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R. Hance Haney
Executive Director - Federal Regulatory

August 6, 2002

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

Ms. Marlene H. Dortch,
Secretary
Federal Communications Commission
445 12th Street, SW, TW-A325
Washington, DC 20554

RE: Qwest ONA Nondiscrimination Report
CC Docket No. 88-2, Phase I, CC Docket No. 96-128

Dear Ms. Dortch:

Pursuant to the FCC Orders concerning Qwest ONA Plans¹, Qwest herewith submits its ONA Nondiscrimination Report for installation and maintenance for the second quarter of 2002.

This report includes both provisioning and maintenance results, and are broken down into the categories as mandated by the FCC in CC Docket 88-2, Phase I, MO&O on Reconsideration, Appendix B.

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

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

Please contact me if you have questions.

Sincerely,

Attachment

cc: Ms. Janice Myles

¹ See In the Matter of Filing and Review of Open Network Architecture Plans Memorandum Opinion and Order, 5 FCC Rcd. 3103 (1990) and Memorandum Opinion and Order on Reconsideration, 5 FCC Rcd. 3084 (1990). Also See In the Matter of Implementation of the Pay Telephone Reclassification and Compensation Provisions of the Telecommunications Act of 1996, 11 FCC Rcd. 20541(1996).

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Quarterly ONA Installation Detail Report
Qwest
 2 QTR 2002

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
A1 - Business				
Total Orders	140925	Average Interval	197522	Average Interval
Due Dates Missed	2244	(In Days)	4264	(In Days)
% Due Dates Missed	1.59%	3	2.16%	4
		0		0
A2 - PBX				
Total Orders	1339	Average Interval	9391	Average Interval
Due Dates Missed	33	(In Days)	307	(In Days)
% Due Dates Missed	2.46%	5	3.27%	7
		0		1
A3 - Centrex				
Total Orders	23597	Average Interval	32081	Average Interval
Due Dates Missed	412	(In Days)	745	(In Days)
% Due Dates Missed	1.75%	4	2.32%	4
		0		0
A4 - WATS				
Total Orders	43	Average Interval	988	Average Interval
Due Dates Missed	0	(In Days)	3	(In Days)
% Due Dates Missed	0.00%	4	0.30%	3
		0		0
A5 - Mobile				
Total Orders	0	Average Interval	1	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	0.00%	3
		0		0
A6 - Feature Group A				
Total Orders	4	Average Interval	113	Average Interval
Due Dates Missed	0	(In Days)	4	(In Days)
% Due Dates Missed	0.00%	1	3.54%	4
		1		3
A7 - Foreign Exchange				
Total Orders	364	Average Interval	744	Average Interval
Due Dates Missed	4	(In Days)	16	(In Days)
% Due Dates Missed	1.10%	2	2.15%	3
		0		0

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

Quarterly ONA Installation Detail Report
Qwest
 2 QTR 2002

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
B1 - Feature Group B				
Total Orders	0	Average Interval	159	Average Interval
Due Dates Missed	0	(In Days)	8	(In Days)
% Due Dates Missed	No Activity	0	5.03%	18
		0		10
B2 - Feature Group D				
Total Orders	0	Average Interval	2488	Average Interval
Due Dates Missed	0	(In Days)	88	(In Days)
% Due Dates Missed	No Activity	0	3.54%	18
		0		8
B3 - DID				
Total Orders	276	Average Interval	5709	Average Interval
Due Dates Missed	21	(In Days)	503	(In Days)
% Due Dates Missed	7.61%	14	8.81%	17
		0		0

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

Quarterly ONA Installation Detail Report
Qwest
 2 QTR 2002

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
C1 - Packet DDD Line				
Total Orders	0	Average Interval	114	Average Interval
Due Dates Missed	0	(In Days)	4	(In Days)
% Due Dates Missed	No Activity	0	3.51%	7
		0		2
C2 - Packet Synchronous Access				
Total Orders	31	Average Interval	10285	Average Interval
Due Dates Missed	1	(In Days)	313	(In Days)
% Due Dates Missed	3.23%	17	3.04%	13
		4		7
C3 - Packet Asynchronous Access				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0

