IDAHO STATEWIDE AVERAGE PERFORMANCE SUMMARY, JULY 2002

	PID	DESCRIPTION			Jul-02					
Prod ID			D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
01-01	OP-3	Install Commit Met, LIS Trunk %		P	66.67%	3	100%	12	1.35	Yes
01-01	OP-4	Install Interv, LIS Trunk, Avg Days		P	20	4	14.92	13	2.46	No
01-01	OP-5	New Service Install Quality, LIS Trunk %		P	100%	7	86.67%	15	-0.86	Yes
01-01	OP-5*	New Service Install Quality, LIS Trunk %		NS						N/A
01-01	OP-6A	Delayed Days for Non-Facil Reasons, LIS Trunk, Avg Days		P	13	1				N/A
01-01	MR-5	All Troubles Cleared w/in 4 Hrs, LIS Trunk %		P	100%	3	100%	9	.	Yes
01-01	MR-6	Mean Time to Restore, LIS Trunk, Hrs:Min		P	1:24	3	1:08	9	0.39	Yes
01-01	MR-7	Repair Repeat Report Rate, LIS Trunk %		P	0%	3	33.33%	9	-1.06	Yes
01-01	MR-7*	Repair Repeat Report Rate, LIS Trunk %		NS						N/A
01-01	MR-8	Trouble Rate, LIS Trunk %		P	0.02%	15030	0.04%	22991	-0.92	Yes
01-01	MR-8*	Trouble Rate, LIS Trunk %		NS						N/A
01-01	MR-10	Customer and Non-Qwest Related Troubles, LIS Trunk %		NS	50%	6	18.18%	11	1.24	N/A
01-01	NI-1A	Trunk Blockage to Qwest Tandem Offices, LIS Trunk %		1.0%	0.09%	1752	0.04%	5832	9.07	Yes
01-01	NI-1B	Trunk Blockage to Qwest End Offices, LIS Trunk %		1.0%	0%	144	0.04%	11376	-3.07	Yes
01-01	NI-1C	Trunk Blockage to Qwest Tandem Offices, LIS Trunk %		NS	0.09%	1752	0.04%	5832	9.07	N/A
01-01	NI-1D	Trunk Blockage to Qwest End Offices, LIS Trunk %		NS	0%	144	0.04%	11376	-3.07	N/A
01-02	CP-2C	Collocations with Intervs Longer than 120 Days, All %		90%						N/A
01-02	CP-4	Collocation Feas Study Commit Met, All %		90%						N/A
02-01	BI-1A	Time to Provide Usage Records, UNEs and Resale Aggr, Avg Days		P	2.38	2972358	7.02	2992874	-254	Yes
02-01	BI-1B	Time to Provide Usage Records, Jointly-provided Switched Access %		95%	99.90%	475372				Yes
02-01	BI-1C-1	Time to Provide Usage Records [CAT10], UNEs and Resale Aggr, Avg Days		NS	2.37	2932557				N/A
02-01	BI-1C-2	Time to Provide Usage Records [CAT11], UNEs and Resale Aggr, Avg Days		NS	2.51	39801	7.02	2992874	-40	N/A
02-01	BI-2	Invoices Delivered w/in 10 Days, All %		PBD	100%	4267				N/A
02-01	BI-3A	Billing Accuracy - Adjustments for Errors, UNEs and Resale Aggr %		P	99.41%	924535	98.61%	24228219	-64.3	Yes
02-01	BI-4A	Billing Completeness, UNEs and Resale Aggr %		P	95.89%	2163	99.28%	68844	18.4	No
02-01	GA-1A	Gateway Avail - IMA-GUI, All %		99.25%	100%	29880				Yes
02-01	GA-1B	Gateway Avail - IMA-GUI, Fetch-n-Stuff %		99.25%	100%	29880				Yes
02-01	GA-1C	Gateway Avail - IMA-GUI, Data Arbiter %		99.25%	100%	119520				Yes
02-01	GA-1D	Gateway Avail - IMA-GUI, SIA %		99.25%	99.55%	29880				Yes
02-01	GA-2	Gateway Avail - IMA-EDI, Default %		99.25%	100%	29880				Yes
02-01	GA-3	Gateway Avail - EB-TA, Default %		99.25%	99.54%	42840				Yes
02-01	GA-4	System Avail - EXACT, Default %		99.25%	100%	22860				Yes
02-01	GA-6	Gateway Avail - GUI - Repair, Default %		99.25%	99.50%	38835				Yes
02-01	GA-7	Timely Outage Resolution following Software Releases , Default %		95%						N/A
02-01	OP-2	Calls Answered w/in 20 Sec - Interconnect Provision Center, Default %		P	99.20%	23899	75.62%	3669243	.	Yes
02-01	OA-1	Order Accuracy, Default %		NS	99.10%	782				N/A
02-01	PO-1A-1(a)	Pre-Order Resp Times, Appt. Sched, GUI Req, Avg Sec		NS	0.57	2582				N/A
02-01	PO-1A-1(b-c)	Pre-Order Resp Times, Appt. Sched, GUI Resp/Accept, Avg Sec		NS	2.6	2582				N/A
02-01	PO-1A-1Total	Pre-Order Resp Times, Appt. Sched, GUI Aggr, Avg Sec		10	3.17	2582				Yes
02-01	PO-1A-2(a)	Pre-Order Resp Times, Service Avail, GUI Req, Avg Sec		NS	0.52	3845				N/A
02-01	PO-1A-2(b)	Pre-Order Resp Times, Service Avail, GUI Resp, Avg Sec		NS	6.11	3845				N/A
02-01	PO-1A-2Total	Pre-Order Resp Times, Service Avail, GUI Aggr, Avg Sec		25	6.63	3845				Yes
02-01	PO-1A-3(a)	Pre-Order Resp Times, Facil Check, GUI Req, Avg Sec		NS	0.72	701				N/A
02-01	PO-1A-3(b)	Pre-Order Resp Times, Facil Check, GUI Resp, Avg Sec		NS	7.73	701				N/A
02-01	PO-1A-3Total	Pre-Order Resp Times, Facil Check, GUI Aggr, Avg Sec		25	8.45	701				Yes
02-01	PO-1A-4(a)	Pre-Order Resp Times, Address Validation, GUI Req, Avg Sec		NS	1.32	6461				N/A
02-01	PO-1A-4(b)	Pre-Order Resp Times, Address Validation, GUI Resp, Avg Sec		NS	4.65	6461				N/A
02-01	PO-1A-4Total	Pre-Order Resp Times, Address Validation, GUI Aggr, Avg Sec		10	5.97	6461				Yes

IDAHO STATEWIDE AVERAGE PERFORMANCE SUMMARY, JULY 2002

	PID	DESCRIPTION			Jul-02					
Prod ID			D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
02-01	PO-1A-5(a)	Pre-Order Resp Times, Get CSR, GUI Req, Avg Sec		NS	0.74	892				N/A
02-01	PO-1A-5(b)	Pre-Order Resp Times, Get CSR, GUI Resp, Avg Sec		NS	5.79	892				N/A
02-01	PO-1A-5Total	Pre-Order Resp Times, Get CSR, GUI Aggr, Avg Sec		12.5	6.53	892				Yes
02-01	PO-1A-6(a)	Pre-Order Resp Times, TN Reserv, GUI Req, Avg Sec		NS	0.82	1610				N/A
02-01	PO-1A-6(b)	Pre-Order Resp Times, TN Reserv, GUI Resp, Avg Sec		NS	4.91	1610				N/A
02-01	PO-1A-6(c)	Pre-Order Resp Times, TN Reserv, GUI Accept, Avg Sec		NS	0.74	1610				N/A
02-01	PO-1A-6Total	Pre-Order Resp Times, TN Reserv, GUI Aggr, Avg Sec		10	6.47	1610				Yes
02-01	PO-1A-7(a)	Pre-Order Resp Times, Loop Qual Tools, GUI Req, Avg Sec		NS	0.98	3442				N/A
02-01	PO-1A-7(b)	Pre-Order Resp Times, Loop Qual Tools, GUI Resp, Avg Sec		20	8.09	3442				Yes
02-01	PO-1A-7Total	Pre-Order Resp Times, Loop Qual Tools, GUI Aggr, Avg Sec		NS	9.07	3442				N/A
02-01	PO-1A-8(a)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Req, Avg Sec		NS	0.98	433				N/A
02-01	PO-1A-8(b)	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Resp, Avg Sec		20	6.66	433				Yes
02-01	PO-1A-8Total	Pre-Order Resp Times, Resale of Qwest DSL Qual, GUI Aggr, Avg Sec		NS	7.64	433				N/A
02-01	PO-1A-9(a)	Pre-Order Resp Times, Connecting Facil Assign, GUI Req, Avg Sec		NS	0.44	2206				N/A
02-01	PO-1A-9(b)	Pre-Order Resp Times, Connecting Facil Assign, GUI Resp, Avg Sec		NS	18.14	2206				N/A
02-01	PO-1A-9Total	Pre-Order Resp Times, Connecting Facil Assign, GUI Aggr, Avg Sec		NS	18.58	2206				N/A
02-01	PO-1A-10(a)	Pre-Order Resp Times, Meet Point Inquiry, GUI Req, Avg Sec		NS	0.48	522				N/A
02-01	PO-1A-10(b)	Pre-Order Resp Times, Meet Point Inquiry, GUI Resp, Avg Sec		NS	19.95	522				N/A
02-01	PO-1A-10Total	Pre-Order Resp Times, Meet Point Inquiry, GUI Aggr, Avg Sec		NS	20.43	522				N/A
02-01	PO-1B-1	Pre-Order Resp Times, Appt. Sched, EDI Req/Resp, Avg Sec		10	4.55	4856				Yes
02-01	PO-1B-10	Pre-Order Resp Times, Meet Point Inquiry, EDI Req/Resp, Avg Sec		NS	20.29	964				N/A
02-01	PO-1B-2	Pre-Order Resp Times, Service Avail, EDI Req/Resp, Avg Sec		25	6.09	4588				Yes
02-01	PO-1B-3	Pre-Order Resp Times, Facil Check, EDI Req/Resp, Avg Sec		25	5.73	442				Yes
02-01	PO-1B-4	Pre-Order Resp Times, Address Validation, EDI Req/Resp, Avg Sec		10	2.47	7122				Yes
02-01	PO-1B-5	Pre-Order Resp Times, Get CSR, EDI Req/Resp, Avg Sec		12.5	2.01	626				Yes
02-01	PO-1B-6	Pre-Order Resp Times, TN Reserv, EDI Req/Resp, Avg Sec		10	5.52	2456				Yes
02-01	PO-1B-7	Pre-Order Resp Times, Loop Qual Tools, EDI Req/Resp, Avg Sec		20	8.64	2917				Yes
02-01	PO-1B-8	Pre-Order Resp Times, Resale of Qwest DSL Qual, EDI Req/Resp, Avg Sec		20	6.11	654				Yes
02-01	PO-1B-9	Pre-Order Resp Times, Connecting Facil Assign, EDI Req/Resp, Avg Sec		NS	16.97	1278				N/A
02-01	PO-1C-1	Pre-Order Resp Times, Timeout, GUI Total %		0.5%	0.10%	22717				Yes
02-01	PO-1C-2	Pre-Order Resp Times, Timeout, EDI Total %		0.5%	0%	25904				Yes
02-01	PO-1D-1	Pre-Order Resp Times, Rejected Query, GUI Total, Avg Sec		NS	1.57	5061				N/A
02-01	PO-1D-2	Pre-Order Resp Times, Rejected Query, EDI Total, Avg Sec		NS	3.15	8031				N/A
02-01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, Resale Aggr %		NS	86.22%	225				N/A
02-01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UBL Aggr %		NS	68.18%	44				N/A
02-01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, LNP %		NS	21.05%	38				N/A
02-01	PO-2A-1	Elec Flow-through for LSRs Rec'd via GUI, UNE-P POTS %		NS	69.61%	102				N/A
02-01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, Resale Aggr %		NS	67.78%	481				N/A
02-01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UBL Aggr %		NS	51.70%	352				N/A
02-01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, LNP %		NS	0%	6				N/A
02-01	PO-2A-2	Elec Flow-through for LSRs Rec'd via EDI, UNE-P POTS %		NS	59.63%	270				N/A
02-01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, LNP %		95%	80%	10				No
02-01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, POTS Resale %		95%	95.57%	203				Yes
02-01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UBL Aggr %		80%	93.75%	32				Yes
02-01	PO-2B-1	Elec Flow-through for All Elig LSRs Rec'd via GUI, UNE-P POTS %		90%	93.42%	76				Yes
02-01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, LNP %		95%						N/A
02-01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UNE-P POTS %		90%	88.46%	182				No
02-01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, POTS Resale %		95%	95.04%	343				Yes

