 48 hours (Percent) (MR-4B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 35 | 37 | 94.59% | 22.61% | | | |
| Jan-02 | | | | | | 29 | 31 | 93.55% | 24.57% | | | |
| Feb-02 | | | | | | 27 | 29 | 93.10% | 25.34% | | | |
| Mar-02 | | | | | | 30 | 32 | 93.75% | 24.21% | | | |
| Apr-02 | | | | | | 32 | 34 | 94.12% | 23.53% | | | |
| May-02 | | | | | | 31 | 32 | 96.88% | 17.40% | | | |




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

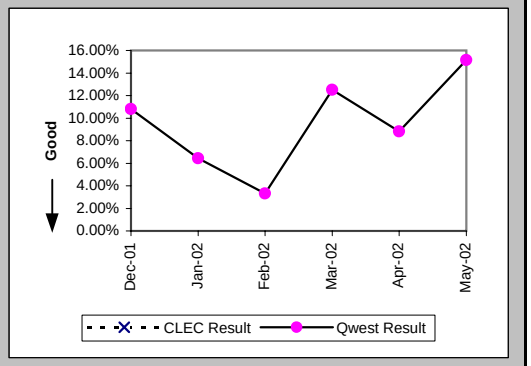
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 663:08 | 37 | 17:55 | 16:33 | | | |
| Jan-02 | | | | | | 421:27 | 31 | 13:36 | 16:31 | | | |
| Feb-02 | | | | | | 481:04 | 29 | 16:35 | 18:22 | | | |
| Mar-02 | | | | | | 447:42 | 32 | 13:59 | 16:31 | | | |
| Apr-02 | | | | | | 550:06 | 34 | 16:11 | 15:24 | | | |
| May-02 | | | | | | 423:54 | 32 | 13:15 | 12:50 | | | |



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

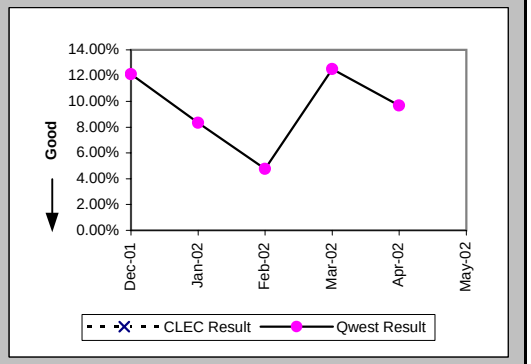
Repair Repeat Report Rate (Percent) (MR-7B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 4 | 37 | 10.81% | 31.05% | | | |
| Jan-02 | | | | | | 2 | 31 | 6.45% | 24.57% | | | |
| Feb-02 | | | | | | 1 | 30 | 3.33% | 17.95% | | | |
| Mar-02 | | | | | | 4 | 32 | 12.50% | 33.07% | | | |
| Apr-02 | | | | | | 3 | 34 | 8.82% | 28.36% | | | |
| May-02 | | | | | | 5 | 33 | 15.15% | 35.86% | | | |



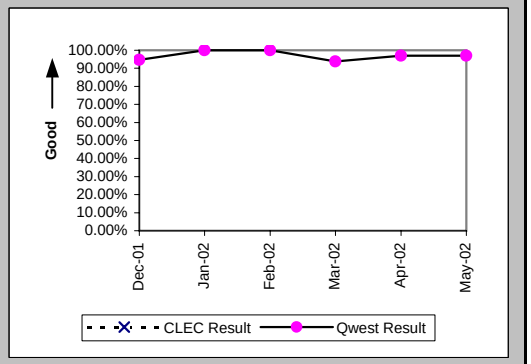

Repair Repeat Report Rate (Percent) (MR-7B*) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 4 | 33 | 12.12% | 32.64% | | | |
| Jan-02 | | | | | | 2 | 24 | 8.33% | 27.64% | | | |
| Feb-02 | | | | | | 1 | 21 | 4.76% | 21.30% | | | |
| Mar-02 | | | | | | 3 | 24 | 12.50% | 33.07% | | | |
| Apr-02 | | | | | | 3 | 31 | 9.68% | 29.57% | | | |
| May-02 | | | | | | | | | | | | |




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

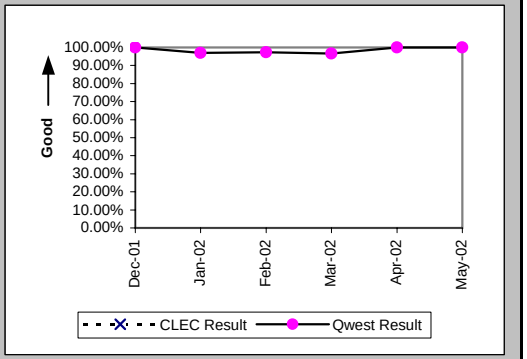
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 35 | 37 | 94.59% | 22.61% | | | |
| Jan-02 | | | | | | 31 | 31 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | 30 | 30 | 100.00% | 0.00% | | | |
| Mar-02 | | | | | | 30 | 32 | 93.75% | 24.21% | | | |
| Apr-02 | | | | | | 33 | 34 | 97.06% | 16.90% | | | |
| May-02 | | | | | | 32 | 33 | 96.97% | 17.14% | | | |



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

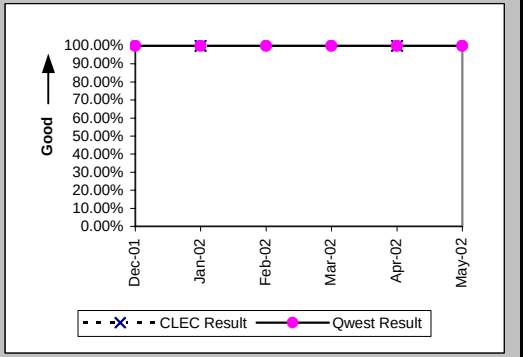
### Out of Service Cleared within 24 hours (Percent) (MR-3C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 31 | 31 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 32 | 33 | 96.97% | 17.14% | | | |
| Feb-02 | | | | | | 36 | 37 | 97.30% | 16.22% | | | |
| Mar-02 | | | | | | 28 | 29 | 96.55% | 18.25% | | | |
| Apr-02 | | | | | | 25 | 25 | 100.00% | 0.00% | | | |
| May-02 | | | | | | 46 | 46 | 100.00% | 0.00% | | | |



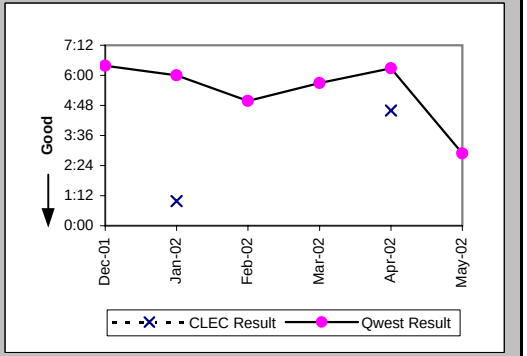

### All Troubles Cleared within 48 hours (Percent) (MR-4C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 75 | 75 | 100.00% | 0.00% | | | |
| Jan-02 | 1 | 1 | 100.00% | 0 | 0 | 72 | 72 | 100.00% | N/A | N/A | N/A | |
| Feb-02 | | | | | | 78 | 78 | 100.00% | 0.00% | | | |
| Mar-02 | | | | | | 69 | 69 | 100.00% | 0.00% | | | |
| Apr-02 | 1 | 1 | 100.00% | 0 | 0 | 72 | 72 | 100.00% | N/A | N/A | N/A | |
| May-02 | | | | | | 81 | 81 | 100.00% | 0.00% | | | |




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

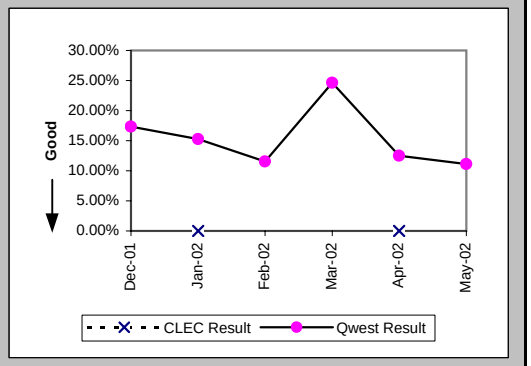
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 478:15 | 75 | 6:23 | 9:13 | | | |
| Jan-02 | 0:59 | 1 | 0:59 | 0 | 0 | 432:19 | 72 | 6:00 | 8:35 | -0.58 | -1.35 | No |
| Feb-02 | | | | | | 388:16 | 78 | 4:59 | 6:53 | | | |
| Mar-02 | | | | | | 393:07 | 69 | 5:42 | 8:52 | | | |
| Apr-02 | 4:36 | 1 | 4:36 | 0 | 0 | 452:00 | 72 | 6:17 | 8:45 | -0.19 | -1.12 | No |
| May-02 | | | | | | 234:05 | 81 | 2:53 | 4:49 | | | |



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

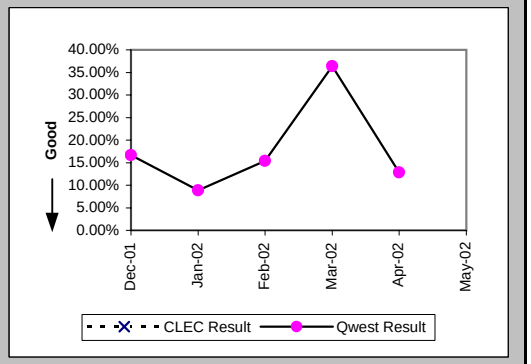
Repair Repeat Report Rate (Percent) (MR-7C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 13 | 75 | 17.33% | 37.85% | | | |
| Jan-02 | 0 | 1 | 0.00% | 0 | 0 | 11 | 72 | 15.28% | 35.98% | -0.42 | -1.26 | No |
| Feb-02 | | | | | | 9 | 78 | 11.54% | 31.95% | | | |
| Mar-02 | | | | | | 17 | 69 | 24.64% | 43.09% | | | |
| Apr-02 | 0 | 1 | 0.00% | 0 | 0 | 9 | 72 | 12.50% | 33.07% | -0.38 | -1.23 | No |
| May-02 | | | | | | 9 | 81 | 11.11% | 31.43% | | | |



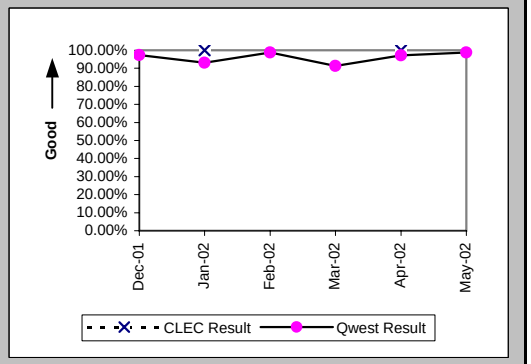

Repair Repeat Report Rate (Percent) (MR-7C*) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 5 | 30 | 16.67% | 37.27% | | | |
| Jan-02 | | | | | | 4 | 45 | 8.89% | 28.46% | | | |
| Feb-02 | | | | | | 4 | 26 | 15.38% | 36.08% | | | |
| Mar-02 | | | | | | 12 | 33 | 36.36% | 48.10% | | | |
| Apr-02 | | | | | | 5 | 39 | 12.82% | 33.43% | | | |
| May-02 | | | | | | | | | | | | |




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

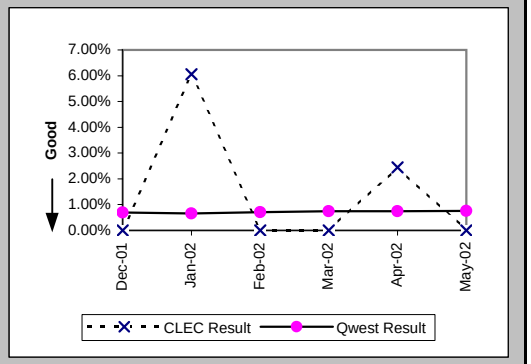
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 73 | 75 | 97.33% | 16.11% | | | |
| Jan-02 | 1 | 1 | 100.00% | 0 | 0 | 67 | 72 | 93.06% | 25.42% | -0.27 | -1.16 | No |
| Feb-02 | | | | | | 77 | 78 | 98.72% | 11.25% | | | |
| Mar-02 | | | | | | 63 | 69 | 91.30% | 28.18% | | | |
| Apr-02 | 1 | 1 | 100.00% | 0 | 0 | 70 | 72 | 97.22% | 16.43% | -0.17 | -1.1 | No |
| May-02 | | | | | | 80 | 81 | 98.77% | 11.04% | | | |



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

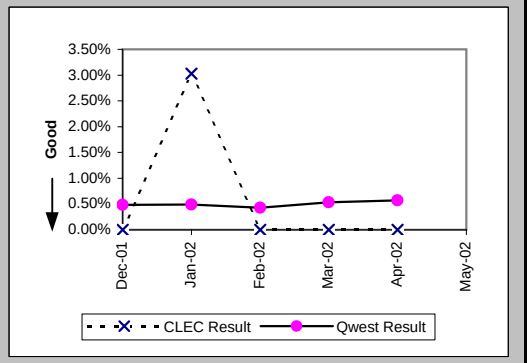
Trouble Rate (Percent) (MR-8) (Parity)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 0 | 32 | 0.00% | 0 | 0 | 187 | 26926 | 0.69% | 8.30% | -0.47 | -1.29 | No |
| Jan-02 | 2 | 33 | 6.06% | 0 | 0 | 178 | 27090 | 0.66% | 8.08% | 2.32 | 0.41 | Yes |
| Feb-02 | 0 | 32 | 0.00% | 0 | 0 | 192 | 26978 | 0.71% | 8.41% | -0.48 | -1.29 | No |
| Mar-02 | 0 | 32 | 0.00% | 0 | 0 | 202 | 26989 | 0.75% | 8.62% | -0.49 | -1.3 | No |
| Apr-02 | 1 | 41 | 2.44% | 0 | 0 | 200 | 26848 | 0.74% | 8.60% | 1.03 | -0.37 | No |
| May-02 | 0 | 34 | 0.00% | 0 | 0 | 202 | 26832 | 0.75% | 8.64% | -0.51 | -1.31 | No |



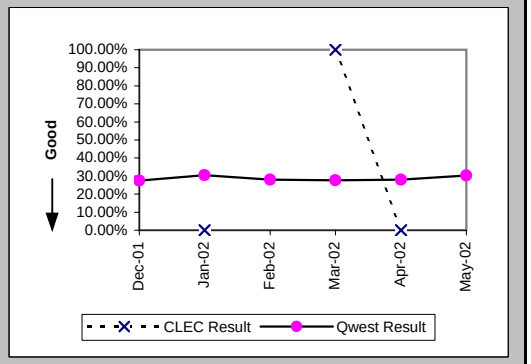

Trouble Rate (Percent) (MR-8*) (Parity)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 0 | 32 | 0.00% | 0 | 0 | 130 | 26926 | 0.48% | 6.93% | -0.39 | -1.24 | No |
| Jan-02 | 1 | 33 | 3.03% | 0 | 0 | 132 | 27090 | 0.49% | 6.96% | 1.41 | -0.14 | No |
| Feb-02 | 0 | 32 | 0.00% | 0 | 0 | 115 | 26978 | 0.43% | 6.52% | -0.37 | -1.22 | No |
| Mar-02 | 0 | 32 | 0.00% | 0 | 0 | 144 | 26989 | 0.53% | 7.28% | -0.41 | -1.25 | No |
| Apr-02 | 0 | 41 | 0.00% | 0 | 0 | 154 | 26848 | 0.57% | 7.55% | -0.49 | -1.3 | No |
| May-02 | | | | | | | | | | | | |




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

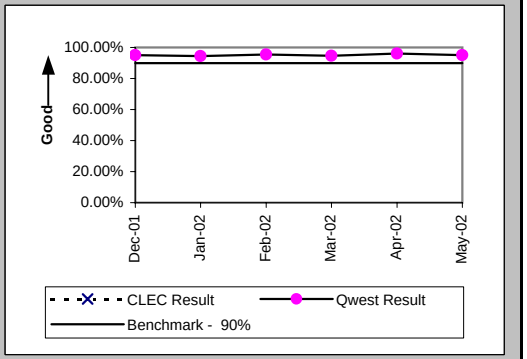
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 71 | 258 | 27.52% | 44.66% | | | |
| Jan-02 | 0 | 2 | 0.00% | 0 | 0 | 78 | 256 | 30.47% | 46.03% | -0.93 | -1.57 | No |
| Feb-02 | | | | | | 75 | 267 | 28.09% | 44.94% | | | |
| Mar-02 | 1 | 1 | 100.00% | 0 | 0 | 77 | 279 | 27.60% | 44.70% | 1.09 | -0.34 | No |
| Apr-02 | 0 | 1 | 0.00% | 0 | 0 | 78 | 278 | 28.06% | 44.93% | -0.62 | -1.38 | No |
| May-02 | | | | | | 88 | 290 | 30.34% | 45.97% | | | |



## Checklist #4 - Unbundled Loop - Analog Installation

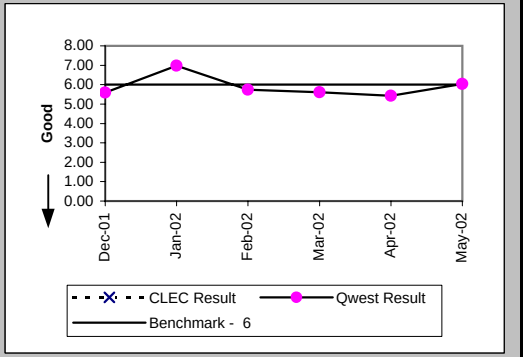
Installation Commitments Met (Percent) (OP-3A) (Benchmark)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 1156 | 1215 | 95.14% | 21.49% | | | |
| Jan-02 | | | | | | 1308 | 1385 | 94.44% | 22.91% | | | |
| Feb-02 | | | | | | 1069 | 1119 | 95.53% | 20.66% | | | |
| Mar-02 | | | | | | 1185 | 1253 | 94.57% | 22.65% | | | |
| Apr-02 | | | | | | 1108 | 1153 | 96.10% | 19.37% | | | |
| May-02 | | | | | | 1102 | 1160 | 95.00% | 21.79% | | | |



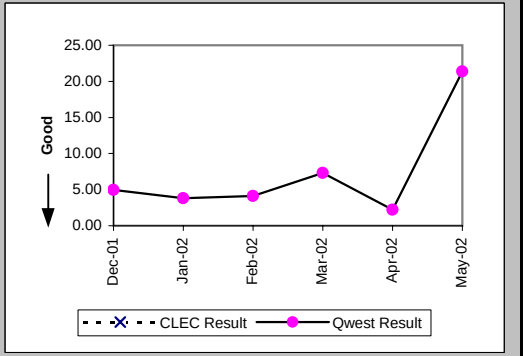

Installation Interval (Average Days) (OP-4A) (Benchmark)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 6889 | 1233 | 5.59 | 6.16 | | | |
| Jan-02 | | | | | | 9752 | 1400 | 6.97 | 7.97 | | | |
| Feb-02 | | | | | | 6460 | 1125 | 5.74 | 5.36 | | | |
| Mar-02 | | | | | | 7072 | 1261 | 5.61 | 5.39 | | | |
| Apr-02 | | | | | | 6279 | 1157 | 5.43 | 5.50 | | | |
| May-02 | | | | | | 7052 | 1170 | 6.03 | 6.10 | | | |




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

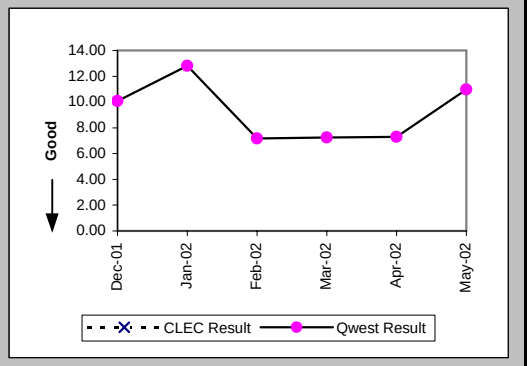
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 179 | 36 | 4.97 | 11.09 | | | |
| Jan-02 | | | | | | 179 | 47 | 3.81 | 4.87 | | | |
| Feb-02 | | | | | | 120 | 29 | 4.14 | 4.56 | | | |
| Mar-02 | | | | | | 278 | 38 | 7.32 | 11.13 | | | |
| Apr-02 | | | | | | 53 | 24 | 2.21 | 2.34 | | | |
| May-02 | | | | | | 641 | 30 | 21.37 | 92.46 | | | |



## Checklist #4 - Unbundled Loop - Analog Installation

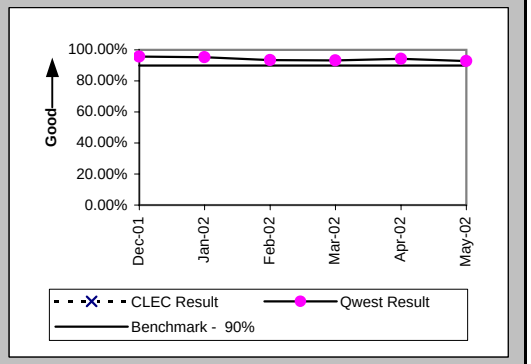
Delayed Days for Facility Reasons (Average Days) (OP-6B-1) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 282 | 28 | 10.07 | 10.71 | | | |
| Jan-02 | | | | | | 384 | 30 | 12.80 | 25.12 | | | |
| Feb-02 | | | | | | 158 | 22 | 7.18 | 5.28 | | | |
| Mar-02 | | | | | | 225 | 31 | 7.26 | 5.48 | | | |
| Apr-02 | | | | | | 146 | 20 | 7.30 | 10.12 | | | |
| May-02 | | | | | | 307 | 28 | 10.96 | 11.04 | | | |



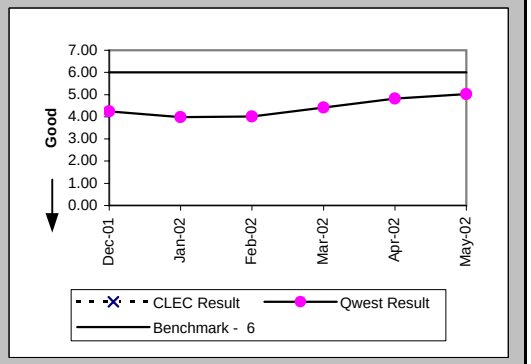

Installation Commitments Met (Percent) (OP-3B) (Benchmark)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 717 | 750 | 95.60% | 20.51% | | | |
| Jan-02 | | | | | | 749 | 787 | 95.17% | 21.44% | | | |
| Feb-02 | | | | | | 631 | 676 | 93.34% | 24.93% | | | |
| Mar-02 | | | | | | 752 | 807 | 93.18% | 25.20% | | | |
| Apr-02 | | | | | | 620 | 658 | 94.22% | 23.33% | | | |
| May-02 | | | | | | 692 | 745 | 92.89% | 25.71% | | | |




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

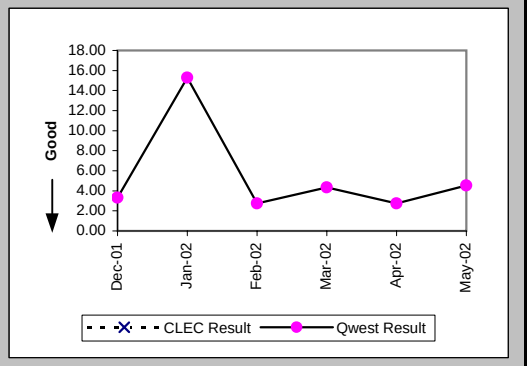
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 3207 | 754 | 4.25 | 4.67 | | | |
| Jan-02 | | | | | | 3172 | 795 | 3.99 | 4.49 | | | |
| Feb-02 | | | | | | 2736 | 682 | 4.01 | 3.51 | | | |
| Mar-02 | | | | | | 3586 | 811 | 4.42 | 5.26 | | | |
| Apr-02 | | | | | | 3181 | 660 | 4.82 | 5.16 | | | |
| May-02 | | | | | | 3752 | 747 | 5.02 | 6.62 | | | |



## Checklist #4 - Unbundled Loop - Analog Installation

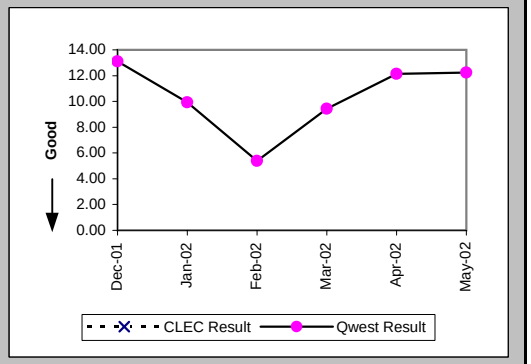
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-2) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 43 | 13 | 3.31 | 2.98 | | | |
| Jan-02 | | | | | | 352 | 23 | 15.30 | 52.92 | | | |
| Feb-02 | | | | | | 74 | 27 | 2.74 | 1.93 | | | |
| Mar-02 | | | | | | 100 | 23 | 4.35 | 5.08 | | | |
| Apr-02 | | | | | | 47 | 17 | 2.76 | 2.08 | | | |
| May-02 | | | | | | 77 | 17 | 4.53 | 6.36 | | | |



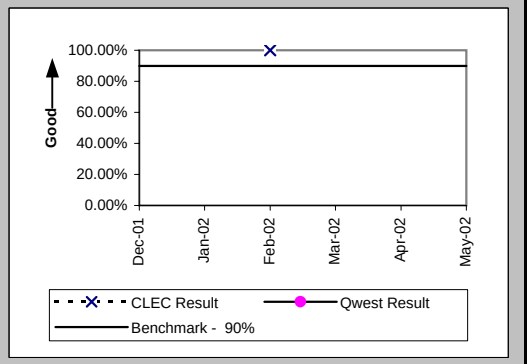

Delayed Days for Facility Reasons (Average Days) (OP-6B-2) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 262 | 20 | 13.10 | 11.65 | | | |
| Jan-02 | | | | | | 159 | 16 | 9.94 | 11.05 | | | |
| Feb-02 | | | | | | 97 | 18 | 5.39 | 6.12 | | | |
| Mar-02 | | | | | | 302 | 32 | 9.44 | 15.62 | | | |
| Apr-02 | | | | | | 255 | 21 | 12.14 | 12.74 | | | |
| May-02 | | | | | | 441 | 36 | 12.25 | 14.57 | | | |




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

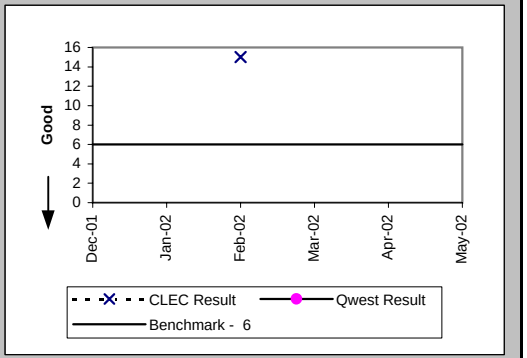
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | 1 | 1 | 100.00% | 0 | 0 | | | | | | | No |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |



## Checklist #4 - Unbundled Loop - Analog Installation

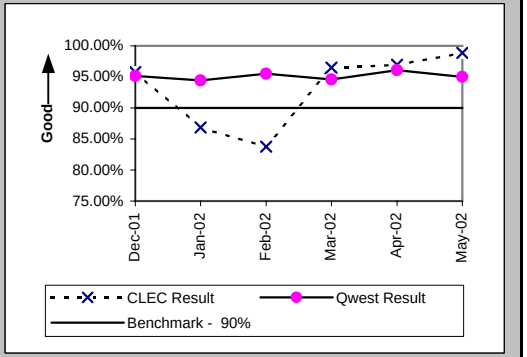
### Installation Interval (Average Days) (OP-4C) (Benchmark)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | 15 | 1 | 15.00 | 0 | 0 | | | | | | | Yes |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |



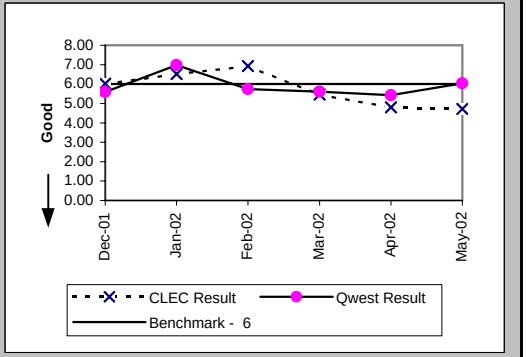

### Installation Commitments Met (Percent) (OP-3D) (Benchmark)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 702 | 733 | 95.77% | 11 | 1 | 1156 | 1215 | 95.14% | 21.49% | -0.62 | -1.38 | No |
| Jan-02 | 1189 | 1369 | 86.85% | 20 | 2 | 1308 | 1385 | 94.44% | 22.91% | 8.69 | 4.28 | Yes |
| Feb-02 | 799 | 954 | 83.75% | 0 | 5 | 1069 | 1119 | 95.53% | 20.66% | 12.94 | 6.87 | Yes |
| Mar-02 | 329 | 341 | 96.48% | 0 | 1 | 1185 | 1253 | 94.57% | 22.65% | -1.38 | -1.84 | No |
| Apr-02 | 286 | 295 | 96.95% | 0 | 1 | 1108 | 1153 | 96.10% | 19.37% | -0.67 | -1.41 | No |
| May-02 | 354 | 358 | 98.88% | 0 | 0 | 1102 | 1160 | 95.00% | 21.79% | -2.95 | -2.79 | No |




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

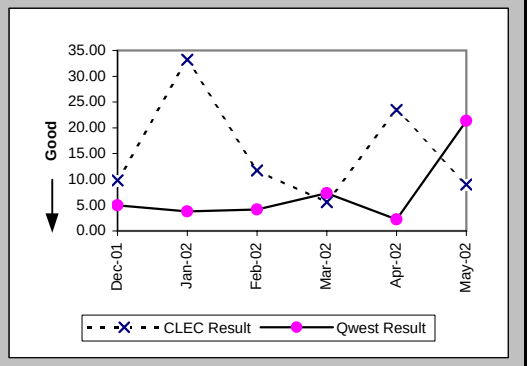
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 1794 | 298 | 6.02 | 446 | 1 | 6889 | 1233 | 5.59 | 6.16 | 1.09 | -0.34 | Yes |
| Jan-02 | 2299 | 353 | 6.51 | 1036 | 2 | 9752 | 1400 | 6.97 | 7.97 | -0.95 | -1.58 | Yes |
| Feb-02 | 1390 | 201 | 6.92 | 753 | 5 | 6460 | 1125 | 5.74 | 5.36 | 2.86 | 0.74 | Yes |
| Mar-02 | 1065 | 195 | 5.46 | 146 | 1 | 7072 | 1261 | 5.61 | 5.39 | -0.35 | -1.21 | No |
| Apr-02 | 753 | 157 | 4.80 | 138 | 1 | 6279 | 1157 | 5.43 | 5.50 | -1.35 | -1.82 | No |
| May-02 | 839 | 178 | 4.71 | 180 | 0 | 7052 | 1170 | 6.03 | 6.10 | -2.68 | -2.63 | No |



## Checklist #4 - Unbundled Loop - Analog Installation

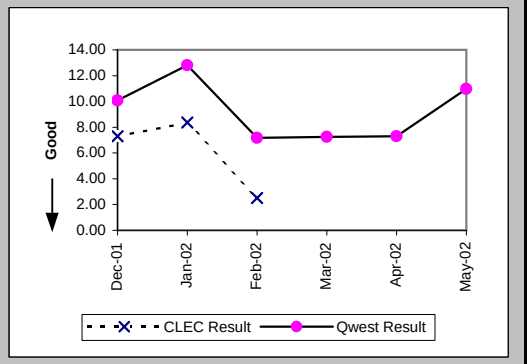
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-4) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 176 | 18 | 9.78 | 0 | 0 | 179 | 36 | 4.97 | 11.09 | 1.15 | -0.3 | No |
| Jan-02 | 1559 | 47 | 33.17 | 5 | 1 | 179 | 47 | 3.81 | 4.87 | 3.72 | 1.26 | Yes |
| Feb-02 | 1763 | 150 | 11.75 | 1 | 1 | 120 | 29 | 4.14 | 4.56 | 3.72 | 1.26 | Yes |
| Mar-02 | 67 | 12 | 5.58 | 0 | 0 | 278 | 38 | 7.32 | 11.13 | -0.47 | -1.29 | No |
| Apr-02 | 211 | 9 | 23.44 | 0 | 0 | 53 | 24 | 2.21 | 2.34 | 3.72 | 1.26 | Yes |
| May-02 | 36 | 4 | 9.00 | 0 | 0 | 641 | 30 | 21.37 | 92.46 | -0.25 | -1.15 | No |



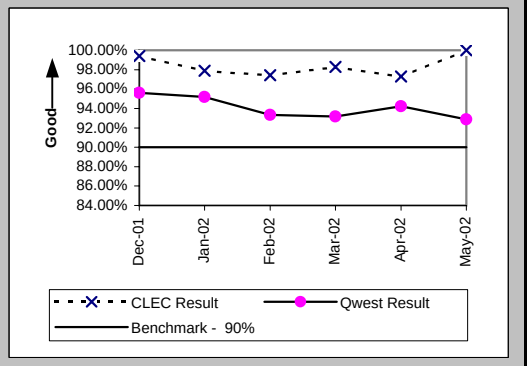

Delayed Days for Facility Reasons (Average Days) (OP-6B-4) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 175 | 24 | 7.29 | 0 | 0 | 282 | 28 | 10.07 | 10.71 | -0.93 | -1.57 | No |
| Jan-02 | 1238 | 148 | 8.36 | 0 | 0 | 384 | 30 | 12.80 | 25.12 | -0.88 | -1.54 | No |
| Feb-02 | 10 | 4 | 2.50 | 0 | 0 | 158 | 22 | 7.18 | 5.28 | -1.63 | -1.99 | No |
| Mar-02 | | | | | | 225 | 31 | 7.26 | 5.48 | | | |
| Apr-02 | | | | | | 146 | 20 | 7.30 | 10.12 | | | |
| May-02 | | | | | | 307 | 28 | 10.96 | 11.04 | | | |




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

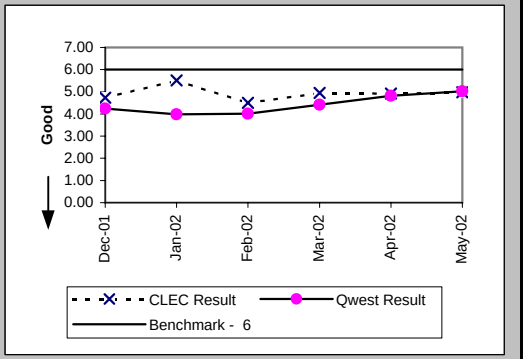
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 165 | 166 | 99.40% | 2 | 1 | 717 | 750 | 95.60% | 20.51% | -2.16 | -2.31 | No |
| Jan-02 | 92 | 94 | 97.87% | 7 | 0 | 749 | 787 | 95.17% | 21.44% | -1.15 | -1.7 | No |
| Feb-02 | 151 | 155 | 97.42% | 0 | 0 | 631 | 676 | 93.34% | 24.93% | -1.84 | -2.12 | No |
| Mar-02 | 115 | 117 | 98.29% | 0 | 0 | 752 | 807 | 93.18% | 25.20% | -2.05 | -2.25 | No |
| Apr-02 | 72 | 74 | 97.30% | 0 | 0 | 620 | 658 | 94.22% | 23.33% | -1.07 | -1.65 | No |
| May-02 | 100 | 100 | 100.00% | 0 | 0 | 692 | 745 | 92.89% | 25.71% | -2.6 | -2.58 | No |



## Checklist #4 - Unbundled Loop - Analog Installation

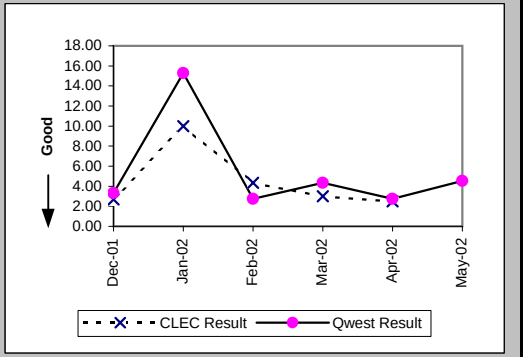
Installation Interval (Average Days) (OP-4E) (Benchmark)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 521 | 110 | 4.74 | 58 | 1 | 3207 | 754 | 4.25 | 4.67 | 1.01 | -0.38 | No |
| Jan-02 | 381 | 69 | 5.52 | 32 | 0 | 3172 | 795 | 3.99 | 4.49 | 1.85 | 0.13 | No |
| Feb-02 | 329 | 73 | 4.51 | 82 | 0 | 2736 | 682 | 4.01 | 3.51 | 1.14 | -0.31 | No |
| Mar-02 | 213 | 43 | 4.95 | 74 | 0 | 3586 | 811 | 4.42 | 5.26 | 0.83 | -0.49 | No |
| Apr-02 | 177 | 36 | 4.92 | 38 | 0 | 3181 | 660 | 4.82 | 5.16 | 0.26 | -0.84 | No |
| May-02 | 204 | 41 | 4.98 | 59 | 0 | 3752 | 747 | 5.02 | 6.62 | -0.04 | -1.03 | No |



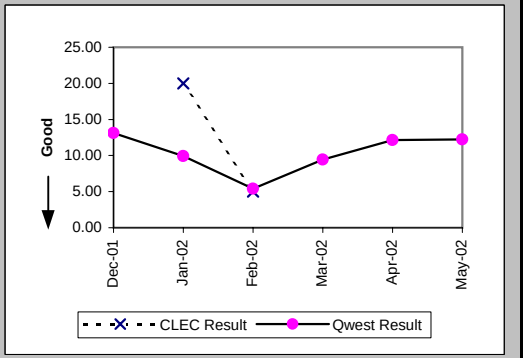

Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 8 | 3 | 2.67 | 0 | 1 | 43 | 13 | 3.31 | 2.98 | -0.34 | -1.2 | No |
| Jan-02 | 50 | 5 | 10.00 | 2 | 0 | 352 | 23 | 15.30 | 52.92 | -0.2 | -1.12 | No |
| Feb-02 | 13 | 3 | 4.33 | 0 | 0 | 74 | 27 | 2.74 | 1.93 | 1.05 | -0.36 | No |
| Mar-02 | 6 | 2 | 3.00 | 0 | 0 | 100 | 23 | 4.35 | 5.08 | -0.36 | -1.22 | No |
| Apr-02 | 5 | 2 | 2.50 | 0 | 0 | 47 | 17 | 2.76 | 2.08 | -0.17 | -1.1 | No |
| May-02 | | | | | | 77 | 17 | 4.53 | 6.36 | | | |




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

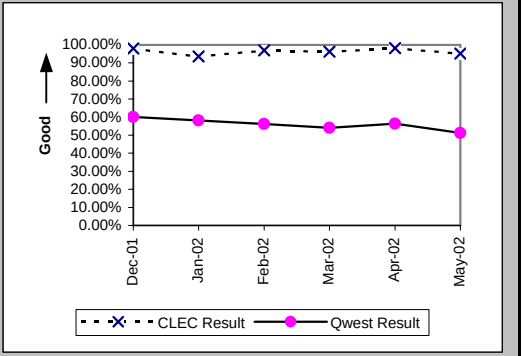
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 262 | 20 | 13.10 | 11.65 | | | |
| Jan-02 | 40 | 2 | 20.00 | 0 | 0 | 159 | 16 | 9.94 | 11.05 | 1.17 | -0.29 | No |
| Feb-02 | 5 | 1 | 5.00 | 0 | 0 | 97 | 18 | 5.39 | 6.12 | -0.06 | -1.04 | No |
| Mar-02 | | | | | | 302 | 32 | 9.44 | 15.62 | | | |
| Apr-02 | | | | | | 255 | 21 | 12.14 | 12.74 | | | |
| May-02 | | | | | | 441 | 36 | 12.25 | 14.57 | | | |



## Checklist #4 - Unbundled Loop - Analog Installation

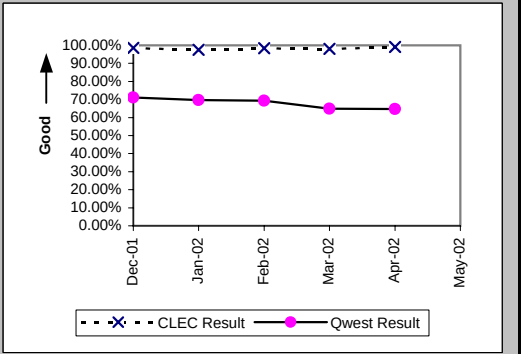
New Service Installation Quality (Percent) (OP-5) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 1598 | 1631 | 97.98% | 0 | 0 | 1304 | 2167 | 60.18% | 48.95% | -23.56 | -15.32 | No |
| Jan-02 | 1124 | 1201 | 93.59% | 0 | 0 | 1215 | 2091 | 58.11% | 49.34% | -19.86 | -13.08 | No |
| Feb-02 | 1261 | 1300 | 97.00% | 0 | 0 | 1125 | 2002 | 56.19% | 49.61% | -23.09 | -15.04 | No |
| Mar-02 | 755 | 784 | 96.30% | 0 | 0 | 1050 | 1940 | 54.12% | 49.83% | -20 | -13.16 | No |
| Apr-02 | 407 | 414 | 98.31% | 0 | 0 | 1097 | 1945 | 56.40% | 49.59% | -15.61 | -10.49 | No |
| May-02 | 394 | 414 | 95.17% | 0 | 0 | 958 | 1867 | 51.31% | 49.98% | -16.15 | -10.82 | No |



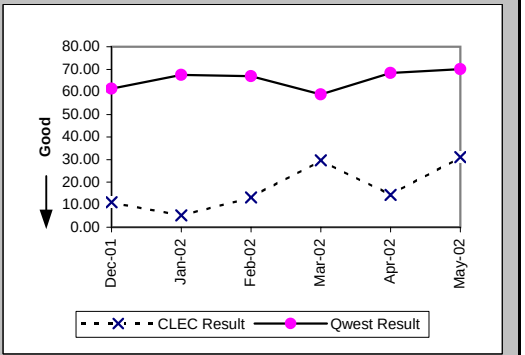

New Service Installation Quality (Percent) (OP-5*) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 1609 | 1631 | 98.65% | 0 | 0 | 1542 | 2167 | 71.16% | 45.30% | -18.51 | -12.26 | No |
| Jan-02 | 1171 | 1201 | 97.50% | 0 | 0 | 1457 | 2091 | 69.68% | 45.96% | -16.72 | -11.16 | No |
| Feb-02 | 1279 | 1300 | 98.38% | 0 | 0 | 1389 | 2002 | 69.38% | 46.09% | -17.67 | -11.74 | No |
| Mar-02 | 769 | 784 | 98.09% | 0 | 0 | 1258 | 1940 | 64.85% | 47.75% | -16.45 | -11 | No |
| Apr-02 | 410 | 414 | 99.03% | 0 | 0 | 1259 | 1945 | 64.73% | 47.78% | -13.26 | -9.06 | No |
| May-02 | | | | | | | | | | | | |




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

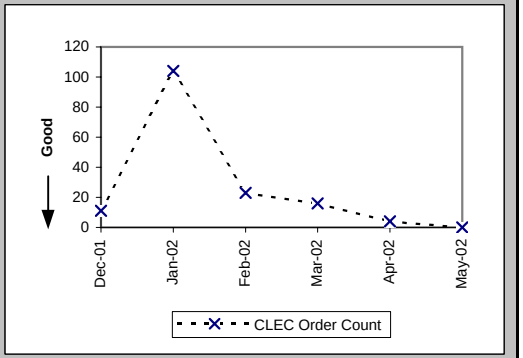
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 155 | 14 | 11.07 | 0 | 0 | 7243 | 118 | 61.38 | 74.31 | -2.39 | -2.46 | No |
| Jan-02 | 650 | 124 | 5.24 | 0 | 0 | 6752 | 100 | 67.52 | 58.43 | -7.93 | -5.82 | No |
| Feb-02 | 369 | 28 | 13.18 | 0 | 0 | 8368 | 125 | 66.94 | 63.29 | -4.06 | -3.47 | No |
| Mar-02 | 534 | 18 | 29.67 | 0 | 0 | 7127 | 121 | 58.90 | 60.85 | -1.9 | -2.16 | No |
| Apr-02 | 172 | 12 | 14.33 | 0 | 0 | 7583 | 111 | 68.32 | 65.63 | -2.71 | -2.65 | No |
| May-02 | 186 | 6 | 31.00 | 0 | 0 | 7703 | 110 | 70.03 | 73.11 | -1.27 | -1.77 | No |



Checklist #4 - Unbundled Loop - Analog Installation

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

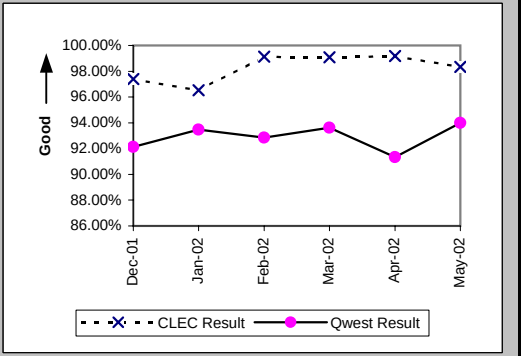
| Date | CLEC Order Count |
|---|---|
| Dec-01 | 11 |
| Jan-02 | 104 |
| Feb-02 | 23 |
| Mar-02 | 16 |
| Apr-02 | 4 |
| May-02 | 0 |



## Checklist #4 - Unbundled Loop - Analog Repair

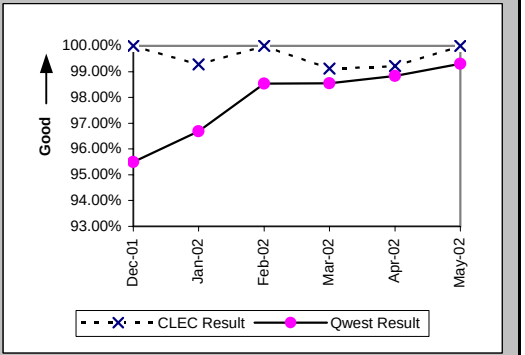
Out of Service Cleared within 24 hours (Percent) (MR-3D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 75 | 77 | 97.40% | 25 | 0 | 1557 | 1690 | 92.13% | 26.93% | -1.68 | -2.02 | No |
| Jan-02 | 111 | 115 | 96.52% | 44 | 0 | 1678 | 1795 | 93.48% | 24.68% | -1.28 | -1.78 | No |
| Feb-02 | 113 | 114 | 99.12% | 26 | 0 | 1492 | 1607 | 92.84% | 25.78% | -2.51 | -2.53 | No |
| Mar-02 | 109 | 110 | 99.09% | 33 | 0 | 1455 | 1554 | 93.63% | 24.42% | -2.27 | -2.38 | No |
| Apr-02 | 120 | 121 | 99.17% | 41 | 0 | 1822 | 1995 | 91.33% | 28.14% | -2.98 | -2.81 | No |
| May-02 | 119 | 121 | 98.35% | 29 | 0 | 2082 | 2215 | 94.00% | 23.76% | -1.96 | -2.19 | No |



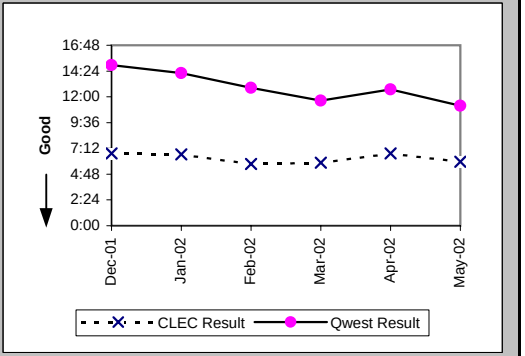

All Troubles Cleared within 48 hours (Percent) (MR-4D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 77 | 77 | 100.00% | 25 | 0 | 2649 | 2774 | 95.49% | 20.74% | -1.88 | -2.14 | No |
| Jan-02 | 138 | 139 | 99.28% | 44 | 0 | 2597 | 2686 | 96.69% | 17.90% | -1.67 | -2.01 | No |
| Feb-02 | 114 | 114 | 100.00% | 26 | 0 | 2415 | 2451 | 98.53% | 12.03% | -1.27 | -1.77 | No |
| Mar-02 | 112 | 113 | 99.12% | 33 | 0 | 2377 | 2412 | 98.55% | 11.96% | -0.49 | -1.3 | No |
| Apr-02 | 127 | 128 | 99.22% | 41 | 0 | 2955 | 2990 | 98.83% | 10.76% | -0.4 | -1.24 | No |
| May-02 | 131 | 131 | 100.00% | 29 | 0 | 3134 | 3156 | 99.30% | 8.32% | -0.94 | -1.57 | No |




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

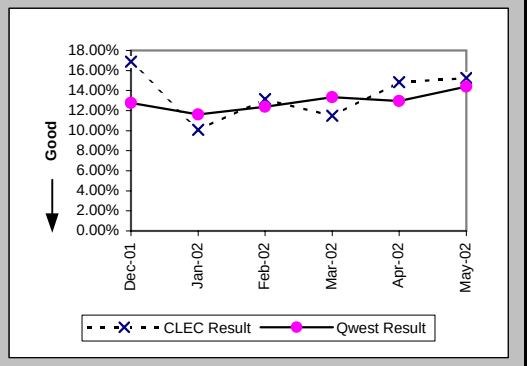
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 518:09 | 77 | 6:44 | 25 | 0 | 41488:38 | 2774 | 14:57 | 16:29 | -4.32 | -3.63 | No |
| Jan-02 | 924:43 | 139 | 6:39 | 44 | 0 | 38194:31 | 2686 | 14:13 | 16:01 | -5.43 | -4.3 | No |
| Feb-02 | 655:07 | 114 | 5:45 | 26 | 0 | 31497:48 | 2451 | 12:51 | 12:47 | -5.8 | -4.53 | No |
| Mar-02 | 663:51 | 113 | 5:52 | 33 | 0 | 28117:52 | 2412 | 11:39 | 12:01 | -5 | -4.04 | No |
| Apr-02 | 861:50 | 128 | 6:44 | 41 | 0 | 37973:05 | 2990 | 12:42 | 11:43 | -5.64 | -4.43 | No |
| May-02 | 780:50 | 131 | 5:58 | 29 | 0 | 35261:09 | 3156 | 11:10 | 9:57 | -5.87 | -4.57 | No |



## Checklist #4 - Unbundled Loop - Analog Repair

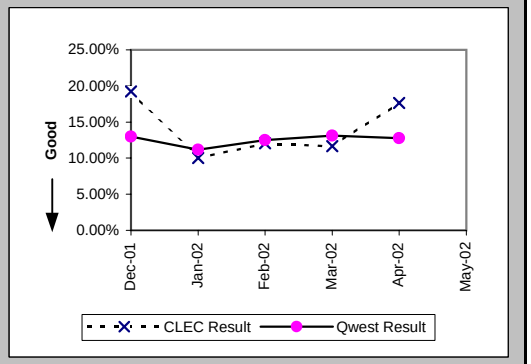
Repair Repeat Report Rate (Percent) (MR-7D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 13 | 77 | 16.88% | 25 | 0 | 367 | 2873 | 12.77% | 33.38% | 1.05 | -0.36 | No |
| Jan-02 | 14 | 139 | 10.07% | 44 | 0 | 320 | 2758 | 11.60% | 32.03% | -0.55 | -1.33 | No |
| Feb-02 | 15 | 114 | 13.16% | 26 | 0 | 311 | 2514 | 12.37% | 32.92% | 0.28 | -0.83 | No |
| Mar-02 | 13 | 113 | 11.50% | 33 | 0 | 332 | 2488 | 13.34% | 34.01% | -0.56 | -1.34 | No |
| Apr-02 | 19 | 128 | 14.84% | 41 | 0 | 400 | 3086 | 12.96% | 33.59% | 0.63 | -0.61 | No |
| May-02 | 20 | 131 | 15.27% | 29 | 0 | 468 | 3253 | 14.39% | 35.10% | 0.3 | -0.82 | No |



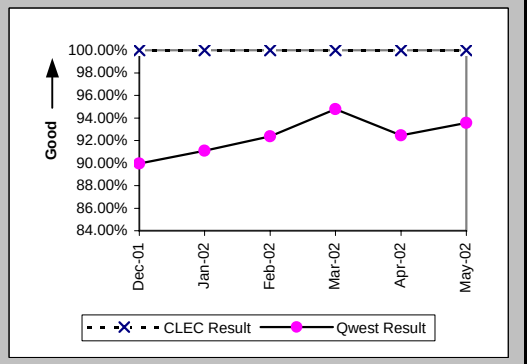

Repair Repeat Report Rate (Percent) (MR-7D*) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 10 | 52 | 19.23% | 25 | 0 | 262 | 2018 | 12.98% | 33.61% | 1.28 | -0.22 | No |
| Jan-02 | 7 | 70 | 10.00% | 44 | 0 | 217 | 1946 | 11.15% | 31.48% | -0.3 | -1.18 | No |
| Feb-02 | 7 | 58 | 12.07% | 26 | 0 | 223 | 1782 | 12.51% | 33.09% | -0.1 | -1.06 | No |
| Mar-02 | 7 | 60 | 11.67% | 33 | 0 | 235 | 1789 | 13.14% | 33.78% | -0.33 | -1.2 | No |
| Apr-02 | 15 | 85 | 17.65% | 41 | 0 | 314 | 2459 | 12.77% | 33.37% | 1.29 | -0.22 | No |
| May-02 | | | | | | | | | | | | |




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

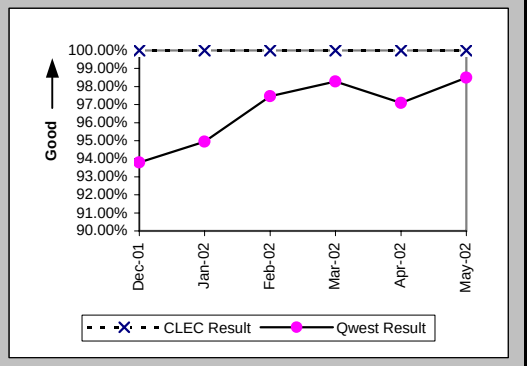
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 20 | 20 | 100.00% | 1 | 0 | 832 | 925 | 89.95% | 30.07% | -1.48 | -1.9 | No |
| Jan-02 | 8 | 8 | 100.00% | 1 | 0 | 665 | 730 | 91.10% | 28.48% | -0.88 | -1.53 | No |
| Feb-02 | 22 | 22 | 100.00% | 2 | 0 | 713 | 772 | 92.36% | 26.57% | -1.33 | -1.81 | No |
| Mar-02 | 13 | 13 | 100.00% | 1 | 0 | 819 | 864 | 94.79% | 22.22% | -0.84 | -1.51 | No |
| Apr-02 | 26 | 26 | 100.00% | 0 | 0 | 993 | 1074 | 92.46% | 26.41% | -1.44 | -1.87 | No |
| May-02 | 24 | 24 | 100.00% | 5 | 0 | 1146 | 1225 | 93.55% | 24.56% | -1.27 | -1.77 | No |



## Checklist #4 - Unbundled Loop - Analog Repair

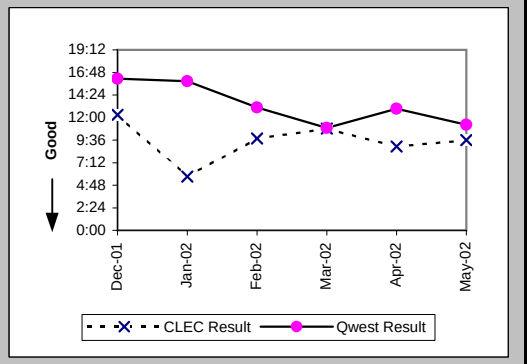
All Troubles Cleared within 48 hours (Percent) (MR-4E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 20 | 20 | 100.00% | 1 | 0 | 1377 | 1468 | 93.80% | 24.11% | -1.14 | -1.69 | No |
| Jan-02 | 8 | 8 | 100.00% | 1 | 0 | 1185 | 1248 | 94.95% | 21.89% | -0.65 | -1.4 | No |
| Feb-02 | 22 | 22 | 100.00% | 2 | 0 | 1265 | 1298 | 97.46% | 15.74% | -0.75 | -1.46 | No |
| Mar-02 | 13 | 13 | 100.00% | 1 | 0 | 1372 | 1396 | 98.28% | 13.00% | -0.47 | -1.29 | No |
| Apr-02 | 26 | 26 | 100.00% | 0 | 0 | 1633 | 1682 | 97.09% | 16.82% | -0.88 | -1.53 | No |
| May-02 | 24 | 24 | 100.00% | 5 | 0 | 1828 | 1856 | 98.49% | 12.19% | -0.6 | -1.37 | No |



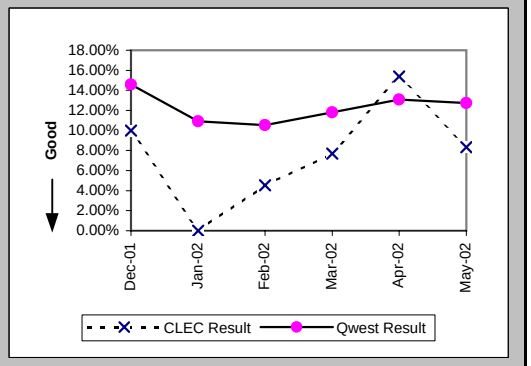

Mean Time to Restore (Hours:Minutes) (MR-6E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 246:06 | 20 | 12:18 | 1 | 0 | 23705:28 | 1468 | 16:09 | 18:48 | -0.91 | -1.55 | No |
| Jan-02 | 45:49 | 8 | 5:44 | 1 | 0 | 19793:22 | 1248 | 15:52 | 17:51 | -1.6 | -1.97 | No |
| Feb-02 | 214:53 | 22 | 9:46 | 2 | 0 | 16962:51 | 1298 | 13:04 | 14:18 | -1.07 | -1.65 | No |
| Mar-02 | 140:51 | 13 | 10:50 | 1 | 0 | 15220:03 | 1396 | 10:54 | 14:23 | -0.02 | -1.01 | No |
| Apr-02 | 232:24 | 26 | 8:56 | 0 | 0 | 21773:22 | 1682 | 12:57 | 13:31 | -1.5 | -1.91 | No |
| May-02 | 229:48 | 24 | 9:35 | 5 | 0 | 20882:30 | 1856 | 11:15 | 11:29 | -0.71 | -1.43 | No |




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

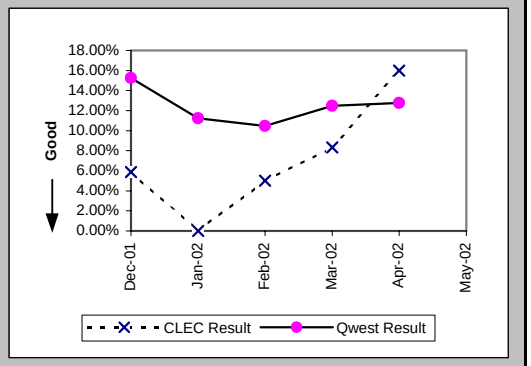
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 2 | 20 | 10.00% | 1 | 0 | 217 | 1488 | 14.58% | 35.29% | -0.58 | -1.35 | No |
| Jan-02 | 0 | 8 | 0.00% | 1 | 0 | 138 | 1263 | 10.93% | 31.20% | -0.99 | -1.6 | No |
| Feb-02 | 1 | 22 | 4.55% | 2 | 0 | 138 | 1312 | 10.52% | 30.68% | -0.91 | -1.55 | No |
| Mar-02 | 1 | 13 | 7.69% | 1 | 0 | 167 | 1413 | 11.82% | 32.28% | -0.46 | -1.28 | No |
| Apr-02 | 4 | 26 | 15.38% | 0 | 0 | 222 | 1698 | 13.07% | 33.71% | 0.39 | -0.76 | No |
| May-02 | 2 | 24 | 8.33% | 5 | 0 | 239 | 1879 | 12.72% | 33.32% | -0.64 | -1.39 | No |



## Checklist #4 - Unbundled Loop - Analog Repair

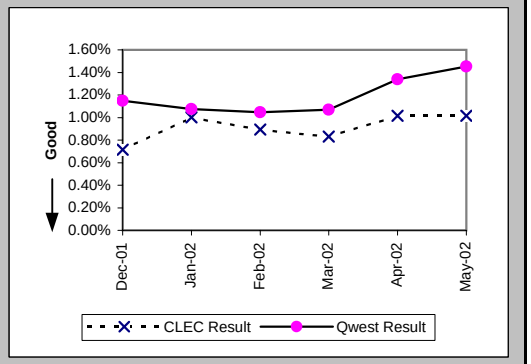
### Repair Repeat Report Rate (Percent) (MR-7E*) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 1 | 17 | 5.88% | 1 | 0 | 169 | 1108 | 15.25% | 35.95% | -1.07 | -1.65 | No |
| Jan-02 | 0 | 7 | 0.00% | 1 | 0 | 102 | 907 | 11.25% | 31.59% | -0.94 | -1.57 | No |
| Feb-02 | 1 | 20 | 5.00% | 2 | 0 | 92 | 880 | 10.45% | 30.60% | -0.79 | -1.48 | No |
| Mar-02 | 1 | 12 | 8.33% | 1 | 0 | 124 | 993 | 12.49% | 33.06% | -0.43 | -1.26 | No |
| Apr-02 | 4 | 25 | 16.00% | 0 | 0 | 168 | 1317 | 12.76% | 33.36% | 0.51 | -0.69 | No |
| May-02 | | | | | | | | | | | | |



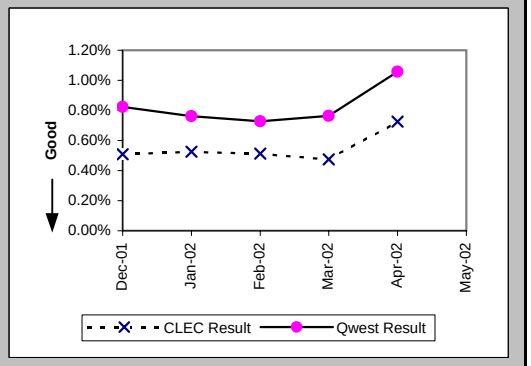

### Trouble Rate (Percent) (MR-8) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 97 | 13595 | 0.71% | 26 | 0 | 4361 | 379575 | 1.15% | 10.66% | -4.68 | -3.85 | No |
| Jan-02 | 147 | 14662 | 1.00% | 45 | 0 | 4021 | 374468 | 1.07% | 10.31% | -0.82 | -1.5 | No |
| Feb-02 | 136 | 15207 | 0.89% | 28 | 0 | 3826 | 365309 | 1.05% | 10.18% | -1.82 | -2.1 | No |
| Mar-02 | 126 | 15179 | 0.83% | 34 | 0 | 3901 | 364423 | 1.07% | 10.29% | -2.82 | -2.71 | No |
| Apr-02 | 154 | 15170 | 1.02% | 41 | 0 | 4784 | 357203 | 1.34% | 11.50% | -3.4 | -3.07 | No |
| May-02 | 155 | 15245 | 1.02% | 34 | 0 | 5132 | 353493 | 1.45% | 11.96% | -4.4 | -3.67 | No |




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

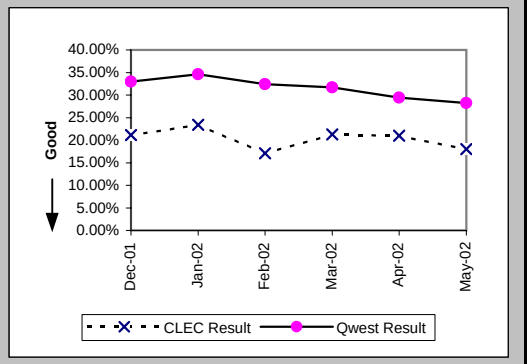
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 69 | 13595 | 0.51% | 26 | 0 | 3126 | 379575 | 0.82% | 9.04% | -4.01 | -3.44 | No |
| Jan-02 | 77 | 14662 | 0.53% | 45 | 0 | 2853 | 374468 | 0.76% | 8.70% | -3.23 | -2.97 | No |
| Feb-02 | 78 | 15207 | 0.51% | 28 | 0 | 2662 | 365309 | 0.73% | 8.51% | -3.07 | -2.86 | No |
| Mar-02 | 72 | 15179 | 0.47% | 34 | 0 | 2782 | 364423 | 0.76% | 8.70% | -4.01 | -3.44 | No |
| Apr-02 | 110 | 15170 | 0.73% | 41 | 0 | 3776 | 357203 | 1.06% | 10.23% | -3.92 | -3.38 | No |
| May-02 | | | | | | | | | | | | |



## Checklist #4 - Unbundled Loop - Analog Repair

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

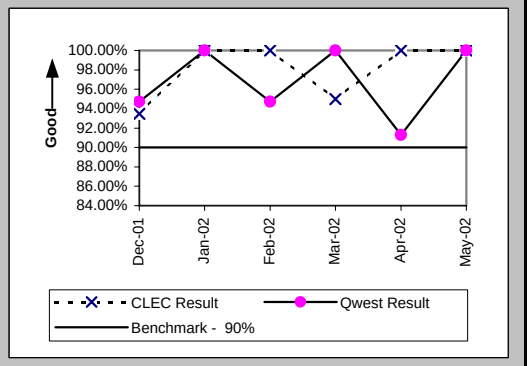
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 26 | 123 | 21.14% | 0 | 0 | 2149 | 6510 | 33.01% | 47.03% | -2.77 | -2.69 | No |
| Jan-02 | 45 | 192 | 23.44% | 0 | 0 | 2127 | 6148 | 34.60% | 47.57% | -3.2 | -2.95 | No |
| Feb-02 | 28 | 164 | 17.07% | 0 | 0 | 1837 | 5663 | 32.44% | 46.81% | -4.14 | -3.52 | No |
| Mar-02 | 34 | 160 | 21.25% | 0 | 0 | 1808 | 5709 | 31.67% | 46.52% | -2.79 | -2.7 | No |
| Apr-02 | 41 | 195 | 21.03% | 0 | 0 | 1993 | 6777 | 29.41% | 45.56% | -2.53 | -2.54 | No |
| May-02 | 34 | 189 | 17.99% | 0 | 0 | 2016 | 7148 | 28.20% | 45.00% | -3.08 | -2.87 | No |



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

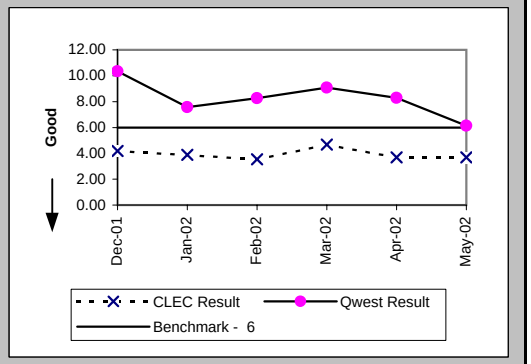
### Installation Commitments Met (Percent) (OP-3D) (Benchmark)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 43 | 46 | 93.48% | 0 | 0 | 18 | 19 | 94.74% | 22.33% | 0 | -1 | No |
| Jan-02 | 18 | 18 | 100.00% | 1 | 0 | 21 | 21 | 100.00% | N/A | N/A | N/A | No |
| Feb-02 | 34 | 34 | 100.00% | 0 | 0 | 18 | 19 | 94.74% | 22.33% | -0.82 | -1.5 | No |
| Mar-02 | 38 | 40 | 95.00% | 0 | 0 | 27 | 27 | 100.00% | N/A | N/A | -0.4 | No |
| Apr-02 | 35 | 35 | 100.00% | 0 | 0 | 21 | 23 | 91.30% | 28.18% | -1.15 | -1.7 | No |
| May-02 | 42 | 42 | 100.00% | 0 | 0 | 20 | 20 | 100.00% | N/A | N/A | N/A | No |



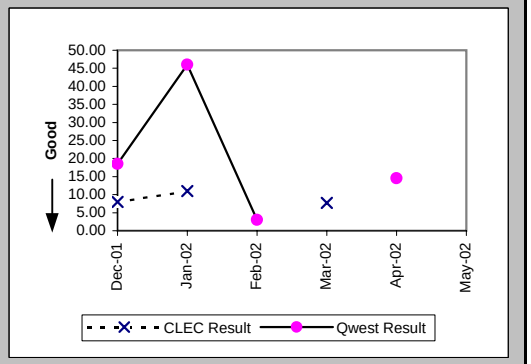

### Installation Interval (Average Days) (OP-4D) (Benchmark)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 155 | 37 | 4.19 | 10 | 0 | 217 | 21 | 10.33 | 8.09 | -2.78 | -2.69 | No |
| Jan-02 | 62 | 16 | 3.88 | 3 | 0 | 144 | 19 | 7.58 | 12.67 | -0.86 | -1.52 | No |
| Feb-02 | 99 | 28 | 3.54 | 6 | 0 | 157 | 19 | 8.26 | 4.87 | -3.26 | -2.98 | No |
| Mar-02 | 178 | 38 | 4.68 | 2 | 0 | 227 | 25 | 9.08 | 4.34 | -3.93 | -3.39 | No |
| Apr-02 | 107 | 29 | 3.69 | 7 | 0 | 191 | 23 | 8.30 | 7.74 | -2.13 | -2.3 | No |
| May-02 | 151 | 41 | 3.68 | 1 | 0 | 129 | 21 | 6.14 | 3.48 | -2.63 | -2.6 | No |




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

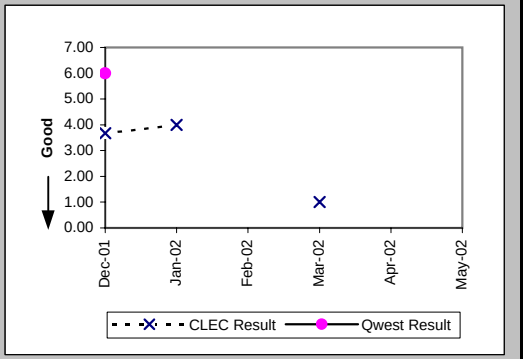
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 8 | 1 | 8.00 | 0 | 0 | 37 | 2 | 18.50 | 4.95 | -1.73 | -2.05 | No |
| Jan-02 | 11 | 1 | 11.00 | 0 | 0 | 46 | 1 | 46.00 | | | | |
| Feb-02 | | | | | | 3 | 1 | 3.00 | | | | |
| Mar-02 | 23 | 3 | 7.67 | 0 | 0 | | | | | | | |
| Apr-02 | | | | | | 29 | 2 | 14.50 | 14.85 | | | |
| May-02 | | | | | | | | | | | | |



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

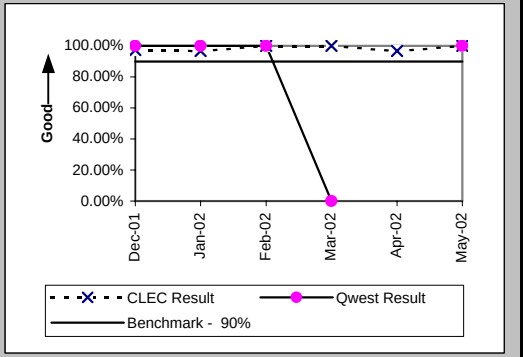
### Delayed Days for Facility Reasons (Average Days) (OP-6B-4) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 11 | 3 | 3.67 | 0 | 0 | 6 | 1 | 6.00 | | | | |
| Jan-02 | 4 | 1 | 4.00 | 0 | 0 | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | 1 | 1 | 1.00 | 0 | 0 | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |



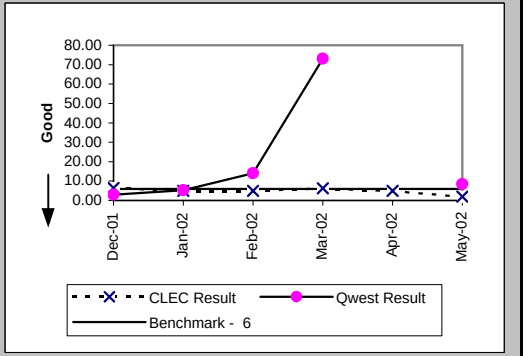

### Installation Commitments Met (Percent) (OP-3E) (Benchmark)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 37 | 38 | 97.37% | 0 | 0 | 4 | 4 | 100.00% | N/A | N/A | -1.07 | No |
| Jan-02 | 30 | 31 | 96.77% | 0 | 0 | 3 | 3 | 100.00% | N/A | N/A | -1.08 | No |
| Feb-02 | 45 | 45 | 100.00% | 1 | 0 | 1 | 1 | 100.00% | N/A | N/A | N/A | No |
| Mar-02 | 33 | 33 | 100.00% | 0 | 0 | 0 | 1 | 0.00% | N/A | N/A | | No |
| Apr-02 | 29 | 30 | 96.67% | 0 | 0 | | | | | | | No |
| May-02 | 19 | 19 | 100.00% | 0 | 0 | 5 | 5 | 100.00% | N/A | N/A | N/A | No |




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

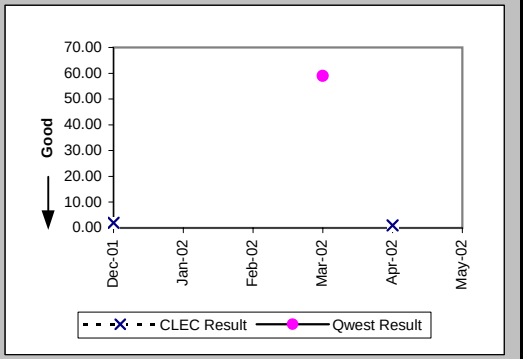
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 13 | 2 | 6.50 | 36 | 0 | 12 | 4 | 3.00 | 0.00 | | | Yes |
| Jan-02 | 10 | 2 | 5.00 | 29 | 0 | 21 | 4 | 5.25 | 4.50 | -0.06 | -1.04 | No |
| Feb-02 | 10 | 2 | 5.00 | 44 | 0 | 14 | 1 | 14.00 | | | | No |
| Mar-02 | 31 | 5 | 6.20 | 28 | 0 | 73 | 1 | 73.00 | | | | Yes |
| Apr-02 | 5 | 1 | 5.00 | 29 | 0 | | | | | | | No |
| May-02 | 4 | 2 | 2.00 | 17 | 0 | 42 | 5 | 8.40 | 4.62 | -1.66 | -2.01 | No |



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

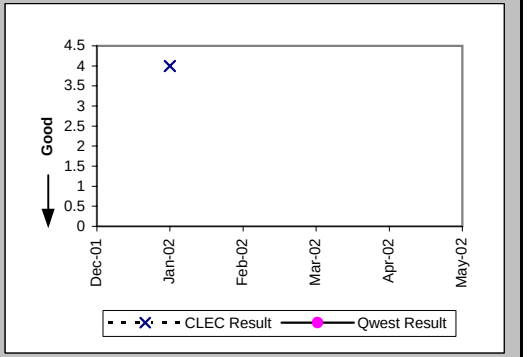
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 2 | 1 | 2.00 | 0 | 0 | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | 59 | 1 | 59.00 | | | | |
| Apr-02 | 1 | 1 | 1.00 | 0 | 0 | | | | | | | |
| May-02 | | | | | | | | | | | | |



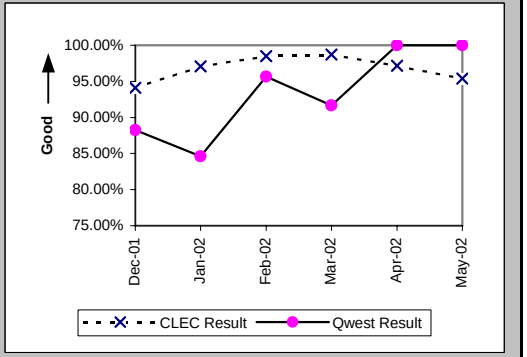

Delayed Days for Facility Reasons (Average Days) (OP-6B-5) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | 4 | 1 | 4.00 | 0 | 0 | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |




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

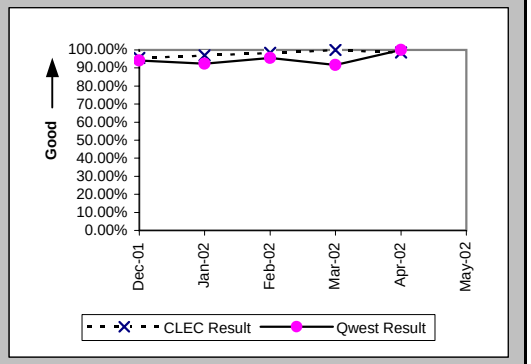
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 64 | 68 | 94.12% | 0 | 0 | 30 | 34 | 88.24% | 32.22% | -0.87 | -1.53 | No |
| Jan-02 | 66 | 68 | 97.06% | 0 | 0 | 22 | 26 | 84.62% | 36.08% | -1.5 | -1.91 | No |
| Feb-02 | 65 | 66 | 98.48% | 0 | 0 | 22 | 23 | 95.65% | 20.39% | -0.57 | -1.35 | No |
| Mar-02 | 78 | 79 | 98.73% | 0 | 0 | 22 | 24 | 91.67% | 27.64% | -1.1 | -1.67 | No |
| Apr-02 | 69 | 71 | 97.18% | 0 | 0 | 26 | 26 | 100.00% | N/A | N/A | -0.6 | No |
| May-02 | 62 | 65 | 95.38% | 0 | 0 | 25 | 25 | 100.00% | N/A | N/A | -0.41 | No |



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

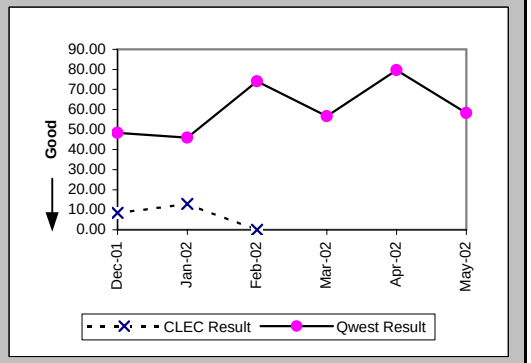
New Service Installation Quality (Percent) (OP-5*) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 65 | 68 | 95.59% | 0 | 0 | 32 | 34 | 94.12% | 23.53% | -0.3 | -1.18 | No |
| Jan-02 | 66 | 68 | 97.06% | 0 | 0 | 24 | 26 | 92.31% | 26.65% | -0.77 | -1.47 | No |
| Feb-02 | 65 | 66 | 98.48% | 0 | 0 | 22 | 23 | 95.65% | 20.39% | -0.57 | -1.35 | No |
| Mar-02 | 79 | 79 | 100.00% | 0 | 0 | 22 | 24 | 91.67% | 27.64% | -1.29 | -1.79 | No |
| Apr-02 | 70 | 71 | 98.59% | 0 | 0 | 26 | 26 | 100.00% | N/A | N/A | -0.84 | No |
| May-02 | | | | | | | | | | | | |




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

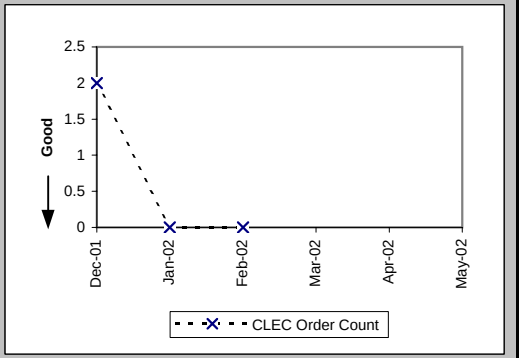
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 34 | 4 | 8.50 | 0 | 0 | 145 | 3 | 48.33 | 47.04 | -1.11 | -1.67 | No |
| Jan-02 | 13 | 1 | 13.00 | 0 | 0 | 230 | 5 | 46.00 | 47.19 | -0.64 | -1.39 | No |
| Feb-02 | 0 | 1 | 0.00 | 0 | 0 | 296 | 4 | 74.00 | 50.42 | -1.31 | -1.8 | No |
| Mar-02 | | | | | | 283 | 5 | 56.60 | 71.95 | | | |
| Apr-02 | | | | | | 478 | 6 | 79.67 | 67.64 | | | |
| May-02 | | | | | | 466 | 8 | 58.25 | 77.17 | | | |



## 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)

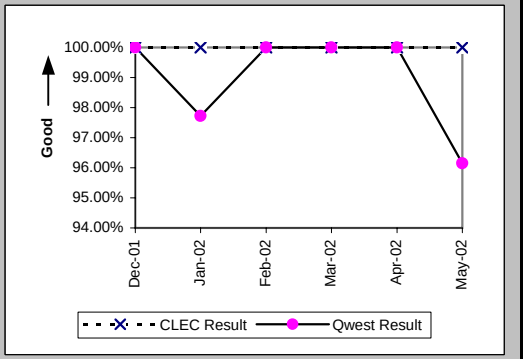
| Date | CLEC Order Count |
|---|---|
| Dec-01 | 2 |
| Jan-02 | 0 |
| Feb-02 | 0 |
| Mar-02 | |
| Apr-02 | |
| May-02 | |



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

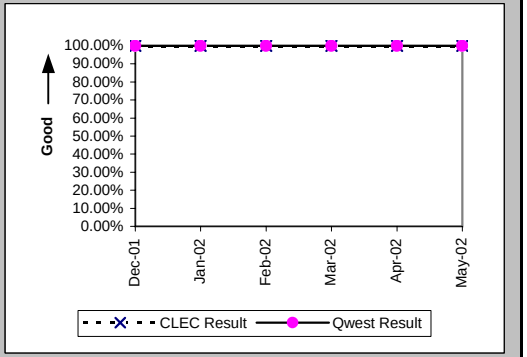
Out of Service Cleared within 24 hours (Percent) (MR-3D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 6 | 6 | 100.00% | 1 | 0 | 51 | 51 | 100.00% | N/A | N/A | N/A | |
| Jan-02 | 8 | 8 | 100.00% | 1 | 0 | 43 | 44 | 97.73% | 14.90% | -0.4 | -1.24 | No |
| Feb-02 | 4 | 4 | 100.00% | 0 | 0 | 36 | 36 | 100.00% | N/A | N/A | N/A | |
| Mar-02 | 7 | 7 | 100.00% | 1 | 0 | 25 | 25 | 100.00% | N/A | N/A | N/A | |
| Apr-02 | 11 | 11 | 100.00% | 2 | 0 | 45 | 45 | 100.00% | N/A | N/A | N/A | |
| May-02 | 13 | 13 | 100.00% | 2 | 0 | 25 | 26 | 96.15% | 19.23% | -0.59 | -1.36 | No |



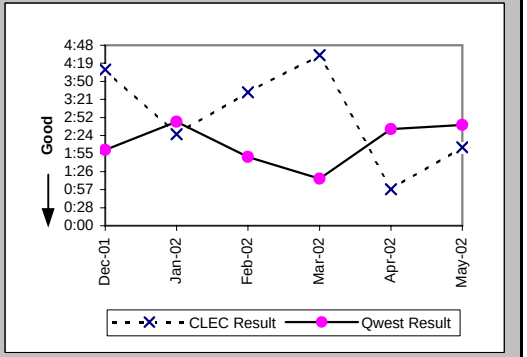

All Troubles Cleared within 48 hours (Percent) (MR-4D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 6 | 6 | 100.00% | 1 | 0 | 51 | 51 | 100.00% | N/A | N/A | N/A | |
| Jan-02 | 8 | 8 | 100.00% | 1 | 0 | 45 | 45 | 100.00% | N/A | N/A | N/A | |
| Feb-02 | 4 | 4 | 100.00% | 0 | 0 | 36 | 36 | 100.00% | N/A | N/A | N/A | |
| Mar-02 | 7 | 7 | 100.00% | 1 | 0 | 26 | 26 | 100.00% | N/A | N/A | N/A | |
| Apr-02 | 11 | 11 | 100.00% | 2 | 0 | 45 | 45 | 100.00% | N/A | N/A | N/A | |
| May-02 | 14 | 14 | 100.00% | 2 | 0 | 26 | 26 | 100.00% | N/A | N/A | N/A | |




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

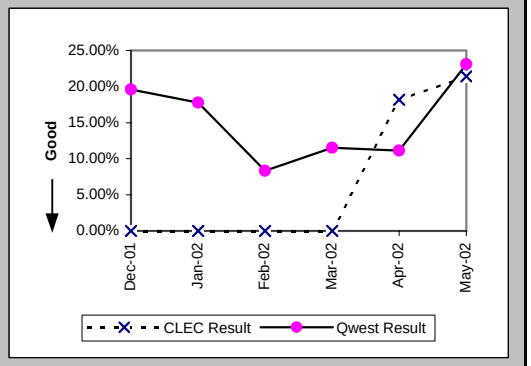
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 24:57 | 6 | 4:09 | 1 | 0 | 102:28 | 51 | 2:01 | 2:57 | 1.23 | -0.25 | No |
| Jan-02 | 19:29 | 8 | 2:26 | 1 | 0 | 124:12 | 45 | 2:46 | 4:48 | -0.18 | -1.11 | No |
| Feb-02 | 14:11 | 4 | 3:33 | 0 | 0 | 65:47 | 36 | 1:50 | 2:24 | 1.1 | -0.33 | No |
| Mar-02 | 31:42 | 7 | 4:32 | 1 | 0 | 32:19 | 26 | 1:15 | 1:27 | 1.41 | -0.15 | No |
| Apr-02 | 10:39 | 11 | 0:58 | 2 | 0 | 115:37 | 45 | 2:34 | 3:23 | -1.41 | -1.86 | No |
| May-02 | 29:05 | 14 | 2:05 | 2 | 0 | 69:55 | 26 | 2:41 | 4:48 | -0.38 | -1.23 | No |



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

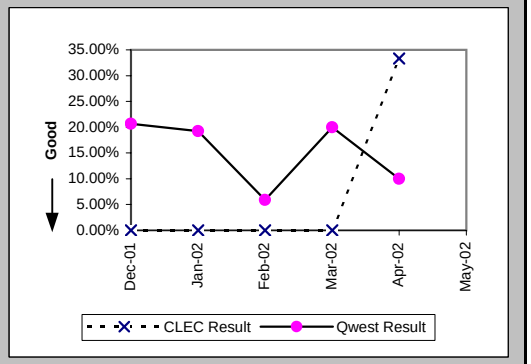
Repair Repeat Report Rate (Percent) (MR-7D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 0 | 6 | 0.00% | 1 | 0 | 10 | 51 | 19.61% | 39.70% | -1.14 | -1.7 | No |
| Jan-02 | 0 | 8 | 0.00% | 1 | 0 | 8 | 45 | 17.78% | 38.23% | -1.21 | -1.74 | No |
| Feb-02 | 0 | 4 | 0.00% | 0 | 0 | 3 | 36 | 8.33% | 27.64% | -0.57 | -1.35 | No |
| Mar-02 | 0 | 7 | 0.00% | 1 | 0 | 3 | 26 | 11.54% | 31.95% | -0.85 | -1.52 | No |
| Apr-02 | 2 | 11 | 18.18% | 2 | 0 | 5 | 45 | 11.11% | 31.43% | 0.6 | -0.64 | No |
| May-02 | 3 | 14 | 21.43% | 2 | 0 | 6 | 26 | 23.08% | 42.13% | -0.12 | -1.07 | No |



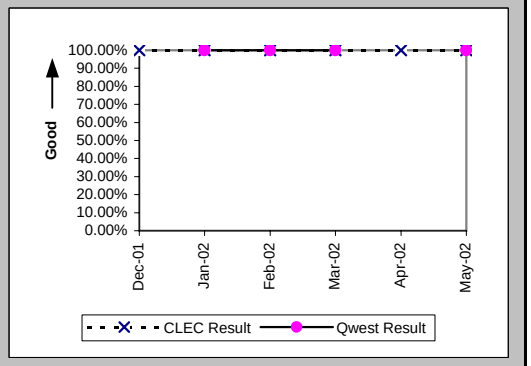

Repair Repeat Report Rate (Percent) (MR-7D*) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 0 | 3 | 0.00% | 1 | 0 | 6 | 29 | 20.69% | 40.51% | -0.84 | -1.51 | No |
| Jan-02 | 0 | 7 | 0.00% | 1 | 0 | 5 | 26 | 19.23% | 39.41% | -1.15 | -1.7 | No |
| Feb-02 | 0 | 3 | 0.00% | 0 | 0 | 1 | 17 | 5.88% | 23.53% | -0.4 | -1.24 | No |
| Mar-02 | 0 | 4 | 0.00% | 1 | 0 | 2 | 10 | 20.00% | 40.00% | -0.85 | -1.51 | No |
| Apr-02 | 2 | 6 | 33.33% | 2 | 0 | 2 | 20 | 10.00% | 30.00% | 1.19 | -0.28 | No |
| May-02 | | | | | | | | | | | | |




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

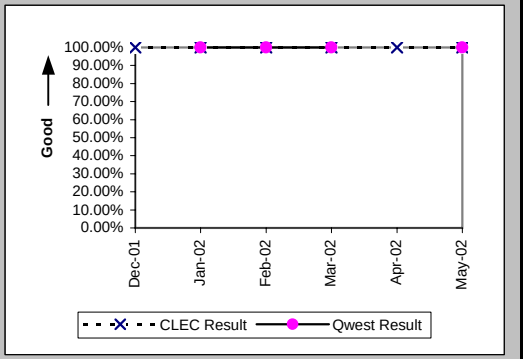
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 1 | 1 | 100.00% | 0 | 0 | | | | | | | |
| Jan-02 | 1 | 1 | 100.00% | 0 | 0 | 1 | 1 | 100.00% | N/A | N/A | N/A | |
| Feb-02 | 2 | 2 | 100.00% | 0 | 0 | 1 | 1 | 100.00% | N/A | N/A | N/A | |
| Mar-02 | 3 | 3 | 100.00% | 0 | 0 | 1 | 1 | 100.00% | N/A | N/A | N/A | |
| Apr-02 | 3 | 3 | 100.00% | 1 | 0 | | | | | | | |
| May-02 | 3 | 3 | 100.00% | 0 | 0 | 1 | 1 | 100.00% | N/A | N/A | N/A | |



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

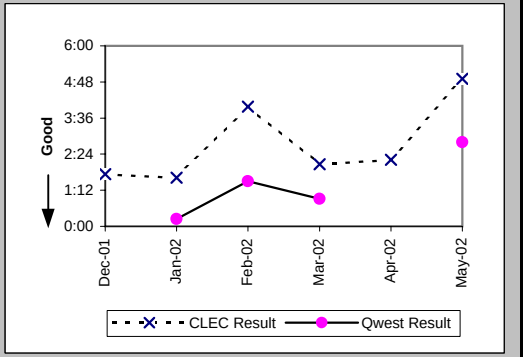
All Troubles Cleared within 48 hours (Percent) (MR-4E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 1 | 1 | 100.00% | 0 | 0 | | | | | | | |
| Jan-02 | 1 | 1 | 100.00% | 0 | 0 | 1 | 1 | 100.00% | N/A | N/A | N/A | |
| Feb-02 | 2 | 2 | 100.00% | 0 | 0 | 1 | 1 | 100.00% | N/A | N/A | N/A | |
| Mar-02 | 3 | 3 | 100.00% | 0 | 0 | 1 | 1 | 100.00% | N/A | N/A | N/A | |
| Apr-02 | 3 | 3 | 100.00% | 1 | 0 | | | | | | | |
| May-02 | 3 | 3 | 100.00% | 0 | 0 | 1 | 1 | 100.00% | N/A | N/A | N/A | |



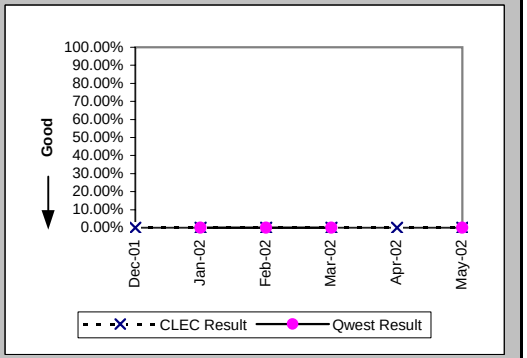

Mean Time to Restore (Hours:Minutes) (MR-6E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 1:44 | 1 | 1:44 | 0 | 0 | | | | | | | |
| Jan-02 | 1:37 | 1 | 1:37 | 0 | 0 | 0:15 | 1 | 0:15 | | | | |
| Feb-02 | 7:57 | 2 | 3:59 | 0 | 0 | 1:30 | 1 | 1:30 | | | | |
| Mar-02 | 6:12 | 3 | 2:04 | 0 | 0 | 0:55 | 1 | 0:55 | | | | |
| Apr-02 | 6:40 | 3 | 2:13 | 1 | 0 | | | | | | | |
| May-02 | 14:42 | 3 | 4:54 | 0 | 0 | 2:48 | 1 | 2:48 | | | | |




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

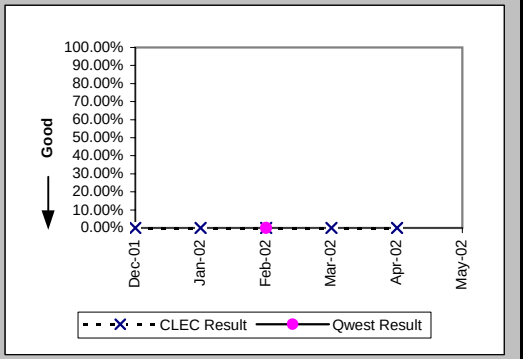
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 0 | 1 | 0.00% | 0 | 0 | | | | | | | |
| Jan-02 | 0 | 1 | 0.00% | 0 | 0 | 0 | 1 | 0.00% | N/A | N/A | N/A | |
| Feb-02 | 0 | 2 | 0.00% | 0 | 0 | 0 | 1 | 0.00% | N/A | N/A | N/A | |
| Mar-02 | 0 | 3 | 0.00% | 0 | 0 | 0 | 1 | 0.00% | N/A | N/A | N/A | |
| Apr-02 | 0 | 3 | 0.00% | 1 | 0 | | | | | | | |
| May-02 | 0 | 3 | 0.00% | 0 | 0 | 0 | 1 | 0.00% | N/A | N/A | N/A | |



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

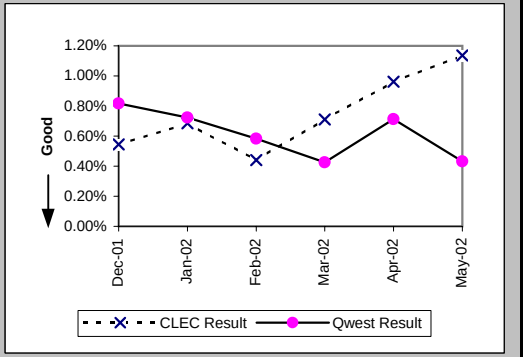
Repair Repeat Report Rate (Percent) (MR-7E*) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 0 | 1 | 0.00% | 0 | 0 | | | | | | | |
| Jan-02 | 0 | 1 | 0.00% | 0 | 0 | | | | | | | |
| Feb-02 | 0 | 2 | 0.00% | 0 | 0 | 0 | 1 | 0.00% | N/A | N/A | N/A | |
| Mar-02 | 0 | 3 | 0.00% | 0 | 0 | | | | | | | |
| Apr-02 | 0 | 3 | 0.00% | 1 | 0 | | | | | | | |
| May-02 | | | | | | | | | | | | |



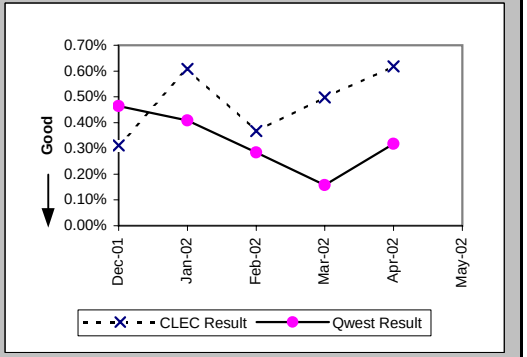

Trouble Rate (Percent) (MR-8) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 7 | 1283 | 0.55% | 1 | 0 | 51 | 6249 | 0.82% | 9.00% | -0.98 | -1.6 | No |
| Jan-02 | 9 | 1315 | 0.68% | 1 | 0 | 46 | 6368 | 0.72% | 8.47% | -0.15 | -1.09 | No |
| Feb-02 | 6 | 1362 | 0.44% | 0 | 0 | 37 | 6337 | 0.58% | 7.62% | -0.63 | -1.38 | No |
| Mar-02 | 10 | 1408 | 0.71% | 1 | 0 | 27 | 6334 | 0.43% | 6.52% | 1.48 | -0.1 | No |
| Apr-02 | 14 | 1456 | 0.96% | 3 | 0 | 45 | 6304 | 0.71% | 8.42% | 1.01 | -0.38 | No |
| May-02 | 17 | 1495 | 1.14% | 2 | 0 | 27 | 6261 | 0.43% | 6.55% | 3.74 | 1.28 | Yes |




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

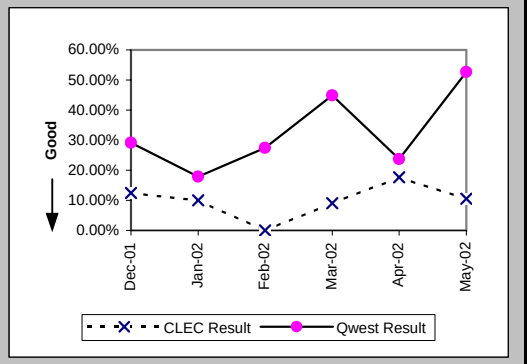
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 4 | 1283 | 0.31% | 1 | 0 | 29 | 6249 | 0.46% | 6.80% | -0.73 | -1.44 | No |
| Jan-02 | 8 | 1315 | 0.61% | 1 | 0 | 26 | 6368 | 0.41% | 6.38% | 1.04 | -0.37 | No |
| Feb-02 | 5 | 1362 | 0.37% | 0 | 0 | 18 | 6337 | 0.28% | 5.32% | 0.52 | -0.68 | No |
| Mar-02 | 7 | 1408 | 0.50% | 1 | 0 | 10 | 6334 | 0.16% | 3.97% | 2.9 | 0.76 | Yes |
| Apr-02 | 9 | 1456 | 0.62% | 3 | 0 | 20 | 6304 | 0.32% | 5.62% | 1.84 | 0.12 | Yes |
| 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

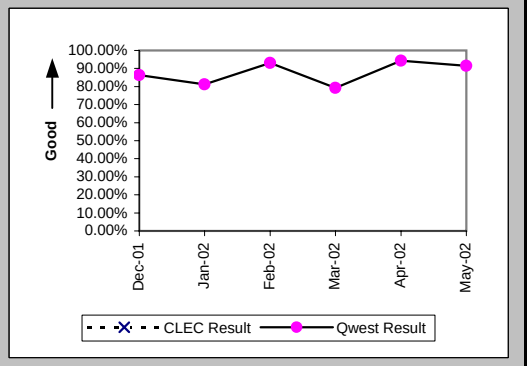
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 1 | 8 | 12.50% | 0 | 0 | 21 | 72 | 29.17% | 45.45% | -0.98 | -1.6 | No |
| Jan-02 | 1 | 10 | 10.00% | 0 | 0 | 10 | 56 | 17.86% | 38.30% | -0.6 | -1.36 | No |
| Feb-02 | 0 | 6 | 0.00% | 0 | 0 | 14 | 51 | 27.45% | 44.63% | -1.43 | -1.87 | No |
| Mar-02 | 1 | 11 | 9.09% | 0 | 0 | 22 | 49 | 44.90% | 49.74% | -2.16 | -2.31 | No |
| Apr-02 | 3 | 17 | 17.65% | 0 | 0 | 14 | 59 | 23.73% | 42.54% | -0.52 | -1.32 | No |
| May-02 | 2 | 19 | 10.53% | 0 | 0 | 30 | 57 | 52.63% | 49.93% | -3.18 | -2.94 | No |



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

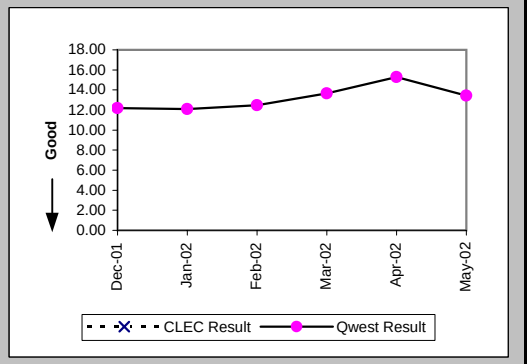
Installation Commitments Met (Percent) (OP-3D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 140 | 162 | 86.42% | 34.26% | | | |
| Jan-02 | | | | | | 125 | 154 | 81.17% | 39.10% | | | |
| Feb-02 | | | | | | 162 | 174 | 93.10% | 25.34% | | | |
| Mar-02 | | | | | | 126 | 159 | 79.25% | 40.56% | | | |
| Apr-02 | | | | | | 249 | 264 | 94.32% | 23.15% | | | |
| May-02 | | | | | | 162 | 177 | 91.53% | 27.85% | | | |