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

Quarterly ONA Installation Detail Report
Qwest
 2 QTR 2002

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>
D1 - Protective Alarm			
Total Orders	10	Average Interval	116 Average Interval
Due Dates Missed	1	(In Days)	10 (In Days)
% Due Dates Missed	10.00%	6	8.62% 6
		0	0
D2 - Protective Relay			
Total Orders	0	Average Interval	0 Average Interval
Due Dates Missed	0	(In Days)	0 (In Days)
% Due Dates Missed	No Activity	0	No Activity 0
		0	0
D3 - Control Circuit			
Total Orders	0	Average Interval	0 Average Interval
Due Dates Missed	0	(In Days)	0 (In Days)
% Due Dates Missed	No Activity	0	No Activity 0
		0	0

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

Quarterly ONA Installation Detail Report
Qwest
 2 QTR 2002

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>	
E1 - Telegraph 75 Baud			
Total Orders	0	46	Average Interval
Due Dates Missed	0	5	(In Days)
% Due Dates Missed	No Activity	10.87%	7
	0	0	
E2 - Telegraph 150 Baud			
Total Orders	0	0	Average Interval
Due Dates Missed	0	0	(In Days)
% Due Dates Missed	No Activity	No Activity	0
	0	0	

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

Quarterly ONA Installation Detail Report

Qwest
2 QTR 2002

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
F1 - Voice, Non-Switched Line				
Total Orders	0	Average Interval	29	Average Interval
Due Dates Missed	0	(In Days)	5	(In Days)
% Due Dates Missed	No Activity	0	17.24%	18
		0		10
F2 - Voice, Switched Line				
Total Orders	18	Average Interval	851	Average Interval
Due Dates Missed	0	(In Days)	67	(In Days)
% Due Dates Missed	0.00%	9	7.87%	10
		2		3
F3 - Voice, Switched Trunk				
Total Orders	1	Average Interval	1169	Average Interval
Due Dates Missed	0	(In Days)	57	(In Days)
% Due Dates Missed	0.00%	15	4.88%	18
		0		11
F4 - Voice and Tone, Radio Land Line				
Total Orders	0	Average Interval	5	Average Interval
Due Dates Missed	0	(In Days)	3	(In Days)
% Due Dates Missed	No Activity	0	60.00%	19
		0		1
F5 - Data, Low Speed				
Total Orders	0	Average Interval	104	Average Interval
Due Dates Missed	0	(In Days)	4	(In Days)
% Due Dates Missed	No Activity	0	3.85%	7
		0		2
F6 - Basic Data and Voice				
Total Orders	10	Average Interval	1492	Average Interval
Due Dates Missed	1	(In Days)	65	(In Days)
% Due Dates Missed	10.00%	38	4.36%	10
		25		3
F7 - Voice/Data PSN Access Tie Trunk				
Total Orders	0	Average Interval	140	Average Interval
Due Dates Missed	0	(In Days)	1	(In Days)
% Due Dates Missed	No Activity	0	0.71%	10
		0		8
F8 - Voice/Data SSN Access				
Total Orders	0	Average Interval	121	Average Interval
Due Dates Missed	0	(In Days)	24	(In Days)
% Due Dates Missed	No Activity	0	19.83%	25
		0		14
F9 - Voice/Data SSN Intermachine Trunk				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0

F10 - Data Extension, Voice Grade

Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0

F11 - Voice Grade Telephoto and Facsimile

Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0

F12 - Protective Relay, Voice Grade

Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0

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

Quarterly ONA Installation Detail Report

Qwest
2 QTR 2002

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>
G1 - Program Audio, 200-3500 Hz			
Total Orders	0	Average Interval	15
Due Dates Missed	0	(In Days)	1
% Due Dates Missed	No Activity	0	6.67%
		0	6
			0
G2 - Program Audio, 100-5000 Hz			
Total Orders	0	Average Interval	2
Due Dates Missed	0	(In Days)	1
% Due Dates Missed	No Activity	0	50.00%
		0	14
			0
G3 - Program Audio, 50-8000 Hz			
Total Orders	0	Average Interval	12
Due Dates Missed	0	(In Days)	0
% Due Dates Missed	No Activity	0	0.00%
		0	9
			0
G4 - Program Audio, 50-15000 Hz			
Total Orders	2	Average Interval	7
Due Dates Missed	0	(In Days)	0
% Due Dates Missed	0.00%	4	0.00%
		0	5
			0