IDAHO STATEWIDE AVERAGE PERFORMANCE SUMMARY, JULY 2002

	PID	DESCRIPTION			Jul-02					
Prod ID			D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
02-01	PO-2B-2	Elec Flow-through for All Elig LSRs Rec'd via EDI, UBL Aggr %		80%	89.66%	203				Yes
02-01	PO-3A-1	LSR Reject Notice Interv for GUI - Manual Reject, Product Aggr, Hrs:Min		12:00	2:13	19				Yes
02-01	PO-3A-2	LSR Reject Notice Interv for GUI - Auto-Rejected, Product Aggr, Min:Sec		00:18	0:04	30964				Yes
02-01	PO-3B-1	LSR Reject Notice Interv for EDI - Manual Reject, Product Aggr, Hrs:Min		12:00	1:28	59				Yes
02-01	PO-3B-2	LSR Reject Notice Interv for EDI - Auto-Rejected, Product Aggr, Min:Sec		00:18	0:06	18573				Yes
02-01	PO-3C	LSR Reject Notice Interv for Manual and IIS, Product Aggr, Hrs:Min		24:00	13:08	15				Yes
02-01	PO-4A-1	LSRs Rejected for GUI - Manual Reject, Product Aggr %		NS	2.25%	96249				N/A
02-01	PO-4A-2	LSRs Rejected for GUI - Auto-Rejected, Product Aggr %		NS	32.17%	96249				N/A
02-01	PO-4B-1	LSRs Rejected for EDI - Manual Reject, Product Aggr %		NS	4.46%	77071				N/A
02-01	PO-4B-2	LSRs Rejected for EDI - Auto-Rejected, Product Aggr %		NS	24.10%	77071				N/A
02-01	PO-4C	LSRs Rec'd via Facsimile , Product Aggr %		NS	26.79%	56				N/A
02-01	PO-5A-1(a)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, Resale Aggr %		95%	100%	265				Yes
02-01	PO-5A-1(b)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, UBL Aggr %		95%	100%	30				Yes
02-01	PO-5A-1(c)	FOCs On Time for Fully Elec LSRs Rec'd Via GUI, LNP %		95%	100%	8				Yes
02-01	PO-5A-2(a)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, Resale Aggr %		95%	99.79%	484				Yes
02-01	PO-5A-2(b)	FOCs On Time for Fully Elec LSRs Rec'd Via EDI, UBL Aggr %		95%	99.41%	170				Yes
02-01	PO-5B-1(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, Resale Aggr %		90%	100%	56				Yes
02-01	PO-5B-1(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, UBL Aggr %		90%	92.86%	14				Yes
02-01	PO-5B-1(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via GUI, LNP %		90%	100%	24				Yes
02-01	PO-5B-2(a)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, Resale Aggr %		90%	99.24%	263				Yes
02-01	PO-5B-2(b)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, UBL Aggr %		90%	100%	177				Yes
02-01	PO-5B-2(c)	FOCs On Time For Elec/Manual LSRs Rec'd Via EDI, LNP %		90%	100%	6				Yes
02-01	PO-5C-(a)	FOCs on Time for Manual, Resale Aggr %		90%	93.33%	15				Yes
02-01	PO-5C-(b)	FOCs on Time for Manual, UBL Aggr %		90%						N/A
02-01	PO-5C-(c)	FOCs on Time for Manual, LNP %		90%	100%	5				Yes
02-01	PO-5D	Firm Order Confirmations, FOCs On Time, LIS Trunk %		85%	100%	1				Yes
02-01	PO-6A	Work Completion Notif Timeliness, GUI All, Hrs:Min		6:00	0:58	416				Yes
02-01	PO-6B	Work Completion Notif Timeliness, EDI All, Hrs:Min		6:00	0:55	854				Yes
02-01	PO-7A-C	Billing Completion Notif Timeliness, GUI All %		P	99.60%	503	98.24%	73406	-2.31	Yes
02-01	PO-7B-C	Billing Completion Notif Timeliness, EDI All %		P			98.24%	73406		N/A
02-01	PO-8A	Jeopardy Notice Interv, Non-Designed Services, Avg Days		P	3.67	3	4.74	263	-0.25	Yes
02-01	PO-8B	Jeopardy Notice Interv, UBLs and LNP, Avg Days		P	3	4	4.74	263	0.15	Yes
02-01	PO-8C	Jeopardy Notice Interv, LIS Trunk, Avg Days		P						N/A
02-01	PO-8D	Jeopardy Notice Interv, UNE-P POTS, Avg Days		P	2.4	5	4.74	263	0.78	Yes
02-01	PO-9A	Timely Jeopardy Notices, Non-Designed Services %		P	0%	1	30.95%	252	0.38	Yes
02-01	PO-9B	Timely Jeopardy Notices, UBLs and LNP %		P	0%	70	30.95%	252	5.99	No
02-01	PO-9C	Timely Jeopardy Notices, LIS Trunk %		P						N/A
02-01	PO-9D	Timely Jeopardy Notices, UNE-P POTS %		P	20%	5	30.95%	252	0.43	Yes
02-01	PO-10	LSR Accountability, Product Aggr %		NS	100%	90991				N/A
02-01	PO-15	Number of Due Date Changes per Order, All, Avg Days		NS	0.14	927	0.05	12679	8.51	N/A
02-01	PO-16	Timely Release Notifs, Default %		92.5%	100%	2				Yes
02-01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 9.0 %		95%	99.47%	189				Yes
02-01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. 10.0 %		95%	100%	189				Yes
02-01	PO-19A	Stand-Alone Test Environment, SATE Accuracy, Rel. VICKI %		95%	100%	58				Yes
02-01	PO-19B	Stand-Alone Test Environment, SATE Accuracy, Default %		95%	99.16%	119				Yes
02-01	PO-20	Manual Service Order Accuracy, POTS Resale %		NS	90.58%	520				N/A
02-01	PO-20	Manual Service Order Accuracy, UBL Aggr %		NS	95.20%	417				N/A
02-01	MR-2	Calls Answered w/in 20 Sec - Interconnect Repair Center, Default %		P	78.71%	24241	78.57%	574101	.	Yes