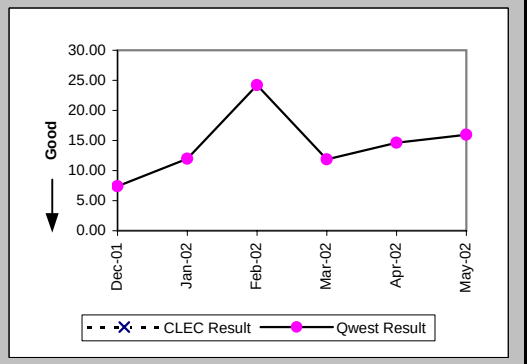

Installation Interval (Average Days) (OP-4D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 2156 | 177 | 12.18 | 6.69 | | | |
| Jan-02 | | | | | | 2132 | 176 | 12.11 | 7.24 | | | |
| Feb-02 | | | | | | 2547 | 204 | 12.49 | 12.75 | | | |
| Mar-02 | | | | | | 2773 | 203 | 13.66 | 9.86 | | | |
| Apr-02 | | | | | | 4709 | 308 | 15.29 | 8.70 | | | |
| May-02 | | | | | | 2822 | 210 | 13.44 | 9.12 | | | |




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

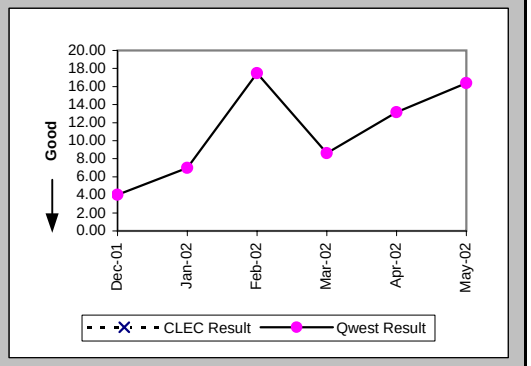
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 155 | 21 | 7.38 | 6.33 | | | |
| Jan-02 | | | | | | 371 | 31 | 11.97 | 7.99 | | | |
| Feb-02 | | | | | | 363 | 15 | 24.20 | 36.93 | | | |
| Mar-02 | | | | | | 392 | 33 | 11.88 | 18.50 | | | |
| Apr-02 | | | | | | 293 | 20 | 14.65 | 12.90 | | | |
| May-02 | | | | | | 255 | 16 | 15.94 | 10.95 | | | |



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

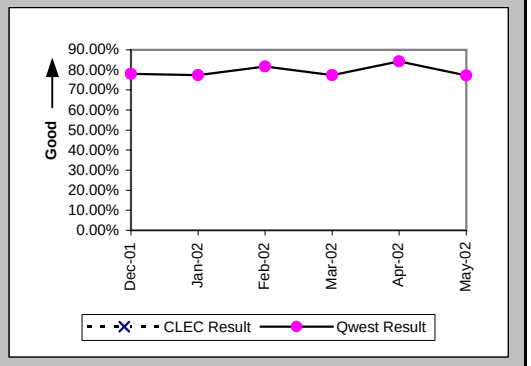
### Delayed Days for Facility Reasons (Average Days) (OP-6B-4) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 8 | 2 | 4.00 | 4.24 | | | |
| Jan-02 | | | | | | 21 | 3 | 7.00 | 7.81 | | | |
| Feb-02 | | | | | | 35 | 2 | 17.50 | 17.68 | | | |
| Mar-02 | | | | | | 43 | 5 | 8.60 | 8.56 | | | |
| Apr-02 | | | | | | 79 | 6 | 13.17 | 10.32 | | | |
| May-02 | | | | | | 82 | 5 | 16.40 | 7.16 | | | |



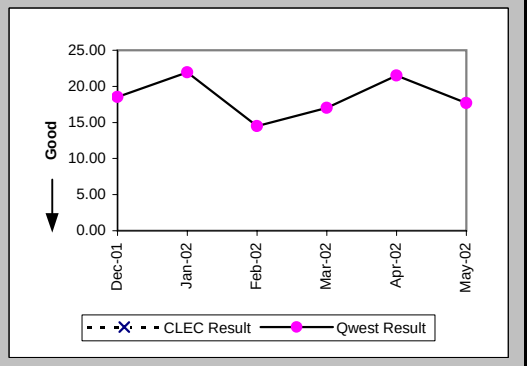

### Installation Commitments Met (Percent) (OP-3E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 46 | 59 | 77.97% | 41.45% | | | |
| Jan-02 | | | | | | 75 | 97 | 77.32% | 41.88% | | | |
| Feb-02 | | | | | | 89 | 109 | 81.65% | 38.71% | | | |
| Mar-02 | | | | | | 58 | 75 | 77.33% | 41.87% | | | |
| Apr-02 | | | | | | 75 | 89 | 84.27% | 36.41% | | | |
| May-02 | | | | | | 68 | 88 | 77.27% | 41.91% | | | |




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

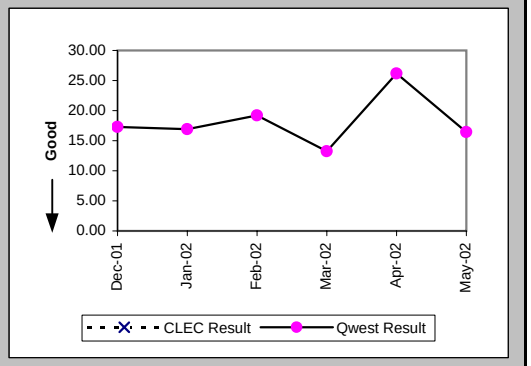
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 1391 | 75 | 18.55 | 14.81 | | | |
| Jan-02 | | | | | | 2766 | 126 | 21.95 | 16.62 | | | |
| Feb-02 | | | | | | 1653 | 114 | 14.50 | 13.54 | | | |
| Mar-02 | | | | | | 1532 | 90 | 17.02 | 8.35 | | | |
| Apr-02 | | | | | | 2712 | 126 | 21.52 | 16.69 | | | |
| May-02 | | | | | | 1876 | 106 | 17.70 | 14.93 | | | |



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

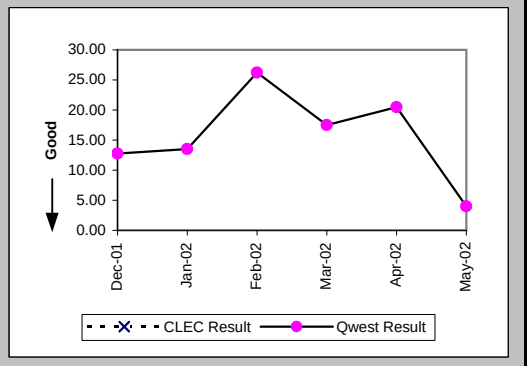
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 294 | 17 | 17.29 | 15.92 | | | |
| Jan-02 | | | | | | 508 | 30 | 16.93 | 9.93 | | | |
| Feb-02 | | | | | | 288 | 15 | 19.20 | 23.76 | | | |
| Mar-02 | | | | | | 238 | 18 | 13.22 | 10.38 | | | |
| Apr-02 | | | | | | 497 | 19 | 26.16 | 32.95 | | | |
| May-02 | | | | | | 411 | 25 | 16.44 | 20.46 | | | |



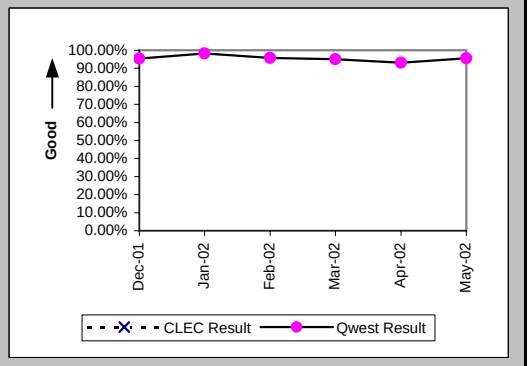

Delayed Days for Facility Reasons (Average Days) (OP-6B-5) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 51 | 4 | 12.75 | 8.88 | | | |
| Jan-02 | | | | | | 27 | 2 | 13.50 | 4.95 | | | |
| Feb-02 | | | | | | 131 | 5 | 26.20 | 16.07 | | | |
| Mar-02 | | | | | | 35 | 2 | 17.50 | 14.85 | | | |
| Apr-02 | | | | | | 41 | 2 | 20.50 | 13.44 | | | |
| May-02 | | | | | | 4 | 1 | 4.00 | | | | |




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

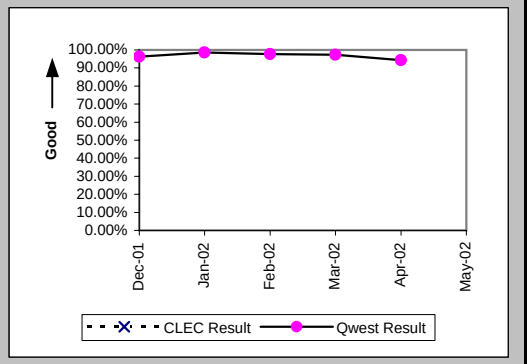
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 230 | 241 | 95.44% | 20.87% | | | |
| Jan-02 | | | | | | 276 | 281 | 98.22% | 13.22% | | | |
| Feb-02 | | | | | | 299 | 312 | 95.83% | 19.98% | | | |
| Mar-02 | | | | | | 291 | 306 | 95.10% | 21.59% | | | |
| Apr-02 | | | | | | 340 | 365 | 93.15% | 25.26% | | | |
| May-02 | | | | | | 361 | 378 | 95.50% | 20.72% | | | |



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

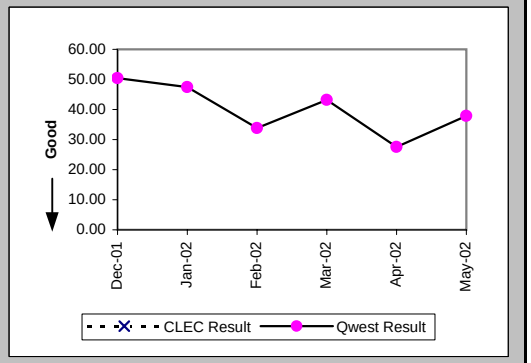
New Service Installation Quality (Percent) (OP-5*) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 232 | 241 | 96.27% | 18.96% | | | |
| Jan-02 | | | | | | 277 | 281 | 98.58% | 11.85% | | | |
| Feb-02 | | | | | | 305 | 312 | 97.76% | 14.81% | | | |
| Mar-02 | | | | | | 298 | 306 | 97.39% | 15.96% | | | |
| Apr-02 | | | | | | 344 | 365 | 94.25% | 23.29% | | | |
| May-02 | | | | | | | | | | | | |




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

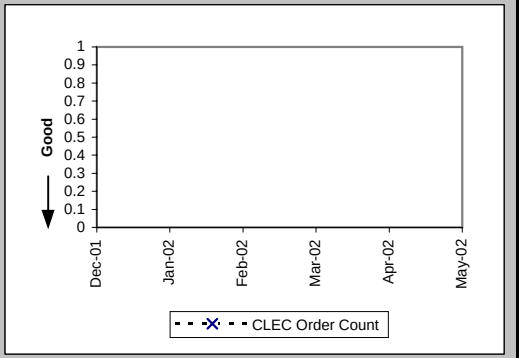
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 1461 | 29 | 50.38 | 45.13 | | | |
| Jan-02 | | | | | | 1805 | 38 | 47.50 | 44.51 | | | |
| Feb-02 | | | | | | 1895 | 56 | 33.84 | 45.39 | | | |
| Mar-02 | | | | | | 1773 | 41 | 43.24 | 49.06 | | | |
| Apr-02 | | | | | | 1157 | 42 | 27.55 | 43.54 | | | |
| May-02 | | | | | | 1326 | 35 | 37.89 | 54.39 | | | |



## 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)

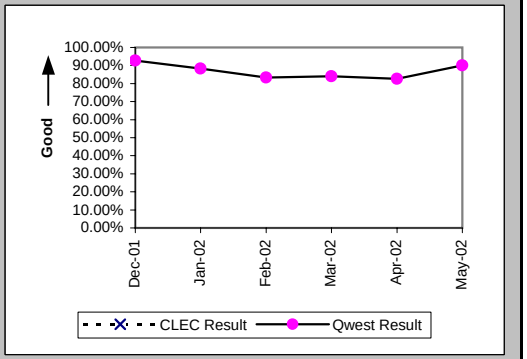
| Date | CLEC Order Count |
|---|---|
| Dec-01 | |
| Jan-02 | |
| Feb-02 | |
| Mar-02 | |
| Apr-02 | |
| May-02 | |



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

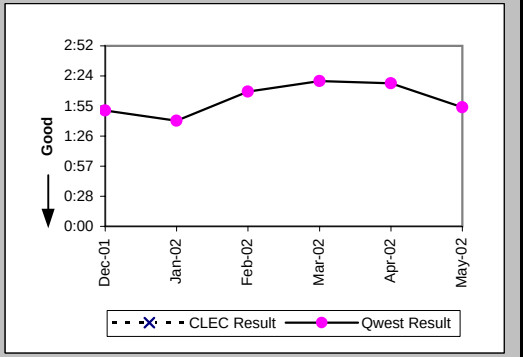
All Troubles Cleared within 4 hours (Percent) (MR-5A) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 76 | 82 | 92.68% | 26.04% | | | |
| Jan-02 | | | | | | 76 | 86 | 88.37% | 32.06% | | | |
| Feb-02 | | | | | | 105 | 126 | 83.33% | 37.27% | | | |
| Mar-02 | | | | | | 100 | 119 | 84.03% | 36.63% | | | |
| Apr-02 | | | | | | 100 | 121 | 82.64% | 37.87% | | | |
| May-02 | | | | | | 91 | 101 | 90.10% | 29.87% | | | |



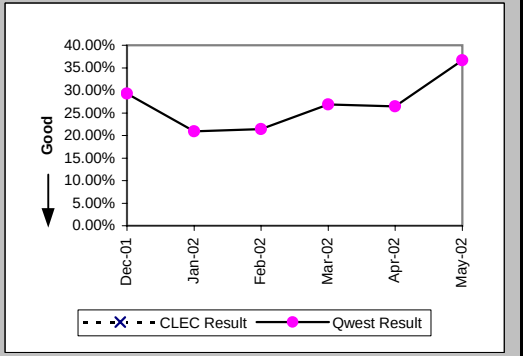

Mean Time to Restore (Hours:Minutes) (MR-6D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 152:04 | 82 | 1:51 | 2:53 | | | |
| Jan-02 | | | | | | 144:03 | 86 | 1:41 | 1:54 | | | |
| Feb-02 | | | | | | 271:18 | 126 | 2:09 | 2:36 | | | |
| Mar-02 | | | | | | 274:54 | 119 | 2:19 | 3:00 | | | |
| Apr-02 | | | | | | 276:56 | 121 | 2:17 | 2:35 | | | |
| May-02 | | | | | | 191:46 | 101 | 1:54 | 2:15 | | | |




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

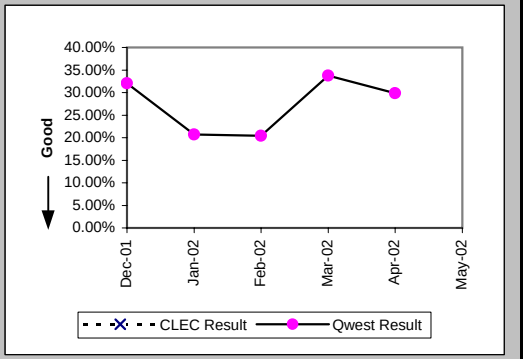
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 24 | 82 | 29.27% | 45.50% | | | |
| Jan-02 | | | | | | 18 | 86 | 20.93% | 40.68% | | | |
| Feb-02 | | | | | | 27 | 126 | 21.43% | 41.03% | | | |
| Mar-02 | | | | | | 32 | 119 | 26.89% | 44.34% | | | |
| Apr-02 | | | | | | 32 | 121 | 26.45% | 44.10% | | | |
| May-02 | | | | | | 37 | 101 | 36.63% | 48.18% | | | |



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

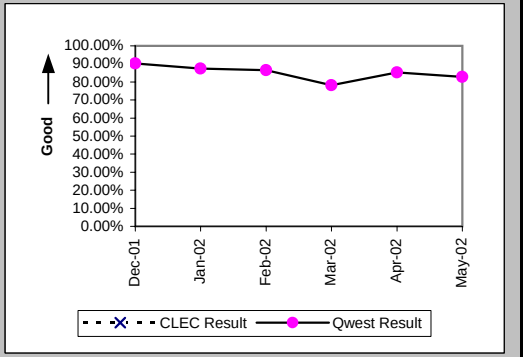
Repair Repeat Report Rate (Percent) (MR-7D*) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 17 | 53 | 32.08% | 46.68% | | | |
| Jan-02 | | | | | | 12 | 58 | 20.69% | 40.51% | | | |
| Feb-02 | | | | | | 18 | 88 | 20.45% | 40.34% | | | |
| Mar-02 | | | | | | 27 | 80 | 33.75% | 47.29% | | | |
| Apr-02 | | | | | | 26 | 87 | 29.89% | 45.78% | | | |
| May-02 | | | | | | | | | | | | |



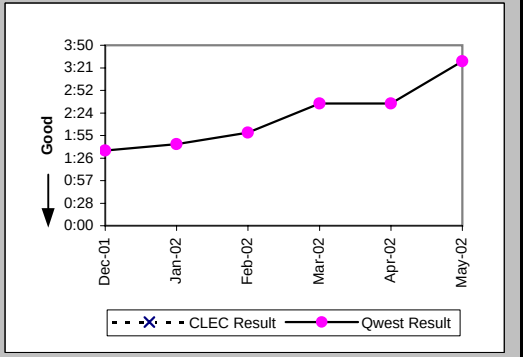

All Troubles Cleared within 4 hours (Percent) (MR-5B) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 55 | 61 | 90.16% | 29.78% | | | |
| Jan-02 | | | | | | 35 | 40 | 87.50% | 33.07% | | | |
| Feb-02 | | | | | | 51 | 59 | 86.44% | 34.24% | | | |
| Mar-02 | | | | | | 36 | 46 | 78.26% | 41.25% | | | |
| Apr-02 | | | | | | 64 | 75 | 85.33% | 35.38% | | | |
| May-02 | | | | | | 67 | 81 | 82.72% | 37.81% | | | |




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

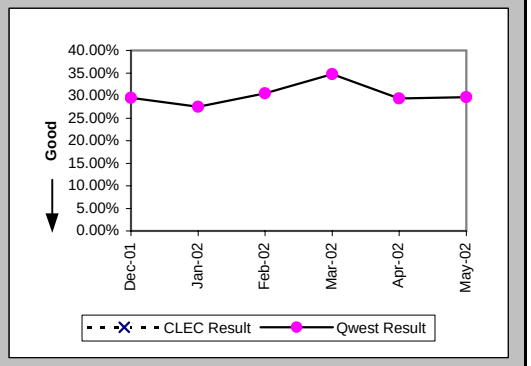
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 97:21 | 61 | 1:36 | 1:45 | | | |
| Jan-02 | | | | | | 69:14 | 40 | 1:44 | 2:10 | | | |
| Feb-02 | | | | | | 117:28 | 59 | 1:59 | 2:44 | | | |
| Mar-02 | | | | | | 119:28 | 46 | 2:36 | 3:10 | | | |
| Apr-02 | | | | | | 195:29 | 75 | 2:36 | 3:24 | | | |
| May-02 | | | | | | 283:13 | 81 | 3:30 | 4:28 | | | |



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

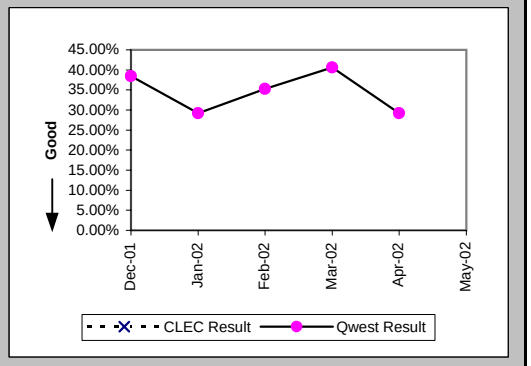
Repair Repeat Report Rate (Percent) (MR-7E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 18 | 61 | 29.51% | 45.61% | | | |
| Jan-02 | | | | | | 11 | 40 | 27.50% | 44.65% | | | |
| Feb-02 | | | | | | 18 | 59 | 30.51% | 46.04% | | | |
| Mar-02 | | | | | | 16 | 46 | 34.78% | 47.63% | | | |
| Apr-02 | | | | | | 22 | 75 | 29.33% | 45.53% | | | |
| May-02 | | | | | | 24 | 81 | 29.63% | 45.66% | | | |



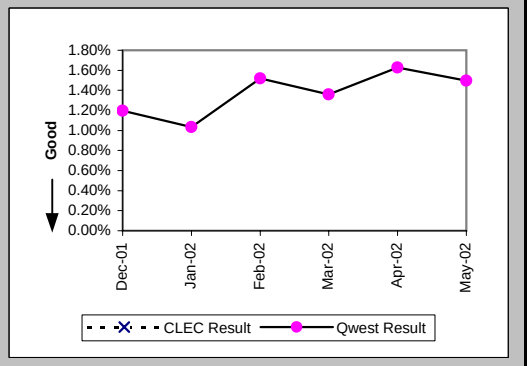

Repair Repeat Report Rate (Percent) (MR-7E*) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 15 | 39 | 38.46% | 48.65% | | | |
| Jan-02 | | | | | | 7 | 24 | 29.17% | 45.45% | | | |
| Feb-02 | | | | | | 12 | 34 | 35.29% | 47.79% | | | |
| Mar-02 | | | | | | 13 | 32 | 40.63% | 49.11% | | | |
| Apr-02 | | | | | | 14 | 48 | 29.17% | 45.45% | | | |
| May-02 | | | | | | | | | | | | |




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

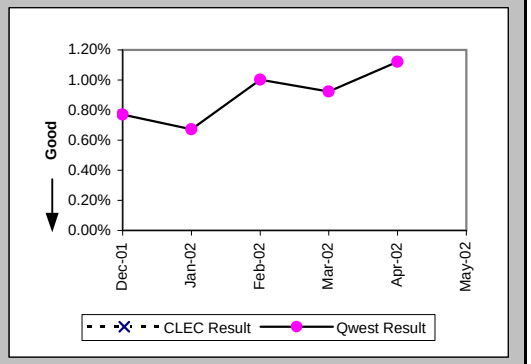
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 143 | 11934 | 1.20% | 10.88% | | | |
| Jan-02 | | | | | | 126 | 12182 | 1.03% | 10.12% | | | |
| Feb-02 | | | | | | 185 | 12170 | 1.52% | 12.24% | | | |
| Mar-02 | | | | | | 165 | 12127 | 1.36% | 11.58% | | | |
| Apr-02 | | | | | | 196 | 12050 | 1.63% | 12.65% | | | |
| May-02 | | | | | | 182 | 12171 | 1.50% | 12.14% | | | |



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

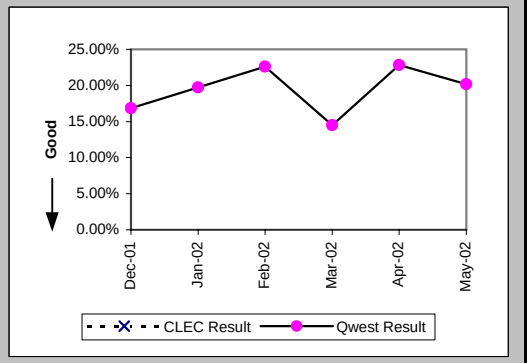
Trouble Rate (Percent) (MR-8*) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 92 | 11934 | 0.77% | 8.75% | | | |
| Jan-02 | | | | | | 82 | 12182 | 0.67% | 8.18% | | | |
| Feb-02 | | | | | | 122 | 12170 | 1.00% | 9.96% | | | |
| Mar-02 | | | | | | 112 | 12127 | 0.92% | 9.57% | | | |
| Apr-02 | | | | | | 135 | 12050 | 1.12% | 10.53% | | | |
| May-02 | | | | | | | | | | | | |




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

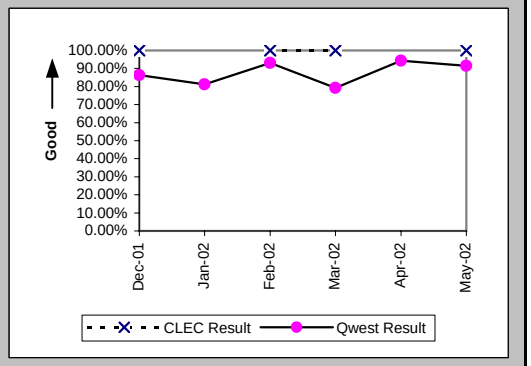
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 29 | 172 | 16.86% | 37.44% | | | |
| Jan-02 | | | | | | 31 | 157 | 19.75% | 39.81% | | | |
| Feb-02 | | | | | | 54 | 239 | 22.59% | 41.82% | | | |
| Mar-02 | | | | | | 28 | 193 | 14.51% | 35.22% | | | |
| Apr-02 | | | | | | 58 | 254 | 22.83% | 41.98% | | | |
| May-02 | | | | | | 46 | 228 | 20.18% | 40.13% | | | |



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

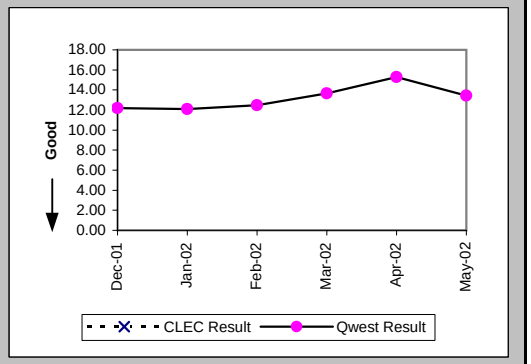
Installation Commitments Met (Percent) (OP-3D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 2 | 2 | 100.00% | 0 | 0 | 140 | 162 | 86.42% | 34.26% | -0.56 | -1.34 | No |
| Jan-02 | | | | | | 125 | 154 | 81.17% | 39.10% | | | |
| Feb-02 | 1 | 1 | 100.00% | 0 | 0 | 162 | 174 | 93.10% | 25.34% | -0.27 | -1.16 | No |
| Mar-02 | 2 | 2 | 100.00% | 0 | 0 | 126 | 159 | 79.25% | 40.56% | -0.72 | -1.44 | No |
| Apr-02 | | | | | | 249 | 264 | 94.32% | 23.15% | | | |
| May-02 | 2 | 2 | 100.00% | 0 | 0 | 162 | 177 | 91.53% | 27.85% | -0.43 | -1.26 | No |



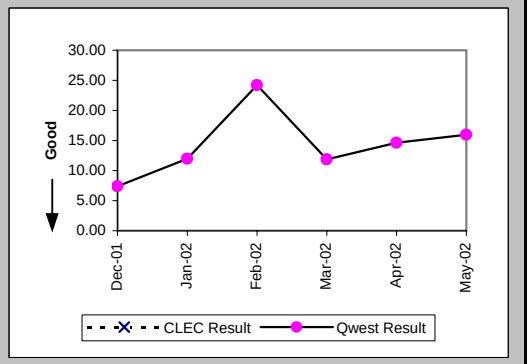

Installation Interval (Average Days) (OP-4D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 2156 | 177 | 12.18 | 6.69 | | | |
| Jan-02 | | | | | | 2132 | 176 | 12.11 | 7.24 | | | |
| Feb-02 | | | | | | 2547 | 204 | 12.49 | 12.75 | | | |
| Mar-02 | | | | | | 2773 | 203 | 13.66 | 9.86 | | | |
| Apr-02 | | | | | | 4709 | 308 | 15.29 | 8.70 | | | |
| May-02 | | | | | | 2822 | 210 | 13.44 | 9.12 | | | |




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

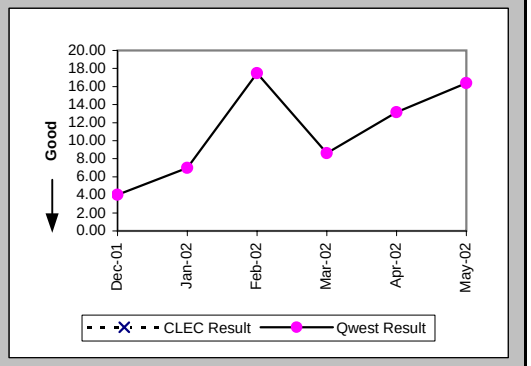
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 155 | 21 | 7.38 | 6.33 | | | |
| Jan-02 | | | | | | 371 | 31 | 11.97 | 7.99 | | | |
| Feb-02 | | | | | | 363 | 15 | 24.20 | 36.93 | | | |
| Mar-02 | | | | | | 392 | 33 | 11.88 | 18.50 | | | |
| Apr-02 | | | | | | 293 | 20 | 14.65 | 12.90 | | | |
| May-02 | | | | | | 255 | 16 | 15.94 | 10.95 | | | |



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

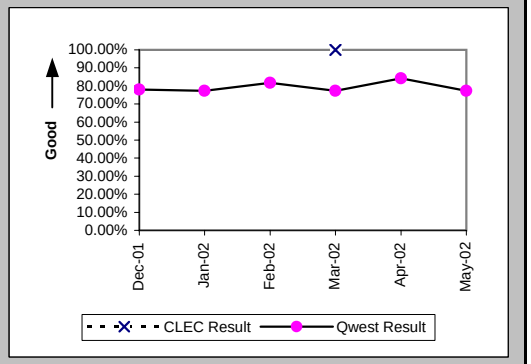
Delayed Days for Facility Reasons (Average Days) (OP-6B-4) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 8 | 2 | 4.00 | 4.24 | | | |
| Jan-02 | | | | | | 21 | 3 | 7.00 | 7.81 | | | |
| Feb-02 | | | | | | 35 | 2 | 17.50 | 17.68 | | | |
| Mar-02 | | | | | | 43 | 5 | 8.60 | 8.56 | | | |
| Apr-02 | | | | | | 79 | 6 | 13.17 | 10.32 | | | |
| May-02 | | | | | | 82 | 5 | 16.40 | 7.16 | | | |



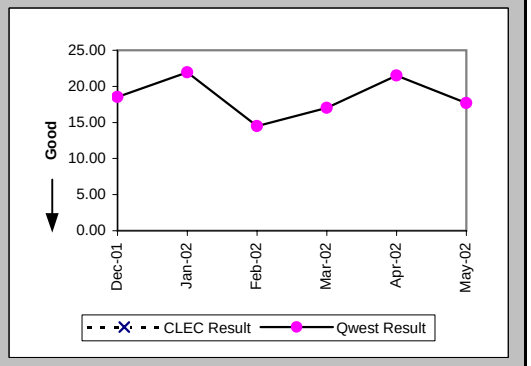

Installation Commitments Met (Percent) (OP-3E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 46 | 59 | 77.97% | 41.45% | | | |
| Jan-02 | | | | | | 75 | 97 | 77.32% | 41.88% | | | |
| Feb-02 | | | | | | 89 | 109 | 81.65% | 38.71% | | | |
| Mar-02 | 1 | 1 | 100.00% | 0 | 0 | 58 | 75 | 77.33% | 41.87% | -0.54 | -1.33 | No |
| Apr-02 | | | | | | 75 | 89 | 84.27% | 36.41% | | | |
| May-02 | | | | | | 68 | 88 | 77.27% | 41.91% | | | |




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

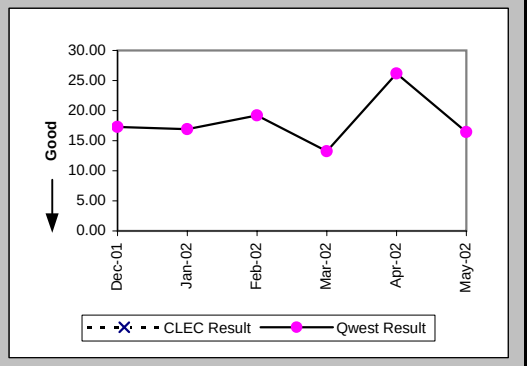
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 1391 | 75 | 18.55 | 14.81 | | | |
| Jan-02 | | | | | | 2766 | 126 | 21.95 | 16.62 | | | |
| Feb-02 | | | | | | 1653 | 114 | 14.50 | 13.54 | | | |
| Mar-02 | | | | | | 1532 | 90 | 17.02 | 8.35 | | | |
| Apr-02 | | | | | | 2712 | 126 | 21.52 | 16.69 | | | |
| May-02 | | | | | | 1876 | 106 | 17.70 | 14.93 | | | |



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

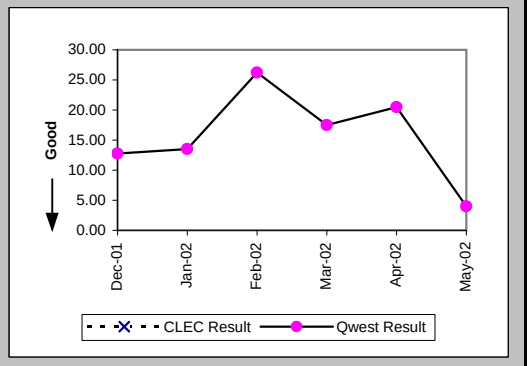
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 294 | 17 | 17.29 | 15.92 | | | |
| Jan-02 | | | | | | 508 | 30 | 16.93 | 9.93 | | | |
| Feb-02 | | | | | | 288 | 15 | 19.20 | 23.76 | | | |
| Mar-02 | | | | | | 238 | 18 | 13.22 | 10.38 | | | |
| Apr-02 | | | | | | 497 | 19 | 26.16 | 32.95 | | | |
| May-02 | | | | | | 411 | 25 | 16.44 | 20.46 | | | |



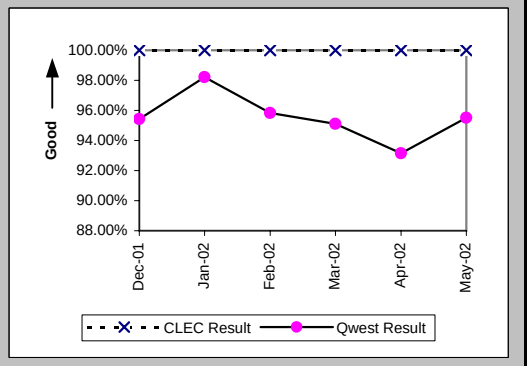

Delayed Days for Facility Reasons (Average Days) (OP-6B-5) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 51 | 4 | 12.75 | 8.88 | | | |
| Jan-02 | | | | | | 27 | 2 | 13.50 | 4.95 | | | |
| Feb-02 | | | | | | 131 | 5 | 26.20 | 16.07 | | | |
| Mar-02 | | | | | | 35 | 2 | 17.50 | 14.85 | | | |
| Apr-02 | | | | | | 41 | 2 | 20.50 | 13.44 | | | |
| May-02 | | | | | | 4 | 1 | 4.00 | | | | |




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

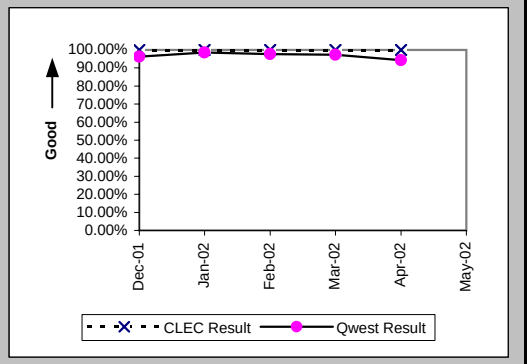
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 2 | 2 | 100.00% | 0 | 0 | 230 | 241 | 95.44% | 20.87% | -0.31 | -1.19 | No |
| Jan-02 | 2 | 2 | 100.00% | 0 | 0 | 276 | 281 | 98.22% | 13.22% | -0.19 | -1.12 | No |
| Feb-02 | 1 | 1 | 100.00% | 0 | 0 | 299 | 312 | 95.83% | 19.98% | -0.21 | -1.13 | No |
| Mar-02 | 2 | 2 | 100.00% | 0 | 0 | 291 | 306 | 95.10% | 21.59% | -0.32 | -1.19 | No |
| Apr-02 | 2 | 2 | 100.00% | 0 | 0 | 340 | 365 | 93.15% | 25.26% | -0.38 | -1.23 | No |
| May-02 | 1 | 1 | 100.00% | 0 | 0 | 361 | 378 | 95.50% | 20.72% | -0.22 | -1.13 | No |



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

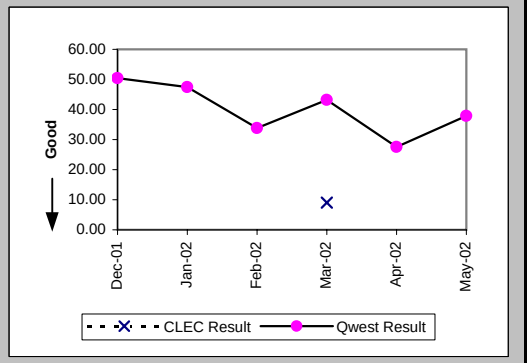
New Service Installation Quality (Percent) (OP-5*) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 2 | 2 | 100.00% | 0 | 0 | 232 | 241 | 96.27% | 18.96% | -0.28 | -1.17 | No |
| Jan-02 | 2 | 2 | 100.00% | 0 | 0 | 277 | 281 | 98.58% | 11.85% | -0.17 | -1.1 | No |
| Feb-02 | 1 | 1 | 100.00% | 0 | 0 | 305 | 312 | 97.76% | 14.81% | -0.15 | -1.09 | No |
| Mar-02 | 2 | 2 | 100.00% | 0 | 0 | 298 | 306 | 97.39% | 15.96% | -0.23 | -1.14 | No |
| Apr-02 | 2 | 2 | 100.00% | 0 | 0 | 344 | 365 | 94.25% | 23.29% | -0.35 | -1.21 | No |
| May-02 | | | | | | | | | | | | |




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

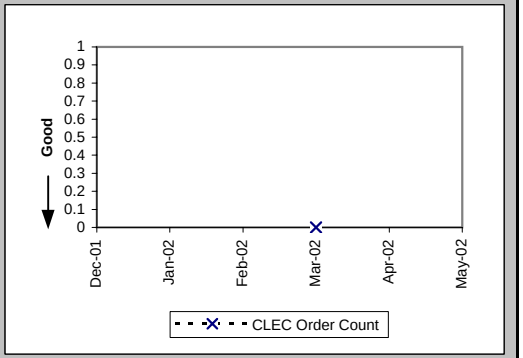
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 1461 | 29 | 50.38 | 45.13 | | | |
| Jan-02 | | | | | | 1805 | 38 | 47.50 | 44.51 | | | |
| Feb-02 | | | | | | 1895 | 56 | 33.84 | 45.39 | | | |
| Mar-02 | 18 | 2 | 9.00 | 0 | 0 | 1773 | 41 | 43.24 | 49.06 | -0.96 | -1.59 | No |
| Apr-02 | | | | | | 1157 | 42 | 27.55 | 43.54 | | | |
| May-02 | | | | | | 1326 | 35 | 37.89 | 54.39 | | | |



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

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

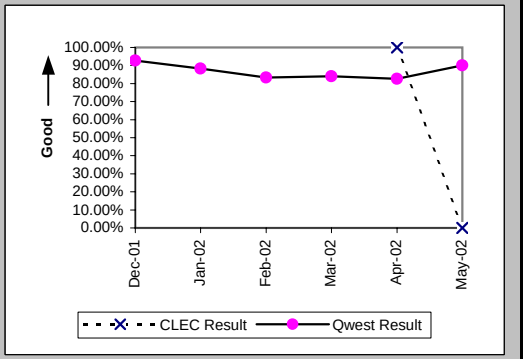
| Date | CLEC Order Count |
|---|---|
| Dec-01 | |
| Jan-02 | |
| Feb-02 | |
| Mar-02 | 0 |
| Apr-02 | |
| May-02 | |



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

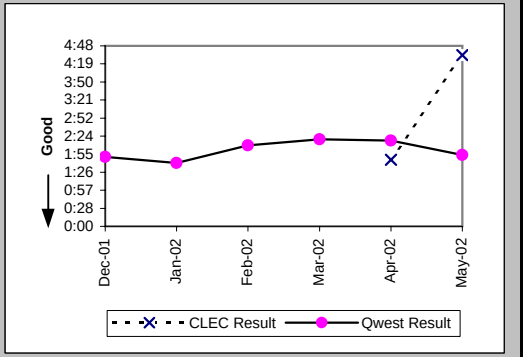
All Troubles Cleared within 4 hours (Percent) (MR-5A) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 76 | 82 | 92.68% | 26.04% | | | |
| Jan-02 | | | | | | 76 | 86 | 88.37% | 32.06% | | | |
| Feb-02 | | | | | | 105 | 126 | 83.33% | 37.27% | | | |
| Mar-02 | | | | | | 100 | 119 | 84.03% | 36.63% | | | |
| Apr-02 | 2 | 2 | 100.00% | 0 | 0 | 100 | 121 | 82.64% | 37.87% | -0.64 | -1.39 | No |
| May-02 | 0 | 1 | 0.00% | 0 | 0 | 91 | 101 | 90.10% | 29.87% | 1.64 | 0 | No |



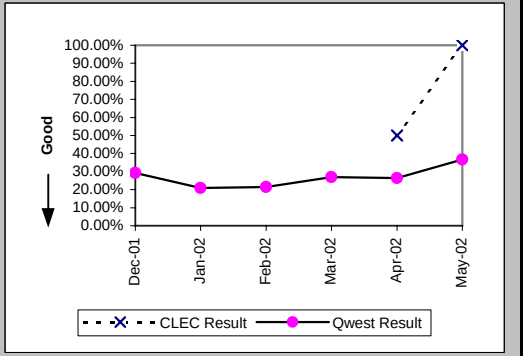

Mean Time to Restore (Hours:Minutes) (MR-6D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 152:04 | 82 | 1:51 | 2:53 | | | |
| Jan-02 | | | | | | 144:03 | 86 | 1:41 | 1:54 | | | |
| Feb-02 | | | | | | 271:18 | 126 | 2:09 | 2:36 | | | |
| Mar-02 | | | | | | 274:54 | 119 | 2:19 | 3:00 | | | |
| Apr-02 | 3:32 | 2 | 1:46 | 0 | 0 | 276:56 | 121 | 2:17 | 2:35 | -0.28 | -1.17 | No |
| May-02 | 4:33 | 1 | 4:33 | 0 | 0 | 191:46 | 101 | 1:54 | 2:15 | 1.42 | -0.14 | No |




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

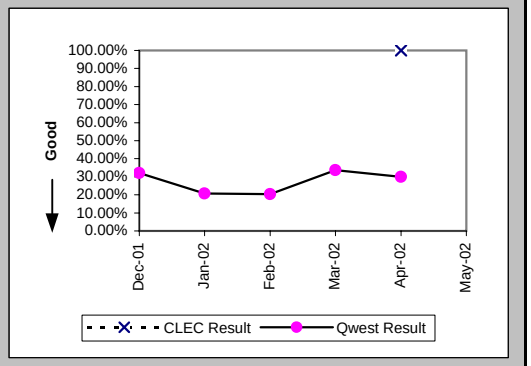
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 24 | 82 | 29.27% | 45.50% | | | |
| Jan-02 | | | | | | 18 | 86 | 20.93% | 40.68% | | | |
| Feb-02 | | | | | | 27 | 126 | 21.43% | 41.03% | | | |
| Mar-02 | | | | | | 32 | 119 | 26.89% | 44.34% | | | |
| Apr-02 | 1 | 2 | 50.00% | 0 | 0 | 32 | 121 | 26.45% | 44.10% | 0.61 | -0.63 | No |
| May-02 | 1 | 1 | 100.00% | 0 | 0 | 37 | 101 | 36.63% | 48.18% | 0.9 | -0.45 | No |



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

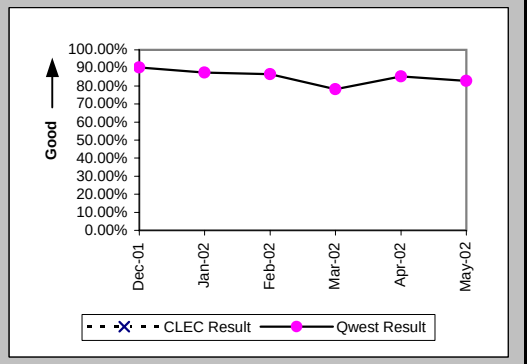
Repair Repeat Report Rate (Percent) (MR-7D*) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 17 | 53 | 32.08% | 46.68% | | | |
| Jan-02 | | | | | | 12 | 58 | 20.69% | 40.51% | | | |
| Feb-02 | | | | | | 18 | 88 | 20.45% | 40.34% | | | |
| Mar-02 | | | | | | 27 | 80 | 33.75% | 47.29% | | | |
| Apr-02 | 1 | 1 | 100.00% | 0 | 0 | 26 | 87 | 29.89% | 45.78% | 1.04 | -0.37 | No |
| May-02 | | | | | | | | | | | | |



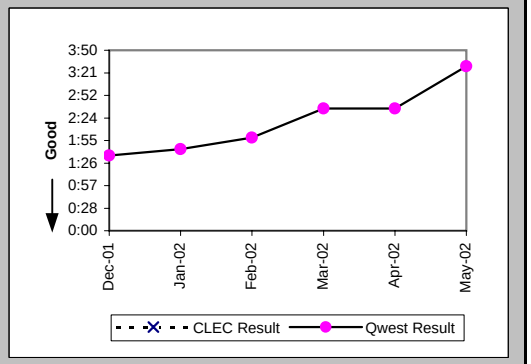

All Troubles Cleared within 4 hours (Percent) (MR-5B) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 55 | 61 | 90.16% | 29.78% | | | |
| Jan-02 | | | | | | 35 | 40 | 87.50% | 33.07% | | | |
| Feb-02 | | | | | | 51 | 59 | 86.44% | 34.24% | | | |
| Mar-02 | | | | | | 36 | 46 | 78.26% | 41.25% | | | |
| Apr-02 | | | | | | 64 | 75 | 85.33% | 35.38% | | | |
| May-02 | | | | | | 67 | 81 | 82.72% | 37.81% | | | |




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

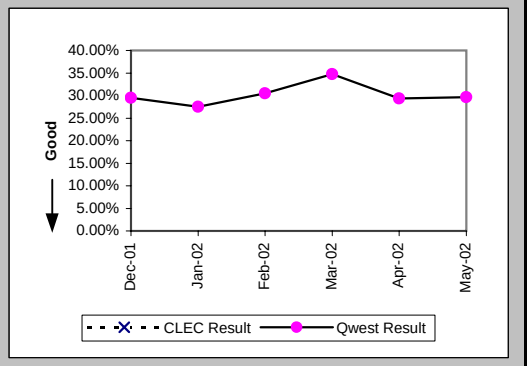
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 97:21 | 61 | 1:36 | 1:45 | | | |
| Jan-02 | | | | | | 69:14 | 40 | 1:44 | 2:10 | | | |
| Feb-02 | | | | | | 117:28 | 59 | 1:59 | 2:44 | | | |
| Mar-02 | | | | | | 119:28 | 46 | 2:36 | 3:10 | | | |
| Apr-02 | | | | | | 195:29 | 75 | 2:36 | 3:24 | | | |
| May-02 | | | | | | 283:13 | 81 | 3:30 | 4:28 | | | |



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

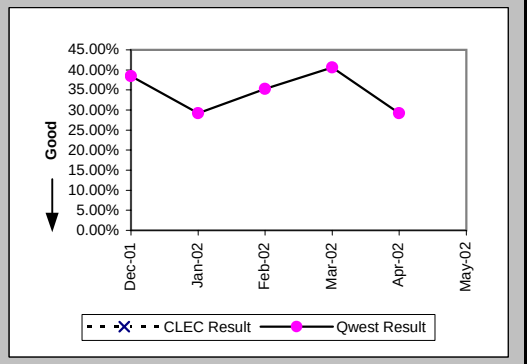
Repair Repeat Report Rate (Percent) (MR-7E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 18 | 61 | 29.51% | 45.61% | | | |
| Jan-02 | | | | | | 11 | 40 | 27.50% | 44.65% | | | |
| Feb-02 | | | | | | 18 | 59 | 30.51% | 46.04% | | | |
| Mar-02 | | | | | | 16 | 46 | 34.78% | 47.63% | | | |
| Apr-02 | | | | | | 22 | 75 | 29.33% | 45.53% | | | |
| May-02 | | | | | | 24 | 81 | 29.63% | 45.66% | | | |



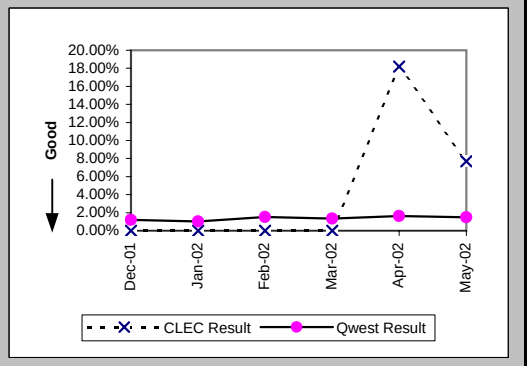

Repair Repeat Report Rate (Percent) (MR-7E*) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 15 | 39 | 38.46% | 48.65% | | | |
| Jan-02 | | | | | | 7 | 24 | 29.17% | 45.45% | | | |
| Feb-02 | | | | | | 12 | 34 | 35.29% | 47.79% | | | |
| Mar-02 | | | | | | 13 | 32 | 40.63% | 49.11% | | | |
| Apr-02 | | | | | | 14 | 48 | 29.17% | 45.45% | | | |
| May-02 | | | | | | | | | | | | |




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

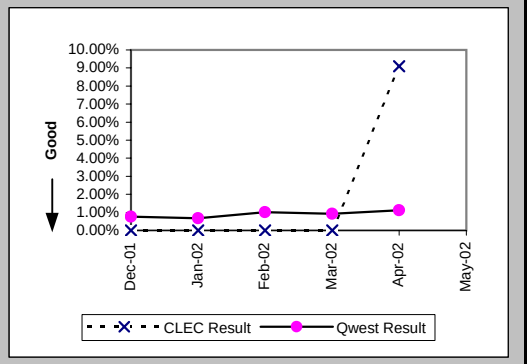
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 0 | 6 | 0.00% | 0 | 0 | 143 | 11934 | 1.20% | 10.88% | -0.27 | -1.16 | No |
| Jan-02 | 0 | 7 | 0.00% | 0 | 0 | 126 | 12182 | 1.03% | 10.12% | -0.27 | -1.16 | No |
| Feb-02 | 0 | 8 | 0.00% | 0 | 0 | 185 | 12170 | 1.52% | 12.24% | -0.35 | -1.21 | No |
| Mar-02 | 0 | 11 | 0.00% | 0 | 0 | 165 | 12127 | 1.36% | 11.58% | -0.39 | -1.24 | No |
| Apr-02 | 2 | 11 | 18.18% | 0 | 0 | 196 | 12050 | 1.63% | 12.65% | 2.48 | 0.51 | Yes |
| May-02 | 1 | 13 | 7.69% | 0 | 0 | 182 | 12171 | 1.50% | 12.14% | 1.3 | -0.21 | No |



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

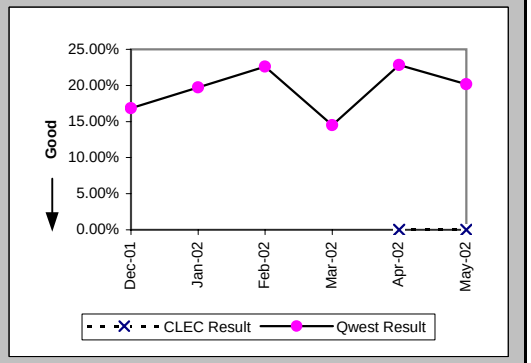
Trouble Rate (Percent) (MR-8*) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 0 | 6 | 0.00% | 0 | 0 | 92 | 11934 | 0.77% | 8.75% | -0.22 | -1.13 | No |
| Jan-02 | 0 | 7 | 0.00% | 0 | 0 | 82 | 12182 | 0.67% | 8.18% | -0.22 | -1.13 | No |
| Feb-02 | 0 | 8 | 0.00% | 0 | 0 | 122 | 12170 | 1.00% | 9.96% | -0.28 | -1.17 | No |
| Mar-02 | 0 | 11 | 0.00% | 0 | 0 | 112 | 12127 | 0.92% | 9.57% | -0.32 | -1.19 | No |
| Apr-02 | 1 | 11 | 9.09% | 0 | 0 | 135 | 12050 | 1.12% | 10.53% | 1.55 | -0.06 | No |
| May-02 | | | | | | | | | | | | |




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

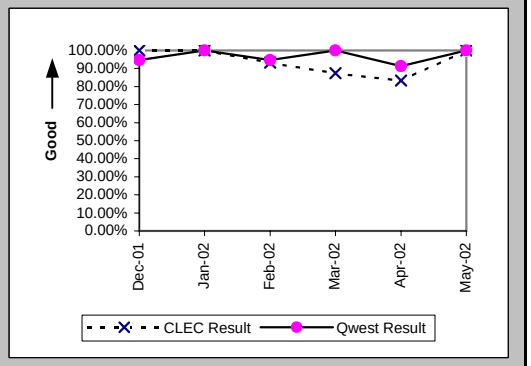
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 29 | 172 | 16.86% | 37.44% | | | |
| Jan-02 | | | | | | 31 | 157 | 19.75% | 39.81% | | | |
| Feb-02 | | | | | | 54 | 239 | 22.59% | 41.82% | | | |
| Mar-02 | | | | | | 28 | 193 | 14.51% | 35.22% | | | |
| Apr-02 | 0 | 2 | 0.00% | 0 | 0 | 58 | 254 | 22.83% | 41.98% | -0.77 | -1.47 | No |
| May-02 | 0 | 1 | 0.00% | 0 | 0 | 46 | 228 | 20.18% | 40.13% | -0.5 | -1.3 | No |



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

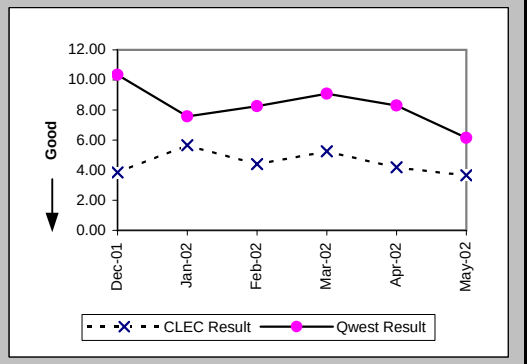
Installation Commitments Met (Percent) (OP-3D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 13 | 13 | 100.00% | 0 | 0 | 18 | 19 | 94.74% | 22.33% | -0.65 | -1.4 | No |
| Jan-02 | 3 | 3 | 100.00% | 0 | 1 | 21 | 21 | 100.00% | N/A | N/A | N/A | |
| Feb-02 | 14 | 15 | 93.33% | 0 | 0 | 18 | 19 | 94.74% | 22.33% | 0.09 | -0.94 | No |
| Mar-02 | 7 | 8 | 87.50% | 0 | 0 | 27 | 27 | 100.00% | N/A | N/A | -0.24 | No |
| Apr-02 | 5 | 6 | 83.33% | 0 | 0 | 21 | 23 | 91.30% | 28.18% | 0.46 | -0.72 | No |
| May-02 | 10 | 10 | 100.00% | 0 | 0 | 20 | 20 | 100.00% | N/A | N/A | N/A | |



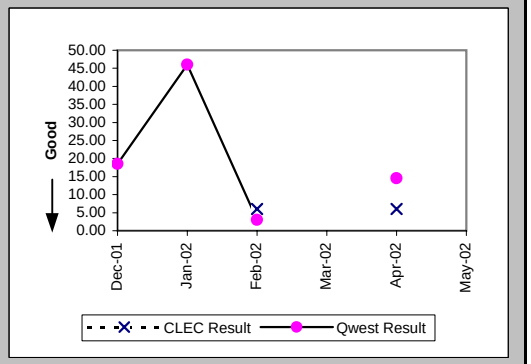

Installation Interval (Average Days) (OP-4D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 50 | 13 | 3.85 | 1 | 0 | 217 | 21 | 10.33 | 8.09 | -2.27 | -2.38 | No |
| Jan-02 | 17 | 3 | 5.67 | 1 | 1 | 144 | 19 | 7.58 | 12.67 | -0.24 | -1.15 | No |
| Feb-02 | 44 | 10 | 4.40 | 5 | 0 | 157 | 19 | 8.26 | 4.87 | -2.03 | -2.23 | No |
| Mar-02 | 42 | 8 | 5.25 | 0 | 0 | 227 | 25 | 9.08 | 4.34 | -2.17 | -2.32 | No |
| Apr-02 | 21 | 5 | 4.20 | 1 | 0 | 191 | 23 | 8.30 | 7.74 | -1.07 | -1.65 | No |
| May-02 | 33 | 9 | 3.67 | 1 | 0 | 129 | 21 | 6.14 | 3.48 | -1.78 | -2.08 | No |




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

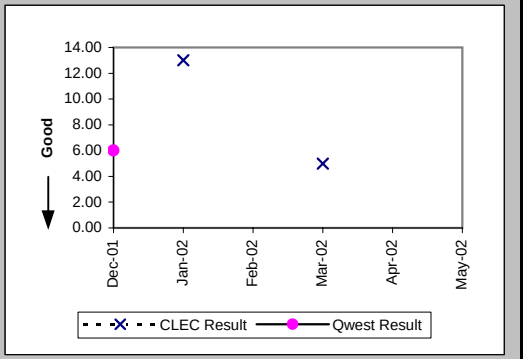
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 37 | 2 | 18.50 | 4.95 | | | |
| Jan-02 | | | | | | 46 | 1 | 46.00 | | | | |
| Feb-02 | 6 | 1 | 6.00 | 0 | 0 | 3 | 1 | 3.00 | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | 6 | 1 | 6.00 | 0 | 0 | 29 | 2 | 14.50 | 14.85 | -0.47 | -1.28 | No |
| May-02 | | | | | | | | | | | | |



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

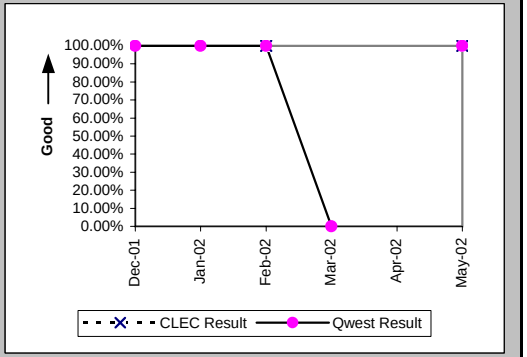
Delayed Days for Facility Reasons (Average Days) (OP-6B-4) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 6 | 1 | 6.00 | | | | |
| Jan-02 | 13 | 1 | 13.00 | 0 | 0 | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | 5 | 1 | 5.00 | 0 | 0 | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |



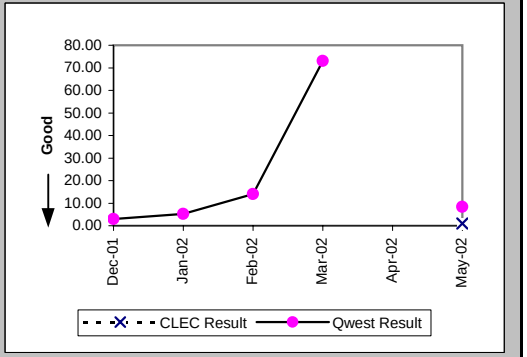

Installation Commitments Met (Percent) (OP-3E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 4 | 4 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 3 | 3 | 100.00% | 0.00% | | | |
| Feb-02 | 3 | 3 | 100.00% | 0 | 0 | 1 | 1 | 100.00% | N/A | N/A | N/A | |
| Mar-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | 1 | 1 | 100.00% | 0 | 0 | 5 | 5 | 100.00% | N/A | N/A | N/A | |




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

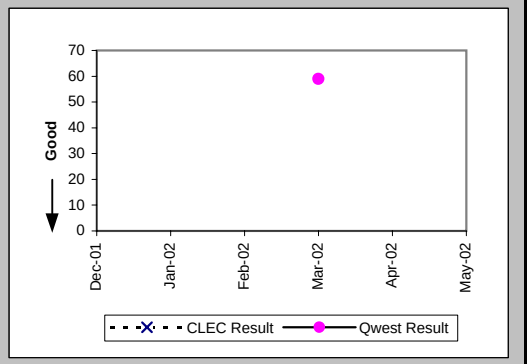
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 12 | 4 | 3.00 | 0.00 | | | |
| Jan-02 | | | | | | 21 | 4 | 5.25 | 4.50 | | | |
| Feb-02 | | | | | | 14 | 1 | 14.00 | | | | |
| Mar-02 | | | | | | 73 | 1 | 73.00 | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | 1 | 1 | 1.00 | 0 | 0 | 42 | 5 | 8.40 | 4.62 | -1.46 | -1.89 | No |



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

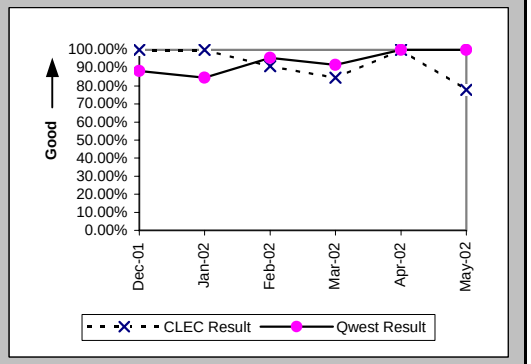
### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | 59 | 1 | 59.00 | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |



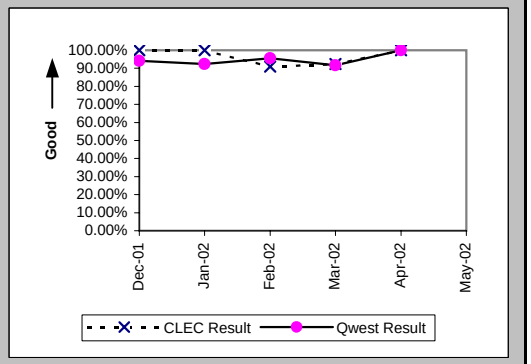

### New Service Installation Quality (Percent) (OP-5) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 15 | 15 | 100.00% | 0 | 0 | 30 | 34 | 88.24% | 32.22% | -1.18 | -1.72 | No |
| Jan-02 | 9 | 9 | 100.00% | 0 | 0 | 22 | 26 | 84.62% | 36.08% | -1.1 | -1.67 | No |
| Feb-02 | 10 | 11 | 90.91% | 0 | 0 | 22 | 23 | 95.65% | 20.39% | 0.41 | -0.75 | No |
| Mar-02 | 11 | 13 | 84.62% | 0 | 0 | 22 | 24 | 91.67% | 27.64% | 0.57 | -0.65 | No |
| Apr-02 | 7 | 7 | 100.00% | 0 | 0 | 26 | 26 | 100.00% | N/A | N/A | N/A | |
| May-02 | 7 | 9 | 77.78% | 0 | 0 | 25 | 25 | 100.00% | N/A | N/A | 0.15 | Yes |




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

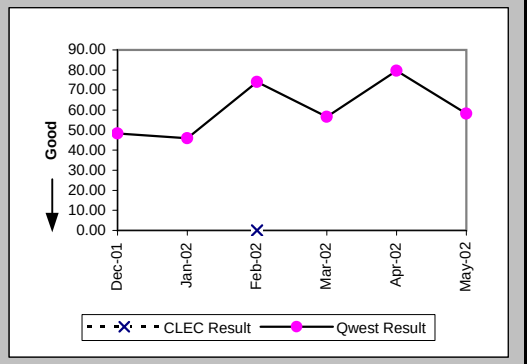
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 15 | 15 | 100.00% | 0 | 0 | 32 | 34 | 94.12% | 23.53% | -0.81 | -1.49 | No |
| Jan-02 | 9 | 9 | 100.00% | 0 | 0 | 24 | 26 | 92.31% | 26.65% | -0.75 | -1.45 | No |
| Feb-02 | 10 | 11 | 90.91% | 0 | 0 | 22 | 23 | 95.65% | 20.39% | 0.41 | -0.75 | No |
| Mar-02 | 12 | 13 | 92.31% | 0 | 0 | 22 | 24 | 91.67% | 27.64% | -0.07 | -1.04 | No |
| Apr-02 | 7 | 7 | 100.00% | 0 | 0 | 26 | 26 | 100.00% | N/A | N/A | N/A | |
| May-02 | | | | | | | | | | | | |



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

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

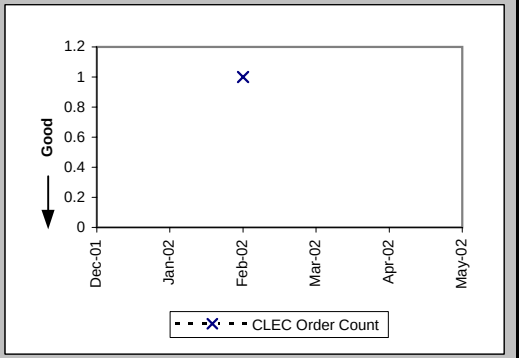
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 145 | 3 | 48.33 | 47.04 | | | |
| Jan-02 | | | | | | 230 | 5 | 46.00 | 47.19 | | | |
| Feb-02 | 0 | 1 | 0.00 | 0 | 0 | 296 | 4 | 74.00 | 50.42 | -1.31 | -1.8 | No |
| Mar-02 | | | | | | 283 | 5 | 56.60 | 71.95 | | | |
| Apr-02 | | | | | | 478 | 6 | 79.67 | 67.64 | | | |
| May-02 | | | | | | 466 | 8 | 58.25 | 77.17 | | | |



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

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

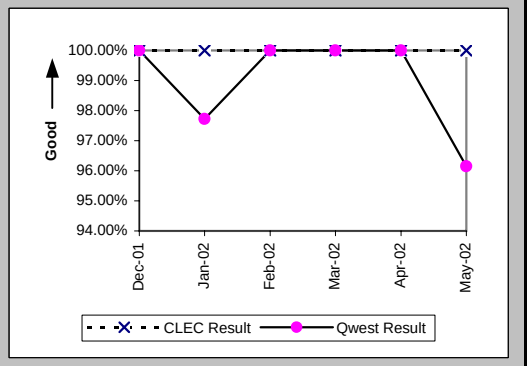
| Date | CLEC Order Count |
|---|---|
| Dec-01 | |
| Jan-02 | |
| Feb-02 | 1 |
| Mar-02 | |
| Apr-02 | |
| May-02 | |



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

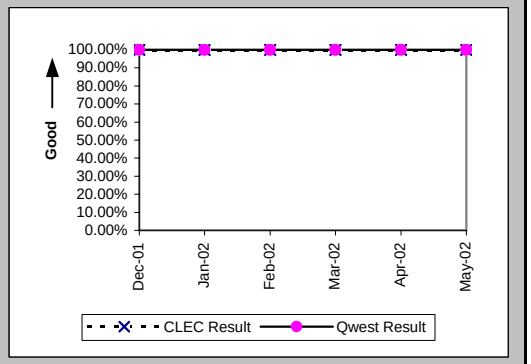
Out of Service Cleared within 24 hours (Percent) (MR-3D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 4 | 4 | 100.00% | 0 | 0 | 51 | 51 | 100.00% | N/A | N/A | N/A | |
| Jan-02 | 5 | 5 | 100.00% | 1 | 0 | 43 | 44 | 97.73% | 14.90% | -0.32 | -1.2 | No |
| Feb-02 | 2 | 2 | 100.00% | 1 | 0 | 36 | 36 | 100.00% | N/A | N/A | N/A | |
| Mar-02 | 8 | 8 | 100.00% | 1 | 0 | 25 | 25 | 100.00% | N/A | N/A | N/A | |
| Apr-02 | 5 | 5 | 100.00% | 0 | 0 | 45 | 45 | 100.00% | N/A | N/A | N/A | |
| May-02 | 5 | 5 | 100.00% | 2 | 0 | 25 | 26 | 96.15% | 19.23% | -0.41 | -1.25 | No |



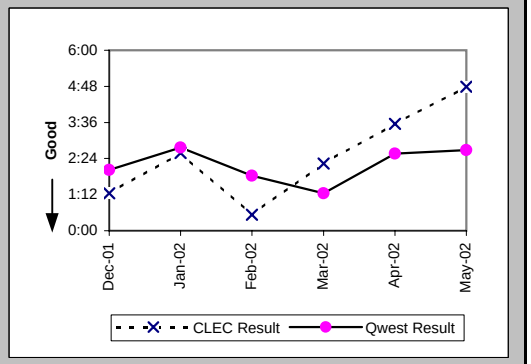

All Troubles Cleared within 48 hours (Percent) (MR-4D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 4 | 4 | 100.00% | 0 | 0 | 51 | 51 | 100.00% | N/A | N/A | N/A | |
| Jan-02 | 5 | 5 | 100.00% | 1 | 0 | 45 | 45 | 100.00% | N/A | N/A | N/A | |
| Feb-02 | 2 | 2 | 100.00% | 1 | 0 | 36 | 36 | 100.00% | N/A | N/A | N/A | |
| Mar-02 | 8 | 8 | 100.00% | 1 | 0 | 26 | 26 | 100.00% | N/A | N/A | N/A | |
| Apr-02 | 5 | 5 | 100.00% | 0 | 0 | 45 | 45 | 100.00% | N/A | N/A | N/A | |
| May-02 | 5 | 5 | 100.00% | 2 | 0 | 26 | 26 | 100.00% | N/A | N/A | N/A | |




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

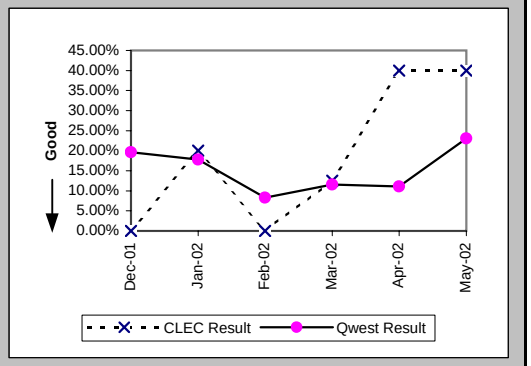
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 4:59 | 4 | 1:15 | 0 | 0 | 102:28 | 51 | 2:01 | 2:57 | -0.5 | -1.3 | No |
| Jan-02 | 12:55 | 5 | 2:35 | 1 | 0 | 124:12 | 45 | 2:46 | 4:48 | -0.08 | -1.05 | No |
| Feb-02 | 1:04 | 2 | 0:32 | 1 | 0 | 65:47 | 36 | 1:50 | 2:24 | -0.74 | -1.45 | No |
| Mar-02 | 17:55 | 8 | 2:14 | 1 | 0 | 32:19 | 26 | 1:15 | 1:27 | 1.62 | -0.02 | No |
| Apr-02 | 17:45 | 5 | 3:33 | 0 | 0 | 115:37 | 45 | 2:34 | 3:23 | 0.73 | -0.56 | No |
| May-02 | 23:55 | 5 | 4:47 | 2 | 0 | 69:55 | 26 | 2:41 | 4:48 | 0.91 | -0.45 | No |



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

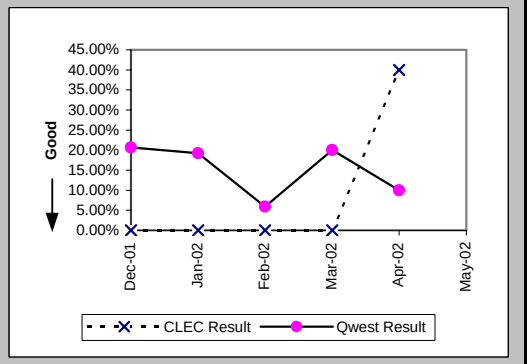
Repair Repeat Report Rate (Percent) (MR-7D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 0 | 4 | 0.00% | 0 | 0 | 10 | 51 | 19.61% | 39.70% | -0.95 | -1.58 | No |
| Jan-02 | 1 | 5 | 20.00% | 1 | 0 | 8 | 45 | 17.78% | 38.23% | 0.11 | -0.93 | No |
| Feb-02 | 0 | 2 | 0.00% | 1 | 0 | 3 | 36 | 8.33% | 27.64% | -0.42 | -1.25 | No |
| Mar-02 | 1 | 8 | 12.50% | 1 | 0 | 3 | 26 | 11.54% | 31.95% | 0.04 | -0.98 | No |
| Apr-02 | 2 | 5 | 40.00% | 0 | 0 | 5 | 45 | 11.11% | 31.43% | 1.48 | -0.1 | No |
| May-02 | 2 | 5 | 40.00% | 2 | 0 | 6 | 26 | 23.08% | 42.13% | 0.71 | -0.57 | No |



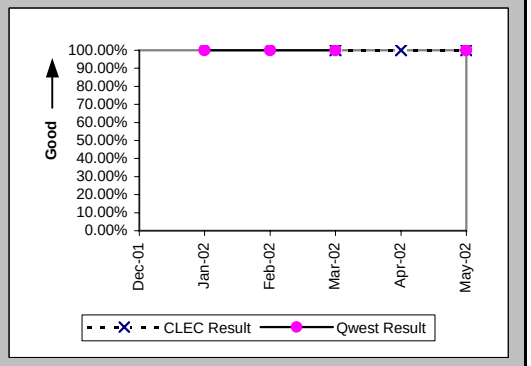

Repair Repeat Report Rate (Percent) (MR-7D*) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 0 | 3 | 0.00% | 0 | 0 | 6 | 29 | 20.69% | 40.51% | -0.84 | -1.51 | No |
| Jan-02 | 0 | 4 | 0.00% | 1 | 0 | 5 | 26 | 19.23% | 39.41% | -0.91 | -1.55 | No |
| Feb-02 | 0 | 1 | 0.00% | 1 | 0 | 1 | 17 | 5.88% | 23.53% | -0.24 | -1.15 | No |
| Mar-02 | 0 | 5 | 0.00% | 1 | 0 | 2 | 10 | 20.00% | 40.00% | -0.91 | -1.55 | No |
| Apr-02 | 2 | 5 | 40.00% | 0 | 0 | 2 | 20 | 10.00% | 30.00% | 1.37 | -0.17 | No |
| May-02 | | | | | | | | | | | | |




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

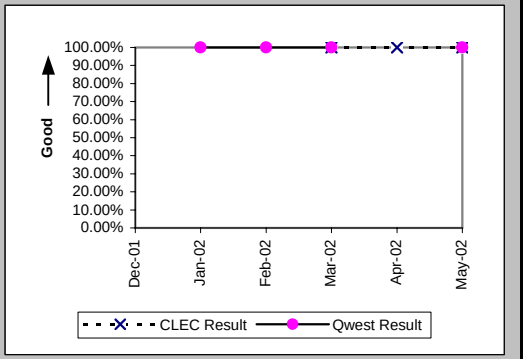
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Mar-02 | 2 | 2 | 100.00% | 0 | 0 | 1 | 1 | 100.00% | N/A | N/A | N/A | |
| Apr-02 | 1 | 1 | 100.00% | 0 | 0 | | | | | | | |
| May-02 | 1 | 1 | 100.00% | 0 | 0 | 1 | 1 | 100.00% | N/A | N/A | N/A | |



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

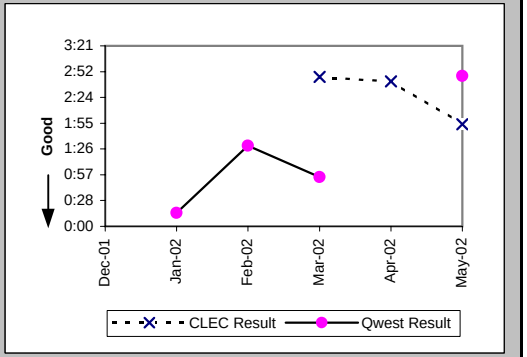
All Troubles Cleared within 48 hours (Percent) (MR-4E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Mar-02 | 2 | 2 | 100.00% | 0 | 0 | 1 | 1 | 100.00% | N/A | N/A | N/A | |
| Apr-02 | 1 | 1 | 100.00% | 0 | 0 | | | | | | | |
| May-02 | 1 | 1 | 100.00% | 0 | 0 | 1 | 1 | 100.00% | N/A | N/A | N/A | |



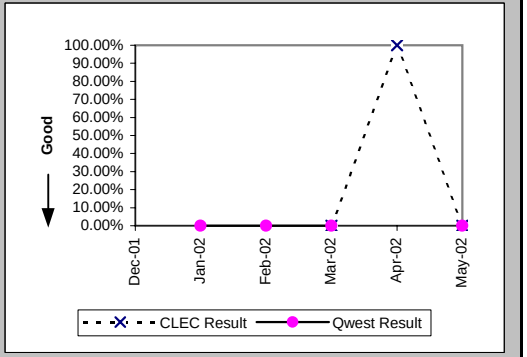

Mean Time to Restore (Hours:Minutes) (MR-6E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | 0:15 | 1 | 0:15 | | | | |
| Feb-02 | | | | | | 1:30 | 1 | 1:30 | | | | |
| Mar-02 | 5:34 | 2 | 2:47 | 0 | 0 | 0:55 | 1 | 0:55 | | | | |
| Apr-02 | 2:42 | 1 | 2:42 | 0 | 0 | | | | | | | |
| May-02 | 1:54 | 1 | 1:54 | 0 | 0 | 2:48 | 1 | 2:48 | | | | |




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

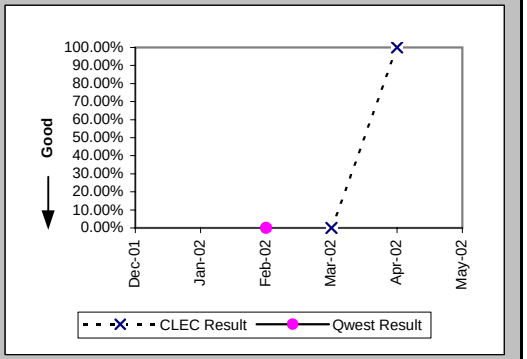
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| Feb-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| Mar-02 | 0 | 2 | 0.00% | 0 | 0 | 0 | 1 | 0.00% | N/A | N/A | N/A | |
| Apr-02 | 1 | 1 | 100.00% | 0 | 0 | | | | | | | |
| May-02 | 0 | 1 | 0.00% | 0 | 0 | 0 | 1 | 0.00% | N/A | N/A | N/A | |



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

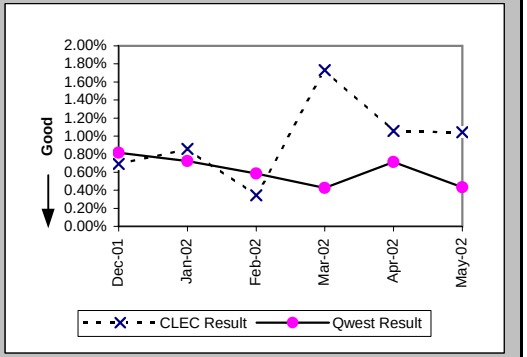
### Repair Repeat Report Rate (Percent) (MR-7E*) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| Mar-02 | 0 | 2 | 0.00% | 0 | 0 | | | | | | | |
| Apr-02 | 1 | 1 | 100.00% | 0 | 0 | | | | | | | |
| May-02 | | | | | | | | | | | | |



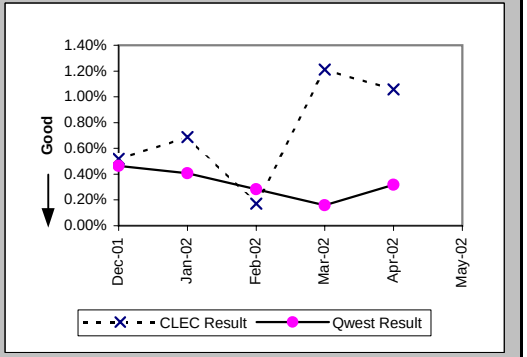

### Trouble Rate (Percent) (MR-8) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 4 | 578 | 0.69% | 1 | 0 | 51 | 6249 | 0.82% | 9.00% | -0.32 | -1.19 | No |
| Jan-02 | 5 | 582 | 0.86% | 1 | 0 | 46 | 6368 | 0.72% | 8.47% | 0.37 | -0.77 | No |
| Feb-02 | 2 | 584 | 0.34% | 1 | 0 | 37 | 6337 | 0.58% | 7.62% | -0.73 | -1.45 | No |
| Mar-02 | 10 | 578 | 1.73% | 1 | 0 | 27 | 6334 | 0.43% | 6.52% | 4.61 | 1.8 | Yes |
| Apr-02 | 6 | 567 | 1.06% | 0 | 0 | 45 | 6304 | 0.71% | 8.42% | 0.93 | -0.43 | No |
| May-02 | 6 | 576 | 1.04% | 2 | 0 | 27 | 6261 | 0.43% | 6.55% | 2.14 | 0.3 | Yes |




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

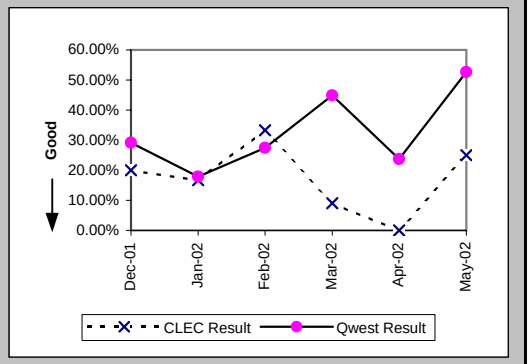
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 3 | 578 | 0.52% | 1 | 0 | 29 | 6249 | 0.46% | 6.80% | 0.19 | -0.89 | No |
| Jan-02 | 4 | 582 | 0.69% | 1 | 0 | 26 | 6368 | 0.41% | 6.38% | 1.01 | -0.39 | No |
| Feb-02 | 1 | 584 | 0.17% | 1 | 0 | 18 | 6337 | 0.28% | 5.32% | -0.49 | -1.3 | No |
| Mar-02 | 7 | 578 | 1.21% | 1 | 0 | 10 | 6334 | 0.16% | 3.97% | 6.11 | 2.71 | Yes |
| Apr-02 | 6 | 567 | 1.06% | 0 | 0 | 20 | 6304 | 0.32% | 5.62% | 3.01 | 0.83 | Yes |
| 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

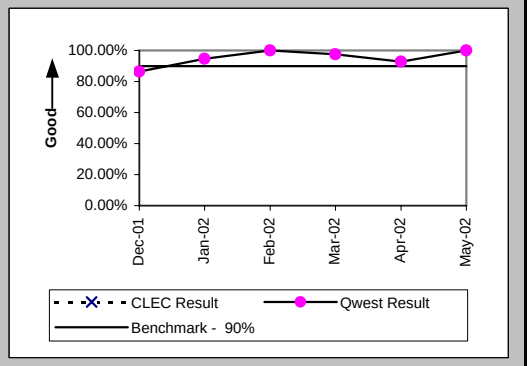
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 1 | 5 | 20.00% | 0 | 0 | 21 | 72 | 29.17% | 45.45% | -0.44 | -1.27 | No |
| Jan-02 | 1 | 6 | 16.67% | 0 | 0 | 10 | 56 | 17.86% | 38.30% | -0.07 | -1.04 | No |
| Feb-02 | 1 | 3 | 33.33% | 0 | 0 | 14 | 51 | 27.45% | 44.63% | 0.18 | -0.89 | No |
| Mar-02 | 1 | 11 | 9.09% | 0 | 0 | 22 | 49 | 44.90% | 49.74% | -2.16 | -2.31 | No |
| Apr-02 | 0 | 6 | 0.00% | 0 | 0 | 14 | 59 | 23.73% | 42.54% | -1.3 | -1.79 | No |
| May-02 | 2 | 8 | 25.00% | 0 | 0 | 30 | 57 | 52.63% | 49.93% | -1.47 | -1.89 | No |



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

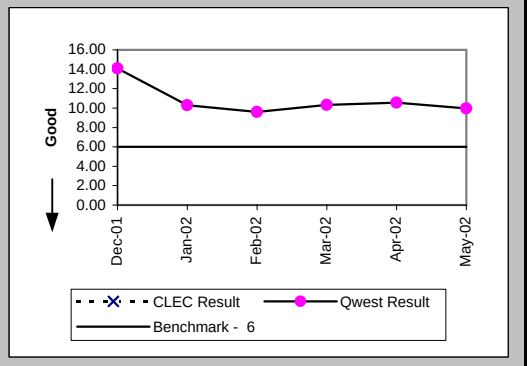
Installation Commitments Met (Percent) (OP-3D) (Benchmark)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 32 | 37 | 86.49% | 34.19% | | | |
| Jan-02 | | | | | | 36 | 38 | 94.74% | 22.33% | | | |
| Feb-02 | | | | | | 34 | 34 | 100.00% | 0.00% | | | |
| Mar-02 | | | | | | 38 | 39 | 97.44% | 15.81% | | | |
| Apr-02 | | | | | | 39 | 42 | 92.86% | 25.75% | | | |
| May-02 | | | | | | 29 | 29 | 100.00% | 0.00% | | | |



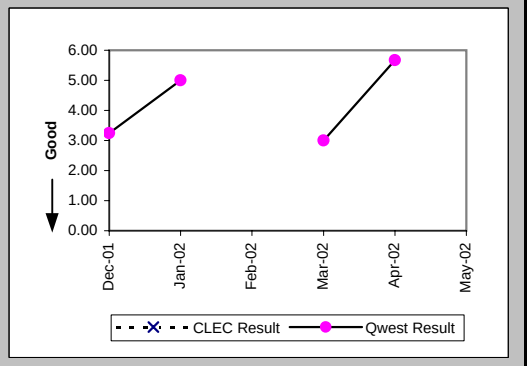

Installation Interval (Average Days) (OP-4D) (Benchmark)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 550 | 39 | 14.10 | 18.70 | | | |
| Jan-02 | | | | | | 412 | 40 | 10.30 | 2.39 | | | |
| Feb-02 | | | | | | 336 | 35 | 9.60 | 3.84 | | | |
| Mar-02 | | | | | | 413 | 40 | 10.32 | 2.84 | | | |
| Apr-02 | | | | | | 444 | 42 | 10.57 | 2.59 | | | |
| May-02 | | | | | | 309 | 31 | 9.97 | 0.80 | | | |




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

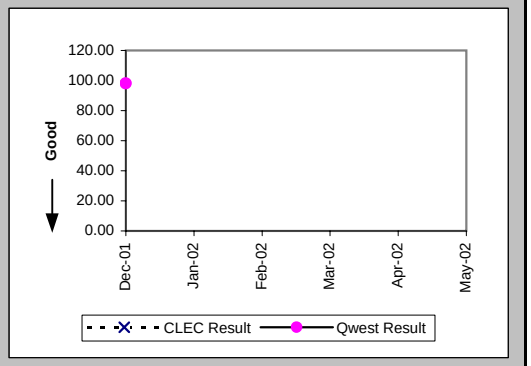
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 13 | 4 | 3.25 | 2.06 | | | |
| Jan-02 | | | | | | 10 | 2 | 5.00 | 1.41 | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | 3 | 1 | 3.00 | | | | |
| Apr-02 | | | | | | 17 | 3 | 5.67 | 4.51 | | | |
| May-02 | | | | | | | | | | | | |



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

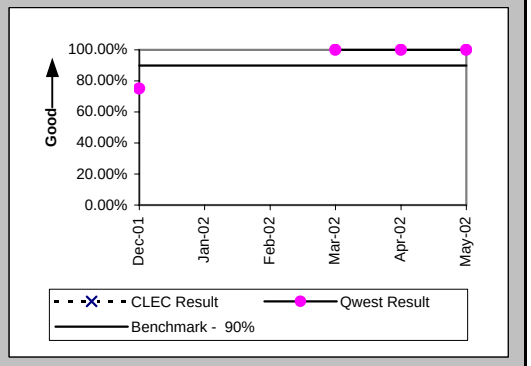
Delayed Days for Facility Reasons (Average Days) (OP-6B-4) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 98 | 1 | 98.00 | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |



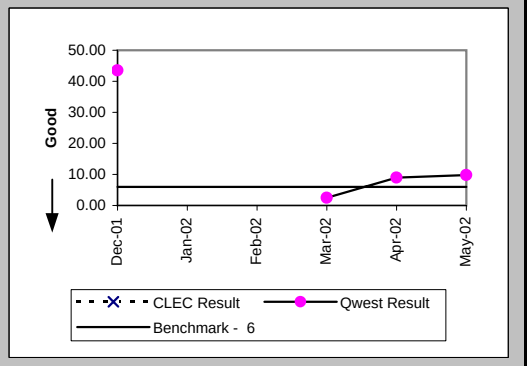

Installation Commitments Met (Percent) (OP-3E) (Benchmark)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 3 | 4 | 75.00% | 43.30% | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | 2 | 2 | 100.00% | 0.00% | | | |
| Apr-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| May-02 | | | | | | 6 | 6 | 100.00% | 0.00% | | | |




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

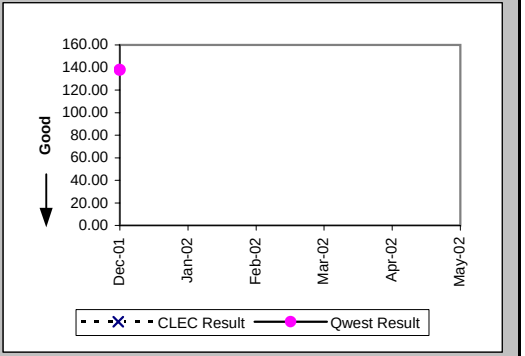
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 174 | 4 | 43.50 | 70.37 | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | 5 | 2 | 2.50 | 0.71 | | | |
| Apr-02 | | | | | | 9 | 1 | 9.00 | | | | |
| May-02 | | | | | | 59 | 6 | 9.83 | 0.98 | | | |



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

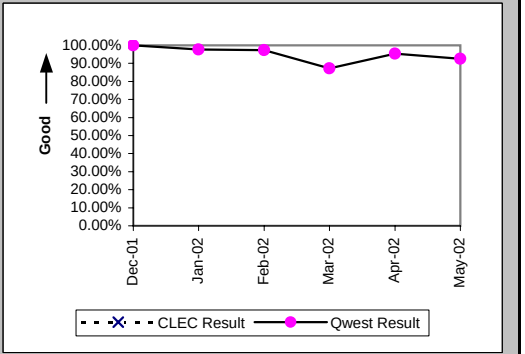
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 138 | 1 | 138.00 | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |



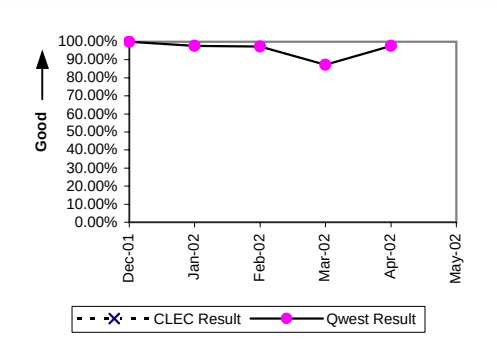

New Service Installation Quality (Percent) (OP-5) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 38 | 38 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 41 | 42 | 97.62% | 15.25% | | | |
| Feb-02 | | | | | | 37 | 38 | 97.37% | 16.01% | | | |
| Mar-02 | | | | | | 34 | 39 | 87.18% | 33.43% | | | |
| Apr-02 | | | | | | 41 | 43 | 95.35% | 21.06% | | | |
| May-02 | | | | | | 37 | 40 | 92.50% | 26.34% | | | |




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

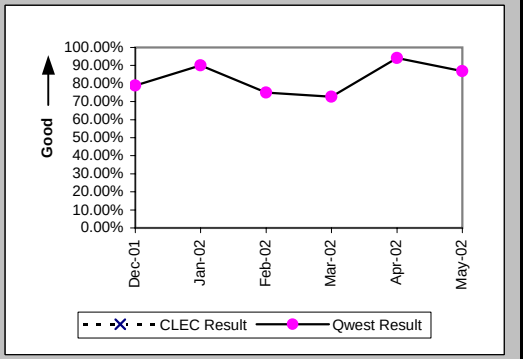
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 38 | 38 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 41 | 42 | 97.62% | 15.25% | | | |
| Feb-02 | | | | | | 37 | 38 | 97.37% | 16.01% | | | |
| Mar-02 | | | | | | 34 | 39 | 87.18% | 33.43% | | | |
| Apr-02 | | | | | | 42 | 43 | 97.67% | 15.07% | | | |
| May-02 | | | | | | | | | | | | |



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

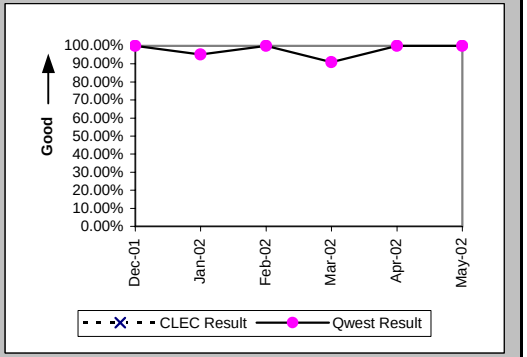
Out of Service Cleared within 24 hours (Percent) (MR-3D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 15 | 19 | 78.95% | 40.77% | | | |
| Jan-02 | | | | | | 18 | 20 | 90.00% | 30.00% | | | |
| Feb-02 | | | | | | 3 | 4 | 75.00% | 43.30% | | | |
| Mar-02 | | | | | | 8 | 11 | 72.73% | 44.54% | | | |
| Apr-02 | | | | | | 16 | 17 | 94.12% | 23.53% | | | |
| May-02 | | | | | | 20 | 23 | 86.96% | 33.68% | | | |



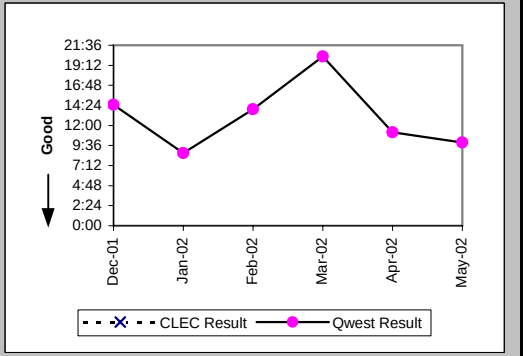

All Troubles Cleared within 48 hours (Percent) (MR-4D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 19 | 19 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 20 | 21 | 95.24% | 21.30% | | | |
| Feb-02 | | | | | | 4 | 4 | 100.00% | 0.00% | | | |
| Mar-02 | | | | | | 10 | 11 | 90.91% | 28.75% | | | |
| Apr-02 | | | | | | 17 | 17 | 100.00% | 0.00% | | | |
| May-02 | | | | | | 23 | 23 | 100.00% | 0.00% | | | |




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

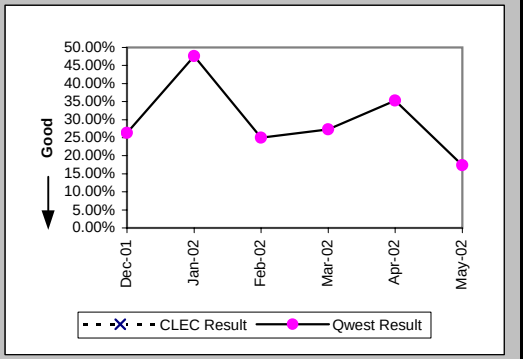
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 274:46 | 19 | 14:28 | 12:02 | | | |
| Jan-02 | | | | | | 182:11 | 21 | 8:41 | 19:46 | | | |
| Feb-02 | | | | | | 55:48 | 4 | 13:57 | 18:37 | | | |
| Mar-02 | | | | | | 222:40 | 11 | 20:15 | 20:44 | | | |
| Apr-02 | | | | | | 190:24 | 17 | 11:12 | 8:56 | | | |
| May-02 | | | | | | 229:01 | 23 | 9:57 | 11:34 | | | |



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

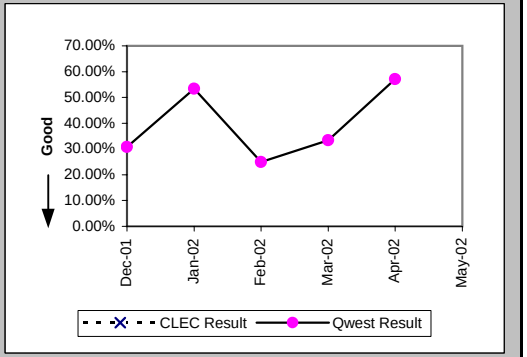
Repair Repeat Report Rate (Percent) (MR-7D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 5 | 19 | 26.32% | 44.03% | | | |
| Jan-02 | | | | | | 10 | 21 | 47.62% | 49.94% | | | |
| Feb-02 | | | | | | 1 | 4 | 25.00% | 43.30% | | | |
| Mar-02 | | | | | | 3 | 11 | 27.27% | 44.54% | | | |
| Apr-02 | | | | | | 6 | 17 | 35.29% | 47.79% | | | |
| May-02 | | | | | | 4 | 23 | 17.39% | 37.90% | | | |



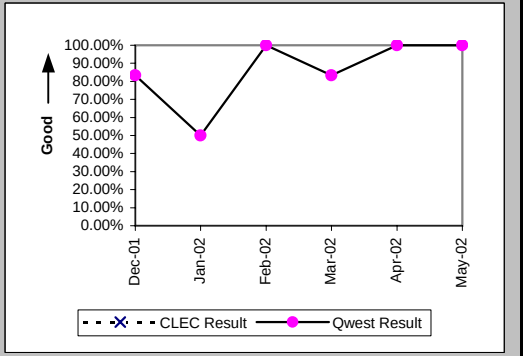

Repair Repeat Report Rate (Percent) (MR-7D*) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 4 | 13 | 30.77% | 46.15% | | | |
| Jan-02 | | | | | | 8 | 15 | 53.33% | 49.89% | | | |
| Feb-02 | | | | | | 1 | 4 | 25.00% | 43.30% | | | |
| Mar-02 | | | | | | 2 | 6 | 33.33% | 47.14% | | | |
| Apr-02 | | | | | | 4 | 7 | 57.14% | 49.49% | | | |
| May-02 | | | | | | | | | | | | |




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

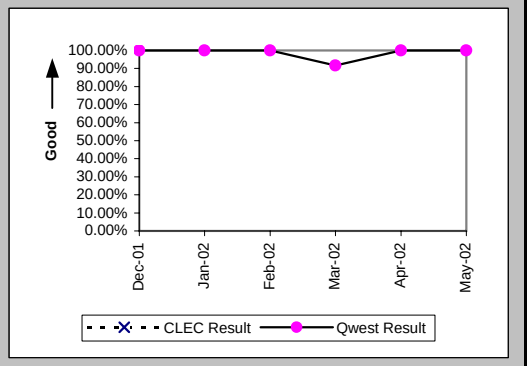
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 5 | 6 | 83.33% | 37.27% | | | |
| Jan-02 | | | | | | 1 | 2 | 50.00% | 50.00% | | | |
| Feb-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Mar-02 | | | | | | 10 | 12 | 83.33% | 37.27% | | | |
| Apr-02 | | | | | | 4 | 4 | 100.00% | 0.00% | | | |
| May-02 | | | | | | 3 | 3 | 100.00% | 0.00% | | | |



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

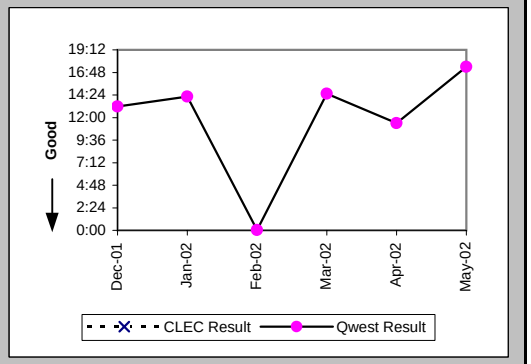
All Troubles Cleared within 48 hours (Percent) (MR-4E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 6 | 6 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 2 | 2 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Mar-02 | | | | | | 11 | 12 | 91.67% | 27.64% | | | |
| Apr-02 | | | | | | 4 | 4 | 100.00% | 0.00% | | | |
| May-02 | | | | | | 3 | 3 | 100.00% | 0.00% | | | |