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

Quarterly ONA Installation Detail Report

Qwest

2 QTR 2002

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
H1 - TV Channel 1 Way 15 kHz Audio				
Total Orders	1	Average Interval	23	Average Interval
Due Dates Missed	0	(In Days)	2	(In Days)
% Due Dates Missed	0.00%	7	8.70%	11
		0		4
H2 - TV Channel 1 Way 5 kHz Audio				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0

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

Quarterly ONA Installation Detail Report
Qwest
 2 QTR 2002

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
I1 - Digital Voice Circuit				
Total Orders	4	Average Interval	182	Average Interval
Due Dates Missed	0	(In Days)	6	(In Days)
% Due Dates Missed	0.00%	6	3.30%	7
		0		1
I2 - Digital Data, 2.4 kbps				
Total Orders	1	Average Interval	95	Average Interval
Due Dates Missed	0	(In Days)	3	(In Days)
% Due Dates Missed	0.00%	4	3.16%	7
		0		0
I3 - Digital Data, 4.8 kbps				
Total Orders	0	Average Interval	2	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	0.00%	3
		0		3
I4 - Digital Data, 9.6 kbps				
Total Orders	0	Average Interval	351	Average Interval
Due Dates Missed	0	(In Days)	11	(In Days)
% Due Dates Missed	No Activity	0	3.13%	10
		0		6
I5 - Digital Data, 56 kbps				
Total Orders	0	Average Interval	89	Average Interval
Due Dates Missed	0	(In Days)	4	(In Days)
% Due Dates Missed	No Activity	0	4.49%	10
		0		1

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

Quarterly ONA Installation Detail Report

Qwest
2 QTR 2002

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
J1 - Dedicated Hicap Digital, 1.544 mbps				
Total Orders	182	Average Interval	46265	Average Interval
Due Dates Missed	14	(In Days)	3948	(In Days)
% Due Dates Missed	7.69%	23	8.53%	16
		1		6

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

Quarterly ONA Installation Detail Report
Qwest
 2 QTR 2002

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
K1 - Dedicated Hicap Digital, 3.152 mbps				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0
K2 - Dedicated Hicap Digital, 6.312 mbps				
Total Orders	0	Average Interval	0	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	0	No Activity	0
		0		0
K3 - Dedicated Hicap Digital, 44.736 mbps				
Total Orders	5	Average Interval	2677	Average Interval
Due Dates Missed	1	(In Days)	242	(In Days)
% Due Dates Missed	20.00%	68	9.04%	20
		0		8
K4 - Dedicated Hicap Digital, >45 mbps				
Total Orders	142	Average Interval	316	Average Interval
Due Dates Missed	9	(In Days)	25	(In Days)
% Due Dates Missed	6.34%	13	7.91%	21
		1		7

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

Quarterly ONA Installation Detail Report
Qwest
 2 QTR 2002

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
L1 - Smart PAL				
Total Orders	1367	Average Interval	35	Average Interval
Due Dates Missed	103	(In Days)	1	(In Days)
% Due Dates Missed	7.53%	12	2.86%	5
		1		0
L2 - Basic PAL				
Total Orders	928	Average Interval	2872	Average Interval
Due Dates Missed	75	(In Days)	38	(In Days)
% Due Dates Missed	8.08%	12	1.32%	4
		3		1

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

Quarterly ONA Maintenance Report
Qwest
 2 QTR 2002

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
A1 - Business				
Total Tickets	179		158	
Average Interval in Hrs/Mns	2	13	2	45
A2 - PBX				
Total Tickets	85		1144	
Average Interval in Hrs/Mns	2	28	2	23
A3 - Centrex				
Total Tickets	100		131	
Average Interval in Hrs/Mns	1	49	2	31
A4 - WATS				
Total Tickets	0		19	
Average Interval in Hrs/Mns	No Activity		2	36
A5 - Mobile				
Total Tickets	0		0	
Average Interval in Hrs/Mns	No Activity		No Activity	
A6 - Feature Group A				
Total Tickets	0		70	
Average Interval in Hrs/Mns	No Activity		1	37
A7 - Foreign Exchange				
Total Tickets	66		345	
Average Interval in Hrs/Mns	1	43	2	28