IDAHO STATEWIDE AVERAGE PERFORMANCE SUMMARY, JULY 2002

	PID	DESCRIPTION			Jul-02					
Prod ID			D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
02-02	OP-3	Install Commit Met, UNE-P POTS %	D	P	89.13%	46	94.01%	3489	1.3	Yes
02-02	OP-3	Install Commit Met, UNE-P POTS %	ND	P	100%	47	99.62%	6018	-0.42	Yes
02-02	OP-4	Install Interv, UNE-P POTS, Avg Days	D	P	7.72	47	5.1	3501	2.75	No
02-02	OP-4	Install Interv, UNE-P POTS, Avg Days	ND	P	2.33	15	3.6	4821	-3.91	Yes
02-02	OP-5	New Service Install Quality, UNE-P POTS %		P	89.90%	99	89.52%	9408	-0.12	Yes
02-02	OP-5*	New Service Install Quality, UNE-P POTS %		NS						N/A
02-02	OP-6A	Delayed Days for Non-Facil Reasons, UNE-P POTS, Avg Days	ND	P			5.67	18		N/A
02-02	OP-6A	Delayed Days for Non-Facil Reasons, UNE-P POTS, Avg Days	D	P	1.5	2	4.41	66	-0.89	Yes
02-02	OP-6B	Delayed Days for Facil Reasons, UNE-P POTS, Avg Days	ND	P			8.86	7		N/A
02-02	OP-6B	Delayed Days for Facil Reasons, UNE-P POTS, Avg Days	D	P	7	4	7.8	147	-0.19	Yes
02-02	OP-15A	Interv for Pending Orders Delayed, UNE-P POTS, Avg Days		NS	66.33	3	84.96	555	-0.29	N/A
02-02	OP-15B	Pending Orders Delayed for Facil Reasons, UNE-P POTS %		NS	2		194		0.99	N/A
02-02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE-P POTS %	D	P	91.18%	34	93.56%	4643	0.6	Yes
02-02	MR-3	Out of Service Cleared w/in 24 Hrs, UNE-P POTS %	ND	P	100%	15	98.29%	586	-0.5	Yes
02-02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE-P POTS %	D	P	97.56%	41	98.68%	5511	0.62	Yes
02-02	MR-4	All Troubles Cleared w/in 48 Hrs, UNE-P POTS %	ND	P	100%	45	99.92%	1193	-0.19	Yes
02-02	MR-6	Mean Time to Restore, UNE-P POTS, Hrs:Min	D	P	11:44	41	12:17	5511	-0.29	Yes
02-02	MR-6	Mean Time to Restore, UNE-P POTS, Hrs:Min	ND	P	4:50	45	5:56	1193	-0.93	Yes
02-02	MR-7	Repair Repeat Report Rate, UNE-P POTS %	D	P	18.60%	43	10.67%	5606	1.57	Yes
02-02	MR-7	Repair Repeat Report Rate, UNE-P POTS %	ND	P	13.33%	45	9.89%	1193	0.77	Yes
02-02	MR-7*	Repair Repeat Report Rate, UNE-P POTS %	D	NS						N/A
02-02	MR-7*	Repair Repeat Report Rate, UNE-P POTS %	ND	NS						N/A
02-02	MR-8	Trouble Rate, UNE-P POTS %		P	0.85%	10309	1.53%	443075	-5.56	Yes
02-02	MR-8*	Trouble Rate, UNE-P POTS %		NS						N/A
02-02	MR-9	Repair Appoint Met, UNE-P POTS %	D	P	90.70%	43	94.31%	5606	0.99	Yes
02-02	MR-9	Repair Appoint Met, UNE-P POTS %	ND	P	100%	45	97.82%	1193	-0.98	Yes
02-02	MR-10	Customer and Non-Qwest Related Troubles, UNE-P POTS %		NS	38.46%	143	33.95%	10294	1.13	N/A
02-03	OP-3	Install Commit Met, UNE-P Centrex %	D	P			100%	15		N/A
02-03	OP-3	Install Commit Met, UNE-P Centrex %	ND	P			100%	1		N/A
02-03	OP-4	Install Interv, UNE-P Centrex, Avg Days	D	P			3.6	15		N/A
02-03	OP-4	Install Interv, UNE-P Centrex, Avg Days	ND	P			1	1		N/A
02-03	OP-5	New Service Install Quality, UNE-P Centrex %		P			63.16%	19		N/A
02-03	OP-5*	New Service Install Quality, UNE-P Centrex %		NS						N/A
02-03	OP-6A	Delayed Days for Non-Facil Reasons, UNE-P Centrex, Avg Days	D	P						N/A
02-03	OP-6B	Delayed Days for Facil Reasons, UNE-P Centrex, Avg Days	D	P						N/A
02-03	OP-15A	Interv for Pending Orders Delayed, UNE-P Centrex, Avg Days		NS			162.67	15		N/A
02-03	OP-15B	Pending Orders Delayed for Facil Reasons, UNE-P Centrex %		NS			2			N/A
02-03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE-P Centrex %	D	P			94.44%	18		N/A
02-03	MR-3	Out of Service Cleared w/in 24 Hrs, UNE-P Centrex %	ND	P			100%	9		N/A
02-03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE-P Centrex %	D	P			100%	22		N/A
02-03	MR-4	All Troubles Cleared w/in 48 Hrs, UNE-P Centrex %	ND	P			100%	21		N/A
02-03	MR-6	Mean Time to Restore, UNE-P Centrex, Hrs:Min	D	P			9:13	22		N/A
02-03	MR-6	Mean Time to Restore, UNE-P Centrex, Hrs:Min	ND	P			6:31	21		N/A
02-03	MR-7	Repair Repeat Report Rate, UNE-P Centrex %	D	P			13.04%	23		N/A
02-03	MR-7	Repair Repeat Report Rate, UNE-P Centrex %	ND	P			4.76%	21		N/A
02-03	MR-7*	Repair Repeat Report Rate, UNE-P Centrex %	D	NS						N/A
02-03	MR-7*	Repair Repeat Report Rate, UNE-P Centrex %	ND	NS						N/A
02-03	MR-8	Trouble Rate, UNE-P Centrex %		P			0.39%	11185		N/A

IDAHO STATEWIDE AVERAGE PERFORMANCE SUMMARY, JULY 2002

	PID	DESCRIPTION			Jul-02					
Prod ID			D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
02-03	MR-8*	Trouble Rate, UNE-P Centrex %		NS						N/A
02-03	MR-9	Repair Appoint Met, UNE-P Centrex %	D	P			55%	20		N/A
02-03	MR-9	Repair Appoint Met, UNE-P Centrex %	ND	P			73.68%	19		N/A
02-03	MR-10	Customer and Non-Qwest Related Troubles, UNE-P Centrex %		NS			35.29%	68		N/A
02-04	OP-3	Install Commit Met, UNE-P Centrex 21 %	D	P			80.43%	46		N/A
02-04	OP-3	Install Commit Met, UNE-P Centrex 21 %	ND	P			100%	25		N/A
02-04	OP-4	Install Interv, UNE-P Centrex 21, Avg Days	D	P			8.62	47		N/A
02-04	OP-4	Install Interv, UNE-P Centrex 21, Avg Days	ND	P			3.59	22		N/A
02-04	OP-5	New Service Install Quality, UNE-P Centrex 21 %		P			69.35%	62		N/A
02-04	OP-5*	New Service Install Quality, UNE-P Centrex 21 %		NS						N/A
02-04	OP-6A	Delayed Days for Non-Facil Reasons, UNE-P Centrex 21, Avg Days	D	P			15.67	6		N/A
02-04	OP-6A	Delayed Days for Non-Facil Reasons, UNE-P Centrex 21, Avg Days	ND	P						N/A
02-04	OP-6B	Delayed Days for Facil Reasons, UNE-P Centrex 21, Avg Days	D	P			8.67	3		N/A
02-04	OP-15A	Interv for Pending Orders Delayed, UNE-P Centrex 21, Avg Days		NS			56	18		N/A
02-04	OP-15B	Pending Orders Delayed for Facil Reasons, UNE-P Centrex 21 %		NS			3			N/A
02-04	MR-3	Out of Service Cleared w/in 24 Hrs, UNE-P Centrex 21 %	D	P			97.22%	72		N/A
02-04	MR-3	Out of Service Cleared w/in 24 Hrs, UNE-P Centrex 21 %	ND	P			91.30%	23		N/A
02-04	MR-4	All Troubles Cleared w/in 48 Hrs, UNE-P Centrex 21 %	D	P			100%	86		N/A
02-04	MR-4	All Troubles Cleared w/in 48 Hrs, UNE-P Centrex 21 %	ND	P			98.04%	51		N/A
02-04	MR-6	Mean Time to Restore, UNE-P Centrex 21, Hrs:Min	D	P			9:25	86		N/A
02-04	MR-6	Mean Time to Restore, UNE-P Centrex 21, Hrs:Min	ND	P			7:23	51		N/A
02-04	MR-7	Repair Repeat Report Rate, UNE-P Centrex 21 %	D	P			11.63%	86		N/A
02-04	MR-7	Repair Repeat Report Rate, UNE-P Centrex 21 %	ND	P			7.84%	51		N/A
02-04	MR-7*	Repair Repeat Report Rate, UNE-P Centrex 21 %	D	NS						N/A
02-04	MR-7*	Repair Repeat Report Rate, UNE-P Centrex 21 %	ND	NS						N/A
02-04	MR-8	Trouble Rate, UNE-P Centrex 21 %		P	0%	24	0.69%	19939	-0.41	Yes
02-04	MR-8*	Trouble Rate, UNE-P Centrex 21 %		NS						N/A
02-04	MR-9	Repair Appoint Met, UNE-P Centrex 21 %	D	P			93.02%	86		N/A
02-04	MR-9	Repair Appoint Met, UNE-P Centrex 21 %	ND	P			94.12%	51		N/A
02-04	MR-10	Customer and Non-Qwest Related Troubles, UNE-P Centrex 21 %		P			35.38%	212		N/A
02-05	OP-3	Install Commit Met, EELs %		90%	80%	10				No
02-05	OP-4	Install Interv, EELs, Avg Days		NS	11.5	10				N/A
02-05	OP-5	New Service Install Quality, EELs %		NS	83.33%	18				N/A
02-05	OP-5*	New Service Install Quality, EELs %		NS						N/A
02-05	OP-6A	Delayed Days for Non-Facil Reasons, EELs, Avg Days		NS	10	3				N/A
02-05	OP-15A	Interv for Pending Orders Delayed, EELs, Avg Days		NS						N/A
02-05	OP-15B	Pending Orders Delayed for Facil Reasons, EELs %		NS						N/A
02-05	MR-5	All Troubles Cleared w/in 4 Hrs, EELs %		NS	100%	7				N/A
02-05	MR-6	Mean Time to Restore, EELs, Hrs:Min		NS	1:40	7				N/A
02-05	MR-7	Repair Repeat Report Rate, EELs %		NS	57.14%	7				N/A
02-05	MR-7*	Repair Repeat Report Rate, EELs %		NS						N/A
02-05	MR-8	Trouble Rate, EELs %		NS	10.94%	64				N/A
02-05	MR-8*	Trouble Rate, EELs %		NS						N/A
04-01	OP-3	Install Commit Met, UBL Analog %	D	90%						N/A
04-01	OP-3	Install Commit Met, UBL Analog %		90%	99.67%	601	94.01%	3489	-5.4	Yes
04-01	OP-4	Install Interv, UBL Analog, Avg Days	D	6						N/A
04-01	OP-4	Install Interv, UBL Analog, Avg Days		6	4.25	365	5.1	3501	-3.09	Yes
04-01	OP-5	New Service Install Quality, UBL Analog %		P	99.56%	456	71.67%	3480	-12.4	Yes