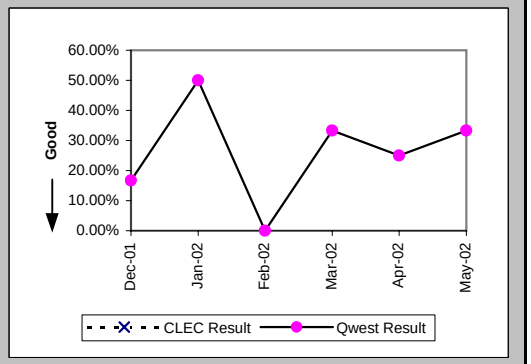

Mean Time to Restore (Hours:Minutes) (MR-6E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 79:05 | 6 | 13:11 | 16:12 | | | |
| Jan-02 | | | | | | 28:29 | 2 | 14:14 | 18:27 | | | |
| Feb-02 | | | | | | 0:02 | 1 | 0:02 | | | | |
| Mar-02 | | | | | | 174:37 | 12 | 14:33 | 21:20 | | | |
| Apr-02 | | | | | | 45:35 | 4 | 11:24 | 9:36 | | | |
| May-02 | | | | | | 52:10 | 3 | 17:23 | 7:47 | | | |




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

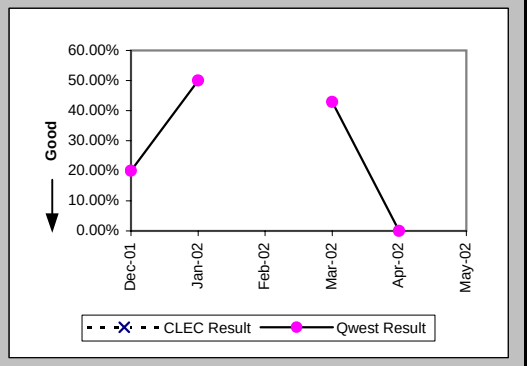
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 1 | 6 | 16.67% | 37.27% | | | |
| Jan-02 | | | | | | 1 | 2 | 50.00% | 50.00% | | | |
| Feb-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| Mar-02 | | | | | | 4 | 12 | 33.33% | 47.14% | | | |
| Apr-02 | | | | | | 1 | 4 | 25.00% | 43.30% | | | |
| May-02 | | | | | | 1 | 3 | 33.33% | 47.14% | | | |



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

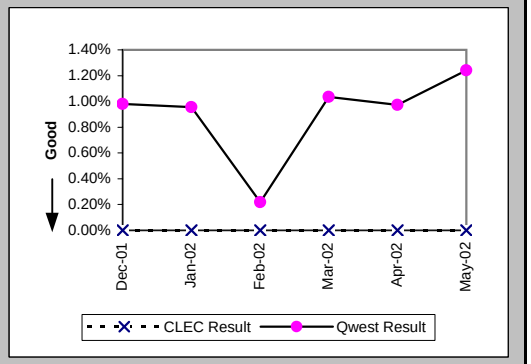
Repair Repeat Report Rate (Percent) (MR-7E*) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 1 | 5 | 20.00% | 40.00% | | | |
| Jan-02 | | | | | | 1 | 2 | 50.00% | 50.00% | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | 3 | 7 | 42.86% | 49.49% | | | |
| Apr-02 | | | | | | 0 | 3 | 0.00% | 0.00% | | | |
| May-02 | | | | | | | | | | | | |



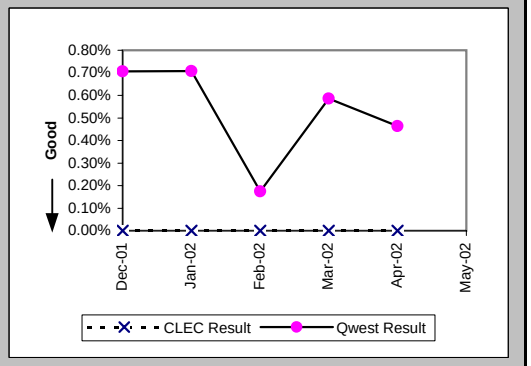

Trouble Rate (Percent) (MR-8) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 0 | 2 | 0.00% | 0 | 0 | 25 | 2549 | 0.98% | 9.85% | -0.14 | -1.09 | No |
| Jan-02 | 0 | 2 | 0.00% | 0 | 0 | 23 | 2404 | 0.96% | 9.73% | -0.14 | -1.08 | No |
| Feb-02 | 0 | 2 | 0.00% | 0 | 0 | 5 | 2299 | 0.22% | 4.66% | -0.07 | -1.04 | No |
| Mar-02 | 0 | 2 | 0.00% | 0 | 0 | 23 | 2220 | 1.04% | 10.13% | -0.14 | -1.09 | No |
| Apr-02 | 0 | 2 | 0.00% | 0 | 0 | 21 | 2156 | 0.97% | 9.82% | -0.14 | -1.09 | No |
| May-02 | 0 | 2 | 0.00% | 0 | 0 | 26 | 2095 | 1.24% | 11.07% | -0.16 | -1.1 | No |




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

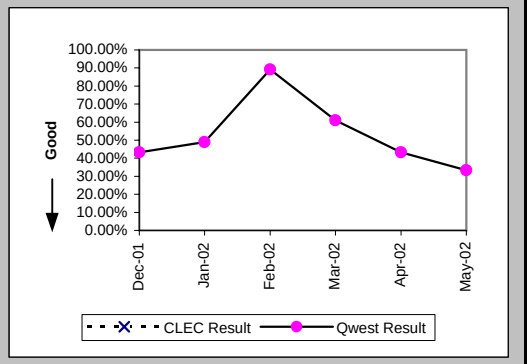
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 0 | 2 | 0.00% | 0 | 0 | 18 | 2549 | 0.71% | 8.37% | -0.12 | -1.07 | No |
| Jan-02 | 0 | 2 | 0.00% | 0 | 0 | 17 | 2404 | 0.71% | 8.38% | -0.12 | -1.07 | No |
| Feb-02 | 0 | 2 | 0.00% | 0 | 0 | 4 | 2299 | 0.17% | 4.17% | -0.06 | -1.04 | No |
| Mar-02 | 0 | 2 | 0.00% | 0 | 0 | 13 | 2220 | 0.59% | 7.63% | -0.11 | -1.07 | No |
| Apr-02 | 0 | 2 | 0.00% | 0 | 0 | 10 | 2156 | 0.46% | 6.79% | -0.1 | -1.06 | No |
| 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

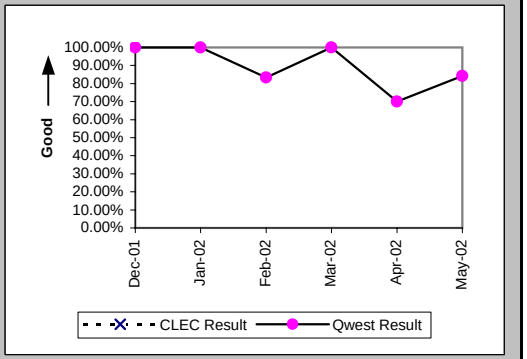
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 19 | 44 | 43.18% | 49.53% | | | |
| Jan-02 | | | | | | 22 | 45 | 48.89% | 49.99% | | | |
| Feb-02 | | | | | | 41 | 46 | 89.13% | 31.13% | | | |
| Mar-02 | | | | | | 36 | 59 | 61.02% | 48.77% | | | |
| Apr-02 | | | | | | 16 | 37 | 43.24% | 49.54% | | | |
| May-02 | | | | | | 13 | 39 | 33.33% | 47.14% | | | |



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

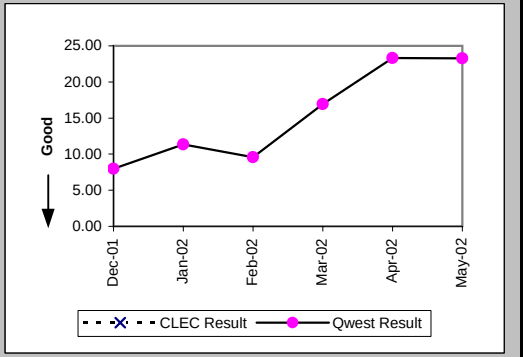
### Installation Commitments Met (Percent) (OP-3D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 2 | 2 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 8 | 8 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | 5 | 6 | 83.33% | 37.27% | | | |
| Mar-02 | | | | | | 6 | 6 | 100.00% | 0.00% | | | |
| Apr-02 | | | | | | 7 | 10 | 70.00% | 45.83% | | | |
| May-02 | | | | | | 16 | 19 | 84.21% | 36.46% | | | |



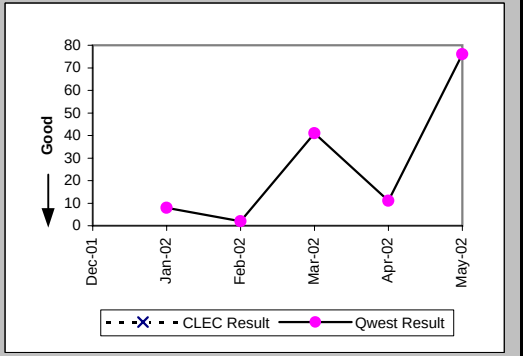

### Installation Interval (Average Days) (OP-4D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 40 | 5 | 8.00 | 2.45 | | | |
| Jan-02 | | | | | | 227 | 20 | 11.35 | 6.91 | | | |
| Feb-02 | | | | | | 67 | 7 | 9.57 | 3.78 | | | |
| Mar-02 | | | | | | 220 | 13 | 16.92 | 13.51 | | | |
| Apr-02 | | | | | | 233 | 10 | 23.30 | 17.02 | | | |
| May-02 | | | | | | 489 | 21 | 23.29 | 35.06 | | | |




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

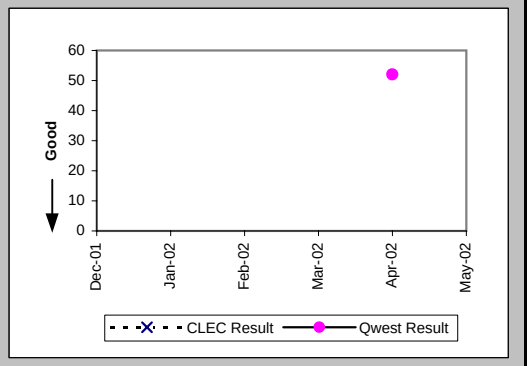
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | 8 | 1 | 8.00 | | | | |
| Feb-02 | | | | | | 2 | 1 | 2.00 | | | | |
| Mar-02 | | | | | | 41 | 1 | 41.00 | | | | |
| Apr-02 | | | | | | 22 | 2 | 11.00 | 0.00 | | | |
| May-02 | | | | | | 304 | 4 | 76.00 | 39.05 | | | |



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

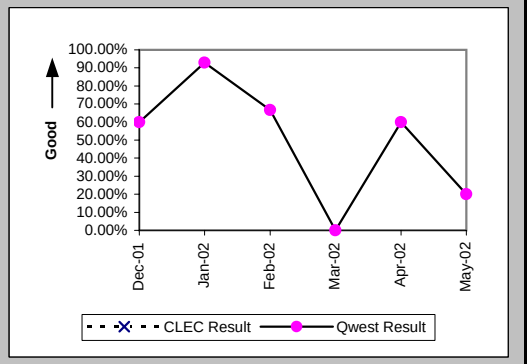
Delayed Days for Facility Reasons (Average Days) (OP-6B-4) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | 52 | 1 | 52.00 | | | | |
| May-02 | | | | | | | | | | | | |



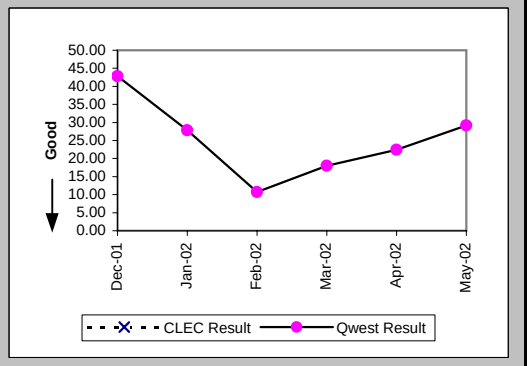

Installation Commitments Met (Percent) (OP-3E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 3 | 5 | 60.00% | 48.99% | | | |
| Jan-02 | | | | | | 13 | 14 | 92.86% | 25.75% | | | |
| Feb-02 | | | | | | 2 | 3 | 66.67% | 47.14% | | | |
| Mar-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| Apr-02 | | | | | | 3 | 5 | 60.00% | 48.99% | | | |
| May-02 | | | | | | 1 | 5 | 20.00% | 40.00% | | | |




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

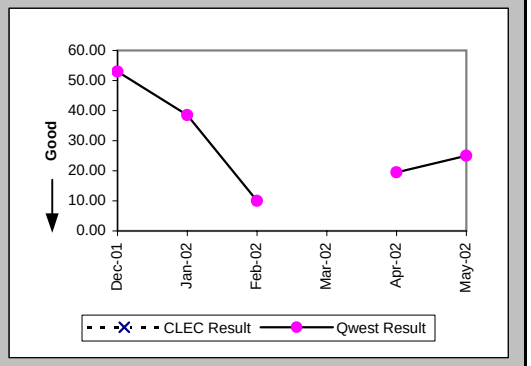
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 300 | 7 | 42.86 | 29.20 | | | |
| Jan-02 | | | | | | 501 | 18 | 27.83 | 16.66 | | | |
| Feb-02 | | | | | | 86 | 8 | 10.75 | 5.65 | | | |
| Mar-02 | | | | | | 36 | 2 | 18.00 | 4.24 | | | |
| Apr-02 | | | | | | 202 | 9 | 22.44 | 10.94 | | | |
| May-02 | | | | | | 204 | 7 | 29.14 | 15.67 | | | |



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

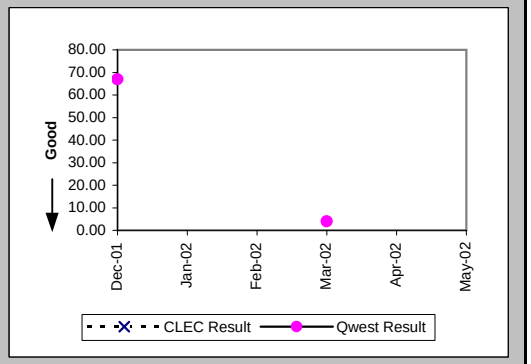
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 106 | 2 | 53.00 | 19.80 | | | |
| Jan-02 | | | | | | 154 | 4 | 38.50 | 21.30 | | | |
| Feb-02 | | | | | | 10 | 1 | 10.00 | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | 39 | 2 | 19.50 | 2.12 | | | |
| May-02 | | | | | | 100 | 4 | 25.00 | 18.89 | | | |



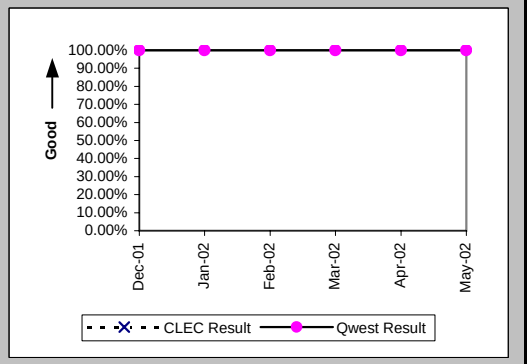

Delayed Days for Facility Reasons (Average Days) (OP-6B-5) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 67 | 1 | 67.00 | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | 4 | 1 | 4.00 | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |




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

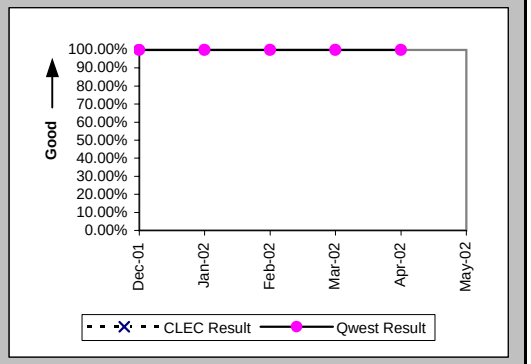
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 17 | 17 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 25 | 25 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | 27 | 27 | 100.00% | 0.00% | | | |
| Mar-02 | | | | | | 15 | 15 | 100.00% | 0.00% | | | |
| Apr-02 | | | | | | 17 | 17 | 100.00% | 0.00% | | | |
| May-02 | | | | | | 24 | 24 | 100.00% | 0.00% | | | |



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

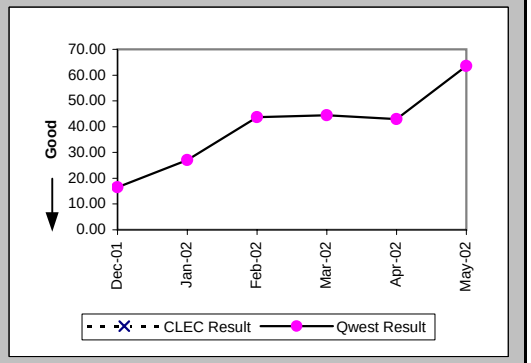
New Service Installation Quality (Percent) (OP-5*) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 17 | 17 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 25 | 25 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | 27 | 27 | 100.00% | 0.00% | | | |
| Mar-02 | | | | | | 15 | 15 | 100.00% | 0.00% | | | |
| Apr-02 | | | | | | 17 | 17 | 100.00% | 0.00% | | | |
| May-02 | | | | | | | | | | | | |




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

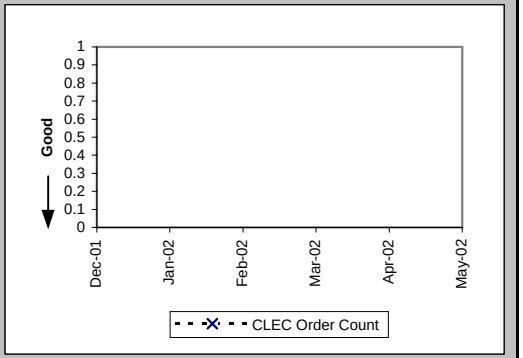
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 33 | 2 | 16.50 | 2.12 | | | |
| Jan-02 | | | | | | 108 | 4 | 27.00 | 13.64 | | | |
| Feb-02 | | | | | | 175 | 4 | 43.75 | 18.93 | | | |
| Mar-02 | | | | | | 311 | 7 | 44.43 | 28.69 | | | |
| Apr-02 | | | | | | 258 | 6 | 43.00 | 38.90 | | | |
| May-02 | | | | | | 318 | 5 | 63.60 | 49.00 | | | |



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

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

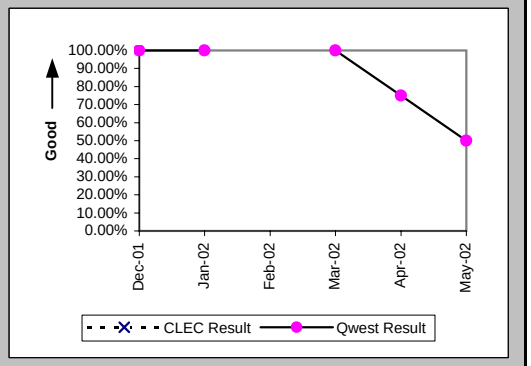
| Date | CLEC Order Count |
|---|---|
| Dec-01 | |
| Jan-02 | |
| Feb-02 | |
| Mar-02 | |
| Apr-02 | |
| May-02 | |



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

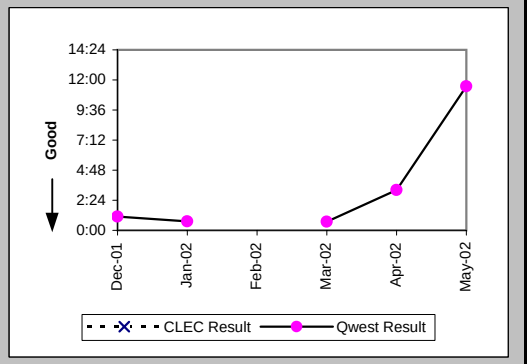
All Troubles Cleared within 4 hours (Percent) (MR-5A) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 3 | 3 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 7 | 7 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | 5 | 5 | 100.00% | 0.00% | | | |
| Apr-02 | | | | | | 3 | 4 | 75.00% | 43.30% | | | |
| May-02 | | | | | | 1 | 2 | 50.00% | 50.00% | | | |



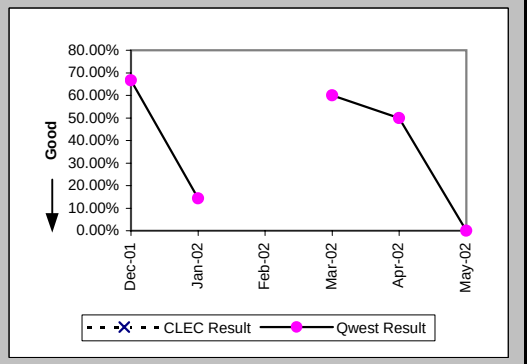

Mean Time to Restore (Hours:Minutes) (MR-6D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 3:19 | 3 | 1:06 | 0:23 | | | |
| Jan-02 | | | | | | 4:59 | 7 | 0:43 | 0:24 | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | 3:26 | 5 | 0:41 | 0:43 | | | |
| Apr-02 | | | | | | 12:51 | 4 | 3:13 | 4:12 | | | |
| May-02 | | | | | | 22:58 | 2 | 11:29 | 13:37 | | | |




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

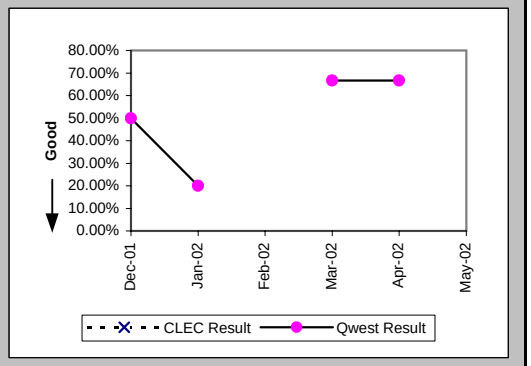
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 2 | 3 | 66.67% | 47.14% | | | |
| Jan-02 | | | | | | 1 | 7 | 14.29% | 34.99% | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | 3 | 5 | 60.00% | 48.99% | | | |
| Apr-02 | | | | | | 2 | 4 | 50.00% | 50.00% | | | |
| May-02 | | | | | | 0 | 2 | 0.00% | 0.00% | | | |



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

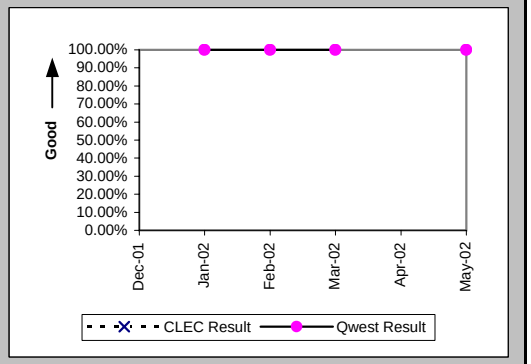
### Repair Repeat Report Rate (Percent) (MR-7D*) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 1 | 2 | 50.00% | 50.00% | | | |
| Jan-02 | | | | | | 1 | 5 | 20.00% | 40.00% | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | 2 | 3 | 66.67% | 47.14% | | | |
| Apr-02 | | | | | | 2 | 3 | 66.67% | 47.14% | | | |
| May-02 | | | | | | | | | | | | |



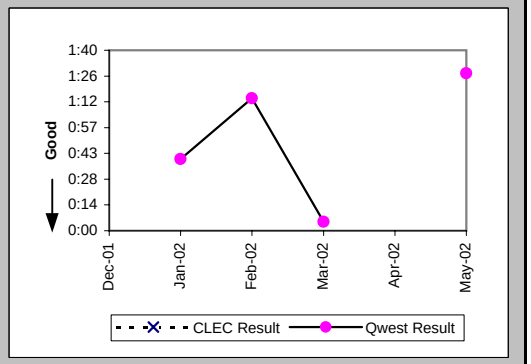

### All Troubles Cleared within 4 hours (Percent) (MR-5B) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | 4 | 4 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | 3 | 3 | 100.00% | 0.00% | | | |
| Mar-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | 2 | 2 | 100.00% | 0.00% | | | |




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

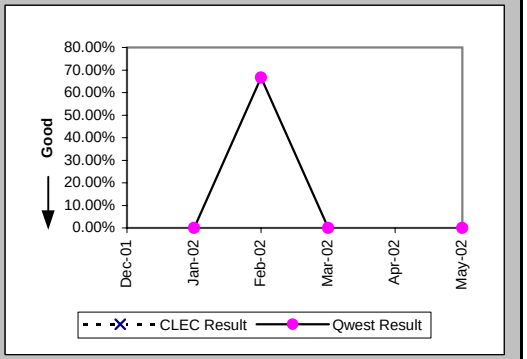
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | 2:40 | 4 | 0:40 | 0:28 | | | |
| Feb-02 | | | | | | 3:42 | 3 | 1:14 | 0:39 | | | |
| Mar-02 | | | | | | 0:05 | 1 | 0:05 | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | 2:56 | 2 | 1:28 | 0:13 | | | |



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

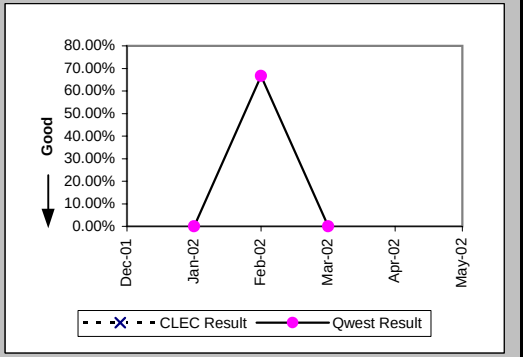
Repair Repeat Report Rate (Percent) (MR-7E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | 0 | 4 | 0.00% | 0.00% | | | |
| Feb-02 | | | | | | 2 | 3 | 66.67% | 47.14% | | | |
| Mar-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | 0 | 2 | 0.00% | 0.00% | | | |



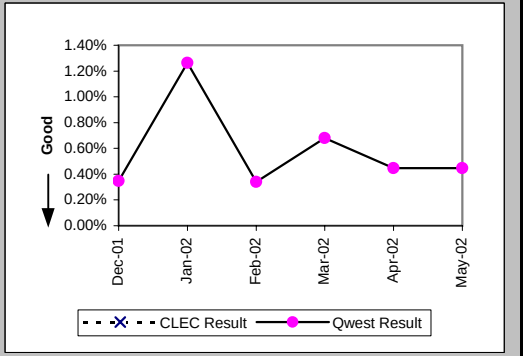

Repair Repeat Report Rate (Percent) (MR-7E*) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | 0 | 3 | 0.00% | 0.00% | | | |
| Feb-02 | | | | | | 2 | 3 | 66.67% | 47.14% | | | |
| Mar-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |




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

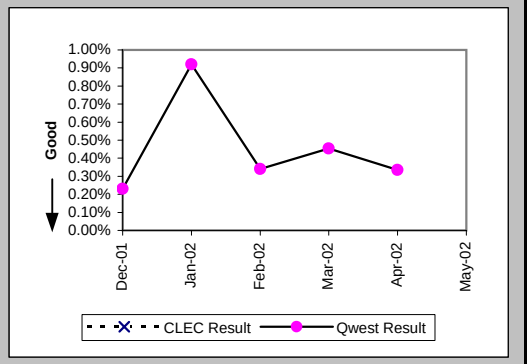
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 3 | 866 | 0.35% | 5.88% | | | |
| Jan-02 | | | | | | 11 | 870 | 1.26% | 11.17% | | | |
| Feb-02 | | | | | | 3 | 879 | 0.34% | 5.83% | | | |
| Mar-02 | | | | | | 6 | 882 | 0.68% | 8.22% | | | |
| Apr-02 | | | | | | 4 | 895 | 0.45% | 6.67% | | | |
| May-02 | | | | | | 4 | 897 | 0.45% | 6.66% | | | |



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

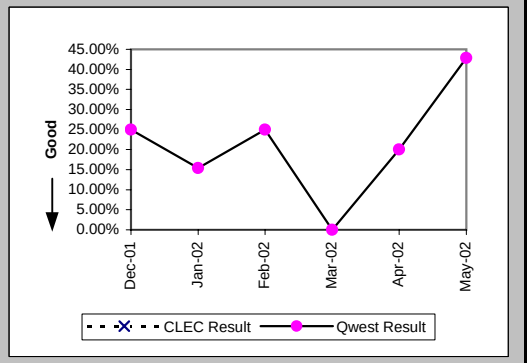
Trouble Rate (Percent) (MR-8*) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 2 | 866 | 0.23% | 4.80% | | | |
| Jan-02 | | | | | | 8 | 870 | 0.92% | 9.55% | | | |
| Feb-02 | | | | | | 3 | 879 | 0.34% | 5.83% | | | |
| Mar-02 | | | | | | 4 | 882 | 0.45% | 6.72% | | | |
| Apr-02 | | | | | | 3 | 895 | 0.34% | 5.78% | | | |
| May-02 | | | | | | | | | | | | |




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

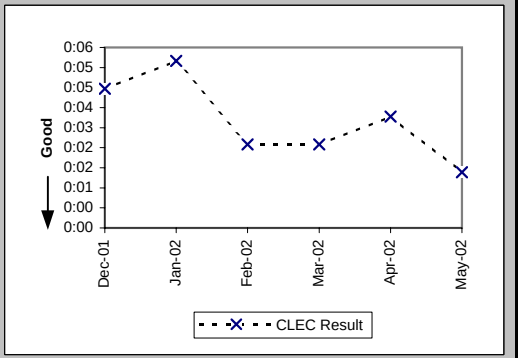
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 1 | 4 | 25.00% | 43.30% | | | |
| Jan-02 | | | | | | 2 | 13 | 15.38% | 36.08% | | | |
| Feb-02 | | | | | | 1 | 4 | 25.00% | 43.30% | | | |
| Mar-02 | | | | | | 0 | 6 | 0.00% | 0.00% | | | |
| Apr-02 | | | | | | 1 | 5 | 20.00% | 40.00% | | | |
| May-02 | | | | | | 3 | 7 | 42.86% | 49.49% | | | |



## Checklist #4 - Unbundled Loop Cutovers

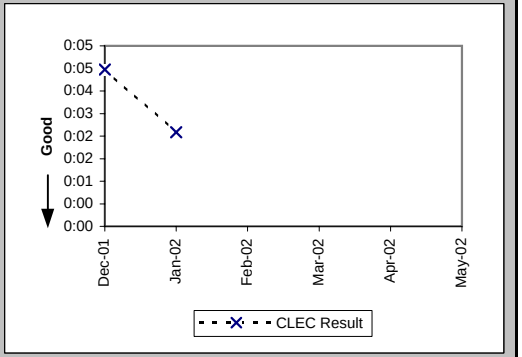
OP-7 - Coordinated "Hot Cut" Interval - Unbundled Loops (Hours:Minutes) Unbundled Loop - Analog (OP-7) (Diagnostic)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc |
|---|---|---|---|---|---|
| Dec-01 | 27:42 | 359 | 0:05 | 0 | 0 |
| Jan-02 | 27:42 | 258 | 0:06 | 0 | 0 |
| Feb-02 | 9:04 | 160 | 0:03 | 0 | 0 |
| Mar-02 | 3:56 | 73 | 0:03 | 0 | 0 |
| Apr-02 | 4:39 | 72 | 0:04 | 0 | 0 |
| May-02 | 2:56 | 76 | 0:02 | 0 | 0 |



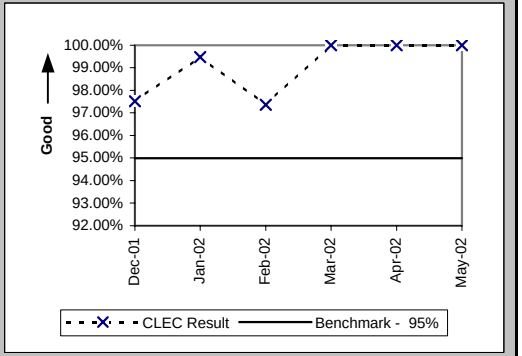

OP-7 - Coordinated "Hot Cut" Interval - Unbundled Loops (Hours:Minutes) Unbundled Loop Other (OP-7) (Diagnostic)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc |
|---|---|---|---|---|---|
| Dec-01 | 0:10 | 2 | 0:05 | 0 | 0 |
| Jan-02 | 0:03 | 1 | 0:03 | 0 | 0 |
| Feb-02 | | | | | |
| Mar-02 | | | | | |
| Apr-02 | | | | | |
| May-02 | | | | | |




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

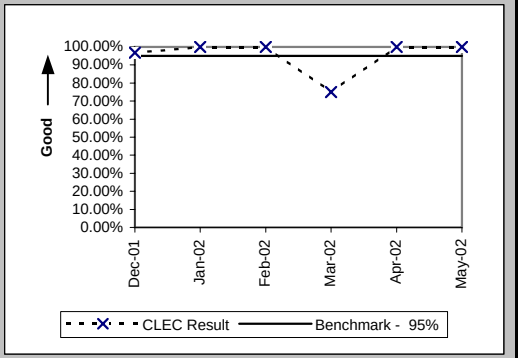
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc |
|---|---|---|---|---|---|
| Dec-01 | 196 | 201 | 97.51% | 0 | 0 |
| Jan-02 | 189 | 190 | 99.47% | 0 | 0 |
| Feb-02 | 74 | 76 | 97.37% | 0 | 0 |
| Mar-02 | 24 | 24 | 100.00% | 0 | 0 |
| Apr-02 | 29 | 29 | 100.00% | 0 | 0 |
| May-02 | 28 | 28 | 100.00% | 0 | 0 |



## Checklist #4 - Unbundled Loop Cutovers

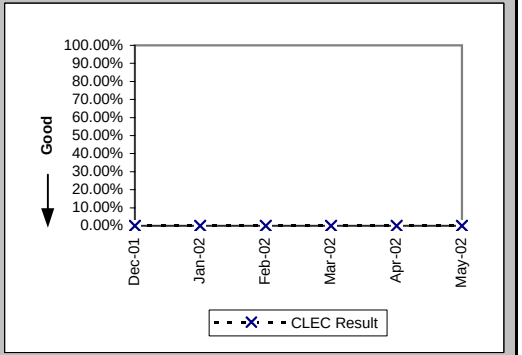
Coordinated Cuts Completed on Time (Percent) Unbundled Loop Other (OP-13A) (Benchmark)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc |
|---|---|---|---|---|---|
| Dec-01 | 31 | 32 | 96.88% | 0 | 0 |
| Jan-02 | 12 | 12 | 100.00% | 0 | 0 |
| Feb-02 | 9 | 9 | 100.00% | 0 | 0 |
| Mar-02 | 3 | 4 | 75.00% | 0 | 0 |
| Apr-02 | 11 | 11 | 100.00% | 0 | 0 |
| May-02 | 8 | 8 | 100.00% | 0 | 0 |



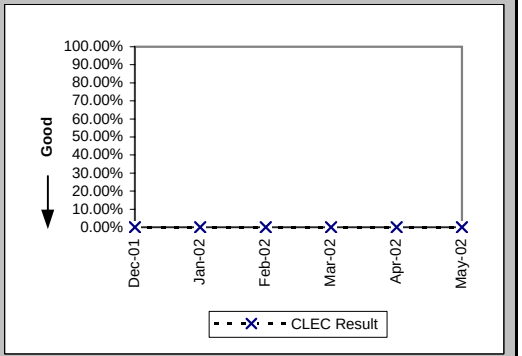

Coordinated Cuts Started Without CLEC Approval (Percent) Unbundled Loop - Analog (OP-13B) (Diagnostic)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc |
|---|---|---|---|---|---|
| Dec-01 | 0 | 201 | 0.00% | 0 | 0 |
| Jan-02 | 0 | 190 | 0.00% | 0 | 0 |
| Feb-02 | 0 | 76 | 0.00% | 0 | 0 |
| Mar-02 | 0 | 24 | 0.00% | 0 | 0 |
| Apr-02 | 0 | 29 | 0.00% | 0 | 0 |
| May-02 | 0 | 28 | 0.00% | 0 | 0 |




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

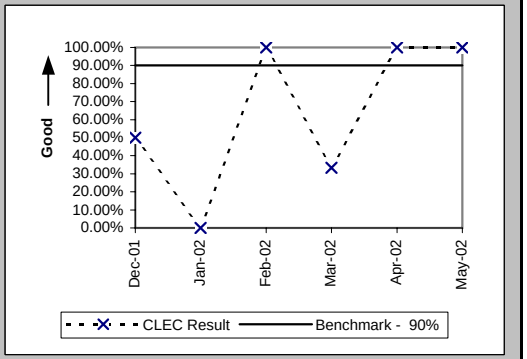
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc |
|---|---|---|---|---|---|
| Dec-01 | 0 | 32 | 0.00% | 0 | 0 |
| Jan-02 | 0 | 12 | 0.00% | 0 | 0 |
| Feb-02 | 0 | 9 | 0.00% | 0 | 0 |
| Mar-02 | 0 | 4 | 0.00% | 0 | 0 |
| Apr-02 | 0 | 11 | 0.00% | 0 | 0 |
| May-02 | 0 | 8 | 0.00% | 0 | 0 |



## Checklist #4 - Unbundled Loop - Conditioned

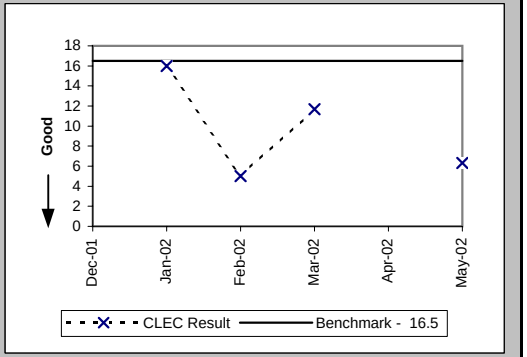
### Installation Commitments Met (Percent) (OP-3D) (Benchmark)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | CLEC Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | 1 | 2 | 50.00% | 0 | 0 | 50.00% |
| Jan-02 | 0 | 2 | 0.00% | 0 | 0 | 0.00% |
| Feb-02 | 1 | 1 | 100.00% | 0 | 0 | 0.00% |
| Mar-02 | 1 | 3 | 33.33% | 0 | 0 | 47.14% |
| Apr-02 | 1 | 1 | 100.00% | 0 | 0 | 0.00% |
| May-02 | 3 | 3 | 100.00% | 0 | 0 | 0.00% |



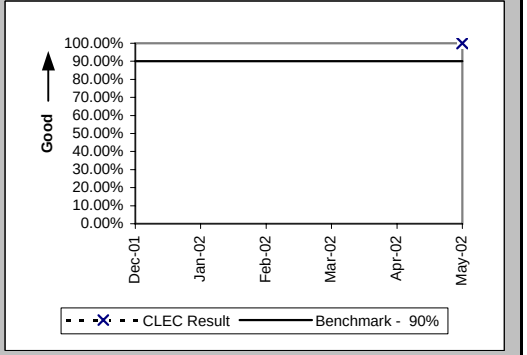

### Installation Interval (Average Days) (OP-4D) (Benchmark)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | CLEC Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | | | | | | |
| Jan-02 | 16 | 1 | 16.00 | 0 | 0 | |
| Feb-02 | 5 | 1 | 5.00 | 0 | 0 | |
| Mar-02 | 35 | 3 | 11.67 | 0 | 0 | 2.52 |
| Apr-02 | | | | | | |
| May-02 | 19 | 3 | 6.33 | 0 | 0 | 1.53 |




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

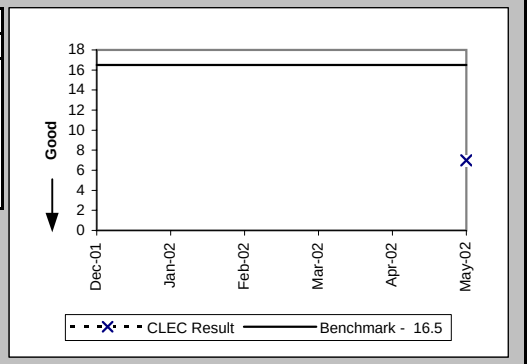
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | CLEC Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | | | | | | |
| Jan-02 | | | | | | |
| Feb-02 | | | | | | |
| Mar-02 | | | | | | |
| Apr-02 | | | | | | |
| May-02 | 1 | 1 | 100.00% | 0 | 0 | 0.00% |



## Checklist #4 - Unbundled Loop - Conditioned

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

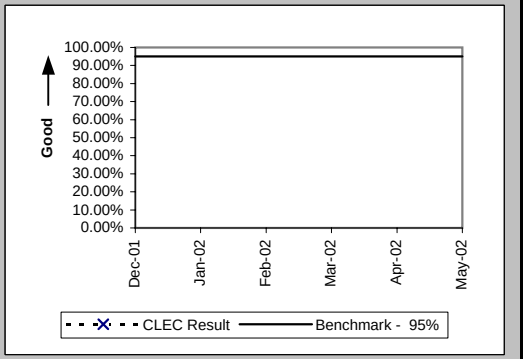
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | CLEC Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | | | | | | |
| Jan-02 | | | | | | |
| Feb-02 | | | | | | |
| Mar-02 | | | | | | |
| Apr-02 | | | | | | |
| May-02 | 7 | 1 | 7.00 | 0 | 0 | |



## Checklist #4 - Line Sharing Installation

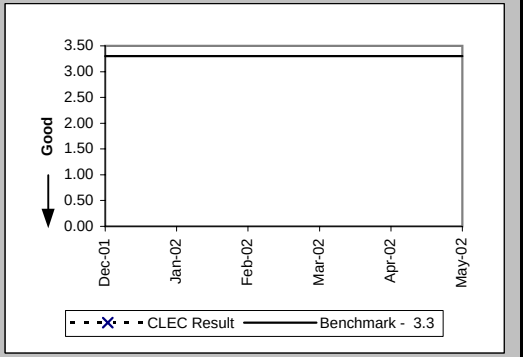
Installation Commitments Met (Percent) (OP-3A) (Benchmark)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | | | | | | |
| Jan-02 | | | | | | |
| Feb-02 | | | | | | |
| Mar-02 | | | | | | |
| Apr-02 | | | | | | |
| May-02 | | | | | | |



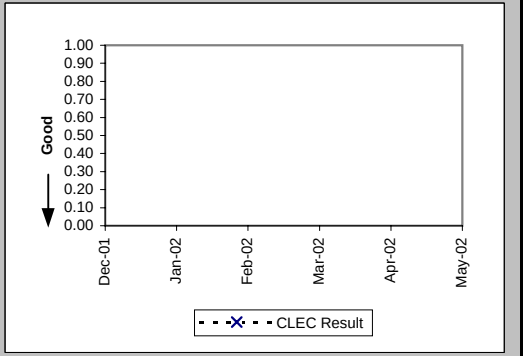

Installation Interval (Average Days) (OP-4A) (Benchmark)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| 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

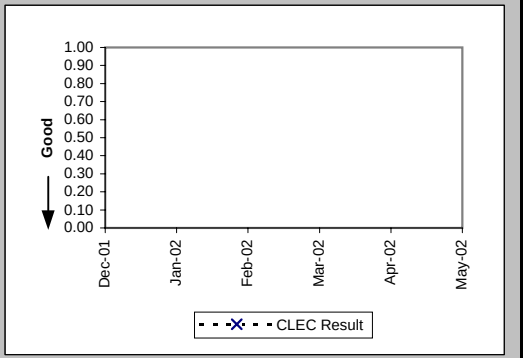
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | | | | | | |
| Jan-02 | | | | | | |
| Feb-02 | | | | | | |
| Mar-02 | | | | | | |
| Apr-02 | | | | | | |
| May-02 | | | | | | |



## Checklist #4 - Line Sharing Installation

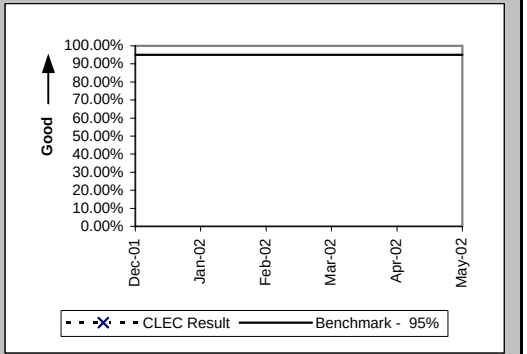
Delayed Days for Facility Reasons (Average Days) (OP-6B-1) (Diagnostic)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | | | | | | |
| Jan-02 | | | | | | |
| Feb-02 | | | | | | |
| Mar-02 | | | | | | |
| Apr-02 | | | | | | |
| May-02 | | | | | | |



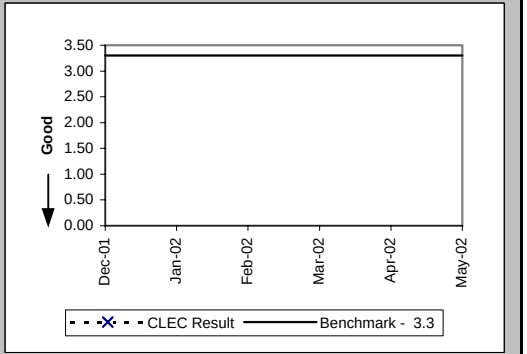

Installation Commitments Met (Percent) (OP-3B) (Benchmark)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | | | | | | |
| Jan-02 | | | | | | |
| Feb-02 | | | | | | |
| Mar-02 | | | | | | |
| Apr-02 | | | | | | |
| May-02 | | | | | | |




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

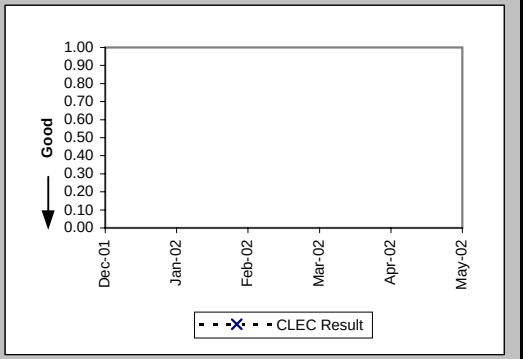
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | | | | | | |
| Jan-02 | | | | | | |
| Feb-02 | | | | | | |
| Mar-02 | | | | | | |
| Apr-02 | | | | | | |
| May-02 | | | | | | |



## Checklist #4 - Line Sharing Installation

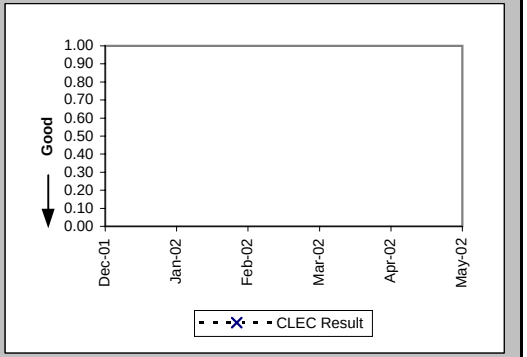
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-2) (Diagnostic)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | | | | | | |
| Jan-02 | | | | | | |
| Feb-02 | | | | | | |
| Mar-02 | | | | | | |
| Apr-02 | | | | | | |
| May-02 | | | | | | |



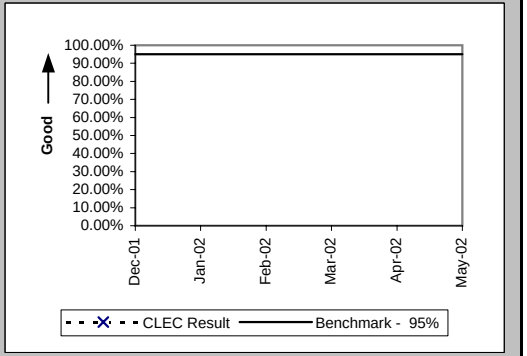

Delayed Days for Facility Reasons (Average Days) (OP-6B-2) (Diagnostic)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | | | | | | |
| Jan-02 | | | | | | |
| Feb-02 | | | | | | |
| Mar-02 | | | | | | |
| Apr-02 | | | | | | |
| May-02 | | | | | | |




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

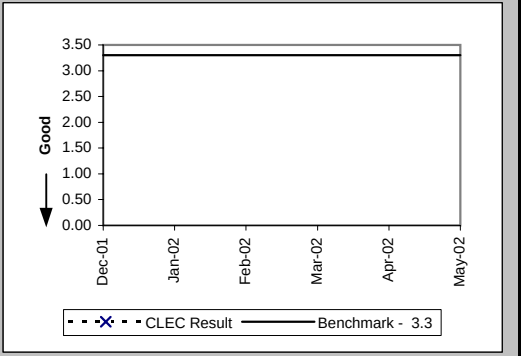
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | | | | | | |
| Jan-02 | | | | | | |
| Feb-02 | | | | | | |
| Mar-02 | | | | | | |
| Apr-02 | | | | | | |
| May-02 | | | | | | |



## Checklist #4 - Line Sharing Installation

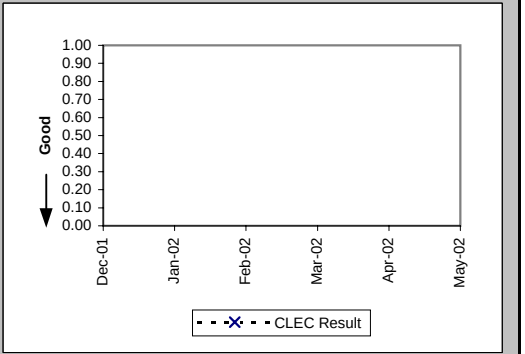
Installation Interval (Average Days) (OP-4C) (Benchmark)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | | | | | | |
| Jan-02 | | | | | | |
| Feb-02 | | | | | | |
| Mar-02 | | | | | | |
| Apr-02 | | | | | | |
| May-02 | | | | | | |



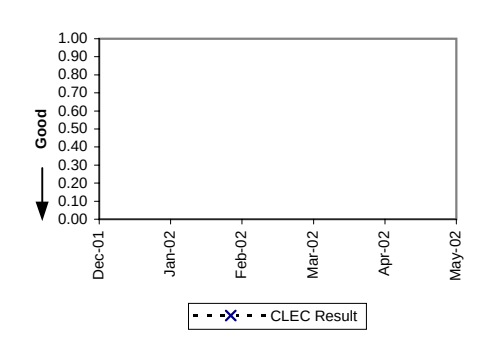

Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-3) (Diagnostic)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| 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

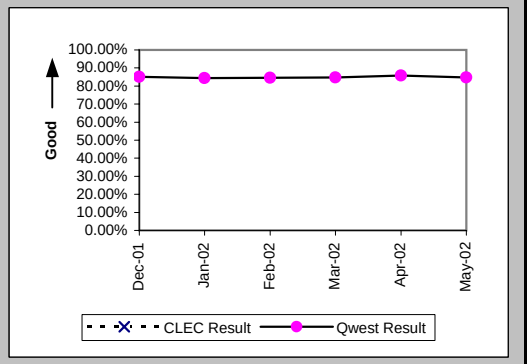
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | | | | | | |
| Jan-02 | | | | | | |
| Feb-02 | | | | | | |
| Mar-02 | | | | | | |
| Apr-02 | | | | | | |
| May-02 | | | | | | |



## Checklist #4 - Line Sharing Installation

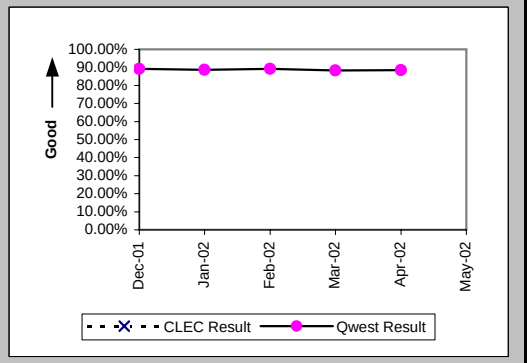
New Service Installation Quality (Percent) (OP-5) (Parity)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 4928 | 5791 | 85.10% | 35.61% | | | |
| Jan-02 | | | | | | 4752 | 5628 | 84.44% | 36.25% | | | |
| Feb-02 | | | | | | 4826 | 5703 | 84.62% | 36.07% | | | |
| Mar-02 | | | | | | 4980 | 5870 | 84.84% | 35.87% | | | |
| Apr-02 | | | | | | 5123 | 5971 | 85.80% | 34.91% | | | |
| May-02 | | | | | | 5062 | 5971 | 84.78% | 35.92% | | | |




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

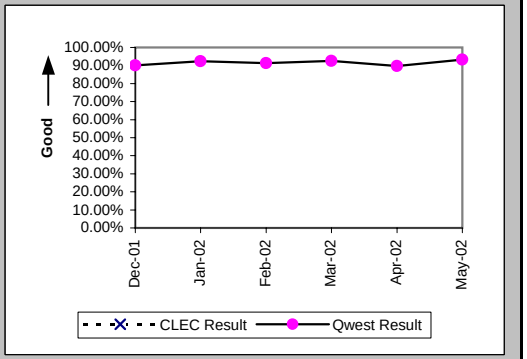
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 5166 | 5791 | 89.21% | 31.03% | | | |
| Jan-02 | | | | | | 4994 | 5628 | 88.73% | 31.62% | | | |
| Feb-02 | | | | | | 5090 | 5703 | 89.25% | 30.97% | | | |
| Mar-02 | | | | | | 5188 | 5870 | 88.38% | 32.04% | | | |
| Apr-02 | | | | | | 5285 | 5971 | 88.51% | 31.89% | | | |
| May-02 | | | | | | | | | | | | |



## Checklist #4 - Line Sharing Repair

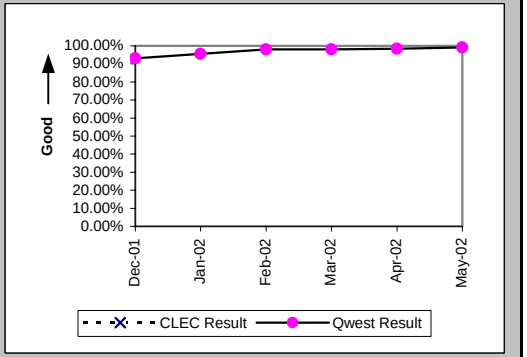
### Out of Service Cleared within 24 hours (Percent) (MR-3A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 1131 | 1256 | 90.05% | 29.94% | | | |
| Jan-02 | | | | | | 1278 | 1384 | 92.34% | 26.59% | | | |
| Feb-02 | | | | | | 1116 | 1223 | 91.25% | 28.26% | | | |
| Mar-02 | | | | | | 1105 | 1194 | 92.55% | 26.26% | | | |
| Apr-02 | | | | | | 1479 | 1650 | 89.64% | 30.48% | | | |
| May-02 | | | | | | 1739 | 1866 | 93.19% | 25.18% | | | |



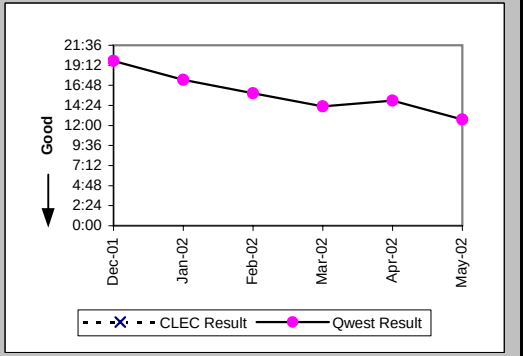

### All Troubles Cleared within 48 hours (Percent) (MR-4A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 1617 | 1738 | 93.04% | 25.45% | | | |
| Jan-02 | | | | | | 1694 | 1774 | 95.49% | 20.75% | | | |
| Feb-02 | | | | | | 1576 | 1608 | 98.01% | 13.97% | | | |
| Mar-02 | | | | | | 1560 | 1591 | 98.05% | 13.82% | | | |
| Apr-02 | | | | | | 2134 | 2169 | 98.39% | 12.60% | | | |
| May-02 | | | | | | 2386 | 2408 | 99.09% | 9.51% | | | |




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

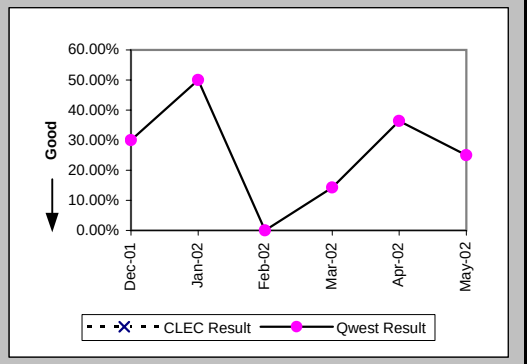
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 34295:20 | 1738 | 19:44 | 18:00 | | | |
| Jan-02 | | | | | | 30948:23 | 1774 | 17:27 | 16:12 | | | |
| Feb-02 | | | | | | 25495:42 | 1608 | 15:51 | 13:04 | | | |
| Mar-02 | | | | | | 22734:38 | 1591 | 14:17 | 12:34 | | | |
| Apr-02 | | | | | | 32480:06 | 2169 | 14:58 | 12:08 | | | |
| May-02 | | | | | | 30632:58 | 2408 | 12:43 | 10:08 | | | |



## Checklist #4 - Line Sharing Repair

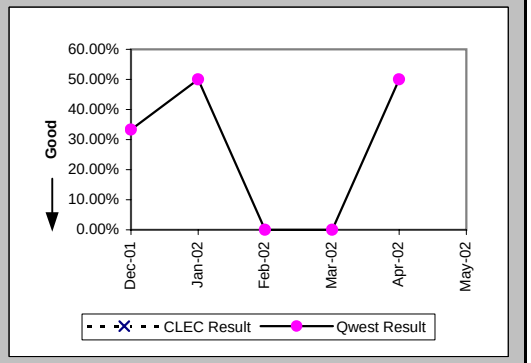
Repair Repeat Report Rate (Percent) (MR-7A) (Diagnostic)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 3 | 10 | 30.00% | 45.83% | | | |
| Jan-02 | | | | | | 2 | 4 | 50.00% | 50.00% | | | |
| Feb-02 | | | | | | 0 | 2 | 0.00% | 0.00% | | | |
| Mar-02 | | | | | | 1 | 7 | 14.29% | 34.99% | | | |
| Apr-02 | | | | | | 4 | 11 | 36.36% | 48.10% | | | |
| May-02 | | | | | | 2 | 8 | 25.00% | 43.30% | | | |




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

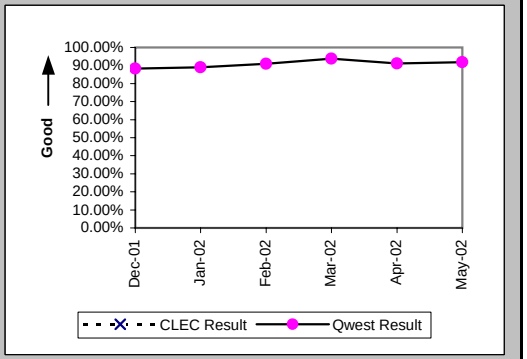
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 2 | 6 | 33.33% | 47.14% | | | |
| Jan-02 | | | | | | 1 | 2 | 50.00% | 50.00% | | | |
| Feb-02 | | | | | | 0 | 2 | 0.00% | 0.00% | | | |
| Mar-02 | | | | | | 0 | 3 | 0.00% | 0.00% | | | |
| Apr-02 | | | | | | 2 | 4 | 50.00% | 50.00% | | | |
| May-02 | | | | | | | | | | | | |



## Checklist #4 - Line Sharing Repair

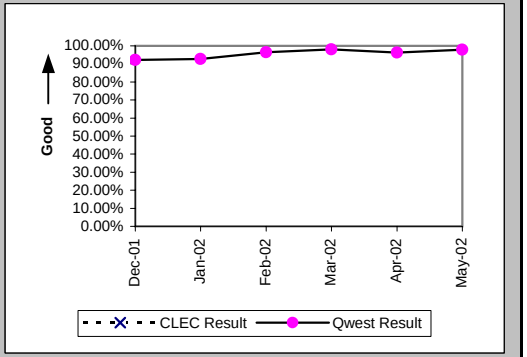
Out of Service Cleared within 24 hours (Percent) (MR-3B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 629 | 712 | 88.34% | 32.09% | | | |
| Jan-02 | | | | | | 498 | 560 | 88.93% | 31.38% | | | |
| Feb-02 | | | | | | 525 | 577 | 90.99% | 28.64% | | | |
| Mar-02 | | | | | | 617 | 658 | 93.77% | 24.17% | | | |
| Apr-02 | | | | | | 801 | 879 | 91.13% | 28.44% | | | |
| May-02 | | | | | | 837 | 911 | 91.88% | 27.32% | | | |



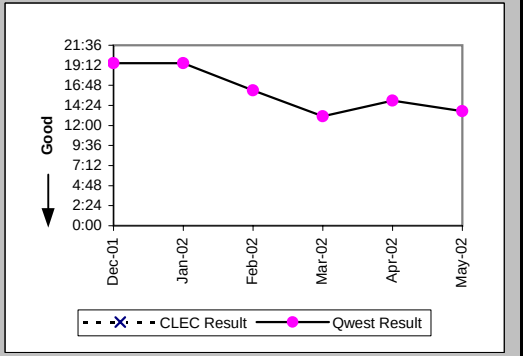

All Troubles Cleared within 48 hours (Percent) (MR-4B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 965 | 1046 | 92.26% | 26.73% | | | |
| Jan-02 | | | | | | 792 | 854 | 92.74% | 25.95% | | | |
| Feb-02 | | | | | | 818 | 848 | 96.46% | 18.47% | | | |
| Mar-02 | | | | | | 907 | 925 | 98.05% | 13.81% | | | |
| Apr-02 | | | | | | 1217 | 1265 | 96.21% | 19.11% | | | |
| May-02 | | | | | | 1278 | 1305 | 97.93% | 14.23% | | | |




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

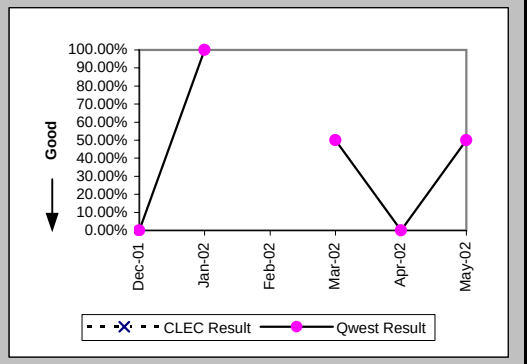
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 20342:04 | 1046 | 19:27 | 19:41 | | | |
| Jan-02 | | | | | | 16627:31 | 854 | 19:28 | 19:19 | | | |
| Feb-02 | | | | | | 13745:50 | 848 | 16:13 | 15:14 | | | |
| Mar-02 | | | | | | 12137:27 | 925 | 13:07 | 14:32 | | | |
| Apr-02 | | | | | | 18931:53 | 1265 | 14:58 | 14:17 | | | |
| May-02 | | | | | | 17884:29 | 1305 | 13:42 | 12:03 | | | |



## Checklist #4 - Line Sharing Repair

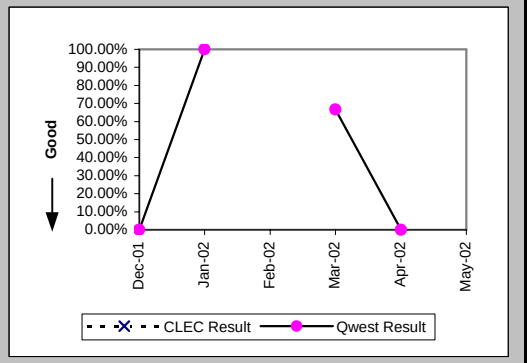
Repair Repeat Report Rate (Percent) (MR-7B) (Diagnostic)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| Jan-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | 3 | 6 | 50.00% | 50.00% | | | |
| Apr-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| May-02 | | | | | | 1 | 2 | 50.00% | 50.00% | | | |




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

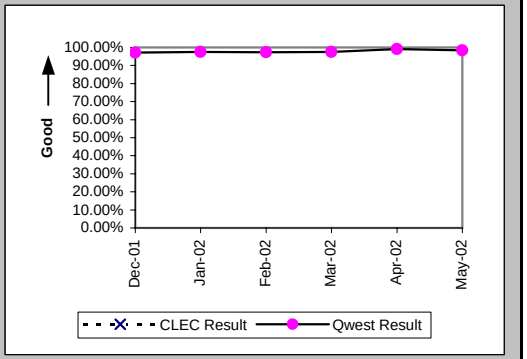
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| Jan-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | 2 | 3 | 66.67% | 47.14% | | | |
| Apr-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| May-02 | | | | | | | | | | | | |



## Checklist #4 - Line Sharing Repair

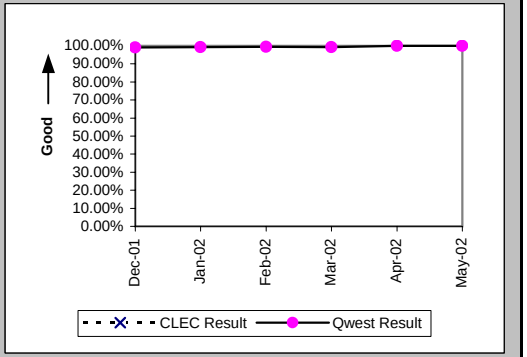
### Out of Service Cleared within 24 hours (Percent) (MR-3C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 629 | 647 | 97.22% | 16.45% | | | |
| Jan-02 | | | | | | 567 | 581 | 97.59% | 15.33% | | | |
| Feb-02 | | | | | | 564 | 579 | 97.41% | 15.89% | | | |
| Mar-02 | | | | | | 552 | 566 | 97.53% | 15.53% | | | |
| Apr-02 | | | | | | 535 | 540 | 99.07% | 9.58% | | | |
| May-02 | | | | | | 652 | 663 | 98.34% | 12.77% | | | |



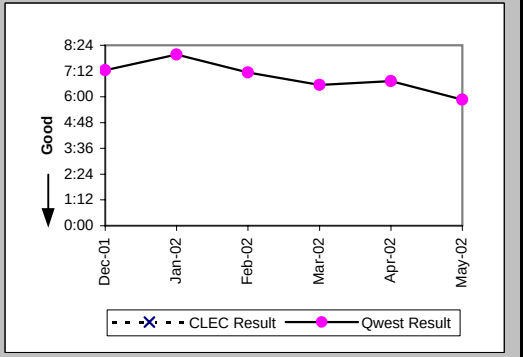

### All Troubles Cleared within 48 hours (Percent) (MR-4C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 1444 | 1458 | 99.04% | 9.75% | | | |
| Jan-02 | | | | | | 1296 | 1306 | 99.23% | 8.72% | | | |
| Feb-02 | | | | | | 1286 | 1293 | 99.46% | 7.34% | | | |
| Mar-02 | | | | | | 1282 | 1292 | 99.23% | 8.76% | | | |
| Apr-02 | | | | | | 1237 | 1238 | 99.92% | 2.84% | | | |
| May-02 | | | | | | 1298 | 1299 | 99.92% | 2.77% | | | |




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

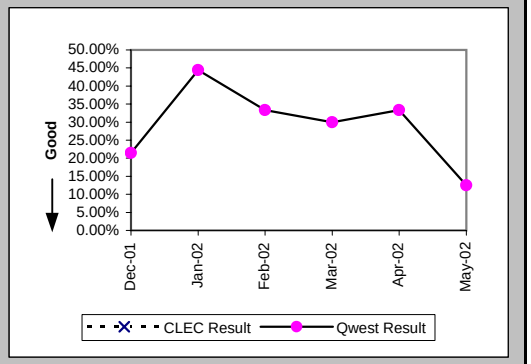
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 10556:42 | 1458 | 7:14 | 10:28 | | | |
| Jan-02 | | | | | | 10411:59 | 1306 | 7:58 | 12:47 | | | |
| Feb-02 | | | | | | 9219:07 | 1293 | 7:08 | 9:58 | | | |
| Mar-02 | | | | | | 8465:50 | 1292 | 6:33 | 10:34 | | | |
| Apr-02 | | | | | | 8334:28 | 1238 | 6:44 | 8:00 | | | |
| May-02 | | | | | | 7626:12 | 1299 | 5:52 | 7:21 | | | |



## Checklist #4 - Line Sharing Repair

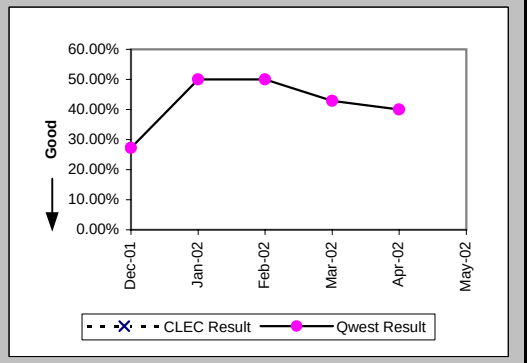
Repair Repeat Report Rate (Percent) (MR-7C) (Diagnostic)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 3 | 14 | 21.43% | 41.03% | | | |
| Jan-02 | | | | | | 8 | 18 | 44.44% | 49.69% | | | |
| Feb-02 | | | | | | 1 | 3 | 33.33% | 47.14% | | | |
| Mar-02 | | | | | | 3 | 10 | 30.00% | 45.83% | | | |
| Apr-02 | | | | | | 3 | 9 | 33.33% | 47.14% | | | |
| May-02 | | | | | | 2 | 16 | 12.50% | 33.07% | | | |




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

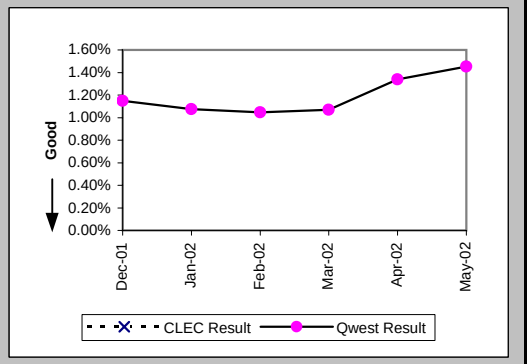
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 3 | 11 | 27.27% | 44.54% | | | |
| Jan-02 | | | | | | 7 | 14 | 50.00% | 50.00% | | | |
| Feb-02 | | | | | | 1 | 2 | 50.00% | 50.00% | | | |
| Mar-02 | | | | | | 3 | 7 | 42.86% | 49.49% | | | |
| Apr-02 | | | | | | 2 | 5 | 40.00% | 48.99% | | | |
| May-02 | | | | | | | | | | | | |



## Checklist #4 - Line Sharing Repair

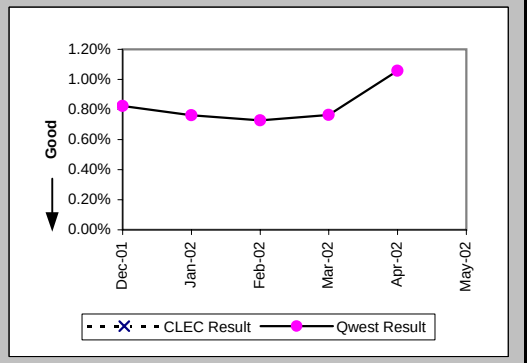
Trouble Rate (Percent) (MR-8) (Parity)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 4361 | 379575 | 1.15% | 10.66% | | | |
| Jan-02 | | | | | | 4021 | 374468 | 1.07% | 10.31% | | | |
| Feb-02 | | | | | | 3826 | 365309 | 1.05% | 10.18% | | | |
| Mar-02 | | | | | | 3901 | 364423 | 1.07% | 10.29% | | | |
| Apr-02 | | | | | | 4784 | 357203 | 1.34% | 11.50% | | | |
| May-02 | | | | | | 5132 | 353493 | 1.45% | 11.96% | | | |




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

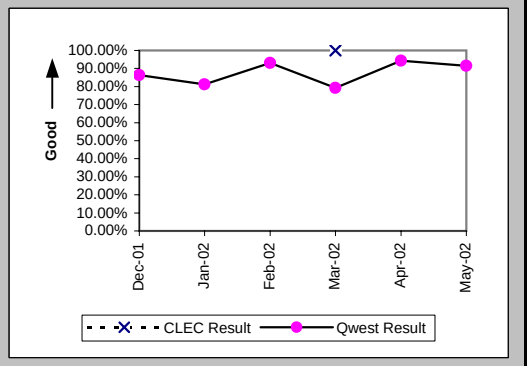
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 3126 | 379575 | 0.82% | 9.04% | | | |
| Jan-02 | | | | | | 2853 | 374468 | 0.76% | 8.70% | | | |
| Feb-02 | | | | | | 2662 | 365309 | 0.73% | 8.51% | | | |
| Mar-02 | | | | | | 2782 | 364423 | 0.76% | 8.70% | | | |
| Apr-02 | | | | | | 3776 | 357203 | 1.06% | 10.23% | | | |
| May-02 | | | | | | | | | | | | |



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

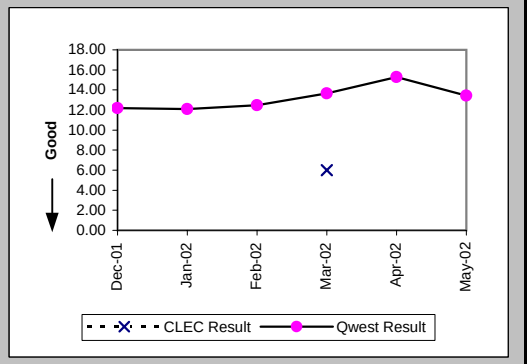
Installation Commitments Met (Percent) (OP-3D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 140 | 162 | 86.42% | 34.26% | | | |
| Jan-02 | | | | | | 125 | 154 | 81.17% | 39.10% | | | |
| Feb-02 | | | | | | 162 | 174 | 93.10% | 25.34% | | | |
| Mar-02 | 1 | 1 | 100.00% | 0 | 0 | 126 | 159 | 79.25% | 40.56% | -0.51 | -1.31 | No |
| Apr-02 | | | | | | 249 | 264 | 94.32% | 23.15% | | | |
| May-02 | | | | | | 162 | 177 | 91.53% | 27.85% | | | |



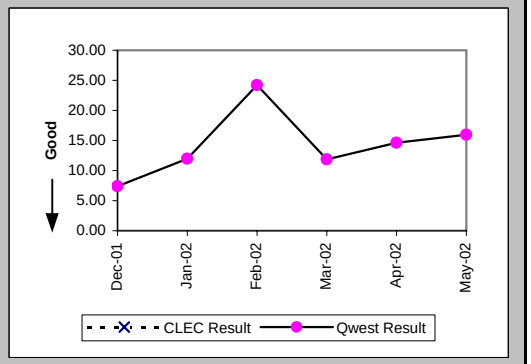

Installation Interval (Average Days) (OP-4D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 2156 | 177 | 12.18 | 6.69 | | | |
| Jan-02 | | | | | | 2132 | 176 | 12.11 | 7.24 | | | |
| Feb-02 | | | | | | 2547 | 204 | 12.49 | 12.75 | | | |
| Mar-02 | 6 | 1 | 6.00 | 0 | 0 | 2773 | 203 | 13.66 | 9.86 | -0.77 | -1.47 | No |
| Apr-02 | | | | | | 4709 | 308 | 15.29 | 8.70 | | | |
| May-02 | | | | | | 2822 | 210 | 13.44 | 9.12 | | | |




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

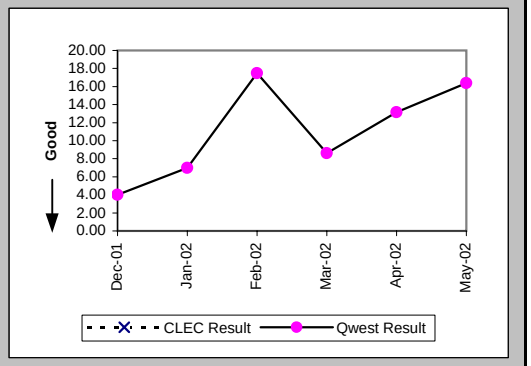
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 155 | 21 | 7.38 | 6.33 | | | |
| Jan-02 | | | | | | 371 | 31 | 11.97 | 7.99 | | | |
| Feb-02 | | | | | | 363 | 15 | 24.20 | 36.93 | | | |
| Mar-02 | | | | | | 392 | 33 | 11.88 | 18.50 | | | |
| Apr-02 | | | | | | 293 | 20 | 14.65 | 12.90 | | | |
| May-02 | | | | | | 255 | 16 | 15.94 | 10.95 | | | |



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

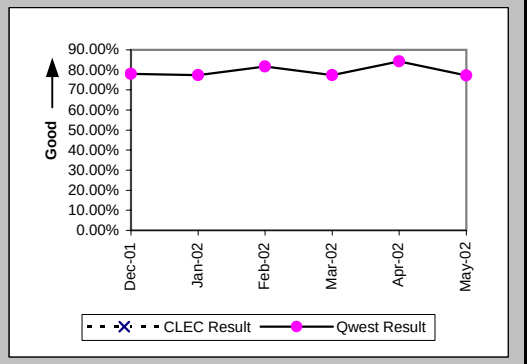
Delayed Days for Facility Reasons (Average Days) (OP-6B-4) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 8 | 2 | 4.00 | 4.24 | | | |
| Jan-02 | | | | | | 21 | 3 | 7.00 | 7.81 | | | |
| Feb-02 | | | | | | 35 | 2 | 17.50 | 17.68 | | | |
| Mar-02 | | | | | | 43 | 5 | 8.60 | 8.56 | | | |
| Apr-02 | | | | | | 79 | 6 | 13.17 | 10.32 | | | |
| May-02 | | | | | | 82 | 5 | 16.40 | 7.16 | | | |



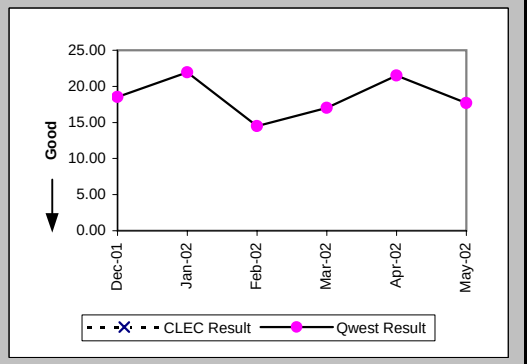

Installation Commitments Met (Percent) (OP-3E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 46 | 59 | 77.97% | 41.45% | | | |
| Jan-02 | | | | | | 75 | 97 | 77.32% | 41.88% | | | |
| Feb-02 | | | | | | 89 | 109 | 81.65% | 38.71% | | | |
| Mar-02 | | | | | | 58 | 75 | 77.33% | 41.87% | | | |
| Apr-02 | | | | | | 75 | 89 | 84.27% | 36.41% | | | |
| May-02 | | | | | | 68 | 88 | 77.27% | 41.91% | | | |




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

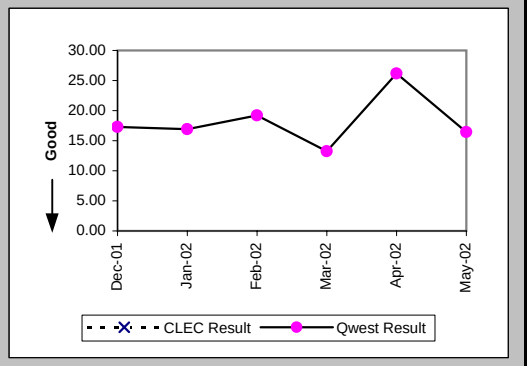
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 1391 | 75 | 18.55 | 14.81 | | | |
| Jan-02 | | | | | | 2766 | 126 | 21.95 | 16.62 | | | |
| Feb-02 | | | | | | 1653 | 114 | 14.50 | 13.54 | | | |
| Mar-02 | | | | | | 1532 | 90 | 17.02 | 8.35 | | | |
| Apr-02 | | | | | | 2712 | 126 | 21.52 | 16.69 | | | |
| May-02 | | | | | | 1876 | 106 | 17.70 | 14.93 | | | |



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

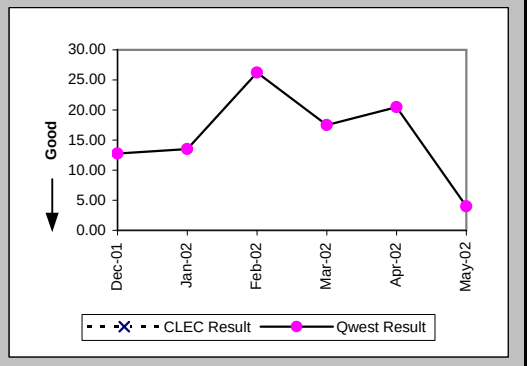
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 294 | 17 | 17.29 | 15.92 | | | |
| Jan-02 | | | | | | 508 | 30 | 16.93 | 9.93 | | | |
| Feb-02 | | | | | | 288 | 15 | 19.20 | 23.76 | | | |
| Mar-02 | | | | | | 238 | 18 | 13.22 | 10.38 | | | |
| Apr-02 | | | | | | 497 | 19 | 26.16 | 32.95 | | | |
| May-02 | | | | | | 411 | 25 | 16.44 | 20.46 | | | |



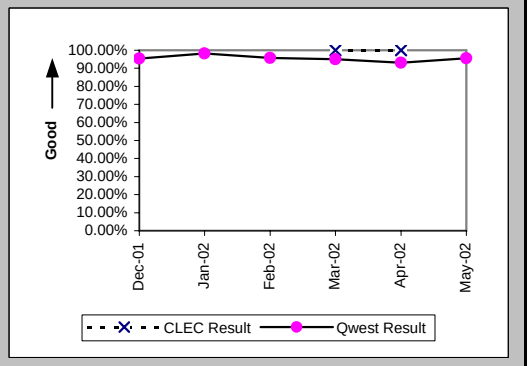

Delayed Days for Facility Reasons (Average Days) (OP-6B-5) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 51 | 4 | 12.75 | 8.88 | | | |
| Jan-02 | | | | | | 27 | 2 | 13.50 | 4.95 | | | |
| Feb-02 | | | | | | 131 | 5 | 26.20 | 16.07 | | | |
| Mar-02 | | | | | | 35 | 2 | 17.50 | 14.85 | | | |
| Apr-02 | | | | | | 41 | 2 | 20.50 | 13.44 | | | |
| May-02 | | | | | | 4 | 1 | 4.00 | | | | |




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

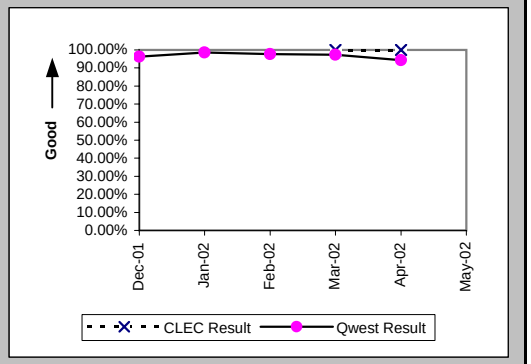
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 230 | 241 | 95.44% | 20.87% | | | |
| Jan-02 | | | | | | 276 | 281 | 98.22% | 13.22% | | | |
| Feb-02 | | | | | | 299 | 312 | 95.83% | 19.98% | | | |
| Mar-02 | 1 | 1 | 100.00% | 0 | 0 | 291 | 306 | 95.10% | 21.59% | -0.23 | -1.14 | No |
| Apr-02 | 1 | 1 | 100.00% | 0 | 0 | 340 | 365 | 93.15% | 25.26% | -0.27 | -1.16 | No |
| May-02 | | | | | | 361 | 378 | 95.50% | 20.72% | | | |



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

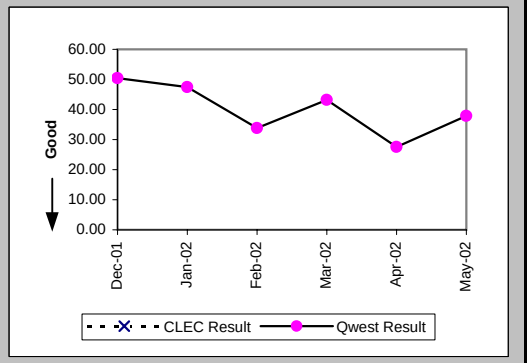
New Service Installation Quality (Percent) (OP-5*) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 232 | 241 | 96.27% | 18.96% | | | |
| Jan-02 | | | | | | 277 | 281 | 98.58% | 11.85% | | | |
| Feb-02 | | | | | | 305 | 312 | 97.76% | 14.81% | | | |
| Mar-02 | 1 | 1 | 100.00% | 0 | 0 | 298 | 306 | 97.39% | 15.96% | -0.16 | -1.1 | No |
| Apr-02 | 1 | 1 | 100.00% | 0 | 0 | 344 | 365 | 94.25% | 23.29% | -0.25 | -1.15 | No |
| May-02 | | | | | | | | | | | | |




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

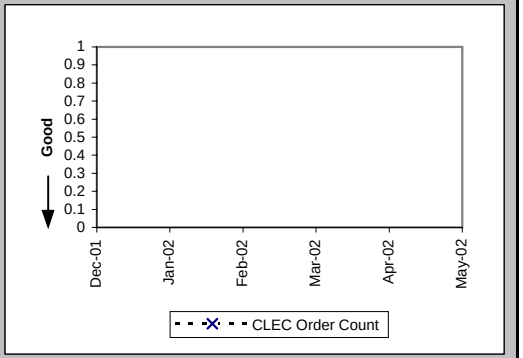
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 1461 | 29 | 50.38 | 45.13 | | | |
| Jan-02 | | | | | | 1805 | 38 | 47.50 | 44.51 | | | |
| Feb-02 | | | | | | 1895 | 56 | 33.84 | 45.39 | | | |
| Mar-02 | | | | | | 1773 | 41 | 43.24 | 49.06 | | | |
| Apr-02 | | | | | | 1157 | 42 | 27.55 | 43.54 | | | |
| May-02 | | | | | | 1326 | 35 | 37.89 | 54.39 | | | |



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

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

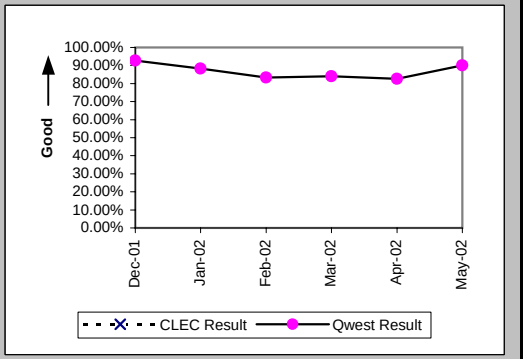
| Date | CLEC Order Count |
|---|---|
| Dec-01 | |
| Jan-02 | |
| Feb-02 | |
| Mar-02 | |
| Apr-02 | |
| May-02 | |



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

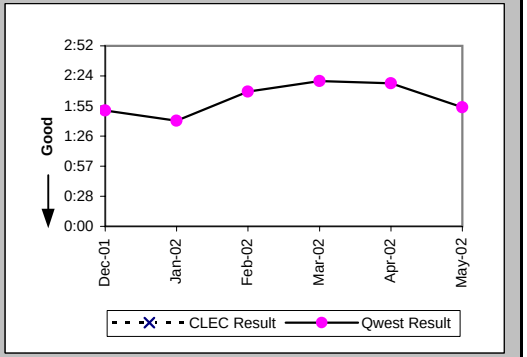
All Troubles Cleared within 4 hours (Percent) (MR-5A) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 76 | 82 | 92.68% | 26.04% | | | |
| Jan-02 | | | | | | 76 | 86 | 88.37% | 32.06% | | | |
| Feb-02 | | | | | | 105 | 126 | 83.33% | 37.27% | | | |
| Mar-02 | | | | | | 100 | 119 | 84.03% | 36.63% | | | |
| Apr-02 | | | | | | 100 | 121 | 82.64% | 37.87% | | | |
| May-02 | | | | | | 91 | 101 | 90.10% | 29.87% | | | |



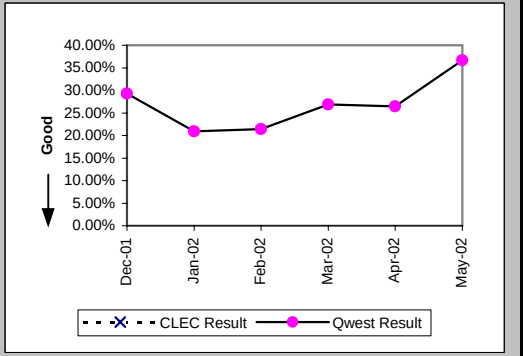

Mean Time to Restore (Hours:Minutes) (MR-6D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 152:04 | 82 | 1:51 | 2:53 | | | |
| Jan-02 | | | | | | 144:03 | 86 | 1:41 | 1:54 | | | |
| Feb-02 | | | | | | 271:18 | 126 | 2:09 | 2:36 | | | |
| Mar-02 | | | | | | 274:54 | 119 | 2:19 | 3:00 | | | |
| Apr-02 | | | | | | 276:56 | 121 | 2:17 | 2:35 | | | |
| May-02 | | | | | | 191:46 | 101 | 1:54 | 2:15 | | | |




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

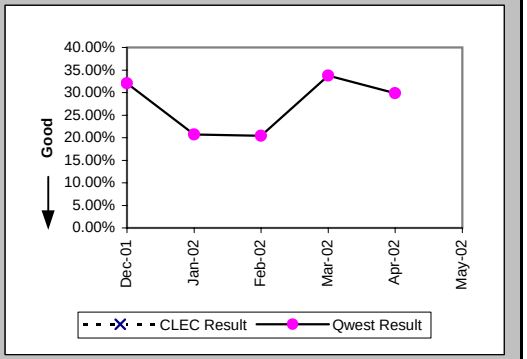
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 24 | 82 | 29.27% | 45.50% | | | |
| Jan-02 | | | | | | 18 | 86 | 20.93% | 40.68% | | | |
| Feb-02 | | | | | | 27 | 126 | 21.43% | 41.03% | | | |
| Mar-02 | | | | | | 32 | 119 | 26.89% | 44.34% | | | |
| Apr-02 | | | | | | 32 | 121 | 26.45% | 44.10% | | | |
| May-02 | | | | | | 37 | 101 | 36.63% | 48.18% | | | |



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

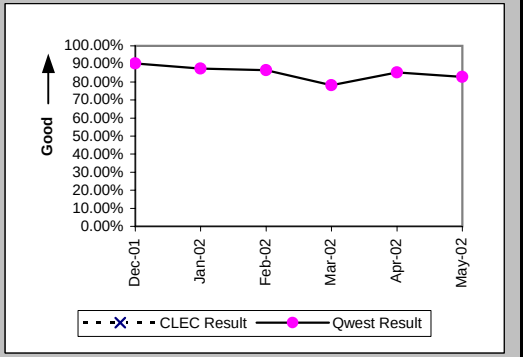
### Repair Repeat Report Rate (Percent) (MR-7D*) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 17 | 53 | 32.08% | 46.68% | | | |
| Jan-02 | | | | | | 12 | 58 | 20.69% | 40.51% | | | |
| Feb-02 | | | | | | 18 | 88 | 20.45% | 40.34% | | | |
| Mar-02 | | | | | | 27 | 80 | 33.75% | 47.29% | | | |
| Apr-02 | | | | | | 26 | 87 | 29.89% | 45.78% | | | |
| May-02 | | | | | | | | | | | | |



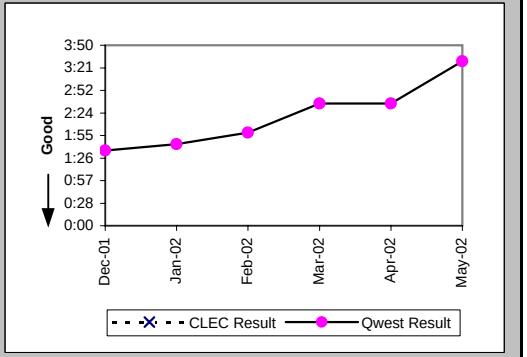

### All Troubles Cleared within 4 hours (Percent) (MR-5B) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 55 | 61 | 90.16% | 29.78% | | | |
| Jan-02 | | | | | | 35 | 40 | 87.50% | 33.07% | | | |
| Feb-02 | | | | | | 51 | 59 | 86.44% | 34.24% | | | |
| Mar-02 | | | | | | 36 | 46 | 78.26% | 41.25% | | | |
| Apr-02 | | | | | | 64 | 75 | 85.33% | 35.38% | | | |
| May-02 | | | | | | 67 | 81 | 82.72% | 37.81% | | | |




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

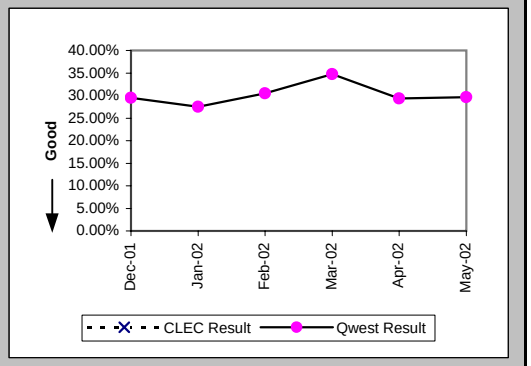
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 97:21 | 61 | 1:36 | 1:45 | | | |
| Jan-02 | | | | | | 69:14 | 40 | 1:44 | 2:10 | | | |
| Feb-02 | | | | | | 117:28 | 59 | 1:59 | 2:44 | | | |
| Mar-02 | | | | | | 119:28 | 46 | 2:36 | 3:10 | | | |
| Apr-02 | | | | | | 195:29 | 75 | 2:36 | 3:24 | | | |
| May-02 | | | | | | 283:13 | 81 | 3:30 | 4:28 | | | |



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

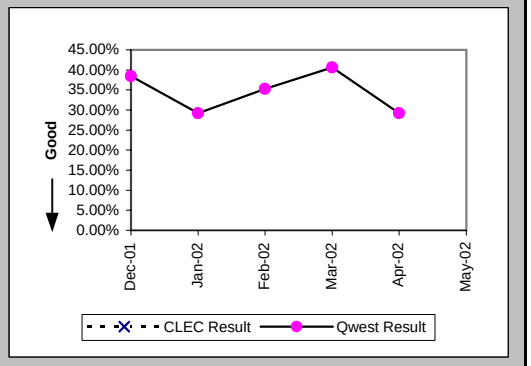
Repair Repeat Report Rate (Percent) (MR-7E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 18 | 61 | 29.51% | 45.61% | | | |
| Jan-02 | | | | | | 11 | 40 | 27.50% | 44.65% | | | |
| Feb-02 | | | | | | 18 | 59 | 30.51% | 46.04% | | | |
| Mar-02 | | | | | | 16 | 46 | 34.78% | 47.63% | | | |
| Apr-02 | | | | | | 22 | 75 | 29.33% | 45.53% | | | |
| May-02 | | | | | | 24 | 81 | 29.63% | 45.66% | | | |



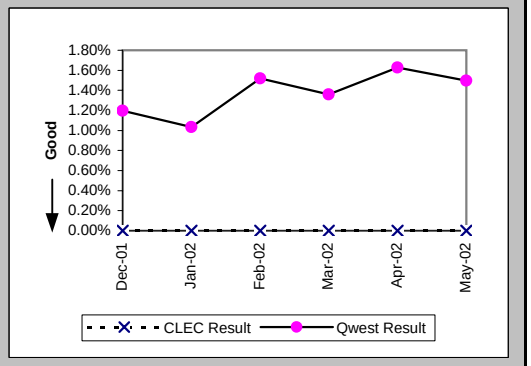

Repair Repeat Report Rate (Percent) (MR-7E*) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 15 | 39 | 38.46% | 48.65% | | | |
| Jan-02 | | | | | | 7 | 24 | 29.17% | 45.45% | | | |
| Feb-02 | | | | | | 12 | 34 | 35.29% | 47.79% | | | |
| Mar-02 | | | | | | 13 | 32 | 40.63% | 49.11% | | | |
| Apr-02 | | | | | | 14 | 48 | 29.17% | 45.45% | | | |
| May-02 | | | | | | | | | | | | |




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

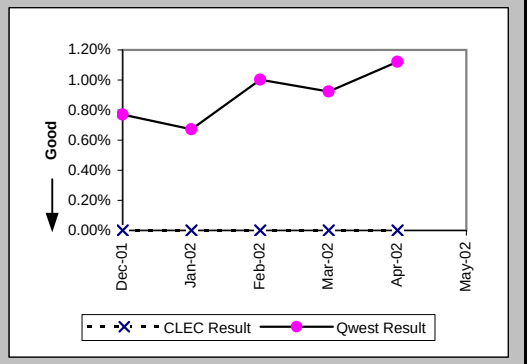
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 0 | 19 | 0.00% | 0 | 0 | 143 | 11934 | 1.20% | 10.88% | -0.48 | -1.29 | No |
| Jan-02 | 0 | 19 | 0.00% | 0 | 0 | 126 | 12182 | 1.03% | 10.12% | -0.45 | -1.27 | No |
| Feb-02 | 0 | 19 | 0.00% | 0 | 0 | 185 | 12170 | 1.52% | 12.24% | -0.54 | -1.33 | No |
| Mar-02 | 0 | 20 | 0.00% | 0 | 0 | 165 | 12127 | 1.36% | 11.58% | -0.52 | -1.32 | No |
| Apr-02 | 0 | 20 | 0.00% | 0 | 0 | 196 | 12050 | 1.63% | 12.65% | -0.57 | -1.35 | No |
| May-02 | 0 | 20 | 0.00% | 0 | 0 | 182 | 12171 | 1.50% | 12.14% | -0.55 | -1.33 | No |



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

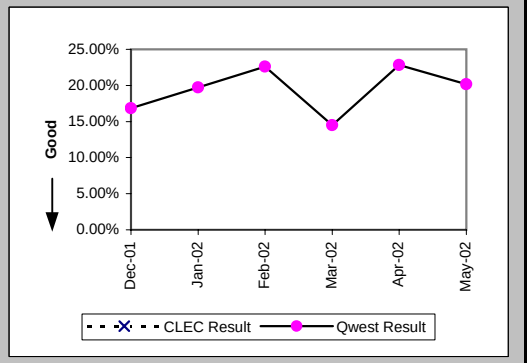
Trouble Rate (Percent) (MR-8*) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 0 | 19 | 0.00% | 0 | 0 | 92 | 11934 | 0.77% | 8.75% | -0.38 | -1.23 | No |
| Jan-02 | 0 | 19 | 0.00% | 0 | 0 | 82 | 12182 | 0.67% | 8.18% | -0.36 | -1.22 | No |
| Feb-02 | 0 | 19 | 0.00% | 0 | 0 | 122 | 12170 | 1.00% | 9.96% | -0.44 | -1.27 | No |
| Mar-02 | 0 | 20 | 0.00% | 0 | 0 | 112 | 12127 | 0.92% | 9.57% | -0.43 | -1.26 | No |
| Apr-02 | 0 | 20 | 0.00% | 0 | 0 | 135 | 12050 | 1.12% | 10.53% | -0.48 | -1.29 | No |
| May-02 | | | | | | | | | | | | |




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

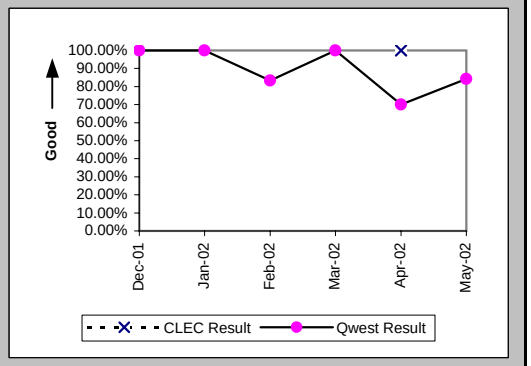
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 29 | 172 | 16.86% | 37.44% | | | |
| Jan-02 | | | | | | 31 | 157 | 19.75% | 39.81% | | | |
| Feb-02 | | | | | | 54 | 239 | 22.59% | 41.82% | | | |
| Mar-02 | | | | | | 28 | 193 | 14.51% | 35.22% | | | |
| Apr-02 | | | | | | 58 | 254 | 22.83% | 41.98% | | | |
| May-02 | | | | | | 46 | 228 | 20.18% | 40.13% | | | |



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

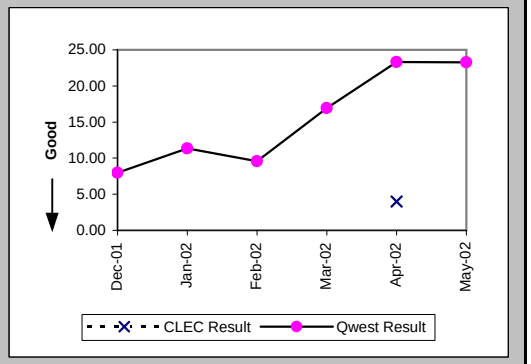
Installation Commitments Met (Percent) (OP-3D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 2 | 2 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 8 | 8 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | 5 | 6 | 83.33% | 37.27% | | | |
| Mar-02 | | | | | | 6 | 6 | 100.00% | 0.00% | | | |
| Apr-02 | 1 | 1 | 100.00% | 0 | 0 | 7 | 10 | 70.00% | 45.83% | -0.62 | -1.38 | No |
| May-02 | | | | | | 16 | 19 | 84.21% | 36.46% | | | |



