

R. Hance Haney
Executive Director – Federal Regulatory

1020 19th Street NW, Suite 700
Washington, DC 20036

202 429 3125
202 293 0561 fax
Email hhaney@qwest.com



August 27, 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:

The Wireline Competition Bureau requested that Qwest provide a description of Order Accuracy performance measure.

Since this measure has not been proposed as a formal PID at this time, a PID description is not available. However, the attached Draft Data Description Document, which will be included in the Regional Report Summary of Notes -- August 2001 - July 2002 that is published along with Qwest's performance results, provides definitional details similar to that shown in a PID and describes what that data represents (i.e., what is included in the data, the formula used, etc.).

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

Sincerely,

A handwritten signature in cursive script that reads "Hance Haney".

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

ATTACHMENT

Qwest Draft Data Description

Performance Dimension: Service Order Accuracy – via Call Center Data

Updated: August 26, 2002

Basis: Customer calls to Qwest's service delivery centers reporting LSR/service order discrepancies.

Purpose: Provide an aggregate estimate of service order accuracy based on customer calls to service delivery centers.

Initial Illustrative Criteria for Implementation:

- Includes calls with received date in reporting month, counting only the first call per order and only those that are dealing with verified order inaccuracies (i.e., orders that do not match what was ordered on the CLEC Local Service Request (LSR)) that were caused by Qwest.
- Where calls refer to multiple orders, count each such call one time for each unique N, T, or C class order. For example, if a call refers to five unique orders, count it five times in the numerator of the formula below.
- Rules governing the orders to be included in the formula below are the same as the rules used in the OP-5 PID (e.g., inward line activity only, average of current + previous month volumes, etc.).

Units of Reporting: Percent

Reporting Levels: Statewide aggregate for all products listed in provisioning PID, OP-3.

Initial Draft Formula:

Percent Order Accuracy = $\frac{((\text{Number of inward line orders completed in the [prior + current months]} / 2) - (\text{Number of calls received in the reporting period that report valid order errors}))}{(\text{Number of inward line orders completed in the [prior + current months]} / 2)} \times 100$

Availability: July 2002 data and beyond.