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	PID	DESCRIPTION			Jul-02					
Prod ID			D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
04-01	OP-5*	New Service Install Quality, UBL Analog %		NS						N/A
04-01	OP-6A	Delayed Days for Non-Facil Reasons, UBL Analog, Avg Days	D	P						N/A
04-01	OP-6A	Delayed Days for Non-Facil Reasons, UBL Analog, Avg Days		P	3	2	4.41	66	-0.43	Yes
04-01	OP-6B	Delayed Days for Facil Reasons, UBL Analog, Avg Days	D	P						N/A
04-01	OP-6B	Delayed Days for Facil Reasons, UBL Analog, Avg Days		P			7.8	147		N/A
04-01	OP-15A	Interv for Pending Orders Delayed, UBL Analog, Avg Days		NS			82.03	285		N/A
04-01	OP-15B	Pending Orders Delayed for Facil Reasons, UBL Analog %		NS			129			N/A
04-01	MR-3	Out of Service Cleared w/in 24 Hrs, UBL Analog %		P	98.04%	51	94.09%	5229	-1.19	Yes
04-01	MR-4	All Troubles Cleared w/in 48 Hrs, UBL Analog %		P	100%	52	98.90%	6704	-0.76	Yes
04-01	MR-6	Mean Time to Restore, UBL Analog, Hrs:Min		P	4:39	52	11:09	6704	-4.09	Yes
04-01	MR-7	Repair Repeat Report Rate, UBL Analog %		P	9.62%	52	10.53%	6799	-0.21	Yes
04-01	MR-7*	Repair Repeat Report Rate, UBL Analog %		NS						N/A
04-01	MR-8	Trouble Rate, UBL Analog %		P	1.03%	5035	1.53%	443075	-2.88	Yes
04-01	MR-8*	Trouble Rate, UBL Analog %		NS						N/A
04-01	MR-10	Customer and Non-Qwest Related Troubles, UBL Analog %		NS	10.34%	58	33.95%	10294	-3.79	N/A
04-02	OP-3	Install Commit Met, UBL - 2 Wire Non-Loaded %		90%	100%	15	100%	67	.	Yes
04-02	OP-4	Install Interv, UBL - 2 Wire Non-Loaded, Avg Days		6	3.92	12	20.3	67	-5.13	Yes
04-02	OP-5	New Service Install Quality, UBL - 2 Wire Non-Loaded %		P	100%	18	90.16%	61	-1.23	Yes
04-02	OP-5*	New Service Install Quality, UBL - 2 Wire Non-Loaded %		NS						N/A
04-02	OP-6A	Delayed Days for Non-Facil Reasons, UBL - 2 Wire Non-Loaded, Avg Days		P						N/A
04-02	OP-6B	Delayed Days for Facil Reasons, UBL - 2 Wire Non-Loaded, Avg Days		P						N/A
04-02	OP-15A	Interv for Pending Orders Delayed, UBL - 2 Wire Non-Loaded, Avg Days		NS			158.88	8		N/A
04-02	OP-15B	Pending Orders Delayed for Facil Reasons, UBL - 2 Wire Non-Loaded %		NS			0			N/A
04-02	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - 2 Wire Non-Loaded %		P	100%	5	100%	50	.	Yes
04-02	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - 2 Wire Non-Loaded %		P	100%	5	100%	50	.	Yes
04-02	MR-6	Mean Time to Restore, UBL - 2 Wire Non-Loaded, Hrs:Min		P	0.0833	5	2:32	50	-0.43	Yes
04-02	MR-7	Repair Repeat Report Rate, UBL - 2 Wire Non-Loaded %		P	0%	5	22%	50	-1.13	Yes
04-02	MR-7*	Repair Repeat Report Rate, UBL - 2 Wire Non-Loaded %		NS						N/A
04-02	MR-8	Trouble Rate, UBL - 2 Wire Non-Loaded %		P	1.15%	434	1.74%	2869	-0.88	Yes
04-02	MR-8*	Trouble Rate, UBL - 2 Wire Non-Loaded %		NS						N/A
04-02	MR-10	Customer and Non-Qwest Related Troubles, UBL - 2 Wire Non-Loaded %		NS	0%	5	9.09%	55	-0.68	N/A
04-03	OP-3	Install Commit Met, UBL - 4 Wire Non-Loaded %		P			90.42%	167		N/A
04-03	OP-4	Install Interv, UBL - 4 Wire Non-Loaded, Avg Days		P			14.9	202		N/A
04-03	OP-5	New Service Install Quality, UBL - 4 Wire Non-Loaded %		P			86.08%	194		N/A
04-03	OP-5*	New Service Install Quality, UBL - 4 Wire Non-Loaded %		NS						N/A
04-03	OP-6A	Delayed Days for Non-Facil Reasons, UBL - 4 Wire Non-Loaded, Avg Days		P			11.74	19		N/A
04-03	OP-6B	Delayed Days for Facil Reasons, UBL - 4 Wire Non-Loaded, Avg Days		P						N/A
04-03	OP-15A	Interv for Pending Orders Delayed, UBL - 4 Wire Non-Loaded, Avg Days		NS			44.46	48		N/A
04-03	OP-15B	Pending Orders Delayed for Facil Reasons, UBL - 4 Wire Non-Loaded %		NS			12			N/A
04-03	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - 4 Wire Non-Loaded %		P			83.05%	177		N/A
04-03	MR-6	Mean Time to Restore, UBL - 4 Wire Non-Loaded, Hrs:Min		P			2:42	177		N/A
04-03	MR-7	Repair Repeat Report Rate, UBL - 4 Wire Non-Loaded %		P			24.86%	177		N/A
04-03	MR-7*	Repair Repeat Report Rate, UBL - 4 Wire Non-Loaded %		NS						N/A
04-03	MR-8	Trouble Rate, UBL - 4 Wire Non-Loaded %		P			2.14%	8285		N/A
04-03	MR-8*	Trouble Rate, UBL - 4 Wire Non-Loaded %		NS						N/A
04-03	MR-10	Customer and Non-Qwest Related Troubles, UBL - 4 Wire Non-Loaded %		NS			12.38%	202		N/A
04-04	OP-3	Install Commit Met, UBL - DS1 Capable %		P			90.42%	167		N/A
04-04	OP-4	Install Interv, UBL - DS1 Capable, Avg Days		P			14.9	202		N/A

IDAHO STATEWIDE AVERAGE PERFORMANCE SUMMARY, JULY 2002

	PID	DESCRIPTION			Jul-02					
Prod ID			D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
04-04	OP-5	New Service Install Quality, UBL - DS1 Capable %		P	100%	1	86.08%	194	-0.4	Yes
04-04	OP-5*	New Service Install Quality, UBL - DS1 Capable %		NS						N/A
04-04	OP-6A	Delayed Days for Non-Facil Reasons, UBL - DS1 Capable, Avg Days		P			11.74	19		N/A
04-04	OP-6B	Delayed Days for Facil Reasons, UBL - DS1 Capable, Avg Days		P						N/A
04-04	OP-15A	Interv for Pending Orders Delayed, UBL - DS1 Capable, Avg Days		NS			44.46	48		N/A
04-04	OP-15B	Pending Orders Delayed for Facil Reasons, UBL - DS1 Capable %		NS			12			N/A
04-04	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS1 Capable %		P	100%	1	83.05%	177	-0.45	Yes
04-04	MR-6	Mean Time to Restore, UBL - DS1 Capable, Hrs:Min		P	2:22	1	2:42	177	-0.1	Yes
04-04	MR-7	Repair Repeat Report Rate, UBL - DS1 Capable %		P	0%	1	24.86%	177	-0.57	Yes
04-04	MR-7*	Repair Repeat Report Rate, UBL - DS1 Capable %		NS						N/A
04-04	MR-8	Trouble Rate, UBL - DS1 Capable %		P	3.85%	26	2.14%	8285	0.61	Yes
04-04	MR-8*	Trouble Rate, UBL - DS1 Capable %		NS						N/A
04-04	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS1 Capable %		NS	0%	1	12.38%	202	-0.37	N/A
04-05	OP-3	Install Commit Met, UBL ISDN Capable %		P	100%	2	100%	67	.	Yes
04-05	OP-4	Install Interv, UBL ISDN Capable, Avg Days		P	4.5	2	20.3	67	-2.16	Yes
04-05	OP-5	New Service Install Quality, UBL ISDN Capable %		P	75%	4	90.16%	61	0.78	Yes
04-05	OP-5*	New Service Install Quality, UBL ISDN Capable %		NS						N/A
04-05	OP-6A	Delayed Days for Non-Facil Reasons, UBL ISDN Capable, Avg Days		P						N/A
04-05	OP-6B	Delayed Days for Facil Reasons, UBL ISDN Capable, Avg Days		P						N/A
04-05	OP-15A	Interv for Pending Orders Delayed, UBL ISDN Capable, Avg Days		NS			158.88	8		N/A
04-05	OP-15B	Pending Orders Delayed for Facil Reasons, UBL ISDN Capable %		NS			0			N/A
04-05	MR-3	Out of Service Cleared w/in 24 Hrs, UBL ISDN Capable %		P	100%	3	100%	50	.	Yes
04-05	MR-4	All Troubles Cleared w/in 48 Hrs, UBL ISDN Capable %		P	100%	3	100%	50	.	Yes
04-05	MR-6	Mean Time to Restore, UBL ISDN Capable, Hrs:Min		P	0:55	3	2:32	50	-1.02	Yes
04-05	MR-7	Repair Repeat Report Rate, UBL ISDN Capable %		P	0%	3	22%	50	-0.89	Yes
04-05	MR-7*	Repair Repeat Report Rate, UBL ISDN Capable %		NS						N/A
04-05	MR-8	Trouble Rate, UBL ISDN Capable %		P	2.50%	120	1.74%	2869	0.65	Yes
04-05	MR-8*	Trouble Rate, UBL ISDN Capable %		NS						N/A
04-05	MR-10	Customer and Non-Qwest Related Troubles, UBL ISDN Capable %		NS	0%	3	9.09%	55	-0.53	N/A
04-06	OP-3	Install Commit Met, UBL - ADSL Qualified %		90%			94.55%	202		N/A
04-06	OP-4	Install Interv, UBL - ADSL Qualified, Avg Days		6			6.37	203		N/A
04-06	OP-5	New Service Install Quality, UBL - ADSL Qualified %		P			96.49%	171		N/A
04-06	OP-5*	New Service Install Quality, UBL - ADSL Qualified %		NS						N/A
04-06	OP-6A	Delayed Days for Non-Facil Reasons, UBL - ADSL Qualified, Avg Days		P			2.55	11		N/A
04-06	OP-6B	Delayed Days for Facil Reasons, UBL - ADSL Qualified, Avg Days		P						N/A
04-06	MR-3	Out of Service Cleared w/in 24 Hrs, UBL - ADSL Qualified %		P			83.17%	101		N/A
04-06	MR-4	All Troubles Cleared w/in 48 Hrs, UBL - ADSL Qualified %		P			95.10%	102		N/A
04-06	MR-6	Mean Time to Restore, UBL - ADSL Qualified, Hrs:Min		P			11:27	102		N/A
04-06	MR-7	Repair Repeat Report Rate, UBL - ADSL Qualified %		P			27.45%	102		N/A
04-06	MR-7*	Repair Repeat Report Rate, UBL - ADSL Qualified %		NS						N/A
04-06	MR-8	Trouble Rate, UBL - ADSL Qualified %		P			2.09%	4883		N/A
04-06	MR-8*	Trouble Rate, UBL - ADSL Qualified %		NS						N/A
04-06	MR-10	Customer and Non-Qwest Related Troubles, UBL - ADSL Qualified %		NS			44.26%	183		N/A
04-07	OP-3	Install Commit Met, UBL - DS3 Capable %		P			80%	5		N/A
04-07	OP-4	Install Interv, UBL - DS3 Capable, Avg Days		P			14.83	6		N/A
04-07	OP-5	New Service Install Quality, UBL - DS3 Capable %		P	100%	1	92.31%	13	-0.28	Yes
04-07	OP-5*	New Service Install Quality, UBL - DS3 Capable %		NS						N/A
04-07	OP-6A	Delayed Days for Non-Facil Reasons, UBL - DS3 Capable, Avg Days		P			1	1		N/A