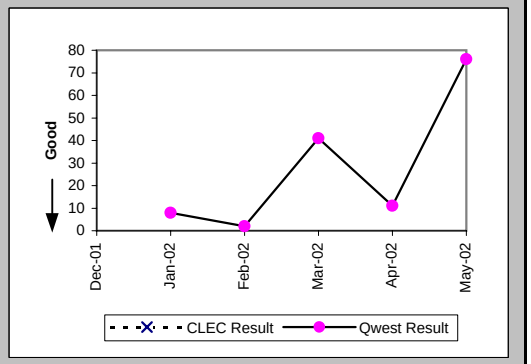

Installation Interval (Average Days) (OP-4D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 40 | 5 | 8.00 | 2.45 | | | |
| Jan-02 | | | | | | 227 | 20 | 11.35 | 6.91 | | | |
| Feb-02 | | | | | | 67 | 7 | 9.57 | 3.78 | | | |
| Mar-02 | | | | | | 220 | 13 | 16.92 | 13.51 | | | |
| Apr-02 | 4 | 1 | 4.00 | 0 | 0 | 233 | 10 | 23.30 | 17.02 | -1.08 | -1.66 | No |
| May-02 | | | | | | 489 | 21 | 23.29 | 35.06 | | | |




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

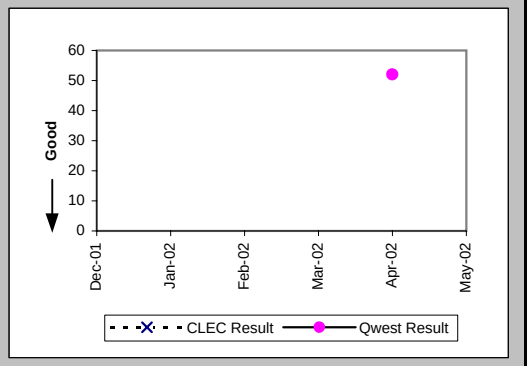
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | 8 | 1 | 8.00 | | | | |
| Feb-02 | | | | | | 2 | 1 | 2.00 | | | | |
| Mar-02 | | | | | | 41 | 1 | 41.00 | | | | |
| Apr-02 | | | | | | 22 | 2 | 11.00 | 0.00 | | | |
| May-02 | | | | | | 304 | 4 | 76.00 | 39.05 | | | |



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

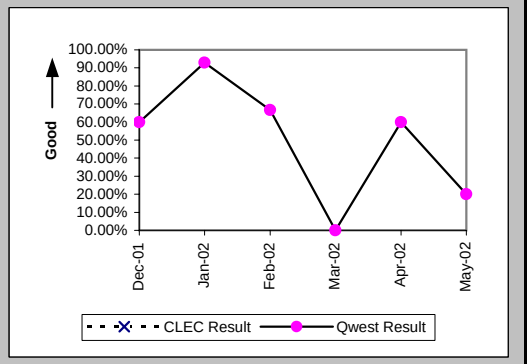
Delayed Days for Facility Reasons (Average Days) (OP-6B-4) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | 52 | 1 | 52.00 | | | | |
| May-02 | | | | | | | | | | | | |



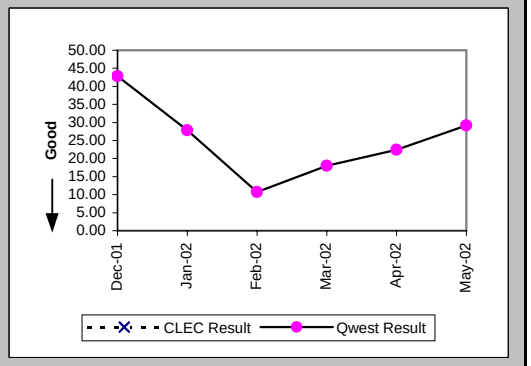

Installation Commitments Met (Percent) (OP-3E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 3 | 5 | 60.00% | 48.99% | | | |
| Jan-02 | | | | | | 13 | 14 | 92.86% | 25.75% | | | |
| Feb-02 | | | | | | 2 | 3 | 66.67% | 47.14% | | | |
| Mar-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| Apr-02 | | | | | | 3 | 5 | 60.00% | 48.99% | | | |
| May-02 | | | | | | 1 | 5 | 20.00% | 40.00% | | | |




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

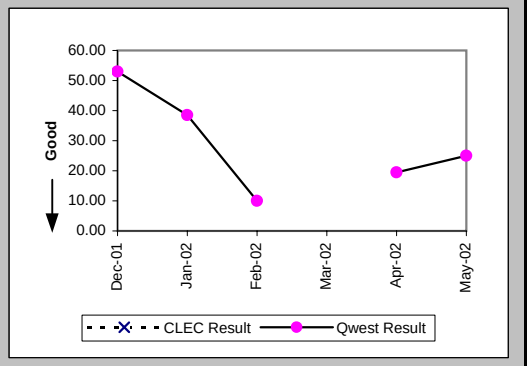
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 300 | 7 | 42.86 | 29.20 | | | |
| Jan-02 | | | | | | 501 | 18 | 27.83 | 16.66 | | | |
| Feb-02 | | | | | | 86 | 8 | 10.75 | 5.65 | | | |
| Mar-02 | | | | | | 36 | 2 | 18.00 | 4.24 | | | |
| Apr-02 | | | | | | 202 | 9 | 22.44 | 10.94 | | | |
| May-02 | | | | | | 204 | 7 | 29.14 | 15.67 | | | |



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

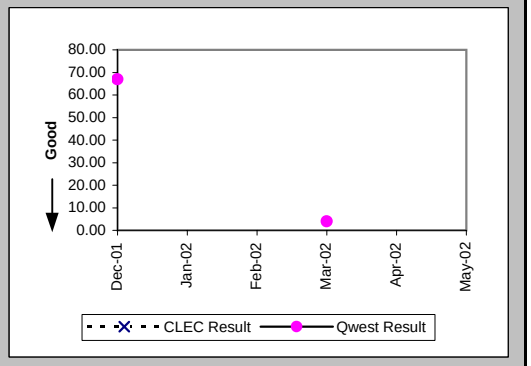
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 106 | 2 | 53.00 | 19.80 | | | |
| Jan-02 | | | | | | 154 | 4 | 38.50 | 21.30 | | | |
| Feb-02 | | | | | | 10 | 1 | 10.00 | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | 39 | 2 | 19.50 | 2.12 | | | |
| May-02 | | | | | | 100 | 4 | 25.00 | 18.89 | | | |



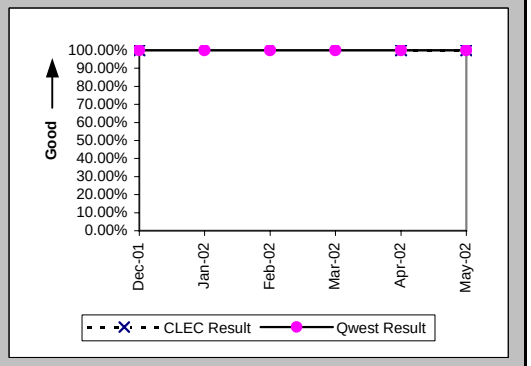

Delayed Days for Facility Reasons (Average Days) (OP-6B-5) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 67 | 1 | 67.00 | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | 4 | 1 | 4.00 | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |




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

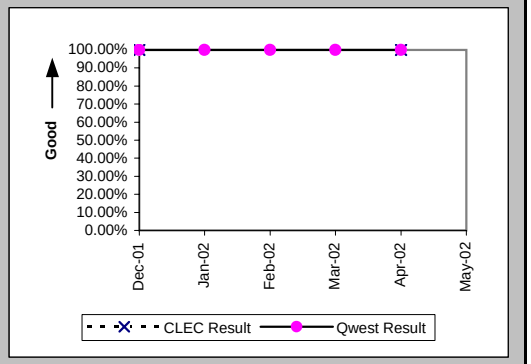
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 1 | 1 | 100.00% | 0 | 0 | 17 | 17 | 100.00% | N/A | N/A | N/A | |
| Jan-02 | | | | | | 25 | 25 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | 27 | 27 | 100.00% | 0.00% | | | |
| Mar-02 | | | | | | 15 | 15 | 100.00% | 0.00% | | | |
| Apr-02 | 1 | 1 | 100.00% | 0 | 0 | 17 | 17 | 100.00% | N/A | N/A | N/A | |
| May-02 | 1 | 1 | 100.00% | 0 | 0 | 24 | 24 | 100.00% | N/A | N/A | N/A | |



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

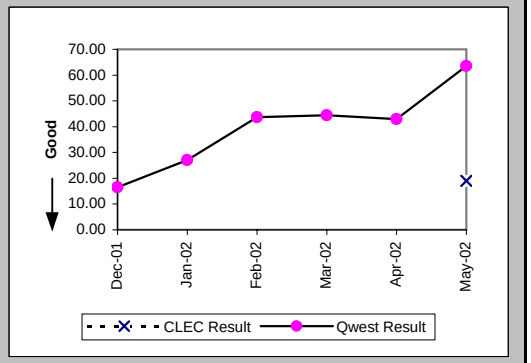
New Service Installation Quality (Percent) (OP-5*) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 1 | 1 | 100.00% | 0 | 0 | 17 | 17 | 100.00% | N/A | N/A | N/A | |
| Jan-02 | | | | | | 25 | 25 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | 27 | 27 | 100.00% | 0.00% | | | |
| Mar-02 | | | | | | 15 | 15 | 100.00% | 0.00% | | | |
| Apr-02 | 1 | 1 | 100.00% | 0 | 0 | 17 | 17 | 100.00% | N/A | N/A | N/A | |
| May-02 | | | | | | | | | | | | |




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

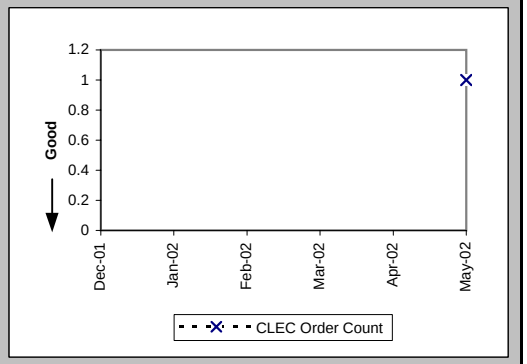
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 33 | 2 | 16.50 | 2.12 | | | |
| Jan-02 | | | | | | 108 | 4 | 27.00 | 13.64 | | | |
| Feb-02 | | | | | | 175 | 4 | 43.75 | 18.93 | | | |
| Mar-02 | | | | | | 311 | 7 | 44.43 | 28.69 | | | |
| Apr-02 | | | | | | 258 | 6 | 43.00 | 38.90 | | | |
| May-02 | 19 | 1 | 19.00 | 0 | 0 | 318 | 5 | 63.60 | 49.00 | -0.83 | -1.51 | No |



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

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

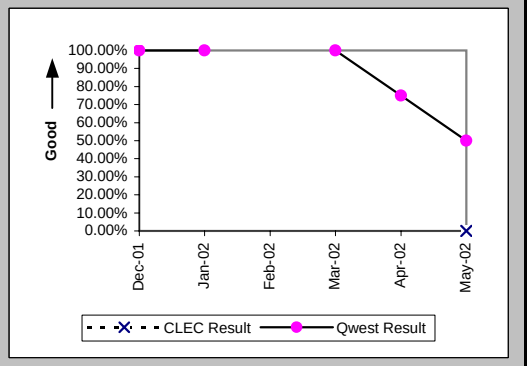
| Date | CLEC Order Count |
|---|---|
| Dec-01 | |
| Jan-02 | |
| Feb-02 | |
| Mar-02 | |
| Apr-02 | |
| May-02 | 1 |



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

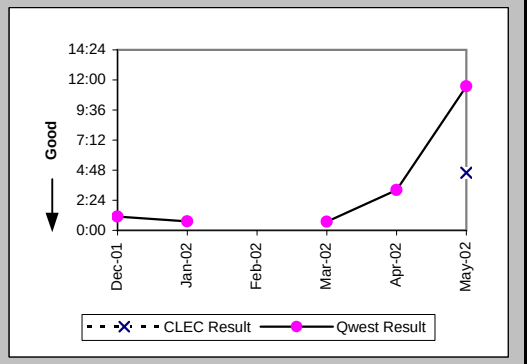
All Troubles Cleared within 4 hours (Percent) (MR-5A) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 3 | 3 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 7 | 7 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | 5 | 5 | 100.00% | 0.00% | | | |
| Apr-02 | | | | | | 3 | 4 | 75.00% | 43.30% | | | |
| May-02 | 0 | 1 | 0.00% | 0 | 0 | 1 | 2 | 50.00% | 50.00% | 0.33 | -0.8 | No |



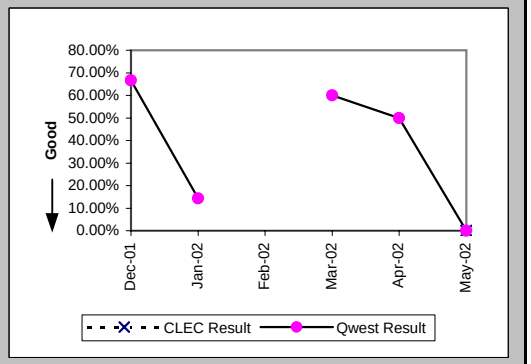

Mean Time to Restore (Hours:Minutes) (MR-6D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 3:19 | 3 | 1:06 | 0:23 | | | |
| Jan-02 | | | | | | 4:59 | 7 | 0:43 | 0:24 | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | 3:26 | 5 | 0:41 | 0:43 | | | |
| Apr-02 | | | | | | 12:51 | 4 | 3:13 | 4:12 | | | |
| May-02 | 4:35 | 1 | 4:35 | 0 | 0 | 22:58 | 2 | 11:29 | 13:37 | -0.41 | -1.25 | No |




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

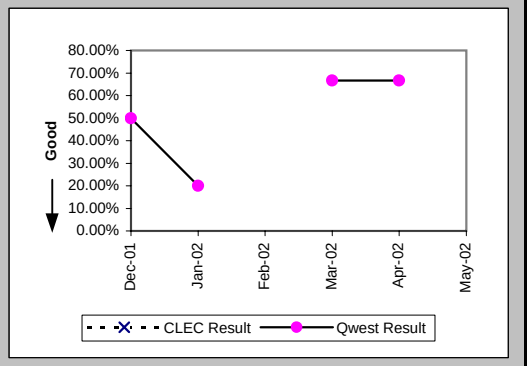
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 2 | 3 | 66.67% | 47.14% | | | |
| Jan-02 | | | | | | 1 | 7 | 14.29% | 34.99% | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | 3 | 5 | 60.00% | 48.99% | | | |
| Apr-02 | | | | | | 2 | 4 | 50.00% | 50.00% | | | |
| May-02 | 0 | 1 | 0.00% | 0 | 0 | 0 | 2 | 0.00% | N/A | N/A | N/A | |



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

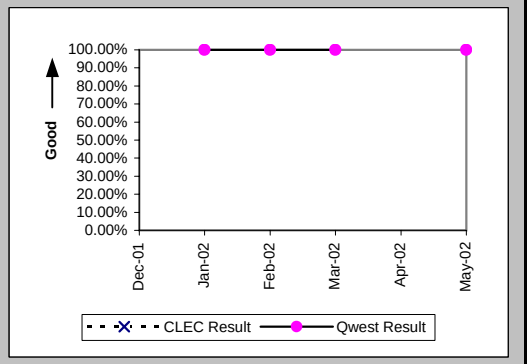
### Repair Repeat Report Rate (Percent) (MR-7D*) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 1 | 2 | 50.00% | 50.00% | | | |
| Jan-02 | | | | | | 1 | 5 | 20.00% | 40.00% | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | 2 | 3 | 66.67% | 47.14% | | | |
| Apr-02 | | | | | | 2 | 3 | 66.67% | 47.14% | | | |
| May-02 | | | | | | | | | | | | |



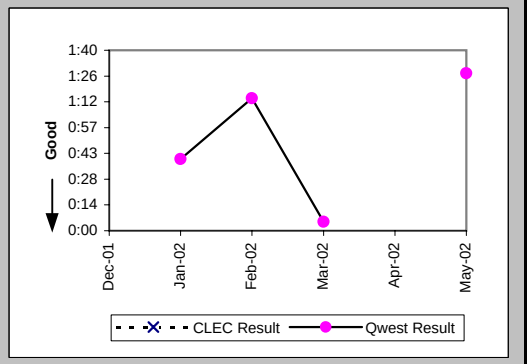

### All Troubles Cleared within 4 hours (Percent) (MR-5B) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | 4 | 4 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | 3 | 3 | 100.00% | 0.00% | | | |
| Mar-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | 2 | 2 | 100.00% | 0.00% | | | |




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

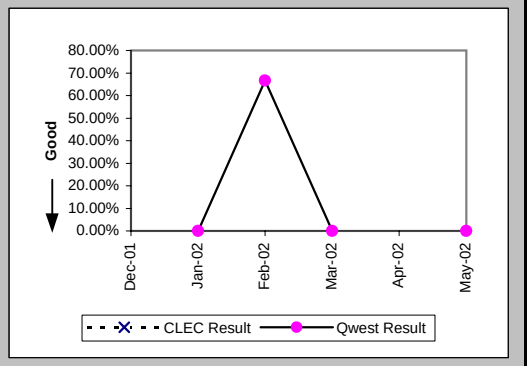
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | 2:40 | 4 | 0:40 | 0:28 | | | |
| Feb-02 | | | | | | 3:42 | 3 | 1:14 | 0:39 | | | |
| Mar-02 | | | | | | 0:05 | 1 | 0:05 | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | 2:56 | 2 | 1:28 | 0:13 | | | |



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

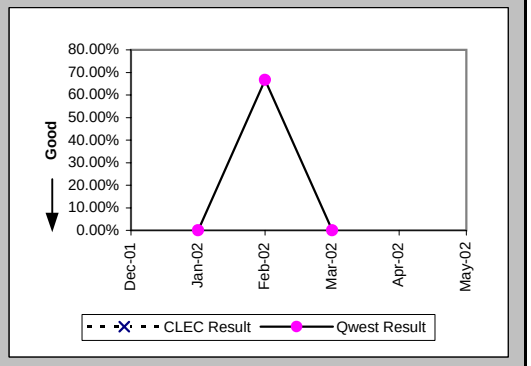
Repair Repeat Report Rate (Percent) (MR-7E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | 0 | 4 | 0.00% | 0.00% | | | |
| Feb-02 | | | | | | 2 | 3 | 66.67% | 47.14% | | | |
| Mar-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | 0 | 2 | 0.00% | 0.00% | | | |



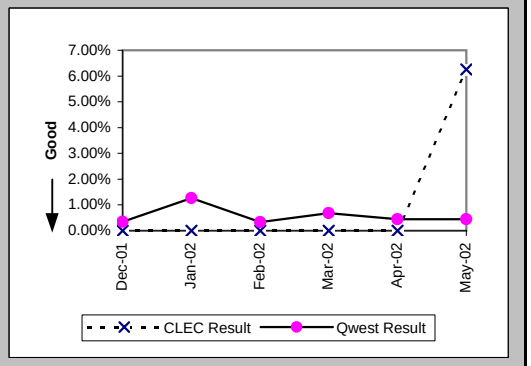

Repair Repeat Report Rate (Percent) (MR-7E*) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | 0 | 3 | 0.00% | 0.00% | | | |
| Feb-02 | | | | | | 2 | 3 | 66.67% | 47.14% | | | |
| Mar-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |




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

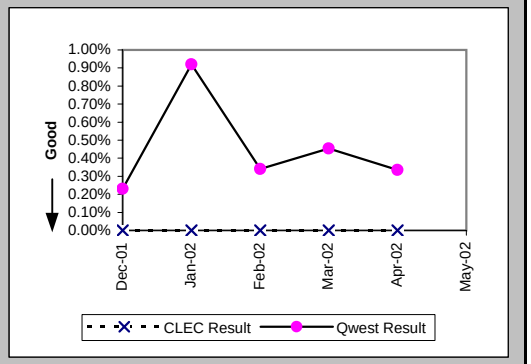
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 0 | 19 | 0.00% | 0 | 0 | 3 | 866 | 0.35% | 5.88% | -0.25 | -1.15 | No |
| Jan-02 | 0 | 17 | 0.00% | 0 | 0 | 11 | 870 | 1.26% | 11.17% | -0.46 | -1.28 | No |
| Feb-02 | 0 | 17 | 0.00% | 0 | 0 | 3 | 879 | 0.34% | 5.83% | -0.24 | -1.15 | No |
| Mar-02 | 0 | 17 | 0.00% | 0 | 0 | 6 | 882 | 0.68% | 8.22% | -0.34 | -1.21 | No |
| Apr-02 | 0 | 16 | 0.00% | 0 | 0 | 4 | 895 | 0.45% | 6.67% | -0.27 | -1.16 | No |
| May-02 | 1 | 16 | 6.25% | 0 | 0 | 4 | 897 | 0.45% | 6.66% | 1.75 | 0.06 | Yes |



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

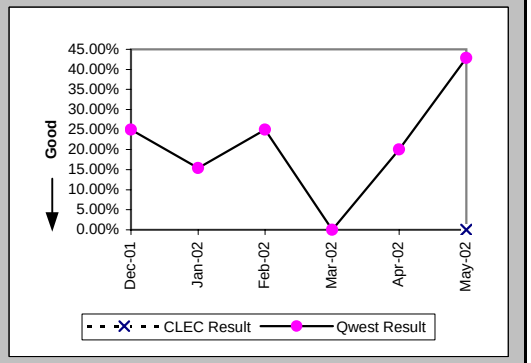
Trouble Rate (Percent) (MR-8*) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 0 | 19 | 0.00% | 0 | 0 | 2 | 866 | 0.23% | 4.80% | -0.21 | -1.13 | No |
| Jan-02 | 0 | 17 | 0.00% | 0 | 0 | 8 | 870 | 0.92% | 9.55% | -0.39 | -1.24 | No |
| Feb-02 | 0 | 17 | 0.00% | 0 | 0 | 3 | 879 | 0.34% | 5.83% | -0.24 | -1.15 | No |
| Mar-02 | 0 | 17 | 0.00% | 0 | 0 | 4 | 882 | 0.45% | 6.72% | -0.28 | -1.17 | No |
| Apr-02 | 0 | 16 | 0.00% | 0 | 0 | 3 | 895 | 0.34% | 5.78% | -0.23 | -1.14 | No |
| May-02 | | | | | | | | | | | | |




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

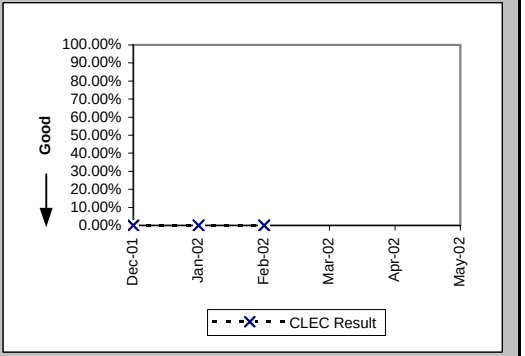
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 1 | 4 | 25.00% | 43.30% | | | |
| Jan-02 | | | | | | 2 | 13 | 15.38% | 36.08% | | | |
| Feb-02 | | | | | | 1 | 4 | 25.00% | 43.30% | | | |
| Mar-02 | | | | | | 0 | 6 | 0.00% | 0.00% | | | |
| Apr-02 | | | | | | 1 | 5 | 20.00% | 40.00% | | | |
| May-02 | 0 | 1 | 0.00% | 0 | 0 | 3 | 7 | 42.86% | 49.49% | -0.81 | -1.49 | No |



## Checklist #5 - Dark Fiber - IOF Repair

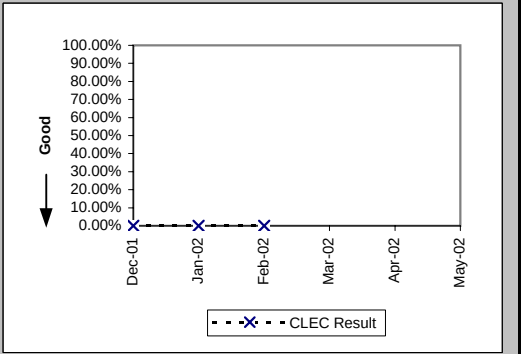
Trouble Rate (Percent) (MR-8) (Diagnostic)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | 0 | 6 | 0.00% | 0 | 0 | 0.00% |
| Jan-02 | 0 | 6 | 0.00% | 0 | 0 | 0.00% |
| Feb-02 | 0 | 6 | 0.00% | 0 | 0 | 0.00% |
| Mar-02 | | | | | | |
| Apr-02 | | | | | | |
| May-02 | | | | | | |



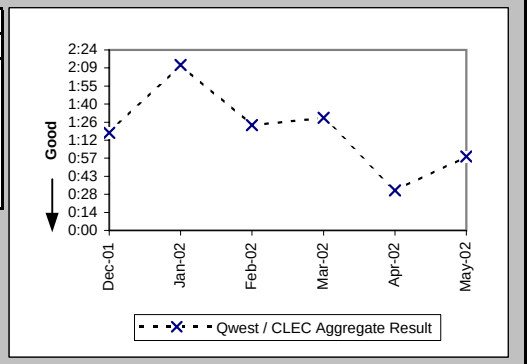

Trouble Rate (Percent) (MR-8*) (Diagnostic)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Std Dev |
|---|---|---|---|---|---|---|
| Dec-01 | 0 | 6 | 0.00% | 0 | 0 | 0.00% |
| Jan-02 | 0 | 6 | 0.00% | 0 | 0 | 0.00% |
| Feb-02 | 0 | 6 | 0.00% | 0 | 0 | 0.00% |
| Mar-02 | | | | | | |
| Apr-02 | | | | | | |
| May-02 | | | | | | |



Checklist #7 - E911

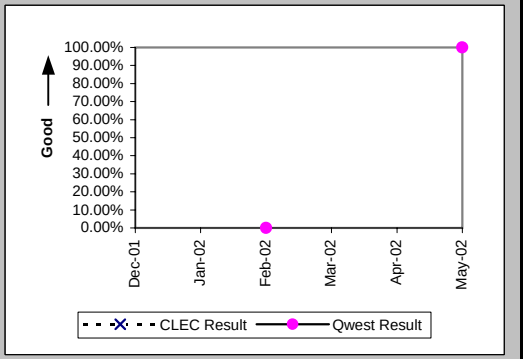
| Time to Update Databases (Hours:Minutes) (DB-1A) (Parity) | | | |
|---|---|---|---|
| Date | Qwest / CLEC Aggregate Result | PID Exc | Data Exc |
| Dec-01 | 1:18 | 0 | 0 |
| Jan-02 | 2:12 | 0 | 0 |
| Feb-02 | 1:24 | 0 | 0 |
| Mar-02 | 1:30 | 0 | 0 |
| Apr-02 | 0:32 | 0 | 0 |
| May-02 | 0:59 | 0 | 0 |



## Checklist #7 - E911/911 Trunk Installation

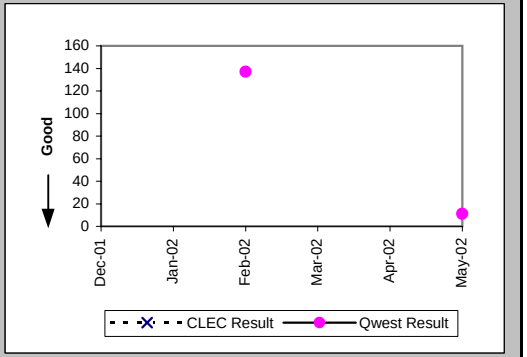
Installation Commitments Met (Percent) (OP-3E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | 0 | 4 | 0.00% | 0.00% | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | 2 | 2 | 100.00% | 0.00% | | | |



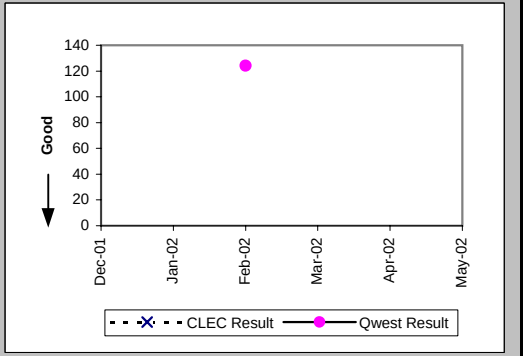

Installation Interval (Average Days) (OP-4E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | 548 | 4 | 137.00 | 0.00 | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | 22 | 2 | 11.00 | 2.83 | | | |




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

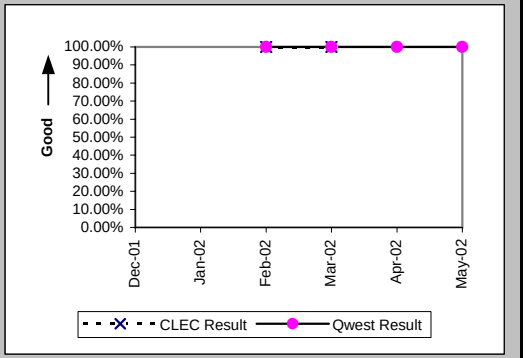
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | 496 | 4 | 124.00 | 0.00 | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |



## Checklist #7 - E911/911 Trunk Installation

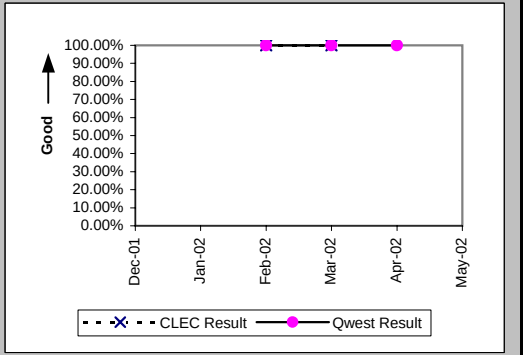
New Service Installation Quality (Percent) (OP-5) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | 1 | 1 | 100.00% | 0 | 0 | 4 | 4 | 100.00% | N/A | N/A | N/A | |
| Mar-02 | 1 | 1 | 100.00% | 0 | 0 | 4 | 4 | 100.00% | N/A | N/A | N/A | |
| Apr-02 | | | | | | 2 | 2 | 100.00% | 0.00% | | | |
| May-02 | | | | | | 6 | 6 | 100.00% | 0.00% | | | |



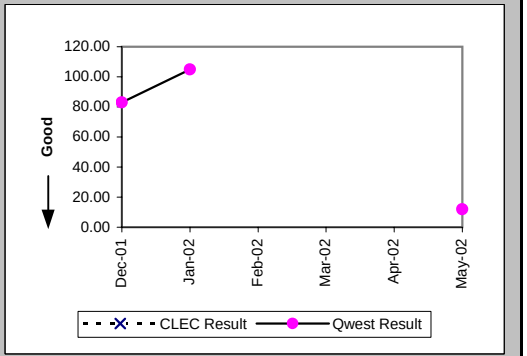

New Service Installation Quality (Percent) (OP-5*) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | 1 | 1 | 100.00% | 0 | 0 | 4 | 4 | 100.00% | N/A | N/A | N/A | |
| Mar-02 | 1 | 1 | 100.00% | 0 | 0 | 4 | 4 | 100.00% | N/A | N/A | N/A | |
| Apr-02 | | | | | | 2 | 2 | 100.00% | 0.00% | | | |
| May-02 | | | | | | | | | | | | |



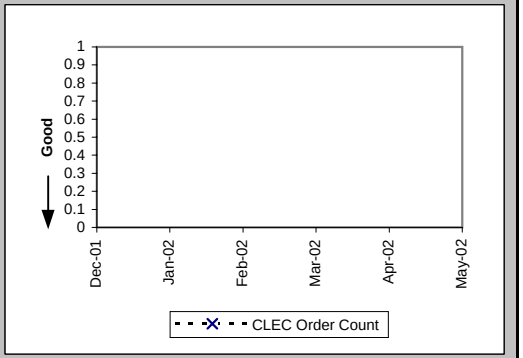

Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A) (Diagnostic)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 332 | 4 | 83.00 | 0.00 | | | |
| Jan-02 | | | | | | 420 | 4 | 105.00 | 0.00 | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | 12 | 1 | 12.00 | | | | |



Checklist #7 - E911/911 Trunk Installation

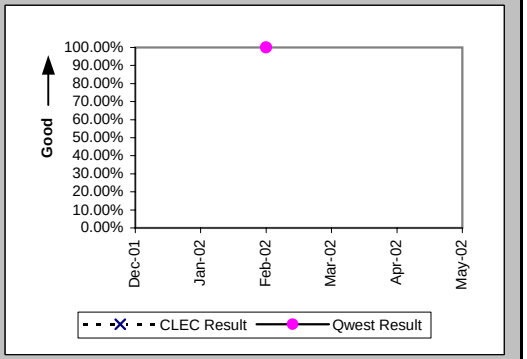
| Count of Pending Orders Delayed for Facilities Reasons E911 (OP-15B) (Diagnostic) | |
|---|---|
| Date | CLEC Order Count |
| Dec-01 | |
| Jan-02 | |
| Feb-02 | |
| Mar-02 | |
| Apr-02 | |
| May-02 | |



## Checklist #7 - E911/911 Trunk Repair

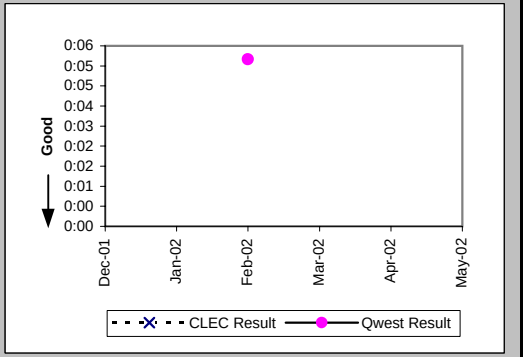
All Troubles Cleared within 4 hours (Percent) (MR-5A) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |



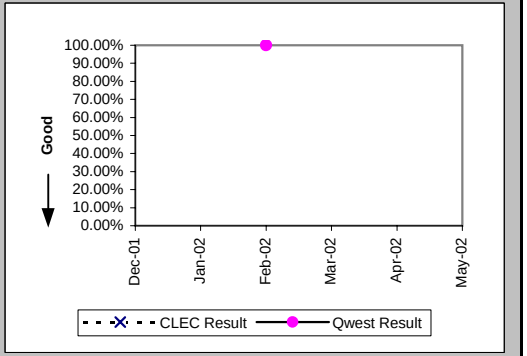

Mean Time to Restore (Hours:Minutes) (MR-6D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | 0:06 | 1 | 0:06 | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |




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

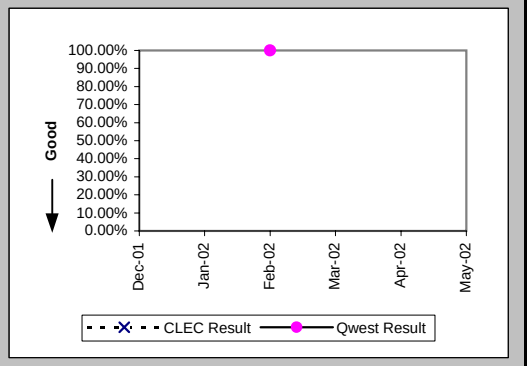
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |



## Checklist #7 - E911/911 Trunk Repair

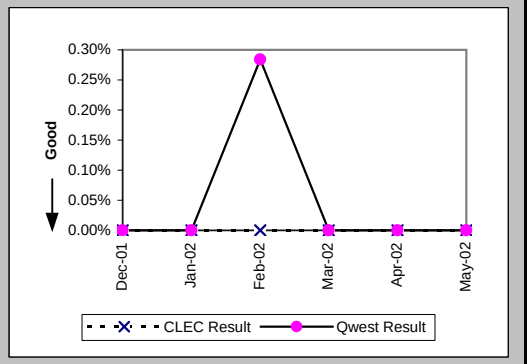
Repair Repeat Report Rate (Percent) (MR-7D*) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |



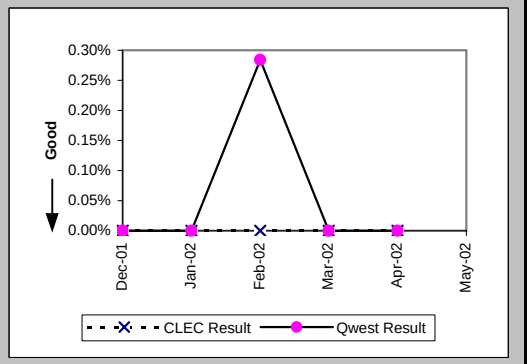

Trouble Rate (Percent) (MR-8) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 0 | 64 | 0.00% | 0 | 0 | 0 | 333 | 0.00% | N/A | N/A | N/A | |
| Jan-02 | 0 | 64 | 0.00% | 0 | 0 | 0 | 333 | 0.00% | N/A | N/A | N/A | |
| Feb-02 | 0 | 66 | 0.00% | 0 | 0 | 1 | 352 | 0.28% | 5.32% | -0.4 | -1.24 | No |
| Mar-02 | 0 | 66 | 0.00% | 0 | 0 | 0 | 361 | 0.00% | N/A | N/A | N/A | |
| Apr-02 | 0 | 66 | 0.00% | 0 | 0 | 0 | 369 | 0.00% | N/A | N/A | N/A | |
| May-02 | 0 | 66 | 0.00% | 0 | 0 | 0 | 389 | 0.00% | N/A | N/A | N/A | |




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

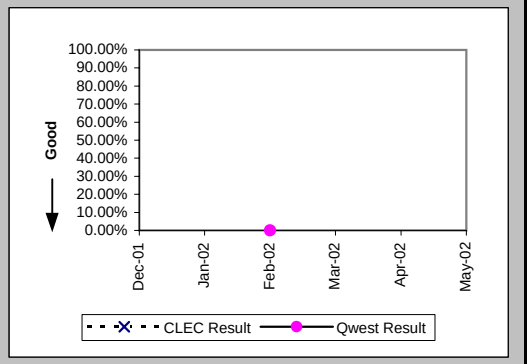
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 0 | 64 | 0.00% | 0 | 0 | 0 | 333 | 0.00% | N/A | N/A | N/A | |
| Jan-02 | 0 | 64 | 0.00% | 0 | 0 | 0 | 333 | 0.00% | N/A | N/A | N/A | |
| Feb-02 | 0 | 66 | 0.00% | 0 | 0 | 1 | 352 | 0.28% | 5.32% | -0.4 | -1.24 | No |
| Mar-02 | 0 | 66 | 0.00% | 0 | 0 | 0 | 361 | 0.00% | N/A | N/A | N/A | |
| Apr-02 | 0 | 66 | 0.00% | 0 | 0 | 0 | 369 | 0.00% | N/A | N/A | N/A | |
| May-02 | | | | | | | | | | | | |



## Checklist #7 - E911/911 Trunk Repair

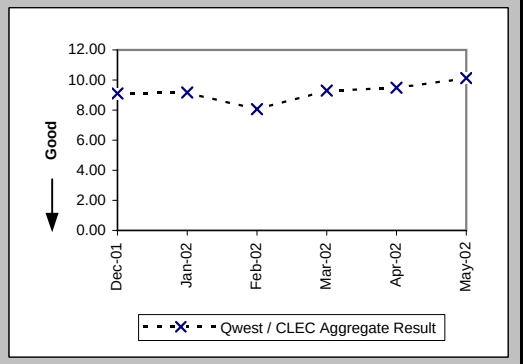
Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10) (Diagnostic)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |

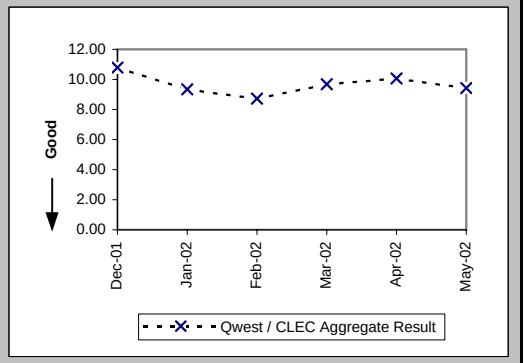


## Checklist #7 - Operator Services - Directory Assistance

| Speed of Answer - Directory Assistance (Avg Sec) (DA-1) (Parity) | |
|---|---|
| Date | Qwest / CLEC Aggregate Result |
| Dec-01 | 9.11 |
| Jan-02 | 9.18 |
| Feb-02 | 8.06 |
| Mar-02 | 9.29 |
| Apr-02 | 9.48 |
| May-02 | 10.13 |

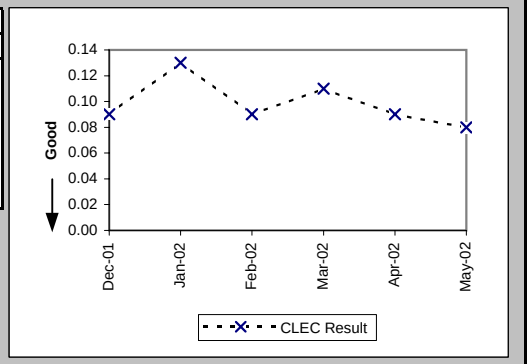



| Speed of Answer - Operator Services (Avg Sec) (OS-1) (Parity) | |
|---|---|
| Date | Qwest / CLEC Aggregate Result |
| Dec-01 | 10.78 |
| Jan-02 | 9.35 |
| Feb-02 | 8.72 |
| Mar-02 | 9.69 |
| Apr-02 | 10.07 |
| May-02 | 9.43 |

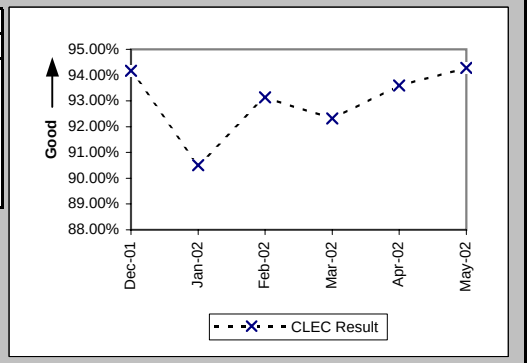


## Checklist #8 - Directory Listings

| Time to Update Databases (Avg Sec) (DB-1C-1) (Parity) | | | |
|---|---|---|---|
| Date | CLEC Result | PID Exc | Data Exc |
| Dec-01 | 0.09 | | |
| Jan-02 | 0.13 | 0 | 0 |
| Feb-02 | 0.09 | 0 | 0 |
| Mar-02 | 0.11 | 0 | 0 |
| Apr-02 | 0.09 | 0 | 0 |
| May-02 | 0.08 | 0 | 0 |



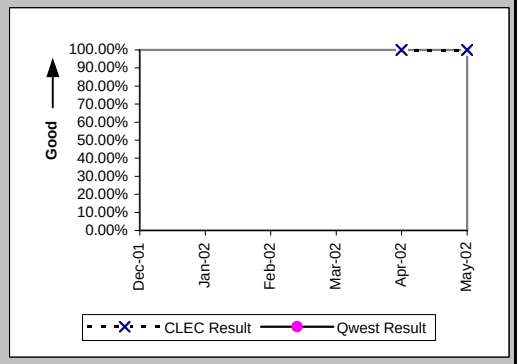

| Accurate Database Updates (Percent) (DB-2C-1) (Parity) | | | |
|---|---|---|---|
| Date | CLEC Result | PID Exc | Data Exc |
| Dec-01 | 94.17% | | |
| Jan-02 | 90.51% | 0 | 0 |
| Feb-02 | 93.14% | 0 | 0 |
| Mar-02 | 92.32% | 0 | 0 |
| Apr-02 | 93.60% | 0 | 0 |
| May-02 | 94.28% | 0 | 0 |



## Checklist #9 - NXX Code Activation

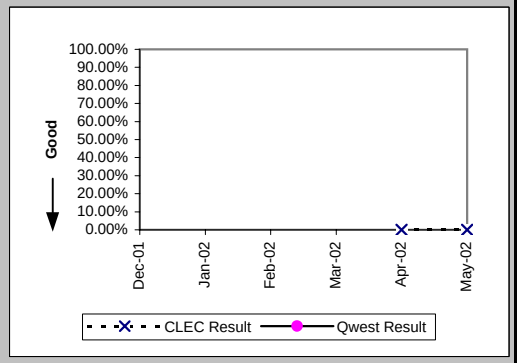
NXX Code Activation (Percent) (NP-1A) (Parity)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result |
|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | |
| Jan-02 | | | | | | | | |
| Feb-02 | | | | | | | | |
| Mar-02 | | | | | | | | |
| Apr-02 | 1 | 1 | 100.00% | 0 | 0 | | | |
| May-02 | 2 | 2 | 100.00% | 0 | 0 | | | |



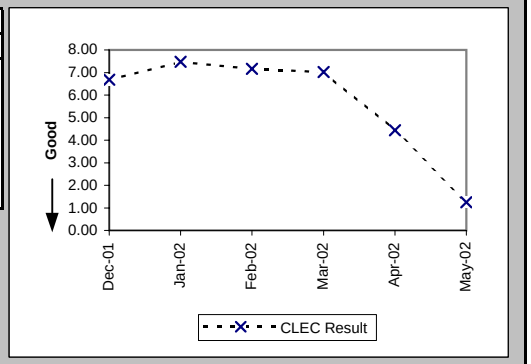

NXX Code Activation - Facility Delays (Percent) (NP-1B) (Diagnostic)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result |
|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | |
| Jan-02 | | | | | | | | |
| Feb-02 | | | | | | | | |
| Mar-02 | | | | | | | | |
| Apr-02 | 0 | 1 | 0.00% | 0 | 0 | | | |
| May-02 | 0 | 2 | 0.00% | 0 | 0 | | | |



Checklist #10 - Databases and Signaling

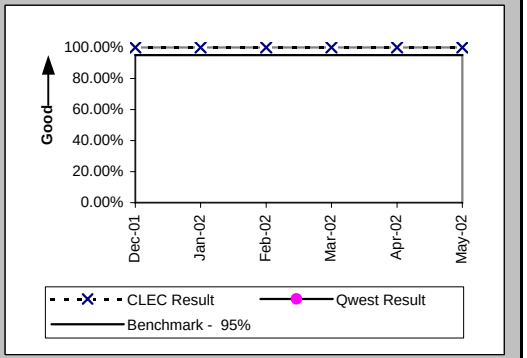
| Time to Update Databases (Avg Sec) LIDB (DB-1B) (Parity) | | | |
|---|---|---|---|
| Date | CLEC Result | PID Exc | Data Exc |
| Dec-01 | 6.68 | 0 | 0 |
| Jan-02 | 7.47 | 0 | 0 |
| Feb-02 | 7.17 | 0 | 0 |
| Mar-02 | 7.02 | 0 | 0 |
| Apr-02 | 4.44 | 0 | 0 |
| May-02 | 1.25 | 0 | 0 |



## Checklist #11 - Number Portability**

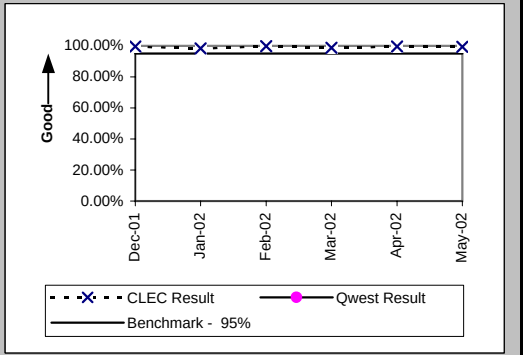
### Number Portability Timeliness (Percent) (OP-8B) (Benchmark)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 21 | 21 | 100.00% | 0 | 0 | | | | | | | No |
| Jan-02 | 197 | 197 | 100.00% | 0 | 0 | | | | | | | No |
| Feb-02 | 152 | 152 | 100.00% | 0 | 0 | | | | | | | No |
| Mar-02 | 67 | 67 | 100.00% | 0 | 0 | | | | | | | No |
| Apr-02 | 24 | 24 | 100.00% | 0 | 0 | | | | | | | No |
| May-02 | 74 | 74 | 100.00% | 0 | 0 | | | | | | | No |



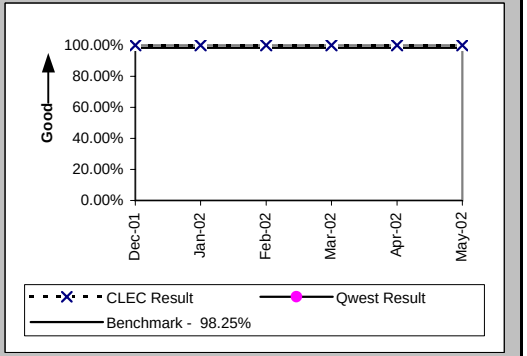

### Percentage of LNP Triggers Set Prior to the Frame Due Time (Percent) (OP-8C) (Benchmark)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 2014 | 2021 | 99.65% | 0 | 0 | | | | | | | No |
| Jan-02 | 3524 | 3581 | 98.41% | 0 | 0 | | | | | | | No |
| Feb-02 | 3007 | 3012 | 99.83% | 0 | 0 | | | | | | | No |
| Mar-02 | 1950 | 1975 | 98.73% | 0 | 0 | | | | | | | No |
| Apr-02 | 1573 | 1578 | 99.68% | 0 | 0 | | | | | | | No |
| May-02 | 1982 | 1994 | 99.40% | 0 | 0 | | | | | | | No |




### Timeliness of Disconnects associated with LNP Orders (Percent) (OP-17A) (Benchmark)

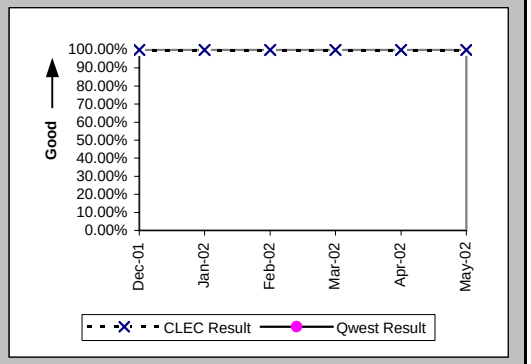
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 2042 | 2042 | 100.00% | 0 | 0 | | | | | | | No |
| Jan-02 | 3778 | 3778 | 100.00% | 0 | 0 | | | | | | | No |
| Feb-02 | 3164 | 3164 | 100.00% | 0 | 0 | | | | | | | No |
| Mar-02 | 2042 | 2042 | 100.00% | 0 | 0 | | | | | | | No |
| Apr-02 | 1601 | 1601 | 100.00% | 0 | 0 | | | | | | | No |
| May-02 | 2068 | 2068 | 100.00% | 0 | 0 | | | | | | | No |



## Checklist #11 - Number Portability**

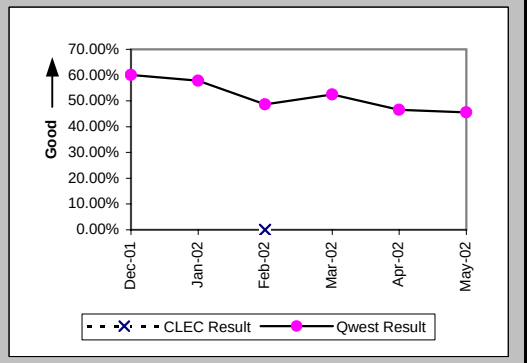
### Timeliness of Disconnects associated with LNP Orders (Percent) (OP-17B) (Diagnostic)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 2042 | 2042 | 100.00% | 0 | 0 | | | | | | | |
| Jan-02 | 3778 | 3778 | 100.00% | 0 | 0 | | | | | | | |
| Feb-02 | 3164 | 3164 | 100.00% | 0 | 0 | | | | | | | |
| Mar-02 | 2042 | 2042 | 100.00% | 0 | 0 | | | | | | | |
| Apr-02 | 1601 | 1601 | 100.00% | 0 | 0 | | | | | | | |
| May-02 | 2068 | 2068 | 100.00% | 0 | 0 | | | | | | | |



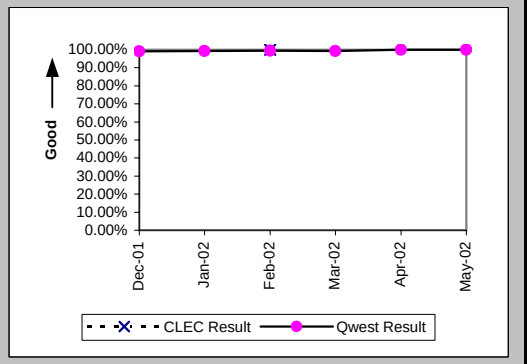

### LNP Trouble Reports Cleared within 4 Hours (Percent) (MR-11A) (Parity)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 389 | 647 | 60.12% | 48.96% | | | |
| Jan-02 | | | | | | 336 | 581 | 57.83% | 49.38% | | | |
| Feb-02 | 0 | 1 | 0.00% | 0 | 0 | 282 | 579 | 48.70% | 49.98% | 0.65 | -0.6 | No |
| Mar-02 | | | | | | 297 | 566 | 52.47% | 49.94% | | | |
| Apr-02 | | | | | | 251 | 540 | 46.48% | 49.88% | | | |
| May-02 | | | | | | 302 | 663 | 45.55% | 49.80% | | | |




### LNP Trouble Reports Cleared within 48 Hours (Percent) (MR-11B) (Parity)

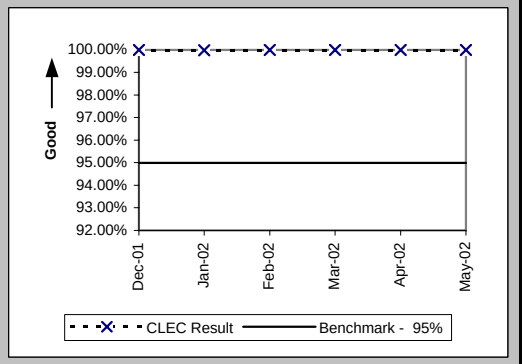
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 1444 | 1458 | 99.04% | 9.75% | | | |
| Jan-02 | | | | | | 1296 | 1306 | 99.23% | 8.72% | | | |
| Feb-02 | 1 | 1 | 100.00% | 0 | 0 | 1286 | 1293 | 99.46% | 7.34% | -0.07 | -1.04 | No |
| Mar-02 | | | | | | 1282 | 1292 | 99.23% | 8.76% | | | |
| Apr-02 | | | | | | 1237 | 1238 | 99.92% | 2.84% | | | |
| May-02 | | | | | | 1298 | 1299 | 99.92% | 2.77% | | | |



## Checklist #13 - Reciprocal Compensation

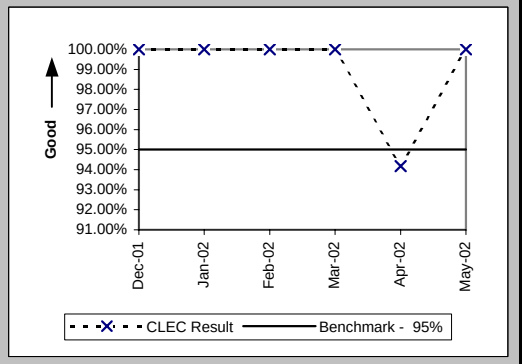
Billing Accuracy - Adjustments for Errors (Percent) Reciprocal Compensation (BI-3B) (Benchmark)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc |
|---|---|---|---|---|---|
| Dec-01 | 14084.13 | 14084.13 | 100.00% | 0 | 0 |
| Jan-02 | 22545.89 | 22548.5 | 99.99% | 0 | 0 |
| Feb-02 | 23121.04 | 23121.04 | 100.00% | 0 | 0 |
| Mar-02 | 37217.37 | 37217.37 | 100.00% | 0 | 0 |
| Apr-02 | 53903.44 | 53903.44 | 100.00% | 0 | 0 |
| May-02 | 44638.13 | 44638.13 | 100.00% | 0 | 0 |




Billing Completeness (Percent) Reciprocal Compensation (BI-4B) (Benchmark)

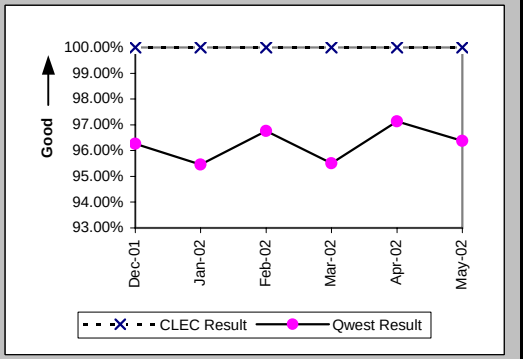
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc |
|---|---|---|---|---|---|
| Dec-01 | 14084.13 | 14084.13 | 100.00% | 0 | 0 |
| Jan-02 | 22548.5 | 22548.5 | 100.00% | 0 | 0 |
| Feb-02 | 23121.04 | 23121.04 | 100.00% | 0 | 0 |
| Mar-02 | 37217.37 | 37217.37 | 100.00% | 0 | 0 |
| Apr-02 | 50764.88 | 53903.44 | 94.18% | 0 | 0 |
| May-02 | 44638.13 | 44638.13 | 100.00% | 0 | 0 |



## Checklist #14 - Resale - Residence Installation

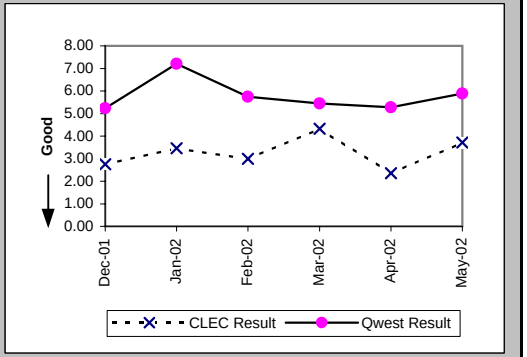
Installation Commitments Met (Percent) (OP-3A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 20 | 20 | 100.00% | 0 | 0 | 927 | 963 | 96.26% | 18.97% | -0.87 | -1.53 | No |
| Jan-02 | 24 | 24 | 100.00% | 0 | 0 | 1050 | 1100 | 95.45% | 20.83% | -1.06 | -1.64 | No |
| Feb-02 | 10 | 10 | 100.00% | 0 | 0 | 897 | 927 | 96.76% | 17.70% | -0.58 | -1.35 | No |
| Mar-02 | 15 | 15 | 100.00% | 0 | 0 | 894 | 936 | 95.51% | 20.70% | -0.83 | -1.51 | No |
| Apr-02 | 11 | 11 | 100.00% | 0 | 0 | 848 | 873 | 97.14% | 16.68% | -0.57 | -1.34 | No |
| May-02 | 14 | 14 | 100.00% | 0 | 0 | 799 | 829 | 96.38% | 18.68% | -0.72 | -1.44 | No |



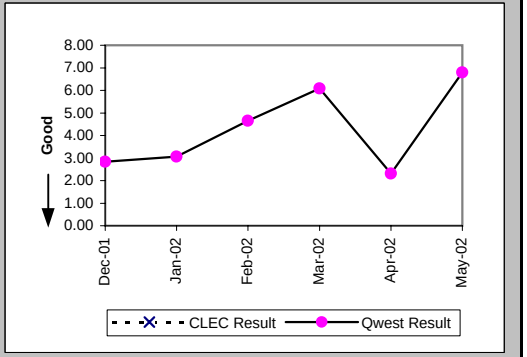

Installation Interval (Average Days) (OP-4A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 55 | 20 | 2.75 | 0 | 0 | 5102 | 974 | 5.24 | 4.86 | -2.26 | -2.38 | No |
| Jan-02 | 83 | 24 | 3.46 | 0 | 0 | 7988 | 1110 | 7.20 | 8.13 | -2.23 | -2.36 | No |
| Feb-02 | 30 | 10 | 3.00 | 0 | 0 | 5343 | 929 | 5.75 | 5.12 | -1.69 | -2.03 | No |
| Mar-02 | 65 | 15 | 4.33 | 0 | 0 | 5115 | 938 | 5.45 | 4.71 | -0.91 | -1.56 | No |
| Apr-02 | 26 | 11 | 2.36 | 0 | 0 | 4606 | 873 | 5.28 | 4.74 | -2.02 | -2.23 | No |
| May-02 | 52 | 14 | 3.71 | 0 | 0 | 4939 | 838 | 5.89 | 5.54 | -1.46 | -1.89 | No |




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

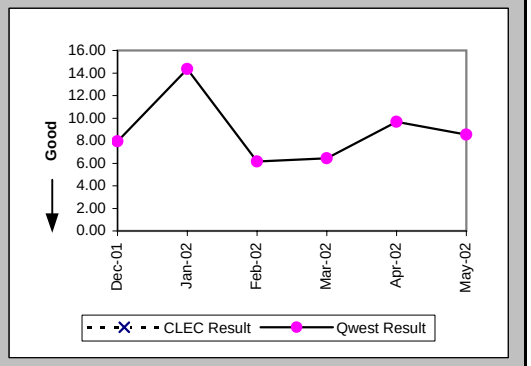
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 54 | 19 | 2.84 | 2.57 | | | |
| Jan-02 | | | | | | 86 | 28 | 3.07 | 3.68 | | | |
| Feb-02 | | | | | | 79 | 17 | 4.65 | 4.00 | | | |
| Mar-02 | | | | | | 134 | 22 | 6.09 | 10.16 | | | |
| Apr-02 | | | | | | 30 | 13 | 2.31 | 2.98 | | | |
| May-02 | | | | | | 95 | 14 | 6.79 | 7.46 | | | |



## Checklist #14 - Resale - Residence Installation

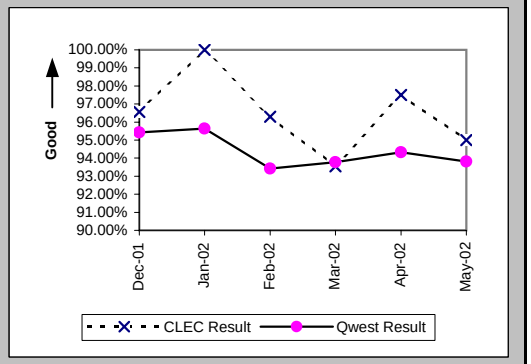
### Delayed Days for Facility Reasons (Average Days) (OP-6B-1) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 151 | 19 | 7.95 | 5.15 | | | |
| Jan-02 | | | | | | 316 | 22 | 14.36 | 28.90 | | | |
| Feb-02 | | | | | | 80 | 13 | 6.15 | 4.74 | | | |
| Mar-02 | | | | | | 129 | 20 | 6.45 | 5.50 | | | |
| Apr-02 | | | | | | 116 | 12 | 9.67 | 12.48 | | | |
| May-02 | | | | | | 145 | 17 | 8.53 | 8.69 | | | |



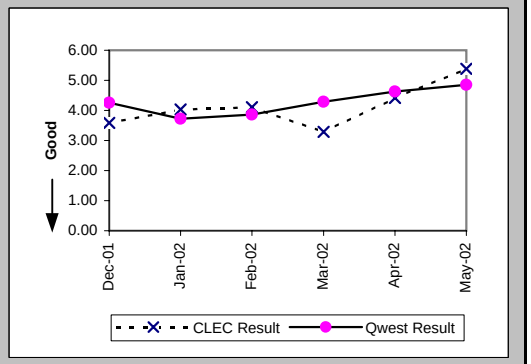

### Installation Commitments Met (Percent) (OP-3B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 28 | 29 | 96.55% | 0 | 0 | 583 | 611 | 95.42% | 20.91% | -0.29 | -1.17 | No |
| Jan-02 | 38 | 38 | 100.00% | 0 | 0 | 635 | 664 | 95.63% | 20.44% | -1.28 | -1.78 | No |
| Feb-02 | 26 | 27 | 96.30% | 0 | 0 | 512 | 548 | 93.43% | 24.77% | -0.59 | -1.36 | No |
| Mar-02 | 29 | 31 | 93.55% | 0 | 0 | 617 | 658 | 93.77% | 24.17% | 0.11 | -0.93 | No |
| Apr-02 | 39 | 40 | 97.50% | 0 | 0 | 482 | 511 | 94.32% | 23.14% | -0.84 | -1.51 | No |
| May-02 | 38 | 40 | 95.00% | 0 | 0 | 546 | 582 | 93.81% | 24.09% | -0.3 | -1.18 | No |




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

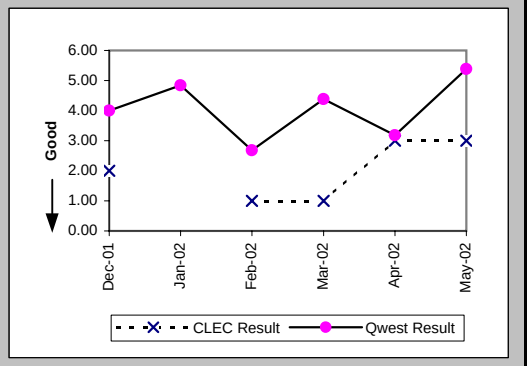
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 104 | 29 | 3.59 | 0 | 0 | 2621 | 615 | 4.26 | 4.70 | -0.76 | -1.46 | No |
| Jan-02 | 153 | 38 | 4.03 | 0 | 0 | 2483 | 667 | 3.72 | 3.84 | 0.78 | -0.53 | No |
| Feb-02 | 111 | 27 | 4.11 | 0 | 0 | 2128 | 552 | 3.86 | 2.84 | 0.55 | -0.66 | No |
| Mar-02 | 102 | 31 | 3.29 | 0 | 0 | 2840 | 662 | 4.29 | 5.37 | -1.01 | -1.62 | No |
| Apr-02 | 177 | 40 | 4.42 | 0 | 0 | 2365 | 511 | 4.63 | 4.77 | -0.26 | -1.16 | No |
| May-02 | 215 | 40 | 5.38 | 0 | 0 | 2820 | 582 | 4.85 | 6.70 | 0.62 | -0.62 | No |



## Checklist #14 - Resale - Residence Installation

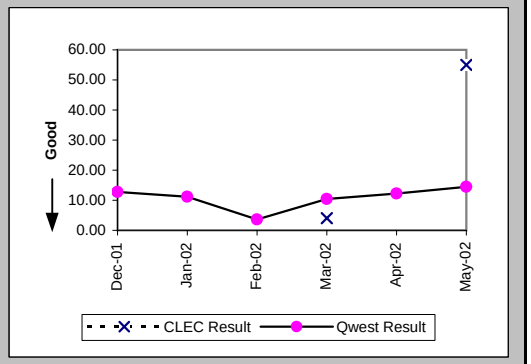
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-2) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 2 | 1 | 2.00 | 0 | 0 | 40 | 10 | 4.00 | 3.09 | -0.62 | -1.38 | No |
| Jan-02 | | | | | | 92 | 19 | 4.84 | 9.16 | | | |
| Feb-02 | 1 | 1 | 1.00 | 0 | 0 | 59 | 22 | 2.68 | 1.89 | -0.87 | -1.53 | No |
| Mar-02 | 1 | 1 | 1.00 | 0 | 0 | 57 | 13 | 4.38 | 6.12 | -0.53 | -1.32 | No |
| Apr-02 | 3 | 1 | 3.00 | 0 | 0 | 35 | 11 | 3.18 | 2.36 | -0.07 | -1.04 | No |
| May-02 | 3 | 1 | 3.00 | 0 | 0 | 70 | 13 | 5.38 | 7.09 | -0.32 | -1.2 | No |



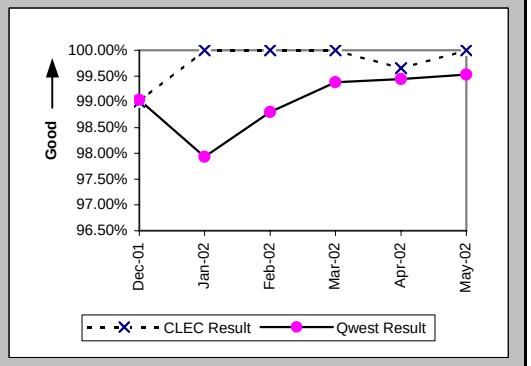

Delayed Days for Facility Reasons (Average Days) (OP-6B-2) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 230 | 18 | 12.78 | 12.10 | | | |
| Jan-02 | | | | | | 123 | 11 | 11.18 | 12.25 | | | |
| Feb-02 | | | | | | 50 | 14 | 3.57 | 2.79 | | | |
| Mar-02 | 4 | 1 | 4.00 | 0 | 0 | 291 | 28 | 10.39 | 16.50 | -0.38 | -1.23 | No |
| Apr-02 | | | | | | 221 | 18 | 12.28 | 12.90 | | | |
| May-02 | 55 | 1 | 55.00 | 0 | 0 | 334 | 23 | 14.52 | 17.70 | 1.33 | -0.19 | No |




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

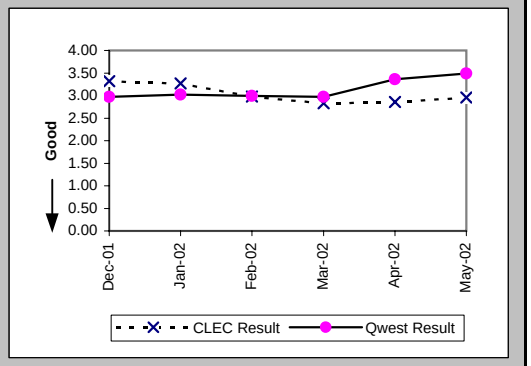
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 1191 | 1203 | 99.00% | 0 | 0 | 3188 | 3219 | 99.04% | 9.77% | 0.1 | -0.94 | No |
| Jan-02 | 1439 | 1439 | 100.00% | 0 | 0 | 3509 | 3583 | 97.93% | 14.22% | -4.65 | -3.83 | No |
| Feb-02 | 253 | 253 | 100.00% | 0 | 2 | 3545 | 3588 | 98.80% | 10.88% | -1.69 | -2.03 | No |
| Mar-02 | 246 | 246 | 100.00% | 0 | 0 | 4018 | 4043 | 99.38% | 7.84% | -1.2 | -1.73 | No |
| Apr-02 | 286 | 287 | 99.65% | 0 | 0 | 3753 | 3774 | 99.44% | 7.44% | -0.46 | -1.28 | No |
| May-02 | 446 | 446 | 100.00% | 0 | 0 | 4195 | 4215 | 99.53% | 6.87% | -1.39 | -1.84 | No |



## Checklist #14 - Resale - Residence Installation

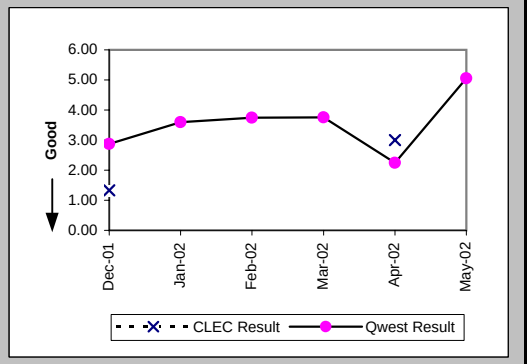
Installation Interval (Average Days) (OP-4C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 1013 | 305 | 3.32 | 898 | 0 | 7823 | 2635 | 2.97 | 1.06 | 5.48 | 2.33 | Yes |
| Jan-02 | 1920 | 588 | 3.27 | 851 | 0 | 9136 | 3030 | 3.02 | 1.38 | 4.02 | 1.44 | Yes |
| Feb-02 | 536 | 180 | 2.98 | 73 | 2 | 8759 | 2925 | 2.99 | 1.19 | -0.18 | -1.11 | No |
| Mar-02 | 427 | 151 | 2.83 | 95 | 0 | 8884 | 2987 | 2.97 | 1.11 | -1.58 | -1.96 | No |
| Apr-02 | 452 | 158 | 2.86 | 129 | 0 | 9421 | 2808 | 3.36 | 1.31 | -4.63 | -3.82 | No |
| May-02 | 597 | 202 | 2.96 | 244 | 0 | 10867 | 3118 | 3.49 | 1.09 | -6.7 | -5.07 | No |



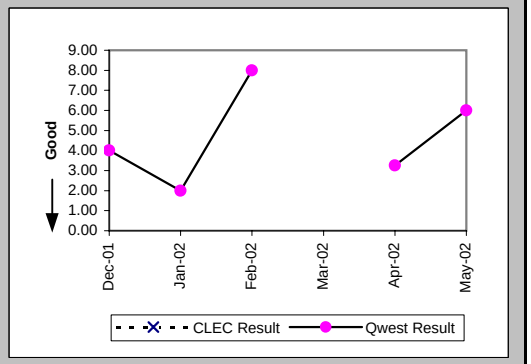

Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-3) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 16 | 12 | 1.33 | 0 | 0 | 89 | 31 | 2.87 | 3.00 | -1.51 | -1.92 | No |
| Jan-02 | | | | | | 292 | 81 | 3.60 | 6.97 | | | |
| Feb-02 | | | | | | 150 | 40 | 3.75 | 4.22 | | | |
| Mar-02 | | | | | | 94 | 25 | 3.76 | 5.82 | | | |
| Apr-02 | 3 | 1 | 3.00 | 0 | 0 | 38 | 17 | 2.24 | 1.86 | 0.46 | -0.72 | No |
| May-02 | | | | | | 96 | 19 | 5.05 | 6.31 | | | |




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

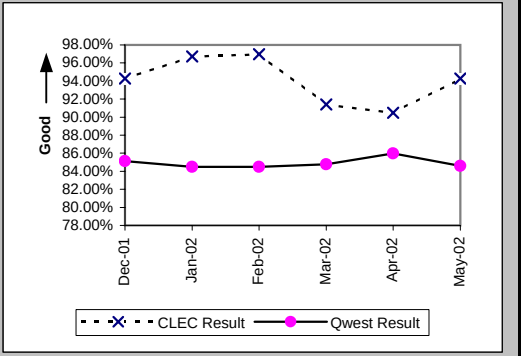
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 4 | 1 | 4.00 | | | | |
| Jan-02 | | | | | | 2 | 1 | 2.00 | | | | |
| Feb-02 | | | | | | 24 | 3 | 8.00 | 2.65 | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | 13 | 4 | 3.25 | 2.22 | | | |
| May-02 | | | | | | 6 | 1 | 6.00 | | | | |



## Checklist #14 - Resale - Residence Installation

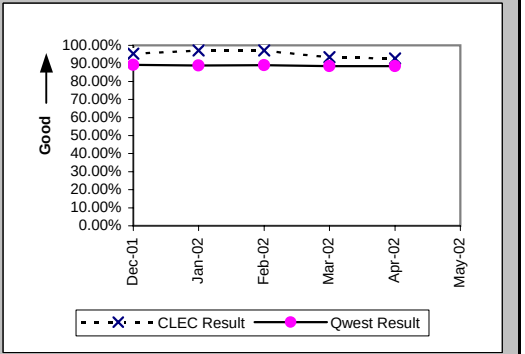
New Service Installation Quality (Percent) (OP-5) (Parity)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 1004 | 1065 | 94.27% | 0 | 0 | 4484 | 5268 | 85.12% | 35.59% | -7.66 | -5.65 | No |
| Jan-02 | 1332 | 1377 | 96.73% | 0 | 0 | 4302 | 5091 | 84.50% | 36.19% | -11.13 | -7.76 | No |
| Feb-02 | 869 | 896 | 96.99% | 0 | 0 | 4412 | 5221 | 84.50% | 36.19% | -9.54 | -6.8 | No |
| Mar-02 | 266 | 291 | 91.41% | 0 | 0 | 4542 | 5358 | 84.77% | 35.93% | -3.07 | -2.87 | No |
| Apr-02 | 285 | 315 | 90.48% | 0 | 0 | 4645 | 5403 | 85.97% | 34.73% | -2.24 | -2.36 | No |
| May-02 | 395 | 419 | 94.27% | 0 | 0 | 4567 | 5398 | 84.61% | 36.09% | -5.28 | -4.21 | No |



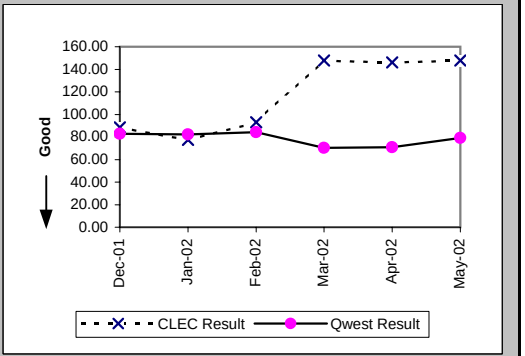

New Service Installation Quality (Percent) (OP-5*) (Parity)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 1016 | 1065 | 95.40% | 0 | 0 | 4700 | 5268 | 89.22% | 31.02% | -5.93 | -4.61 | No |
| Jan-02 | 1338 | 1377 | 97.17% | 0 | 0 | 4522 | 5091 | 88.82% | 31.51% | -8.72 | -6.3 | No |
| Feb-02 | 870 | 896 | 97.10% | 0 | 0 | 4649 | 5221 | 89.04% | 31.23% | -7.13 | -5.34 | No |
| Mar-02 | 272 | 291 | 93.47% | 0 | 0 | 4737 | 5358 | 88.41% | 32.01% | -2.63 | -2.6 | No |
| Apr-02 | 292 | 315 | 92.70% | 0 | 0 | 4784 | 5403 | 88.54% | 31.85% | -2.25 | -2.37 | No |
| May-02 | | | | | | | | | | | | |




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

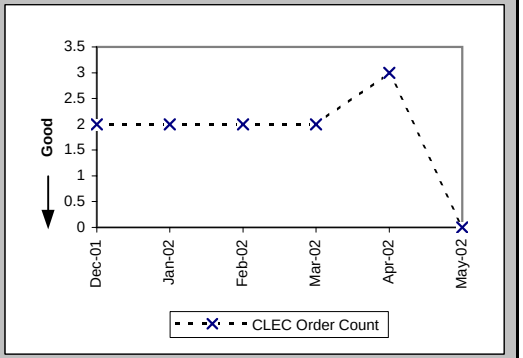
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 443 | 5 | 88.60 | 0 | 0 | 12024 | 145 | 82.92 | 109.80 | 0.5 | -0.7 | No |
| Jan-02 | 542 | 7 | 77.43 | 0 | 0 | 11765 | 143 | 82.27 | 92.98 | -0.13 | -1.08 | No |
| Feb-02 | 652 | 7 | 93.14 | 0 | 0 | 13163 | 156 | 84.38 | 94.79 | 0.43 | -0.74 | No |
| Mar-02 | 739 | 5 | 147.80 | 0 | 0 | 11322 | 161 | 70.32 | 76.02 | 2 | 0.21 | Yes |
| Apr-02 | 877 | 6 | 146.17 | 0 | 0 | 11353 | 160 | 70.96 | 72.19 | 2.26 | 0.37 | Yes |
| May-02 | 739 | 5 | 147.80 | 0 | 0 | 12642 | 160 | 79.01 | 81.04 | 1.62 | -0.02 | No |



Checklist #14 - Resale - Residence Installation

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

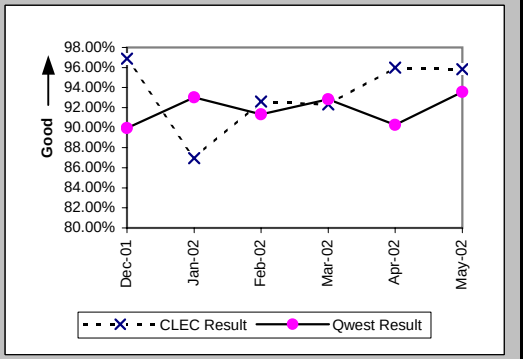
| Date | CLEC Order Count |
|---|---|
| Dec-01 | 2 |
| Jan-02 | 2 |
| Feb-02 | 2 |
| Mar-02 | 2 |
| Apr-02 | 3 |
| May-02 | 0 |



## Checklist #14 - Resale - Residence Repair

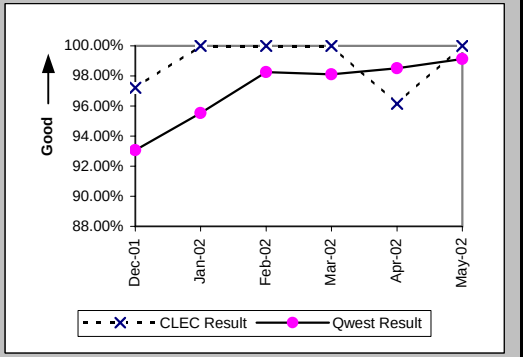
Out of Service Cleared within 24 hours (Percent) (MR-3A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 31 | 32 | 96.88% | 10 | 0 | 1039 | 1155 | 89.96% | 30.06% | -1.28 | -1.78 | No |
| Jan-02 | 20 | 23 | 86.96% | 19 | 0 | 1159 | 1246 | 93.02% | 25.48% | 1.06 | -0.35 | No |
| Feb-02 | 25 | 27 | 92.59% | 7 | 0 | 1012 | 1108 | 91.34% | 28.13% | -0.23 | -1.14 | No |
| Mar-02 | 12 | 13 | 92.31% | 10 | 0 | 999 | 1076 | 92.84% | 25.78% | 0.15 | -0.91 | No |
| Apr-02 | 24 | 25 | 96.00% | 6 | 0 | 1328 | 1471 | 90.28% | 29.62% | -0.96 | -1.58 | No |
| May-02 | 23 | 24 | 95.83% | 12 | 0 | 1586 | 1695 | 93.57% | 24.53% | -0.45 | -1.27 | No |



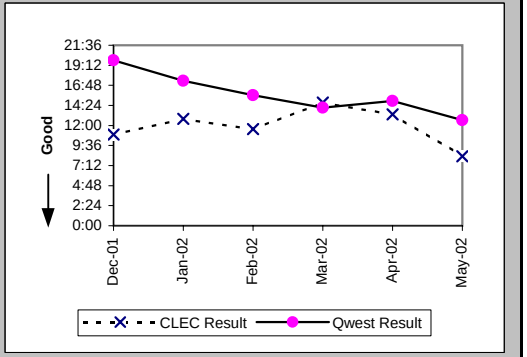

All Troubles Cleared within 48 hours (Percent) (MR-4A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 35 | 36 | 97.22% | 10 | 0 | 1490 | 1601 | 93.07% | 25.40% | -0.97 | -1.59 | No |
| Jan-02 | 25 | 25 | 100.00% | 19 | 0 | 1515 | 1586 | 95.52% | 20.68% | -1.07 | -1.65 | No |
| Feb-02 | 34 | 34 | 100.00% | 7 | 0 | 1415 | 1440 | 98.26% | 13.06% | -0.77 | -1.47 | No |
| Mar-02 | 13 | 13 | 100.00% | 10 | 0 | 1398 | 1425 | 98.11% | 13.63% | -0.5 | -1.3 | No |
| Apr-02 | 25 | 26 | 96.15% | 6 | 0 | 1908 | 1937 | 98.50% | 12.14% | 0.86 | -0.48 | No |
| May-02 | 24 | 24 | 100.00% | 12 | 0 | 2150 | 2169 | 99.12% | 9.32% | -0.46 | -1.28 | No |




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

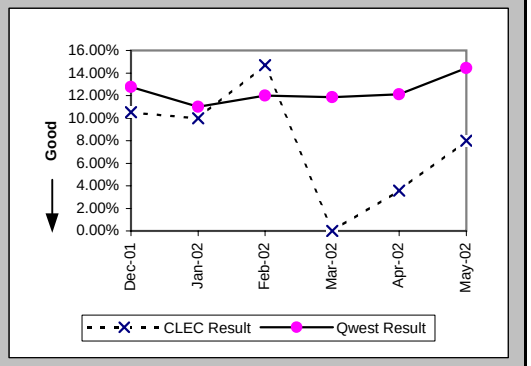
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 393:23 | 36 | 10:56 | 8 | 0 | 31660:55 | 1601 | 19:47 | 17:46 | -2.95 | -2.8 | No |
| Jan-02 | 319:59 | 25 | 12:48 | 14 | 0 | 27500:44 | 1586 | 17:20 | 15:52 | -1.42 | -1.86 | No |
| Feb-02 | 392:59 | 34 | 11:34 | 7 | 0 | 22502:16 | 1440 | 15:38 | 11:52 | -1.98 | -2.2 | No |
| Mar-02 | 191:32 | 13 | 14:44 | 6 | 0 | 20154:06 | 1425 | 14:09 | 12:09 | 0.25 | -0.85 | No |
| Apr-02 | 346:47 | 26 | 13:20 | 4 | 0 | 28955:13 | 1937 | 14:57 | 11:57 | -0.68 | -1.41 | No |
| May-02 | 199:41 | 24 | 8:19 | 11 | 0 | 27413:40 | 2169 | 12:38 | 9:54 | -2.13 | -2.29 | No |



## Checklist #14 - Resale - Residence Repair

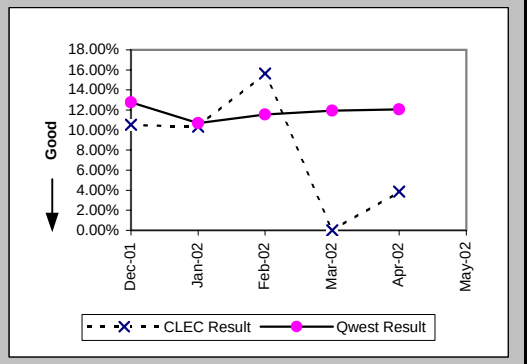
Repair Repeat Report Rate (Percent) (MR-7A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 4 | 38 | 10.53% | 8 | 0 | 216 | 1692 | 12.77% | 33.37% | -0.41 | -1.25 | No |
| Jan-02 | 3 | 30 | 10.00% | 14 | 0 | 181 | 1645 | 11.00% | 31.29% | -0.17 | -1.11 | No |
| Feb-02 | 5 | 34 | 14.71% | 7 | 0 | 180 | 1500 | 12.00% | 32.50% | 0.51 | -0.69 | No |
| Mar-02 | 0 | 17 | 0.00% | 6 | 0 | 177 | 1494 | 11.85% | 32.32% | -1.5 | -1.91 | No |
| Apr-02 | 1 | 28 | 3.57% | 4 | 0 | 245 | 2024 | 12.10% | 32.62% | -1.37 | -1.84 | No |
| May-02 | 2 | 25 | 8.00% | 11 | 0 | 327 | 2263 | 14.45% | 35.16% | -0.91 | -1.55 | No |



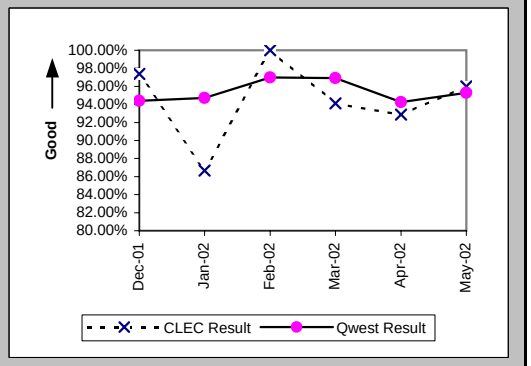

Repair Repeat Report Rate (Percent) (MR-7A*) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 4 | 38 | 10.53% | 8 | 0 | 193 | 1511 | 12.77% | 33.38% | -0.41 | -1.25 | No |
| Jan-02 | 3 | 29 | 10.34% | 14 | 0 | 153 | 1431 | 10.69% | 30.90% | -0.06 | -1.04 | No |
| Feb-02 | 5 | 32 | 15.63% | 7 | 0 | 154 | 1332 | 11.56% | 31.98% | 0.72 | -0.56 | No |
| Mar-02 | 0 | 16 | 0.00% | 6 | 0 | 158 | 1324 | 11.93% | 32.42% | -1.46 | -1.89 | No |
| Apr-02 | 1 | 26 | 3.85% | 4 | 0 | 228 | 1888 | 12.08% | 32.59% | -1.28 | -1.78 | No |
| May-02 | | | | | | | | | | | | |




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

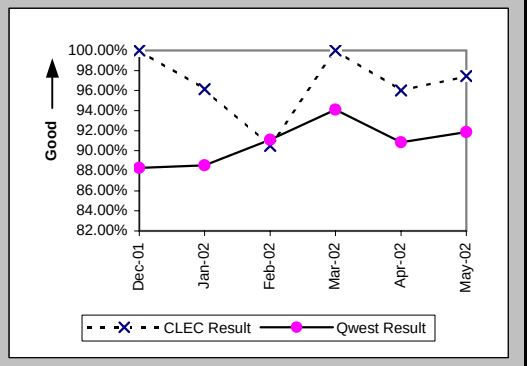
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 37 | 38 | 97.37% | 8 | 0 | 1597 | 1692 | 94.39% | 23.02% | -0.79 | -1.48 | No |
| Jan-02 | 26 | 30 | 86.67% | 14 | 0 | 1558 | 1645 | 94.71% | 22.38% | 1.69 | 0.03 | Yes |
| Feb-02 | 34 | 34 | 100.00% | 7 | 0 | 1455 | 1500 | 97.00% | 17.06% | -1.01 | -1.62 | No |
| Mar-02 | 16 | 17 | 94.12% | 6 | 0 | 1448 | 1494 | 96.92% | 17.27% | 0.64 | -0.61 | No |
| Apr-02 | 26 | 28 | 92.86% | 4 | 0 | 1908 | 2024 | 94.27% | 23.24% | 0.38 | -0.77 | No |
| May-02 | 24 | 25 | 96.00% | 11 | 0 | 2156 | 2263 | 95.27% | 21.22% | -0.17 | -1.1 | No |



## Checklist #14 - Resale - Residence Repair

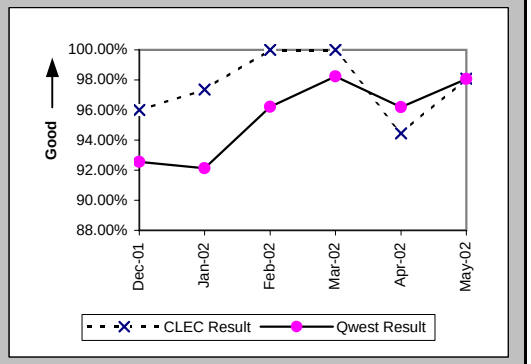
### Out of Service Cleared within 24 hours (Percent) (MR-3B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 32 | 32 | 100.00% | 11 | 0 | 542 | 614 | 88.27% | 32.17% | -2.01 | -2.22 | No |
| Jan-02 | 25 | 26 | 96.15% | 20 | 0 | 441 | 498 | 88.55% | 31.84% | -1.19 | -1.72 | No |
| Feb-02 | 19 | 21 | 90.48% | 15 | 0 | 430 | 472 | 91.10% | 28.47% | 0.16 | -0.91 | No |
| Mar-02 | 24 | 24 | 100.00% | 13 | 0 | 525 | 558 | 94.09% | 23.59% | -1.2 | -1.73 | No |
| Apr-02 | 24 | 25 | 96.00% | 13 | 0 | 694 | 764 | 90.84% | 28.85% | -0.88 | -1.54 | No |
| May-02 | 38 | 39 | 97.44% | 21 | 0 | 766 | 834 | 91.85% | 27.37% | -1.25 | -1.76 | No |



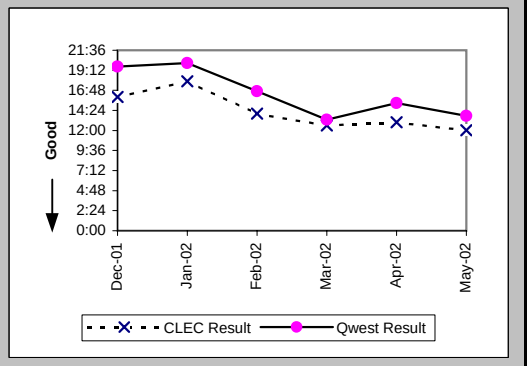

### All Troubles Cleared within 48 hours (Percent) (MR-4B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 48 | 50 | 96.00% | 11 | 0 | 844 | 912 | 92.54% | 26.27% | -0.91 | -1.55 | No |
| Jan-02 | 37 | 38 | 97.37% | 20 | 0 | 702 | 762 | 92.13% | 26.93% | -1.17 | -1.71 | No |
| Feb-02 | 30 | 30 | 100.00% | 15 | 0 | 684 | 711 | 96.20% | 19.11% | -1.07 | -1.65 | No |
| Mar-02 | 30 | 30 | 100.00% | 13 | 0 | 780 | 794 | 98.24% | 13.16% | -0.72 | -1.44 | No |
| Apr-02 | 34 | 36 | 94.44% | 13 | 0 | 1061 | 1103 | 96.19% | 19.14% | 0.57 | -0.65 | No |
| May-02 | 51 | 52 | 98.08% | 21 | 0 | 1161 | 1184 | 98.06% | 13.80% | -0.01 | -1.01 | No |




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

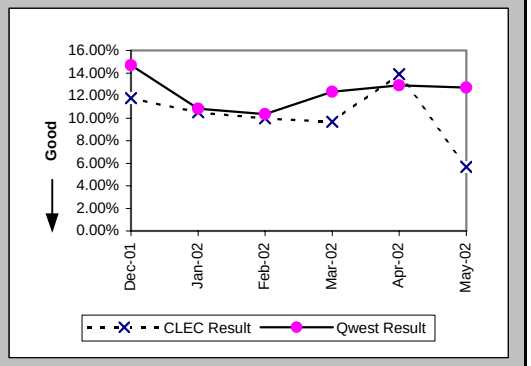
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 800:47 | 50 | 16:01 | 10 | 0 | 17911:46 | 912 | 19:38 | 19:42 | -1.27 | -1.77 | No |
| Jan-02 | 680:04 | 38 | 17:54 | 20 | 0 | 15280:40 | 762 | 20:03 | 19:31 | -0.66 | -1.4 | No |
| Feb-02 | 420:47 | 30 | 14:02 | 15 | 0 | 11872:49 | 711 | 16:42 | 15:42 | -0.91 | -1.56 | No |
| Mar-02 | 378:03 | 30 | 12:36 | 12 | 0 | 10557:29 | 794 | 13:18 | 13:51 | -0.27 | -1.16 | No |
| Apr-02 | 467:47 | 36 | 13:00 | 13 | 0 | 16840:59 | 1103 | 15:16 | 14:09 | -0.95 | -1.58 | No |
| May-02 | 624:38 | 52 | 12:01 | 20 | 0 | 16266:16 | 1184 | 13:44 | 12:02 | -1.01 | -1.62 | No |



## Checklist #14 - Resale - Residence Repair

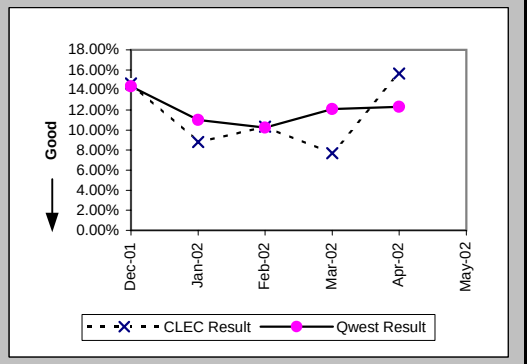
Repair Repeat Report Rate (Percent) (MR-7B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 6 | 51 | 11.76% | 10 | 0 | 137 | 932 | 14.70% | 35.41% | -0.58 | -1.35 | No |
| Jan-02 | 4 | 38 | 10.53% | 20 | 0 | 84 | 776 | 10.82% | 31.07% | -0.06 | -1.04 | No |
| Feb-02 | 3 | 30 | 10.00% | 15 | 0 | 75 | 724 | 10.36% | 30.47% | -0.06 | -1.04 | No |
| Mar-02 | 3 | 31 | 9.68% | 12 | 0 | 100 | 811 | 12.33% | 32.88% | -0.44 | -1.27 | No |
| Apr-02 | 5 | 36 | 13.89% | 13 | 0 | 144 | 1116 | 12.90% | 33.52% | 0.22 | -0.87 | No |
| May-02 | 3 | 53 | 5.66% | 20 | 0 | 153 | 1205 | 12.70% | 33.29% | -1.51 | -1.92 | No |



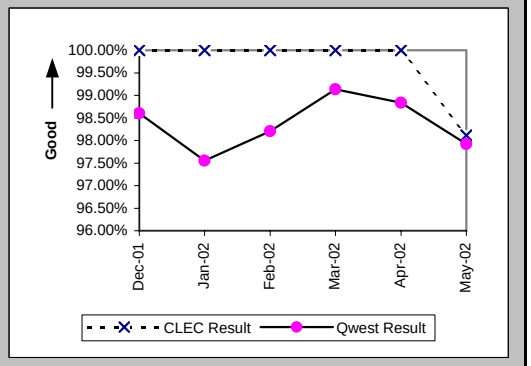

Repair Repeat Report Rate (Percent) (MR-7B*) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 6 | 41 | 14.63% | 10 | 0 | 123 | 856 | 14.37% | 35.08% | 0.09 | -0.95 | No |
| Jan-02 | 3 | 34 | 8.82% | 20 | 0 | 75 | 681 | 11.01% | 31.31% | -0.4 | -1.24 | No |
| Feb-02 | 3 | 29 | 10.34% | 15 | 0 | 65 | 635 | 10.24% | 30.31% | 0.07 | -0.96 | No |
| Mar-02 | 2 | 26 | 7.69% | 12 | 0 | 88 | 728 | 12.09% | 32.60% | -0.68 | -1.41 | No |
| Apr-02 | 5 | 32 | 15.63% | 13 | 0 | 125 | 1014 | 12.33% | 32.88% | 0.58 | -0.65 | No |
| May-02 | | | | | | | | | | | | |




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

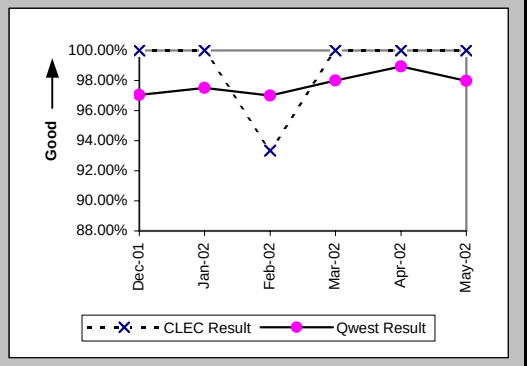
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 51 | 51 | 100.00% | 10 | 0 | 919 | 932 | 98.61% | 11.73% | -0.83 | -1.5 | No |
| Jan-02 | 38 | 38 | 100.00% | 20 | 0 | 757 | 776 | 97.55% | 15.45% | -0.95 | -1.58 | No |
| Feb-02 | 30 | 30 | 100.00% | 15 | 0 | 711 | 724 | 98.20% | 13.28% | -0.73 | -1.44 | No |
| Mar-02 | 31 | 31 | 100.00% | 12 | 0 | 804 | 811 | 99.14% | 9.25% | -0.51 | -1.31 | No |
| Apr-02 | 36 | 36 | 100.00% | 13 | 0 | 1103 | 1116 | 98.84% | 10.73% | -0.64 | -1.39 | No |
| May-02 | 52 | 53 | 98.11% | 20 | 0 | 1180 | 1205 | 97.93% | 14.25% | -0.09 | -1.06 | No |



## Checklist #14 - Resale - Residence Repair

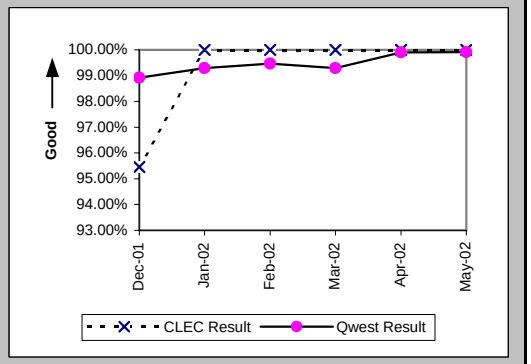
### Out of Service Cleared within 24 hours (Percent) (MR-3C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 13 | 13 | 100.00% | 14 | 0 | 559 | 576 | 97.05% | 16.92% | -0.62 | -1.38 | No |
| Jan-02 | 15 | 15 | 100.00% | 24 | 0 | 509 | 522 | 97.51% | 15.58% | -0.61 | -1.37 | No |
| Feb-02 | 14 | 15 | 93.33% | 22 | 0 | 486 | 501 | 97.01% | 17.04% | 0.74 | -0.55 | No |
| Mar-02 | 12 | 12 | 100.00% | 11 | 0 | 491 | 501 | 98.00% | 13.99% | -0.49 | -1.3 | No |
| Apr-02 | 13 | 13 | 100.00% | 10 | 0 | 461 | 466 | 98.93% | 10.30% | -0.37 | -1.23 | No |
| May-02 | 12 | 12 | 100.00% | 7 | 0 | 533 | 544 | 97.98% | 14.08% | -0.49 | -1.3 | No |