Quarterly ONA Maintenance Report
Qwest
 2 QTR 2002

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
B1 - Feature Group B				
Total Tickets	0		40	
Average Interval in Hrs/Mns	No Activity		2	49
B2 - Feature Group D				
Total Tickets	0		340	
Average Interval in Hrs/Mns	No Activity		1	33
B3 - DID				
Total Tickets	91		1007	
Average Interval in Hrs/Mns	1	37	2	1

Quarterly ONA Maintenance Report
Qwest
 2 QTR 2002

	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
C1 - Packet DDD Line				
Total Tickets	1		177	
Average Interval in Hrs/Mns	1	4	1	0
C2 - Packet Synchronous Access				
Total Tickets	2		91	
Average Interval in Hrs/Mns	2	6	0	41
C3 - Packet Asynchronous Access				
Total Tickets	0		0	
Average Interval in Hrs/Mns	No Activity		No Activity	

Quarterly ONA Maintenance Report
Qwest
 2 QTR 2002

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>	
D1 - Protective Alarm			
Total Tickets	0	56	
Average Interval in Hrs/Mns	No Activity	2	46
D2 - Protective Relay			
Total Tickets	0	0	
Average Interval in Hrs/Mns	No Activity	No Activity	
D3 - Control Circuit			
Total Tickets	0	2	
Average Interval in Hrs/Mns	No Activity	5	4

Quarterly ONA Maintenance Report

Qwest

2 QTR 2002

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>	
E1 - Telegraph 75 Baud			
Total Tickets	0	0	
Average Interval in Hrs/Mns	No Activity	No Activity	
E2 - Telegraph 150 Baud			
Total Tickets	0	18	
Average Interval in Hrs/Mns	No Activity	4	16

Quarterly ONA Maintenance Report
Qwest
 2 QTR 2002

<u>AFFILIATE</u>			<u>ALL OTHERS</u>	
F1 - Voice, Non-Switched Line				
Total Tickets	0		80	
Average Interval in Hrs/Mns	No Activity		2	21
F2 - Voice, Switched Line				
Total Tickets	304		1768	
Average Interval in Hrs/Mns	2	36	2	50
F3 - Voice, Switched Trunk				
Total Tickets	237		1814	
Average Interval in Hrs/Mns	1	12	1	36
F4 - Voice and Tone, Radio Land Line				
Total Tickets	1		154	
Average Interval in Hrs/Mns	1	46	3	14
F5 - Data, Low Speed				
Total Tickets	0		106	
Average Interval in Hrs/Mns	No Activity		3	12
F6 - Basic Data and Voice				
Total Tickets	28		4686	
Average Interval in Hrs/Mns	2	10	2	8
F7 - Voice/Data PSN Access Tie Trunk				
Total Tickets	0		167	
Average Interval in Hrs/Mns	No Activity		1	46
F8 - Voice/Data SSN Access				
Total Tickets	0		1	
Average Interval in Hrs/Mns	No Activity		0	28
F9 - Voice/Data SSN Intermachine Trunk				
Total Tickets	0		0	
Average Interval in Hrs/Mns	No Activity		No Activity	
F10 - Data Extension, Voice Grade				
Total Tickets	1		30	
Average Interval in Hrs/Mns	0	28	2	2
F11 - Voice Grade Telephoto and Facsimile				
Total Tickets	0		0	
Average Interval in Hrs/Mns	No Activity		No Activity	
F12 - Protective Relay, Voice Grade				
Total Tickets	0		5	
Average Interval in Hrs/Mns	No Activity		4	35

Quarterly ONA Maintenance Report
Qwest
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<u>AFFILIATE</u>	<u>ALL OTHERS</u>	
G1 - Program Audio, 200-3500 Hz		
Total Tickets	0	16
Average Interval in Hrs/Mns	No Activity	1 28
G2 - Program Audio, 100-5000 Hz		
Total Tickets	0	11
Average Interval in Hrs/Mns	No Activity	3 14
G3 - Program Audio, 50-8000 Hz		
Total Tickets	4	46
Average Interval in Hrs/Mns	0 24	1 44
G4 - Program Audio, 50-15000 Hz		
Total Tickets	0	36
Average Interval in Hrs/Mns	No Activity	3 15