IDAHO STATEWIDE AVERAGE PERFORMANCE SUMMARY, JULY 2002

	PID	DESCRIPTION			Jul-02					
Prod ID			D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
04-07	OP-6B	Delayed Days for Facil Reasons, UBL - DS3 Capable, Avg Days		P						N/A
04-07	OP-15A	Interv for Pending Orders Delayed, UBL - DS3 Capable, Avg Days		NS			15	2		N/A
04-07	OP-15B	Pending Orders Delayed for Facil Reasons, UBL - DS3 Capable %		NS			0			N/A
04-07	MR-5	All Troubles Cleared w/in 4 Hrs, UBL - DS3 Capable %		P			75%	4		N/A
04-07	MR-6	Mean Time to Restore, UBL - DS3 Capable, Hrs:Min		P			2:09	4		N/A
04-07	MR-7	Repair Repeat Report Rate, UBL - DS3 Capable %		P			0%	4		N/A
04-07	MR-7*	Repair Repeat Report Rate, UBL - DS3 Capable %		NS						N/A
04-07	MR-8	Trouble Rate, UBL - DS3 Capable %		P			0.75%	530		N/A
04-07	MR-8*	Trouble Rate, UBL - DS3 Capable %		NS						N/A
04-07	MR-10	Customer and Non-Qwest Related Troubles, UBL - DS3 Capable %		NS			33.33%	6		N/A
04-08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL - Analog, Hrs:Min		NS	0:02	110				N/A
04-08	OP-7	OP-7 - Coord "Hot Cut" Interv - UBLs, UBL Other, Hrs:Min		NS						N/A
04-08	OP-13A	Coord Cuts Completed on Time, UBL - Analog %		95%	100%	42				Yes
04-08	OP-13A	Coord Cuts Completed on Time, UBL Other %		95%	100%	5				Yes
04-08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL - Analog %		NS	0%	42				N/A
04-08	OP-13B	Coord Cuts Started Without CLEC Approval, UBL Other %		NS	0%	5				N/A
04-09	OP-3	Install Commit Met, UBL Conditioned %		90%	100%	4				Yes
04-09	OP-4	Install Interv, UBL Conditioned, Avg Days		15	8	2				Yes
04-10	OP-3	Install Commit Met, Line Sharing %	D	95%			94.01%	3489		N/A
04-10	OP-3	Install Commit Met, Line Sharing %	ND	95%	100%	1	99.62%	6018	-0.06	Yes
04-10	OP-4	Install Interv, Line Sharing, Avg Days	D	3.3			5.1	3501		N/A
04-10	OP-4	Install Interv, Line Sharing, Avg Days	ND	3.3			3.6	4821		N/A
04-10	OP-5	New Service Install Quality, Line Sharing %		P	100%	1	89.52%	9408	-0.34	Yes
04-10	OP-5*	New Service Install Quality, Line Sharing %		NS						N/A
04-10	OP-6A	Delayed Days for Non-Facil Reasons, Line Sharing, Avg Days	D	NS			4.41	66		N/A
04-10	OP-6A	Delayed Days for Non-Facil Reasons, Line Sharing, Avg Days	ND	NS			5.67	18		N/A
04-10	OP-6B	Delayed Days for Facil Reasons, Line Sharing, Avg Days	D	NS			7.8	147		N/A
04-10	OP-6B	Delayed Days for Facil Reasons, Line Sharing, Avg Days	ND	NS			8.86	7		N/A
04-10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing %	D	P			93.56%	4643		N/A
04-10	MR-3	Out of Service Cleared w/in 24 Hrs, Line Sharing %	ND	P			98.29%	586		N/A
04-10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing %	D	P			98.68%	5511		N/A
04-10	MR-4	All Troubles Cleared w/in 48 Hrs, Line Sharing %	ND	P			99.92%	1193		N/A
04-10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	D	P			12:17	5511		N/A
04-10	MR-6	Mean Time to Restore, Line Sharing, Hrs:Min	ND	P			5:56	1193		N/A
04-10	MR-7	Repair Repeat Report Rate, Line Sharing %	D	NS			29.17%	24		N/A
04-10	MR-7	Repair Repeat Report Rate, Line Sharing %	ND	NS			26.92%	78		N/A
04-10	MR-7*	Repair Repeat Report Rate, Line Sharing %	D	NS						N/A
04-10	MR-7*	Repair Repeat Report Rate, Line Sharing %	ND	NS						N/A
04-10	MR-8	Trouble Rate, Line Sharing %		P	0%	4	1.53%	443075	-0.25	Yes
04-10	MR-8*	Trouble Rate, Line Sharing %		NS						N/A
05-01	OP-3	Install Commit Met, UDIT DS1 %		P			90.42%	167		N/A
05-01	OP-4	Install Interv, UDIT DS1, Avg Days		P			14.9	202		N/A
05-01	OP-5	New Service Install Quality, UDIT DS1 %		P			86.08%	194		N/A
05-01	OP-5*	New Service Install Quality, UDIT DS1 %		NS						N/A
05-01	OP-6A	Delayed Days for Non-Facil Reasons, UDIT DS1, Avg Days		P			11.74	19		N/A
05-01	OP-6B	Delayed Days for Facil Reasons, UDIT DS1, Avg Days		P						N/A
05-01	OP-15A	Interv for Pending Orders Delayed, UDIT DS1, Avg Days		NS			44.46	48		N/A
05-01	OP-15B	Pending Orders Delayed for Facil Reasons, UDIT DS1 %		NS			12			N/A

IDAHO STATEWIDE AVERAGE PERFORMANCE SUMMARY, JULY 2002

	PID	DESCRIPTION			Jul-02					
Prod ID			D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
05-01	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT DS1 %		P	100%	2	83.05%	177	-0.64	Yes
05-01	MR-6	Mean Time to Restore, UDIT DS1, Hrs:Min		P	0:14	2	2:42	177	-0.98	Yes
05-01	MR-7	Repair Repeat Report Rate, UDIT DS1 %		P	50%	2	24.86%	177	0.66	Yes
05-01	MR-7*	Repair Repeat Report Rate, UDIT DS1 %		NS						N/A
05-01	MR-8	Trouble Rate, UDIT DS1 %		P	10.53%	19	2.14%	8285	1.83	No
05-01	MR-8*	Trouble Rate, UDIT DS1 %		NS						N/A
05-01	MR-10	Customer and Non-Qwest Related Troubles, UDIT DS1 %		NS	0%	2	12.38%	202	-0.53	N/A
05-02	OP-3	Install Commit Met, UDIT > DS1 Level %		P			80%	5		N/A
05-02	OP-4	Install Interv, UDIT > DS1 Level, Avg Days		P			14.83	6		N/A
05-02	OP-5	New Service Install Quality, UDIT > DS1 Level %		P			92.31%	13		N/A
05-02	OP-5*	New Service Install Quality, UDIT > DS1 Level %		NS						N/A
05-02	OP-6A	Delayed Days for Non-Facil Reasons, UDIT > DS1 Level, Avg Days		P			1	1		N/A
05-02	OP-6B	Delayed Days for Facil Reasons, UDIT > DS1 Level, Avg Days		P						N/A
05-02	OP-15A	Interv for Pending Orders Delayed, UDIT > DS1 Level, Avg Days		NS			15	2		N/A
05-02	OP-15B	Pending Orders Delayed for Facil Reasons, UDIT > DS1 Level %		NS			0			N/A
05-02	MR-5	All Troubles Cleared w/in 4 Hrs, UDIT > DS1 Level %		P			75%	4		N/A
05-02	MR-6	Mean Time to Restore, UDIT > DS1 Level, Hrs:Min		P			2:09	4		N/A
05-02	MR-7	Repair Repeat Report Rate, UDIT > DS1 Level %		P			0%	4		N/A
05-02	MR-7*	Repair Repeat Report Rate, UDIT > DS1 Level %		NS						N/A
05-02	MR-8	Trouble Rate, UDIT > DS1 Level %		P	0%	5	0.75%	530	-0.19	Yes
05-02	MR-8*	Trouble Rate, UDIT > DS1 Level %		NS						N/A
05-02	MR-10	Customer and Non-Qwest Related Troubles, UDIT > DS1 Level %		NS			33.33%	6		N/A
07-01	DB-1A	Time to Update Databases, E911, Hrs:Min		PBD	1:10	29204				N/A
07-01	OP-3	Install Commit Met, E911 %		P			0%	2		N/A
07-01	OP-4	Install Interv, E911, Avg Days		P			49	2		N/A
07-01	OP-5	New Service Install Quality, E911 %		P			100%	2		N/A
07-01	OP-5*	New Service Install Quality, E911 %		NS						N/A
07-01	OP-6A	Delayed Days for Non-Facil Reasons, E911, Avg Days		P			37	2		N/A
07-01	MR-5	All Troubles Cleared w/in 4 Hrs, E911 %		P						N/A
07-01	MR-6	Mean Time to Restore, E911, Hrs:Min		P						N/A
07-01	MR-7	Repair Repeat Report Rate, E911 %		P						N/A
07-01	MR-7*	Repair Repeat Report Rate, E911 %		NS						N/A
07-01	MR-8	Trouble Rate, E911 %		P	0%	28	0%	192	.	Yes
07-01	MR-8*	Trouble Rate, E911 %		NS						N/A
07-01	MR-10	Customer and Non-Qwest Related Troubles, E911 %		NS						N/A
07-02	DA-1	Speed of Answer - Directory Assistance, Default, Avg Sec		PBD			8.77	.		N/A
07-02	OS-1	Speed of Answer - Operator Services, Default, Avg Sec		PBD			9.86	.		N/A
08-01	DB-1C-1	Time to Update Databases, Directory Listing, Avg Sec		PBD	0.11	39087				N/A
08-01	DB-2C-1	Accurate Database Updates, Directory Listing %		PBD	96.65%	33234				N/A
09-01	NP-1A	NXX Code Activation, All %		P						N/A
09-01	NP-1B	NXX Code Activation - Facil Delays, All %		NS						N/A
10-01	DB-1B	Time to Update Databases, LIDB, Avg Sec		PBD	1.32	6488667				N/A
11-01	OP-8B	LNP Timeliness, LNP %		95%	100%	97				Yes
11-01	OP-8C	% LNP Triggers Set Prior to the Frame Due Time, LNP %		95%	98.62%	650				Yes
11-01	OP-17A	Timeliness of Disconnects associated with LNP Orders , LNP %		98.25%	100%	747				Yes
11-01	OP-17B	Timeliness of Disconnects associated with LNP Orders , LNP %		NS	100%	747				N/A
11-01	MR-11A	LNP Trouble Reports Cleared w/in 4 Hrs, LNP %		NS			46.93%	586		N/A
11-01	MR-11B	LNP Trouble Reports Cleared w/in 48 Hrs, LNP %		1 miss			99.92%	1193		N/A