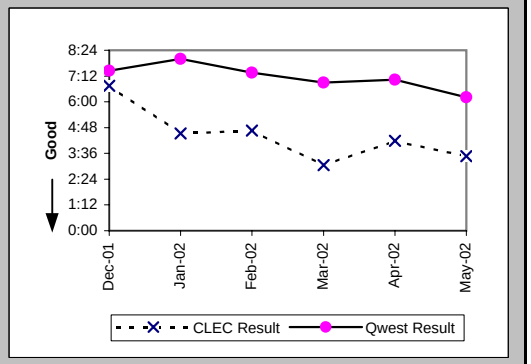

### All Troubles Cleared within 48 hours (Percent) (MR-4C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 42 | 44 | 95.45% | 14 | 0 | 1278 | 1292 | 98.92% | 10.35% | 1.65 | 0 | Yes |
| Jan-02 | 52 | 52 | 100.00% | 24 | 0 | 1130 | 1138 | 99.30% | 8.35% | -0.59 | -1.36 | No |
| Feb-02 | 28 | 28 | 100.00% | 22 | 0 | 1119 | 1125 | 99.47% | 7.28% | -0.38 | -1.23 | No |
| Mar-02 | 38 | 38 | 100.00% | 11 | 0 | 1131 | 1139 | 99.30% | 8.35% | -0.51 | -1.31 | No |
| Apr-02 | 32 | 32 | 100.00% | 10 | 0 | 1033 | 1034 | 99.90% | 3.11% | -0.17 | -1.11 | No |
| May-02 | 32 | 32 | 100.00% | 7 | 0 | 1083 | 1084 | 99.91% | 3.04% | -0.17 | -1.1 | No |




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

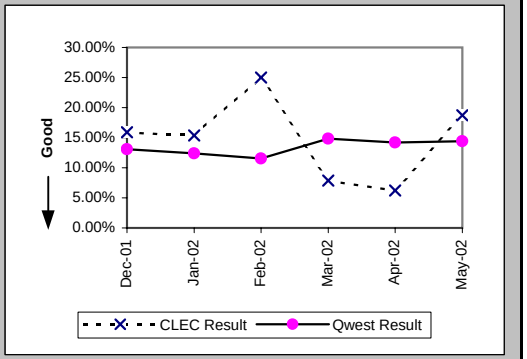
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 297:09 | 44 | 6:45 | 14 | 0 | 9624:29 | 1292 | 7:27 | 10:44 | -0.42 | -1.26 | No |
| Jan-02 | 236:04 | 52 | 4:32 | 24 | 0 | 9099:39 | 1138 | 8:00 | 11:46 | -2.07 | -2.26 | No |
| Feb-02 | 130:49 | 28 | 4:40 | 22 | 0 | 8271:47 | 1125 | 7:21 | 9:13 | -1.52 | -1.92 | No |
| Mar-02 | 115:44 | 38 | 3:03 | 11 | 0 | 7858:34 | 1139 | 6:54 | 10:36 | -2.2 | -2.34 | No |
| Apr-02 | 133:45 | 32 | 4:11 | 10 | 0 | 7275:02 | 1034 | 7:02 | 8:02 | -1.98 | -2.2 | No |
| May-02 | 110:46 | 32 | 3:28 | 7 | 0 | 6730:01 | 1084 | 6:13 | 7:39 | -2 | -2.22 | No |



## Checklist #14 - Resale - Residence Repair

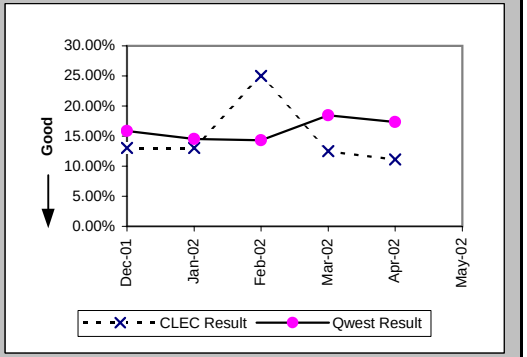
Repair Repeat Report Rate (Percent) (MR-7C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 7 | 44 | 15.91% | 14 | 0 | 169 | 1292 | 13.08% | 33.72% | 0.57 | -0.65 | No |
| Jan-02 | 8 | 52 | 15.38% | 24 | 0 | 141 | 1138 | 12.39% | 32.95% | 0.66 | -0.6 | No |
| Feb-02 | 7 | 28 | 25.00% | 22 | 0 | 130 | 1125 | 11.56% | 31.97% | 1.97 | 0.2 | Yes |
| Mar-02 | 3 | 38 | 7.89% | 11 | 0 | 169 | 1139 | 14.84% | 35.55% | -1.18 | -1.72 | No |
| Apr-02 | 2 | 32 | 6.25% | 10 | 0 | 147 | 1034 | 14.22% | 34.92% | -1.27 | -1.77 | No |
| May-02 | 6 | 32 | 18.75% | 7 | 0 | 156 | 1084 | 14.39% | 35.10% | 0.7 | -0.57 | No |



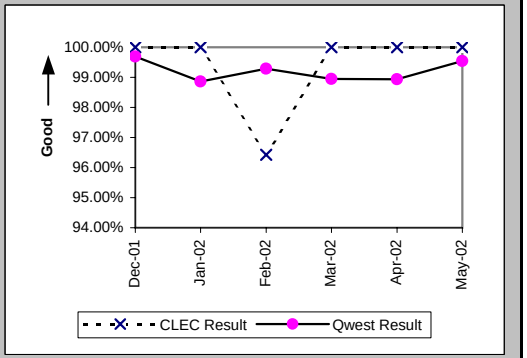

Repair Repeat Report Rate (Percent) (MR-7C*) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 3 | 23 | 13.04% | 14 | 0 | 72 | 454 | 15.86% | 36.53% | -0.36 | -1.22 | No |
| Jan-02 | 3 | 23 | 13.04% | 24 | 0 | 60 | 413 | 14.53% | 35.24% | -0.2 | -1.12 | No |
| Feb-02 | 4 | 16 | 25.00% | 22 | 0 | 51 | 356 | 14.33% | 35.03% | 1.12 | -0.32 | No |
| Mar-02 | 2 | 16 | 12.50% | 11 | 0 | 72 | 390 | 18.46% | 38.80% | -0.6 | -1.37 | No |
| Apr-02 | 1 | 9 | 11.11% | 10 | 0 | 73 | 421 | 17.34% | 37.86% | -0.49 | -1.3 | No |
| May-02 | | | | | | | | | | | | |




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

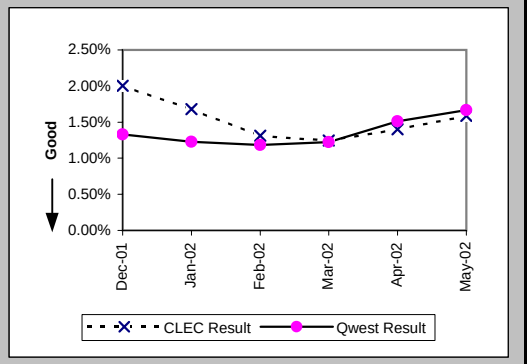
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 44 | 44 | 100.00% | 14 | 0 | 1288 | 1292 | 99.69% | 5.56% | -0.36 | -1.22 | No |
| Jan-02 | 52 | 52 | 100.00% | 24 | 0 | 1125 | 1138 | 98.86% | 10.63% | -0.76 | -1.46 | No |
| Feb-02 | 27 | 28 | 96.43% | 22 | 0 | 1117 | 1125 | 99.29% | 8.40% | 1.25 | -0.24 | No |
| Mar-02 | 38 | 38 | 100.00% | 11 | 0 | 1127 | 1139 | 98.95% | 10.21% | -0.63 | -1.38 | No |
| Apr-02 | 32 | 32 | 100.00% | 10 | 0 | 1023 | 1034 | 98.94% | 10.26% | -0.58 | -1.35 | No |
| May-02 | 32 | 32 | 100.00% | 7 | 0 | 1079 | 1084 | 99.54% | 6.78% | -0.38 | -1.23 | No |



## Checklist #14 - Resale - Residence Repair

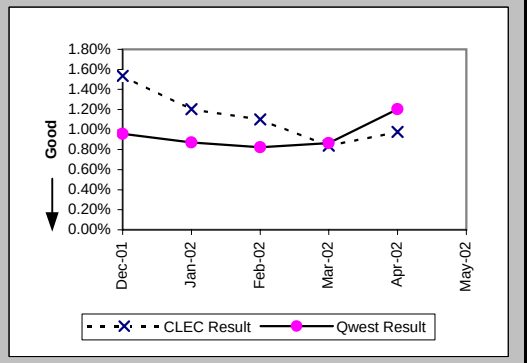
Trouble Rate (Percent) (MR-8) (Parity)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 133 | 6642 | 2.00% | 32 | 0 | 3916 | 294735 | 1.33% | 11.45% | 4.74 | 1.88 | Yes |
| Jan-02 | 120 | 7147 | 1.68% | 58 | 0 | 3559 | 290310 | 1.23% | 11.00% | 3.44 | 1.09 | Yes |
| Feb-02 | 92 | 7002 | 1.31% | 44 | 0 | 3349 | 282571 | 1.19% | 10.82% | 0.98 | -0.4 | No |
| Mar-02 | 86 | 6914 | 1.24% | 29 | 0 | 3444 | 281917 | 1.22% | 10.99% | 0.17 | -0.9 | No |
| Apr-02 | 96 | 6859 | 1.40% | 27 | 0 | 4174 | 275840 | 1.51% | 12.21% | -0.76 | -1.46 | No |
| May-02 | 110 | 6935 | 1.59% | 38 | 0 | 4552 | 272953 | 1.67% | 12.81% | -0.52 | -1.32 | No |



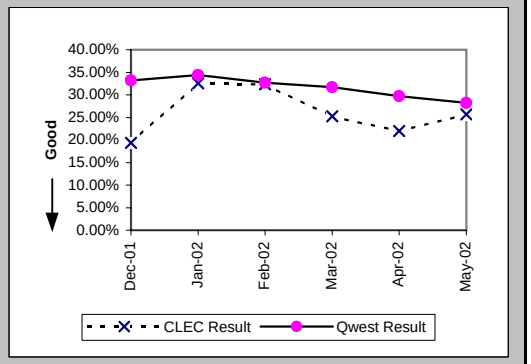

Trouble Rate (Percent) (MR-8*) (Parity)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 102 | 6642 | 1.54% | 32 | 0 | 2821 | 294735 | 0.96% | 9.74% | 4.79 | 1.91 | Yes |
| Jan-02 | 86 | 7147 | 1.20% | 58 | 0 | 2525 | 290310 | 0.87% | 9.29% | 3 | 0.82 | Yes |
| Feb-02 | 77 | 7002 | 1.10% | 44 | 0 | 2323 | 282571 | 0.82% | 9.03% | 2.54 | 0.54 | Yes |
| Mar-02 | 58 | 6914 | 0.84% | 29 | 0 | 2442 | 281917 | 0.87% | 9.27% | -0.24 | -1.15 | No |
| Apr-02 | 67 | 6859 | 0.98% | 27 | 0 | 3323 | 275840 | 1.20% | 10.91% | -1.71 | -2.04 | No |
| May-02 | | | | | | | | | | | | |




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

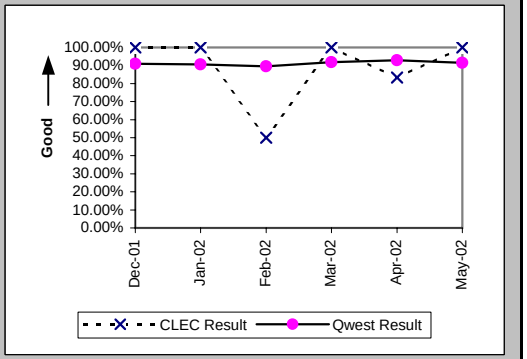
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 32 | 165 | 19.39% | 0 | 0 | 1944 | 5860 | 33.17% | 47.08% | -3.71 | -3.25 | No |
| Jan-02 | 58 | 178 | 32.58% | 0 | 0 | 1868 | 5427 | 34.42% | 47.51% | -0.51 | -1.31 | No |
| Feb-02 | 44 | 136 | 32.35% | 0 | 0 | 1629 | 4978 | 32.72% | 46.92% | -0.09 | -1.06 | No |
| Mar-02 | 29 | 115 | 25.22% | 0 | 0 | 1599 | 5043 | 31.71% | 46.53% | -1.48 | -1.9 | No |
| Apr-02 | 27 | 123 | 21.95% | 0 | 0 | 1764 | 5938 | 29.71% | 45.70% | -1.86 | -2.13 | No |
| May-02 | 38 | 148 | 25.68% | 0 | 0 | 1793 | 6345 | 28.26% | 45.03% | -0.69 | -1.42 | No |



## Checklist #14 - Resale - Business Installation

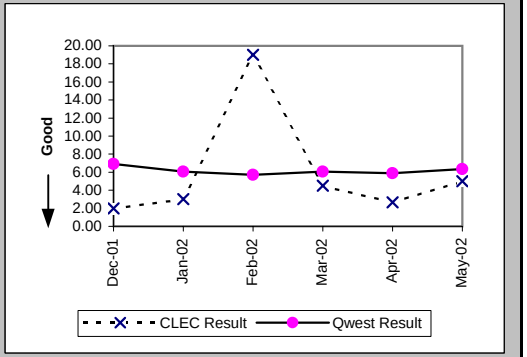
### Installation Commitments Met (Percent) (OP-3A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 1 | 1 | 100.00% | 0 | 0 | 229 | 252 | 90.87% | 28.80% | -0.32 | -1.19 | No |
| Jan-02 | 1 | 1 | 100.00% | 0 | 0 | 258 | 285 | 90.53% | 29.29% | -0.32 | -1.2 | No |
| Feb-02 | 1 | 2 | 50.00% | 0 | 0 | 172 | 192 | 89.58% | 30.55% | 1.25 | -0.24 | No |
| Mar-02 | 1 | 1 | 100.00% | 1 | 0 | 291 | 317 | 91.80% | 27.44% | -0.3 | -1.18 | No |
| Apr-02 | 5 | 6 | 83.33% | 0 | 0 | 260 | 280 | 92.86% | 25.75% | 0.78 | -0.53 | No |
| May-02 | 1 | 1 | 100.00% | 0 | 0 | 303 | 331 | 91.54% | 27.83% | -0.3 | -1.18 | No |



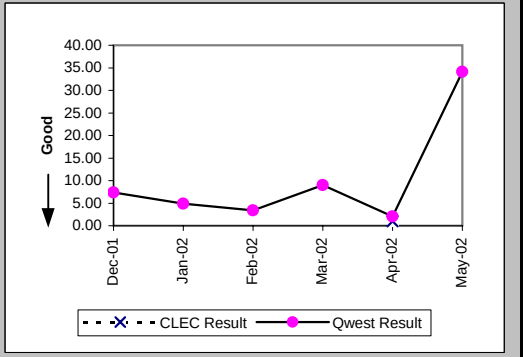

### Installation Interval (Average Days) (OP-4A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 2 | 1 | 2.00 | 0 | 0 | 1787 | 259 | 6.90 | 9.47 | -0.52 | -1.31 | No |
| Jan-02 | 3 | 1 | 3.00 | 0 | 0 | 1764 | 290 | 6.08 | 7.28 | -0.42 | -1.26 | No |
| Feb-02 | 38 | 2 | 19.00 | 0 | 0 | 1117 | 196 | 5.70 | 6.39 | 1.91 | 0.16 | Yes |
| Mar-02 | 9 | 2 | 4.50 | 0 | 0 | 1957 | 323 | 6.06 | 7.00 | -0.31 | -1.19 | No |
| Apr-02 | 16 | 6 | 2.67 | 0 | 0 | 1673 | 284 | 5.89 | 7.35 | -1.06 | -1.65 | No |
| May-02 | 5 | 1 | 5.00 | 0 | 0 | 2113 | 332 | 6.36 | 7.32 | -0.19 | -1.11 | No |




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

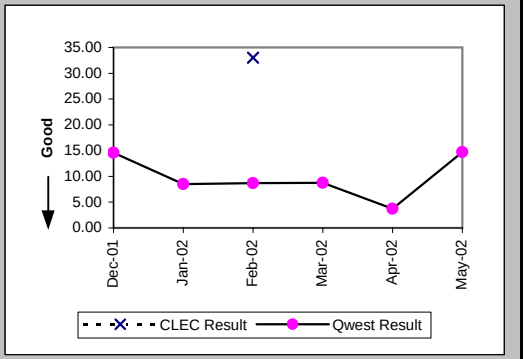
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 125 | 17 | 7.35 | 15.82 | | | |
| Jan-02 | | | | | | 93 | 19 | 4.89 | 6.17 | | | |
| Feb-02 | | | | | | 41 | 12 | 3.42 | 5.35 | | | |
| Mar-02 | | | | | | 144 | 16 | 9.00 | 12.48 | | | |
| Apr-02 | 1 | 1 | 1.00 | 0 | 0 | 23 | 11 | 2.09 | 1.38 | -0.76 | -1.46 | No |
| May-02 | | | | | | 546 | 16 | 34.12 | 126.91 | | | |



## Checklist #14 - Resale - Business Installation

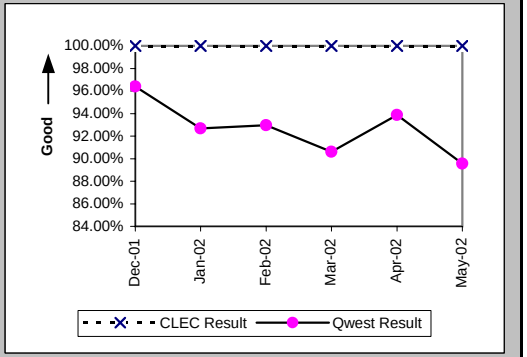
### Delayed Days for Facility Reasons (Average Days) (OP-6B-1) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 131 | 9 | 14.56 | 17.15 | | | |
| Jan-02 | | | | | | 68 | 8 | 8.50 | 8.96 | | | |
| Feb-02 | 33 | 1 | 33.00 | 0 | 0 | 78 | 9 | 8.67 | 5.94 | 1.62 | -0.02 | No |
| Mar-02 | | | | | | 96 | 11 | 8.73 | 5.39 | | | |
| Apr-02 | | | | | | 30 | 8 | 3.75 | 3.06 | | | |
| May-02 | | | | | | 162 | 11 | 14.73 | 13.52 | | | |



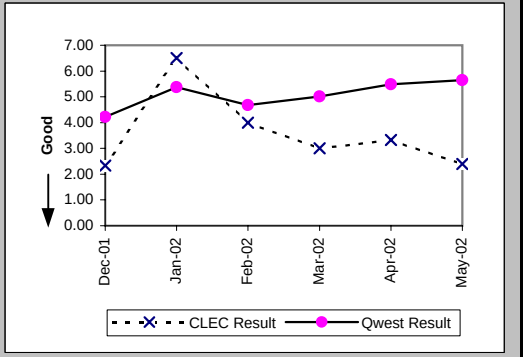

### Installation Commitments Met (Percent) (OP-3B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 3 | 3 | 100.00% | 0 | 0 | 134 | 139 | 96.40% | 18.62% | -0.33 | -1.2 | No |
| Jan-02 | 2 | 2 | 100.00% | 0 | 0 | 114 | 123 | 92.68% | 26.04% | -0.39 | -1.24 | No |
| Feb-02 | 1 | 1 | 100.00% | 0 | 0 | 119 | 128 | 92.97% | 25.57% | -0.27 | -1.17 | No |
| Mar-02 | 4 | 4 | 100.00% | 0 | 0 | 135 | 149 | 90.60% | 29.18% | -0.64 | -1.39 | No |
| Apr-02 | 3 | 3 | 100.00% | 0 | 0 | 138 | 147 | 93.88% | 23.97% | -0.44 | -1.27 | No |
| May-02 | 5 | 5 | 100.00% | 0 | 0 | 146 | 163 | 89.57% | 30.56% | -0.75 | -1.46 | No |




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

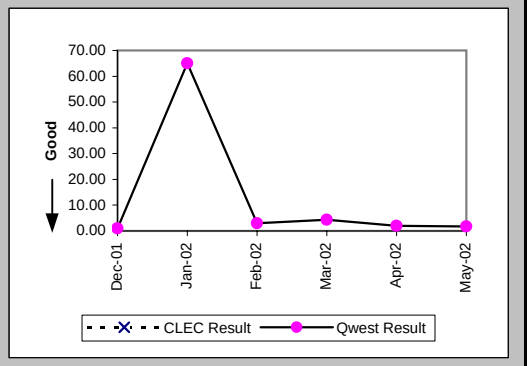
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 7 | 3 | 2.33 | 0 | 0 | 586 | 139 | 4.22 | 4.56 | -0.71 | -1.43 | No |
| Jan-02 | 13 | 2 | 6.50 | 0 | 0 | 689 | 128 | 5.38 | 6.82 | 0.66 | -0.6 | No |
| Feb-02 | 4 | 1 | 4.00 | 0 | 0 | 608 | 130 | 4.68 | 5.47 | -0.12 | -1.07 | No |
| Mar-02 | 12 | 4 | 3.00 | 0 | 0 | 746 | 149 | 5.01 | 4.75 | -0.83 | -1.51 | No |
| Apr-02 | 10 | 3 | 3.33 | 0 | 0 | 816 | 149 | 5.48 | 6.30 | -0.58 | -1.35 | No |
| May-02 | 12 | 5 | 2.40 | 0 | 0 | 932 | 165 | 5.65 | 6.32 | -1.13 | -1.69 | No |



## Checklist #14 - Resale - Business Installation

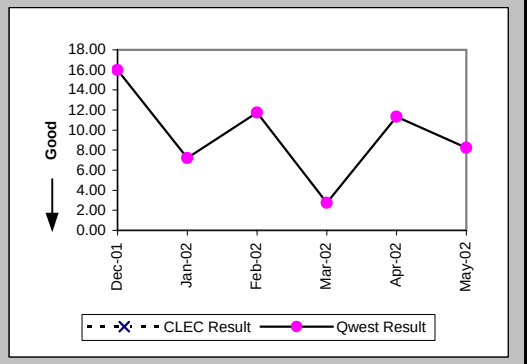
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-2) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 3 | 3 | 1.00 | 0.00 | | | |
| Jan-02 | | | | | | 260 | 4 | 65.00 | 126.67 | | | |
| Feb-02 | | | | | | 15 | 5 | 3.00 | 2.35 | | | |
| Mar-02 | | | | | | 43 | 10 | 4.30 | 3.62 | | | |
| Apr-02 | | | | | | 12 | 6 | 2.00 | 1.26 | | | |
| May-02 | | | | | | 7 | 4 | 1.75 | 0.96 | | | |



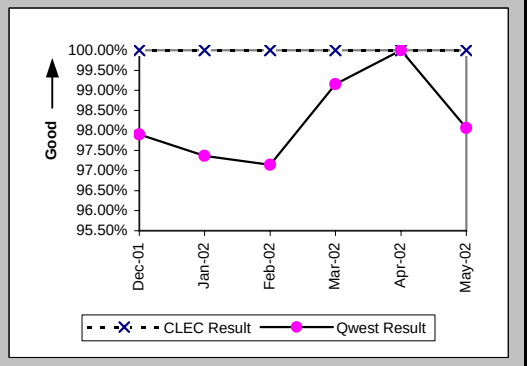

Delayed Days for Facility Reasons (Average Days) (OP-6B-2) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 32 | 2 | 16.00 | 8.49 | | | |
| Jan-02 | | | | | | 36 | 5 | 7.20 | 8.29 | | | |
| Feb-02 | | | | | | 47 | 4 | 11.75 | 10.44 | | | |
| Mar-02 | | | | | | 11 | 4 | 2.75 | 1.71 | | | |
| Apr-02 | | | | | | 34 | 3 | 11.33 | 14.47 | | | |
| May-02 | | | | | | 107 | 13 | 8.23 | 4.23 | | | |




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

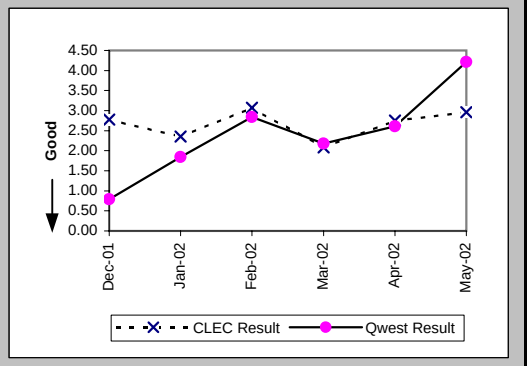
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 43 | 43 | 100.00% | 0 | 0 | 140 | 143 | 97.90% | 14.33% | -0.84 | -1.51 | No |
| Jan-02 | 17 | 17 | 100.00% | 0 | 0 | 111 | 114 | 97.37% | 16.01% | -0.63 | -1.38 | No |
| Feb-02 | 15 | 15 | 100.00% | 0 | 0 | 102 | 105 | 97.14% | 16.66% | -0.62 | -1.38 | No |
| Mar-02 | 13 | 13 | 100.00% | 0 | 0 | 117 | 118 | 99.15% | 9.17% | -0.32 | -1.19 | No |
| Apr-02 | 11 | 11 | 100.00% | 0 | 0 | 110 | 110 | 100.00% | N/A | N/A | N/A | |
| May-02 | 35 | 35 | 100.00% | 0 | 1 | 101 | 103 | 98.06% | 13.80% | -0.72 | -1.44 | No |



## Checklist #14 - Resale - Business Installation

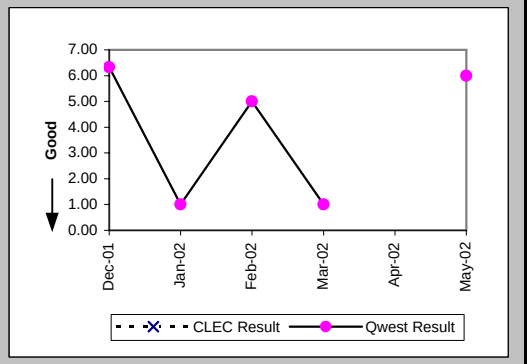
Installation Interval (Average Days) (OP-4C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 111 | 40 | 2.78 | 3 | 0 | 88 | 112 | 0.79 | 1.40 | 3.72 | 1.26 | Yes |
| Jan-02 | 40 | 17 | 2.35 | 0 | 0 | 173 | 94 | 1.84 | 3.28 | 0.71 | -0.57 | No |
| Feb-02 | 43 | 14 | 3.07 | 1 | 0 | 216 | 76 | 2.84 | 2.18 | 0.41 | -0.75 | No |
| Mar-02 | 27 | 13 | 2.08 | 0 | 0 | 192 | 88 | 2.18 | 1.78 | -0.2 | -1.12 | No |
| Apr-02 | 22 | 8 | 2.75 | 3 | 0 | 196 | 75 | 2.61 | 1.57 | 0.18 | -0.89 | No |
| May-02 | 68 | 23 | 2.96 | 12 | 1 | 303 | 72 | 4.21 | 4.61 | -1.13 | -1.69 | No |



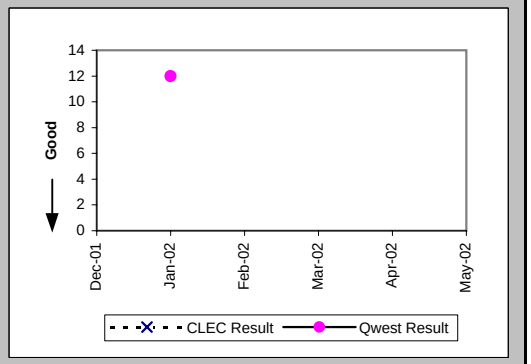

Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-3) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 19 | 3 | 6.33 | 3.79 | | | |
| Jan-02 | | | | | | 2 | 2 | 1.00 | 0.00 | | | |
| Feb-02 | | | | | | 15 | 3 | 5.00 | 5.29 | | | |
| Mar-02 | | | | | | 1 | 1 | 1.00 | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | 12 | 2 | 6.00 | 4.24 | | | |




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

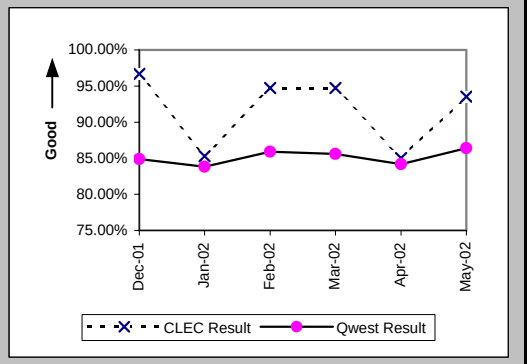
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | 12 | 1 | 12.00 | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |



## Checklist #14 - Resale - Business Installation

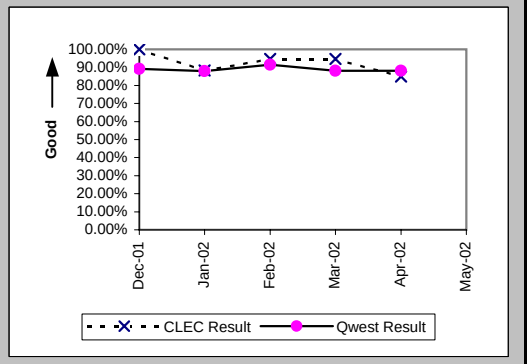
New Service Installation Quality (Percent) (OP-5) (Parity)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 29 | 30 | 96.67% | 0 | 0 | 444 | 523 | 84.89% | 35.81% | -1.75 | -2.06 | No |
| Jan-02 | 29 | 34 | 85.29% | 0 | 0 | 450 | 537 | 83.80% | 36.85% | -0.23 | -1.14 | No |
| Feb-02 | 18 | 19 | 94.74% | 0 | 0 | 415 | 483 | 85.92% | 34.78% | -1.08 | -1.66 | No |
| Mar-02 | 18 | 19 | 94.74% | 0 | 0 | 439 | 513 | 85.58% | 35.13% | -1.12 | -1.68 | No |
| Apr-02 | 17 | 20 | 85.00% | 0 | 0 | 478 | 568 | 84.15% | 36.52% | -0.1 | -1.06 | No |
| May-02 | 29 | 31 | 93.55% | 0 | 0 | 495 | 573 | 86.39% | 34.29% | -1.13 | -1.69 | No |



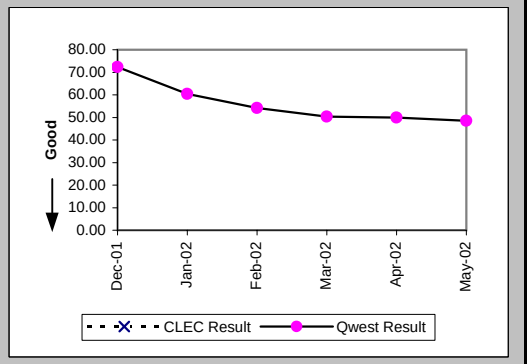

New Service Installation Quality (Percent) (OP-5*) (Parity)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 30 | 30 | 100.00% | 0 | 0 | 466 | 523 | 89.10% | 31.16% | -1.86 | -2.13 | No |
| Jan-02 | 30 | 34 | 88.24% | 0 | 0 | 472 | 537 | 87.90% | 32.62% | -0.06 | -1.04 | No |
| Feb-02 | 18 | 19 | 94.74% | 0 | 0 | 442 | 483 | 91.51% | 27.87% | -0.49 | -1.3 | No |
| Mar-02 | 18 | 19 | 94.74% | 0 | 0 | 452 | 513 | 88.11% | 32.37% | -0.88 | -1.53 | No |
| Apr-02 | 17 | 20 | 85.00% | 0 | 0 | 501 | 568 | 88.20% | 32.26% | 0.47 | -0.72 | No |
| May-02 | | | | | | | | | | | | |



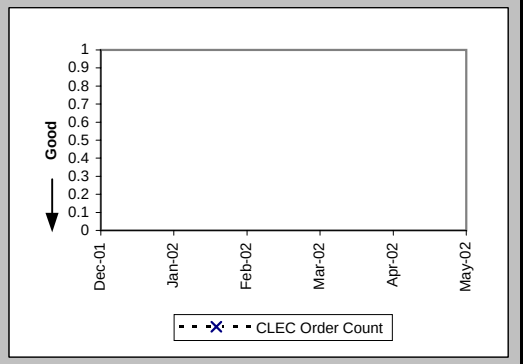

Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A) (Diagnostic)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 2534 | 35 | 72.40 | 106.21 | | | |
| Jan-02 | | | | | | 2235 | 37 | 60.41 | 63.74 | | | |
| Feb-02 | | | | | | 2927 | 54 | 54.20 | 64.81 | | | |
| Mar-02 | | | | | | 3676 | 73 | 50.36 | 62.34 | | | |
| Apr-02 | | | | | | 4592 | 92 | 49.91 | 50.03 | | | |
| May-02 | | | | | | 4796 | 99 | 48.44 | 54.85 | | | |



Checklist #14 - Resale - Business Installation

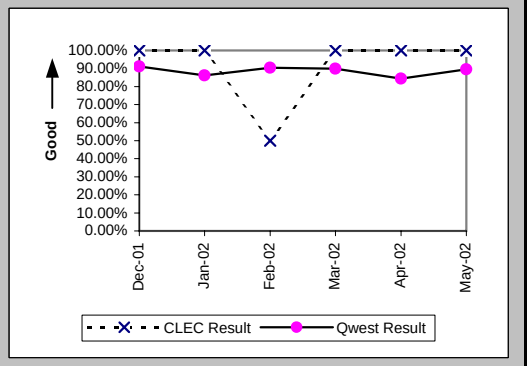
| Count of Pending Orders Delayed for Facilities Reasons Business (OP-15B) (Diagnostic) | |
|---|---|
| Date | CLEC Order Count |
| Dec-01 | |
| Jan-02 | |
| Feb-02 | |
| Mar-02 | |
| Apr-02 | |
| May-02 | |



## Checklist #14 - Resale - Business Repair

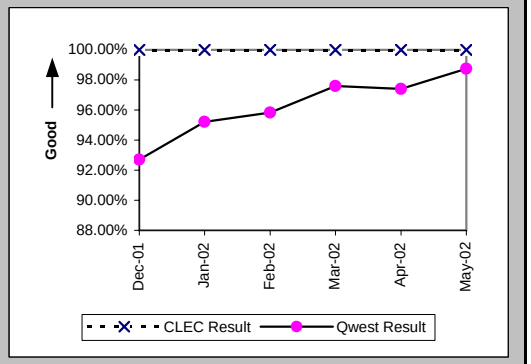
### Out of Service Cleared within 24 hours (Percent) (MR-3A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 2 | 2 | 100.00% | 0 | 0 | 92 | 101 | 91.09% | 28.49% | -0.44 | -1.27 | No |
| Jan-02 | 1 | 1 | 100.00% | 1 | 0 | 119 | 138 | 86.23% | 34.46% | -0.4 | -1.24 | No |
| Feb-02 | 1 | 2 | 50.00% | 0 | 0 | 104 | 115 | 90.43% | 29.41% | 1.29 | -0.22 | No |
| Mar-02 | 3 | 3 | 100.00% | 0 | 0 | 106 | 118 | 89.83% | 30.22% | -0.58 | -1.35 | No |
| Apr-02 | 1 | 1 | 100.00% | 1 | 0 | 151 | 179 | 84.36% | 36.33% | -0.43 | -1.26 | No |
| May-02 | 2 | 2 | 100.00% | 0 | 0 | 153 | 171 | 89.47% | 30.69% | -0.48 | -1.29 | No |



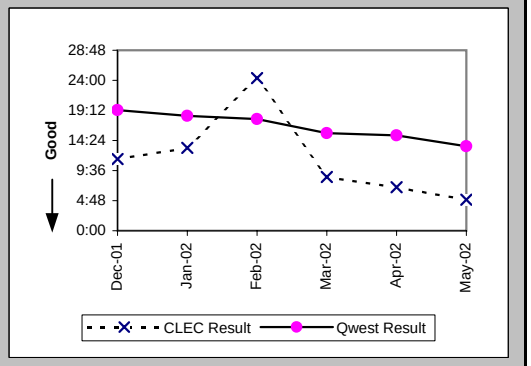

### All Troubles Cleared within 48 hours (Percent) (MR-4A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 2 | 2 | 100.00% | 0 | 0 | 127 | 137 | 92.70% | 26.01% | -0.39 | -1.24 | No |
| Jan-02 | 2 | 2 | 100.00% | 1 | 0 | 179 | 188 | 95.21% | 21.35% | -0.32 | -1.19 | No |
| Feb-02 | 3 | 3 | 100.00% | 0 | 0 | 161 | 168 | 95.83% | 19.98% | -0.36 | -1.22 | No |
| Mar-02 | 3 | 3 | 100.00% | 0 | 0 | 162 | 166 | 97.59% | 15.33% | -0.27 | -1.16 | No |
| Apr-02 | 1 | 1 | 100.00% | 1 | 0 | 226 | 232 | 97.41% | 15.87% | -0.16 | -1.1 | No |
| May-02 | 2 | 2 | 100.00% | 0 | 0 | 236 | 239 | 98.74% | 11.13% | -0.16 | -1.1 | No |




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

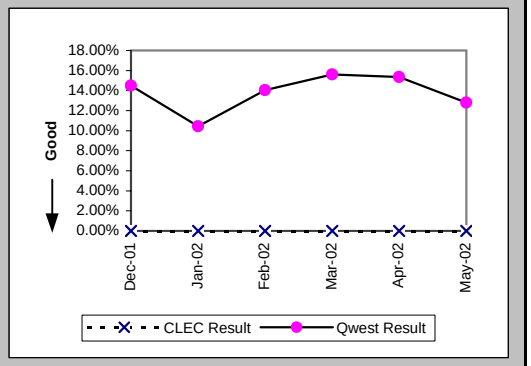
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 22:50 | 2 | 11:25 | 0 | 0 | 2634:25 | 137 | 19:14 | 20:26 | -0.54 | -1.33 | No |
| Jan-02 | 26:26 | 2 | 13:13 | 1 | 0 | 3447:39 | 188 | 18:20 | 18:47 | -0.38 | -1.23 | No |
| Feb-02 | 73:00 | 3 | 24:20 | 0 | 0 | 2993:26 | 168 | 17:49 | 20:39 | 0.96 | -0.42 | No |
| Mar-02 | 25:41 | 3 | 8:34 | 0 | 0 | 2580:32 | 166 | 15:33 | 15:44 | -0.76 | -1.46 | No |
| Apr-02 | 6:58 | 1 | 6:58 | 1 | 0 | 3524:53 | 232 | 15:12 | 13:32 | -0.61 | -1.37 | No |
| May-02 | 9:55 | 2 | 4:57 | 0 | 0 | 3219:18 | 239 | 13:28 | 12:01 | -1 | -1.61 | No |



## Checklist #14 - Resale - Business Repair

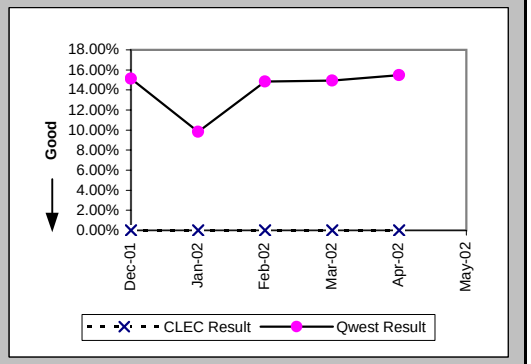
Repair Repeat Report Rate (Percent) (MR-7A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 0 | 2 | 0.00% | 0 | 0 | 21 | 145 | 14.48% | 35.19% | -0.58 | -1.35 | No |
| Jan-02 | 0 | 2 | 0.00% | 1 | 0 | 21 | 201 | 10.45% | 30.59% | -0.48 | -1.29 | No |
| Feb-02 | 0 | 3 | 0.00% | 0 | 0 | 24 | 171 | 14.04% | 34.74% | -0.69 | -1.42 | No |
| Mar-02 | 0 | 3 | 0.00% | 0 | 0 | 27 | 173 | 15.61% | 36.29% | -0.74 | -1.45 | No |
| Apr-02 | 0 | 1 | 0.00% | 1 | 0 | 37 | 241 | 15.35% | 36.05% | -0.42 | -1.26 | No |
| May-02 | 0 | 2 | 0.00% | 0 | 0 | 31 | 242 | 12.81% | 33.42% | -0.54 | -1.33 | No |



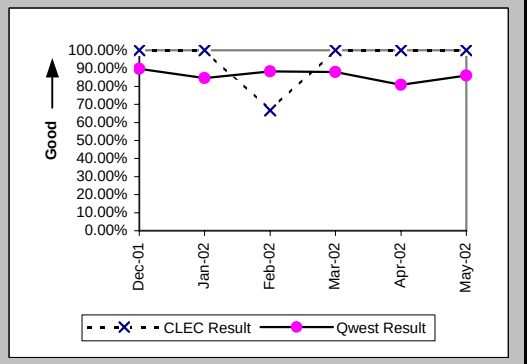

Repair Repeat Report Rate (Percent) (MR-7A*) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 0 | 2 | 0.00% | 0 | 0 | 18 | 119 | 15.13% | 35.83% | -0.59 | -1.36 | No |
| Jan-02 | 0 | 2 | 0.00% | 1 | 0 | 17 | 173 | 9.83% | 29.77% | -0.46 | -1.28 | No |
| Feb-02 | 0 | 2 | 0.00% | 0 | 0 | 23 | 155 | 14.84% | 35.55% | -0.59 | -1.36 | No |
| Mar-02 | 0 | 1 | 0.00% | 0 | 0 | 23 | 154 | 14.94% | 35.64% | -0.42 | -1.25 | No |
| Apr-02 | 0 | 1 | 0.00% | 1 | 0 | 33 | 213 | 15.49% | 36.18% | -0.43 | -1.26 | No |
| May-02 | | | | | | | | | | | | |




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

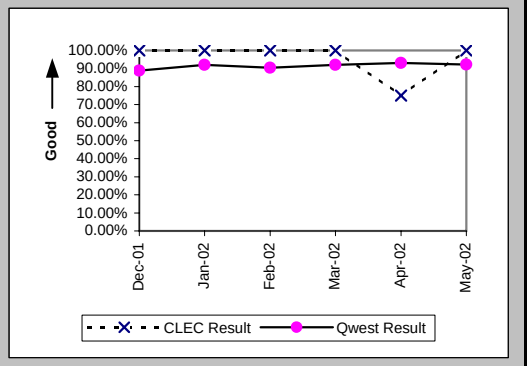
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 2 | 2 | 100.00% | 0 | 0 | 130 | 145 | 89.66% | 30.45% | -0.48 | -1.29 | No |
| Jan-02 | 2 | 2 | 100.00% | 1 | 0 | 170 | 201 | 84.58% | 36.12% | -0.6 | -1.37 | No |
| Feb-02 | 2 | 3 | 66.67% | 0 | 0 | 151 | 171 | 88.30% | 32.14% | 0.92 | -0.44 | No |
| Mar-02 | 3 | 3 | 100.00% | 0 | 0 | 152 | 173 | 87.86% | 32.66% | -0.64 | -1.39 | No |
| Apr-02 | 1 | 1 | 100.00% | 1 | 0 | 195 | 241 | 80.91% | 39.30% | -0.48 | -1.29 | No |
| May-02 | 2 | 2 | 100.00% | 0 | 0 | 208 | 242 | 85.95% | 34.75% | -0.57 | -1.35 | No |



## Checklist #14 - Resale - Business Repair

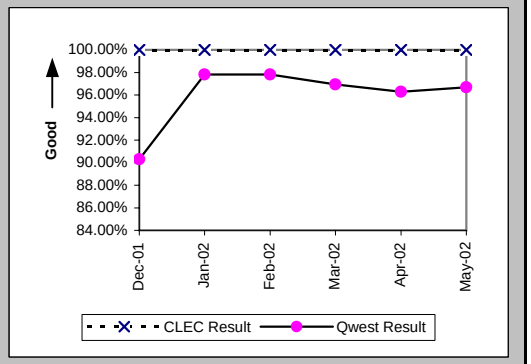
Out of Service Cleared within 24 hours (Percent) (MR-3B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 3 | 3 | 100.00% | 2 | 0 | 87 | 98 | 88.78% | 31.57% | -0.61 | -1.37 | No |
| Jan-02 | 3 | 3 | 100.00% | 0 | 0 | 57 | 62 | 91.94% | 27.23% | -0.5 | -1.3 | No |
| Feb-02 | 1 | 1 | 100.00% | 3 | 0 | 95 | 105 | 90.48% | 29.35% | -0.32 | -1.2 | No |
| Mar-02 | 2 | 2 | 100.00% | 0 | 0 | 92 | 100 | 92.00% | 27.13% | -0.41 | -1.25 | No |
| Apr-02 | 3 | 4 | 75.00% | 5 | 0 | 107 | 115 | 93.04% | 25.44% | 1.04 | -0.37 | No |
| May-02 | 8 | 8 | 100.00% | 2 | 0 | 71 | 77 | 92.21% | 26.80% | -0.78 | -1.48 | No |



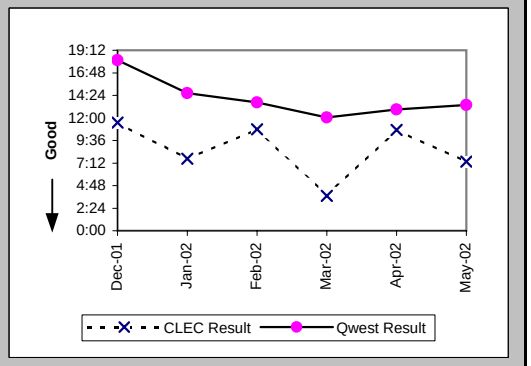

All Troubles Cleared within 48 hours (Percent) (MR-4B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 6 | 6 | 100.00% | 2 | 0 | 121 | 134 | 90.30% | 29.60% | -0.79 | -1.48 | No |
| Jan-02 | 4 | 4 | 100.00% | 0 | 0 | 90 | 92 | 97.83% | 14.58% | -0.29 | -1.18 | No |
| Feb-02 | 2 | 2 | 100.00% | 3 | 0 | 134 | 137 | 97.81% | 14.64% | -0.21 | -1.13 | No |
| Mar-02 | 3 | 3 | 100.00% | 0 | 0 | 127 | 131 | 96.95% | 17.21% | -0.3 | -1.18 | No |
| Apr-02 | 4 | 4 | 100.00% | 5 | 0 | 156 | 162 | 96.30% | 18.89% | -0.39 | -1.24 | No |
| May-02 | 8 | 8 | 100.00% | 2 | 0 | 117 | 121 | 96.69% | 17.88% | -0.51 | -1.31 | No |




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

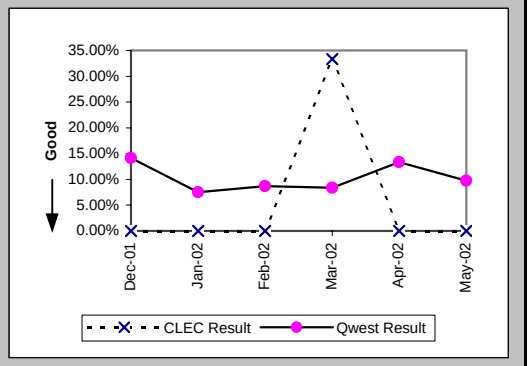
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 69:07 | 6 | 11:31 | 2 | 0 | 2430:18 | 134 | 18:08 | 19:29 | -0.81 | -1.49 | No |
| Jan-02 | 30:41 | 4 | 7:40 | 0 | 0 | 1346:51 | 92 | 14:38 | 16:50 | -0.81 | -1.49 | No |
| Feb-02 | 21:36 | 2 | 10:48 | 3 | 0 | 1873:01 | 137 | 13:40 | 12:20 | -0.33 | -1.2 | No |
| Mar-02 | 11:07 | 3 | 3:42 | 0 | 0 | 1579:58 | 131 | 12:04 | 18:10 | -0.79 | -1.48 | No |
| Apr-02 | 42:52 | 4 | 10:43 | 5 | 0 | 2090:54 | 162 | 12:54 | 14:58 | -0.29 | -1.18 | No |
| May-02 | 58:57 | 8 | 7:22 | 2 | 0 | 1618:13 | 121 | 13:22 | 12:21 | -1.33 | -1.81 | No |



## Checklist #14 - Resale - Business Repair

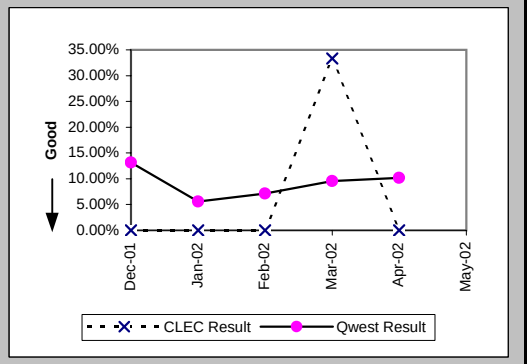
### Repair Repeat Report Rate (Percent) (MR-7B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 0 | 6 | 0.00% | 2 | 0 | 19 | 134 | 14.18% | 34.88% | -0.97 | -1.59 | No |
| Jan-02 | 0 | 4 | 0.00% | 0 | 0 | 7 | 93 | 7.53% | 26.38% | -0.56 | -1.34 | No |
| Feb-02 | 0 | 2 | 0.00% | 3 | 0 | 12 | 138 | 8.70% | 28.18% | -0.43 | -1.26 | No |
| Mar-02 | 1 | 3 | 33.33% | 0 | 0 | 11 | 131 | 8.40% | 27.73% | 1.12 | -0.32 | No |
| Apr-02 | 0 | 4 | 0.00% | 5 | 0 | 22 | 165 | 13.33% | 33.99% | -0.78 | -1.47 | No |
| May-02 | 0 | 8 | 0.00% | 2 | 0 | 12 | 123 | 9.76% | 29.67% | -0.9 | -1.55 | No |



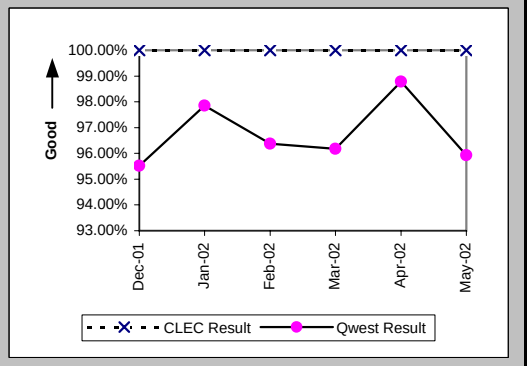

### Repair Repeat Report Rate (Percent) (MR-7B*) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 0 | 5 | 0.00% | 2 | 0 | 15 | 114 | 13.16% | 33.80% | -0.85 | -1.52 | No |
| Jan-02 | 0 | 3 | 0.00% | 0 | 0 | 4 | 72 | 5.56% | 22.91% | -0.41 | -1.25 | No |
| Feb-02 | 0 | 1 | 0.00% | 3 | 0 | 8 | 112 | 7.14% | 25.75% | -0.28 | -1.17 | No |
| Mar-02 | 1 | 3 | 33.33% | 0 | 0 | 11 | 115 | 9.57% | 29.41% | 1.04 | -0.37 | No |
| Apr-02 | 0 | 4 | 0.00% | 5 | 0 | 15 | 147 | 10.20% | 30.27% | -0.67 | -1.4 | No |
| May-02 | | | | | | | | | | | | |




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

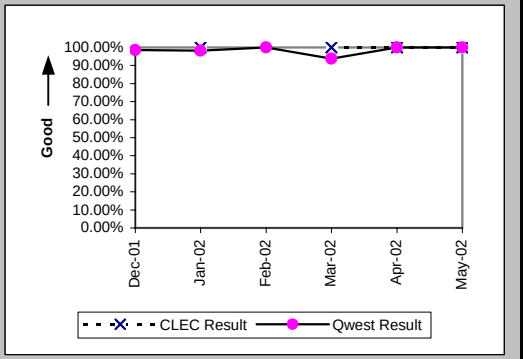
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 6 | 6 | 100.00% | 2 | 0 | 128 | 134 | 95.52% | 20.68% | -0.52 | -1.32 | No |
| Jan-02 | 4 | 4 | 100.00% | 0 | 0 | 91 | 93 | 97.85% | 14.51% | -0.29 | -1.18 | No |
| Feb-02 | 2 | 2 | 100.00% | 3 | 0 | 133 | 138 | 96.38% | 18.69% | -0.27 | -1.17 | No |
| Mar-02 | 3 | 3 | 100.00% | 0 | 0 | 126 | 131 | 96.18% | 19.16% | -0.34 | -1.21 | No |
| Apr-02 | 4 | 4 | 100.00% | 5 | 0 | 163 | 165 | 98.79% | 10.94% | -0.22 | -1.13 | No |
| May-02 | 8 | 8 | 100.00% | 2 | 0 | 118 | 123 | 95.94% | 19.75% | -0.56 | -1.34 | No |



## Checklist #14 - Resale - Business Repair

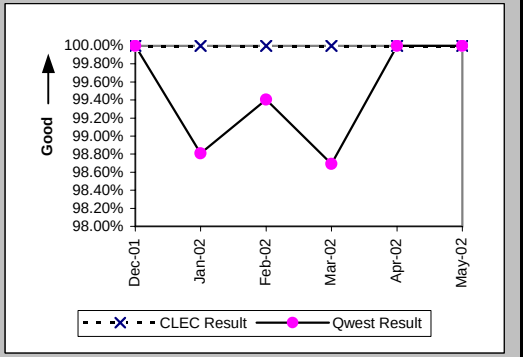
Out of Service Cleared within 24 hours (Percent) (MR-3C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 70 | 71 | 98.59% | 11.78% | | | |
| Jan-02 | 2 | 2 | 100.00% | 1 | 0 | 58 | 59 | 98.31% | 12.91% | -0.18 | -1.11 | No |
| Feb-02 | | | | | | 78 | 78 | 100.00% | 0.00% | | | |
| Mar-02 | 1 | 1 | 100.00% | 1 | 0 | 61 | 65 | 93.85% | 24.03% | -0.25 | -1.15 | No |
| Apr-02 | 1 | 1 | 100.00% | 1 | 0 | 74 | 74 | 100.00% | N/A | N/A | N/A | |
| May-02 | 3 | 3 | 100.00% | 3 | 0 | 119 | 119 | 100.00% | N/A | N/A | N/A | |



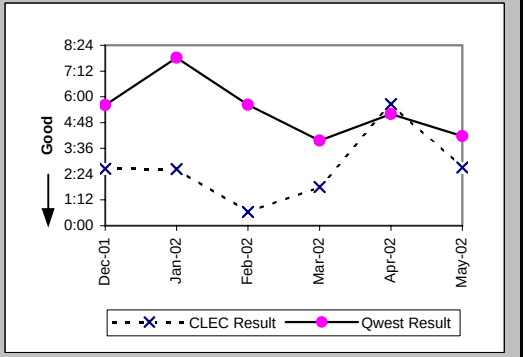

All Troubles Cleared within 48 hours (Percent) (MR-4C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 2 | 2 | 100.00% | 4 | 0 | 166 | 166 | 100.00% | N/A | N/A | N/A | |
| Jan-02 | 9 | 9 | 100.00% | 1 | 0 | 166 | 168 | 98.81% | 10.85% | -0.32 | -1.2 | No |
| Feb-02 | 2 | 2 | 100.00% | 1 | 0 | 167 | 168 | 99.40% | 7.69% | -0.11 | -1.07 | No |
| Mar-02 | 2 | 2 | 100.00% | 1 | 0 | 151 | 153 | 98.69% | 11.36% | -0.16 | -1.1 | No |
| Apr-02 | 4 | 4 | 100.00% | 1 | 0 | 204 | 204 | 100.00% | N/A | N/A | N/A | |
| May-02 | 7 | 7 | 100.00% | 3 | 0 | 215 | 215 | 100.00% | N/A | N/A | N/A | |




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

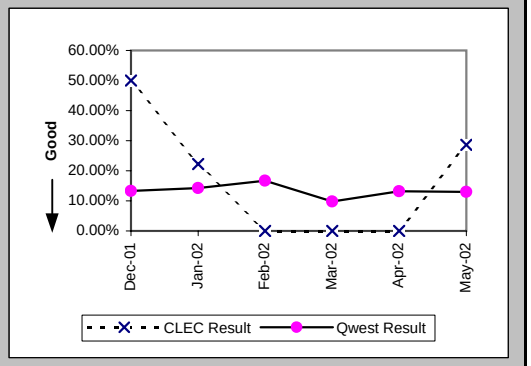
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 5:18 | 2 | 2:39 | 4 | 0 | 932:13 | 166 | 5:37 | 7:56 | -0.53 | -1.32 | No |
| Jan-02 | 23:45 | 9 | 2:38 | 1 | 0 | 1312:20 | 168 | 7:49 | 18:15 | -0.83 | -1.5 | No |
| Feb-02 | 1:15 | 2 | 0:38 | 1 | 0 | 947:20 | 168 | 5:38 | 13:55 | -0.51 | -1.31 | No |
| Mar-02 | 3:36 | 2 | 1:48 | 1 | 0 | 607:16 | 153 | 3:58 | 9:58 | -0.31 | -1.19 | No |
| Apr-02 | 22:39 | 4 | 5:40 | 1 | 0 | 1059:26 | 204 | 5:12 | 7:37 | 0.19 | -0.88 | No |
| May-02 | 19:01 | 7 | 2:43 | 3 | 0 | 896:11 | 215 | 4:10 | 5:17 | -0.71 | -1.43 | No |



## Checklist #14 - Resale - Business Repair

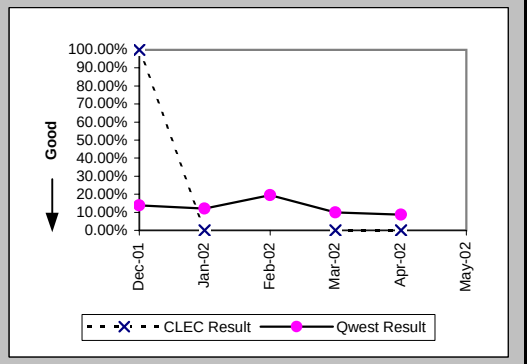
### Repair Repeat Report Rate (Percent) (MR-7C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 1 | 2 | 50.00% | 4 | 0 | 22 | 166 | 13.25% | 33.91% | 1.1 | -0.33 | No |
| Jan-02 | 2 | 9 | 22.22% | 1 | 0 | 24 | 168 | 14.29% | 34.99% | 0.64 | -0.61 | No |
| Feb-02 | 0 | 2 | 0.00% | 1 | 0 | 28 | 168 | 16.67% | 37.27% | -0.63 | -1.38 | No |
| Mar-02 | 0 | 2 | 0.00% | 1 | 0 | 15 | 153 | 9.80% | 29.74% | -0.46 | -1.28 | No |
| Apr-02 | 0 | 4 | 0.00% | 1 | 0 | 27 | 204 | 13.24% | 33.89% | -0.77 | -1.47 | No |
| May-02 | 2 | 7 | 28.57% | 3 | 0 | 28 | 215 | 13.02% | 33.66% | 1.07 | -0.35 | No |



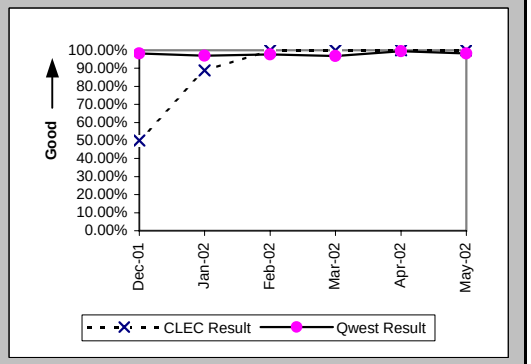

### Repair Repeat Report Rate (Percent) (MR-7C*) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 1 | 1 | 100.00% | 4 | 0 | 10 | 72 | 13.89% | 34.58% | 1.47 | -0.11 | No |
| Jan-02 | 0 | 4 | 0.00% | 1 | 0 | 10 | 83 | 12.05% | 32.55% | -0.72 | -1.44 | No |
| Feb-02 | | | | | | 14 | 72 | 19.44% | 39.58% | | | |
| Mar-02 | 0 | 2 | 0.00% | 1 | 0 | 7 | 71 | 9.86% | 29.81% | -0.46 | -1.28 | No |
| Apr-02 | 0 | 2 | 0.00% | 1 | 0 | 8 | 93 | 8.60% | 28.04% | -0.43 | -1.26 | No |
| May-02 | | | | | | | | | | | | |




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

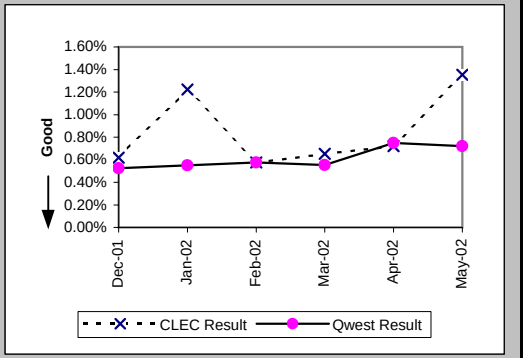
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 1 | 2 | 50.00% | 4 | 0 | 163 | 166 | 98.19% | 13.32% | 2.03 | 0.24 | Yes |
| Jan-02 | 8 | 9 | 88.89% | 1 | 0 | 163 | 168 | 97.02% | 16.99% | 1.04 | -0.37 | No |
| Feb-02 | 2 | 2 | 100.00% | 1 | 0 | 164 | 168 | 97.62% | 15.25% | -0.22 | -1.13 | No |
| Mar-02 | 2 | 2 | 100.00% | 1 | 0 | 148 | 153 | 96.73% | 17.78% | -0.26 | -1.16 | No |
| Apr-02 | 4 | 4 | 100.00% | 1 | 0 | 203 | 204 | 99.51% | 6.98% | -0.14 | -1.08 | No |
| May-02 | 7 | 7 | 100.00% | 3 | 0 | 211 | 215 | 98.14% | 13.51% | -0.36 | -1.22 | No |



## Checklist #14 - Resale - Business Repair

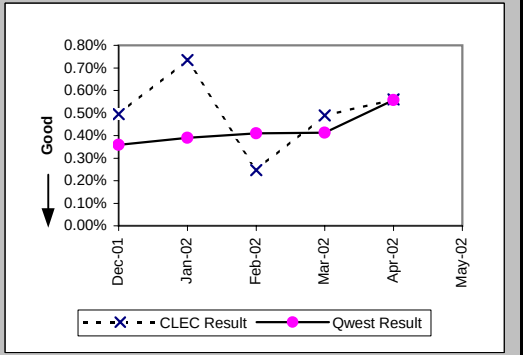
Trouble Rate (Percent) (MR-8) (Parity)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 10 | 1615 | 0.62% | 6 | 0 | 445 | 84840 | 0.52% | 7.22% | 0.52 | -0.68 | No |
| Jan-02 | 15 | 1226 | 1.22% | 2 | 0 | 462 | 84158 | 0.55% | 7.39% | 3.17 | 0.93 | Yes |
| Feb-02 | 7 | 1213 | 0.58% | 4 | 0 | 477 | 82738 | 0.58% | 7.57% | 0 | -1 | No |
| Mar-02 | 8 | 1227 | 0.65% | 1 | 0 | 457 | 82506 | 0.55% | 7.42% | 0.46 | -0.72 | No |
| Apr-02 | 9 | 1250 | 0.72% | 7 | 0 | 610 | 81363 | 0.75% | 8.63% | -0.12 | -1.07 | No |
| May-02 | 17 | 1257 | 1.35% | 5 | 0 | 580 | 80540 | 0.72% | 8.46% | 2.63 | 0.6 | Yes |



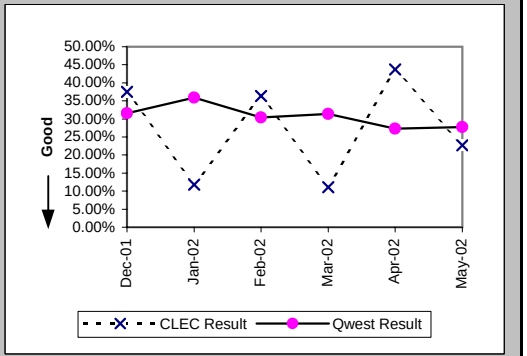

Trouble Rate (Percent) (MR-8*) (Parity)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 8 | 1615 | 0.50% | 6 | 0 | 305 | 84840 | 0.36% | 5.99% | 0.9 | -0.45 | No |
| Jan-02 | 9 | 1226 | 0.73% | 2 | 0 | 328 | 84158 | 0.39% | 6.23% | 1.92 | 0.17 | Yes |
| Feb-02 | 3 | 1213 | 0.25% | 4 | 0 | 339 | 82738 | 0.41% | 6.39% | -0.88 | -1.53 | No |
| Mar-02 | 6 | 1227 | 0.49% | 1 | 0 | 340 | 82506 | 0.41% | 6.41% | 0.42 | -0.75 | No |
| Apr-02 | 7 | 1250 | 0.56% | 7 | 0 | 453 | 81363 | 0.56% | 7.44% | 0.02 | -0.99 | No |
| May-02 | | | | | | | | | | | | |




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

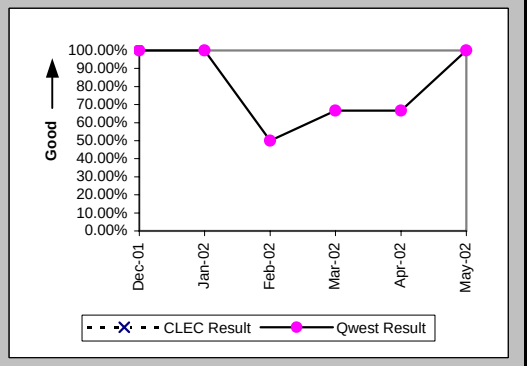
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 6 | 16 | 37.50% | 0 | 0 | 205 | 650 | 31.54% | 46.47% | 0.51 | -0.69 | No |
| Jan-02 | 2 | 17 | 11.76% | 0 | 0 | 259 | 721 | 35.92% | 47.98% | -2.05 | -2.25 | No |
| Feb-02 | 4 | 11 | 36.36% | 0 | 0 | 208 | 685 | 30.37% | 45.98% | 0.44 | -0.74 | No |
| Mar-02 | 1 | 9 | 11.11% | 0 | 0 | 209 | 666 | 31.38% | 46.40% | -1.3 | -1.79 | No |
| Apr-02 | 7 | 16 | 43.75% | 0 | 0 | 229 | 839 | 27.29% | 44.55% | 1.4 | -0.15 | No |
| May-02 | 5 | 22 | 22.73% | 0 | 0 | 223 | 803 | 27.77% | 44.79% | -0.52 | -1.32 | No |



## Checklist #14 - Resale - Centrex Installation

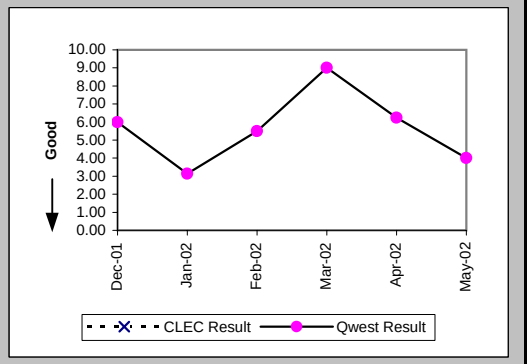
### Installation Commitments Met (Percent) (OP-3A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 7 | 7 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | 1 | 2 | 50.00% | 50.00% | | | |
| Mar-02 | | | | | | 2 | 3 | 66.67% | 47.14% | | | |
| Apr-02 | | | | | | 2 | 3 | 66.67% | 47.14% | | | |
| May-02 | | | | | | 6 | 6 | 100.00% | 0.00% | | | |



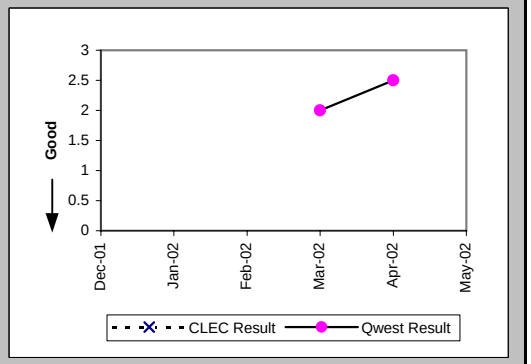

### Installation Interval (Average Days) (OP-4A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 6 | 1 | 6.00 | | | | |
| Jan-02 | | | | | | 22 | 7 | 3.14 | 1.35 | | | |
| Feb-02 | | | | | | 11 | 2 | 5.50 | 4.95 | | | |
| Mar-02 | | | | | | 27 | 3 | 9.00 | 7.00 | | | |
| Apr-02 | | | | | | 25 | 4 | 6.25 | 4.43 | | | |
| May-02 | | | | | | 24 | 6 | 4.00 | 0.89 | | | |




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

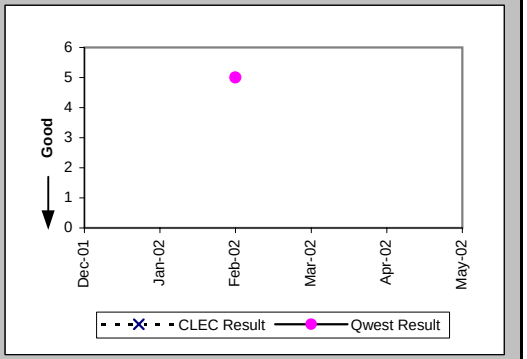
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | 2 | 1 | 2.00 | | | | |
| Apr-02 | | | | | | 5 | 2 | 2.50 | 2.12 | | | |
| May-02 | | | | | | | | | | | | |



## Checklist #14 - Resale - Centrex Installation

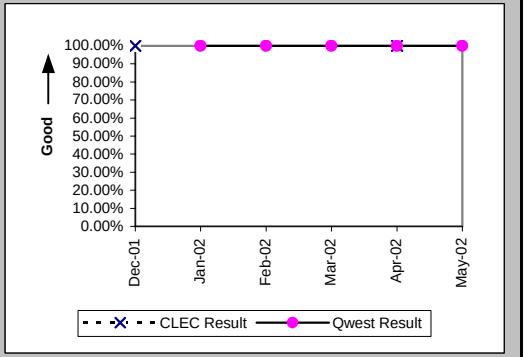
### Delayed Days for Facility Reasons (Average Days) (OP-6B-1) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | 5 | 1 | 5.00 | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |



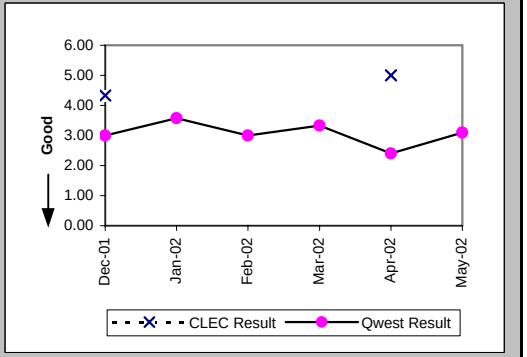

### Installation Commitments Met (Percent) (OP-3B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 3 | 3 | 100.00% | 0 | 0 | | | | | | | |
| Jan-02 | | | | | | 6 | 6 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Mar-02 | | | | | | 3 | 3 | 100.00% | 0.00% | | | |
| Apr-02 | 1 | 1 | 100.00% | 0 | 0 | 4 | 4 | 100.00% | N/A | N/A | N/A | |
| May-02 | | | | | | 9 | 9 | 100.00% | 0.00% | | | |




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

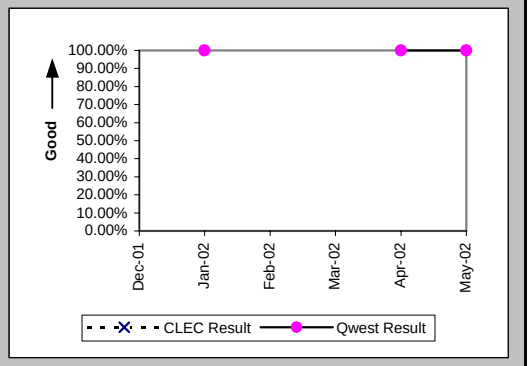
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 13 | 3 | 4.33 | 0 | 0 | 3 | 1 | 3.00 | | | | |
| Jan-02 | | | | | | 25 | 7 | 3.57 | 1.81 | | | |
| Feb-02 | | | | | | 3 | 1 | 3.00 | | | | |
| Mar-02 | | | | | | 10 | 3 | 3.33 | 1.53 | | | |
| Apr-02 | 5 | 1 | 5.00 | 0 | 0 | 12 | 5 | 2.40 | 1.52 | 1.24 | -0.25 | No |
| May-02 | | | | | | 31 | 10 | 3.10 | 1.29 | | | |



## Checklist #14 - Resale - Centrex Installation

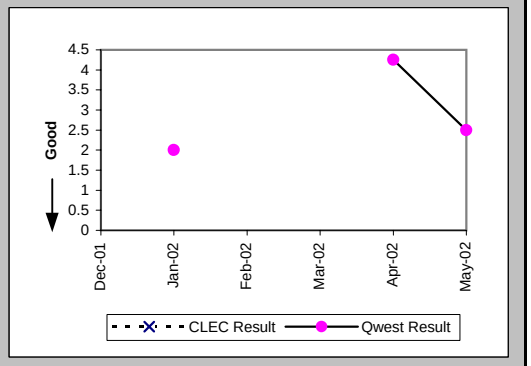
### Installation Commitments Met (Percent) (OP-3C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | 3 | 3 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | 4 | 4 | 100.00% | 0.00% | | | |
| May-02 | | | | | | 2 | 2 | 100.00% | 0.00% | | | |



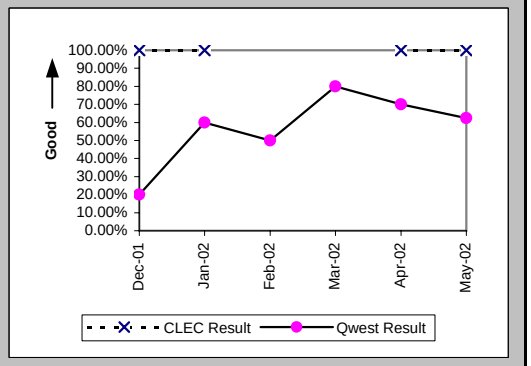

### Installation Interval (Average Days) (OP-4C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | 6 | 3 | 2.00 | 1.73 | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | 17 | 4 | 4.25 | 2.50 | | | |
| May-02 | | | | | | 5 | 2 | 2.50 | 0.71 | | | |




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

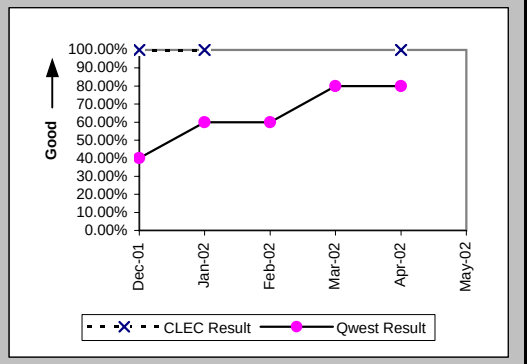
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 2 | 2 | 100.00% | 0 | 0 | 1 | 5 | 20.00% | 40.00% | -2.39 | -2.45 | No |
| Jan-02 | 2 | 2 | 100.00% | 0 | 0 | 6 | 10 | 60.00% | 48.99% | -1.05 | -1.64 | No |
| Feb-02 | | | | | | 5 | 10 | 50.00% | 50.00% | | | |
| Mar-02 | | | | | | 4 | 5 | 80.00% | 40.00% | | | |
| Apr-02 | 1 | 1 | 100.00% | 0 | 0 | 7 | 10 | 70.00% | 45.83% | -0.62 | -1.38 | No |
| May-02 | 1 | 1 | 100.00% | 0 | 0 | 10 | 16 | 62.50% | 48.41% | -0.75 | -1.46 | No |



## Checklist #14 - Resale - Centrex Installation

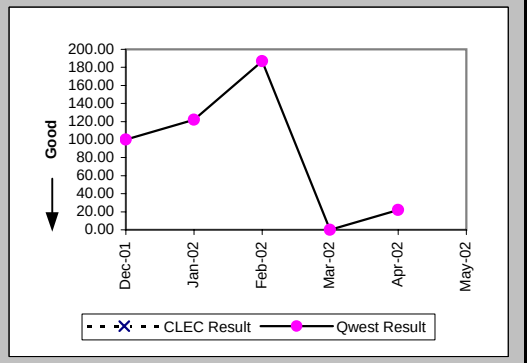
New Service Installation Quality (Percent) (OP-5*) (Parity)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 2 | 2 | 100.00% | 0 | 0 | 2 | 5 | 40.00% | 48.99% | -1.46 | -1.89 | No |
| Jan-02 | 2 | 2 | 100.00% | 0 | 0 | 6 | 10 | 60.00% | 48.99% | -1.05 | -1.64 | No |
| Feb-02 | | | | | | 6 | 10 | 60.00% | 48.99% | | | |
| Mar-02 | | | | | | 4 | 5 | 80.00% | 40.00% | | | |
| Apr-02 | 1 | 1 | 100.00% | 0 | 0 | 8 | 10 | 80.00% | 40.00% | -0.48 | -1.29 | No |
| May-02 | | | | | | | | | | | | |




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

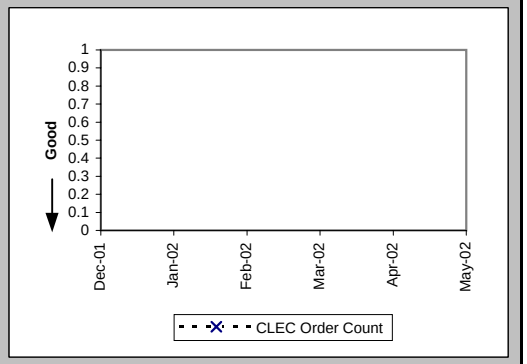
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 200 | 2 | 100.00 | 63.64 | | | |
| Jan-02 | | | | | | 244 | 2 | 122.00 | 63.64 | | | |
| Feb-02 | | | | | | 187 | 1 | 187.00 | | | | |
| Mar-02 | | | | | | 0 | 1 | 0.00 | | | | |
| Apr-02 | | | | | | 22 | 1 | 22.00 | | | | |
| May-02 | | | | | | | | | | | | |



Checklist #14 - Resale - Centrex Installation

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

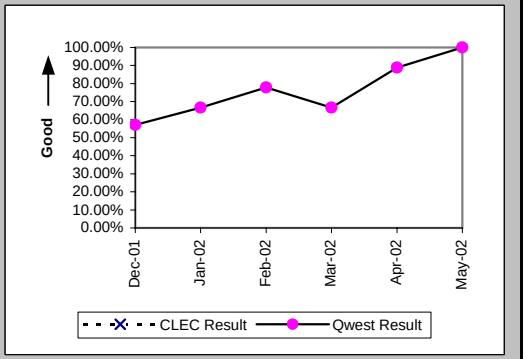
| Date | CLEC Order Count |
|---|---|
| Dec-01 | |
| Jan-02 | |
| Feb-02 | |
| Mar-02 | |
| Apr-02 | |
| May-02 | |



## Checklist #14 - Resale - Centrex Repair

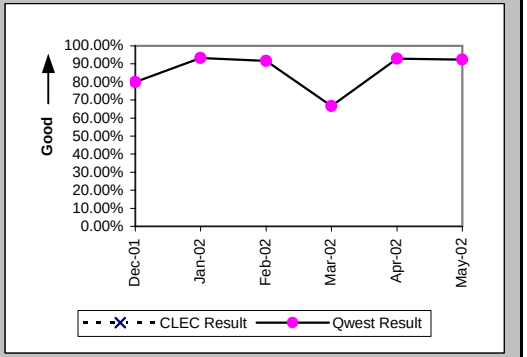
### Out of Service Cleared within 24 hours (Percent) (MR-3A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 4 | 7 | 57.14% | 49.49% | | | |
| Jan-02 | | | | | | 6 | 9 | 66.67% | 47.14% | | | |
| Feb-02 | | | | | | 7 | 9 | 77.78% | 41.57% | | | |
| Mar-02 | | | | | | 2 | 3 | 66.67% | 47.14% | | | |
| Apr-02 | | | | | | 8 | 9 | 88.89% | 31.43% | | | |
| May-02 | | | | | | 9 | 9 | 100.00% | 0.00% | | | |



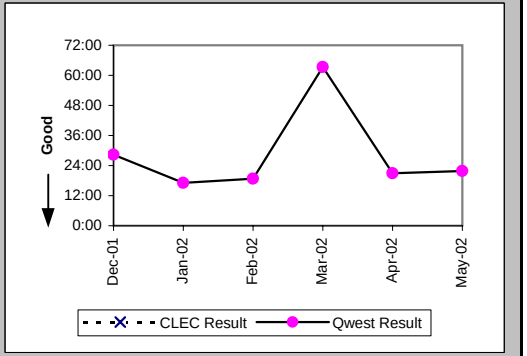

### All Troubles Cleared within 48 hours (Percent) (MR-4A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 8 | 10 | 80.00% | 40.00% | | | |
| Jan-02 | | | | | | 14 | 15 | 93.33% | 24.94% | | | |
| Feb-02 | | | | | | 11 | 12 | 91.67% | 27.64% | | | |
| Mar-02 | | | | | | 4 | 6 | 66.67% | 47.14% | | | |
| Apr-02 | | | | | | 13 | 14 | 92.86% | 25.75% | | | |
| May-02 | | | | | | 12 | 13 | 92.31% | 26.65% | | | |




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

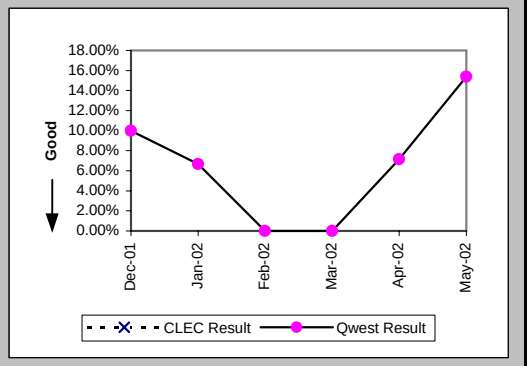
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 282:49 | 10 | 28:17 | 25:30 | | | |
| Jan-02 | | | | | | 255:55 | 15 | 17:04 | 17:11 | | | |
| Feb-02 | | | | | | 225:12 | 12 | 18:46 | 17:11 | | | |
| Mar-02 | | | | | | 379:51 | 6 | 63:18 | 99:05 | | | |
| Apr-02 | | | | | | 292:29 | 14 | 20:53 | 31:07 | | | |
| May-02 | | | | | | 283:36 | 13 | 21:49 | 15:36 | | | |



## Checklist #14 - Resale - Centrex Repair

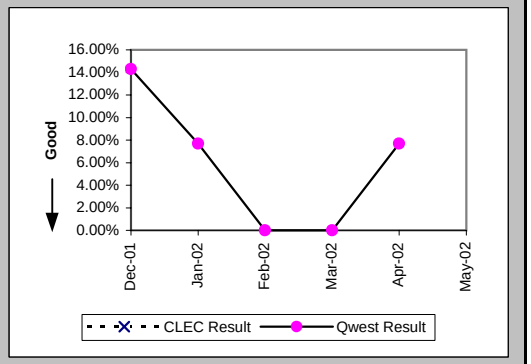
Repair Repeat Report Rate (Percent) (MR-7A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 1 | 10 | 10.00% | 30.00% | | | |
| Jan-02 | | | | | | 1 | 15 | 6.67% | 24.94% | | | |
| Feb-02 | | | | | | 0 | 12 | 0.00% | 0.00% | | | |
| Mar-02 | | | | | | 0 | 6 | 0.00% | 0.00% | | | |
| Apr-02 | | | | | | 1 | 14 | 7.14% | 25.75% | | | |
| May-02 | | | | | | 2 | 13 | 15.38% | 36.08% | | | |



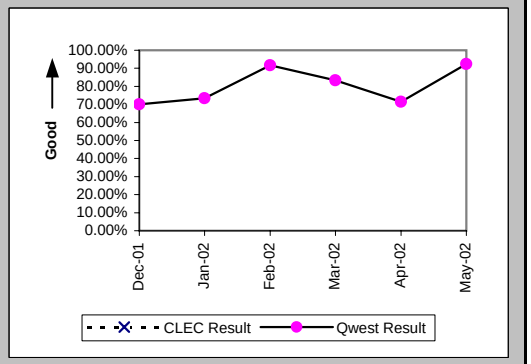

Repair Repeat Report Rate (Percent) (MR-7A*) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 1 | 7 | 14.29% | 34.99% | | | |
| Jan-02 | | | | | | 1 | 13 | 7.69% | 26.65% | | | |
| Feb-02 | | | | | | 0 | 9 | 0.00% | 0.00% | | | |
| Mar-02 | | | | | | 0 | 4 | 0.00% | 0.00% | | | |
| Apr-02 | | | | | | 1 | 13 | 7.69% | 26.65% | | | |
| May-02 | | | | | | | | | | | | |




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

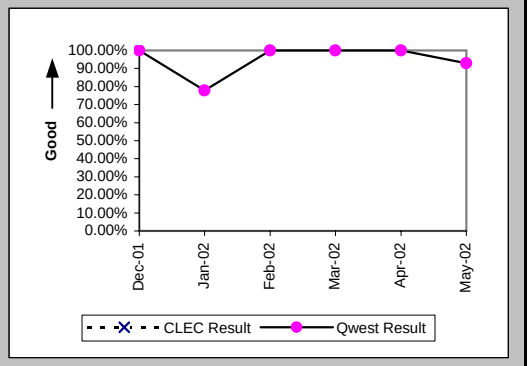
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 7 | 10 | 70.00% | 45.83% | | | |
| Jan-02 | | | | | | 11 | 15 | 73.33% | 44.22% | | | |
| Feb-02 | | | | | | 11 | 12 | 91.67% | 27.64% | | | |
| Mar-02 | | | | | | 5 | 6 | 83.33% | 37.27% | | | |
| Apr-02 | | | | | | 10 | 14 | 71.43% | 45.18% | | | |
| May-02 | | | | | | 12 | 13 | 92.31% | 26.65% | | | |



## Checklist #14 - Resale - Centrex Repair

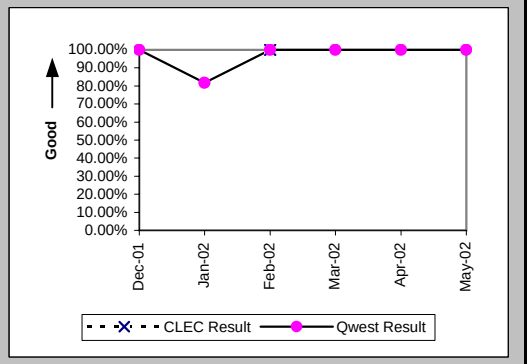
### Out of Service Cleared within 24 hours (Percent) (MR-3B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 7 | 7 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 7 | 9 | 77.78% | 41.57% | | | |
| Feb-02 | | | | | | 8 | 8 | 100.00% | 0.00% | | | |
| Mar-02 | | | | | | 11 | 11 | 100.00% | 0.00% | | | |
| Apr-02 | | | | | | 3 | 3 | 100.00% | 0.00% | | | |
| May-02 | | | | | | 13 | 14 | 92.86% | 25.75% | | | |



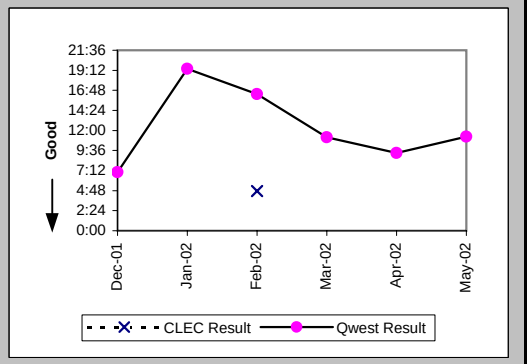

### All Troubles Cleared within 48 hours (Percent) (MR-4B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 9 | 9 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 9 | 11 | 81.82% | 38.57% | | | |
| Feb-02 | 1 | 1 | 100.00% | 0 | 0 | 10 | 10 | 100.00% | N/A | N/A | N/A | |
| Mar-02 | | | | | | 13 | 13 | 100.00% | 0.00% | | | |
| Apr-02 | | | | | | 3 | 3 | 100.00% | 0.00% | | | |
| May-02 | | | | | | 18 | 18 | 100.00% | 0.00% | | | |




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

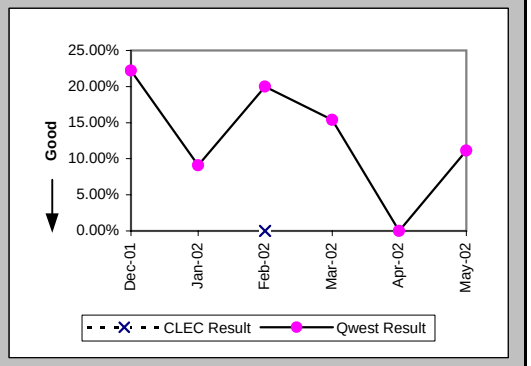
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 62:58 | 9 | 7:00 | 6:26 | | | |
| Jan-02 | | | | | | 213:14 | 11 | 19:23 | 24:32 | | | |
| Feb-02 | 4:44 | 1 | 4:44 | 0 | 0 | 163:40 | 10 | 16:22 | 14:02 | -0.79 | -1.48 | No |
| Mar-02 | | | | | | 145:22 | 13 | 11:11 | 7:52 | | | |
| Apr-02 | | | | | | 27:54 | 3 | 9:18 | 9:58 | | | |
| May-02 | | | | | | 202:24 | 18 | 11:15 | 8:16 | | | |



## Checklist #14 - Resale - Centrex Repair

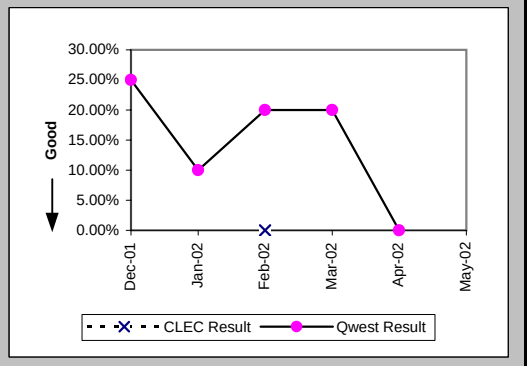
Repair Repeat Report Rate (Percent) (MR-7B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 2 | 9 | 22.22% | 41.57% | | | |
| Jan-02 | | | | | | 1 | 11 | 9.09% | 28.75% | | | |
| Feb-02 | 0 | 1 | 0.00% | 0 | 0 | 2 | 10 | 20.00% | 40.00% | -0.48 | -1.29 | No |
| Mar-02 | | | | | | 2 | 13 | 15.38% | 36.08% | | | |
| Apr-02 | | | | | | 0 | 3 | 0.00% | 0.00% | | | |
| May-02 | | | | | | 2 | 18 | 11.11% | 31.43% | | | |



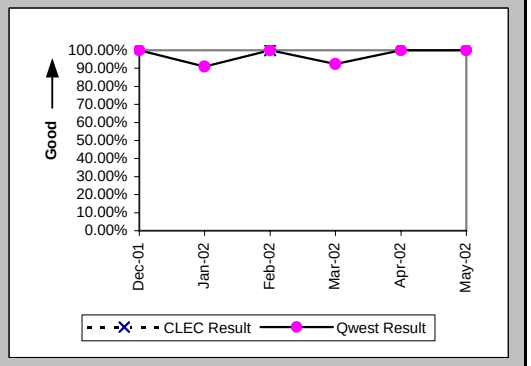

Repair Repeat Report Rate (Percent) (MR-7B*) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 2 | 8 | 25.00% | 43.30% | | | |
| Jan-02 | | | | | | 1 | 10 | 10.00% | 30.00% | | | |
| Feb-02 | 0 | 1 | 0.00% | 0 | 0 | 1 | 5 | 20.00% | 40.00% | -0.46 | -1.28 | No |
| Mar-02 | | | | | | 2 | 10 | 20.00% | 40.00% | | | |
| Apr-02 | | | | | | 0 | 2 | 0.00% | 0.00% | | | |
| May-02 | | | | | | | | | | | | |




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

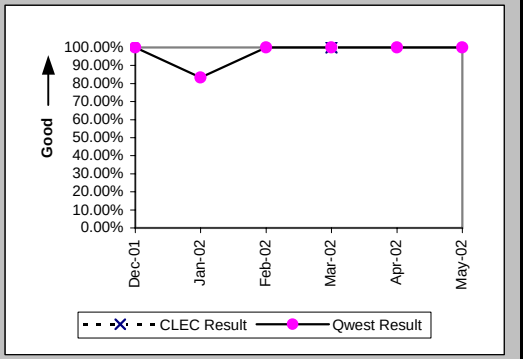
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 8 | 8 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 10 | 11 | 90.91% | 28.75% | | | |
| Feb-02 | 1 | 1 | 100.00% | 0 | 0 | 10 | 10 | 100.00% | N/A | N/A | N/A | |
| Mar-02 | | | | | | 12 | 13 | 92.31% | 26.65% | | | |
| Apr-02 | | | | | | 3 | 3 | 100.00% | 0.00% | | | |
| May-02 | | | | | | 18 | 18 | 100.00% | 0.00% | | | |



## Checklist #14 - Resale - Centrex Repair

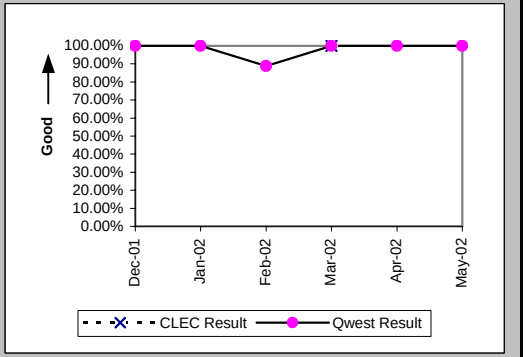
### Out of Service Cleared within 24 hours (Percent) (MR-3C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 5 | 5 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 5 | 6 | 83.33% | 37.27% | | | |
| Feb-02 | | | | | | 8 | 8 | 100.00% | 0.00% | | | |
| Mar-02 | 1 | 1 | 100.00% | 0 | 0 | 2 | 2 | 100.00% | N/A | N/A | N/A | |
| Apr-02 | | | | | | 4 | 4 | 100.00% | 0.00% | | | |
| May-02 | | | | | | 10 | 10 | 100.00% | 0.00% | | | |



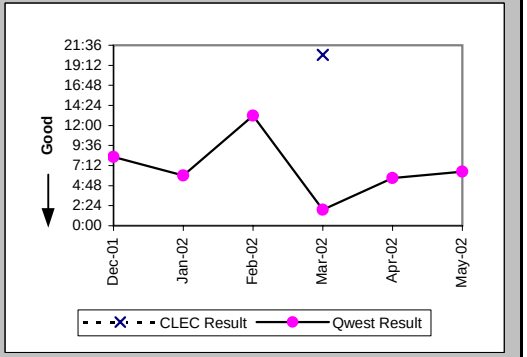

### All Troubles Cleared within 48 hours (Percent) (MR-4C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 16 | 16 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 12 | 12 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | 16 | 18 | 88.89% | 31.43% | | | |
| Mar-02 | 1 | 1 | 100.00% | 0 | 0 | 7 | 7 | 100.00% | N/A | N/A | N/A | |
| Apr-02 | | | | | | 21 | 21 | 100.00% | 0.00% | | | |
| May-02 | | | | | | 16 | 16 | 100.00% | 0.00% | | | |




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

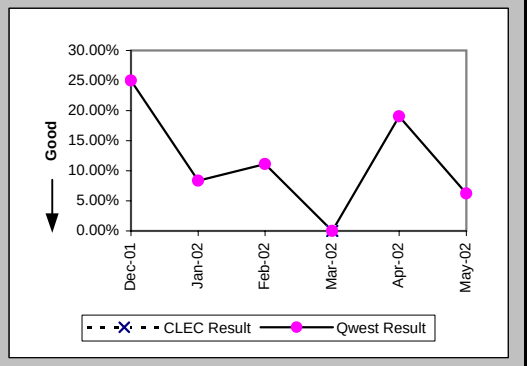
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 131:37 | 16 | 8:14 | 9:06 | | | |
| Jan-02 | | | | | | 72:03 | 12 | 6:00 | 8:22 | | | |
| Feb-02 | | | | | | 236:56 | 18 | 13:10 | 22:44 | | | |
| Mar-02 | 20:26 | 1 | 20:26 | 0 | 0 | 13:27 | 7 | 1:55 | 0:53 | 1.43 | -0.13 | No |
| Apr-02 | | | | | | 119:40 | 21 | 5:42 | 7:32 | | | |
| May-02 | | | | | | 103:25 | 16 | 6:28 | 7:51 | | | |



## Checklist #14 - Resale - Centrex Repair

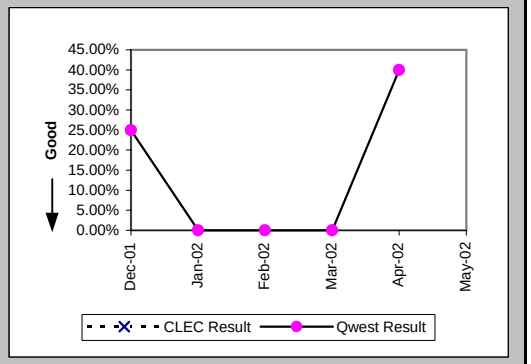
### Repair Repeat Report Rate (Percent) (MR-7C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 4 | 16 | 25.00% | 43.30% | | | |
| Jan-02 | | | | | | 1 | 12 | 8.33% | 27.64% | | | |
| Feb-02 | | | | | | 2 | 18 | 11.11% | 31.43% | | | |
| Mar-02 | 0 | 1 | 0.00% | 0 | 0 | 0 | 7 | 0.00% | N/A | N/A | N/A | |
| Apr-02 | | | | | | 4 | 21 | 19.05% | 39.27% | | | |
| May-02 | | | | | | 1 | 16 | 6.25% | 24.21% | | | |



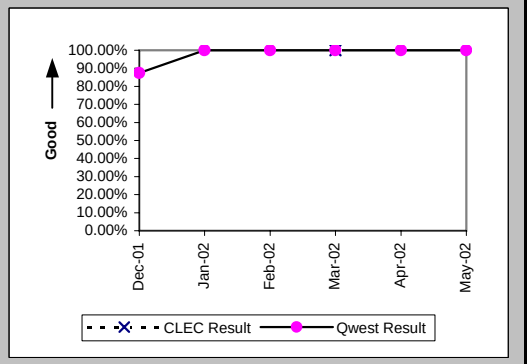

### Repair Repeat Report Rate (Percent) (MR-7C*) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 3 | 12 | 25.00% | 43.30% | | | |
| Jan-02 | | | | | | 0 | 4 | 0.00% | 0.00% | | | |
| Feb-02 | | | | | | 0 | 8 | 0.00% | 0.00% | | | |
| Mar-02 | | | | | | 0 | 3 | 0.00% | 0.00% | | | |
| Apr-02 | | | | | | 4 | 10 | 40.00% | 48.99% | | | |
| May-02 | | | | | | | | | | | | |




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

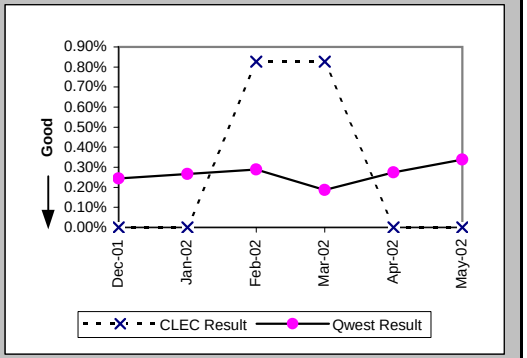
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 14 | 16 | 87.50% | 33.07% | | | |
| Jan-02 | | | | | | 12 | 12 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | 18 | 18 | 100.00% | 0.00% | | | |
| Mar-02 | 1 | 1 | 100.00% | 0 | 0 | 7 | 7 | 100.00% | N/A | N/A | N/A | |
| Apr-02 | | | | | | 21 | 21 | 100.00% | 0.00% | | | |
| May-02 | | | | | | 16 | 16 | 100.00% | 0.00% | | | |



