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August 20, 2002

Ex Parte

Marlene H. Dortch
Secretary
Federal Communications Commission
445 12th Street, S.W., TW-B204
Washington, D.C. 20554

Re: Application of Qwest Communications International, Inc.
To Provide In-Region InterLATA Services in the States of Colorado,
Idaho, Iowa, Nebraska and North Dakota, WC Docket No. 02-148

Application of Qwest Communications International, Inc.
To Provide In-Region InterLATA Services in the States of Montana,
Utah, Washington & Wyoming, WC Docket No. 02-189

Dear Ms. Dortch:

Qwest hereby responds to a request from the Wireline Competition Bureau for CLEC-specific percentages of rejected orders that fall within each reason category.

Qwest completed additional analysis of the reasons that manual rejects occur. The attached table identifies the distribution of the reject reasons for June 2002 by CLEC. The percentages represent the percent of rejects for a specific reason out of the total number of rejects for that CLEC. When reviewing these percentages, please keep in mind that on average less than 5% of all LSRs are manually rejected. The table includes data for the 3 CLECs with the largest volumes of LSRs submitted via IMA GUI or IMA EDI between January and June 2002.

The analysis for the reasons for automated rejects could not be completed due to preparation and implementation of the IMA 10.1 release this weekend.

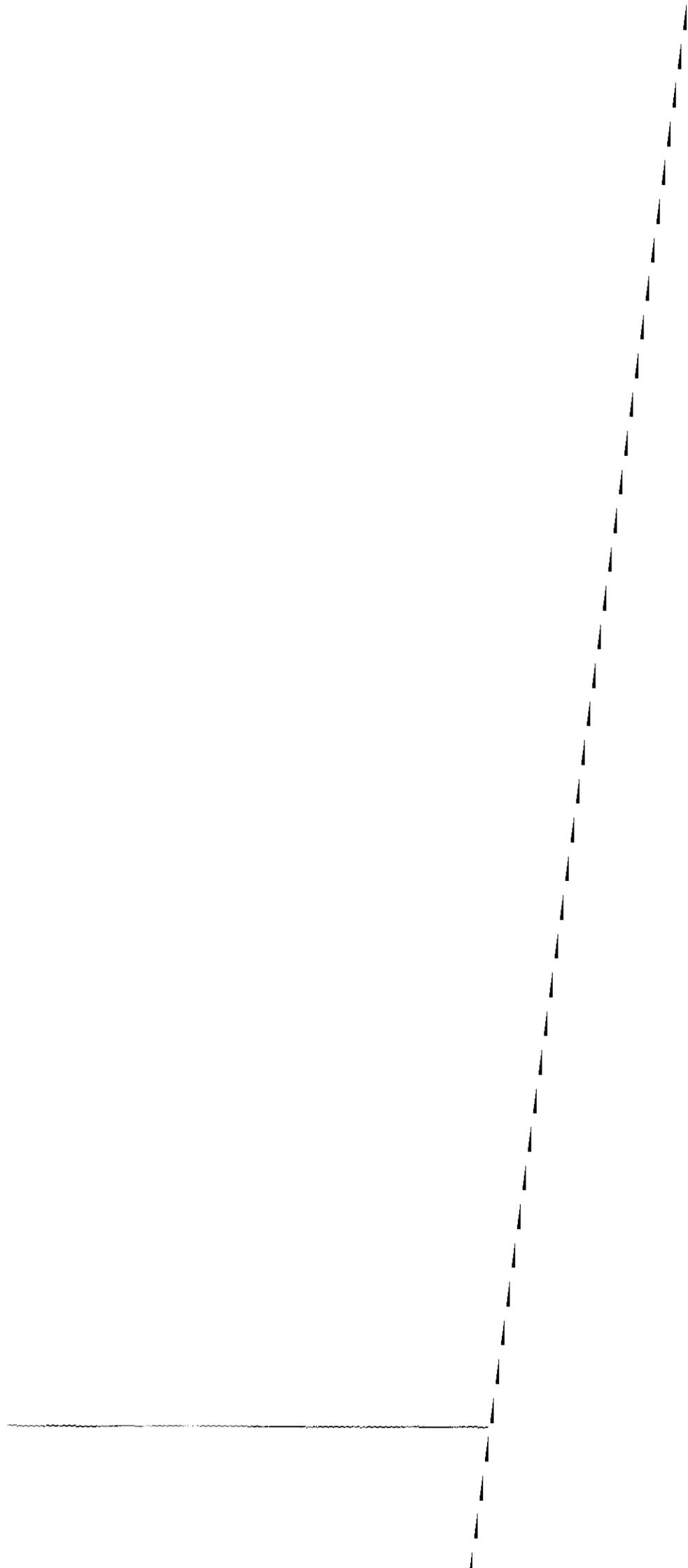
The twenty-page limit does not apply as set forth in DA 02-1390 and DA 02-1666.