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	PID	DESCRIPTION			Jul-02					
Prod ID			D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
13-01	BI-3B	Billing Accuracy - Adjustments for Errors, Reciprocal Compensation %		95%	100%	10096.8				Yes
13-01	BI-4B	Billing Completeness, Reciprocal Compensation %		95%	100%	10096.8				Yes
14-01	OP-3	Install Commit Met, Residence %	D	P	98.44%	64	94.20%	2809	-1.43	Yes
14-01	OP-3	Install Commit Met, Residence %	ND	P	100%	101	99.66%	5841	-0.58	Yes
14-01	OP-4	Install Interv, Residence, Avg Days	D	P	3.59	64	4.9	2819	-2.35	Yes
14-01	OP-4	Install Interv, Residence, Avg Days	ND	P	2.57	54	3.6	4702	-6.35	Yes
14-01	OP-5	New Service Install Quality, Residence %		P	95.27%	169	89.84%	8526	-2.31	Yes
14-01	OP-5*	New Service Install Quality, Residence %		NS						N/A
14-01	OP-6A	Delayed Days for Non-Facil Reasons, Residence, Avg Days	ND	P			5.76	17		N/A
14-01	OP-6A	Delayed Days for Non-Facil Reasons, Residence, Avg Days	D	P	2	1	3.73	45	-0.41	Yes
14-01	OP-6B	Delayed Days for Facil Reasons, Residence, Avg Days	D	P			7.08	121		N/A
14-01	OP-6B	Delayed Days for Facil Reasons, Residence, Avg Days	ND	P			5.8	5		N/A
14-01	OP-15A	Interv for Pending Orders Delayed, Residence, Avg Days		NS	362.33	3	84.37	435	3.09	N/A
14-01	OP-15B	Pending Orders Delayed for Facil Reasons, Residence %		NS	1		154		-0.07	N/A
14-01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence %	D	P	94.59%	37	93.47%	4168	-0.27	Yes
14-01	MR-3	Out of Service Cleared w/in 24 Hrs, Residence %	ND	P	100%	3	98.39%	496	-0.22	Yes
14-01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence %	D	P	100%	48	98.64%	4939	-0.81	Yes
14-01	MR-4	All Troubles Cleared w/in 48 Hrs, Residence %	ND	P	100%	16	99.90%	991	-0.13	Yes
14-01	MR-6	Mean Time to Restore, Residence, Hrs:Min	D	P	9:25	48	12:21	4939	-1.74	Yes
14-01	MR-6	Mean Time to Restore, Residence, Hrs:Min	ND	P	4:37	16	6:18	991	-0.84	Yes
14-01	MR-7	Repair Repeat Report Rate, Residence %	D	P	8%	50	10.54%	5019	-0.58	Yes
14-01	MR-7	Repair Repeat Report Rate, Residence %	ND	P	18.75%	16	9.69%	991	1.13	Yes
14-01	MR-7*	Repair Repeat Report Rate, Residence %	D	NS						N/A
14-01	MR-7*	Repair Repeat Report Rate, Residence %	ND	NS						N/A
14-01	MR-8	Trouble Rate, Residence %		P	1.12%	5907	1.72%	350160	-3.52	Yes
14-01	MR-8*	Trouble Rate, Residence %		NS						N/A
14-01	MR-9	Repair Appoint Met, Residence %	D	P	98%	50	94.78%	5019	-1.02	Yes
14-01	MR-9	Repair Appoint Met, Residence %	ND	P	100%	16	98.28%	991	-0.52	Yes
14-01	MR-10	Customer and Non-Qwest Related Troubles, Residence %		NS	31.96%	97	33.46%	9032	-0.31	N/A
14-02	OP-3	Install Commit Met, Business %	D	P	100%	2	93.24%	680	-0.38	Yes
14-02	OP-3	Install Commit Met, Business %	ND	P	100%	3	98.31%	177	-0.23	Yes
14-02	OP-4	Install Interv, Business, Avg Days	D	P	2	2	5.9	682	-0.8	Yes
14-02	OP-4	Install Interv, Business, Avg Days	ND	P	2	1	3.66	119	-0.56	Yes
14-02	OP-5	New Service Install Quality, Business %		P	83.33%	6	86.41%	883	0.27	Yes
14-02	OP-5*	New Service Install Quality, Business %		NS						N/A
14-02	OP-6A	Delayed Days for Non-Facil Reasons, Business, Avg Days	D	P			5.86	21		N/A
14-02	OP-6A	Delayed Days for Non-Facil Reasons, Business, Avg Days	ND	P			4	1		N/A
14-02	OP-6B	Delayed Days for Facil Reasons, Business, Avg Days	D	P			11.15	26		N/A
14-02	OP-6B	Delayed Days for Facil Reasons, Business, Avg Days	ND	P			16.5	2		N/A
14-02	OP-15A	Interv for Pending Orders Delayed, Business, Avg Days		NS			87.08	120		N/A
14-02	OP-15B	Pending Orders Delayed for Facil Reasons, Business %		NS			40			N/A
14-02	MR-3	Out of Service Cleared w/in 24 Hrs, Business %	ND	P			97.78%	90		N/A
14-02	MR-3	Out of Service Cleared w/in 24 Hrs, Business %	D	P	100%	2	94.32%	475	-0.35	Yes
14-02	MR-4	All Troubles Cleared w/in 48 Hrs, Business %	ND	P	100%	3	100%	202	.	Yes
14-02	MR-4	All Troubles Cleared w/in 48 Hrs, Business %	D	P	100%	2	98.95%	572	-0.15	Yes
14-02	MR-6	Mean Time to Restore, Business, Hrs:Min	D	P	2:52	2	11:35	572	-0.96	Yes
14-02	MR-6	Mean Time to Restore, Business, Hrs:Min	ND	P	9:43	3	4:12	202	1.28	Yes
14-02	MR-7	Repair Repeat Report Rate, Business %	D	P	0%	2	11.75%	587	-0.52	Yes

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	PID	DESCRIPTION			Jul-02					
Prod ID			D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
14-02	MR-7	Repair Repeat Report Rate, Business %	ND	P	33.33%	3	10.89%	202	0.97	Yes
14-02	MR-7*	Repair Repeat Report Rate, Business %	D	NS						N/A
14-02	MR-7*	Repair Repeat Report Rate, Business %	ND	NS						N/A
14-02	MR-8	Trouble Rate, Business %		P	0.98%	511	0.85%	92915	0.32	Yes
14-02	MR-8*	Trouble Rate, Business %		NS						N/A
14-02	MR-9	Repair Appoint Met, Business %	D	P	100%	2	90.29%	587	-0.46	Yes
14-02	MR-9	Repair Appoint Met, Business %	ND	P	100%	3	95.54%	202	-0.37	Yes
14-02	MR-10	Customer and Non-Qwest Related Troubles, Business %		NS	44.44%	9	37.48%	1262	0.42	N/A
14-03	OP-3	Install Commit Met, Centrex %	D	P			100%	15		N/A
14-03	OP-3	Install Commit Met, Centrex %	ND	P			100%	1		N/A
14-03	OP-4	Install Interv, Centrex, Avg Days	D	P			3.6	15		N/A
14-03	OP-4	Install Interv, Centrex, Avg Days	ND	P			1	1		N/A
14-03	OP-5	New Service Install Quality, Centrex %		P			63.16%	19		N/A
14-03	OP-5*	New Service Install Quality, Centrex %		NS						N/A
14-03	OP-6A	Delayed Days for Non-Facil Reasons, Centrex, Avg Days	D	P						N/A
14-03	OP-6B	Delayed Days for Facil Reasons, Centrex, Avg Days	D	P						N/A
14-03	OP-15A	Interv for Pending Orders Delayed, Centrex, Avg Days		NS			162.67	15		N/A
14-03	OP-15B	Pending Orders Delayed for Facil Reasons, Centrex %		NS			2			N/A
14-03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex %	D	P			94.44%	18		N/A
14-03	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex %	ND	P			100%	9		N/A
14-03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex %	D	P			100%	22		N/A
14-03	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex %	ND	P			100%	21		N/A
14-03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	D	P			9:13	22		N/A
14-03	MR-6	Mean Time to Restore, Centrex, Hrs:Min	ND	P			6:31	21		N/A
14-03	MR-7	Repair Repeat Report Rate, Centrex %	D	P			13.04%	23		N/A
14-03	MR-7	Repair Repeat Report Rate, Centrex %	ND	P			4.76%	21		N/A
14-03	MR-7*	Repair Repeat Report Rate, Centrex %	D	NS						N/A
14-03	MR-7*	Repair Repeat Report Rate, Centrex %	ND	NS						N/A
14-03	MR-8	Trouble Rate, Centrex %		P	0%	5	0.39%	11185	-0.14	Yes
14-03	MR-8*	Trouble Rate, Centrex %		NS						N/A
14-03	MR-9	Repair Appoint Met, Centrex %	D	P			55%	20		N/A
14-03	MR-9	Repair Appoint Met, Centrex %	ND	P			73.68%	19		N/A
14-03	MR-10	Customer and Non-Qwest Related Troubles, Centrex %		NS			35.29%	68		N/A
14-04	OP-3	Install Commit Met, Centrex 21 %	D	P			80.43%	46		N/A
14-04	OP-3	Install Commit Met, Centrex 21 %	ND	P			100%	25		N/A
14-04	OP-4	Install Interv, Centrex 21, Avg Days	D	P			8.62	47		N/A
14-04	OP-4	Install Interv, Centrex 21, Avg Days	ND	P			3.59	22		N/A
14-04	OP-5	New Service Install Quality, Centrex 21 %		P	100%	1	69.35%	62	-0.66	Yes
14-04	OP-5*	New Service Install Quality, Centrex 21 %		NS						N/A
14-04	OP-6A	Delayed Days for Non-Facil Reasons, Centrex 21, Avg Days	D	P			15.67	6		N/A
14-04	OP-6A	Delayed Days for Non-Facil Reasons, Centrex 21, Avg Days	ND	P						N/A
14-04	OP-6B	Delayed Days for Facil Reasons, Centrex 21, Avg Days	D	P			8.67	3		N/A
14-04	OP-15A	Interv for Pending Orders Delayed, Centrex 21, Avg Days		NS			56	18		N/A
14-04	OP-15B	Pending Orders Delayed for Facil Reasons, Centrex 21 %		NS			3			N/A
14-04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21 %	D	P			97.22%	72		N/A
14-04	MR-3	Out of Service Cleared w/in 24 Hrs, Centrex 21 %	ND	P			91.30%	23		N/A
14-04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21 %	D	P			100%	86		N/A
14-04	MR-4	All Troubles Cleared w/in 48 Hrs, Centrex 21 %	ND	P			98.04%	51		N/A