## Checklist #14 - Resale - Centrex Repair

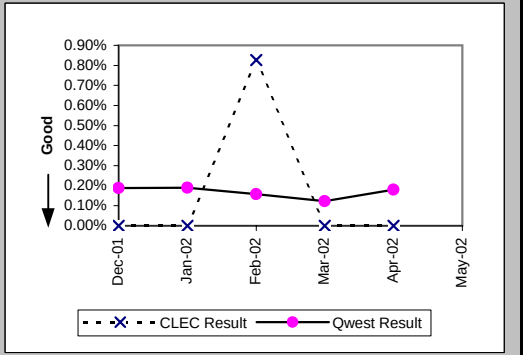
Trouble Rate (Percent) (MR-8) (Parity)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 0 | 120 | 0.00% | 0 | 0 | 35 | 14339 | 0.24% | 4.93% | -0.54 | -1.33 | No |
| Jan-02 | 0 | 121 | 0.00% | 0 | 0 | 38 | 14238 | 0.27% | 5.16% | -0.57 | -1.34 | No |
| Feb-02 | 1 | 121 | 0.83% | 0 | 0 | 40 | 13879 | 0.29% | 5.36% | 0.94 | -0.43 | No |
| Mar-02 | 1 | 121 | 0.83% | 1 | 0 | 26 | 13888 | 0.19% | 4.32% | 1.2 | -0.27 | No |
| Apr-02 | 0 | 121 | 0.00% | 0 | 0 | 38 | 13882 | 0.27% | 5.22% | -0.57 | -1.35 | No |
| May-02 | 0 | 122 | 0.00% | 0 | 0 | 47 | 13877 | 0.34% | 5.81% | -0.64 | -1.39 | No |



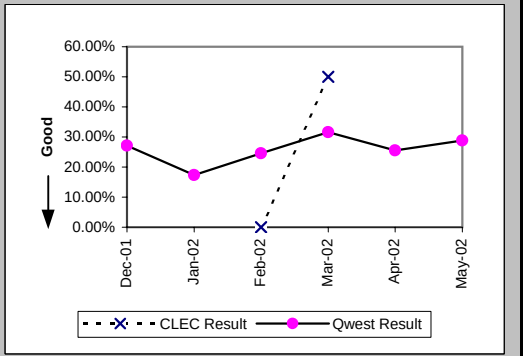

Trouble Rate (Percent) (MR-8*) (Parity)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 0 | 120 | 0.00% | 0 | 0 | 27 | 14339 | 0.19% | 4.34% | -0.47 | -1.29 | No |
| Jan-02 | 0 | 121 | 0.00% | 0 | 0 | 27 | 14238 | 0.19% | 4.35% | -0.48 | -1.29 | No |
| Feb-02 | 1 | 121 | 0.83% | 0 | 0 | 22 | 13879 | 0.16% | 3.98% | 1.3 | -0.21 | No |
| Mar-02 | 0 | 121 | 0.00% | 0 | 0 | 17 | 13888 | 0.12% | 3.50% | -0.38 | -1.23 | No |
| Apr-02 | 0 | 121 | 0.00% | 0 | 0 | 25 | 13882 | 0.18% | 4.24% | -0.47 | -1.28 | No |
| May-02 | | | | | | | | | | | | |




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

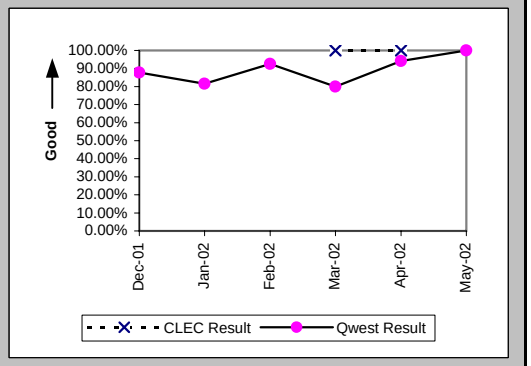
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 13 | 48 | 27.08% | 44.44% | | | |
| Jan-02 | | | | | | 8 | 46 | 17.39% | 37.90% | | | |
| Feb-02 | 0 | 1 | 0.00% | 0 | 0 | 13 | 53 | 24.53% | 43.03% | -0.56 | -1.34 | No |
| Mar-02 | 1 | 2 | 50.00% | 0 | 0 | 12 | 38 | 31.58% | 46.48% | 0.42 | -0.75 | No |
| Apr-02 | | | | | | 13 | 51 | 25.49% | 43.58% | | | |
| May-02 | | | | | | 19 | 66 | 28.79% | 45.28% | | | |



## Checklist #14 - Resale - Centrex 21 Installation

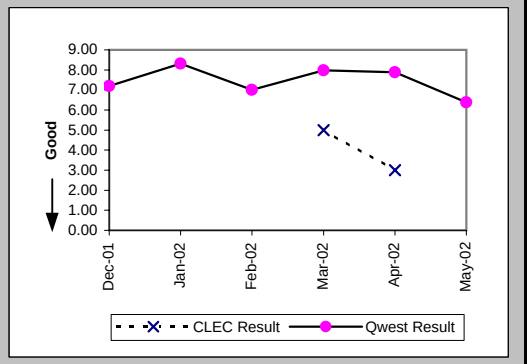
### Installation Commitments Met (Percent) (OP-3A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 36 | 41 | 87.80% | 32.72% | | | |
| Jan-02 | | | | | | 44 | 54 | 81.48% | 38.84% | | | |
| Feb-02 | | | | | | 50 | 54 | 92.59% | 26.19% | | | |
| Mar-02 | 1 | 1 | 100.00% | 0 | 0 | 44 | 55 | 80.00% | 40.00% | -0.5 | -1.3 | No |
| Apr-02 | 1 | 1 | 100.00% | 0 | 0 | 32 | 34 | 94.12% | 23.53% | -0.25 | -1.15 | No |
| May-02 | | | | | | 34 | 34 | 100.00% | 0.00% | | | |



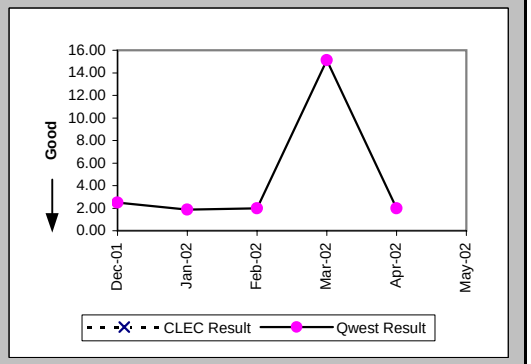

### Installation Interval (Average Days) (OP-4A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 302 | 42 | 7.19 | 6.12 | | | |
| Jan-02 | | | | | | 466 | 56 | 8.32 | 12.91 | | | |
| Feb-02 | | | | | | 392 | 56 | 7.00 | 6.82 | | | |
| Mar-02 | 5 | 1 | 5.00 | 0 | 0 | 447 | 56 | 7.98 | 9.56 | -0.31 | -1.19 | No |
| Apr-02 | 3 | 1 | 3.00 | 0 | 0 | 276 | 35 | 7.89 | 10.06 | -0.48 | -1.29 | No |
| May-02 | | | | | | 217 | 34 | 6.38 | 7.19 | | | |




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

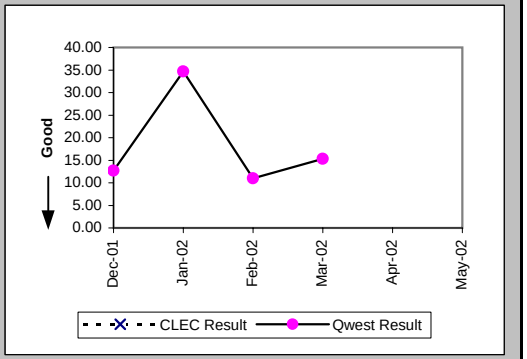
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 5 | 2 | 2.50 | 0.71 | | | |
| Jan-02 | | | | | | 13 | 7 | 1.86 | 1.21 | | | |
| Feb-02 | | | | | | 4 | 2 | 2.00 | 1.41 | | | |
| Mar-02 | | | | | | 121 | 8 | 15.12 | 17.88 | | | |
| Apr-02 | | | | | | 4 | 2 | 2.00 | 1.41 | | | |
| May-02 | | | | | | | | | | | | |



## Checklist #14 - Resale - Centrex 21 Installation

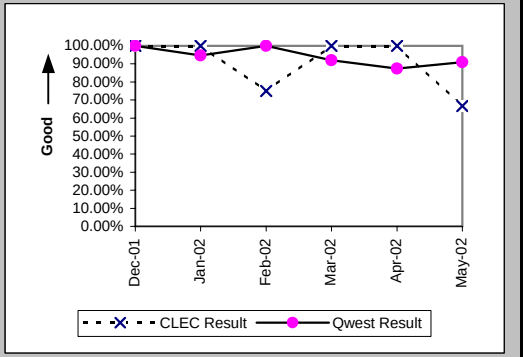
### Delayed Days for Facility Reasons (Average Days) (OP-6B-1) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 38 | 3 | 12.67 | 10.41 | | | |
| Jan-02 | | | | | | 104 | 3 | 34.67 | 47.37 | | | |
| Feb-02 | | | | | | 22 | 2 | 11.00 | 14.14 | | | |
| Mar-02 | | | | | | 46 | 3 | 15.33 | 10.21 | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |



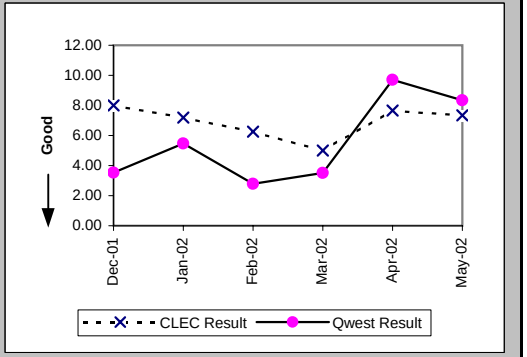

### Installation Commitments Met (Percent) (OP-3B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 2 | 2 | 100.00% | 0 | 0 | 15 | 15 | 100.00% | N/A | N/A | N/A | |
| Jan-02 | 5 | 5 | 100.00% | 0 | 0 | 18 | 19 | 94.74% | 22.33% | -0.47 | -1.29 | No |
| Feb-02 | 3 | 4 | 75.00% | 0 | 0 | 14 | 14 | 100.00% | N/A | N/A | -0.22 | No |
| Mar-02 | 1 | 1 | 100.00% | 0 | 0 | 23 | 25 | 92.00% | 27.13% | -0.29 | -1.18 | No |
| Apr-02 | 3 | 3 | 100.00% | 0 | 0 | 21 | 24 | 87.50% | 33.07% | -0.62 | -1.38 | No |
| May-02 | 2 | 3 | 66.67% | 0 | 0 | 10 | 11 | 90.91% | 28.75% | 0.78 | -0.53 | No |




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

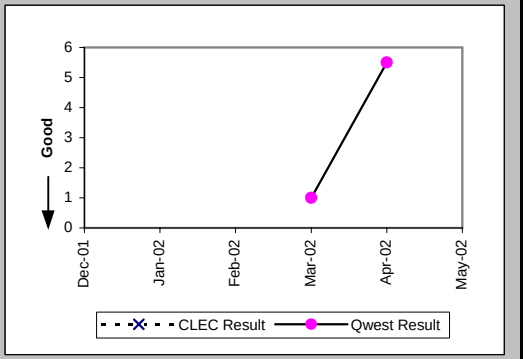
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 16 | 2 | 8.00 | 0 | 0 | 53 | 15 | 3.53 | 3.16 | 1.9 | 0.15 | Yes |
| Jan-02 | 36 | 5 | 7.20 | 0 | 0 | 104 | 19 | 5.47 | 9.60 | 0.71 | -0.57 | No |
| Feb-02 | 25 | 4 | 6.25 | 0 | 0 | 39 | 14 | 2.79 | 0.97 | 3.09 | 0.88 | Yes |
| Mar-02 | 5 | 1 | 5.00 | 0 | 0 | 88 | 25 | 3.52 | 1.42 | 1.33 | -0.19 | No |
| Apr-02 | 23 | 3 | 7.67 | 0 | 0 | 233 | 24 | 9.71 | 11.50 | -0.29 | -1.18 | No |
| May-02 | 22 | 3 | 7.33 | 0 | 0 | 100 | 12 | 8.33 | 14.11 | -0.11 | -1.07 | No |



## Checklist #14 - Resale - Centrex 21 Installation

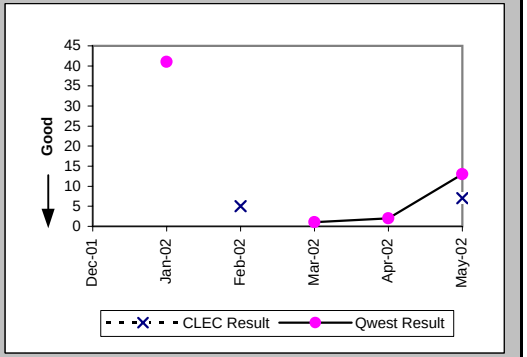
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-2) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | 1 | 1 | 1.00 | | | | |
| Apr-02 | | | | | | 11 | 2 | 5.50 | 4.95 | | | |
| May-02 | | | | | | | | | | | | |



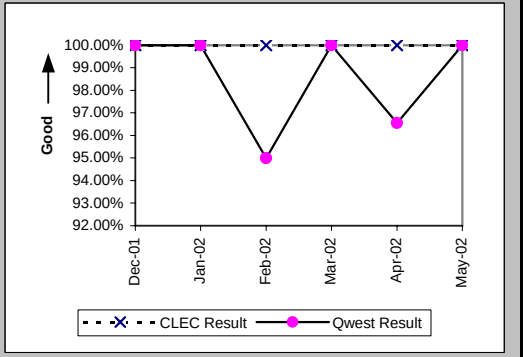

Delayed Days for Facility Reasons (Average Days) (OP-6B-2) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | 41 | 1 | 41.00 | | | | |
| Feb-02 | 5 | 1 | 5.00 | 0 | 0 | | | | | | | |
| Mar-02 | | | | | | 1 | 1 | 1.00 | | | | |
| Apr-02 | | | | | | 2 | 1 | 2.00 | | | | |
| May-02 | 7 | 1 | 7.00 | 0 | 0 | 13 | 1 | 13.00 | | | | |




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

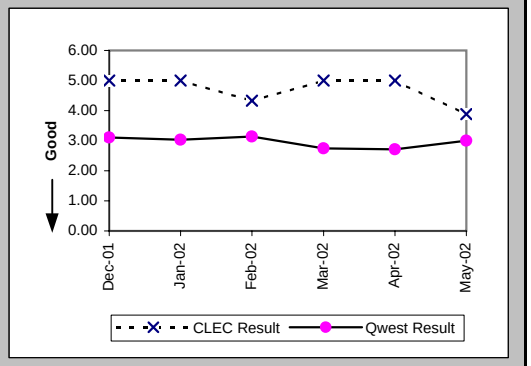
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 11 | 11 | 100.00% | 0 | 0 | 58 | 58 | 100.00% | N/A | N/A | N/A | |
| Jan-02 | 8 | 8 | 100.00% | 0 | 0 | 46 | 46 | 100.00% | N/A | N/A | N/A | |
| Feb-02 | 13 | 13 | 100.00% | 0 | 0 | 38 | 40 | 95.00% | 21.79% | -0.72 | -1.44 | No |
| Mar-02 | 23 | 23 | 100.00% | 0 | 0 | 24 | 24 | 100.00% | N/A | N/A | N/A | |
| Apr-02 | 6 | 6 | 100.00% | 0 | 0 | 28 | 29 | 96.55% | 18.25% | -0.42 | -1.26 | No |
| May-02 | 10 | 10 | 100.00% | 0 | 0 | 24 | 24 | 100.00% | N/A | N/A | N/A | |



## Checklist #14 - Resale - Centrex 21 Installation

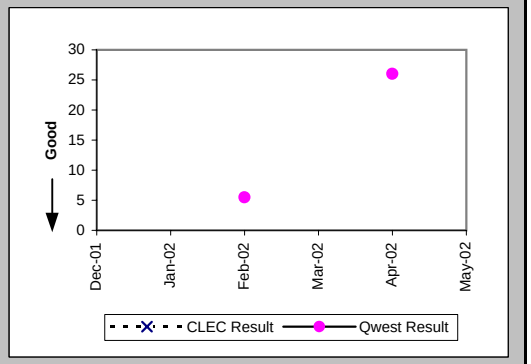
### Installation Interval (Average Days) (OP-4C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 55 | 11 | 5.00 | 0 | 0 | 118 | 38 | 3.11 | 1.35 | 3.72 | 1.26 | Yes |
| Jan-02 | 35 | 7 | 5.00 | 1 | 0 | 94 | 31 | 3.03 | 3.22 | 0.95 | -0.42 | No |
| Feb-02 | 26 | 6 | 4.33 | 7 | 0 | 91 | 29 | 3.14 | 1.36 | 2.65 | 0.61 | Yes |
| Mar-02 | 75 | 15 | 5.00 | 8 | 0 | 52 | 19 | 2.74 | 1.52 | 3.72 | 1.26 | Yes |
| Apr-02 | 5 | 1 | 5.00 | 5 | 0 | 57 | 21 | 2.71 | 1.23 | 1.13 | -0.31 | No |
| May-02 | 31 | 8 | 3.88 | 2 | 0 | 54 | 18 | 3.00 | 1.08 | 1.94 | 0.18 | Yes |



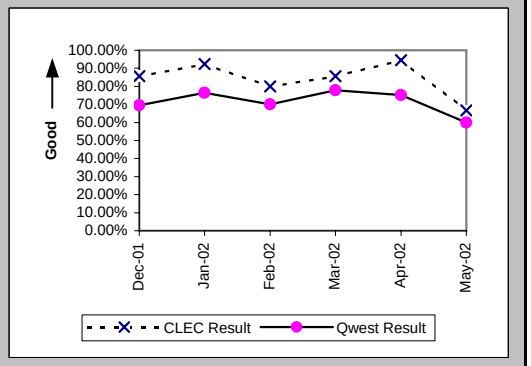

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-3) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | 11 | 2 | 5.50 | 0.71 | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | 26 | 1 | 26.00 | | | | |
| May-02 | | | | | | | | | | | | |




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

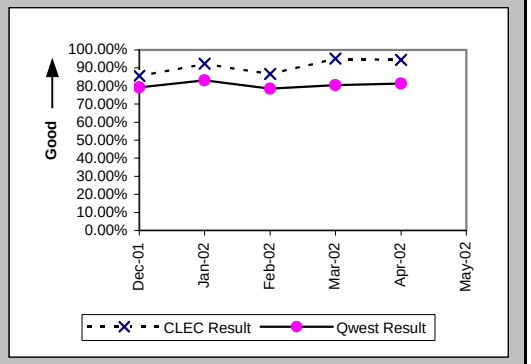
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 6 | 7 | 85.71% | 0 | 0 | 84 | 121 | 69.42% | 46.07% | -0.91 | -1.55 | No |
| Jan-02 | 12 | 13 | 92.31% | 0 | 0 | 91 | 119 | 76.47% | 42.42% | -1.28 | -1.78 | No |
| Feb-02 | 12 | 15 | 80.00% | 0 | 0 | 82 | 117 | 70.09% | 45.79% | -0.79 | -1.48 | No |
| Mar-02 | 18 | 21 | 85.71% | 0 | 0 | 84 | 108 | 77.78% | 41.57% | -0.8 | -1.49 | No |
| Apr-02 | 17 | 18 | 94.44% | 0 | 0 | 73 | 97 | 75.26% | 43.15% | -1.73 | -2.05 | No |
| May-02 | 8 | 12 | 66.67% | 0 | 0 | 48 | 80 | 60.00% | 48.99% | -0.44 | -1.27 | No |



## Checklist #14 - Resale - Centrex 21 Installation

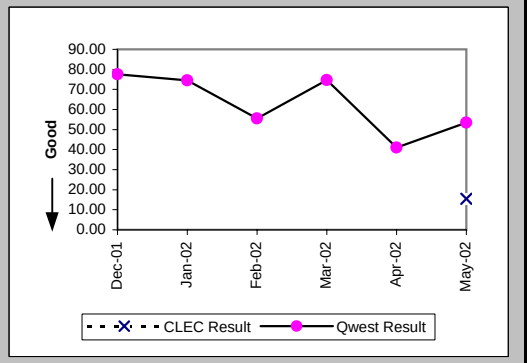
New Service Installation Quality (Percent) (OP-5*) (Parity)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 6 | 7 | 85.71% | 0 | 0 | 96 | 121 | 79.34% | 40.49% | -0.41 | -1.25 | No |
| Jan-02 | 12 | 13 | 92.31% | 0 | 0 | 99 | 119 | 83.19% | 37.39% | -0.83 | -1.51 | No |
| Feb-02 | 13 | 15 | 86.67% | 0 | 0 | 92 | 117 | 78.63% | 40.99% | -0.71 | -1.43 | No |
| Mar-02 | 20 | 21 | 95.24% | 0 | 0 | 87 | 108 | 80.56% | 39.58% | -1.56 | -1.95 | No |
| Apr-02 | 17 | 18 | 94.44% | 0 | 0 | 79 | 97 | 81.44% | 38.88% | -1.3 | -1.79 | No |
| May-02 | | | | | | | | | | | | |




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

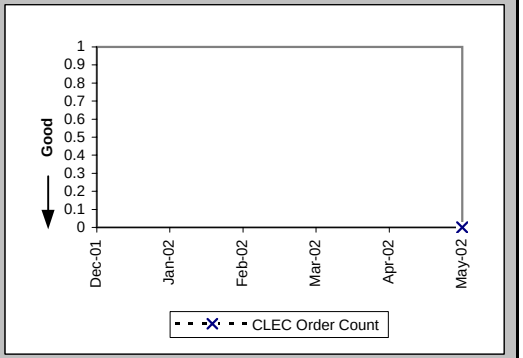
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 388 | 5 | 77.60 | 52.70 | | | |
| Jan-02 | | | | | | 522 | 7 | 74.57 | 60.87 | | | |
| Feb-02 | | | | | | 556 | 10 | 55.60 | 70.62 | | | |
| Mar-02 | | | | | | 597 | 8 | 74.62 | 85.86 | | | |
| Apr-02 | | | | | | 533 | 13 | 41.00 | 62.93 | | | |
| May-02 | 31 | 2 | 15.50 | 0 | 0 | 749 | 14 | 53.50 | 65.73 | -0.76 | -1.46 | No |



Checklist #14 - Resale - Centrex 21 Installation

Count of Pending Orders Delayed for Facilities Reasons Centrex 21 (OP-15B) (Diagnostic)

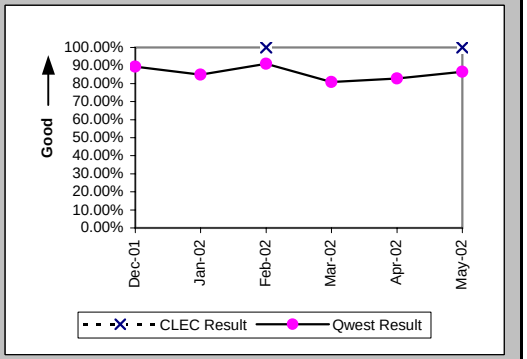
| Date | CLEC Order Count |
|---|---|
| Dec-01 | |
| Jan-02 | |
| Feb-02 | |
| Mar-02 | |
| Apr-02 | |
| May-02 | 0 |



## Checklist #14 - Resale - Centrex 21 Repair

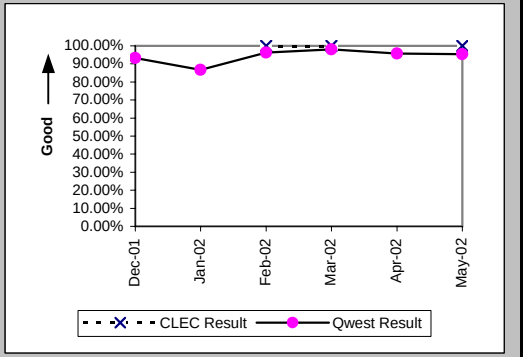
### Out of Service Cleared within 24 hours (Percent) (MR-3A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 42 | 47 | 89.36% | 30.83% | | | |
| Jan-02 | | | | | | 51 | 60 | 85.00% | 35.71% | | | |
| Feb-02 | 1 | 1 | 100.00% | 1 | 0 | 50 | 55 | 90.91% | 28.75% | -0.31 | -1.19 | No |
| Mar-02 | | | | | | 59 | 73 | 80.82% | 39.37% | | | |
| Apr-02 | | | | | | 53 | 64 | 82.81% | 37.73% | | | |
| May-02 | 1 | 1 | 100.00% | 0 | 0 | 58 | 67 | 86.57% | 34.10% | -0.39 | -1.24 | No |



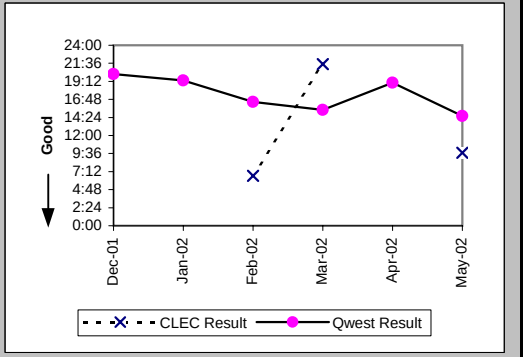

### All Troubles Cleared within 48 hours (Percent) (MR-4A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 70 | 75 | 93.33% | 24.94% | | | |
| Jan-02 | | | | | | 65 | 75 | 86.67% | 33.99% | | | |
| Feb-02 | 1 | 1 | 100.00% | 1 | 0 | 79 | 82 | 96.34% | 18.77% | -0.19 | -1.12 | No |
| Mar-02 | 1 | 1 | 100.00% | 0 | 0 | 97 | 99 | 97.98% | 14.07% | -0.14 | -1.09 | No |
| Apr-02 | | | | | | 89 | 93 | 95.70% | 20.29% | | | |
| May-02 | 1 | 1 | 100.00% | 0 | 0 | 83 | 87 | 95.40% | 20.94% | -0.22 | -1.13 | No |




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

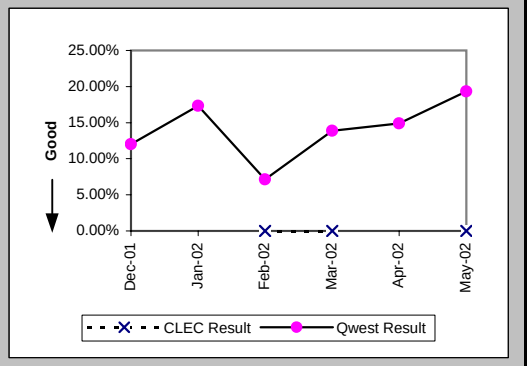
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 1511:42 | 75 | 20:09 | 19:31 | | | |
| Jan-02 | | | | | | 1448:46 | 75 | 19:19 | 20:13 | | | |
| Feb-02 | 6:39 | 1 | 6:39 | 1 | 0 | 1348:14 | 82 | 16:27 | 15:09 | -0.64 | -1.39 | No |
| Mar-02 | 21:30 | 1 | 21:30 | 0 | 0 | 1522:19 | 99 | 15:23 | 13:14 | 0.39 | -0.77 | No |
| Apr-02 | | | | | | 1769:04 | 93 | 19:01 | 36:30 | | | |
| May-02 | 9:43 | 1 | 9:43 | 0 | 0 | 1272:21 | 87 | 14:37 | 13:23 | -0.36 | -1.22 | No |



## Checklist #14 - Resale - Centrex 21 Repair

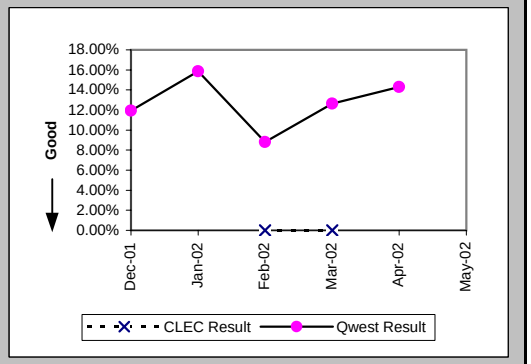
### Repair Repeat Report Rate (Percent) (MR-7A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 9 | 75 | 12.00% | 32.50% | | | |
| Jan-02 | | | | | | 13 | 75 | 17.33% | 37.85% | | | |
| Feb-02 | 0 | 1 | 0.00% | 1 | 0 | 6 | 84 | 7.14% | 25.75% | -0.28 | -1.17 | No |
| Mar-02 | 0 | 1 | 0.00% | 0 | 0 | 14 | 101 | 13.86% | 34.55% | -0.4 | -1.24 | No |
| Apr-02 | | | | | | 14 | 94 | 14.89% | 35.60% | | | |
| May-02 | 0 | 1 | 0.00% | 0 | 0 | 17 | 88 | 19.32% | 39.48% | -0.49 | -1.3 | No |



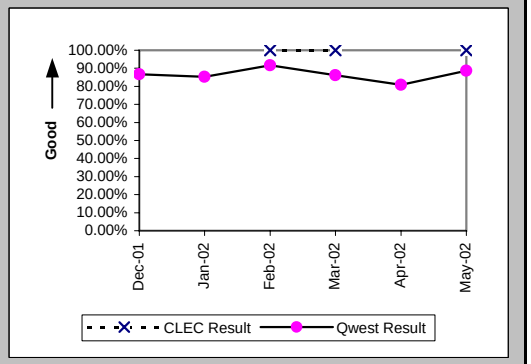

### Repair Repeat Report Rate (Percent) (MR-7A*) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 8 | 67 | 11.94% | 32.43% | | | |
| Jan-02 | | | | | | 10 | 63 | 15.87% | 36.54% | | | |
| Feb-02 | 0 | 1 | 0.00% | 1 | 0 | 6 | 68 | 8.82% | 28.36% | -0.31 | -1.19 | No |
| Mar-02 | 0 | 1 | 0.00% | 0 | 0 | 11 | 87 | 12.64% | 33.23% | -0.38 | -1.23 | No |
| Apr-02 | | | | | | 12 | 84 | 14.29% | 34.99% | | | |
| May-02 | | | | | | | | | | | | |




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

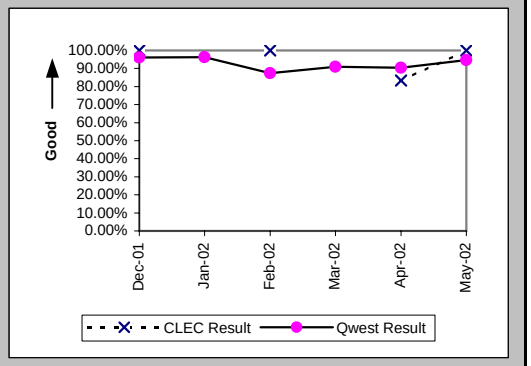
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 65 | 75 | 86.67% | 33.99% | | | |
| Jan-02 | | | | | | 64 | 75 | 85.33% | 35.38% | | | |
| Feb-02 | 1 | 1 | 100.00% | 1 | 0 | 77 | 84 | 91.67% | 27.64% | -0.3 | -1.18 | No |
| Mar-02 | 1 | 1 | 100.00% | 0 | 0 | 87 | 101 | 86.14% | 34.55% | -0.4 | -1.24 | No |
| Apr-02 | | | | | | 76 | 94 | 80.85% | 39.35% | | | |
| May-02 | 1 | 1 | 100.00% | 0 | 0 | 78 | 88 | 88.64% | 31.74% | -0.36 | -1.22 | No |



## Checklist #14 - Resale - Centrex 21 Repair

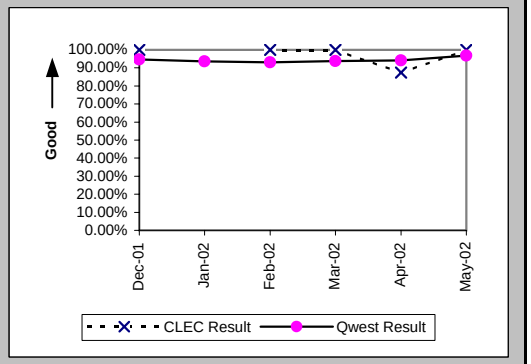
Out of Service Cleared within 24 hours (Percent) (MR-3B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 3 | 3 | 100.00% | 1 | 0 | 25 | 26 | 96.15% | 19.23% | -0.33 | -1.2 | No |
| Jan-02 | | | | | | 26 | 27 | 96.30% | 18.89% | | | |
| Feb-02 | 3 | 3 | 100.00% | 0 | 0 | 14 | 16 | 87.50% | 33.07% | -0.6 | -1.37 | No |
| Mar-02 | | | | | | 20 | 22 | 90.91% | 28.75% | | | |
| Apr-02 | 5 | 6 | 83.33% | 2 | 0 | 19 | 21 | 90.48% | 29.35% | 0.39 | -0.76 | No |
| May-02 | 3 | 3 | 100.00% | 1 | 0 | 18 | 19 | 94.74% | 22.33% | -0.38 | -1.23 | No |



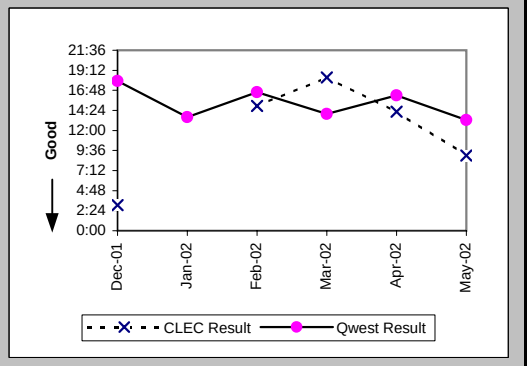

All Troubles Cleared within 48 hours (Percent) (MR-4B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 3 | 3 | 100.00% | 1 | 0 | 35 | 37 | 94.59% | 22.61% | -0.4 | -1.24 | No |
| Jan-02 | | | | | | 29 | 31 | 93.55% | 24.57% | | | |
| Feb-02 | 3 | 3 | 100.00% | 0 | 0 | 27 | 29 | 93.10% | 25.34% | -0.45 | -1.27 | No |
| Mar-02 | 1 | 1 | 100.00% | 3 | 0 | 30 | 32 | 93.75% | 24.21% | -0.25 | -1.15 | No |
| Apr-02 | 7 | 8 | 87.50% | 2 | 0 | 32 | 34 | 94.12% | 23.53% | 0.54 | -0.67 | No |
| May-02 | 4 | 4 | 100.00% | 1 | 0 | 31 | 32 | 96.88% | 17.40% | -0.34 | -1.21 | No |




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

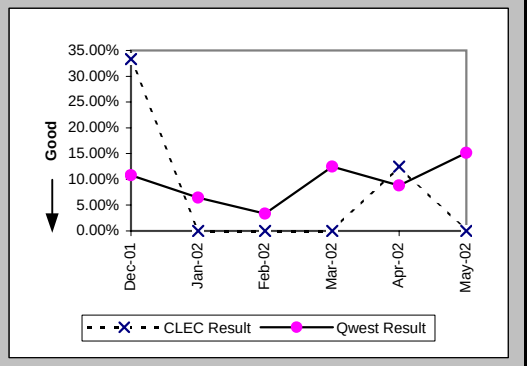
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 9:13 | 3 | 3:04 | 1 | 0 | 663:08 | 37 | 17:55 | 16:33 | -1.5 | -1.91 | No |
| Jan-02 | | | | | | 421:27 | 31 | 13:36 | 16:31 | | | |
| Feb-02 | 44:51 | 3 | 14:57 | 0 | 0 | 481:04 | 29 | 16:35 | 18:22 | -0.15 | -1.09 | No |
| Mar-02 | 18:21 | 1 | 18:21 | 3 | 0 | 447:42 | 32 | 13:59 | 16:31 | 0.34 | -0.79 | No |
| Apr-02 | 114:04 | 8 | 14:15 | 2 | 0 | 550:06 | 34 | 16:11 | 15:24 | -0.32 | -1.19 | No |
| May-02 | 36:05 | 4 | 9:01 | 1 | 0 | 423:54 | 32 | 13:15 | 12:50 | -0.62 | -1.38 | No |



## Checklist #14 - Resale - Centrex 21 Repair

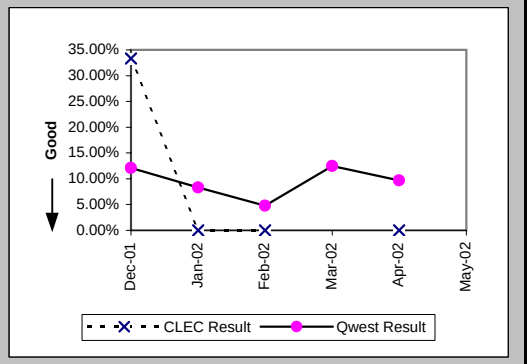
### Repair Repeat Report Rate (Percent) (MR-7B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 1 | 3 | 33.33% | 1 | 0 | 4 | 37 | 10.81% | 31.05% | 0.89 | -0.46 | No |
| Jan-02 | 0 | 1 | 0.00% | 4 | 0 | 2 | 31 | 6.45% | 24.57% | -0.26 | -1.16 | No |
| Feb-02 | 0 | 3 | 0.00% | 0 | 0 | 1 | 30 | 3.33% | 17.95% | -0.31 | -1.19 | No |
| Mar-02 | 0 | 1 | 0.00% | 3 | 0 | 4 | 32 | 12.50% | 33.07% | -0.37 | -1.23 | No |
| Apr-02 | 1 | 8 | 12.50% | 2 | 0 | 3 | 34 | 8.82% | 28.36% | 0.27 | -0.84 | No |
| May-02 | 0 | 4 | 0.00% | 1 | 0 | 5 | 33 | 15.15% | 35.86% | -0.8 | -1.49 | No |



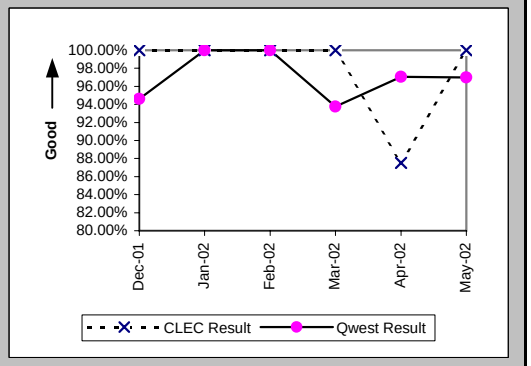

### Repair Repeat Report Rate (Percent) (MR-7B*) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 1 | 3 | 33.33% | 1 | 0 | 4 | 33 | 12.12% | 32.64% | 0.81 | -0.51 | No |
| Jan-02 | 0 | 1 | 0.00% | 4 | 0 | 2 | 24 | 8.33% | 27.64% | -0.3 | -1.18 | No |
| Feb-02 | 0 | 1 | 0.00% | 0 | 0 | 1 | 21 | 4.76% | 21.30% | -0.22 | -1.13 | No |
| Mar-02 | | | | | | 3 | 24 | 12.50% | 33.07% | | | |
| Apr-02 | 0 | 6 | 0.00% | 2 | 0 | 3 | 31 | 9.68% | 29.57% | -0.73 | -1.45 | No |
| May-02 | | | | | | | | | | | | |




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

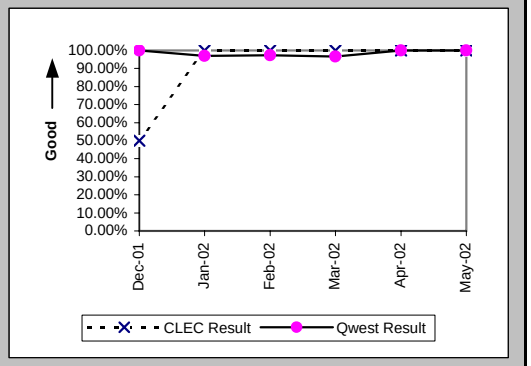
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 3 | 3 | 100.00% | 1 | 0 | 35 | 37 | 94.59% | 22.61% | -0.4 | -1.24 | No |
| Jan-02 | 1 | 1 | 100.00% | 4 | 0 | 31 | 31 | 100.00% | N/A | N/A | N/A | |
| Feb-02 | 3 | 3 | 100.00% | 0 | 0 | 30 | 30 | 100.00% | N/A | N/A | N/A | |
| Mar-02 | 1 | 1 | 100.00% | 3 | 0 | 30 | 32 | 93.75% | 24.21% | -0.25 | -1.15 | No |
| Apr-02 | 7 | 8 | 87.50% | 2 | 0 | 33 | 34 | 97.06% | 16.90% | 0.87 | -0.47 | No |
| May-02 | 4 | 4 | 100.00% | 1 | 0 | 32 | 33 | 96.97% | 17.14% | -0.33 | -1.2 | No |



## Checklist #14 - Resale - Centrex 21 Repair

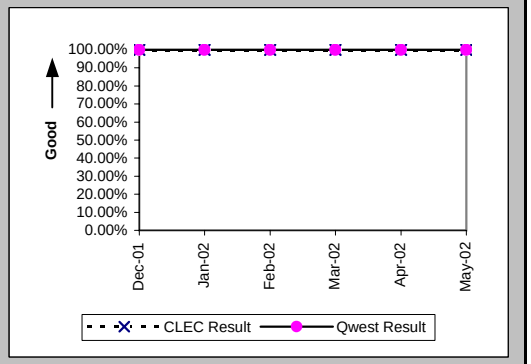
Out of Service Cleared within 24 hours (Percent) (MR-3C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 1 | 2 | 50.00% | 2 | 0 | 31 | 31 | 100.00% | N/A | N/A | 0.21 | Yes |
| Jan-02 | 1 | 1 | 100.00% | 2 | 0 | 32 | 33 | 96.97% | 17.14% | -0.17 | -1.11 | No |
| Feb-02 | 1 | 1 | 100.00% | 0 | 0 | 36 | 37 | 97.30% | 16.22% | -0.16 | -1.1 | No |
| Mar-02 | 2 | 2 | 100.00% | 2 | 0 | 28 | 29 | 96.55% | 18.25% | -0.26 | -1.16 | No |
| Apr-02 | 1 | 1 | 100.00% | 0 | 0 | 25 | 25 | 100.00% | N/A | N/A | N/A | |
| May-02 | 3 | 3 | 100.00% | 1 | 0 | 46 | 46 | 100.00% | N/A | N/A | N/A | |



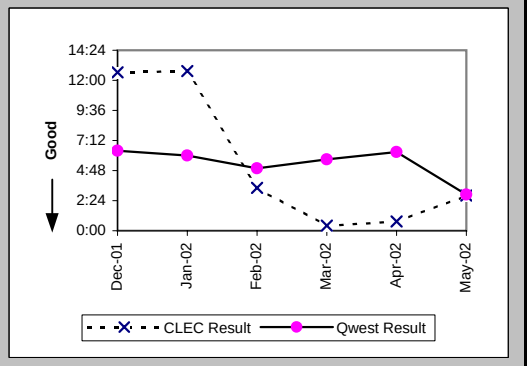

All Troubles Cleared within 48 hours (Percent) (MR-4C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 2 | 2 | 100.00% | 2 | 0 | 75 | 75 | 100.00% | N/A | N/A | N/A | |
| Jan-02 | 2 | 2 | 100.00% | 2 | 0 | 72 | 72 | 100.00% | N/A | N/A | N/A | |
| Feb-02 | 3 | 3 | 100.00% | 0 | 0 | 78 | 78 | 100.00% | N/A | N/A | N/A | |
| Mar-02 | 6 | 6 | 100.00% | 2 | 0 | 69 | 69 | 100.00% | N/A | N/A | N/A | |
| Apr-02 | 2 | 2 | 100.00% | 0 | 0 | 72 | 72 | 100.00% | N/A | N/A | N/A | |
| May-02 | 8 | 8 | 100.00% | 1 | 0 | 81 | 81 | 100.00% | N/A | N/A | N/A | |




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

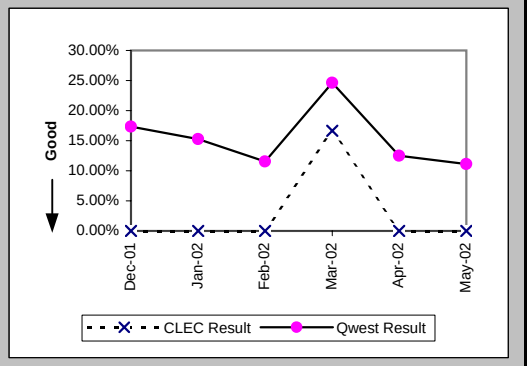
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 25:17 | 2 | 12:39 | 2 | 0 | 478:15 | 75 | 6:23 | 9:13 | 0.99 | -0.4 | No |
| Jan-02 | 25:29 | 2 | 12:45 | 2 | 0 | 432:19 | 72 | 6:00 | 8:35 | 1.24 | -0.25 | No |
| Feb-02 | 10:17 | 3 | 3:26 | 0 | 0 | 388:16 | 78 | 4:59 | 6:53 | -0.38 | -1.23 | No |
| Mar-02 | 2:25 | 6 | 0:24 | 2 | 0 | 393:07 | 69 | 5:42 | 8:52 | -1.4 | -1.85 | No |
| Apr-02 | 1:28 | 2 | 0:44 | 0 | 0 | 452:00 | 72 | 6:17 | 8:45 | -0.88 | -1.54 | No |
| May-02 | 22:33 | 8 | 2:49 | 1 | 0 | 234:05 | 81 | 2:53 | 4:49 | -0.04 | -1.02 | No |



## Checklist #14 - Resale - Centrex 21 Repair

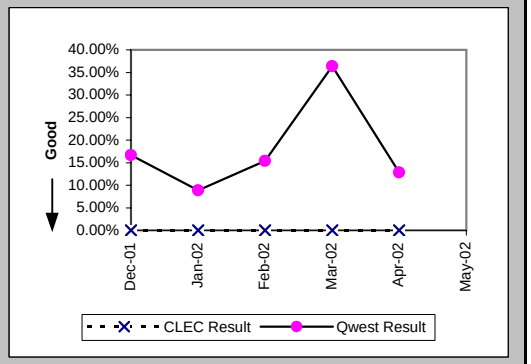
Repair Repeat Report Rate (Percent) (MR-7C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 0 | 2 | 0.00% | 2 | 0 | 13 | 75 | 17.33% | 37.85% | -0.64 | -1.39 | No |
| Jan-02 | 0 | 2 | 0.00% | 2 | 0 | 11 | 72 | 15.28% | 35.98% | -0.59 | -1.36 | No |
| Feb-02 | 0 | 3 | 0.00% | 0 | 0 | 9 | 78 | 11.54% | 31.95% | -0.61 | -1.37 | No |
| Mar-02 | 1 | 6 | 16.67% | 2 | 0 | 17 | 69 | 24.64% | 43.09% | -0.43 | -1.26 | No |
| Apr-02 | 0 | 2 | 0.00% | 0 | 0 | 9 | 72 | 12.50% | 33.07% | -0.53 | -1.32 | No |
| May-02 | 0 | 8 | 0.00% | 1 | 0 | 9 | 81 | 11.11% | 31.43% | -0.95 | -1.58 | No |



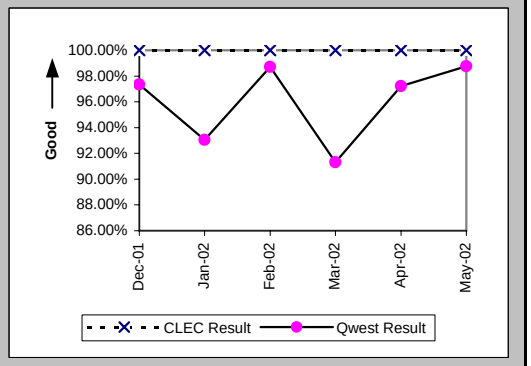

Repair Repeat Report Rate (Percent) (MR-7C*) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 0 | 2 | 0.00% | 2 | 0 | 5 | 30 | 16.67% | 37.27% | -0.61 | -1.37 | No |
| Jan-02 | 0 | 2 | 0.00% | 2 | 0 | 4 | 45 | 8.89% | 28.46% | -0.43 | -1.26 | No |
| Feb-02 | 0 | 1 | 0.00% | 0 | 0 | 4 | 26 | 15.38% | 36.08% | -0.42 | -1.25 | No |
| Mar-02 | 0 | 2 | 0.00% | 2 | 0 | 12 | 33 | 36.36% | 48.10% | -1.04 | -1.63 | No |
| Apr-02 | 0 | 1 | 0.00% | 0 | 0 | 5 | 39 | 12.82% | 33.43% | -0.38 | -1.23 | No |
| May-02 | | | | | | | | | | | | |




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

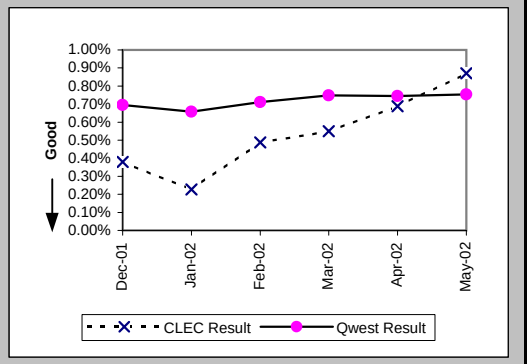
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 2 | 2 | 100.00% | 2 | 0 | 73 | 75 | 97.33% | 16.11% | -0.23 | -1.14 | No |
| Jan-02 | 2 | 2 | 100.00% | 2 | 0 | 67 | 72 | 93.06% | 25.42% | -0.38 | -1.23 | No |
| Feb-02 | 3 | 3 | 100.00% | 0 | 0 | 77 | 78 | 98.72% | 11.25% | -0.19 | -1.12 | No |
| Mar-02 | 6 | 6 | 100.00% | 2 | 0 | 63 | 69 | 91.30% | 28.18% | -0.73 | -1.44 | No |
| Apr-02 | 2 | 2 | 100.00% | 0 | 0 | 70 | 72 | 97.22% | 16.43% | -0.24 | -1.14 | No |
| May-02 | 8 | 8 | 100.00% | 1 | 0 | 80 | 81 | 98.77% | 11.04% | -0.3 | -1.18 | No |



## Checklist #14 - Resale - Centrex 21 Repair

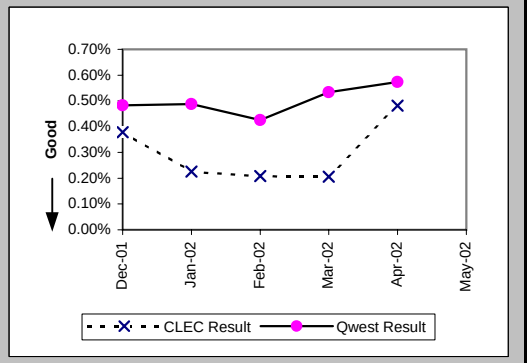
Trouble Rate (Percent) (MR-8) (Parity)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 5 | 1319 | 0.38% | 3 | 0 | 187 | 26926 | 0.69% | 8.30% | -1.35 | -1.82 | No |
| Jan-02 | 3 | 1325 | 0.23% | 6 | 0 | 178 | 27090 | 0.66% | 8.08% | -1.89 | -2.15 | No |
| Feb-02 | 7 | 1437 | 0.49% | 1 | 0 | 192 | 26978 | 0.71% | 8.41% | -0.99 | -1.6 | No |
| Mar-02 | 8 | 1456 | 0.55% | 5 | 0 | 202 | 26989 | 0.75% | 8.62% | -0.86 | -1.52 | No |
| Apr-02 | 10 | 1454 | 0.69% | 2 | 0 | 200 | 26848 | 0.74% | 8.60% | -0.25 | -1.15 | No |
| May-02 | 13 | 1492 | 0.87% | 2 | 0 | 202 | 26832 | 0.75% | 8.64% | 0.52 | -0.69 | No |



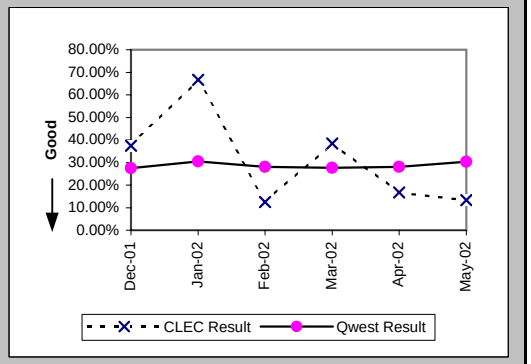

Trouble Rate (Percent) (MR-8*) (Parity)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 5 | 1319 | 0.38% | 3 | 0 | 130 | 26926 | 0.48% | 6.93% | -0.53 | -1.32 | No |
| Jan-02 | 3 | 1325 | 0.23% | 6 | 0 | 132 | 27090 | 0.49% | 6.96% | -1.33 | -1.81 | No |
| Feb-02 | 3 | 1437 | 0.21% | 1 | 0 | 115 | 26978 | 0.43% | 6.52% | -1.23 | -1.75 | No |
| Mar-02 | 3 | 1456 | 0.21% | 5 | 0 | 144 | 26989 | 0.53% | 7.28% | -1.67 | -2.02 | No |
| Apr-02 | 7 | 1454 | 0.48% | 2 | 0 | 154 | 26848 | 0.57% | 7.55% | -0.45 | -1.28 | No |
| May-02 | | | | | | | | | | | | |




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

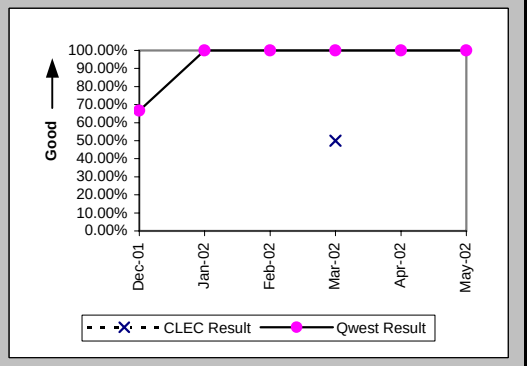
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 3 | 8 | 37.50% | 0 | 0 | 71 | 258 | 27.52% | 44.66% | 0.61 | -0.63 | No |
| Jan-02 | 6 | 9 | 66.67% | 0 | 0 | 78 | 256 | 30.47% | 46.03% | 2.15 | 0.3 | Yes |
| Feb-02 | 1 | 8 | 12.50% | 0 | 0 | 75 | 267 | 28.09% | 44.94% | -0.97 | -1.59 | No |
| Mar-02 | 5 | 13 | 38.46% | 0 | 0 | 77 | 279 | 27.60% | 44.70% | 0.83 | -0.49 | No |
| Apr-02 | 2 | 12 | 16.67% | 0 | 0 | 78 | 278 | 28.06% | 44.93% | -0.86 | -1.52 | No |
| May-02 | 2 | 15 | 13.33% | 0 | 0 | 88 | 290 | 30.34% | 45.97% | -1.4 | -1.85 | No |



## Checklist #14 - Resale - PBX Installation

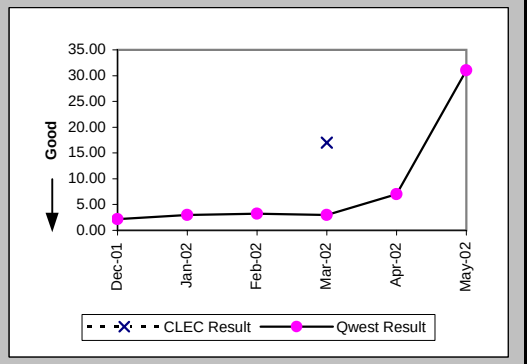
### Installation Commitments Met (Percent) (OP-3A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 2 | 3 | 66.67% | 47.14% | | | |
| Jan-02 | | | | | | 3 | 3 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | 9 | 9 | 100.00% | 0.00% | | | |
| Mar-02 | 1 | 2 | 50.00% | 0 | 0 | 2 | 2 | 100.00% | N/A | N/A | -0.63 | No |
| Apr-02 | | | | | | 4 | 4 | 100.00% | 0.00% | | | |
| May-02 | | | | | | 2 | 2 | 100.00% | 0.00% | | | |



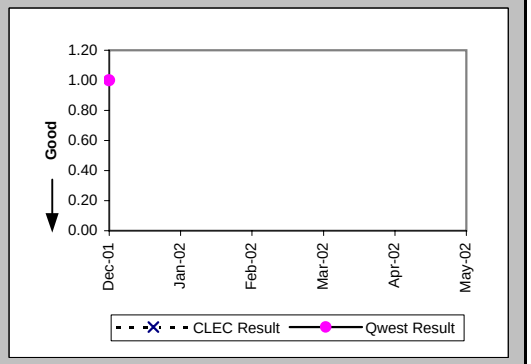

### Installation Interval (Average Days) (OP-4A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 11 | 5 | 2.20 | 1.64 | | | |
| Jan-02 | | | | | | 12 | 4 | 3.00 | 2.16 | | | |
| Feb-02 | | | | | | 29 | 9 | 3.22 | 1.72 | | | |
| Mar-02 | 34 | 2 | 17.00 | 0 | 0 | 6 | 2 | 3.00 | 2.83 | 0.57 | -0.65 | No |
| Apr-02 | | | | | | 28 | 4 | 7.00 | 4.24 | | | |
| May-02 | | | | | | 62 | 2 | 31.00 | 39.60 | | | |




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

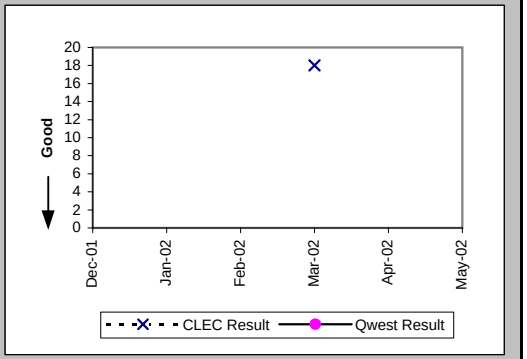
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 1 | 1 | 1.00 | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |



## Checklist #14 - Resale - PBX Installation

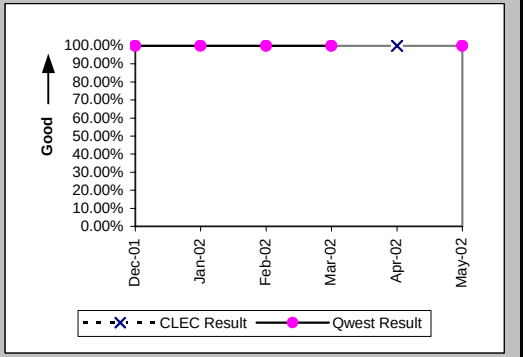
### Delayed Days for Facility Reasons (Average Days) (OP-6B-1) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | 18 | 1 | 18.00 | 0 | 0 | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |



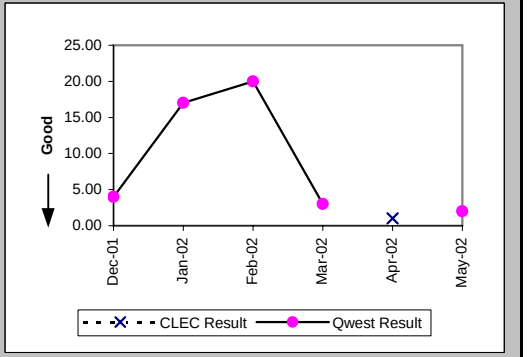

### Installation Commitments Met (Percent) (OP-3B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Mar-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Apr-02 | 1 | 1 | 100.00% | 0 | 0 | | | | | | | |
| May-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |




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

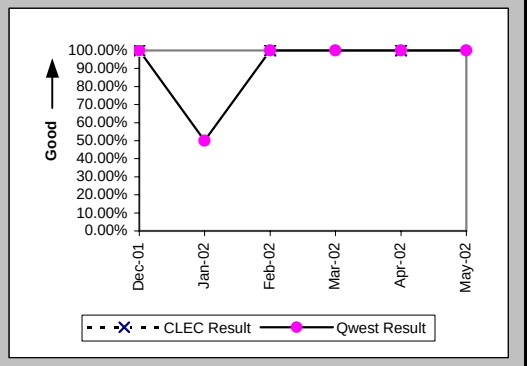
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 4 | 1 | 4.00 | | | | |
| Jan-02 | | | | | | 17 | 1 | 17.00 | | | | |
| Feb-02 | | | | | | 20 | 1 | 20.00 | | | | |
| Mar-02 | | | | | | 3 | 1 | 3.00 | | | | |
| Apr-02 | 1 | 1 | 1.00 | 0 | 0 | | | | | | | |
| May-02 | | | | | | 2 | 1 | 2.00 | | | | |



## Checklist #14 - Resale - PBX Installation

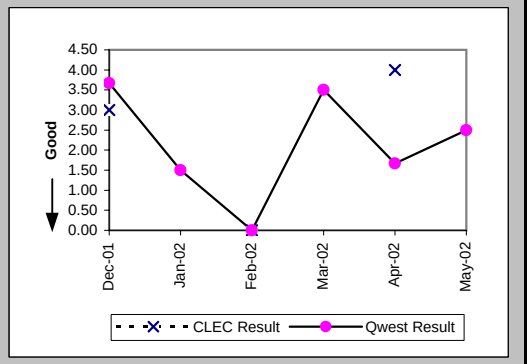
Installation Commitments Met (Percent) (OP-3C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 1 | 1 | 100.00% | 0 | 0 | 4 | 4 | 100.00% | N/A | N/A | N/A | |
| Jan-02 | | | | | | 1 | 2 | 50.00% | 50.00% | | | |
| Feb-02 | 1 | 1 | 100.00% | 0 | 0 | 1 | 1 | 100.00% | N/A | N/A | N/A | |
| Mar-02 | | | | | | 2 | 2 | 100.00% | 0.00% | | | |
| Apr-02 | 2 | 2 | 100.00% | 0 | 0 | 5 | 5 | 100.00% | N/A | N/A | N/A | |
| May-02 | | | | | | 2 | 2 | 100.00% | 0.00% | | | |



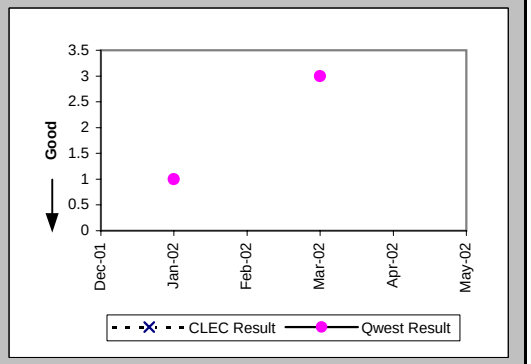

Installation Interval (Average Days) (OP-4C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 3 | 1 | 3.00 | 0 | 0 | 11 | 3 | 3.67 | 3.21 | -0.18 | -1.11 | No |
| Jan-02 | | | | | | 3 | 2 | 1.50 | 0.71 | | | |
| Feb-02 | 0 | 1 | 0.00 | 0 | 0 | 0 | 1 | 0.00 | | | | |
| Mar-02 | | | | | | 7 | 2 | 3.50 | 3.54 | | | |
| Apr-02 | 4 | 1 | 4.00 | 1 | 0 | 5 | 3 | 1.67 | 1.15 | 0.95 | -0.42 | No |
| May-02 | | | | | | 5 | 2 | 2.50 | 0.71 | | | |




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

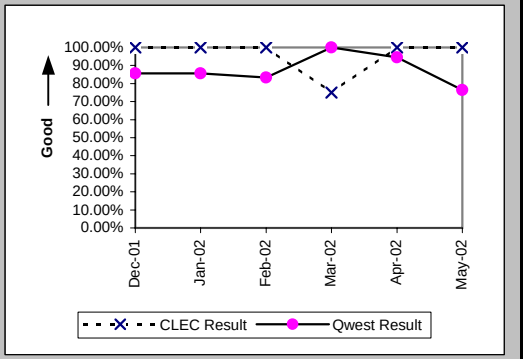
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | 1 | 1 | 1.00 | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | 3 | 1 | 3.00 | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |



## Checklist #14 - Resale - PBX Installation

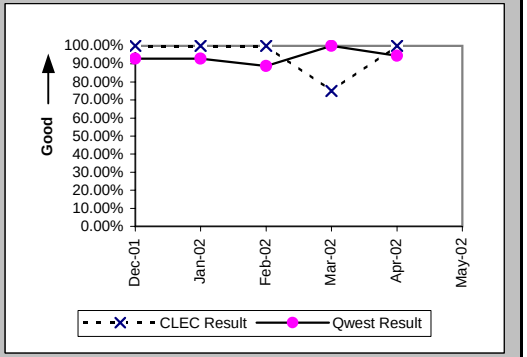
New Service Installation Quality (Percent) (OP-5) (Parity)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 3 | 3 | 100.00% | 0 | 0 | 12 | 14 | 85.71% | 34.99% | -0.64 | -1.39 | No |
| Jan-02 | 1 | 1 | 100.00% | 0 | 0 | 12 | 14 | 85.71% | 34.99% | -0.39 | -1.24 | No |
| Feb-02 | 1 | 1 | 100.00% | 0 | 0 | 15 | 18 | 83.33% | 37.27% | -0.44 | -1.26 | No |
| Mar-02 | 3 | 4 | 75.00% | 0 | 0 | 21 | 21 | 100.00% | N/A | N/A | -0.1 | No |
| Apr-02 | 4 | 4 | 100.00% | 0 | 0 | 17 | 18 | 94.44% | 22.91% | -0.44 | -1.27 | No |
| May-02 | 2 | 2 | 100.00% | 0 | 0 | 13 | 17 | 76.47% | 42.42% | -0.74 | -1.45 | No |



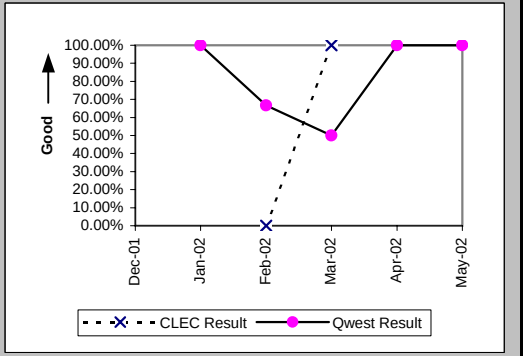

New Service Installation Quality (Percent) (OP-5*) (Parity)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 3 | 3 | 100.00% | 0 | 0 | 13 | 14 | 92.86% | 25.75% | -0.44 | -1.27 | No |
| Jan-02 | 1 | 1 | 100.00% | 0 | 0 | 13 | 14 | 92.86% | 25.75% | -0.27 | -1.16 | No |
| Feb-02 | 1 | 1 | 100.00% | 0 | 0 | 16 | 18 | 88.89% | 31.43% | -0.34 | -1.21 | No |
| Mar-02 | 3 | 4 | 75.00% | 0 | 0 | 21 | 21 | 100.00% | N/A | N/A | -0.1 | No |
| Apr-02 | 4 | 4 | 100.00% | 0 | 0 | 17 | 18 | 94.44% | 22.91% | -0.44 | -1.27 | No |
| May-02 | | | | | | | | | | | | |




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

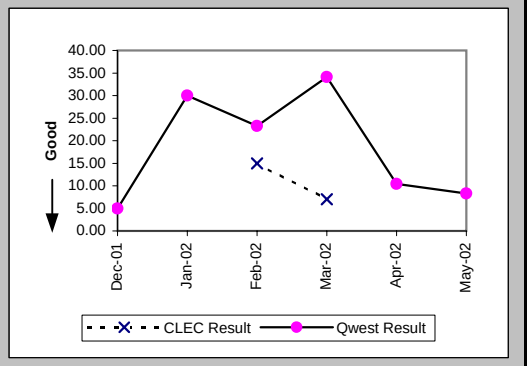
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | 2 | 2 | 100.00% | 0.00% | | | |
| Feb-02 | 0 | 1 | 0.00% | 0 | 0 | 2 | 3 | 66.67% | 47.14% | 0.67 | -0.59 | No |
| Mar-02 | 2 | 2 | 100.00% | 1 | 0 | 2 | 4 | 50.00% | 50.00% | -1.15 | -1.7 | No |
| Apr-02 | | | | | | 3 | 3 | 100.00% | 0.00% | | | |
| May-02 | | | | | | 9 | 9 | 100.00% | 0.00% | | | |



## Checklist #14 - Resale - PBX Installation

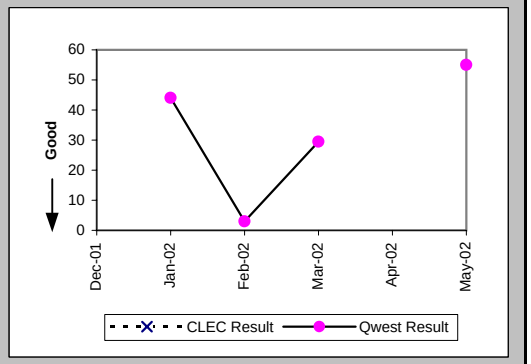
### Installation Interval (Average Days) (OP-4D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 5 | 1 | 5.00 | | | | |
| Jan-02 | | | | | | 120 | 4 | 30.00 | 30.07 | | | |
| Feb-02 | 15 | 1 | 15.00 | 0 | 0 | 93 | 4 | 23.25 | 32.09 | -0.23 | -1.14 | No |
| Mar-02 | 14 | 2 | 7.00 | 1 | 0 | 307 | 9 | 34.11 | 41.14 | -0.84 | -1.51 | No |
| Apr-02 | | | | | | 52 | 5 | 10.40 | 3.65 | | | |
| May-02 | | | | | | 75 | 9 | 8.33 | 1.87 | | | |



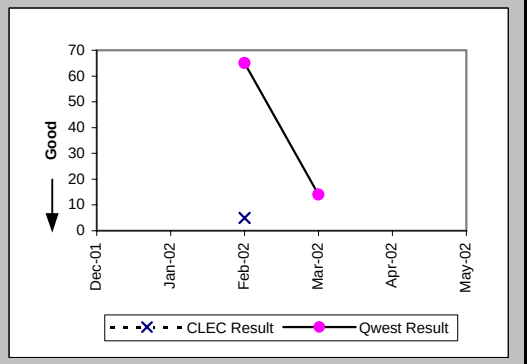

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-4) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | 88 | 2 | 44.00 | 0.00 | | | |
| Feb-02 | | | | | | 3 | 1 | 3.00 | | | | |
| Mar-02 | | | | | | 177 | 6 | 29.50 | 45.60 | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | 55 | 1 | 55.00 | | | | |




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

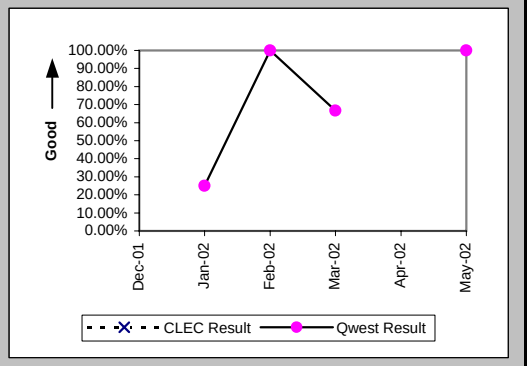
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | 5 | 1 | 5.00 | 0 | 0 | 65 | 1 | 65.00 | | | | |
| Mar-02 | | | | | | 14 | 1 | 14.00 | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |



## Checklist #14 - Resale - PBX Installation

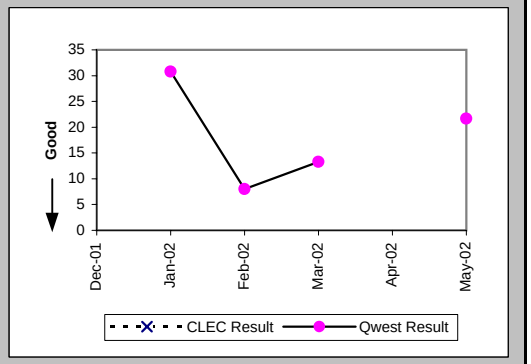
### Installation Commitments Met (Percent) (OP-3E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | 1 | 4 | 25.00% | 43.30% | | | |
| Feb-02 | | | | | | 4 | 4 | 100.00% | 0.00% | | | |
| Mar-02 | | | | | | 2 | 3 | 66.67% | 47.14% | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |



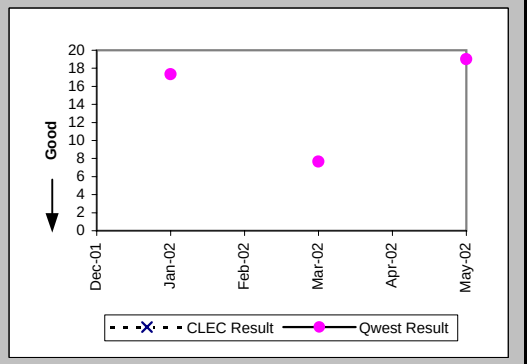

### Installation Interval (Average Days) (OP-4E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | 123 | 4 | 30.75 | 14.57 | | | |
| Feb-02 | | | | | | 40 | 5 | 8.00 | 5.83 | | | |
| Mar-02 | | | | | | 93 | 7 | 13.29 | 7.57 | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | 65 | 3 | 21.67 | 14.57 | | | |




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

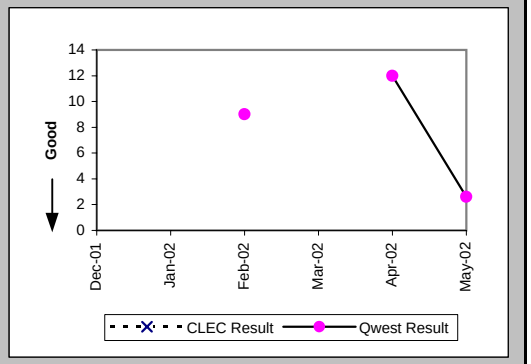
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | 52 | 3 | 17.33 | 2.31 | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | 23 | 3 | 7.67 | 5.77 | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | 38 | 2 | 19.00 | 2.83 | | | |



## Checklist #14 - Resale - PBX Installation

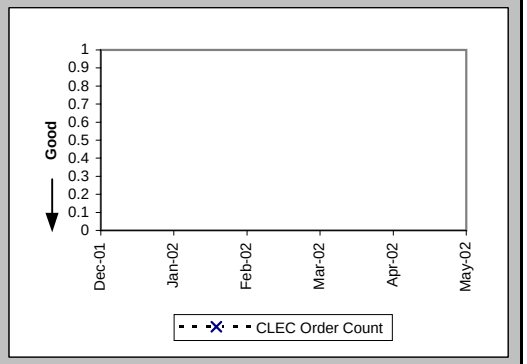
Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A) (Diagnostic)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | 9 | 1 | 9.00 | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | 24 | 2 | 12.00 | 8.49 | | | |
| May-02 | | | | | | 13 | 5 | 2.60 | 2.41 | | | |



Checklist #14 - Resale - PBX Installation

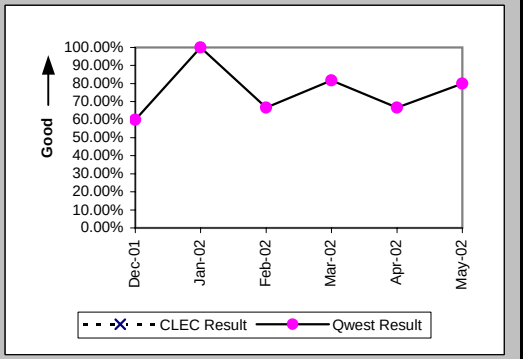
| Count of Pending Orders Delayed for Facilities Reasons PBX (OP-15B) (Diagnostic) | |
|---|---|
| Date | CLEC Order Count |
| Dec-01 | |
| Jan-02 | |
| Feb-02 | |
| Mar-02 | |
| Apr-02 | |
| May-02 | |



## Checklist #14 - Resale - PBX Repair

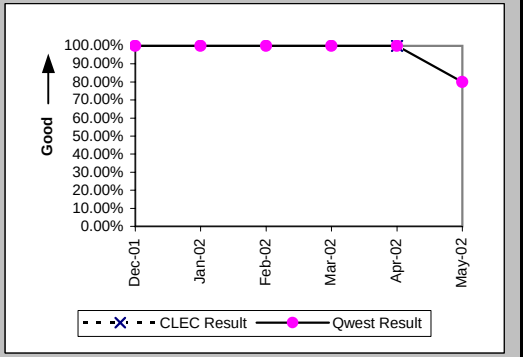
### Out of Service Cleared within 24 hours (Percent) (MR-3A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 3 | 5 | 60.00% | 48.99% | | | |
| Jan-02 | | | | | | 2 | 2 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | 4 | 6 | 66.67% | 47.14% | | | |
| Mar-02 | | | | | | 9 | 11 | 81.82% | 38.57% | | | |
| Apr-02 | | | | | | 6 | 9 | 66.67% | 47.14% | | | |
| May-02 | | | | | | 4 | 5 | 80.00% | 40.00% | | | |



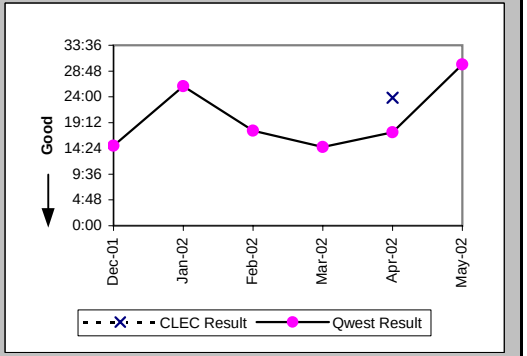

### All Troubles Cleared within 48 hours (Percent) (MR-4A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 5 | 5 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 4 | 4 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | 9 | 9 | 100.00% | 0.00% | | | |
| Mar-02 | | | | | | 14 | 14 | 100.00% | 0.00% | | | |
| Apr-02 | 1 | 1 | 100.00% | 0 | 0 | 11 | 11 | 100.00% | N/A | N/A | N/A | |
| May-02 | | | | | | 4 | 5 | 80.00% | 40.00% | | | |




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

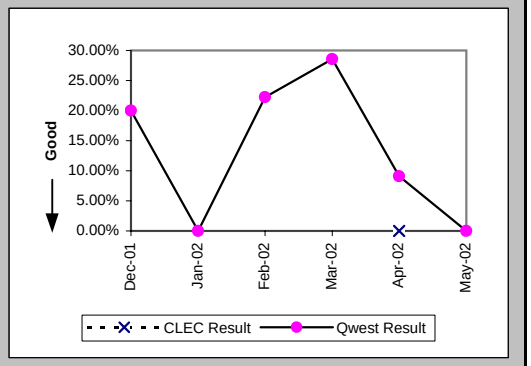
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 74:18 | 5 | 14:52 | 13:28 | | | |
| Jan-02 | | | | | | 103:59 | 4 | 26:00 | 10:07 | | | |
| Feb-02 | | | | | | 159:27 | 9 | 17:43 | 10:14 | | | |
| Mar-02 | | | | | | 204:50 | 14 | 14:38 | 10:00 | | | |
| Apr-02 | 23:49 | 1 | 23:49 | 0 | 0 | 191:36 | 11 | 17:25 | 11:58 | 0.22 | -0.87 | No |
| May-02 | | | | | | 149:58 | 5 | 30:00 | 36:36 | | | |



## Checklist #14 - Resale - PBX Repair

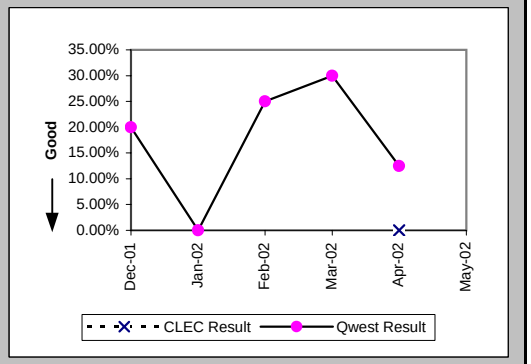
Repair Repeat Report Rate (Percent) (MR-7A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 1 | 5 | 20.00% | 40.00% | | | |
| Jan-02 | | | | | | 0 | 5 | 0.00% | 0.00% | | | |
| Feb-02 | | | | | | 2 | 9 | 22.22% | 41.57% | | | |
| Mar-02 | | | | | | 4 | 14 | 28.57% | 45.18% | | | |
| Apr-02 | 0 | 1 | 0.00% | 0 | 0 | 1 | 11 | 9.09% | 28.75% | -0.3 | -1.18 | No |
| May-02 | | | | | | 0 | 5 | 0.00% | 0.00% | | | |



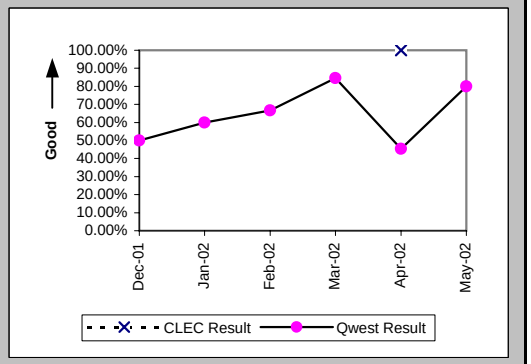

Repair Repeat Report Rate (Percent) (MR-7A*) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 1 | 5 | 20.00% | 40.00% | | | |
| Jan-02 | | | | | | 0 | 5 | 0.00% | 0.00% | | | |
| Feb-02 | | | | | | 2 | 8 | 25.00% | 43.30% | | | |
| Mar-02 | | | | | | 3 | 10 | 30.00% | 45.83% | | | |
| Apr-02 | 0 | 1 | 0.00% | 0 | 0 | 1 | 8 | 12.50% | 33.07% | -0.36 | -1.22 | No |
| May-02 | | | | | | | | | | | | |




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

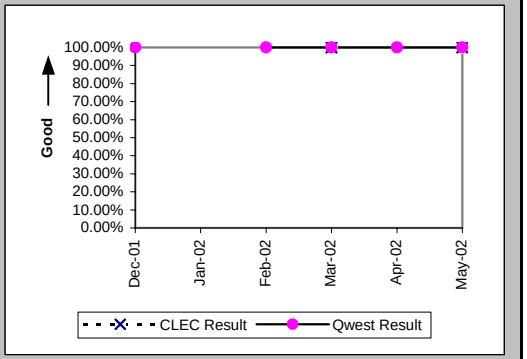
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 2 | 4 | 50.00% | 50.00% | | | |
| Jan-02 | | | | | | 3 | 5 | 60.00% | 48.99% | | | |
| Feb-02 | | | | | | 6 | 9 | 66.67% | 47.14% | | | |
| Mar-02 | | | | | | 11 | 13 | 84.62% | 36.08% | | | |
| Apr-02 | 1 | 1 | 100.00% | 0 | 0 | 5 | 11 | 45.45% | 49.79% | -1.05 | -1.64 | No |
| May-02 | | | | | | 4 | 5 | 80.00% | 40.00% | | | |



## Checklist #14 - Resale - PBX Repair

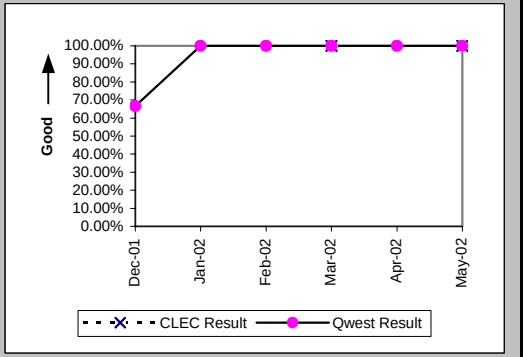
### Out of Service Cleared within 24 hours (Percent) (MR-3B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 2 | 2 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | 3 | 3 | 100.00% | 0.00% | | | |
| Mar-02 | 1 | 1 | 100.00% | 0 | 0 | 2 | 2 | 100.00% | N/A | N/A | N/A | |
| Apr-02 | | | | | | 5 | 5 | 100.00% | 0.00% | | | |
| May-02 | 1 | 1 | 100.00% | 1 | 0 | 1 | 1 | 100.00% | N/A | N/A | N/A | |



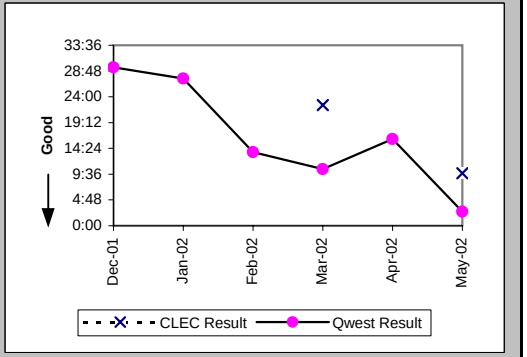

### All Troubles Cleared within 48 hours (Percent) (MR-4B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 2 | 3 | 66.67% | 47.14% | | | |
| Jan-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | 4 | 4 | 100.00% | 0.00% | | | |
| Mar-02 | 1 | 1 | 100.00% | 0 | 0 | 6 | 6 | 100.00% | N/A | N/A | N/A | |
| Apr-02 | | | | | | 6 | 6 | 100.00% | 0.00% | | | |
| May-02 | 3 | 3 | 100.00% | 1 | 0 | 1 | 1 | 100.00% | N/A | N/A | N/A | |




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

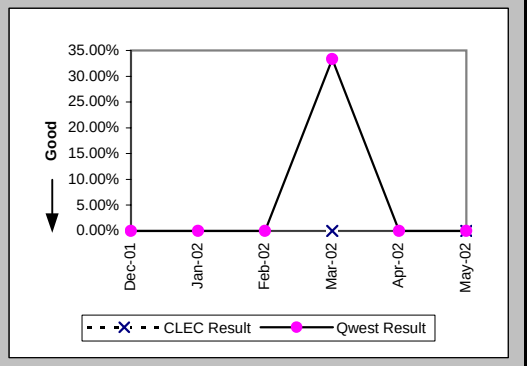
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 88:23 | 3 | 29:28 | 46:01 | | | |
| Jan-02 | | | | | | 27:26 | 1 | 27:26 | | | | |
| Feb-02 | | | | | | 54:49 | 4 | 13:42 | 11:32 | | | |
| Mar-02 | 22:29 | 1 | 22:29 | 0 | 0 | 63:13 | 6 | 10:32 | 9:07 | 0.63 | -0.61 | No |
| Apr-02 | | | | | | 96:50 | 6 | 16:08 | 7:48 | | | |
| May-02 | 29:19 | 3 | 9:46 | 1 | 0 | 2:36 | 1 | 2:36 | | | | |



## Checklist #14 - Resale - PBX Repair

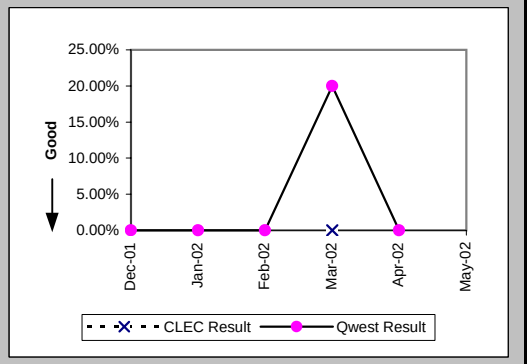
Repair Repeat Report Rate (Percent) (MR-7B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 0 | 3 | 0.00% | 0.00% | | | |
| Jan-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| Feb-02 | | | | | | 0 | 4 | 0.00% | 0.00% | | | |
| Mar-02 | 0 | 1 | 0.00% | 0 | 0 | 2 | 6 | 33.33% | 47.14% | -0.65 | -1.4 | No |
| Apr-02 | | | | | | 0 | 6 | 0.00% | 0.00% | | | |
| May-02 | 0 | 3 | 0.00% | 1 | 0 | 0 | 1 | 0.00% | N/A | N/A | N/A | |



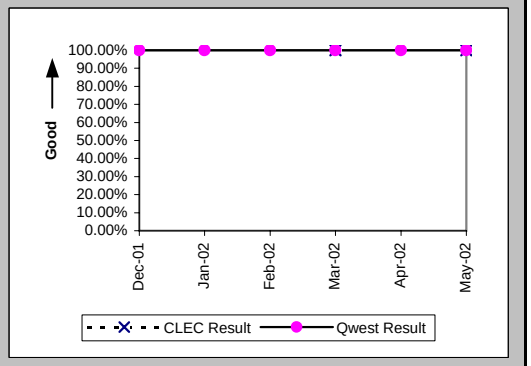

Repair Repeat Report Rate (Percent) (MR-7B*) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| Jan-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| Feb-02 | | | | | | 0 | 2 | 0.00% | 0.00% | | | |
| Mar-02 | 0 | 1 | 0.00% | 0 | 0 | 1 | 5 | 20.00% | 40.00% | -0.46 | -1.28 | No |
| Apr-02 | | | | | | 0 | 5 | 0.00% | 0.00% | | | |
| May-02 | | | | | | | | | | | | |




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

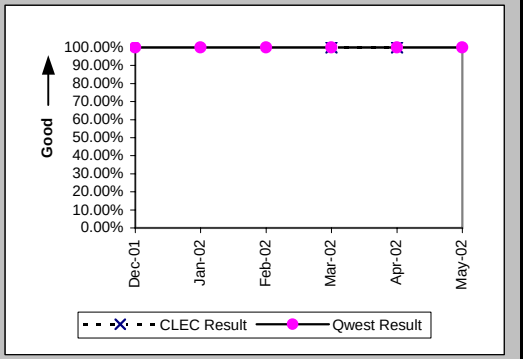
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 3 | 3 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | 3 | 3 | 100.00% | 0.00% | | | |
| Mar-02 | 1 | 1 | 100.00% | 0 | 0 | 5 | 5 | 100.00% | N/A | N/A | N/A | |
| Apr-02 | | | | | | 5 | 5 | 100.00% | 0.00% | | | |
| May-02 | 3 | 3 | 100.00% | 1 | 0 | 1 | 1 | 100.00% | N/A | N/A | N/A | |



## Checklist #14 - Resale - PBX Repair

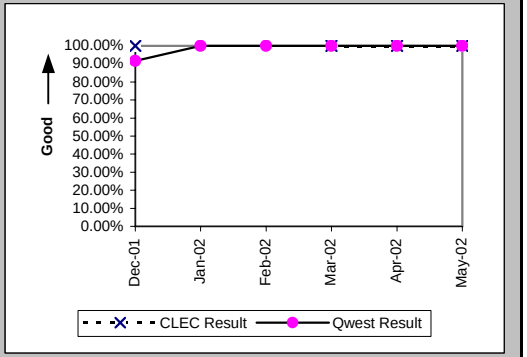
### Out of Service Cleared within 24 hours (Percent) (MR-3C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 8 | 8 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 11 | 11 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | 9 | 9 | 100.00% | 0.00% | | | |
| Mar-02 | 1 | 1 | 100.00% | 1 | 0 | 15 | 15 | 100.00% | N/A | N/A | N/A | |
| Apr-02 | 1 | 1 | 100.00% | 1 | 0 | 15 | 15 | 100.00% | N/A | N/A | N/A | |
| May-02 | | | | | | 16 | 16 | 100.00% | 0.00% | | | |



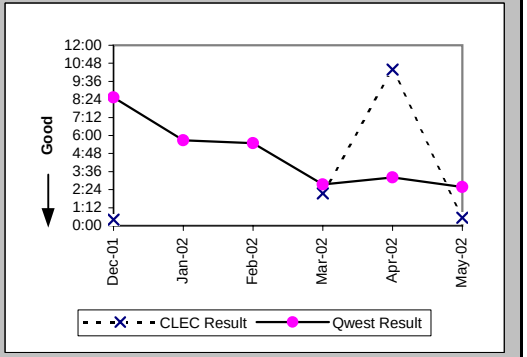

### All Troubles Cleared within 48 hours (Percent) (MR-4C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 1 | 1 | 100.00% | 1 | 0 | 11 | 12 | 91.67% | 27.64% | -0.29 | -1.18 | No |
| Jan-02 | | | | | | 16 | 16 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | 16 | 16 | 100.00% | 0.00% | | | |
| Mar-02 | 1 | 1 | 100.00% | 1 | 0 | 17 | 17 | 100.00% | N/A | N/A | N/A | |
| Apr-02 | 2 | 2 | 100.00% | 1 | 0 | 17 | 17 | 100.00% | N/A | N/A | N/A | |
| May-02 | 1 | 1 | 100.00% | 0 | 0 | 22 | 22 | 100.00% | N/A | N/A | N/A | |




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

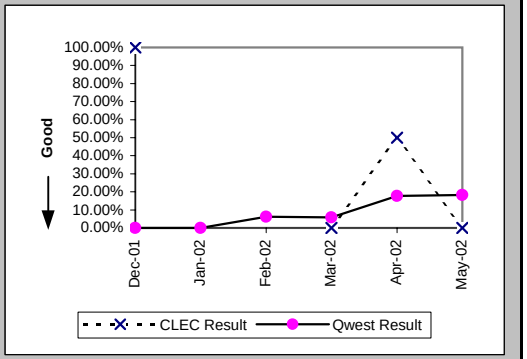
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 0:24 | 1 | 0:24 | 1 | 0 | 102:19 | 12 | 8:32 | 18:16 | -0.43 | -1.26 | No |
| Jan-02 | | | | | | 90:53 | 16 | 5:41 | 9:56 | | | |
| Feb-02 | | | | | | 88:07 | 16 | 5:30 | 11:31 | | | |
| Mar-02 | 2:09 | 1 | 2:09 | 1 | 0 | 46:46 | 17 | 2:45 | 6:09 | -0.1 | -1.06 | No |
| Apr-02 | 20:46 | 2 | 10:23 | 1 | 0 | 54:39 | 17 | 3:13 | 4:46 | 1.39 | -0.16 | No |
| May-02 | 0:32 | 1 | 0:32 | 0 | 0 | 56:28 | 22 | 2:34 | 4:15 | -0.47 | -1.28 | No |



## Checklist #14 - Resale - PBX Repair

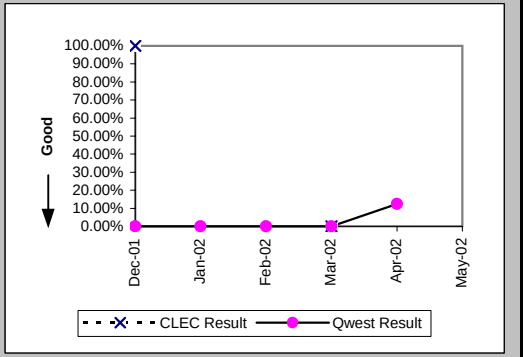
### Repair Repeat Report Rate (Percent) (MR-7C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 1 | 1 | 100.00% | 1 | 0 | 0 | 12 | 0.00% | N/A | N/A | 0.15 | Yes |
| Jan-02 | | | | | | 0 | 16 | 0.00% | 0.00% | | | |
| Feb-02 | | | | | | 1 | 16 | 6.25% | 24.21% | | | |
| Mar-02 | 0 | 1 | 0.00% | 1 | 0 | 1 | 17 | 5.88% | 23.53% | -0.24 | -1.15 | No |
| Apr-02 | 1 | 2 | 50.00% | 1 | 0 | 3 | 17 | 17.65% | 38.12% | 0.8 | -0.51 | No |
| May-02 | 0 | 1 | 0.00% | 0 | 0 | 4 | 22 | 18.18% | 38.57% | -0.46 | -1.28 | No |



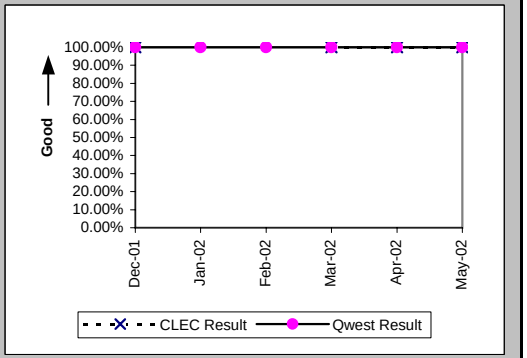

### Repair Repeat Report Rate (Percent) (MR-7C*) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 1 | 1 | 100.00% | 1 | 0 | 0 | 6 | 0.00% | N/A | N/A | -0.04 | No |
| Jan-02 | | | | | | 0 | 8 | 0.00% | 0.00% | | | |
| Feb-02 | | | | | | 0 | 7 | 0.00% | 0.00% | | | |
| Mar-02 | 0 | 1 | 0.00% | 1 | 0 | 0 | 7 | 0.00% | N/A | N/A | N/A | |
| Apr-02 | | | | | | 1 | 8 | 12.50% | 33.07% | | | |
| May-02 | | | | | | | | | | | | |




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

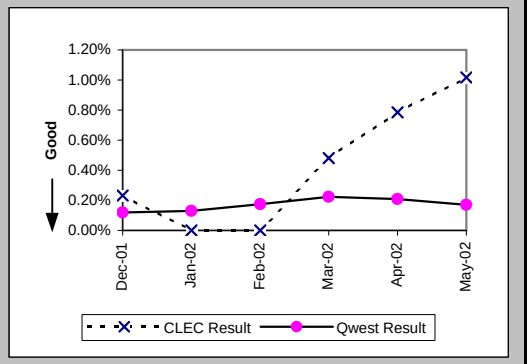
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 1 | 1 | 100.00% | 1 | 0 | 6 | 6 | 100.00% | N/A | N/A | N/A | |
| Jan-02 | | | | | | 8 | 8 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | 7 | 7 | 100.00% | 0.00% | | | |
| Mar-02 | 1 | 1 | 100.00% | 1 | 0 | 8 | 8 | 100.00% | N/A | N/A | N/A | |
| Apr-02 | 1 | 1 | 100.00% | 1 | 0 | 8 | 8 | 100.00% | N/A | N/A | N/A | |
| May-02 | 1 | 1 | 100.00% | 0 | 0 | 14 | 14 | 100.00% | N/A | N/A | N/A | |



## Checklist #14 - Resale - PBX Repair

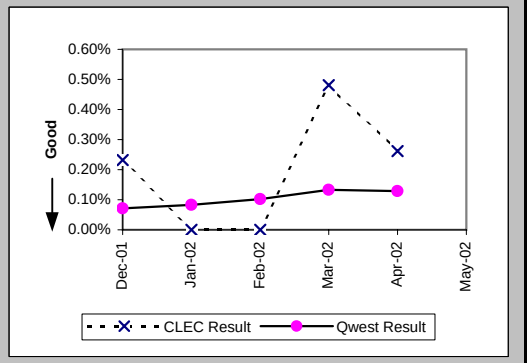
Trouble Rate (Percent) (MR-8) (Parity)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 1 | 431 | 0.23% | 1 | 0 | 20 | 16846 | 0.12% | 3.44% | 0.65 | -0.6 | No |
| Jan-02 | 0 | 418 | 0.00% | 0 | 0 | 22 | 16850 | 0.13% | 3.61% | -0.73 | -1.44 | No |
| Feb-02 | 0 | 416 | 0.00% | 0 | 0 | 29 | 16623 | 0.17% | 4.17% | -0.84 | -1.51 | No |
| Mar-02 | 2 | 416 | 0.48% | 1 | 0 | 37 | 16529 | 0.22% | 4.73% | 1.01 | -0.39 | No |
| Apr-02 | 3 | 382 | 0.79% | 3 | 0 | 34 | 16321 | 0.21% | 4.56% | 1.91 | 0.16 | Yes |
| May-02 | 4 | 393 | 1.02% | 1 | 0 | 28 | 16362 | 0.17% | 4.13% | 2.74 | 0.67 | Yes |



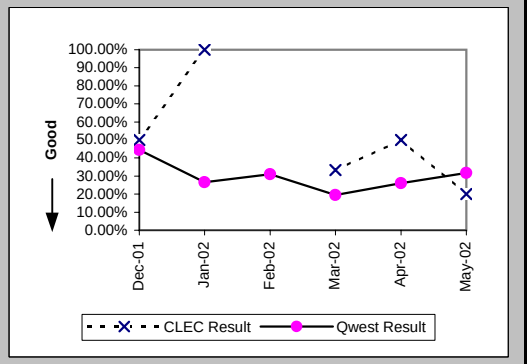

Trouble Rate (Percent) (MR-8*) (Parity)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 1 | 431 | 0.23% | 1 | 0 | 12 | 16846 | 0.07% | 2.67% | 1 | -0.39 | No |
| Jan-02 | 0 | 418 | 0.00% | 0 | 0 | 14 | 16850 | 0.08% | 2.88% | -0.58 | -1.35 | No |
| Feb-02 | 0 | 416 | 0.00% | 0 | 0 | 17 | 16623 | 0.10% | 3.20% | -0.64 | -1.39 | No |
| Mar-02 | 2 | 416 | 0.48% | 1 | 0 | 22 | 16529 | 0.13% | 3.65% | 1.52 | -0.08 | No |
| Apr-02 | 1 | 382 | 0.26% | 3 | 0 | 21 | 16321 | 0.13% | 3.58% | 0.68 | -0.59 | No |
| May-02 | | | | | | | | | | | | |