Sincerely,

A handwritten signature in black ink that reads "Hance Haney". The signature is written in a cursive, flowing style.

cc: M. Carowitz

E. Yockus
G. Remondino
M. Cohen
R. Harsch
J. Jewel
P. Baker
C. Post
P. Fahn
B. Smith
J. Myles
J. Stanley
S. Vick
J. Orchard
C. Washburn
S. Oxley



Distribution of Manual Reject Reasons
for June 2002
for Largest Volume CLECS by Interface

Reject Code	Reject Message	IMA GUI			IMA EDI			Total Rejects for Sample CLECs
		CLEC A	CLEC B	CLEC C	CLEC D	CLEC B	CLEC E	
ORD 914	Requested activity has already been requested or performed	15.63%	4.21%	7.79%	43.54%	6.55%	7.00%	2330
ORD 998	Product Specific	9.38%	37.54%	36.36%	18.45%	34.51%	20.70%	1355
ORD 905	End User Name, TN and address mismatched, missing or incomplete	21.88%	20.35%	15.58%	15.31%	26.70%	41.40%	1149
ORD 906	Some or all telephone numbers on LSR not associated with Account Telephone Number on LSR Count	1.04%	2.11%	0.43%	11.22%	5.54%	0.29%	607
ORD 910	Pending orders exist which are work impacting	39.58%	9.12%	7.79%	0.84%	8.31%	13.99%	206
ORD 911	Required forms are missing or incomplete		1.40%	19.05%	2.22%	0.25%	0.87%	166
ORD 922	Not able to resolve questions after CLEC has been contacted		3.16%		2.28%	1.01%	0.87%	133
ORD 909	LSR Requests Work on Non Working Account	11.46%	4.21%	3.90%	0.97%	5.54%	5.54%	123
ORD 912	Wrong forms submitted		5.26%	2.60%	1.29%	1.51%	3.79%	106
ORD 917	Change activity not allowed unless CLEC owns account		3.16%	1.30%	1.54%	2.02%		99
ORD 919	Features on account are not compatible with requested features		3.16%	1.73%	0.41%	4.28%	0.29%	52
ORD 921	Not able to contact CLEC		2.11%	0.43%	0.41%	0.50%	0.58%	32
ORD 913	Entries on forms illegible		1.05%	2.16%	0.37%			27
ORD 908	Conversion or disconnect fails to address all telephone numbers on account or on Centrex Department or OPA		1.05%		0.41%		0.29%	25
ORD 907	LSR involves multiple account telephone numbers				0.16%	3.02%	0.29%	21
ORD 915	Product and service description on LSR does not enable Qwest to determine USOC and FIDS		1.40%	0.43%	0.19%			15
ORD 916	Cannot issue supplemental when one or more service orders are completed from the original ISR				0.10%		2.33%	13
ORD 918	Unable to locate premise address			0.43%	0.16%		0.87%	12
ORD 903	Customer Carrier Name Abbreviation (CCNA) missing or invalid		0.35%		0.08%		0.29%	6
ORD 901	Account not in Qwest Local Exchange Territory	1.04%			0.04%		0.58%	5
ORD 904	End User Authorization information missing				0.02%	0.25%		2
ORD 902	No valid Interconnect agreement or tariff		0.35%					1
	Total Rejects	96	285	231	5133	397	343	6485

* Highlighted boxes indicate the most common manual reject reason for that particular CLEC.