Quarterly ONA Maintenance Report

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	<u>AFFILIATE</u>	<u>ALL OTHERS</u>	
H1 - TV Channel 1 Way 15 kHz Audio			
Total Tickets	0	30	
Average Interval in Hrs/Mns	No Activity	2	35
H2 - TV Channel 1 Way 5 kHz Audio			
Total Tickets	0	0	
Average Interval in Hrs/Mns	No Activity	No Activity	

Quarterly ONA Maintenance Report
Qwest
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	<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
I1 - Digital Voice Circuit				
Total Tickets	3		72	
Average Interval in Hrs/Mns	1	59	2	3
I2 - Digital Data, 2.4 kbps				
Total Tickets	0		78	
Average Interval in Hrs/Mns	No Activity		1	34
I3 - Digital Data, 4.8 kbps				
Total Tickets	0		4	
Average Interval in Hrs/Mns	No Activity		1	19
I4 - Digital Data, 9.6 kbps				
Total Tickets	0		268	
Average Interval in Hrs/Mns	No Activity		2	14
I5 - Digital Data, 56 kbps				
Total Tickets	20		5500	
Average Interval in Hrs/Mns	1	20	2	16

Quarterly ONA Maintenance Report

Qwest
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AFFILIATE

ALL OTHERS

J1 - Dedicated Hicap Digital, 1.544 mbps

Total Tickets	271		14831	
Average Interval in Hrs/Mns	2	5	2	25

Quarterly ONA Maintenance Report
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<u>AFFILIATE</u>		<u>ALL OTHERS</u>	
K1 - Dedicated Hicap Digital, 3.152 mbps			
Total Tickets	0		1
Average Interval in Hrs/Mns	No Activity		0 28
K2 - Dedicated Hicap Digital, 6.312 mbps			
Total Tickets	0		0
Average Interval in Hrs/Mns	No Activity		No Activity
K3 - Dedicated Hicap Digital, 44.736 mbps			
Total Tickets	2		322
Average Interval in Hrs/Mns	2 5		1 28
K4 - Dedicated Hicap Digital, >45 mbps			
Total Tickets	1373		641
Average Interval in Hrs/Mns	8 43		7 51

Quarterly ONA Maintenance Report

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

Quarterly ONA Maintenance Report - Tickets with Due Dates

Qwest
2 QTR 2002

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>
A1 - Business		
Total Tickets	10913	55847
Average Interval in Hrs/Mns	8:08:00	10:18:00
Due Dates Missed	619	4094
% Due Dates Missed	5.67%	7.33%
A2 - PBX		
Total Tickets	73	1796
Average Interval in Hrs/Mns	7:27:00	10:11:00
Due Dates Missed	5	214
% Due Dates Missed	6.85%	11.92%
A3 - Centrex		
Total Tickets	2871	14155
Average Interval in Hrs/Mns	8:01:00	10:13:00
Due Dates Missed	286	1573
% Due Dates Missed	9.96%	11.11%
A4 - WATS		
Total Tickets	0	12
Average Interval in Hrs/Mns	No Activity	13:05:00
Due Dates Missed	0	0
% Due Dates Missed	0.00%	0.00%
A5 - Mobile		
Total Tickets	0	3
Average Interval in Hrs/Mns	No Activity	2:55:00
Due Dates Missed	0	0
% Due Dates Missed	0.00%	0.00%
A6 - Feature Group A		
Total Tickets	9	65
Average Interval in Hrs/Mns	17:43:00	18:11:00
Due Dates Missed	0	15
% Due Dates Missed	0.00%	23.08%
A7 - Foreign Exchange		
Total Tickets	48	311
Average Interval in Hrs/Mns	10:41:00	12:28:00
Due Dates Missed	1	34
% Due Dates Missed	2.08%	10.93%

Quarterly ONA Maintenance Report - Tickets with Due Dates
Qwest
 2 QTR 2002

	<u>AFFILIATE</u>	<u>ALL OTHERS</u>
E1 - Telegraph 75 Baud		
Total Tickets	0	0
Average Interval in Hrs/Mns	No Activity	No Activity
Due Dates Missed	0	0
% Due Dates Missed	0.00%	0.00%
E2 - Telegraph 150 Baud		
Total Tickets	0	74
Average Interval in Hrs/Mns	No Activity	26:10:00
Due Dates Missed	0	35
% Due Dates Missed	0.00%	47.30%