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

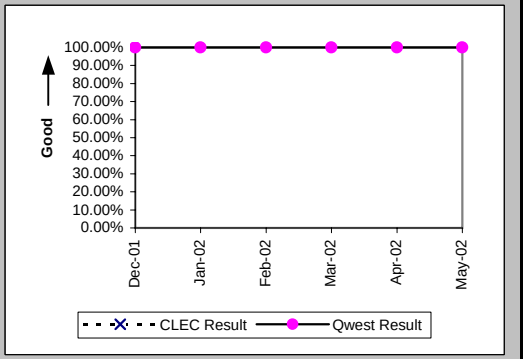
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 1 | 2 | 50.00% | 0 | 0 | 16 | 36 | 44.44% | 49.69% | 0.06 | -0.96 | No |
| Jan-02 | 1 | 1 | 100.00% | 0 | 0 | 8 | 30 | 26.67% | 44.22% | 1.09 | -0.34 | No |
| Feb-02 | | | | | | 13 | 42 | 30.95% | 46.23% | | | |
| Mar-02 | 1 | 3 | 33.33% | 0 | 0 | 9 | 46 | 19.57% | 39.67% | 0.48 | -0.71 | No |
| Apr-02 | 3 | 6 | 50.00% | 0 | 0 | 12 | 46 | 26.09% | 43.91% | 1.12 | -0.32 | No |
| May-02 | 1 | 5 | 20.00% | 0 | 0 | 13 | 41 | 31.71% | 46.53% | -0.53 | -1.32 | No |



## Checklist #14 - Resale - Basic ISDN Installation

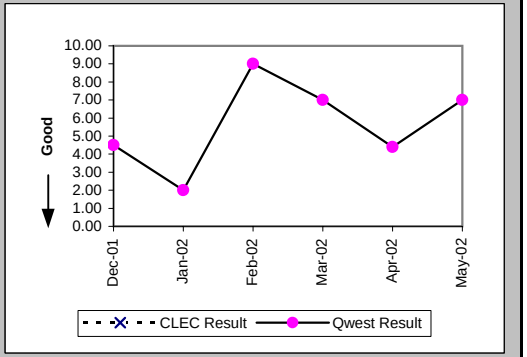
### Installation Commitments Met (Percent) (OP-3A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 4 | 4 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 2 | 2 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Mar-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Apr-02 | | | | | | 5 | 5 | 100.00% | 0.00% | | | |
| May-02 | | | | | | 3 | 3 | 100.00% | 0.00% | | | |



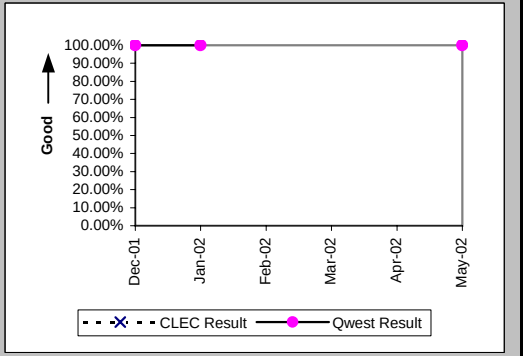

### Installation Interval (Average Days) (OP-4A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 18 | 4 | 4.50 | 2.52 | | | |
| Jan-02 | | | | | | 4 | 2 | 2.00 | 2.83 | | | |
| Feb-02 | | | | | | 9 | 1 | 9.00 | | | | |
| Mar-02 | | | | | | 7 | 1 | 7.00 | | | | |
| Apr-02 | | | | | | 22 | 5 | 4.40 | 1.52 | | | |
| May-02 | | | | | | 21 | 3 | 7.00 | 2.65 | | | |




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

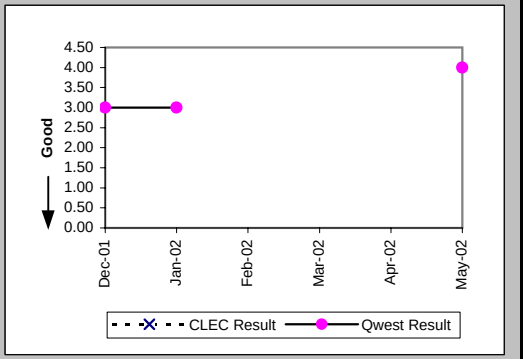
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 4 | 4 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 3 | 3 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | 2 | 2 | 100.00% | 0.00% | | | |



## Checklist #14 - Resale - Basic ISDN Installation

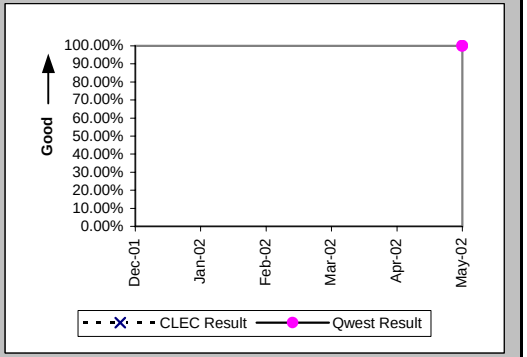
Installation Interval (Average Days) (OP-4B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 12 | 4 | 3.00 | 0.00 | | | |
| Jan-02 | | | | | | 9 | 3 | 3.00 | 0.00 | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | 8 | 2 | 4.00 | 1.41 | | | |



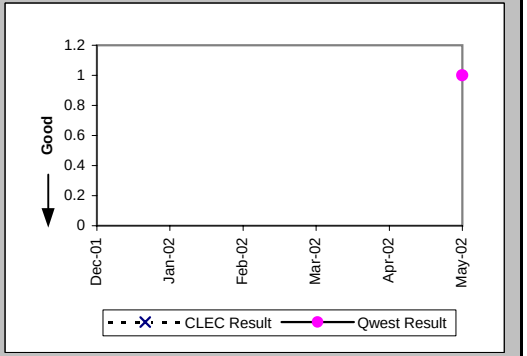

Installation Commitments Met (Percent) (OP-3C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |




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

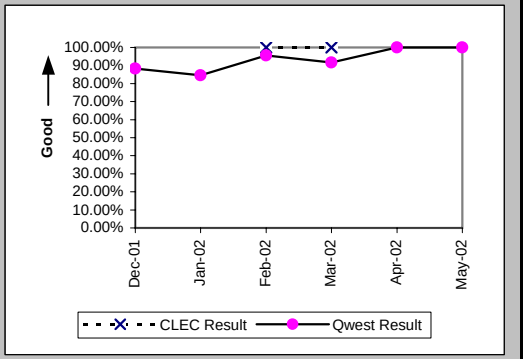
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | 1 | 1 | 1.00 | | | | |



## Checklist #14 - Resale - Basic ISDN Installation

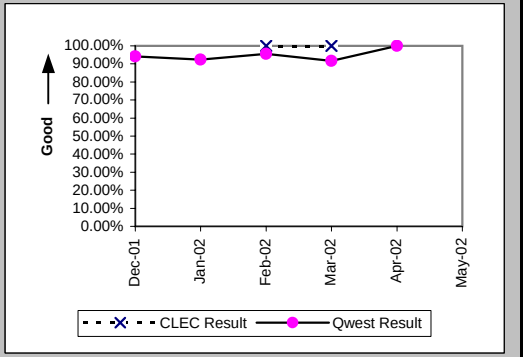
New Service Installation Quality (Percent) (OP-5) (Parity)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 30 | 34 | 88.24% | 32.22% | | | |
| Jan-02 | | | | | | 22 | 26 | 84.62% | 36.08% | | | |
| Feb-02 | 1 | 1 | 100.00% | 0 | 0 | 22 | 23 | 95.65% | 20.39% | -0.21 | -1.13 | No |
| Mar-02 | 1 | 1 | 100.00% | 0 | 0 | 22 | 24 | 91.67% | 27.64% | -0.3 | -1.18 | No |
| Apr-02 | | | | | | 26 | 26 | 100.00% | 0.00% | | | |
| May-02 | | | | | | 25 | 25 | 100.00% | 0.00% | | | |



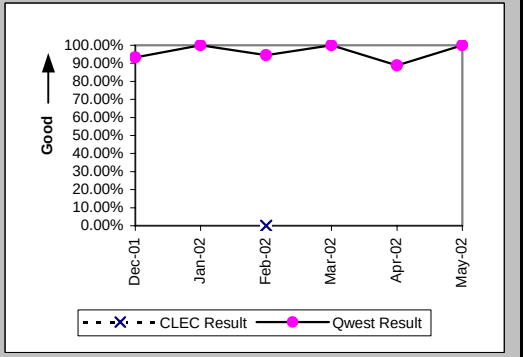

New Service Installation Quality (Percent) (OP-5*) (Parity)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 32 | 34 | 94.12% | 23.53% | | | |
| Jan-02 | | | | | | 24 | 26 | 92.31% | 26.65% | | | |
| Feb-02 | 1 | 1 | 100.00% | 0 | 0 | 22 | 23 | 95.65% | 20.39% | -0.21 | -1.13 | No |
| Mar-02 | 1 | 1 | 100.00% | 0 | 0 | 22 | 24 | 91.67% | 27.64% | -0.3 | -1.18 | No |
| Apr-02 | | | | | | 26 | 26 | 100.00% | 0.00% | | | |
| May-02 | | | | | | | | | | | | |




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

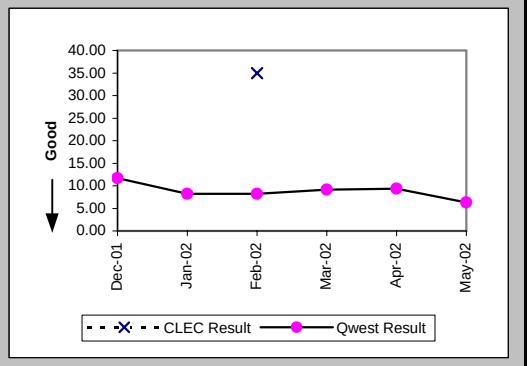
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 14 | 15 | 93.33% | 24.94% | | | |
| Jan-02 | | | | | | 19 | 19 | 100.00% | 0.00% | | | |
| Feb-02 | 0 | 1 | 0.00% | 0 | 0 | 17 | 18 | 94.44% | 22.91% | 1.7 | 0.04 | Yes |
| Mar-02 | | | | | | 26 | 26 | 100.00% | 0.00% | | | |
| Apr-02 | | | | | | 16 | 18 | 88.89% | 31.43% | | | |
| May-02 | | | | | | 16 | 16 | 100.00% | 0.00% | | | |



## Checklist #14 - Resale - Basic ISDN Installation

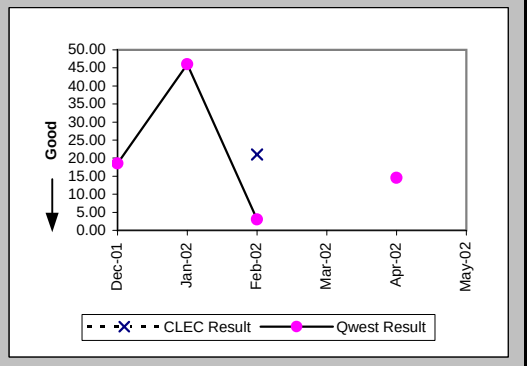
Installation Interval (Average Days) (OP-4D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 199 | 17 | 11.71 | 8.37 | | | |
| Jan-02 | | | | | | 140 | 17 | 8.24 | 13.25 | | | |
| Feb-02 | 35 | 1 | 35.00 | 0 | 0 | 148 | 18 | 8.22 | 5.01 | 1.91 | 0.16 | Yes |
| Mar-02 | | | | | | 220 | 24 | 9.17 | 4.41 | | | |
| Apr-02 | | | | | | 169 | 18 | 9.39 | 8.44 | | | |
| May-02 | | | | | | 107 | 17 | 6.29 | 3.53 | | | |



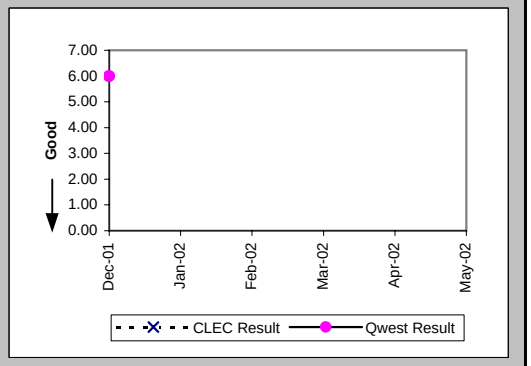

Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-4) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 37 | 2 | 18.50 | 4.95 | | | |
| Jan-02 | | | | | | 46 | 1 | 46.00 | | | | |
| Feb-02 | 21 | 1 | 21.00 | 0 | 0 | 3 | 1 | 3.00 | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | 29 | 2 | 14.50 | 14.85 | | | |
| May-02 | | | | | | | | | | | | |




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

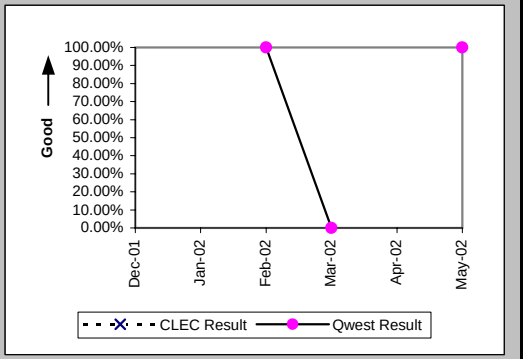
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 6 | 1 | 6.00 | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |



## Checklist #14 - Resale - Basic ISDN Installation

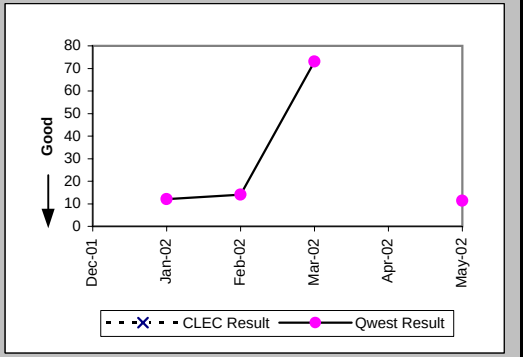
### Installation Commitments Met (Percent) (OP-3E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Mar-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | 3 | 3 | 100.00% | 0.00% | | | |



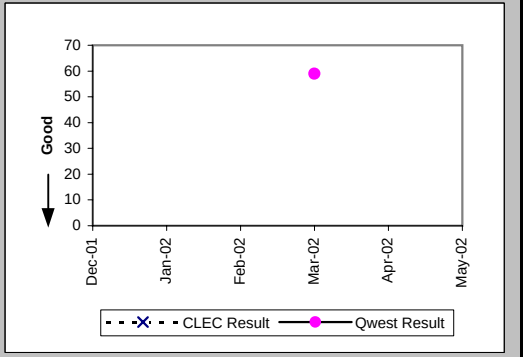

### Installation Interval (Average Days) (OP-4E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | 12 | 1 | 12.00 | | | | |
| Feb-02 | | | | | | 14 | 1 | 14.00 | | | | |
| Mar-02 | | | | | | 73 | 1 | 73.00 | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | 34 | 3 | 11.33 | 3.06 | | | |




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

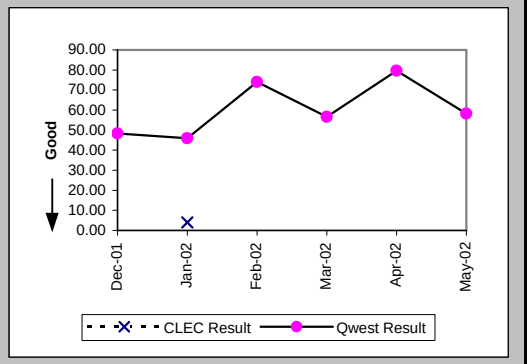
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | 59 | 1 | 59.00 | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |



## Checklist #14 - Resale - Basic ISDN Installation

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

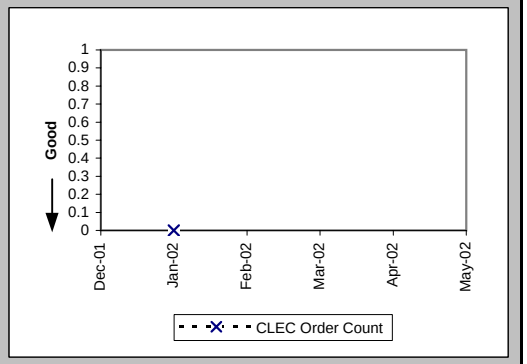
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 145 | 3 | 48.33 | 47.04 | | | |
| Jan-02 | 4 | 1 | 4.00 | 0 | 0 | 230 | 5 | 46.00 | 47.19 | -0.81 | -1.49 | No |
| Feb-02 | | | | | | 296 | 4 | 74.00 | 50.42 | | | |
| Mar-02 | | | | | | 283 | 5 | 56.60 | 71.95 | | | |
| Apr-02 | | | | | | 478 | 6 | 79.67 | 67.64 | | | |
| May-02 | | | | | | 466 | 8 | 58.25 | 77.17 | | | |



## Checklist #14 - Resale - Basic ISDN Installation

Count of Pending Orders Delayed for Facilities Reasons Basic Rate ISDN (OP-15B) (Diagnostic)

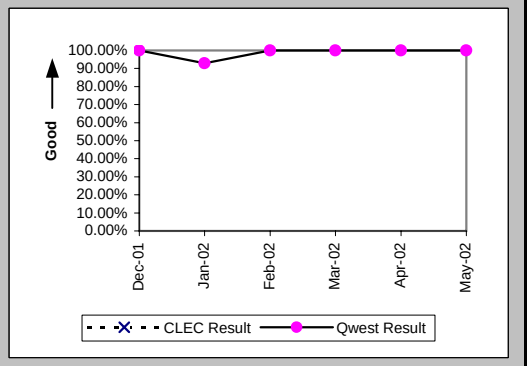
| Date | CLEC Order Count |
|---|---|
| Dec-01 | |
| Jan-02 | 0 |
| Feb-02 | |
| Mar-02 | |
| Apr-02 | |
| May-02 | |



## Checklist #14 - Resale - Basic ISDN Repair

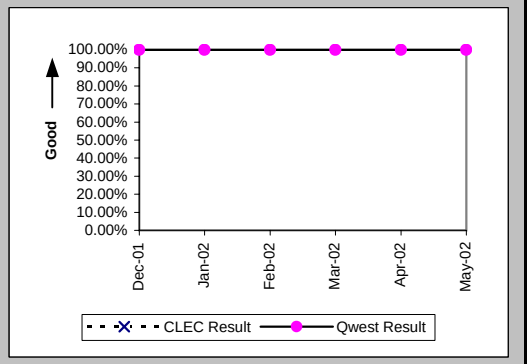
### Out of Service Cleared within 24 hours (Percent) (MR-3A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 12 | 12 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 13 | 14 | 92.86% | 25.75% | | | |
| Feb-02 | | | | | | 12 | 12 | 100.00% | 0.00% | | | |
| Mar-02 | | | | | | 9 | 9 | 100.00% | 0.00% | | | |
| Apr-02 | | | | | | 19 | 19 | 100.00% | 0.00% | | | |
| May-02 | | | | | | 10 | 10 | 100.00% | 0.00% | | | |



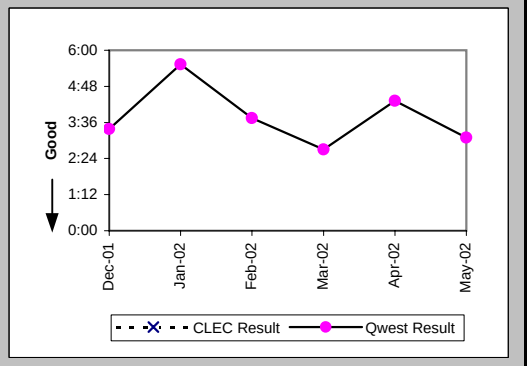

### All Troubles Cleared within 48 hours (Percent) (MR-4A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 12 | 12 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 14 | 14 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | 12 | 12 | 100.00% | 0.00% | | | |
| Mar-02 | | | | | | 9 | 9 | 100.00% | 0.00% | | | |
| Apr-02 | | | | | | 19 | 19 | 100.00% | 0.00% | | | |
| May-02 | | | | | | 10 | 10 | 100.00% | 0.00% | | | |




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

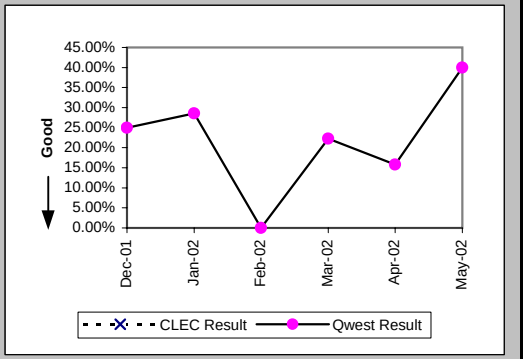
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 40:41 | 12 | 3:23 | 1:44 | | | |
| Jan-02 | | | | | | 77:22 | 14 | 5:32 | 7:29 | | | |
| Feb-02 | | | | | | 45:01 | 12 | 3:45 | 3:18 | | | |
| Mar-02 | | | | | | 24:22 | 9 | 2:42 | 1:37 | | | |
| Apr-02 | | | | | | 82:04 | 19 | 4:19 | 4:20 | | | |
| May-02 | | | | | | 31:01 | 10 | 3:06 | 1:19 | | | |



## Checklist #14 - Resale - Basic ISDN Repair

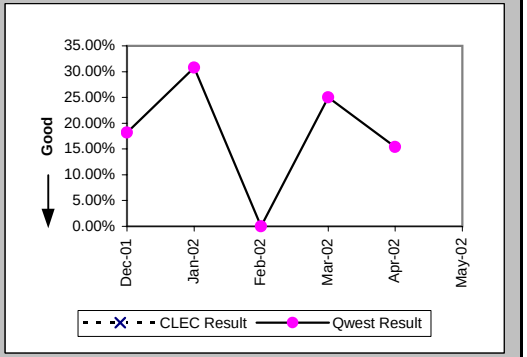
Repair Repeat Report Rate (Percent) (MR-7A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 3 | 12 | 25.00% | 43.30% | | | |
| Jan-02 | | | | | | 4 | 14 | 28.57% | 45.18% | | | |
| Feb-02 | | | | | | 0 | 12 | 0.00% | 0.00% | | | |
| Mar-02 | | | | | | 2 | 9 | 22.22% | 41.57% | | | |
| Apr-02 | | | | | | 3 | 19 | 15.79% | 36.46% | | | |
| May-02 | | | | | | 4 | 10 | 40.00% | 48.99% | | | |



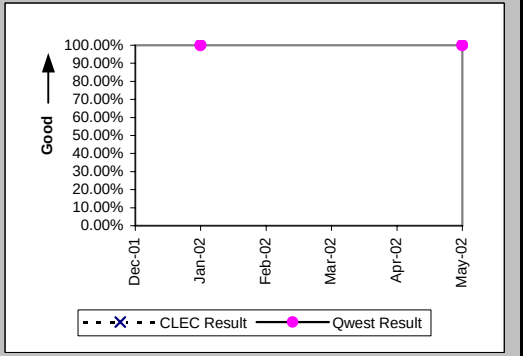

Repair Repeat Report Rate (Percent) (MR-7A*) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 2 | 11 | 18.18% | 38.57% | | | |
| Jan-02 | | | | | | 4 | 13 | 30.77% | 46.15% | | | |
| Feb-02 | | | | | | 0 | 11 | 0.00% | 0.00% | | | |
| Mar-02 | | | | | | 2 | 8 | 25.00% | 43.30% | | | |
| Apr-02 | | | | | | 2 | 13 | 15.38% | 36.08% | | | |
| May-02 | | | | | | | | | | | | |




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

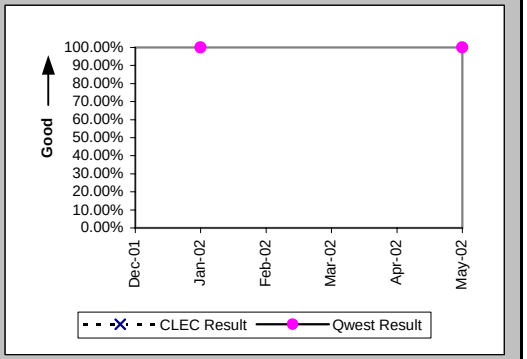
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |



## Checklist #14 - Resale - Basic ISDN Repair

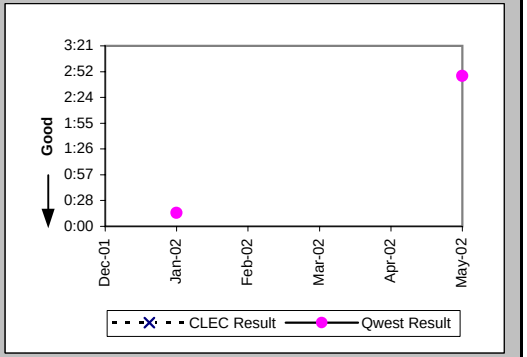
All Troubles Cleared within 48 hours (Percent) (MR-4B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |



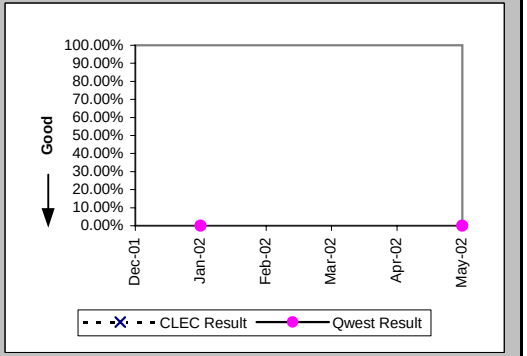

Mean Time to Restore (Hours:Minutes) (MR-6B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | 0:15 | 1 | 0:15 | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | 2:48 | 1 | 2:48 | | | | |




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

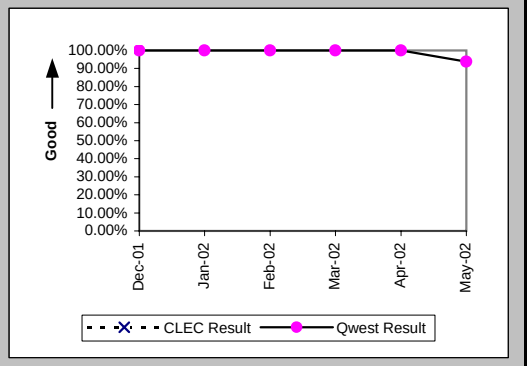
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |



## Checklist #14 - Resale - Basic ISDN Repair

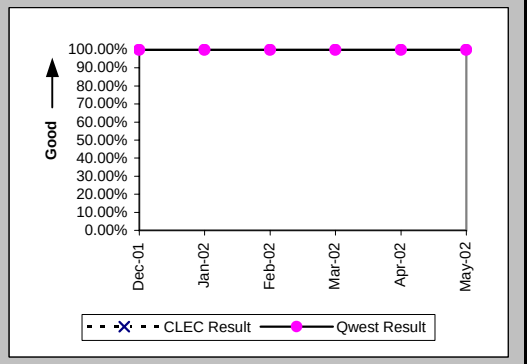
### Out of Service Cleared within 24 hours (Percent) (MR-3C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 39 | 39 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 30 | 30 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | 25 | 25 | 100.00% | 0.00% | | | |
| Mar-02 | | | | | | 17 | 17 | 100.00% | 0.00% | | | |
| Apr-02 | | | | | | 26 | 26 | 100.00% | 0.00% | | | |
| May-02 | | | | | | 15 | 16 | 93.75% | 24.21% | | | |



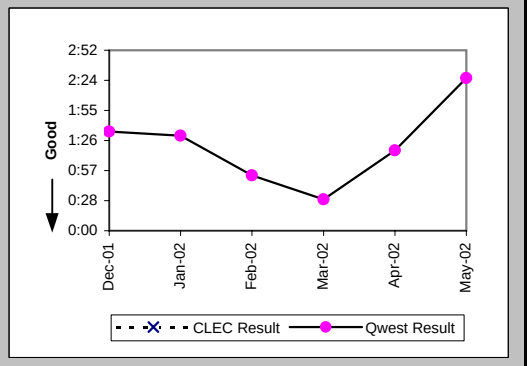

### All Troubles Cleared within 48 hours (Percent) (MR-4C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 39 | 39 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 31 | 31 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | 25 | 25 | 100.00% | 0.00% | | | |
| Mar-02 | | | | | | 18 | 18 | 100.00% | 0.00% | | | |
| Apr-02 | | | | | | 26 | 26 | 100.00% | 0.00% | | | |
| May-02 | | | | | | 16 | 16 | 100.00% | 0.00% | | | |




### Mean Time to Restore (Hours:Minutes) (MR-6C) (Parity)-- No Dispatches

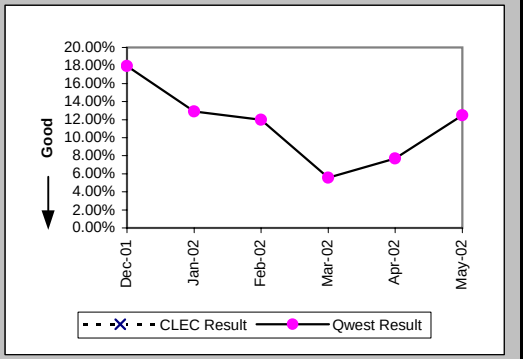
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 61:47 | 39 | 1:35 | 3:07 | | | |
| Jan-02 | | | | | | 46:50 | 31 | 1:31 | 2:06 | | | |
| Feb-02 | | | | | | 22:16 | 25 | 0:53 | 0:47 | | | |
| Mar-02 | | | | | | 8:52 | 18 | 0:30 | 0:21 | | | |
| Apr-02 | | | | | | 33:33 | 26 | 1:17 | 1:36 | | | |
| May-02 | | | | | | 38:54 | 16 | 2:26 | 6:06 | | | |



## Checklist #14 - Resale - Basic ISDN Repair

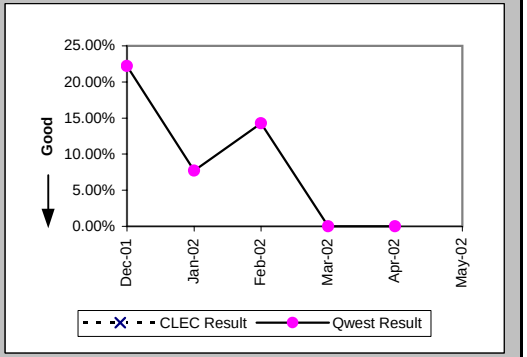
### Repair Repeat Report Rate (Percent) (MR-7C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 7 | 39 | 17.95% | 38.38% | | | |
| Jan-02 | | | | | | 4 | 31 | 12.90% | 33.52% | | | |
| Feb-02 | | | | | | 3 | 25 | 12.00% | 32.50% | | | |
| Mar-02 | | | | | | 1 | 18 | 5.56% | 22.91% | | | |
| Apr-02 | | | | | | 2 | 26 | 7.69% | 26.65% | | | |
| May-02 | | | | | | 2 | 16 | 12.50% | 33.07% | | | |



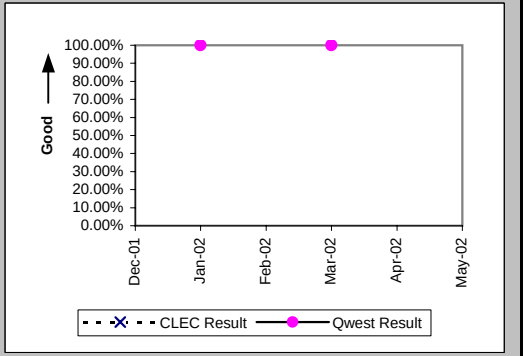

### Repair Repeat Report Rate (Percent) (MR-7C*) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 4 | 18 | 22.22% | 41.57% | | | |
| Jan-02 | | | | | | 1 | 13 | 7.69% | 26.65% | | | |
| Feb-02 | | | | | | 1 | 7 | 14.29% | 34.99% | | | |
| Mar-02 | | | | | | 0 | 2 | 0.00% | 0.00% | | | |
| Apr-02 | | | | | | 0 | 7 | 0.00% | 0.00% | | | |
| May-02 | | | | | | | | | | | | |




### Repair Appointments Met (Percent) (MR-9C) (Parity)-- No Dispatches

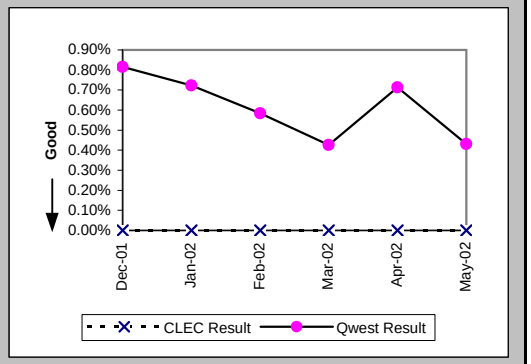
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |



## Checklist #14 - Resale - Basic ISDN Repair

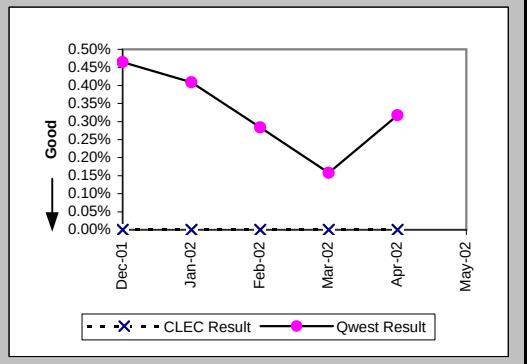
Trouble Rate (Percent) (MR-8) (Parity)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 0 | 4 | 0.00% | 0 | 0 | 51 | 6249 | 0.82% | 9.00% | -0.18 | -1.11 | No |
| Jan-02 | 0 | 4 | 0.00% | 0 | 0 | 46 | 6368 | 0.72% | 8.47% | -0.17 | -1.1 | No |
| Feb-02 | 0 | 8 | 0.00% | 0 | 0 | 37 | 6337 | 0.58% | 7.62% | -0.22 | -1.13 | No |
| Mar-02 | 0 | 8 | 0.00% | 0 | 0 | 27 | 6334 | 0.43% | 6.52% | -0.18 | -1.11 | No |
| Apr-02 | 0 | 8 | 0.00% | 0 | 0 | 45 | 6304 | 0.71% | 8.42% | -0.24 | -1.15 | No |
| May-02 | 0 | 8 | 0.00% | 0 | 0 | 27 | 6261 | 0.43% | 6.55% | -0.19 | -1.11 | No |



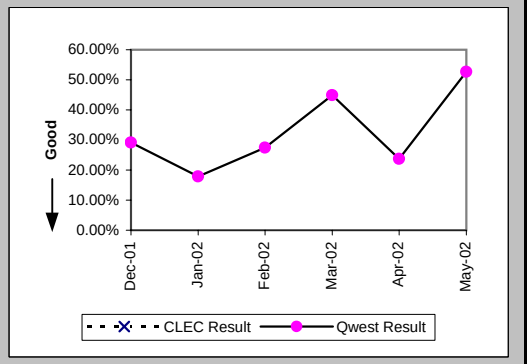

Trouble Rate (Percent) (MR-8*) (Parity)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 0 | 4 | 0.00% | 0 | 0 | 29 | 6249 | 0.46% | 6.80% | -0.14 | -1.08 | No |
| Jan-02 | 0 | 4 | 0.00% | 0 | 0 | 26 | 6368 | 0.41% | 6.38% | -0.13 | -1.08 | No |
| Feb-02 | 0 | 8 | 0.00% | 0 | 0 | 18 | 6337 | 0.28% | 5.32% | -0.15 | -1.09 | No |
| Mar-02 | 0 | 8 | 0.00% | 0 | 0 | 10 | 6334 | 0.16% | 3.97% | -0.11 | -1.07 | No |
| Apr-02 | 0 | 8 | 0.00% | 0 | 0 | 20 | 6304 | 0.32% | 5.62% | -0.16 | -1.1 | No |
| May-02 | | | | | | | | | | | | |




Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10) (Diagnostic)

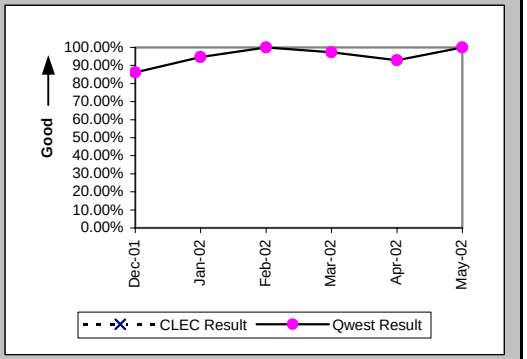
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 21 | 72 | 29.17% | 45.45% | | | |
| Jan-02 | | | | | | 10 | 56 | 17.86% | 38.30% | | | |
| Feb-02 | | | | | | 14 | 51 | 27.45% | 44.63% | | | |
| Mar-02 | | | | | | 22 | 49 | 44.90% | 49.74% | | | |
| Apr-02 | | | | | | 14 | 59 | 23.73% | 42.54% | | | |
| May-02 | | | | | | 30 | 57 | 52.63% | 49.93% | | | |



## Checklist #14 - Resale - Qwest DSL Installation

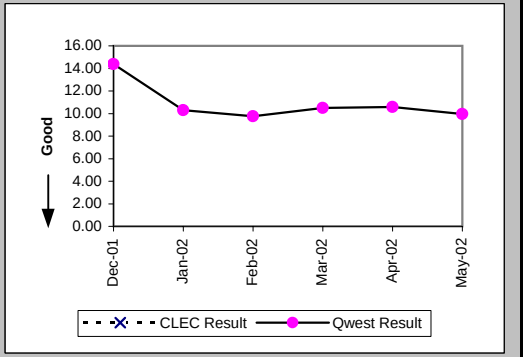
### Installation Commitments Met (Percent) (OP-3A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 31 | 36 | 86.11% | 34.58% | | | |
| Jan-02 | | | | | | 36 | 38 | 94.74% | 22.33% | | | |
| Feb-02 | | | | | | 33 | 33 | 100.00% | 0.00% | | | |
| Mar-02 | | | | | | 37 | 38 | 97.37% | 16.01% | | | |
| Apr-02 | | | | | | 39 | 42 | 92.86% | 25.75% | | | |
| May-02 | | | | | | 29 | 29 | 100.00% | 0.00% | | | |



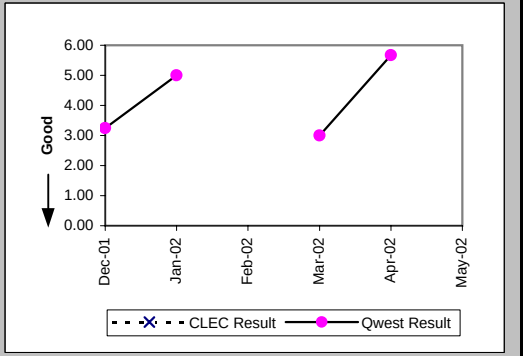

### Installation Interval (Average Days) (OP-4A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 547 | 38 | 14.39 | 18.86 | | | |
| Jan-02 | | | | | | 412 | 40 | 10.30 | 2.39 | | | |
| Feb-02 | | | | | | 332 | 34 | 9.76 | 3.77 | | | |
| Mar-02 | | | | | | 409 | 39 | 10.49 | 2.68 | | | |
| Apr-02 | | | | | | 444 | 42 | 10.57 | 2.59 | | | |
| May-02 | | | | | | 309 | 31 | 9.97 | 0.80 | | | |




### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-1) (Parity)-- Dispatches Within MSAs

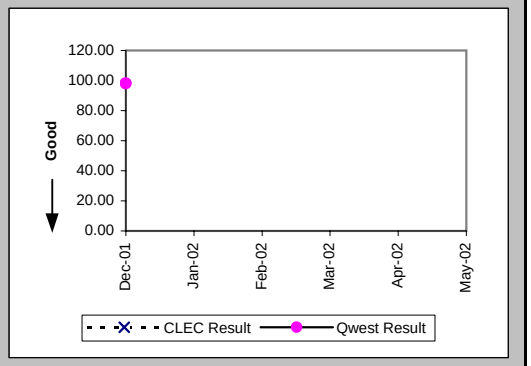
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 13 | 4 | 3.25 | 2.06 | | | |
| Jan-02 | | | | | | 10 | 2 | 5.00 | 1.41 | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | 3 | 1 | 3.00 | | | | |
| Apr-02 | | | | | | 17 | 3 | 5.67 | 4.51 | | | |
| May-02 | | | | | | | | | | | | |



## Checklist #14 - Resale - Qwest DSL Installation

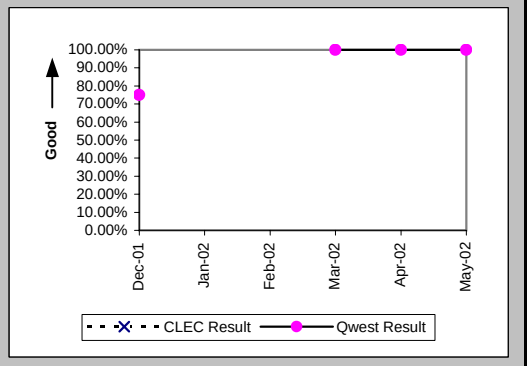
### Delayed Days for Facility Reasons (Average Days) (OP-6B-1) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 98 | 1 | 98.00 | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |



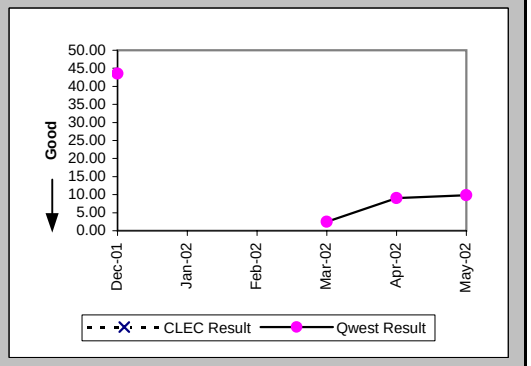

### Installation Commitments Met (Percent) (OP-3B) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 3 | 4 | 75.00% | 43.30% | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | 2 | 2 | 100.00% | 0.00% | | | |
| Apr-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| May-02 | | | | | | 6 | 6 | 100.00% | 0.00% | | | |




### Installation Interval (Average Days) (OP-4B) (Parity)-- Dispatches Outside MSAs

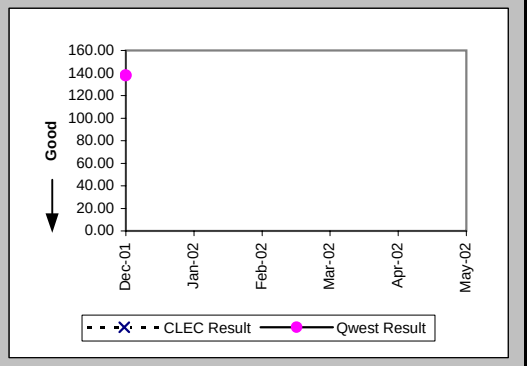
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 174 | 4 | 43.50 | 70.37 | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | 5 | 2 | 2.50 | 0.71 | | | |
| Apr-02 | | | | | | 9 | 1 | 9.00 | | | | |
| May-02 | | | | | | 59 | 6 | 9.83 | 0.98 | | | |



## Checklist #14 - Resale - Qwest DSL Installation

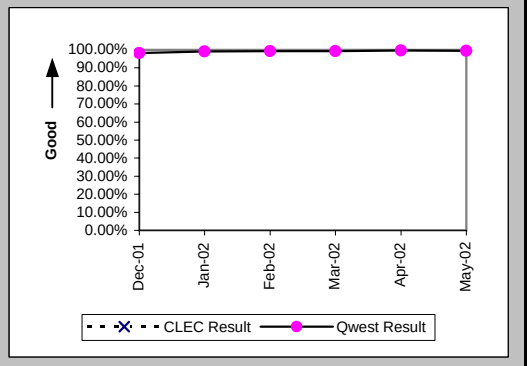
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-2) (Parity)-- Dispatches Outside MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 138 | 1 | 138.00 | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |



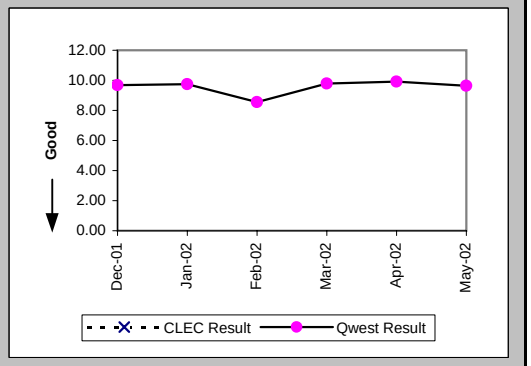

Installation Commitments Met (Percent) (OP-3C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 729 | 742 | 98.25% | 13.12% | | | |
| Jan-02 | | | | | | 616 | 622 | 99.04% | 9.77% | | | |
| Feb-02 | | | | | | 507 | 511 | 99.22% | 8.81% | | | |
| Mar-02 | | | | | | 460 | 463 | 99.35% | 8.02% | | | |
| Apr-02 | | | | | | 489 | 491 | 99.59% | 6.37% | | | |
| May-02 | | | | | | 429 | 431 | 99.54% | 6.80% | | | |




Installation Interval (Average Days) (OP-4C) (Parity)-- No Dispatches

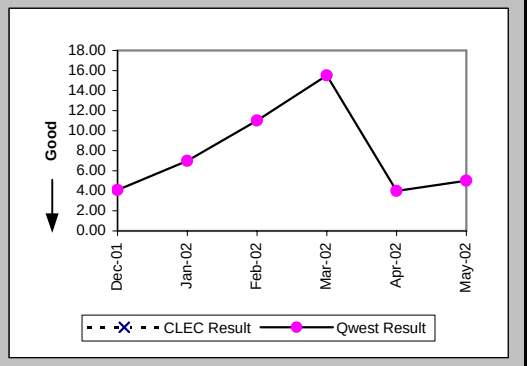
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 2373 | 245 | 9.69 | 1.33 | | | |
| Jan-02 | | | | | | 3390 | 348 | 9.74 | 1.30 | | | |
| Feb-02 | | | | | | 3215 | 376 | 8.55 | 3.07 | | | |
| Mar-02 | | | | | | 3139 | 321 | 9.78 | 1.83 | | | |
| Apr-02 | | | | | | 3647 | 368 | 9.91 | 0.99 | | | |
| May-02 | | | | | | 2939 | 305 | 9.64 | 1.51 | | | |



## Checklist #14 - Resale - Qwest DSL Installation

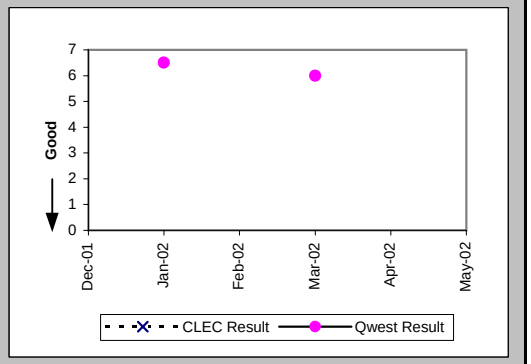
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-3) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 53 | 13 | 4.08 | 6.24 | | | |
| Jan-02 | | | | | | 21 | 3 | 7.00 | 3.46 | | | |
| Feb-02 | | | | | | 44 | 4 | 11.00 | 9.38 | | | |
| Mar-02 | | | | | | 31 | 2 | 15.50 | 20.51 | | | |
| Apr-02 | | | | | | 8 | 2 | 4.00 | 4.24 | | | |
| May-02 | | | | | | 10 | 2 | 5.00 | 2.83 | | | |



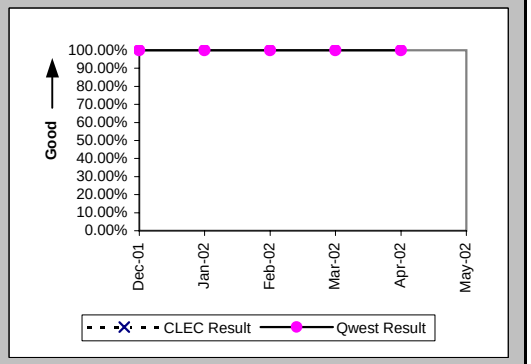

Delayed Days for Facility Reasons (Average Days) (OP-6B-3) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | 13 | 2 | 6.50 | 2.12 | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | 6 | 1 | 6.00 | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |




Installation Commitments Met (Percent) (OP-3D) (Parity)-- Interval Zone One

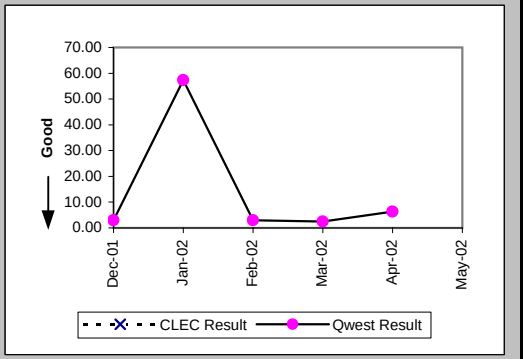
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | 4 | 4 | 100.00% | 0.00% | | | |
| Mar-02 | | | | | | 2 | 2 | 100.00% | 0.00% | | | |
| Apr-02 | | | | | | 6 | 6 | 100.00% | 0.00% | | | |
| May-02 | | | | | | | | | | | | |



## Checklist #14 - Resale - Qwest DSL Installation

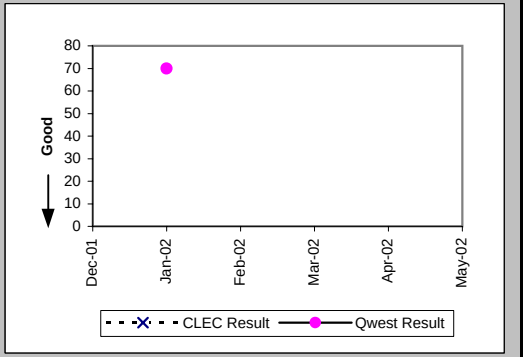
### Installation Interval (Average Days) (OP-4D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 3 | 1 | 3.00 | | | | |
| Jan-02 | | | | | | 172 | 3 | 57.33 | 46.19 | | | |
| Feb-02 | | | | | | 12 | 4 | 3.00 | 1.41 | | | |
| Mar-02 | | | | | | 5 | 2 | 2.50 | 2.12 | | | |
| Apr-02 | | | | | | 38 | 6 | 6.33 | 6.09 | | | |
| May-02 | | | | | | | | | | | | |



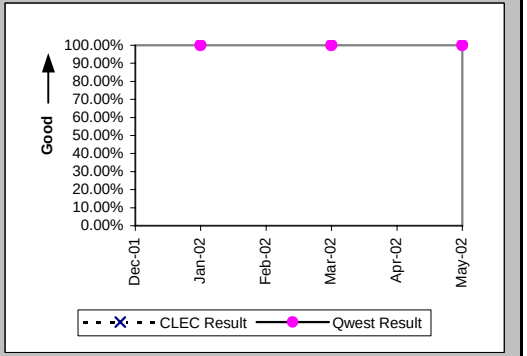

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-4) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | 140 | 2 | 70.00 | 0.00 | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |




### Installation Commitments Met (Percent) (OP-3E) (Parity)-- Interval Zone Two

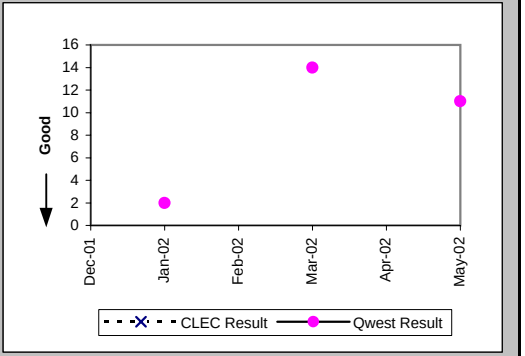
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |



## Checklist #14 - Resale - Qwest DSL Installation

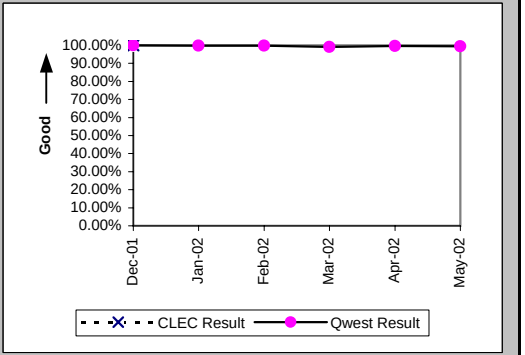
Installation Interval (Average Days) (OP-4E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | 2 | 1 | 2.00 | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | 14 | 1 | 14.00 | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | 11 | 1 | 11.00 | | | | |



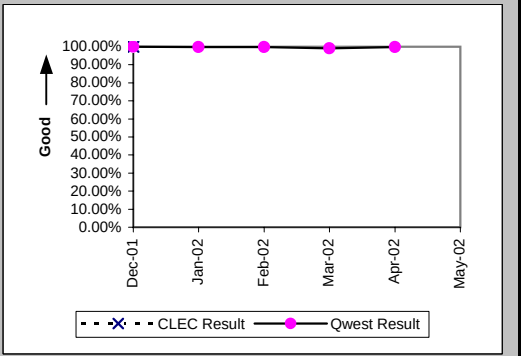

New Service Installation Quality (Percent) (OP-5) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 1 | 1 | 100.00% | 0 | 0 | 657 | 657 | 100.00% | N/A | N/A | N/A | |
| Jan-02 | | | | | | 725 | 726 | 99.86% | 3.71% | | | |
| Feb-02 | | | | | | 607 | 608 | 99.84% | 4.05% | | | |
| Mar-02 | | | | | | 523 | 528 | 99.05% | 9.69% | | | |
| Apr-02 | | | | | | 522 | 524 | 99.62% | 6.17% | | | |
| May-02 | | | | | | 502 | 505 | 99.41% | 7.68% | | | |




New Service Installation Quality (Percent) (OP-5*) (Parity)-- Interval Zone One and Two

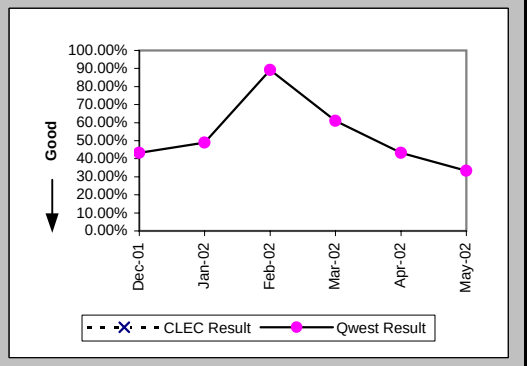
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 1 | 1 | 100.00% | 0 | 0 | 657 | 657 | 100.00% | N/A | N/A | N/A | |
| Jan-02 | | | | | | 725 | 726 | 99.86% | 3.71% | | | |
| Feb-02 | | | | | | 607 | 608 | 99.84% | 4.05% | | | |
| Mar-02 | | | | | | 523 | 528 | 99.05% | 9.69% | | | |
| Apr-02 | | | | | | 523 | 524 | 99.81% | 4.36% | | | |
| May-02 | | | | | | | | | | | | |



## Checklist #14 - Resale - Qwest DSL Repair

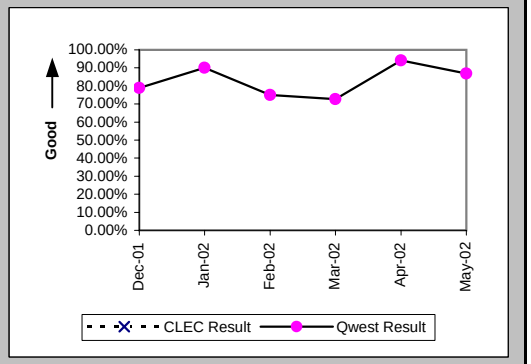
Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10) (Diagnostic)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 19 | 44 | 43.18% | 49.53% | | | |
| Jan-02 | | | | | | 22 | 45 | 48.89% | 49.99% | | | |
| Feb-02 | | | | | | 41 | 46 | 89.13% | 31.13% | | | |
| Mar-02 | | | | | | 36 | 59 | 61.02% | 48.77% | | | |
| Apr-02 | | | | | | 16 | 37 | 43.24% | 49.54% | | | |
| May-02 | | | | | | 13 | 39 | 33.33% | 47.14% | | | |



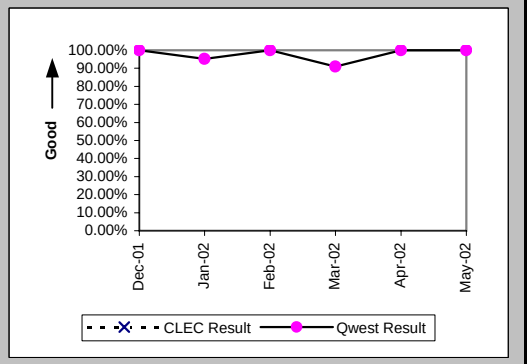

Out of Service Cleared within 24 hours (Percent) (MR-3D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 15 | 19 | 78.95% | 40.77% | | | |
| Jan-02 | | | | | | 18 | 20 | 90.00% | 30.00% | | | |
| Feb-02 | | | | | | 3 | 4 | 75.00% | 43.30% | | | |
| Mar-02 | | | | | | 8 | 11 | 72.73% | 44.54% | | | |
| Apr-02 | | | | | | 16 | 17 | 94.12% | 23.53% | | | |
| May-02 | | | | | | 20 | 23 | 86.96% | 33.68% | | | |




All Troubles Cleared within 48 hours (Percent) (MR-4D) (Parity)-- Interval Zone One

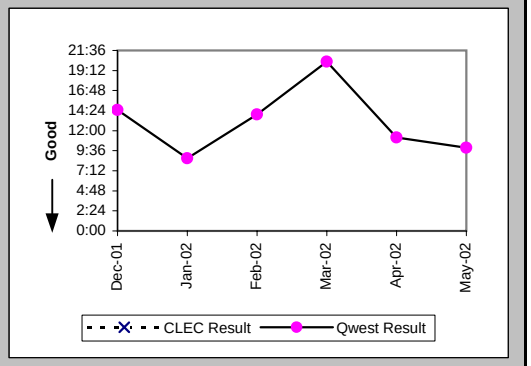
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 19 | 19 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 20 | 21 | 95.24% | 21.30% | | | |
| Feb-02 | | | | | | 4 | 4 | 100.00% | 0.00% | | | |
| Mar-02 | | | | | | 10 | 11 | 90.91% | 28.75% | | | |
| Apr-02 | | | | | | 17 | 17 | 100.00% | 0.00% | | | |
| May-02 | | | | | | 23 | 23 | 100.00% | 0.00% | | | |



## Checklist #14 - Resale - Qwest DSL Repair

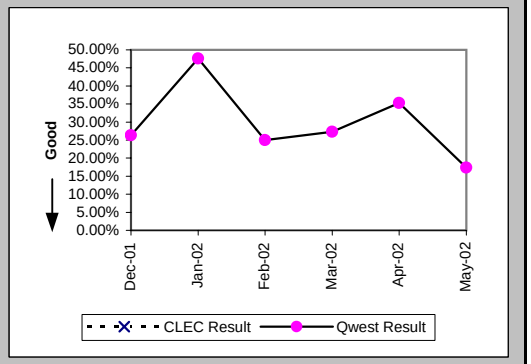
### Mean Time to Restore (Hours:Minutes) (MR-6D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 274:46 | 19 | 14:28 | 12:02 | | | |
| Jan-02 | | | | | | 182:11 | 21 | 8:41 | 19:46 | | | |
| Feb-02 | | | | | | 55:48 | 4 | 13:57 | 18:37 | | | |
| Mar-02 | | | | | | 222:40 | 11 | 20:15 | 20:44 | | | |
| Apr-02 | | | | | | 190:24 | 17 | 11:12 | 8:56 | | | |
| May-02 | | | | | | 229:01 | 23 | 9:57 | 11:34 | | | |



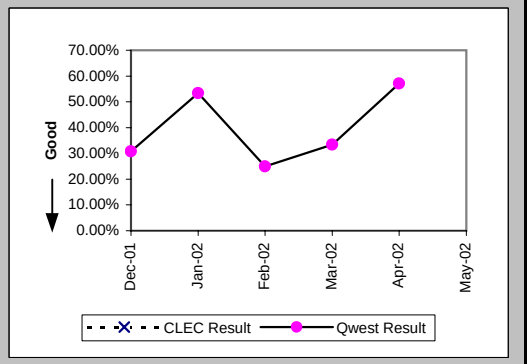

### Repair Repeat Report Rate (Percent) (MR-7D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 5 | 19 | 26.32% | 44.03% | | | |
| Jan-02 | | | | | | 10 | 21 | 47.62% | 49.94% | | | |
| Feb-02 | | | | | | 1 | 4 | 25.00% | 43.30% | | | |
| Mar-02 | | | | | | 3 | 11 | 27.27% | 44.54% | | | |
| Apr-02 | | | | | | 6 | 17 | 35.29% | 47.79% | | | |
| May-02 | | | | | | 4 | 23 | 17.39% | 37.90% | | | |




### Repair Repeat Report Rate (Percent) (MR-7D*) (Parity)-- Interval Zone One

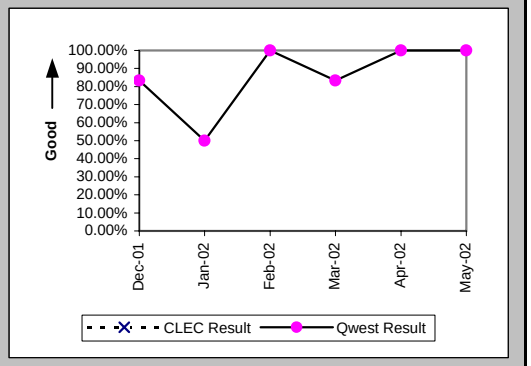
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 4 | 13 | 30.77% | 46.15% | | | |
| Jan-02 | | | | | | 8 | 15 | 53.33% | 49.89% | | | |
| Feb-02 | | | | | | 1 | 4 | 25.00% | 43.30% | | | |
| Mar-02 | | | | | | 2 | 6 | 33.33% | 47.14% | | | |
| Apr-02 | | | | | | 4 | 7 | 57.14% | 49.49% | | | |
| May-02 | | | | | | | | | | | | |



## Checklist #14 - Resale - Qwest DSL Repair

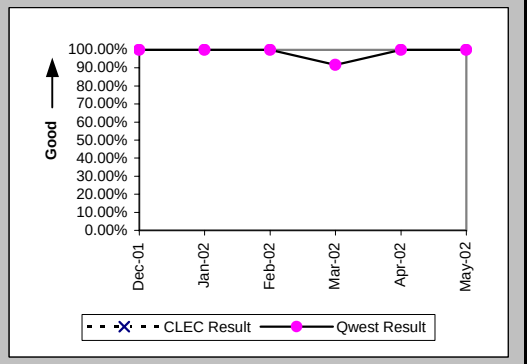
### Out of Service Cleared within 24 hours (Percent) (MR-3E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 5 | 6 | 83.33% | 37.27% | | | |
| Jan-02 | | | | | | 1 | 2 | 50.00% | 50.00% | | | |
| Feb-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Mar-02 | | | | | | 10 | 12 | 83.33% | 37.27% | | | |
| Apr-02 | | | | | | 4 | 4 | 100.00% | 0.00% | | | |
| May-02 | | | | | | 3 | 3 | 100.00% | 0.00% | | | |



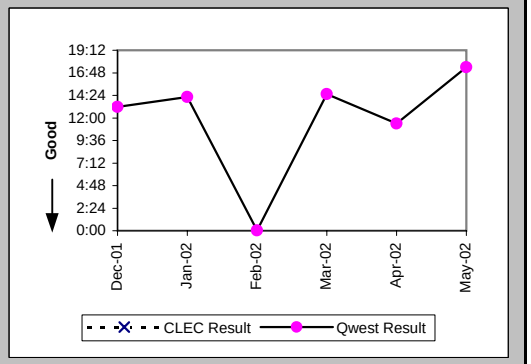

### All Troubles Cleared within 48 hours (Percent) (MR-4E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 6 | 6 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 2 | 2 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Mar-02 | | | | | | 11 | 12 | 91.67% | 27.64% | | | |
| Apr-02 | | | | | | 4 | 4 | 100.00% | 0.00% | | | |
| May-02 | | | | | | 3 | 3 | 100.00% | 0.00% | | | |




### Mean Time to Restore (Hours:Minutes) (MR-6E) (Parity)-- Interval Zone Two

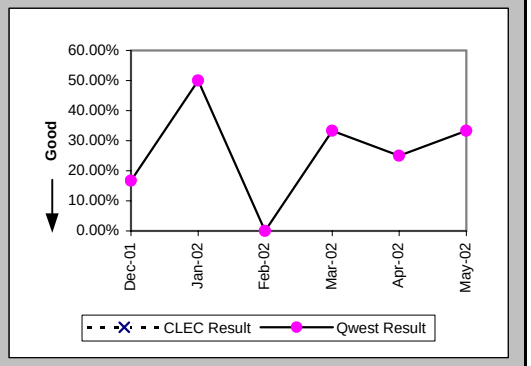
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 79:05 | 6 | 13:11 | 16:12 | | | |
| Jan-02 | | | | | | 28:29 | 2 | 14:14 | 18:27 | | | |
| Feb-02 | | | | | | 0:02 | 1 | 0:02 | | | | |
| Mar-02 | | | | | | 174:37 | 12 | 14:33 | 21:20 | | | |
| Apr-02 | | | | | | 45:35 | 4 | 11:24 | 9:36 | | | |
| May-02 | | | | | | 52:10 | 3 | 17:23 | 7:47 | | | |



## Checklist #14 - Resale - Qwest DSL Repair

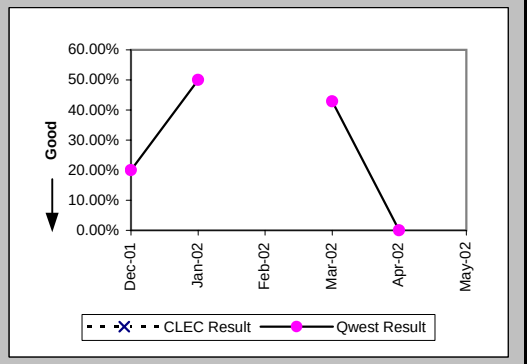
Repair Repeat Report Rate (Percent) (MR-7E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 1 | 6 | 16.67% | 37.27% | | | |
| Jan-02 | | | | | | 1 | 2 | 50.00% | 50.00% | | | |
| Feb-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| Mar-02 | | | | | | 4 | 12 | 33.33% | 47.14% | | | |
| Apr-02 | | | | | | 1 | 4 | 25.00% | 43.30% | | | |
| May-02 | | | | | | 1 | 3 | 33.33% | 47.14% | | | |



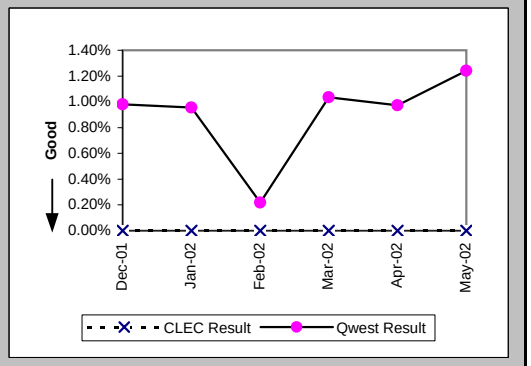

Repair Repeat Report Rate (Percent) (MR-7E*) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 1 | 5 | 20.00% | 40.00% | | | |
| Jan-02 | | | | | | 1 | 2 | 50.00% | 50.00% | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | 3 | 7 | 42.86% | 49.49% | | | |
| Apr-02 | | | | | | 0 | 3 | 0.00% | 0.00% | | | |
| May-02 | | | | | | | | | | | | |




Trouble Rate (Percent) (MR-8) (Parity)-- Interval Zone One and Two

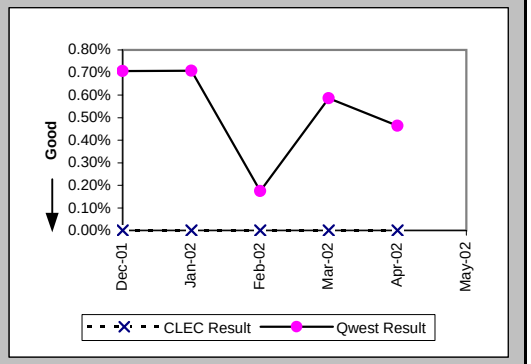
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 0 | 5 | 0.00% | 0 | 0 | 25 | 2549 | 0.98% | 9.85% | -0.22 | -1.14 | No |
| Jan-02 | 0 | 5 | 0.00% | 0 | 0 | 23 | 2404 | 0.96% | 9.73% | -0.22 | -1.13 | No |
| Feb-02 | 0 | 5 | 0.00% | 0 | 0 | 5 | 2299 | 0.22% | 4.66% | -0.1 | -1.06 | No |
| Mar-02 | 0 | 5 | 0.00% | 0 | 0 | 23 | 2220 | 1.04% | 10.13% | -0.23 | -1.14 | No |
| Apr-02 | 0 | 4 | 0.00% | 0 | 0 | 21 | 2156 | 0.97% | 9.82% | -0.2 | -1.12 | No |
| May-02 | 0 | 4 | 0.00% | 0 | 0 | 26 | 2095 | 1.24% | 11.07% | -0.22 | -1.14 | No |



## Checklist #14 - Resale - Qwest DSL Repair

Trouble Rate (Percent) (MR-8*) (Parity)-- Interval Zone One and Two

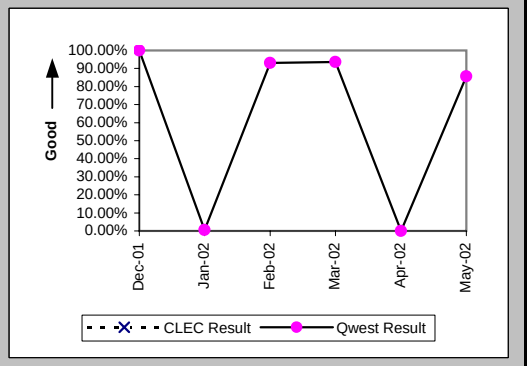
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 0 | 5 | 0.00% | 0 | 0 | 18 | 2549 | 0.71% | 8.37% | -0.19 | -1.11 | No |
| Jan-02 | 0 | 5 | 0.00% | 0 | 0 | 17 | 2404 | 0.71% | 8.38% | -0.19 | -1.11 | No |
| Feb-02 | 0 | 5 | 0.00% | 0 | 0 | 4 | 2299 | 0.17% | 4.17% | -0.09 | -1.06 | No |
| Mar-02 | 0 | 5 | 0.00% | 0 | 0 | 13 | 2220 | 0.59% | 7.63% | -0.17 | -1.1 | No |
| Apr-02 | 0 | 4 | 0.00% | 0 | 0 | 10 | 2156 | 0.46% | 6.79% | -0.14 | -1.08 | No |
| May-02 | | | | | | | | | | | | |



## Checklist #14 - Resale - Primary ISDN Installation

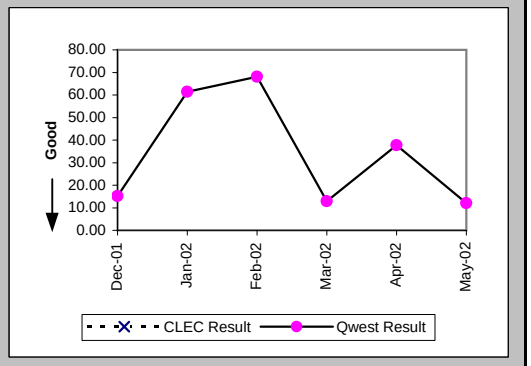
Installation Commitments Met (Percent) (OP-3D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 5 | 5 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 1 | 168 | 0.60% | 7.69% | | | |
| Feb-02 | | | | | | 27 | 29 | 93.10% | 25.34% | | | |
| Mar-02 | | | | | | 29 | 31 | 93.55% | 24.57% | | | |
| Apr-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| May-02 | | | | | | 6 | 7 | 85.71% | 34.99% | | | |



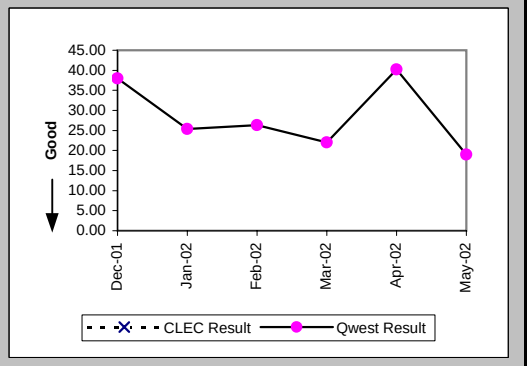

Installation Interval (Average Days) (OP-4D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 91 | 6 | 15.17 | 17.49 | | | |
| Jan-02 | | | | | | 20439 | 333 | 61.38 | 21.25 | | | |
| Feb-02 | | | | | | 749 | 11 | 68.09 | 30.29 | | | |
| Mar-02 | | | | | | 752 | 58 | 12.97 | 4.22 | | | |
| Apr-02 | | | | | | 302 | 8 | 37.75 | 29.01 | | | |
| May-02 | | | | | | 253 | 21 | 12.05 | 7.25 | | | |




Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-4) (Parity)-- Interval Zone One

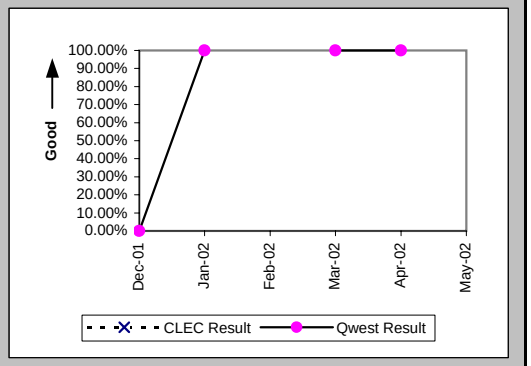
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 38 | 1 | 38.00 | | | | |
| Jan-02 | | | | | | 6326 | 249 | 25.41 | 4.83 | | | |
| Feb-02 | | | | | | 237 | 9 | 26.33 | 10.30 | | | |
| Mar-02 | | | | | | 44 | 2 | 22.00 | 0.00 | | | |
| Apr-02 | | | | | | 201 | 5 | 40.20 | 27.33 | | | |
| May-02 | | | | | | 38 | 2 | 19.00 | 25.46 | | | |



## Checklist #14 - Resale - Primary ISDN Installation

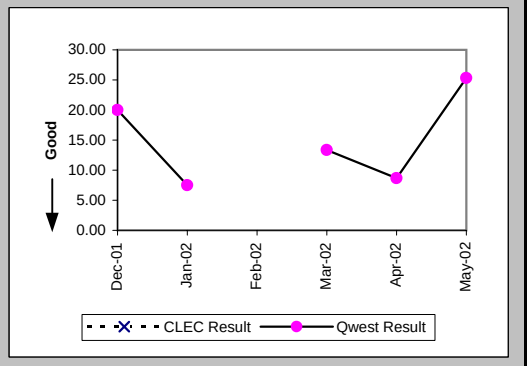
### Installation Commitments Met (Percent) (OP-3E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 0 | 2 | 0.00% | 0.00% | | | |
| Jan-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Apr-02 | | | | | | 6 | 6 | 100.00% | 0.00% | | | |
| May-02 | | | | | | | | | | | | |



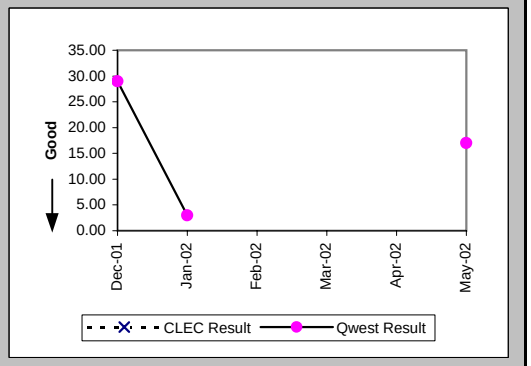

### Installation Interval (Average Days) (OP-4E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 60 | 3 | 20.00 | 13.23 | | | |
| Jan-02 | | | | | | 15 | 2 | 7.50 | 2.12 | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | 40 | 3 | 13.33 | 2.31 | | | |
| Apr-02 | | | | | | 52 | 6 | 8.67 | 1.75 | | | |
| May-02 | | | | | | 76 | 3 | 25.33 | 2.52 | | | |




### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5) (Parity)-- Interval Zone Two

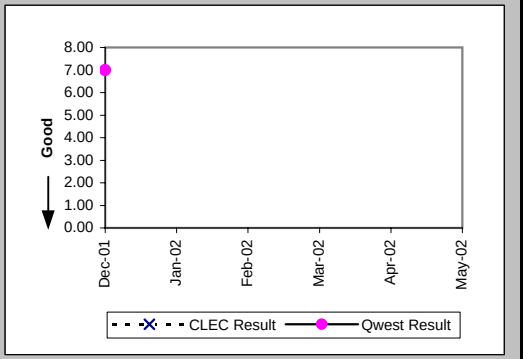
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 29 | 1 | 29.00 | | | | |
| Jan-02 | | | | | | 3 | 1 | 3.00 | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | 34 | 2 | 17.00 | 4.24 | | | |



## Checklist #14 - Resale - Primary ISDN Installation

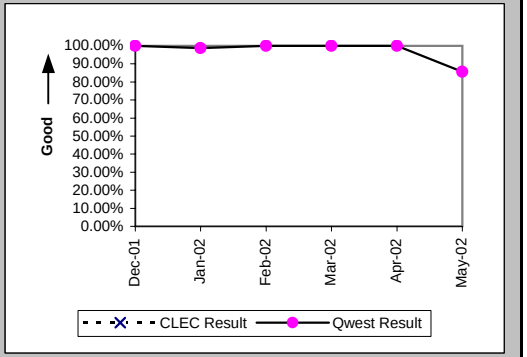
### Delayed Days for Facility Reasons (Average Days) (OP-6B-5) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 7 | 1 | 7.00 | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |



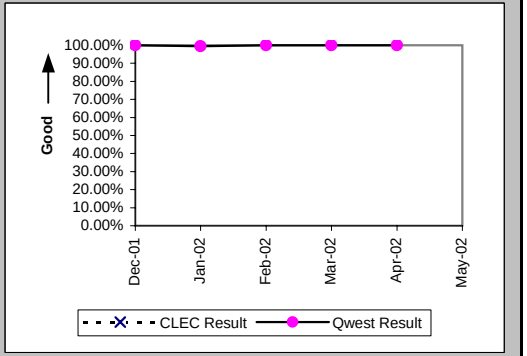

### New Service Installation Quality (Percent) (OP-5) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 15 | 15 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 170 | 172 | 98.84% | 10.72% | | | |
| Feb-02 | | | | | | 187 | 187 | 100.00% | 0.00% | | | |
| Mar-02 | | | | | | 66 | 66 | 100.00% | 0.00% | | | |
| Apr-02 | | | | | | 54 | 54 | 100.00% | 0.00% | | | |
| May-02 | | | | | | 18 | 21 | 85.71% | 34.99% | | | |




### New Service Installation Quality (Percent) (OP-5*) (Parity)-- Interval Zone One and Two

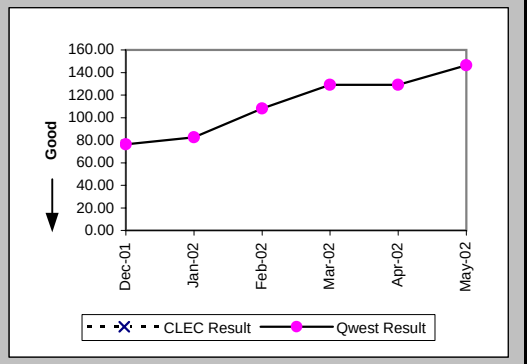
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 15 | 15 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 171 | 172 | 99.42% | 7.60% | | | |
| Feb-02 | | | | | | 187 | 187 | 100.00% | 0.00% | | | |
| Mar-02 | | | | | | 66 | 66 | 100.00% | 0.00% | | | |
| Apr-02 | | | | | | 54 | 54 | 100.00% | 0.00% | | | |
| May-02 | | | | | | | | | | | | |



## Checklist #14 - Resale - Primary ISDN Installation

Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A) (Diagnostic)

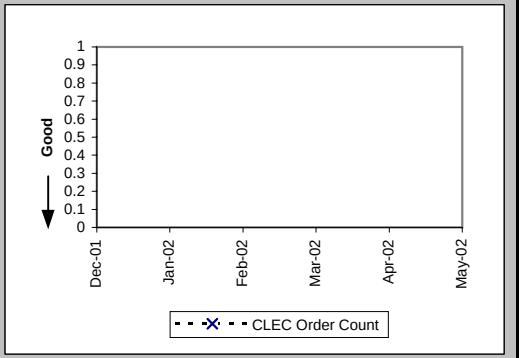
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 229 | 3 | 76.33 | 80.85 | | | |
| Jan-02 | | | | | | 248 | 3 | 82.67 | 91.23 | | | |
| Feb-02 | | | | | | 216 | 2 | 108.00 | 141.42 | | | |
| Mar-02 | | | | | | 258 | 2 | 129.00 | 141.42 | | | |
| Apr-02 | | | | | | 258 | 2 | 129.00 | 172.53 | | | |
| May-02 | | | | | | 293 | 2 | 146.50 | 178.90 | | | |



## Checklist #14 - Resale - Primary ISDN Installation

Count of Pending Orders Delayed for Facilities Reasons ISDN Primary (OP-15B) (Diagnostic)

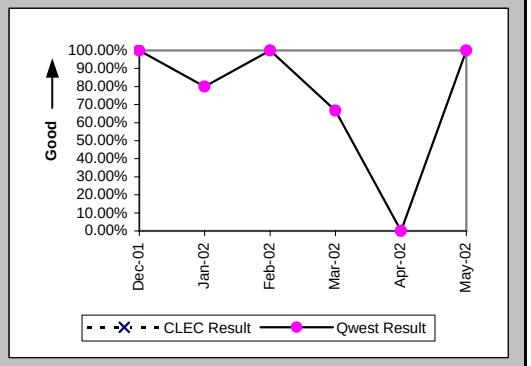
| Date | CLEC Order Count |
|---|---|
| Dec-01 | |
| Jan-02 | |
| Feb-02 | |
| Mar-02 | |
| Apr-02 | |
| May-02 | |



## Checklist #14 - Resale - Primary ISDN Repair

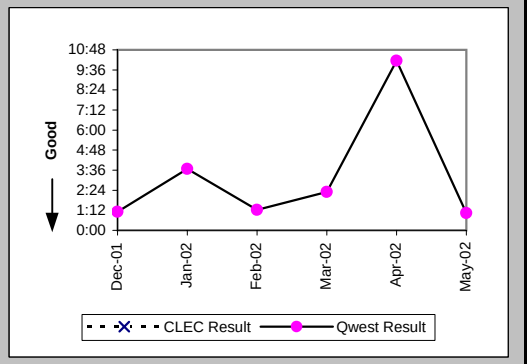
All Troubles Cleared within 4 hours (Percent) (MR-5A) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 5 | 5 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 8 | 10 | 80.00% | 40.00% | | | |
| Feb-02 | | | | | | 3 | 3 | 100.00% | 0.00% | | | |
| Mar-02 | | | | | | 4 | 6 | 66.67% | 47.14% | | | |
| Apr-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| May-02 | | | | | | 7 | 7 | 100.00% | 0.00% | | | |



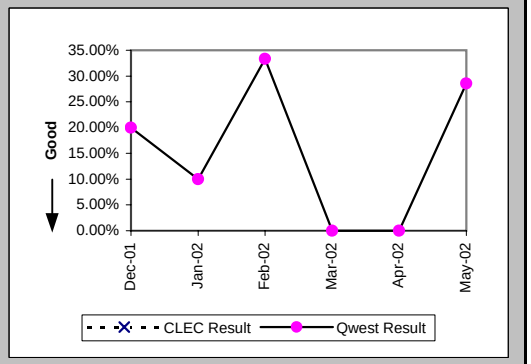

Mean Time to Restore (Hours:Minutes) (MR-6D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 5:35 | 5 | 1:07 | 1:27 | | | |
| Jan-02 | | | | | | 36:55 | 10 | 3:41 | 6:46 | | | |
| Feb-02 | | | | | | 3:40 | 3 | 1:13 | 1:05 | | | |
| Mar-02 | | | | | | 13:46 | 6 | 2:18 | 2:09 | | | |
| Apr-02 | | | | | | 10:09 | 1 | 10:09 | | | | |
| May-02 | | | | | | 7:11 | 7 | 1:02 | 0:43 | | | |




Repair Repeat Report Rate (Percent) (MR-7D) (Parity)-- Interval Zone One

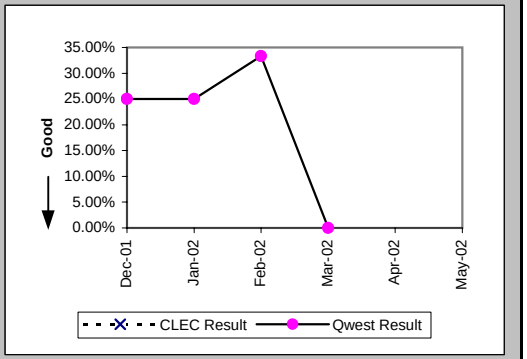
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 1 | 5 | 20.00% | 40.00% | | | |
| Jan-02 | | | | | | 1 | 10 | 10.00% | 30.00% | | | |
| Feb-02 | | | | | | 1 | 3 | 33.33% | 47.14% | | | |
| Mar-02 | | | | | | 0 | 6 | 0.00% | 0.00% | | | |
| Apr-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| May-02 | | | | | | 2 | 7 | 28.57% | 45.18% | | | |



## Checklist #14 - Resale - Primary ISDN Repair

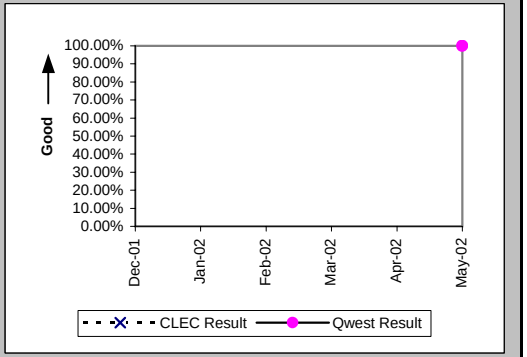
### Repair Repeat Report Rate (Percent) (MR-7D*) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 1 | 4 | 25.00% | 43.30% | | | |
| Jan-02 | | | | | | 1 | 4 | 25.00% | 43.30% | | | |
| Feb-02 | | | | | | 1 | 3 | 33.33% | 47.14% | | | |
| Mar-02 | | | | | | 0 | 4 | 0.00% | 0.00% | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |



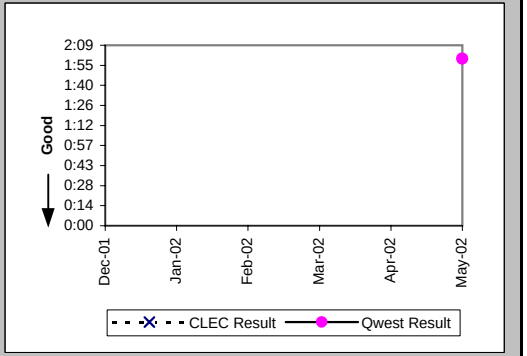

### All Troubles Cleared within 4 hours (Percent) (MR-5B) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | 4 | 4 | 100.00% | 0.00% | | | |




### Mean Time to Restore (Hours:Minutes) (MR-6E) (Parity)-- Interval Zone Two

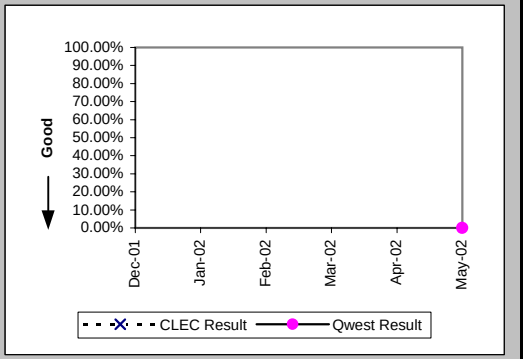
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | 8:01 | 4 | 2:00 | 1:05 | | | |



## Checklist #14 - Resale - Primary ISDN Repair

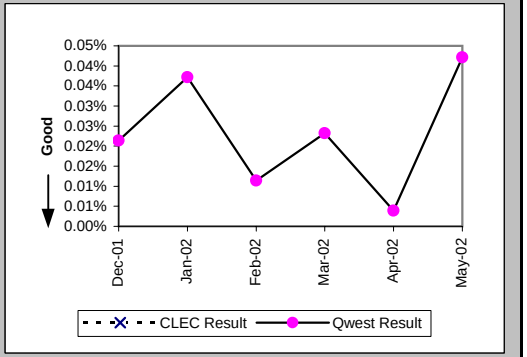
Repair Repeat Report Rate (Percent) (MR-7E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | 0 | 4 | 0.00% | 0.00% | | | |



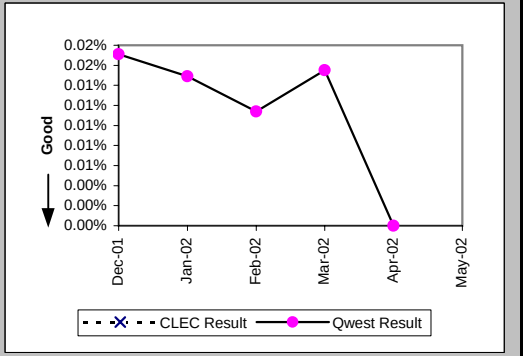

Trouble Rate (Percent) (MR-8) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 5 | 23394 | 0.02% | 1.46% | | | |
| Jan-02 | | | | | | 10 | 26864 | 0.04% | 1.93% | | | |
| Feb-02 | | | | | | 3 | 26312 | 0.01% | 1.07% | | | |
| Mar-02 | | | | | | 6 | 25856 | 0.02% | 1.52% | | | |
| Apr-02 | | | | | | 1 | 25941 | 0.00% | 0.62% | | | |
| May-02 | | | | | | 11 | 26133 | 0.04% | 2.05% | | | |




Trouble Rate (Percent) (MR-8*) (Parity)-- Interval Zone One and Two

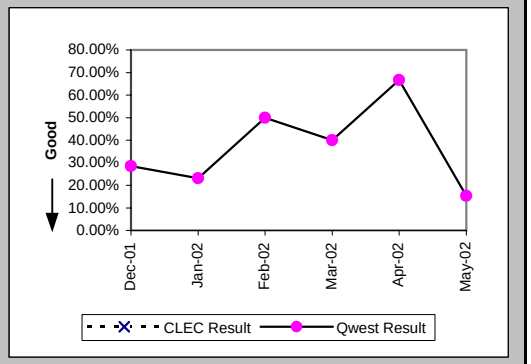
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 4 | 23394 | 0.02% | 1.31% | | | |
| Jan-02 | | | | | | 4 | 26864 | 0.01% | 1.22% | | | |
| Feb-02 | | | | | | 3 | 26312 | 0.01% | 1.07% | | | |
| Mar-02 | | | | | | 4 | 25856 | 0.02% | 1.24% | | | |
| Apr-02 | | | | | | 0 | 25941 | 0.00% | 0.00% | | | |
| May-02 | | | | | | | | | | | | |



## Checklist #14 - Resale - Primary ISDN Repair

Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10) (Diagnostic)-- Interval Zone One and Two

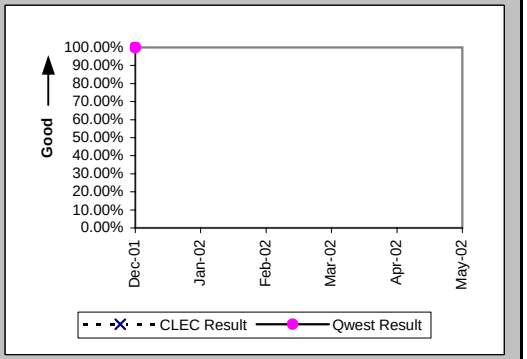
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 2 | 7 | 28.57% | 45.18% | | | |
| Jan-02 | | | | | | 3 | 13 | 23.08% | 42.13% | | | |
| Feb-02 | | | | | | 3 | 6 | 50.00% | 50.00% | | | |
| Mar-02 | | | | | | 4 | 10 | 40.00% | 48.99% | | | |
| Apr-02 | | | | | | 2 | 3 | 66.67% | 47.14% | | | |
| May-02 | | | | | | 2 | 13 | 15.38% | 36.08% | | | |



## Checklist #14 - Resale - DS0 Installation

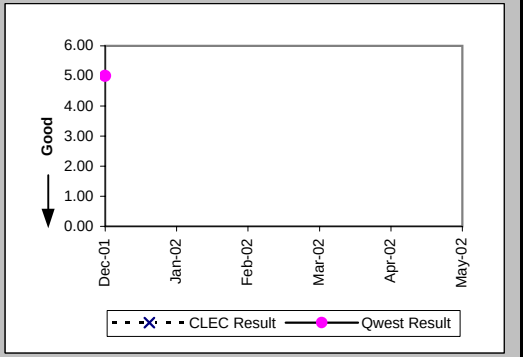
### Installation Commitments Met (Percent) (OP-3A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |



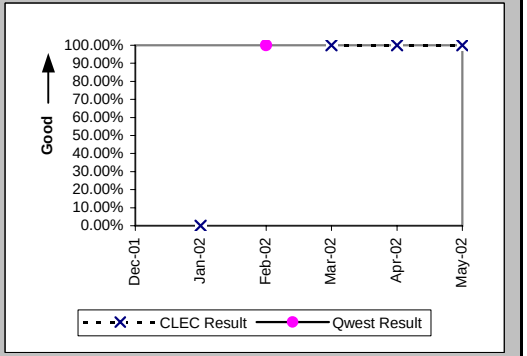

### Installation Interval (Average Days) (OP-4A) (Parity)-- Dispatches Within MSAs

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 5 | 1 | 5.00 | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |




### Installation Commitments Met (Percent) (OP-3C) (Parity)-- No Dispatches

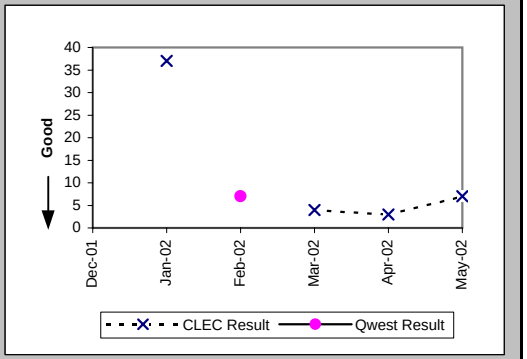
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | 0 | 1 | 0.00% | 0 | 0 | | | | | | | |
| Feb-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Mar-02 | 2 | 2 | 100.00% | 0 | 0 | | | | | | | |
| Apr-02 | 2 | 2 | 100.00% | 0 | 0 | | | | | | | |
| May-02 | 1 | 1 | 100.00% | 0 | 0 | | | | | | | |



## Checklist #14 - Resale - DS0 Installation

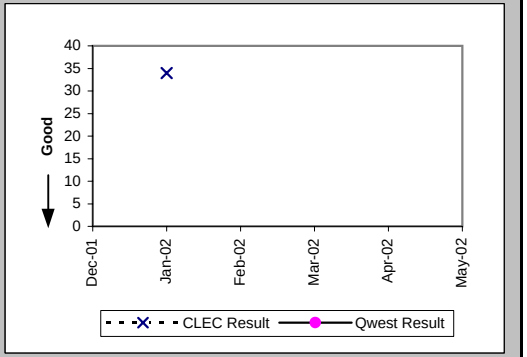
Installation Interval (Average Days) (OP-4C) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | 37 | 1 | 37.00 | 0 | 0 | | | | | | | |
| Feb-02 | | | | | | 7 | 1 | 7.00 | | | | |
| Mar-02 | 8 | 2 | 4.00 | 0 | 0 | | | | | | | |
| Apr-02 | 6 | 2 | 3.00 | 0 | 0 | | | | | | | |
| May-02 | 7 | 1 | 7.00 | 0 | 0 | | | | | | | |



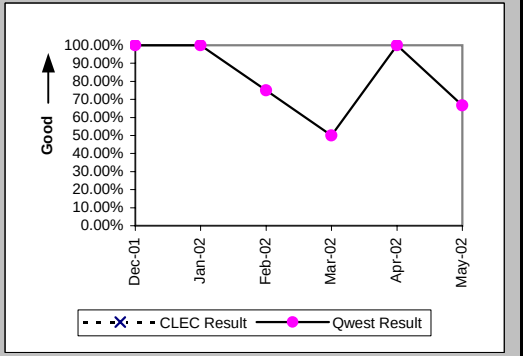

Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-3) (Parity)-- No Dispatches

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | 34 | 1 | 34.00 | 0 | 0 | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |




Installation Commitments Met (Percent) (OP-3D) (Parity)-- Interval Zone One

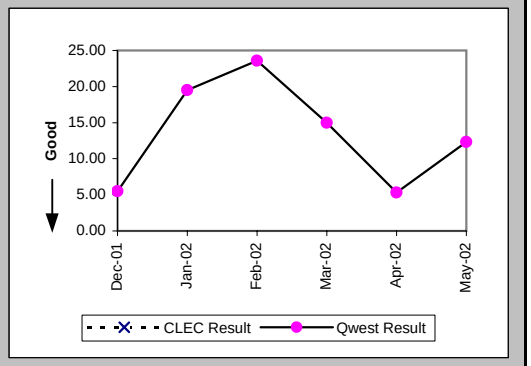
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 2 | 2 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 4 | 4 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | 3 | 4 | 75.00% | 43.30% | | | |
| Mar-02 | | | | | | 1 | 2 | 50.00% | 50.00% | | | |
| Apr-02 | | | | | | 3 | 3 | 100.00% | 0.00% | | | |
| May-02 | | | | | | 2 | 3 | 66.67% | 47.14% | | | |



## Checklist #14 - Resale - DS0 Installation

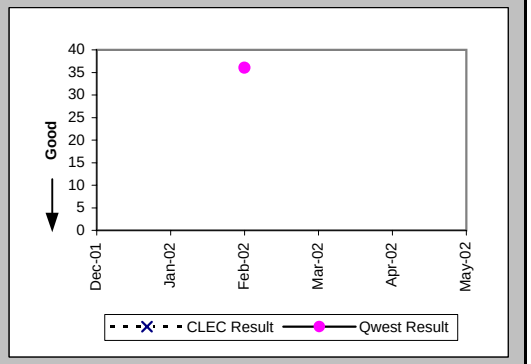
Installation Interval (Average Days) (OP-4D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 11 | 2 | 5.50 | 2.12 | | | |
| Jan-02 | | | | | | 78 | 4 | 19.50 | 12.40 | | | |
| Feb-02 | | | | | | 118 | 5 | 23.60 | 31.05 | | | |
| Mar-02 | | | | | | 30 | 2 | 15.00 | 12.73 | | | |
| Apr-02 | | | | | | 16 | 3 | 5.33 | 1.53 | | | |
| May-02 | | | | | | 37 | 3 | 12.33 | 11.15 | | | |



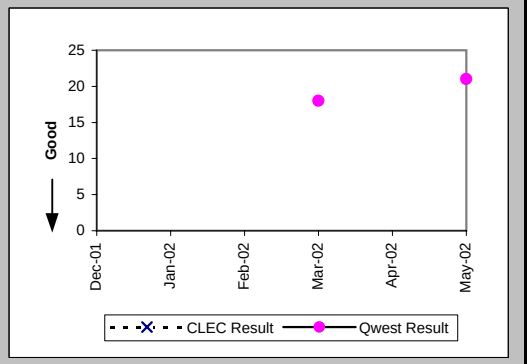

Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-4) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | 36 | 1 | 36.00 | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |




Delayed Days for Facility Reasons (Average Days) (OP-6B-4) (Parity)-- Interval Zone One

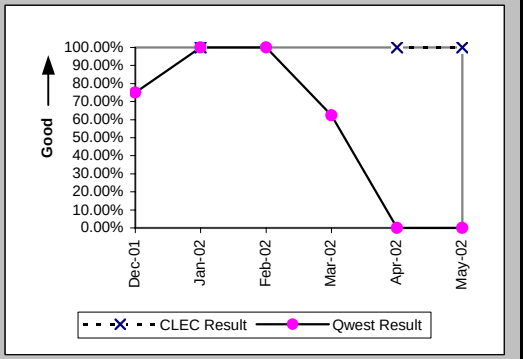
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | 18 | 1 | 18.00 | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | 21 | 1 | 21.00 | | | | |