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	PID	DESCRIPTION			Jul-02					
Prod ID			D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
14-04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	D	P			9:25	86		N/A
14-04	MR-6	Mean Time to Restore, Centrex 21, Hrs:Min	ND	P			7:23	51		N/A
14-04	MR-7	Repair Repeat Report Rate, Centrex 21 %	D	P			11.63%	86		N/A
14-04	MR-7	Repair Repeat Report Rate, Centrex 21 %	ND	P			7.84%	51		N/A
14-04	MR-7*	Repair Repeat Report Rate, Centrex 21 %	D	NS						N/A
14-04	MR-7*	Repair Repeat Report Rate, Centrex 21 %	ND	NS						N/A
14-04	MR-8	Trouble Rate, Centrex 21 %		P	0%	72	0.69%	19939	-0.7	Yes
14-04	MR-8*	Trouble Rate, Centrex 21 %		NS						N/A
14-04	MR-9	Repair Appoint Met, Centrex 21 %	D	P			93.02%	86		N/A
14-04	MR-9	Repair Appoint Met, Centrex 21 %	ND	P			94.12%	51		N/A
14-04	MR-10	Customer and Non-Qwest Related Troubles, Centrex 21 %		NS			35.38%	212		N/A
14-05	OP-3	Install Commit Met, PBX %	D	P			83.33%	6		N/A
14-05	OP-3	Install Commit Met, PBX %	ND	P						N/A
14-05	OP-3	Install Commit Met, PBX %		P			100%	12		N/A
14-05	OP-4	Install Interv, PBX, Avg Days	D	P			6.5	6		N/A
14-05	OP-4	Install Interv, PBX, Avg Days	ND	P						N/A
14-05	OP-4	Install Interv, PBX, Avg Days		P			9.13	16		N/A
14-05	OP-5	New Service Install Quality, PBX %		P	100%	1	84%	25	-0.43	Yes
14-05	OP-5*	New Service Install Quality, PBX %		NS						N/A
14-05	OP-6A	Delayed Days for Non-Facil Reasons, PBX, Avg Days	D	P			16	1		N/A
14-05	OP-6A	Delayed Days for Non-Facil Reasons, PBX, Avg Days	ND	P						N/A
14-05	OP-6A	Delayed Days for Non-Facil Reasons, PBX, Avg Days		P			13	1		N/A
14-05	OP-6B	Delayed Days for Facil Reasons, PBX, Avg Days	D	P						N/A
14-05	OP-6B	Delayed Days for Facil Reasons, PBX, Avg Days		P						N/A
14-05	OP-15A	Interv for Pending Orders Delayed, PBX, Avg Days		NS			79	2		N/A
14-05	OP-15B	Pending Orders Delayed for Facil Reasons, PBX %		NS			0			N/A
14-05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX %	D	P			76.47%	17		N/A
14-05	MR-3	Out of Service Cleared w/in 24 Hrs, PBX %	ND	P			100%	28		N/A
14-05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX %	D	P			100%	18		N/A
14-05	MR-4	All Troubles Cleared w/in 48 Hrs, PBX %	ND	P			100%	30		N/A
14-05	MR-6	Mean Time to Restore, PBX, Hrs:Min	D	P			11:44	18		N/A
14-05	MR-6	Mean Time to Restore, PBX, Hrs:Min	ND	P			2:06	30		N/A
14-05	MR-7	Repair Repeat Report Rate, PBX %	D	P			22.22%	18		N/A
14-05	MR-7	Repair Repeat Report Rate, PBX %	ND	P			13.33%	30		N/A
14-05	MR-7*	Repair Repeat Report Rate, PBX %	D	NS						N/A
14-05	MR-7*	Repair Repeat Report Rate, PBX %	ND	NS						N/A
14-05	MR-8	Trouble Rate, PBX %		P	0%	406	0.29%	16567	-1.07	Yes
14-05	MR-8*	Trouble Rate, PBX %		NS						N/A
14-05	MR-9	Repair Appoint Met, PBX %	D	P			62.50%	8		N/A
14-05	MR-9	Repair Appoint Met, PBX %	ND	P			100%	5		N/A
14-05	MR-10	Customer and Non-Qwest Related Troubles, PBX %		NS			23.81%	63		N/A
14-06	OP-3	Install Commit Met, Basic Rate ISDN %	D	P						N/A
14-06	OP-3	Install Commit Met, Basic Rate ISDN %	ND	P			100%	6		N/A
14-06	OP-3	Install Commit Met, Basic Rate ISDN %		P			100%	61		N/A
14-06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	D	P						N/A
14-06	OP-4	Install Interv, Basic Rate ISDN, Avg Days	ND	P			2.4	5		N/A
14-06	OP-4	Install Interv, Basic Rate ISDN, Avg Days		P			21.74	62		N/A
14-06	OP-5	New Service Install Quality, Basic Rate ISDN %		P			90.16%	61		N/A

IDAHO STATEWIDE AVERAGE PERFORMANCE SUMMARY, JULY 2002

	PID	DESCRIPTION			Jul-02					
Prod ID			D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
14-06	OP-5*	New Service Install Quality, Basic Rate ISDN %		NS						N/A
14-06	OP-6A	Delayed Days for Non-Facil Reasons, Basic Rate ISDN, Avg Days	D	P						N/A
14-06	OP-6A	Delayed Days for Non-Facil Reasons, Basic Rate ISDN, Avg Days		P						N/A
14-06	OP-6B	Delayed Days for Facil Reasons, Basic Rate ISDN, Avg Days		P						N/A
14-06	OP-15A	Interv for Pending Orders Delayed, Basic Rate ISDN, Avg Days		NS			158.88	8		N/A
14-06	OP-15B	Pending Orders Delayed for Facil Reasons, Basic Rate ISDN %		NS			0			N/A
14-06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN %	D	P			100%	20		N/A
14-06	MR-3	Out of Service Cleared w/in 24 Hrs, Basic Rate ISDN %	ND	P			100%	30		N/A
14-06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN %	D	P			100%	20		N/A
14-06	MR-4	All Troubles Cleared w/in 48 Hrs, Basic Rate ISDN %	ND	P			100%	30		N/A
14-06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	D	P			4:20	20		N/A
14-06	MR-6	Mean Time to Restore, Basic Rate ISDN, Hrs:Min	ND	P			1:20	30		N/A
14-06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN %	D	P			25%	20		N/A
14-06	MR-7	Repair Repeat Report Rate, Basic Rate ISDN %	ND	P			20%	30		N/A
14-06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN %	D	NS						N/A
14-06	MR-7*	Repair Repeat Report Rate, Basic Rate ISDN %	ND	NS						N/A
14-06	MR-8	Trouble Rate, Basic Rate ISDN %		P	0%	2	1.74%	2869	-0.19	Yes
14-06	MR-8*	Trouble Rate, Basic Rate ISDN %		NS						N/A
14-06	MR-9	Repair Appoint Met, Basic Rate ISDN %	D	P						N/A
14-06	MR-9	Repair Appoint Met, Basic Rate ISDN %	ND	P						N/A
14-06	MR-10	Customer and Non-Qwest Related Troubles, Basic Rate ISDN %		NS			9.09%	55		N/A
14-07	OP-3	Install Commit Met, Qwest DSL %	D	P			94.47%	199		N/A
14-07	OP-3	Install Commit Met, Qwest DSL %	ND	P			98.96%	1158		N/A
14-07	OP-3	Install Commit Met, Qwest DSL %		P			100%	12		N/A
14-07	OP-4	Install Interv, Qwest DSL, Avg Days	D	P			6.44	200		N/A
14-07	OP-4	Install Interv, Qwest DSL, Avg Days	ND	P			4.9	596		N/A
14-07	OP-4	Install Interv, Qwest DSL, Avg Days		P			5.08	12		N/A
14-07	OP-5	New Service Install Quality, Qwest DSL %		P			99.49%	1184		N/A
14-07	OP-5*	New Service Install Quality, Qwest DSL %		NS						N/A
14-07	OP-6A	Delayed Days for Non-Facil Reasons, Qwest DSL, Avg Days	D	P			2.55	11		N/A
14-07	OP-6A	Delayed Days for Non-Facil Reasons, Qwest DSL, Avg Days	ND	P			4.71	7		N/A
14-07	OP-6A	Delayed Days for Non-Facil Reasons, Qwest DSL, Avg Days		P						N/A
14-07	OP-6B	Delayed Days for Facil Reasons, Qwest DSL, Avg Days	D	P						N/A
14-07	OP-6B	Delayed Days for Facil Reasons, Qwest DSL, Avg Days	ND	P						N/A
14-07	MR-3	Out of Service Cleared w/in 24 Hrs, Qwest DSL %		P			83.17%	101		N/A
14-07	MR-4	All Troubles Cleared w/in 48 Hrs, Qwest DSL %		P			95.10%	102		N/A
14-07	MR-6	Mean Time to Restore, Qwest DSL, Hrs:Min		P			11:27	102		N/A
14-07	MR-7	Repair Repeat Report Rate, Qwest DSL %		P			27.45%	102		N/A
14-07	MR-7*	Repair Repeat Report Rate, Qwest DSL %		NS						N/A
14-07	MR-8	Trouble Rate, Qwest DSL %		P	0%	4	2.09%	4883	-0.29	Yes
14-07	MR-8*	Trouble Rate, Qwest DSL %		NS						N/A
14-07	MR-10	Customer and Non-Qwest Related Troubles, Qwest DSL %		NS			44.26%	183		N/A
14-08	OP-3	Install Commit Met, ISDN Primary %	ND	P			0%	1		N/A
14-08	OP-3	Install Commit Met, ISDN Primary %		P			84.42%	77		N/A
14-08	OP-4	Install Interv, ISDN Primary, Avg Days	D	P						N/A
14-08	OP-4	Install Interv, ISDN Primary, Avg Days	ND	P			22	1		N/A
14-08	OP-4	Install Interv, ISDN Primary, Avg Days		P			11.62	162		N/A
14-08	OP-5	New Service Install Quality, ISDN Primary %		P			97.83%	92		N/A

IDAHO STATEWIDE AVERAGE PERFORMANCE SUMMARY, JULY 2002

	PID	DESCRIPTION			Jul-02					
Prod ID			D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
14-08	OP-5*	New Service Install Quality, ISDN Primary %		NS						N/A
14-08	OP-6A	Delayed Days for Non-Facil Reasons, ISDN Primary, Avg Days	D	P						N/A
14-08	OP-6A	Delayed Days for Non-Facil Reasons, ISDN Primary, Avg Days	ND	P			20	1		N/A
14-08	OP-6A	Delayed Days for Non-Facil Reasons, ISDN Primary, Avg Days		P			12.41	17		N/A
14-08	OP-15A	Interv for Pending Orders Delayed, ISDN Primary, Avg Days		NS			3.95	22		N/A
14-08	OP-15B	Pending Orders Delayed for Facil Reasons, ISDN Primary %		NS			0			N/A
14-08	MR-5	All Troubles Cleared w/in 4 Hrs, ISDN Primary %		P	100%	2	64.29%	14	-0.99	Yes
14-08	MR-6	Mean Time to Restore, ISDN Primary, Hrs:Min		P	0:46	2	4:11	14	-0.82	Yes
14-08	MR-7	Repair Repeat Report Rate, ISDN Primary %		P	50%	2	7.14%	14	1.19	Yes
14-08	MR-7*	Repair Repeat Report Rate, ISDN Primary %		NS						N/A
14-08	MR-8	Trouble Rate, ISDN Primary %		P	3.39%	59	0.05%	29465	3.56	No
14-08	MR-8*	Trouble Rate, ISDN Primary %		NS						N/A
14-08	MR-10	Customer and Non-Qwest Related Troubles, ISDN Primary %		NS	0%	2	17.65%	17	-0.62	N/A
14-09	OP-3	Install Commit Met, DS0 %	D	P						N/A
14-09	OP-3	Install Commit Met, DS0 %	ND	P						N/A
14-09	OP-3	Install Commit Met, DS0 %		P			71.43%	7		N/A
14-09	OP-4	Install Interv, DS0, Avg Days	D	P						N/A
14-09	OP-4	Install Interv, DS0, Avg Days	ND	P						N/A
14-09	OP-4	Install Interv, DS0, Avg Days		P			18.63	8		N/A
14-09	OP-5	New Service Install Quality, DS0 %		P			25%	12		N/A
14-09	OP-5*	New Service Install Quality, DS0 %		NS						N/A
14-09	OP-6A	Delayed Days for Non-Facil Reasons, DS0, Avg Days	D	P						N/A
14-09	OP-6A	Delayed Days for Non-Facil Reasons, DS0, Avg Days	ND	P						N/A
14-09	OP-6A	Delayed Days for Non-Facil Reasons, DS0, Avg Days		P			18.33	3		N/A
14-09	OP-6B	Delayed Days for Facil Reasons, DS0, Avg Days		P			27	1		N/A
14-09	OP-15A	Interv for Pending Orders Delayed, DS0, Avg Days		NS						N/A
14-09	OP-15B	Pending Orders Delayed for Facil Reasons, DS0 %		NS						N/A
14-09	MR-5	All Troubles Cleared w/in 4 Hrs, DS0 %		P			73.91%	184		N/A
14-09	MR-6	Mean Time to Restore, DS0, Hrs:Min		P			3:08	184		N/A
14-09	MR-7	Repair Repeat Report Rate, DS0 %		P			19.57%	184		N/A
14-09	MR-7*	Repair Repeat Report Rate, DS0 %		NS						N/A
14-09	MR-8	Trouble Rate, DS0 %		P	0%	28	0.98%	18764	-0.53	Yes
14-09	MR-8*	Trouble Rate, DS0 %		NS						N/A
14-09	MR-10	Customer and Non-Qwest Related Troubles, DS0 %		NS			23.65%	241		N/A
14-10	OP-3	Install Commit Met, DS1 %		P			90.42%	167		N/A
14-10	OP-4	Install Interv, DS1, Avg Days		P			14.9	202		N/A
14-10	OP-5	New Service Install Quality, DS1 %		P			86.08%	194		N/A
14-10	OP-5*	New Service Install Quality, DS1 %		NS						N/A
14-10	OP-6A	Delayed Days for Non-Facil Reasons, DS1, Avg Days		P			11.74	19		N/A
14-10	OP-6B	Delayed Days for Facil Reasons, DS1, Avg Days		P						N/A
14-10	OP-15A	Interv for Pending Orders Delayed, DS1, Avg Days		NS			44.46	48		N/A
14-10	OP-15B	Pending Orders Delayed for Facil Reasons, DS1 %		NS			12			N/A
14-10	MR-5	All Troubles Cleared w/in 4 Hrs, DS1 %		P	100%	6	83.05%	177	-1.09	Yes
14-10	MR-6	Mean Time to Restore, DS1, Hrs:Min		P	1:17	6	2:42	177	-0.96	Yes
14-10	MR-7	Repair Repeat Report Rate, DS1 %		P	33.33%	6	24.86%	177	0.46	Yes
14-10	MR-7*	Repair Repeat Report Rate, DS1 %		NS						N/A
14-10	MR-8	Trouble Rate, DS1 %		P	8.45%	71	2.14%	8285	2.82	No
14-10	MR-8*	Trouble Rate, DS1 %		NS						N/A

IDAHO STATEWIDE AVERAGE PERFORMANCE SUMMARY, JULY 2002

	PID	DESCRIPTION			Jul-02					
Prod ID			D/ ND	B/NS/ P/PBD	CLEC Result	CLEC Volume	Qwest Result	Qwest Volume	Mod Z Score	Met Std
14-10	MR-10	Customer and Non-Qwest Related Troubles, DS1 %		NS	0%	6	12.38%	202	-0.91	N/A
14-11	OP-3	Install Commit Met, DS3 %		P			80%	5		N/A
14-11	OP-4	Install Interv, DS3, Avg Days		P			14.83	6		N/A
14-11	OP-5	New Service Install Quality, DS3 %		P			92.31%	13		N/A
14-11	OP-5*	New Service Install Quality, DS3 %		NS						N/A
14-11	OP-6A	Delayed Days for Non-Facil Reasons, DS3, Avg Days		P			1	1		N/A
14-11	OP-6B	Delayed Days for Facil Reasons, DS3, Avg Days		P						N/A
14-11	OP-15A	Interv for Pending Orders Delayed, DS3, Avg Days		NS			15	2		N/A
14-11	OP-15B	Pending Orders Delayed for Facil Reasons, DS3 %		NS			0			N/A
14-11	MR-5	All Troubles Cleared w/in 4 Hrs, DS3 %		P			75%	4		N/A
14-11	MR-6	Mean Time to Restore, DS3, Hrs:Min		P			2:09	4		N/A
14-11	MR-7	Repair Repeat Report Rate, DS3 %		P			0%	4		N/A
14-11	MR-7*	Repair Repeat Report Rate, DS3 %		NS						N/A
14-11	MR-8	Trouble Rate, DS3 %		P	0%	1	0.75%	530	-0.09	Yes
14-11	MR-8*	Trouble Rate, DS3 %		NS						N/A
14-11	MR-10	Customer and Non-Qwest Related Troubles, DS3 %		NS			33.33%	6		N/A
14-12	OP-3	Install Commit Met, Frame Relay %		P			89.89%	89		N/A
14-12	OP-4	Install Interv, Frame Relay, Avg Days		P						N/A
14-12	OP-5	New Service Install Quality, Frame Relay %		P			91.89%	74		N/A
14-12	OP-5*	New Service Install Quality, Frame Relay %		NS						N/A
14-12	OP-6A	Delayed Days for Non-Facil Reasons, Frame Relay, Avg Days		P			12.3	10		N/A
14-12	OP-6B	Delayed Days for Facil Reasons, Frame Relay, Avg Days		P						N/A
14-12	OP-15A	Interv for Pending Orders Delayed, Frame Relay, Avg Days		NS			21.89	9		N/A
14-12	OP-15B	Pending Orders Delayed for Facil Reasons, Frame Relay %		NS			1			N/A
14-12	MR-5	All Troubles Cleared w/in 4 Hrs, Frame Relay %		P			86.36%	88		N/A
14-12	MR-6	Mean Time to Restore, Frame Relay, Hrs:Min		P			1:59	88		N/A
14-12	MR-7	Repair Repeat Report Rate, Frame Relay %		P			17.05%	88		N/A
14-12	MR-7*	Repair Repeat Report Rate, Frame Relay %		NS						N/A
14-12	MR-8	Trouble Rate, Frame Relay %		P	0%	1	2.37%	3718	-0.16	Yes
14-12	MR-8*	Trouble Rate, Frame Relay %		NS						N/A
14-12	MR-10	Customer and Non-Qwest Related Troubles, Frame Relay %		NS			10.20%	98		N/A
		NUMBER OF METRICS MET			190					
		NUMBER OF METRICS MISSED			10					
		PERCENT OF METRICS MET			95.00%					