## Checklist #14 - Resale - DS0 Installation

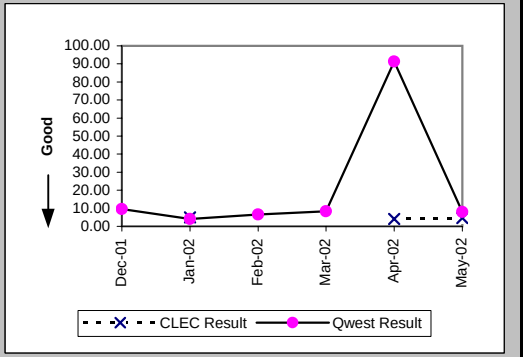
### Installation Commitments Met (Percent) (OP-3E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 3 | 4 | 75.00% | 43.30% | | | |
| Jan-02 | 1 | 1 | 100.00% | 0 | 0 | 5 | 5 | 100.00% | N/A | N/A | N/A | |
| Feb-02 | | | | | | 2 | 2 | 100.00% | 0.00% | | | |
| Mar-02 | | | | | | 5 | 8 | 62.50% | 48.41% | | | |
| Apr-02 | 2 | 2 | 100.00% | 0 | 0 | 0 | 3 | 0.00% | N/A | N/A | | |
| May-02 | 5 | 5 | 100.00% | 0 | 0 | 0 | 2 | 0.00% | N/A | N/A | | |



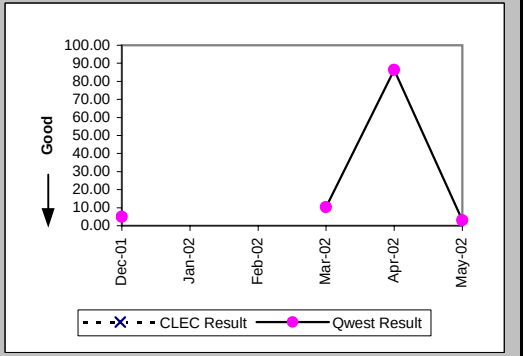

### Installation Interval (Average Days) (OP-4E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 38 | 4 | 9.50 | 13.00 | | | |
| Jan-02 | 5 | 1 | 5.00 | 0 | 0 | 24 | 6 | 4.00 | 2.83 | 0.29 | -0.82 | No |
| Feb-02 | | | | | | 13 | 2 | 6.50 | 3.54 | | | |
| Mar-02 | | | | | | 67 | 8 | 8.38 | 6.57 | | | |
| Apr-02 | 4 | 1 | 4.00 | 1 | 0 | 274 | 3 | 91.33 | 63.51 | -1.19 | -1.72 | No |
| May-02 | 14 | 3 | 4.67 | 2 | 0 | 16 | 2 | 8.00 | 1.41 | -2.58 | -2.57 | No |




### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5) (Parity)-- Interval Zone Two

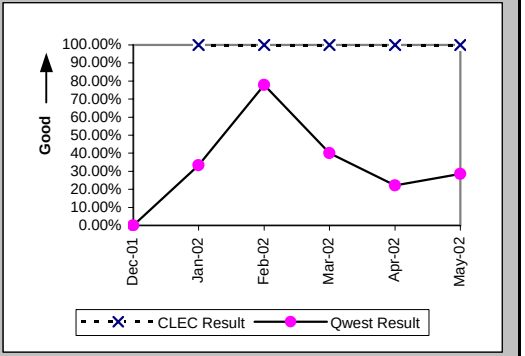
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 5 | 1 | 5.00 | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | 31 | 3 | 10.33 | 4.04 | | | |
| Apr-02 | | | | | | 259 | 3 | 86.33 | 63.51 | | | |
| May-02 | | | | | | 6 | 2 | 3.00 | 1.41 | | | |



## Checklist #14 - Resale - DS0 Installation

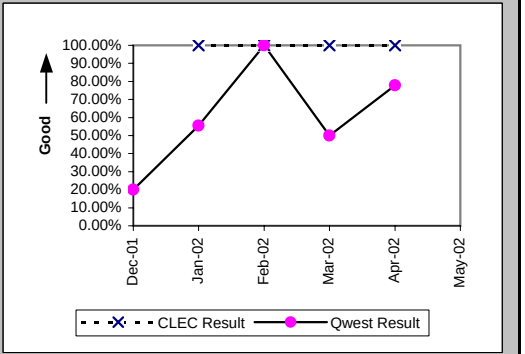
New Service Installation Quality (Percent) (OP-5) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 0 | 10 | 0.00% | 0.00% | | | |
| Jan-02 | 1 | 1 | 100.00% | 0 | 0 | 3 | 9 | 33.33% | 47.14% | -1.34 | -1.82 | No |
| Feb-02 | 1 | 1 | 100.00% | 0 | 0 | 7 | 9 | 77.78% | 41.57% | -0.51 | -1.31 | No |
| Mar-02 | 1 | 1 | 100.00% | 0 | 0 | 4 | 10 | 40.00% | 48.99% | -1.17 | -1.71 | No |
| Apr-02 | 3 | 3 | 100.00% | 0 | 0 | 2 | 9 | 22.22% | 41.57% | -2.81 | -2.71 | No |
| May-02 | 5 | 5 | 100.00% | 0 | 0 | 2 | 7 | 28.57% | 45.18% | -2.7 | -2.64 | No |



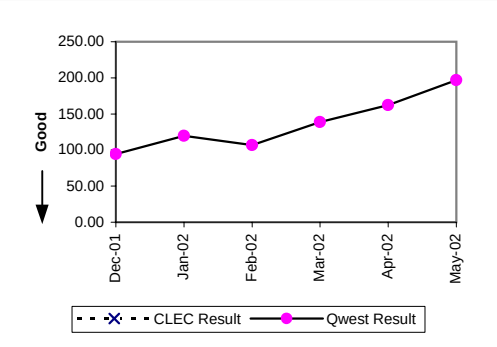

New Service Installation Quality (Percent) (OP-5*) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 2 | 10 | 20.00% | 40.00% | | | |
| Jan-02 | 1 | 1 | 100.00% | 0 | 0 | 5 | 9 | 55.56% | 49.69% | -0.85 | -1.52 | No |
| Feb-02 | 1 | 1 | 100.00% | 0 | 0 | 9 | 9 | 100.00% | N/A | N/A | N/A | |
| Mar-02 | 1 | 1 | 100.00% | 0 | 0 | 5 | 10 | 50.00% | 50.00% | -0.95 | -1.58 | No |
| Apr-02 | 3 | 3 | 100.00% | 0 | 0 | 7 | 9 | 77.78% | 41.57% | -0.8 | -1.49 | No |
| May-02 | | | | | | | | | | | | |



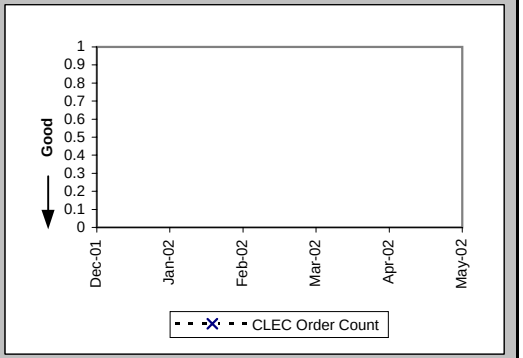

Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A) (Diagnostic)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 1229 | 13 | 94.54 | 22.18 | | | |
| Jan-02 | | | | | | 1438 | 12 | 119.83 | 19.56 | | | |
| Feb-02 | | | | | | 1708 | 16 | 106.75 | 61.55 | | | |
| Mar-02 | | | | | | 1943 | 14 | 138.79 | 58.88 | | | |
| Apr-02 | | | | | | 1949 | 12 | 162.42 | 66.59 | | | |
| May-02 | | | | | | 2166 | 11 | 196.91 | 53.08 | | | |



Checklist #14 - Resale - DS0 Installation

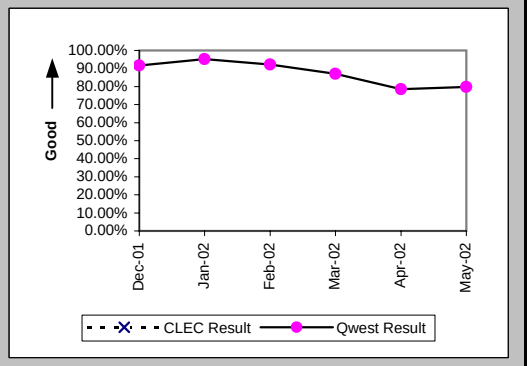
| Count of Pending Orders Delayed for Facilities Reasons DS0 (OP-15B) (Diagnostic) | |
|---|---|
| Date | CLEC Order Count |
| Dec-01 | |
| Jan-02 | |
| Feb-02 | |
| Mar-02 | |
| Apr-02 | |
| May-02 | |



## Checklist #14 - Resale - DS0 Repair

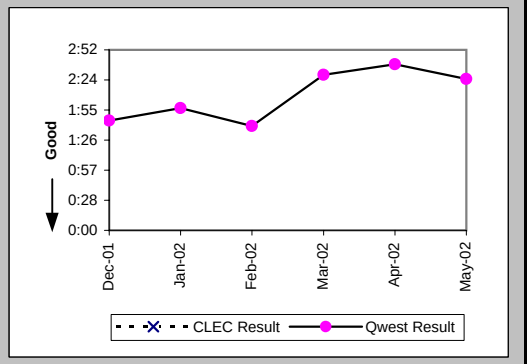
All Troubles Cleared within 4 hours (Percent) (MR-5A) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 121 | 132 | 91.67% | 27.64% | | | |
| Jan-02 | | | | | | 141 | 148 | 95.27% | 21.23% | | | |
| Feb-02 | | | | | | 83 | 90 | 92.22% | 26.78% | | | |
| Mar-02 | | | | | | 81 | 93 | 87.10% | 33.52% | | | |
| Apr-02 | | | | | | 99 | 126 | 78.57% | 41.03% | | | |
| May-02 | | | | | | 115 | 144 | 79.86% | 40.10% | | | |



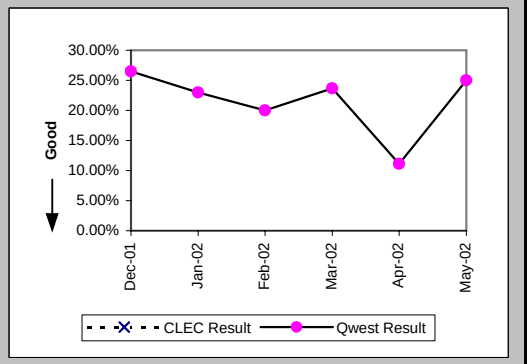

Mean Time to Restore (Hours:Minutes) (MR-6D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 230:27 | 132 | 1:45 | 2:26 | | | |
| Jan-02 | | | | | | 289:15 | 148 | 1:57 | 5:51 | | | |
| Feb-02 | | | | | | 149:48 | 90 | 1:40 | 2:04 | | | |
| Mar-02 | | | | | | 230:23 | 93 | 2:29 | 4:13 | | | |
| Apr-02 | | | | | | 333:29 | 126 | 2:39 | 3:31 | | | |
| May-02 | | | | | | 348:01 | 144 | 2:25 | 3:08 | | | |




Repair Repeat Report Rate (Percent) (MR-7D) (Parity)-- Interval Zone One

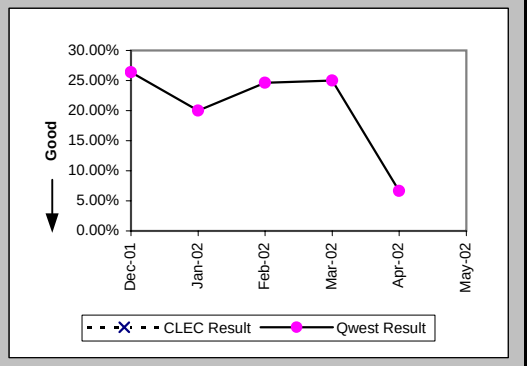
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 35 | 132 | 26.52% | 44.14% | | | |
| Jan-02 | | | | | | 34 | 148 | 22.97% | 42.07% | | | |
| Feb-02 | | | | | | 18 | 90 | 20.00% | 40.00% | | | |
| Mar-02 | | | | | | 22 | 93 | 23.66% | 42.50% | | | |
| Apr-02 | | | | | | 14 | 126 | 11.11% | 31.43% | | | |
| May-02 | | | | | | 36 | 144 | 25.00% | 43.30% | | | |



## Checklist #14 - Resale - DS0 Repair

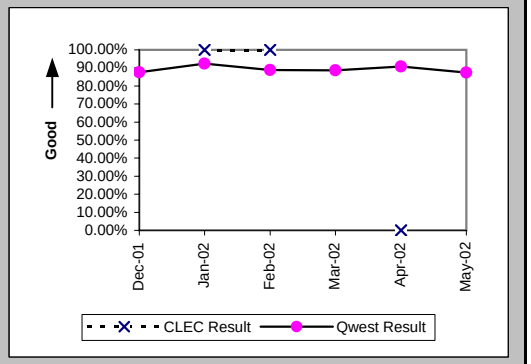
### Repair Repeat Report Rate (Percent) (MR-7D*) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 24 | 91 | 26.37% | 44.07% | | | |
| Jan-02 | | | | | | 20 | 100 | 20.00% | 40.00% | | | |
| Feb-02 | | | | | | 16 | 65 | 24.62% | 43.08% | | | |
| Mar-02 | | | | | | 16 | 64 | 25.00% | 43.30% | | | |
| Apr-02 | | | | | | 5 | 75 | 6.67% | 24.94% | | | |
| May-02 | | | | | | | | | | | | |



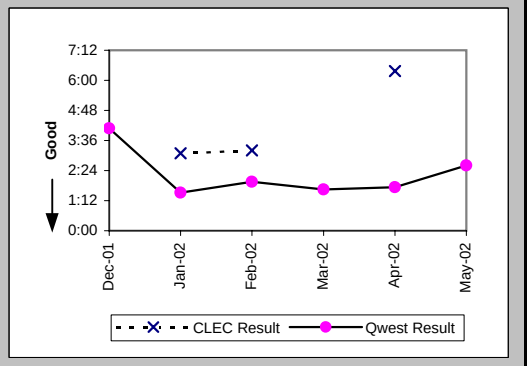

### All Troubles Cleared within 4 hours (Percent) (MR-5B) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 113 | 129 | 87.60% | 32.96% | | | |
| Jan-02 | 2 | 2 | 100.00% | 0 | 0 | 98 | 106 | 92.45% | 26.42% | -0.4 | -1.24 | No |
| Feb-02 | 1 | 1 | 100.00% | 0 | 0 | 71 | 80 | 88.75% | 31.60% | -0.35 | -1.22 | No |
| Mar-02 | | | | | | 63 | 71 | 88.73% | 31.62% | | | |
| Apr-02 | 0 | 1 | 0.00% | 1 | 0 | 79 | 87 | 90.80% | 28.90% | 1.67 | 0.02 | Yes |
| May-02 | | | | | | 90 | 103 | 87.38% | 33.21% | | | |




### Mean Time to Restore (Hours:Minutes) (MR-6E) (Parity)-- Interval Zone Two

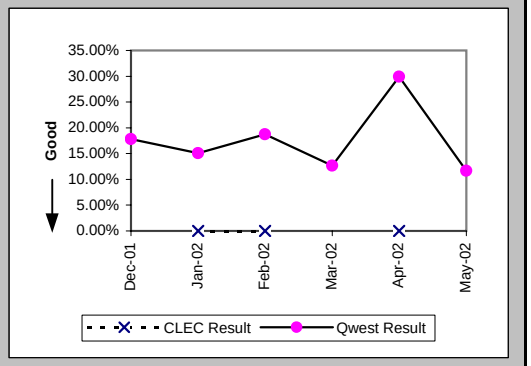
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 526:08 | 129 | 4:05 | 22:06 | | | |
| Jan-02 | 6:10 | 2 | 3:05 | 0 | 0 | 161:34 | 106 | 1:31 | 2:37 | 1.07 | -0.35 | No |
| Feb-02 | 3:12 | 1 | 3:12 | 0 | 0 | 156:39 | 80 | 1:57 | 1:37 | 0.7 | -0.57 | No |
| Mar-02 | | | | | | 116:56 | 71 | 1:39 | 2:04 | | | |
| Apr-02 | 6:22 | 1 | 6:22 | 1 | 0 | 150:53 | 87 | 1:44 | 1:39 | 1.81 | 0.1 | Yes |
| May-02 | | | | | | 268:37 | 103 | 2:36 | 2:50 | | | |



## Checklist #14 - Resale - DS0 Repair

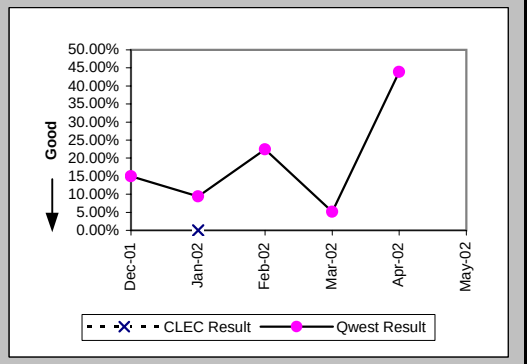
Repair Repeat Report Rate (Percent) (MR-7E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 23 | 129 | 17.83% | 38.28% | | | |
| Jan-02 | 0 | 2 | 0.00% | 0 | 0 | 16 | 106 | 15.09% | 35.80% | -0.59 | -1.36 | No |
| Feb-02 | 0 | 1 | 0.00% | 0 | 0 | 15 | 80 | 18.75% | 39.03% | -0.48 | -1.29 | No |
| Mar-02 | | | | | | 9 | 71 | 12.68% | 33.27% | | | |
| Apr-02 | 0 | 1 | 0.00% | 1 | 0 | 26 | 87 | 29.89% | 45.78% | -0.65 | -1.39 | No |
| May-02 | | | | | | 12 | 103 | 11.65% | 32.08% | | | |



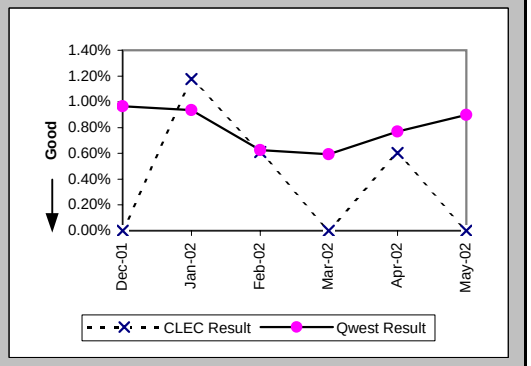

Repair Repeat Report Rate (Percent) (MR-7E*) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 12 | 80 | 15.00% | 35.71% | | | |
| Jan-02 | 0 | 2 | 0.00% | 0 | 0 | 6 | 64 | 9.38% | 29.15% | -0.45 | -1.27 | No |
| Feb-02 | | | | | | 13 | 58 | 22.41% | 41.70% | | | |
| Mar-02 | | | | | | 2 | 39 | 5.13% | 22.06% | | | |
| Apr-02 | | | | | | 25 | 57 | 43.86% | 49.62% | | | |
| May-02 | | | | | | | | | | | | |




Trouble Rate (Percent) (MR-8) (Parity)-- Interval Zone One and Two

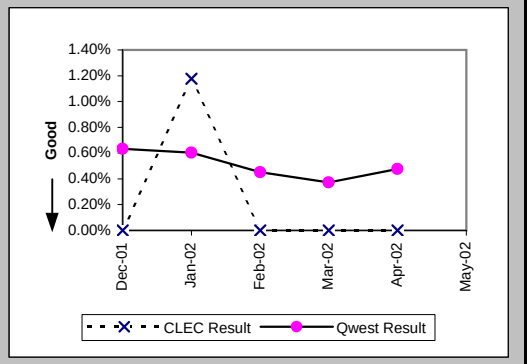
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 0 | 169 | 0.00% | 0 | 0 | 261 | 27010 | 0.97% | 9.78% | -1.28 | -1.78 | No |
| Jan-02 | 2 | 170 | 1.18% | 0 | 0 | 254 | 27136 | 0.94% | 9.63% | 0.4 | -0.76 | No |
| Feb-02 | 1 | 164 | 0.61% | 0 | 0 | 170 | 27201 | 0.63% | 7.88% | -0.02 | -1.01 | No |
| Mar-02 | 0 | 164 | 0.00% | 0 | 0 | 164 | 27664 | 0.59% | 7.68% | -0.99 | -1.6 | No |
| Apr-02 | 1 | 166 | 0.60% | 1 | 0 | 213 | 27706 | 0.77% | 8.73% | -0.24 | -1.15 | No |
| May-02 | 0 | 152 | 0.00% | 0 | 0 | 247 | 27453 | 0.90% | 9.44% | -1.17 | -1.71 | No |



## Checklist #14 - Resale - DS0 Repair

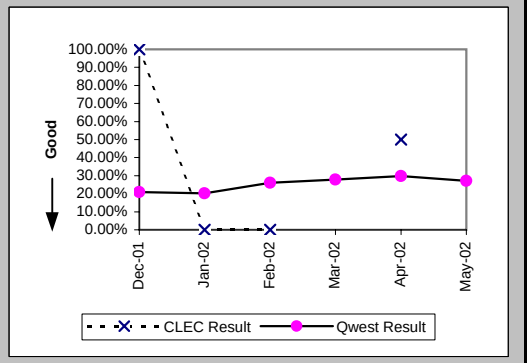
Trouble Rate (Percent) (MR-8*) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 0 | 169 | 0.00% | 0 | 0 | 171 | 27010 | 0.63% | 7.93% | -1.03 | -1.63 | No |
| Jan-02 | 2 | 170 | 1.18% | 0 | 0 | 164 | 27136 | 0.60% | 7.75% | 0.92 | -0.44 | No |
| Feb-02 | 0 | 164 | 0.00% | 0 | 0 | 123 | 27201 | 0.45% | 6.71% | -0.86 | -1.52 | No |
| Mar-02 | 0 | 164 | 0.00% | 0 | 0 | 103 | 27664 | 0.37% | 6.09% | -0.78 | -1.47 | No |
| Apr-02 | 0 | 166 | 0.00% | 0 | 0 | 132 | 27706 | 0.48% | 6.89% | -0.89 | -1.54 | No |
| May-02 | | | | | | | | | | | | |




Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10) (Diagnostic)-- Interval Zone One and Two

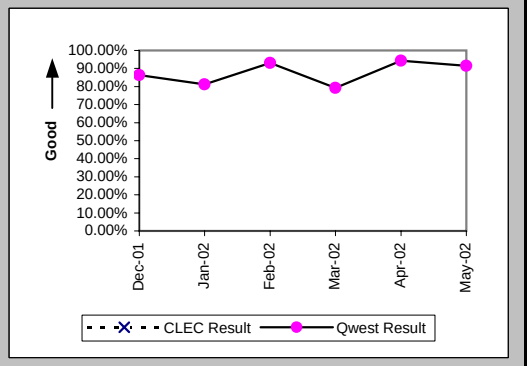
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 2 | 2 | 100.00% | 0 | 0 | 69 | 330 | 20.91% | 40.67% | 2.04 | 0.24 | Yes |
| Jan-02 | 0 | 2 | 0.00% | 0 | 0 | 64 | 318 | 20.13% | 40.09% | -0.71 | -1.43 | No |
| Feb-02 | 0 | 1 | 0.00% | 0 | 0 | 60 | 230 | 26.09% | 43.91% | -0.59 | -1.36 | No |
| Mar-02 | | | | | | 63 | 227 | 27.75% | 44.78% | | | |
| Apr-02 | 1 | 2 | 50.00% | 0 | 0 | 90 | 303 | 29.70% | 45.70% | 0.52 | -0.68 | No |
| May-02 | | | | | | 92 | 339 | 27.14% | 44.47% | | | |



## Checklist #14 - Resale - DS1 Installation

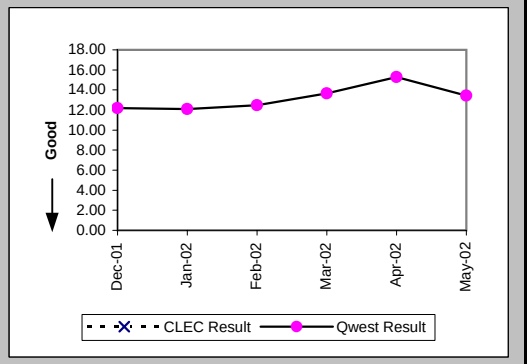
Installation Commitments Met (Percent) (OP-3D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 140 | 162 | 86.42% | 34.26% | | | |
| Jan-02 | | | | | | 125 | 154 | 81.17% | 39.10% | | | |
| Feb-02 | | | | | | 162 | 174 | 93.10% | 25.34% | | | |
| Mar-02 | | | | | | 126 | 159 | 79.25% | 40.56% | | | |
| Apr-02 | | | | | | 249 | 264 | 94.32% | 23.15% | | | |
| May-02 | | | | | | 162 | 177 | 91.53% | 27.85% | | | |



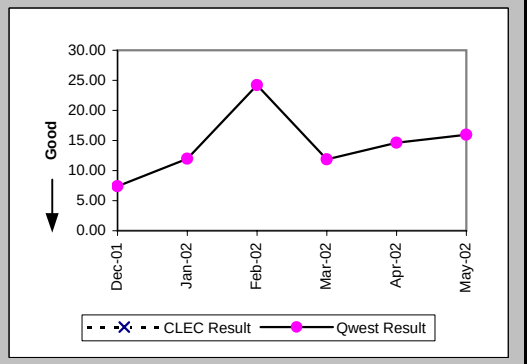

Installation Interval (Average Days) (OP-4D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 2156 | 177 | 12.18 | 6.69 | | | |
| Jan-02 | | | | | | 2132 | 176 | 12.11 | 7.24 | | | |
| Feb-02 | | | | | | 2547 | 204 | 12.49 | 12.75 | | | |
| Mar-02 | | | | | | 2773 | 203 | 13.66 | 9.86 | | | |
| Apr-02 | | | | | | 4709 | 308 | 15.29 | 8.70 | | | |
| May-02 | | | | | | 2822 | 210 | 13.44 | 9.12 | | | |




Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-4) (Parity)-- Interval Zone One

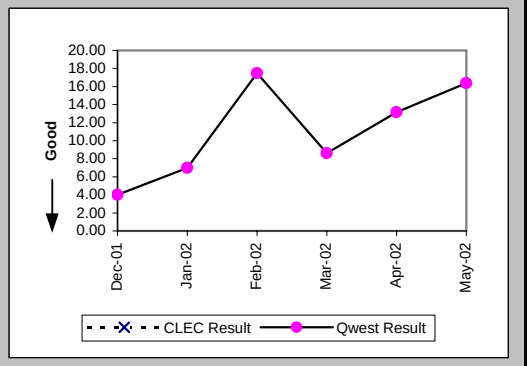
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 155 | 21 | 7.38 | 6.33 | | | |
| Jan-02 | | | | | | 371 | 31 | 11.97 | 7.99 | | | |
| Feb-02 | | | | | | 363 | 15 | 24.20 | 36.93 | | | |
| Mar-02 | | | | | | 392 | 33 | 11.88 | 18.50 | | | |
| Apr-02 | | | | | | 293 | 20 | 14.65 | 12.90 | | | |
| May-02 | | | | | | 255 | 16 | 15.94 | 10.95 | | | |



## Checklist #14 - Resale - DS1 Installation

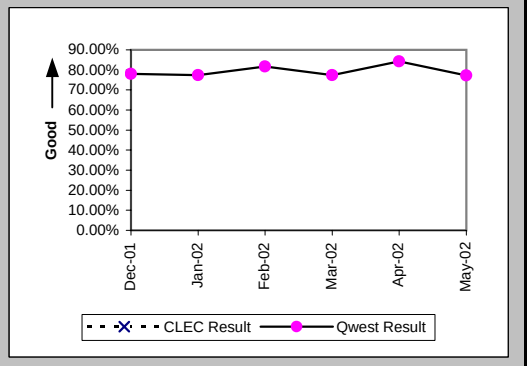
### Delayed Days for Facility Reasons (Average Days) (OP-6B-4) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 8 | 2 | 4.00 | 4.24 | | | |
| Jan-02 | | | | | | 21 | 3 | 7.00 | 7.81 | | | |
| Feb-02 | | | | | | 35 | 2 | 17.50 | 17.68 | | | |
| Mar-02 | | | | | | 43 | 5 | 8.60 | 8.56 | | | |
| Apr-02 | | | | | | 79 | 6 | 13.17 | 10.32 | | | |
| May-02 | | | | | | 82 | 5 | 16.40 | 7.16 | | | |



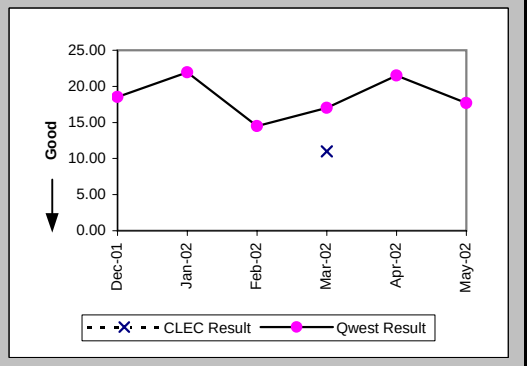

### Installation Commitments Met (Percent) (OP-3E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 46 | 59 | 77.97% | 41.45% | | | |
| Jan-02 | | | | | | 75 | 97 | 77.32% | 41.88% | | | |
| Feb-02 | | | | | | 89 | 109 | 81.65% | 38.71% | | | |
| Mar-02 | | | | | | 58 | 75 | 77.33% | 41.87% | | | |
| Apr-02 | | | | | | 75 | 89 | 84.27% | 36.41% | | | |
| May-02 | | | | | | 68 | 88 | 77.27% | 41.91% | | | |




### Installation Interval (Average Days) (OP-4E) (Parity)-- Interval Zone Two

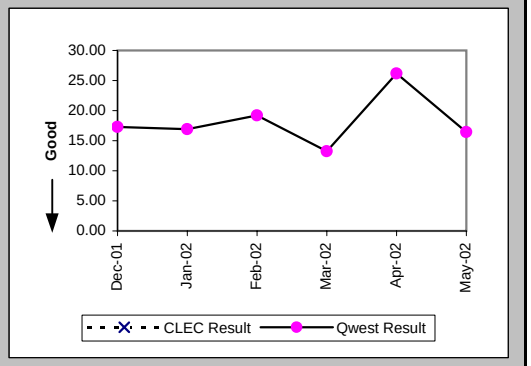
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 1391 | 75 | 18.55 | 14.81 | | | |
| Jan-02 | | | | | | 2766 | 126 | 21.95 | 16.62 | | | |
| Feb-02 | | | | | | 1653 | 114 | 14.50 | 13.54 | | | |
| Mar-02 | 11 | 1 | 11.00 | 0 | 0 | 1532 | 90 | 17.02 | 8.35 | -0.72 | -1.44 | No |
| Apr-02 | | | | | | 2712 | 126 | 21.52 | 16.69 | | | |
| May-02 | | | | | | 1876 | 106 | 17.70 | 14.93 | | | |



## Checklist #14 - Resale - DS1 Installation

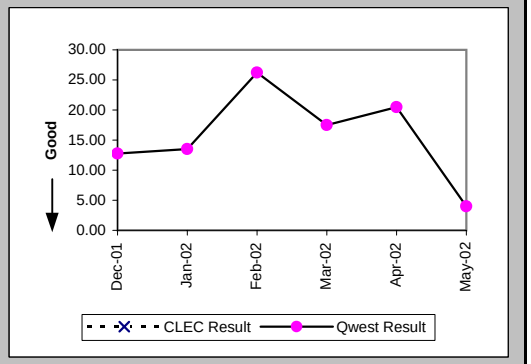
### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 294 | 17 | 17.29 | 15.92 | | | |
| Jan-02 | | | | | | 508 | 30 | 16.93 | 9.93 | | | |
| Feb-02 | | | | | | 288 | 15 | 19.20 | 23.76 | | | |
| Mar-02 | | | | | | 238 | 18 | 13.22 | 10.38 | | | |
| Apr-02 | | | | | | 497 | 19 | 26.16 | 32.95 | | | |
| May-02 | | | | | | 411 | 25 | 16.44 | 20.46 | | | |



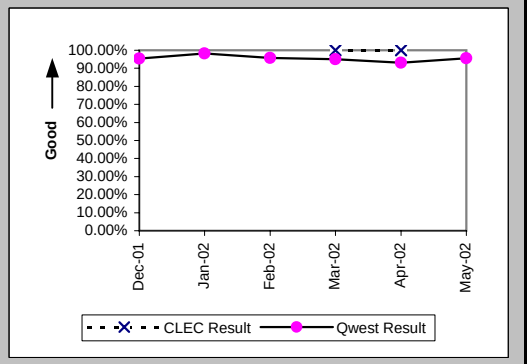

### Delayed Days for Facility Reasons (Average Days) (OP-6B-5) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 51 | 4 | 12.75 | 8.88 | | | |
| Jan-02 | | | | | | 27 | 2 | 13.50 | 4.95 | | | |
| Feb-02 | | | | | | 131 | 5 | 26.20 | 16.07 | | | |
| Mar-02 | | | | | | 35 | 2 | 17.50 | 14.85 | | | |
| Apr-02 | | | | | | 41 | 2 | 20.50 | 13.44 | | | |
| May-02 | | | | | | 4 | 1 | 4.00 | | | | |




### New Service Installation Quality (Percent) (OP-5) (Parity)-- Interval Zone One and Two

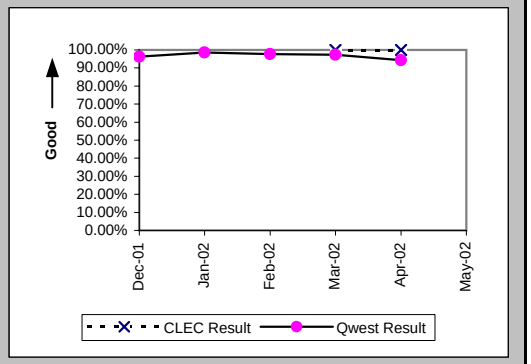
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 230 | 241 | 95.44% | 20.87% | | | |
| Jan-02 | | | | | | 276 | 281 | 98.22% | 13.22% | | | |
| Feb-02 | | | | | | 299 | 312 | 95.83% | 19.98% | | | |
| Mar-02 | 1 | 1 | 100.00% | 0 | 0 | 291 | 306 | 95.10% | 21.59% | -0.23 | -1.14 | No |
| Apr-02 | 1 | 1 | 100.00% | 0 | 0 | 340 | 365 | 93.15% | 25.26% | -0.27 | -1.16 | No |
| May-02 | | | | | | 361 | 378 | 95.50% | 20.72% | | | |



## Checklist #14 - Resale - DS1 Installation

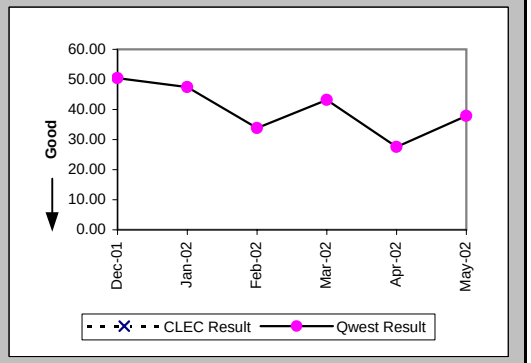
New Service Installation Quality (Percent) (OP-5*) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 232 | 241 | 96.27% | 18.96% | | | |
| Jan-02 | | | | | | 277 | 281 | 98.58% | 11.85% | | | |
| Feb-02 | | | | | | 305 | 312 | 97.76% | 14.81% | | | |
| Mar-02 | 1 | 1 | 100.00% | 0 | 0 | 298 | 306 | 97.39% | 15.96% | -0.16 | -1.1 | No |
| Apr-02 | 1 | 1 | 100.00% | 0 | 0 | 344 | 365 | 94.25% | 23.29% | -0.25 | -1.15 | No |
| May-02 | | | | | | | | | | | | |



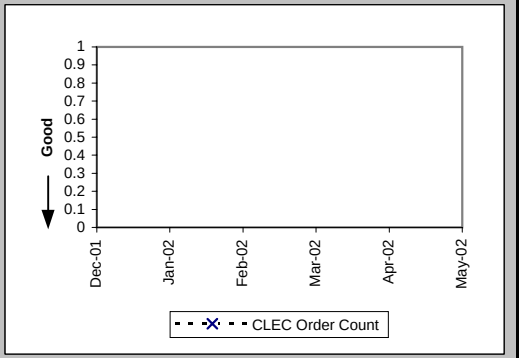

Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A) (Diagnostic)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 1461 | 29 | 50.38 | 45.13 | | | |
| Jan-02 | | | | | | 1805 | 38 | 47.50 | 44.51 | | | |
| Feb-02 | | | | | | 1895 | 56 | 33.84 | 45.39 | | | |
| Mar-02 | | | | | | 1773 | 41 | 43.24 | 49.06 | | | |
| Apr-02 | | | | | | 1157 | 42 | 27.55 | 43.54 | | | |
| May-02 | | | | | | 1326 | 35 | 37.89 | 54.39 | | | |



Checklist #14 - Resale - DS1 Installation

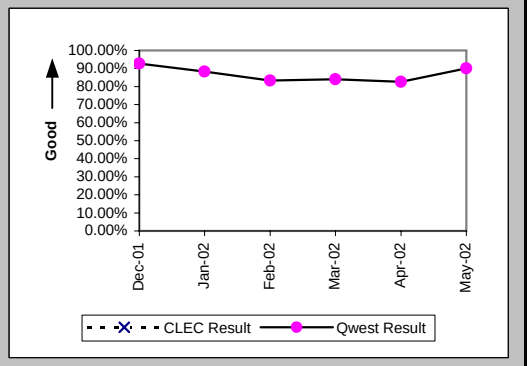
| Count of Pending Orders Delayed for Facilities Reasons DS1 (OP-15B) (Diagnostic) | |
|---|---|
| Date | CLEC Order Count |
| Dec-01 | |
| Jan-02 | |
| Feb-02 | |
| Mar-02 | |
| Apr-02 | |
| May-02 | |



## Checklist #14 - Resale - DS1 Repair

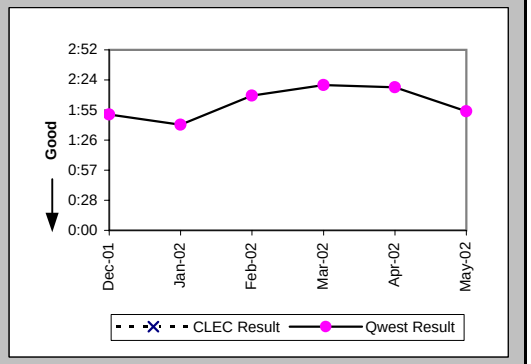
All Troubles Cleared within 4 hours (Percent) (MR-5A) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 76 | 82 | 92.68% | 26.04% | | | |
| Jan-02 | | | | | | 76 | 86 | 88.37% | 32.06% | | | |
| Feb-02 | | | | | | 105 | 126 | 83.33% | 37.27% | | | |
| Mar-02 | | | | | | 100 | 119 | 84.03% | 36.63% | | | |
| Apr-02 | | | | | | 100 | 121 | 82.64% | 37.87% | | | |
| May-02 | | | | | | 91 | 101 | 90.10% | 29.87% | | | |



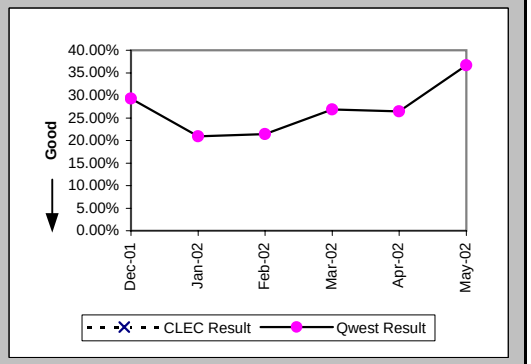

Mean Time to Restore (Hours:Minutes) (MR-6D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 152:04 | 82 | 1:51 | 2:53 | | | |
| Jan-02 | | | | | | 144:03 | 86 | 1:41 | 1:54 | | | |
| Feb-02 | | | | | | 271:18 | 126 | 2:09 | 2:36 | | | |
| Mar-02 | | | | | | 274:54 | 119 | 2:19 | 3:00 | | | |
| Apr-02 | | | | | | 276:56 | 121 | 2:17 | 2:35 | | | |
| May-02 | | | | | | 191:46 | 101 | 1:54 | 2:15 | | | |




Repair Repeat Report Rate (Percent) (MR-7D) (Parity)-- Interval Zone One

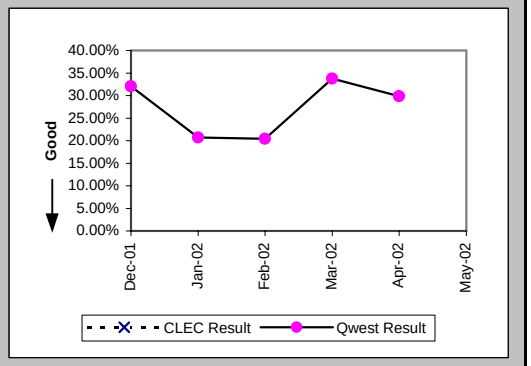
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 24 | 82 | 29.27% | 45.50% | | | |
| Jan-02 | | | | | | 18 | 86 | 20.93% | 40.68% | | | |
| Feb-02 | | | | | | 27 | 126 | 21.43% | 41.03% | | | |
| Mar-02 | | | | | | 32 | 119 | 26.89% | 44.34% | | | |
| Apr-02 | | | | | | 32 | 121 | 26.45% | 44.10% | | | |
| May-02 | | | | | | 37 | 101 | 36.63% | 48.18% | | | |



## Checklist #14 - Resale - DS1 Repair

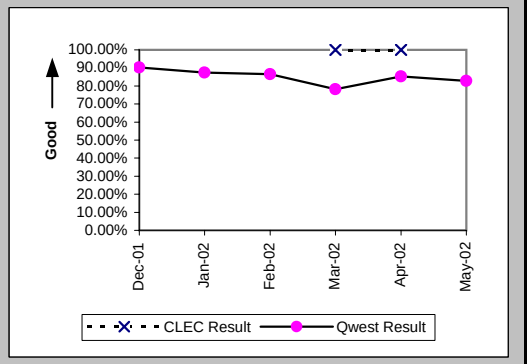
### Repair Repeat Report Rate (Percent) (MR-7D*) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 17 | 53 | 32.08% | 46.68% | | | |
| Jan-02 | | | | | | 12 | 58 | 20.69% | 40.51% | | | |
| Feb-02 | | | | | | 18 | 88 | 20.45% | 40.34% | | | |
| Mar-02 | | | | | | 27 | 80 | 33.75% | 47.29% | | | |
| Apr-02 | | | | | | 26 | 87 | 29.89% | 45.78% | | | |
| May-02 | | | | | | | | | | | | |



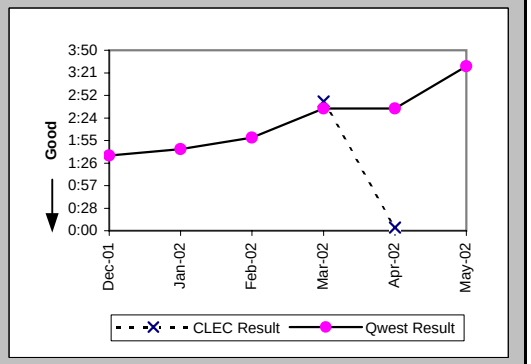

### All Troubles Cleared within 4 hours (Percent) (MR-5B) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 55 | 61 | 90.16% | 29.78% | | | |
| Jan-02 | | | | | | 35 | 40 | 87.50% | 33.07% | | | |
| Feb-02 | | | | | | 51 | 59 | 86.44% | 34.24% | | | |
| Mar-02 | 1 | 1 | 100.00% | 0 | 0 | 36 | 46 | 78.26% | 41.25% | -0.52 | -1.32 | No |
| Apr-02 | 1 | 1 | 100.00% | 0 | 0 | 64 | 75 | 85.33% | 35.38% | -0.41 | -1.25 | No |
| May-02 | | | | | | 67 | 81 | 82.72% | 37.81% | | | |




### Mean Time to Restore (Hours:Minutes) (MR-6E) (Parity)-- Interval Zone Two

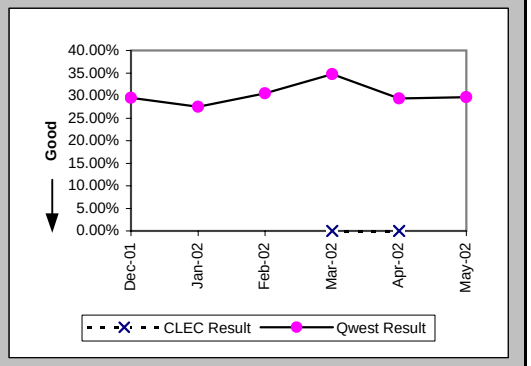
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 97:21 | 61 | 1:36 | 1:45 | | | |
| Jan-02 | | | | | | 69:14 | 40 | 1:44 | 2:10 | | | |
| Feb-02 | | | | | | 117:28 | 59 | 1:59 | 2:44 | | | |
| Mar-02 | 2:45 | 1 | 2:45 | 0 | 0 | 119:28 | 46 | 2:36 | 3:10 | 0.46 | -0.72 | No |
| Apr-02 | 0:04 | 1 | 0:04 | 0 | 0 | 195:29 | 75 | 2:36 | 3:24 | -0.74 | -1.45 | No |
| May-02 | | | | | | 283:13 | 81 | 3:30 | 4:28 | | | |



## Checklist #14 - Resale - DS1 Repair

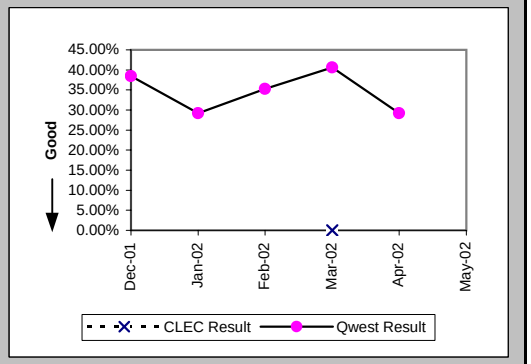
Repair Repeat Report Rate (Percent) (MR-7E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 18 | 61 | 29.51% | 45.61% | | | |
| Jan-02 | | | | | | 11 | 40 | 27.50% | 44.65% | | | |
| Feb-02 | | | | | | 18 | 59 | 30.51% | 46.04% | | | |
| Mar-02 | 0 | 1 | 0.00% | 0 | 0 | 16 | 46 | 34.78% | 47.63% | -0.72 | -1.44 | No |
| Apr-02 | 0 | 1 | 0.00% | 0 | 0 | 22 | 75 | 29.33% | 45.53% | -0.64 | -1.39 | No |
| May-02 | | | | | | 24 | 81 | 29.63% | 45.66% | | | |



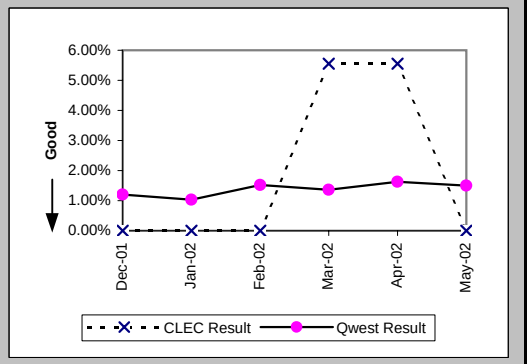

Repair Repeat Report Rate (Percent) (MR-7E*) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 15 | 39 | 38.46% | 48.65% | | | |
| Jan-02 | | | | | | 7 | 24 | 29.17% | 45.45% | | | |
| Feb-02 | | | | | | 12 | 34 | 35.29% | 47.79% | | | |
| Mar-02 | 0 | 1 | 0.00% | 0 | 0 | 13 | 32 | 40.63% | 49.11% | -0.81 | -1.5 | No |
| Apr-02 | | | | | | 14 | 48 | 29.17% | 45.45% | | | |
| May-02 | | | | | | | | | | | | |




Trouble Rate (Percent) (MR-8) (Parity)-- Interval Zone One and Two

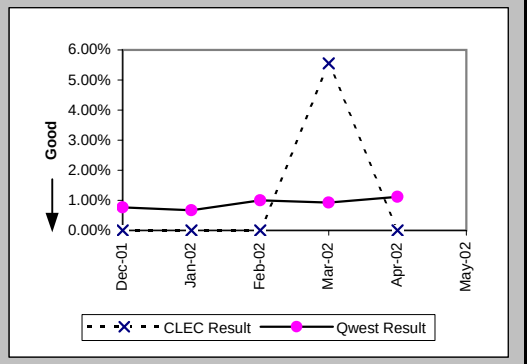
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 0 | 17 | 0.00% | 0 | 0 | 143 | 11934 | 1.20% | 10.88% | -0.45 | -1.28 | No |
| Jan-02 | 0 | 17 | 0.00% | 0 | 0 | 126 | 12182 | 1.03% | 10.12% | -0.42 | -1.26 | No |
| Feb-02 | 0 | 17 | 0.00% | 0 | 0 | 185 | 12170 | 1.52% | 12.24% | -0.51 | -1.31 | No |
| Mar-02 | 1 | 18 | 5.56% | 0 | 0 | 165 | 12127 | 1.36% | 11.58% | 1.17 | -0.29 | No |
| Apr-02 | 1 | 18 | 5.56% | 0 | 0 | 196 | 12050 | 1.63% | 12.65% | 1.06 | -0.36 | No |
| May-02 | 0 | 19 | 0.00% | 0 | 0 | 182 | 12171 | 1.50% | 12.14% | -0.54 | -1.33 | No |



## Checklist #14 - Resale - DS1 Repair

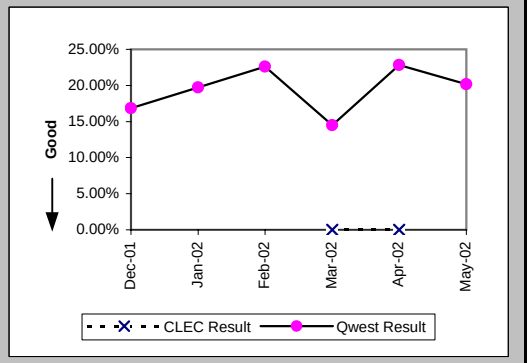
Trouble Rate (Percent) (MR-8*) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | 0 | 17 | 0.00% | 0 | 0 | 92 | 11934 | 0.77% | 8.75% | -0.36 | -1.22 | No |
| Jan-02 | 0 | 17 | 0.00% | 0 | 0 | 82 | 12182 | 0.67% | 8.18% | -0.34 | -1.21 | No |
| Feb-02 | 0 | 17 | 0.00% | 0 | 0 | 122 | 12170 | 1.00% | 9.96% | -0.41 | -1.25 | No |
| Mar-02 | 1 | 18 | 5.56% | 0 | 0 | 112 | 12127 | 0.92% | 9.57% | 1.39 | -0.16 | No |
| Apr-02 | 0 | 18 | 0.00% | 0 | 0 | 135 | 12050 | 1.12% | 10.53% | -0.45 | -1.27 | No |
| May-02 | | | | | | | | | | | | |




Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10) (Diagnostic)-- Interval Zone One and Two

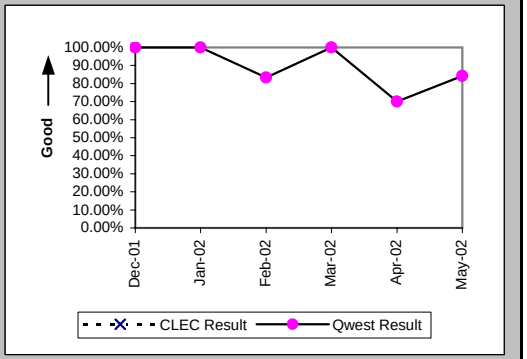
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 29 | 172 | 16.86% | 37.44% | | | |
| Jan-02 | | | | | | 31 | 157 | 19.75% | 39.81% | | | |
| Feb-02 | | | | | | 54 | 239 | 22.59% | 41.82% | | | |
| Mar-02 | 0 | 1 | 0.00% | 0 | 0 | 28 | 193 | 14.51% | 35.22% | -0.41 | -1.25 | No |
| Apr-02 | 0 | 1 | 0.00% | 0 | 0 | 58 | 254 | 22.83% | 41.98% | -0.54 | -1.33 | No |
| May-02 | | | | | | 46 | 228 | 20.18% | 40.13% | | | |



## Checklist #14 - Resale - Installation for DS3 and Higher

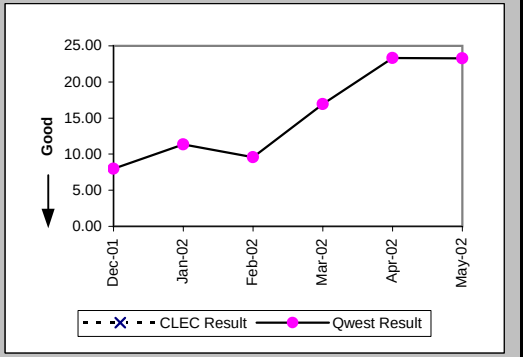
### Installation Commitments Met (Percent) (OP-3D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 2 | 2 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 8 | 8 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | 5 | 6 | 83.33% | 37.27% | | | |
| Mar-02 | | | | | | 6 | 6 | 100.00% | 0.00% | | | |
| Apr-02 | | | | | | 7 | 10 | 70.00% | 45.83% | | | |
| May-02 | | | | | | 16 | 19 | 84.21% | 36.46% | | | |



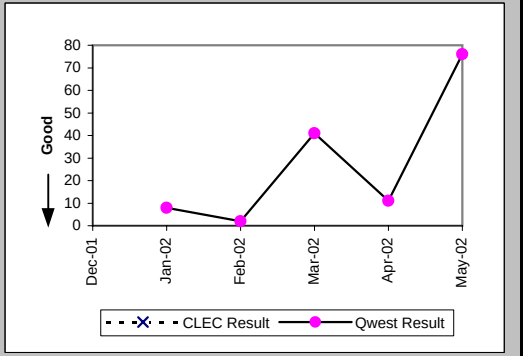

### Installation Interval (Average Days) (OP-4D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 40 | 5 | 8.00 | 2.45 | | | |
| Jan-02 | | | | | | 227 | 20 | 11.35 | 6.91 | | | |
| Feb-02 | | | | | | 67 | 7 | 9.57 | 3.78 | | | |
| Mar-02 | | | | | | 220 | 13 | 16.92 | 13.51 | | | |
| Apr-02 | | | | | | 233 | 10 | 23.30 | 17.02 | | | |
| May-02 | | | | | | 489 | 21 | 23.29 | 35.06 | | | |




### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-4) (Parity)-- Interval Zone One

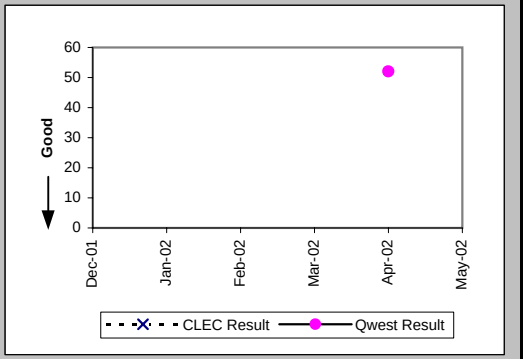
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | 8 | 1 | 8.00 | | | | |
| Feb-02 | | | | | | 2 | 1 | 2.00 | | | | |
| Mar-02 | | | | | | 41 | 1 | 41.00 | | | | |
| Apr-02 | | | | | | 22 | 2 | 11.00 | 0.00 | | | |
| May-02 | | | | | | 304 | 4 | 76.00 | 39.05 | | | |



## Checklist #14 - Resale - Installation for DS3 and Higher

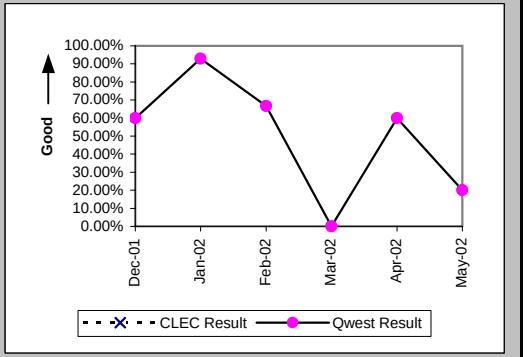
### Delayed Days for Facility Reasons (Average Days) (OP-6B-4) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | 52 | 1 | 52.00 | | | | |
| May-02 | | | | | | | | | | | | |



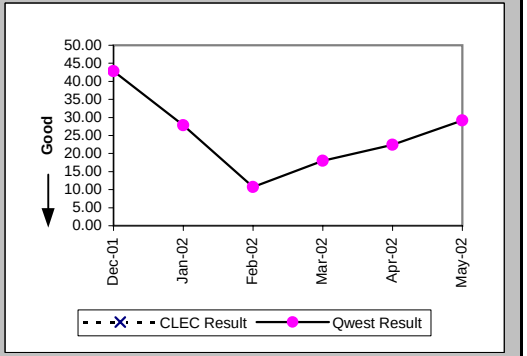

### Installation Commitments Met (Percent) (OP-3E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 3 | 5 | 60.00% | 48.99% | | | |
| Jan-02 | | | | | | 13 | 14 | 92.86% | 25.75% | | | |
| Feb-02 | | | | | | 2 | 3 | 66.67% | 47.14% | | | |
| Mar-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| Apr-02 | | | | | | 3 | 5 | 60.00% | 48.99% | | | |
| May-02 | | | | | | 1 | 5 | 20.00% | 40.00% | | | |




### Installation Interval (Average Days) (OP-4E) (Parity)-- Interval Zone Two

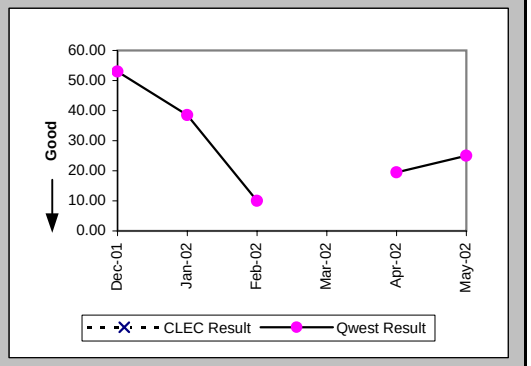
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 300 | 7 | 42.86 | 29.20 | | | |
| Jan-02 | | | | | | 501 | 18 | 27.83 | 16.66 | | | |
| Feb-02 | | | | | | 86 | 8 | 10.75 | 5.65 | | | |
| Mar-02 | | | | | | 36 | 2 | 18.00 | 4.24 | | | |
| Apr-02 | | | | | | 202 | 9 | 22.44 | 10.94 | | | |
| May-02 | | | | | | 204 | 7 | 29.14 | 15.67 | | | |



## Checklist #14 - Resale - Installation for DS3 and Higher

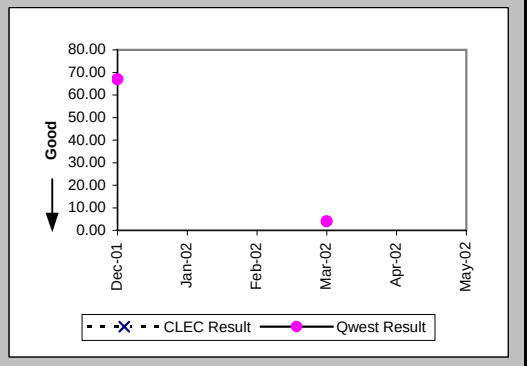
Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 106 | 2 | 53.00 | 19.80 | | | |
| Jan-02 | | | | | | 154 | 4 | 38.50 | 21.30 | | | |
| Feb-02 | | | | | | 10 | 1 | 10.00 | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | 39 | 2 | 19.50 | 2.12 | | | |
| May-02 | | | | | | 100 | 4 | 25.00 | 18.89 | | | |



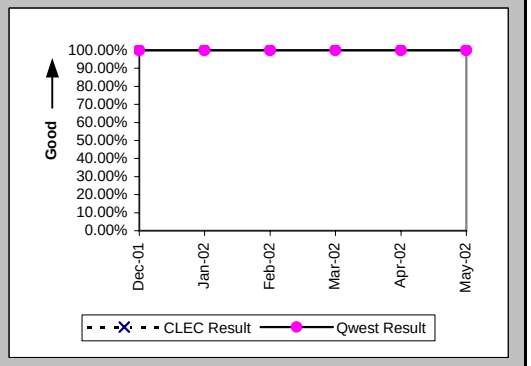

Delayed Days for Facility Reasons (Average Days) (OP-6B-5) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 67 | 1 | 67.00 | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | 4 | 1 | 4.00 | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |




New Service Installation Quality (Percent) (OP-5) (Parity)-- Interval Zone One and Two

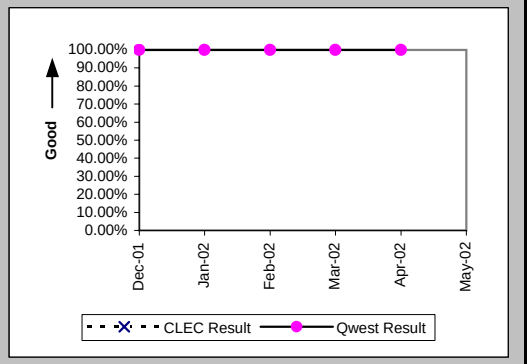
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 17 | 17 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 25 | 25 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | 27 | 27 | 100.00% | 0.00% | | | |
| Mar-02 | | | | | | 15 | 15 | 100.00% | 0.00% | | | |
| Apr-02 | | | | | | 17 | 17 | 100.00% | 0.00% | | | |
| May-02 | | | | | | 24 | 24 | 100.00% | 0.00% | | | |



## Checklist #14 - Resale - Installation for DS3 and Higher

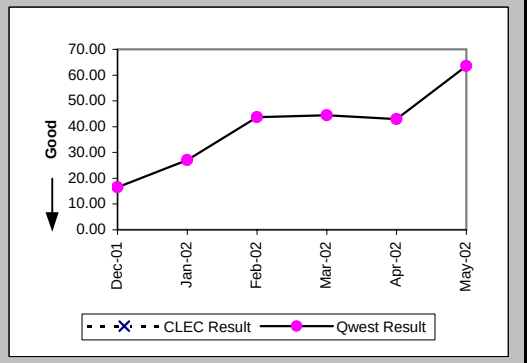
New Service Installation Quality (Percent) (OP-5*) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 17 | 17 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 25 | 25 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | 27 | 27 | 100.00% | 0.00% | | | |
| Mar-02 | | | | | | 15 | 15 | 100.00% | 0.00% | | | |
| Apr-02 | | | | | | 17 | 17 | 100.00% | 0.00% | | | |
| May-02 | | | | | | | | | | | | |



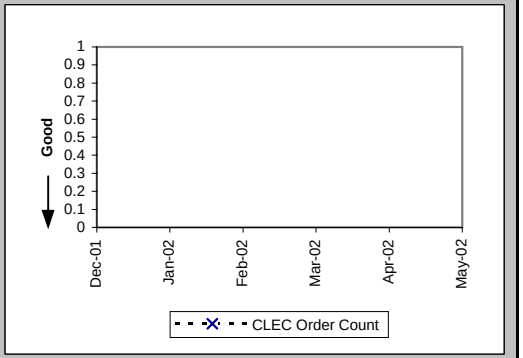

Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A) (Diagnostic)

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 33 | 2 | 16.50 | 2.12 | | | |
| Jan-02 | | | | | | 108 | 4 | 27.00 | 13.64 | | | |
| Feb-02 | | | | | | 175 | 4 | 43.75 | 18.93 | | | |
| Mar-02 | | | | | | 311 | 7 | 44.43 | 28.69 | | | |
| Apr-02 | | | | | | 258 | 6 | 43.00 | 38.90 | | | |
| May-02 | | | | | | 318 | 5 | 63.60 | 49.00 | | | |



Checklist #14 - Resale - Installation for DS3 and Higher

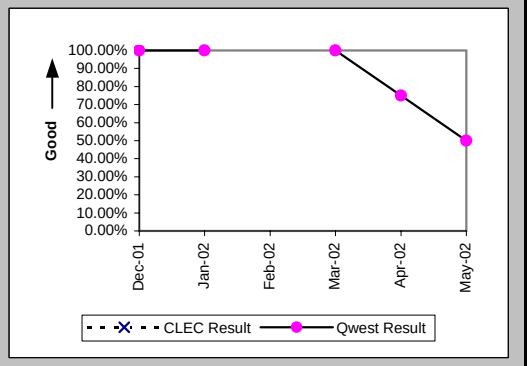
| Count of Pending Orders Delayed for Facilities Reasons DS3 (OP-15B) (Diagnostic) | |
|---|---|
| Date | CLEC Order Count |
| Dec-01 | |
| Jan-02 | |
| Feb-02 | |
| Mar-02 | |
| Apr-02 | |
| May-02 | |



## Checklist #14 - Resale - Repair for DS3 and Higher

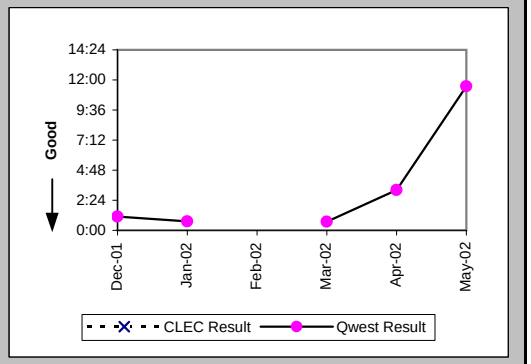
All Troubles Cleared within 4 hours (Percent) (MR-5A) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 3 | 3 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 7 | 7 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | 5 | 5 | 100.00% | 0.00% | | | |
| Apr-02 | | | | | | 3 | 4 | 75.00% | 43.30% | | | |
| May-02 | | | | | | 1 | 2 | 50.00% | 50.00% | | | |



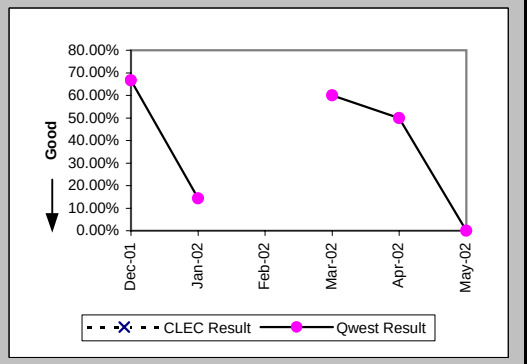

Mean Time to Restore (Hours:Minutes) (MR-6D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 3:19 | 3 | 1:06 | 0:23 | | | |
| Jan-02 | | | | | | 4:59 | 7 | 0:43 | 0:24 | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | 3:26 | 5 | 0:41 | 0:43 | | | |
| Apr-02 | | | | | | 12:51 | 4 | 3:13 | 4:12 | | | |
| May-02 | | | | | | 22:58 | 2 | 11:29 | 13:37 | | | |




Repair Repeat Report Rate (Percent) (MR-7D) (Parity)-- Interval Zone One

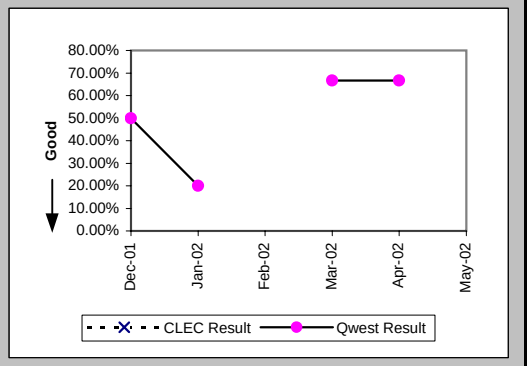
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 2 | 3 | 66.67% | 47.14% | | | |
| Jan-02 | | | | | | 1 | 7 | 14.29% | 34.99% | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | 3 | 5 | 60.00% | 48.99% | | | |
| Apr-02 | | | | | | 2 | 4 | 50.00% | 50.00% | | | |
| May-02 | | | | | | 0 | 2 | 0.00% | 0.00% | | | |



## Checklist #14 - Resale - Repair for DS3 and Higher

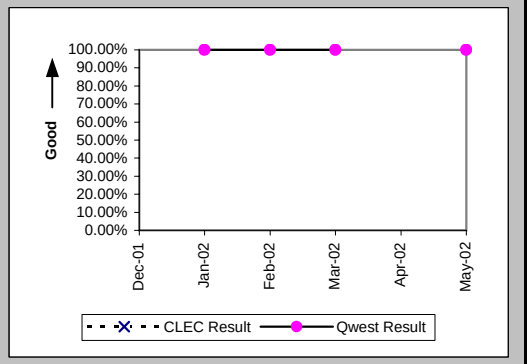
### Repair Repeat Report Rate (Percent) (MR-7D*) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 1 | 2 | 50.00% | 50.00% | | | |
| Jan-02 | | | | | | 1 | 5 | 20.00% | 40.00% | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | 2 | 3 | 66.67% | 47.14% | | | |
| Apr-02 | | | | | | 2 | 3 | 66.67% | 47.14% | | | |
| May-02 | | | | | | | | | | | | |



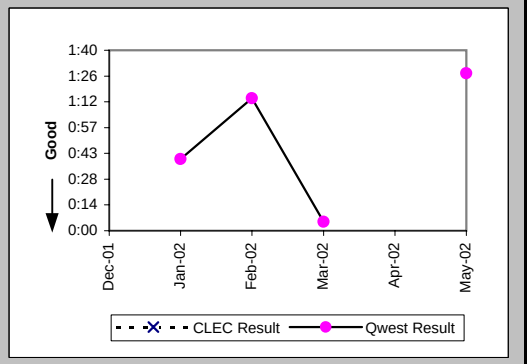

### All Troubles Cleared within 4 hours (Percent) (MR-5B) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | 4 | 4 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | 3 | 3 | 100.00% | 0.00% | | | |
| Mar-02 | | | | | | 1 | 1 | 100.00% | 0.00% | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | 2 | 2 | 100.00% | 0.00% | | | |




### Mean Time to Restore (Hours:Minutes) (MR-6E) (Parity)-- Interval Zone Two

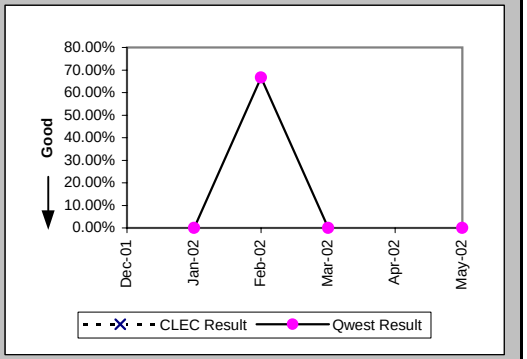
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | 2:40 | 4 | 0:40 | 0:28 | | | |
| Feb-02 | | | | | | 3:42 | 3 | 1:14 | 0:39 | | | |
| Mar-02 | | | | | | 0:05 | 1 | 0:05 | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | 2:56 | 2 | 1:28 | 0:13 | | | |



## Checklist #14 - Resale - Repair for DS3 and Higher

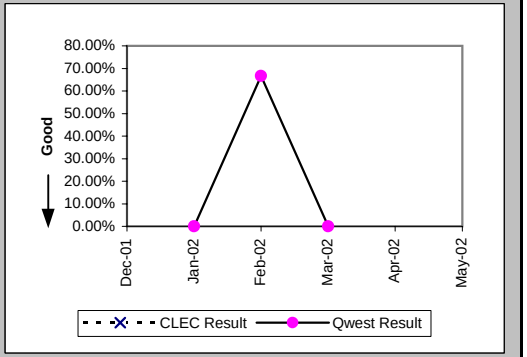
Repair Repeat Report Rate (Percent) (MR-7E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | 0 | 4 | 0.00% | 0.00% | | | |
| Feb-02 | | | | | | 2 | 3 | 66.67% | 47.14% | | | |
| Mar-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | 0 | 2 | 0.00% | 0.00% | | | |



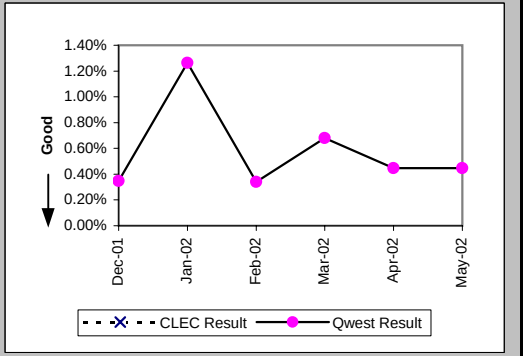

Repair Repeat Report Rate (Percent) (MR-7E*) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | 0 | 3 | 0.00% | 0.00% | | | |
| Feb-02 | | | | | | 2 | 3 | 66.67% | 47.14% | | | |
| Mar-02 | | | | | | 0 | 1 | 0.00% | 0.00% | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | | | | | | | |




Trouble Rate (Percent) (MR-8) (Parity)-- Interval Zone One and Two

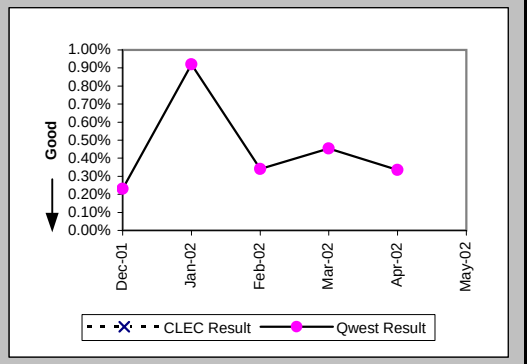
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 3 | 866 | 0.35% | 5.88% | | | |
| Jan-02 | | | | | | 11 | 870 | 1.26% | 11.17% | | | |
| Feb-02 | | | | | | 3 | 879 | 0.34% | 5.83% | | | |
| Mar-02 | | | | | | 6 | 882 | 0.68% | 8.22% | | | |
| Apr-02 | | | | | | 4 | 895 | 0.45% | 6.67% | | | |
| May-02 | | | | | | 4 | 897 | 0.45% | 6.66% | | | |



## Checklist #14 - Resale - Repair for DS3 and Higher

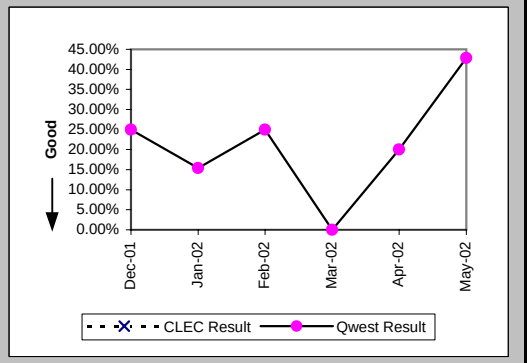
Trouble Rate (Percent) (MR-8*) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 2 | 866 | 0.23% | 4.80% | | | |
| Jan-02 | | | | | | 8 | 870 | 0.92% | 9.55% | | | |
| Feb-02 | | | | | | 3 | 879 | 0.34% | 5.83% | | | |
| Mar-02 | | | | | | 4 | 882 | 0.45% | 6.72% | | | |
| Apr-02 | | | | | | 3 | 895 | 0.34% | 5.78% | | | |
| May-02 | | | | | | | | | | | | |




Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10) (Diagnostic)-- Interval Zone One and Two

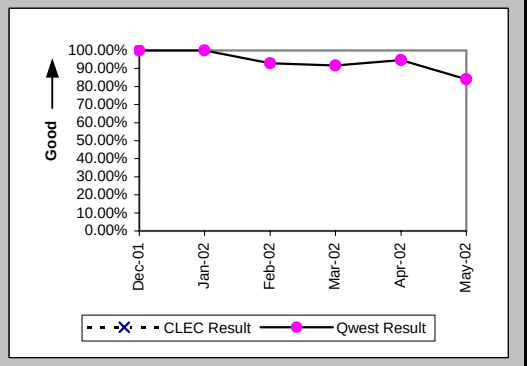
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 1 | 4 | 25.00% | 43.30% | | | |
| Jan-02 | | | | | | 2 | 13 | 15.38% | 36.08% | | | |
| Feb-02 | | | | | | 1 | 4 | 25.00% | 43.30% | | | |
| Mar-02 | | | | | | 0 | 6 | 0.00% | 0.00% | | | |
| Apr-02 | | | | | | 1 | 5 | 20.00% | 40.00% | | | |
| May-02 | | | | | | 3 | 7 | 42.86% | 49.49% | | | |



## Checklist #14 - Resale - Frame Relay Installation

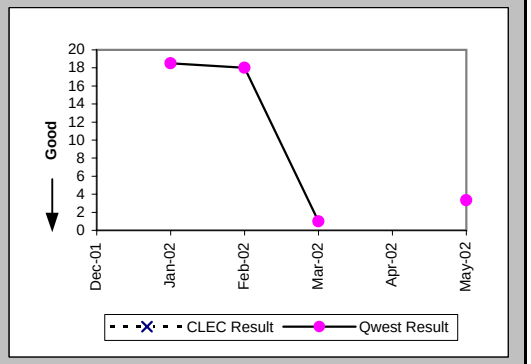
### Installation Commitments Met (Percent) (OP-3D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 9 | 9 | 100.00% | 0.00% | | | |
| Jan-02 | | | | | | 18 | 18 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | 13 | 14 | 92.86% | 25.75% | | | |
| Mar-02 | | | | | | 11 | 12 | 91.67% | 27.64% | | | |
| Apr-02 | | | | | | 18 | 19 | 94.74% | 22.33% | | | |
| May-02 | | | | | | 21 | 25 | 84.00% | 36.66% | | | |



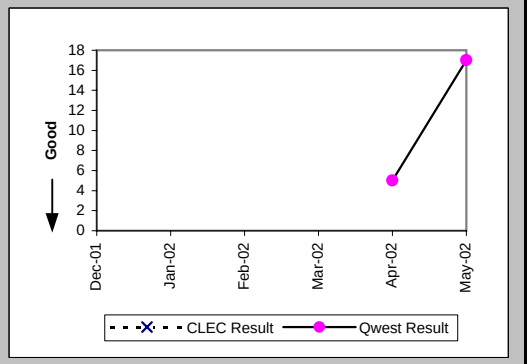

### Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-4) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | 37 | 2 | 18.50 | 2.12 | | | |
| Feb-02 | | | | | | 18 | 1 | 18.00 | | | | |
| Mar-02 | | | | | | 1 | 1 | 1.00 | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | 10 | 3 | 3.33 | 2.08 | | | |




### Delayed Days for Facility Reasons (Average Days) (OP-6B-4) (Parity)-- Interval Zone One

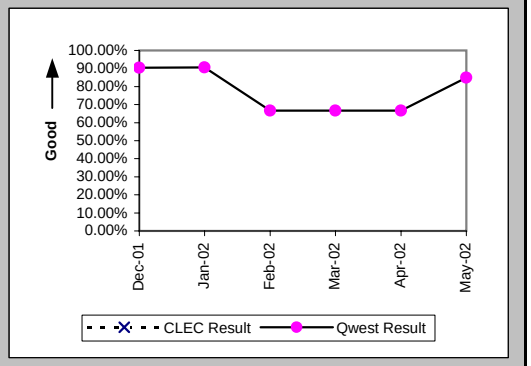
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | | | | | | | |
| Jan-02 | | | | | | | | | | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | | | | | | | |
| Apr-02 | | | | | | 5 | 1 | 5.00 | | | | |
| May-02 | | | | | | 17 | 1 | 17.00 | | | | |



## Checklist #14 - Resale - Frame Relay Installation

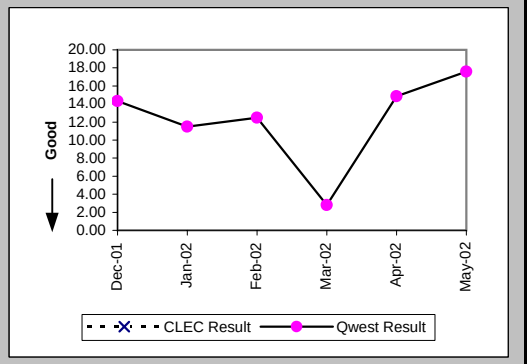
Installation Commitments Met (Percent) (OP-3E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 19 | 21 | 90.48% | 29.35% | | | |
| Jan-02 | | | | | | 29 | 32 | 90.63% | 29.15% | | | |
| Feb-02 | | | | | | 16 | 24 | 66.67% | 47.14% | | | |
| Mar-02 | | | | | | 10 | 15 | 66.67% | 47.14% | | | |
| Apr-02 | | | | | | 14 | 21 | 66.67% | 47.14% | | | |
| May-02 | | | | | | 28 | 33 | 84.85% | 35.86% | | | |



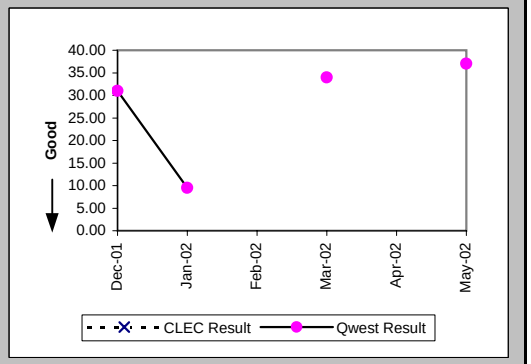

Delayed Days for Non-Facility Reasons (Average Days) (OP-6A-5) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 43 | 3 | 14.33 | 5.03 | | | |
| Jan-02 | | | | | | 46 | 4 | 11.50 | 9.00 | | | |
| Feb-02 | | | | | | 100 | 8 | 12.50 | 7.63 | | | |
| Mar-02 | | | | | | 14 | 5 | 2.80 | 2.95 | | | |
| Apr-02 | | | | | | 104 | 7 | 14.86 | 18.95 | | | |
| May-02 | | | | | | 88 | 5 | 17.60 | 7.50 | | | |




Delayed Days for Facility Reasons (Average Days) (OP-6B-5) (Parity)-- Interval Zone Two

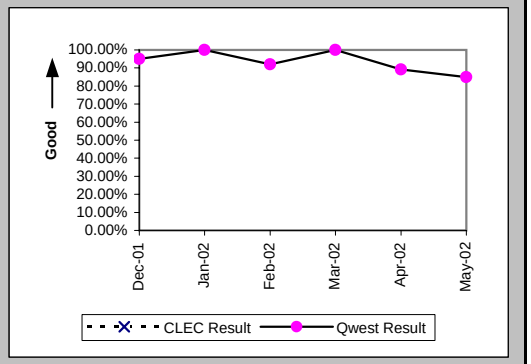
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 62 | 2 | 31.00 | 28.28 | | | |
| Jan-02 | | | | | | 19 | 2 | 9.50 | 2.12 | | | |
| Feb-02 | | | | | | | | | | | | |
| Mar-02 | | | | | | 34 | 1 | 34.00 | | | | |
| Apr-02 | | | | | | | | | | | | |
| May-02 | | | | | | 37 | 1 | 37.00 | | | | |



## Checklist #14 - Resale - Frame Relay Installation

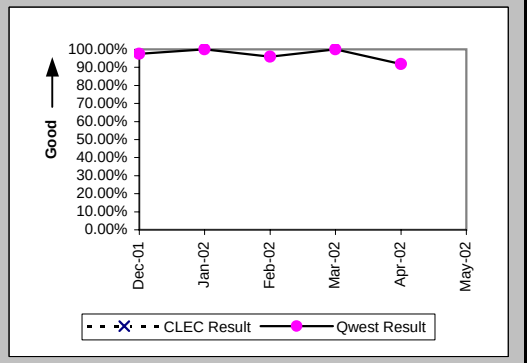
New Service Installation Quality (Percent) (OP-5) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 38 | 40 | 95.00% | 21.79% | | | |
| Jan-02 | | | | | | 48 | 48 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | 46 | 50 | 92.00% | 27.13% | | | |
| Mar-02 | | | | | | 35 | 35 | 100.00% | 0.00% | | | |
| Apr-02 | | | | | | 33 | 37 | 89.19% | 31.05% | | | |
| May-02 | | | | | | 45 | 53 | 84.91% | 35.80% | | | |



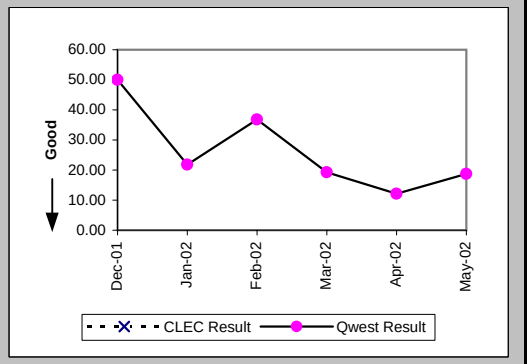

New Service Installation Quality (Percent) (OP-5*) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 39 | 40 | 97.50% | 15.61% | | | |
| Jan-02 | | | | | | 48 | 48 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | 48 | 50 | 96.00% | 19.60% | | | |
| Mar-02 | | | | | | 35 | 35 | 100.00% | 0.00% | | | |
| Apr-02 | | | | | | 34 | 37 | 91.89% | 27.30% | | | |
| May-02 | | | | | | | | | | | | |




Interval for Pending Orders Delayed Past Due Date (Average Days) (OP-15A) (Diagnostic)

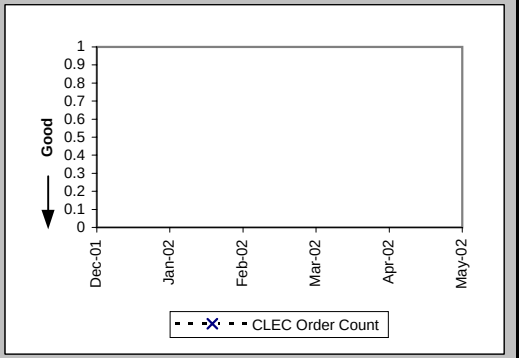
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 200 | 4 | 50.00 | 53.50 | | | |
| Jan-02 | | | | | | 153 | 7 | 21.86 | 32.12 | | | |
| Feb-02 | | | | | | 258 | 7 | 36.86 | 36.88 | | | |
| Mar-02 | | | | | | 77 | 4 | 19.25 | 22.04 | | | |
| Apr-02 | | | | | | 97 | 8 | 12.12 | 6.94 | | | |
| May-02 | | | | | | 187 | 10 | 18.70 | 13.91 | | | |



## Checklist #14 - Resale - Frame Relay Installation

Count of Pending Orders Delayed for Facilities Reasons Frame Relay (OP-15B) (Diagnostic)

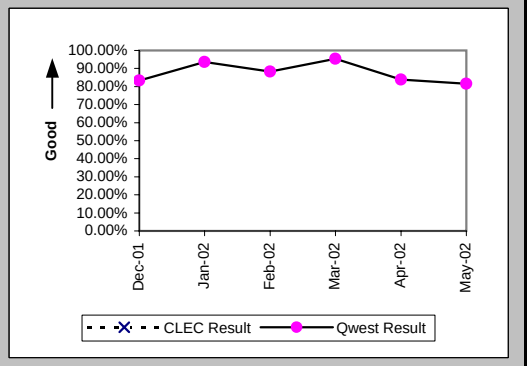
| Date | CLEC Order Count |
|---|---|
| Dec-01 | |
| Jan-02 | |
| Feb-02 | |
| Mar-02 | |
| Apr-02 | |
| May-02 | |



## Checklist #14 - Resale - Frame Relay Repair

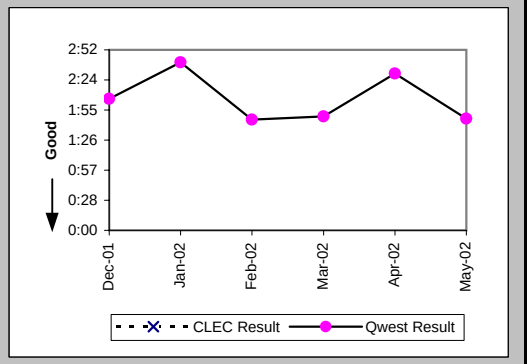
All Troubles Cleared within 4 hours (Percent) (MR-5A) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 20 | 24 | 83.33% | 37.27% | | | |
| Jan-02 | | | | | | 29 | 31 | 93.55% | 24.57% | | | |
| Feb-02 | | | | | | 15 | 17 | 88.24% | 32.22% | | | |
| Mar-02 | | | | | | 21 | 22 | 95.45% | 20.83% | | | |
| Apr-02 | | | | | | 26 | 31 | 83.87% | 36.78% | | | |
| May-02 | | | | | | 22 | 27 | 81.48% | 38.84% | | | |



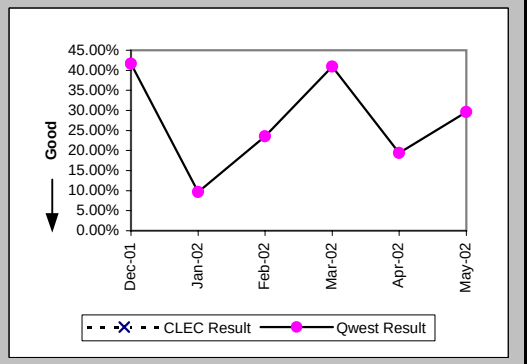

Mean Time to Restore (Hours:Minutes) (MR-6D) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 50:28 | 24 | 2:06 | 2:16 | | | |
| Jan-02 | | | | | | 83:23 | 31 | 2:41 | 5:03 | | | |
| Feb-02 | | | | | | 29:58 | 17 | 1:46 | 1:48 | | | |
| Mar-02 | | | | | | 39:54 | 22 | 1:49 | 1:13 | | | |
| Apr-02 | | | | | | 77:18 | 31 | 2:30 | 2:55 | | | |
| May-02 | | | | | | 48:18 | 27 | 1:47 | 2:01 | | | |




Repair Repeat Report Rate (Percent) (MR-7D) (Parity)-- Interval Zone One

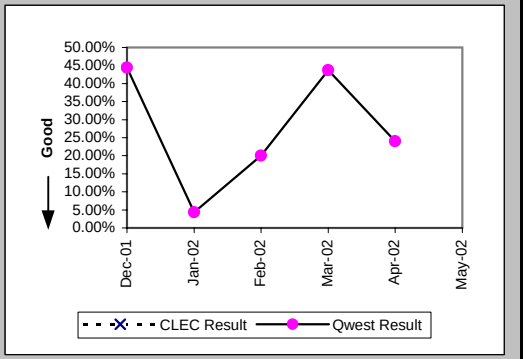
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 10 | 24 | 41.67% | 49.30% | | | |
| Jan-02 | | | | | | 3 | 31 | 9.68% | 29.57% | | | |
| Feb-02 | | | | | | 4 | 17 | 23.53% | 42.42% | | | |
| Mar-02 | | | | | | 9 | 22 | 40.91% | 49.17% | | | |
| Apr-02 | | | | | | 6 | 31 | 19.35% | 39.51% | | | |
| May-02 | | | | | | 8 | 27 | 29.63% | 45.66% | | | |



## Checklist #14 - Resale - Frame Relay Repair

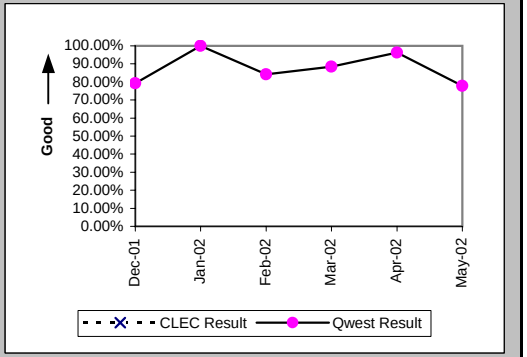
### Repair Repeat Report Rate (Percent) (MR-7D*) (Parity)-- Interval Zone One

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 8 | 18 | 44.44% | 49.69% | | | |
| Jan-02 | | | | | | 1 | 23 | 4.35% | 20.39% | | | |
| Feb-02 | | | | | | 2 | 10 | 20.00% | 40.00% | | | |
| Mar-02 | | | | | | 7 | 16 | 43.75% | 49.61% | | | |
| Apr-02 | | | | | | 6 | 25 | 24.00% | 42.71% | | | |
| May-02 | | | | | | | | | | | | |



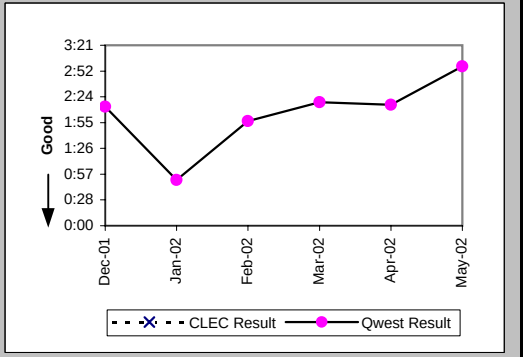

### All Troubles Cleared within 4 hours (Percent) (MR-5B) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 23 | 29 | 79.31% | 40.51% | | | |
| Jan-02 | | | | | | 25 | 25 | 100.00% | 0.00% | | | |
| Feb-02 | | | | | | 16 | 19 | 84.21% | 36.46% | | | |
| Mar-02 | | | | | | 23 | 26 | 88.46% | 31.95% | | | |
| Apr-02 | | | | | | 26 | 27 | 96.30% | 18.89% | | | |
| May-02 | | | | | | 35 | 45 | 77.78% | 41.57% | | | |




### Mean Time to Restore (Hours:Minutes) (MR-6E) (Parity)-- Interval Zone Two

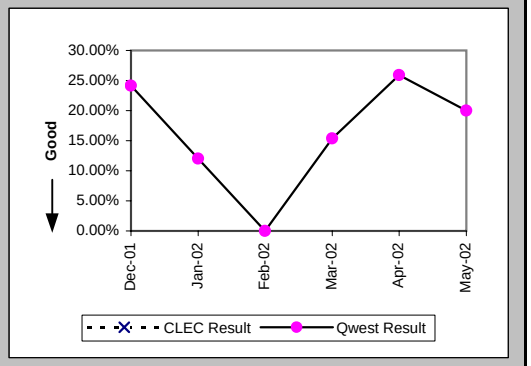
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 64:26 | 29 | 2:13 | 1:45 | | | |
| Jan-02 | | | | | | 21:17 | 25 | 0:51 | 0:58 | | | |
| Feb-02 | | | | | | 37:09 | 19 | 1:57 | 1:59 | | | |
| Mar-02 | | | | | | 59:47 | 26 | 2:18 | 2:53 | | | |
| Apr-02 | | | | | | 60:38 | 27 | 2:15 | 6:48 | | | |
| May-02 | | | | | | 133:23 | 45 | 2:58 | 3:36 | | | |



## Checklist #14 - Resale - Frame Relay Repair

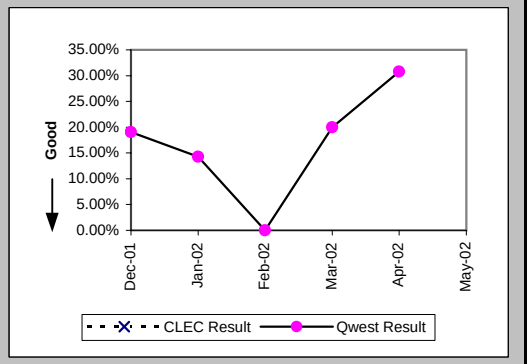
Repair Repeat Report Rate (Percent) (MR-7E) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 7 | 29 | 24.14% | 42.79% | | | |
| Jan-02 | | | | | | 3 | 25 | 12.00% | 32.50% | | | |
| Feb-02 | | | | | | 0 | 19 | 0.00% | 0.00% | | | |
| Mar-02 | | | | | | 4 | 26 | 15.38% | 36.08% | | | |
| Apr-02 | | | | | | 7 | 27 | 25.93% | 43.82% | | | |
| May-02 | | | | | | 9 | 45 | 20.00% | 40.00% | | | |



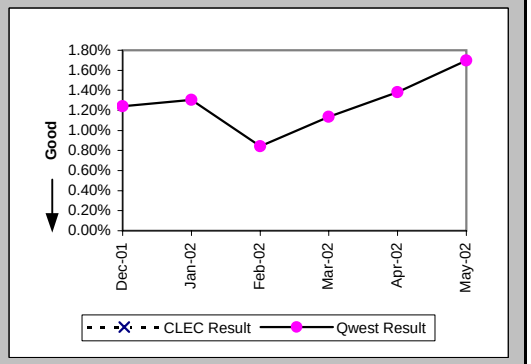

Repair Repeat Report Rate (Percent) (MR-7E*) (Parity)-- Interval Zone Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 4 | 21 | 19.05% | 39.27% | | | |
| Jan-02 | | | | | | 2 | 14 | 14.29% | 34.99% | | | |
| Feb-02 | | | | | | 0 | 11 | 0.00% | 0.00% | | | |
| Mar-02 | | | | | | 3 | 15 | 20.00% | 40.00% | | | |
| Apr-02 | | | | | | 4 | 13 | 30.77% | 46.15% | | | |
| May-02 | | | | | | | | | | | | |




Trouble Rate (Percent) (MR-8) (Parity)-- Interval Zone One and Two

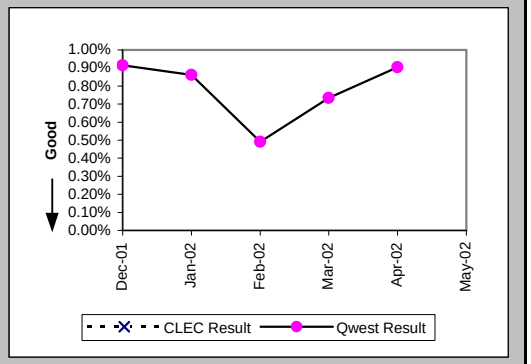
| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 53 | 4266 | 1.24% | 11.08% | | | |
| Jan-02 | | | | | | 56 | 4290 | 1.31% | 11.35% | | | |
| Feb-02 | | | | | | 36 | 4277 | 0.84% | 9.14% | | | |
| Mar-02 | | | | | | 48 | 4220 | 1.14% | 10.60% | | | |
| Apr-02 | | | | | | 58 | 4201 | 1.38% | 11.67% | | | |
| May-02 | | | | | | 72 | 4238 | 1.70% | 12.92% | | | |

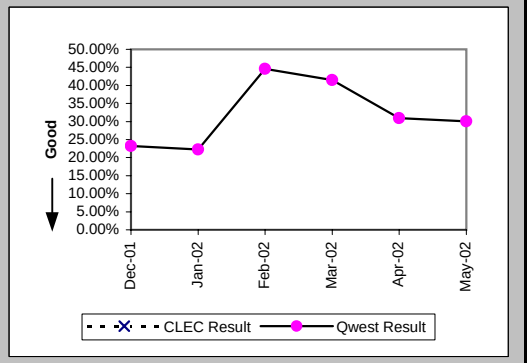


## Checklist #14 - Resale - Frame Relay Repair

Trouble Rate (Percent) (MR-8*) (Parity)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 39 | 4266 | 0.91% | 9.52% | | | |
| Jan-02 | | | | | | 37 | 4290 | 0.86% | 9.25% | | | |
| Feb-02 | | | | | | 21 | 4277 | 0.49% | 6.99% | | | |
| Mar-02 | | | | | | 31 | 4220 | 0.73% | 8.54% | | | |
| Apr-02 | | | | | | 38 | 4201 | 0.90% | 9.47% | | | |
| May-02 | | | | | | | | | | | | |




Customer and Non-Qwest Related Trouble Reports (Percent) (MR-10) (Diagnostic)-- Interval Zone One and Two

| Date | CLEC Num | CLEC Denom | CLEC Result | PID Exc | Data Exc | Qwest Num | Qwest Denom | Qwest Result | Qwest Std De | Mod Z Scr | Parity Scr | Diff Signif? |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Dec-01 | | | | | | 16 | 69 | 23.19% | 42.20% | | | |
| Jan-02 | | | | | | 16 | 72 | 22.22% | 41.57% | | | |
| Feb-02 | | | | | | 29 | 65 | 44.62% | 49.71% | | | |
| Mar-02 | | | | | | 34 | 82 | 41.46% | 49.27% | | | |
| Apr-02 | | | | | | 26 | 84 | 30.95% | 46.23% | | | |
| May-02 | | | | | | 31 | 103 | 30.10% | 45.87% | | | |